

Case Details

Case ID : N012013-05-0201687	Division : Honda - Auto	Condition : Closed	Open Date : 5/2/2013 1:29:53 PM
Case Originator : Sarwat Khan (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/31/2014 1:33:19 PM
Case Owner : Sarwat Khan (Team HH)	Method : Phone	Queue :	Days Open : 333
Last Closed By : Sarwat Khan (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - WOODS, CHRIS - MULTIPLE I No. of Attachments : 3			

Site / Contact Info :

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

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 1HGCT1B81DA
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT1B8DKNW / A
Miles / Hours :	15,000
In Service Date :	10/26/2012
Months In Use :	7
Engine Number :	K24W11012532
Originating Dealer No. / Name :	208289 / HONDA OF FAYETTEVILLE
Selling Dealer No. / Name :	208289 / HONDA OF FAYETTEVILLE
Trim :	EX-LNAV
No. Of Doors :	2
Transmission Code :	CVT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206947 / ROPER HONDA
Phone No. :	417-625-0800
Address :	902 N. RANGELINE
City / State / Zip :	JOPLIN., MO 64801
Svc District / Sls District :	08H / F08
Warranty Labor Rate / Date :	\$85.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208289	HONDA OF FAYETTEVILLE		
208249	FRANK FLETCHER HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-05-0201687-1	Subcase Close	Product	Operation	010	Radio, EQ & CD
N012013-05-0201687-2	Subcase Close	Product	Operation	510	Steering Column
N012013-05-0201687-3	Subcase Close	Product	Operation	057	Hands Free Link

Issue Details

Issue ID : N012013-05-0201687-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : [REDACTED]	Type 1 : Product	Status : Subcase Close	Open Date : 5/3/2013 9:08:44 AM
Issue Owner : [REDACTED]	Type 2 : Operation	Queue :	Close Date : 7/5/2013 5:22:10 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-05-0201687-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : [REDACTED]	Type 1 : Product	Status : Subcase Close	Open Date : 12/16/2013 12:49:37
Issue Owner : [REDACTED]	Type 2 : Operation	Queue :	Close Date : 12/16/2013 12:49:47
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, No Defect Found
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-05-0201687-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : [REDACTED]	Type 1 : Product	Status : Subcase Close	Open Date : 12/16/2013 1:10:45 PM
Issue Owner : [REDACTED]	Type 2 : Operation	Queue :	Close Date : 12/16/2013 1:10:57 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 057 / Hands Free Link
Condition Code Desc : 0577 HFL Operation
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, No Defect Found
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

*** CASE CREATE 5/2/2013 1:29:53 PM, skhan

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

*** CASE MODIFY 5/2/2013 1:30:22 PM, skhan

into WIP default and Status of Solving.

*** CASE MODIFY 5/2/2013 1:31:19 PM, skhan

into WIP default and Status of Solving.

*** CASE MODIFY 5/2/2013 1:33:50 PM, skhan

into WIP default and Status of Solving.

*** NOTES 5/2/2013 1:42:42 PM, skhan, Action Type : Call from Customer

I updated the customers contact information.

The customers best contact number is [REDACTED]

The customer called AH and stated that he took his vehicle to a different Honda dlr. as the Honda dlr. where he purchased his vehicle from stop taking phone calls from him. He stated that the lane watch camera does not work; the stereo deletes his phone book and does not allow voice dialing and voice functions. He stated that he had the software update which alleviated some issue but then created some other issues. He stated that the base in his vehicle is ridiculous and the fuel door is not aligning correctly with the design of the car and the windshield wipers do not work; he stated that he had these replaced 3 times. He stated that the leather on the driver side seat is already starting to wear and crack and the Honda dlr. advised him its due to him being a heavy set man. He stated that he is 511, 160 lbs. so this is ridiculous. He stated that the back floor boards on both sides feel like a sponge and are sinking in and when he checked his other 2013 Accord (he has 2) it did not do this and as a result, it is pulling the carpet from the actual contour of the floor board. He stated that he purchased 2 cars and neither of them functions properly and this is a bad experience. He stated to top this off, AHFC has made a mistake regarding the payments and now he cant trade the vehicle and get rid of the car.

He stated that he took his vehicle to a different Honda dlr. that advised him that they do not know how long it will take to repair the issues and this will leave him without a vehicle. He stated that this just added insult to injury. He stated that he is working with SM Jim and customer service manager Nate and both of them advised him that he is not approved for a rental car. He is requesting for AH to provide him with a loaner car while his vehicle is at the Honda dlr. for repairs.

ACS empathized with the customer and advised him that his case will be forwarded to a RCM for further review to see if AH can assist him with his request. ACS advised customer that someone from AH will contact him no later then the end of the next business day and thanked for allowing me to assist him and document his concerns.

He stated that he will not be available from 6am-6pm central time.

He stated that his other vehicle is experiencing engine issues that still has not been resolved. (N012013-04-0900986)

*** CASE MODIFY 5/2/2013 1:42:52 PM, skhan

into WIP default and Status of Solving.

*** CASE DISPATCH 5/2/2013 1:43:05 PM, skhan

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 5/3/2013 8:31:14 AM, dmendoza

from Queue Honda Team C to WIP default.

*** CASE MODIFY 5/3/2013 8:39:50 AM, dmendoza

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

into WIP default and Status of Solving.

*** SUBCASE N012013-05-0201687-1 CREATE 5/3/2013 9:08:44 AM, dmendoza

Created in WIP Default with Due Date 5/3/2013 9:08:44 AM.

*** NOTES 5/3/2013 9:15:19 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. The phone rang a few times and I ultimately encountered a recording that advised me that the person I have called has a voice mailbox that has not been set up yet. I was not provided the opportunity to leave a message.

*** COMMIT 5/3/2013 9:15:38 AM, dmendoza, Action Type : N/A

Made to [REDACTED] due 05/08/2013 08:00:00 PM.

24 2nd att

*** CASE MODIFY 5/3/2013 9:16:50 AM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 5/3/2013 9:16:54 AM, dmendoza

into WIP default and Status of Solving.

*** NOTES 5/7/2013 2:51:05 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Jim. I advised the SM that I'm calling in regards to the customer. The SM states that he's familiar with him. He states that the customer came in today and complained about a number of issues. First, he complained that the leather was cracking on his driver's seat. The SM states that the seat was exhibiting normal flex marks. They showed the customer and told him that it's from getting in and out of the car. The customer also complained that his gas cap door wasn't fitting properly. The SM states that it fits perfectly. He states that the body lines are all in line with one another. They compared the vehicle to another and the customer confirmed that it was normal. The customer also complained that the rear floorboards sink. I asked him what he means by floorboards. He states that it's the rear floor. They did identify the flex in the floorboards that the customer was referring to. However, they compared it to another vehicle and it was normal. The SM states that they put both vehicles on a lift and showed the customer that the flex was the same. The customer also complained that his bluetooth was inoperative. They have confirmed that it is working fine. The customer also said that his side view camera doesn't work when the USB port is being used. They tested this and it worked fine. The customer was shown that it was working. The customer also complained that his audio system didn't sound right. He complained that the bass wouldn't make his mirror rattle. The SM states that they tested the system with the customer and confirmed that it's operating as designed. Lastly, the customer complained that his wipers weren't cleaning the window effectively. They tested this with the customer and confirmed that they were working. He states that the customer has after market wiper blades on the vehicle though. I advised the SM that I haven't spoken to the customer yet. The SM states that their tech spent about an hour with him. I advised the SM that I'll follow up with him if necessary. The call ended.

*** CASE MODIFY COMMITMENT 5/7/2013 2:51:16 PM, dmendoza

with [REDACTED] due 05/09/2013 08:00:00 PM.

*** CASE MODIFY 5/7/2013 2:51:19 PM, dmendoza

into WIP 10B - Robert Doyle and Status of Solving.

*** NOTES 5/9/2013 2:45:45 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to his case. I verified his contact information. I advised the customer that I'm calling in regards to his case. The customer states that he's experiencing a number of issues with his vehicle. The customer states that he had the vehicle inspected at a dealership the day before yesterday. The customer states that the dealership advised him that most of his issues are normal for the vehicle. The customer states that his foot sinks about 4 inches in to the floorboards in his back seat. The customer states that the dealership put another vehicle on a lift and had a guy in it to show them what happened. The customer states that his leather is deteriorating. He states that it's wearing and cracking on the driver's seat. His first dealer, Honda of Fayetteville, told him that he was just too heavy for the vehicle. The customer states that he weighs about 170 lbs. He states that he had Frank Fletcher Honda look at it. When they say it they said that this is just how his seat was going to look because weather

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

will wear. The customer states that he believes that this is premature. The customer states that his fuel tank door doesn't properly align with the associated indentation in the car there. The dealer advised him that if they were to fix it the body lines wouldn't line up anymore so there's no reason to fix it. The customer states that his lanewatch camera will intermittently come on much later than it should. There are also times where it will get stuck on or on a black screen. Sometimes his back up camera will do the same thing. He can not voice dial through his system. It also keeps deleting the phonebook out of his vehicle. The customer states that yesterday his dealership showed him that he was doing it wrong. They tried to show him how it works and they couldn't get it to voice dial themselves. The dealer committed to reviewing the case with TL. The customer has not heard back from them though. He states that there is also a significant shudder in the vehicle at about 2,000 RPMs around 20 mph. This happens intermittently. The customer states that today he noticed that there was a loud metal-on-metal noise that his sunroof makes when he opens it. Also, there has been more than one occasion where his radio won't activate with the vehicle. It just shows a black screen when this happens. It also seems like he doesn't have a sub woofer in the vehicle. The customer spoke to a tech and they told him that the vehicle sounds really good. The customer states that he believes that his 11 Accord sounds better than this vehicle. The customer tested his radio system with the dealership and no bass came from the rear of the vehicle when he used his radio. The customer doesn't believe that his sub woofer is working. The customer states that these are the only issues that he can remember off of the top of his head. He states that he would like to know why he can't get a day-night mirror for his vehicle at his trim level. I advised the customer that I can look in to that for him. I asked the customer how he was hoping AHM could help him in this situation. The customer is requesting assistance with resolving these issues. The customer states that he's in the vehicle now and it's not starting properly. He states that he put his foot on the brake and pressed the start button but it wouldn't activate. He states that he had to press the brake again before the vehicle would start. I advised the customer that I'm in the information gathering stages at this point so I can't guarantee anything. I advised the customer that I do want him to be aware that he's contacted the warrantors of the vehicle. The warranty exists for defect in material or workmanship. If any of his concerns are normal or characteristic of the vehicle ACS wouldn't have a repair or procedure to recommend. I advised the customer that I've also spoken to his dealership and they've advised me that a number of his issues were determined to be normal. ACS may need to involve the DPSM so that he can inspect the vehicle. I advised the customer that I bring this up now though as the DPSM's visit is a monthly one and it could be a few weeks until we can arrange the inspection. The customer understood. We agreed on a follow up date of 5/16/13. I provided my contact information. The call ended.

*** CASE FULFILL 5/9/2013 2:45:52 PM, dmendoza

Fulfilled for [REDACTED] due 05/09/2013 08:00:00 PM.

*** COMMIT 5/9/2013 2:45:53 PM, dmendoza, Action Type : N/A

cd frank fletcher

*** CASE MODIFY 5/9/2013 2:46:07 PM, dmendoza

into WIP 10B - Robert Doyle and Status of Solving.

*** NOTES 5/13/2013 12:01:21 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to an SA. He advised me that the SM is currently unavailable and out to lunch. He states that the SM can be reached at [REDACTED]. I thanked him for the help and the call ended.

*** CASE MODIFY 5/13/2013 12:01:27 PM, dmendoza

into WIP 10B - Robert Doyle and Status of Solving.

*** CASE MODIFY COMMITMENT 5/13/2013 4:59:17 PM, dmendoza

with [REDACTED] due 05/14/2013 08:00:00 PM.

*** NOTES 5/15/2013 2:47:55 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Jim. I advised the SM that I'm calling in regards to the customer. The customer has contended that a number of the concerns he attempted to address at the dealership are problems with his vehicle. I advised the SM that the customer disagrees with their diagnosis. The SM states that they showed the customer everything and there is nothing wrong with the vehicle. I advised the SM that I'm going to need to have the DPSM inspect the vehicle and confirm that. The SM states that the next visit is inspected in about a month. I advised him that I'll iron out the date with the DPSM and call him back to make arrangements for the customer to come back in. The SM agreed and the call ended.

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Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

*** CASE FULFILL 5/15/2013 2:48:25 PM, dmendoza

Fulfilled for [REDACTED] due 05/14/2013 08:00:00 PM.

*** COMMIT 5/15/2013 2:48:26 PM, dmendoza, Action Type : N/A

cf 10B r.e. next visit

*** CASE MODIFY 5/15/2013 2:48:38 PM, dmendoza

into WIP 10B - Robert Doyle and Status of Solving.

*** NOTES 5/16/2013 4:49:22 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to his case. I've spoken to his dealership and they have adhered to their determination that the vehicle is operating as it should. I advised the customer that I'd like to involve the DPSM at this point. I advised the customer that I don't have the date for his next visit yet but I wanted to keep him updated on the case. The customer understood. We agreed on a follow up date of 5/20/13. The call ended.

*** CASE MODIFY COMMITMENT 5/16/2013 4:49:37 PM, dmendoza

with [REDACTED] due 05/17/2013 08:00:00 PM.

*** CASE MODIFY 5/16/2013 4:49:40 PM, dmendoza

into WIP 10B - Robert Doyle and Status of Solving.

*** CASE MODIFY COMMITMENT 5/17/2013 4:14:20 PM, dmendoza

with [REDACTED] due 05/20/2013 08:00:00 PM.

*** NOTES 5/22/2013 2:46:49 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and left a message with the 10B DPSM. I advised the DPSM that I'm calling in regards to the customer. I asked the DPSM to give me a call and provided my direct number.

*** CASE MODIFY 5/22/2013 2:47:48 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 5/22/2013 4:02:44 PM, dmendoza, Action Type : Field Service

I received a call from the 10B DPSM. The DPSM states that his next scheduled visit at the dealership is going to be this Friday. I advised him that the customer is experiencing a number of issues that he's had addressed at the dealership. The dealer has found them all to be normal for the vehicle. The customer disagrees with this though. As such, I wanted to see if he'd be in a position to inspect the vehicle. The DPSM states that he can. I advised him that I'll send him a list of the customer's concerns tomorrow. The call ended.

*** NOTES 5/22/2013 4:03:44 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I've reviewed the case with the DPSM and he has confirmed that he will next be at the dealership this Friday. The customer states that he's said that this is a bad day for him. I asked the customer if he'd be able to leave the vehicle if he was provided a loaner for the day. The customer states that he can. I advised the customer that I may not be able to reach the dealership within the necessary time period though but I'll call tomorrow, 5/23/13. The customer agreed. He states that he's recently experienced a new issue as well. He states that he was using his navigation system recently and it just stopped accepting any inputs. The customer states that it would zoom in and out but he couldn't change screens or utilize any of the vehicle's cameras. I advised the customer that I'm sorry to hear that. I advised him that the DPSM will inspect the vehicle and see what needs to be done. The customer states that I should try this number tomorrow but he'll be at work. If he can't answer I should call him at [REDACTED]. I agreed and The call ended.

*** CASE FULFILL 5/22/2013 4:03:52 PM, dmendoza

Fulfilled for [REDACTED] due 05/20/2013 08:00:00 PM.

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

*** COMMIT 5/22/2013 4:03:53 PM, dmendoza, Action Type : N/A

URGENT: CD 10B r.e. RENTAL

*** CASE MODIFY 5/22/2013 4:04:10 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 5/23/2013 12:24:43 PM, dmendoza, Action Type : Call to Dealer

I called Frank Fletcher Honda and spoke to the SM, Jim. The SM states that he recently heard that the customer had called in to the dealership and demanded a loaner vehicle. The SM states that he's not interested in having the customer at the dealership again. He states that when the customer first arrived at the dealership he had asked for help with burning his Honda vehicle. He states that he doesn't want the customer in their facility badmouthing Honda around his other customers that love Honda. He states that they've shown all of the customer's issues to him and he agreed that the vehicle was operating as designed. The SM states that he heard from their customer relations manager that the customer had called and demanded that a loaner vehicle be delivered to him. The SM states that he's not interested in that. I advised the SM that the customer's vehicle is still under warranty. I'll let him know we can't arrange a loaner, and I'll talk to the DPSM to see if he has any visits planned for a nearby dealership soon. However, if he wants to continue working with Frank Fletcher Honda that will be his decision. The SM understood. The call ended.

*** NOTES 5/23/2013 12:33:42 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM. I advised the DPSM that I'm calling in regards to the customer. I advised him that the Frank Fletcher Honda is not interested in working with the customer. I asked the DPSM if he knows when he'll next be at Honda of Fayetteville. The DPSM states that he's uncertain. He states that he's actually at Honda of Fayetteville right now. He'll have to establish his schedule next week though and he'll know the date of his next visit next week. It will probably be around the 3rd week of June. I asked the DPSM if he's aware of any dealerships that he'll be at before then. The DPSM states that the only other dealer he knows of near the area is even farther south than Fayetteville. I advised the DPSM that Fayetteville should be fine. I thanked him for the help and the call ended.

*** NOTES 5/23/2013 12:41:23 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regards to his case. I've spoken to his dealership and we won't be in a position to arrange a loaner vehicle for him. I have spoken to the DPSM though and I have determined that he'll be at Honda of Fayetteville next, although a few weeks from now. I asked the customer to give me a call and provided my contact information.

*** CASE MODIFY 5/23/2013 12:41:35 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/23/2013 12:41:42 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 5/23/2013 1:06:34 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] I advised the customer that I've spoken to Frank Fletcher Honda and ACS will not be able to arrange a loaner vehicle in time for an inspection this Friday. The customer confirmed that he can't bring the vehicle in without a loaner. I advised the customer that I've spoken to the DPSM though and we can arrange an inspection at Honda of Fayetteville in a few weeks if he's interested. The customer states that he bought the car there and he had a very negative experience. He states that he purchased it in October and he didn't get his paperwork for the vehicle until January. As a result he got a ticket in December and he couldn't fight it because his paperwork didn't arrive. The customer is willing to work with the dealership though as long as he's primarily working with the DPSM. I advised him that the DPSM is the one we want inspecting the vehicle, yes. The customer understood. He states that would be fine then. I advised him that the visit will be in a few weeks but I don't have a specific date for him. The DPSM will have the specific date established next week. We agreed on a follow up date of 5/30/13. The call ended.

*** CASE FULFILL 5/23/2013 1:06:46 PM, dmendoza

Fulfilled for [REDACTED] due 05/23/2013 08:00:00 PM.

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Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

*** COMMIT 5/23/2013 1:06:48 PM, dmendoza, Action Type : N/A
cd 10B \ CF \ cc tb

*** CASE MODIFY 5/23/2013 1:06:59 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 5/31/2013 4:38:27 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 5/31/2013 4:49:50 PM, dmendoza
with [REDACTED] due 06/03/2013 08:00:00 PM.

*** NOTES 6/3/2013 2:35:18 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM. I advised the DPSM that I'm calling in regards to the customer. I need to inquire as to when he'll next be at Honda of Fayetteville so that the customer's vehicle can be inspected. The DPSM states that he's going to be at Honda of Fayetteville this Thursday. I advised him that I'll clear the date with the customer and let him know. The DPSM understood and the call ended.

*** NOTES 6/3/2013 2:35:27 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I've reviewed the case with the DPSM and he's confirmed that he will be at the dealership on 6/6/13. The customer states that would be a good day for him. I advised him that he can either leave the vehicle for the day or he can wait with it. However, I can't say when the DPSM will exactly be at the dealership though if he waits there. The customer understood. He states that it will be fine as long as he can be given a time frame. I advised him that I'll get one from the DPSM. We agreed on a follow up date of 6/4/13. The call ended.

*** CASE MODIFY 6/3/2013 2:35:30 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 6/3/2013 2:35:42 PM, dmendoza
with [REDACTED] due 06/04/2013 08:00:00 PM.

*** CASE MODIFY 6/3/2013 2:35:45 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 6/4/2013 1:01:51 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM and left a message. I advised the DPSM that I'm calling in regards to the customer. I asked the DPSM to give me a call and provided my direct number.

*** CASE MODIFY 6/4/2013 1:04:26 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/4/2013 1:04:26 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 6/4/2013 2:06:25 PM, dmendoza, Action Type : Field Service

I received a call from the 10B DPSM. I advised him that I wanted to get in touch with him to determine a time-frame in which he'd like to inspect the customer's vehicle. The customer has indicated that he'd like to know what sort of time frame he should adhere to when bringing the vehicle in. The DPSM states that it would be best if the customer came in at about 10:00 am. I advised him that I'll let the customer know. I advised the DPSM that I'll send him a communication with the customer's specific concerns. The call ended.

*** NOTES 6/4/2013 2:26:20 PM, dmendoza, Action Type : Call to Dealer

I called Honda of Fayetteville and spoke to the SM, Roy. I advised the SM that I'm calling in regards to the customer. The customer is experiencing

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Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

a number of issues that he's concerned about. Frank Fletcher Honda has inspected the vehicle and determined that the vehicle is operating as designed. The customer has disagreed with their diagnosis so ACS wanted to have the DPSM take a look at the vehicle. He'll next be at the dealership this Thursday and I wanted to give him, the SM, a heads up and inquire as to how he'd like me to handle that. The SM states that he'll let his SAs know to expect the customer. He states that he'd also like to know about the customer's complaints. I advised him that the customer's concerned about his rear floorboards, fuel tank door, backup camera, side-view camera, bluetooth operation, a shuddering at 20 mph and the operation of his subwoofer. The SM understood. The call ended.

*** NOTES 6/4/2013 2:30:30 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I've spoken to his dealership and the DPSM. He'll want to arrive at the dealership this Thursday at 10:00 am. The customer states that will be fine. I advised him to check in with an SA and advise them that he has an appointment for a DPSM inspection. The customer understood. We agreed on a follow up date of 6/10/13. The call ended.

*** CASE MODIFY COMMITMENT 6/4/2013 2:30:42 PM, dmendoza

with [REDACTED] due 06/07/2013 08:00:00 PM.

*** CASE MODIFY 6/4/2013 2:30:45 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 6/7/2013 4:13:20 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to a receptionist. She advised me that the service dept. is closed.

*** CASE MODIFY COMMITMENT 6/7/2013 4:13:40 PM, dmendoza

with [REDACTED] due 06/10/2013 08:00:00 PM.

*** CASE MODIFY 6/7/2013 4:13:43 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 6/10/2013 4:15:29 PM, dmendoza, Action Type : Field Service

I received a voicemail message from the 10B DPSM on 6/7/13. The DPSM states that he's calling in regards to the customer. He met with him yesterday at the dealership and hew as able to duplicate a lot of his concerns. They're ordering a new radio and a new sub woofer. Everything else was duplicated and the customer seems comfortable with the whole thing. The customer indicate that he wanted to bring in his other Accord but they wanted to resolve his concerns with this vehicle first.

*** NOTES 6/10/2013 4:19:50 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling to discuss his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again later on this week.

*** CASE FULFILL 6/10/2013 4:22:02 PM, dmendoza

Fulfilled for [REDACTED] due 06/10/2013 08:00:00 PM.

*** COMMIT 6/10/2013 4:22:03 PM, dmendoza, Action Type : N/A

ccb? code and close

*** CASE MODIFY 6/10/2013 4:22:14 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 6/11/2013 4:39:55 PM, dmendoza

with [REDACTED] due 06/12/2013 08:00:00 PM.

*** CASE MODIFY 6/11/2013 4:39:58 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 6/13/2013 4:41:06 PM, dmendoza

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Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

with [REDACTED] due 06/14/2013 08:00:00 PM.

*** CASE MODIFY 6/13/2013 4:41:21 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 6/14/2013 4:30:49 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again next week.

*** CASE MODIFY COMMITMENT 6/14/2013 4:31:01 PM, dmendoza

with [REDACTED] due 06/17/2013 08:00:00 PM.

*** CASE MODIFY 6/14/2013 4:31:04 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 6/17/2013 12:15:57 PM, dmendoza, Action Type : Call to Dealer

I called Honda of Fayetteville and spoke to an SA. He advised me that the SM, Roy, is currently out to lunch. I asked him to have the SM call and provided my direct number. The call ended.

*** CASE MODIFY 6/17/2013 1:28:50 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 6/17/2013 2:02:08 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM. I advised the DPSM that I'm calling in regards to the customer. The DPSM states that the customers sub woofer and radio were going to be replaced as the result of his inspection. He was able to duplicate the customers other complaints as well but those were all determined to be characteristic of the vehicle. In terms of the seat though he first showed the customer that it was normal and he let him see his own, the DPSMs, seat. However, he did agree to replace the customers seat as a goodwill gesture. He told the customer that he should wait until hes around 20,000 miles to take the best advantage of the offer. The customer was pleased with that. I thanked the DPSM for the update and the call ended.

*** CASE MODIFY COMMITMENT 6/17/2013 2:02:21 PM, dmendoza

with [REDACTED] due 06/19/2013 08:00:00 PM.

*** CASE MODIFY 6/17/2013 2:02:36 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 6/19/2013 3:29:57 PM, dmendoza, Action Type : Call to Dealer

I called Honda of Fayetteville and spoke to an SA. He advised me that the SM is currently unavailable. I provided my direct number and asked him to have the SM call. He agreed and the call ended.

*** NOTES 6/19/2013 3:48:01 PM, dmendoza, Action Type : Call from Dealer

I received a call from the Honda of Fayetteville SM. He states that they have ordered the customer's radio parts but he hasn't responded to their calls and requests that he bring the vehicle back in for their installation. I advised the SM that the DPSM advised me that he duplicated the other concerns and they were characteristic. The SM states that is his understanding as well. The call ended.

*** CASE MODIFY 6/19/2013 3:48:06 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/19/2013 3:48:16 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 6/19/2013 4:01:00 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to

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Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

give me a call and provided my contact information.

*** CASE MODIFY 6/19/2013 4:03:24 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/21/2013 2:01:28 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 6/21/2013 5:09:19 PM, dmendoza
with [REDACTED] due 06/24/2013 08:00:00 PM.

*** CASE MODIFY 6/21/2013 5:09:23 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 6/24/2013 5:01:44 PM, dmendoza, Action Type : Note-General
10 day letter sent.

*** CASE MODIFY COMMITMENT 6/24/2013 5:01:55 PM, dmendoza
with [REDACTED] due 07/01/2013 08:00:00 PM.

*** CASE MODIFY 6/24/2013 5:01:59 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/27/2013 11:29:14 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 6/27/2013 11:30:07 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/1/2013 11:52:35 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 7/1/2013 12:22:22 PM, dmendoza, Action Type : Note-General
The 10 day letter expires 7/4/13.

*** CASE MODIFY COMMITMENT 7/1/2013 12:22:35 PM, dmendoza
with [REDACTED] due 07/05/2013 08:00:00 PM.

*** CASE MODIFY 7/1/2013 12:22:39 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 7/5/2013 5:21:43 PM, dmendoza, Action Type : Note-General
The case is being closed due to the lack of a response.

*** CASE MODIFY 7/5/2013 5:22:01 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** SUBCASE N012013-05-0201687-1 CLOSE 7/5/2013 5:22:10 PM, dmendoza
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/5/2013 5:22:11 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE CLOSE 7/5/2013 5:22:12 PM, dmendoza

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Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

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

*** CASE REOPEN 7/18/2013 11:46:33 AM, dmendoza

with Condition of Open and Status of Solving.

*** NOTES 7/18/2013 12:26:56 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. I asked the customer if he was able to get in to the dealership to have his radio repaired. The customer states that he had to go in three times to address his radio concerns. They replaced his sub woofer and stereo unit but then I was found that his navigation system didn't work. He states that they had to return and have his old ratio put back in. Then he had to return again and have another radio installed. The current radio is functioning better than the previous units but there are still some issues. He states that the Lanewatch camera, voice dialing features and the bass in his stereo are working now. He states that the backup camera is working but its not showing as much as it used to. He still has 3 views but the main view that shows the car from edge-to-edge looks strange. He can't describe it but it looks like the camera is coming from a cave. The colors seem to be messed up as well. They're oversaturated and there are issues like the fact that greens look yellow. Hes also unable to use the voice commands for his GPS. Also, the dealership rotated the tires when they had the vehicle at one point. He noticed that the TPMS light was coming on at this point. He found that the dealership had overinflated the tires but he fixed that and the light was still there. He reset the light but ever since then the TPMS light will flash repeatedly after all the other indicator lights have gone out immediately after starting the vehicle. The dealership has since reset the sensors and re calibrated the TPMS system but the light is still coming on. Hes noticed that the vehicle is also pulling to the right now. He states that hes never hit any curbs so he doesn't know why this is happening. His Bluetooth audio doesn't work either. The phone is paired but the vehicle won't play the audio. There was also an instance where the navigation system froze up on him during a long trip. It stopped moving with the vehicle and it deleted his destination info.

The customer states that the SA at the dealership has been good to him. They gave him a loaner once though and there was 416 miles on it but the paperwork they gave him said that there was 0 miles on it when he picked it up. There was also an instance during a service where the finance manager came out and offered to trade him out of the car. The customer never heard back from him and he doesn't feel that he can trust the dealership. When he bought the vehicle from them it took them 60 days to send him his paperwork and as a consequence he missed a payment. This has negatively affected his credit and reputation with AHFC to the point that they couldn't get financed for a trade-in recently.

The customer is requesting that the vehicle be replaced with another one. I advised the customer that I'm in the information gathering stages at this point so I can't guarantee anything. I advised him that he has contacted the warrantors of the vehicle though and the primary goal of the warrantors is to fix the vehicle and bring it back in to specification. The customer understood. The connection then seemed to be lost. I called the customer back and advised him that I'll review the case with his dealerships. We agreed on a follow up date of 7/24/13. The call ended.

*** COMMIT 7/18/2013 12:27:04 PM, dmendoza, Action Type : N/A

CDs 10B \ cc tb

*** CASE MODIFY 7/18/2013 12:27:17 PM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 7/19/2013 4:34:51 PM, dmendoza

with [REDACTED] due 07/22/2013 08:00:00 PM.

*** CASE MODIFY 7/19/2013 4:34:58 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 7/22/2013 10:19:26 AM, dmendoza, Action Type : Call from Customer

I received a call from the customer. He states that he was driving through a drive-through this last Friday. As he was turning left the vehicle started making a squeaking and stuttering noise. He states that as of Saturday morning he was exiting off of a freeway and as he went left he lost his power steering. There was no indicator light and he had to turn the wheel at full force. The customer had to turn the car on and off in order for the steering to come back. The

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customer states that hes very upset as he had just been on the freeway recently at 70 mph. He states that hes now scared to drive the vehicle. He has not notified his dealership about the experience. I advised the customer that I would recommend that he do so. They will need to duplicate the problem but I can make sure that they do utilize all of their available resources to address the issue. The customer states that he'll give them a call. I advised him that I'll reach out to them myself. We agreed on a follow up date of 7/24/13. The call ended.

*** CASE MODIFY 7/22/2013 10:19:32 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 7/22/2013 3:46:18 PM, dmendoza, Action Type : Call to Dealer

I called Honda of Fayetteville and spoke to the SM, Roy. I advised the SM that I'm calling in regards to the customer. The SM states that the customer brought the vehicle in today at 9,536 miles to complain about a number of concerns. The customer complained that hes hearing a noise from the left side of the vehicle whenever he turns left, the car is pulling to the right, the steering wheel is off center, a shimmy is present at all speeds, the EPS is inoperative while driving and hes experiencing additional audio concerns. They haven't done anything for the vehicle yet but they so still have it. He states that the customer is in a rental. I advised the SM to run the case by the DPSM. The SM states that he has told him about it. The MS states that he'll fax me the 3 R\Os associated with customers visits to the dealership. I provided my fax number. The call ended.

*** CASE MODIFY COMMITMENT 7/22/2013 3:46:40 PM, dmendoza
with [REDACTED] due 07/23/2013 08:00:00 PM.

*** CASE MODIFY 7/22/2013 3:46:44 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 7/22/2013 4:37:59 PM, ejovel, Action Type : Letter/Fax
On 7/22/13 ACS received an 8 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 7/22/2013 5:00:23 PM, crmsuser
Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-05-0201687_1.PDF

*** NOTES 7/23/2013 1:03:02 PM, dmendoza, Action Type : Call to Dealer

I called Frank Fletcher Honda and spoke to the SM, Jim. I advised the SM that Im calling in regards to the customer. The SM states that theyve only seen the customer once on 7/7/13 at 7,200 miles. He states that the customer had a number of complaints like cracked drivers seat upholstery, gas cap door concerns and floor board concerns. I asked the SM to fax me a copy of the R\O. The SM agreed and the call ended.

*** CASE MODIFY 7/23/2013 1:03:09 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/24/2013 9:04:10 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 7/24/2013 9:33:13 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I've spoken to Honda of Fayetteville and they've told me that they have the vehicle now and they've provided him with a loaner. The customer confirmed that as correct. I advised the customer that I'll review the case with the dealership and make sure that they do everything they can to address his concerns as effectively as possible. The customer states that they are ordering new brakes for the car. They're currently holding it as they're waiting for brakes. They've said that the brakes and rotors are going to be replaced as they were the source of his noise and pulling to the left concerns. The customer states that he's not confident about that because the pulling seems to be a steering issue. He states that when he hears the noise or his steering seems to be off he's not using his brakes. He states that the dealership also seems to consider his power steering loss a non-issue since they've been unable to duplicate it. I advised the customer that I had mentioned this when he and I had first discussed it because the dealership does need to duplicate his concern so as to be able to see the problem and acknowledge it. The customer states that he's going to have to drive the car until he gets in a wreck. I advised the customer that he does not. He just needs to be able to show the dealership the problem happening. I advised the customer

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that if he's interested I can probably arrange for the dealership to keep the vehicle for an extended period of time so as to try and duplicate his concern. However, I can't say it's likely that I'll be able to offer him a loaner for that period. The customer states that he would need one though. I advised the customer that I'll see what can be done. We agreed on a follow up date of 7/29/13. The call ended.

*** NOTES 7/24/2013 9:36:29 AM, dmendoza, Action Type : Call to Dealer

I called Frank Fletcher Honda and spoke to the SM, Jim. I advised the SM that I haven't received his fax. The SM states that he sent it. I asked him to send it again. The SM agreed. I provided ACS' fax number. The call ended.

*** NOTES 7/24/2013 9:58:31 AM, dmendoza, Action Type : Call to Dealer

I called Honda of Fayetteville and spoke to the SM, Roy. I advised the SM that I'm calling in regards to the customer. The SM states that the customer's vehicle is still at the dealership now. He states that they have been unable to duplicate any of his concerns though. They did hear a squeak noise so they're going to put a new set of front brake pads on it. He had to order them and he's waiting on them. He states that the customer's had a number of complaints; he's said the audio unit will not pair with the bluetooth, when it does the phone hangs up randomly and there is a lot of static, there is a shimmy present at all speeds, the vehicle pulls to the right, the steering is off center, there is a squealing sound when he's turning left, and the power steering was inoperative while the vehicle was being driven. The SM states that they were able to hear a squeak in the brakes and they think that new front brake pads would resolve it. He states that none of the customer's other concerns have been duplicated. I asked the SM where we stand on the customer's audio units. He states that the only audio related complaint is regarding the bluetooth. They've paired up two phones and they've both worked fine. He confirmed that the first audio unit didn't function with the navigation system so they ultimately had to install a second one. I advised the SM that we will probably need to involve the DPSPM. The SM agreed and the call ended.

*** CASE FULFILL 7/24/2013 10:03:27 AM, dmendoza

Fulfilled for [REDACTED] due 07/23/2013 08:00:00 PM.

*** COMMIT 7/24/2013 10:03:28 AM, dmendoza, Action Type : N/A

CF 10B \ cc tb

*** CASE MODIFY 7/24/2013 10:03:48 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/24/2013 3:00:06 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 7/24/2013 3:46:45 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to his case. I advised the customer that I was calling to inquire as to who he's normally working with at the dealership. The customer states that his SA is Brian. I thanked him for the info. He states that the dealership contacted him recently though and said that they've found that the rear end is out of alignment and one of his tires can't be balanced so it needs to be replaced. Once they do that they're going to take another look at his steering issue. I advised the customer that I'll keep on top of them to make sure they do everything they can. We agreed on a follow up date of 7/29/13. The call ended.

*** CASE MODIFY 7/24/2013 3:46:50 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 7/24/2013 4:53:44 PM, dmendoza

with [REDACTED] due 07/25/2013 08:00:00 PM.

*** NOTES 7/25/2013 8:49:57 AM, aparalej, Action Type : Letter/Fax

On 7/24/13 ACS received a 4-page faxed of Frank Fletcher Honda RO from the dealership regarding previous issue.

*** CASE ADD ATTACHMENT 7/25/2013 9:00:23 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-05-0201687_2.pdf

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Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

*** CASE MODIFY COMMITMENT 7/25/2013 4:54:35 PM, dmendoza

with [REDACTED] due 07/26/2013 08:00:00 PM.

*** CASE MODIFY 7/26/2013 2:47:41 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 7/26/2013 5:04:52 PM, dmendoza

with [REDACTED] due 07/29/2013 08:00:00 PM.

*** CASE MODIFY COMMITMENT 7/29/2013 5:05:26 PM, dmendoza

with [REDACTED] due 07/30/2013 08:00:00 PM.

*** NOTES 7/30/2013 3:50:54 PM, dmendoza, Action Type : Field Service

I sent a communication to the 10B DPSM. I advised the DPSM that I'm notifying him of the customer's case per ACS' early warning process. I advised the DPSM that the customer is experiencing a number of on-going audio and drivability concerns with the vehicle. He's currently working with the dealership and they've been unable to duplicate his concerns. The customer does believe that they are still there though and he's requested assistance with pursuing a resolution. I asked the DPSM to contact me so we can review the case.

*** NOTES 7/30/2013 3:51:01 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. He states that he believes that I missed his call yesterday. I apologized for the delay. I advised the customer that I can tell him that I've received all the necessary paperwork from the dealership and I'm reviewing the case so as to see what resolutions ACS can offer him. The customer states that Honda of Fayetteville asked him to pick the vehicle up as of last Thursday. They had said that they weren't able to duplicate his steering concerns. I advised the customer that they had told me the same. However, he, the customer, had told me that they had recommended a rear end alignment. The customer states that they did tell him that the car was out of alignment. They replaced a tire and re-balanced two of them. They also replaced his brake pads. The customer states that he doesn't think that this was related to his steering concerns and he believes that they found a separate issue while they were diagnosing the vehicle. I advised the customer that I wasn't aware that they had returned the vehicle. I advised him that given that they did say that they couldn't confirm any of his concerns I was looking in to the involvement of the DPSM. I advised the customer that the dealership had told me that he didn't mention any audio concerns.

The customer states that he's still experiencing them. He states that the audio system will freeze randomly. No settings can be used and the screen won't change for periods of time. He can still listen to songs and change the tracks but the screen doesn't reflect any of that when it's frozen. He's also still experiencing the problem where the lane watch and backup cameras would freeze and stay on the screen after it should have switched to the radio. Some times the backup \ lane watch cameras won't activate when they should and the screen is just black. The backup camera is having color issues. He states that red or yellow come out kind of grey or light yellow. He feels that the image is "washed out". The customer states that the phone is now pairing. He states that this has never happened before but the phone is paired and he can make and receive calls. There are some moments where calls won't go through and he can't play music now. The customer states that the phone's music playing functionality is basically non existent now. It's also difficult for people to hear him when he's speaking through his bluetooth. The sub woofer is working now but the audio fidelity isn't as good as it could be. The customer states that it's not just the sub woofer though but rather the overall audio quality seems to be lower than it should. Lastly, the navigation system won't respond to any voice commands.

The customer states that he believes that there is an underlying issue that's causing all of his concerns. He states that he has a friend that works at a Honda dealership in CA. That friend walked him through diagnosing the vehicle and he was able to pull 143 separate error codes from his radio. He states that the current radio has only been in the car for 2 weeks. The customer states that the dealership has told him that the radio doesn't store error codes but he doesn't know if they're correct. I advised the customer that I can't say myself. I advised him that I am going to continue reviewing the case to see what our next step will be. We agreed on a follow up date of 8/2/13.

*** CASE MODIFY COMMITMENT 7/30/2013 3:51:14 PM, dmendoza

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Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

with [REDACTED] due 07/31/2013 08:00:00 PM.

*** CASE MODIFY 7/30/2013 3:51:18 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 7/31/2013 9:40:32 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 7/31/2013 9:42:32 AM, dmendoza, Action Type : Field Service

I received a communication from the Zone 10 AZM. He asked that I send him a list of the customer's complaints. I replied and sent him and the 10B DPSM a list of the customer's audio and drivability concerns.

*** CASE MODIFY 7/31/2013 9:42:44 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 8/1/2013 1:36:47 PM, dmendoza, Action Type : Field Service

I received a communication from the 10A AZM. The ASM states that the customer's backup camera is for safety not great video. He asked for additional information on the customer's phone suddenly pairing now. He'd also like to know if there's anything specific the customer's asked for that hasn't been done and if the drivability issues are corrected. I replied and advised the AZM that the customer has said that the phone just started pairing well in the last day or so. In terms of what he's asking for it seems like the dealership has done everything that they can for him. However, he is asking that ACS replace his vehicle so as to resolve his case. I asked the AZM to let me know if there's anything I should expand on.

*** NOTES 8/1/2013 1:43:36 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM. I advised him that I'm calling in regards to the customer. The DPSM states that he's familiar with him. I asked him if he'll be able to inspect the vehicle on his next visit to the dealership. The DPSM states that he can. He states that he'll probably be there on August 22nd. However, he's not certain if he'll be able to see the vehicle then because a lot of other things are going on that day. He states that he'll need to look further in to his calendar so as to determine when the best day will be. He states that he'll send me a communication once he knows. I thanked him for the help and the call ended.

*** CASE MODIFY COMMITMENT 8/1/2013 1:43:51 PM, dmendoza
with [REDACTED] due 08/02/2013 08:00:00 PM.

*** CASE MODIFY 8/1/2013 1:43:55 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 8/2/2013 12:17:18 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 8/2/2013 1:10:17 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 8/2/2013 3:47:28 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. the customer states that this is a bad time and he'd like me to call back later today if I don't hear from him in 15 to 20 minutes. I agreed and the call ended.

*** CASE MODIFY 8/2/2013 3:47:32 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 8/2/2013 4:40:30 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. I advised the customer that I've looked in to his case and given the dealerships determination that they could not duplicate his concerns I am looking in to the involvement of the DPSM. The customer states that hes very frustrated. He asked what the dealership hasn't been able

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Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

to duplicate. I advised the customer that per my last conversation with the dealership they weren't able to duplicate any of his concerns. However, he, the customer, did tell me that they performed an alignment on the vehicle. I would assume that they duplicated something with that, and I am going to need to talk to them, but that would be it. The customer states that his understanding is that all they couldn't duplicate were his loss of power steering concerns. I asked the customer what they told him about his audio concerns. The customer states that they're taking the stance that they don't know how to fix the vehicle so there's nothing that they can do. I advised the customer that they are telling me that they can't duplicate the problem. I advised the customer that it would be unacceptable for them to adopt the position he's saying that they've given him as they have resources that could help them. I advised the customer that I'll absolutely talk to the dealership about that. In the meantime I am going to contact the DPSM so as to inquire as to when he'll next be at the dealership. The customer states that he's very frustrated as it's been a month since he started dealing with these problems. He doesn't feel that the vehicle is safe because of the steering issues that he's experiencing. I empathized with the customer. The customer asked when enough is enough. He states that he's tired of going through all of this. I advised the customer that I understand what he's saying. I advised him that what the dealership has told me is that they haven't identified any of the problems he's saying that he's had. This happened once before and the DPSM was involved. He was unable to identify any of his issues save for his audio concerns. The audio concerns have been addressed under warranty. As the dealership is saying that they're not seeing a problem ACS has to assume that they're resolved. However, since he's saying that they're not I'd like to take the dealer out of the equation to a degree and send out a 3rd party, the DPSM, to inspect the vehicle and see what he can find. The customer understood. I advised him that I'll talk to the dealership about what they're telling us though. We agreed on a follow up date of 8/7/13. The call ended.

*** CASE FULFILL 8/2/2013 4:40:45 PM, dmendoza

Fulfilled for [REDACTED] due 08/02/2013 08:00:00 PM.

*** COMMIT 8/2/2013 4:40:48 PM, dmendoza, Action Type : N/A

cc tb 2nd att

*** CASE MODIFY 8/2/2013 4:41:01 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 8/5/2013 1:23:34 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. The customer states that he's experienced a new problem with the vehicle. He states that his bluetooth has just stopped working. He states that it isn't appearing in any of his options and his phone isn't reading it as well. He states that his phone won't see the vehicle either. Occasionally, when he presses the phone button on his steering wheel it will bring up a message asking if he's interested in activating the bluetooth. Sometimes the "yes" button will be grayed out and inaccessible though. When he can press it he does but it still doesn't do anything. The customer states that the button that changes the tracks in the stereo doesn't seem to be working either. That is an intermittent issue though. He knows he can duplicate the bluetooth concern for the dealership but he isn't sure about the stereo button. The customer states that he's going to take the vehicle in to his dealership tomorrow and they're going to address the fact that the car is pulling to the right again. I advised the customer that he should mention his radio concerns to them so that they can look in to it. I advised the customer that the first step towards addressing his concerns is duplicating them. The customer understood. He states that he isn't sure that he trusts the dealership though as they seem to be telling him one thing and ACS another. The customer states that he's disappointed in them. I advised the customer that I'll review the case with the DPSM though and determine our next step. The customer understood. We agreed on a follow up date of 8/7/13. The call ended.

*** CASE MODIFY 8/5/2013 1:24:09 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 8/5/2013 3:57:01 PM, dmendoza, Action Type : Call to Dealer

I called Honda of Fayetteville and spoke to the SM. I advised the SM that I'm calling in regards to the customer. The SM states that when the customer last came in they weren't able to duplicate any of his concerns. I advised the SM that the customer is telling me that they did an alignment or something of that nature. The SM states that they did. He states that they weren't able to duplicate the customer's pulling or off center steering wheel complaint during the test-drive. They checked the alignment though and found that the right rear tow was slightly out. They did an alignment to correct that. Later they checked the balance on his tires. One tire had to be re-balanced and another wouldn't pass the road force check. The tire that wouldn't pass the check was replaced

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under warranty. The SM states that he didn't necessarily need to do these two repairs but he didn't want the customer to go to another facility and have them find that the alignment was out. I asked the SM what the R\O says. The SM states that it indicates that the customer has complained about a shimmy at all speeds. They found that the rear tire had too much road force. They replaced the tire and confirmed the balance. The other line indicates that the customer complained that the car was pulling to the right and the steering wheel is off center. They found that the alignment is out of spec and they performed an alignment to correct that. There is also another line indicating that the customer complained about a squealing sound. They heard a noise from the front brakes so they resurfaced the rotors and replaced the front brake pads. I advised the SM that I need him to be more careful as to how he notes the customer's R\Os. I advised the SM that the lines he just read to me don't corroborate with the story he told me at the beginning of our conversation. I advised the SM that when I tell the customer that they weren't able to duplicate any of his concerns, and the R\O reads like this, it makes the customer feel like the dealership is telling him and ACS two different things. The SM states that he's doing his best. I advised him that I'm going to talk to the DPSM so as to see when he can be involved. The SM confirmed that the customer is coming in tomorrow. He states that he's just going to immediately test the alignment. I advised him that he also needs to note whether or not he's duplicating any of the customer's concerns. The SM understood and the call ended.

*** CASE MODIFY COMMITMENT 8/5/2013 3:57:13 PM, dmendoza

with [REDACTED] due 08/06/2013 08:00:00 PM.

*** CASE MODIFY 8/5/2013 3:58:46 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 8/6/2013 10:50:41 AM, dmendoza, Action Type : Call from Customer

I received a call from the customer. The customer states that he's at the dealership now. He states that the dealership and he are not getting a long and their conversation was close to becoming heated recently. The customer states that the dealership has told him that they haven't been able to identify his concerns. They did put the vehicle up on an alignment rack though. The customer asked the dealership why all of the warranty work has been done but AHM has been told that they haven't been able to replicate anything. He states that at this point the dealership told him that they aren't going to do anything further and they're going to involve the DPSM. The service personnel have not been helpful to him. The sales management are still open to working with him though. They've told him that they're interested in replacing the car but his credit won't allow him to do that now. I empathized with the customer. I advised the customer that ACS would like to involve the DPSM as well. The customer states that the dealership is acting as if they don't want him to return. He states that his understanding is that the law says that he can bring the vehicle in to address any problem that he has. I advised the customer that I can tell him that the vehicle is under warranty. I can't speak for any laws but I can say that the dealership is required to work with the vehicle while it's under warranty. I advised the customer that we do want to avoid allowing the relationship to become antagonistic though. I can contact them and make sure that they do work with him because he's under warranty. The dealership will ultimately do that but what they can also do is start charging him for the diagnostic time associated with any problems they spend time looking at and can't find. I advised the customer that I only bring that up because the dealership doesn't seem to be doing that at this point. The customer understood. He states that he doesn't think that he upset his service rep. He asked if anything can be done for him now. I asked the customer for clarification on what he means. The customer asked if ACS can help him with the fact that his credit is prohibiting him from taking advantage of the Sales Manager's offer. I advised the customer that ACS wouldn't be in a position to assist him with that at this time. I advised the customer that any arrangement that this Sales Manager tries to make with him is between him and the dealership itself. The customer understood. I advised him that I'm scheduled to contact the DPSM today so as to inquire about his schedule. The SM agreed and the call ended.

*** CASE MODIFY 8/6/2013 10:50:48 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 8/6/2013 4:49:59 PM, dmendoza

with [REDACTED] due 08/07/2013 08:00:00 PM.

*** NOTES 8/7/2013 2:33:19 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM. I advised the DPSM that I'm calling to discuss the customer and see if he's established a date on which he'll be able to visit Honda of Fayetteville. I asked the DPSM to give me a call and provided my direct number.

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Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

*** NOTES 8/7/2013 2:56:05 PM, dmendoza, Action Type : Field Service

I sent a communication to the 3D DPSM. I advised him that I wanted to determine if he's identified the date that he'll be able to visit the dealership.

*** CASE MODIFY 8/7/2013 2:56:42 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 8/7/2013 5:31:08 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I haven't been able to get through to the DPSM so as to confirm when he'll next be at the dealership. The customer states that this is unacceptable. He states that he's dealing with safety issues and he wants this resolved. He states that she shouldn't have to wait this long to address his concerns. I empathized with the customer. The customer states that the dealership is lying to me and he has R\Os to corroborate that. I advised the customer that I understand. I advised him that is why I want to involve the DPSM so that he can confirm what he is and isn't experiencing. The customer states that he's very frustrated. He states that the dealer's R\Os don't even reflect what he's saying. He states that he told them that the bluetooth wasn't working and their notes say that the bluetooth would turn off when the car was turned on. They couldn't duplicate that though. I advised the customer that I can't offer him a resolution today but I'll continue working with the DPSM so as to get a date. The customer understood. We agreed that I'd call back tomorrow. The call ended.

*** NOTES 8/7/2013 5:31:56 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in response to his escalation request. The customer states that the last two to three people that he's spoken with have had preconceived notions about his case. He asked if I'm going to look in to the case subjectively. If not we don't need to speak. I advised the customer that I can't say that I can accommodate whatever requests he has but I'm open to working with him if he is with me. The customer understood. The customer states that when he first called ACS he wasn't looking for anything tangible. He states that there was a point where he was asked what he wanted. He states that he didn't think that he should have had to answer that. He states that the reason is that if his request was denied he would have had to go through whatever steps he felt necessary. He states that he'd work with the media or go through legal channels. The customer states that he has been recording his calls. I asked the customer if he's recording the call now. He states that he is not. I advised him that I will not be able to stay on the line if he is recording the call. The customer states that when he purchased his vehicle he had been driving the car for a few hours. He states that he looked at his sales paperwork and it was found that the VIN didn't match the VIN on his car. The customer states that when he returned to the dealership the next day they had new paperwork drawn up. The customer states that he made a mistake in that he didn't keep copies of the original paperwork. He states that during the initial paperwork signing he was treated rudely by his Finance Manager. During the sale they ushered him out of the managers office and in to another FM's office. The customer states that he ultimately got the vehicle though. He states that after driving off he saw that the vehicle didn't come with the headsets that should have been in the rear of the vehicle. He had to come back and have those installed. He states that he asked his salesman to help him program his phone in the car but he was told to just come back later. The customer states that sometime later he saw that one of his tires was flat. The customer states that the dealership plugged it for him. He was disappointed that the dealership just plugged the tire and nothing else. He states that he experienced a leak after that though. He worked directly with the GM at the dealership but they couldn't duplicate the concern. Later on he talked to the GM though about his overall experience. He states that during the conversation the GM asked him what he wants. The customer states that this was a crock of S**t. He states that he didn't want anything he just wanted the car fixed. The dealership did ultimately address the leak. The customer states that several weeks later he found that he was missing a knife. He states that he talked to the GM again and told him that he can't accuse them of taking it but it is missing. The customer states that the GM told him that he didn't think any of his people would do that. The customer states that he found that the camera wasn't aligning properly in terms of the backup guidelines. He had also found that the car seemed to be out of alignment. The customer brought the vehicle in to the dealership, even though he didn't want to go back, and they did work on the vehicle. The customer states that he was working with ACS at this point. The customer states that he worked with ACS and his RCM asked him what he was looking for. The customer states that he didn't answer. He states that he did say that if he mentions something and ACS counters he will not negotiate. The customer states that he ultimately said that he wanted 3 payments eliminated for him. He states that it would be about \$1,800.00. He feels that he's been through \$2,000.00 worth of drama. I asked the customer if his alignment and backup camera concerns have been resolved. The customer states that the camera is working. He states that the dealership has told him that the wheel balance is even and it did feel like that to him. I asked the customer if there are any outstanding problems that he's experiencing

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with the vehicle. The customer states that he can't think of any mechanical problems that the vehicle is exhibiting now. I advised the customer that I can review the case and see what, if anything can be done. I will need to review the case though and I can tell him that ACS will not be in a position to offer him 3 car payments though. The customer understood. The customer states that his problem has been the dealership and not his previous his RCM. He states that he wants to thank his RCM for getting his vehicle fixed though. I advised the customer that I'll see what can be done. We agreed on a follow up date of 8/9/13. I provided my contact information. The call ended.

*** CASE MODIFY COMMITMENT 8/8/2013 8:34:02 AM, dmendoza

with [REDACTED] due 08/09/2013 08:00:00 PM.

*** CASE MODIFY 8/8/2013 8:34:06 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 8/9/2013 8:30:33 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 8/9/2013 9:33:47 AM, dmendoza, Action Type : Field Service

I called the 10B DPSM. I advised the DPSM that I'm calling in regard to the customer. The DPSM states that he's not completely certain when his next visit to the dealership will be. He states that he has a lot of meetings and an audit coming that may disrupt his schedule. He states that he can give me a solid September date but he doesn't want to have to push it out that long. He states that he's not putting me off he just has no idea if and when he'll be able to see the vehicle in August. I advised the DPSM that I understand. I asked the DPSM what the September date is so that I can give the customer something. The DPSM states that he'll be at the dealership on 9/6/13. I advised the DPSM that I'll let the customer know. I asked the DPSM to let me know if another date comes up. He agreed. I thanked the DPSM for the update and the call ended.

*** CASE MODIFY 8/9/2013 10:23:27 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 8/9/2013 3:51:12 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to the case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again later on next week.

*** CASE MODIFY COMMITMENT 8/9/2013 3:52:16 PM, dmendoza

with [REDACTED] due 08/12/2013 08:00:00 PM.

*** CASE MODIFY 8/9/2013 3:52:19 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 8/9/2013 4:04:20 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. I advised him that I've spoken to the DPSM and we've gone over the case. He hopes to visit the dealership this August but he isn't certain that he can. He states that he is certain that he can get there by 9/6/13 at the latest. I advised the customer that is the first Friday of September. The customer states that he can't go on a Friday. He states that it has to be Monday through Thursday because of his work. However, that could change and it may be that he can only go on Friday. He should know if that's the case by next week though. I advised the customer that I'll talk tot the DPSM about visiting the dealership on a Thursday. I advised him that I recommend he tell me ASAP if his schedule does switch. The customer agreed. The customer states that he'd be open to taking the vehicle in to Frank Fletcher Honda as well. We agreed on a follow up date of 8/15/13. The call ended.

*** CASE MODIFY COMMITMENT 8/9/2013 4:04:35 PM, dmendoza

with [REDACTED] due 08/13/2013 08:00:00 PM.

*** CASE MODIFY 8/9/2013 4:04:39 PM, dmendoza

into WIP Other Districts and Status of Solving.

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Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

*** CASE MODIFY COMMITMENT 8/13/2013 4:22:12 PM, dmendoza

with [REDACTED] due 08/14/2013 08:00:00 PM.

*** NOTES 8/14/2013 4:44:40 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I don't know if the DPSM will be able to switch his inspection date yet. The customer states that actually as of today Friday will be a perfect date. I advised the customer that I'll make sure the DPSM knows. We agreed on a follow up date of 8/22/13 so we can touch base. The customer agreed and the call ended.

*** CASE MODIFY COMMITMENT 8/14/2013 4:44:54 PM, dmendoza

with [REDACTED] due 08/19/2013 08:00:00 PM.

*** CASE MODIFY 8/14/2013 4:44:57 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 8/19/2013 1:15:02 PM, dmendoza, Action Type : Field Service

I sent a communication to the 10B DPSM. I advised the DPSM that the customer has confirmed that he'll be able to bring his vehicle in on 9/6/13. I advised the DPSM that the customer will only be available on Fridays though so if he, the DPSM, does find a date in August the customer will only be able to make it in if it's on a Friday. I asked the DPSM to let me know if he has any questions.

*** CASE MODIFY COMMITMENT 8/19/2013 1:15:45 PM, dmendoza

with [REDACTED] due 08/22/2013 08:00:00 PM.

*** CASE MODIFY 8/19/2013 1:15:50 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 8/22/2013 3:04:11 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again later on next week.

*** CASE MODIFY COMMITMENT 8/22/2013 3:04:37 PM, dmendoza

with [REDACTED] due 08/28/2013 08:00:00 PM.

*** CASE MODIFY 8/22/2013 3:04:42 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 8/28/2013 1:05:09 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 8/28/2013 1:13:18 PM, dmendoza, Action Type : Call from Customer

I received a voicemail message from the customer. He states that he's calling in regards to his case and he can be reached at [REDACTED]. The customer states that he's experiencing some new issues with his vehicle and he hopes that I have something good for him.

*** NOTES 8/28/2013 1:30:52 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. The customer states that he'd like me to call back at [REDACTED]. I agreed and the call ended.

*** NOTES 8/28/2013 1:31:04 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I've worked with the DPSM and determined that he will not be able to make it to the dealership on a Friday prior to 9/6/13. The customer understood. I advised him that he had indicated that he's experiencing a new issue when he left his voicemail message. The customer states that when he was calling the car wouldn't start. He states that it cranked and made a noise for about 15 seconds but the car wouldn't come on. He had to try a second time in order to get the vehicle started. This happened yesterday. He can't think of anything that would have contributed to this occurrence. I asked the customer if he's confident that he'd be able to recreate his concerns at the dealership. The customer

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states that he is not. I advised him that I will make sure that the DPSM is aware of his concerns when he inspects the vehicle on 9/6/13. I advised the customer that I recommend that he compile a list of his concerns if he can so that he can ensure that they're all addressed at the time of the inspection. The customer understood. We agreed on a follow up date of 9/3/13. The customer states that he can't talk before 10:00 AM but we agreed that I'd leave a message. The call ended.

*** CASE FULFILL 8/28/2013 1:31:10 PM, dmendoza

Fulfilled for [REDACTED] due 08/28/2013 08:00:00 PM.

*** COMMIT 8/28/2013 1:31:12 PM, dmendoza, Action Type : N/A

ccb? code and close

*** CASE MODIFY 8/28/2013 1:31:31 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 8/30/2013 3:54:39 PM, dmendoza

with [REDACTED] due 09/03/2013 08:00:00 PM.

*** CASE MODIFY 8/30/2013 3:54:46 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 9/3/2013 9:47:55 AM, dmendoza, Action Type : Field Service

I called the 10B DPSM. I advised the DPSM that I'm calling in regards to the customer. The DPSM confirmed that he will inspect the customers vehicle this coming Friday, 9/6/13. He states that hes going to spend some time with him and see if he can duplicate whatever the customer is complaining about. The DPSM states that I should have the customer come to the dealership at 9:30 AM. I advised the DPSM that the customer recently complained that he was unable to start the vehicle on the first try. He indicated that he wasn't confident that he can recreate that at the dealership though. I advised the DPSM that I'll send him a communication with the customers complaints noted in it. The DPSM understood and the call ended.

*** NOTES 9/3/2013 9:51:50 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that the DPSM has confirmed that he'll be at the dealership this Friday, 9/6/13. He's asked that he, the customer, bring the vehicle in at about 9:30 AM so that they can meet and discuss the case. I provided my contact information an asked the customer to give me a call. I reiterated that he will want to show up at the dealership around 9:30 AM on 9/6/13.

*** CASE MODIFY COMMITMENT 9/3/2013 9:53:13 AM, dmendoza

with CHRIS WOODS due 09/05/2013 08:00:00 PM.

*** CASE MODIFY 9/3/2013 9:53:16 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 9/5/2013 9:20:50 AM, dmendoza, Action Type : Call from Customer

I received a voicemail message from the customer. He states that he's calling in regards to his case as he feels that he should update me on the most recent developments with his car. He states that last night the vehicle wouldn't start. Long story short it eventually came on and he has warning lights all over the dash. Also, he had no power steering. He asked that I please call at [REDACTED] or, if after 10:00 AM, [REDACTED].

*** NOTES 9/5/2013 9:39:47 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again next week.

*** NOTES 9/5/2013 9:44:17 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to his case. I received his message and my understanding is that the car isn't starting. The customer states that it did eventually start. He states that what happened was he went to start the car and he encountered

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the same issue as before where the car would make a whirring noise for 15 seconds but it wouldn't start. He tried a second time and the same thing happened. on the third attempt the car did start but immediately after it made a lot of noise and then shut itself off. At this point the MIL, VSA, Power Steering, TPMS and FCW lights illuminated on the dash. The turn signal had also activated on its own. The customer was able to turn the car on but acceleration wasn't smooth and the vehicle drove very jumpy. He drove the car a few miles to get home though but he also found that he only had power steering intermittently. He states that he's since rented a car because he's not confident in his vehicle. However, he drove the vehicle this morning and everything has "cleared up". The customer states that the indicator lights are off and the vehicle is driving normally now. The customer states that he's very upset about this. He feels that the dealership has lied to ACS and he's suffering as a result. I advised the customer that the DPSM has confirmed that he's going to be at the dealership tomorrow. We will need him to bring the vehicle in at 9:30 AM tomorrow so as to meet with him. I'm also scheduled to send the DPSM a list of his concerns today so that he's equipped for his inspection. The customer understood. He states that he's frustrated as he's been dealing with this for a long time. The customer states that he still feels like he is at square one because . I empathized with the customer and apologized for the experience. I advised him that ACS is arranging this DPSM inspection for a second time as he's being given the benefit of the doubt. I do want to be clear though in that ACS isn't going to have a repair or another procedure to recommend in the absence of a discernible defect. The customer states that the vehicle should have codes stored from when the lights came on. I advised the customer that it may, and if they can be used they will, but I can't say myself that it will. The customer understood. He states that he'll drive the vehicle in but he's scared and can only hope that he'll be safe. I advised the customer that if he feels that the vehicle is unsafe to drive I would recommend that he tow it in. However, I can't say that the associated costs wouldn't ultimately be his responsibility. The customer states that he can't afford to tow the car so he'll drive. We agreed that I'd check in tomorrow afternoon. 9/6/13. The call ended.

*** NOTES 9/5/2013 10:24:55 AM, dmendoza, Action Type : Field Service

I sent a communication to the 10B DPSM. I provided him with a list of the customer's complaints to-date. I advised the DPSM that I wanted to remind him of the visit tomorrow at 9:30 AM. I asked him to contact me if he has any questions.

*** CASE MODIFY COMMITMENT 9/5/2013 10:25:20 AM, dmendoza
with [REDACTED] due 09/06/2013 08:00:00 PM.

*** CASE MODIFY 9/5/2013 10:25:24 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 9/6/2013 10:14:38 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 9/6/2013 3:38:47 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM and left a message. I advised the DPSM that I'm calling in regards to the customer. I asked the DPSM to give me a call and provided my direct number.

*** NOTES 9/6/2013 3:41:07 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] I advised the customer that I'm calling in regards to his case. The customer states that he did make it in to the dealership today. He states that they've had the vehicle all day. He's actually on his way to the dealership now. The customer asked that I call back later on today to check in with him once he picks up the car. I agreed and the call ended.

*** CASE MODIFY 9/6/2013 3:41:14 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 9/6/2013 4:21:42 PM, dmendoza
with [REDACTED] due 09/09/2013 08:00:00 PM.

*** CASE MODIFY 9/6/2013 4:21:46 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 9/6/2013 4:27:27 PM, dmendoza, Action Type : Call to Customer

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

I called the customer at [REDACTED]. The customer states that the dealership advised him that there was a specific relay that was causing his concerns. They advised him to continue driving the vehicle. The dealership advised him that the vehicle was once again out of alignment. The DPSM did confirm this and the fact that it was pulling out of their lane in 3 seconds. The customer states that the vehicle is pulling in the opposite direction, the right, on the same road he drove with the DPSM on this morning. He states that the vehicle was pulling to the left this morning. The customer states that to top that off he noticed a dent in his hood when he returned to his vehicle. He asked them about it and the SM indicated that he would fix it. They advised him that the next time he comes in they'll need to go on a walk-around with him to make sure that this doesn't happen again. The customer states that the navigation concern was identified. The camera color difference was also identified. The dealership indicated that these issues would need to be researched. The DPSM also identified his blue tooth and radio concerns but it was said that he will need to wait until the next update for his radio. The customer states that he is upset as he bought the vehicle specifically for the technology package. The customer states that this was a better experience than in the past as he sat down and worked with the DPSM. I advised the customer that I'll talk to the DPSM and see what we can do. The customer states that he's only available on Fridays. We agreed on a follow up date of 9/20/13. The call ended.

*** CASE MODIFY 9/6/2013 4:27:40 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 9/9/2013 9:51:58 AM, dmendoza, Action Type : Field Service

I received a call from the 10B DPSM. The DPSM states that he did visit with the customer last Friday. He states that there was pull to the left or even what could be called a slight jerk. It took less than the allowable 6 seconds for the vehicle to travel from one lane to another. He states that they confirmed the alignment was out. They're addressing that but he also had them look in to the tires. His understanding is that they've replaced one before so he had them check again. I advised the DPSM that the customer had indicated that he thought there was an underlying issue that was causing the vehicle to go out of alignment. The DPSM states that they couldn't find anything. He states that hes only been able to attribute it to the vehicles alignment and possibly the tires needing a replacement. The DPSM states that the SM and the customer did get in to a heated conversation the night before. He states that the customer accused him of hiding a bunch of things and being fraudulent with the customer. As such, the DPSM made sure that the customer was there when they pulled the stored codes from the vehicle. He states that there were some stored and they were all going back to the PCM. He called TL and they attributed the codes to a relay that they needed to replace. The DPSM states that they replaced that and the dealer was going to keep it through Saturday to see if the codes come back. The customer also complained about the colors of the backup camera. What should be green was coming up brown on the screen. The DPSM states that he did confirm this himself. Theres no issue like that which hes aware of though so hes going to discuss it with TL and see if theres any sort of input that they can provide. I thanked the DPSM for the help and the call ended.

*** CASE MODIFY 9/9/2013 9:52:10 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 9/9/2013 9:52:25 AM, dmendoza

with [REDACTED] due 09/16/2013 08:00:00 PM.

*** CASE MODIFY 9/9/2013 9:52:30 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 9/17/2013 12:11:03 PM, dmendoza, Action Type : Call to Dealer

I called Honda of Fayetteville and spoke to an SA. He advised me that the SM is currently unavailable. I provided my direct number and asked him to have the SM call. He agreed and the call ended.

*** CASE MODIFY 9/17/2013 12:11:08 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 9/17/2013 12:11:15 PM, dmendoza

with [REDACTED] due 09/18/2013 08:00:00 PM.

*** NOTES 9/17/2013 1:47:03 PM, dmendoza, Action Type : Call from Dealer

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

I received a call from the Honda of Fayetteville SM, Roy. The SM states that he's calling in regards to the customer. He states that the customer has picked up the vehicle. The SM states that they replaced a wiring harness fuse to address a problem associated with the stored codes they had. They also performed an alignment because the vehicle was out of spec. The SM states that the associated TL reference number was 3475508. He states that they also took care of a dent complaint that the customer had at the dealer's own expense. I advised the SM that the DPSM had mentioned confirming what appeared to be a discoloration in the rearview camera. The SM states that the DPSM did mention that he'd look in to that. The SM confirmed that the customer has the vehicle. I thanked the SM for the help and the call ended.

*** NOTES 9/17/2013 1:47:18 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM. I advised the DPSM that I'm calling in regards to the customer. The DPSM states that he looked in to the customer's discoloration concerns and he couldn't find any information. I asked the DPSM if there is no countermeasure available for the concern. The DPSM states that there is not. I asked him if it would be considered a characteristic of the vehicle and the DPSM confirmed that it would be. I thanked the DPSM for the help and the call ended.

*** CASE MODIFY 9/17/2013 1:47:21 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 9/17/2013 1:47:29 PM, dmendoza
with [REDACTED] due 09/20/2013 08:00:00 PM.

*** CASE MODIFY 9/17/2013 1:47:32 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 9/23/2013 4:45:18 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 9/25/2013 12:30:54 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 9/27/2013 11:59:21 AM, dmendoza, Action Type : Field Service

I called the 10B DPSM. I advised the DPSM that I'm calling in regards to the customer. I advised him that my understanding is that he reviewed the case with TL and they had said that there wasn't much information on the customer's camera discoloration concerns. The SM confirmed that he did. I advised him that I wanted to inquire as to whether or not he remembers who he spoke to. The DPSM states that he can't remember off of the top of his head. He knows that it wasn't someone in the engine or powertrain division of TL. The DPSM states that he can call them again and have a report generated. I advised the DPSM that would be beneficial. The DPSM states that he'll do that. I asked him to call back when he's able to get it done. He agreed and the call ended.

*** CASE MODIFY 9/27/2013 11:59:35 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 9/27/2013 11:59:49 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 9/27/2013 11:59:52 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 9/27/2013 5:49:59 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to his case. The customer states that last weekend he lost his power steering while turning right in an intersection. He states that he had to cross two lanes of opposing traffic. Also, he's found that the vehicle is pulling to the right still since they last worked on the car. The customer states that the dealership told him that the car was so perfectly aligned that it would always follow the crown of the road. However, it's pulling to the right. The customer states that the dent in his hood wasn't actually a dent but

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Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

rather a crease in the body now. The dealership told him that they would paint the area but it would never really look the same. The customer states that the Sales Manager told him that he'd try to get him a deal on a new car but he's not returning his calls. The customer states that the DPSM advised him that he's just going to have to deal with his radio concerns and this is absolutely unacceptable. The customer states that his TPMS light is on again even though his tires are all at the correct pressure. The customer states that he believes that his vehicle delays repeatedly or chatters when he tries to accelerate or slow down. There is a chattering and the tachometer will seem to jump up and down while he's driving. He's also concerned that his windshield wipers aren't cleaning the windshield completely. When he drives on the freeway in the rain it is near impossible for him to see. Lastly, he feels that his headlights are dimming intermittently. I advised the customer that I've spoken to the DPSM and he has indicated that the vehicle was operating properly, beyond the repairs that were performed at the time. I advised the customer that he did say that he was going to look in to the discoloration associated with his backup camera though. The customer states that his understanding was that the DPSM was also going to look in to general radio and bluetooth concerns. I advised the customer that I wasn't aware of that but I will look in to it with him. The customer states that the DPSM also mentioned issues like how he searches for locations in his GPS were something he'd have to deal with until his software is updated. I advised the customer that I'll see what if anything is under investigation. The customer states that he's very upset and he shouldn't have to deal with this. He states that he was sold the vehicle under the premise that these features would work. I advised the customer that the DPSM was going to revisit his review though so that I could confirm what he's researched on my end, in regards to the items that he said he'd look in to during his inspection. The customer understood. I advised him that I'd like to confirm what phone he has and what carrier. The customer states that he had an iphone 5 and an iphone 5s. He used to have ATNT but now he's with Verizon. He states that the issue isn't the phone's compatibility but rather the fact that the bluetooth won't activate in the car. He states that the dealership and the DPSM confirmed that as it took them 20 minutes to activate it. I advised the customer that I'll see what I can research. We agreed on a follow up date of 10/4/13. The call ended.

*** CASE MODIFY COMMITMENT 9/27/2013 5:50:24 PM, dmendoza

with [REDACTED] due 10/02/2013 08:00:00 PM.

*** CASE MODIFY 9/27/2013 5:50:28 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 10/2/2013 1:52:10 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 10/2/2013 2:28:24 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM and left a message. I advised the DPSM that Im calling in regards to the customer. I asked the DPSM to give me a call and provided my direct number.

*** CASE MODIFY COMMITMENT 10/2/2013 2:28:33 PM, dmendoza

with [REDACTED] due 10/03/2013 08:00:00 PM.

*** CASE MODIFY 10/2/2013 2:28:36 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 10/4/2013 3:27:22 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM and left a message. I advised the DPSM that Im calling in regards to the customer. I asked the DPSM to give me a call and provided my direct number.

*** CASE MODIFY 10/4/2013 3:27:26 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 10/4/2013 5:12:30 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I haven't been able to confirm the DPSM's research yet. I do want to do that though so I am going to continue working with him so as to confirm his research on his concerns. The customer understood. He states that he's still unavailable on every day but Friday. We agreed on a follow up date of 10/11/13. The call ended.

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Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

*** CASE MODIFY COMMITMENT 10/4/2013 5:12:39 PM, dmendoza

with [REDACTED] due 10/08/2013 08:00:00 PM.

*** CASE MODIFY 10/4/2013 5:13:42 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 10/9/2013 12:03:16 PM, dmendoza, Action Type : Call to Dealer

I called Honda of Fayetteville and spoke to an SA. He advised me that the SM is unavailable and offered to take a message. I provided my contact information and asked him to have the SM call. He agreed and the call ended.

*** NOTES 10/9/2013 12:04:38 PM, dmendoza, Action Type : Call from Dealer

I received a call from the SM, Roy. I advised the SM that I wanted to check in with him in regards to the customer. He said that there was a dent on the hood that ended up being a crease in the body panel. They, the dealership, had offered to paint the area but the customer declined. The SM states that he wasn't familiar with that. He states that they had sent the customer to their body shop but his understanding was that the vehicle had been repaired because the customer had picked it up. I advised the SM that the customer had told me that he declined the work because he didn't believe it would look the same. The SM understood. I advised the SM that when the DPSM inspected the vehicle he indicated that he'd be reviewing the customer's backup camera discoloration concerns with TL. The SM states that is correct. I advised the SM that the customer had indicated that he'd be looking in to general navigation and radio concerns. The SM states that he wasn't familiar with that as his understanding is that he was just looking in to the discoloration concerns. I advised the SM that was my understanding as well but I wanted to make sure we were all on the same page. I thanked the SM for the update and the call ended.

*** NOTES 10/9/2013 12:18:10 PM, dmendoza, Action Type : Field Service

I received a voicemail message from the 10B DPSM. The DPSM states that he spoke to a rep in TL about the case again. They aren't open to creating a reference number as they're considering the discoloration a characteristic of the vehicle and they know about it.

*** NOTES 10/9/2013 12:53:28 PM, dmendoza, Action Type : Field Service

I called the 10B DPSM. I advised the DPSM that I'm calling in regards to the customer. The DPSM confirmed that he did talk to TL again but he wasn't able to create a case. He states that they determined that the discoloration was a characteristic and weren't open to creating a case on it. I advised the DPSM that the customer had mentioned that he was also going to look in to general blue tooth and navigation concerns. The DPSM states that the customer had mentioned that he was unhappy with the navigation system and how it was pulling up locations. The DPSM states that he told him that he wasn't aware of any pending software updates but he'd see if TL knew of any. There are none pending. I advised the DPSM that the customer had mentioned an issue where they had trouble activating his blue tooth at the dealership. The DPSM states that there was some trouble activating it but it was only because they customer wasn't doing it correctly at the time. He was transitioning from his USB cable in a manner that the feature didn't allow. I advised the DPSM that the customer has complained that the vehicle is pulling to the right again. He also said that his windshield wipers aren't adequately cleaning the windshield and the headlights are dimming intermittently. The DPSM states that the customer had mentioned that the headlight concern had manifested once but it was only in passing. He hasn't mentioned the windshield wiper concerns. I thanked the DPSM for the update and the call ended.

*** CASE MODIFY COMMITMENT 10/9/2013 12:53:48 PM, dmendoza

with [REDACTED] due 10/11/2013 08:00:00 PM.

*** CASE MODIFY 10/9/2013 12:53:51 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 10/11/2013 5:22:29 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to his case. I advised the customer that I've reviewed the case with the DPSM and he has confirmed his previous assertions with TL. I advised the customer that the determination that has been made is that his back up camera color concerns are characteristic of the vehicle. The customer asked if I'm telling him that it's ok that the colors used to look one way in the backup camera and now they look another. I advised the customer that I can't speak for that. I advised the customer that in the absence of a discernible defect ACS won't be in a position to recommend a repair or procedure. The customer understood. He asked if the DPSM had mentioned anything about the vehicle

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Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

s navigation or GPS concerns. I advised him that we did discuss it and his assertion is that he's only mentioned it in the sense that he'll see if there are any pending software updates. However, his navigation was found to be operating properly so it wouldn't be looking for a "fix" as it's not considered broken. The customer understood. He states that he can't trust the DPSM or the dealership. I advised the customer that I can only speak for what they've seen as I'm in CA. The customer understood. He states that he'd like to take the vehicle to Frank Fletcher Honda to address his pulling, windshield wiper and headlight concerns. I advised the customer that I'll see what can be arranged. The call ended.

*** CASE MODIFY COMMITMENT 10/11/2013 5:22:43 PM, dmendoza

with [REDACTED] due 10/15/2013 08:00:00 PM.

*** NOTES 10/11/2013 5:23:00 PM, dmendoza, Action Type : Note-General

Clarification: During the last call the customer and I agreed that I'd call again on 7/18/13.

*** CASE MODIFY 10/11/2013 5:23:03 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 10/15/2013 4:50:32 PM, dmendoza

with [REDACTED] due 10/17/2013 08:00:00 PM.

*** NOTES 10/18/2013 5:15:51 PM, dmendoza, Action Type : Note-General

The case will be revisited on 10/21/13.

*** CASE MODIFY COMMITMENT 10/18/2013 5:16:02 PM, dmendoza

with [REDACTED] due 10/18/2013 08:00:00 PM.

*** CASE MODIFY 10/18/2013 5:16:05 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 10/22/2013 5:23:18 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 10/23/2013 5:16:09 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 10/24/2013 12:10:45 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 10/25/2013 9:02:34 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 10/25/2013 9:02:37 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 10/25/2013 9:48:08 AM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to an SA, Brad. The SA advised me that the SM, Jim, is out of the office for the day. I advised the SA that I've spoken to the customer and he's said that he's interested in taking the vehicle in to Frank Fletcher Honda again. He'd like to try and address a pulling to the right concern along with windshield wiper and headlight concerns. The customer has said that the windshield wipers aren't adequately clearing the windshield and the headlights are dimming at times. The SA understood. I advised the SA that the customer wants to bring the vehicle in and I wanted to prep them for the visit. I asked the SA to involve the DPSM if he has any questions in reference to the customer's history. They should also involve T\I if they are able to recreate any of the customer's concerns. The SA understood. He states that I should refer the customer to him so as to make the arrangements. The call ended.

*** NOTES 10/25/2013 9:53:45 AM, dmendoza, Action Type : Field Service

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Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

I called the 10B DPSM. I advised the DPSM that I'm calling in regards to the customer. I've discussed the case with him and his current complaints are that the vehicle is pulling to the right, the windshield wipers aren't clearing rain adequately and the headlights are dimming at times. He's elected to take the vehicle in to Frank Fletcher Honda at this point. I've prepped them for his arrival but I've only been able to speak to an SA, Brad, since Jim, the SM, is out. I advised the DPSM that I wanted to make him aware that the customer plans on visiting them so we all stay in the loop. The DPSM understood and the call ended.

*** CASE MODIFY 10/25/2013 9:55:45 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 10/25/2013 12:08:10 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm calling in regards to his case. I've spoken to Frank Fletcher Honda and informed them of his intentions to bring the vehicle there. His previous SA, Brad, will be prepared to make the necessary arrangements for him if he calls prior to bringing the car in. The customer states that he will do so. He states that the vehicle is getting worse so he thinks that will work in his favor. I asked the customer what happened. he customer states that his power steering and forward collision warnings have illuminated and turned off since he and I last spoke. I advised the customer that the dealership will be able to look in to that with him. We agreed on a follow up date of 11/1/13. The call ended.

*** CASE MODIFY COMMITMENT 10/25/2013 12:08:46 PM, dmendoza
with [REDACTED] due 11/01/2013 08:00:00 PM.

*** CASE MODIFY 10/25/2013 12:08:51 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 10/31/2013 2:47:10 PM, dcourt, Action Type : Call from Dealer

SM Jim called in reference to this case. I transferred him to assigned RCM.

*** NOTES 10/31/2013 4:04:15 PM, dmendoza, Action Type : Call from Dealer

I received a call from the SM, Jim, at Frank Fletcher Honda. The SM states that the customer came in today to make an appointment to have his vehicle serviced tomorrow. I advised the SM that the customer has said that he's still experiencing concerns with his windshield wipers and headlights. He also said that he was experiencing a pulling to the right and that his power steering and FCW lights had come on and turned off recently. The SM states that they don't think that they can make the customer happy. I advised the SM that he does need to look in to the customer's warranty concerns. The SM states that they don't think that they'll be able to duplicate any of his concerns. I advised him that they should charge the customer for any diagnostics via which they can't duplicate anything. The SM understood. I advised him to review the case with the DPSM and T/L if they duplicate anything. The SM understood and the call ended.

*** CASE MODIFY 10/31/2013 4:04:53 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 11/1/2013 3:23:43 PM, dmendoza, Action Type : Call to Dealer

I called Frank Fletcher Honda and spoke to an SA. He advised me that the SM, Jim, and the SA, Brad, are out of the office today. I provided my direct number and asked him to have the SM call. He agreed and the call ended.

*** CASE MODIFY 11/1/2013 5:15:29 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 11/4/2013 4:59:23 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 11/4/2013 5:07:02 PM, dmendoza, Action Type : Call to Customer

NOTE - The following call took place on 11/1/13: I called the customer at [REDACTED]. I asked the customer if hes been able to get his vehicle in to the dealership yet. The customer states that he contacted the dealership but they called him back to say that they would be charging him if they

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can't duplicate his concerns. The customer asked why this is happening. I advised the customer that it is standard procedure for them to charge for a diagnosis when they're unable to bill Honda for a warranty repair. The customer states that he feels that hes proven that he has a problem because they've been duplicated in the past. I advised the customer that he has but ACS can't speak for the condition of the vehicle now. I advised the customer that the dealership will not charge him for any warranty concerns that they can duplicate when they have the vehicle. The customer states that they don't always manifest. He states that the DPSM has seen his radio concerns though. I advised the customer that the DPSM had said that his radio is operating as designed. The customer states that he doesn't believe that it is. I advised the customer that I can't speak for its operation myself but I do have to adhere to my field representatives determination. The customer states that he thought he was going to Frank Fletcher Honda for a second opinion. I advised the customer that its up to him but they do need to duplicate a problem to attempt a repair. I advised him that ACS had made the recommendation in reference to his outstanding issues such as his indicator light, headlight and windshield wiper concerns. The customer states that hes going to address that as well. He states that hes upset that they won't consider anything if the lights are off though even though there are codes. I advised him that they can possibly use codes if there are any for them to use. The customer states that he didn't understand that. His understanding is that he'd still have to duplicate the problem. I advised the customer that he wouldn't necessarily need to if an indicator light is on. The customer states that alleviates a lot of his concern. He states that he'll take the car in on 11/8/13. We agreed that I'd check in on that date. The call ended.

*** CASE MODIFY 11/4/2013 5:07:07 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 11/5/2013 8:45:08 AM, dmendoza
into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 11/5/2013 8:45:46 AM, dmendoza
with [REDACTED] due 11/08/2013 08:00:00 PM.

*** NOTES 11/8/2013 12:48:19 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll try again next week.

*** NOTES 11/8/2013 12:51:43 PM, dmendoza, Action Type : Call to Dealer

I called Frank Fletcher Honda and spoke to the SM, Jim. I advised the SM that I'm calling in regards to the customer. The SM states that the customer never came in today. He left a message indicating that he'd like to reschedule. He, the SM, called the customer back himself and left a message as well. He invited the customer to call back and reschedule. I thanked the SM for the update and the call ended.

*** CASE MODIFY COMMITMENT 11/8/2013 12:52:03 PM, dmendoza
with [REDACTED] due 11/14/2013 08:00:00 PM.

*** CASE MODIFY 11/8/2013 12:52:06 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 11/14/2013 3:08:55 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to an SA, Travis. He advised me that the SM is unavailable and the SA, Brad, is out for the day. I asked him to have the SM call and the call ended.

*** CASE MODIFY COMMITMENT 11/14/2013 3:09:07 PM, dmendoza
with [REDACTED] due 11/15/2013 08:00:00 PM.

*** CASE MODIFY 11/14/2013 3:09:13 PM, dmendoza
into WIP Other Districts and Status of Solving.

*** NOTES 11/15/2013 10:42:02 AM, dmendoza, Action Type : Call from Dealer

I received a call from the Frank Fletcher Honda SM, Jim. The SM states that the customer hasn't made any arrangements to bring the vehicle in and he

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Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

hasn't come in today. I thanked the SM for the help and the call ended.

*** CASE MODIFY 11/15/2013 10:42:09 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 11/15/2013 4:17:22 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that Im calling in regards to his case. The customer states that by the time the dealership followed up with him to reschedule his appointment it was too late and he couldnt make it. He hopes that he can make it next week. We agreed that Id check in on 11/22/13. The call ended.

*** CASE MODIFY COMMITMENT 11/15/2013 4:17:32 PM, dmendoza

with [REDACTED] due 11/21/2013 08:00:00 PM.

*** CASE MODIFY 11/15/2013 4:17:34 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 11/21/2013 4:34:37 PM, dmendoza

with [REDACTED] due 11/22/2013 08:00:00 PM.

*** NOTES 11/22/2013 5:08:49 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that Im calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that Ill call again later on next week.

*** CASE MODIFY COMMITMENT 11/22/2013 5:09:02 PM, dmendoza

with [REDACTED] due 11/27/2013 08:00:00 PM.

*** CASE MODIFY 11/22/2013 5:09:07 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 11/27/2013 9:38:04 AM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 11/27/2013 5:04:06 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 11/27/2013 5:04:07 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 11/27/2013 5:09:59 PM, dmendoza, Action Type : Note-General

The customer is only available on Fridays.

*** CASE MODIFY COMMITMENT 11/27/2013 5:10:08 PM, dmendoza

with [REDACTED] due 12/05/2013 08:00:00 PM.

*** CASE MODIFY 11/27/2013 5:10:14 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY COMMITMENT 12/5/2013 3:27:15 PM, dmendoza

with [REDACTED] due 12/06/2013 08:00:00 PM.

*** CASE MODIFY 12/5/2013 3:27:43 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 12/6/2013 2:49:12 PM, dmendoza

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

into WIP Other Districts and Status of Solving.

*** NOTES 12/6/2013 4:12:17 PM, dmendoza, Action Type : Call to Customer

I attempted to call the customer at [REDACTED]. I encountered a recording that advised me that the customer's mail box is full and can not accept messages at this time. I was not provided the opportunity to leave a message.

*** NOTES 12/6/2013 4:14:19 PM, dmendoza, Action Type : Note-General

A 10 day letter has been mailed.

*** CASE MODIFY COMMITMENT 12/6/2013 4:14:31 PM, dmendoza

with [REDACTED] due 12/13/2013 08:00:00 PM.

*** CASE MODIFY 12/6/2013 4:14:35 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 12/13/2013 2:00:57 PM, dmendoza, Action Type : Note-General

The 10 day letter expires 12/16/13.

*** CASE MODIFY COMMITMENT 12/13/2013 2:01:10 PM, dmendoza

with [REDACTED] due 12/16/2013 08:00:00 PM.

*** CASE MODIFY 12/13/2013 2:01:13 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** NOTES 12/16/2013 12:38:58 PM, dmendoza, Action Type : Note-General

The case is being closed due to the lack of a response.

*** SUBCASE N012013-05-0201687-2 CREATE 12/16/2013 12:49:37 PM, dmendoza

Created in WIP Default with Due Date 12/16/2013 12:49:37 PM.

*** SUBCASE N012013-05-0201687-2 CLOSE 12/16/2013 12:49:47 PM, dmendoza

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012013-05-0201687-3 CREATE 12/16/2013 1:10:45 PM, dmendoza

Created in WIP Default with Due Date 12/16/2013 1:10:45 PM.

*** SUBCASE N012013-05-0201687-3 CLOSE 12/16/2013 1:10:57 PM, dmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/16/2013 1:10:58 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE MODIFY 12/16/2013 1:10:59 PM, dmendoza

into WIP Other Districts and Status of Solving.

*** CASE CLOSE 12/16/2013 1:11:01 PM, dmendoza

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

*** CASE REOPEN 2/21/2014 8:14:28 AM, rrobbins

with Condition of Open and Status of Solving.

*** NOTES 2/21/2014 8:19:57 AM, rrobbins, Action Type : Twitter

Customer tweeted ([REDACTED])

" @Honda My 13 Accord has been in the shop more times than every other vehicle I've ever owned. Why doesn't anyone in your company care?"

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

5:30 pm 18 Feb 14

I replied " [REDACTED] We're so sorry to learn you're having concerns! Please follow us & DM your full name, VIN, mileage & involved Honda dealer
^RR"

1:47 pm 19 Feb 14

Customer replied by direct messages

[REDACTED] 1HGCT1B81DA [REDACTED] 14980miles two dealerships in northwest Arkansas as well as a "corporate rep""

8:51 am 20 Feb 14

" <https://t.co/IAiXDJ5SSJ>"

8:52 am 20 Feb 14

" The cars been aligned five times and still doesn't drive straight."

8:53 am 20 Feb 14

"There's a rattle where the side curtain airbag is. The steering wheel makes a screeching noise when you start/stop car"

8:53 am 20 Feb 14

" It hesitates. It dies. The stereo has never worked properly."

8:53 am 20 Feb 14

"The headlights dim randomly for long periods for no reason"

8:54 am 20 Feb 14

"The windshield wipers are useless in rain."

8:54 am 20 Feb 14

"And worst of all, the person who was supposed to be Honda Corporates eyes and ears tells me one thing and corporate another."

8:54 am 20 Feb 14

" I even offered to drive it to California to show someone first hand the problems I'm having and that was refused."

8:55 am 20 Feb 14

" It's unsafe. It's been in the shop more times than months I've owned it."

8:55 am 20 Feb 14

"You can tell by my vin - I Waited for this car to come out and bought the first one on the lot."

8:55 am 20 Feb 14

"We actually bought two - a 2013 exl coupe (the car in question) and a 2013 grand touring sedan. After the problems with the sedan..."

8:56 am 20 Feb 14

"...it got traded off. But I don't have the extra cash to do that on this one. And the dealerships here are unhelpful."

8:57 am 20 Feb 14

" Most of these are intermittent problems. So now they're charging me when it happens if I bring it in and the can't replicate problem."

8:57 am 20 Feb 14

"I paid a pretty good chunk of money for this car. This is my fourth accord. We've also owned multiple acuras"

8:58 am 20 Feb 14

"I believe in Honda. I believe any company can have a bad car."

8:58 am 20 Feb 14

"But what I can't believe is the problems I'm facing when I've even tried to compromise."

8:58 am 20 Feb 14

" I don't feel safe driving it. I rent other cars when it's more than local driving."

8:59 am 20 Feb 14

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

"As evidenced by having it for 14 months and only putting 15k miles on it."

8:59 am 20 Feb 14

"My 2011 (which I traded in on this) had no problems. At all. I had almost 40k miles on it when I traded it in."

9:00 am 20 Feb 14

" </rant>"

9:00 am 20 Feb 14

ACS replied "It looks like there was a previous case with us. We will look into the matter further and respond by the end of business day tomorrow. ^KK"

9:27 am 20 Feb 14

*** NOTES 2/21/2014 8:26:32 AM, robbins, Action Type : Twitter

Customer Tweeted [REDACTED]

"@Honda My 13 Accord has been in the shop more times than every other vehicle I've ever owned. Why doesn't anyone in your company care?"

5:30 pm 18 Feb 14

I replied "[REDACTED] We're so sorry to learn you're having concerns! Please follow us & DM your full name, VIN, mileage & involved Honda dealer ^RR"

1:47 pm 19 Feb 14

Customer replied by direct messages

"[REDACTED] 1HGCT1B81DA [REDACTED] 14980miles two dealerships in northwest Arkansas as well as a "corporate rep"

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8:55 am 20 Feb 14

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Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

"...it got traded off. But I don't have the extra cash to do that on this one. And the dealerships here are unhelpful."

8:57 am 20 Feb 14

"Most of these are intermittent problems. So now they're charging me when it happens if I bring it in and the can't replicate problem."

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" I don't feel safe driving it. I rent other cars when it's more than local driving."

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"As evidenced by having it for 14 months and only putting 15k miles on it."

8:59 am 20 Feb 14

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9:00 am 20 Feb 14

"</rant>"

9:00 am 20 Feb 14

ACS replied "It looks like there was a previous case with us. We will look into the matter further and respond by the end of business day tomorrow. ^KK"

9:27 am 20 Feb 14

*** CASE DISPATCH 2/21/2014 8:27:41 AM, rrobbins

from WIP Default to Queue Honda Team C.

*** NOTES 2/24/2014 8:10:37 AM, rrobbins, Action Type : Twitter

"It is now Saturday. May I ask if there is a problem that is causing a delay in regards to your specified timeline?"

11:13 am 22 Feb 14

I replied

"We're sorry. We'll see to it that you are contacted today."

*** CASE YANKED 2/24/2014 9:01:56 AM, dcourt

Yanked by dcourt into WIPbin default.

*** CASE MODIFY 2/24/2014 9:09:32 AM, dcourt

into WIP default and Status of Solving.

*** COMMIT 2/24/2014 9:10:57 AM, dcourt, Action Type : N/A

Made to [REDACTED] due 02/24/2014 09:30:00 AM.

1st call / DCS

*** CASE MODIFY 2/24/2014 1:50:55 PM, dcourt

into WIP default and Status of Solving.

*** CASE MODIFY 2/24/2014 1:51:23 PM, dcourt

into WIP default and Status of Solving.

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

*** NOTES 2/24/2014 2:07:25 PM, dcourt, Action Type : Call to Customer

Called [REDACTED] and spoke with customer, introducing myself as the assigned RCM, and verifying customers contact information. I explained that I received information about his vehicle that he sent via Twitter. I explained that I understand he has concerns with the vehicle being aligned 5 times and understand that it still does not drive straight. Customer confirmed and said that the vehicle is currently pulling to the left. I asked if he has been into the dealer for this recently and customer said that it was whenever he was last at the dealer. Customer said at that time he had concerns with the Power Steering, windshield wipers, and headlights as well. He said that the dealer told him that they would charge him \$125 an hour if they were not able to duplicate his concerns.

Customer said that he has complaints, but then the dealer finds issues with the car that he did not notice. Customer said that the entire front brakes were replaced because the dealer found a problem with the brakes when he brought it in for an alignment. Customer states that when it is colder outside, the steering wheel makes a terrible screeching noise, and at idle the side curtain airbag has a rattle. Customer said that it only happens when it is cold and he cannot have it duplicated because it changes with the weather. Customer said that the dealership cannot duplicate the headlight issue during the day and the dealer does not work at night. Customer said that the issues with the car are dangerous and he is being treated like he is a problem. Customer said that the customer service he received is outrageous.

Customer states that every time he has proven something to the dealership he has been told that there is no problem from corporate. Customer states that he sent in copies of the work orders 3 different times but has been told that they were never received. Customer states the vehicle loses power steering and the dealer could not find the problem and they just replaced parts. Customer said that this is not fixed. Customer said that the stereo has been replaced 4 times and it still has problems.

Customer said that he spent a lot of money on this car and it is not safe, so he does not drive it. Customer said that he met with the DPSM, who discounted things before he ever saw the vehicle. He said that the DPSM told him the vehicle was out of alignment, and the dealer aligned the vehicle but did not drive it afterwards. Customer said that he offered to drive the vehicle to CA and take a vacation to have somebody else look at this, but he was told not to do that. Customer said that corporate is the problem.

Customer said that the most basic thing is that there is something wrong with the steering where it does not drive straight. Customer said that he loses the Power Steering while driving it, which is a catastrophic failure and he could die. Customer states that he understands there are limitations to what can be done. Customer said that all he asks is that it is figured out and fixed. Customer stated that he bought this 2013 Accord and another, which had the same experience with people not willing to help them take care of it. Customer said that when it comes down to it, all he has asked for is a brand new car to perform like a brand new car.

Customer said that he has been told that it is normal for the stereo to shut off while he is driving and not turn back on, or for the Bluetooth to not work 10% of the time. He said that he could argue that is not normal, but those are not safety concerns. Customer stated that the Power Steering problem is a safety concern though. Customer said that the headlights dim to the point to where it is almost useless when he drives at night. He said that he has taken so much time off of work to address these concerns. Customer said that he has only put 15k miles on the vehicle in the 16 months that he owned it. Customer said that his 2011 Accord had about 40k miles on it when he traded it in. Customer said that he does not let people drive in the car with him because he is afraid that he will get into an accident.

I empathized with customer throughout the call and attempted to gather information about his concerns. I explained that the 3/36 NVLW covers defects in materials or workmanship. I advised that from the previous notes, it appears that some concerns have been deemed a normal operating characteristic, which means there is no repair. I explained that his concerns and dissatisfaction has been documented. I explained that ACS is willing to work with him and whichever dealership he would like to have the vehicle diagnosed at. I explained that before we can assist further a diagnosis is needed since he has indicated there are still problems.

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

Customer said that AHM is basically calling him a liar. I explained that I am not calling him a liar and that I am explaining the process so that we could assist him. I reiterated that we appreciate his feedback and the opportunity to work with him. I explained that we can work with a dealer to ensure that all resources are being utilized to properly address his concerns. Customer wanted to know how much that would cost him and I advised that the independently owned and operated businesses set their own prices. I explained that if he identifies a dealer he would like to work with, ACS can contact the dealer on his behalf to try to make some arrangements for him.

Customer states the DPSM told him one thing and told corporate something different. Customer said that corporate is part of the problem and he does not think there will be a resolution. Customer stated that he cannot afford to take the vehicle into the dealership for issues if he is going to be charged. Customer said that he has already proven to the dealer that there is something wrong, but they will not do anything about it. I explained that at this point, it would be up to him as to whether he would like to work with a dealership or not.

Customer said that he would be willing to work with a dealership, but not the two dealerships he worked with before. I confirmed that customer does not want to work with FRANK FLETCHER HONDA or HONDA OF FAYETTEVILLE. I referred customer to automobiles.honda.com to locate a dealer and explained that per his zip code I show that ROPER HONDA in Joplin, MO is the next closest dealer. I offered to provide their number, but customer was not able to write down the information. I offered to leave the dealer information and ACS contact information in a v/m and customer accepted. I explained that ROPER HONDA is in another area and the case may be forwarded to another RCM. Customer understood and he had no further questions / concerns at this time. I thanked customer for his time and we ended the call.

Called [REDACTED] and left v/m providing ACS phone # and RCM extension 117745. I explained that the case is being forwarded to the RCM for the area that works with ROPER HONDA. I also provided ROPER HONDA phone# [REDACTED]. I advised that his RCM will follow-up with him by the end of business this Friday.

*** CASE ASSIGN 2/24/2014 2:07:58 PM, dcourt
N012013-05-0201687 to skhan, WIP

*** CASE MODIFY 2/24/2014 2:21:03 PM, skhan
into WIP default and Status of Solving.

*** CASE FULFILL 2/24/2014 2:23:05 PM, skhan
Fulfilled for [REDACTED] due 02/24/2014 09:30:00 AM.

*** COMMIT 2/24/2014 2:23:06 PM, skhan, Action Type : N/A
call customer (diagnosis)? which dlr?

*** NOTES 2/26/2014 11:04:37 AM, skhan, Action Type : Field Service
ACS sent communication to the DPSM in Zone 8H.

*** CASE MODIFY 2/26/2014 11:55:23 AM, skhan
into WIP 8H: Mike Wehmeir and Status of Solving.

*** NOTES 2/27/2014 8:06:03 AM, skhan, Action Type : Field Service
ACS received communication from the DPSM in Zone 8H stating to give him a call to discuss this customer's case.

*** NOTES 2/28/2014 7:18:12 AM, skhan, Action Type : Field Service

I received a call from the DPSM in Zone 8H that stated that the customer has met with the DPSM in Zone 10B twice and the customer's concerns have been addressed. He stated that the customer is welcome to take his vehicle to the Roper Honda for a 3rd opinion; however, the Honda dlr. will have to find a defect in materials and workmanship for them to recommend the next step. He stated that he is able to meet with the customer but it would be best for him

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

to go to the Honda dlr. and meet with SM Jim first to determine if a DPSM inspection is necessary. I thanked the DPSM for his assistance.

*** CASE MODIFY 2/28/2014 8:37:44 AM, skhan

into WIP 8H: Mike Wehmeir and Status of Solving.

*** NOTES 2/28/2014 9:18:05 AM, skhan, Action Type : Call to Customer

I contacted the customer at [REDACTED] and provided call disclosure. I introduced myself as the RCM assigned to his case. I advised that the previous RCM that he spoke with sent the case over to me as he advised her that he is going to be working with a Honda dlr. in my area, he understood and thanked me for calling him and stated that he is driving but he is able to take my call. I confirmed with the customer that he would like a different opinion and go through the entire diagnosis process with his vehicle at Roper Honda as his vehicle is still experiencing issues. He stated that he has gone to both Frank Fletcher Honda and to Honda of Fayetteville to get his issues resolved but it seems like the issues are still there and there is a disconnect between both dealership, him and the DPSM (Zone 10B). He stated that even if he takes his vehicle for specific issue, the Honda dlr. will tell him that there is something else wrong with his vehicle that he never addressed or knew about and this should not occur on a brand new vehicle. He stated that he loves Honda and he waited patiently for this vehicle to come out as it was a redesign and he loves his car. He stated that he understands that he got one of the first cars straight from the factory as his VIN end in 54 and he understands that he got a bad vehicle, which can happen and he is not mad about that. He stated that his problem is with AHM as they have failed him. He stated that all he ever wanted is to have his vehicle fixed and the issues resolved so that he can finally enjoy driving his brand new vehicle and this has never been the case. He stated that he has spent so much time and effort going back and forth with the 2 previous Honda dealerships that he worked with and having left his brand new vehicle for 1 week at a time each time he takes the vehicle back to the Honda dlr. to fix his car. He stated that he shouldnt have to drive a loaner car when he is paying for a brand new car. He stated that he understands that things can happen but what he doesnt understand is why both Honda dealerships are not able to resolve his multiple issues and fix his car so he no longer has to keep going back. He stated that this has been a frustrating ordeal and the reason he is finally going to take his vehicle to a brand new dealership, outside of his area is due to them not knowing his face and making a determination about what is going on with his vehicle just because they see him all the time and want to get rid of him.

I empathized with the customer and advised that I can understand his frustration. I advised that I have taken the time to read over the case notes and I am aware that he has been working with 2 different Honda dealerships. I confirmed with the customer that the he is still having issues with the power steering, the headlights, the alignment, the bluetooth and the radio. He stated that the power steering light and all other lights in his vehicle will turn on, which has occurred several times when driving at any speed range. He stated that the Honda dlr. has been able to duplicate the issue and has replaced the unit that turns the light on. He stated that after this repair, the issue has occurred 3 or 4 times.

He stated that the vehicle cant properly be aligned. He stated that the machine states that the vehicle is within specification but as soon as he drives away. If he is not holding his steering wheel at 10 degrees, his vehicle will veer over into the next lane. He stated that after getting 4 alignments conducted on his vehicle, the DPSM (Zone 10B) finally test drove his car and took it on the highway and confirmed that the alignment was off. He stated that the DPSM authorized for the Honda dlr. to conduct alignment #5. He stated that after this was done, he once again drove down the street only to notice that the alignment was still off. He stated that when he checked his trip meter, he noticed that the Honda dlr. did not test drive his car and only redid the alignment. He stated that he went back to get alignment #6 and the issue has still not been resolved.

He stated that he has had 4 radio replacements and while the sound quality and radio have gotten significantly better, he is still having issues. He stated that the DPSM (Zone 10B) confirmed that the issue with his radio and speakers were not resolved after the 4th replacement and advised him that a software update was coming out to resolve the current issues. He stated that he later learned that a new software update never came out and the DPSM turned around and reported to corporate that there is nothing wrong with his radio and this is very discounting that a factory representative would do something like this.

He stated that his bluetooth is having issues as it intermittently does not work and the Honda dlr. cant figure out what to do. He stated that he is unable to set directions or input addresses or do anything by voice. He stated that he has noticed that if he manually punches in the address prior to taking off,

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

the navigation works but at times, the navigation completely stops working.

He stated that the headlights dim down and then they come back to full brightness when he is accelerating. He stated that this is an intermittent issue and the Honda dlr. advises him that while they can understand what he is talking about, there is nothing that they can do about the dimness and they have never tried to attempt to resolve this issue.

He stated that he has done his part by taking his vehicle to the Honda dlr. and then switch to a different Honda dlr. and then meet with the DPSM to resolve all of his issues with his brand new vehicle. He stated that the Honda dealerships and the DPSM have made it clear that there is nothing else that they can do for him. He stated that he understands that AHM is the warrantor of the vehicle and if the warrantor is stating that they cant fix his car, then what he would like if for the warrantor to get him another car without problems. He stated that he is willing to work with AHM and this is why he is going to a 3rd Honda dlr. that doesnt know him or is familiar with his vehicle in order to attempt to fix his car. He stated that he loves Honda and that this is his 4th Honda and he also previously owned 3 Acuras so he would like for the company to show him that they care. He stated that the experience that he has encountered with his vehicle has been a nightmare but and after everything that he has been through to get the Honda dlr. and the DPSM to fix his car, he no longer believes in the company. He stated that he wants AHM to make things right. He stated that he left off with the DPSM (Zone 10B) going through the checklist of issues that he addressed and advised him that there is nothing else that they can do. He stated that the Honda dlr. has also told him that they will now charge him \$100/hour in order to attempt to duplicate the issues and this isnt right. He stated that all he ever wanted was to get the Honda dlr. to fix his car and now that it has been made clear that they cant, he would like for AHM to step up and fix his car or get him into a different one.

I thanked the customer for providing this information. I advised that I can understand that all he wants is for AHM to assist him with fixing his vehicle or to get him into a different vehicle and appreciated him for allowing me the opportunity to look into this further. I advised that if he wants to go through the process again at a new dealership, then the first step would be for him to call the Honda dlr. and schedule an appointment for a diagnosis. I advised that the Honda dlr. would need to state that they were able to find a defect in materials or workmanship in order for AHM to determine the next step, he understood. I advised that if the Honda dlr. states that they were unable to duplicate the issues that he is stating that are occurring with his vehicle or theyre unable to find any defects in materials or workmanship after diagnosing and inspecting his vehicle, then AHM would not recommend the next step, he understood and thanked me for advising him of AHM process. I asked him if he can take his vehicle to the Honda dlr. by this weekend. He stated that next Friday works for him and that he will contact Roper Honda later on today to schedule an appointment. I asked him if he wanted me to call the Honda dlr. to advise them of what is going on with his vehicle, he said yes so that way he doesnt have to explain everything again. I advised that I will contact the Honda dlr. and address his concerns with SM Jim but that he would also need to schedule an appointment, he understood. We agreed to set a commitment for a follow-up call on Tuesday, 03/11. I advised that I understand that he is driving so I will call him back and leave my contact information on his VM and advised that she he require further assistance from me before 03/11, he is welcome to call back. He thanked me again and stated that he is really hoping that the outcome will restore his faith with the company. I thanked him for discussing his case with me and for taking my call.

*** NOTES 2/28/2014 9:18:41 AM, skhan, Action Type : Call to Customer

I contacted the customer at [REDACTED] and left message with my contact information.

*** CASE FULFILL 2/28/2014 9:18:55 AM, skhan

Fulfilled for [REDACTED] due 02/28/2014 12:00:00 AM.

*** COMMIT 2/28/2014 9:18:57 AM, skhan, Action Type : N/A

reset commitment to 03/11

*** NOTES 2/28/2014 9:20:09 AM, skhan, Action Type : Call to Dealer

I contacted Roper Honda at [REDACTED] and left message for SM Jim. I provided my direct # for a call back.

*** NOTES 2/28/2014 9:20:48 AM, skhan, Action Type : Call to Dealer

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

I contacted Frank Fletcher Honda at [REDACTED] left message for the SM. I provided my direct # for a call back.

*** NOTES 2/28/2014 9:22:36 AM, skhan, Action Type : Call to Dealer

I contacted Honda of Fayetteville at [REDACTED] and spoke with SM Roy. I asked him if he can send me all R/Os, including technician notes associated to this customers VIN. He stated that he will print all of them out and see what other information he has and send it over to me. I provided ACS fax # [REDACTED] and thanked him for his assistance.

*** NOTES 2/28/2014 11:43:54 AM, aparalej, Action Type : Letter/Fax

On 02/28/14 ACS received a 53-page faxed of supporting documents from the dealership regarding previous issue.

*** CASE ADD ATTACHMENT 2/28/2014 12:00:21 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-05-0201687_3.pdf

*** NOTES 2/28/2014 1:07:51 PM, skhan, Action Type : Call from Dealer

I received a message from Jim with Frank Fletcher Honda stating that he is returning my call and provided # for a call back.

*** NOTES 2/28/2014 1:09:17 PM, skhan, Action Type : Call to Dealer

I contacted Frank Fletcher Honda at 479-273-3000 and the receptionist stated that he is not at his desk. I left message asking to fax all R/Os, including technician notes to ACS and provided fax # [REDACTED]

*** NOTES 3/3/2014 10:56:51 AM, skhan, Action Type : Call to Dealer

I contacted Roper Honda at [REDACTED] and was advised that SM Jim is currently out to lunch. I left a message with SA Lindsey and provided my direct # for a call back. He also transferred me to SM Jim VM and I left message asking for a call back. I provided my direct #.

*** NOTES 3/3/2014 11:10:14 AM, skhan, Action Type : Note-General

ACS received case with Team H RM.

*** CASE MODIFY 3/3/2014 11:10:20 AM, skhan

into WIP 8H: Mike Wehmeir and Status of Solving.

*** NOTES 3/6/2014 9:43:00 AM, skhan, Action Type : Call to Dealer

I contacted Roper Honda at 417-625-0800 and was advised that SM Jim is not available and all of the service advisors are not able to take the call at this time. I provided my direct # for a call back.

*** NOTES 3/6/2014 10:20:23 AM, skhan, Action Type : Call from Dealer

I received a call from SM Jim with Roper Honda stating that he is returning my call. I asked Jim if this customer has stopped by his dealership, he said no. I advised that the customer has indicated that there are multiple issues with his vehicle and he would like to have a diagnosis. I provided Jim with a list of issues that the customer stated. I advised that once the vehicle has been diagnosed and if he is able to duplicate any of the issues and find a defect in materials and workmanship, to give me a call to discuss the case further, he understood. He stated that he will give me a call once the vehicle is at the Honda dlr. and notify the DPSM as well. I thanked Jim for his assistance.

*** NOTES 3/7/2014 6:59:49 AM, skhan, Action Type : Call to Customer

I contacted the customer at [REDACTED] and left message asking him if he had the opportunity to make an appointment at the Honda dlr. for a diagnosis. I provided my ext. # for a call back.

*** CASE FULFILL 3/7/2014 6:59:59 AM, skhan

Fulfilled for [REDACTED] due 03/07/2014 12:00:00 AM.

*** COMMIT 3/7/2014 7:00:01 AM, skhan, Action Type : N/A

call customer (diagnosis)?

*** NOTES 3/11/2014 6:25:14 AM, skhan, Action Type : Call to Customer

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

I contacted the customer at [REDACTED] and left message. I provided my ext. # for a call back.

*** CASE FULFILL 3/11/2014 6:25:26 AM, skhan

Fulfilled for [REDACTED] due 03/13/2014 12:00:00 AM.

*** COMMIT 3/11/2014 6:25:29 AM, skhan, Action Type : N/A

call customer (diagnosis)? 3rd attempt

*** NOTES 3/17/2014 8:36:22 AM, skhan, Action Type : Call to Dealer

I contacted Roper Honda at 417-625-0800 and spoke with SA Lindsey that stated that the customer has not stopped by the dealership for a diagnosis and he has no appointments for him to bring his vehicle in. I thanked Lindsey for his assistance.

*** NOTES 3/17/2014 2:22:19 PM, skhan, Action Type : Call to Customer

ACS contacted the customer at [REDACTED] and left message stating that the Honda dlr. has advised me that he has not brought his vehicle in for a diagnosis as of yet. I provided my ext. # for a call back to see when he is able to bring his vehicle in.

*** CASE FULFILL 3/17/2014 2:23:26 PM, skhan

Fulfilled for [REDACTED] due 03/18/2014 12:00:00 AM.

*** COMMIT 3/17/2014 2:23:30 PM, skhan, Action Type : N/A

contact customer (4th attempt).

*** NOTES 3/21/2014 6:24:54 AM, skhan, Action Type : Call to Customer

ACS contacted the customer at [REDACTED] and left message. ACS provided ext. # for a call back.

*** NOTES 3/21/2014 6:25:21 AM, skhan, Action Type : Note-General

RCM generated 10-Day letter due to no response.

*** CASE FULFILL 3/21/2014 6:25:47 AM, skhan

Fulfilled for [REDACTED] due 03/21/2014 12:00:00 AM.

*** COMMIT 3/21/2014 6:26:03 AM, skhan, Action Type : N/A

reset to 03/31 10 day

*** CASE MODIFY COMMITMENT 3/25/2014 1:57:09 PM, skhan

with [REDACTED] due 03/28/2014 12:00:00 AM.

*** NOTES 3/26/2014 6:41:00 AM, skhan, Action Type : Note-General

close case on 03/31 If the customer does not respond to 10-Day letter.

*** CASE FULFILL 3/26/2014 6:41:10 AM, skhan

Fulfilled for [REDACTED] due 03/28/2014 12:00:00 AM.

*** COMMIT 3/26/2014 6:41:11 AM, skhan, Action Type : N/A

10 day letter response? close case

*** NOTES 3/31/2014 6:42:44 AM, skhan, Action Type : Call to Dealer

ACS contacted Roper Honda at [REDACTED] and left message for SM Jim. ACS provided direct # for a call back.

*** NOTES 3/31/2014 1:30:16 PM, skhan, Action Type : Call to Dealer

ACS contacted Roper Honda at [REDACTED] and spoke with SA Lindsey that stated that this customer has never stopped by the Honda dlr. ACS thanked Lindsey for providing this information and for taking my call.

*** NOTES 3/31/2014 1:32:39 PM, skhan, Action Type : Note-General

Case History

Case ID : N012013-05-0201687

Case Title : 8H (ROPER) / 10B (FLETCHER / FAYETTEVILLE) - [REDACTED] - MULTIPLE ISSUES

The customer did not return my call after 10-Day letter was mailed to his home address.
ACS contacted the Honda dlr. and confirmed that the customer never brought his vehicle in for a diagnosis.
ACS will close case.

*** CASE FULFILL 3/31/2014 1:33:15 PM, skhan

Fulfilled for [REDACTED] due 03/31/2014 12:00:00 AM.

*** CASE CLOSE 3/31/2014 1:33:19 PM, skhan

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

Case Details

Case ID : N012014-10-2404302	Division : Honda - Auto	Condition : Closed	Open Date : 10/24/2014 3:48:15 PM
Case Originator : Gladys DeLaRosa (Team HI)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/24/2014 4:27:18 PM
Case Owner : Gladys DeLaRosa (Team HI)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Gladys DeLaRosa (Team HI)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - DRIVER SEAT PANEL HAS FALLEN OFF/POWER STEERING IS No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCT1B81DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT1B8DKNW / A
Miles / Hours :	23,000
In Service Date :	10/26/2012
Months In Use :	24
Engine Number :	K24W11012532
Originating Dealer No. / Name :	208289 / HONDA OF FAYETTEVILLE
Selling Dealer No. / Name :	208289 / HONDA OF FAYETTEVILLE
Trim :	EX-LNAV
No. Of Doors :	2
Transmission Code :	CVT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208249 / FRANK FLETCHER HONDA
Phone No. :	479-273-3000
Address :	2921 MOBERLY LANE
City / State / Zip :	BENTONVILLE, AR 72712
Svc District / Sls District :	03F / B10
Warranty Labor Rate / Date :	\$97.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-10-2404302-1 / ██████████	- PRODUCT Subcase Close	Product	Operation	510	Steering Column
N012014-10-2404302-2 / ██████████	- PRODUCT Subcase Close	Product	Fit/Finish/Quality	851	Seat, left front

Issue Details

Issue ID : N012014-10-2404302-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gladys DeLaRosa	Type 1 : Product	Status : Subcase Close	Open Date : 10/24/2014 4:26:23 PM
Issue Owner : Gladys DeLaRosa	Type 2 : Operation	Queue :	Close Date : 10/24/2014 4:27:18 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steering Malfun 5103
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012014-10-2404302-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gladys DeLaRosa	Type 1 : Product	Status : Subcase Close	Open Date : 10/24/2014 4:27:06 PM
Issue Owner : Gladys DeLaRosa	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 10/24/2014 4:27:18 PM
Issue Title : ██████████ - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 851 / Seat, left front
 Condition Code Desc : Worn/Deteriorat 8512
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 22 - Seats
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-10-2404302

Case Title : [REDACTED] - DRIVER SEAT PANEL HAS FALLEN OFF/POWER STEERING ISSUE

*** CASE CREATE 10/24/2014 3:48:15 PM, gdelaros

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

*** CASE MODIFY 10/24/2014 3:50:01 PM, gdelaros

into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2014 3:54:29 PM, gdelaros

into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2014 4:08:31 PM, gdelaros

into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2014 4:14:01 PM, gdelaros

into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2014 4:14:22 PM, gdelaros

into WIP default and Status of Solving.

*** NOTES 10/24/2014 4:25:35 PM, gdelaros, Action Type : Call from Customer

Customer [REDACTED] advised that he has had several issues with the vehicle since he purchased it. He informed that the most current issue is that the driver side seat panel has fallen off and the wires are hanging loose all over. He spoke to a sales representative from FRANK FLETCHER HONDA because the service department is closed and was told that he would need to pay to have it inspected by their dealership. The customer stated that he also discussed trading the vehicle in and the dealership is not giving him a good deal. He also informed that there has been an ongoing issue with the vehicles power steering. He states that he has lost steering when driving. He advised that the issue may occur 2 or 3 times in a week or sometimes every few months. The customer just wants another working car. I empathized on the concern. I informed that AHMC will repair the vehicle under the terms of the new car warranty. I advised that he can have the vehicle diagnosed by a Honda dealership to verify if any of those concerns are covered and if the steering can be duplicated. The customer was encouraged to call back if he wishes for AHMC to follow up with the dealership once he has an appointment of if the vehicle has been diagnosed. The customer understood and had no further questions.

Customers information was verified.

*** SUBCASE N012014-10-2404302-1 CREATE 10/24/2014 4:26:23 PM, gdelaros

Created in WIP Default with Due Date 10/24/2014 4:26:23 PM.

*** SUBCASE N012014-10-2404302-2 CREATE 10/24/2014 4:27:06 PM, gdelaros

Created in WIP Default with Due Date 10/24/2014 4:27:06 PM.

*** SUBCASE N012014-10-2404302-2 CLOSE 10/24/2014 4:27:18 PM, gdelaros

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012014-10-2404302-1 CLOSE 10/24/2014 4:27:18 PM, gdelaros

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/24/2014 4:27:18 PM, gdelaros

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

Case Details

Case ID : N012013-01-2901747	Division : Honda - Auto	Condition : Closed	Open Date : 1/29/2013 1:56:57 PM
Case Originator : Britteney Scales (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/13/2013 10:36:11 AM
Case Owner : Ray Saeini (Team SB)	Method : Phone	Queue :	Days Open : 15
Last Closed By : Ray Saeini (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : 03A - (JOHN EAGLE) [REDACTED] - POWER STEERING FAILURE/ND	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F87DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	3,000
In Service Date :	11/19/2012
Months In Use :	2
Engine Number :	J35Y11003737
Originating Dealer No. / Name :	207669 / HONDA CARS OF MCKINNEY
Selling Dealer No. / Name :	206635 / JOHN EAGLE HONDA OF DALLAS
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206635 / JOHN EAGLE HONDA OF DALLAS
Phone No. :	214-353-3500
Address :	5311 LEMMON AVENUE
City / State / Zip :	DALLAS, TX 75209
Svc District / Sls District :	03A / A03
Warranty Labor Rate / Date :	\$110.98 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-01-2901747-1 [REDACTED] - PRODU	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012013-01-2901747-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Saeini	Type 1 : Product	Status : Subcase Close	Open Date : 1/30/2013 3:46:57 PM
Issue Owner : Ray Saeini	Type 2 : Operation	Queue :	Close Date : 2/13/2013 10:36:06 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : No Defect Found, Referred to Dealer
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-01-2901747

Case Title : 03A - (JOHN EAGLE) [REDACTED] - POWER STEERING FAILURE/ND

*** CASE CREATE 1/29/2013 1:56:57 PM, bscales

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

*** NOTES 1/29/2013 2:00:03 PM, bscales, Action Type : Call from Customer

Updated Contact Information

Best Contact [REDACTED]

Customer states two weeks ago the vehicle's power steering went out. Customer states he was in the middle of an intersection and almost got into an accident. Customer states he took this vehicle into John Eagle Honda and no issue was found. Customer states the issue happened again last Thursday and the issue has not been duplicated. Customer is calling AHM because this is unacceptable to him. Customer feels this is a safety issue.

ACS advised the customer that this case would be submitted to a RCM for review. ACS advised the customer that a follow-up phone call could be expected by the end of the next business day. Customer was advised that no financial assistance is guaranteed, and each case is reviewed on a case by case basis. Customer understood. ACS provided the case number and no further assistance was required.

*** CASE MODIFY 1/29/2013 2:00:15 PM, bscales

into WIP default and Status of Solving.

*** CASE MODIFY 1/29/2013 2:00:29 PM, bscales

into WIP default and Status of Solving.

*** CASE DISPATCH 1/29/2013 2:00:45 PM, bscales

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 1/29/2013 4:53:13 PM, rsaeini

from Queue Honda Team C to WIP default.

*** SUBCASE N012013-01-2901747-1 CREATE 1/30/2013 3:46:57 PM, rsaeini

Created in WIP Default with Due Date 1/30/2013 3:46:57 PM.

*** NOTES 1/30/2013 3:50:34 PM, rsaeini, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

This customer contacted AHM and expressed concerns with the power steering system of the vehicle. The customer is alleging that the power steering stopped working.

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

Thank you for your attention to this matter.

Ray Saeimi

Automobile Customer Service

*** NOTES 1/30/2013 4:01:20 PM, rsaeini, Action Type : Call to Customer

Called the customer using phone number: [REDACTED]

We went over the details of the case. I verified the customer's concern is with the power steering system. The customer verified that he took the vehicle into the dealership and they were not able to duplicate the failure. The customer wanted AHM to authorize the dealership to begin replacing parts on the vehicle until

Case History

Case ID : N012013-01-2901747

Case Title : 03A - (JOHN EAGLE) [REDACTED] - POWER STEERING FAILURE/ND

they find the problem. I explained that in order for the dealership to have authorization for the repairs, they first need to identify the failure. The customer stated that he will pursue this through the lemon law and if needed he will get a lawyer and sue the dealership and AHM. I suggested working with the dealership to see if the failure is identified and even suggested a test drive with the SM. I also advised the customer if hes unhappy with this particular dealership he can work a different dealership. The customer thanked me and ended the call.

*** CASE MODIFY 1/30/2013 4:01:22 PM, rsaeni

into WIP default and Status of Solving.

*** COMMIT 1/30/2013 4:01:24 PM, rsaeni, Action Type : N/A

Made to [REDACTED] due 02/04/2013 04:01:25 PM.

call dealership. discuss diagnosis.

*** CASE MODIFY 1/30/2013 4:56:01 PM, rsaeni

into WIP default and Status of Solving.

*** NOTES 2/4/2013 11:27:33 AM, rsaeni, Action Type : Field Service

Received a call from the DPSM. We went over the details of the case. The DPSM will speak to the dealership further about the concern and possibly direct them to bring the vehicle in once again to inspect it.

*** CASE MODIFY 2/4/2013 11:27:42 AM, rsaeni

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

*** CASE MODIFY COMMITMENT 2/4/2013 11:27:53 AM, rsaeni

with [REDACTED] due 02/12/2013 04:01:25 PM.

*** CASE MODIFY 2/4/2013 11:27:59 AM, rsaeni

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

*** NOTES 2/13/2013 10:35:48 AM, rsaeni, Action Type : Call to Dealer

Call John Eagle Honda of Dallas and spoke to the SD, Mario. We went over the details of the case. I asked the SD for an update.

He stated that the DPSM has been involved and advised the dealership not to replace any steering components unless theyve identified a failure. The customer had not brought the vehicle back in to have it inspected.

*** CASE MODIFY 2/13/2013 10:36:02 AM, rsaeni

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

*** SUBCASE N012013-01-2901747-1 CLOSE 2/13/2013 10:36:06 AM, rsaeni

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/13/2013 10:36:09 AM, rsaeni

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

*** CASE CLOSE 2/13/2013 10:36:11 AM, rsaeni

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

Case Details

Case ID : N012013-08-1900078	Division : Honda - Auto	Condition : Closed	Open Date : 8/19/2013 6:30:28 AM
Case Originator : Khia Eaton (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/27/2013 8:17:14 AM
Case Owner : Kangsan Kim (Team HF)	Method : Phone	Queue :	Days Open : 39
Last Closed By : Kangsan Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6C (COLLEGE PARK) [REDACTED] - POWER STEERING CONCERN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	ADONNA COX 1310
VIN Type / No. :	US VIN / 1HGCT2B84DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT2B8DJNW / A
Miles / Hours :	14,000
In Service Date :	12/26/2012
Months In Use :	8
Engine Number :	J35Y11016778
Originating Dealer No. / Name :	206871 / KEN DIXON HONDA
Selling Dealer No. / Name :	207019 / POHANKA HONDA
Trim :	EX-LV6
No. Of Doors :	2
Transmission Code :	6AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207907 / COLLEGE PARK HONDA
Phone No. :	301-441-2900
Address :	9400 BALTIMORE BLVD.
City / State / Zip :	COLLEGE PARK, MD 20740
Svc District / Sls District :	06C / A06
Warranty Labor Rate / Date :	\$114.95 /
Agent Name :	Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-08-1900078-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-08-1900078-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 8/20/2013 6:13:40 AM
Issue Owner : Kangsan Kim	Type 2 : Operation	Queue :	Close Date : 9/27/2013 8:17:14 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Steer Stiff/Hvy 5104
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%, Documented Concern
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-08-1900078

Case Title : 6C (COLLEGE PARK) [REDACTED] - POWER STEERING CONCERN

*** CASE CREATE 8/19/2013 6:30:28 AM, kheaton

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

*** CASE MODIFY 8/19/2013 6:30:29 AM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 8/19/2013 6:33:00 AM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 8/19/2013 6:37:59 AM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 8/19/2013 6:40:18 AM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 8/19/2013 6:44:14 AM, kheaton

into WIP default and Status of Solving.

*** CASE MODIFY 8/19/2013 6:44:21 AM, kheaton

into WIP default and Status of Solving.

*** NOTES 8/19/2013 6:55:15 AM, kheaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer has contacted ACS stating that out of nowhere after making a sharp turn her power steering disengages.

Request: Customer is seeking corporate involvement regarding her vehicle repairs.

Probing Questions: Customer states that she attempted to complete a sharp turn and she was unable to complete the turn and she hit a curb on Saturday (8/17/2013) and she stopped into College Park Honda on Saturday and they immediately turned her away and told her to come back today (Monday)

Customer states that she has taken this vehicle to her selling dealer Pohanka Honda on Thursday (8/15/2013) who found no issues and informed her that the issue must have been a hiccup and sent her on her way. Customer states that this issue is dangerous and she would like to have the matter addressed under the terms of her warranty.

Customer states that she plans to take her vehicle to college Park Honda today she just wants to ensure that her vehicle is being evaluated properly.

SM Chris @ College Park Honda

Customers best daytime contact [REDACTED]

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

*** CASE MODIFY 8/19/2013 6:55:24 AM, kheaton

into WIP default and Status of Solving.

*** CASE DISPATCH 8/19/2013 6:55:33 AM, kheaton

Case History

Case ID : N012013-08-1900078

Case Title : 6C (COLLEGE PARK) [REDACTED] - POWER STEERING CONCERN

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 8/19/2013 8:59:29 AM, kkim

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

*** CASE MODIFY 8/20/2013 6:13:18 AM, kkim

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

*** SUBCASE N012013-08-1900078-1 CREATE 8/20/2013 6:13:40 AM, kkim

Created in WIP Default with Due Date 8/20/2013 6:13:40 AM.

*** COMMIT 8/20/2013 6:13:55 AM, kkim, Action Type :

Made to [REDACTED] due 08/23/2013 12:00:00 AM.

DCS Follow-Up

*** NOTES 8/20/2013 6:14:31 AM, kkim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/21/2013

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

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

This customer contacted our office regarding the following issue(s): heavy steering during sharp turns

Please provide the following information:

Diagnostic / Date of Visit / Dealer contact (complaint - cause - correction)

Tech line / DPSM involved?

Customer repair cost & Warranty Rate? (Parts and labor)

Current mileage (at time of diagnostic or last service)

Service history, if available

RO #(s)

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

Kangsan Kim

[REDACTED] direct line)

Automobile Customer Service

*** NOTES 8/20/2013 6:35:36 AM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] to introduce myself as the RCM. The customer stated that the steering on the vehicle intermittently goes out when making a 90-degree turn. The customer stated that she is more concerned about the treatment she received at the dealership than their ability to diagnose the vehicle. I explained to the customer that the dealership would have to replicate the issue at the dealership before recommending any possible repairs. The customer requested ACS to contact the dealership to check for availability. I advised that I would call back.

*** NOTES 8/20/2013 6:36:05 AM, kkim, Action Type : Call to Dealer

I contacted the dealership and spoke with Chris, SD. The SD stated that he will make availability today for the customer, and will also respond to the customer's VM she left earlier today.

Case History

Case ID : N012013-08-1900078

Case Title : 6C (COLLEGE PARK) [REDACTED] - POWER STEERING CONCERN

*** NOTES 8/20/2013 6:37:09 AM, kkim, Action Type : Call to Customer

I contacted the customer back. I advised that the dealership will make availability today for the customer. The customer asked who she can speak with in regards to the treatment she received at the dealership. I advised that Chris, SD, would be the best person to speak with at the dealership. I advised that I would also document her concerns here at ACS. I advised that I will follow up on 8/23, and provided my extension and office hours. The customer understood and agreed to the arrangement.

*** NOTES 8/23/2013 9:38:33 AM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] to follow up. The customer stated that she is very happy with the service provided by the dealership, and feels that the dealership is doing all that they can to repair the vehicle. The customer stated that she was put in a rental vehicle while the vehicle is being diagnosed and repaired. The customer stated that her only concern is that the wheel is scratched, and the customer claimed that it was scratched while the vehicle had loss of power steering. The customer stated that her insurance provider is not going to cover the cost of the repairs. I advised that I can send a message to the SD, but advised that there are no guarantees. The customer understood. I advised that I will follow up on 8/28, and the customer agreed to the arrangement.

*** CASE FULFILL 8/23/2013 9:38:36 AM, kkim

Fulfilled for [REDACTED] due 08/23/2013 12:00:00 AM.

*** COMMIT 8/23/2013 9:38:37 AM, kkim, Action Type : N/A

6C (COLLEGE PARK) follow up repairs complete?

*** NOTES 8/23/2013 9:39:08 AM, kkim, Action Type : Call to Dealer

I contacted the dealership and left a message for Chris, SD.

*** NOTES 8/27/2013 12:56:53 PM, kkim, Action Type : Call from Dealer

I received a call from Chris, SD. The SD stated that the steering rack needs to be replaced, and stated that it will be covered under the parameters of the new vehicle limited warranty. The customer stated that the wheel was damaged, and stated that they concluded that the rack had failed prior to what the customer claimed had happened. The SD stated that there are no dirt marks on the wheel and stated that the wheel is otherwise very clean. The SD stated that a new wheel would cost about \$280. I advised that, in the interest of customer satisfaction, ACS is willing to cover the costs of the wheel for the customer.

DPSM involved? No

Customer pay quote from Dealership:

Total Warranty Repair Cost\$280.00

Total Amount Authorized for claim:\$280.00

Percentage of Goodwill Authorized: 100%

Total the Customer will pay \$ - + Applicable tax

*** NOTES 8/28/2013 8:24:40 AM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] to follow up. The customer stated that she received a call from her SA today, and stated that the power steering rack repair should be completed shortly. I advised that, in the interest of customer satisfaction, ACS is willing to replace the wheel as a one-time goodwill gesture. I advised that I can follow up on 9/4, and the customer understood and agreed to the arrangement.

*** CASE FULFILL 8/28/2013 8:25:25 AM, kkim

Fulfilled for [REDACTED] due 08/28/2013 12:00:00 AM.

*** COMMIT 8/28/2013 8:25:26 AM, kkim, Action Type : N/A

6C (COLLEGE PARK) follow up

*** NOTES 9/4/2013 12:03:03 PM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] to follow up. I left a VM with my extension and office hours.

Case History

Case ID : N012013-08-1900078

Case Title : 6C (COLLEGE PARK) [REDACTED] - POWER STEERING CONCERN

*** CASE FULFILL 9/4/2013 12:03:06 PM, kkim

Fulfilled for [REDACTED] due 09/04/2013 12:00:00 AM.

*** COMMIT 9/4/2013 12:03:07 PM, kkim, Action Type : N/A

6C (COLLEGE PARK) follow up repairs complete?

*** NOTES 9/9/2013 7:07:46 AM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] to follow up. I left a VM with my extension and office hours.

*** CASE FULFILL 9/9/2013 7:07:49 AM, kkim

Fulfilled for [REDACTED] due 09/09/2013 12:00:00 AM.

*** COMMIT 9/9/2013 7:07:50 AM, kkim, Action Type : N/A

6C (COLLEGE PARK) follow up with dlr

*** NOTES 9/12/2013 12:52:00 PM, kkim, Action Type : Call to Dealer

I contacted the dealership and left a VM for Chris, SD.

*** CASE FULFILL 9/12/2013 12:52:05 PM, kkim

Fulfilled for [REDACTED] due 09/12/2013 12:00:00 AM.

*** COMMIT 9/12/2013 12:52:06 PM, kkim, Action Type : N/A

6C (COLLEGE PARK) follow up repairs complete?

*** NOTES 9/17/2013 8:53:56 AM, kkim, Action Type : Call from Dealer

I received a message from Chris, SD. The SD stated that the wheel is ready to be replaced and at the dealership. The SD stated that he is waiting for the customer's call.

*** NOTES 9/17/2013 8:56:17 AM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] to follow up. The customer stated that she has been out of the country and just got back two days ago. I advised the customer that the dealership has ordered the wheel and is ready to perform the replacement. The customer stated that she is going to contact the dealership and try to schedule an appointment for this weekend. I advised that I can follow up on 9/24, and the customer agreed to the arrangement.

*** CASE FULFILL 9/17/2013 8:56:31 AM, kkim

Fulfilled for [REDACTED] due 09/17/2013 12:00:00 AM.

*** COMMIT 9/17/2013 8:56:31 AM, kkim, Action Type : N/A

6C (COLLEGE PARK) follow up

*** NOTES 9/24/2013 6:51:53 AM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] to follow up. I left a VM with my extension and office hours.

*** CASE FULFILL 9/24/2013 6:51:56 AM, kkim

Fulfilled for [REDACTED] due 09/24/2013 12:00:00 AM.

*** COMMIT 9/24/2013 6:51:57 AM, kkim, Action Type : N/A

6C (COLLEGE PARK) follow up appt sched?

*** NOTES 9/27/2013 8:13:44 AM, kkim, Action Type : Call from Dealer

I received a message from Chris, SD, that the wheel was installed last week.

*** NOTES 9/27/2013 8:16:55 AM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] to follow up. The customer confirmed that the wheel was installed and stated that she is very satisfied with

Case History

Case ID : N012013-08-1900078

Case Title : 6C (COLLEGE PARK) [REDACTED] - POWER STEERING CONCERN

how everything went. I advised that the case will be closed at this time, and the customer understood and required no further assistance.

*** CASE MODIFY 9/27/2013 8:17:12 AM, kkim

into WIP *DISTRICT 6C* and Status of Solving.

*** CASE CLOSE 9/27/2013 8:17:14 AM, kkim

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

*** SUBCASE N012013-08-1900078-1 CLOSE 9/27/2013 8:17:14 AM, kkim

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012013-08-1500824	Division : Honda - Auto	Condition : Closed	Open Date : 8/15/2013 11:27:25 AM
Case Originator : Emma Vides (Team HG)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/6/2013 1:38:08 PM
Case Owner : Loretta Noble (Team HF)	Method : Email/Internet	Queue :	Days Open : 22
Last Closed By : Loretta Noble (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 06B-(POHANKA HONDA [REDACTED]) - PWR STEERING COMPLAINT/ No. of Attachments : 4			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCT2B80DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT2B8DKNW / A
Miles / Hours :	10,195
In Service Date :	12/30/2012
Months In Use :	8
Engine Number :	J35Y11018221
Originating Dealer No. / Name :	208168 / POHANKA HONDA OF FREDERICKS
Selling Dealer No. / Name :	208168 / POHANKA HONDA OF FREDERICKSB
Trim :	EXLV6NV
No. Of Doors :	2
Transmission Code :	6AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208168 / POHANKA HONDA OF
Phone No. :	540-735-9100
Address :	60 SOUTH GATEWAY DRIVE
City / State / Zip :	FREDERICKSBURG, VA 22406
Svc District / Sls District :	06B / C06
Warranty Labor Rate / Date :	\$116.23 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : DPSM	Party 3 : AHM Management
Party 2 : BBB	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-08-1500824-1 [REDACTED] -	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012013-08-1500824-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 8/16/2013 6:18:08 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 9/6/2013 1:38:08 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-08-1500824

Case Title : 06B-(POHANKA HONDA) [REDACTED] PWR STEERING COMPLAINT/ BBB / E

*** CASE CREATE 8/15/2013 11:27:25 AM, evides

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

*** NOTES 8/15/2013 11:40:01 AM, evides, Action Type : Call from Customer

Customer verified information. Customer states he doesn't know the mileage or has an estimate.

Best contact: [REDACTED]

Customer states that the power steering system has gone out 3 times and states that its a dangerous situation since his wife drives it in the worst traffic in Northern Virginia. Customer states that he was advised by the service director, Mike Fink, at Pohanka Honda of Fredericksburg to call AHM since they cannot find any to correct the issue. Customer believes that it happens again he will end up being a rich and lonely man since his wife drives the vehicle. Customer would like the issue corrected

Appreciated customer for calling AHM and advised customer what exactly happens to the vehicle when its driven in the highway and customer said that when his wife is going 65mph cannot turn the power steering and his wife has to pull over and turn off the vehicle and turn the vehicle back on.

ACS advised customer that a CM will be involved to act as a liaison between him and the dealership to make sure the dealership is taking the corrective steps.

ACS provided case number and confirmed contact number. Customer is aware he will receive a call at the end of the next business day

*** CASE MODIFY 8/15/2013 11:40:21 AM, evides

into WIP default and Status of Solving.

*** CASE DISPATCH 8/15/2013 11:40:32 AM, evides

from WIP default to Queue Honda Team F.

*** CASE YANKED 8/15/2013 12:47:54 PM, Inoble

Yanked by Inoble into WIPbin default.

*** CASE MODIFY 8/16/2013 6:08:04 AM, Inoble

into WIP default and Status of Solving.

*** CASE MODIFY 8/16/2013 6:16:04 AM, Inoble

into WIP default and Status of Solving.

*** NOTES 8/16/2013 6:17:03 AM, Inoble, Action Type : E-mail

e-mail to DPSM, AZM and RM for DEALER REFERRED case.

*** SUBCASE N012013-08-1500824-1 CREATE 8/16/2013 6:18:08 AM, Inoble

Created in WIP Default with Due Date 8/16/2013 6:18:08 AM.

*** CASE MODIFY 8/16/2013 6:18:17 AM, Inoble

into WIP default and Status of Solving.

*** NOTES 8/16/2013 6:21:19 AM, Inoble, Action Type : Note-General

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
361917232	A76197383	[REDACTED]	[REDACTED]	[REDACTED]	1HGCT2B80DA [REDACTED]	04/24/2013 12:00:00 AM
1205.38	4882	208168	HOND ACCORD	[REDACTED]		
365429815	A76197383	[REDACTED]	[REDACTED]	[REDACTED]	1HGCT2B80DA [REDACTED]	06/21/2013 12:00:00
AM 471.71	7327	208168	HOND ACCO	[REDACTED]		

Customer is original owner. Customer's first Honda.

Case History

Case ID : N012013-08-1500824

Case Title : 06B-(POHANKA HONDA) [REDACTED] - PWR STEERING COMPLAINT/ BBB / E

*** CASE MODIFY 8/16/2013 6:23:03 AM, Inoble
into WIP default and Status of Solving.

*** COMMIT 8/16/2013 6:23:34 AM, Inoble, Action Type : N/A
Made to [REDACTED] due 08/19/2013 06:23:37 AM.
DCS Follow-Up

*** NOTES 8/16/2013 6:24:10 AM, Inoble, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/19/2013

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

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

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

Repair Order #:

Repair Order Mileage:

Diagnostic / Recommendation:

Tech line / DPSM involved:

Customer Rate: Parts:

Labor:

Warranty Rate: Parts:

Labor:

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

Loretta Noble
Automobile Customer Service
310-783-7727

*** NOTES 8/16/2013 1:19:08 PM, Inoble, Action Type : Call to Customer

ACS left the customer a voicemail and advised him that I would follow up on Monday 8/19/2013

*** NOTES 8/19/2013 7:15:14 AM, Inoble, Action Type : Call to Dealer

ACS left the SM a voicemail and advised him to contact me back regarding the customer.

*** NOTES 8/19/2013 7:18:34 AM, Inoble, Action Type : Call to Customer

ACS left the customer a second voicemail and advised him that I would follow up on Wednesday 8/21/2013

*** CASE MODIFY COMMITMENT 8/19/2013 7:18:58 AM, Inoble

with RONALD REYNOLDS due 08/21/2013 06:23:37 AM.

*** NOTES 8/20/2013 10:09:29 AM, ccockrel, Action Type : Call from Customer

All information updated.

Customer provided best contact [REDACTED]

Case History

Case ID : N012013-08-1500824

Case Title : 06B-(POHANKA HONDA) [REDACTED] - PWR STEERING COMPLAINT/ BBB / E

Customer states would like to know if he can speak with his CM. Customer informed would like to know CM Extension.

ACS thanked for calling back and advised CM external extension 117727. ACS advised that CM is currently available and completed warm transfer.

*** NOTES 8/20/2013 10:20:16 AM, Inoble, Action Type : Call from Customer

Customer stated the vehicle is in the shop for the 3rd time. Customer stated he's not confident that it would be fixed. Customer stated they even want to go to the extent of driving the vehicle to see if it would reoccur. Customer stated his problem is that it doesn't happen all the time customer stated it was thousands in between instances. Customer stated the problem is extremely dangerous because you are driving down the road at 65mph and it goes out. Customer stated his wife almost hit the fence the last time. Customer stated when it goes out it takes everything you got to pull the vehicle over on the side of the road. Customer stated the traffic is the worst out here so he is concerned that someone would get hurt. Customer stated he feels for his wife's safety as well as other people on the road. Customer stated the only thing he can see is that AHM buys the vehicle back and give him another vehicle. Customer stated they have made 3 repairs already. Customer stated he was told to keep it and drive it awhile and it's not happy with that. Customer is concerned about the extra miles that are being put on the vehicle and also putting the SA's life at risk. Customer is also concerned that being that the instances were so far apart the vehicle might not act up while they are driving the vehicle and then it acts up with his wife. ACS advised the customer that I would speak with the SM regarding his vehicle and will follow up with him on Wednesday

*** NOTES 8/20/2013 10:24:17 AM, Inoble, Action Type : E-mail

e-mail to SM asking the status of the customer.

*** NOTES 8/20/2013 10:53:32 AM, Inoble, Action Type : Call from Dealer

SM stated they were able to verify the customer's concern the first time but hasn't been able to verify the last two times. SM stated it goes out every few thousand miles. SM Stated they have done a few repairs on the vehicle but he still keeps having the same concern. SM stated next they are replacing the wire harness. ACS advised the SM to fax me over the RO's for the customer. SM stated he would e-mail them to me.

*** NOTES 8/21/2013 1:52:55 PM, Inoble, Action Type : Call to Dealer

ACS left SM Mike and advised him that I haven't gotten the RO's for the customer.

*** CASE MODIFY COMMITMENT 8/21/2013 2:22:57 PM, Inoble

with [REDACTED] due 08/22/2013 06:23:37 AM.

*** NOTES 8/22/2013 1:36:18 PM, Inoble, Action Type : Call to Customer

ACS advised the customer that I have gotten all the RO's from the dealership and is currently having upper management look at it. Customer stated he is concerned about the vehicle and having her drive the vehicle. Customer stated they had to special order the vehicle. Customer stated he doesn't know about the lemon law but this is the 3rd repair attempt. Customer stated this is a safety concern and it's not like it's a radio that's failing. Customer stated he would be happy to drive off in another Honda. ACS advised the customer that I would speak with my RM and contact him back tomorrow.

*** CASE MODIFY COMMITMENT 8/22/2013 1:38:33 PM, Inoble

with [REDACTED] due 08/23/2013 06:23:37 AM.

*** NOTES 8/23/2013 9:29:22 AM, eclogg1, Action Type : Note-General

RO 479484 dated 4/21/13 at 4882 miles The customer states the power steering is inop. Replaced EPS rack and performed campaign audio software update
RO 419994 dated 4/25/13 at 4889 miles. EPS DTC. Diagnose and clear code.
RO 427987 dated 6/14/13 at 7337 miles. The customer requests to check the power steering. It went out again while driving . The warning lamp came on and customer had to pull over to restart the vehicle. The dealer replaced the electric power steering control unit.
RO 438410 dated 8/14/13 at 10,195 miles the power steering went out-dealer in process of replacing the wire harness.
RO open-customer refusing to pick up the vehicle.

*** NOTES 8/23/2013 11:08:40 AM, Inoble, Action Type : Note-General

Case History

Case ID : N012013-08-1500824

Case Title : 06B-(POHANKA HONDA) [REDACTED] - PWR STEERING COMPLAINT/ BBB / E

Reviewed case with RM and was advised that she would like to have the open RO and for the DPSM to inspect the vehicle when he goes in there on 8/27/2013.

Sent e-mail to DPSM and SM

*** NOTES 8/23/2013 1:47:31 PM, Inoble, Action Type : Call to Customer

ACS contacted the customer regarding his vehicle. Customer stated the dealership told him that they just completed the repair. ACS advised the customer that the DPSM would be in the dealership on Tuesday and AHM would like for him to inspect the vehicle. Customer stated he doesn't agree with them driving the vehicle for a week or two weeks and putting miles on his vehicle's car. Customer stated he knows how hard it is to steer and knows that his wife doesn't have the strength to handle the vehicle. Customer stated his wife is scared to get back into the vehicle. ACS advised the customer that once the vehicle has been inspected by the DPSM then I would follow up with him then.

*** CASE MODIFY COMMITMENT 8/23/2013 1:47:49 PM, Inoble

with [REDACTED] due 08/27/2013 06:23:37 AM.

*** NOTES 8/27/2013 2:18:16 PM, Inoble, Action Type : Field Service

ACS left the DPSM a voicemail and advised him to contact me back regarding the customer.

*** CASE MODIFY COMMITMENT 8/27/2013 2:18:24 PM, Inoble

with [REDACTED] due 08/28/2013 06:23:37 AM.

*** CASE MODIFY 8/28/2013 8:03:13 AM, Inoble

into WIP 6B and Status of Solving.

*** NOTES 8/28/2013 10:25:55 AM, Inoble, Action Type : Field Service

ACS spoke with the DPSM regarding the vehicle. DPSM stated he tested the customer's vehicle and found it to be working properly. DPSM stated the customer wanted him to put in writing that the vehicle is fixed and advised him that he was able to do so. DPSM stated he doesn't know if the customer has picked up the vehicle today. ACS advised the DPSM that I would follow up with the customer.

*** NOTES 8/28/2013 10:55:03 AM, Inoble, Action Type : Call to Customer

ACS contacted the customer regarding his case. Customer stated they test drove the vehicle and they didn't have any problems with the vehicle. Customer stated they put 60 miles on the vehicle. ACS empathized with the customer and advised him that it's Honda's position to repair the vehicle. Customer stated they are trying to fix something that they cannot put their finger on. Customer stated they cannot duplicate the problem and cannot guarantee that the vehicle is fixed. Customer stated this is the 3rd time it's been into the dealership. Customer stated he would like for AHM to buy the vehicle back and replace it with the same exact vehicle. Customer stated it's a concern that no one can guarantee the safety of the vehicle. Customer asked what if it happens again then what is AHM going to do. Customer stated if the vehicle gets into an accident then he will be fit to be tied. ACS advised the customer that I would speak with the RM regarding his case and contact him back later today.

*** NOTES 8/29/2013 9:59:08 AM, Inoble, Action Type : Note-General

ACS spoke with RM regarding the customer's vehicle and was advised that AHM has done everything to try and address the customer's concern. RM stated that they haven't been able to duplicate the customer's concern to this point. RM stated if it happens again then AHM would review based on the facts involved.

*** NOTES 8/29/2013 10:02:14 AM, Inoble, Action Type : Call to Customer

ACS contacted the customer regarding his vehicle. ACS advised the customer that I did speak with the RM and was advised that there is nothing else that could be done at this point. ACS advised the customer that the DPSM has tested the vehicle and seems to be working properly at this time. ACS advised the customer that I know he was concerned if it happened again and advised him that we would review again at that time based on the facts that we have. Customer was not happy but didn't require any further assistance case closed

*** NOTES 8/29/2013 10:07:50 AM, Inoble, Action Type : Call to Dealer

ACS contacted the SM regarding the customer. SM stated the customer hasn't come and picked up the vehicle yet. ACS advised the SM that I have spoken

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012013-08-1500824

Case Title : 06B-(POHANKA HONDA) [REDACTED] - PWR STEERING COMPLAINT/ BBB / E

to the customer today and advised him that there is nothing more that AHM can do at this point. ACS advised him that the customer was concerned about it happening again and I advised him that we would re visit it at that time. SM understood case closed

*** NOTES 8/29/2013 10:08:25 AM, Inoble, Action Type : Note-General

ACS will leave the customer's case open for a few more days to ensure that he picks up the vehicle.

*** CASE MODIFY COMMITMENT 8/29/2013 10:08:45 AM, Inoble

with [REDACTED] due 09/03/2013 06:23:37 AM.

*** NOTES 8/30/2013 7:25:55 AM, xchristo, Action Type : Call from Customer

I verified the customers contact information. The best contact phone is [REDACTED]
e-mail address is [REDACTED]

[REDACTED] called and requested to speak to his case managers supervisor.

ACS thanked the customer for calling and advised him that I could submit a request for him but he wouldn't be contacted until the latest Tuesday September 3rd due to the Holiday weekend. Customer then requested to speak to someone else. ACS attempted to reach my TL who was not available. A request was sent to the supervisor and I informed the customer that I would request a phone call today but I couldn't guarantee it due to the 24 hour call back time frame for escalations. No further assistance requested. Call ended.

*** NOTES 8/30/2013 10:42:00 AM, Inoble, Action Type : Call from Customer

Customer stated the dealership doesn't want to release the vehicle to him. Customer stated he needs to get this resolved. Customer stated he needs to speak with someone in upper management in order to get this resolved. Customer stated the dealership cannot guarantee his safety in the vehicle. ACS advised the customer that I would see what I could do and contact him back.

*** NOTES 8/30/2013 10:49:18 AM, Inoble, Action Type : Field Return Call

ACS spoke with the DPSM regarding the customer. ACS advised the DPSM that the customer has escalated to a supervisor. ACS advised the DPSM that I would need to contact the dealership and find out what they told the customer.

*** NOTES 8/30/2013 10:52:09 AM, Inoble, Action Type : Call to Dealer

ACS contacted SM Mike regarding the customer. ACS left the SM a voicemail and advised him to contact me back regarding the customer.

*** NOTES 8/30/2013 11:59:18 AM, Inoble, Action Type : Field Return Call

DPSM contacted me back regarding the customer. DPSM stated he spoke with the AZM and he stated that AHM 's position stands and that was the information that was given to the dealership. ACS advised the DPSM that the RM will contact the customer on Tuesday 9/3/2013

*** NOTES 8/30/2013 1:27:26 PM, Inoble, Action Type : Call from Customer

Customer stated he hadn't heard from the supervisor. ACS advised the customer that it's a supervisor 24 hours to contact a customer back and being that this is Friday and there is a Holiday on Monday it will not be until Tuesday before someone will get back to him as the inbound rep indicated. Customer stated that was unacceptable and will be getting a lot more people involved and then people are not going to like it. Customer stated the dealership doesn't want him driving the vehicle and cannot guarantee it's safety. Customer stated he needs resolution prior til Tuesday.

*** NOTES 9/3/2013 7:52:00 AM, Inoble, Action Type : Call to Dealer

ACS left SM Mike a voicemail and advised him to contact me back regarding the customer.

*** NOTES 9/3/2013 9:34:00 AM, yrios, Action Type : Call from Customer

Customer seeks to speak with Liz district manager.

ACS advised the CM is not available, advised a call back by the end of business day tomorrow.

Customer seeks to speak to CM boss because she is not assisting him.

Case History

Case ID : N012013-08-1500824

Case Title : 06B-(POHANKA HONDA) [REDACTED] - PWR STEERING COMPLAINT/ BBB / E

ACS advised a supervisor is not available at this time, however you will forward the customers request for escalation and someone will contact them by the end of the next business day.

*** NOTES 9/3/2013 10:01:11 AM, Inoble, Action Type : Call to Dealer

ACS contacted the dealership and was advised that the SM was not available. ACS was advised that the customer did pick up the vehicle and was working with SA Connor but he doesn't come in until 1:30pm

*** NOTES 9/3/2013 10:35:09 AM, eclogg1, Action Type : Field Service

Please note, I discussed the case with the ZM on 8/29. We both agreed to a resolution.

*** NOTES 9/3/2013 10:50:58 AM, Inoble, Action Type : Call from Dealer

SM Mike contacted me back regarding the customer. SM Stated the customer has not picked up with the vehicle. SM stated he cannot assure the customer it is safe to drive. SM stated he did speak with the ZM about it and was supposed to contact him back. SM stated he did tell the customer to just wait until they heard back from the ZM. SM stated the customer was going out of town so he told the customer that they could just stay in the vehicle until then. ACS advised the SM that the RM spoke with the ZM and now with the customer. ACS advised the SM that I would follow up with the RM regarding the conversation with the customer and let him know.

*** NOTES 9/3/2013 10:56:09 AM, Inoble, Action Type : Call to Dealer

ACS left the SM a voicemail and I advised him that I have spoken to the RM and was advised at this point AHM's position still stands. We have spoken to mediation about it and the ZM. RM has let the customer know that AHM will not be in a position to buy the vehicle back at this time.

*** CASE FULFILL 9/3/2013 10:56:17 AM, Inoble

Fulfilled for [REDACTED] due 09/03/2013 06:23:37 AM.

*** COMMIT 9/3/2013 10:56:18 AM, Inoble, Action Type : N/A

cust call?

*** NOTES 9/3/2013 11:14:07 AM, eclogg1, Action Type : Escalation

I contacted the customer and advised that I am an RM and responding to him in regards to his request for an escalation. The customer advised he was glad that I had finally returned his call. I agreed that we did receive his request for escalation on Friday, that normally we would take 24 business hours to respond and that our office was closed yesterday for a holiday. I advised that I was in some meetings this morning, so just had an opportunity to respond. He advised that he has some major safety concerns with the vehicle and did not understand why AHM would not consider replacement of the car. He advised that he did not feel comfortable without any guarantees from the dealer that the issue had been fixed and that he wanted to ensure that the problem had been resolved once and for all. He advised that each time the power steering goes out, his wife has almost lost control of the car, since it has been very difficult for her to steer. He advised that he since it to be gross negligence on AHM's part for us not to take the vehicle back. The customer advised he has been a 5 time Honda owner and thought that AHM should consider getting him out of the car. I advised the customer that I do understand his concerns, that AHM's is always concerned with the safety and reliability of our products. I informed the customer that we always review any customer request on a case by case basis. I informed the customer that while there are no guarantees the vehicle is not repaired, there are no guarantees the vehicle still has a problem. I advised him that we have involved our field staff and corporate technical assistance to ensure the dealer is doing what they can to address the concern. I advised the customer that any intermittent issue can be frustrating and difficult to deal with. I advised him that our office and field management has looked into the concern and while we are wanting to do what we can do restore his faith in the product, that at this time, repurchase or replacement of the vehicle is not something AHM would be in a position to consider at this time. I advised the customer that we do appreciate his business and do want to do what we can. I advised that I can understand how frustrating this is based on it being difficult to steer without the assistance of power steering. He advised he may have to consider going to the BBB. I advised him that I understand he disagrees with AHM's position, that the BBB and other departments in his state would be another route if he feels he needs to take this matter thought. The customer advised that he feels what Honda is doing is wrong and will have to think about what he is going to do next. I thanked him for allowing us to review the matter again.

*** NOTES 9/3/2013 2:19:06 PM, Inoble, Action Type : Call from Customer

Case History

Case ID : N012013-08-1500824

Case Title : 06B-(POHANKA HONDA) [REDACTED] - PWR STEERING COMPLAINT/ BBB / E

Mrs. Reynolds left a voicemail requesting that someone contact her back regarding her vehicle.

*** NOTES 9/3/2013 2:22:18 PM, eclogg1, Action Type : Call to Customer

I left [REDACTED] a message advising that I am responding on behalf of RCM in relations to a message she has left. I advised her that I have already discussed the case with her husband based on an escalation he had placed to our office earlier today.

I advised her that I was not sure if she had discussed the matter with him, but provided her with my contact information and office hours as needed.

*** NOTES 9/4/2013 4:16:59 PM, kpittman, Action Type : Letter/Fax

On 9/4/13 ACS received a 2 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 9/4/2013 5:00:23 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-08-1500824_1.PDF

*** CASE YANKED 9/5/2013 6:12:59 AM, aparalej

Yanked by aparalej into WIPbin default.

*** NOTES 9/5/2013 6:17:42 AM, aparalej, Action Type : Letter/Fax

On 9/05/13 ACS received from Mediation a BBB call record# HON1326622 stating:

"Buy back my 2013 Honda Accord and resale me the same year, make, and model vehicle."

*** CASE MODIFY 9/5/2013 6:18:24 AM, aparalej

into WIP default and Status of Solving.

*** CASE DISPATCH 9/5/2013 6:19:30 AM, aparalej

from WIP default to Queue Honda Team F.

*** CASE ADD ATTACHMENT 9/5/2013 6:30:20 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-08-1500824_2.pdf

*** NOTES 9/5/2013 1:29:19 PM, kpittman, Action Type : Letter/Fax

On 9/5/13 AC received a 7 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 9/5/2013 2:00:21 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-08-1500824_3.PDF

*** NOTES 9/5/2013 2:08:27 PM, eclogg1, Action Type : Call to Customer

I contacted the customer and advised that I was following up with him on behalf of our Executive Offices about the letter we have received. I advised the customer that while we have already reviewed his request for assistance in getting him out of this vehicle into another one. I advised the customer that even though we have already made a decision, we are happy to review the matter again. I advised the customer that I was not sure if we would come to a different conclusion, but we would look into his requests and let him know. The customer advised that he has refused to pick the vehicle up from the dealer, since his wife is scared to drive the car. He advised since the last time she had experienced the issue with the steering and ran off the road and almost into a fence. He advised that she has been traumatized and no longer wanted to drive the car. He advised me that they have been loyal Honda customers and they want to continue to drive a Honda, that they want to drive this year and model, but just not that car. He advised that they have lost faith in this vehicle, but do not want to lose faith in the brand. I advised the customer that I can understand his concerns and that we would review the matter again. I advised that at this point, I could not say the vehicle still has a problem, since the dealer was not able to duplicate a defect since it has been repaired. He advised that he understand that, but does not want his wife to take the chance of experiencing a problem the next time they drive the vehicle and for AHM to ask him to keep the vehicle without guarantees from the dealer it has been fixed is unfair. I advised the customer that I would let him know of our final response and will contact him within 1 week from today if not sooner. He agreed and I thanked him for his loyalty.

*** CASE YANKED 9/5/2013 2:26:52 PM, Inoble

Case History

Case ID : N012013-08-1500824

Case Title : 06B-(POHANKA HONDA) [REDACTED] - PWR STEERING COMPLAINT/ BBB / E

Yanked by Inoble into WIPbin default.

*** NOTES 9/5/2013 2:54:45 PM, eclogg1, Action Type : Note-General

RM forwarded for mediation review.

*** CASE YANKED 9/6/2013 9:25:09 AM, abrown2

Yanked by abrown2 into WIPbin default.

*** NOTES 9/6/2013 9:36:20 AM, abrown2, Action Type : E-mail

On 9/5/13 ACS received a 2 page email from the customer. The email was forwarded from the Executive Office dated 9/3/13 addressed to Mr. Mendel.

Customer states that after purchasing the vehicle, he started having an issue with the vehicle being hard to steer and the EPS warning light would come on. Customer states that it had been getting worse so he took it to the dealership where they replaced the steering gearbox. Customer states that 2 months later he took the vehicle back to the dealer for the same complaint where the EPS control unit was replaced. Customer states that 2 months later he took the vehicle back to the dealer for the same complaint but they could not determine exactly where the problem was. Customer states that the dealer cannot guarantee the safety of the vehicle so he hopes that this letter will notify executive managers of this safety issue.

EXECUTIVE LETTER

*** CASE MODIFY 9/6/2013 9:38:31 AM, abrown2

into WIP default and Status of Solving.

*** COMMIT 9/6/2013 9:38:36 AM, abrown2, Action Type : N/A

PLEASE ADVISE [REDACTED] ALLIGOOD OF OUTCOME UPON COMPLETION OF CASE

*** CASE ASSIGN 9/6/2013 9:42:38 AM, abrown2

N012013-08-1500824 to Inoble, WIP

*** CASE ADD ATTACHMENT 9/6/2013 10:00:17 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-08-1500824_4.PDF

*** CASE FULFILL 9/6/2013 10:07:30 AM, Inoble

Fulfilled for [REDACTED] due 09/10/2013 12:00:00 AM.

*** CASE MODIFY COMMITMENT 9/6/2013 10:07:40 AM, Inoble

with [REDACTED] due 09/11/2013 12:00:00 AM.

*** NOTES 9/6/2013 10:43:41 AM, Inoble, Action Type : Note-General

RM asked that I contact DPSM/Dealer to check to ask who had authorized a rental. The DPSM agreed that he had authorized the rental that the customer was still driving. Since AHM had determined the vehicle has been repaired, the dealer is to contact the customer to get him to return the rental and pick up his car. SM contacted the customer to let him know that he would need to pick up his vehicle today.

*** NOTES 9/6/2013 11:01:32 AM, eclogg1, Action Type : Call from Customer

ACS received message forwarded from the Executive Sales Office

*** NOTES 9/6/2013 11:07:54 AM, eclogg1, Action Type : Call to Customer

I contacted the customer and advised that I was following up with him in regards to the message he left for our Executive Sales Offices. The customer advised that he was just called by the dealer and that the dealer requested the rental be returned. The customer advised that he just spoke with us and that he did not feel that this was right. The customer advised that he had already agreed to wait for AHM's response, but that he told us that he will not drive that car. I advised the customer that even though we had already made an initial decision about his request to repurchase the vehicle, that we said we would look

Case History

Case ID : N012013-08-1500824

Case Title : 06B-(POHANKA HONDA) [REDACTED] - PWR STEERING COMPLAINT/ BBB / E

into the matter again.

I advised the customer that the factory warranty does not include rental coverage, but AHM in good faith had agreed to provide him with alternate transportation while the vehicle has been repaired, which is what had occurred on 8/27. He advised that he has an extended service plan. I advised him that I was not sure about that, but it was my understanding that AHM had authorized a rental. I advised the customer that we would not be in a position to continue to pay for a vehicle when we felt that the vehicle has been repaired at this time. I advised him that it is his decision what he wants to do with his vehicle. He advised that he cannot accept his vehicle back and that he may have to take additional action. I advised him that even if he had filed through his state, that this is not an overnight process and he would typically use his vehicle until details were finalized. The customer advised he felt this was wrong. I advised the customer that I would let him know once we have a decision. I provided the customer with my contact information again and asked that he contact me if he needs to call AHM again.

*** NOTES 9/6/2013 1:23:20 PM, eclogg1, Action Type : Note-General

Mediation advised they will open a case.

*** NOTES 9/6/2013 1:25:07 PM, eclogg1, Action Type : Call to Customer

I contacted the customer and advised that i did hear from our mediation department which handles repurchase and replacement requests from different states has agreed to open his case in their department. I advised the customer that I was not sure what they would be able to do at this point, however, they will do their best to satisfy him. I advised him that he should receive a call from them sometime next week, but if not for him to let him know. He agreed and advised that he hoped they will do the right thing and honor his request.

*** NOTES 9/6/2013 1:31:31 PM, Inoble, Action Type : Call to Dealer

ACS contacted the dealership and left SM Mike a voicemail and advised him that upper management would like the customer to stay in the rental. ACS spoke with DPSM and advised him that upper management would like for the customer to stay in the rental. ACS advised the DPSM to have the SM close the RO. DPSM stated he would have them close it and then he would fax it over to mediation.

*** NOTES 9/6/2013 1:37:55 PM, Inoble, Action Type : Note-General

Mediation case opened. Case closed

*** SUBCASE N012013-08-1500824-1 CLOSE 9/6/2013 1:38:08 PM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/6/2013 1:38:08 PM, Inoble

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

Case Details

Case ID : N012014-04-1400432	Division : Honda - Auto	Condition : Closed	Open Date : 4/14/2014 8:17:15 AM
Case Originator : Cristina Herrera (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/14/2014 8:30:56 AM
Case Owner : Cristina Herrera (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cristina Herrera (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED], JOSE R - POWER STEERING	No. of Attachments : 0		

Site / Contact Info :

Site Name :	[REDACTED] 27 R
Dealer No. :	[REDACTED]
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone No. :	[REDACTED]
Cell / Pager No. :	[REDACTED]
Fax No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	CAYEY, PR [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 27 R
VIN Type / No. :	US VIN / 1HGCT1B81DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT1B8DJNW / A
Miles / Hours :	11,725
In Service Date :	01/29/2013
Months In Use :	15
Engine Number :	K24W11042856
Originating Dealer No. / Name :	299926 / BELLA INTERNATIONAL CORP.
Selling Dealer No. / Name :	299926 / BELLA INTERNATIONAL CORP.
Trim :	EX-L
No. Of Doors :	2
Transmission Code :	CVT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-04-1400432-1 [REDACTED]	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-04-1400432-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristina Herrera	Type 1 : Product	Status : Subcase Close	Open Date : 4/14/2014 8:30:43 AM
Issue Owner : Cristina Herrera	Type 2 : Operation	Queue :	Close Date : 4/14/2014 8:30:56 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-04-1400432

Case Title : [REDACTED] - POWER STEERING

*** CASE CREATE 4/14/2014 8:17:15 AM, cherrera

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

*** CASE MODIFY 4/14/2014 8:17:21 AM, cherrera

into WIP default and Status of Solving.

*** NOTES 4/14/2014 8:30:12 AM, cherrera, Action Type : Call from Customer

Updated customer information

Best contact number [REDACTED]

Spanish Speaker

Customer contacted ACS regarding a power steering concern. Customer states that he has taken his vehicle into the Honda dealership for the same concern 7 times. Customer states that they have replaced the steering rack, gear box and the entire electric system. Customer states that the exclamation point indicator light turns on and the steering wheel gets hard. Customer states that he has also tried to work with Bella International and they have not been able to assist him. Customer states that he purchased a new vehicle to not experience these types of problems.

ACS apologized and empathized with customer about this issue. ACS advised customer that he would need to continue to work with Bella International in regards to his concern. Customer states that he already has and it has gotten him no where. ACS advised customer that he would need to escalate the matter at Bella International. Customer understood. Call ended.

*** CASE MODIFY 4/14/2014 8:30:13 AM, cherrera

into WIP default and Status of Solving.

*** SUBCASE N012014-04-1400432-1 CREATE 4/14/2014 8:30:43 AM, cherrera

Created in WIP Default with Due Date 4/14/2014 8:30:43 AM.

*** CASE MODIFY 4/14/2014 8:30:50 AM, cherrera

into WIP default and Status of Solving.

*** SUBCASE N012014-04-1400432-1 CLOSE 4/14/2014 8:30:56 AM, cherrera

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/14/2014 8:30:56 AM, cherrera

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

Case Details

Case ID : N012013-06-0400270	Division : Honda - Auto	Condition : Closed	Open Date : 6/4/2013 7:52:34 AM
Case Originator : Chris Cockrell (Team HE)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/7/2014 11:18:58 AM
Case Owner : Annie Kenney (Team SA)	Method : Mail	Queue :	Days Open : 276
Last Closed By : Annie Kenney (Team SA)	Point of Origin : Customer	Wipbin :	
Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST		No. of Attachments : 8	

Site / Contact Info :

Site Name :	[REDACTED] 648
Dealer No. :	[REDACTED]
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone No. :	[REDACTED]
Cell / Pager No. :	[REDACTED]
Fax No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	BURLESON, TX [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F39DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F3DEW / A
Miles / Hours :	6,590
In Service Date :	12/24/2012
Months In Use :	6
Engine Number :	K24W11003342
Originating Dealer No. / Name :	207993 / FRANK KENT HONDA
Selling Dealer No. / Name :	208565 / HONDA OF BURLESON
Trim :	LX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208565 / HONDA OF BURLESON
Phone No. :	817-295-5000
Address :	632 N. BURLESON BLVD.
City / State / Zip :	BURLESON, TX 76028
Svc District / Sls District :	03E / A03
Warranty Labor Rate / Date :	\$103.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-06-0400270-1 / [REDACTED]	Subcase Close	Product	Operation	510	Steering Column
N012013-06-0400270-2 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	510	Steering Column
N012013-06-0400270-3 / [REDACTED]	Subcase Close	Product	Operation	510	Steering Column
N012013-06-0400270-4 / [REDACTED]	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-06-0400270-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Cockrell	Type 1 : Product	Status : Subcase Close	Open Date : 6/4/2013 8:09:39 AM
Issue Owner : Chris Cockrell	Type 2 : Operation	Queue :	Close Date : 6/4/2013 9:54:12 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-06-0400270-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlo Isip	Type 1 : Product	Status : Subcase Close	Open Date : 6/27/2013 10:52:30 AM
Issue Owner : Carlo Isip	Type 2 : Operation - "Safety"	Queue :	Close Date : 7/5/2013 4:32:46 PM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, No Defect Found
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-06-0400270-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlo Isip	Type 1 : Product	Status : Subcase Close	Open Date : 12/18/2013 12:55:14
Issue Owner : Carlo Isip	Type 2 : Operation	Queue :	Close Date : 12/19/2013 4:33:30 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Steering Malfun 5103
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Forward to Mediation
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-06-0400270-4	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Annie Kenney	Type 1 : Product	Status : Subcase Close	Open Date : 2/27/2014 4:00:27 PM
Issue Owner : Annie Kenney	Type 2 : Operation	Queue :	Close Date : 3/7/2014 11:15:42 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steering Malfun 5103
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Loyalty Card, CR Generated Gdwill
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Check Req Info :

Check Requisition No. : 3869	Payee Name : ██████████
Primary Amount : \$500.00	Address : 648 HOLLY DR
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : BURLESON, TX 76028
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$500.00	Contention Code :
Approved By : jstradfo	Defect Code :
Approval Date : 2/27/2014	Category : Regular
Status : PROCESSED	Failed Part # :
Check No. : 0	
Check Date : 3/2/2014 2:08:34	

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012013-06-0400270

Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST

*** CASE CREATE 6/4/2013 7:52:34 AM, ccockrel

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

*** CASE MODIFY 6/4/2013 7:52:50 AM, ccockrel

into WIP default and Status of Solving.

*** CASE MODIFY 6/4/2013 8:02:15 AM, ccockrel

into WIP default and Status of Solving.

*** SUBCASE N012013-06-0400270-1 CREATE 6/4/2013 8:09:39 AM, ccockrel

Created in WIP Default with Due Date 6/4/2013 8:09:39 AM.

*** CASE MODIFY 6/4/2013 8:10:19 AM, ccockrel

into WIP default and Status of Solving.

*** CASE MODIFY 6/4/2013 8:11:07 AM, ccockrel

into WIP default and Status of Solving.

*** CASE MODIFY 6/4/2013 8:21:26 AM, ccockrel

into WIP default and Status of Solving.

*** NOTES 6/4/2013 9:44:07 AM, ccockrel, Action Type : Call from Customer

All customer contact information updated.

Customer provided best contact # [REDACTED]

Customer contacted AHM yesterday around 4:30PM CT and was advised he would receive a call back within 2 hrs and never did. Customer states there was recent damage to vehicle and feels it was due to electric power steering component going out. Customer took vehicle to DLR HONDA OF BURLESON 04/04/2013 for software meltdown. Customer states there was a lot of malfunction indicator lights on in vehicle and vehicle would not pass 5 mph. Customer mentioned that the DLR did not document the electronic power steering going out and sold customer touch up paint for bumper. Customer advised son was recently driving vehicle and was making a left hand turn and vehicle hit left side curb. Customer said son advised the steering wheel tightened up. Customer was working with Service Director Scott Lyons whom advised DPSM was contacted for diagnosis assistance. Customer advised is not happy with diagnosis provided by both DLR and DPSM. Customer states is concerned with components that have been checked and how they were checked. Customer advised the DPSM only checked electronic power steering fitting. Customer seeks further involvement from AHM. Customer seeks repair of vehicle. Customer would like to know manufacturer of electronic power steering as he has read there are lawsuits for specific electronic power steering manufacturers. Customer has read online blogs dated back to 03/18/2013 showing one vehicle exhibiting multiple power steering component inoperations.

ACS empathized and encouraged customer to continue to work with DLR where vehicle is currently located (HONDA OF BURLESON). ACS advised that AHM relies on DLR and DPSM inspection, as AHM does not have technical line for customer. ACS notified customer that there is no current campaigns for the electronic power steering on customer vehicle. ACS advised that customer can work with another Honda DLR or insurance company for additional assistance. ACS advised component manufacturer cannot be provided. ACS notified that customer VIN # is being referenced and AHM cannot review online information. ACS advised customer that dissatisfaction with diagnosis will be documented and sent to DLR for additional review and clarification. Customer understood and thanked, no further assistance required.

*** NOTES 6/4/2013 9:54:02 AM, ccockrel, Action Type : Dealer Communication

ATTN: SERVICE DIRECTOR & GENERAL MANAGER

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

Case History

Case ID : N012013-06-0400270

Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST

Customer has vehicle in your DLR for electronic power steering concerns. Customer states would like further review of component and clarification on current diagnosis that has been provided to him. Customer mentioned DPSM was contacted.

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

Thank you for your attention to this matter.

Chris Cockrell
Automobile Customer Service

*** CASE MODIFY 6/4/2013 9:54:05 AM, ccockrel
into WIP default and Status of Solving.

*** CASE MODIFY 6/4/2013 9:54:07 AM, ccockrel
into WIP default and Status of Solving.

*** SUBCASE N012013-06-0400270-1 CLOSE 6/4/2013 9:54:12 AM, ccockrel
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/4/2013 9:54:12 AM, ccockrel
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/26/2013 4:31:06 PM, dcourt
with Condition of Open and Status of Solving.

*** NOTES 6/26/2013 4:31:33 PM, dcourt, Action Type : Note-General
Reopening case due to customer contacting the Executive Office.

*** CASE MODIFY 6/26/2013 4:32:04 PM, dcourt
into WIP default and Status of Solving.

*** NOTES 6/26/2013 4:33:41 PM, dcourt, Action Type : Call to Customer
Called [REDACTED] and spoke with customers wife. She asked me to call him on his cell phone and provided [REDACTED]

*** NOTES 6/26/2013 4:35:51 PM, dcourt, Action Type : Call to Customer
Called [REDACTED] and left v/m for customer. I advised that I was calling in response to his contact into our Executive Offices. I explained that I wanted to assure him that we would look into this matter further and that the assigned RCM would be contacting him. I provided my contact information and invited him to contact me directly if he wanted to discuss this further today.

*** CASE ASSIGN 6/26/2013 4:36:03 PM, dcourt
N012013-06-0400270 to cisip, WIP

*** CASE MODIFY 6/27/2013 9:49:26 AM, cisip
into WIP default and Status of Solving.

*** NOTES 6/27/2013 10:35:49 AM, cisip, Action Type : Call to Customer

Called customer [REDACTED], left a message for the customer and requested for a call back. Provided my contact information.

Called customer: [REDACTED], spoke to the customer and provided disclosure. I advised the customer that I was calling in response to his phone calls with the executive offices. The customer understood and inquired on my position. I advised the customer that I was an RCM, with American Honda's customer

Case History

Case ID : N012013-06-0400270

Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST

service department. The customer understood and stated that he has been very disappointed in the way the dlrship has been handling the vehicle. The customer stated that his son, is the primary driver of the vehicle. The customer stated that his son initially took the vehicle to Honda of Burleson on 4/4/13 because he was driving in a parking lot and had trouble steering the wheel. The customer stated that his son advised him that the steering wheel felt tight and that the vehicle would not go more than 5mph. The customer stated that his son took the vehicle to Honda of Burleson on 4/4/13 and was told that there was nothing wrong with the car. The customer stated that he was upset at the dlrship because they did not document his concern on a repair order and stated that only proof that the vehicle was at the dlrship on that day was because he purchased some touch up paint.

The customer stated that on 5/25/13, his son was driving the vehicle and making a right turn on a 2 land road. The customer states that his son ended up running into the curb on the other side of the street. The customer stated that his son once again told him that the power steering wheel was tight and he was unable to turn the wheel.

The customer stated that he had the vehicle towed to Honda of Burleson on 5/27/13 and stated that the vehicle has been there since. The customer stated that he searched information online and found another vehicle, just like his, experienced the same problem. The customer stated that he also researched online that the power steering on the new Accord, is electric and no longer has a pump. The customer wishes for more diagnostics on he vehicle to be performed.

The customer stated that he received an e-mail from the service manager at Honda of Burleson which stated that all the electrical connections of the power steering were plugged in and also stated that the vehicle is not pulling up any codes. The customer stated that he expected more from the service manager as he feels that the accident is due a defect in the vehicle, however was told by the dlrship that he needs to file an insurance claim. The customer stated that the dlrship is advising him that they are not able to perform any further diagnostic tests on that vehicle because the lower control arm is damaged and that the steering wheel does not turn.

I advised the customer that I understand his concerns. I asked the customer if anyone was hurt in the accident. The customer stated that there were no injuries. I asked what the customer is seeking from American Honda at this point in time. The customer stated that he is seeking that American Honda the dlrship inspect his vehicle properly because he believes that the power steering failed causing the accident.

I advised the customer that I'm still gathering information at this point in time and would need to speak with the dlrship and also the American Honda field representative. I advised the customer that I would need to follow up with him no later than 7/1/13. I provided the customer with my contact information as well. The customer understood. End of call.

*** COMMIT 6/27/2013 10:37:48 AM, cisip, Action Type : N/A

Made to [REDACTED] due 06/28/2013 10:37:51 AM.

DCS Follow-Up

*** NOTES 6/27/2013 10:39:04 AM, cisip, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 6/28/2013

This customer contacted our office regarding the following issue(s): The customer is seeking futher diagnostics be performed on the vehicle to ensure of a possible defect with the power steering.

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

Please provide the following information:

* Diagnostic (complaint - cause - correction)

* Customer repair cost? & Warranty Rate? (parts and labor)

Case History

Case ID : N012013-06-0400270

Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST

- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Carlo Isip
Automobile Customer Service
[REDACTED]

*** SUBCASE N012013-06-0400270-2 CREATE 6/27/2013 10:52:30 AM, cisip

Created in WIP Default with Due Date 6/27/2013 10:52:30 AM.

*** NOTES 6/27/2013 11:11:36 AM, cisip, Action Type : Call to Dealer

Called dlrship: 817-295-5000, spoke to the service manager Scott. I advised Scott of the customer's concerns. Scott stated that the vehicle has been there since it was towed in because the customer has not given any approval to initiate repairs. Scott stated that he spoke to the DPSM of districts 3E, 3A and also spoke to the AZM who stated all stated that American Honda would not be able to participate in the cost of the repairs. I asked Scott how the DPSM of 3A was involved. Scott stated that the AZM asked him to inspect the vehicle because the 3E DPSM was out on vacation. Scott stated that the 3A DPSM inspected the vehicle during the week of 6/3/13 and was unable to find any defects in the vehicle. Scott stated that they checked the motor, and the electrical wiring and found no defects. Scott stated that they pulled up DTC code 85-01 which is a VSA malfunction however stated that this code came from the impact the vehicle incurred. Scott stated that they would be able re-test the vehicle once it is drivable, however the vehicle has a bent lower control arm and that the subframe may also be damaged. Scott stated that the 3E DPSM was currently there as well and he transferred the phone.

I spoke to the 3E DPSM and asked if he would be able to inspect the vehicle with the customer present. The DPSM stated that he was advised by the AZM that the customer needs to contact his insurance company and that American Honda would not be able to assist financially or perform any further inspections on the vehicle. I advised the DPSM that the customer has contacted the executive office in regards to his concern. The DPSM understood and stated that he will take pictures of the vehicle and send them into me. I thanked the DPSM for his assistance.

I spoke to service manager, Scott once again and asked to please fax over a copy of the customers repair orders to: 310-783-3023 and thanked Scott for his assistance. End of call.

*** CASE ADD ATTACHMENT 6/27/2013 12:00:19 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-06-0400270_1.pdf

*** NOTES 6/27/2013 2:52:51 PM, ejoval, Action Type : Note-General

On 6/27/13 the customer's e-mail [REDACTED] was redirected to Auto CR Redirect/AM/Honda.

*** CASE FULFILL 6/28/2013 4:21:28 PM, cisip

Fulfilled for [REDACTED] due 07/01/2013 10:37:51 AM.

*** COMMIT 6/28/2013 4:21:34 PM, cisip, Action Type : N/A

Review with RM

*** NOTES 7/1/2013 9:44:10 AM, cisip, Action Type : Field Service

I called the DPSM, and left a message requesting for a call back. I provided my contact information.

Case History

Case ID : N012013-06-0400270

Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST

*** NOTES 7/1/2013 10:18:40 AM, cisip, Action Type : Note-General

ACS reviewed case with service engineering and was advised that there are no current issues in regards to the power steering.

*** NOTES 7/1/2013 11:31:48 AM, cisip, Action Type : Call to Customer

Called dlrship: 817-295-5000, spoke to SM, Scott. I asked Scott to please take pictures of the customers vehicle and fax to, 310-783-3023. I thanked Scott for his assistance. End of call.

*** NOTES 7/1/2013 3:16:50 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], spoke to the customers wife. She stated that I can reach the customer at: [REDACTED]. I thanked her for her assistance. End of call.

*** NOTES 7/1/2013 3:18:16 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], I called this number twice and the phone was picked up and hung up. I was unable to leave a message or speak to the customer.

*** CASE FULFILL 7/1/2013 3:19:25 PM, cisip

Fulfilled for [REDACTED] due 07/01/2013 12:00:00 AM.

*** COMMIT 7/1/2013 3:19:29 PM, cisip, Action Type : N/A

Call customer

*** CASE ADD ATTACHMENT 7/2/2013 6:30:18 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-06-0400270_2.pdf

*** CASE ADD ATTACHMENT 7/2/2013 7:00:20 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-06-0400270_3.pdf

*** CASE ADD ATTACHMENT 7/2/2013 7:30:21 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-06-0400270_4.pdf

*** NOTES 7/2/2013 1:55:04 PM, cisip, Action Type : Call from Customer

I received a voice mail from the customer who requested for a call back.

*** NOTES 7/2/2013 2:01:03 PM, jstradfo, Action Type : Note-General

The customer called the executive office.

ACS reviewed the case and agreed that AHM position would remain the same. ACS will give the customer a call an reiterate AHM's position.

*** CASE MODIFY 7/2/2013 2:04:37 PM, cisip

into WIP 3E and Status of Solving.

*** NOTES 7/2/2013 2:29:39 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED] spoke to the customer and provided disclosure. I advised the customer that after review on his case, American Honda would not be able to provide assistance with the repair on his vehicle. I advised the customer that he would need to contact his insurance company for the repairs.

The customer stated that he believes that American Honda did not do its due diligence when the vehicle was inspected because the steering wheel can not be turned because of the accident. The customer stated that he also wanted something in writing from American Honda which has his concerns documented.

I advised the customer that I understand his frustrations, however after the inspection that was completed by the American Honda field representative, a defect in material or workmanship can not be found, therefore we would recommend that he contact his insurance company to have the repairs completed. I advised the

Case History

Case ID : N012013-06-0400270

Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST

customer that American Honda would not be able to provide him our response in writing for the recommended repairs, but that his case has been documented. I advised the customer should he wish for details on the inspection completed by the field representative, he can contact the dlrship and ask for a repair order.

The customer stated that he was not satisfied with the resolution and stated that he will contact NHTSA as he believes that this is a serious safety issue. The customer inquired if American Honda does issue a recall on this component, would we be able to reimburse his insurance company for the repairs. I advised the customer that he can contact ACS should American Honda issue a recall on his power steering and evaluate his case at that time. The customer understood and then he ended the call. End of call.

*** NOTES 7/2/2013 2:50:14 PM, cisip, Action Type : Call from Customer

I received a call from the customer and his wife, [REDACTED]. They both stated that they wanted something in writing from American Honda stating that they would be reimbursed for the repairs should a defect be found in the vehicle. I advised the customers that should American Honda find a defect in regards to their issue, we can not guarantee any type of reimbursement, however as I informed her husband on the previous call, American Honda could re-evaluate their case at that time.

The customers both stated that was not good enough for them and state that their son who drives, the vehicle has been without a car for 5 weeks seeking a resolution. I advised the customer that I provided her husband with American Honda's stance earlier and that our position was in order for the repairs to be completed on their vehicle, they would have to contact their insurance company. The customer understood, however stated that she wanted a guarantee in writing that should we find a defect in the vehicle we would be able to reimburse them for the costs of the repairs. I advised the customer that I understand what they are seeking, however ACS would not be able to guarantee any type of financial assistance in the future.

[REDACTED] then stated that he was told by the executive office that he would be called back by him. I advised the customer that his calls to the executive office will be re-directed into ACS. The customers both understood however requested that their case be escalated further. I advised the customer that I can have their case escalated and they will receive a call within the next 2 business days. The customer understood. End of call.

*** NOTES 7/2/2013 3:39:24 PM, jstradfo, Action Type : Call to Customer

I left a message for the customer to call.

*** NOTES 7/2/2013 3:40:07 PM, cisip, Action Type : Call to Dealer

Called dlrship: 817-295-5000, spoke to service manager, Scott. I asked if he shows anything on the repair order that shows that the DPSM inspected the vehicle. Scott stated that the repair order is still open and stated that he was going to add it to the repair order after the customer has made a decision. I asked Scott to please add on the repair order, that the DPSM inspected the vehicle and also the details of the inspection. I thanked Scott for his assistance. End of call.

*** NOTES 7/2/2013 4:26:57 PM, jstradfo, Action Type : Call from Customer

The customer has concerns with the inspection that was performed. He does not believe the inspection was thorough enough. The customer said for AHM to make a determination that there was not fault in the vehicle is ridiculous.

I empathized with the customer and explained to him that AHM has to rely on the DPSM in situations of this nature to perform an inspection and provide a decision on behalf of AHM. I apologized to the customer that he was not satisfied with the outcome but explained to him that the DPSM's decision is the decision of AHM. I explained to the customer that he could pursue outside of AHM or his insurance company can subrogate AHM if their findings are different. The customer said he read on line that there was a person who posted a situation similar to his situation and he feels that AHM does not care that there are concerns with the vehicle.

I again reiterated AHM's position and the customer thanked me for the call.

*** NOTES 7/3/2013 11:45:31 AM, cisip, Action Type : Call to Dealer

Case History

Case ID : N012013-06-0400270

Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST

Called dlrship: 817-295-5000, spoke to service manager, Scott. I advised Scott that I received this repair order. I advised Scott that I was advised that the DPSM inspected the vehicle on the week of 6/3/13. Scott stated that the 3E DPSM was on vacation for 2 weeks and stated that the 3A DPSM came to inspect the vehicle on 5/29/13. I thanked Scott for his assistance. End of call.

*** NOTES 7/3/2013 11:46:53 AM, cisip, Action Type : Field Service

I called the 3E DPSM and inquired if he went out on vacation. The DPSM stated that he was on vacation from the week of 5/27/13 through 6/10/13. I thanked the DPSM for the assistance. End of call.

*** CASE ADD ATTACHMENT 7/3/2013 12:00:21 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-06-0400270_5.pdf

*** CASE ADD ATTACHMENT 7/5/2013 2:00:20 PM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-06-0400270_6.zip

*** CASE MODIFY 7/5/2013 4:32:43 PM, cisip

into WIP 3E and Status of Solving.

*** SUBCASE N012013-06-0400270-2 CLOSE 7/5/2013 4:32:46 PM, cisip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/5/2013 4:32:46 PM, cisip

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

*** CASE REOPEN 12/16/2013 3:49:58 PM, kpittman

with Condition of Open and Status of Solving.

*** NOTES 12/16/2013 3:56:03 PM, kpittman, Action Type : Letter/Fax

On 12/16/13 ACS received a one page letter from the customer regarding previous concern.

*** CASE MODIFY 12/16/2013 4:24:03 PM, kpittman

into WIP default and Status of Solving.

*** CASE DISPATCH 12/16/2013 4:24:15 PM, kpittman

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 12/16/2013 4:31:20 PM, jstradfo

N012013-06-0400270 to cisip, WIP -01 0[[

*** CASE ADD ATTACHMENT 12/16/2013 5:00:18 PM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-06-0400270_7.PDF

*** SUBCASE N012013-06-0400270-3 CREATE 12/18/2013 12:55:14 PM, cisip

Created in WIP Default with Due Date 12/18/2013 12:55:14 PM.

*** NOTES 12/18/2013 3:12:44 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], spoke to the customer and provided disclosure. I advised the customer that I was calling in response to his certified letter. The customer stated that he remembers speaking to me over the summer and stated that I was no means of assistance. The customer stated that he would like for his vehicle to be bought back by American Honda. The customer stated that his son who is the primary driver of the vehicle experience the power steering fail again. The customer stated that his son was trying to make a left turn and the power steering failed and he was not able to turn the wheel. The customer stated that he took the vehicle to Honda of Burleson on 11/19/13 and was told that they have not been able to duplicate. The customer stated that the vehicle has been at their dlrship since. The customer stated that he is tired and frustrated with the situation and stated that he is seeking that American Honda purchase his vehicle back.

Case History

Case ID : N012013-06-0400270

Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST

I advised the customer that I understand his concerns. I advised the customer that I still need to get in contact with the dlrship as since his case has re-opened, ACS still needs time to gather information. I advised the customer that I will follow up with him no later than 12/20/13. The customer understood. End of call.

*** COMMIT 12/18/2013 3:12:49 PM, cisip, Action Type :

Made to [REDACTED] due 12/19/2013 03:12:52 PM.

DCS Follow-Up

*** NOTES 12/18/2013 3:13:49 PM, cisip, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/19/2013

This customer contacted our office regarding the following issue(s): The customer states that his son was driving the vehicle and the power steering failed and he was not able to turn the wheel.

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

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Customer repair cost? & Warranty Rate? (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Carlo Isip
Automobile Customer Service

*** NOTES 12/18/2013 3:14:59 PM, cisip, Action Type : Call to Dealer

Called dlrship: 817-295-5000, left a message for SM, Stephen and requested for a call back. Provided my contact information.

*** NOTES 12/18/2013 3:16:27 PM, cisip, Action Type : Field Service

Called the DPSM and advised of the customers concerns. I advised the DPSM that the customer states that the vehicle has been there for a month and inquired if he was informed by the dlrship about the customer. The DPSM stated that he was not aware and will contact the dlrship right away. I also asked the DPSM to please have the SM call me back. I thanked the DPSM for his assistance. End of call.

*** NOTES 12/18/2013 3:18:56 PM, cisip, Action Type : Field Service

I received a call from the DPSM. The DPSM stated that he just spoke to the service manager in regards to the customers case. The DPSM stated that he was advised by the SM that the repair order on the customers vehicle has been closed. The DPSM stated that the dlrship has already asked the customer to pick up his vehicle as they have not been able to duplicate the customers concern. The DPSM stated that the dlrship has already closed the repair order on the customers vehicle. I thanked the DPSM for his assistance. End of call.

*** CASE MODIFY 12/18/2013 3:27:24 PM, cisip

into WIP 3E and Status of Solving.

Case History

Case ID : N012013-06-0400270

Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST

*** NOTES 12/18/2013 3:36:02 PM, cisip, Action Type : Note-General

Early Warning has been sent to the AZM, DPSM, RM & ACS management.

*** NOTES 12/18/2013 4:35:00 PM, cisip, Action Type : Call from Dealer

I received a call from service manager, Stephen. Stephen stated that they have not been able to duplicate the customers concerns. Stephen stated that the vehicle came in on 11/18 and the customer stated that the power steering failed. Stephen stated that they have not been able to duplicate the customers concern and closed the repair order on 11/29/13. I asked Stephen to please forward copies of the customers repair orders to: 310-783-3023. I thanked Stephen for the assistance. End of call.

*** NOTES 12/19/2013 11:16:13 AM, aparalej, Action Type : Letter/Fax

On 12/19/13 ACS received a 1-page faxed of Honda of Burleson RO from SM-Stephen at dealership regarding previous issue.

*** CASE ADD ATTACHMENT 12/19/2013 11:30:18 AM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-06-0400270_8.PDF

*** NOTES 12/19/2013 4:26:59 PM, cisip, Action Type : Note-General

ACS has received notification from Mediation that a case has been opened.

*** NOTES 12/19/2013 4:33:03 PM, cisip, Action Type : Call to Customer

Called customer [REDACTED], left a message for the customer advising that his case has been forwarded to our Mediation Department. I left a message for the customer advising that he should receive a call from a case manager during the week of 1/6/13. End of message. RCM closed the case.

*** CASE MODIFY 12/19/2013 4:33:27 PM, cisip

into WIP 3E and Status of Solving.

*** SUBCASE N012013-06-0400270-3 CLOSE 12/19/2013 4:33:30 PM, cisip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/19/2013 4:33:30 PM, cisip

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

*** CASE REOPEN 2/27/2014 3:55:07 PM, akenney

with Condition of Open and Status of Solving.

*** CASE MODIFY 2/27/2014 3:55:54 PM, akenney

into WIP default and Status of Solving.

*** NOTES 2/27/2014 3:57:30 PM, akenney, Action Type : E-mail

On 2/27/14, ACS received a Field Goodwill Request from the DPSM in 3E

Goodwill Request: \$500.00 Loyalty Card

Goodwill Reason: Customer has been out of vehicle for several weeks due to reproducing problem with power steering

*** CASE MODIFY 2/27/2014 3:58:02 PM, akenney

into WIP default and Status of Solving.

*** SUBCASE N012013-06-0400270-4 CREATE 2/27/2014 4:00:27 PM, akenney

Created in WIP Default with Due Date 2/27/2014 4:00:27 PM.

*** CASE MODIFY 2/27/2014 4:01:42 PM, akenney

into WIP default and Status of Solving.

*** CASE MODIFY 2/27/2014 4:06:25 PM, akenney

Case History

Case ID : N012013-06-0400270

Case Title : 3E(BURLESON) - [REDACTED] - FIELD GOODWILL REQUEST

into WIP default and Status of Solving.

*** SUBCASE N012013-06-0400270-4 2/27/2014 4:19:53 PM, jstradfo, Action Type :

Check Requisition for 500.00 \$ submitted

Check Requisition for 500.00 \$ submitted by jstradfo

*** SUBCASE N012013-06-0400270-4 CLOSE 3/7/2014 11:15:42 AM, akenney

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/7/2014 11:18:58 AM, akenney

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

Case Details

Case ID : N012014-11-2002032	Division : Honda - Auto	Condition : Open	Open Date : 11/20/2014 1:55:11 PM
Case Originator : Tayonna McClamb (Team HA)	Sub Division : Customer Relations	Status : Solving	Close Date :
Case Owner : Kristin Tillery (Team HH)	Method : Phone	Queue :	Days Open : 21
Last Closed By :	Point of Origin : Customer	Wipbin : Other Zones	
Case Title : HONDA EAST - 4H - [REDACTED] - ACCIDENT/ALLEGED STEERING WHEEL L	No. of Attachments : 1		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCT1B8XDA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT1B8DJNW / A
Miles / Hours :	27,000
In Service Date :	03/19/2013
Months In Use :	20
Engine Number :	K24W11046498
Originating Dealer No. / Name :	208014 / HONDA EAST
Selling Dealer No. / Name :	208014 / HONDA EAST
Trim :	EX-L
No. Of Doors :	2
Transmission Code :	CVT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208014 / HONDA EAST
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	04H / B04
Warranty Labor Rate / Date :	\$90.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-11-2002032-1 / [REDACTED] - PRODUCT	Solving	Product	Operation - "Safety"	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-11-2002032-1	Disposition: Complaint	Condition : Open	Wipbin : Subcases
Issue Originator : Kristin Tillery	Type 1 : Product	Status : Solving	Open Date : 11/21/2014 8:18:35 AM
Issue Owner : Kristin Tillery	Type 2 : Operation - "Safety"	Queue :	Close Date :
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions :
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-11-2002032

Case Title : HONDA EAST - 4H [REDACTED] - ACCIDENT/ALLEGED STEERING WHEEL LOCK

*** CASE CREATE 11/20/2014 1:55:11 PM, tmcclam

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

*** CASE MODIFY 11/20/2014 2:08:19 PM, tmcclam

into WIP default and Status of Solving.

*** CASE MODIFY 11/20/2014 2:08:31 PM, tmcclam

into WIP default and Status of Solving.

*** NOTES 11/20/2014 2:09:36 PM, tmcclam, Action Type : Call from Customer

Verified customer contact info

Best number [REDACTED] until 2 PM

E-mail [REDACTED]

Customer contacted ACS stating Monday while on way to work 5 lights came on in dash and kept driving vehicle to work. Customer states she couldn't feel like she can steer it and all of a sudden went right going into ditch and vehicle towed. Customer states now the dealer is refusing to touch car is because they need to body repair fixed before they can repair vehicle. Customer states she was speaking with a woman but doesn't know her name but is being informed she has to get vehicle body repair done and directed her to contact insurance company. Customer states it's a small dent in right front fender. Customer states she just wants the mechanical work done and they have their own body shop to take it to for body repair. Customer states she wasn't given an explanation on why they won't do repair work to vehicle. Customer states she hopes the mechanical work is covered under warranty.

ACS empathized with customer. ACS advised customer to make claim with insurance for she pays premium to them for them to further investigate factory defects. ACS advised the customer that her case will be forwarded to a case manager who could assist with communication between themselves and the dealership for on why dealer won't repair vehicle and verification if warranty would apply to mechanical work needed. ACS informed the customer that every case is reviewed on a case-by-case basis. ACS informed the customer that once case is forwarded, the case manager would give the customer a call by the end of the next business day. Customer was provided with a case number for future reference. The customer understood the information presented, and the case is dispatched for further review.

*** CASE MODIFY 11/20/2014 2:09:50 PM, tmcclam

into WIP default and Status of Solving.

*** CASE DISPATCH 11/20/2014 2:09:53 PM, tmcclam

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 11/20/2014 2:31:14 PM, bphilbin

N012014-11-2002032 to ktillery, WIP

*** CASE MODIFY 11/21/2014 7:03:43 AM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 11/21/2014 7:03:48 AM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 11/21/2014 7:03:52 AM, ktillery

into WIP default and Status of Solving.

*** SUBCASE N012014-11-2002032-1 CREATE 11/21/2014 8:18:35 AM, ktillery

Created in WIP Default with Due Date 11/21/2014 8:18:35 AM.

*** NOTES 11/21/2014 8:19:19 AM, ktillery, Action Type : Call to Customer

Case History

Case ID : N012014-11-2002032

Case Title : HONDA EAST - 4H [REDACTED] - ACCIDENT/ALLEGED STEERING WHEEL LOCK

I attempted to speak with the customer, [REDACTED] [REDACTED] but she was unavailable at the time of my call. I left a voicemail requesting a call back at extension 117738.

*** NOTES 11/21/2014 8:20:01 AM, ktillery, Action Type : Call to Dealer

I attempted to speak with SM Tina at Honda East but she was unavailable at the time of my call. I left a voicemail requesting a call back.

*** CASE MODIFY 11/21/2014 8:20:06 AM, ktillery

into WIP default and Status of Solving.

*** NOTES 11/21/2014 8:59:18 AM, ktillery, Action Type : Call from Dealer

I received a return voicemail from SM Tina at Honda East. In the message the SM confirmed that the vehicle was towed into their dealer on Monday morning. The customer indicated that lights on the dash illuminated and she then went off the road causing an accident. The dealer recommended the customer call her insurance company to address the body repairs. The dealer has not touched the vehicle.

*** NOTES 11/21/2014 9:00:13 AM, ktillery, Action Type : Field Service

I attempted to speak with the DPSM but he was unavailable at the time of my call. I left a voicemail with brief information about this vehicle at Honda East, and requested a call back.

*** COMMIT 11/21/2014 10:09:43 AM, ktillery, Action Type : N/A

Customer - 2nd attempt

*** NOTES 11/21/2014 10:47:38 AM, ktillery, Action Type : Field Service

I received a return call from the DPSM. The DPSM was told by the Honda East SM that after starting the vehicle, they found no malfunction lamps illuminated and also found no codes stored in the system. The DPSM will be at Honda East on Tuesday, 11/25, and offered to take photos of the vehicle, but at this time the best recommendation is to refer the customer to the insurance company for repair.

*** CASE MODIFY 11/21/2014 10:47:45 AM, ktillery

into WIP Other Zones and Status of Solving.

*** CASE MODIFY COMMITMENT 11/24/2014 1:42:53 PM, ktillery

with [REDACTED] due 11/25/2014 12:00:00 AM.

*** CASE MODIFY 11/24/2014 1:42:57 PM, ktillery

into WIP Other Zones and Status of Solving.

*** NOTES 11/25/2014 12:33:00 PM, ktillery, Action Type : Field Service

I received a message from the DPSM indicating that the vehicle was no longer at the dealer this morning and it was not at their body shop.

*** NOTES 11/25/2014 12:34:04 PM, ktillery, Action Type : Call to Customer

I attempted to speak with the customer, [REDACTED] [REDACTED], but she was unavailable at the time of my call. I left a voicemail requesting a call back at extension 117738.

*** CASE FULFILL 11/25/2014 12:34:09 PM, ktillery

Fulfilled for [REDACTED] due 11/25/2014 12:00:00 AM.

*** COMMIT 11/25/2014 12:34:10 PM, ktillery, Action Type : N/A

Customer - 3rd attempt

*** CASE MODIFY 11/25/2014 12:34:24 PM, ktillery

into WIP Other Zones and Status of Solving.

*** NOTES 12/3/2014 9:04:45 AM, ktillery, Action Type : Call to Customer

Case History

Case ID : N012014-11-2002032

Case Title : HONDA EAST - 4H [REDACTED] - ACCIDENT/ALLEGED STEERING WHEEL LOCK

I attempted to speak with the customer, [REDACTED] [REDACTED] but she was unavailable at the time of my call. I left a voicemail requesting a call back at extension 117738.

*** NOTES 12/3/2014 9:05:41 AM, ktillery, Action Type : Note-General

A 10-Day letter was generated and mailed today, 12/3.

*** CASE FULFILL 12/3/2014 9:07:13 AM, ktillery

Fulfilled for [REDACTED] due 12/02/2014 12:00:00 AM.

*** COMMIT 12/3/2014 9:07:14 AM, ktillery, Action Type : N/A

10-Day Letter (reset to 12/15)

*** CASE MODIFY 12/3/2014 9:07:36 AM, ktillery

into WIP Other Zones and Status of Solving.

*** NOTES 12/3/2014 9:24:04 AM, bdixon, Action Type : Letter/Fax

On 12/03/14 ACS attached the 1 page 10-day letter that was sent to the customer to this case

*** CASE ADD ATTACHMENT 12/3/2014 9:30:24 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-11-2002032_1.pdf

*** CASE MODIFY 12/3/2014 12:41:07 PM, ktillery

into WIP Other Zones and Status of Solving.

Case Details

Case ID : N012013-10-3000017 Division : Honda - Auto Condition : Closed Open Date : 10/30/2013 6:13:39 AM
 Case Originator : Daniell Tate (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/5/2013 6:04:35 AM
 Case Owner : Kristin Tillery (Team HH) Method : Phone Queue : Days Open : 6
 Last Closed By : Kristin Tillery (Team HH) Point of Origin : Customer Wipbin :
 Case Title : CARBONE HONDA - 9B - [REDACTED] - DOESNT WANT THE VEHICLE/PS No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCT2B82D [REDACTED]
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CT2B8DJNW / A
 Miles / Hours : 2,800
 In Service Date : 06/01/2013
 Months In Use : 4
 Engine Number : J35Y11025849
 Originating Dealer No. / Name : 206761 / CARBONE HONDA
 Selling Dealer No. / Name : 206761 / CARBONE HONDA
 Trim : EX-LV6
 No. Of Doors : 2
 Transmission Code : 6AT
 Exterior Color : WB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206761 / CARBONE HONDA
 Phone No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : [REDACTED]
 Svc District / Sls District : 09B / A09
 Warranty Labor Rate / Date : \$79.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-10-3000017-1 / [REDACTED] - SALES	Subcase Close	Sales - Dealer	Pricing		
N012013-10-3000017-2 / [REDACTED] -	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012013-10-3000017-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daniell Tate	Type 1 : Sales - Dealer	Status : Subcase Close	Open Date : 10/30/2013 6:24:03 AM
Issue Owner : Daniell Tate	Type 2 : Pricing	Queue :	Close Date : 10/30/2013 6:28:03 AM
Issue Title : ██████████ - SALES - DEALER - PRICING			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-10-3000017-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kristin Tillery	Type 1 : Product	Status : Subcase Close	Open Date : 10/31/2013 7:25:43 AM
Issue Owner : Kristin Tillery	Type 2 : Operation	Queue :	Close Date : 11/5/2013 6:04:34 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
 Condition Code Desc Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-10-3000017

Case Title : CARBONE HONDA - 9B - [REDACTED] - DOESNT WANT THE VEHICLE/PS SYSTE

*** NOTES 10/30/2013 6:13:39 AM, dtate, Action Type :

*** CASE CREATE 10/30/2013 6:13:39 AM, dtate

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

*** CASE MODIFY 10/30/2013 6:23:00 AM, dtate

into WIP default and Status of Solving.

*** SUBCASE N012013-10-3000017-1 CREATE 10/30/2013 6:24:03 AM, dtate

Created in WIP Default with Due Date 10/30/2013 6:24:03 AM.

*** NOTES 10/30/2013 6:27:43 AM, dtate, Action Type : Call from Customer

Updated customer info

Best [REDACTED]

Customer states about 2 weeks ago, while his wife was driving the vehicle, the power steering went out and she almost go into an accident. States she was able to get the vehicle to the DLR for inspection and the DLR repaired the steering under warranty. Customer states this past Sunday, while he was on the road, the power steering went out abruptly once more. States he went back to the DLR for repair. Customer stated he no longer wants the vehicle as he believes it is unsafe. Customer states his wife is afraid to drive another Accord. Customer states they're within making a deal for the new Crosstour. Customer states the DLR is only giving them \$28,000 for the trade-in value and will lose about \$6000 in the process from the previous vehicle.

Customer seeks AHM to help negotiate the trade-in and monthly payments for the Crosstour.

ACS apologized and empathized. Advised, ACS is not able to intervene with contract/finance related concerns. Advised the customer to continue working with the DLR finance manager and/or GM for possible negotiations of the vehicle contract and price. Advised concerns have been documented. Customer states this is the last Honda he will purchase and ended the call.

*** CASE MODIFY 10/30/2013 6:27:59 AM, dtate

into WIP default and Status of Solving.

*** SUBCASE N012013-10-3000017-1 CLOSE 10/30/2013 6:28:03 AM, dtate

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/30/2013 6:28:03 AM, dtate

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

*** CASE REOPEN 10/30/2013 9:24:34 AM, yrios

with Condition of Open and Status of Solving.

*** NOTES 10/30/2013 9:48:55 AM, yrios, Action Type : Call from Customer

Amanda Potter called because she went back to the dlr today and they dont have another vehicle 2013 Accord. The dlr advised to wait a week or pick another vehicle in the lot. She is looking into the 2013 Crosstour. The dlr is financing her for \$43,000.00 and they giving her \$28,000.00 for her vehicle. She is losing \$14,00.00. She doesn't know what to do and the dlr is saying thats the best they can do for her. She is upset because she is a loyal Honda customer. She got a bad vehicle and puts her children everyday in her vehicle. She is extremely concern of the safety with the vehicle.

ACS apologized and empathized with the customer. Advised the concern has been documented. Advised AHM cannot interfere with the Honda dlr because we have nothing to do with purchasing/leasing contracts.

Case History

Case ID : N012013-10-3000017

Case Title : CARBONE HONDA - 9B - [REDACTED] - DOESNT WANT THE VEHICLE/PS SYSTE

Customer doesn't know what to do. She is working with all the managers and the owner is going to call AHM to see what AHM can do for her. She understands the lemon law she has to have the vehicle inspected 4 times.

ACS advised to have the dlr try to fix the vehicle. Customer doesn't want to take the change and seeks a new vehicle. She states the dlr states they haven't seen this problem before and they dont know what the problem is.

Customer seeks to have AHM assist her with the dlr taking the vehicle back. States she loves her vehicle and she would had never tried to trade the vehicle.

ASC advised to let us look more into the situation. Advised a CM will contact customer by the end of business day tomorrow. Provided case #. Customer understood and no further assistance needed.

*** CASE MODIFY 10/30/2013 9:49:33 AM, yrios
into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2013 9:49:43 AM, yrios
into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2013 9:50:00 AM, yrios
into WIP default and Status of Solving.

*** CASE DISPATCH 10/30/2013 9:50:23 AM, yrios
from WIP default to Queue Honda Team H .

*** CASE ACCEPT 10/30/2013 1:21:14 PM, ktillery
from Queue Honda Team H to WIP default .

*** NOTES 10/31/2013 7:08:18 AM, ktillery, Action Type : Call to Dealer
This call to dealer was made at 6:05am PST

I spoke with SM Jim at Carbone Honda and he informed me they traded this customer into a Crosstour. He explained that the DPSM was there yesterday and made an offer to get the customer in the desired vehicle. I thanked him for the update.

*** NOTES 10/31/2013 7:22:44 AM, ktillery, Action Type : Call to Customer
This call to customer was made at 6:20am PST

*** NOTES 10/31/2013 7:22:53 AM, ktillery, Action Type : Call to Customer

I contacted the customer, [REDACTED]. I introduced myself and thanked him for taking my call. I informed the customer that I spoke with the SM at Carbone Honda and was informed that he and his wife ended up getting into another vehicle yesterday with the assistance of our DPSM. The customer said this was incorrect information and explained that after wasting 72 hours they ended up going next door to buy a Toyota. He explained that the dealer wouldnt even meet half way. The customer then went through their experience with the power steering system in this Accord and he overall was concerned about the safety of the vehicle. He explained that hes owned 11 cars in his driving history and indicated that hes a business owner of a company that did over \$1 million in business last year. He referenced his relationship with Carbone Honda and cant believe they would do this to him. He spoke with Alex Carbone yesterday and still didnt get satisfaction.

I thanked the customer for this updated information and apologized about the information I received from the dealer. I empathized with the frustrations of this sales process and did go over general information about a vehicle losing value immediately after driving off the lot. The customer completely understands how vehicles lose value but in this case the dealer was trying to finance him for \$43,000 and after doing all the math he found a difference of \$8,000 he was loses on this Accord. He wouldnt have minded paying \$2-3,000, but not what the dealer quoted. The customer also referenced t he different finance options

Case History

Case ID : N012013-10-3000017

Case Title : CARBONE HONDA - 9B - [REDACTED] DOESNT WANT THE VEHICLE/PS SYSTE

they gave him, but it still would have been \$10 more a month for the Crosstour without the VSC and under coating he paid on the Accord. He also referenced the fact that he went to high school with one of the sales managers and also does business with Carbone Honda. He cant believe they were lying to him.

I once again empathized with his situation and informed him everything will be documented. I asked the customer if there is anything ACS can do to assist him at this time. He said no but then referenced confusion about his VSC refund. The dealer told him it could take 8 weeks to get the check and he wants to know if that is true. I instructed the customer to contact Honda Care directly for this information. I provided phone number [REDACTED] and also provided my extension if he needs any additional assistance. The customer knows that this file will be closed.

*** CASE MODIFY 10/31/2013 7:25:10 AM, ktillery

into WIP default and Status of Solving.

*** SUBCASE N012013-10-3000017-2 CREATE 10/31/2013 7:25:43 AM, ktillery

Created in WIP Default with Due Date 10/31/2013 7:25:43 AM.

*** NOTES 10/31/2013 7:26:06 AM, ktillery, Action Type : Call to Customer

The call to customer note was made before subcase creation

*** CASE MODIFY 10/31/2013 7:26:52 AM, ktillery

into WIP default and Status of Solving.

*** NOTES 10/31/2013 7:28:02 AM, ktillery, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Power Steering System Concern - Requests another vehicle

The customer indicated that he had multiple power steering system failures, and is requesting assistance getting into another vehicle.

Please provide the following information:

Diagnostic / Date of Visit / Dealer contact (complaint - cause - correction)

Tech line / DPSM involved?

Customer repair cost & Warranty Rate? (Parts and labor)

Current mileage (at time of diagnostic or last service)

Service history, if available

RO #(s)

Thank you for your attention to this matter.

Kristin Tillery

Automobile Customer Service
[REDACTED]

*** COMMIT 10/31/2013 7:28:05 AM, ktillery, Action Type : N/A

Made to [REDACTED] due 11/05/2013 12:00:00 AM.

Ready to close

*** CASE MODIFY 10/31/2013 7:28:15 AM, ktillery

Case History

Case ID : N012013-10-3000017

Case Title : CARBONE HONDA - 9B - [REDACTED] DOESNT WANT THE VEHICLE/PS SYSTE

into WIP default and Status of Solving.

*** NOTES 10/31/2013 8:14:01 AM, ktillery, Action Type : Call from Dealer

I received a call from SM Jim at Carbone Honda. In conversation with the General Sales Manager for another customer, he found that this customer did not take ownership of the Crosstour. I thanked him for the call back but informed him the call to customer was already made. He apologized about the information provided this morning.

*** CASE MODIFY 10/31/2013 8:14:05 AM, ktillery

into WIP 9B and Status of Solving.

*** CASE MODIFY 11/5/2013 6:04:18 AM, ktillery

into WIP 9B and Status of Solving.

*** CASE MODIFY 11/5/2013 6:04:29 AM, ktillery

into WIP 9B and Status of Solving.

*** CASE MODIFY 11/5/2013 6:04:33 AM, ktillery

into WIP 9B and Status of Solving.

*** SUBCASE N012013-10-3000017-2 CLOSE 11/5/2013 6:04:34 AM, ktillery

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/5/2013 6:04:35 AM, ktillery

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

Case Details

Case ID : N012014-01-2100326	Division : Honda - Auto	Condition : Closed	Open Date : 1/21/2014 8:32:15 AM
Case Originator : Yefri Lopez (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/21/2014 8:40:44 AM
Case Owner : Yefri Lopez (Team HD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Yefri Lopez (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - STEERING CONCERN		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR3F81DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	12,000
In Service Date :	11/07/2012
Months In Use :	14
Engine Number :	J35Y11201744
Originating Dealer No. / Name :	206774 / PLANET HONDA
Selling Dealer No. / Name :	206774 / PLANET HONDA
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	RA
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206774 / PLANET HONDA
Phone No. :	908-964-1600
Address :	2285 ROUTE 22 WEST
City / State / Zip :	UNION, NJ 07083
Svc District / Sls District :	05B / B05
Warranty Labor Rate / Date :	\$118.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-01-2100326-1 / ██████████	P Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-01-2100326-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yefri Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 1/21/2014 8:40:21 AM
Issue Owner : Yefri Lopez	Type 2 : Operation	Queue :	Close Date : 1/21/2014 8:40:39 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Steer Stiff/Hvy 5104
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Documented Concern, Updated Information
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-01-2100326

Case Title : [REDACTED] - STEERING CONCERN

*** CASE CREATE 1/21/2014 8:32:15 AM, ylopez

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

*** CASE MODIFY 1/21/2014 8:33:48 AM, ylopez

into WIP default and Status of Solving.

*** NOTES 1/21/2014 8:38:28 AM, ylopez, Action Type : Call from Customer

[REDACTED]
Best contact number [REDACTED]

Customer is the original owner

Customer did not purchase a VSC.

Customer has also owned a 2010 Honda Accord.

Customer services his vehicle at a Honda dealership.

Customer contacted AHM regarding a steering concern. Customer states he was instructing his daughter on how to drive on Saturday 1-18-2014. Customer states vehicles steering wheel did not provide any assistance and was hard to turn. Customer states he shut the vehicle off and turned it back on and vehicle continued to operate normal. Customer requested ACS document customers concern. ACS advised customers concern has been documented at this time. ACS customer take his vehicle to a local Honda dealership for inspection as a preventative measure to ensue safe vehicle operation. Customer states concern is not present at this time and explained vehicle will be inspected on his next oil change. Customer required no further assistance at this time. ACS provided customer with case number for reference.

*** CASE MODIFY 1/21/2014 8:38:30 AM, ylopez

into WIP default and Status of Solving.

*** SUBCASE N012014-01-2100326-1 CREATE 1/21/2014 8:40:21 AM, ylopez

Created in WIP Default with Due Date 1/21/2014 8:40:21 AM.

*** SUBCASE N012014-01-2100326-1 CLOSE 1/21/2014 8:40:39 AM, ylopez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/21/2014 8:40:40 AM, ylopez

into WIP default and Status of Solving.

*** CASE CLOSE 1/21/2014 8:40:44 AM, ylopez

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

Case Details

Case ID : N012014-04-0101369	Division : Honda - Auto	Condition : Closed	Open Date : 4/1/2014 12:52:10 PM
Case Originator : Yesenia Rios (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/11/2014 1:08:54 PM
Case Owner : James Webb (Team HC)	Method : Mail	Queue :	Days Open : 101
Last Closed By : James Webb (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 10H(STEPHEN WADE)-[REDACTED] - DRIVER SIDE WINDOW/TRANSMISSION SL	No. of Attachments : 1		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCT2B81DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT2B8DJNW / A
Miles / Hours :	11,548
In Service Date :	08/05/2013
Months In Use :	8
Engine Number :	J35Y11032394
Originating Dealer No. / Name :	208559 / FINDLAY HONDA FLAGSTAFF
Selling Dealer No. / Name :	208559 / FINDLAY HONDA FLAGSTAFF
Trim :	EX-LV6
No. Of Doors :	2
Transmission Code :	6AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208027 / STEPHEN WADE HONDA
Phone No. :	435-628-6100
Address :	1630 S. HILTON DRIVE
City / State / Zip :	ST GEORGE, UT 84770
Svc District / Sls District :	10H / E10
Warranty Labor Rate / Date :	\$93.50 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208559	FINDLAY HONDA FLAGSTA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-04-0101369-1 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	826	Dr glass, Lt Frt
N012014-04-0101369-2 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	218	Automatic Trans
N012014-04-0101369-3 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	218	Automatic Trans
N012014-04-0101369-4 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-04-0101369-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Webb	Type 1 : Product	Status : Subcase Close	Open Date : 4/1/2014 4:06:19 PM
Issue Owner : James Webb	Type 2 : Operation	Queue :	Close Date : 4/17/2014 2:03:18 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 826 / Dr glass, Lt Frt
 Condition Code Desc : Slow Operation 8268
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012014-04-0101369-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Webb	Type 1 : Product	Status : Subcase Close	Open Date : 4/17/2014 2:03:07 PM
Issue Owner : James Webb	Type 2 : Operation	Queue :	Close Date : 4/17/2014 2:03:18 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc : Shift Quality 2181
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012014-04-0101369-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Webb	Type 1 : Product	Status : Subcase Close	Open Date : 6/18/2014 4:33:48 PM
Issue Owner : James Webb	Type 2 : Operation	Queue :	Close Date : 6/25/2014 3:05:11 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
 Condition Code Desc Internal Fail 2182
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied, Documented Concern, Provided Information
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012014-04-0101369-4	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Webb	Type 1 : Product	Status : Subcase Close	Open Date : 7/10/2014 3:03:00 PM
Issue Owner : James Webb	Type 2 : Operation	Queue :	Close Date : 7/11/2014 1:08:54 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc Steering Malfun 5103
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied, Documented Concern, Provided Information
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-04-0101369

Case Title : 10H(STEPHEN WADE)-[REDACTED] - DRIVER SIDE WINDOW/TRANSMISSION SLIPPING

*** CASE CREATE 4/1/2014 12:52:10 PM, yrios

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

*** CASE MODIFY 4/1/2014 12:54:08 PM, yrios

into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2014 12:55:45 PM, yrios

into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2014 1:04:34 PM, yrios

into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2014 1:04:45 PM, yrios

into WIP default and Status of Solving.

*** CASE MODIFY 4/1/2014 1:16:45 PM, yrios

into WIP default and Status of Solving.

*** NOTES 4/1/2014 1:20:25 PM, yrios, Action Type : Call from Customer

ACS verified and updated customer's information.

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

The customer contacted ACS in regards to their 2013 Honda Accord. Customer states he purchased the vehicle from FINDLAY HONDA FLAGSTAFF and they are a wonderful dlr. However is far from his home. He takes the vehicle to STEPHEN WADE HONDA FINDLAY HONDA. Last week the driver side window stopped working; it doesn't pull up. When it's going up it's making a clicking noise. He also has an issue with the transmission slipping and jerking. Nicky Click SA from STEPHEN WADE HONDA FINDLAY HONDA advised there is nothing wrong with the transmission. Advised is the window tint causing the window not to go up. The window tint came from the factory. Nicky Click SA quoted him \$300.00 for repairs/re-tint on the driver side window (doesn't know what repairs). He called FINDLAY HONDA FLAGSTAFF and describe the symptoms. They advised he doesn't need all those repairs only a track adjustment for the window to pull up straight. FINDLAY HONDA FLAGSTAFF contacted Nicky Click SA and Nicky Click SA advised the repairs wont be cover under warranty and customer has to pay. The transmission is still slipping. Customer seeks assistance on both his issues.

ACS apologized and empathized with the customer. Advised the concern has been documented. Advised there are no recalls or warranty extension under the VIN # regarding the concern. ACS advised the customer can send the case to a CM who can do further research and contact the dlr. Advised a CM will contact customer by the end of business day tomorrow. Provided case #. Customer understood and no further assistance needed.

Case is being dispatched; Customer is the original owner, 5x Honda product owner (verify 3), good service history, recurring issue with the transmission, and clarification on the driver side window.

*** CASE MODIFY 4/1/2014 1:20:28 PM, yrios

into WIP default and Status of Solving.

*** CASE DISPATCH 4/1/2014 1:20:36 PM, yrios

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 4/1/2014 3:19:30 PM, jstradfo

N012014-04-0101369 to jwebb, WIP

*** CASE MODIFY 4/1/2014 4:05:45 PM, jwebb

into WIP default and Status of Solving.

*** SUBCASE N012014-04-0101369-1 CREATE 4/1/2014 4:06:19 PM, jwebb

Created in WIP Default with Due Date 4/1/2014 4:06:19 PM.

Case History

Case ID : N012014-04-0101369

Case Title : 10H(STEPHEN WADE)-[REDACTED] DRIVER SIDE WINDOW/TRANSMISSION SLIPPING

*** COMMIT 4/1/2014 4:06:23 PM, jwebb, Action Type : N/A

24hr

*** CASE MODIFY 4/1/2014 4:06:33 PM, jwebb

into WIP default and Status of Solving.

*** NOTES 4/2/2014 10:21:22 AM, jwebb, Action Type : Note-General

*Resources show client is the current owner

- Purchased new

- 5 visits to DLR

*Resources show past ownership of a 2005 Honda Accord - 1HGCM82605A [REDACTED]

- Purchased used

- 5 visits to DLR

*Resources show past ownership of a 1997 Honda Civic Del Sol - JHMEH6260VS [REDACTED]

- Purchased used

- 2 visits to DLR

*** NOTES 4/2/2014 10:22:08 AM, jwebb, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): Client contacted ACS seeking assistance with his driver's front window not working and a transmission slipping concern.

Please provide the following information:

* Diagnostic (complaint - cause - correction)

* Customer repair cost? & Warranty Rate? (parts and labor)

* Current mileage (at time of diagnostic or last service)

* Service history, if available

* RO #(s)

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

James Webb

Automobile Customer Service
[REDACTED]

*** NOTES 4/2/2014 10:35:43 AM, jwebb, Action Type : Call to Dealer

I called the SM Grady at [REDACTED] and went over the details of the clients case. The SM informed me that the drivers window is rolling up unevenly because of the tint that is on the window. The SM stated that the tint is very thick and that they had cleaned the run channels for him to see if that would make a difference but it didnt. The SM stated that the failure with the window is not a result of a defective part, but because of the aftermarket tint installed on the window. The SM also stated that the client complained of a slipping and jerking feeling coming from the transmission but when his lead tech had taken the vehicle for a test drive, they were unable to duplicate the clients concern. I asked the SM if the tech had gone on a test drive with the client with client driving to see if it may be the way the client is driving the vehicle and he stated that he has not. I asked the SM if he can call the client and set up an appointment to have the vehicle brought in so that way the technician or himself can go on a test drive with the client to determine

Case History

Case ID : N012014-04-0101369

Case Title : 10H(STEPHEN WADE)-[REDACTED] - DRIVER SIDE WINDOW/TRANSMISSION SLIPPING

if there is a problem with the vehicle or possibly the way the client is driving the vehicle. I also asked the SM to contact Techline to see if they are aware of any issues with the transmission as well and if there is something they would suggest doing. I also advised the SM to test drive another like vehicle on their lot with the client to see if the 2 vehicles perform the same. The SM stated that he will call the client and set up an appointment date. I thanked the SM for his time and ended the call.

*** CASE MODIFY 4/2/2014 10:37:08 AM, jwebb
into WIP 10H and Status of Solving.

*** CASE MODIFY 4/2/2014 10:37:17 AM, jwebb
into WIP 10H and Status of Solving.

*** NOTES 4/2/2014 11:08:33 AM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and left a message asking him to call me back so we can discuss the clients case. I provided my contact number and informed him that I will call him again no later than Monday next week unless we are able to speak before then.

*** NOTES 4/2/2014 11:08:47 AM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and provided the outbound call disclosure. The client informed me that he had purchased the vehicle brand new from Findlay Honda Flagstaff when he was in Arizona. The client now lives in Utah and that he has been experiencing an issue with the drivers window rolling up very slowly and when doing so he would hear a clicking noise. The client also stated that around 3,000 miles he started to notice that the transmission was slipping and that at times it will jerk. The client took his vehicle to Stephen Wade Honda to have these issues addressed and was told by the SA Nicky Click that the window concern was because of the tint on his window and that they would have to re-tint the window for around \$200. The client also stated that he was told by the technician that was doing the diagnostic on his transmission that they were not able to duplicate the issues that the client is experiencing and that it is operating as designed at that time. The client stated that he had called Findlay Honda Flagstaff about his window because he was told that the problem was with the tint and was told by the SA Stan that he had done some research on the window and stated that it may just need to be adjusted. The client was told to bring his vehicle to Findlay Honda Flagstaff and that they will take care of it for him but he stated that it is 80 miles one way, so the client stated that the SA called Stephen Wade Honda and spoke with the SA Nicky. The SA Nicky informed the client that she was told to just readjust the window under warranty but because the issue is a result of the window tint she couldnt do it under warranty. The client contacted AH because he would like to have these issues resolved. The client stated that he has owned 5 Hondas total and never once had any of these issues.

I empathized with the client and explained to him that I had spoken with the SM Grady at Stephen Wade Honda about his concerns. I explained to the client that I was told the window tint on his window is the cause of the window rolling up unevenly because of the thickness of the tint. I explained to the client that because the window tint is an aftermarket product installed by Findlay Honda Flagstaff before the vehicle was sold, he would need to address the issue with them. I also informed the client that I was told by the SM Grady that the vehicle was driven by their lead technician and was not able to find anything wrong with the vehicle. I informed the client that I had asked the SM Grady to contact him to set up an appointment to have the vehicle inspected and to have the client go on a test drive with the technician to see if the issue can be duplicated or if the client would be able to point out what he is experiencing. I also informed the client that I had instructed the SM to also go on a test drive with the client with another like vehicle on their lot to see if the same characteristics are present or if the issue may be operator error or a potential problem. The client understood and stated that sounds like a great idea. I informed the client that if he doesnt hear from the SM Grady or any of his SAs by tomorrow, to call the SM Grady and set up the appointment himself. The client stated that he will call the SM tonight if he doesnt hear from him today and set up an appointment. I provided the client with my contact number and informed him that I will follow up with him no later than Wednesday next week unless I hear something from the DLR before then. The client thanked me for my call and the call was ended.

*** CASE MODIFY 4/2/2014 11:08:56 AM, jwebb
into WIP 10H and Status of Solving.

*** CASE FULFILL 4/2/2014 11:09:05 AM, jwebb
Fulfilled for [REDACTED] due 04/02/2014 12:00:00 AM.

Case History

Case ID : N012014-04-0101369

Case Title : 10H(STEPHEN WADE)-[REDACTED] - DRIVER SIDE WINDOW/TRANSMISSION SLIPPING

*** COMMIT 4/2/2014 11:09:07 AM, jwebb, Action Type : N/A

follow up with client

*** CASE MODIFY 4/2/2014 11:09:28 AM, jwebb

into WIP 10H and Status of Solving.

*** NOTES 4/8/2014 3:59:53 PM, jwebb, Action Type : Call to Dealer

I called the SM Grady at (435) 628-6100 and left a message asking him to call me back so we can discuss the clients case. I provided my contact number and ended the call.

*** NOTES 4/8/2014 4:03:15 PM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and left a message asking him to call me back so we can discuss the clients case. I provided my contact number and told him that I will call again no later than tomorrow.

*** NOTES 4/8/2014 4:03:22 PM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and was informed that he is not at the store right now. I thanked the receptionist for her time and ended the call.

*** CASE MODIFY 4/8/2014 4:03:23 PM, jwebb

into WIP 10H and Status of Solving.

*** NOTES 4/9/2014 9:45:19 AM, jwebb, Action Type : Call to Dealer

I called the SM Grady at (435) 628-6100 and went over the details of the clients case. The SM informed me that he reached out to the client but no appointment has been set at this time to inspect the vehicle. The SM stated that he was told by the client that he will call the SM when he is ready to bring the vehicle in. I thanked the SM for his time and the call was ended.

*** NOTES 4/9/2014 9:45:27 AM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and provided the outbound call disclosure. The client informed me that he had taken off the door panel on his vehicle and noticed that there were globs of glue all over the track. The client stated that once he had cleaned up the track it seems to have solved the issue and is working better. The client also stated that he has spoken with the SM Grady about the transmission but due to work he has not been able to get down to the DLR and have it inspected. The client stated that he is hoping to take the vehicle to the DLR in the next couple days, but is not sure. I informed the client that I will follow up with him again no later than Friday next week and he stated that would be fine. I thanked the client for his time and the call was ended.

*** CASE MODIFY 4/9/2014 9:45:30 AM, jwebb

into WIP 10H and Status of Solving.

*** CASE FULFILL 4/9/2014 9:45:33 AM, jwebb

Fulfilled for [REDACTED] due 04/09/2014 12:00:00 AM.

*** COMMIT 4/9/2014 9:45:35 AM, jwebb, Action Type : N/A

follow up with client

*** CASE MODIFY 4/9/2014 9:45:51 AM, jwebb

into WIP 10H and Status of Solving.

*** NOTES 4/17/2014 2:02:39 PM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and provided the outbound call disclosure. I asked the client if he has taken his vehicle to the DLR yet to have it inspected and he told me that he has not and that he is not too concerned about it at this time. The client stated that he had done a lot of research online and found that the jerking in the transmission is a normal characteristic of the vehicle because of the VCM feature and is confident that it does not pose any problems for him. The client stated that he still loves his vehicle and plans on keeping it. The client informed me that there is no need to keep

Case History

Case ID : N012014-04-0101369

Case Title : 10H(STEPHEN WADE)-[REDACTED] - DRIVER SIDE WINDOW/TRANSMISSION SLIPPING

his case open any longer and told me that it was okay for me to close it. I informed the client that I am happy to hear that he is feeling a little better about the characteristic of his vehicle and informed him that I will close his case at this time. I informed the client that if he needs to speak with me again about his transmission he can definitely contact me. I thanked the client for allowing me the opportunity to assist him and the call was then ended.

*** SUBCASE N012014-04-0101369-2 CREATE 4/17/2014 2:03:07 PM, jwebb

Created in WIP Default with Due Date 4/17/2014 2:03:07 PM.

*** CASE MODIFY 4/17/2014 2:03:15 PM, jwebb

into WIP 10H and Status of Solving.

*** SUBCASE N012014-04-0101369-1 CLOSE 4/17/2014 2:03:18 PM, jwebb

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012014-04-0101369-2 CLOSE 4/17/2014 2:03:18 PM, jwebb

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/17/2014 2:03:18 PM, jwebb

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

*** CASE REOPEN 6/18/2014 8:35:04 AM, pskarmou

with Condition of Open and Status of Solving.

*** NOTES 6/18/2014 8:38:29 AM, pskarmou, Action Type : Call from Customer

Updated customer information

Best # [REDACTED] email: [REDACTED]

Customer stated that he had an issue with the vehicle transmission for a while.

Customer stated that he would feel the vehicle have an issue with the 2nd gear, where it would skip into 2nd gear and would slip and jerk but the DLR (STEPHEN WADE HONDA) told him there was nothing wrong with the vehicle back in April.

Customer stated that last night he was driving back home and was on a gradual turning road when all of the sudden all the lights come on the dashboard and a loud gridding noise from the vehicle transmission. Customer stated that the steering wheel locked up and he hit the curb/sidewalk. Customer stated that the vehicle would not turn off and was making a click noise the whole time. Customer stated that the vehicle eventually turned off and was told by the towing guy that it looks like the front axial was damage and the back tire/wheel was bowed in. Customer had the vehicle towed to STEPHEN WADE HONDA and will be going to the DLR today but he wanted to let AHM know about this incident since he call before about this issue. Customer is very frustrated that he took the vehicle for this issue and now he has a vehicle that he is pay \$500 a month on and is not drivable. Customer does not have much faith in the DLR since they did not really want to look into the issue last time but it is the only local DLR he can take the vehicle to.

ACS empathized with customer and advised that his case will be reopened and sent to a CM to look into this issue. ACS advised customer of his case # and advised him that someone will contact him by the end of business tomorrow 5pm pacific. Customer understood and asked about a loaner vehicle, ACS advised that it would depend upon the DLR for a loaner vehicle and should speak with the service manager. Customer understood and will wait for call back by CM.

*** CASE DISPATCH 6/18/2014 8:38:41 AM, pskarmou

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 6/18/2014 3:53:21 PM, jwebb

from Queue Honda Team C to WIP default.

*** SUBCASE N012014-04-0101369-3 CREATE 6/18/2014 4:33:48 PM, jwebb

Created in WIP Default with Due Date 6/18/2014 4:33:48 PM.

*** COMMIT 6/18/2014 4:33:53 PM, jwebb, Action Type : N/A

Case History

Case ID : N012014-04-0101369

Case Title : 10H(STEPHEN WADE)-[REDACTED] - DRIVER SIDE WINDOW/TRANSMISSION SLIPPING

24hr

*** CASE MODIFY 6/18/2014 4:34:04 PM, jwebb

into WIP default and Status of Solving.

*** NOTES 6/19/2014 12:19:00 PM, rgray, Action Type : Call for Case Mgr

Customer states that he called yesterday and was told would hear a call back. Customer states that the DLR advised him that after looking at the vehicle, and finding no error codes, that AHM would not be responsible for the repairs. Customer states that the transmission locked up and caused him to hit the curb and break the axle. Customer states that the DLR is demanding that they he bring the rental car back. Customer seeks to speak to his RCM. ACS advised that RCM currently away from his desk, but is scheduled to contact you by the end of business today.

*** CASE MODIFY 6/19/2014 12:34:22 PM, jwebb

into WIP 10H and Status of Solving.

*** NOTES 6/19/2014 1:34:28 PM, jwebb, Action Type : Call from Dealer

I received a VM from the SM Grady requesting a call back to discuss the clients case.

*** NOTES 6/19/2014 1:34:43 PM, jwebb, Action Type : Call to Dealer

I called the SM Grady at (435) 628-6100 and went over the details of the clients case. The SM informed me that he had been working with the DPSM about the clients case. The SM informed me that the vehicle was towed in and had substantial damage. The SM stated that the right front wheel had been pushed up under the cab of the vehicle and that the caliper had been broken in half from the strength of the impact. The SM also informed me that the steering gear on the vehicle was bent as well and that the client complained of a grinding noise coming from the gear box prior to the accident. The SM also informed me that the client complained of not being able to steer the vehicle as well after he started hearing the grinding noise also. The SM stated that they checked the vehicle for codes and found a codes related to the ABS speed sensor which he feels was related to the accident since the speed sensor was broken, a VSA malfunction code was present as well that he feels was related to the broken speed sensor, and a code for low battery voltage which he ended up finding that the negative battery terminal was loose on the battery post and was only finger tight. The SM stated that he could not find any recorded data in the computer stating that there were any problems with the vehicle prior to the accident occurring. The SM also stated that the client told him if he started up the vehicle then he would probably be able to hear the grinding noise as well. The SM stated that when he was looking at the vehicle he had noticed that the oil filter was flattened and didnt want start the vehicle risking further damage. The SM stated that he spoke with the DPSM about what was found and advised the SM to tell the client that he will need to contact his insurance company to have the repairs completed on his vehicle. The SM stated that he had called the client to tell him that he will have to go through his insurance company to have the repairs to his vehicle performed and the client became upset and told him that he is going to get a lawyer. The SM informed me that he didnt discuss the case with the client any further afterwards other than telling him that if he wants to contact a lawyer he has the rights as a consumer to do so. I thanked the SM for his information and ended the call.

*** NOTES 6/19/2014 1:34:56 PM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and provided the outbound call disclosure. The client and I went over the details of his case and he informed me that on Tuesday night around 10:30PM while he was leaving work and making a left hand turn onto a highway to head home he had noticed a light illuminate on his dashboard out of the corner of his eye, but is not sure which light it was. The client stated that just as he noticed that light turn on he started to hear a grinding noise in his gear selector and the steering wheel locked up. The client stated that because he couldnt steer the vehicle he ended up driving into a curb at about 25-30 MPH and pushed back his right front wheel under the vehicle. The client stated that a co-worker was leaving right behind him when this was happening and witnessed the whole thing. The client stated that he had then towed the vehicle to Stephen Wade Honda and spoke with the SM Grady about what had happened. The client stated that he told the SM if he started up the vehicle he would probably hear the grinding noise then, but for whatever reason the SM told him that he wasnt going to start the vehicle up. The client stated that he was given a rental vehicle from the DLR and was told that he will call him with what he finds. The client stated that he had then received a call from the SM Grady who informed him that they had looked at the vehicle and found codes in the computer, but nothing that could be related to what caused his accident. The client stated that he was told that there were codes in the vehicle for a speed sensor, VSA malfunction, and low voltage that was related to the battery, but nothing showing that there was a malfunction with the vehicle that caused the accident. The client was then told that the SM had called AH and was told that because there is no data to support that

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-04-0101369

Case Title : 10H(STEPHEN WADE)-[REDACTED] - DRIVER SIDE WINDOW/TRANSMISSION SLIPPING

the accident was caused by a malfunction with the vehicle AH would not pay for the repairs and was advised to contact his insurance company. The client then stated that he had called his insurance company Geiko, and was told that because there was no other vehicle involved in the accident and because he didnt have a mechanical breakdown coverage applied to his plan they are not going to pay for the repairs. The client stated that he called AH because he feels that there was a mechanical failure with the vehicle that had caused his accident and feels that AH should stand behind its product and pay for the repairs.

I empathized with the client about his concern and explained to him that I had spoken with the SM Grady already at the DLR to get an idea as to what was found and was informed that they were not able to find anything in the computer that indicated that there was a problem with the vehicle that caused his accident. I informed the client that the SM did find codes for the ABS speed sensor and VSA malfunction but related that to the broken speed sensor attached to his wheel that was broken from when the wheel was bent under the vehicle. I also informed the client that the SM found another code for low voltage in the vehicle in the vehicle and found that the negative battery terminal was loose and was only finger tight. I also explained to the client that the reason why the SM didnt want to start the vehicle while it is with him is because the oil filter on his vehicle was flattened from the accident and does not want to run the possibility of causing any further damage to the vehicle by starting it. I informed the client that the SM had spoken with the DPSM about his case and was told that since there was no supporting data to show that the vehicle malfunctioned causing the accident he would have to go through his insurance company to have the repairs completed. I apologized to the client for all of the inconvenience that he had occurred through this ordeal and explained to him that I will speak with the DPSM to see if he is willing to assist at all towards the cost of the repairs since his insurance company is not willing to help him, but there is no guarantee that we would be able to assist. The client understood and informed me that any help would be grateful but if the DPSM or AH is not willing to pay anything towards the repairs he will default on his monthly payments of \$550 a month and allow the vehicle to be repossessed. The client stated that he may also get a lawyer involved as well. The client then informed me that his airbags did not deploy during the accident and asked me why that would be. I informed the client that the way the SRS system is engineered it may not deploy every time there is an accident. I informed the client that since the system reads the vehicles speed as well as the rate of deceleration and then makes a decision on if the airbags need to be deployed or if the other safety features such as the seatbelt is sufficient enough. The client understood and I referred him to his SRS manual that would be able to explain the features of the SRS system to him. The client thanked me for that bit of information and I informed him that I will call him back no later than Thursday next week to provide an update. I informed the client that if I have a final decision from the DPSM before then, I will follow up with him and let him know. The client understood and thanked me for calling him and documenting his concerns.

*** NOTES 6/19/2014 1:37:07 PM, jwebb, Action Type : Field Service

I called the DPSM and left a message asking him to call me back so we can discuss the clients case. I provided my contact number and ended the call.

*** CASE FULFILL 6/19/2014 1:37:45 PM, jwebb

Fulfilled for [REDACTED] due 06/19/2014 12:00:00 AM.

*** COMMIT 6/19/2014 1:37:47 PM, jwebb, Action Type : N/A

DPSM call? call client

*** CASE MODIFY 6/19/2014 1:38:04 PM, jwebb

into WIP 10H and Status of Solving.

*** NOTES 6/19/2014 4:53:52 PM, jwebb, Action Type : Field Service

I called the DPSM and went over the details of the clients case. The DPSM informed me that he is aware of the clients case and informed me that there were no codes indicating that there was a problem with the vehicle which led to the accident and the only codes in the system were related to the damages that are on the vehicle presently. I informed the DPSM that the client had contacted his insurance company and they told him that because there was no other vehicle involved they cant classify his incident as an accident and are not going to assist with the repairs. The DPSM informed me that he does feel that is what took place and that the insurance company is in a position to make repairs in those situations. I asked the DPSM if he was willing to provide any assistance on our end as a gesture of goodwill to get the vehicle back on the road and he informed me that he is not going to provide assistance because it would be considered as AH acknowledging fault. I informed the DPSM that I understood and thanked him for his time. The call was then ended.

*** CASE MODIFY 6/19/2014 4:53:54 PM, jwebb

Case History

Case ID : N012014-04-0101369

Case Title : 10H(STEPHEN WADE)-[REDACTED] - DRIVER SIDE WINDOW/TRANSMISSION SLIPPING

into WIP 10H and Status of Solving.

*** NOTES 6/25/2014 2:59:14 PM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and left a message asking him to call me back so we can discuss his case. I provided my contact number and informed him that I will call him again no later than Wednesday next week unless we are able to speak before then.

*** NOTES 6/25/2014 2:59:25 PM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and was informed by the receptionist that the client is not at work today. I thanked the receptionist for her time and the call was ended.

*** CASE MODIFY 6/25/2014 2:59:27 PM, jwebb

into WIP 10H and Status of Solving.

*** CASE MODIFY 6/25/2014 2:59:33 PM, jwebb

into WIP 10H and Status of Solving.

*** NOTES 6/25/2014 3:04:25 PM, jwebb, Action Type : Call from Customer

I received a VM from [REDACTED] requesting a call back at [REDACTED]

*** NOTES 6/25/2014 3:04:33 PM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and provided the outbound call disclosure. I informed the client that I had spoken with the DPSM about his case to see if any assistance would be provided towards the repairs and was informed that because there is no evidence that the vehicles accident was a result of a defect or malfunction in the vehicle, no assistance will be provided at this time. The client understood and informed me that he will get a lawyer then to take this further. I apologized about the inconvenience and the client informed me that he does not require any further assistance at this time. I thanked the client for calling AH and allowing me the opportunity to review his case. The call was then ended.

*** CASE MODIFY 6/25/2014 3:05:08 PM, jwebb

into WIP 10H and Status of Solving.

*** SUBCASE N012014-04-0101369-3 CLOSE 6/25/2014 3:05:11 PM, jwebb

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/25/2014 3:05:11 PM, jwebb

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

*** CASE REOPEN 7/10/2014 8:42:07 AM, bdixon

with Condition of Open and Status of Solving.

*** CASE MODIFY 7/10/2014 8:42:12 AM, bdixon

into WIP default and Status of Solving.

*** NOTES 7/10/2014 8:43:43 AM, bdixon, Action Type : Letter/Fax

On 07/10/14 ACS received a 2 page letter from the customer regarding the previous concern. Customer states he will also file a complaint with BBB and go and announce this issue to all social media outlets to tell them about his vehicle that he considers to be a Lemon.

*** CASE DISPATCH 7/10/2014 8:47:02 AM, bdixon

from WIP default to Queue Honda Team C.

*** CASE ADD ATTACHMENT 7/10/2014 9:00:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-04-0101369_1.pdf

*** CASE ACCEPT 7/10/2014 2:57:42 PM, jwebb

Case History

Case ID : N012014-04-0101369 Case Title : 10H(STEPHEN WADE)-[REDACTED] - DRIVER SIDE WINDOW/TRANSMISSION SLIPPING

from Queue Honda Team C to WIP default.

*** SUBCASE N012014-04-0101369-4 CREATE 7/10/2014 3:03:00 PM, jwebb

Created in WIP Default with Due Date 7/10/2014 3:03:00 PM.

*** CASE MODIFY 7/10/2014 3:03:03 PM, jwebb

into WIP default and Status of Solving.

*** COMMIT 7/10/2014 3:03:06 PM, jwebb, Action Type : N/A

48hr

*** CASE MODIFY 7/10/2014 3:03:17 PM, jwebb

into WIP default and Status of Solving.

*** NOTES 7/11/2014 11:03:00 AM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and left a message asking him to call me back so we can discuss the letter he sent our office. I provided my contact number and informed him that I will call him again no later than Thursday next week unless we are able to speak before then.

*** NOTES 7/11/2014 11:04:54 AM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and was informed by the receptionist that he is not at work today. I thanked the receptionist for his time and the call was ended.

*** CASE FULFILL 7/11/2014 11:06:04 AM, jwebb

Fulfilled for [REDACTED] due 07/14/2014 12:00:00 AM.

*** COMMIT 7/11/2014 11:06:05 AM, jwebb, Action Type : N/A

call client - 2nd attempt

*** CASE MODIFY 7/11/2014 11:06:18 AM, jwebb

into WIP 10H and Status of Solving.

*** NOTES 7/11/2014 12:56:04 PM, jwebb, Action Type : Call from Customer

I received a VM from the client requesting a call back and provided the contact number [REDACTED]

*** NOTES 7/11/2014 12:56:16 PM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and left a message asking him to call me back so we can discuss his case. I provided my contact number and told him that I will call again no later than Thursday next week unless we are able to speak before then.

*** CASE MODIFY 7/11/2014 12:56:24 PM, jwebb

into WIP 10H and Status of Solving.

*** NOTES 7/11/2014 1:08:24 PM, jwebb, Action Type : Call from Customer

I received a VM from [REDACTED] requesting a call back.

*** NOTES 7/11/2014 1:08:33 PM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and provided the outbound call disclosure. I informed the client that I had received his letter and went over the details of how he was not happy with the decision that was made with AH, how his insurance company is paying for the repairs, and how he and his family are never going to purchase another Honda again. I apologized for all of the inconvenience that he has gone through and explained to him that unless we are provided with some type of evidence to show that there was a malfunction with the vehicle that caused his accident we are not in a position to provide any assistance with the repair. The client understood that and told me that he will be posting his concerns on all media channels and that he, his family, and as many other people he can convince will never purchase any Honda vehicles again. I apologized that he felt that way and informed him that if he was able to obtain proof that there was a malfunction with his vehicle that caused the accident he can call me back and we would be more than happy to reopen his case. the client informed

Case History**Case ID :** N012014-04-0101369**Case Title :** 10H(STEPHEN WADE)-[REDACTED] - DRIVER SIDE WINDOW/TRANSMISSION SLIPPING

me that after the vehicle is fixed he will be getting rid of it ASAP and will have nothing to do with Honda again. The client then terminated the call.

***** CASE MODIFY 7/11/2014 1:08:36 PM, jwebb**

into WIP 10H and Status of Solving.

***** SUBCASE N012014-04-0101369-4 CLOSE 7/11/2014 1:08:54 PM, jwebb**

Status = Solving, Resolution Code = Instruction Given

***** CASE CLOSE 7/11/2014 1:08:54 PM, jwebb**

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

Case Details

Case ID : N012013-02-0100156 Division : Honda - Auto Condition : Closed Open Date : 2/1/2013 7:11:59 AM
 Case Originator : Lisa Gettler (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 9/9/2013 2:41:07 PM
 Case Owner : Corey Kruisheer (Team L1) Method : Fax Queue : Days Open : 220
 Last Closed By : Corey Kruisheer (Team L1) Point of Origin : Third Party Wipbin :
 Case Title : 3G- [REDACTED] -URGENT-ACCIDENT/STEERING WHEEL ISSUE/Front AIRB No. of Attachments : 4

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCR3F85D [REDACTED]
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CR3F8DJNW / A
 Miles / Hours : 3,000
 In Service Date : 11/13/2012
 Months In Use : 3
 Engine Number : J35Y11203606
 Originating Dealer No. / Name : 206602 / GILLMAN HONDA
 Selling Dealer No. / Name : 206602 / GILLMAN HONDA
 Trim : EX-LV6
 No. Of Doors : 4
 Transmission Code : 6AT
 Exterior Color : SX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207447 / MIKE SMITH HONDA
 Phone No. : 409-833-7100
 Address : [REDACTED]
 City / State / Zip : [REDACTED]
 Svc District / Sls District : [REDACTED]
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-02-0100156-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Accident/Injury	510	Steering Column
N012013-02-0100156-2 / [REDACTED] - PRODUCT	Subcase Close	Product	Accident/Injury	752	SRS

Issue Details

Issue ID : N012013-02-0100156-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lisa Gettler	Type 1 : Product	Status : Subcase Close	Open Date : 2/1/2013 7:23:18 AM
Issue Owner : Amanda Harlan	Type 2 : Accident/Injury	Queue :	Close Date : 2/4/2013 10:38:43 AM
Issue Title : ██████████ - PRODUCT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Other 510X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to 3rdParty
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Deaths And Injuries Info :

Deaths Or Injuries Reported Flag On / By : 02/01/2013 / lgettler
 Method : Verbal only
 Date Method Updated On / By : 02/01/2013 / lgettler
 Incident Location : TX
 Incident Date : 02/01/2013
 # of Deaths : 0
 # of Persons with Serious Injuries : 0
 # of Persons with Non - Serious Injuries : 2

Component Category 1 :	01 - Steering System
Component Category 2 :	NA - Please Specify
Component Category 3 :	NA -
Component Category 4 :	NA - Please Specify
Component Category 5 :	NA - Please Specify

Issue Details

Issue ID : N012013-02-0100156-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lisa Gettler	Type 1 : Product	Status : Subcase Close	Open Date : 2/1/2013 2:17:48 PM
Issue Owner : Amanda Harlan	Type 2 : Accident/Injury	Queue :	Close Date : 2/4/2013 10:38:43 AM
Issue Title : ██████████ - PRODUCT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-02-0100156

Case Title : 3G- [REDACTED] -URGENT-ACCIDENT/STEERING WHEEL ISSUE/FRONT AIRBAG DEP

*** CASE CREATE 2/1/2013 7:11:59 AM, lgettler

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

*** NOTES 2/1/2013 7:22:01 AM, lgettler, Action Type : Call from Customer

I updated the customers contact information.

The customers best contact number is

Updated phone number: Yes

Updated address: No

Updated email address: Yes

The customer stated that she was just in an accident. The customer stated that someone was coming in her lane and she went over to the side to miss them, and the steering wheel just kept spinning like it wasn't connected to the tires. The customer stated that the tow truck and police officer said that it looked like a manufacturer's defect because even if you touch it now the steering wheel just keeps spinning around and around. The customer stated that the accident happened at 8:40 am today in Beaumont TX on highway 69 South. The customer stated that she was on a two way highway on the inner left lane, and the other vehicle came over into her lane and she was moving more to the left and the steering wheel started spinning - no matter how much she tried to keep it straight it was just spinning around and around. The customer stated that the vehicle was towed to an IRF collision center. The customer stated that she has not yet contacted her insurance company. The customer stated that she would like AH to inspect the vehicle because this has never happened to her ever before. The customer stated that she doesn't think this should occur on a brand new vehicle and she would really like AH to look into it because this could have caused major issues. The customer stated that she is going to go get her arm checked out (she hit the embankment, which was why the vehicle stopped and then spun across the highway) because her airbag deployed and her arm is very sore. The customer stated that she is also going to get her son checked out but they did not require the ambulance.

I advised the customer that she should contact her insurance company and let them know about the incident, and let them know about her request to have the vehicle inspected. I advised the customer that her insurance company would be her best advocate in this situation and they have their own process for contacting AH for any requests such as an inspection. I advised the customer that I would document the information with AH. I provided the customer with the case number.

The customer understood the information presented and no further assistance is needed.

*** CASE MODIFY 2/1/2013 7:22:54 AM, lgettler

into WIP default and Status of Solving.

*** SUBCASE N012013-02-0100156-1 CREATE 2/1/2013 7:23:18 AM, lgettler

Created in WIP Default with Due Date 2/1/2013 7:23:18 AM.

*** SUBCASE N012013-02-0100156-1 INJURIES/DEATH CHANGES 2/1/2013 7:23:32 AM, lgettler

Initial setting of Injuries/Death method to Verbal only

*** SUBCASE N012013-02-0100156-1 INJURIES/DEATH CHANGES 2/1/2013 7:23:54 AM, lgettler

Changed Injuries/Death Reported from No to Yes

*** SUBCASE N012013-02-0100156-1 MODIFY 2/1/2013 7:23:54 AM, lgettler

into WIP default and Status of Solving.

*** CASE MODIFY 2/1/2013 7:24:28 AM, lgettler

into WIP default and Status of Solving.

*** SUBCASE N012013-02-0100156-1 YANKED 2/1/2013 1:47:01 PM, dharvill

Yanked by dharvill into WIPbin default.

Case History

Case ID : N012013-02-0100156

Case Title : 3G- [REDACTED] -URGENT-ACCIDENT/STEERING WHEEL ISSUE/FRONT AIRBAG DEP

*** CASE YANKED 2/1/2013 1:47:16 PM, dharvil1
Yanked by dharvil1 into WIPbin default.

*** CASE ASSIGN 2/1/2013 1:49:01 PM, dharvil1
N012013-02-0100156 to lgettler, WIP

*** CASE RULE ACTION 2/1/2013 1:49:01 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012013-02-0100156-2 CREATE 2/1/2013 2:17:48 PM, lgettler
Created in WIP Default with Due Date 2/1/2013 2:17:48 PM.

*** CASE MODIFY 2/1/2013 2:18:06 PM, lgettler
into WIP default and Status of Solving.

*** CASE MODIFY 2/1/2013 2:18:56 PM, lgettler
into WIP default and Status of Solving.

*** CASE MODIFY 2/1/2013 2:20:30 PM, lgettler
into WIP default and Status of Solving.

*** CASE YANKED 2/1/2013 2:23:56 PM, dharvil1
Yanked by dharvil1 into WIPbin default.

*** SUBCASE N012013-02-0100156-2 YANKED 2/1/2013 2:24:27 PM, dharvil1
Yanked by dharvil1 into WIPbin default.

*** CASE MODIFY 2/1/2013 2:25:34 PM, dharvil1
into WIP default and Status of Solving.

*** SUBCASE N012013-02-0100156-2 ASSIGN 2/1/2013 2:26:16 PM, dharvil1
N012013-02-0100156-2 to aharlan, WIP

*** SUBCASE N012013-02-0100156-2 RULE ACTION 2/1/2013 2:26:17 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012013-02-0100156-1 ASSIGN 2/1/2013 2:26:37 PM, dharvil1
N012013-02-0100156-1 to aharlan, WIP

*** SUBCASE N012013-02-0100156-1 RULE ACTION 2/1/2013 2:26:38 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/1/2013 2:26:51 PM, dharvil1
into WIP default and Status of Solving.

*** CASE ASSIGN 2/1/2013 2:26:56 PM, dharvil1
N012013-02-0100156 to aharlan, WIP

*** CASE RULE ACTION 2/1/2013 2:27:00 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 2/4/2013 10:38:35 AM, aharlan, Action Type : Note-General
I reviewed and closed this case.

Case History

Case ID : N012013-02-0100156

Case Title : 3G- [REDACTED] -URGENT-ACCIDENT/STEERING WHEEL ISSUE/FRONT AIRBAG DEP

*** SUBCASE N012013-02-0100156-2 CLOSE 2/4/2013 10:38:43 AM, aharlan

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012013-02-0100156-1 CLOSE 2/4/2013 10:38:43 AM, aharlan

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/4/2013 10:38:44 AM, aharlan

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

*** CASE REOPEN 2/6/2013 6:34:36 AM, mtaylor

with Condition of Open and Status of Solving.

*** NOTES 2/6/2013 6:41:12 AM, mtaylor, Action Type : Call from Customer

The customer contacted ACS and stated that she was told that someone would come down to inspect the vehicle. She stated that she wanted to know if this had been scheduled or not. She stated that she spoke with Joe at Mike Smith Honda who called her the same day that this happened and advised her that they would come out and have someone inspect the vehicle along with her insurance company, Geico.

ACS empathized with the customer and documented her concern. ACS advised the customer that she should contact Joe and he should further be able to advise her of when they will be inspecting her vehicle. ACS advised the customer if she does need further assistance to please feel free to contact us back.

The customer required no further assistance at this time.

*** CASE CLOSE 2/6/2013 6:41:15 AM, mtaylor

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

*** CASE REOPEN 2/7/2013 12:07:20 PM, grijos

with Condition of Open and Status of Solving.

*** NOTES 2/7/2013 12:08:59 PM, grijos, Action Type : Call from Customer

Customer stated she is waiting to hear from AH to verify when someone will be out to look at her vehicle. ACS informed customer her insurance company would have to submit a letter to AH. Customer stated she will contact her insurance company to see if letter has been sent. Customer thanked me and required no further assistance.

*** CASE CLOSE 2/7/2013 12:09:03 PM, grijos

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

*** CASE REOPEN 2/11/2013 6:42:26 AM, lgettler

with Condition of Open and Status of Solving.

*** NOTES 2/11/2013 6:42:34 AM, lgettler, Action Type : Call from Customer

The customer called ACS because she wanted to speak to the legal department. The customer stated that the dealer advised her to call ACS and we would provide her with the phone number.

I advised the customer that the legal department did not have a customer contact number that I could provide for her, but I offered to provide her with the address for our legal department.

The customer stated that she would like the phone number for a regional office and manager.

I advised the customer that I did not have phone numbers for the DPSM, but that the dealership could assist her by setting up an appointment with the DPSM.

Case History

Case ID : N012013-02-0100156

Case Title : 3G- [REDACTED] -URGENT-ACCIDENT/STEERING WHEEL ISSUE/FRONT AIRBAG DEP

The customer stated that the dealer told her to call here. The customer stated that she would like to speak to a supervisor.

*** NOTES 2/11/2013 6:55:39 AM, lgettler, Action Type : Call from Customer

I advised the customer that she should continue to work with her insurance company to determine if they had submitted in writing her request to have AH inspect the vehicle. I advised the customer that our office specifically did not handle the inspection process, and the request would need to be made in writing from her insurance company.

The customer stated that her insurance company advised her that they sent the letter. The customer stated that she did not know when they sent the letter.

I advised the customer that AH would be able to move forward in this case when the letter was received. I provided the customer with the address for the legal department 1919 Torrance Blvd Torrance, CA 90501

No further assistance is needed.

*** CASE MODIFY 2/11/2013 6:56:26 AM, lgettler
into WIP default and Status of Solving.

*** CASE CLOSE 2/11/2013 6:56:27 AM, lgettler
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/15/2013 11:39:58 AM, jpacheco
with Condition of Open and Status of Solving.

*** CASE MODIFY 2/15/2013 11:55:37 AM, jpacheco
into WIP default and Status of Solving.

*** NOTES 2/15/2013 12:04:20 PM, jpacheco, Action Type : Call from Customer

[REDACTED]
BEAUMONT TX [REDACTED]
Case ID: N012013-02-0100156

Customer said that her insurance agent spoke to her supervisor who said that there is no reason for why they should contact us in writing. She said that Kevin the SM diagnosed that her steering wheel had a defect prior to the accident. She said that the new SM Mark advised her that the DPSM inspected the vehicle yesterday and found that there was a broken tire rack because the vehicle hit something. She advised the SM that she did hit the median but because the steering wheel was unresponsive. She asked if they found out what was the problem with the steering wheel and SM said they were unsure. She said as far as she knows they haven't even put the vehicle up on a lift.

Customer said that at this point she doesn't even want us to fix the car as she doesn't feel safe in it. She said that her insurance company is only agreeing to fix the outside damage but not the steering wheel which was a defect. She said that the police officer, towing guy, and body shop at the dlrship all said that her steering wheel was defective. Customer thinks this caused her accident.

ACS advised that I will forward this to a CM who will contact her no later than 1 business day. I advised that we would review her concern further with the dlr. Case dispatched.

*** CASE MODIFY 2/15/2013 12:05:32 PM, jpacheco

Case History

Case ID : N012013-02-0100156

Case Title : 3G- [REDACTED] -URGENT-ACCIDENT/STEERING WHEEL ISSUE/FRONT AIRBAG DEP

into WIP default and Status of Solving.

*** NOTES 2/15/2013 12:07:45 PM, tspencer, Action Type : Note-General

Team Lead TS reviewed the case and instructed the Specialist to fwd to a CM for clarification with the DLR and DPSM.

*** CASE MODIFY 2/15/2013 12:12:37 PM, jpacheco

into WIP default and Status of Solving.

*** CASE DISPATCH 2/15/2013 12:12:53 PM, jpacheco

from WIP default to Queue Honda Team C.

*** NOTES 2/15/2013 12:22:36 PM, jpacheco, Action Type : Note-General

Customer also mentioned that her lawyer told her to give us time to address the issue but if not then she can take the legal route.

*** CASE ACCEPT 2/15/2013 4:39:35 PM, ksulliva

from Queue Honda Team C to WIP default.

*** NOTES 2/18/2013 5:15:35 PM, ksulliva, Action Type : Call to Customer

Called customer and she advised that the sm and the dpsm inspected the vehicle from the outside and never looked in the vehicle. Customer stated that since Friday the dlr her insurance company have agreed to take the vehicle apart and inspect the vehicle. Customer stated that she doesn't feel that the vehicle is unsafe because the steering wheel has too much play in it and that is the reason that the accident happened. Customer stated that she doesn't want to drive the vehicle anymore. Customer stated that she has contacted a lawyer and if something is not done by the end of the month they will take the case. Customer stated that her vehicle has been in the body shop since 2/1 and it was not until Friday that someone agreed to come out and inspect the vehicle. I advised that any time a vehicle is involved in an accident and the insurance company feels that the vehicle is at fault, the insurance company should contact our legal dept. Customer stated that her insurance company stated they never had to do that before. I apologized for the failure and the frustration and advised that I will follow up with the sm and the dpsm and call her back on 2/22, customer thanked me and ended call.

*** COMMIT 2/18/2013 5:15:40 PM, ksulliva, Action Type : N/A

call cust.call dlr .call dpsm

*** NOTES 2/22/2013 2:38:30 PM, ksulliva, Action Type : Call to Dealer

Called dlr and left message for Mark(sm)

*** NOTES 2/22/2013 2:39:19 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** NOTES 2/22/2013 2:39:38 PM, ksulliva, Action Type : Field Service

Called dpsm and left message.

*** CASE FULFILL 2/22/2013 2:39:46 PM, ksulliva

Fulfilled for [REDACTED] due 02/21/2013 12:00:00 AM.

*** COMMIT 2/22/2013 2:39:47 PM, ksulliva, Action Type : N/A

call cust.call dlr and dpsm

*** CASE YANKED 2/26/2013 2:58:06 PM, ejovel

Yanked by ejovel into WIPbin default.

*** NOTES 2/26/2013 3:06:20 PM, ejovel, Action Type : Letter/Fax

On 2/26/13 ACS received from Mediation a NCDS arbitration application #HON130006 stating:

"Honda to repurchase vehicle, refund money paid for a car payment while Honda made no attempts to fix the vehicle. Other damages"

Case History

Case ID : N012013-02-0100156

Case Title : 3G-GRAVES, [REDACTED] -ACCIDENT/STEERING WHEEL ISSUE/FRONT AIRBAG DEP

*** CASE ASSIGN 2/26/2013 3:06:30 PM, ejovel

N012013-02-0100156 to ksulliva, WIP †

*** CASE RULE ACTION 2/26/2013 3:06:30 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ADD ATTACHMENT 2/26/2013 3:15:19 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-02-0100156_1.PDF

*** NOTES 2/26/2013 3:18:57 PM, ksulliva, Action Type : Call from Dealer

Received call from service manager and was advised that the customer's insurance company inspected the vehicle and concluded that the impact caused the failure of the tie rods and they also advised that the vehicle may have hydroplaned.

*** CASE FULFILL 2/26/2013 3:19:04 PM, ksulliva

Fulfilled for NIYA GRAVES due 02/25/2013 12:00:00 AM.

*** COMMIT 2/26/2013 3:19:06 PM, ksulliva, Action Type : N/A

call cust/call dlr

*** NOTES 2/28/2013 10:45:47 AM, cgordon, Action Type : Call from Customer

Verified Customers Information

Best contact number: [REDACTED]

Customer called to speak with their CM regarding their case. ACS contacted their CM and was informed that it was okay to transfer the customer. ACS informed the customer that their CM was available and transferred the call. ACS also provided the customer with their CM extension number.

Customer thanked ACS and needed no further assistance.

*** NOTES 2/28/2013 11:30:07 AM, ksulliva, Action Type : Call from Customer

Received call from customer and she advised that her vehicle has been at the dlr/body shop for one month as a result of an accident. Customer stated that her insurance company has agreed to repair the tire rods but, her concern is with the steering because it is spinning and there is no power in the steering and the horn is not working. Customer stated that the dlr/body shop is asking her insurance company to repair the steering concern but, her insurance company believes that the vehicle was at fault and that AHM should cover the costs.

I apologized for the inconvenience and advised that if her insurance company feels that our vehicle is at fault, they will need to subrogate us. Customer stated that her insurance company has requested that a representative from AHM inspect the steering on the vehicle and they have not done so. I advised that I will follow up with the dlr and call her back today.

*** NOTES 2/28/2013 11:31:09 AM, ksulliva, Action Type : Call to Dealer

Called dlr and left message for Mark(sm)

*** NOTES 2/28/2013 11:40:07 AM, ksulliva, Action Type : Call from Dealer

Received call from Mark(sm) and he advised that the collision caused the tire rod broke off into the rack and pinion. Mark stated that the dpsm went to the body shop and inspected the vehicle and advised that the tire rods were broken as a result of the collision. Mark also stated that the customer must give the body shop authorization to repair the vehicle and she has not done so. Mark stated that the customer has expressed that she does not want the vehicle and she wants AHM to replace the vehicle.

*** NOTES 2/28/2013 4:55:53 PM, ksulliva, Action Type : Call to Customer

Called customer and she advised that her insurance will not approve replacement of the steering rack because there has not been an inspection of the part. I

Case History

Case ID : N012013-02-0100156

Case Title : 3G- [REDACTED] -URGENT-ACCIDENT/STEERING WHEEL ISSUE/FRONT AIRBAG DEP

advised that I will call the dlr and call her back on 3/5, call ended.

*** CASE FULFILL 2/28/2013 4:56:03 PM, ksulliva

Fulfilled for [REDACTED] due 02/28/2013 12:00:00 AM.

*** COMMIT 2/28/2013 4:56:04 PM, ksulliva, Action Type : N/A

call cust.call dlr

*** CASE RULE ACTION 3/1/2013 7:11:59 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 3/5/2013 10:22:14 AM, ksulliva, Action Type : Call to Dealer

Called dlr and left message for Mark(sm) requesting copies of the repair orders.

*** NOTES 3/5/2013 10:45:31 AM, ksulliva, Action Type : Field Service

Called dpsm and he advised that the vehicle was not put on a lift when he inspected it. Dpsm stated that the tire rod was ripped out of the gear box upon impact.

*** NOTES 3/5/2013 10:54:57 AM, ksulliva, Action Type : Call from Dealer

Received call from Mark(sm) and he advised that the repair order is still open because the customer's vehicle has not been repaired. Mark stated that the customer's insurance company has given authorization to repair the tire rods but, will not authorize the repair of the rack and pinion because the insurance company and the customer feel that there is a defect. Mark stated that the customer has to give authorization to the dlr to start repairs and she will not because she wants AHM to pay for the repairs. Mark stated that he has been contacted by AHM's legal dept and they will be on a conference call with the customer's insurance company this afternoon, the legal dept will also be sending out an inspector to the dlr.

*** NOTES 3/6/2013 10:07:07 AM, ksulliva, Action Type : Note-General

Received communication from HNA Law that the customer's vehicle is to be returned to her and she will be advised to work with her insurance company.

*** NOTES 3/6/2013 10:28:43 AM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Mark(sm) and he advised that he spoke with HNA law and was advised that the customer will need to work with her insurance company. Mark stated that he will contact Geico and advise agent that the customer will need to decide if she will have the vehicle repaired or remove it from the dlr.

*** NOTES 3/6/2013 11:15:56 AM, ksulliva, Action Type : Call to Customer

Called customer and advised that the dlr has been communicating with the legal dept for AHM and Mark(sm) should be contacting her to advise her of her options. I advised that our legal dept may be sending an investigator to the dlr but, I do not have specific information about that at this time. Customer stated that her insurance company has contacted the dlr and asked them to take apart the rack and pinion and the dlr has yet to comply. Customer stated that she and her insurance company are not convinced that repairing the clock spring, the tie rods and the rack and pinion is the only problem. I advised that at this point she will need to continue to work with her insurance company in an effort to resolve her outstanding concerns. Customer thanked me for following up with her and ended call.

*** CASE FULFILL 3/6/2013 11:16:45 AM, ksulliva

Fulfilled for [REDACTED] due 03/04/2013 12:00:00 AM.

*** COMMIT 3/6/2013 11:16:46 AM, ksulliva, Action Type : N/A

review with rm

*** CASE ADD ATTACHMENT 3/6/2013 4:30:18 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-02-0100156_2.pdf

*** NOTES 3/7/2013 9:50:28 AM, ksulliva, Action Type : Call from Dealer

Received call from Mark(sm) and he advised that there will be no inspection from AHM because customer's lawyer has dropped her case. Mark stated that the

Case History

Case ID : N012013-02-0100156

Case Title : 3G-GRAVES, [REDACTED] CCIDENT/STEERING WHEEL ISSUE/FRONT AIRBAG DEP

customer came by the dlr stating that she would like to be present during the inspection.

*** NOTES 3/7/2013 9:50:46 AM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** NOTES 3/7/2013 10:47:02 AM, ksulliva, Action Type : Call from Customer

Received call from customer and advised that I have spoke with Mark(sm) and he advised that she came by the dlr and asked when an inspector from AHM would be coming to the dlr? I advised that there would be no inspection from AHM at this time because her lawyer has dropped her case. I advised that at this time AHM would not be involved in this as she would need to continue to work with her insurance company. Customer stated that she is not satisfied with her experience with Mark(sm) and I apologized and that she will need to escalate this through the dlr.

*** NOTES 3/7/2013 10:51:24 AM, ksulliva, Action Type : Call from Dealer

Received call from Mark(sm) and he advised that an adjuster from the customer's insurance company came to the dlr and was able to see that all the gears inside the rack and pinion are moving and authorized the repair of the steering. Mark stated that the horn is not working because the clock spring has not been repaired and the clock spring breaks in the event that the steering wheel is turned seven full times.

*** NOTES 3/12/2013 4:35:09 PM, jstradfo, Action Type : Note-General

Rm reviewed the case

*** CASE CLOSE 3/13/2013 10:04:44 AM, ksulliva

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

*** CASE REOPEN 4/2/2013 12:50:24 PM, ejovel

with Condition of Open and Status of Solving.

*** NOTES 4/2/2013 12:54:09 PM, ejovel, Action Type : Letter/Fax

On 4/2/13 ACS received from Mediation a BBB call record #HON1315962 stating:

"Re purchase. Due to several attempts for Honda to inspect the vehicle and there poor correspondence I no longer wish to own a Honda vehicle. Prior to this a replacement would have been sufficient. This car is a serious safety hazard and Honda needs to take responsibility for their product."

*** CASE MODIFY 4/2/2013 12:54:14 PM, ejovel

into WIP default and Status of Solving.

*** CASE DISPATCH 4/2/2013 12:55:00 PM, ejovel

from WIP default to Queue Honda Team G.

*** CASE ADD ATTACHMENT 4/2/2013 1:00:19 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-02-0100156_3.PDF

*** CASE FORWARD 4/2/2013 1:11:29 PM, mcooley

from Queue Honda Team G to Queue Honda Team C.

*** CASE ACCEPT 4/2/2013 2:12:53 PM, ksulliva

from Queue Honda Team C to WIP default.

*** NOTES 4/3/2013 4:27:13 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** COMMIT 4/3/2013 4:27:18 PM, ksulliva, Action Type : N/A

has cust rturned my call??

*** NOTES 4/5/2013 11:59:41 AM, ksulliva, Action Type : Call from Customer

Case History

Case ID : N012013-02-0100156

Case Title : 3G-GRAVES, [REDACTED] A [REDACTED]-ACCIDENT/STEERING WHEEL ISSUE/FRONT AIRBAG DEP

Received call from customer and advised that AHM's position has not changed and that she would need to work with her insurance company. Customer stated that she does have a lawyer and they will be contacting our office. I advised that correspondence will be sent to our legal dept. Customer ended call.

*** CASE CLOSE 4/5/2013 11:59:56 AM, ksulliva

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

*** CASE REOPEN 4/10/2013 10:42:42 AM, ejovel

with Condition of Open and Status of Solving.

*** NOTES 4/10/2013 10:55:20 AM, ejovel, Action Type : Letter/Fax

On 4/10/13 ACS received from Mediation a BBB call record #HON1316648 stating:

"Repurchase. Due to several attempts for Honda to inspect the vehicle and there poor correspondence I no longer wish to own a Honda vehicle. Prior to this a replacement would have been sufficient. This car is a serious safety hazard and Honda needs to take responsibility for their product."

*** CASE DISPATCH 4/10/2013 10:56:55 AM, ejovel

from WIP default to Queue Honda Team C.

*** CASE ADD ATTACHMENT 4/10/2013 11:00:21 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-02-0100156_4.PDF

*** CASE ACCEPT 4/10/2013 2:43:18 PM, ksulliva

from Queue Honda Team C to WIP default.

*** CASE MODIFY 4/11/2013 9:46:51 AM, ksulliva

into WIP default and Status of Solving.

*** NOTES 4/12/2013 12:22:50 PM, ksulliva, Action Type : Note-General

Received notification from the mediation dept to close my case.

*** CASE CLOSE 4/12/2013 12:23:03 PM, ksulliva

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

*** CASE REOPEN 9/9/2013 2:36:09 PM, ckruishe

with Condition of Open and Status of Solving.

*** NOTES 9/9/2013 2:40:27 PM, ckruishe, Action Type : HNA Law

Received call from HNA requesting previous case history for this consumer as her counsel has filed suit against AHM. Forwarded cases and supporting documentation for N012013-02-0100156 and N042013-04-1201025

*** CASE CLOSE 9/9/2013 2:41:07 PM, ckruishe

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

Case Details

Case ID : N012013-01-2200009	Division : Honda - Auto	Condition : Closed	Open Date : 1/22/2013 6:07:05 AM
Case Originator : Sean Scott (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/11/2013 10:08:08 AM
Case Owner : Farah Sosa (Team HG)	Method : Phone	Queue :	Days Open : 20
Last Closed By : Farah Sosa (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : (DANBURY) 05E - [REDACTED] - STEERING WHEEL LOCK/ASSISTANCE RE No. of Attachments : 1			

Site / Contact Info :

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

Product Info :

Unit Owner :	UNKNOWN UNKNOWN UNKN
VIN Type / No. :	US VIN / 1HGCR2F32DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F3DEW / A
Miles / Hours :	2,000
In Service Date :	11/19/2012
Months In Use :	2
Engine Number :	K24W11404213
Originating Dealer No. / Name :	207664 / LIBERTY HONDA
Selling Dealer No. / Name :	207664 / LIBERTY HONDA
Trim :	LX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207994 / HONDA OF DANBURY
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	05E / F05
Warranty Labor Rate / Date :	\$124.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-01-2200009-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-01-2200009-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Farah Sosa	Type 1 : Product	Status : Subcase Close	Open Date : 1/23/2013 6:48:23 AM
Issue Owner : Farah Sosa	Type 2 : Operation	Queue :	Close Date : 2/11/2013 10:08:08 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Other 510X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Forward to Mediation, Documented Concern
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-01-2200009

Case Title : (DANBURY) 05E - [REDACTED] - STEERING WHEEL LOCK/ASSISTANCE REQUEST

*** CASE CREATE 1/22/2013 6:07:05 AM, sscott2

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

*** CASE MODIFY 1/22/2013 6:26:59 AM, sscott2

into WIP default and Status of Solving.

*** CASE MODIFY 1/22/2013 6:27:11 AM, sscott2

into WIP default and Status of Solving.

*** NOTES 1/22/2013 6:36:50 AM, sscott2, Action Type : Call from Customer

I verified the customer's contact information

The customer's best contact number [REDACTED]

The customer stated that she purchased the vehicle for her 16 year old daughter to drive. The customer stated that the power steering locked up a couple of times while her daughter was driving. The customer stated that the steering locked on her daughter for the third time on a faster highway, she was able to pull over, and her daughter called her to pick her up at her location because she was scared to drive the vehicle. The customer stated that she has taken the vehicle to the dlr 3 times repair the steering. The customer stated that the first two times she took the vehicle to the dlr they confirmed that there was a problem with the steering wheel locking after diagnosis of the vehicle and the steering locked on her while driving off of the lot. The customer stated that the third time she took the vehicle to the dlr, they wanted to keep the vehicle to drive it for a couple of hundred miles to try to get the indicators that have come on to go off. The customer stated that she is afraid to drive the vehicle and was considering the lemon law. After empathizing with the customer, I informed her that I would dispatch her case to a case manager. The customer was given her case number. I informed the customer that her case would be reviewed on a case by case basis and that a CM would contact her by the end of the next business day.

The customer understood and required no further assistance

*** CASE MODIFY 1/22/2013 6:36:55 AM, sscott2

into WIP default and Status of Solving.

*** CASE DISPATCH 1/22/2013 6:37:35 AM, sscott2

from WIP default to Queue Honda Team G.

*** CASE MODIFY 1/22/2013 6:37:36 AM, sscott2

into WIP default and Status of Solving.

*** CASE YANKED 1/23/2013 6:04:12 AM, fsosa

Yanked by fsosa into WIPbin default.

*** NOTES 1/23/2013 6:34:05 AM, fsosa, Action Type : Call to Customer

ACS called 8603548185 and reached VM. ACS left message introducing RCM and thanking Mrs. Robinson for the opportunity to review her concern. ACS inquired if in this last incident the vehicle was taken to a Honda dealer, which Honda dealer and who is assisting her should this be the case. Otherwise ACS suggested to take the vehicle to the dealer to perform further inspection and then determine further actions. ACS provided RCM contact information and work hours.

*** SUBCASE N012013-01-2200009-1 CREATE 1/23/2013 6:48:23 AM, fsosa

Created in WIP Default with Due Date 1/23/2013 6:48:23 AM.

*** NOTES 1/23/2013 6:50:19 AM, fsosa, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Case History

Case ID : N012013-01-2200009

Case Title : (DANBURY) 05E - [REDACTED] - STEERING WHEEL LOCK/ASSISTANCE REQUEST

The customer [REDACTED] contacted our office regarding Power Steering concerns. According to the customer, the vehicle has been repaired twice for power steering locking up and it happened a third time at highway speeds. I will contact your dealer to gather feedback on this concern.

Thank you for your attention to this matter.

Farah Sosa
Regional Case Manager
Automobile Customer Relations
American Honda Motor Co., Inc.
Direct: [REDACTED]
Fax: [REDACTED]

*** NOTES 1/23/2013 7:00:35 AM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] and reached [REDACTED]. She informed that the vehicle has been at Danbury Honda since Friday 01/18. The SM called her yesterday and advised that they will drive the vehicle for several miles to duplicate problem. The customer stated that the last incident happened about 1000 and is a safety matter since the vehicle goes off the road when steering locks. The customer stated she bought the vehicle from Liberty Honda but goes to Honda of Danbury for service and repairs. They have done repairs 2 times and then assured her that the power steering was working fine. ACS empathized with her concern and advised we would like to make sure that she has a reliable product for which further research is needed. The dealer contacts different areas to ensure repairs are done accordingly. [REDACTED] advised that the technical area called the dealer after her second time repairs, asking if the customer had been back and now she is; she finds this situation odd. The (?) goes on when steering locks up.

The customer expressed she is extremely concerned as she bought this vehicle will all new safety features since it is her 16yr old daughter driving it, she wants her daughter to be safe and she could have gotten killed going at 45mph or more when the steering locked. The customer has no guarantee that this is going to happen again, she needs a guarantee coming from AHM. The dealer keeps telling her that it could be the battery as well. The customer does not wish to profit in any way, this vehicle is unsafe and should not be on the road. She is a lawyer and is considering pursuing lemon law. The customer inquired when Honda takes the unsafe car from the customer. ACS informed we are interested in the safety of our customers. ACS advised that the reason for RCM to inquire if the vehicle is already at the dealer is for us to review this matter further as we need to consider the possibilities for a fix if available. At this time I cannot advise her when is the vehicle taken from the customer as I must do research on this concern. The customer understood and will wait for RCM call. RCMs extension was provided.

*** CASE MODIFY 1/23/2013 7:00:37 AM, fsosa
into WIP default and Status of Solving.

*** CASE MODIFY 1/23/2013 8:30:13 AM, fsosa
into WIP default and Status of Solving.

*** NOTES 1/23/2013 8:51:18 AM, fsosa, Action Type : Call to Dealer

ACS called Honda of Danbury and reached SM Jays VM. RCM left message informing of customers concern and requesting a call back to gather current status of vehicle. ACS suggested getting DPSM involved if this has not been the case yet.

*** CASE MODIFY 1/23/2013 8:51:22 AM, fsosa
into WIP default and Status of Solving.

*** COMMIT 1/23/2013 8:51:28 AM, fsosa, Action Type : N/A

DANBURY - p/s, call dealer

*** CASE MODIFY 1/23/2013 8:52:17 AM, fsosa

Case History

Case ID : N012013-01-2200009

Case Title : (DANBURY) 05E - [REDACTED] - STEERING WHEEL LOCK/ASSISTANCE REQUEST

into WIP default and Status of Solving.

*** NOTES 1/24/2013 8:16:44 AM, fsosa, Action Type : Call from Dealer

SM Jay called and advised that the complaint is that the power steering stopped working. Tech Line got involved. In December when they first addressed concern tech line advised to do a wiring pin fit jack to ensure that there was not a loose connection. ECM was also updated. They same day when the customer drove the vehicle out of the dealer, the power steering locked again and they took the vehicle back. The dealer put 100mi on the vehicle and issue didnt happen again. This week, the customer took the vehicle back on Monday since it locked again while her daughter was driving. They found codes found for motor angle sensor 71-01 71-03, also if the battery voltage is low it could trigger something like that; the battery tested weak and they installed a new battery. The next step suggested by tech line was to replace electronic p/s control unit. SM drove the vehicle himself with the customers permission. He drove it home over night, he drove it again in the morning and later during the day the power steering locked on him at 55mph with no warning. Back at the dealer they installed the P/S control unit. Tech line asked to check 2 connectors which they are doing now and they will again to a pin fit test however he does not feel comfortable returning the vehicle to the customer yet. He has updated Mrs. Robinson in what is transpiring and the customer does not want the vehicle back. The customer is an attorney but she is not seeking pursuing Lemon Law, but wishes for it to be handled by AH. The customer likes her vehicle but would like to get another one. ACS requested presenting case to DPSM to determine further actions. ACS thanked SM for the update. He will contact DPSM today.

*** CASE MODIFY 1/24/2013 8:16:50 AM, fsosa

into WIP 5E and Status of Solving.

*** NOTES 1/24/2013 12:41:21 PM, fsosa, Action Type : Call to Dealer

ACS called Honda of Danbury and reached SM Jays VM. ACS left message inquiring feedback from DPSM. ACS requested gathering and faxing ROs related to P/S concern.

*** NOTES 1/24/2013 2:22:27 PM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] at [REDACTED] and disclosure was provided. ACS shared awareness of concern and informed that we have been in contact with SM Jay reviewing this matter. SM and RCM are escalating the concern accordingly to consider the possibilities available to solve issue. ACS advised AHM must ensure that there is no fix for the vehicle before reviewing taking it from the customer and we are in that process. The customer stated that this is a safety concern and people could get killed if this vehicle fails again. In addition, the dealer would have to put thousands of miles on her vehicle to ensure that the problem is solved and it is not fair for the customer who bought a new vehicle. ACS assured Mrs. Cargain that our customers safety is a priority and because of this we are reviewing the right paths to take to solve this matter. ACS advised RCM will contact her tomorrow upon further review with other areas even if we do not have a definite solution yet. The customer thanked ACS and will wait for our call.

*** CASE FULFILL 1/24/2013 2:22:35 PM, fsosa

Fulfilled for [REDACTED] due 01/24/2013 12:00:00 AM.

*** COMMIT 1/24/2013 2:22:36 PM, fsosa, Action Type : N/A

DANBURY - p/s, call dealer

*** CASE MODIFY 1/24/2013 2:22:44 PM, fsosa

into WIP 5E and Status of Solving.

*** NOTES 1/25/2013 9:30:02 AM, fsosa, Action Type : Call from Dealer

SM Jay called and advised that DPSM was at the dealer and she is now test driving the vehicle. He is gathering ROs addressing steering lock up concern to determine further actions. He is aware that the customer is concerned about the mileage put in her new vehicle. DPSM will provide update later today.

*** NOTES 1/25/2013 1:47:35 PM, fsosa, Action Type : Field Service

ACS called DPSM who informed she drove the vehicle for 76mi and there were no incidents. She is back at Honda of Danbury and will review case with SM.

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012013-01-2200009

Case Title : (DANBURY) 05E - [REDACTED] - STEERING WHEEL LOCK/ASSISTANCE REQUEST

*** NOTES 1/25/2013 1:49:03 PM, fsosa, Action Type : Field Return Call

DPSM called ACS and informed that the dealer will have a technician drive the vehicle today and return it to the dealer tomorrow. They will put the P/S control unit removed from this vehicle in another one to determine if that was the problem. DPSM is aware that the customer does not want the vehicle back. At this time they will continue testing the vehicle before determining further actions.

*** CASE MODIFY 1/25/2013 1:49:05 PM, fsosa

into WIP 5E and Status of Solving.

*** CASE ADD ATTACHMENT 1/25/2013 2:15:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-01-2200009_1.pdf

*** NOTES 1/25/2013 2:27:46 PM, fsosa, Action Type : Call to Customer

ACS called the customer at [REDACTED] and reached VM. ACS advised RCM waited for latest update to provide her current status of review. ACS advised that our DPSM drove the vehicle today with no additional occurrences. A technician will be assigned to drive it tonight and take it back to the dealer in the morning. ACS advised we need to ensure that the vehicle is safe whether for her or a future owner. ACS advised that RCM and dealer will be in contact with her again on Monday 01/28 to provide further feedback and future actions. ACS thanked her for her patience and ensured that we are working towards our customers safety and satisfaction. ACS encouraged contacting RCM if needed.

*** CASE FULFILL 1/25/2013 2:27:54 PM, fsosa

Fulfilled for [REDACTED] due 01/25/2013 12:00:00 AM.

*** COMMIT 1/25/2013 2:27:55 PM, fsosa, Action Type : N/A

DANBURY - p/s, call dealer

*** CASE MODIFY 1/25/2013 2:28:01 PM, fsosa

into WIP 5E and Status of Solving.

*** NOTES 1/28/2013 10:36:32 AM, fsosa, Action Type : Call to Customer

ACS called Honda of Danbury and reached SM Jays VM. Message was left requesting feedback on case.

*** CASE MODIFY 1/28/2013 10:36:35 AM, fsosa

into WIP 5E and Status of Solving.

*** NOTES 1/28/2013 1:22:06 PM, fsosa, Action Type : Field Service

ACS called DPSM 05E requesting feedback on case. She will have SM contact me.

*** CASE MODIFY 1/28/2013 1:22:09 PM, fsosa

into WIP 5E and Status of Solving.

*** NOTES 1/28/2013 2:04:50 PM, fsosa, Action Type : Call from Dealer

SM called and left VM requesting a call back.

*** NOTES 1/28/2013 2:06:48 PM, fsosa, Action Type : Call to Dealer

ACS called (203) 730-5600 and Brook in Service Dept advised that SM is off for the day. ACS left VM for SM Jay requesting a call back with case update.

*** CASE FULFILL 1/28/2013 2:09:55 PM, fsosa

Fulfilled for [REDACTED] due 01/28/2013 12:00:00 AM.

*** COMMIT 1/28/2013 2:09:57 PM, fsosa, Action Type : N/A

DANBURY - p/s, call dealer

Case History

Case ID : N012013-01-2200009

Case Title : (DANBURY) 05E - [REDACTED] - STEERING WHEEL LOCK/ASSISTANCE REQUEST

*** CASE MODIFY 1/28/2013 2:10:04 PM, fsosa
into WIP 5E and Status of Solving.

*** NOTES 1/28/2013 2:20:21 PM, fsosa, Action Type : Call from Dealer

SM Jay called and advised that his technician drove the vehicle from Friday to Saturday and it did not fail. Tomorrow they will be installing the original p/s control unit and put it into a stock Accord and drive it to determine if that is the failure. He offered contacting [REDACTED] right now and provide update.

*** CASE MODIFY 1/28/2013 2:20:24 PM, fsosa
into WIP 5E and Status of Solving.

*** CASE FULFILL 1/29/2013 2:21:15 PM, fsosa

Fulfilled for [REDACTED] due 01/29/2013 12:00:00 AM.

*** COMMIT 1/29/2013 2:21:17 PM, fsosa, Action Type : N/A

DANBURY - p/s, call dealer

*** NOTES 1/29/2013 2:24:10 PM, fsosa, Action Type : Field Service

ACS talked to DPSM who informed she took the vehicle for a drive and there were no incidents. They are testing the unit in one of the stock vehicles tomorrow to determine if the issue occurs with a different vehicle. If the customer is not satisfied with the vehicle DPSM recommends to escalate the issue further.

*** NOTES 1/29/2013 2:26:12 PM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] at [REDACTED] and reached VM. ACS informed the the dealer has driven the vehicle and there were no incidents. They are testing the unit in one of the stock vehicles tomorrow to determine if the issue occurs with a different vehicle. ACS advised that currently our District representative is at dealer discussing the possibilities of assistance for the customer. ACS offered calling her again tomorrow with update.

*** CASE MODIFY 1/29/2013 2:26:15 PM, fsosa
into WIP 5E and Status of Solving.

*** NOTES 1/30/2013 2:17:34 PM, fsosa, Action Type : Call to Dealer

ACS called SM Jay and Brook in service informed she cannot locate him.

*** NOTES 1/30/2013 2:18:47 PM, fsosa, Action Type : Field Service

ACS called DPSM and she will have SM contact me.

*** NOTES 1/30/2013 2:23:45 PM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] and reached VM. ACS informed that RCM has attempted to reach SM Jay with no success. ACS advised that tomorrow morning I will attempt to reach SM to determine what has been done on their side and will provide her update.

*** CASE FULFILL 1/30/2013 2:23:55 PM, fsosa

Fulfilled for [REDACTED] due 01/30/2013 12:00:00 AM.

*** COMMIT 1/30/2013 2:23:58 PM, fsosa, Action Type : N/A

DANBURY - p/s, call dealer

*** CASE MODIFY 1/30/2013 2:24:05 PM, fsosa

into WIP 5E and Status of Solving.

*** NOTES 2/1/2013 2:27:38 PM, fsosa, Action Type : Call from Dealer

SM Jay called and left VM advising that they installed the P/S control unit in their stock Accord and the vehicle did not fail. Therefore he is not comfortable by assuring that repairs completed have fixed the problem. The customer was provided update.

Case History

Case ID : N012013-01-2200009

Case Title : (DANBURY) 05E - [REDACTED] - STEERING WHEEL LOCK/ASSISTANCE REQUEST

*** NOTES 2/1/2013 2:29:43 PM, fsosa, Action Type : Call to Dealer

ACS called Honda of Danbury and reached SM Jays VM. ACS inquired if the dealer had communicated with the customer today again. ACS requested faxing latest invoices of repairs and on Monday ACS will review further actions.

*** CASE FULFILL 2/1/2013 2:29:51 PM, fsosa

Fulfilled for [REDACTED] due 01/31/2013 12:00:00 AM.

*** COMMIT 2/1/2013 2:29:51 PM, fsosa, Action Type : N/A

DANBURY - p/s, call dealer

*** CASE MODIFY 2/1/2013 2:29:59 PM, fsosa

into WIP 5E and Status of Solving.

*** NOTES 2/5/2013 10:04:45 AM, fsosa, Action Type : Call to Dealer

ACS called Honda of Danbury and reached SM Jays VM. ACS requested a call back to gather information on repairs completed thus far in regards to customers P/S locking.

*** CASE MODIFY 2/5/2013 10:04:48 AM, fsosa

into WIP 5E and Status of Solving.

*** NOTES 2/5/2013 10:36:35 AM, fsosa, Action Type : Call from Customer

[REDACTED] called and inquired what the current status of her case is. The customer stated Honda Danbury has been great but there is no certainty that the vehicle is fixed. The customer stated she would be afraid to have that vehicle back. The customer would like to work with us in order to obtain another Honda vehicle; otherwise she would have to trade her vehicle for a Toyota if safer. The customer currently owns a cross tour, had previously owned another accord and would like to remain loyal to the company but not on that vehicle. ACS advised RCM is gathering the necessary information to determine if her case will be sent to a different department to review her request of getting another vehicle. ACS advised upon gathering and reviewing the necessary information ACS will contact her to follow up and this will be on 02/07. The customer thanked RCM for looking further into her request and will wait for news from RCM.

*** NOTES 2/5/2013 10:37:27 AM, fsosa, Action Type : Call to Dealer

ACS sent message to Honda of Danbury requesting additional invoices that could have been generated for customers case.

*** CASE FULFILL 2/5/2013 1:43:01 PM, fsosa

Fulfilled for [REDACTED] due 02/04/2013 12:00:00 AM.

*** COMMIT 2/5/2013 1:43:03 PM, fsosa, Action Type : N/A

DANBURY - m form

*** NOTES 2/6/2013 2:25:35 PM, fsosa, Action Type : Note-General

Under RM review.

*** CASE FULFILL 2/6/2013 2:25:43 PM, fsosa

Fulfilled for [REDACTED] due 02/06/2013 12:00:00 AM.

*** COMMIT 2/6/2013 2:25:44 PM, fsosa, Action Type : N/A

DANBURY - m form

*** CASE MODIFY 2/6/2013 2:25:50 PM, fsosa

into WIP 5E and Status of Solving.

*** NOTES 2/7/2013 10:29:29 AM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] at [REDACTED] and reached VM. ACS left message informing that her case has been sent to our Mediation department for

Case History

Case ID : N012013-01-2200009

Case Title : (DANBURY) 05E - [REDACTED] - STEERING WHEEL LOCK/ASSISTANCE REQUEST

further review. ACS advised this department is who evaluates the possibilities to purchase vehicles back in circumstances such as hers. ACS advised that RCM is waiting for feedback to determine if Mediation will accept her case and will update her as soon as I have further information. ACS provided RCM contact #.

*** CASE FULFILL 2/7/2013 10:29:37 AM, fsosa

Fulfilled for [REDACTED] due 02/07/2013 12:00:00 AM.

*** COMMIT 2/7/2013 10:29:38 AM, fsosa, Action Type : N/A

DANBURY - mediation?

*** NOTES 2/8/2013 9:54:53 AM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] at [REDACTED] and reached VM. ACS advised that I have been informed that our Mediation Department is reviewing information provided and further feedback will be made available to RCM on Wednesday next week, 02/13. ACS encouraged [REDACTED] to contact RCM if needed. ACS advised RCM will follow up on 02/13 or sooner if update becomes available.

*** CASE FULFILL 2/8/2013 9:55:03 AM, fsosa

Fulfilled for [REDACTED] due 02/08/2013 12:00:00 AM.

*** COMMIT 2/8/2013 9:55:05 AM, fsosa, Action Type : N/A

DANBURY - mediation?

*** CASE MODIFY 2/8/2013 9:55:18 AM, fsosa

into WIP 5E and Status of Solving.

*** NOTES 2/11/2013 7:40:17 AM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Simon

*** NOTES 2/11/2013 8:25:00 AM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] at [REDACTED] and reached VM. ACS left message advising that Mediation Dept will open a case to address her concern. ACS will be closing current case and she will be contacted by Mediation Case Manager within the next few days. ACS thanked [REDACTED] for the opportunity to review P/S concern and encouraged her to wait for call from Mediation Dept.

*** CASE FULFILL 2/11/2013 8:26:46 AM, fsosa

Fulfilled for [REDACTED] due 02/13/2013 12:00:00 AM.

*** COMMIT 2/11/2013 8:26:54 AM, fsosa, Action Type : N/A

mediation - cl?

*** CASE MODIFY 2/11/2013 8:27:12 AM, fsosa

into WIP 5E and Status of Solving.

*** CASE MODIFY 2/11/2013 8:27:17 AM, fsosa

into WIP 5E and Status of Solving.

*** SUBCASE N012013-01-2200009-1 CLOSE 2/11/2013 10:08:08 AM, fsosa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/11/2013 10:08:08 AM, fsosa

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

Case Details

Case ID : N012014-08-2501220	Division : Honda - Auto	Condition : Closed	Open Date : 8/25/2014 12:00:48 PM
Case Originator : Robyn Gray (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/3/2014 8:21:34 AM
Case Owner : Yefri Lopez (Team HD)	Method : Phone	Queue :	Days Open : 9
Last Closed By : Yefri Lopez (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 01A-(DCH HONDA OF OXNARD) [REDACTED] - STEERING WHEEL SHUDDER/ No. of Attachments : 1			

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCR3F85DA [REDACTED]
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CR3F8DJNW / A
 Miles / Hours : 3,000
 In Service Date : 06/03/2013
 Months In Use : 14
 Engine Number : J35Y11204902
 Originating Dealer No. / Name : 208581 / HONDA OF DOWNTOWN LOS ANGE
 Selling Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
 Trim : EX-LV6
 No. Of Doors : 4
 Transmission Code : 6AT
 Exterior Color : WB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207615 / DCH HONDA OF OXNARD
 Phone No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : [REDACTED]
 Svc District / Sls District : 01A / B01
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206550	WOODLAND HILLS HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-08-2501220-1 / [REDACTED] - P	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-08-2501220-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yefri Lopez	Type 1 : Product	Status : Subcase Close	Open Date : 8/26/2014 8:30:48 AM
Issue Owner : Yefri Lopez	Type 2 : Operation	Queue :	Close Date : 9/2/2014 11:44:25 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Other 510X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Warranty
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-08-2501220

Case Title : 01A-(DCH HONDA OF OXNARD)-[REDACTED] - STEERING WHEEL SHUDDER/LOCKED

*** CASE CREATE 8/25/2014 12:00:48 PM, rgray

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

*** CASE MODIFY 8/25/2014 12:10:47 PM, rgray

into WIP default and Status of Solving.

*** CASE MODIFY 8/25/2014 12:14:05 PM, rgray

into WIP default and Status of Solving.

*** NOTES 8/25/2014 12:26:00 PM, rgray, Action Type : Call from Customer

ACS Updated/ Verified Information.

BEST NUMBER [REDACTED]

EMAIL: [REDACTED]

[REDACTED] stated that they are took their vehicle into WOODLAND HILLS HONDA to have the Navigation recall (S84) completed. The dealer advised that they could not complete the recall due to parts not available. They took the vehicle home and the next day when [REDACTED] put the vehicle into reverse the steering wheel shuddered and locked up. He turned the vehicle off, then attempted to put into reverse again, but the shuddering started again. He has not moved the vehicle since this started and they are scared to drive it. He also noticed that the passenger front door panel, by the lock controls was really hot. They researched online and saw that there were multiple comments that the steering can lock up while driving. They are concerned that the vehicle is not safe to drive. [REDACTED] states that their dealer of choice is WOODLAND HILLS HONDA, but that it is 45 miles away and their AAA coverage for towing only allows 10 miles. They seeks assistance from AHM with diagnosing their vehicle steering concern. ACS asked if they would be willing to tow the vehicle to a HONDA dealer that is within the 10 miles. They said that the reputation at the two closest dealers are very poor, but if they have to they will. They chose DCH HONDA OF OXNARD. They will have the vehicle towed there this afternoon.

S84AUDIO/NAVI ODMD UPDATE 13-001

I apologized for what you are experiencing. In order to make a decision on your request/situation, your case will need to be reviewed further. Therefore, I will be dispatching your case to a Case Manager who can look into your concern further and is in a better position to give you an answer or/make a decision on your behalf. Your case manager will be contacting you by the end of the next business day. ACS appreciated customer taking the time to contact AHM to provide us with his feedback on the product and for being a part of the Honda family. ACS advised customer that the concern has been documented. Offered case #.

*** CASE MODIFY 8/25/2014 12:26:03 PM, rgray

into WIP default and Status of Solving.

*** CASE MODIFY 8/25/2014 12:26:08 PM, rgray

into WIP default and Status of Solving.

*** CASE MODIFY 8/25/2014 12:26:20 PM, rgray

into WIP default and Status of Solving.

*** CASE DISPATCH 8/25/2014 12:26:47 PM, rgray

from WIP default to Queue Honda Team D.

*** CASE YANKED 8/26/2014 8:25:02 AM, ylopez

Yanked by ylopez into WIPbin default.

*** CASE MODIFY 8/26/2014 8:28:15 AM, ylopez

Case History

Case ID : N012014-08-2501220

Case Title : 01A-(DCH HONDA OF OXNARD)-[REDACTED] - STEERING WHEEL SHUDDER/LOCKED

into WIP default and Status of Solving.

*** SUBCASE N012014-08-2501220-1 CREATE 8/26/2014 8:30:48 AM, ylopez

Created in WIP Default with Due Date 8/26/2014 8:30:48 AM.

*** COMMIT 8/26/2014 8:31:21 AM, ylopez, Action Type : N/A

Made to [REDACTED] due 08/26/2014 12:31:22 PM.

24hr call to the customer.

*** COMMIT 8/26/2014 8:31:37 AM, ylopez, Action Type :

Made to [REDACTED] due 08/29/2014 08:31:39 AM.

DCS Follow-Up

*** NOTES 8/26/2014 8:33:32 AM, ylopez, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/29/2014

This customer contacted our office regarding the following issue(s): Steering and power window switch concerns.

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

[REDACTED] put the vehicle into reverse the steering wheel shuddered and locked up. He turned the vehicle off, then attempted to put into reverse again, but the shuddering started again. He has not moved the vehicle since this started and they are scared to drive it. He also noticed that the passenger front door panel, by the lock controls was really hot.

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

Yefri Lopez

Automobile Customer Service

*** CASE MODIFY 8/26/2014 8:33:41 AM, ylopez

into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2014 8:33:46 AM, ylopez

into WIP default and Status of Solving.

*** NOTES 8/26/2014 10:50:47 AM, ylopez, Action Type : Call to Customer

ACS made contact with the customer at [REDACTED]. The customer states he was driving his vehicle in the reverse gear when noticed that the steering wheel started to shudder and then locked up. The customer noted that he was driving in a straight line at the time. The customer states he contacted DCH Honda of Oxnard and AHM regarding the issue and noted that he was told to tow the vehicle to a Honda dealership for further inspection. The customer noted he researched the vehicle condition online and found multiple complaints about the issue on the NHTSA web site. The customer expressed concerns about the safe use and operation of the vehicle. The customer also advised that the vehicles passenger side window switch was hot during the time that the steering wheel locked up. The customer is seeking assistance from AHM and requested that AHM ensure that the vehicle will not have any further steering concerns in the future. ACS apologized for the situation and I explained to the customer that AHM would ensure that the vehicle be repaired correctly. ACS will also ask DCH Honda of Oxnard to drive the vehicle extensively to ensure that the vehicle is repaired correctly. The customer noted that he was also concerned that AHM would return the vehicle to him and the vehicle would continue to have issues. ACS explained to the customer that AHM would not release the vehicle back to the customer in a condition in which the customers safety would be in jeopardy. The customer requested that AHM contact the dealership and keep the customer informed on the progress of the vehicle repair. The customer noted he spoke to SA Josh at DCH Honda of Oxnard. ACS agreed to keep the customer informed

Case History

Case ID : N012014-08-2501220

Case Title : 01A-(DCH HONDA OF OXNARD)-[REDACTED] - STEERING WHEEL SHUDDER/LOCKED

about the repair status of his vehicle. ACS offered to provide the customer with alternative transportation if needed. ACS provided my contact information for reference. ACS suggested that DCH Honda would contact the customer to provide further information and ACS requested that the AHM with at least one day for a follow up. The customer required no further assistance at this time.

*** NOTES 8/26/2014 11:39:12 AM, ylopez, Action Type : Call to Dealer

ACS made contact with SA Josh at DCH Honda of Oxnard. SA Josh states that the EPS control module was found to have an issue and the dealer has ordered the replacement part. SA Josh noted that the E.T.A for the part arrival was for 08/27/2014. ACS advised SA Josh that AHM would be paying for the customers rental vehicle expense if the customer elects accept a rental vehicle. ACS provided my authorization number for reference and suggested that he contacted the customer and provide the diagnosis status to the customer. ACS required no further assistance at this time.

*** NOTES 8/26/2014 12:20:29 PM, ylopez, Action Type : Call to Customer

ACS made contact with the customer at [REDACTED]. The customer states he received a call from DCH Honda stating that the EPS module will be replaced and noted that the part would arrive late tomorrow. ACS explained to the customer that the window switch concern could not be duplicated at this time. ACS advised the customer that AHM has asked the dealership to drive the vehicle extensively to ensure the vehicle is repaired correctly. The customer required no further assistance at this time. ACS advised the customer that I would call him back on Thursday August 28, 2014 to inquire the vehicle repair status.

*** CASE FULFILL 8/26/2014 12:21:18 PM, ylopez

Fulfilled for [REDACTED] due 08/29/2014 08:31:39 AM.

*** CASE FULFILL 8/26/2014 12:21:21 PM, ylopez

Fulfilled for [REDACTED] due 08/26/2014 12:31:22 PM.

*** COMMIT 8/26/2014 12:21:21 PM, ylopez, Action Type : N/A

Made to [REDACTED] due 08/28/2014 12:21:22 PM.

Follow up call to the customer.

*** CASE MODIFY 8/26/2014 12:21:38 PM, ylopez

into WIP default and Status of Solving.

*** NOTES 8/28/2014 11:00:52 AM, ylopez, Action Type : Note-General

ACS awaiting repair completion by DCH Honda.

*** CASE MODIFY COMMITMENT 8/28/2014 11:01:03 AM, ylopez

with [REDACTED] due 09/02/2014 12:21:22 PM.

*** CASE MODIFY 8/28/2014 11:01:05 AM, ylopez

into WIP default and Status of Solving.

*** NOTES 9/2/2014 11:39:58 AM, ylopez, Action Type : Call to Dealer

ACS made contact with SA Josh at DCH Honda. SA Josh states that the customer repairs have been completed at this time. ACS requested a copy of the customers R.O# information. SA Josh agreed to fax information to ACS. ACS required no further assistance at this time.

*** NOTES 9/2/2014 11:44:13 AM, ylopez, Action Type : Call to Customer

ACS made contact with the customer at [REDACTED]. The customer states the vehicle is operating normal at this time. The customer noted he will be traveling for the next 3 weeks and ACS is unable to provide a 2nd follow call to ensure that the vehicle is operating correctly at this time. The customer states he no longer requires assistance at this time. ACS will close the customer case pending new information or contact from the customer.

*** SUBCASE N012014-08-2501220-1 CLOSE 9/2/2014 11:44:25 AM, ylopez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/2/2014 11:44:26 AM, ylopez

Case History

Case ID : N012014-08-2501220

Case Title : 01A-(DCH HONDA OF OXNARD)-[REDACTED] STEERING WHEEL SHUDDER/LOCKED

into WIP 01A-(Jonah Rohde) and Status of Solving.

*** CASE CLOSE 9/2/2014 11:44:28 AM, ylopez

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

*** CASE REOPEN 9/2/2014 12:00:38 PM, fshariff

with Condition of Open and Status of Solving.

*** NOTES 9/2/2014 12:01:39 PM, fshariff, Action Type : Letter/Fax

On 9/2/14 ACS received a 2 page fax of a repair order from the dealership regarding previous concern.

*** CASE DISPATCH 9/2/2014 12:03:30 PM, fshariff

from WIP default to Queue Honda Team D.

*** CASE ADD ATTACHMENT 9/2/2014 12:30:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-08-2501220_1.pdf

*** NOTES 9/3/2014 8:20:31 AM, ylopez, Action Type : Call to Customer

No call necessary for the customer at this time. Case reopened for the purpose of attaching documentation.

*** CASE YANKED 9/3/2014 8:20:43 AM, ylopez

Yanked by ylopez into WIPbin default.

*** CASE CLOSE 9/3/2014 8:21:34 AM, ylopez

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

Case Details

Case ID : N012014-01-0900649	Division : Honda - Auto	Condition : Closed	Open Date : 1/9/2014 9:44:26 AM
Case Originator : Star Harris (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/22/2014 11:18:07 AM
Case Owner : Jonathan Yu (Team SM)	Method : Phone	Queue :	Days Open : 13
Last Closed By : Jonathan Yu (Team SM)	Point of Origin : Customer	Wipbin :	
Case Title : 1F (MOSS) - [REDACTED] -VEH@DLR/STEERING LOCKED/LEMON LAW			No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCT1B84DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT1B8DJNW / A
Miles / Hours :	18,500
In Service Date :	03/25/2013
Months In Use :	10
Engine Number :	K24W11454133
Originating Dealer No. / Name :	208409 / MOSS BROS. HONDA
Selling Dealer No. / Name :	208409 / MOSS BROS. HONDA
Trim :	EX-L
No. Of Doors :	2
Transmission Code :	CVT
Exterior Color :	BR
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208409 / MOSS BROS. HONDA
Phone No. :	951-486-9366
Address :	27990 EUCALYPTUS AVE.
City / State / Zip :	MORENO VALLEY, CA 92555
Svc District / Sls District :	01F / D01
Warranty Labor Rate / Date :	\$100.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-01-0900649-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-01-0900649-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 1/10/2014 4:59:08 PM
Issue Owner : Jonathan Yu	Type 2 : Operation	Queue :	Close Date : 1/22/2014 11:17:47 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Other 510X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Forward to Mediation
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-01-0900649

Case Title : 1F (MOSS) - [REDACTED] -VEH@DLR/STEERING LOCKED/LEMON LAW

*** CASE CREATE 1/9/2014 9:44:26 AM, sharris

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

*** CASE MODIFY 1/9/2014 9:53:36 AM, sharris

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2014 9:53:44 AM, sharris

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2014 9:55:38 AM, sharris

into WIP default and Status of Solving.

*** NOTES 1/9/2014 10:00:48 AM, sharris, Action Type : Call from Customer

Best callback number is [REDACTED]

The customer stated his steering wheel locks up while driving and he has taken the vehicle to the dealership 8 times for the same issue. The first repair was at 4219 mile on 6/14/13 code 850-01 and 61-11. The customer stated the EPS gear box was replaced at 7141 miles on 8/10/13. The customer stated there was a lot of trouble shooting completed when he took his vehicle in for service and each time they were able to duplicate the customer's concern. The customer stated he want to complete the Lemon Law process. He stated hw worked with different service Advisors including Frank Thompson, Joe Garza and Allen Leon. The vehicle is at the dealership being serviced now.

Apologized for his concern and advised the customer his complaint and request have been documented and will be reviewed by a case manager for follow up with in 1 business day. Advised the customer there is no guarantee for specific outcome as each case is determined on a case by case basis. Provided the case number for future reference.

*** CASE MODIFY 1/9/2014 10:01:36 AM, sharris

into WIP default and Status of Solving.

*** CASE DISPATCH 1/9/2014 10:01:46 AM, sharris

from WIP default to Queue Honda Team D.

*** CASE MODIFY 1/9/2014 10:01:48 AM, sharris

into WIP default and Status of Solving.

*** CASE ACCEPT 1/9/2014 3:18:54 PM, jyu

from Queue Honda Team D to WIP default.

*** COMMIT 1/10/2014 4:57:44 PM, jyu, Action Type :

Made to [REDACTED] due 01/13/2014 04:57:46 PM.

DCS Follow-Up

*** NOTES 1/10/2014 4:57:50 PM, jyu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/13/2014

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

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

The customer stated his steering wheel locks up while driving and he has taken the vehicle to the dealership 8 times for the same issue. The first repair was

Case History

Case ID : N012014-01-0900649

Case Title : 1F (MOSS) - [REDACTED] -VEH@DLR/STEERING LOCKED/LEMON LAW

at 4219 mile on 6/14/13 code 850-01 and 61-11. The customer stated the EPS gear box was replaced at 7141 miles on 8/10/13. The customer stated there was a lot of trouble shooting completed when he took his vehicle in for service and each time they were able to duplicate the customer's concern. The customer stated he want to complete the Lemon Law process. He stated hw worked with different service Advisors including Frank Thompson, Joe Garza and Allen Leon. The vehicle is at the dealership being serviced now.

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

Jonathan Yu
Automobile Customer Service

*** SUBCASE N012014-01-0900649-1 CREATE 1/10/2014 4:59:08 PM, jyu

Created in WIP Default with Due Date 1/10/2014 4:59:08 PM.

*** NOTES 1/10/2014 4:59:17 PM, jyu, Action Type : Call to Customer

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

*** CASE MODIFY 1/10/2014 4:59:18 PM, jyu

into WIP default and Status of Solving.

*** NOTES 1/13/2014 3:48:23 PM, jyu, Action Type : Call to Customer

I contacted the customer and introduced myself as the T2 Case Manager. The customer has been having issues with the steering wheel locking up while driving. The customer had brought the vehicle in 7 times and 2 times the indicator had come on and the 3 times the issue was verified. The dealership had made two repairs. The dealership replaced the EPS gearbox and reset the system. The customer brought the vehicle into the dealership this past Thursday and is currently there. The dealership has yet to verify the issue. The customer doesnt feel confident with the vehicle anymore. I advised him that I will look into the customers concern but our primary goal is to fix his vehicle. The customer understood and would like the vehicle to be repaired. I will give the customer a call back tomorrow at 12:00PM. The call ended.

*** CASE FULFILL 1/13/2014 3:48:28 PM, jyu

Fulfilled for [REDACTED] due 01/13/2014 04:57:46 PM.

*** COMMIT 1/13/2014 3:48:29 PM, jyu, Action Type : N/A

12PM Contact Dealer/Customer

*** CASE MODIFY 1/13/2014 3:48:46 PM, jyu

into WIP default and Status of Solving.

*** NOTES 1/14/2014 12:28:07 PM, jyu, Action Type : Call to Dealer

I contacted Ernesto (SM) at Moss Bros. Honda in regards to the customer's situation. He provided me a run-down on what has transpired. He contacted the DPSM and is currently waiting on a call back from him. The

1ST RO WAS 6-14-13 MILES 4620 INSPECTION BULLETIN 85-01 (verified issue)

2ND RO 7-01-13 MILES 5478 PERFORMED UPDATE (verified issue)

3RD RO 7-09-13 MILES 5998 ORDRED GEAR BOX (verified issue)

4TH RO 8-10-13 MILES 7142 INSTALLED GEAR BOX

Case History

Case ID : N012014-01-0900649

Case Title : 1F (MOSS) - [REDACTED] -VEH@DLR/STEERING LOCKED/LEMON LAW

5TH RO 01-02-14 NO DTC MILES 18323

6TH RO 01-03-14 CALLED TECH LINE, TECH LINE STATED TO WAIT TILL THERE WAS DTC.

7TH RO MILES 18570 (NOW) CAR IS HERE CUSTOMER IS N A RENTAL/CAN NOT DUPLICATE CUSTOMER CONCERN...

*** NOTES 1/14/2014 12:46:23 PM, jyu, Action Type : Call to Customer

I contacted the customer and informed him that I had spoken with Ernesto (SM) at Moss Bros. Honda. The dealership has been trying to replicate the issue but have been unsuccessful. We contacted the DPSM and are currently waiting on a call back from him on the situation. The engineering department needs to have the DTC code to troubleshoot the issue. I will give the customer a call back on Thursday of this week at 12PM. The call ended.

*** CASE MODIFY COMMITMENT 1/14/2014 12:46:31 PM, jyu

with [REDACTED] due 01/16/2014 12:00:00 AM.

*** CASE MODIFY 1/14/2014 12:46:33 PM, jyu

into WIP 1F and Status of Solving.

*** NOTES 1/16/2014 11:36:23 AM, jyu, Action Type : Field Service

I left a message for the DPSM welcoming him to return my call.

*** NOTES 1/16/2014 12:24:37 PM, jyu, Action Type : Call to Customer

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

*** NOTES 1/16/2014 12:26:58 PM, jyu, Action Type : Call to Dealer

I sent a contact to Ernesto (SM) inquiring about the situation.

*** CASE MODIFY COMMITMENT 1/16/2014 12:27:06 PM, jyu

with FIDEL LOPEZ due 01/21/2014 12:00:00 AM.

*** CASE MODIFY 1/16/2014 12:27:08 PM, jyu

into WIP 1F and Status of Solving.

*** NOTES 1/16/2014 2:56:53 PM, jyu, Action Type : Call from Customer

I received a call from the customer regarding the situation. He advised me that he received a call back from the dealership yesterday and they were able to verify the customers concern. They ordered a wire harness for the customer and told the customer to keep the rental for a week. I am will give the customer a call back on Monday of next week after I speak to the dealership. The call ended.

*** CASE MODIFY COMMITMENT 1/16/2014 2:57:05 PM, jyu

with [REDACTED] due 01/20/2014 12:00:00 AM.

*** CASE MODIFY 1/16/2014 2:57:08 PM, jyu

into WIP 1F and Status of Solving.

*** NOTES 1/20/2014 11:39:11 AM, jyu, Action Type : Call to Dealer

I contacted Ernesto (SM) at Moss Bros. Honda regarding the customers situation. The wire harness will be coming in on 1/23/2014. The customer is still in a rental. I thanked him and the call ended.

*** CASE MODIFY 1/20/2014 11:39:13 AM, jyu

into WIP 1F and Status of Solving.

Case History

Case ID : N012014-01-0900649

Case Title : 1F (MOSS) - [REDACTED] -VEH@DLR/STEERING LOCKED/LEMON LAW

*** NOTES 1/20/2014 4:23:41 PM, jyu, Action Type : Call to Customer

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

*** CASE MODIFY COMMITMENT 1/20/2014 4:23:47 PM, jyu

with [REDACTED] due 01/23/2014 12:00:00 AM.

*** CASE MODIFY 1/20/2014 4:23:50 PM, jyu

into WIP 1F and Status of Solving.

*** NOTES 1/22/2014 11:17:27 AM, jyu, Action Type : Note-General

Mediation requested of me to close the case since the customer submitted a case review through the NCDS.

*** SUBCASE N012014-01-0900649-1 CLOSE 1/22/2014 11:17:47 AM, jyu

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/22/2014 11:18:05 AM, jyu

into WIP 1F and Status of Solving.

*** CASE CLOSE 1/22/2014 11:18:07 AM, jyu

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

Case Details

Case ID : N012014-07-0701403	Division : Honda - Auto	Condition : Closed	Open Date : 7/7/2014 11:31:50 AM
Case Originator : Jagaira Burciaga (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/1/2014 2:21:48 PM
Case Owner : Julie Kim (Team HF)	Method : Phone	Queue :	Days Open : 86
Last Closed By : Julie Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6A-#208308- [REDACTED] - STEERING WHEEL LOCK/3RD REPAIRS/LO No. of Attachments : 2			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F84DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DKNW / A
Miles / Hours :	18,561
In Service Date :	01/07/2013
Months In Use :	18
Engine Number :	J35Y11204984
Originating Dealer No. / Name :	208341 / AUTONATION HONDA DULLES
Selling Dealer No. / Name :	208308 / HONDA OF BOWIE
Trim :	EXLV6NV
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208308 / HONDA OF BOWIE
Phone No. :	301-218-3100
Address :	2260 CRAIN HIGHWAY
City / State / Zip :	BOWIE, MD 20716
Svc District / Sls District :	06A / A06
Warranty Labor Rate / Date :	\$110.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-07-0701403-1 / [REDACTED] - PR	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-07-0701403-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 7/8/2014 6:45:22 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 10/1/2014 2:21:36 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, Repaired/Warranty, Loyalty Card
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
53682-T2B-A01	HARNESS, EPS	Not Applicable

Check Req Info :

Check Requisition No. : 14753
 Primary Amount : \$250.00
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$250.00
 Approved By : eclogg1
 Approval Date : 9/25/2014
 Status : PROCESSED
 Check No. : 0
 Check Date : 9/28/2014

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : BOWIE, MD ██████████
 Campaign Template # :
 Contention Code :
 Defect Code :
 Category : Regular
 Failed Part # : 53682-T2B-A01

Case History

Case ID : N012014-07-0701403

Case Title : 6A-#208308-- [REDACTED] - STEERING WHEEL LOCK/3RD REPAIRS/LOANER V

*** CASE CREATE 7/7/2014 11:31:50 AM, jburciag

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

*** CASE MODIFY 7/7/2014 11:42:09 AM, jburciag

into WIP default and Status of Solving.

*** NOTES 7/7/2014 11:56:12 AM, jburciag, Action Type : Call from Customer

The customer updated contact information.

Best contact number is [REDACTED], email was [REDACTED]

Since July 2013 the customer noticed that the steering wheel on the vehicle would lock up while driving. His wife is the main driver on the vehicle, and the way she noticed was when she scratched the vehicle in their driveway when she was attempting to park the car and the steering wheel was not responding. They call the insurance company and paid \$500 for repairs on for the vehicle. They took the vehicle into Honda of Bowie and they did a software update, that did not work. The customer kept having the problem so in September 2013 they replaced the steering system. 1 month after it was replaced the customer himself experienced the wheel lock while driving to the airport, with his family inside. The customer could not control the vehicle and merged into the opposite traffic, he managed to park the vehicle with out getting hurt. The last time the customer took the vehicle into the dealership they did not provide a loaner vehicle and had to wait for a shuttle for a very long time. He has lost time from work, he has lost money, and is getting tired of taking the vehicle into the dealership consistently. He wants the problem, fixed permanently and at the time of repairs he would like to be provided a loaner vehicle for the inconvenience.

ACS informed the customer that this case would be forwarded to a Case Manger for further review. ACS provided the customer with the case number and informed him the CM would contact him by the end of the next business day. Customer understood.

Reason for dispatch: under warranty, 3rd repairs, original owner, and serviced at a Honda dealership.

*** CASE MODIFY 7/7/2014 11:56:13 AM, jburciag

into WIP default and Status of Solving.

*** CASE DISPATCH 7/7/2014 11:56:26 AM, jburciag

from WIP default to Queue Honda Team F.

*** NOTES 7/7/2014 12:17:19 PM, tmclam, Action Type : Call from Customer

Customer states his call was dropped but stated he needs a loaner vehicle and doesn't not want to inquire any out of pocket costs for a rental vehicle. Customer states he will also be filing a report with NHSTA with this issue.

ACS emaphized with cusotmer advising him case has been forwarded and will be expecting to hear from RCM by end of business tomorrow. Customer understood and had no further questions.

*** CASE ASSIGN 7/8/2014 6:07:40 AM, eclogg1

N012014-07-0701403 to mkim, WIP [REDACTED]

*** SUBCASE N012014-07-0701403-1 CREATE 7/8/2014 6:45:22 AM, mkim

Created in WIP Default with Due Date 7/8/2014 6:45:22 AM.

*** COMMIT 7/8/2014 6:45:29 AM, mkim, Action Type :

Made to [REDACTED] due 07/11/2014 06:45:32 AM.

DCS Follow-Up

*** NOTES 7/8/2014 6:45:54 AM, mkim, Action Type : Dealer Communication

Case History

Case ID : N012014-07-0701403

Case Title : 6A-#208308--

TEERING WHEEL LOCK/3RD REPAIRS/LOANER V

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/11/2014

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

Since July 2011, the customer noticed that the steering wheel on the vehicle would lock up while driving. His wife is the main driver on the vehicle, and the way she noticed was when she scratched the vehicle in their driveway when she was attempting to park the car and the steering wheel was not responding. They call the insurance company and paid \$500 for repairs on for the vehicle. They took the vehicle into Honda of Bowie and they did a software update, that did not work. The customer kept having the problem so in September 2013 they replaced the steering system. 1 month after it was replaced the customer himself experienced the wheel lock while driving to the airport, with his family inside. The customer could not control the vehicle and merged into the opposite traffic, he managed to park the vehicle with out getting hurt. The last time the customer took the vehicle into the dealership they did not provide a loaner vehicle and had to wait for a shuttle for a very long time. He has lost time from work, he has lost money, and is getting tired of taking the vehicle into the dealership consistently. He wants the problem, fixed permanently and at the time of repairs he would like to be provided a loaner vehicle for the inconvenience.

While we don't have all of the facts surrounding the customer's case, our business practice is to make you aware of this information.

In the interest of customer satisfaction, we would like to see if any assistance can be offered as goodwill and resolve this situation as soon as possible.

Please contact me back at your earliest convenience with diagnosis information, mileage, history, retail and warranty cost of the repair for further review.

Thank you for your prompt attention to this matter.

Julie Kim

Automobile Customer Service

*** CASE MODIFY 7/8/2014 6:45:56 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 7/8/2014 6:46:00 AM, mkim
Fulfilled for due 07/11/2014 06:45:32 AM.

*** COMMIT 7/8/2014 6:46:02 AM, mkim, Action Type : N/A
call cust/call SM-Bill for loaner

*** CASE MODIFY 7/8/2014 6:46:56 AM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 7/8/2014 8:41:00 AM, fshariff, Action Type : Letter/Fax
On 7/7/14 ACS received a 1 page fax of a Vehicle safety complaint at safecar.gov by the customer.

*** CASE ADD ATTACHMENT 7/8/2014 9:00:18 AM, crmsuser
Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_1.pdf

*** NOTES 7/8/2014 2:26:39 PM, mkim, Action Type : Call to Customer
I called and spoke to

Customer stated the steering wheel has locked up on him again this morning after computer was reset by Honda of Bowie on 7/2/2014. Customer said he took vehicle to Honda of Bowie in September of last year and they had reset the computer but since the problem still occur, the dealership ended up replacing the physical part. Customer said hes on call and may need to fly out for work tomorrow but he can take vehicle back to the dealership tomorrow morning to have it looked at again. Customer stated previously, the steering wheel locked up while his wife was trying to park so they ended up hitting another vehicle and paid

Case History

Case ID : N012014-07-0701403

Case Title : 6A-#208308-- [REDACTED] - STEERING WHEEL LOCK/3RD REPAIRS/LOANER V

\$500.00 deductible to have the vehicle repaired.

I informed the customer I can assist in providing him with a rental vehicle if the dealership does not have a loaner vehicle available. I informed the customer once vehicle has been repaired; I will review the case further to see if any assistance can be offered towards the \$500.00 deductible he paid. I provided my contact information and encourage customer to contact me back if he has any questions. I offer to follow up with him on 7/11/2014.

*** NOTES 7/8/2014 2:27:54 PM, mkim, Action Type : Call to Dealer

I called Honda of Bowie to speak to SM-Bill but got his VM.

I left a message advising the SM customer is still having issues with the steering locking up and is planning to take vehicle in tomorrow.

I offer to assist and cover the rental if they don't have a loaner vehicle.

*** CASE FULFILL 7/8/2014 2:28:00 PM, mkim

Fulfilled for [REDACTED] due 07/08/2014 05:00:00 PM.

*** COMMIT 7/8/2014 2:28:02 PM, mkim, Action Type : N/A

call SM-Bill; f/u-vehicle Dx? appt 7/9p; need RO for LC review

*** CASE MODIFY 7/8/2014 2:28:34 PM, mkim

into WIP DEFAULT and Status of Solving.

*** NOTES 7/9/2014 10:44:51 AM, mkim, Action Type : Call to Dealer

I called Honda of Bowie and spoke to SM-Bill.

SM said customer had an appointment to come in couple of days ago but customer never showed up.

I informed the SM customer was planning to take vehicle back in today or tomorrow since hes still having the issue with the steering locking up. I informed the SM AHM will assist in providing a rental vehicle when customer comes back in.

*** CASE FULFILL 7/9/2014 10:44:58 AM, mkim

Fulfilled for [REDACTED] due 07/10/2014 05:00:00 PM.

*** COMMIT 7/9/2014 10:45:01 AM, mkim, Action Type : N/A

call cust-f/u; vehicle Dx?

*** CASE MODIFY 7/9/2014 10:45:18 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 7/10/2014 8:05:51 AM, mkim

into WIP 6A and Status of Solving.

*** NOTES 7/10/2014 9:00:35 AM, mkim, Action Type : Call from Customer

Customer called and left a message stating that dropped off his vehicle at Honda of Bowie this morning.

*** NOTES 7/10/2014 9:38:34 AM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED]

Customer said he dropped off the vehicle at Honda of Bowie this morning and picked up a rental vehicle, which was authorized for one day. Customer asked if Honda was able to repair the issue on other vehicles.

I inform the customer the dealership will diagnose the vehicle and will perform the repairs as needed.

I informed the customer if the dealership is not able to find or see any mechanical defects, they will need to try and duplicate the problem. I informed the customer this may take couple of days to diagnose the vehicle and I offer to follow up with him as soon as I have more information or by 7/15/2014. Customer understood.

Case History

Case ID : N012014-07-0701403

Case Title : 6A-#208308-- [REDACTED] - STEERING WHEEL LOCK/3RD REPAIRS/LOANER V

*** CASE FULFILL 7/10/2014 9:38:39 AM, mkim

Fulfilled for [REDACTED] due 07/11/2014 05:00:00 PM.

*** COMMIT 7/10/2014 9:38:40 AM, mkim, Action Type : N/A

SM-Bill called? vehicle Dx?

*** CASE MODIFY 7/10/2014 9:38:59 AM, mkim

into WIP 6A and Status of Solving.

*** NOTES 7/14/2014 2:26:52 PM, mkim, Action Type : Call to Dealer

I called Honda of Bowie to speak to SM-Bill but got his VM.

I left a message requesting a call back.

*** CASE MODIFY COMMITMENT 7/14/2014 2:27:05 PM, mkim

with [REDACTED] due 07/15/2014 05:00:00 PM.

*** CASE MODIFY 7/14/2014 2:27:08 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 7/15/2014 2:30:57 PM, mkim, Action Type : Call from Dealer

SM-Bill from Honda of Bowie is returning a message I left before.

SM said they have called Honda and they are currently replacing the main engine harness. SM said vehicle should be finished no later than Thursday.

*** CASE FULFILL 7/15/2014 2:31:11 PM, mkim

Fulfilled for [REDACTED] due 07/15/2014 05:00:00 PM.

*** COMMIT 7/15/2014 2:31:13 PM, mkim, Action Type : N/A

call cust-f/u; vehicle being repaired

*** NOTES 7/18/2014 12:49:25 PM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

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

I also left a message to follow up again on 07/25/2014 if I dont hear from him.

*** CASE FULFILL 7/18/2014 12:49:35 PM, mkim

Fulfilled for [REDACTED] due 07/16/2014 05:00:00 PM.

*** COMMIT 7/18/2014 12:49:37 PM, mkim, Action Type : N/A

cust called? vehicle repaired?

*** CASE MODIFY 7/18/2014 12:50:06 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 7/25/2014 11:09:15 AM, mkim, Action Type : Call from Customer

Customer called and left a message requesting a call back.

*** NOTES 7/25/2014 11:09:27 AM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

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

I also left a message to follow up again on 07/31/2014 if I dont hear from him.

*** CASE FULFILL 7/25/2014 11:09:41 AM, mkim

Case History

Case ID : N012014-07-0701403

Case Title : 6A-#208308-- [REDACTED] STEERING WHEEL LOCK/3RD REPAIRS/LOANER V

Fulfilled for [REDACTED] due 07/24/2014 05:00:00 PM.

*** COMMIT 7/25/2014 11:09:50 AM, mkim, Action Type : N/A

cust called? vehicle repaired?

*** CASE MODIFY 7/25/2014 11:10:00 AM, mkim

into WIP 6A and Status of Solving.

*** NOTES 7/29/2014 11:47:55 AM, mkim, Action Type : Call from Customer

Customer called and left a message requesting a call back.

*** NOTES 7/29/2014 11:53:48 AM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED].

Customer stated after the engine harness was replaced, the steering locking up issue seems to have been repaired.

Customer inquired about how he can be reimburse for the \$500.00 deductible he paid to the insurance company to repair the damages on the vehicle when the steering locked up while his wife was trying to park.

I informed the customer I can review the case further but I asked the customer ii will need to review all of the documents and asked customer to fax in the statements from the insurance company, RO from the body shop, and the RO from Honda of Bowie.

Customer stated hes going out of town and will return on Monday so he will fax me the information next week.

I called customer back and left fax #310-783-3023 on customers VM.

*** CASE MODIFY 7/29/2014 11:53:59 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 7/29/2014 11:53:59 AM, mkim

into WIP 6A and Status of Solving.

*** CASE FULFILL 7/29/2014 11:54:04 AM, mkim

Fulfilled for [REDACTED] due 07/31/2014 05:00:00 PM.

*** COMMIT 7/29/2014 11:54:07 AM, mkim, Action Type : N/A

fax rec? review for LC

*** CASE MODIFY 7/29/2014 11:54:30 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY COMMITMENT 7/30/2014 8:34:17 AM, mkim

with [REDACTED] due 08/05/2014 05:00:00 PM.

*** NOTES 8/7/2014 1:04:05 PM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED].

Customer said he contacted the body shop to get a copy of the invoice and is waiting for them to send it to him. Customer said he has the receipts and will fax it all over as soon as he gets the invoice.

I informed the customer I will wait for him to fax in the documents and will follow up with him on 8/14/2014. Customer understood.

*** CASE FULFILL 8/7/2014 1:04:12 PM, mkim

Fulfilled for [REDACTED] due 08/05/2014 05:00:00 PM.

*** COMMIT 8/7/2014 1:04:14 PM, mkim, Action Type : N/A

fax rec? review for LC

*** CASE MODIFY 8/7/2014 1:04:25 PM, mkim

Case History

Case ID : N012014-07-0701403

Case Title : 6A-#208308-- [REDACTED] - STEERING WHEEL LOCK/3RD REPAIRS/LOANER V

into WIP CK Req/LC and Status of Solving.

*** NOTES 8/13/2014 2:12:54 PM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED].

Customer said hes currently on vacation and still waiting on the body shop to send him the invoice.

Customer said he will call them again and send it to me next week.

I offer to follow up with him on 8/21/2014.

*** CASE MODIFY 8/13/2014 2:13:19 PM, mkim

into WIP CK Req/LC and Status of Solving.

*** CASE MODIFY COMMITMENT 8/13/2014 2:13:25 PM, mkim

with [REDACTED] due 08/20/2014 05:00:00 PM.

*** CASE MODIFY 8/13/2014 2:13:28 PM, mkim

into WIP CK Req/LC and Status of Solving.

*** NOTES 8/22/2014 1:44:30 PM, mkim, Action Type : Call from Customer

Customer called and stated he still has not received the repair invoice but will try to fax in what he has.

*** CASE MODIFY COMMITMENT 8/22/2014 1:44:46 PM, mkim

with [REDACTED] due 08/26/2014 05:00:00 PM.

*** CASE MODIFY 8/22/2014 1:44:57 PM, mkim

into WIP CK Req/LC and Status of Solving.

*** NOTES 8/26/2014 2:24:50 PM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED].

Customer stated he followed up with the IRF but the service advisor who helped him has left and the IRF has changed their system and can't locate the records.

However, customer stated he has the invoice and the receipt he received so he offer to fax me what he has.

I offer to review the document he faxes in and contact him back by 8/29/2014.

*** CASE MODIFY 8/26/2014 2:24:54 PM, mkim

into WIP CK Req/LC and Status of Solving.

*** CASE MODIFY COMMITMENT 8/26/2014 2:24:59 PM, mkim

with [REDACTED] due 08/28/2014 05:00:00 PM.

*** CASE MODIFY 8/26/2014 2:25:02 PM, mkim

into WIP CK Req/LC and Status of Solving.

*** NOTES 8/26/2014 3:38:13 PM, kpittman, Action Type : Letter/Fax

On 8/26/14 ACS received a 4 page receipt and r.o from the customer regarding previous concern.

*** CASE FULFILL 8/28/2014 2:27:20 PM, mkim

Fulfilled for [REDACTED] due 08/28/2014 05:00:00 PM.

*** COMMIT 8/28/2014 2:27:21 PM, mkim, Action Type : N/A

call cust-f/u; need RO for LC review

*** CASE MODIFY 8/28/2014 2:27:43 PM, mkim

into WIP CK Req/LC and Status of Solving.

Case History

Case ID : N012014-07-0701403

Case Title : 6A-#208308-- [REDACTED] - STEERING WHEEL LOCK/3RD REPAIRS/LOANER V

*** CASE MODIFY COMMITMENT 8/29/2014 2:30:29 PM, mkim
with [REDACTED] due 09/03/2014 05:00:00 PM.

*** CASE MODIFY 8/29/2014 2:30:31 PM, mkim
into WIP CK Req/LC and Status of Solving.

*** NOTES 9/10/2014 10:24:49 AM, mkim, Action Type : Call to Customer
I called [REDACTED] but got customers VM.
I left a message requesting a call back and provided my contact information.
I also left a message to follow up again on 09/17/2014 if I dont hear from him.

*** CASE FULFILL 9/10/2014 10:25:04 AM, mkim
Fulfilled for [REDACTED] due 09/03/2014 05:00:00 PM.

*** COMMIT 9/10/2014 10:25:06 AM, mkim, Action Type : N/A
cust called? need ins doc; review for ck req

*** CASE ADD ATTACHMENT 9/10/2014 10:30:22 AM, crmsuser
Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_2.pdf

*** CASE MODIFY 9/10/2014 10:46:38 AM, mkim
into WIP CK Req/LC and Status of Solving.

*** CASE ADD ATTACHMENT 9/10/2014 11:00:23 AM, crmsuser
Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_3.pdf

*** CASE ADD ATTACHMENT 9/10/2014 11:30:20 AM, crmsuser
Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_4.pdf

*** CASE ADD ATTACHMENT 9/10/2014 12:00:20 PM, crmsuser
Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_5.pdf

*** CASE ADD ATTACHMENT 9/10/2014 12:30:19 PM, crmsuser
Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_6.pdf

*** CASE ADD ATTACHMENT 9/10/2014 1:00:22 PM, crmsuser
Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_7.pdf

*** CASE ADD ATTACHMENT 9/10/2014 1:30:19 PM, crmsuser
Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_8.pdf

*** CASE ADD ATTACHMENT 9/10/2014 2:00:28 PM, crmsuser
Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_9.pdf

*** CASE ADD ATTACHMENT 9/10/2014 2:30:23 PM, crmsuser
Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_10.pdf

*** NOTES 9/12/2014 1:30:17 PM, mkim, Action Type : Call from Customer
Customer called and left a message requesting a call back.

*** CASE DELETE ATTACHMENT 9/12/2014 1:33:31 PM, mkim
Deleted attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_9.pdf.

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-07-0701403

Case Title : 6A-#208308-- [REDACTED] - STEERING WHEEL LOCK/3RD REPAIRS/LOANER V

*** CASE DELETE ATTACHMENT 9/12/2014 1:33:38 PM, mkim

Deleted attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_8.pdf.

*** CASE DELETE ATTACHMENT 9/12/2014 1:33:43 PM, mkim

Deleted attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_6.pdf.

*** CASE DELETE ATTACHMENT 9/12/2014 1:33:49 PM, mkim

Deleted attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_5.pdf.

*** CASE DELETE ATTACHMENT 9/12/2014 1:34:09 PM, mkim

Deleted attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_2.pdf.

*** CASE DELETE ATTACHMENT 9/12/2014 1:34:09 PM, mkim

Deleted attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_10.pdf.

*** CASE DELETE ATTACHMENT 9/12/2014 1:34:19 PM, mkim

Deleted attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_4.pdf.

*** CASE DELETE ATTACHMENT 9/12/2014 1:34:25 PM, mkim

Deleted attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_3.pdf.

*** CASE DELETE ATTACHMENT 9/12/2014 1:34:29 PM, mkim

Deleted attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_2_7.pdf.

*** NOTES 9/12/2014 1:44:15 PM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED].

I informed the customer the body shop invoices and RO from Honda of Bowie he faxed in does not indicate why vehicle was repaired at the body shop. I asked the customer to fax in any insurance papers or police report showing the cause of the accident so we can verify the accident was caused by a problem in the vehicle.

Customer stated hes not sure if hes going to be able to find any insurance document that provides the description of the incident or the cause of the accident. Customer said hes left his insurance adjuster a message when he first opened a case with Honda but he still has not heard from him. Customer said he will keep looking and call me back next week.

I asked the customer to check over the weekend and call me back next week if he can't find it.

I informed the customer if he does not have any documents, I will not be able to reimburse him the \$500.00 deductible he paid the body shop to repair the damages. I informed the customer I will still review the case to see if any assistance can be offered as GW gesture. I offer to follow up with him on 9/18/2014 if I don't hear back from him. Customer understood.

*** CASE FULFILL 9/12/2014 1:44:27 PM, mkim

Fulfilled for [REDACTED] due 09/16/2014 05:00:00 PM.

*** COMMIT 9/12/2014 1:44:30 PM, mkim, Action Type : N/A

fax rec? review for LC

*** CASE MODIFY 9/12/2014 1:45:01 PM, mkim

into WIP CK Req/LC and Status of Solving.

*** CASE ADD ATTACHMENT 9/12/2014 2:00:24 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-07-0701403_3_2.pdf

*** NOTES 9/22/2014 9:56:34 AM, mkim, Action Type : Call to Customer

Case History

Case ID : N012014-07-0701403

Case Title : 6A-#208308-- [REDACTED] - STEERING WHEEL LOCK/3RD REPAIRS/LOANER V

I called [REDACTED] and spoke to [REDACTED].

I asked the customer if he found any additional documents to support his accident was related to steering wheel lock and customer stated he could not find any documents.

I informed customer without any support documents to provide there was any issues with the steering; I would not be able to reimburse him the \$500.00 deductible he paid to repair the vehicle. I informed the customer AHM can offer him a loyalty credit of \$250.00 as one time GW in the interest of customer satisfaction to offset any inconvenience he may have incurred because of the steering issue.

I informed the customer will be submitted for processing and will take about 2-3 weeks for him to receive the card in the mail. I informed the customer the card will expire after 1 year and informed the customer to contact us if he has any unused balance.

I encourage customer in contacting me back if he has further questions or concerns.

Customer thanked me and was very satisfied.

I also verified the spelling of the customers full name, mailing address and date of birth: 07/02/1975

I informed the customer that reimbursement will be processed and mailed out on Monday, which he should receive within 7-10 days.

I encourage customer in contacting me back if he has further questions or concerns.

Customer thanked me and was very satisfied.

*** SUBCASE N012014-07-0701403-1 DISPATCH 9/22/2014 9:59:47 AM, mkim
from WIP SUBCASE to Queue Loyalty - Clogg.

*** NOTES 9/22/2014 10:02:41 AM, mkim, Action Type : Note-General

Requisition Type:Loyalty Card

DPSM involved? No

Total Amount the customer paid\$500.00

Total Goodwill assistance offered:\$250.00

Percentage of Goodwill Authorized: 50%

Reason for goodwill: (input below)

Providing customer with \$250.00 in loyalty card as one time GW in the interest of customer satisfaction to offset any inconvenience he may have incurred because of the steering issue.

Proof of PaymentCredit Card

Repair Invoice IRF

*** CASE FULFILL 9/22/2014 10:03:12 AM, mkim

Fulfilled for [REDACTED] due 09/17/2014 05:00:00 PM.

*** COMMIT 9/22/2014 10:03:13 AM, mkim, Action Type : N/A

***LC

*** CASE MODIFY 9/22/2014 10:03:24 AM, mkim

into WIP CK Req/LC and Status of Solving.

*** SUBCASE N012014-07-0701403-1 9/25/2014 3:55:43 PM, eclogg1, Action Type :

Check Requisition for 250.00 \$ submitted

Check Requisition for 250.00 \$ submitted by eclogg1

*** SUBCASE N012014-07-0701403-1 RETURN 9/25/2014 3:55:53 PM, eclogg1

Case History

Case ID : N012014-07-0701403

Case Title : 6A-#208308-- [REDACTED] - STEERING WHEEL LOCK/3RD REPAIRS/LOANER V

from Queue Loyalty - Clogg to WIP SUBCASE.

*** SUBCASE N012014-07-0701403-1 CLOSE 10/1/2014 2:21:36 PM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/1/2014 2:21:37 PM, mkim

into WIP CK Req/LC and Status of Solving.

*** CASE FULFILL 10/1/2014 2:21:40 PM, mkim

Fulfilled for [REDACTED] due 10/01/2014 05:00:00 PM.

*** CASE MODIFY 10/1/2014 2:21:47 PM, mkim

into WIP CK Req/LC and Status of Solving.

*** CASE CLOSE 10/1/2014 2:21:48 PM, mkim

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

Case Details

Case ID : N012013-10-2201059	Division : Honda - Auto	Condition : Closed	Open Date : 10/22/2013 12:22:52
Case Originator : Marshon McKenzie (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/29/2013 2:36:53 PM
Case Owner : Daun Craig (Team HH)	Method : Dealer Referred	Queue :	Days Open : 7
Last Closed By : Daun Craig (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 9H-(NORTH) [REDACTED] - 2ND POWER STEERING	No. of Attachments : 0		

Site / Contact Info :

Site Name :	[REDACTED] 10 O
Dealer No. :	[REDACTED]
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone No. :	[REDACTED]
Cell / Pager No. :	[REDACTED]
Fax No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	SWAMPSCOTT, MA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F85DA011546
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	5,000
In Service Date :	01/23/2013
Months In Use :	9
Engine Number :	J35Y11205503
Originating Dealer No. / Name :	208097 / CAMBRIDGE HONDA
Selling Dealer No. / Name :	207075 / HONDA NORTH
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	RA
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207075 / HONDA NORTH
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	09H / C09
Warranty Labor Rate / Date :	\$114.95 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-10-2201059-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-10-2201059-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 10/24/2013 1:57:56 PM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 10/29/2013 2:36:53 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Other 510X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012013-10-2201059

Case Title : 9H-(NORTH [REDACTED]) - 2ND POWER STEERING

*** CASE CREATE 10/22/2013 12:22:52 PM, mmckenz

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

*** NOTES 10/22/2013 12:33:22 PM, mmckenz, Action Type : Call from Customer

2nd Power Steering gearbox-

The Power Steering System had failed in August. He had to have the power steering replaced. This power steering issue had happened again yesterday. (2 months after the vehicle was serviced and all gearbox components replaced). Customer was 2 miles from home. Customer called the dealership to alert them of the problem. Customer said that he is not driving the vehicle until the vehicle is safe. Customer was shaking and is nervous of driving the vehicle.

Alleged Unintended Acceleration-

Customer said that the vehicle would hesitate to accelerate, then all of a sudden, the vehicle will lounge forward. The dealership told him that they have NOT had a car with the issue he has yet. This is the 1st time the dealership has seen this issue. Customer said that the alleged unintended acceleration. Customer said that he notices the Unintended acceleration while in a parking lot, or while turning left or right. He said it feels s if the vehicle engine is off then all of a sudden lounges forward. Customer said its intermittent.

I notified the customer that their case will be dispatched to a Case Manager for further review. I notified the customer at this time NO guarantee of assistance will be given. I had provided the customer with the case number. Customer was notified that a call will be made to them by the end of the next business day.
CASE DISPATCHED

*** NOTES 10/22/2013 12:34:35 PM, mmckenz, Action Type : Note-General

Timothy O'keith and Gus Noci Has been working with the customer about these issues and referred him to call ACS.

*** CASE MODIFY 10/22/2013 12:34:45 PM, mmckenz

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2013 12:35:49 PM, mmckenz

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2013 12:36:27 PM, mmckenz

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2013 12:43:32 PM, mmckenz

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2013 12:43:32 PM, mmckenz

into WIP default and Status of Solving.

*** CASE DISPATCH 10/22/2013 12:43:37 PM, mmckenz

from WIP default to Queue Honda Team H .

*** NOTES 10/22/2013 1:51:21 PM, tspencer, Action Type : Note-General

Team Lead reviewed the case.

*** CASE ACCEPT 10/22/2013 2:32:51 PM, dcraig

from Queue Honda Team H to WIP default.

*** CASE MODIFY 10/23/2013 7:55:24 AM, dcraig

into WIP default and Status of Solving.

*** NOTES 10/23/2013 7:57:04 AM, dcraig, Action Type : Call to Customer

Case History

Case ID : N012013-10-2201059

Case Title : 9H-(NORTH [REDACTED]) - 2ND POWER STEERING

I left a voice mail message about the UA issue and the power steering issue in the vehicle. I left my phone number and the extension 117740 with a call back on 10/28.

*** CASE MODIFY 10/23/2013 7:57:07 AM, dcraig
into WIP default and Status of Solving.

*** COMMIT 10/23/2013 7:57:10 AM, dcraig, Action Type : N/A
Made to [REDACTED] due 10/28/2013 03:10:15 PM.
call cust/2nd attempt

*** CASE MODIFY 10/23/2013 7:57:38 AM, dcraig
into WIP default and Status of Solving.

*** SUBCASE N012013-10-2201059-1 CREATE 10/24/2013 1:57:56 PM, dcraig
Created in WIP Default with Due Date 10/24/2013 1:57:56 PM.

*** CASE MODIFY 10/24/2013 1:57:59 PM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 10/24/2013 2:01:11 PM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 10/24/2013 2:20:52 PM, dcraig, Action Type : Call to Customer

The customer expressed his concern with the two issues he is having an issue with. The steering gear box has caused him to go back to the dealership twice and he is not sure why it continues to give him a problem. He also explained that there was an acceleration in the vehicle when he was trying to brake and this was cause for concern because along with the steering issue, he feels these are both safety related. I will speak with the service department at the dealership and then speak back with him no later than 10/28. He understood and I thanked him for contacting Honda.

*** CASE MODIFY 10/24/2013 2:20:56 PM, dcraig
into WIP 9H and Status of Solving.

*** CASE FULFILL 10/24/2013 2:21:01 PM, dcraig
Fulfilled for [REDACTED] due 10/28/2013 03:10:15 PM.

*** COMMIT 10/24/2013 2:21:02 PM, dcraig, Action Type : N/A
Made to [REDACTED] due 10/25/2013 03:11:15 PM.
call dealer/call cust 10/28

*** CASE MODIFY 10/24/2013 2:24:59 PM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 10/24/2013 2:25:07 PM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 10/25/2013 1:50:14 PM, dcraig, Action Type : Call to Dealer

I left a voice mail message for the service manager, Steve regarding the issue with the vehicle. I left my phone number for a call back.

*** CASE MODIFY 10/25/2013 1:50:19 PM, dcraig
into WIP 9H and Status of Solving.

*** CASE FULFILL 10/25/2013 1:50:25 PM, dcraig
Fulfilled for [REDACTED] due 10/25/2013 03:11:15 PM.

Case History

Case ID : N012013-10-2201059

Case Title : 9H-(NORTH [REDACTED]) - 2ND POWER STEERING

*** COMMIT 10/25/2013 1:50:27 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 10/28/2013 03:11:15 PM.

dealer call back/call cut

*** CASE MODIFY 10/25/2013 1:50:44 PM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 10/28/2013 2:23:27 PM, dcraig, Action Type : Call to Dealer

I left a voice mail message for the service manager regarding the customer's alleged UA issue. I left my phone number for a call back,

*** CASE MODIFY 10/28/2013 2:23:34 PM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 10/28/2013 2:24:05 PM, dcraig

Fulfilled for [REDACTED] due 10/28/2013 03:11:15 PM.

*** COMMIT 10/28/2013 2:24:07 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 10/29/2013 03:10:15 PM.

call cust

*** CASE MODIFY 10/28/2013 2:24:18 PM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 10/29/2013 10:38:03 AM, dcraig, Action Type : Call to Dealer

I spoke to the service manager regarding the issue with the vehicle. He explained the power steering was found needed repair however this is not something they defined as an unintended acceleration because it did not surge while breaking. He explained this is more of a transmission and clutch issue being the customer explained it as something that happens while driving and shifting. I will review this information for further direction.

*** CASE MODIFY 10/29/2013 10:38:15 AM, dcraig

into WIP 9H and Status of Solving.

*** COMMIT 10/29/2013 10:38:41 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 10/29/2013 03:10:15 PM.

review case with the RM/call cust

*** CASE MODIFY 10/29/2013 10:39:35 AM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 10/29/2013 12:48:40 PM, dcraig, Action Type : Note-General

I sent a to the DPSM, AZM and the RM letting them know this case is dealer referred.

*** CASE MODIFY 10/29/2013 12:53:19 PM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 10/29/2013 2:03:06 PM, dcraig

Fulfilled for [REDACTED] due 10/29/2013 03:10:15 PM.

*** CASE MODIFY 10/29/2013 2:03:13 PM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 10/29/2013 2:33:12 PM, dcraig, Action Type : Call to Customer

The customer and I spoke about the issue with the vehicle. He explained that he is concerned about the issue but he has not felt it again since they replaced

Case History

Case ID : N012013-10-2201059

Case Title : 9H-(NORTH [REDACTED]) - 2ND POWER STEERING

the control module. He was told if the issue happens again, he is able to seek the lemon law however at this time he is fine with the way it is driving and will move forward to continue driving the car at this time. I will close the case at this time and asked him to please contact me back and get the vehicle back into the dealership for any other issues. He understood and I thanked him for contacting Honda.

*** NOTES 10/29/2013 2:35:40 PM, dcraig, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer is satisfied with the repairs to his vehicle and is happy to continue driving it at this time. I asked him to please contact us back and your dealership so that we can look into any further issues from there. He understood and I will close the case at this time.

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

Thank you for your attention to this matter.

Daun Craig
Automobile Customer Service

*** CASE MODIFY 10/29/2013 2:35:58 PM, dcraig
into WIP 9H and Status of Solving.

*** SUBCASE N012013-10-2201059-1 CLOSE 10/29/2013 2:36:53 PM, dcraig
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/29/2013 2:36:53 PM, dcraig
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012014-05-2801209	Division : Honda - Auto	Condition : Closed	Open Date : 5/28/2014 12:31:44 PM
Case Originator : Jose Aldana (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/19/2014 6:25:43 AM
Case Owner : Daun Craig (Team HH)	Method : Phone	Queue :	Days Open : 22
Last Closed By : Daun Craig (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 9H-(NORTH)-[REDACTED] - POWER STEERING MULTIPLE FAILURES No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	ROBERT LATASSA 170
VIN Type / No. :	US VIN / 1HGCR3F85DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	13,200
In Service Date :	01/23/2013
Months In Use :	16
Engine Number :	J35Y11205503
Originating Dealer No. / Name :	208097 / CAMBRIDGE HONDA
Selling Dealer No. / Name :	207075 / HONDA NORTH
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	RA
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207075 / HONDA NORTH
Phone No. :	978-777-2550
Address :	382 NEWBURY STREET
City / State / Zip :	DANVERS, MA 01923
Svc District / Sls District :	09H / C09
Warranty Labor Rate / Date :	\$114.95 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-05-2801209-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012014-05-2801209-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 5/30/2014 10:07:27 AM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 6/19/2014 6:25:43 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
Condition Code Desc : Other 512X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-05-2801209

Case Title : 9H-(NORTH)-[REDACTED] - POWER STEERING MULTIPLE FAILURES

*** CASE CREATE 5/28/2014 12:31:44 PM, jaldana

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

*** CASE MODIFY 5/28/2014 12:34:52 PM, jaldana

into WIP default and Status of Solving.

*** CASE MODIFY 5/28/2014 12:41:34 PM, jaldana

into WIP default and Status of Solving.

*** NOTES 5/28/2014 12:47:27 PM, jaldana, Action Type : Call from Customer

Updated customer information

Customer best contact number is [REDACTED]

Customer e-mail address is: [REDACTED]

Customer called ACS because his vehicle was first taken to HONDA NORTH on August 3 2014 because the power steering intermittently was working and intermittently it was not. Customer states the vehicle was there for about 6 days and the dlr replaced the power steering electric motor. Customer states he then had to take the vehicle back to the dlr on 10/21/2013 because the power steering was binding up every 100 feet it would get hard then back to normal. Customer took the vehicle in and got it back on 10/26/2013 and they advised customer that they replaced the power steering gear box. Customer states he took the vehicle back in to the dlr today because the steering got hard again, and customer is a little upset and disappointed that his vehicle has to keep going to the dlr for the same repairs. Customer is calling AHM because he would like AHM to replace his vehicle because he does not feel safe in the vehicle anymore.

ACS advised customer that AHM will not be taking this vehicle back and giving him a new one, but his case would be forwarded to a RCM. ACS advised customer that he will be receiving a call by the end of the business day tomorrow.

The customer understood and required no further assistance.

*** CASE MODIFY 5/28/2014 12:47:31 PM, jaldana

into WIP default and Status of Solving.

*** CASE DISPATCH 5/28/2014 12:48:12 PM, jaldana

from WIP default to Queue Honda Team H .

*** CASE MODIFY 5/28/2014 12:48:14 PM, jaldana

into WIP default and Status of Solving.

*** CASE MODIFY 5/28/2014 12:48:16 PM, jaldana

into WIP default and Status of Solving.

*** CASE ACCEPT 5/28/2014 1:11:07 PM, dcraig

from Queue Honda Team H to WIP default.

*** CASE MODIFY 5/29/2014 6:43:02 AM, dcraig

into WIP default and Status of Solving.

*** CASE MODIFY 5/29/2014 6:44:01 AM, dcraig

into WIP default and Status of Solving.

*** COMMIT 5/29/2014 6:44:04 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 05/29/2014 03:00:15 PM.

Case History

Case ID : N012014-05-2801209

Case Title : 9H-(NORTH)-[REDACTED] - POWER STEERING MULTIPLE FAILURES

first call

*** CASE MODIFY 5/29/2014 6:44:14 AM, dcraig
into WIP default and Status of Solving.

*** NOTES 5/29/2014 6:45:05 AM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer about the power steering issues in the Accord. I left my phone number and the extension 117740 with a call back on 6/3.

*** CASE MODIFY 5/29/2014 6:45:09 AM, dcraig
into WIP default and Status of Solving.

*** CASE FULFILL 5/29/2014 6:45:12 AM, dcraig
Fulfilled for [REDACTED] due 05/29/2014 03:00:15 PM.

*** COMMIT 5/29/2014 6:45:14 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/03/2014 03:10:15 PM.
call dealer/call cust

*** CASE MODIFY 5/29/2014 6:45:32 AM, dcraig
into WIP default and Status of Solving.

*** NOTES 5/29/2014 12:31:18 PM, dcraig, Action Type : Call from Customer

The customer is seeing another issue with the power steering device in his vehicle. This is the 3rd time it has happened and he is ready to get out of the vehicle at this time. The car is currently at Honda North since Friday, may 23 and they were unable to duplicate the issue. They placed him into another vehicle that he is driving for the meantime and he is not sure when he will get the vehicle back. He is seeking assistance from Honda to either fix this issue with no further problems or help him move out of this vehicle.

I apologized for the inconvenienced this issue has caused him and said I would like to speak with the service manager about this problem and give him a call back on 6/2 after I investigate this further and he understood.

*** NOTES 5/29/2014 12:35:46 PM, dcraig, Action Type : Call to Dealer

I spoke to the service manager who said they are still looking at the vehicle now. The issue is intermittent and they have been unable, thus far to duplicate the issue. I asked him to please send the full history for the customer's vehicle so we can take a look more into this matter. He agreed and I provided him my fax number [REDACTED] and I will wait of the information to arrive.

*** CASE MODIFY 5/29/2014 12:36:23 PM, dcraig
into WIP 9H and Status of Solving.

*** CASE FULFILL 5/29/2014 12:36:27 PM, dcraig
Fulfilled for [REDACTED] due 06/03/2014 03:10:15 PM.

*** COMMIT 5/29/2014 12:36:28 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/02/2014 03:11:15 PM.
dealer fax received/call cust

*** CASE MODIFY 5/29/2014 12:36:45 PM, dcraig
into WIP 9H and Status of Solving.

*** SUBCASE N012014-05-2801209-1 CREATE 5/30/2014 10:07:27 AM, dcraig
Created in WIP Default with Due Date 5/30/2014 10:07:27 AM.

Case History

Case ID : N012014-05-2801209

Case Title : 9H-(NORTH)-[REDACTED] - POWER STEERING MULTIPLE FAILURES

*** CASE MODIFY 5/30/2014 10:07:30 AM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 6/3/2014 7:45:55 AM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer letting him know that I did receive all of his paperwork on the vehicle and we are currently reviewing his case.

I left my phone number and the extension 117740 with a call back on 6/5.

*** CASE MODIFY 6/3/2014 7:45:59 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE FULFILL 6/3/2014 7:46:03 AM, dcraig

Fulfilled for [REDACTED] due 06/02/2014 03:11:15 PM.

*** COMMIT 6/3/2014 7:46:04 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/05/2014 03:10:15 PM.

mediation review/call cust

*** CASE MODIFY 6/3/2014 7:46:28 AM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 6/4/2014 6:30:57 AM, dcraig, Action Type : Call from Customer

The customer called to check the status of his case and to return my call to him. I explained that after the current review of his case, we would like to look into a VSC for him regarding the vehicle. He completely declined the offer and feels after the issues with the vehicle and looking at the NHTSA web site and seeing other people having this issue as well with their vehicle, he would like Honda to get him out of the car. He is very uncomfortable with staying in the car when it could affect the safety of his family and he is happier to move into another Honda vehicle. He has also spoken with the GM about anything they would be willing to do and he said they are offering a trade in but he is interested in our office speaking with him about that because he is not willing to pay a lot of fees to get into it.

I apologized for the inconvenience and explained that I am happy to further explore any other form of assistance we might be able to offer and to speak with the GM about his request and he understood. I will speak back with him on 6/6 and he agreed.

*** CASE MODIFY 6/4/2014 6:32:33 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 6/4/2014 7:44:41 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 6/4/2014 7:45:06 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 6/4/2014 7:45:13 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 6/5/2014 12:35:05 PM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 6/5/2014 12:36:40 PM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 6/5/2014 1:15:26 PM, dcraig
into WIP 9H and Status of Solving.

Case History

Case ID : N012014-05-2801209

Case Title : 9H-(NORTH)-[REDACTED] - POWER STEERING MULTIPLE FAILURES

*** CASE MODIFY 6/5/2014 1:17:00 PM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 6/5/2014 1:18:05 PM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer asking if he can please provide me a call back about the current state of the vehicle. I left my contact information for a call back.

*** CASE MODIFY 6/5/2014 1:18:09 PM, dcraig
into WIP 9H and Status of Solving.

*** CASE FULFILL 6/5/2014 1:18:13 PM, dcraig

Fulfilled for [REDACTED] due 06/05/2014 03:10:15 PM.

*** COMMIT 6/5/2014 1:18:15 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/09/2014 03:10:15 PM.

call cust/current state of vehicle

*** CASE MODIFY 6/5/2014 1:18:52 PM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 6/9/2014 7:57:08 AM, dcraig, Action Type : Call to Customer

The customer said the vehicle is still at the dealership and he is still in a rental vehicle.

*** NOTES 6/9/2014 7:59:47 AM, dcraig, Action Type : Call to Dealer

I left a voice mail message for the service manager Steve, asking for a call back about the current information about the shielded. I asked if it is repaired at this time or still being worked on. I left my phone number for a call back.

*** CASE MODIFY 6/9/2014 7:59:53 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 6/9/2014 8:00:10 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE FULFILL 6/9/2014 8:00:16 AM, dcraig

Fulfilled for [REDACTED] due 06/09/2014 03:10:15 PM.

*** COMMIT 6/9/2014 8:00:17 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/09/2014 03:10:15 PM.

MEDIATION review

*** CASE MODIFY 6/9/2014 8:00:38 AM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 6/9/2014 9:20:08 AM, dcraig, Action Type : Call from Dealer

The service manager explained that the vehicle has been repaired since 6/5 but the customer is still in their rental. He will need to pick his vehicle up or they will start charging him for the rental vehicle. I will speak with the customer about picking the vehicle up and let him know the rental will start being charged to him if he does not pick the car up.

*** CASE MODIFY 6/9/2014 9:20:13 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 6/9/2014 9:20:29 AM, dcraig

Case History

Case ID : N012014-05-2801209

Case Title : 9H-(NORTH)-[REDACTED] - POWER STEERING MULTIPLE FAILURES

into WIP 9H and Status of Solving.

*** NOTES 6/9/2014 9:21:10 AM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer asking for a call back about his vehicle. I left my phone number and the extension 117740 for a call back.

*** CASE MODIFY 6/9/2014 9:21:18 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE MODIFY 6/9/2014 9:21:28 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE MODIFY 6/9/2014 10:44:08 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 6/9/2014 10:44:11 AM, dcraig

Fulfilled for [REDACTED] due 06/09/2014 03:10:15 PM.

*** COMMIT 6/9/2014 10:44:14 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/11/2014 03:10:15 PM.

call cust/Doucment for Mediation

*** CASE MODIFY 6/9/2014 10:44:41 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE FULFILL 6/11/2014 2:22:16 PM, dcraig

Fulfilled for [REDACTED] due 06/11/2014 03:10:15 PM.

*** COMMIT 6/11/2014 2:22:17 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/12/2014 03:10:15 PM.

document for mediation

*** CASE MODIFY 6/11/2014 2:22:37 PM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 6/12/2014 9:04:29 AM, dcraig, Action Type : Call from Customer

The customer called wanting to know if he should wait to hear back from Honda regarding his vehicle or if he should just trade out of this one into a 2014. I explained that as a consumer, it is up to him what he would like to do however we are still in the process of reviewing his case at this time and he understood. I explained that I will complete my review on 6/16 and speak back with him at that time and he understood. He will take the loaner vehicle into the dealership today but said he does not want to drive that vehicle. He is however interested in trading into a 2014 and then considering a VSC from Honda to go along with that purchase but he will wait for me to get back in contact with him about our review first before trading. I thanked him for the information and said I will speak back with him on 6/16.

*** CASE MODIFY 6/12/2014 9:04:34 AM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 6/12/2014 9:51:34 AM, dcraig, Action Type : Field Service

I left a message for the service manager about the issue with the vehicle. I explained that the dealership has repaired the vehicle and the customer is taking the loaner vehicle back in but he is not happy with taking his vehicle back in fear of his families lives. I provided him the work orders for the vehicle's service history and provided him the tech line report information. I will wait for a call back.

*** CASE MODIFY 6/12/2014 9:51:39 AM, dcraig

into WIP 9H and Status of Solving.

Case History

Case ID : N012014-05-2801209

Case Title : 9H-(NORTH)-[REDACTED] POWER STEERING MULTIPLE FAILURES

*** CASE MODIFY 6/12/2014 9:54:09 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 6/12/2014 10:03:45 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE FULFILL 6/12/2014 10:03:52 AM, dcraig
Fulfilled [REDACTED] due 06/12/2014 03:10:15 PM.

*** COMMIT 6/12/2014 10:03:54 AM, dcraig, Action Type : N/A
Made to [REDACTED] due 06/16/2014 03:10:15 PM.

Case review

*** CASE MODIFY 6/12/2014 10:04:48 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE MODIFY 6/12/2014 10:11:54 AM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 6/13/2014 10:38:53 AM, dcraig, Action Type : Call from Dealer

The service manager called saying the customer came in on 6/12 and traded into a 2014 model vehicle. He asked if Honda is going to offer any form of assistance in the form of a loyalty card for the vehicle and I said that is not something we can offer but, because the case is being reviewed by mediation, once we hear back from them, I will speak to him and the DPSM about the final information on that.

*** NOTES 6/13/2014 10:40:46 AM, dcraig, Action Type : Field Service

I left a message for the DPSM about the vehicle being traded in and the decline of the request for a loyalty card. I asked for a call back once he is back from vacation about the issue with the vehicle and I left my phone number to speak back with him about the car. I thanked him for contacting Honda.

*** CASE MODIFY 6/13/2014 10:40:50 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE FULFILL 6/13/2014 10:40:54 AM, dcraig
Fulfilled for [REDACTED] due 06/16/2014 03:10:15 PM.

*** COMMIT 6/13/2014 10:40:55 AM, dcraig, Action Type : N/A
Made to [REDACTED] due 06/16/2014 03:10:15 PM.

DPSM call back/discuss trade in

*** CASE MODIFY 6/13/2014 10:41:37 AM, dcraig
into WIP 9H and Status of Solving.

*** NOTES 6/16/2014 7:15:37 AM, dcraig, Action Type : Call from Customer

The customer left me a voice mail message about the issue with the vehicle regarding the VSC offer. He asked for a call back.

*** NOTES 6/16/2014 7:16:40 AM, dcraig, Action Type : Call to Customer

I left a voice mail message for the customer asking for a call back. I left my phone number and the extension 117740 for a call back.

*** CASE MODIFY 6/16/2014 7:16:45 AM, dcraig
into WIP 9H and Status of Solving.

*** CASE FULFILL 6/16/2014 7:16:56 AM, dcraig
Fulfilled for [REDACTED] due 06/16/2014 03:10:15 PM.

Case History

Case ID : N012014-05-2801209

Case Title : 9H-(NORTH)-[REDACTED] - POWER STEERING MULTIPLE FAILURES

*** COMMIT 6/16/2014 7:16:59 AM, dcraig, Action Type : N/A

Made to [REDACTED] due 06/19/2014 03:10:15 PM.

call cust/2nd attempt/VSC information

*** CASE MODIFY 6/16/2014 7:18:11 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE MODIFY 6/16/2014 11:42:08 AM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 6/19/2014 6:21:12 AM, dcraig, Action Type : Call to Customer

I left the customer a 2nd voice mail message letting him know that the VSC is fully active for his 2014 vehicle. I provided him the phone number for Honda Care of 1-800-999-5901 for more information about the policy and I explained that for more detailed information about his policy, he is more than welcome to call them directly for that. I also left my phone number and the extension 117740 for a call back.

*** CASE MODIFY 6/19/2014 6:22:48 AM, dcraig

into WIP 9H and Status of Solving.

*** CASE MODIFY 6/19/2014 6:23:17 AM, dcraig

into WIP 9H and Status of Solving.

*** NOTES 6/19/2014 6:25:15 AM, dcraig, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

I do apologize for the mix up but I do thank you for your assistance with this matter. The VSC has gone through and I left the customer a voice mail message providing the details of the Honda Care phone number and let him know the VSC is active at this time. I will close the case now. Thank you.

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

Thank you for your attention to this matter.

Daun Craig
Automobile Customer Service

*** CASE MODIFY 6/19/2014 6:25:20 AM, dcraig

into WIP 9H and Status of Solving.

*** SUBCASE N012014-05-2801209-1 CLOSE 6/19/2014 6:25:43 AM, dcraig

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/19/2014 6:25:43 AM, dcraig

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

Case Details

Case ID : N012014-06-2700144	Division : Honda - Auto	Condition : Closed	Open Date : 6/27/2014 7:06:46 AM
Case Originator : Robyn Gray (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/23/2014 4:58:22 PM
Case Owner : Kyscha Sullivan (Team HC)	Method : Phone	Queue :	Days Open : 26
Last Closed By : Kyscha Sullivan (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 10E - [REDACTED] - STEERING COMPLAINT/MULT REPAIRS ATTE No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCT1B35D [REDACTED]
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CT1B3DEW / A
 Miles / Hours : 18,362
 In Service Date : 03/13/2013
 Months In Use : 15
 Engine Number : K24W11091146
 Originating Dealer No. / Name : 208242 / RUDOLPH HONDA
 Selling Dealer No. / Name : 208242 / RUDOLPH HONDA
 Trim : LX-S
 No. Of Doors : 2
 Transmission Code : CVT
 Exterior Color : WB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208242 / RUDOLPH HONDA
 Phone No. : 915-845-4321
 Address : 5655 SOUTH DESERT BLVD
 City / State / Zip : EL PASO, TX 79932
 Svc District / Sls District : 10E / D10
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-06-2700144-1 / [REDACTED]	- Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-06-2700144-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 6/30/2014 3:22:09 PM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 7/9/2014 3:45:58 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Steer Stiff/Hvy 5104
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to 3rdParty
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-06-2700144

Case Title : 10E - [REDACTED] - STEERING COMPLAINT/MULT REPAIRS ATTEMPTS

*** CASE CREATE 6/27/2014 7:06:46 AM, rgray

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

*** CASE MODIFY 6/27/2014 7:18:38 AM, rgray

into WIP default and Status of Solving.

*** NOTES 6/27/2014 7:35:05 AM, rgray, Action Type : Call from Customer

ACS Updated and Verified Information.

BEST NUMBER: [REDACTED]

EMAIL: [REDACTED]

Allstate Insurance - declined to give

No Police Report filed.

No injuries reported.

Customer states that he wants to file a claim. After multiple concerns with the steering locking up. The customer states that the last time on June 24, 2014. At about 9:30 PM. He was driving about 50 mph on the access road. The steering became difficult to maneuver and customer lost control of the vehicle. Customer ended up driving off the road and hitting a few mounds of dirt. He was able to drive back onto the street and drove home. At that time he noticed that the vehicle was making funny noises. He looked under the hood and saw that the fan was broken and there was damage to the radiator. Customer had to drive the vehicle to work the next day (about 5 miles) and he called RUDOLPH HONDA and they sent a tow truck to pick up the vehicle and DLR provided him with a loaner. RUDOLPH HONDA advised that the accident caused damage to the radiator. SM Carlisle and GM Normando referred customer to AHM to start a case. ACS asked if Police Report was filed, customer states No. ACS asked if auto insurance was called. At that time the customer placed his mother ([REDACTED]) on the line. She advised that she will not be involving her insurance because it is a manufacturer defect. [REDACTED] states that after the accident she and her son went to the dealer and spoke with the GM. The GM asked if she wanted the vehicle bought back or replaced. [REDACTED] states whatever is fastest. She was then told to contact AHM to open up a claim. Customer seeks to get her vehicle replaced by AHM.

Multiple repair attempts

2/6/2014 steering wheel locked up. Techs reprogrammed

4/15/2015 at 15,000 miles steering wheel locked up again. DLR clear coded

5/12/2014 at 17,000 miles again. Replaced rack system.

June 24, 18632 miles steering locked up again causing accident.

[REDACTED], I'm sorry for what you are experiencing. In order to make a decision on your request/situation, your case will need to be reviewed further. Therefore, I will be dispatching your case to a Case Manager who can look into your concern further and is in a better position to give you an answer or/make a decision on your behalf. ACS appreciated customer taking the time to contact AHM to provide us with his feedback on the product and for being a part of the Honda family. ACS advised customer that the concern has been documented. Offered case #.

*** CASE MODIFY 6/27/2014 7:35:23 AM, rgray

into WIP default and Status of Solving.

*** CASE MODIFY 6/27/2014 7:35:52 AM, rgray

into WIP default and Status of Solving.

*** CASE DISPATCH 6/27/2014 7:36:04 AM, rgray

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 6/27/2014 1:36:19 PM, ksulliva

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-06-2700144

Case Title : 10E - [REDACTED] - STEERING COMPLAINT/MULT REPAIRS ATTEMPTS

from Queue Honda Team C to WIP default.

*** SUBCASE N012014-06-2700144-1 CREATE 6/30/2014 3:22:09 PM, ksulliva

Created in WIP Default with Due Date 6/30/2014 3:22:09 PM.

*** NOTES 6/30/2014 3:23:12 PM, ksulliva, Action Type : Call to Customer

Called customer at [REDACTED] and left a message with all contact information for a return call.

*** COMMIT 6/30/2014 3:28:32 PM, ksulliva, Action Type : N/A

Made to [REDACTED] due 07/03/2014 03:28:36 PM.

DCS Follow-Up

*** NOTES 6/30/2014 3:29:23 PM, ksulliva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/3/2014 3

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

Customer states that he wants to file a claim. After multiple concerns with the steering locking up. The customer states that the last time on June 24, 2014. At about 9:30 PM. He was driving about 50 mph on the access road. The steering became difficult to maneuver and customer lost control of the vehicle. Customer ended up driving off the road and hitting a few mounds of dirt. He was able to drive back onto the street and drove home. At that time he noticed that the vehicle was making funny noises. He looked under the hood and saw that the fan was broken and there was damage to the radiator. Customer had to drive the vehicle to work the next day (about 5 miles) and he called RUDOLPH HONDA and they sent a tow truck to pick up the vehicle and DLR provided him with a loaner. RUDOLPH HONDA advised that the accident caused damage to the radiator. SM Carlisle and GM Normando referred customer to AHM to start a case. ACS asked if Police Report was filed, customer states No. ACS asked if auto insurance was called. At that time the customer placed his mother ([REDACTED]) on the line. She advised that she will not be involving her insurance because it is a manufacturer defect. [REDACTED] states that after the accident she and her son went to the dealer and spoke with the GM. The GM asked if she wanted the vehicle bought back or replaced. [REDACTED] states whatever is fastest. She was then told to contact AHM to open up a claim. Customer seeks to get her vehicle replaced by AHM.

Was the dpsm contacted?

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

Kysha Sullivan
Automobile Customer Service
310-783-7748

*** NOTES 6/30/2014 4:18:09 PM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Carlisle(sm) and he advised that the dpsm has been contacted. Carlisle(sm) stated that the customer was at the dlr twice for the loss of power while steering (codes 71-01 and 02). Carlisle stated that the rack and pinion has been replaced but, after the customer had an accident the vehicle was driven from where the accident occurred to his job and the vehicle was towed from his job to the dlr but, no codes were stored. Carlisle stated that is when the customer was advised they needed to call their ins co and they refused because they stated they know they won't be able to find anything wrong. Carlisle stated that he was told by the dpsm that when the customer has opened a case to let him know. I advised that I will follow up with the dpsm.

*** CASE MODIFY 6/30/2014 4:18:49 PM, ksulliva

into WIP 10E and Status of Solving.

*** CASE MODIFY COMMITMENT 6/30/2014 4:19:22 PM, ksulliva

Case History

Case ID : N012014-06-2700144

Case Title : 10E - [REDACTED] - STEERING COMPLAINT/MULT REPAIRS ATTEMPTS

with [REDACTED] due 07/01/2014 03:28:36 PM.

*** NOTES 7/1/2014 10:08:18 AM, ksulliva, Action Type : Call from Customer

Received call from customer and he advised that his vehicle was involved in an accident and at this time the vehicle is at the dlr and has not been repaired. The customer stated that he has not called his insurance company because he feels the vehicle is defective because of the concerns that he has with the steering system in the past. I advised that I have spoke with Carlisle(sm) and he has advised that the dpsm is involved in the case. I advised that I will need to speak with him and then I will call him back regarding his concerns with his vehicle.

I advised that even if he feels that the vehicle is defective, he should still contact his insurance company because he was involved in an accident.

*** NOTES 7/1/2014 10:14:33 AM, ksulliva, Action Type : Field Service

Called dpsm and he advised that the vehicle was at the dlr twice before with codes regarding the steering system and the p/s rack was replaced. The DPSM stated that when the accident occurred, the vehicle was towed to the dlr and the customer stated that the accident was caused by a steering problem. But, there were no codes stored for a problem with the steering system unlike when the vehicle was at the dlr previously. The dpsm stated that the dlr attempted to trade the customer out but, they were upside down by approx \$10k. The dpsm stated that he would not offer trade assistance because there were no codes stored for the steering system and referred the customer to their insurance company.

*** NOTES 7/1/2014 4:51:32 PM, ksulliva, Action Type : Call to Customer

Called customer and left a message.

*** CASE FULFILL 7/1/2014 4:51:35 PM, ksulliva

Fulfilled for [REDACTED] due 07/01/2014 03:28:36 PM.

*** COMMIT 7/1/2014 4:51:36 PM, ksulliva, Action Type : N/A

call cust

*** NOTES 7/2/2014 4:57:30 PM, ksulliva, Action Type : Call to Customer

Called customer and left a message.

*** CASE FULFILL 7/2/2014 4:57:36 PM, ksulliva

Fulfilled for [REDACTED] due 07/02/2014 12:00:00 AM.

*** COMMIT 7/2/2014 4:57:37 PM, ksulliva, Action Type : N/A

call cust

*** NOTES 7/3/2014 4:36:38 PM, ksulliva, Action Type : Call to Customer

Called customer and I advised that I understood his vehicle had been to the dlr previously for a concern with the steering but, after the accident when the vehicle came to the dlr there were no codes that were stored for the steering system. I advised that he should contact his insurance company and the customer stated that he has contacted them and the dlr. The customer stated that the dlr is waiting for the dpsm and the adjuster to inspect his vehicle and the dlr will call him. I advised that I will follow up with him on 7/7. Customer thanked me and ended call.

*** CASE FULFILL 7/3/2014 4:36:42 PM, ksulliva

Fulfilled for [REDACTED] due 07/03/2014 12:00:00 AM.

*** COMMIT 7/3/2014 4:36:43 PM, ksulliva, Action Type : N/A

call cust/call dlr

*** NOTES 7/7/2014 2:02:51 PM, ksulliva, Action Type : Call to Dealer

Called dlr and spokle with Carlisle(sa) and he advised that the customer's insurance adjuster is scheduled to be at the dlr today. Carlisle(sa) advised that the dpsm is not scheduled to be at the dlr to inspect the vehicle along with the customer's insurance adjuster.

Case History

Case ID : N012014-06-2700144

Case Title : 10E [REDACTED]

STEERING COMPLAINT/MULT REPAIRS ATTEMPTS

*** CASE FULFILL 7/7/2014 2:02:58 PM, ksulliva

Fulfilled for [REDACTED] due 07/07/2014 12:00:00 AM.

*** COMMIT 7/7/2014 2:02:59 PM, ksulliva, Action Type : N/A

call dlr

*** NOTES 7/8/2014 5:06:22 PM, ksulliva, Action Type : Call to Dealer

Called dlr and left a messag for Carlisle(sm)

*** CASE FULFILL 7/8/2014 5:06:26 PM, ksulliva

Fulfilled for [REDACTED] due 07/08/2014 12:00:00 AM.

*** COMMIT 7/8/2014 5:06:28 PM, ksulliva, Action Type : N/A

call dlr

*** NOTES 7/9/2014 3:43:33 PM, ksulliva, Action Type : Call to Customer

Called customer and he advised that his insurance company is repairing the vehicle and it is currently in the body shop. The customer stated that he no longer requires assistance from ahm and I advised that he may contact our office if his needs change. Customer thanked me and ended call, closing case.

*** NOTES 7/9/2014 3:44:20 PM, ksulliva, Action Type : Call to Customer

Customer was also advised to consult his insurance company for additional options.

*** NOTES 7/9/2014 3:44:41 PM, ksulliva, Action Type : Call to Customer

****verified email address****

*** SUBCASE N012014-06-2700144-1 CLOSE 7/9/2014 3:45:58 PM, ksulliva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/9/2014 3:45:58 PM, ksulliva

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

*** CASE REOPEN 7/23/2014 4:58:02 PM, ksulliva

with Condition of Open and Status of Solving.

*** CASE MODIFY 7/23/2014 4:58:21 PM, ksulliva

into WIP default and Status of Solving.

*** CASE CLOSE 7/23/2014 4:58:22 PM, ksulliva

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

Case Details

Case ID : N012014-05-0201958	Division : Honda - Auto	Condition : Closed	Open Date : 5/2/2014 1:53:42 PM
Case Originator : Anthony Aldridge (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/14/2014 4:26:09 PM
Case Owner : David Mendoza (Team HD)	Method : Phone	Queue :	Days Open : 12
Last Closed By : David Mendoza (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 3D (ROYAL) - [REDACTED] - LOANER VEH REQUEST/VEH @ DLR	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F90DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F9DKNW / A
Miles / Hours :	17,000
In Service Date :	12/26/2012
Months In Use :	17
Engine Number :	J35Y11013051
Originating Dealer No. / Name :	206881 / SUPERIOR HONDA
Selling Dealer No. / Name :	206881 / SUPERIOR HONDA
Trim :	TRGV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208178 / ROYAL HONDA
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	03D / E03
Warranty Labor Rate / Date :	\$100.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-05-0201958-1 / [REDACTED] -	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-05-0201958-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 5/5/2014 8:52:34 AM
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 5/14/2014 4:26:05 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - Loaner, Documented Concern, Repaired/Warranty
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-05-0201958

Case Title : 3D (ROYAL) - [REDACTED] - LOANER VEH REQUEST/VEH @ DLR

*** CASE CREATE 5/2/2014 1:53:42 PM, aaldrig

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

*** NOTES 5/2/2014 2:09:22 PM, aaldrig, Action Type : Call from Customer

Customer provided information

Best contact number: [REDACTED]

Customer is experiencing a problem with the EPS and the brakes locking up while driving. Customer says that the vehicle is currently at ROYAL HONDA undergoing inspection. Customer says he was told by the dealership a Honda rep will be at the dealership next Monday to inspect the vehicle. Customer says they are not sure the exact repair needed for this issue. Customer says since he will be without a vehicle for the weekend, he is wanting to know if AHM would be able to provide a loaner vehicle. Customer says he inquired with the dealership about one, and they advised him that they could not provide one.

ACS empathized with customer about his concerns. ACS advised customer that AHM will do everything we can to ensure that the vehicle is fixed under the terms of the warranty. ACS advised customer that doesn't necessarily stated that a loaner vehicle will be provided, as each individual dealerships can choose to provide a loaner vehicle at their own discretion. ACS advised customer though, due to this being something that is still undergoing diagnosis for, I will forward his request to a CM for review. ACS provided customer with case number for reference and advised him we will contact him by the end of the next business day.

*** CASE MODIFY 5/2/2014 2:09:29 PM, aaldrig

into WIP default and Status of Solving.

*** CASE MODIFY 5/2/2014 2:09:52 PM, aaldrig

into WIP default and Status of Solving.

*** CASE MODIFY 5/2/2014 2:09:56 PM, aaldrig

into WIP default and Status of Solving.

*** CASE DISPATCH 5/2/2014 2:10:07 PM, aaldrig

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 5/5/2014 8:35:12 AM, dmendoza

from Queue Honda Team C to WIP default.

*** SUBCASE N012014-05-0201958-1 CREATE 5/5/2014 8:52:34 AM, dmendoza

Created in WIP Default with Due Date 5/5/2014 8:52:34 AM.

*** NOTES 5/5/2014 9:37:57 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm an RCM at AHM and I've been assigned his case. I verified his contact information. The customer states that he's experiencing brake and electrical power steering concerns. He states that sometimes that when he's driving he'll intermittently lose power steering. Also, whenever the steering concern manifests his brakes harden up. I asked the customer what that means. He states that when it happens he has to hit the brake harder than normal to get the car to stop. The customer states that this all normally happens between 30 and 35 mph and it started happening about a month ago. The customer states that the car is at Royal Honda now and they're inspecting it. He believes that the DPSM is going to be taking a look at the car. The customer states that he knows that the dealership has found codes in the vehicle. He asked if ACS will offer him a rental vehicle because he needs one. He states that he's contacted ACS to request a repair or a replacement vehicle. I empathized with the customer and apologized for his experience. I advised the customer that I'll review the case and see what can be done for him. I advised him that I recommend he consult his warranty manual and avail himself of the NCDS if necessary. The customer understood. I advised the customer that he's contacted the warrantors of the vehicle and the primary goal of the warrantors is to repair his vehicle. The customer states that the dealership wouldn't give him a rental vehicle and he needs one. He states that he's been working with an SA, Roy, at the dealership. I advised the customer that I'll talk to the dealership and see what can be done. We agreed on a follow up date of 5/6/14. The call ended.

Case History

Case ID : N012014-05-0201958

Case Title : 3D (ROYAL) - [REDACTED] - LOANER VEH REQUEST/VEH @ DLR

*** COMMIT 5/5/2014 9:38:01 AM, dmendoza, Action Type : N/A

cd Royal / cc rc

*** CASE MODIFY 5/5/2014 9:38:21 AM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 5/5/2014 9:38:27 AM, dmendoza

into WIP default and Status of Solving.

*** NOTES 5/5/2014 10:29:24 AM, dmendoza, Action Type : Call from Dealer

I received a call from the SM, Glenn. I advised the SM that I wanted to discuss the customer's case. The SM states that the customer has 18,183 miles on the vehicle. The SM states that the customer has complained of a concern where he's lost steering control. I advised the SM that the customer has also mentioned brake concerns. The SM states that all he can imagine is that the steering loss makes it difficult to break. The SM states that they've driven the car at least 30 miles and haven't been able to duplicate the concern. I advised the SM that the customer seemed to think that the DPSM was going to be involved. The SM states that the DPSM hasn't been involved. He states that they've talked to TL and they've said to replace the steering rack. I asked the SM to confirm that they didn't duplicate the customer's steering concern. He states that they didn't but TL still made the recommendation. I advised him that the customer is requesting a rental car. I advised the SM that I'll review the case a bit further and call back. The call ended.

*** CASE MODIFY 5/5/2014 10:31:24 AM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY COMMITMENT 5/5/2014 4:46:29 PM, dmendoza

with [REDACTED] due 05/06/2014 08:00:00 PM.

*** NOTES 5/6/2014 9:47:06 AM, slee2, Action Type : Call from Customer

The customer called in to speak to RCM. He is seeking an answer on his request for a rental vehicle.

ACS apologized and advised customer RCM was unavailable. ACS offered to transfer to voicemail customer declined. ACS advised will forward message on his behalf. ACS confirmed contact number.

*** NOTES 5/6/2014 1:24:44 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Glenn. I advised the SM that I'm calling in regard to the customer. The SM states that they're still working on the car and it won't be ready until tomorrow. I advised the SM that I can consider a rental car for the customer. The SM states that they're \$36.00 a day. I advised the SM that I can extend the customer a one time courtesy offer of \$108.00 to cover 3 days of a rental. I provided my authorization number. I advised the SM that I'll refer the customer to him. The SM states that will be fine. I advised the SM that the customer seemed to think that the DPSM was going to be involved. The SM confirmed that the DPSM is going to be at the dealership today for unrelated reasons. I asked the SM to talk to the DPSM about the case so we can involve him. The SM agreed and the call ended.

*** CASE MODIFY 5/6/2014 1:25:33 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 5/6/2014 3:18:40 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regard to his case. I've spoken to the dealership and confirmed that they are utilizing all of AHM's resources at this point. They're recommending a replacement power steering rack and they've said that the repair will take a few days. I advised the customer that in regard to the experience I can extend him a one time courtesy to provide him with a rental car while the vehicle is being finished. I advised the customer that he'll want to speak to the SM, Glenn, to make the arrangements. The customer understood. He states that it sounds like this repair should resolve the concern. I advised the customer that it should as ACS is confident in the dealer's diagnosis. Regardless, I will keep in touch with him to make sure things go smoothly. The customer understood. We agreed on a follow up date of 5/9/14. The call

Case History

Case ID : N012014-05-0201958

Case Title : 3D (ROYAL) - [REDACTED] LOANER VEH REQUEST/VEH @ DLR

ended.

*** CASE MODIFY COMMITMENT 5/6/2014 3:18:51 PM, dmendoza

with [REDACTED] due 05/09/2014 08:00:00 PM.

*** CASE MODIFY 5/6/2014 3:18:55 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 5/6/2014 3:26:31 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 5/8/2014 4:24:15 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 5/9/2014 9:55:50 AM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 5/9/2014 2:16:57 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Glenn. The SM states that the customer picked up the vehicle and the repair has been completed. He states that the customer ended up needing the rental for 4 days. He states that total cost is \$144.00. I advised the SM that I can authorize that. The call ended.

*** NOTES 5/9/2014 2:17:12 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that Im calling in regard to his case. The customer states that the dealership has said that the repair has been completed but he hasnt picked the car up yet. He states that he intends to do so within the hour though. We agreed that Id call back on Monday, 5/12/14, to make sure that things go smoothly.

*** CASE MODIFY COMMITMENT 5/9/2014 2:17:23 PM, dmendoza

with [REDACTED] due 05/12/2014 08:00:00 PM.

*** CASE MODIFY 5/9/2014 2:17:26 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 5/12/2014 2:58:34 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 5/12/2014 5:10:34 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that Im calling in regard to his case. The customer states that he picked up the car but its pulling to the left. He asked if the dealership is supposed to perform an alignment associated with his steering repair. I advised the customer that I cant say myself as Im not a technician. The customer states that he thinks that they should do one. He asked if the dealership would cover it or not. I advised the customer that I can look in to it but I cant say that its likely given that they are maintenance items. The customer states that hed like ACS to check. He states that he has a free maintenance package at Superior Honda but hed like to go to Royal Honda. I advised the customer that Ill see what I can find out. We agreed on a follow up date of 5/13/14. The call ended.

*** NOTES 5/12/2014 5:10:54 PM, dmendoza, Action Type : Call to Dealer

I called the SM, Glenn. The SM states that the customer just called his SA, Roy. He states that the customer has said that the car is pulling to the left and hes going to bring it in tomorrow so that they can straighten it out. The SM states that the alignment is part of the repair and theyll take care of it for the customer. I thanked the SM for the update and the call ended.

*** CASE MODIFY 5/12/2014 5:11:02 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

Case History

Case ID : N012014-05-0201958

Case Title : 3D (ROYAL) - [REDACTED] - LOANER VEH REQUEST/VEH @ DLR

*** CASE MODIFY COMMITMENT 5/12/2014 5:11:10 PM, dmendoza

with [REDACTED] due 05/13/2014 08:00:00 PM.

*** CASE MODIFY 5/12/2014 5:11:14 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 5/13/2014 4:16:53 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, Glenn. The SM states that they've completed the customer's alignment and they took care of the service at the dealership. I thanked the SM for his time and the call ended.

*** NOTES 5/13/2014 4:19:55 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regard to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again later on this week.

*** CASE MODIFY COMMITMENT 5/13/2014 4:20:07 PM, dmendoza

with [REDACTED] due 05/15/2014 08:00:00 PM.

*** CASE MODIFY 5/13/2014 4:20:11 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 5/14/2014 4:24:15 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I wanted to check in and see if his alignment concerns have been resolved. The customer states that the dealership performed an alignment and everything is perfect. I advised the customer that I'm very happy to hear that. The customer states that Royal Honda has done a very good job. He states that he has no other questions. I thanked the customer for his time and the call ended.

*** NOTES 5/14/2014 4:25:13 PM, dmendoza, Action Type : Note-General

The customer has been extended a one time courtesy offer of \$144.00 to cover 4 days of a loaner vehicle. The offer was based on the age and mileage of the vehicle:

DPSM involved? No

Customer pay quote from Dealership: \$144.00

Total Warranty Repair Cost \$144.00

Total Amount Authorized for claim: \$144.00

Percentage of Goodwill Authorized: 100%

Total the Customer will pay \$ - + Applicable tax

*** SUBCASE N012014-05-0201958-1 CLOSE 5/14/2014 4:26:05 PM, dmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/14/2014 4:26:07 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE CLOSE 5/14/2014 4:26:09 PM, dmendoza

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

Case Details

Case ID : N012014-04-2201103	Division : Honda - Auto	Condition : Closed	Open Date : 4/22/2014 11:45:31 AM
Case Originator : Leticia Muniz (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/29/2014 4:05:57 PM
Case Owner : Jonathan Yu (Team SM)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Jonathan Yu (Team SM)	Point of Origin : Customer	Wipbin :	
Case Title : 1F (MOSS BROS) - [REDACTED] - VEH DOWN AT DLR 33 DAYS		No. of Attachments : 1	

Site / Contact Info :

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

Product Info :

Unit Owner :	ADELINA ALANIS 2480
VIN Type / No. :	US VIN / 1HGCT1B79D [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT1B7DJW / A
Miles / Hours :	1,000
In Service Date :	04/29/2013
Months In Use :	12
Engine Number :	K24W11473756
Originating Dealer No. / Name :	208409 / MOSS BROS. HONDA
Selling Dealer No. / Name :	208409 / MOSS BROS. HONDA
Trim :	EX
No. Of Doors :	2
Transmission Code :	CVT
Exterior Color :	BL
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208409 / MOSS BROS. HONDA
Phone No. :	951-486-9366
Address :	27990 EUCALYPTUS AVE.
City / State / Zip :	MORENO VALLEY, CA 92555
Svc District / Sls District :	01F / D01
Warranty Labor Rate / Date :	\$100.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-04-2201103-1 / [REDACTED] - PR	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-04-2201103-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 4/23/2014 5:10:52 PM
Issue Owner : Jonathan Yu	Type 2 : Operation	Queue :	Close Date : 4/29/2014 4:05:34 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Forward to Mediation, Documented Concern
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-04-2201103

Case Title : 1F (MOSS BROS) - [REDACTED] - VEH DOWN AT DLR 33 DAYS

*** CASE CREATE 4/22/2014 11:45:31 AM, Immuniz

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

*** CASE MODIFY 4/22/2014 11:46:39 AM, Immuniz

into WIP Default and Status of Solving.

*** NOTES 4/22/2014 11:50:25 AM, Immuniz, Action Type : Call from Customer

All information verified

Best call back # [REDACTED]

HCV- provided disclosure

I introduced myself as the representative from AH returning his call as he requested per our HCV process. Its to my understanding he is calling our office in regards to his vehicle being at the dlr for 33 days now; customer confirmed.

Customer asked that I call him back in 5-10 min for he has a customer he needed no attend. ACS agreed to call back.

*** CASE MODIFY 4/22/2014 11:50:26 AM, Immuniz

into WIP Default and Status of Solving.

*** NOTES 4/22/2014 12:06:06 PM, Immuniz, Action Type : Call to Customer

I called the customer a [REDACTED] left VM I provided his case # and asked he call us back to further discuss his concerns

*** CASE MODIFY 4/22/2014 12:06:09 PM, Immuniz

into WIP Default and Status of Solving.

*** CASE YANKED 4/22/2014 12:55:33 PM, cherrera

Yanked by cherrera into WIPbin default.

*** CASE MODIFY 4/22/2014 1:02:19 PM, cherrera

into WIP default and Status of Solving.

*** NOTES 4/22/2014 1:07:33 PM, cherrera, Action Type : Call from Customer

Customer contacted ACS within 24 hours.

Customer contacted ACS regarding his vehicle being at the dealership for over one month regarding the steering wheel going stiff. Customer states that the issue began on 3/19/2014. Customer states that he turned the vehicle on and when he tried to turn the steering wheel and he was not able to do so. Customer states that normally he would turn the engine on and the steering wheel would move a little bit by itself. Customer states that he drove the vehicle to MOSS BROS. HONDA. Customer states that he spoke to SA Timmy. Customer states that they advised him that they would see what was wrong with the vehicle, states that they contacted him back saying it was the steering rack. Customer states that a couple days later he checked back in and they advised him that the vehicle was still having the same issue and that it looked like it could be the harness. Customer states that he checked back in with them and advised him it could be a different harness. Customer states that he checked back in on 3/26/2014 and he spoke to the technician and they advised him that they could not figure out what was wrong with the vehicle. Customer states that they had the vehicle completely torn down. States that he went a couple of days ago and saw his vehicle in the back with the bumper not being aligned the headlights do not align. Customer states that he advised them he no longer wanted the vehicle. Customer states that the SA advised him they did what they could but it could not be repaired. Customer states that he would like for AHM to purchase the vehicle back.

ACS apologized and empathized with customer about this issue. ACS advised customer that the case would be sent over to a CM for further review. ACS advised customer that the CM would contact him back by the end of the next business day (5 P.M. PST). ACS provided customer with reference number. Customer

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-04-2201103

Case Title : 1F (MOSS BROS) - [REDACTED] - VEH DOWN AT DLR 33 DAYS

understood. Call ended.

*** CASE MODIFY 4/22/2014 1:07:34 PM, cherrera
into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2014 1:07:39 PM, cherrera
into WIP default and Status of Solving.

*** CASE DISPATCH 4/22/2014 1:08:09 PM, cherrera
from WIP default to Queue Honda Team D.

*** CASE ACCEPT 4/22/2014 5:06:33 PM, jyu
from Queue Honda Team D to WIP default.

*** COMMIT 4/23/2014 3:40:01 PM, jyu, Action Type :

Made to [REDACTED] due 04/29/2014 03:40:03 PM.

DCS Follow-Up

*** NOTES 4/23/2014 3:40:08 PM, jyu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 4/29/2014

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

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

Customer contacted ACS regarding his vehicle being at the dealership for over one month regarding the steering wheel going stiff. Customer states that the issue began on 3/19/2014. Customer states that he turned the vehicle on and when he tried to turn the steering wheel and he was not able to do so. Customer states that normally he would turn the engine on and the steering wheel would move a little bit by itself. Customer states that he drove the vehicle to MOSS BROS. HONDA. Customer states that he spoke to SA Timmy. Customer states that they advised him that they would see what was wrong with the vehicle, states that they contacted him back saying it was the steering rack. Customer states that a couple days later he checked back in and they advised him that the vehicle was still having the same issue and that it looked like it could be the harness. Customer states that he checked back in with them and advised him it could be a different harness. Customer states that he checked back in on 3/26/2014 and he spoke to the technician and they advised him that they could not figure out what was wrong with the vehicle. Customer states that they had the vehicle completely torn down. States that he went a couple of days ago and saw his vehicle in the back with the bumper not being aligned the headlights do not align. Customer states that he advised them he no longer wanted the vehicle. Customer states that the SA advised him they did what they could but it could not be repaired. Customer states that he would like for AHM to purchase the vehicle back.

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

Jonathan Yu
Automobile Customer Service

*** NOTES 4/23/2014 3:49:32 PM, dmarisca, Action Type : Warm Transfer

Customer called to speak with his case manager. Customer stated DLR called him today and advised him vehicle is ready for pick-up. Customer stated he does not want the vehicle back, he would like for Honda to buy back the vehicle.

ACS advised customer CM has until the end of the business day to call him back. ACS informed customer I will attempt to warm transfer call to CM if he

Case History

Case ID : N012014-04-2201103

Case Title : 1F (MOSS BROS) - [REDACTED] - VEH DOWN AT DLR 33 DAYS

is available, but if CM was not available, ACS asked customer for permission to transfer to CM's voicemail. Customer accepted. Call was transferred to CM

*** NOTES 4/23/2014 5:09:52 PM, jyu, Action Type : Call to Customer

I received a call from the customer regarding the situation. The customer claimed to have his vehicle down for over 30 days altogether. The customer has an issue with the steering wheel being stiff. The customer confirmed the inbound's notes. The customer had a power steering rack replaced along with two wire harnesses. The vehicle is currently being released back to the customer. The customer is seeking assistance from AHM in having the vehicle replaced. I advised him that he can refer to the NCDS in the consumer information booklet regarding lemon law and arbitration. I offered to help him resolve his concerns regarding the repair such as contacting the dealership and engineering. The customer was only interested in having the vehicle bought back. I directed him to the NCDS. I thanked him and the call ended

*** COMMIT 4/23/2014 5:10:01 PM, jyu, Action Type :

Made to [REDACTED] due 04/29/2014 05:10:09 PM.

DCS Follow-Up

*** NOTES 4/23/2014 5:10:11 PM, jyu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 4/29/2014

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

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

Customer contacted ACS regarding his vehicle being at the dealership for over one month regarding the steering wheel going stiff. Customer states that the issue began on 3/19/2014. Customer states that he turned the vehicle on and when he tried to turn the steering wheel and he was not able to do so. Customer states that normally he would turn the engine on and the steering wheel would move a little bit by itself. Customer states that he drove the vehicle to MOSS BROS. HONDA. Customer states that he spoke to SA Timmy. Customer states that they advised him that they would see what was wrong with the vehicle, states that they contacted him back saying it was the steering rack. Customer states that a couple days later he checked back in and they advised him that the vehicle was still having the same issue and that it looked like it could be the harness. Customer states that he checked back in with them and advised him it could be a different harness. Customer states that he checked back in on 3/26/2014 and he spoke to the technician and they advised him that they could not figure out what was wrong with the vehicle. Customer states that they had the vehicle completely torn down. States that he went a couple of days ago and saw his vehicle in the back with the bumper not being aligned the headlights do not align. Customer states that he advised them he no longer wanted the vehicle. Customer states that the SA advised him they did what they could but it could not be repaired. Customer states that he would like for AHM to purchase the vehicle back.

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

Jonathan Yu
Automobile Customer Service

*** SUBCASE N012014-04-2201103-1 CREATE 4/23/2014 5:10:52 PM, jyu

Created in WIP Default with Due Date 4/23/2014 5:10:52 PM.

*** CASE MODIFY 4/23/2014 5:11:02 PM, jyu

into WIP default and Status of Solving.

*** NOTES 4/29/2014 11:47:15 AM, jyu, Action Type : Call to Dealer

I contacted Ernesto (Moss Bros.) regarding the customers situation. The customer brought the vehicle in on 3/20/2014 at 10,306 miles. The

Case History

Case ID : N012014-04-2201103

Case Title : 1F (MOSS BROS) - [REDACTED] - VEH DOWN AT DLR 33 DAYS

customer had an issue with the power steering being hard at low speeds. The dealership verified the concern. The dealership replaced an internal sensor. The customer brought the vehicle back on 4/2/2014 with a complaint about the steering being tight. The SM would need to pull the RO and give me a call back since the RO is currently open. I thanked him and the call ended.

*** CASE MODIFY 4/29/2014 11:47:19 AM, jyu

into WIP 1F and Status of Solving.

*** CASE FULFILL 4/29/2014 11:47:33 AM, jyu

Fulfilled for [REDACTED] due 04/29/2014 03:40:03 PM.

*** NOTES 4/29/2014 1:26:06 PM, bdixon, Action Type : Letter/Fax

On 04/29/14 ACS received a 1 page fax cover with 3 pages of an RO from the SM regarding the previous concern.

*** CASE ADD ATTACHMENT 4/29/2014 1:30:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-04-2201103_1.pdf

*** CASE MODIFY 4/29/2014 1:52:32 PM, jyu

into WIP 1F and Status of Solving.

*** NOTES 4/29/2014 4:05:10 PM, jyu, Action Type : Note-General

Mediation received a NCDS contact. Per Mediation's instructions, the case will now be closed.

*** SUBCASE N012014-04-2201103-1 CLOSE 4/29/2014 4:05:34 PM, jyu

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/29/2014 4:05:43 PM, jyu

into WIP 1F and Status of Solving.

*** CASE MODIFY 4/29/2014 4:05:54 PM, jyu

into WIP 1F and Status of Solving.

*** CASE CLOSE 4/29/2014 4:05:57 PM, jyu

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

Case Details

Case ID : N012014-09-0401097	Division : Honda - Auto	Condition : Closed	Open Date : 9/4/2014 12:18:15 PM
Case Originator : Adrian Montenegro (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/24/2014 9:51:26 AM
Case Owner : Eugene Lim (Team HE)	Method : Phone	Queue :	Days Open : 20
Last Closed By : Eugene Lim (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : COGGIN HONDA JAX - 7H - [REDACTED] - STEERING / STIFF	No. of Attachments : 1		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F8XDA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	34,000
In Service Date :	12/31/2012
Months In Use :	21
Engine Number :	J35Y11015268
Originating Dealer No. / Name :	208418 / HONDA OF THE AVENUES
Selling Dealer No. / Name :	208418 / HONDA OF THE AVENUES
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207435 / COGGIN HONDA
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	07H / H07
Warranty Labor Rate / Date :	\$107.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-09-0401097-1 / [REDACTED] -	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-09-0401097-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eugene Lim	Type 1 : Product	Status : Subcase Close	Open Date : 9/4/2014 1:17:47 PM
Issue Owner : Eugene Lim	Type 2 : Operation	Queue :	Close Date : 9/24/2014 9:51:26 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Assist Denied, Repaired/Warranty, Referred
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-09-0401097

Case Title : COGGIN HONDA JAX - 7H - [REDACTED] - STEERING / STIFF

*** NOTES 9/4/2014 12:18:15 PM, amontene, Action Type :

2013 Accord 34,000 miles

2 days ago he began to feel the steering to be stiff

Would happen when he stopped or while driving

Happened about 5 times within the last 2 days

When he restarts the vehicle the issue goes away

Called DLR and since there is no recalls and they never have had this issue before

*** CASE CREATE 9/4/2014 12:18:15 PM, amontene

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

*** NOTES 9/4/2014 12:54:53 PM, amontene, Action Type : Call from Customer

Updated Customer Information

Best Contact # [REDACTED]

Email- [REDACTED]

Customer stated that 2 days ago he felt the steering wheel to be come very stiff. Customer stated that all of a sudden while driving or pulling away from a complete stop the steering very stiff and has happened about 5 times within the last 2 days. Customer stated that he has not gone to the DLR because he has done research online and he sees this is a known issue. Customer stated he noticed that this issue has had been repaired on the vehicle and it has not been fixed. Customer stated that he believes this issue is related to the EPS. Customer wanted to know what information all the DLR's have reported to AHM and what AHM is doing to repair the vehicle.

ACS advised the Customer that ACS does not have the information he is requesting. ACS advised the Customer that the best person to contact would be the DLR. ACS informed the Customer that the DLR would be able to diagnosis on the vehicle and once the diagnosis is done the DLR would let him know what repairs need to be done on the vehicle.

Customer stated that he does not feel like taking it to the DLR because he has seen online that many DLR's have misdiagnosis the vehicle and doing repairs and the issue has not been resolved. Customer stated that he is going based on what is online and does not trust the DLR would do the repair right.

ACS advised the Customer that ACS could not diagnose the issue over the phone and that he would need to be able to take the vehicle to a Honda DLR within the next 30 days for a diagnosis. ACS informed the Customer that once the diagnosis is done they would advise him of the repairs and repair the vehicle. ACS informed the Customer that he is still within the 3 year/ 36,000 miles warranty. ACS informed the Customer that without a diagnosis his issue could be looked into further.

Customer stated he has seen may repair attempts online and wanted to make sure that diagnosis and repair is done correctly the first time.

Customer stated he is willing to take the vehicle to the DLR within the next 30 days to get a diagnosis.

Customer is the original owner of the vehicle, has Service at the DLR, and only has 1 honda car.

ACS is dispatching the case to a RCM to further review the Customer's request to make sure the diagnosis and repair, if needed, is done properly. ACS is also dispatching the case because the customer will be able to take the vehicle to the DLR within the next 30 days.

ACS informed the Customer that his case will be dispatched to a RCM for further review and will be in the best position to address his concern with the vehicle.

Case History

Case ID : N012014-09-0401097

Case Title : COGGIN HONDA JAX - 7H - [REDACTED] - STEERING / STIFF

ACS informed the Customer that the RCM would contact him by the end of the business day 9/5/2014. ACS gave the Customer his case #.

Call was dropped.

*** NOTES 9/4/2014 12:59:09 PM, amontene, Action Type : Call to Customer

Call disclosure provided to Customer.

ACS made sure Customer had case # and informed Customer that he should get a call from CM tomorrow.

Customer stated that he wanted a hard copy of the case.

ACS advised the Customer that this is an internal system and ACS could not send a hard copy and could only provide the case #.

Customer understood and had no further questions.

*** CASE MODIFY 9/4/2014 12:59:21 PM, amontene
into WIP default and Status of Solving.

*** CASE DISPATCH 9/4/2014 12:59:32 PM, amontene
from WIP default to Queue Honda Team E.

*** CASE ACCEPT 9/4/2014 1:11:11 PM, elim
from Queue Honda Team E to WIP default.

*** CASE MODIFY 9/4/2014 1:16:46 PM, elim
into WIP default and Status of Solving.

*** SUBCASE N012014-09-0401097-1 CREATE 9/4/2014 1:17:47 PM, elim
Created in WIP Default with Due Date 9/4/2014 1:17:47 PM.

*** COMMIT 9/4/2014 1:17:52 PM, elim, Action Type : N/A
Made to [REDACTED] due 09/05/2014 11:00:00 AM.

1st com - 24hr.

*** CASE MODIFY 9/4/2014 1:19:05 PM, elim
into WIP default and Status of Solving.

*** NOTES 9/5/2014 9:59:01 AM, elim, Action Type : Call to Dealer

Per Greg, SM he spoke with the customer about two to three days ago over the phone. He said the customer was concerned about the power steering on his vehicle and was requested to bring the vehicle into the dealership for inspection. Greg advised the customer never came in or has not setup an appointment at this time.

*** CASE MODIFY 9/5/2014 9:59:18 AM, elim
into WIP District 7H and Status of Solving.

*** CASE MODIFY 9/5/2014 9:59:22 AM, elim
into WIP District 7H and Status of Solving.

*** CASE YANKED 9/5/2014 11:40:26 AM, dbilardo
Yanked by dbilardo into WIPbin default.

Case History

Case ID : N012014-09-0401097

Case Title : COGGIN HONDA JAX - 7H - [REDACTED] - STEERING / STIFF

*** NOTES 9/5/2014 11:53:42 AM, dbilardo, Action Type : Call to Customer

CM generated 24 hour call back to phone# [REDACTED]

CM left introduction VM for customer advising of CM ext 117752 business hours 6am-2:30pm M-F, CM will follow up with customer by 9/10/14.

*** CASE FULFILL 9/5/2014 11:53:50 AM, dbilardo

Fulfilled for [REDACTED] due 09/05/2014 11:00:00 AM.

*** COMMIT 9/5/2014 11:53:51 AM, dbilardo, Action Type : N/A

2nd com - cust follow up

*** CASE ASSIGN 9/5/2014 11:54:17 AM, dbilardo

N012014-09-0401097 to elim, WIP

*** CASE MODIFY COMMITMENT 9/5/2014 12:04:05 PM, elim

with [REDACTED] due 09/10/2014 01:00:00 PM.

*** CASE MODIFY 9/5/2014 12:04:08 PM, elim

into WIP default and Status of Solving.

*** NOTES 9/5/2014 12:04:41 PM, dbilardo, Action Type : Note-General

Correction to 24 callback # CM called it was [REDACTED]

*** NOTES 9/9/2014 2:28:23 PM, elim, Action Type : Call from Customer

The customer called ACS and left a vm msg. He requested a return call at [REDACTED]

*** NOTES 9/9/2014 2:29:24 PM, elim, Action Type : Call to Customer

ACS called [REDACTED]. The customer was left a vm msg and advised ACS was returning his call. ACS informed the customer he will be receiving a follow up call tomorrow to address his case.

*** CASE MODIFY 9/9/2014 2:29:30 PM, elim

into WIP District 7H and Status of Solving.

*** NOTES 9/10/2014 8:52:44 AM, elim, Action Type : Call to Customer

Topics discussed:

ACS called [REDACTED]. The customer advised while driving the vehicle, his power steering will stop working. He said that he will have to use two hands to steer the wheel and has put the vehicle into storage as he feels it is not safe to drive. He added he has found online complaints in regards to his experience and that the NHTSA also has documented cases in which other consumers are having issues with the steering in their vehicle. The customer said he has contacted consumer product attorneys and would like AHM to address his concerns. He said he would like to have his vehicle towed into the dealer for appraisal and would like AHM to cover the expense of placing him in another vehicle. He said that he doesnt trust that the dealer will be able to properly diagnose or repair the vehicle based on all the concerns he has found online. He said when he called ACS the first time, he declined going to the dealer as he didnt agree that he should get it diagnosed, repaired, and driven to determine if everything is fine. He said he didnt want to be a guinea pig and risk his safety.

Expectation:

The customer wants to be traded out of the vehicle at AHMs expense.

Summary:

The customer was advised that ACS acknowledges he has had a difficult time in addressing his power steering concerns. ACS informed the customer that his request can be reviewed but he will need to refer to a Honda dealership for diagnosis. Based on the inspection, ACS would respond accordingly. The customer was

Case History

Case ID : N012014-09-0401097

Case Title : COGGIN HONDA JAX - 7H - [REDACTED] - STEERING / STIFF

advised that as the manufacturer who distributes and warranties the vehicle, the first objective would be to repair the vehicle if possible. If not, ACS would review options with the customer. ACS advised that AHM would not be able to take any position without having a diagnosis to refer to. The customer was informed that if he declines inspection, he can refer to his consumer rights. The customer agreed to get an inspection and asked which dealer he should go to. ACS referred the customer to the website and suggested he research the nearest dealerships in his area. The customer agreed and was advised, ACS will provide a follow up call by next Thursday, 09/18/14. No further comments.

Note: ACS confirmed the mailing address and email contact.

*** CASE FULFILL 9/10/2014 8:52:50 AM, elim

Fulfilled for [REDACTED] due 09/10/2014 01:00:00 PM.

*** COMMIT 9/10/2014 8:52:51 AM, elim, Action Type : N/A

Made to [REDACTED] due 09/18/2014 01:00:00 PM.

3rd com - get diag / update cust.

*** CASE MODIFY 9/10/2014 8:53:09 AM, elim

into WIP District 7H and Status of Solving.

*** CASE MODIFY 9/16/2014 10:08:57 AM, elim

into WIP District 7H and Status of Solving.

*** NOTES 9/16/2014 10:42:48 AM, elim, Action Type : Call from Customer

The customer called ACS and left a vm msg. He provided an update and mentioned the dealer will be replacing a yaw rate sensor. The customer requested a return call at [REDACTED].

*** NOTES 9/16/2014 10:44:04 AM, elim, Action Type : Call to Dealer

Per Beth, ASM the dealer will be replacing the electronic power steering gear box per codes 53-01 & 53-02. ACS requested an update upon completion of repairs.

*** NOTES 9/16/2014 10:51:15 AM, elim, Action Type : Call to Customer

ACS called [REDACTED]. The customer was informed his message was received. ACS referred to the dealer and inquired about the sensor and was informed they are replacing the power steering gear box. The customer replied he spoke with Greg, SM and was advised the issue was with the yaw rate sensor. ACS apologized and informed the customer that Greg is out on vacation and will be returning next week. ACS advised the customer that his ASM, Beth has updated ACS and advised that the ps gear box is being replaced. ACS added that once the repairs have been completed, ACS will review his request and provide a position. The customer added he was under the impression that the diagnosis would reveal the outcome of his request per the initial conversation. He then said that he understands this is the first step in resolving his concern. ACS apologized for the confusion and advised the customer that the vehicle will need to be repaired and evaluated prior to taking a position. ACS acknowledged that the customer is not going to change his position on wanting to replace the vehicle regardless of the outcome. However, the dealership needs to complete the repair process in order for ACS to take a position. The customer acknowledged the process and will wait for an update. ACS advised the customer he will receive a follow up call by Friday, 09/19/14. No further comments.

*** CASE MODIFY COMMITMENT 9/16/2014 10:51:25 AM, elim

with [REDACTED] due 09/16/2014 01:00:00 PM.

*** CASE FULFILL 9/16/2014 10:51:27 AM, elim

Fulfilled for [REDACTED] due 09/16/2014 01:00:00 PM.

*** COMMIT 9/16/2014 10:51:29 AM, elim, Action Type : N/A

Made to [REDACTED] due 09/19/2014 01:00:00 PM.

4th com - get diag / update cust.

Case History

Case ID : N012014-09-0401097

Case Title : COGGIN HONDA JAX - 7H - [REDACTED] - STEERING / STIFF

*** CASE MODIFY 9/16/2014 10:51:48 AM, elim
into WIP District 7H and Status of Solving.

*** NOTES 9/16/2014 1:33:33 PM, elim, Action Type : Call from Dealer

Greg, SM called ACS to review the case. ACS confirmed the yaw rate sensor is apart of the gearbox. He advised there are other components that also required replacement but that it is all within the gearbox itself. ACS requested that he update the DPSM based on the customer's request for a buy back. He advised the DPSM will be at the dealership tomorrow and that he will meet with him and review the concern. EOM

*** CASE MODIFY 9/16/2014 1:33:35 PM, elim
into WIP District 7H and Status of Solving.

*** NOTES 9/19/2014 2:35:43 PM, elim, Action Type : Call to Customer

ACS called [REDACTED]. The customer was advised the case is still under review. ACS explained that the DPSM has been requested to inspect the vehicle. Currently the SM is on vacation and ACS will need further time to address his case. The customer understood and advised that the dealer reached out to him and informed him that the DPSM road tested his vehicle and found no problems. The customer said he will still provide ACS time to refer to the SM and DPSM. ACS thanked the customer for his patience and advised a follow up call will be made by next Tuesday, 09/23/14.

*** CASE FULFILL 9/19/2014 2:35:48 PM, elim

Fulfilled for [REDACTED] due 09/19/2014 01:00:00 PM.

*** COMMIT 9/19/2014 2:35:50 PM, elim, Action Type : N/A

Made to [REDACTED] due 09/23/2014 01:00:00 PM.

5th com - call SM/DPSM - update cust.

*** CASE MODIFY 9/19/2014 2:36:16 PM, elim

into WIP District 7H and Status of Solving.

*** NOTES 9/23/2014 11:33:16 AM, elim, Action Type : Call to Dealer

ACS spoke with Allison, SA and requested a copy of the invoice. She was given a fax contact of [REDACTED].

*** CASE MODIFY 9/23/2014 11:33:18 AM, elim

into WIP District 7H and Status of Solving.

*** NOTES 9/23/2014 11:33:54 AM, elim, Action Type : Field Service

ACS reviewed the case with the DPSM. He confirmed test driving the vehicle and was determined the vehicle is operating as designed.

*** CASE MODIFY 9/23/2014 11:33:57 AM, elim

into WIP District 7H and Status of Solving.

*** NOTES 9/23/2014 12:19:16 PM, bdixon, Action Type : Letter/Fax

On 09/23/14 ACS received a 2 page fax of an RO from the SA regarding the previous concern.

*** CASE ADD ATTACHMENT 9/23/2014 12:30:23 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-09-0401097_1.pdf

*** NOTES 9/23/2014 12:41:04 PM, elim, Action Type : Call from Customer

The customer called ACS and left a vm msg. He is seeking an update on his case and requested a return call today.

*** CASE MODIFY 9/23/2014 12:41:07 PM, elim

into WIP District 7H and Status of Solving.

*** NOTES 9/23/2014 1:30:00 PM, elim, Action Type : Call to Dealer

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-09-0401097

Case Title : COGGIN HONDA JAX - 7H - [REDACTED] STEERING / STIFF

Dealer contact: Greg, SM

R/O: 325272

Date: 09/17/14

Mileage: 34,574

Concern: CS the power steering goes out while driving.

Diagnosis: Will need to replace the steering gearbox for electric power steering.

Resolution: Replaced the EPS under warranty coverage.

DPSM: Yes, the DPSM road tested the vehicle and confirmed it is operating as designed.

Notes: The vehicle has been repaired and the customer has been contacted to pick up the vehicle.

*** CASE MODIFY 9/23/2014 1:30:05 PM, elim

into WIP District 7H and Status of Solving.

*** CASE MODIFY 9/23/2014 1:30:08 PM, elim

into WIP District 7H and Status of Solving.

*** NOTES 9/23/2014 1:47:13 PM, elim, Action Type : Note-General

ACS reviewed the case with the RM. ACS addressed the customer's request and was advised that AHM would not be in a position to buy the vehicle back at this time.

*** NOTES 9/23/2014 1:49:08 PM, elim, Action Type : Call to Customer

ACS called 904-226-7279 and left a vm msg. The customer was requested to call ACS back at [REDACTED]. ACS will try again by Friday, 09/26/14.

*** CASE FULFILL 9/23/2014 1:49:12 PM, elim

Fulfilled for [REDACTED] due 09/23/2014 01:00:00 PM.

*** COMMIT 9/23/2014 1:49:13 PM, elim, Action Type : N/A

Made to [REDACTED] due 09/26/2014 01:00:00 PM.

6th com - contact cust / provide update

*** CASE MODIFY 9/23/2014 1:49:40 PM, elim

into WIP District 7H and Status of Solving.

*** NOTES 9/24/2014 9:28:30 AM, elim, Action Type : Call from Customer

The customer called ACS and left a vm msg. The customer requested a return call at [REDACTED].

*** NOTES 9/24/2014 9:50:24 AM, elim, Action Type : Call to Customer

ACS called [REDACTED]. The customer was advised his case has been reviewed with management on multiple levels. The customer was advised that the vehicle has been inspected, repaired, and road tested. The dealership has found the vehicle is operating as designed and the customer is requested to pick up the vehicle. ACS has reviewed the customers request for a trade or buy back but at this time, ACS will decline the request. The customer said he is disappointed with the decision and said that the vehicle has already lost 35% of the retail value on the vehicle. He said they have gone through seven Honda vehicles and that he doesnt feel safe with this vehicle. The customer asked if ACS is aware of any concerns related to his vehicle and was informed that

Case History

Case ID : N012014-09-0401097

Case Title : COGGIN HONDA JAX - 7H - [REDACTED] - STEERING / STIFF

there are no current campaigns associated to his concern on the vehicle. The customer was advised should the position of AHM change, he would be notified by mail. The customer was informed he has rights as a consumer and can refer to the consumer booklet and seek out other entities such as the NCDS, BBB, or even legal counsel. The customer asked if anything else could be done such as an extended warranty. ACS informed the customer that the vehicle is still within warranty and currently, the repair has been documented and can be used as a point of reference moving forward. If the customer encounters the concern, he can contact AHM and request the right of review even if the vehicle is in or out of the warranty period. The customer thanked ACS for the feedback and for looking into his concerns. ACS thanked the customer for his patience and for remaining professional throughout his experience. The customer was advised his concerns have been documented and that his case would now be closed. The customer acknowledged the position of AHM and required no further assistance. Per customer consent, case closed.

*** CASE MODIFY COMMITMENT 9/24/2014 9:51:18 AM, elim
with [REDACTED] due 09/24/2014 01:00:00 PM.

*** CASE FULFILL 9/24/2014 9:51:20 AM, elim
Fulfilled for [REDACTED] due 09/24/2014 01:00:00 PM.

*** CASE MODIFY 9/24/2014 9:51:23 AM, elim
into WIP District 7H and Status of Solving.

*** SUBCASE N012014-09-0401097-1 CLOSE 9/24/2014 9:51:26 AM, elim
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/24/2014 9:51:26 AM, elim
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012014-07-0800928	Division : Honda - Auto	Condition : Closed	Open Date : 7/8/2014 10:14:30 AM
Case Originator : Mayra Castro (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/10/2014 7:24:37 AM
Case Owner : Reginald Richardson (Team HC)	Method : Phone	Queue :	Days Open : 2
Last Closed By : Reginald Richardson (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 5B -HONDA OF STATEN ISLAND [REDACTED] - STEERING WHEEL LOCK/R	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F88DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	13,502
In Service Date :	12/29/2012
Months In Use :	19
Engine Number :	J35Y11207060
Originating Dealer No. / Name :	206888 / SIERRA HONDA
Selling Dealer No. / Name :	206888 / SIERRA HONDA
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207079 / HONDA OF STATEN ISLAND
Phone No. :	718-720-1100
Address :	1232 HYLAN BLVD.
City / State / Zip :	STATEN ISLAND, NY 10305
Svc District / Sls District :	05B / A05
Warranty Labor Rate / Date :	\$105.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-07-0800928-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012014-07-0800928-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Subcase Close	Open Date : 7/9/2014 1:58:53 PM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date : 7/10/2014 7:24:37 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
Condition Code Desc : Other 512X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Repaired/Warranty
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-07-0800928

Case Title : 5B -HONDA OF STATEN ISLAND [REDACTED] STEERING WHEEL LOCK/RENTAL

*** CASE CREATE 7/8/2014 10:14:30 AM, mcastro

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

*** CASE MODIFY 7/8/2014 10:15:20 AM, mcastro

into WIP default and Status of Solving.

*** NOTES 7/8/2014 10:23:51 AM, mcastro, Action Type : Call from Customer

[REDACTED]
STATEN ISLAND NY [REDACTED]
BEST CONTACT NUMBER [REDACTED]
EMAIL: [REDACTED]

The customer called in stating that on 6/28/14 the steering wheel locked while he was driving. The customer had the vehicle towed to Honda of Staten Island on 6/28/14. The customer states that they provided him with a rental on 6/30/14 and advised him that they would cover the cost. He states that he has been calling Honda of Staten Island to check if the vehicle is ready and they don't give him a definite answer. The customer wants to make sure the rental is covered and wants to make sure the dealer is repairing the vehicle.

ACS advised the customer that his case will be forwarded to a case manager for further assistance. Advised the customer that he will be contacted by the end of the next business day. Provided his case number and he had no further questions.

*** CASE MODIFY 7/8/2014 10:24:20 AM, mcastro

into WIP default and Status of Solving.

*** CASE DISPATCH 7/8/2014 10:25:43 AM, mcastro

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 7/9/2014 1:40:06 PM, rrichard

from Queue Honda Team G to WIP default.

*** CASE MODIFY 7/9/2014 1:44:15 PM, rrichard

into WIP default and Status of Solving.

*** CASE MODIFY 7/9/2014 1:57:35 PM, rrichard

into WIP default and Status of Solving.

*** COMMIT 7/9/2014 1:57:49 PM, rrichard, Action Type : N/A

call sm and close case

*** NOTES 7/9/2014 1:58:04 PM, rrichard, Action Type : Call to Customer

ACS contacted the customer back in regards to his loaner car concerns. The customer advised that the steering wheel locked up on him. The customer advised that he took the vehicle to Honda of Staten Island. The customer states that they gave him a loaner vehicle which he has had for 6 days. The customer advised that he is not sure if there is a cost associated with the loaner vehicle as he was not informed of this when he was given the vehicle. The customer states that it has been 6 days and the dealership has not contacted him back. The customer states that he wanted to know if there was a fee for the loaner vehicle and what was being done to his vehicle.

ACS apologized to the customer for the inconvenience. ACS suggested the customer contact the SM at the dealership for the information he is seeking as the SM will be his main point of contact. ACS advised the customer that AHM does not have a loaner car program so ACS would not know if he was being charged

Case History

Case ID : N012014-07-0800928

Case Title : 5B -HONDA OF STATEN ISLAND [REDACTED] STEERING WHEEL LOCK/RENTAL

or not. ACS asked the customer if he was informed of a fee and he said no. ACS advised the customer that usually when they are going to charge a customer they advise of the fees upfront. The customer understood and advised that he will follow up with the SM at the dealership. ACS advised the customer that his concerns will be documented. No further assistance was needed.

*** CASE MODIFY 7/9/2014 1:58:07 PM, rrichard
into WIP default and Status of Solving.

*** CASE MODIFY 7/9/2014 1:58:13 PM, rrichard
into WIP default and Status of Solving.

*** CASE MODIFY 7/9/2014 1:58:17 PM, rrichard
into WIP default and Status of Solving.

*** SUBCASE N012014-07-0800928-1 CREATE 7/9/2014 1:58:53 PM, rrichard
Created in WIP Default with Due Date 7/9/2014 1:58:53 PM.

*** CASE MODIFY 7/9/2014 1:58:57 PM, rrichard
into WIP OTHER and Status of Solving.

*** CASE MODIFY 7/9/2014 1:59:01 PM, rrichard
into WIP OTHER and Status of Solving.

*** CASE MODIFY 7/10/2014 7:08:26 AM, rrichard
into WIP OTHER and Status of Solving.

*** NOTES 7/10/2014 7:23:39 AM, rrichard. Action Type : Call to Dealer
Dealer contact: Tom

Date at dealer: 07/02/14
R/O: 347385
Mileage: 13502

Customer's complaint: Steering wheel will not turn out all, and a pulsation when braking there is a slight.

Dealer's diagnosis: Power steering rack is bad.

Dealer resolution: Dealership contacted tech line who advised them to replace the power steering rack. The dealership is currently waiting on parts to arrive for the vehicle to be repaired.

Service history at dealer: vehicle too new for service

DPSM involvement: No

Notes: The SA advised the he spoke with the customer yesterday and advised him of the needed repairs and that there will be no charge for the loaner vehicle. ACS will document the case.

*** CASE MODIFY 7/10/2014 7:23:41 AM, rrichard
into WIP OTHER and Status of Solving.

Case History

Case ID : N012014-07-0800928

Case Title : 5B -HONDA OF STATEN ISLAND

STEERING WHEEL LOCK/RENTAL

*** NOTES 7/10/2014 7:24:05 AM, rrichard, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Attached is a summary of the conversation with your dealer regarding this customer. Please review and follow up with me if there are any discrepancies. Thank You.

Dealer contact: Tom

Date at dealer: 07/02/14

R/O: 347385

Mileage: 13502

Customer's complaint: Steering wheel will not turn out all, and a pulsation when braking there is a slight.

Dealer's diagnosis: Power steering rack is bad.

Dealer resolution: Dealership contacted tech line who advised them to replace the power steering rack. The dealership is currently waiting on parts to arrive for the vehicle to be repaired.

Service history at dealer: vehicle too new for service

DPSM involvement: No

Notes: The SA advised the he spoke with the customer yesterday and advised him of the needed repairs and that there will be no charge for the loaner vehicle. ACS will document the case.

Reginald Richardson
Regional Case Manager
Automobile Customer Service
(310) 783-7736

*** CASE MODIFY 7/10/2014 7:24:33 AM, rrichard
into WIP OTHER and Status of Solving.

*** CASE CLOSE 7/10/2014 7:24:37 AM, rrichard

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

*** SUBCASE N012014-07-0800928-1 CLOSE 7/10/2014 7:24:37 AM, rrichard

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012013-08-0100537	Division : Honda - Auto	Condition : Closed	Open Date : 8/1/2013 9:37:44 AM
Case Originator : Vanessa Alligood (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/5/2013 6:37:35 AM
Case Owner : Kangsan Kim (Team HF)	Method : Fax	Queue :	Days Open : 4
Last Closed By : Kangsan Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6C (DULLES) [REDACTED] - DLR SERVICE COMP/POWER STEERING	No. of Attachments : 1		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F82D [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	438
In Service Date :	07/17/2013
Months In Use :	1
Engine Number :	J35Y11015461
Originating Dealer No. / Name :	208341 / AUTONATION HONDA DULLES
Selling Dealer No. / Name :	208341 / AUTONATION HONDA DULLES
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208341 / AUTONATION HONDA DULLES
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	06C / A06
Warranty Labor Rate / Date :	\$119.65 /
Agent Name :	Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-08-0100537-1 / [REDACTED] - SE	Subcase Close	Service - Dealer	Experience	510	Steering Column

Issue Details

Issue ID : N012013-08-0100537-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 8/2/2013 6:24:45 AM
Issue Owner : Kangsan Kim	Type 2 : Experience	Queue :	Close Date : 8/5/2013 6:37:35 AM
Issue Title : [REDACTED] - SERVICE - DEALER - EXPERIENCE			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Warranty
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-08-0100537

Case Title : 6C (DULLES) [REDACTED] - DLR SERVICE COMP/POWER STEERING

*** CASE CREATE 8/1/2013 9:37:44 AM, valligoo

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

*** NOTES 8/1/2013 9:37:44 AM, valligoo, Action Type :

On 8/01/13 ACS received a 2-page faxed letter from the customer regarding a dealership service complaint / power steering failure.

*** CASE MODIFY 8/1/2013 9:37:52 AM, valligoo

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2013 9:37:52 AM, valligoo

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2013 9:38:20 AM, valligoo

into WIP default and Status of Solving.

*** CASE MODIFY 8/1/2013 9:43:01 AM, valligoo

into WIP default and Status of Solving.

*** CASE DISPATCH 8/1/2013 9:43:08 AM, valligoo

from WIP default to Queue Honda Team F.

*** CASE ADD ATTACHMENT 8/1/2013 10:00:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-08-0100537_1.PDF

*** CASE ACCEPT 8/2/2013 6:02:01 AM, wzitter

from Queue Honda Team F to WIP Default.

*** CASE MODIFY 8/2/2013 6:24:27 AM, wzitter

into WIP Default and Status of Solving.

*** SUBCASE N012013-08-0100537-1 CREATE 8/2/2013 6:24:45 AM, wzitter

Created in WIP Default with Due Date 8/2/2013 6:24:45 AM.

*** CASE MODIFY 8/2/2013 6:25:23 AM, wzitter

into WIP Default and Status of Solving.

*** CASE ASSIGN 8/2/2013 6:25:41 AM, wzitter

N012013-08-0100537 to kkim, WIP

*** SUBCASE N012013-08-0100537-1 ASSIGN 8/2/2013 6:25:47 AM, wzitter

N012013-08-0100537-1 to kkim, WIP

*** CASE MODIFY 8/5/2013 6:25:21 AM, kkim

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

*** COMMIT 8/5/2013 6:25:42 AM, kkim, Action Type :

Made to [REDACTED] due 08/12/2013 12:00:00 AM.

DCS Follow-Up

*** NOTES 8/5/2013 6:26:25 AM, kkim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/6/2013

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

Case History

Case ID : N012013-08-0100537

Case Title : 6C (DULLES) [REDACTED] - DLR SERVICE COMP/POWER STEERING

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

This customer contacted our office regarding the following issue(s): power steering harness repair

Please provide the following information:

Diagnostic / Date of Visit / Dealer contact (complaint - cause - correction)

Tech line / DPSM involved?

Customer repair cost & Warranty Rate? (Parts and labor)

Current mileage (at time of diagnostic or last service)

Service history, if available

RO #(s)

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

[REDACTED]
Automobile Customer Service

*** CASE MODIFY 8/5/2013 6:28:03 AM, kkim

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

*** NOTES 8/5/2013 6:28:18 AM, kkim, Action Type : Call to Customer

I contacted the customer at [REDACTED] in response to the fax. I left a VM with my extension and office hours.

*** NOTES 8/5/2013 6:37:18 AM, kkim, Action Type : Call from Customer

I received a call back from the customer. The customer stated that his vehicle was at the dealership from 7/30 to 8/2, and stated that he picked up the vehicle over the weekend. The customer stated that he did speak with the GM of the dealership in response to why he kept getting hung up on, and stated that the GM was very helpful. The customer stated that the repairs are complete, and stated that the vehicle is operating fine. I advised that I would document his concerns, and the customer understood and required no further assistance.

*** CASE MODIFY 8/5/2013 6:37:31 AM, kkim

into WIP *DISTRICT 6C* and Status of Solving.

*** SUBCASE N012013-08-0100537-1 CLOSE 8/5/2013 6:37:35 AM, kkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/5/2013 6:37:35 AM, kkim

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

Case Details

Case ID : N012014-08-2201734	Division : Honda - Auto	Condition : Closed	Open Date : 8/22/2014 4:59:50 PM
Case Originator : Peter Nguyen (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/22/2014 5:06:59 PM
Case Owner : Peter Nguyen (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Peter Nguyen (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - POWER STEERING NOT WORKING	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR3F82D ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	24,000
In Service Date :	06/13/2013
Months In Use :	14
Engine Number :	J35Y11015467
Originating Dealer No. / Name :	207987 / PARKER HONDA
Selling Dealer No. / Name :	207987 / PARKER HONDA
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-08-2201734-1 / ██████████ -	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-08-2201734-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Peter Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 8/22/2014 5:06:27 PM
Issue Owner : Peter Nguyen	Type 2 : Operation	Queue :	Close Date : 8/22/2014 5:06:59 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-08-2201734

Case Title : [REDACTED] - POWER STEERING NOT WORKING

*** CASE CREATE 8/22/2014 4:59:50 PM, pnguyen

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

*** CASE MODIFY 8/22/2014 5:04:17 PM, pnguyen

into WIP default and Status of Solving.

*** NOTES 8/22/2014 5:05:42 PM, pnguyen, Action Type : Call from Customer

Updated customer's contact information

The customer's best contact number is [REDACTED]

The customer's E-mail is [REDACTED]

The customer called ACS stating his EPS has gone out and the light is on. ACS advised the customer at this point he would have to have the vehicle towed to the dealer for diagnosis and assistance. ACS advised the customer that if the EPS is out then it will be under warranty. The tow for the vehicle can be reviewed for reimbursement. ACS advised the customer at this point a dealer has to look at the vehicle.

The customer understood and required no further assistance.

*** CASE MODIFY 8/22/2014 5:05:44 PM, pnguyen

into WIP default and Status of Solving.

*** SUBCASE N012014-08-2201734-1 CREATE 8/22/2014 5:06:27 PM, pnguyen

Created in WIP Default with Due Date 8/22/2014 5:06:27 PM.

*** CASE MODIFY 8/22/2014 5:06:57 PM, pnguyen

into WIP default and Status of Solving.

*** SUBCASE N012014-08-2201734-1 CLOSE 8/22/2014 5:06:59 PM, pnguyen

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/22/2014 5:06:59 PM, pnguyen

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

Case Details

Case ID : N012014-12-0800401	Division : Honda - Auto	Condition : Open	Open Date : 12/8/2014 7:05:09 AM
Case Originator : Leslie Thompson (Team HE)	Sub Division : Customer Relations	Status : Solving	Close Date :
Case Owner : Reginald Richardson (Team HC)	Method : Phone	Queue :	Days Open : 3
Last Closed By :	Point of Origin : Customer	Wipbin : 3D	
Case Title : 3D -MOSS HONDA - [REDACTED] - POWER STERRING CONCERN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F83DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	36,000
In Service Date :	01/05/2013
Months In Use :	23
Engine Number :	J35Y11015940
Originating Dealer No. / Name :	207337 / MOSS HONDA
Selling Dealer No. / Name :	206627 / RICHARDS HONDA
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207337 / MOSS HONDA
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	03D / E03
Warranty Labor Rate / Date :	\$81.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-12-0800401-1 / [REDACTED]	Solving	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012014-12-0800401-1	Disposition: Complaint	Condition : Open	Wipbin : Sub-case
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Solving	Open Date : 12/9/2014 2:56:26 PM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date :
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc : Noise 5121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions :
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-12-0800401

Case Title : 3D -MOSS HONDA - [REDACTED] - POWER STERRING CONCERN

*** CASE CREATE 12/8/2014 7:05:09 AM, lthomps1

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

*** CASE MODIFY 12/8/2014 7:06:27 AM, lthomps1

into WIP default and Status of Solving.

*** CASE MODIFY 12/8/2014 7:07:52 AM, lthomps1

into WIP default and Status of Solving.

*** NOTES 12/8/2014 7:17:19 AM, lthomps1, Action Type : Call from Customer

Updated Customer Info

best contact number [REDACTED]

e-mail verified decline

The customer is calling on behalf of his wife [REDACTED]. The customer stated they have been having issues with the power steering on the vehicle and have visited MOSS HONDA 3-4 times for the same concern. The customer doesn't remember who they spoke with, however he did stated it was a SA. The customer stated the currently he has his vehicle, and is upset that the DLR isn't able to resolve their concern. The customer is calling for assistance with having the vehicle repaired correctly.

ACS informed customer that we are sorry for what they are experiencing with the power steering. In order to make a decision on the customers situation, their case will need to be reviewed further. Therefore, I will be dispatching the case to a Case Manager who can look into their concern further and is in a better position to give them an answer or make a decision on their behalf. Customer was provided their case number and was informed he would be contacted by the end of the next business day.

ACS found the last visit for the DLR was November 5, 2014

Case Manager Information:

Customer is the original owner of the vehicle

The customer also owned Honda Civic 2000, Accord 1999

Customer has great service history

Confirm the problem: The customer is having power steering issues.

*** CASE MODIFY 12/8/2014 7:17:21 AM, lthomps1

into WIP default and Status of Solving.

*** CASE MODIFY 12/8/2014 7:17:36 AM, lthomps1

into WIP default and Status of Solving.

*** CASE DISPATCH 12/8/2014 7:17:52 AM, lthomps1

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 12/9/2014 8:43:15 AM, rrichard

from Queue Honda Team C to WIP default.

*** CASE MODIFY 12/9/2014 2:50:37 PM, rrichard

into WIP default and Status of Solving.

*** CASE MODIFY 12/9/2014 2:50:54 PM, rrichard

into WIP default and Status of Solving.

Case History

Case ID : N012014-12-0800401

Case Title : 3D -MOSS HONDA - [REDACTED] - POWER STERRING CONCERN

*** COMMIT 12/9/2014 2:55:32 PM, richard, Action Type : N/A

2nd call to customer

*** NOTES 12/9/2014 2:55:49 PM, rrichard, Action Type : Call to Customer

ACS contacted the customer back ([REDACTED]) and left a detailed VM, advising the customer to contact me back. ACS provided my contact number and business hours. ACS will follow up on 12/12/14.

*** COMMIT 12/9/2014 2:55:55 PM, richard, Action Type : N/A

call sm

*** SUBCASE N012014-12-0800401-1 CREATE 12/9/2014 2:56:26 PM, richard

Created in WIP Default with Due Date 12/9/2014 2:56:26 PM.

*** CASE MODIFY 12/9/2014 2:56:30 PM, richard

into WIP default and Status of Solving.

*** CASE MODIFY 12/9/2014 2:57:55 PM, richard

into WIP default and Status of Solving.

*** NOTES 12/10/2014 1:09:52 PM, richard, Action Type : Call to Dealer

Dealer contact: Brian (SA)

Date at dealer: 11/05/14

R/O: 652156

Mileage: 35983

Customer's complaint: Power steering light came on for about 15 mins.

Dealer's diagnosis: Vehicle is operating as designed.

Dealer resolution: Dealership checked for codes, none present at the time and test drove the vehicle and could not duplicate the customers concerns.

Service history at dealer: 08/2014 electronic steering gear box, 09/29/14 power steering pump.

DPSM involvement: No

Notes: The SA advised that the Vehicle is back at the dealership within 5 mins of driving the vehicle the power steering light comes on. The customer towed the vehicle into the dealership on 12/10/14.

*** NOTES 12/10/2014 1:10:16 PM, richard, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Attached is a summary of the conversation with your dealer regarding this customer. Please review and follow up with me if there are any discrepancies. Thank You.

Dealer contact: Brian (SA)

Case History

Case ID : N012014-12-0800401

Case Title : 3D -MOSS HONDA - [REDACTED] - POWER STERRING CONCERN

Date at dealer: 11/05/14

R/O: 652156

Mileage: 35983

Customer's complaint: Power steering light came on for about 15 mins.

Dealer's diagnosis: Vehicle is operating as designed.

Dealer resolution: Dealership checked for codes, none present at the time and test drove the vehicle and could not duplicate the customers concerns.

Service history at dealer: 08/2014 electronic steering gear box, 09/29/14 power steering pump.

DPSM involvement: No

Notes: The SA advised that the Vehicle is back at the dealership within 5 mins of driving the vehicle the power steering light comes on. The customer towed the vehicle into the dealership on 12/10/14.

Reginald Richardson
Regional Case Manager
Automobile Customer Service
(310) 783-7714

*** CASE MODIFY 12/10/2014 1:10:23 PM, richard
into WIP 3D and Status of Solving.

*** CASE MODIFY 12/10/2014 2:57:18 PM, richard
into WIP 3D and Status of Solving.

*** NOTES 12/10/2014 3:00:12 PM, kthomas, Action Type : Call from Customer

[REDACTED]

The customer states his wife drives the vehicle and there has been a steering issue for a while. He states he wants to be called today, or he will get an attorney.

ACS advised him the RCM is on another call,(after sending him a message) and offered him the V/M for the RCM, he accepted. He was provided the extension 117714 for the RCM. He was told he will be called by the end of business tomorrow, however there was a callback scheduled for Friday. He was told his request for today's callback will be sent. No further action needed.

Case Details

Case ID : N012014-02-2001561	Division : Honda - Auto	Condition : Closed	Open Date : 2/20/2014 4:43:00 PM
Case Originator : John Starling (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/21/2014 1:29:01 PM
Case Owner : Carlo Isip (Team SA)	Method : Fax	Queue :	Days Open : 60
Last Closed By : Carlo Isip (Team SA)	Point of Origin : BBB	Wipbin :	
Case Title : 3E(SOUTHWEST) - [REDACTED] - BBB -EARLY WARNING/MULTIPLE FAILU No. of Attachments : 6			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F87DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	23,200
In Service Date :	12/29/2012
Months In Use :	14
Engine Number :	J35Y11016002
Originating Dealer No. / Name :	208173 / DAVID MCDAVID HONDA OF IRVIN
Selling Dealer No. / Name :	208173 / DAVID MCDAVID HONDA OF IRVIN
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206601 / BROWN HONDA
Phone No. :	806-359-1675
Address :	4300 SOUTH GEORGIA
City / State / Zip :	AMARILLO, TX 79110
Svc District / Sls District :	03E / A03
Warranty Labor Rate / Date :	\$95.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-02-2001561-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	617	A/C Condenser fa
N012014-02-2001561-2 / [REDACTED] - PRODU	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012014-02-2001561-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlo Isip	Type 1 : Product	Status : Subcase Close	Open Date : 2/21/2014 3:38:46 PM
Issue Owner : Carlo Isip	Type 2 : Operation	Queue :	Close Date : 4/21/2014 1:29:01 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 617 / A/C Condenser fa
 Condition Code Desc Any 6170
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Warranty
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012014-02-2001561-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlo Isip	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2014 1:22:57 PM
Issue Owner : Carlo Isip	Type 2 : Operation	Queue :	Close Date : 4/21/2014 1:29:01 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc Noise 5121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Forward to Mediation
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-02-2001561

Case Title : 3E(SOUTHWEST) - [REDACTED] BBB -EARLY WARNING/MULTIPLE FAILURES

*** CASE CREATE 2/20/2014 4:43:00 PM, jstarlin

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

*** CASE MODIFY 2/20/2014 4:46:01 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 2/20/2014 4:46:07 PM, jstarlin

into WIP default and Status of Solving.

*** NOTES 2/20/2014 4:48:07 PM, jstarlin, Action Type : Call from Customer

Best Contact: [REDACTED]

The customer states that he has had the vehicle in the shop 6-7 times for same issues. The customer states that the cooling fan has failed twice and been replaced and something for the steering system has been replaced twice. The customer states that the cooling fan has failed again and he wants to know what lemon law options he has. ACS informed the customer that ACS cannot consult him on his state laws, but I can have a CM look into his concerns with multiple parts failing. The customer is the original owner. The customer states that the selling DLR offered to pay off the car and get him into a new vehicle or to have him purchase a VSC. The customer feels that it would be unfair to pay off the vehicle and purchase a new vehicle because he would lose out on a year of car payments.

*** CASE MODIFY 2/20/2014 4:48:08 PM, jstarlin

into WIP default and Status of Solving.

*** NOTES 2/20/2014 4:51:19 PM, jstarlin, Action Type : Call from Customer

The customer states that cooling fan on the passenger side only makes noise with the AC on and the same side keeps failing. The customer wants to what other options he has before he returns to the DLR. Case Dispatched in the interest of customer satisfaction to see what options the customer may have.

*** CASE MODIFY 2/20/2014 4:51:21 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 2/20/2014 4:51:26 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 2/20/2014 4:52:24 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 2/20/2014 4:52:30 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 2/20/2014 4:52:32 PM, jstarlin

into WIP default and Status of Solving.

*** NOTES 2/20/2014 4:53:00 PM, jstarlin, Action Type : Call from Customer

Best Contact: [REDACTED] Cell#

*** CASE MODIFY 2/20/2014 4:53:11 PM, jstarlin

into WIP default and Status of Solving.

*** CASE DISPATCH 2/20/2014 4:53:27 PM, jstarlin

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 2/21/2014 10:25:13 AM, cisip

Case History

Case ID : N012014-02-2001561

Case Title : 3E(SOUTHWEST) - [REDACTED] - BBB -EARLY WARNING/MULTIPLE FAILURES

from Queue Honda Team C to WIP default.

*** SUBCASE N012014-02-2001561-1 CREATE 2/21/2014 3:38:46 PM, cisip

Created in WIP Default with Due Date 2/21/2014 3:38:46 PM.

*** CASE MODIFY 2/21/2014 3:41:27 PM, cisip

into WIP default and Status of Solving.

*** NOTES 2/21/2014 4:18:42 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer and requested for a call back. I provided my contact information.

Called customer: [REDACTED], spoke to the customer and provided my contact information. I introduced myself as the persona handling his case. The customer understood and stated the has had the following issues with the vehicle sine 2500 miles.

1. Cooling fan - The customer stated that he had the cooling fan replaced at 2500 and 7000 miles at First Texas Honda. The customer stated that he hears a squealing noise coming from the cooling fan after the last repair completed by First Texas Honda when the vehicle reached 13k miles. The customer stated that he addressed the issue at the selling dlrship, David McDavid Honda however they stated that they were not able to duplicate his issue and stated that they were not able to perform a repair. The customer stated that the noise is very prevalent when the AC is on. I asked the customer if the AC blows both warm and cold air. The customer stated that it does, but the noise coming from the passenger side is very noticeable.

2. The customer also states that he hears a consistent cracking noise coming from the steering wheel when making left and right turns. The customer stated that First Texas Honda replaced the air bag assembly, however the noise returned. The customer stated that he moved close to Amarillo, then took the vehicle to Southwest Honda where they replaced a cable reel inside the steering wheel. The customer states that the noise is still there. The customer stated that he would rather not file a lemon law case, but would like for his issues to be resolved.

I advised the customer that I understand his concerns. I asked the customer when was the vehicle last at a dlrship. The customer stated that his vehicle was at Southwest Honda on 1/18/14 and he attempted to address the issue of the cracking steering wheel, however the customer does not get a response from the dlrship and is just told that the individual at the dlrship who handles warranty is not available.

I advised the customer that I would need to get in contact with the dlrships with regard to his concern and follow up with him no later than 2/26/14.

I advised the customer that we may ask him to bring the vehicle back to the dlrship and that I will contact Southwest Honda to advise them of his concerns.

I provided the customer with my contact information as well. The customer understood. End of call.

*** COMMIT 2/21/2014 4:20:18 PM, cisip, Action Type : N/A

Made to [REDACTED] due 02/25/2014 04:20:21 PM.

DCS Follow-Up

*** NOTES 2/21/2014 4:21:19 PM, cisip, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 2/25/2014

This customer contacted our office regarding the following issue(s): The customer states that he hears a squealing noise coming from the passenger side of the vehicle when his AC is on. The customer also hears a cracking noise when making left and right turns.

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

Please provide the following information:

Case History

Case ID : N012014-02-2001561

Case Title : 3E(SOUTHWEST) - [REDACTED] - BBB -EARLY WARNING/MULTIPLE FAILURES

- * Diagnostic (complaint - cause - correction)
- * Customer repair cost? & Warranty Rate? (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Carlo Isip
Automobile Customer Service
[REDACTED]

*** NOTES 2/21/2014 4:27:28 PM, cisip, Action Type : Note-General

Early Warning Notification has been sent to the AZM, DPSM, RM & ACS Management.

*** NOTES 2/25/2014 10:48:45 AM, cisip, Action Type : Call to Dealer

Called First Texas Honda and left a message for SM, Garrett and requested for a call back. I provided my contact information.

*** CASE MODIFY COMMITMENT 2/25/2014 5:09:16 PM, cisip

with [REDACTED] due 02/26/2014 04:20:21 PM.

*** NOTES 2/26/2014 12:54:04 PM, cisip, Action Type : Call from Dealer

I received a call from service manager, Garrett from First Texas Honda. I advised Garret of the customers concerns. Garrett confirmed that they replaced an air bag assembly and also an AC condenser fan for the customer. I asked Garrett to please fax over copies of the customers repair orders to: [REDACTED]. I thanked Garrett for his assistance. End of call.

*** NOTES 2/26/2014 1:34:50 PM, cisip, Action Type : Field Service

Called the DPSM and advised of the customers concerns. The DPSM stated that he will be at Southwest Honda on 3/4/14 and will be able inspect the customers vehicle then. I thanked the DPSM for his assistance.

*** NOTES 2/26/2014 1:37:23 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED] left a message for the customer and requested for a call back. I provided my contact information.

Called customer: [REDACTED] left a message for the customer and requested for a call back. I provided my contact information.

*** CASE FULFILL 2/26/2014 1:37:37 PM, cisip

Fulfilled for [REDACTED] due 02/26/2014 04:20:21 PM.

*** COMMIT 2/26/2014 1:37:38 PM, cisip, Action Type : N/A

Call dlrship/Call customer

*** NOTES 2/27/2014 11:33:41 AM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer and requested for a call back. I provided my contact information.

Called customer: [REDACTED] spoke to the customer and provided disclosure. I advised the customer that I have contacted the dlrship and also an American Honda field representative with regard to his concern. I advised the customer that the rep has agreed to inspect his vehicle on 3/4/14. The customer stated that he will be able to meet with the DPSM then. I advised the customer that I will follow up with him on 3/6/14 after his meeting with the DPSM for a follow up. The customer understood. End of call.

Case History

Case ID : N012014-02-2001561

Case Title : 3E(SOUTHWEST) - [REDACTED] - BBB -EARLY WARNING/MULTIPLE FAILURES

*** CASE MODIFY COMMITMENT 2/27/2014 11:34:04 AM, cisip

with [REDACTED] due 03/03/2014 12:00:00 AM.

*** CASE ADD ATTACHMENT 2/28/2014 6:30:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2001561_1.zip

*** CASE ADD ATTACHMENT 2/28/2014 7:00:21 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2001561_2.zip

*** CASE ADD ATTACHMENT 2/28/2014 8:00:22 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2001561_3.zip

*** NOTES 2/28/2014 2:32:17 PM, cisip, Action Type : Call from Customer

I received a message for the customer who requested for a call back.

*** NOTES 2/28/2014 2:45:36 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], spoke to the customer and provided disclosure. I advised the customer that I was returning his phone call. The customer understood and stated that when he was making a right turn into his parking lot of his apartment complex. The customer stated that his steering wheel locked up and he was not able to turn the vehicle and he ended up hitting the curb. The customer stated that in order to free the steering wheel, he had to turn the wheel all the way to the right and back over to the left and the steering wheel was then functional.

I advised the customer that I understand his concerns. I asked the customer if the vehicle is drive able. The customer stated that he does not know and is afraid to drive the car. I advised the customer that I can make arrangements to have his vehicle towed into the dlrship and also provide him with alternate transportation. I advised the customer that I will contact the dlrship right now and follow up with him later today. I thanked the customer for his time. End of call.

*** NOTES 2/28/2014 2:48:08 PM, cisip, Action Type : Field Service

I called the DPSM and advised of the customers concerns. The DPSM stated that he agreed to provide the customer with a rental vehicle and also approved the towing of the vehicle as well. I advised the DPSM that I will contact the service manager, Steve to make arrangements with the customer. I thanked the DPSM for his assistance. End of call.

*** CASE MODIFY 2/28/2014 2:48:14 PM, cisip

into WIP 3E and Status of Solving.

*** NOTES 2/28/2014 2:49:24 PM, cisip, Action Type : Call to Dealer

Called dlrship [REDACTED], spoke to service manager, Steve and advised of the customer concerns. I advised Steve to please pick the vehicle up from the customers residence and also provide the customer with a loaner vehicle. I provided Steve with the customers telephone number as well. I thanked Steve for his assistance. End of call.

*** NOTES 2/28/2014 3:18:51 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], spoke to the customer and provided disclosure. I advised the customer that I was able to get in contact with the dlrship with regards to his concern. I advised the customer that I have made arrangements with the service manager to have his vehicle picked up and American Honda will also provide him with alternate transportation. The customer understood and stated that he is fed up with the vehicle and utterly frustrated. The customer stated that he has already contacted an attorney with regard to the vehicle and plans to file a lemon law.

I advised the customer that I understand his concerns. I advised the customer that the case has been escalated to have a factory representative inspect his vehicle on 3/4/14 in order to identify his concerns and instruct the dlrship to make any repairs which are necessary. I advised the customer that I will follow up with him on 3/5/14. The customer understood. End of call.

Case History

Case ID : N012014-02-2001561

Case Title : 3E(SOUTHWEST) - [REDACTED] - BBB -EARLY WARNING/MULTIPLE FAILURES

*** NOTES 3/3/2014 2:47:33 PM, cisip, Action Type : Field Service

I called the DPSM and advised of the customers concerns. The DPSM stated that he will be at the dlrship tomorrow and will be inspecting the vehicle. The DPSM stated that he will keep me updated with regard to the customers case. I thanked the DPSM for his assistance. End of call.

*** CASE MODIFY COMMITMENT 3/3/2014 2:47:41 PM, cisip

with JUSTIN SPENCE due 03/04/2014 12:00:00 AM.

*** NOTES 3/4/2014 10:15:55 AM, cisip, Action Type : Call from Customer

I received a call from the customer. The customer stated that he spoke with the DPSM who advised him that they will fix the car. The customer stated that he no longer wants this vehicle and says that it is dangerous to drive. The customer stated that he has taken the vehicle several times. The customer stated that this vehicle was purchased by his grandparents for him and stated that his grandparents also purchased 2 other Honda vehicles and they no longer want to purchase another Honda because of this experience. The customer stated that he has not been with his car for several days due to the repairs attempts that have been made on the customers vehicle.

I advised the customer that I understand his frustrations. I advised the customer that AHM's responsibility is to ensure that the repairs on the vehicle are completed under the new vehicle limited warranty. I asked the customer if he was placed in a loaner vehicle. The customer stated that the dlrship provided him with a very cheap loaner vehicle. I asked the customer if the DPSM inspected the noise in the steering wheel. The customer stated that he thinks that the DPSM did not look at the car and told him that it was the power steering pump. The customer also stated that he does not think that the DPSM looked at the noise coming from the AC as well. The customer stated that the DPSM just advised him that they will fix the car.

I advised the customer stated that he does not want this car and would like a replacement. I advised the customer the customer that I could not engage with the customer with a conversation with regard to vehicle replacement, however once the vehicle has been repaired, ACS can discuss compensation due to the he has endured while the vehicle has been repaired. I advised the customer that once I speak to the dlrship and DPSM, I will follow up with him on 3/6/14. The customer understood. End of call.

*** NOTES 3/4/2014 10:19:42 AM, cisip, Action Type : Field Service

Called the DPSM and left a message requesting for a call back. I provided my contact information.

*** NOTES 3/4/2014 10:53:22 AM, cisip, Action Type : Field Service

I received a call from the DPSM. I advised the DPSM of the customers concerns. The DPSM stated that the noise coming from the power steering wheel may be coming from the power steering rack and that part has already been ordered. The DPSM stated that he did speak to the customer and advised him that once the power steering rack is replaced the dlrship will inspect to see if the noise is still there.

I asked the DPSM if he inspected the customers concern with the noise with the AC system. The DPSM stated that he has and has not heard a noise coming from the AC system and the dlrship was unable to duplicate the customers concern. I thanked the DPSM for his assistance. End of call.

*** NOTES 3/4/2014 11:51:43 AM, sharris, Action Type : Call from Customer

The customer called to inquire the steps to complete a Lemon Law request in his state.

Advised the customer he can research the information and steps for his request. Offered to contact the case manager to address any concerns and the customer declined. The customer required no further assistance.

*** CASE MODIFY COMMITMENT 3/4/2014 4:59:07 PM, cisip

with [REDACTED] due 03/05/2014 12:00:00 AM.

*** CASE MODIFY COMMITMENT 3/5/2014 4:52:58 PM, cisip

with [REDACTED] due 03/06/2014 12:00:00 AM.

Case History

Case ID : N012014-02-2001561

Case Title : 3E(SOUTHWEST) - [REDACTED] - BBB -EARLY WARNING/MULTIPLE FAILURES

*** NOTES 3/6/2014 11:03:07 AM, cisip, Action Type : Call to Dealer

Called dlrship [REDACTED], spoke to service manger, Steve. I asked Steve for an update on the customers vehicle. Steve stated that they replaced the power steering rack in the customers car. Steve stated that he could not hear any noise coming from the customers AC system, therefore no repairs were completed. Steve stated that he will contact the customer to pick the vehicle up and inspect. I thanked Steve for his assistance. End of call.

*** NOTES 3/6/2014 12:35:45 PM, aparalej, Action Type : Letter/Fax

On 03/06/14 ACS received a 3-page faxed of Southwest Honda RO from the customer regarding previous issue.

*** CASE ADD ATTACHMENT 3/6/2014 1:00:20 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2001561_4.pdf

*** NOTES 3/6/2014 3:51:19 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer and requested for a call back. I provided my contact information.

*** CASE MODIFY COMMITMENT 3/6/2014 3:51:39 PM, cisip

with [REDACTED] due 03/10/2014 12:00:00 AM.

*** CASE DELETE ATTACHMENT 3/6/2014 3:56:27 PM, cisip

Deleted attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2001561_4.pdf.

*** NOTES 3/6/2014 4:12:08 PM, kpittman, Action Type : Letter/Fax

On 3/6/14 ACS received a 2 page r.o fax from the customer.

*** CASE ADD ATTACHMENT 3/6/2014 5:00:20 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2001561_5.pdf

*** CASE ADD ATTACHMENT 3/7/2014 11:30:22 AM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2001561_6.pdf

*** NOTES 3/10/2014 9:02:51 AM, cisip, Action Type : Call from Dealer

I received a call from the service manager, Steven. Steven stated that the repairs on the customers vehicle have been completed today. Steve stated that they placed the customer in a loaner vehicle and that the customer had to go out of town to Dallas for the weekend. Steven stated that he contacted the customer to pick up his vehicle, but the customer stated that he does not feel safe driving the car and advised him that he refused to pick up the car. I advised Steven that I will contact the DPSM for further assistance and call him back. I thanked Steven for his assistance. End of call.

*** NOTES 3/10/2014 12:34:35 PM, cisip, Action Type : Call from Dealer

I received a message from SM, Steve. Steve left a message stating that the customer picked up his vehicle today. End of message.

*** NOTES 3/10/2014 12:43:36 PM, cisip, Action Type : Call from Customer

I received a message from the customer. The customer left a message stating that the noise coming from the steering wheel is still there and requested to a supervisor. End of message.

*** CASE MODIFY COMMITMENT 3/10/2014 4:54:45 PM, cisip

with [REDACTED] due 03/11/2014 12:00:00 AM.

*** NOTES 3/11/2014 11:51:59 AM, cisip, Action Type : Field Service

Called the DPSM, and advised of the customers concerns. I advised the DPSM that the customer left a message stating that the noise coming from the steering wheel was still there. The DPSM stated that when he drove the customers vehicle last week, he did not hear a noise coming from the steering wheel nor the AC system. The DPSM stated that he authorized the replacement of the power steering rack based on the customers concern locking up. The DPSM stated that neither he or the dlrship were able to duplicate any of the customers concerns with the noise or the power steering issue. I asked the DPSM if he can ride with the customer on his next visit. The DPSM stated that he would be able to do so, but stated that his next dlrship visit would not be for another

Case History

Case ID : N012014-02-2001561

Case Title : 3E(SOUTHWEST) - [REDACTED] - BBB -EARLY WARNING/MULTIPLE FAILURES

3-4 weeks. I thanked the DPSM for his assistance. End of call.

*** NOTES 3/11/2014 2:41:12 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer and requested for a call back. I provided my contact information.

*** NOTES 3/11/2014 2:52:06 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED] spoke to the customer and provided disclosure. I advised the customer that I was returning his phone call. The customer stated that he still hears the noise when he makes turns. I advised the customer that I have spoken to the DPSM with regard to his concern and advised that he will need to drive the car along with the DPSM so he can try to identify his concern. I advised the customer that since the DPSM was there last week, his next visit would be in another 3-4 weeks. I advised the customer that I will follow up with him on 3/19/14. The customer understood. End of call.

*** CASE FULFILL 3/11/2014 3:08:26 PM, cisip

Fulfilled for [REDACTED] due 03/11/2014 12:00:00 AM.

*** COMMIT 3/11/2014 3:08:29 PM, cisip, Action Type : N/A

Call DPSM

*** CASE MODIFY COMMITMENT 3/18/2014 4:43:48 PM, cisip

with [REDACTED] due 03/19/2014 12:00:00 AM.

*** NOTES 3/19/2014 1:10:47 PM, cisip, Action Type : Field Service

Called the DPSM and left a message requesting for a call back. I provided my contact information.

*** NOTES 3/19/2014 4:12:49 PM, cisip, Action Type : Call from Dealer

I received a call from the DPSM and asked when his next visit to Southwest Honda would be. The DPSM stated that he still does not have a date set. I thanked the DPSM for his assistance. End of call.

*** NOTES 3/19/2014 4:14:50 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], I left a message for the customer advising that the DPSM still does not have a date available for an inspection on his car. I left a message that I would follow up with him once again on 3/28/14. End of message.

*** CASE MODIFY COMMITMENT 3/19/2014 4:14:59 PM, cisip

with [REDACTED] due 03/27/2014 12:00:00 AM.

*** CASE YANKED 3/26/2014 1:35:20 PM, bdixon

Yanked by bdixon into WIPbin default.

*** CASE MODIFY 3/26/2014 1:43:35 PM, bdixon

into WIP default and Status of Solving.

*** CASE MODIFY 3/26/2014 1:44:08 PM, bdixon

into WIP default and Status of Solving.

*** CASE MODIFY 3/26/2014 1:44:26 PM, bdixon

into WIP default and Status of Solving.

*** CASE MODIFY 3/26/2014 1:44:36 PM, bdixon

into WIP default and Status of Solving.

*** CASE MODIFY 3/26/2014 1:44:42 PM, bdixon

into WIP default and Status of Solving.

Case History

Case ID : N012014-02-2001561

Case Title : 3E(SOUTHWEST) - [REDACTED] - BBB -EARLY WARNING/MULTIPLE FAILURES

*** NOTES 3/26/2014 1:52:05 PM, bdixon, Action Type : Letter/Fax

On 3/26/2014 ACS received from Mediation a BBB call record #HON140030

To have multiple issues with the vehicle. Customer is having issues with the A/C, A/C condenser, and the Steering wheel.

This BBB was created by the vehicle title holder [REDACTED]

*** CASE MODIFY 3/26/2014 1:52:45 PM, bdixon

into WIP default and Status of Solving.

*** CASE ASSIGN 3/26/2014 1:53:08 PM, bdixon

N012014-02-2001561 to cisip, WIP n

*** CASE ADD ATTACHMENT 3/26/2014 2:00:23 PM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2001561_7.pdf

*** NOTES 3/27/2014 2:47:10 PM, cisip, Action Type : Field Service

I received a call from he DPSM. I asked the DPSM when he would be available to inspect the customers vehicle. The DPSM stated that he will be at Southwest Honda on the afternoon of 4/8/14. I thanked the DPSM for his assistance. End of call.

*** CASE FULFILL 3/27/2014 2:52:20 PM, cisip

Fulfilled for [REDACTED] due 03/27/2014 12:00:00 AM.

*** COMMIT 3/27/2014 2:52:21 PM, cisip, Action Type : N/A

Call customer - advise of DPSM visit

*** NOTES 3/28/2014 11:46:44 AM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer and requested for a call back. I provided my contact information.

*** CASE MODIFY COMMITMENT 3/28/2014 1:14:32 PM, cisip

with [REDACTED] due 04/02/2014 12:00:00 AM.

*** NOTES 4/2/2014 9:50:51 AM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer and requested for a call back. I provided my contact information.

*** CASE MODIFY COMMITMENT 4/2/2014 9:51:07 AM, cisip

with [REDACTED] due 04/04/2014 12:00:00 AM.

*** NOTES 4/2/2014 11:45:39 AM, cisip, Action Type : Call from Customer

I received a call from the customer. I asked the customer if he would be able to bring his vehicle to the dlrship for a DPSM inspection on 4/8/14.

The customer stated that he can do so in the afternoon.

The customer inquired if American Honda has received anything from his attorneys. I advised the customer that we have not, however American Honda did receive notification that his claim with the NCDS has been denied. The customer understood and stated that he received that notification as well.

The customer inquired if he can have a field representative in the Dallas area inspect his vehicle, because he lives there now. I asked the customer which dlrship he would like to have the vehicle inspected at. The customer stated that he would like to have it looked at David McDavid Honda, which is the dlrship he purchased the vehicle from .

I advised the customer that I can contact a DPSM who represents that area and follow up with him on 4/4/14. I advised the customer however that if I can not to please bring the vehicle on 4/8/14 to Southwest Honda. The customer understood. End of call.

Case History

Case ID : N012014-02-2001561

Case Title : 3E(SOUTHWEST) - [REDACTED] - BBB -EARLY WARNING/MULTIPLE FAILURES

*** NOTES 4/2/2014 11:46:21 AM, cisip, Action Type : Call to Dealer

Called 3A DPSM and left a message requesting for a call back. I provided my contact information.

*** NOTES 4/4/2014 10:44:48 AM, cisip, Action Type : Field Service

I received a call from the 3A DPSM and advised of the customers concerns. The DPSM stated that he still does not yet have a date for his visit to David McDavid in Irving as of yet. I thanked the DPSM for his assistance. End of call.

*** NOTES 4/4/2014 10:48:29 AM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], spoke to the customer and provided disclosure. I advised the customer that the representative for David McDavid Honda of Irving does not have a date for a dlrship visit. I advised the customer that in order to have his concerns addressed in a timely manner, ACS does recommend that he bring the vehicle to Southwest Honda on 4/8/14 as there will be a DPSM available for an inspection. The customer understood and stated that he will try to do so. I advised the customer that I will follow up with him once again on 4/9/14. The customer understood. End of call.

*** CASE FULFILL 4/4/2014 10:48:37 AM, cisip

Fulfilled for [REDACTED] due 04/04/2014 12:00:00 AM.

*** COMMIT 4/4/2014 10:48:37 AM, cisip, Action Type : N/A

Call customer

*** CASE MODIFY COMMITMENT 4/8/2014 4:41:48 PM, cisip

with [REDACTED] due 04/09/2014 12:00:00 AM.

*** NOTES 4/9/2014 4:41:23 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer and requested for a call back. I provided my contact information.

*** CASE MODIFY COMMITMENT 4/9/2014 4:41:37 PM, cisip

with [REDACTED] due 04/11/2014 12:00:00 AM.

*** CASE MODIFY COMMITMENT 4/11/2014 4:31:40 PM, cisip

with [REDACTED] due 04/15/2014 12:00:00 AM.

*** NOTES 4/15/2014 4:52:07 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer and requested for a call back. I provided my contact information.

*** CASE FULFILL 4/15/2014 4:52:12 PM, cisip

Fulfilled for [REDACTED] due 04/15/2014 12:00:00 AM.

*** COMMIT 4/15/2014 4:52:13 PM, cisip, Action Type : N/A

Call DPSM

*** NOTES 4/21/2014 1:22:14 PM, cisip, Action Type : Note-General

ACS received notification from Mediation that an attorney case has been opened.
RCM closed the case.

*** SUBCASE N012014-02-2001561-2 CREATE 4/21/2014 1:22:57 PM, cisip

Created in WIP Default with Due Date 4/21/2014 1:22:57 PM.

*** CASE MODIFY 4/21/2014 1:28:58 PM, cisip

into WIP 3E and Status of Solving.

*** SUBCASE N012014-02-2001561-1 CLOSE 4/21/2014 1:29:01 PM, cisip

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012014-02-2001561

Case Title : 3E(SOUTHWEST) - [REDACTED] - BBB -EARLY WARNING/MULTIPLE FAILURES

*** SUBCASE N012014-02-2001561-2 CLOSE 4/21/2014 1:29:01 PM, cisip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/21/2014 1:29:01 PM, cisip

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

Case Details

Case ID : N012014-10-1600160	Division : Honda - Auto	Condition : Closed	Open Date : 10/16/2014 7:11:23 AM
Case Originator : Tracia Ekollo (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/21/2014 11:56:27
Case Owner : Walter Menjivar (Team L1)	Method : Phone	Queue :	Days Open : 5
Last Closed By : Walter Menjivar (Team L1)	Point of Origin : Customer	Wipbin :	
Case Title : 05G- [REDACTED] - (SPRINGFIELD) POWER STEERING CONCERN			No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F85DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DKNW / A
Miles / Hours :	11,741
In Service Date :	02/21/2013
Months In Use :	20
Engine Number :	J35Y11208175
Originating Dealer No. / Name :	207449 / DCH KAY HONDA
Selling Dealer No. / Name :	207537 / PIAZZA HONDA OF SPRINGFIELD
Trim :	EXLV6NV
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207537 / PIAZZA HONDA OF SPRINGFIELD
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	05G / C05
Warranty Labor Rate / Date :	\$110.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-10-1600160-1 / [REDACTED] - PR	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-10-1600160-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 10/17/2014 10:10:00
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 10/21/2014 11:56:27
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Other 510X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Repaired/Warranty, Documented Concern, Provided Information
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-10-1600160

Case Title : 05G- [REDACTED] - (SPRINGFIELD) POWER STEERING CONCERN

*** CASE CREATE 10/16/2014 7:11:23 AM, tekollo

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

*** NOTES 10/16/2014 7:24:20 AM, tekollo, Action Type : Call from Customer

Verified Contact Info

Best Contact

Email [REDACTED]

Customer called in stating his vehicle has lost power steering twice. He stated the first time his vehicle lost power steering was Monday night while his wife was driving on the Highway. He stated he had the vehicle towed to Piazza Honda that same night. Customer stated he worked with SA William at this dealer and when he went to pick the vehicle up Tuesday night, he was told the torque sensor was cleaned on the vehicle and that should solve the problem. Customer stated while his wife was driving once again Yesterday night the dashboard illuminated and vehicle lost power steering again. He stated his vehicle is currently at the Piazza Honda of Springfield. Customer stated he is asking AHM for assistance in resolving the concern with his vehicle.

ACS apologized for any inconvenience this may have caused him. ACS informed customer due to the fact this has been an unresolved ongoing issue with his new vehicle , his case will be forwarded for further review and he will be contacted by the end of the next business day. ACS provided customer with case number for reference. Customer understood and required no further assistance.

*** CASE MODIFY 10/16/2014 7:24:33 AM, tekollo

into WIP default and Status of Solving.

*** CASE MODIFY 10/16/2014 7:24:55 AM, tekollo

into WIP default and Status of Solving.

*** CASE DISPATCH 10/16/2014 7:25:05 AM, tekollo

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 10/16/2014 10:34:56 AM, wmenjiva

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

*** CASE MODIFY 10/16/2014 12:11:27 PM, wmenjiva

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

*** SUBCASE N012014-10-1600160-1 CREATE 10/17/2014 10:10:00 AM, wmenjiva

Created in WIP Default with Due Date 10/17/2014 10:10:00 AM.

*** NOTES 10/17/2014 10:33:30 AM, wmenjiva, Action Type : Call to Dealer

RCM discussed the case with Piazza Honda of Springfield SM-Tony.

* 10/15/14 at 11788 miles - Customer stated power steering stopped working while driving and indicator light came on for the power steering. Dealer contacted AHM Technical Dept., replacing power steering rack. SM said that the customer gave them permission to keep it and test drive it over the weekend, which the SM will do. SM said that the customer no longer wants the vehicle and wants to trade it in for another brand. SM said that he spoke with his Used Car Sales Manager and will work to get him out of the vehicle, as a trade in.

* 10/13/14 at 11742 - Dealer checked all pin sets at the ECU and torque angle sensor, test drove ok.

*** NOTES 10/17/2014 11:07:41 AM, wmenjiva, Action Type : Call to Customer

ACS contacted the customer at [REDACTED], no answer. Left him a voice message introducing myself as the AHM RCM handling his case, regarding an issue with the power steering in his 2013 Accord. Provided my contact information and office hours. Informed him that I had an opportunity to discuss his case with Piazza Honda of Springfield SM-Tony, earlier today. SM updated me on their findings and recommended repairs.

Case History

Case ID : N012014-10-1600160

Case Title : 05G- [REDACTED] - (SPRINGFIELD) POWER STEERING CONCERN

*** COMMIT 10/17/2014 11:07:48 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 10/21/2014 12:00:49 PM.

(Springfield) Call dlr/ Cust for 2X

*** COMMIT 10/17/2014 11:08:19 AM, wmenjiva, Action Type :

Made to [REDACTED] due 10/20/2014 11:08:23 AM.

DCS Follow-Up

*** NOTES 10/17/2014 11:14:13 AM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/20/2014

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

As we have already discussed.

The customer said that his vehicle has lost power steering twice. The first time, Monday night, while his wife was driving on the Highway. He had the vehicle towed to Piazza Honda that same night. He worked with SA William, when he went to pick the vehicle up, Tuesday night, he was told the torque sensor was cleaned on the vehicle and that should solve the problem. He said that while his wife was driving once again, Yesterday night, the dashboard illuminated and the vehicle lost power steering, again. His vehicle is currently at the Piazza Honda of Springfield. Customer is asking AHM for assistance in resolving the concern with his vehicle.

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

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

Walter Menjivar

Automobile Customer Service

310-783-7706

*** CASE FULFILL 10/17/2014 11:14:21 AM, wmenjiva

Fulfilled for [REDACTED] due 10/20/2014 11:08:23 AM.

*** CASE MODIFY 10/17/2014 11:14:33 AM, wmenjiva

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

*** NOTES 10/21/2014 9:33:43 AM, dbilardo, Action Type : Call from Customer

Best contact# [REDACTED]

Customer seeks to speak to RCM. ACS advised RCM not available. [REDACTED] states they picked up vehicle from dlr last night, dlr changed the steering rack. Customer states he read there are complaints with NHTSA on the same power steering issue his vehicle has and wife is concerned with steering failing again, customer seeks to know if this is the correct fix that the steering will not fail again.

ACS empathized and advised AHM does not endorse other website info, ACS advised dlr consults with their technical department to perform best repair for vehicle and warranty is for repair not guarantee. Customer understood and call ended.

*** NOTES 10/21/2014 11:45:54 AM, wmenjiva, Action Type : Call to Dealer

RCM spoke with Piazza Honda of Springfield SA-Brad, who informed AHM that they replaced the steering rack and the SM road tested the vehicle, drove

Case History

Case ID : N012014-10-1600160

Case Title : 05G- [REDACTED] - (SPRINGFIELD) POWER STEERING CONCERN

it home, over the weekend, issue did not reoccur. SA said that there was a slight vibration when braking, so he dealer machined the brake rotors, tested ok.
SA said that the customer picked up the vehicle, last night.

*** NOTES 10/21/2014 11:55:43 AM, wmenjiva, Action Type : Call to Customer

ACS contacted the customer at [REDACTED] and introduced myself.

He thanked for the return call. He said that the dealer replaced the steering rack & pinion, however his wife was concerned that this might happen again. He said that he would like to know if this repair has resolved this issue, in previous cases?

Explained to him that no one could guarantee him that his concern would not occur, again. What AHM could tell him, is that the dealer consulted with AHM on this concern and this was the recommended repairs provided to the dealer, based on our technical information.

He understood. He said that he had read about 17 similar complaints, online, and just wanted to make sure that this repair had resolved similar issues.

Informed him that this had been the recommended repairs of our AHM Technical Dept. on this concern.

He thanked.

Asked him if he had any further questions?

He said no and thanked.

Thanked him for his time.

*** CASE FULFILL 10/21/2014 11:55:54 AM, wmenjiva

Fulfilled for [REDACTED] due 10/21/2014 12:00:49 PM.

*** CASE MODIFY 10/21/2014 11:56:16 AM, wmenjiva

into WIP 05G and Status of Solving.

*** SUBCASE N012014-10-1600160-1 CLOSE 10/21/2014 11:56:27 AM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/21/2014 11:56:27 AM, wmenjiva

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

Case Details

Case ID : N012013-10-0201142	Division : Honda - Auto	Condition : Closed	Open Date : 10/2/2013 12:49:26 PM
Case Originator : Antonio Gomez (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/11/2013 4:23:02 PM
Case Owner : Michael Fenner (Team HA)	Method : Phone	Queue :	Days Open : 9
Last Closed By : Michael Fenner (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - ACCIDENT/NON- DEPLOY	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCT1B36DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT1B3DEW / A
Miles / Hours :	2,000
In Service Date :	08/17/2013
Months In Use :	2
Engine Number :	K24W11132844
Originating Dealer No. / Name :	207504 / ROSENTHAL LANDMARK HONDA
Selling Dealer No. / Name :	207504 / ROSENTHAL LANDMARK HONDA
Trim :	LX-S
No. Of Doors :	2
Transmission Code :	CVT
Exterior Color :	RE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207504 / ROSENTHAL LANDMARK HONDA
Phone No. :	██████████
Address :	██████████
City / State / Zip :	██████████
Svc District / Sls District :	06A / A06
Warranty Labor Rate / Date :	\$121.00 /
Agent Name :	██████████
Comp Ind. :	

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-10-0201142-1 / ██████████	Subcase Close	Product	Accident/Injury	510	Steering Column
N012013-10-0201142-2 / ██████████	Subcase Close	Product	Accident/Injury	752	SRS

Issue Details

Issue ID : N012013-10-0201142-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Antonio Gomez	Type 1 : Product	Status : Subcase Close	Open Date : 10/2/2013 2:36:06 PM
Issue Owner : Antonio Gomez	Type 2 : Accident/Injury	Queue :	Close Date : 10/2/2013 2:37:52 PM
Issue Title : ██████████ - PRODUCT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steering Malfun 5103
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to 3rdParty, Documented Concern, Provided Information
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Deaths And Injuries Info :

Deaths Or Injuries Reported Flag On / By : 10/02/2013 / agomez1
 Method : Verbal only
 Date Method Updated On / By : 10/02/2013 / agomez1
 Incident Location : VA
 Incident Date : 09/26/2013
 # of Deaths : 0
 # of Persons with Serious Injuries : 0
 # of Persons with Non - Serious Injuries : 1

Component Category 1 :	01 - Steering System
Component Category 2 :	NA - Please Specify
Component Category 3 :	NA -
Component Category 4 :	NA - Please Specify
Component Category 5 :	NA - Please Specify

Issue Details

Issue ID : N012013-10-0201142-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Antonio Gomez	Type 1 : Product	Status : Subcase Close	Open Date : 10/2/2013 2:38:48 PM
Issue Owner : Michael Fenner	Type 2 : Accident/Injury	Queue :	Close Date : 10/11/2013 4:23:01 PM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-No Deploy 7522
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to 3rdParty, Documented Concern, Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-10-0201142

Case Title : ██████████ - ACCIDENT/NON- DEPLOY

*** CASE CREATE 10/2/2013 12:49:26 PM, agomez1

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

*** NOTES 10/2/2013 1:19:48 PM, agomez1, Action Type : Call from Customer

ACS verified contact information

Best contact # ██████████

The customer states son was driving the vehicle on 9/26/2013 and got into an accident while he was driving in the afternoon. Customer states his son was driving at 35mph in a 55mph on ramp when the steering wheel jerked and he crashed into a guard wall. The customer states his son was the only passenger in vehicle and was wearing his seat belt and did not require any medical attention after collision. Customer states air bags did not deploy yet understands why they would not deploy. Customer informed ACS Virginia State police took down report and further stated he contacted his insurance provider progressive insurance regarding issue. . Customer states he has read on the internet multiple people have had issue. Customer states the vehicle is being repaired at Tan body shop being the Sm (does not know name) at Land mark Honda was informed vehicle could not be repaired being vehicle was in an accident. Customer is inquiring as to why steering wheel jerked over and is requesting assistant with repair of the vehicle.

ACS informed customer I could not speculate as to what happened but would inquire into any documented concerns with problem his son experienced. Customer and was also provided with a case number.

*** CASE MODIFY 10/2/2013 1:34:54 PM, agomez1

into WIP default and Status of Solving.

*** CASE MODIFY 10/2/2013 2:34:39 PM, agomez1

into WIP default and Status of Solving.

*** SUBCASE N012013-10-0201142-1 CREATE 10/2/2013 2:36:06 PM, agomez1

Created in WIP Default with Due Date 10/2/2013 2:36:06 PM.

*** SUBCASE N012013-10-0201142-1 INJURIES/DEATH CHANGES 10/2/2013 2:36:21 PM, agomez1

Initial setting of Injuries/Death method to Verbal only

*** SUBCASE N012013-10-0201142-1 INJURIES/DEATH CHANGES 10/2/2013 2:37:21 PM, agomez1

Changed Injuries/Death Reported from No to Yes

*** SUBCASE N012013-10-0201142-1 MODIFY 10/2/2013 2:37:21 PM, agomez1

into WIP default and Status of Solving.

*** SUBCASE N012013-10-0201142-1 CLOSE 10/2/2013 2:37:52 PM, agomez1

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012013-10-0201142-2 CREATE 10/2/2013 2:38:48 PM, agomez1

Created in WIP Default with Due Date 10/2/2013 2:38:48 PM.

*** NOTES 10/2/2013 3:04:42 PM, agomez1, Action Type : Call to Customer

ACS verified contact information

Best contact ██████████

Customer was informed call could be monitored or recorded for quality assurance purposes.

ACS contacted customer to inquire as to what assistance he was requesting from AHM in regards with accident which occurred. Customer informed ACS he is requesting being compensated for the \$500.00 deductible he paid and the difference of what his insurance premium will change. Customer also informed ACS he does not feel safe driving the vehicle and want to end lease.

Case History

Case ID : N012013-10-0201142

Case Title : ██████████ - ACCIDENT/NON- DEPLOY

ACS informed customer conversation will be documented and advised customer to continue working with insurance company to have vehicle repaired and assistance other concerns addressed. Customer understood and required no further assistance.

*** CASE MODIFY 10/2/2013 3:04:45 PM, agomez1

into WIP default and Status of Solving.

*** NOTES 10/2/2013 3:12:45 PM, rsaeini, Action Type : Note-General

TL reviewed

*** CASE MODIFY 10/2/2013 3:37:05 PM, agomez1

into WIP default and Status of Solving.

*** CASE ASSIGN 10/2/2013 3:37:28 PM, agomez1

N012013-10-0201142 to mfenner, WIP

*** SUBCASE N012013-10-0201142-2 ASSIGN 10/2/2013 3:37:52 PM, agomez1

N012013-10-0201142-2 to mfenner, WIP D

*** CASE MODIFY 10/8/2013 2:26:00 PM, mfenner

into WIP >Accident/Injury and Status of Solving.

*** NOTES 10/8/2013 2:26:23 PM, mfenner, Action Type : Note-General

Contact reviewed by RM.

*** SUBCASE N012013-10-0201142-2 CLOSE 10/11/2013 4:23:01 PM, mfenner

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/11/2013 4:23:02 PM, mfenner

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

Case Details

Case ID : N012014-02-2801731	Division : Honda - Auto	Condition : Closed	Open Date : 2/28/2014 2:39:53 PM
Case Originator : Alicia Speck (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/28/2014 9:18:32 AM
Case Owner : David Mendoza (Team HD)	Method : Phone	Queue :	Days Open : 59
Last Closed By : David Mendoza (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 3D (J.P. THIBODEAUX) - [REDACTED] - *URGENT* NEW VEH STEERING FA No. of Attachments : 2			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F80DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F8DJNW / A
Miles / Hours :	18,500
In Service Date :	10/31/2012
Months In Use :	16
Engine Number :	K24W11013994
Originating Dealer No. / Name :	207748 / TEAM HONDA
Selling Dealer No. / Name :	207748 / TEAM HONDA
Trim :	EX-L
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	GN
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207072 / J. P. THIBODEAUX HONDA
Phone No. :	337-364-4126
Address :	2511 HIGHWAY 90 WEST
City / State / Zip :	NEW IBERIA, LA 70560
Svc District / Sls District :	03D / E03
Warranty Labor Rate / Date :	\$95.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-02-2801731-1 / [REDACTED] - PR	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012014-02-2801731-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 3/3/2014 8:39:54 AM
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 4/28/2014 9:18:26 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc : Other 512X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Assist - AHM Partial, CR Generated Gdwill,
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
53601-T2F-A04	RACK, POWER STEERING	Not Applicable

Check Req Info :

Check Requisition No. : 6996
 Primary Amount : \$200.00
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$200.00
 Approved By : jstradfo
 Approval Date : 4/24/2014
 Status : PROCESSED
 Check No. : 2081376
 Check Date : 4/25/2014

Payee Name : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : BROUSSARD, LA [REDACTED]
 Campaign Template # :
 Contention Code : 03220
 Defect Code : 03217
 Category : Regular
 Failed Part # : 53601-T2F-A04

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-02-2801731

Case Title : 3D (J.P. THIBODEAUX) [REDACTED]

URGENT NEW VEH STEERING FAILURE.

*** CASE CREATE 2/28/2014 2:39:53 PM, aspeck

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

*** CASE MODIFY 2/28/2014 2:44:08 PM, aspeck

into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2014 2:44:55 PM, aspeck

into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2014 2:45:00 PM, aspeck

into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2014 2:48:25 PM, aspeck

into WIP default and Status of Solving.

*** NOTES 2/28/2014 3:01:01 PM, aspeck, Action Type : Call to Customer

[REDACTED] VERIFIED CONTACT INFO

BEST CONTACT # ([REDACTED])

hcv call

The customer stated the vehicle has been to the DLR service 3- 4 times now because 5-6 times the power steering has gone out completely while the customer is driving. The customer said she loses all control of the vehicle when this happens because the steering locks up. The customer said she has all her service visits documented. She first brought it into the DLR for this problem around new years, the DLR reset the system. That did not do anything. Problem reoccurred 2 weeks later. when it happens, the customer has to turn the vehicle off and restart it. The customer stated it seems to be an electrical problem. One time this happened twice in one day, this was about about 1.5-2 weeks ago. The customer called the DLR and they ordered a new steering rack. The customer was out of a vehicle for over 5 days. She got the vehicle back and the wheels started squeaking. The vehicle did not squeak when she dropped it off, only when she got it back. She returned the vehicle to the DLR, got it back again 2 days ago. The steering shut down completely again today. The customer stated this is her 2nd Honda vehicle. The customer stated the vehicle also had a radio problem when she first got it. The DLR told the customer they had another customer with the same car and the same steering issue. The customer has the vehicle now. The customer would like info on the lemon law. The customer feels the vehicle is unsafe to drive. ACS advised we are not qualified to provide legal information on the lemon law. ACS advised we are going to escalate this case to a CM for further investigation and provided a case # for reference. ACS advised a CM will contact her no later than Monday. The customer understood, thanked ACS, and had no questions at this time.

*** CASE MODIFY 2/28/2014 3:01:02 PM, aspeck

into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2014 3:01:19 PM, aspeck

into WIP default and Status of Solving.

*** CASE DISPATCH 2/28/2014 3:01:54 PM, aspeck

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 2/28/2014 4:54:48 PM, dmendoza

from Queue Honda Team C to WIP default.

*** SUBCASE N012014-02-2801731-1 CREATE 3/3/2014 8:39:54 AM, dmendoza

Created in WIP Default with Due Date 3/3/2014 8:39:54 AM.

Case History

Case ID : N012014-02-2801731

Case Title : 3D (J.P. THIBODEAUX) - [REDACTED] *URGENT* NEW VEH STEERING FAILURE.

*** NOTES 3/3/2014 8:49:46 AM, dmendoza, Action Type : Call to Dealer

I called the dealership and left a message with the SM, John. I advised the SM that I'm calling in regard to the customer. I asked the SM to give me a call and provided my direct number.

*** NOTES 3/3/2014 9:26:11 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I'm an RCM at AHM and I've been assigned her case. I verified her contact information. The customer states that the first time it happened was on New Years Eve. She states that she was driving on the highway and the steering wheel just locked up. The customer states that the light came on with a picture of the steering wheel and an !. The customer states that she has no power steering when this happens and she has to turn the car on and off in order to get the steering to come back. The customer states that it has happened on highway speeds and its happened at parking lot speeds as well. She states that when she first brought the car in to her dealership they just reset the system and told her to come back in if it happens again. It did happen again so she returned to the dealership and they replaced her steering rack. The customer states that it recurred one more time though so she had to return to the dealership. The customer states that the dealership has the vehicle now. She doesn't recall who shes been working with. She states that the dealer has put her in a rental vehicle but they haven't given her an ETA as to when they expect to be done with the vehicle. The customer states that shes a real estate agent and she hasn't had a vehicle for several days because of this. Shes on the road a lot and she doesn't feel safe in the vehicle anymore. The customer states that she doesn't know if there is a Lemon Law in LA. She states that her friend works in the automotive industry and he advised her that there should be a buy-back program she can avail herself of. The customer states that she'd like to know what she can do about trading the vehicle in. I empathized with the customer and I apologized for her experience. I advised her that she has contacted the warrantors of the vehicle. I advised the customer that the primary goal of the warrantors is to repair the vehicle and ensure that its in spec. I advised the customer that what I can do is assist her with working with the dealership and ensure that they do everything they can to address her concerns. I advised the customer that in regard to her request I would recommend she consult her warranty manual and avail herself of the 3rd party outlined there, the NCDS. The customer asked if AHM is just saying that she should trust the dealership. I advised the customer that ACS is saying that but ACS is also saying that we'll ensure that the dealership utilizes all of the resources that AHM provides them with in these instances. I advised the customer that I'll reach out to the SM and go over the case with him. I'll then use that information to determine what our next step will be. The customer understood. I provided my contact information and we agreed on a follow up date of 3/6/14. The call ended.

*** COMMIT 3/3/2014 9:26:20 AM, dmendoza, Action Type : N/A

Made to [REDACTED] due 03/06/2014 09:26:22 AM.

CHECK SENT?

*** NOTES 3/3/2014 9:32:01 AM, dmendoza, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 3/6/2014 9

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

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

The customer has contacted ACS to request assistance with resolving a steering loss concern that she's experienced. She states that the concern is recurring and the vehicle is currently at J.P. Thibodeaux Honda.

Please provide the following information:

Diagnostic / Date of Visit / Dealer contact (complaint - cause - correction)

Tech line / DPSM involved?

Customer repair cost & Warranty Rate? (Parts and labor)

Case History

Case ID : N012014-02-2801731

Case Title : 3D (J.P. THIBODEAUX) - [REDACTED]

URGENT NEW VEH STEERING FAILURE.

Current mileage (at time of diagnostic or last service)
Service history, if available
RO #(s)

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

David Mendoza
Automobile Customer Service
Phone: 310-783-7746

*** CASE MODIFY 3/3/2014 9:32:07 AM, dmendoza
into WIP default and Status of Solving.

*** CASE MODIFY 3/3/2014 9:32:12 AM, dmendoza
into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 3/3/2014 4:34:11 PM, dmendoza
with [REDACTED] due 03/04/2014 09:26:22 AM.

*** CASE MODIFY 3/3/2014 4:34:14 PM, dmendoza
into WIP default and Status of Solving.

*** NOTES 3/4/2014 2:59:41 PM, dmendoza, Action Type : Call to Dealer

I attempted to call the dealership but the line rang continuously. I ultimately encountered a recording that advised me that my party is not answering and I was not provided the opportunity to leave a message.

*** CASE MODIFY COMMITMENT 3/4/2014 3:00:12 PM, dmendoza
with [REDACTED] due 03/05/2014 09:26:22 AM.

*** CASE MODIFY 3/4/2014 3:00:14 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 3/5/2014 3:07:10 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the SM, John. I advised the SM that Im calling in regard to the customer. The SM states that the customers car came in this last Saturday and shes complained that the vehicle has lost steering again. The SM states that theyve given her a rental and theyre currently waiting on follow up from T/L. I advised the SM that T/Ls follow up is generally instantaneous. I asked the SM for the reference number and he states that he doesnt have it right now. I asked the SM if theyve duplicated the customers concerns at all. He states that he doesnt believe that theyve got to that point yet. I advised the SM to make sure that he involves T/L if they can recreate anything and to involve the DPSM. The SM understood and the call ended.

*** CASE MODIFY 3/5/2014 3:07:15 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 3/5/2014 3:07:27 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 3/7/2014 3:22:53 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 3/7/2014 3:33:11 PM, dmendoza, Action Type : Call to Dealer

Case History

Case ID : N012014-02-2801731

Case Title : 3D (J.P. THIBODEAUX) - [REDACTED] *URGENT* NEW VEH STEERING FAILURE.

I called the dealership and spoke to an SA, Virginia. I advised her that I'm calling in regard to the customer. The SA states that she is the one working with the customer and their tech, Quan, is working on the car. I asked her what the status of the vehicle is. The SA states that the tech worked with TL and they recommended a repair. She states that they've completed the repair and the tech is now test-driving the vehicle to make sure that the concern is resolved. The SA states that the customer had her power steering rack replaced once before but there's nothing beyond that. She confirmed that the customer is in a rental vehicle. I advised the SA to ensure that TL is still involved if the tech sees any issues and to send me copies of all the associated invoices. The SA agreed and the call ended.

*** CASE MODIFY 3/7/2014 3:33:25 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 3/7/2014 3:38:45 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regard to her case. I asked the customer to give me a call and provided my contact information. I advised the customer that I wanted to update her on the status of the vehicle at her dealership. I advised her that I'll call again next week.

*** CASE MODIFY 3/7/2014 3:39:30 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 3/7/2014 3:45:08 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 3/7/2014 5:11:59 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY COMMITMENT 3/7/2014 5:12:04 PM, dmendoza
with [REDACTED] due 03/10/2014 09:26:22 AM.

*** CASE MODIFY 3/7/2014 5:12:09 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 3/10/2014 12:17:28 PM, kpittman, Action Type : Letter/Fax

On 3/10/14 ACS received a 4 page faxed r.o from the customer regarding a previous concern.

*** CASE MODIFY 3/10/2014 2:27:06 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE ADD ATTACHMENT 3/10/2014 3:30:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2801731_1.pdf

*** CASE MODIFY COMMITMENT 3/11/2014 5:01:49 PM, dmendoza
with [REDACTED] due 03/12/2014 09:26:22 AM.

*** CASE MODIFY 3/11/2014 5:01:53 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY COMMITMENT 3/12/2014 4:52:04 PM, dmendoza
with [REDACTED] due 03/13/2014 09:26:22 AM.

*** NOTES 3/14/2014 3:28:27 PM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to a receptionist. She advised me that the service dept. has closed.

*** CASE MODIFY 3/14/2014 3:28:34 PM, dmendoza

Case History

Case ID : N012014-02-2801731

Case Title : 3D (J.P. THIBODEAUX) [REDACTED]

URGENT NEW VEH STEERING FAILURE.

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 3/14/2014 3:36:57 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regard to her case. I asked the customer to give me a call and provided my contact information. I advised her that I'll call again next week.

*** CASE MODIFY 3/14/2014 3:36:59 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY COMMITMENT 3/14/2014 5:16:01 PM, dmendoza

with [REDACTED] due 03/17/2014 09:26:22 AM.

*** CASE MODIFY 3/14/2014 5:16:04 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 3/17/2014 10:38:03 AM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to an SA, Virginia. I advised the SA that I'm calling in regard to the customer. The SA states that they had performed an adjustment that TL had asked them to do. She states that TL had them inspect the fitting on the EPS control unit. They looked at the vehicle and found that the wiring harness was very tight and there was a light blue pin that wasn't connecting properly. They untwined the wire, reattached it, tested it and then found that the voltage was correct. The SA states that they test-drove the vehicle over the weekend and the customer has picked the vehicle up. I thanked the SA for the update and the call ended.

*** NOTES 3/17/2014 10:43:36 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll call again later on this week.

*** CASE MODIFY 3/17/2014 10:44:03 AM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 3/17/2014 2:36:06 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. I advised the customer that I'm calling in regard to the case. My understanding is that she's picked the car up from J.P. Thibodeaux Honda and that they were able to attribute her concerns to a loose connection associated with her wiring harness. The customer confirmed that she has picked up the vehicle. I asked the customer if the vehicle is operating properly at this stage. The customer states that she doesn't feel comfortable driving it. She states that she's not confident in the vehicle but she's unhappy with it. She states that it feels like the steering is kind of tight. She states that tightness like she's experiencing now normally manifests prior to the occurrence of her steering concerns. She states that she feels like she's still waiting on the steering to go out. The customer states that she doesn't know if she wants the vehicle anymore. I asked the customer if the issuance of something like a VSC would improve her confidence in the vehicle. The customer states that she already has one. I advised her that it's not a Honda VSC and the Honda VSCs come with roadside assistance, emergency concierge service, trip interruption benefits and extended warranty coverage for components in her vehicle. The customer states that her VSC is the same. She states that she was without the vehicle for 10 to 15 days. She's upset about that and she also had to still pay for the taxes on a rental vehicle. I asked the customer what her car bill normally looks like. The customer states that it's about \$400.00. I asked the customer if she'd be pleased if ACS offered to consider something like splitting that with her. The customer states that any kind of help that ACS can offer her would be appreciated. The customer states that she thinks that there are issues with the vehicle. She states that she's trying to figure out what she can do in order to get out of it. She asked what ACS recommends. I advised the customer that ACS can look in to goodwill considerations and I'd recommend that she take the car in to her dealership to have her steering tightness looked in to. The customer states that she's not confident in J.P. Thibodeaux Honda and she'd consider taking it in to Moss Honda though. She asked about the Lemon Law. I advised the customer that I wouldn't be equipped to give her legal advice. The customer states that contacting an attorney is her last resort but she would do it if she had to. I advised the customer that I understand. She states that ACS should look in to seeing if anything for her car payment can be considered. I asked if she'll have her steering tightness looked in to at all. The customer states that she's not right now and she's just going to keep driving the car in the interim. We agreed on a follow up

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-02-2801731

Case Title : 3D (J.P. THIBODEAUX) - [REDACTED] *URGENT* NEW VEH STEERING FAILURE.

date of 3/19/14. The call ended.

*** CASE MODIFY 3/17/2014 2:36:14 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 3/19/2014 1:26:56 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 3/19/2014 3:49:00 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 3/19/2014 3:49:00 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 3/19/2014 3:49:04 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 3/19/2014 4:54:21 PM, dmendoza, Action Type : Field Service

I sent a communication to the 3D DPSM advising him that I need to notify him of the customer's case per ACS' early warning process. I advised the DPSM that the customer has experienced a concern where the vehicle has lost power steering and she's attempted to resolve it at the dealership on multiple occasions. She's contacted ACS to request assistance with resolving the issue. I asked the DPSM to contact me with any insight or assistance he can provide for the case.

*** NOTES 3/19/2014 4:57:03 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED]. I asked the customer how the vehicle is operating in regard to her steering tightness concerns. The customer states that it is better and she is going to live with it. I advised the customer that ACS can look in to considering a one time courtesy offer of assisting her with her monthly payments in response to her negative experience. I advised her that ACS would need a copy of her monthly statement though. The customer states that she can fax it in. I provided ACS' fax number. She states that it will take her a day or two. We agreed on a follow up date of 3/24/14. The call ended.

*** CASE MODIFY COMMITMENT 3/19/2014 4:57:21 PM, dmendoza
with [REDACTED] due 03/24/2014 09:26:22 AM.

*** CASE MODIFY 3/19/2014 4:57:24 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 3/21/2014 7:50:47 AM, aparalej, Action Type : Letter/Fax

On 03/21/14 ACS received a 1-page faxed of HFS monthly statement from the customer regarding previous issue.

*** CASE ADD ATTACHMENT 3/21/2014 8:30:20 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2801731_2.pdf

*** NOTES 3/24/2014 4:21:11 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regard to her case. I asked the customer to give me a call and provided my contact information. I advised her that I've received her paperwork and it will suffice for my purposes. I asked her to give me a call and provided my contact information.

*** CASE MODIFY COMMITMENT 3/24/2014 4:21:28 PM, dmendoza
with [REDACTED] due 03/26/2014 09:26:22 AM.

*** CASE MODIFY 3/24/2014 4:21:31 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

Case History

Case ID : N012014-02-2801731

Case Title : 3D (J.P. THIBODEAUX) [REDACTED] - *URGENT* NEW VEH STEERING FAILURE.

*** NOTES 3/27/2014 3:25:26 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] I advised the customer that Im calling in regard to her case. I asked her how her steering has been since she and I last spoke. The customer states that it still seems a little tight but it hasnt changed since when she picked up the vehicle. The customer states that the vehicle seems to be operating normally and she thinks that she just doesnt trust it because of the experiences that shes had in the past. I empathized with the customer. She confirmed that the vehicle hasnt exhibited any signs that would indicate that her concern isnt resolved but there have been times where the concern has manifested without any prior warning. I advised the customer that in response to her negative experience ACS can offer her a onetime courtesy offer of \$200.00 in response to the time that she didnt have the vehicle. The customer states that she would accept that. I advised her that she would need to sign a release form before ACS could extend the offer. I advised her that I recommend that she review it. I verified her mailing address and advised her that it will be mailed by the end of the week. We agreed on a follow up date of 4/3/14. The call ended.

*** CASE MODIFY COMMITMENT 3/27/2014 3:25:39 PM, dmendoza

with [REDACTED] due 03/28/2014 09:26:22 AM.

*** CASE MODIFY 3/27/2014 3:25:43 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 3/27/2014 5:06:09 PM, dmendoza, Action Type : Note-General

The release form has been mailed.

*** CASE MODIFY COMMITMENT 3/27/2014 5:06:42 PM, dmendoza

with [REDACTED] due 04/03/2014 09:26:22 AM.

*** CASE MODIFY 3/27/2014 5:06:45 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 4/3/2014 4:38:53 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regard to her case. I asked the customer to give me a call and provided my contact information. I advised her that I'll call again next week.

*** CASE MODIFY COMMITMENT 4/3/2014 4:39:01 PM, dmendoza

with [REDACTED] due 04/08/2014 09:26:22 AM.

*** CASE MODIFY 4/3/2014 4:39:04 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 4/8/2014 11:22:57 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regard to her case so as to see if she received the release form that was mailed to her. I asked the customer to give me a call and provided my contact information. I advised her that I'd like her to leave a message with the best time and number to reach her if she calls and I'm unavailable.

*** NOTES 4/8/2014 11:26:20 AM, dmendoza, Action Type : Note-General

A 10 day letter has been mailed.

*** CASE MODIFY COMMITMENT 4/8/2014 11:26:44 AM, dmendoza

with [REDACTED] due 04/15/2014 09:26:22 AM.

*** CASE MODIFY 4/8/2014 11:26:47 AM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 4/14/2014 4:31:14 PM, dmendoza, Action Type : Note-General

The 10 day letter expires 4/18/14.

Case History

Case ID : N012014-02-2801731

Case Title : 3D (J.P. THIBODEAUX) - [REDACTED]

URGENT NEW VEH STEERING FAILURE.

*** CASE MODIFY COMMITMENT 4/14/2014 4:31:25 PM, dmendoza

with [REDACTED] due 04/18/2014 09:26:22 AM.

*** CASE MODIFY 4/14/2014 4:31:28 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 4/15/2014 11:01:19 AM, dmendoza, Action Type : Call from Customer

I received a call from the customer. She states that shes returning my call in regard to a letter that shes received. I advised the customer that I had wanted to get in touch with her and inquire as to whether or not she received the release form that ACS mailed her. The customer states that she did. She asked if she has to sign it though because it sounds like ACS is being absolved of everything. I advised the customer that her warranty will still be in effect. The customer states that she doesnt know if shell decide to file something with an attorney or go through with a Lemon Law claim. The customer states that she doesnt know whats going to happen. She states that her concerns havent manifested since she had the vehicle repaired. She states that the car seemed hard to start this morning. I asked the customer what she means by that and she said that it seemed like the car didnt want to start. I advised her that I recommend that she have her dealership look in to it if she believes something is wrong with the car. The customer states that she thinks that it could have been just the weather. She states that the car is also making a humming sound when its turned off. She states that its happened since she bought the vehicle and shes never thought tot bring it up. I advised the customer that I would absolutely recommend that she look in to that with her dealership so they can make a determination as to whether or not anything is wrong. The customer states that shes not going to take the car in. She states that this is just going to be a sacrifice on her part because shes not going to take the car back in to the shop again. She asked what happens now that she doesnt want to sign the release form. I advised the customer that Ill review the case and see what options I can present her with. We agreed on a follow up date of 4/17/14. The call ended.

*** CASE MODIFY 4/15/2014 11:01:26 AM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY COMMITMENT 4/15/2014 11:01:45 AM, dmendoza

with [REDACTED] due 04/16/2014 09:26:22 AM.

*** CASE MODIFY 4/15/2014 11:01:48 AM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 4/23/2014 1:50:20 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I'm calling in regard to her case. I asked the customer to give me a call and provided my contact information. I advised the customer that I'll calla gain later this week.

*** CASE MODIFY COMMITMENT 4/23/2014 1:50:37 PM, dmendoza

with [REDACTED] due 04/23/2014 09:26:22 PM.

*** CASE MODIFY 4/23/2014 1:50:40 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY COMMITMENT 4/23/2014 3:38:56 PM, dmendoza

with [REDACTED] due 04/24/2014 09:26:22 PM.

*** CASE MODIFY 4/23/2014 3:39:01 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 4/23/2014 3:39:15 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 4/24/2014 10:11:59 AM, dmendoza, Action Type : Call to Customer

Case History

Case ID : N012014-02-2801731

Case Title : 3D (J.P. THIBODEAUX) [REDACTED] *URGENT* NEW VEH STEERING FAILURE.

I called the customer at [REDACTED]. I advised the customer that I've reviewed the case and ACS will be in a position to extend her a one time courtesy offer of \$200.00 in response to her negative experience and to split her monthly payment with her. I advised her that I can extend her the offer without a signed release form. The customer asked me to confirm that she didn't have to sign a release form and I did. The customer states that she'll accept the offer. She states that the vehicle isn't exhibiting any symptoms of her concern at this time. I advised the customer that the offer will come in the form of a check. I verified her mailing address. I advised the customer that the check will arrive within two weeks of next Monday. The customer understood. She has no other questions. She thanked ACS for the help. The call ended.

*** CASE MODIFY 4/24/2014 10:12:18 AM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** NOTES 4/24/2014 3:54:58 PM, dmendoza, Action Type : Note-General

Requisition Type:Check Requisition

DPSM involved? Yes

Total Amount the customer paid\$397.55

Total Goodwill assistance offered:\$200.00

Percentage of Goodwill Authorized: 50%

Reason for goodwill: (input below)

The customer has been extended a one time courtesy offer of \$200.00 as partial reimbursement for the cost of her monthly payment in response to a power steering failure that she had experienced. The offer was based off of the age of the vehicle as the customer experienced multiple steering concerns within her first 16 months of ownership. The customer is the original owner and she has 4 dealership service entries in her name.

Proof of Payment

Repair Invoice Honda Dealer

I have confirmed the following information for the customer:

Name:

[REDACTED]

Address:

[REDACTED]

Broussard, LA [REDACTED]

*** SUBCASE N012014-02-2801731-1 DISPATCH 4/24/2014 3:56:52 PM, dmendoza

from WIP default to Queue CkReq - Stradford.

*** CASE MODIFY 4/24/2014 3:57:19 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY 4/24/2014 3:57:35 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE MODIFY COMMITMENT 4/24/2014 3:57:44 PM, dmendoza

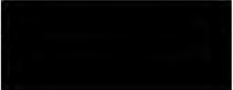
with [REDACTED] due 04/29/2014 09:26:22 PM.

*** CASE MODIFY 4/24/2014 3:57:47 PM, dmendoza

into WIP 3D - Daniel Fyffe and Status of Solving.

Case History

Case ID : N012014-02-2801731

Case Title : 3D (J.P. THIBODEAUX) - 

URGENT NEW VEH STEERING FAILURE.

*** SUBCASE N012014-02-2801731-1 RETURN 4/24/2014 4:00:26 PM, jstradfo
from Queue CkReq - Stradford to WIP Subcase.

*** SUBCASE N012014-02-2801731-1 YANKED 4/24/2014 4:01:22 PM, dmendoza
Yanked by dmendoza into WIPbin default.

*** SUBCASE N012014-02-2801731-1 DISPATCH 4/24/2014 4:01:59 PM, dmendoza
from WIP default to Queue CkReq - Stradford.

*** CASE MODIFY 4/24/2014 4:03:37 PM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** SUBCASE N012014-02-2801731-1 4/24/2014 4:30:39 PM, jstradfo, Action Type :
Check Requisition for 200.00 \$ submitted
Check Requisition for 200.00 \$ submitted by jstradfo

*** SUBCASE N012014-02-2801731-1 RETURN 4/24/2014 4:30:46 PM, jstradfo
from Queue CkReq - Stradford to WIP Subcase.

*** NOTES 4/25/2014 3:55:56 PM, radonis, Action Type : Note-General
Mailed check 4/25/2014

*** SUBCASE N012014-02-2801731-1 COMMIT 4/28/2014 8:04:55 AM, dmendoza, Action Type : External Commitment
Check processed for check_req_no = 6996 on 2014-04-25-00.00.00.000000

*** SUBCASE N012014-02-2801731-1 CLOSE 4/28/2014 9:18:26 AM, dmendoza
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/28/2014 9:18:30 AM, dmendoza
into WIP 3D - Daniel Fyffe and Status of Solving.

*** CASE CLOSE 4/28/2014 9:18:32 AM, dmendoza
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012014-10-2902247	Division : Honda - Auto	Condition : Closed	Open Date : 10/29/2014 3:53:20 PM
Case Originator : Adriel Ayon (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/5/2014 1:48:12 PM
Case Owner : Julie Kim (Team HF)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Julie Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6A-#207019- [REDACTED] - POWER STEERING		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / IHGCR3F82DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	41,000
In Service Date :	03/29/2013
Months In Use :	19
Engine Number :	J35Y11210140
Originating Dealer No. / Name :	207019 / POHANKA HONDA
Selling Dealer No. / Name :	207019 / POHANKA HONDA
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207019 / POHANKA HONDA
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	06A / A06
Warranty Labor Rate / Date :	\$109.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-10-2902247-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-10-2902247-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 10/30/2014 6:20:40 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 11/5/2014 1:48:05 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Other 510X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist - AHM 100%
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-10-2902247

Case Title : 6A-#207019-- [REDACTED] - POWER STEERING

*** CASE CREATE 10/29/2014 3:53:20 PM, aayon

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

*** NOTES 10/29/2014 4:03:34 PM, aayon, Action Type : Call from Customer

ACS Updated Customers Contact Info

Best Contact # [REDACTED]

Email: [REDACTED]

Customer stated that he purchased his vehicle new from DLR. Customer stated that the steering wheel of his vehicle is extremely hard to turn, and that he would like AHM to pay for the repair of his vehicle, since he is not very far past the warranty mileage. Customer stated that the vehicle has not yet been diagnosed by a DLR, but he will take it to POHANKA HONDA within the next few days.

ACS informed customer that he will receive a phone call from a CM within 5 business days and provided case #. Customer understood and had no further questions.

*** CASE MODIFY 10/29/2014 4:03:35 PM, aayon

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2014 4:04:27 PM, aayon

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2014 4:04:35 PM, aayon

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2014 4:04:38 PM, aayon

into WIP default and Status of Solving.

*** CASE DISPATCH 10/29/2014 4:04:56 PM, aayon

from WIP default to Queue Honda Team F.

*** CASE MODIFY 10/29/2014 4:04:59 PM, aayon

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2014 4:05:16 PM, aayon

into WIP default and Status of Solving.

*** CASE ACCEPT 10/30/2014 6:04:14 AM, mkim

from Queue Honda Team F to WIP DEFAULT.

*** SUBCASE N012014-10-2902247-1 CREATE 10/30/2014 6:20:40 AM, mkim

Created in WIP Default with Due Date 10/30/2014 6:20:40 AM.

*** COMMIT 10/30/2014 6:20:51 AM, mkim, Action Type :

Made to [REDACTED] due 11/02/2014 06:20:56 AM.

DCS Follow-Up

*** NOTES 10/30/2014 6:21:09 AM, mkim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/2/2014

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

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-10-2902247

Case Title : 6A-#207019-- [REDACTED] - POWER STEERING

Customer stated that the steering wheel of his vehicle is extremely hard to turn, and that he would like AHM to pay for the repair of his vehicle, since he is not very far past the warranty mileage.

While we don't have all of the facts surrounding the customer's case, our business practice is to make you aware of this information. In the interest of customer satisfaction, we would like to see if any assistance can be offered as goodwill and resolve this situation as soon as possible. Please contact me back at your earliest convenience with diagnosis information, mileage, history, retail and warranty cost of the repair for further review. Thank you for your prompt attention to this matter.

Julie Kim
Automobile Customer Service
310-783-7724
julie_m_kim@ahm honda.com

*** CASE MODIFY 10/30/2014 6:21:11 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 10/30/2014 6:21:13 AM, mkim
Fulfilled for [REDACTED] due 11/02/2014 06:20:56 AM.

*** COMMIT 10/30/2014 6:21:14 AM, mkim, Action Type : N/A
call cust/call SM

*** CASE MODIFY 10/30/2014 6:21:26 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 10/30/2014 3:16:48 PM, dbilardo
Fulfilled for [REDACTED] due 10/30/2014 05:00:00 PM.

*** NOTES 10/30/2014 3:25:29 PM, dbilardo, Action Type : Call to Customer
RCM called [REDACTED], provided call disclosure and verified contact info.

[REDACTED] states purchased vehicle new, on 10/28/14 the electric power steering went out and if vehicle at a stop not able to turn the wheel, when driving and have to turn the steering wheel very hard to turn. Brought vehicle to POHANKA HONDA today, Michael Brown states will call customer when they determine issue, dlr did not provide loaner. Customer seeks loaner and steering to be fixed and if any guarantee. Customer states he has looked online and was the rack and pinion should be replaced.

RCM empathized and advised the internet is a good source of information but each is individual and dlr will inspect vehicle to determine best fix for concern, advised assigned RCM will review and follow up with customer by 11/3/14, and RCM ext 117724 business hours 6 am-2:30 pm PST, M-F, if customer would like to reach out to RCM prior to call back, customer understood and call ended.

*** COMMIT 10/30/2014 3:25:36 PM, dbilardo, Action Type : N/A
call SM-Ralph

*** CASE MODIFY COMMITMENT 11/4/2014 6:41:04 AM, mkim
with [REDACTED] due 11/04/2014 05:00:00 PM.

*** CASE MODIFY 11/4/2014 6:41:07 AM, mkim
into WIP DEFAULT and Status of Solving.

Case History

Case ID : N012014-10-2902247

Case Title : 6A-#207019-- [REDACTED] - POWER STEERING

*** NOTES 11/5/2014 12:35:46 PM, mkim, Action Type : Call to Customer

I called Pohanka Honda to speak to SM-Ralph but got his VM.

I left a message requesting a call back.

*** CASE FULFILL 11/5/2014 12:36:40 PM, mkim

Fulfilled for [REDACTED] due 11/04/2014 05:00:00 PM.

*** COMMIT 11/5/2014 12:36:41 PM, mkim, Action Type : N/A

SM-Ralph called?

*** NOTES 11/5/2014 12:47:49 PM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED].

Customer stated vehicle was repaired at no charge to him and he picked it up on Monday.

Customer stated hes very satisfied with the outcome since he did not have to pay.

I thanked the customer for the opportunity to review his concern and offer assistance.

I encourage customer in contacting me back if he has further questions or concerns.

Customer understood and no further assistance was needed at this time.

*** NOTES 11/5/2014 1:47:05 PM, mkim, Action Type : Call from Dealer

SM-Ralph from Pohanka Honda is returning a message I left before.

SM said they replaced the P/S rack with a remand part and the claim was approved by DPSM.

*** SUBCASE N012014-10-2902247-1 CLOSE 11/5/2014 1:48:05 PM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/5/2014 1:48:05 PM, mkim

into WIP 6A and Status of Solving.

*** CASE FULFILL 11/5/2014 1:48:08 PM, mkim

Fulfilled for [REDACTED] due 11/06/2014 05:00:00 PM.

*** CASE MODIFY 11/5/2014 1:48:11 PM, mkim

into WIP 6A and Status of Solving.

*** CASE CLOSE 11/5/2014 1:48:12 PM, mkim

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

Case Details

Case ID : N012014-08-1401113	Division : Honda - Auto	Condition : Closed	Open Date : 8/14/2014 12:54:48 PM
Case Originator : Ron Robbins (Team SM)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/20/2014 3:10:22 PM
Case Owner : Ron Robbins (Team SM)	Method : Social Media	Queue :	Days Open : 6
Last Closed By : Ron Robbins (Team SM)	Point of Origin : Twitter	Wipbin :	
Case Title : 3B [REDACTED] - RACK AND PINION/TWITTER	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F89DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	20,400
In Service Date :	03/11/2013
Months In Use :	17
Engine Number :	J35Y11023306
Originating Dealer No. / Name :	206594 / GUNN HONDA
Selling Dealer No. / Name :	206594 / GUNN HONDA
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208336 / FERNANDEZ HONDA
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	03B / B03
Warranty Labor Rate / Date :	\$98.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-08-1401113-1 / [REDACTED]	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-08-1401113-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 8/14/2014 12:59:50 PM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 8/20/2014 3:10:07 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Repaired/Warranty
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-08-1401113

Case Title : 3B [REDACTED] RACK AND PINION/TWITTER

*** CASE CREATE 8/14/2014 12:54:48 PM, rrobbins

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

*** NOTES 8/14/2014 12:54:49 PM, rrobbins, Action Type :

Customer tweeted (cdanrod)

[REDACTED] ed you all to be aware & contact me about a life threatening defect in my 2013 Honda Accord regarding the rack-n-pinion."

I replied by direct message

"Good morning! Please DM your full name, VIN, mileage, dealer and more details about this. ^RR"

Customer replied

"I need an email adress so I can email my concerns that I also emailed the GM at Fernandez Honda"

I replied

"We don't have one to offer, however we'll gladly call you if you DM your full name, phone number, VIN, & mileage. ^RR"

Customer replied

[REDACTED] VIN: 1HGCR3F89DA [REDACTED] Mileage-20,400 "

I replied

"Thank you. We will have you contacted by phone within 24 hours. ^RR"

*** CASE MODIFY 8/14/2014 12:56:51 PM, rrobbins

into WIP Default and Status of Solving.

*** CASE MODIFY 8/14/2014 12:56:59 PM, rrobbins

into WIP Default and Status of Solving.

*** SUBCASE N012014-08-1401113-1 CREATE 8/14/2014 12:59:50 PM, rrobbins

Created in WIP Default with Due Date 8/14/2014 12:59:50 PM.

*** NOTES 8/14/2014 1:02:58 PM, rrobbins, Action Type : Call to Customer

I called customer and left voicemail message welcoming a call back

I provided my phone/ext number

*** COMMIT 8/14/2014 1:06:07 PM, rrobbins, Action Type : N/A

Customer call back? Acquire customer address

*** CASE MODIFY 8/14/2014 1:06:24 PM, rrobbins

into WIP Default and Status of Solving.

*** CASE MODIFY 8/14/2014 1:06:43 PM, rrobbins

into WIP Default and Status of Solving.

*** CASE MODIFY 8/14/2014 1:06:50 PM, rrobbins

into WIP Default and Status of Solving.

*** CASE MODIFY 8/14/2014 1:07:24 PM, rrobbins

into WIP Default and Status of Solving.

Case History

Case ID : N012014-08-1401113

Case Title : 3B [REDACTED] - RACK AND PINION/TWITTER

*** NOTES 8/15/2014 2:41:28 PM, rrobbins, Action Type : Call from Customer

Customer called me back. I updated address information.

Customer expressed his concern that the vehicle locked up while driving. He didn't want to abandon the car, so he got it started again and drove it to the dealer the next day. His parents followed him. Customer got the car to the dealer. He asked for a rental so he could get to his job. They shuttled him to work, because they advised that they need to diagnose the car before they can determine if a rental could be provided.

Customer states that they eventually determined the repairs would be covered. Customer is worried about this happening again, because locking up on the freeway is very scary. Customer wants to be an advocate for himself and for others so that this doesn't happen. Customer was advised that we can understand the concern and the fear associated. I advised that we are very glad a repair was identified and expressed my faith that this concern will not reoccur. I advised that if he wished, he may opt to contact NHTSA as well.

Customer states that they eventually did put him in a rental, but it is a Civic and he wanted more room, considering he drives an Accord. I advised customer that unfortunately that is dependent on the dealer, as rental vehicles have never been party of our warranty obligations. Customer states that they got the authorization from Honda. I advised that it sounds like they went above and beyond to keep him in a vehicle while this one is being repaired. Customer asked if he could have the fuel covered, too. I advised customer that fuel would not be covered. I advised that if he was in his own vehicle, he would be paying for fuel.

They managed to acquire rental coverage for him so he could continue driving as he normally would, and he will still be responsible for fuel costs. Customer said ok and asked that we just look into this concern that everyone else is safe. I advised that we will certainly keep this matter on record. I asked customer when the dealer estimates repairs will be completed. Customer states they told him Monday. I advised that we will follow during the upcoming week to make sure the vehicle is ok. Customer thanked me.

*** CASE FULFILL 8/15/2014 2:41:40 PM, rrobbins

Fulfilled for IAN BUNDY-GRAY due 08/18/2014 12:00:00 AM.

*** COMMIT 8/15/2014 2:41:43 PM, rrobbins, Action Type : N/A

REPAIR COMPLETE? Customer vehicle ok?

*** CASE MODIFY 8/15/2014 2:42:16 PM, rrobbins

into WIP Default and Status of Solving.

*** NOTES 8/18/2014 8:44:27 AM, rrobbins, Action Type : Note-General

Dealer forwarded AHM the email they received from the customer

[REDACTED] Honda-General Manager

I wanted to notify you about a life threatening defect in my 2013 Honda Accord VIN 1HGCR3F89DA [REDACTED]. Mileage 20K

Late Sunday night August 10, 2014 around 9 pm I was leaving my parents house. I attempted to put my Accord in reverse and realized that I wasn't able to steer out of the driveway. It appeared that the steering wheel locked up or something was holding me from backing up. I also noticed an orange steering wheel indicator on my dash. (Please keep in mind that my vehicle is in great condition. I've had it for over a year and I have never had this happen).

Being that it was 9 pm and was getting late I turned off my vehicle and waited a few minutes.

I attempted to start my car a second time. This time it turned on just as before and the orange indicator light turned off. I felt it may have just been a fluke and I began driving down the street. However, not even half-a-mile down from my parents house my Accord steering wheel locked up again! This time it happened in the middle of the road while I was DRIVING and while other vehicles were driving on the opposite side of the road. I could not maneuver my vehicle off the road. I just barely managed to angle the front part of my vehicle to the edge of a curb while the second half of the car was still in the street. I'm not going to lie; I was freaking out and was very scared. I'm a husband and a father to my three daughters (11, 8 and 2 months).

I called my wife and told her what was going on. Fortunately, my family was not with me in the vehicle. I turned off the Accord and pulled out the owners manual to determine what could be the problem. I wasn't able to find anything. I called my parents and they came up the road to assist me and possibly

Case History

Case ID : N012014-08-1401113

Case Title : 3B [REDACTED] - RACK AND PINION/TWITTER

take me home. Keep in mind that it was after 9 pm at night and the dealership was closed.

Approximately twenty minutes later I decided to turn the Accord on for a third time, and asked my parents to follow me home in their vehicle. This time the orange indicator light remained off as it did the second time. I was very nervous but I managed to drive home with the windows down, and radio and A/C off. I had no idea what was going on.

The next morning, Monday August 11, 2014 I contacted several Honda dealerships to ask the service advisors if there was a recall on a part or if they have ever had this issue before on a 2013 Honda Accord. I was informed by all, including Fernandez Honda, that no one has ever reported this issue.

While calling Fernandez Honda I spoke with Joey your Service Advisor. He was very nice and professional and informed me that I had two options I can either have the vehicle towed, or I can drive it in. I felt it was a new day and I would turn my Accord on to see if the steering wheel indicator went away. I turned my vehicle on and it was off so I was on my way. Wrong decision, not even two miles down the road the vehicle steering jerked to the left slightly. I was worried, and then it jerked again as I was approaching South San High School down the street from your dealership.

When I arrived at the dealership Joey greeted me and I completed the paperwork to have them run test on my vehicle. Later Monday, August 11, 2014 afternoon Joey calls me to inform that it appears to be a defective electric rack-n-pinion which caused my steering wheel to lock up. I asked him if this was a recall, or vehicle malfunction and he couldnt completely 100% provide me with an explanation. He did inform me that its going to be a \$1,200 part to be serviced and that I will probably be without my own Accord for about a week. Im glad to know that the problem was detected, and I was put into a rental covered under the Honda Manufactures warranty of course.

However, my concern is that other 2013 Honda Accord owners (such as my co-worker) could also be at risk. I can only imagine this situation happening to me on my commute across-town to work. I work for Generations Federal Credit Union in Business Development. My office is my vehicle and I commute all over town. I cannot even fathom something like this happening while Im on a major highway in the morning, or after work rush-hour traffic.

The main reason that I am writing this email/letter to you is so that you are aware of the severity of this issue and the harm that could or can be caused.

Im asking that you relay this serious, and possible life-threatening issue to the Honda Corporation. This has completely changed my perception of the quality Honda provides. I will also be contacting Honda directly to inform them of my incident of their Honda vehicle.

Please dont hesitate to reach out to me for further clarification, my cell [REDACTED] Office [REDACTED]

Thank you
[REDACTED]

Email: [REDACTED] >

*** NOTES 8/20/2014 3:09:49 PM, rrobbins, Action Type : Call to Customer

I spoke with customer who confirmed that he has the vehicle back and so far there are no further issues. I advised that I was glad and welcomed a call w/ any further concerns. I provided my phone/ext number. Customer thanked me.

*** SUBCASE N012014-08-1401113-1 CLOSE 8/20/2014 3:10:07 PM, rrobbins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/20/2014 3:10:22 PM, rrobbins

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

Case Details

Case ID : N012014-10-0801498	Division : Honda - Auto	Condition : Closed	Open Date : 10/8/2014 1:17:29 PM
Case Originator : Tayonna McClamb (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/27/2014 9:57:28 AM
Case Owner : Reginald Richardson (Team HC)	Method : Phone	Queue :	Days Open : 19
Last Closed By : Reginald Richardson (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 2B -TONY HONDA [REDACTED] - TOWING REIMBURSEMENT	No. of Attachments : 2		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F88DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	16,180
In Service Date :	03/12/2013
Months In Use :	19
Engine Number :	J35Y11023464
Originating Dealer No. / Name :	207215 / TONY HONDA
Selling Dealer No. / Name :	207215 / TONY HONDA
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207215 / TONY HONDA
Phone No. :	808-680-7100
Address :	94-1299 KA UKA BLVD.
City / State / Zip :	WAIPAHU, HI 96797
Svc District / Sls District :	02B / D02
Warranty Labor Rate / Date :	\$135.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-10-0801498-1 [REDACTED] - PRODUC	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012014-10-0801498-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Subcase Close	Open Date : 10/9/2014 7:20:57 AM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date : 10/27/2014 9:57:28 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc Leak 5122
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM 100%, CR Generated Gdwill, Loyalty Card Decline
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
53601-T2G-A02	BOX SUB	Not Applicable

Check Req Info :

Check Requisition No. : 15935
 Primary Amount : \$80.63
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$80.63
 Approved By : jstradfo
 Approval Date : 10/23/2014
 Status : PROCESSED
 Check No. : 2101456
 Check Date : 10/24/2014

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : HALEIWA, HI ██████████
 Campaign Template # :
 Contention Code : 01201
 Defect Code : 03217
 Category : Regular
 Failed Part # : 53601-T2G-A02

Case History

Case ID : N012014-10-0801498

Case Title : 2B -TONY HONDA - [REDACTED] - TOWING REIMBURSEMENT

*** CASE CREATE 10/8/2014 1:17:29 PM, tmcclam

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

*** CASE MODIFY 10/8/2014 1:18:26 PM, tmcclam

into WIP default and Status of Solving.

*** NOTES 10/8/2014 1:21:27 PM, tmcclam, Action Type : Call from Customer

Verified customer contact info

Best number [REDACTED]

Email [REDACTED]

Customer states her p/s went out and was cover under warranty but had to pay partial towing costing her \$80.63 and is seeking reimbursement for towing costs.

ACS empathized with customer. ACS advised customer to fax proof of payment to [REDACTED]. ACS advised the customer that their case will be forwarded to a case manager for further review. ACS informed the customer that every case is considered on a case-by-case basis. ACS informed the customer that the case manager would give them a call by the end of the next business day. Customer was provided with a case number for future reference. The customer understood the information presented, and the case is dispatched for further review.

*** CASE MODIFY 10/8/2014 1:21:36 PM, tmcclam

into WIP default and Status of Solving.

*** CASE DISPATCH 10/8/2014 1:21:38 PM, tmcclam

from WIP default to Queue Honda Team C.

*** CASE MODIFY 10/8/2014 1:27:14 PM, tmcclam

into WIP default and Status of Solving.

*** CASE ACCEPT 10/8/2014 4:59:29 PM, rrichard

from Queue Honda Team C to WIP default.

*** CASE MODIFY 10/9/2014 7:19:08 AM, rrichard

into WIP default and Status of Solving.

*** COMMIT 10/9/2014 7:19:29 AM, rrichard, Action Type : N/A

Made to [REDACTED] due 10/09/2014 12:19:30 PM.

24hr call

*** CASE MODIFY 10/9/2014 7:20:00 AM, rrichard

into WIP default and Status of Solving.

*** SUBCASE N012014-10-0801498-1 CREATE 10/9/2014 7:20:57 AM, rrichard

Created in WIP Default with Due Date 10/9/2014 7:20:57 AM.

*** CASE MODIFY 10/9/2014 7:21:02 AM, rrichard

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2014 7:21:13 AM, rrichard

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2014 7:21:17 AM, rrichard

into WIP default and Status of Solving.

Case History

Case ID : N012014-10-0801498

Case Title : 2B -TONY HONDA - [REDACTED] - TOWING REIMBURSEMENT

*** CASE MODIFY 10/9/2014 12:24:21 PM, richard
into WIP 2B and Status of Solving.

*** CASE MODIFY 10/9/2014 12:26:52 PM, richard
into WIP 2B and Status of Solving.

*** CASE FULFILL 10/9/2014 12:41:26 PM, richard
Fulfilled for [REDACTED] due 10/09/2014 12:19:30 PM.

*** COMMIT 10/9/2014 12:41:28 PM, rrichard, Action Type : N/A
did sm curtis call back

*** COMMIT 10/9/2014 12:41:39 PM, rrichard, Action Type : N/A
check mail

*** NOTES 10/9/2014 12:42:23 PM, richard, Action Type : Call to Customer

The customer states that she was driving the vehicle on 09/25/14 and it felt as though the steering wheel had locked up. The customer states that she was very scared as she was on the highway. The customer states that she was able to pull into a grocery store parking lot. The customer states that she called Tony Honda and they advised that they wont have any tow trucks available until 09/30/14. The customer states that she has road side assistance but they only cover 11 miles and the dealership was 22 mile away and she had to pay the difference. The customer states that she paid \$80.63. The customer states that when she got to the dealership she requested for the dealership to cover the tow and she was told by John (SM) that she would have to contact AHM back to be reimbursed. The customer states that she is the original owner of the vehicle and she services the vehicle at Tony Honda. The customer states that she is seeking for AHM to reimburse her for the towing expenses since this was a warranty repair.

ACS apologized for the inconvenience. ACS advised the customer that the warranty repairs covered under the 3yrs/36k warranty are covered. ACS advised the customer that in order to be reimbursed ACS will need a copy of her R.O and proof of payment for the tow faxed to [REDACTED]. The customer states that she will fax the documents on 10/09/14. ACS provided my contact number and business hours. ACS will follow up on 10/15/14.

*** CASE MODIFY 10/9/2014 12:42:31 PM, richard
into WIP 2B and Status of Solving.

*** CASE MODIFY 10/9/2014 12:42:34 PM, richard
into WIP 2B and Status of Solving.

*** CASE MODIFY 10/9/2014 12:42:38 PM, richard
into WIP 2B and Status of Solving.

*** CASE MODIFY 10/9/2014 12:42:43 PM, richard
into WIP 2B and Status of Solving.

*** NOTES 10/10/2014 4:26:21 PM, fshariff, Action Type : Letter/Fax

On 10/10/14 ACS received a 2 page fax of a repair order from the dealership regarding previous concern.

*** CASE ADD ATTACHMENT 10/10/2014 5:00:22 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-10-0801498_1.pdf

*** CASE MODIFY 10/13/2014 10:37:50 AM, richard
into WIP 2B and Status of Solving.

*** CASE MODIFY 10/13/2014 10:40:20 AM, richard
into WIP 2B and Status of Solving.

Case History

Case ID : N012014-10-0801498

Case Title : 2B -TONY HONDA - [REDACTED] - TOWING REIMBURSEMENT

*** CASE MODIFY 10/13/2014 10:45:49 AM, richard
into WIP 2B and Status of Solving.

*** CASE MODIFY 10/13/2014 10:46:22 AM, richard
into WIP 2B and Status of Solving.

*** CASE MODIFY 10/13/2014 10:52:00 AM, richard
into WIP 2B and Status of Solving.

*** CASE MODIFY COMMITMENT 10/13/2014 10:57:48 AM, richard
with [REDACTED] due 10/14/2014 12:00:00 AM.

*** NOTES 10/13/2014 10:58:22 AM, richard, Action Type : Call to Customer
ACS left a VM for the SM Curtis to contact ACS back.

*** CASE MODIFY 10/13/2014 10:58:24 AM, richard
into WIP 2B and Status of Solving.

*** CASE MODIFY COMMITMENT 10/14/2014 11:53:54 AM, richard
with [REDACTED] due 10/15/2014 12:00:00 AM.

*** NOTES 10/14/2014 11:54:12 AM, richard, Action Type : Call to Dealer
ACS left a VM for the SM Curtis to contact ACS back.

*** CASE MODIFY 10/14/2014 11:57:55 AM, richard
into WIP 2B and Status of Solving.

*** CASE MODIFY 10/14/2014 11:57:58 AM, richard
into WIP 2B and Status of Solving.

*** NOTES 10/15/2014 10:25:58 AM, richard, Action Type : Call to Dealer
ACS contacted the SM Curtis who advised that he was driving at this time and he will contact ACS back once he gets back to his desk.

*** CASE MODIFY COMMITMENT 10/15/2014 10:26:49 AM, richard
with [REDACTED] due 10/16/2014 12:00:00 AM.

*** CASE MODIFY COMMITMENT 10/15/2014 10:26:58 AM, richard
with [REDACTED] due 10/16/2014 12:00:00 AM.

*** CASE MODIFY 10/15/2014 10:29:44 AM, richard
into WIP 2B and Status of Solving.

*** NOTES 10/15/2014 1:23:05 PM, richard, Action Type : Call to Dealer
Dealer contact: Tony

Date at dealer: 09/25/14

R/O: 816483

Mileage: 16171

Customer's complaint: Customer states that there is no power steering

Case History

Case ID : N012014-10-0801498

Case Title : 2B -TONY HONDA - [REDACTED] - TOWING REIMBURSEMENT

Dealer's diagnosis: Rack and pinion, and ABS sensors were replaced.

Dealer resolution: Dealership replaced the rack and pinion and the ABS sensors and the repairs were covered under warranty.

Service history at dealer: Customer has a good service history so far.

DPSM involvement: No

Notes: The SM advised that they dont have any records or any indications that the car was towed into the dealership. ACS understood and will follow up with the customer.

*** CASE MODIFY 10/15/2014 1:23:10 PM, rrichard
into WIP 2B and Status of Solving.

*** CASE MODIFY 10/15/2014 1:23:15 PM, rrichard
into WIP 2B and Status of Solving.

*** CASE FULFILL 10/15/2014 1:23:21 PM, rrichard
Fulfilled for [REDACTED] due 10/16/2014 12:00:00 AM.

*** CASE MODIFY 10/15/2014 1:23:25 PM, rrichard
into WIP 2B and Status of Solving.

*** CASE MODIFY COMMITMENT 10/16/2014 12:30:30 PM, rrichard
with [REDACTED] due 10/20/2014 12:00:00 AM.

*** NOTES 10/16/2014 12:32:02 PM, rrichard, Action Type : Call to Customer

ACS contacted the customer back and advised that ACS has the proof of tow however ACS needs an invoice from the towing company. The customer advised that she will fax over the receipt she was given on 10/16/14. ACS advised the customer that ACS will follow up with her on 10/20/14.

*** CASE MODIFY 10/16/2014 12:32:05 PM, rrichard
into WIP 2B and Status of Solving.

*** CASE MODIFY 10/16/2014 12:32:07 PM, rrichard
into WIP 2B and Status of Solving.

*** NOTES 10/16/2014 1:58:04 PM, fshariff, Action Type : Letter/Fax

On 10/16/14 ACS received a 2 page fax of a towing invoice from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 10/16/2014 2:30:22 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-10-0801498_2.pdf

*** SUBCASE N012014-10-0801498-1 DISPATCH 10/20/2014 11:43:49 AM, rrichard
from WIP Sub-case to Queue CkReq - Stradford.

*** NOTES 10/20/2014 11:54:37 AM, rrichard, Action Type : Note-General

Requisition Type:Check Requisition

DPSM involved? No

Total Amount the customer paid:\$80.63

Total Goodwill assistance offered:\$80.63

Case History

Case ID : N012014-10-0801498

Case Title : 2B -TONY HONDA - [REDACTED] - TOWING REIMBURSEMENT

Percentage of Goodwill Authorized: 100%

Reason for goodwill: ACS is providing a reimbursement check because she was charged for a tow to the dealership for a warranty repair.

Age: 19 Months Mileage: 16,180

Proof of Payment Credit Card

Repair Invoice Honda Dealer

RCM verified the following information:

Is customer the original owner? yes

There are 8 service records on file for the customer.

Does customer service at Honda dealers? Yes

Does customer own other vehicles? No

Is this related to a TSB? No

*** NOTES 10/20/2014 11:57:44 AM, rrichard, Action Type : Call to Customer

ACS apologized to the customer for the inconvenience. ACS advised the customer that ACS has received her R.O and proof of payment for the tow. ACS advised the customer that in the interest of customer satisfaction and because the vehicle was still covered under the 3yr/36k mile warranty, AHM will reimburse her for the repairs in the amount of \$80.63. The customer understood and was very happy. ACS advised the customer that the reimbursement will be in the form of a loyalty card. The customer asked if AHM could provide a check. ACS granted the customers request. ACS confirmed the customers address and advised her that the check should arrive within 3 - 4 weeks. The customer understood and no further assistance was needed at this time.

*** CASE MODIFY COMMITMENT 10/20/2014 11:59:33 AM, rrichard

with [REDACTED] due 10/28/2014 12:00:00 AM.

*** CASE MODIFY 10/20/2014 11:59:49 AM, rrichard

into WIP 2B and Status of Solving.

*** SUBCASE N012014-10-0801498-1 RETURN 10/23/2014 10:01:00 AM, jstradfo

from Queue CkReq - Stradford to WIP Sub-case.

*** SUBCASE N012014-10-0801498-1 DISPATCH 10/23/2014 10:22:47 AM, rrichard

from WIP Sub-case to Queue CkReq - Stradford.

*** SUBCASE N012014-10-0801498-1 YANKED 10/23/2014 10:23:21 AM, rrichard

Yanked by rrichard into WIPbin default.

*** SUBCASE N012014-10-0801498-1 DISPATCH 10/23/2014 10:23:39 AM, rrichard

from WIP default to Queue CkReq - Stradford.

*** SUBCASE N012014-10-0801498-1 10/23/2014 12:25:00 PM, jstradfo, Action Type :

Check Requisition for 80.63 \$ submitted

Check Requisition for 80.63 \$ submitted by jstradfo

*** SUBCASE N012014-10-0801498-1 RETURN 10/23/2014 12:25:08 PM, jstradfo

from Queue CkReq - Stradford to WIP default.

*** SUBCASE N012014-10-0801498-1 DISPATCH 10/23/2014 1:27:45 PM, rrichard

from WIP default to Queue CkReq - Stradford.

*** SUBCASE N012014-10-0801498-1 RETURN 10/23/2014 1:46:31 PM, jstradfo

from Queue CkReq - Stradford to WIP INBOUND OPEN DISPATCH.

Case History

Case ID : N012014-10-0801498

Case Title : 2B -TONY HONDA - [REDACTED] - TOWING REIMBURSEMENT

*** SUBCASE N012014-10-0801498-1 COMMIT 10/27/2014 8:01:11 AM, rrichard, Action Type : External Commitment

Check processed for check_req_no = 15935 on 2014-10-24-00.00.00.000000

*** NOTES 10/27/2014 9:49:29 AM, fshariff, Action Type : Note-General

Check Mailed.

*** CASE MODIFY 10/27/2014 9:57:24 AM, rrichard

into WIP 2B and Status of Solving.

*** SUBCASE N012014-10-0801498-1 CLOSE 10/27/2014 9:57:28 AM, rrichard

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/27/2014 9:57:28 AM, rrichard

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

*** SUBCASE N012014-10-0801498-1 CLOSE 10/27/2014 9:57:44 AM, rrichard

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012013-12-0302111	Division : Honda - Auto	Condition : Closed	Open Date : 12/3/2013 2:14:29 PM
Case Originator : Eric Visperas (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/17/2013 6:55:18 AM
Case Owner : Lilia Tafoya (Team HE)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Lilia Tafoya (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : 7E (GWINNETT) [REDACTED] - STEERING WHEEL CONCERN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F51DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F5DEW / A
Miles / Hours :	16,788
In Service Date :	10/15/2012
Months In Use :	14
Engine Number :	K24W11017684
Originating Dealer No. / Name :	207174 / HONDA CARLAND
Selling Dealer No. / Name :	207174 / HONDA CARLAND
Trim :	SPORT
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	RB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207577 / GWINNETT PLACE HONDA
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	07E / D07
Warranty Labor Rate / Date :	\$99.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-12-0302111-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012013-12-0302111-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lilia Tafoya	Type 1 : Product	Status : Subcase Close	Open Date : 12/4/2013 6:05:52 AM
Issue Owner : Lilia Tafoya	Type 2 : Operation	Queue :	Close Date : 12/17/2013 6:55:18 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc : Other 512X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Repaired/Warranty
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-12-0302111

Case Title : 7E (GWINNETT)

[REDACTED] STEERING WHEEL CONCERN

*** CASE CREATE 12/3/2013 2:14:29 PM, evispel

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

*** CASE MODIFY 12/3/2013 2:20:29 PM, evispel

into WIP default and Status of Solving.

*** CASE MODIFY 12/3/2013 2:23:58 PM, evispel

into WIP default and Status of Solving.

*** CASE MODIFY 12/3/2013 2:24:16 PM, evispel

into WIP default and Status of Solving.

*** NOTES 12/3/2013 2:24:34 PM, evispel, Action Type : Call from Customer

[REDACTED]
[REDACTED]
LAWRENCEVILLE GA [REDACTED]
Case ID: N012013-12-0302111

Verified customers information

Best Contact # [REDACTED]

[REDACTED] called in with an issue with her steering. Customer said A week after purchasing the vehicle an Airplane looking indicator light came on and customer took the vehicle to GWINNETT PLACE HONDA. Customer said when the light came on it would lock up her steering wheel. On the first visit to the dealership for this issue customer said that the dealer had changed the battery. Customer said that 6 weeks ago she was at the dealership again for this issue and was advised that they changed a component in the steering and everything was working fine until today. Customer explained that while sitting at a stop light and making a left turn, the same light came on and the steering wheel locked up again. Customer is planning to bring the vehicle to GWINNETT PLACE HONDA. Customer had left a message for her Service Advisor Ronnie. I advised the customer that I would forward the case to a CM for Follow up make sure her issue had been addressed. Provided customer with Case ID: N012013-12-0302111

*** CASE MODIFY 12/3/2013 2:24:43 PM, evispel

into WIP default and Status of Solving.

*** CASE DISPATCH 12/3/2013 2:25:34 PM, evispel

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 12/3/2013 2:28:15 PM, Itafoya

from Queue Honda Team E to WIP W-DEFAULT.

*** SUBCASE N012013-12-0302111-1 CREATE 12/4/2013 6:05:52 AM, Itafoya

Created in WIP Default with Due Date 12/4/2013 6:05:52 AM.

*** COMMIT 12/4/2013 6:05:58 AM, Itafoya, Action Type : N/A

Made to [REDACTED] due 12/04/2013 11:05:59 PM.

GWINNETT PLACE: 24 hrs

*** CASE MODIFY 12/4/2013 6:06:11 AM, Itafoya

into WIP W-DEFAULT and Status of Solving.

*** CASE MODIFY 12/4/2013 9:58:28 AM, Itafoya

Case History

Case ID : N012013-12-0302111

Case Title : 7E (GWINNETT) [REDACTED] STEERING WHEEL CONCERN

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** NOTES 12/4/2013 10:16:41 AM, Itafoya, Action Type : Call to Customer

[REDACTED]
I left a for the customer message introducing myself as the CM, I stated that I would be the CM handling her concern. I informed the customer that I will be contacting the dlr and will follow up by 12/06/2013.

I provided my contact information and asked the customer to call ACS if she has any questions.

*** NOTES 12/4/2013 10:17:11 AM, Itafoya, Action Type : Call to Dealer

I spoke with Jae and made him aware that I was calling in reference to [REDACTED].

Date at dlr: 12/03/2013

RO 448048

Mileage: 16,788

The customer complaint that the EPS system indicator light came on, the dlr found the engine harness to be faulty. Per T/L the engine harness was ordered and the vehicle will be ready by the end of the week.

I asked if the customer was placed in a loaner and he stated that she was.

*** CASE FULFILL 12/4/2013 10:17:19 AM, Itafoya

Fulfilled for [REDACTED] due 12/04/2013 11:05:59 PM.

*** COMMIT 12/4/2013 10:17:20 AM, Itafoya, Action Type : N/A

GWINNETT PLACE: vehicle repair/ call customer?

*** CASE MODIFY 12/4/2013 10:17:40 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** NOTES 12/6/2013 8:11:41 AM, Itafoya, Action Type : Call to Dealer

I left a message for Jae ASM asking if the repairs has been completed.

*** CASE MODIFY 12/6/2013 8:11:44 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** NOTES 12/6/2013 9:04:19 AM, Itafoya, Action Type : Call from Dealer

Jae ASM contacted ACS, I stated to him that I contacted the dealer to find out if [REDACTED] vehicle was repaired.

He stated that the repair was completed, they contacted her to inform her that the car is ready but she has not picked it up yet.

I thanked him for the update.

*** NOTES 12/6/2013 9:17:10 AM, Itafoya, Action Type : Call to Customer

6789486986: I left a message for the customer requesting that she contact ACS, I provided my contact information and stated that I will follow up again by 12/11/2013.

*** CASE FULFILL 12/6/2013 9:17:19 AM, Itafoya

Fulfilled for [REDACTED] due 12/06/2013 12:00:00 AM.

*** COMMIT 12/6/2013 9:17:21 AM, Itafoya, Action Type : N/A

GWINNETT PLACE: vehicle repair- F/U w customer?

*** CASE MODIFY 12/6/2013 9:17:36 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** NOTES 12/9/2013 9:14:30 AM, Itafoya, Action Type : Call to Customer

Case History

Case ID : N012013-12-0302111

Case Title : 7E (GWINNETT) [REDACTED] - STEERING WHEEL CONCERN

[REDACTED] : I left a message for the customer making her aware that I was calling regarding the case she opened with AHM regarding her 2013 Accord.

I made her aware that I contacted the dlr and was notified that the repair was completed and want to follow up and verify the information provided.
I provided my contact information and stated that I will follow up again by 12/13/2013.

*** CASE FULFILL 12/9/2013 9:14:41 AM, Itafoya

Fulfilled for [REDACTED] due 12/11/2013 12:00:00 AM.

*** COMMIT 12/9/2013 9:14:44 AM, Itafoya, Action Type : N/A

GWINNETT PLACE: vehicle repair- F/U w customer?

*** CASE MODIFY 12/9/2013 9:14:52 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** CASE MODIFY 12/10/2013 6:17:20 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** CASE MODIFY 12/10/2013 6:17:29 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** CASE MODIFY 12/10/2013 6:17:39 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** CASE MODIFY 12/10/2013 6:17:43 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** CASE MODIFY 12/10/2013 6:17:47 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** CASE MODIFY 12/10/2013 6:17:50 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** NOTES 12/11/2013 9:35:42 AM, Itafoya, Action Type : Call to Customer

[REDACTED] : I left message requesting the customer contact ACS. I provided contact information and stated that I will follow up by 12/16/2013.

*** CASE FULFILL 12/11/2013 9:35:50 AM, Itafoya

Fulfilled for [REDACTED] due 12/13/2013 12:00:00 AM.

*** COMMIT 12/11/2013 9:35:52 AM, Itafoya, Action Type : N/A

GWINNETT PLACE: vehicle repair- F/U w customer?

*** CASE MODIFY 12/11/2013 9:35:58 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** NOTES 12/12/2013 6:20:23 AM, Itafoya, Action Type : Call from Customer

[REDACTED] left a message on 12/11/2013 at 1:45 pm stating that she was calling back regarding her case. She stated that I left a message asking if the car was repaired to her satisfaction and if she is not sure, she states that it is currently working but is not sure if she will have to take it back to the dlr like she has in the past.

*** NOTES 12/12/2013 6:24:22 AM, Itafoya, Action Type : Call to Customer

[REDACTED] : I left a message for [REDACTED] making her aware that I received her message and understand that the car has been fixed but is concerned because in the past she has had to take it back to the dlr. I stated that her concerns will be documented and encouraged to contact ACS if she has any other

Case History

Case ID : N012013-12-0302111

Case Title : 7E (GWINNETT) [REDACTED]

STEERING WHEEL CONCERN

questions or if she would like to further discuss the case. I again provided my contact information.

*** CASE FULFILL 12/12/2013 6:25:10 AM, Itafoya

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

*** COMMIT 12/12/2013 6:25:13 AM, Itafoya, Action Type : N/A

RTC

*** NOTES 12/12/2013 6:46:30 AM, Itafoya, Action Type : Call from Customer

CM C.P received a messege from [REDACTED] on 12/11/2013 at 10:28am PST requesting call back at [REDACTED] and advising she is oncall, but sometimes can be reached in the afternoons and that she would try again.

*** CASE MODIFY 12/12/2013 6:46:37 AM, Itafoya

into WIP GWINNETT PLACE HONDA and Status of Solving.

*** CASE MODIFY 12/17/2013 6:55:15 AM, Itafoya

into WIP Y-REIMBURSEMENT and Status of Solving.

*** SUBCASE N012013-12-0302111-1 CLOSE 12/17/2013 6:55:18 AM, Itafoya

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/17/2013 6:55:18 AM, Itafoya

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

Case Details

Case ID : N012014-03-1900553	Division : Honda - Auto	Condition : Closed	Open Date : 3/19/2014 8:59:20 AM
Case Originator : Mayra Castro (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/28/2014 12:02:49 PM
Case Owner : Loretta Noble (Team HF)	Method : Phone	Queue :	Days Open : 9
Last Closed By : Loretta Noble (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 08J-(BLUEGRASS HONDA) [REDACTED] - MULTIPLE REPAIRS/VEHICLE A No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCR2F5XDA [REDACTED]
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CR2F5DEW / A
 Miles / Hours : 23,000
 In Service Date : 02/23/2013
 Months In Use : 13
 Engine Number : K24W11017654
 Originating Dealer No. / Name : 208307 / CREST HONDA
 Selling Dealer No. / Name : 208015 / BLUEGRASS HONDA
 Trim : SPORT
 No. Of Doors : 4
 Transmission Code : CVT
 Exterior Color : RB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208015 / BLUEGRASS HONDA
 Phone No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : [REDACTED]
 Svc District / Sls District : 08J / E08
 Warranty Labor Rate / Date : \$84.00 /
 Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-03-1900553-1 / [REDACTED]	Subcase Close	Product	Operation	110	Upper Engine
N012014-03-1900553-2 / [REDACTED]	Subcase Close	Product	Operation	740	Front Wiper
N012014-03-1900553-3 / [REDACTED]	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-03-1900553-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 3/20/2014 7:05:13 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 3/28/2014 12:02:49 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 110 / Upper Engine
 Condition Code Desc : Noisy 1106
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Warranty
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012014-03-1900553-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 3/20/2014 7:06:15 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 3/28/2014 12:02:49 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 740 / Front Wiper
 Condition Code Desc : Motor 7401
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Warranty
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012014-03-1900553-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 3/20/2014 7:07:08 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 3/28/2014 12:02:49 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Steering Malfun 5103
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Repaired/Warranty
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-03-1900553

Case Title : 08J-(BLUEGRASS HONDA [REDACTED]) MULTIPLE REPAIRS/VEHICLE AT DEAL

*** CASE CREATE 3/19/2014 8:59:20 AM, mcastro

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

*** NOTES 3/19/2014 9:22:07 AM, mcastro, Action Type : Call from Customer

Verified customer information

Best contact number is [REDACTED]

***The customer states that if he can get a call back before 2pm MST or Friday is fine. He will be in a business meeting all day on Thursday 3/20/14.

The customer states that on February 2, 2014 the vehicle steering system locked up and he hit a curb in a parking lot. The customer states that after that it happened again and he steered into oncoming traffic and his kids were in the vehicle with him.. The customer states that it was repairs but they kept it for over 2 weeks. After the repair the vehicle the doors no longer locks, the steering column is bad, windshield wipers don't work, and there squealing noise. The customer also noticed that bolts that are holding the headlight are missing. The vehicle is at Bluegrass Honda, the service advisors there are Mandy and Amanda. The customer just needs help figuring out the problems with his vehicle.

ACS apologized to the customer for the concerns and inconvenience he is having with this vehicle. Advised the customer that in order to make a decision on his situation, his case will need to be reviewed further. Therefore, I will be dispatching his case to a Case Manager who can look into his concern further and is in a better position to give him an answer on the behalf of AHM. The customer requested to be called today before 2pm MST or Friday . He will be in a business meeting all day on Thursday 3/20/14. The customer had no further questions.

*** CASE MODIFY 3/19/2014 9:25:16 AM, mcastro

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2014 9:25:24 AM, mcastro

into WIP default and Status of Solving.

*** CASE DISPATCH 3/19/2014 9:25:47 AM, mcastro

from WIP default to Queue Honda Team F.

*** CASE YANKED 3/19/2014 1:21:34 PM, Inoble

Yanked by Inoble into WIPbin default.

*** COMMIT 3/20/2014 7:02:00 AM, Inoble, Action Type : N/A

Made to [REDACTED] due 03/21/2014 07:02:04 AM.

DCS Follow-Up

*** NOTES 3/20/2014 7:03:21 AM, Inoble, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 3/21/2014

This customer contacted our office regarding the following issue(s):
Squealing noise, Wipers, Door Locks

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

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

Repair Order #:

Repair Order Mileage:

Case History

Case ID : N012014-03-1900553

Case Title : 08J-(BLUEGRASS HONDA) [REDACTED] MULTIPLE REPAIRS/VEHICLE AT DEAL

Diagnostic / Recommendation:
Tech line / DPSM involved:
Customer Rate: Parts:
Labor:
Warranty Rate: Parts:
Labor:

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

Loretta Noble
Automobile Customer Service
[REDACTED]

*** NOTES 3/20/2014 7:04:35 AM, lnoble, Action Type : Note-General

Customer is original owner and has had one dealer visit

*** SUBCASE N012014-03-1900553-1 CREATE 3/20/2014 7:05:13 AM, lnoble

Created in WIP Default with Due Date 3/20/2014 7:05:13 AM.

*** SUBCASE N012014-03-1900553-2 CREATE 3/20/2014 7:06:15 AM, lnoble

Created in WIP Default with Due Date 3/20/2014 7:06:15 AM.

*** CASE MODIFY 3/20/2014 7:06:29 AM, lnoble

into WIP default and Status of Solving.

*** SUBCASE N012014-03-1900553-3 CREATE 3/20/2014 7:07:08 AM, lnoble

Created in WIP Default with Due Date 3/20/2014 7:07:08 AM.

*** CASE MODIFY 3/20/2014 7:07:17 AM, lnoble

into WIP default and Status of Solving.

*** CASE MODIFY 3/20/2014 7:07:31 AM, lnoble

into WIP default and Status of Solving.

*** NOTES 3/20/2014 10:46:30 AM, lnoble, Action Type : Call to Dealer

ACS spoke with SM Bob regarding the customer. SM stated he would look into it and contact me back.

*** NOTES 3/20/2014 10:47:29 AM, lnoble, Action Type : Call to Customer

Customer requests to be called on Friday. ACS will follow up with the customer then.

*** NOTES 3/21/2014 10:32:17 AM, lnoble, Action Type : Call to Dealer

SM stated he talked to the customer this morning and they had ordered the alternator and replaced it but that wasn't it. SM stated he listened to it and it seems to be the compressor. SM stated they have already addressed the customer's other concerns. SM stated the customer is in a loaner vehicle and the part should be in on Monday and they should have it fixed. ACS advised the SM that I would follow up with the customer on Tuesday.

*** CASE MODIFY COMMITMENT 3/21/2014 10:33:33 AM, lnoble

with [REDACTED] due 03/25/2014 07:02:04 AM.

*** NOTES 3/25/2014 8:49:35 AM, lnoble, Action Type : Call from Dealer

SM Bob stated they replaced the compressor on the vehicle and the noise has gone away. SM stated the customer's vehicle is finished at this point.

Case History

Case ID : N012014-03-1900553

Case Title : 08J-(BLUEGRASS HONDA) [REDACTED] MULTIPLE REPAIRS/VEHICLE AT DEAL

*** NOTES 3/25/2014 8:52:15 AM, Inoble, Action Type : Call to Customer

ACS left the customer a voicemail and advised him that I would follow up no Thursday 3/27/2014

*** CASE MODIFY COMMITMENT 3/25/2014 8:53:09 AM, Inoble

with [REDACTED] due 03/27/2014 07:02:04 AM.

*** NOTES 3/25/2014 10:38:03 AM, Inoble, Action Type : Call from Customer

Customer stated he hit a curb in February. Customer stated on his way home the steering wheel locked up again and he drifted into on coming traffic. Customer stated he went into the dealership and they replaced parts on the vehicle and was there for two weeks. Customer stated they ended up firing the tech. Customer stated he took the vehicle back in because of a whole host of other things. Customer stated he lost control of the vehicle twice and the dealership hasn't been able to tell him what was wrong with the vehicle. Customer stated he's spoken to the GM and the SM. Customer stated the first time he took the vehicle there were bolts missing from the head lights. Customer stated the previous tech told him it was optional. Customer stated now everything the tech did was suspect. Customer stated it's a safety issue. Customer stated they couldn't tell him exactly why the steering went out and the customer feels that it's unacceptable. Customer stated he spoke with the GM and he said he was going to look into it. Customer stated the dealership is saying that they think it's fixed. Customer stated he knows someone is going back over the vehicle now. Customer stated there was damage to the alternator, belt tensioner, and compressor. Customer stated the vehicle is only a year old and doesn't understand why any part would fail on the vehicle so early in the vehicle's life. Customer stated they contacted him yesterday and told him that he wasn't sure if they resolved the issue with the noise. Customer stated the dealership cannot tell him what caused the problem. Customer stated he is frustrated at this point. ACS advised the customer that I would speak with the DPSM and the SM and contact him back.

*** NOTES 3/25/2014 10:40:36 AM, Inoble, Action Type : Field Service

ACS contacted the DPSM regarding the customer. DPSM stated he is at the dealership and to send him the file so they could go over it.

*** NOTES 3/27/2014 6:40:58 AM, Inoble, Action Type : Call to Dealer

ACS left message for SM Bob to contact me back regarding the customer.

*** NOTES 3/27/2014 10:56:47 AM, Inoble, Action Type : Call to Dealer

ACS contacted SM Bob regarding the customer. SM stated he's spoken to the customer and the GM has spoken to the customer. SM stated one of sales man took it home. SM stated there was a dent in the right rear rocker panel. SM stated he doesn't know where it came from but the GM told him that they would take care of it. SM stated he doesn't know why the steering went out but there were notes from tech line who advised him to replace the 3 parts and when they replaced the rack the problem went away so that was ultimately the problem. SM stated the customer is stuck on the power steering. ACS advised the SM that no one has told him why it went out. SM stated the vehicle is running fine and the power steering is operating normally. SM stated he doesn't remember seeing any dent in the vehicle while it was in the shop. SM stated there is hair in the fender well has critter hair in it. ACS advised the SM that the customer didn't mention it to me. SM stated they didn't do a walk around on the vehicle when it came in.

*** NOTES 3/27/2014 1:49:15 PM, Inoble, Action Type : Call to Customer

ACS left the customer a voicemail and advised him that I would try him again tomorrow.

*** CASE MODIFY COMMITMENT 3/27/2014 1:49:29 PM, Inoble

with [REDACTED] due 03/28/2014 07:02:04 AM.

*** NOTES 3/28/2014 10:35:58 AM, Inoble, Action Type : Call from Customer

Customer stated the dealership did bring the vehicle to him. Customer stated there was a dent in the vehicle. Customer stated he is concerned about the major failures in the vehicle. Customer doesn't feel like the vehicle should've have this many failures in the vehicle. ACS advised the customer that I did understand his concerns but it is AHM's stand point to repair the vehicle. Customer stated the dealership couldn't tell him that he would drive the vehicle across country after what has happened. ACS advised the customer that it is unfortunate that this happened to him but Honda has confidence in their dealerships to repair a vehicle properly and to make sure that it is in proper working order before giving the vehicle back to him. ACS advised the customer that he could take the vehicle to another dealership to have an inspection done. ACS empathized with the customer and advised him that I was in the same situation and was scared to drive the vehicle out of town. ACS located another dealership but it was an hour away. ACS advised the customer that I wouldn't trust an IRF to inspect

Case History

Case ID : N012014-03-1900553

Case Title : 08J-(BLUEGRASS HONDA) [REDACTED] MULTIPLE REPAIRS/VEHICLE AT DEAL

the vehicle. Customer agreed. Customer stated he would contact the GM and ask him if he thought the vehicle was safe to drive across country to San Diego, CA. ACS advised the customer that if he needed anything else to contact ACS back.

*** NOTES 3/28/2014 10:38:02 AM, Inoble, Action Type : Call to Dealer

ACS spoke with SM Bob regarding the customer and expressed to him the customer's concern. SM agreed that the vehicle has been repaired properly and would be safe to drive but could not guarantee him that nothing else would happen to the vehicle later down the line. ACS advised the SM that the customer is going to be contacting the GM to speak with him and ask if he would drive the vehicle. ACS advised the SM that I have advised the customer that it would be Honda's position to repair the vehicle which we have. SM stated he would let the GM know that the customer will be contacting him.

*** CASE MODIFY COMMITMENT 3/28/2014 10:38:24 AM, Inoble

with [REDACTED] due 04/07/2014 07:02:04 AM.

*** NOTES 3/28/2014 10:38:53 AM, Inoble, Action Type : Note-General

ACS will like to follow up with the customer in a couple of weeks to see how it's going.

*** NOTES 3/28/2014 10:44:47 AM, Inoble, Action Type : Call to Dealer

ACS returned GM Rick's voicemail and left him a voicemail to contact me back

*** NOTES 3/28/2014 12:02:12 PM, Inoble, Action Type : Note-General

ACS has been notified that the customer has a case opened up in Mediation. ACS will now close the customer's case.

*** SUBCASE N012014-03-1900553-1 CLOSE 3/28/2014 12:02:49 PM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012014-03-1900553-2 CLOSE 3/28/2014 12:02:49 PM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012014-03-1900553-3 CLOSE 3/28/2014 12:02:49 PM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/28/2014 12:02:49 PM, Inoble

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

Case Details

Case ID : N012014-11-0400973	Division : Honda - Auto	Condition : Closed	Open Date : 11/4/2014 10:32:29 AM
Case Originator : Georgina Alvizures (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/11/2014 9:26:14 AM
Case Owner : Adrian Montenegro (Team HC)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Adrian Montenegro (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████-10F-██████████ - POWER STEERING ASSEMBLY REPAIR/ No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR3F82DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	39,000
In Service Date :	04/02/2013
Months In Use :	19
Engine Number :	J35Y11029421
Originating Dealer No. / Name :	207391 / AUTONATION HONDA HOLLYWOOD
Selling Dealer No. / Name :	207391 / AUTONATION HONDA HOLLYWOOD
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206577 / BILL PEARCE COURTESY HONDA
Phone No. :	██████████
Address :	██████████
City / State / Zip :	██████████
Svc District / Sls District :	10F / E10
Warranty Labor Rate / Date :	\$102.00 /
Agent Name :	██████████
Comp Ind. :	

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-11-0400973-1 / ██████████ - PROD	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-11-0400973-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Adrian Montenegro	Type 1 : Product	Status : Subcase Close	Open Date : 11/4/2014 1:33:13 PM
Issue Owner : Adrian Montenegro	Type 2 : Operation	Queue :	Close Date : 11/11/2014 9:26:14 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM Partial, CR Generated Gdwill, Documented Concern,
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-11-0400973

Case Title : BILL PEARCE-10F- [REDACTED] - POWER STEERING ASSEMBLY REPAIR/GW

*** CASE CREATE 11/4/2014 10:32:29 AM, galvizur

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

*** NOTES 11/4/2014 10:45:58 AM, galvizur, Action Type : Call from Customer

Customer information verified

Best contact # [REDACTED]

E-mail [REDACTED]

The customer stated that he was driving from Florida to California and then his vehicle lost power in his power steering. He then took it to BILL PEARCE COURTESY HONDA and they told him that he needs to have his power steering gear assembly replaced and it would have a cost of \$ 1700.00. [REDACTED] is the original owner and regularly has his vehicle serviced at a Honda dealer.

He is seeking for Honda to financially assist him with this repair since he is slightly over the warranty by the mileage.

ACS apologized for the issue he was having and informed him that there were no known issues. ACS also told him since he was over the mileage by 3k miles but still within the years of the 3/36 warranty coverage for this repair we would forward this over to a CM for further review. ACS told him a CM would be in a better position to determine if Honda could provide assistance. Customer was provided with case # and informed him a CM would contact him by the end of the next business day.

*** CASE MODIFY 11/4/2014 10:46:11 AM, galvizur
into WIP default and Status of Solving.*** CASE MODIFY 11/4/2014 10:46:23 AM, galvizur
into WIP default and Status of Solving.*** CASE MODIFY 11/4/2014 10:46:24 AM, galvizur
into WIP default and Status of Solving.*** CASE DISPATCH 11/4/2014 10:46:35 AM, galvizur
from WIP default to Queue Honda Team C.*** CASE ACCEPT 11/4/2014 11:01:30 AM, amontene
from Queue Honda Team C to WIP default.*** CASE MODIFY 11/4/2014 11:01:51 AM, amontene
into WIP default and Status of Solving.*** NOTES 11/4/2014 1:32:55 PM, amontene, Action Type : Call to Customer
CM contacted # [REDACTED] and could not leave VM due to VM not being set up. Call ended.*** SUBCASE N012014-11-0400973-1 CREATE 11/4/2014 1:33:13 PM, amontene
Created in WIP Default with Due Date 11/4/2014 1:33:13 PM.*** CASE MODIFY 11/4/2014 1:33:26 PM, amontene
into WIP default and Status of Solving.*** CASE MODIFY 11/4/2014 1:33:37 PM, amontene
into WIP default and Status of Solving.

*** COMMIT 11/4/2014 1:33:41 PM, amontene, Action Type : N/A

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-11-0400973

Case Title : BILL PEARCE-10F- [REDACTED] - POWER STEERING ASSEMBLY REPAIR/GW

Call Cust for their story

*** NOTES 11/4/2014 1:42:01 PM, amontene, Action Type : Call to Dealer

CM contacted DLR and spoke with Service Advisor, Bettie

SA stated that the vehicle was towed in 11/3/2014 (RO # 383093) at 39,125 miles. SA stated that the vehicle was towed in 11/3/2014 because there was no Power Steering. SA stated that vehicle was diagnosed and SA stated that the Steering Gear Box assembly would need to be replaced and it would cost the Customer \$1,710. SA stated that she did not have the price for the repair if it would have been done under warranty but will contact the CM back with this information 11/4/2014. SA stated that the vehicle is at the DLR now.

CM understood and stated CM will wait for the call from SA today.

Call was ended

*** NOTES 11/4/2014 2:39:10 PM, amontene, Action Type : Call from Dealer

SA, Bettie, contacted CM.

SA stated that the total Warranty Cost for the repair would be \$1356.38 which includes parts and labor.

CM understood and thanked SA for the information. CM stated he will review the case and speak with the Customer about his concern.

Call was ended.

*** NOTES 11/4/2014 2:49:27 PM, amontene, Action Type : Call to Customer

CM contacted # [REDACTED] and provided disclosure to Eugene Lapeter

Customer stated that in the morning on 11/2/2014 he turned on his vehicle in the morning and there was a loss of power steering. Customer stated that the P/S light was on. Customer towed the vehicle into the DLR and spoke with SA, Bettie Mantz. SA stated that the Customer would need to pay \$1700 for the repair of the steering gear box.

Is customer the Original Owner? Yes

Does customer service at Honda dealers? Yes (3 Visits)

Does customer own other vehicles? Yes (3rd Honda car)

If so, how many were verified in System? 0

Is this related to a TSB? No

Customer is seeking for as much financial assistance as possible. Customer stated that he understands he might need to pay for a portion of the repair since the vehicle is out of the warranty.

CM informed the Customer that the CM would like to look further into his request and investigate the concern he is currently having. CM stated that once CM has gathered all necessary information the CM will call him back. CM informed the Customer that CM will contact him on 11/05/2014 and provided CM contact information.

Customer understood and the call was ended.

*** NOTES 11/4/2014 2:59:45 PM, amontene, Action Type : Call to Dealer

Case History

Case ID : N012014-11-0400973

Case Title : BILL PEARCE-10F- [REDACTED] POWER STEERING ASSEMBLY REPAIR/GW

CM contacted DLR and spoke with Service Manager, Mike.

CM informed the SM that CM would like to split the cost with the Customer with AHM paying 90% and Customer pay 10%. Customer pay would be about \$135.

SM understood and stated he will let SA call the Customer and advise him of the offer.

CM understood and thanked SM for his time.

Call was ended.

*** NOTES 11/4/2014 3:01:09 PM, amontene, Action Type : Note-General

DPSM involved? No

Customer pay quote from Dealership: \$1,710.00

Total Warranty Repair Cost\$1,356.00

Total Amount Authorized for claim:\$1,220.00

Percentage of Goodwill Authorized: 90%

Total the Customer will pay \$136.00

*** CASE MODIFY 11/4/2014 3:01:25 PM, amontene

into WIP 10F and Status of Solving.

*** NOTES 11/5/2014 8:06:24 AM, amontene, Action Type : Call to Customer

CM contacted # [REDACTED] and provided disclosure to Eugene Lapeter.

Customer stated that he had no got a call from the DLR yet.

CM stated that the CM was able to work with the DLR and bring down his cost to \$136 plus tax. CM stated that he would need to contact the DLR where the vehicle is and find out when the repair would be done so he may pick up the vehicle. CM offered to provide # of DLR, Customer declined.

Customer stated that he loves Honda and feels that this is a great company due to CM understanding his situation. Customer was very thankful to CM and his time.

CM advised the Customer that CM will follow up with him 11/11/2014 to see how the repair went.

Customer understood and had no further questions.

CM thanked Customer for his time and the call was ended.

*** CASE FULFILL 11/5/2014 8:06:28 AM, amontene

Fulfilled for [REDACTED] due 11/05/2014 12:00:00 AM.

*** COMMIT 11/5/2014 8:06:28 AM, amontene, Action Type : N/A

Call Cust. How was repair?

*** NOTES 11/11/2014 9:25:39 AM, amontene, Action Type : Call to Customer

CM contacted # [REDACTED] and provided disclosure to [REDACTED].

Case History

Case ID : N012014-11-0400973

Case Title : BILL PEARCE-10F- [REDACTED] POWER STEERING ASSEMBLY REPAIR/GW

Customer stated that the repair was done and he picked up vehicle on 11/5/2014. Customer stated that the vehicle is working fine and he had no further questions or concerns at this time. Customer stated he paid about \$135 for the repair.

CM understood and thanked the Customer for being a Honda Customer and for contact AHM about his concern.

Customer thanked CM for assisting and understanding his situation.

CM thanked Customer and the called was ended.

*** CASE MODIFY 11/11/2014 9:26:04 AM, amontene
into WIP 10F and Status of Solving.

*** CASE FULFILL 11/11/2014 9:26:08 AM, amontene
Fulfilled for [REDACTED] due 11/11/2014 12:00:00 AM.

*** CASE MODIFY 11/11/2014 9:26:12 AM, amontene
into WIP 10F and Status of Solving.

*** CASE CLOSE 11/11/2014 9:26:14 AM, amontene
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N012014-11-0400973-1 CLOSE 11/11/2014 9:26:14 AM, amontene
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012013-07-0201445	Division : Honda - Auto	Condition : Closed	Open Date : 7/2/2013 12:52:39 PM
Case Originator : Lisa Gettler (Team HE)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/6/2013 2:43:51 PM
Case Owner : Fenton Hulse (Team HC)	Method : Phone	Queue :	Days Open : 35
Last Closed By : Fenton Hulse (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 1C - DOWNTOWN - [REDACTED] - STEERING WHEEL NOISE/MULTIPLE No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F56DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F5DEW / A
Miles / Hours :	5,740
In Service Date :	11/11/2012
Months In Use :	8
Engine Number :	K24W11413819
Originating Dealer No. / Name :	206534 / SCOTT ROBINSON HONDA
Selling Dealer No. / Name :	208144 / HONDA WORLD DOWNEY
Trim :	SPORT
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	WA
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208144 / HONDA WORLD DOWNEY
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	UID / A01
Warranty Labor Rate / Date :	\$109.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208581	HONDA OF DOWNTOWN LO		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-07-0201445-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-07-0201445-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Subcase Close	Open Date : 7/3/2013 2:52:06 PM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 8/6/2013 2:43:51 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Turning Noise 5102
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : No Defect Found, CR Generated Gdwill, Loyalty Card, Assist -
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Check Req Info :

Check Requisition No. : ██████████
 Primary Amount : \$150.00
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$150.00
 Approved By : ckruishe
 Approval Date : 8/1/2013
 Status : PROCESSED
 Check No. : 0
 Check Date : 8/4/2013 1:56:29

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : HUNTINGTON PARK, CA ██████████
 Campaign Template # :
 Contention Code :
 Defect Code :
 Category : Regular
 Failed Part # :

Case History

Case ID : N012013-07-0201445

Case Title : 1C - DOWNTOWN - [REDACTED] - STEERING WHEEL NOISE/MULTIPLE DLR VI

*** CASE CREATE 7/2/2013 12:52:39 PM, lgettler

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

*** CASE MODIFY 7/2/2013 1:01:25 PM, lgettler

into WIP default and Status of Solving.

*** CASE MODIFY 7/2/2013 1:01:47 PM, lgettler

into WIP default and Status of Solving.

*** NOTES 7/2/2013 1:04:26 PM, lgettler, Action Type : Call from Customer

I updated the customers contact information.

The customers best contact number is [REDACTED]

Updated customers name: No

Updated phone number: Yes

Updated address: No

Updated email: Yes

The customer stated that she would like to express her dissatisfaction with the vehicle. The customer stated that she had been in and out of the Honda dealerships for many reasons since purchasing the vehicle in November. The customer stated that she is very busy because she works and goes to school, but she has to take time off of work and school to take the vehicle in for service, and the issues still have not been resolved. The customers stated that the vehicle is not meeting her expectations. The customer stated that she doesnt feel like she should be having so many problems with a brand new vehicle. The customer stated that in April the fuel injection had to be replaced, and last week the electrical power steering went out on her 3 times in one day, so she had to bring the vehicle back in for this issue. The customer stated that she had been hearing noises from the steering wheel, so she took it to HONDA WORLD, and they fixed the light but the noise did not go away. The customer stated that dealership wanted her to take it to one of the dealerships in Los Angeles for a 2nd opinion (HONDA OF DOWNTOWN LOS ANGELES) but they do not offer a rental vehicle and she does not have the time to do this. The customer stated that she doesnt understand why the issues are unresolved. The customer stated that the noise started about 3 weeks ago.

At this point the call was disconnected. I was able to get the customer back on the line.

The customer stated that she took it to HONDA OF DOWNTOWN LOS ANGELES but she could not leave her vehicle there because she does not have alternative transportation. The customer stated that she feels like HONDA WORLD is giving her the runaround by sending her somewhere else. The customer stated that she took the vehicle to HONDA OF DOWNTOWN LOS ANGELES today and she was told that there is a loud bucking sound that is unusual for her vehicle. The customer stated that she would like this issue to be resolved and she would like to take her vehicle to HONDA WORLD because they provide rental vehicles and because they are the most convenient location for her. The customer stated that this is her 2nd Honda, she is the original owner of the vehicle, and she always services at the dealership.

I advised the customer that I could dispatch their case to a case manager for further review. I informed the customer that every case is considered on a case-by-case basis, and there is no guarantee of the outcome at this point. I informed the customer that the case manager would give them a call by the close of the next business day. I provided the customer with a case number for future reference.

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

*** CASE MODIFY 7/2/2013 1:04:28 PM, lgettler

into WIP default and Status of Solving.

*** CASE MODIFY 7/2/2013 1:04:30 PM, lgettler

Case History

Case ID : N012013-07-0201445

Case Title : 1C - DOWNTOWN - [REDACTED] - STEERING WHEEL NOISE/MULTIPLE DLR VI

into WIP default and Status of Solving.

*** CASE MODIFY 7/2/2013 1:04:30 PM, lgettler

into WIP default and Status of Solving.

*** CASE DISPATCH 7/2/2013 1:04:38 PM, lgettler

from WIP default to Queue Honda Team D.

*** CASE ACCEPT 7/2/2013 4:08:58 PM, fhulse

from Queue Honda Team D to WIP default.

*** SUBCASE N012013-07-0201445-1 CREATE 7/3/2013 2:52:06 PM, fhulse

Created in WIP Default with Due Date 7/3/2013 2:52:06 PM.

*** COMMIT 7/3/2013 2:52:08 PM, fhulse, Action Type :

Made to [REDACTED] due 07/06/2013 02:52:11 PM.

DCS Follow-Up

*** NOTES 7/3/2013 2:52:34 PM, fhulse, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/6/2013 2

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

Customer contacted our facility regarding steering wheel noise.

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

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Customer repair cost? & Warranty Rate? (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Fenton Alex Hulse

Automobile Customer Service

800-999-1009 x117760

*** CASE MODIFY 7/3/2013 3:31:10 PM, fhulse

into WIP default and Status of Solving.

*** NOTES 7/3/2013 4:20:27 PM, fhulse, Action Type : Call to Customer

RCM contacted [REDACTED]. Spoke with [REDACTED]

[REDACTED] stated that she has taken the vehicle to Honda World several times to address a noise from the steering wheel. She stated that they have not been able to resolve the issue and referred her to a second dealer. She stated that she did go to Honda of Downtown LA and they did acknowledge the issue and provided a repair recommendation. She stated that she was unable to leave the vehicle at the dealer for repairs as they do not provide loaner. She is

Case History

Case ID : N012013-07-0201445

Case Title : 1C - DOWNTOWN - [REDACTED] - STEERING WHEEL NOISE/MULTIPLE DLR VI

seeking AHM's assistance in getting the vehicle repaired.

RCM apologized for the concerns. RCM did explain that the dealer can only make a repair when they are able to duplicate and pinpoint the issue itself. RCM advised that as they issue has been pin pointed at Honda of Downtown LA, it may be easier to pursue repairs with their facility. RCM asked which dealer she would prefer to visit. [REDACTED] stated that she would be able to work with Honda of Downtown LA. RCM advised that rental will be considered and provided if necessary. [REDACTED] stated that she will be out of town this weekend and could drop the vehicle off 07/05 and pick up 07/08 if necessary. RCM will further discuss with dealer and return the call 07/05

*** NOTES 7/3/2013 4:21:31 PM, fhulse, Action Type : Call to Dealer

RCM spoke with SM Godwin

SM Godwin verified steering column repair. SA Oden will contact customer to make necessary arrangements. Rental will be provided if necessary

*** CASE FULFILL 7/3/2013 4:21:34 PM, fhulse

Fulfilled for [REDACTED] due 07/06/2013 02:52:11 PM.

*** COMMIT 7/3/2013 4:21:35 PM, fhulse, Action Type : N/A

1D - dealer call

*** CASE MODIFY 7/3/2013 4:21:44 PM, fhulse

into WIP default and Status of Solving.

*** CASE MODIFY 7/3/2013 4:21:58 PM, fhulse

into WIP default and Status of Solving.

*** NOTES 7/5/2013 10:26:03 AM, fhulse, Action Type : Call to Customer

RCM contacted [REDACTED]. Spoke with [REDACTED]. [REDACTED] stated that she has not received call from dealer. RCM advised dealer will be able to make necessary arrangements for repairs. RCM suggested to contact dealer directly. [REDACTED] understood and agreed.

*** NOTES 7/5/2013 10:26:42 AM, fhulse, Action Type : Call to Dealer

RCM spoke with SA Oden

RCM requested dealer contact customer to make necessary arrangements for repair

*** CASE MODIFY 7/5/2013 10:26:52 AM, fhulse

into WIP 1D - Tony and Status of Solving.

*** CASE MODIFY COMMITMENT 7/5/2013 10:27:07 AM, fhulse

with [REDACTED] due 07/08/2013 12:00:00 AM.

*** CASE MODIFY 7/5/2013 10:27:09 AM, fhulse

into WIP 1D - Tony and Status of Solving.

*** NOTES 7/8/2013 11:29:18 AM, fhulse, Action Type : Call to Dealer

RCM left message for SM Godwin

*** NOTES 7/8/2013 12:24:57 PM, fhulse, Action Type : Call from Dealer

RCM spoke with SM Oscar at Honda World Downey

SM Oscar stated that the vehicle had come in previously with the noise from steering column area. Dealer initially thought the steering column needed to be replaced. Dealer did contact tech line and was advised to check ground connection for electronic power steering. This was performed and vehicle test driven for 40 miles and noise was not present. A few days later customer returned the call and advised that the noise had returned. SM Oscar requested customer to return for further inspection but customer has not come back in.

Case History

Case ID : N012013-07-0201445

Case Title : 1C - DOWNTOWN - [REDACTED] - STEERING WHEEL NOISE/MULTIPLE DLR VI

*** NOTES 7/8/2013 12:26:03 PM, fhulse, Action Type : Call to Dealer

RCM spoke with SM Godwin at Honda of Downtown LA

SM Godwin confirmed that vehicle came in today for repairs. RCM advised of previous repairs at Honda World. RCM requested tech line to be contacted prior to any repairs. SM Godwin agreed

*** CASE MODIFY COMMITMENT 7/8/2013 12:26:11 PM, fhulse

with [REDACTED] due 07/09/2013 12:00:00 AM.

*** CASE MODIFY 7/8/2013 12:26:12 PM, fhulse

into WIP 1D - Tony and Status of Solving.

*** NOTES 7/9/2013 10:47:33 AM, fhulse, Action Type : Call from Dealer

RCM spoke with SM Godwin

SM Godwin advised that with techline's assistance, dealer has determined srs cable reel is the cause of the issue. Part will be ordered and shipping expedited. customer is in a rental

*** CASE FULFILL 7/9/2013 10:48:08 AM, fhulse

Fulfilled for [REDACTED] due 07/09/2013 12:00:00 AM.

*** COMMIT 7/9/2013 10:48:09 AM, fhulse, Action Type : N/A

1D - update

*** CASE MODIFY 7/9/2013 10:48:18 AM, fhulse

into WIP 1D - Tony and Status of Solving.

*** CASE MODIFY 7/9/2013 10:50:09 AM, fhulse

into WIP 1D - Tony and Status of Solving.

*** CASE MODIFY 7/9/2013 10:50:21 AM, fhulse

into WIP 1D - Tony and Status of Solving.

*** NOTES 7/10/2013 3:44:58 PM, fhulse, Action Type : Call from Dealer

RCM spoke with SM Godwin

SM Godwin advised that srs cable reel was replaced per tech lines instructions. Once the repair was made the noise is still present. He stated that techline was contacted a second time and suggested to do a like vehicle comparison. Dealer tested 2 other 2013 Accord's on lot. They heard the same noise in one and the other had no noise at all. Techline suggested to get DPSM involved to further inspect and make determination.

*** NOTES 7/10/2013 3:45:31 PM, fhulse, Action Type : Field Service

RCM spoke with DPSM

DPSM agreed to inspect vehicle 07/15

*** NOTES 7/10/2013 3:56:46 PM, fhulse, Action Type : Call to Customer

RCM contacted [REDACTED]. Left message

Provided x117760 for call back

*** CASE MODIFY COMMITMENT 7/10/2013 3:57:10 PM, fhulse

with [REDACTED] due 07/15/2013 12:00:00 AM.

*** CASE MODIFY 7/10/2013 3:57:12 PM, fhulse

into WIP 1C - Michelle and Status of Solving.

Case History

Case ID : N012013-07-0201445

Case Title : 1C - DOWNTOWN - [REDACTED] - STEERING WHEEL NOISE/MULTIPLE DLR VI

*** NOTES 7/11/2013 11:28:05 AM, fhulse, Action Type : Call from Customer

RCM received call from customer. Spoke with [REDACTED]. RCM advised that vehicle inspection is still being performed. RCM advised that a DPSM will be inspecting the vehicle 07/15 and AH M will keep the vehicle until then. [REDACTED] understood. She stated that she has lost some faith in this vehicle and wanted to know if AHM would be willing to extend the warranty. RCM advised that we can further discuss options after inspection on 07/15. [REDACTED] understood and agreed. RCM will return the call 07/15

*** CASE MODIFY 7/11/2013 11:28:09 AM, fhulse

into WIP 1C - Michelle and Status of Solving.

*** NOTES 7/15/2013 1:30:50 PM, fhulse, Action Type : Call to Dealer

RCM left message for SM Godwin regarding DPSM inspection

*** CASE MODIFY 7/15/2013 1:30:52 PM, fhulse

into WIP 1C - Michelle and Status of Solving.

*** NOTES 7/15/2013 2:33:50 PM, fhulse, Action Type : Call from Dealer

RCM received call from SM Godwin
SM Godwin advised that DPSM did inspect the vehicle. DPSM did hear faint noise from steering column. Dealer did realize part for cable reel was missing. This part was ordered and will be installed tomorrow. DPSM feels no further repairs are necessary at this time.

*** CASE MODIFY COMMITMENT 7/15/2013 2:34:09 PM, fhulse

with [REDACTED] due 07/16/2013 12:00:00 AM.

*** CASE MODIFY 7/15/2013 2:34:11 PM, fhulse

into WIP 1C - Michelle and Status of Solving.

*** NOTES 7/16/2013 1:40:20 PM, fhulse, Action Type : Call to Dealer

RCM spoke with SM Godwin
SM Godwin advised the missing cable reel clip was installed and the noise is still present. He stated that it may be a little worse than before but the noise is still very faint. No further assistance is necessary. Vehicle is ready for pick up

*** NOTES 7/16/2013 1:41:15 PM, fhulse, Action Type : Field Service

RCM left message for DPSM advising of vehicle condition and advising customer will be contacted to pick up.

*** CASE MODIFY 7/16/2013 1:41:18 PM, fhulse

into WIP 1C - Michelle and Status of Solving.

*** NOTES 7/16/2013 2:36:14 PM, fhulse, Action Type : Call to Customer

RCM contacted [REDACTED]. Spoke with [REDACTED]. RCM advised that srs cable reel was replaced in an attempt to minimize the noise. RCM advised that per DPSM inspection, noise is still present but faint. RCM explained that other 2013 Accords also exhibit the same minimal noise and at this time is being considered normal. As it does not affect driving performance, no further repairs are recommended at this time. RCM offered loyalty card which could be used for future servicing at the deal, allowing dealer's eyes to be constantly on her vehicle. [REDACTED] agreed to make arrangements for vehicle pick up tomorrow 07/17 but will take some time to decide how she wants to proceed. RCM will return the call 07/23 if customer does not call back by then

*** CASE MODIFY COMMITMENT 7/16/2013 2:36:20 PM, fhulse

with [REDACTED] due 07/23/2013 12:00:00 AM.

*** CASE MODIFY 7/16/2013 2:36:21 PM, fhulse

Case History

Case ID : N012013-07-0201445 Case Title : 1C - DOWNTOWN - [REDACTED] STEERING WHEEL NOISE/MULTIPLE DLR VI

into WIP 1C - Michelle and Status of Solving.

*** NOTES 7/16/2013 2:58:45 PM, fhulse, Action Type : Field Return Call

RCM received call from DPSM

DPSM advised that noise is very minute and is caused by normal operation of the srs cable reel. No further repairs are necessary .Customer can pick up the vehicle

*** CASE MODIFY 7/16/2013 2:59:11 PM, fhulse

into WIP 1C - Michelle and Status of Solving.

*** NOTES 7/23/2013 10:53:40 AM, fhulse, Action Type : Call to Dealer

RCM spoke with SM Godwin

SM Godwin advised that customer picked up vehicle 07/19/13. he stated that she did not like how the steering column covers physically looked. Dealer will replace this part per customer satisfaction. There is no defect in the part at this time. part has been ordered and customer will be contacted for installation within the next day or two

*** CASE FULFILL 7/23/2013 10:53:49 AM, fhulse

Fulfilled for [REDACTED] due 07/23/2013 12:00:00 AM.

*** COMMIT 7/23/2013 10:53:51 AM, fhulse, Action Type : N/A

1C - follow up

*** CASE MODIFY 7/23/2013 10:54:02 AM, fhulse

into WIP 1C - Michelle and Status of Solving.

*** NOTES 7/26/2013 12:09:29 PM, fhulse, Action Type : Call to Dealer

RCM spoke with SM Godwin

SM Godwin advised that the steering column cover has arrived and they are just waiting for customer to come in for the repair. As this is strictly a cosmetic issue being covered under goodwill, RCM will leave this in the hands of the dealer to resolve.

*** NOTES 7/26/2013 12:21:43 PM, fhulse, Action Type : Call to Customer

RCM spoke with [REDACTED]

[REDACTED] stated that she had decided to trade that vehicle and got another 13 Accord. She would still be interested in the loyalty card. RCM advised that given her continuous loyalty to the Honda brand, AHM would be happy to provide her with \$150 loyalty card which could be used at any Honda dealer with a 1 yr expiration. [REDACTED] understood and agreed. She verified mailing address. RCM advised to allow 4-6 weeks to receive. Case closed pending mailing

*** NOTES 7/26/2013 12:24:31 PM, fhulse, Action Type : Note-General

Requisition Type:Check Requisition

DPSM involved? Yes

Total Amount the customer paid\$150.00

Total Goodwill assistance offered:\$150.00

Percentage of Goodwill Authorized: 100%

Reason for goodwill: (input below)

provided loyalty card due to ongoing concerns with steering column noise

Region Manager Jason Stradford

Proof of PaymentCredit Card

Repair Invoice Honda Dealer

Case History

Case ID : N012013-07-0201445

Case Title : 1C - DOWNTOWN - [REDACTED] - STEERING WHEEL NOISE/MULTIPLE DLR VI

*** SUBCASE N012013-07-0201445-1 DISPATCH 7/26/2013 12:24:45 PM, fhulse
from WIP Subcases to Queue Loyalty - Kruisheer.

*** CASE MODIFY 7/26/2013 12:24:51 PM, fhulse
into WIP 1C - Michelle and Status of Solving.

*** CASE FULFILL 7/26/2013 12:24:56 PM, fhulse
Fulfilled for [REDACTED] due 07/26/2013 12:00:00 AM.

*** COMMIT 7/26/2013 12:24:58 PM, fhulse, Action Type : N/A
1C - loyalty card

*** CASE MODIFY 7/26/2013 12:25:09 PM, fhulse
into WIP 1C - Michelle and Status of Solving.

*** NOTES 7/26/2013 12:29:10 PM, fhulse, Action Type : Note-General
Customer Name: [REDACTED]
Mailing Address: [REDACTED] Huntington Park CA [REDACTED]
DOB : 08/17/1982
Amount: \$150

*** CASE MODIFY 7/26/2013 12:29:12 PM, fhulse
into WIP 1C - Michelle and Status of Solving.

*** SUBCASE N012013-07-0201445-1 8/1/2013 10:56:20 AM, ckruishe, Action Type :
Check Requisition for 150.00 \$ submitted
Check Requisition for 150.00 \$ submitted by ckruishe

*** SUBCASE N012013-07-0201445-1 RETURN 8/1/2013 10:56:42 AM, ckruishe
from Queue Loyalty - Kruisheer to WIP Subcases.

*** CASE MODIFY COMMITMENT 8/5/2013 1:17:13 PM, fhulse
with [REDACTED] due 08/07/2013 12:00:00 AM.

*** CASE MODIFY 8/5/2013 1:17:15 PM, fhulse
into WIP 1C - Michelle and Status of Solving.

*** CASE CLOSE 8/6/2013 2:43:51 PM, fhulse
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N012013-07-0201445-1 CLOSE 8/6/2013 2:43:51 PM, fhulse
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012013-08-0201558	Division : Honda - Auto	Condition : Closed	Open Date : 8/2/2013 2:18:01 PM
Case Originator : Adrian Torres (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/14/2013 9:14:27 AM
Case Owner : Carlo Isip (Team SA)	Method : Phone	Queue :	Days Open : 12
Last Closed By : Carlo Isip (Team SA)	Point of Origin : Customer	Wipbin :	
Case Title : 3E(FRANK KENT) - [REDACTED] - POWER STEERING		No. of Attachments : 1	

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F37DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F3DEW / A
Miles / Hours :	4,000
In Service Date :	12/07/2012
Months In Use :	8
Engine Number :	K24W11020431
Originating Dealer No. / Name :	207945 / RUSTY WALLIS HONDA
Selling Dealer No. / Name :	207945 / RUSTY WALLIS HONDA
Trim :	LX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207993 / FRANK KENT HONDA
Phone No. :	817-244-9600
Address :	3400 WEST LOOP 820 SOU
City / State / Zip :	FORT WORTH, TX 76116
Svc District / Sls District :	03E / A03
Warranty Labor Rate / Date :	\$104.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-08-0201558-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-08-0201558-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlo Isip	Type 1 : Product	Status : Subcase Close	Open Date : 8/5/2013 4:20:17 PM
Issue Owner : Carlo Isip	Type 2 : Operation	Queue :	Close Date : 8/14/2013 9:14:27 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Forward to Mediation
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-08-0201558

Case Title : 3E(FRANK KENT) - [REDACTED] - POWER STEERING

*** CASE CREATE 8/2/2013 2:18:01 PM, atorres

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

*** NOTES 8/2/2013 2:28:43 PM, atorres, Action Type : Call from Customer

Updated contact information

Customer Best Contact# [REDACTED]

Customer called ACS stated she purchased vehicle in December and today would be the 3rd time she has taken vehicle to Honda DLR for power steering light would come on. Customer state the power steering on her vehicle would turn hard to steer. Customer this concern started to occur since purchasing vehicle. Customer stated Frank Kent Honda has made repair with steering column but now it is having the same issues again. Customer stated the power steering light came on Tuesday and took vehicle back to Frank Kent Honda. Customer stated has been helped with SA and SM; Customer stated SM advised they would look over her vehicle but they have never encountered this issue before. Customer stated vehicle has been at DLR since Tuesday and so far no call from SM. Customer is seeking to get her vehicle fixed properly and seeks AHM for assistance.

ACS advised customer since she is having reoccurring issues with the power steering on her vehicle would forward case to CM for further review. ACS advised reviews are case by case basis and no guarantees. ACS advised call back within 24 hours, so today being Friday it would be on EOB Monday. ACS provided case#

Customer understood and required no further assistance.

*** CASE MODIFY 8/2/2013 2:28:53 PM, atorres

into WIP default and Status of Solving.

*** CASE MODIFY 8/2/2013 2:29:05 PM, atorres

into WIP default and Status of Solving.

*** CASE DISPATCH 8/2/2013 2:29:20 PM, atorres

from WIP default to Queue Honda Team C.

*** CASE MODIFY 8/2/2013 2:29:21 PM, atorres

into WIP default and Status of Solving.

*** CASE ACCEPT 8/2/2013 2:49:14 PM, cisip

from Queue Honda Team C to WIP default.

*** CASE MODIFY 8/5/2013 4:20:02 PM, cisip

into WIP default and Status of Solving.

*** SUBCASE N012013-08-0201558-1 CREATE 8/5/2013 4:20:17 PM, cisip

Created in WIP Default with Due Date 8/5/2013 4:20:17 PM.

*** NOTES 8/5/2013 4:51:42 PM, cisip, Action Type : Call to Customer

Called customer; [REDACTED], spoke to the customer and provided disclosure. I introduced myself as the person handling her case. The customer understood and stated that the power steering on her vehicle failed again this morning. The customer stated that this mornings incident is the 4th time that the power steering has failed. The customer stated that she was driving this morning and making a left turn into a store parking lot and the power steering light turned on and stated that the vehicle was difficult to steer. The customer stated that she had to pull over and once she turned off the car, the power steering light turned off and the vehicle was then fine.

The customer stated that this happened three other times:

Case History

Case ID : N012013-08-0201558

Case Title : 3E(FRANK KENT) - [REDACTED] - POWER STEERING

Automobile Customer Service
[REDACTED]

*** NOTES 8/5/2013 4:55:50 PM, cisip, Action Type : Note-General

The AZM, DPSM, RM & ACS Management have been notified of the customers concerns per the Early Warning Process.

*** CASE MODIFY COMMITMENT 8/7/2013 5:19:11 PM, cisip

with [REDACTED] due 08/08/2013 04:51:56 PM.

*** NOTES 8/8/2013 12:19:27 PM, cisip, Action Type : Call to Dealer

Called dlrship: [REDACTED], spoke to service manager, Kent. I advised Kent of the customers concerns. Kent stated that the customer brought the vehicle back into the dlrship yesterday stating that the power steering went out once again. Kent stated that this will be the customers 5th trip back to the dlrship in regarding the same concern and stated that the customer once brought it in twice in one day.

Kent stated that they once replaced the power steering rack in February and also replaced the entire EPS in March. Kent stated that in July they thought that the vehicle was repaired when they checked the wire harness by the power steering rack and were able to have the vehicle pull up a code. Kent stated that they took the connector apart and stated that pins were loose and they ended up tightening the pins.

I asked Kent if they have contacted Tech Line in regards to the customers concern. Kent stated that he believes that his technician has contacted Tech Line today. I advised Kent to please contact Tech Line if they have not already been contacted. I also asked Kent to please forward the customers repair orders as well. I thanked Kent for his assistance. End of call.

*** NOTES 8/8/2013 12:34:14 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], spoke to the customer and provided disclosure. I advised the customer that I was following up on the status of her case. The customer understood and stated that she brought the vehicle back to the dlrship yesterday. The customer stated that her concern is a safety issue as she is worried that the power steering may fail while she is in traffic. The customer also stated that she does not want to pick up her vehicle.

I advised the customer that I understand her concerns and frustration. I advised the customer that I will be in constant contact with the dlrship in regards to her case and that I will follow up with her no later than 8/12/13. The customer understood. End of call.

*** NOTES 8/8/2013 12:49:58 PM, cisip, Action Type : Field Service

Called the DPSM and advised of the customers concerns and that the vehicle was brought back in as of yesterday. The DPSM understood and stated that he will contact the dlrship to ensure that Tech Line is involved in the customers case. The DPSM inquired on what the customer was seeking. I advised the DPSM that the customer did voice her concern on 8/5/13 that she wanted her vehicle replaced. The DPSM understood. I thanked the DPSM for his assistance. End of call.

*** CASE FULFILL 8/8/2013 12:50:04 PM, cisip

Fulfilled for [REDACTED] due 08/08/2013 04:51:56 PM.

*** COMMIT 8/8/2013 12:50:06 PM, cisip, Action Type : N/A

Call dlrship

*** CASE ADD ATTACHMENT 8/9/2013 9:00:22 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-08-0201558_1.pdf

*** NOTES 8/9/2013 9:10:44 AM, cisip, Action Type : Call from Dealer

I received a message from service manager, Kent. Kent left message stating that the technician had the code set on him yesterday while driving the car and it coded again this morning when he started it in the shop while the vehicle was sitting still. Kent left a message stating that they are going to try to

Case History

Case ID : N012013-08-0201558

Case Title : 3E(FRANK KENT) - [REDACTED] - POWER STEERING

get a snap shot if we can duplicate it with the MVCI attached. End of message.

*** NOTES 8/9/2013 2:26:40 PM, cisip, Action Type : Note-General

Repair orders have been received and case has been forwarded to mediation for review.

*** CASE MODIFY COMMITMENT 8/9/2013 2:27:19 PM, cisip

with [REDACTED] due 08/12/2013 12:00:00 AM.

*** CASE MODIFY COMMITMENT 8/12/2013 5:21:36 PM, cisip

with JO ANN MASUDA due 08/13/2013 12:00:00 AM.

*** NOTES 8/13/2013 10:26:18 AM, cisip, Action Type : Call from Customer

I received a call from the customer. The customer stated that she contacted the Texas DMV and spoke to the department in charge of the lemon laws. The customer stated that the DMV advised her that she does not need to pick up the vehicle anymore due to the lemon laws.

I advised the customer that ACS would not be able to provide her any information as to the lemon law. I advised the customer however, that her case is still being reviewed by our Mediation Department and that I will follow up with her on 8/15/13. The customer understood. End of call.

*** CASE MODIFY COMMITMENT 8/13/2013 10:26:34 AM, cisip

with [REDACTED] due 08/14/2013 12:00:00 AM.

*** NOTES 8/14/2013 9:10:12 AM, cisip, Action Type : Note-General

ACS has received notification from Mediation that a Mediation case has now been opened.

*** NOTES 8/14/2013 9:13:52 AM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer advising that her case has been escalated further. I left a message stating that she should receive a call from a Mediation Case manager within the next 5 business days. End of message. RCM closed the case.

*** CASE MODIFY 8/14/2013 9:14:24 AM, cisip

into WIP 3E and Status of Solving.

*** SUBCASE N012013-08-0201558-1 CLOSE 8/14/2013 9:14:27 AM, cisip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/14/2013 9:14:27 AM, cisip

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

Case Details

Case ID : N012013-12-1200525	Division : Honda - Auto	Condition : Closed	Open Date : 12/12/2013 9:12:05 AM
Case Originator : Anthony Aldridge (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/13/2013 2:03:20 PM
Case Owner : Kris Schroeder (Team HG)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Kris Schroeder (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : 7N-(207367) [REDACTED] - POWER STEERING SEIZES UP	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR3F96DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F9DKNW / A
Miles / Hours :	3,001
In Service Date :	08/07/2013
Months In Use :	4
Engine Number :	J35Y11044492
Originating Dealer No. / Name :	208507 / DELRAY HONDA
Selling Dealer No. / Name :	207367 / BRAMAN HONDA
Trim :	TRGV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-12-1200525-1 / [REDACTED]	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012013-12-1200525-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 12/13/2013 8:33:29 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 12/13/2013 2:03:20 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
Condition Code Desc : Other 512X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Repaired/Warranty
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-12-1200525

Case Title : 7N-(207367)-[REDACTED] POWER STEERING SEIZES UP

*** CASE CREATE 12/12/2013 9:12:05 AM, aaldrigd

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

*** NOTES 12/12/2013 9:21:08 AM, aaldrigd, Action Type : Call from Customer

Customer provided information

Best contact number: [REDACTED] ext 136

Customer says that the power steering seizes up in this vehicle. Customer says this has happened 3 times with the vehicle already. Customer says the most recent occurrence was last week. Customer says the driver of the vehicle will be driving the vehicle and then just wont be able to turn the steering wheel. Customer says the steering has to be turned very hard for the vehicle to even move, which is needed in some situations like exiting a highway.

Customer the vehicle has been taken to BRAMAN HONDA 3 times, and each time they say that they're unable to duplicate the issue. Customer says however, the vehicle is currently at the dealer and they were told, per the customer's words, the dealer got a control box or computer box? from AHM to try and fix the issue. Customer says they are terrified to drive the vehicle though because of what happens each time the steering seizes up. Customer says they want assurance that this is fixed on the vehicle.

ACS empathized customer about their concerns. ACS advised customer, as the manufacturer of the vehicle, we want to do everything we can to ensure that every resource is being used to diagnose and fix the vehicle under the terms of the warranty. ACS advised customer, due the number of times the customer says this has happened, I will forward this case to a CM. ACS provided customer with case number for reference and advised her we will contact them by the end of the next business day.

*** CASE MODIFY 12/12/2013 9:21:18 AM, aaldrigd
into WIP default and Status of Solving.*** CASE MODIFY 12/12/2013 9:21:25 AM, aaldrigd
into WIP default and Status of Solving.*** CASE MODIFY 12/12/2013 9:22:04 AM, aaldrigd
into WIP default and Status of Solving.*** CASE DISPATCH 12/12/2013 9:22:13 AM, aaldrigd
from WIP default to Queue Honda Team E.*** CASE ACCEPT 12/13/2013 5:58:18 AM, kschrøed
from Queue Honda Team E to WIP Default.*** SUBCASE N012013-12-1200525-1 CREATE 12/13/2013 8:33:29 AM, kschrøed
Created in WIP Default with Due Date 12/13/2013 8:33:29 AM.*** COMMIT 12/13/2013 8:39:55 AM, kschrøed, Action Type :
Made to [REDACTED] due 12/16/2013 08:39:58 AM.

DCS Follow-Up

*** NOTES 12/13/2013 8:40:17 AM, kschrøed, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/16/2013

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

Case History

Case ID : N012013-12-1200525

Case Title : 7N-(207367)-[REDACTED] - POWER STEERING SEIZES UP

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

Power Steering Pump

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Estimate for repairs (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Kris Schroeder
Automobile Customer Service
310-783-7703

*** NOTES 12/13/2013 8:48:44 AM, kschroed, Action Type : Call to Dealer

Dealer contact: Alex

Date at dealer: 12/9/13
R/O: 1038670
Mileage: 3001

Customer's complaint: Steering gets hard to steer

Dealer's diagnosis: Techline contacted; Unable to duplicate the customer's concerns. Checked system for loose connections, test battery. Test drove vehicle to try to duplicate concerns. Unable to find issue.

Dealer resolution: Replaced EPS control unit as precautionary measure per techline. test drove 5 miles with no issues.

Service history at dealer: n/a

DPSM involvement: not involved

Notes: vehicle currently repaired. Waiting for customer to pick up.

*** CASE MODIFY 12/13/2013 8:48:52 AM, kschroed

into WIP Default and Status of Solving.

*** NOTES 12/13/2013 9:01:29 AM, kschroed, Action Type : Call to Customer

ACS left message for customer to give AHM a call back regarding customers concerns at [REDACTED] ext 136. Left ACS contact information, hours of operation and a call back date of 12/18/13

*** CASE FULFILL 12/13/2013 9:01:33 AM, kschroed

Case History

Case ID : N012013-12-1200525

Case Title : 7N-(207367)-[REDACTED] - POWER STEERING SEIZES UP

Fulfilled for [REDACTED] due 12/16/2013 08:39:58 AM.

*** COMMIT 12/13/2013 9:01:35 AM, kschroed, Action Type : N/A

call customer- advised repaired

*** CASE MODIFY 12/13/2013 9:04:56 AM, kschroed

into WIP Default and Status of Solving.

*** NOTES 12/13/2013 1:45:33 PM, dbilardo, Action Type : Call from Customer

Customer seeks to speak to CM since she hasnt gotten a call yet.

ACS advised CM left voicemail at [REDACTED], [REDACTED] confirmed correct phone#. ACS warm transferred to CM.

*** NOTES 12/13/2013 2:03:01 PM, kschroed, Action Type : Call from Customer

ACS received a call back from the customer with regards to her concerns with the vehicle. ACS advised that after speaking with the dealer, AHM found that the dealer was not able to duplicate the concerns with the power steering pump. Customer stated that the vehicle has been their prior and they can never duplicate the issue. She stated that the customer was scared to drive the vehicle. Customer was looking for AHM to place the customer in another vehicle. ACS advised that the dealer was not able to duplicate the customer's concerns. ACS advised that the dealer found that the vehicle was currently ready to be picked up, as the vehicle was repaired as the dealer replaced a part per Honda engineers to make sure that the issue does not occur. Customer understood. ACS advised that the vehicle was going to be documented and closed at this time. Customer stated that she would be contacting her corporate attorney to try to get out of the vehicle. Customer ended call.

*** CASE MODIFY 12/13/2013 2:03:18 PM, kschroed

into WIP 7N and Status of Solving.

*** CASE CLOSE 12/13/2013 2:03:20 PM, kschroed

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

*** SUBCASE N012013-12-1200525-1 CLOSE 12/13/2013 2:03:20 PM, kschroed

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012013-12-0400219	Division : Honda - Auto	Condition : Closed	Open Date : 12/4/2013 7:34:10 AM
Case Originator : Star Harris (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/4/2013 7:50:27 AM
Case Owner : Star Harris (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Star Harris (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - REQUEST FOR DEDUCTIBLE PAYMENT	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR3F81DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DKNW / A
Miles / Hours :	7,500
In Service Date :	06/29/2013
Months In Use :	6
Engine Number :	J35Y11217464
Originating Dealer No. / Name :	207139 / HONDA UNIVERSE
Selling Dealer No. / Name :	207139 / HONDA UNIVERSE
Trim :	EXLV6NV
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207139 / HONDA UNIVERSE
Phone No. :	██████████
Address :	██████████
City / State / Zip :	██████████
Svc District / Sls District :	05J / G05
Warranty Labor Rate / Date :	\$102.14 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-12-0400219-1 / ██████████	- P Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-12-0400219-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Star Harris	Type 1 : Product	Status : Subcase Close	Open Date : 12/4/2013 7:48:17 AM
Issue Owner : Star Harris	Type 2 : Operation	Queue :	Close Date : 12/4/2013 7:50:27 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steering Malfun 5103
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to 3rdParty
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-12-0400219

Case Title : ██████████ - REQUEST FOR DEDUCTIBLE PAYMENT

*** CASE CREATE 12/4/2013 7:34:10 AM, sharris

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

*** CASE MODIFY 12/4/2013 7:38:54 AM, sharris

into WIP default and Status of Solving.

*** CASE MODIFY 12/4/2013 7:41:40 AM, sharris

into WIP default and Status of Solving.

*** NOTES 12/4/2013 7:47:20 AM, sharris, Action Type : Call from Customer

pop in steering wheel and the vehicle lost control. he took his vehicle into the dealer where it was inspected. The customer was told to go through his insurance for repair and the dealer will cover half of the deductible. The customer feels he didn't do anything wrong so he should not have to pay for the repair.

Apologized for his concern with the vehicle and advised the customer to continue working with his insurance company as they would inspect the vehicle and request Hondas involvement if there is a defect. Advised the customer the dealership offered the assistance as a valued customer not assuming liability for the vehicle. Advise the customer to continue working with the insurance company for further assistance . The customer thanked and required no further assistance.

*** CASE MODIFY 12/4/2013 7:47:43 AM, sharris

into WIP default and Status of Solving.

*** SUBCASE N012013-12-0400219-1 CREATE 12/4/2013 7:48:17 AM, sharris

Created in WIP Default with Due Date 12/4/2013 7:48:17 AM.

*** NOTES 12/4/2013 7:50:17 AM, sharris, Action Type : Call from Customer

Clarification to the notes above:

The customer stated he heard a loud pop while driving and thee steering stopped working which resulted in and accident. The customer took his vehicle to Honda Universe and was refered to file a claim with his insurance company

*** CASE MODIFY 12/4/2013 7:50:21 AM, sharris

into WIP default and Status of Solving.

*** CASE CLOSE 12/4/2013 7:50:27 AM, sharris

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

*** SUBCASE N012013-12-0400219-1 CLOSE 12/4/2013 7:50:27 AM, sharris

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012013-11-0501923	Division : Honda - Auto	Condition : Closed	Open Date : 11/5/2013 2:21:01 PM
Case Originator : Donna Bilardo (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/5/2013 3:55:02 PM
Case Owner : Donna Bilardo (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Donna Bilardo (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - POWER STEERING REPAIR COMPLAINT	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR3F80DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	5,500
In Service Date :	07/19/2013
Months In Use :	4
Engine Number :	J35Y11044820
Originating Dealer No. / Name :	206743 / MCGRATH HONDA
Selling Dealer No. / Name :	208600 / WILDE EAST TOWNE HONDA
Trim :	EX-LV6
No. Of Doors :	4
Transmission Code :	6AT
Exterior Color :	BX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208600 / WILDE EAST TOWNE HONDA
Phone No. :	██████████
Address :	██████████
City / State / Zip :	██████████
Svc District / Sls District :	08D / D08
Warranty Labor Rate / Date :	\$110.00 /
Agent Name :	██████████
Comp Ind. :	

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
240001	ZIMBRICK HONDA SERVICE		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-11-0501923-1 / ██████████	Subcase Close	Service - Dealer	Workmanship	512	Pwr steering pum

Issue Details

Issue ID : N012013-11-0501923-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Donna Bilardo	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 11/5/2013 3:53:29 PM
Issue Owner : Donna Bilardo	Type 2 : Workmanship	Queue :	Close Date : 11/5/2013 3:54:54 PM
Issue Title : ██████████ - SERVICE - DEALER - WORKMANSHIP			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
Condition Code Desc : Other 512X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to 3rdParty, Documented Concern, Provided Information
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-11-0501923

Case Title : [REDACTED] POWER STEERING REPAIR COMPLAINT

*** CASE CREATE 11/5/2013 2:21:01 PM, dbilardo

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

*** CASE MODIFY 11/5/2013 2:25:01 PM, dbilardo

into WIP default and Status of Solving.

*** CASE MODIFY 11/5/2013 2:32:26 PM, dbilardo

into WIP default and Status of Solving.

*** CASE MODIFY 11/5/2013 2:32:40 PM, dbilardo

into WIP default and Status of Solving.

*** CASE MODIFY 11/5/2013 2:33:28 PM, dbilardo

into WIP default and Status of Solving.

*** NOTES 11/5/2013 2:55:54 PM, dbilardo, Action Type : Call from Customer

ACS verified info

Best contact# [REDACTED] cell

Customer states about 2 weeks after purchase had electrical component failure, power steering went out and found out rats chewed harness. [REDACTED] feels Wilde East Towne Honda should assist with \$1600.00 power steering harness repair since vehicle was sitting on their lot prior to purchase & he purchased vehicle during warm days, has paid for service contracts that he has not received. Customer not happy with how AHM handled case on power steering. [REDACTED] had power steering harness repair performed at Wilde East Towne Honda 8/17/13, immediately after picking up vehicle there was a door ding on a rear door (forgot which door) and vehicle steering was shaking while driving. Customer brought vehicle to Zimbrick a few days after power steering harness repair to have door ding repaired under an extended warranty and asked if a technician could drive vehicle to see about shaking, at 1st test drive they did not notice shaking and after another week dlr finally found issue on 10/15/13 it was a relay assembly missing that causes engine to run rough, Zimbrick Honda explained that the relay assembly should have been inspected and possibly left the relay assembly in the old harness when power steering was repaired and repair was under warranty and no cost to customer. [REDACTED] has tried to speak with service department at Wilde East Towne Honda but the General Manager has notified all departments to not speak to customer due to him previously threatening to sue over sales issue. Customer was happy with Zimbrick Honda service but not Wilde East Towne Honda and inquiring on having power steering harness repair refunded to him.

ACS empathized & advised complaint on Wilde East Towne Honda has been documented. ACS recommended to consult with automobile insurance company if power repair would be covered under insurance policy due to being an act of nature, also dlr or AHM does not have any control over an insect or rodent entering into vehicle. AHM has warranty in place for defects in workmanship, advised vehicle has to have vents that allow outside air into the vehicle and insects or rodents may get into vehicle however the design of the vehicle is not considered a defect. ACS advised can seek outside source for assistance with dlr refund due to them being their own entity. Customer understood and did not require further assistance.

*** SUBCASE N012013-11-0501923-1 CREATE 11/5/2013 3:53:29 PM, dbilardo

Created in WIP Default with Due Date 11/5/2013 3:53:29 PM.

*** SUBCASE N012013-11-0501923-1 CLOSE 11/5/2013 3:54:54 PM, dbilardo

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/5/2013 3:54:56 PM, dbilardo

into WIP default and Status of Solving.

*** CASE CLOSE 11/5/2013 3:55:02 PM, dbilardo

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

Case Details

Case ID : N012012-12-1901738	Division : Honda - Auto	Condition : Closed	Open Date : 12/19/2012 1:56:38 PM
Case Originator : Eric Visperas (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/6/2013 1:36:15 PM
Case Owner : Julie Kim (Team HF)	Method : Phone	Queue :	Days Open : 77
Last Closed By : Julie Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6A-#207504- [REDACTED] - STEERING WHEEL LOCKS	No. of Attachments : 3		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F39DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F3DEW / A
Miles / Hours :	800
In Service Date :	11/30/2012
Months In Use :	1
Engine Number :	K24W11031322
Originating Dealer No. / Name :	207504 / ROSENTHAL LANDMARK HONDA
Selling Dealer No. / Name :	207504 / ROSENTHAL LANDMARK HONDA
Trim :	LX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207504 / ROSENTHAL LANDMARK HONDA
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	06A / A06
Warranty Labor Rate / Date :	\$121.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-12-1901738-1 / [REDACTED] PRODUCT - OP	Subcase Close	Product	Operation	513	Pwr steer gearbo

Case History

Case ID : N012012-12-1901738

Case Title : 6A-#207504--[REDACTED] - STEERING WHEEL LOCKS

*** CASE CREATE 12/19/2012 1:56:38 PM, evispel
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 12/19/2012 1:57:10 PM, evispel
into WIP default and Status of Solving.

*** CASE MODIFY 12/19/2012 2:03:17 PM, evispel
into WIP default and Status of Solving.

*** CASE MODIFY 12/19/2012 2:05:51 PM, evispel
into WIP default and Status of Solving.

*** CASE MODIFY 12/19/2012 2:05:59 PM, evispel
into WIP default and Status of Solving.

*** NOTES 12/19/2012 2:15:47 PM, evispel, Action Type : Call from Customer

[REDACTED]
WOODBRIDGE VA [REDACTED]
Case ID: N012012-12-1901738
Best Contact # [REDACTED]

[REDACTED] called in today because of an ongoing issue he has been having with his vehicle. [REDACTED] had purchased his vehicle a couple weeks ago, and the day after he purchased the vehicle he experienced his steering wheel having heavy vibration and his steering wheel locked up. [REDACTED] said he also hears a metal to metal noise under the vehicle, along with the check engine light coming on. ON 12/11/2012 customer brought vehicle to Rosenthal Landmark Honda for diagnosis and the Dealer was unable to duplicate the issue and dealer advised the customer that the vehicle is safe to drive. Customer brought his vehicle back to the dealership again on 12/17/2012 for the same exact issue, dealer still was not able to duplicate the issue and dealer advised customer the vehicle is safe to drive. Today the same issue occurred and the customer is having the vehicle towed into the dealership because he is concerned with his safety and does not feel his vehicle is safe to drive. Customer is asking AHM to assist in helping him get out this vehicle and into another one. I advised customer that we do not get involved with the sales process and recommended he speak with the dealership to see if they can do anything for him. [REDACTED] is requesting to speak with a CM. [REDACTED] has been working with Service Manager Ali. Provided customer with Case ID: N012012-12-1901738.

*** CASE DISPATCH 12/19/2012 2:16:20 PM, evispel
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 12/19/2012 2:28:42 PM, mkim
from Queue Honda Team F to WIP DEFAULT.

*** CASE MODIFY 12/20/2012 6:14:39 AM, mkim
into WIP DEFAULT and Status of Solving.

*** SUBCASE N012012-12-1901738-1 CREATE 12/20/2012 6:16:12 AM, mkim
Created in WIP Default with Due Date 12/20/2012 6:16:12 AM.

*** COMMIT 12/20/2012 6:16:15 AM, mkim, Action Type :

Made to [REDACTED] due 12/23/2012 06:16:18 AM.

DCS Follow-Up

*** NOTES 12/20/2012 6:20:03 AM, mkim, Action Type : Dealer Communication

Case History

Case ID : N012012-12-1901738

Case Title : 6A-#207504--[REDACTED] - STEERING WHEEL LOCKS

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/23/2012

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

Customer called he purchased the vehicle couple weeks ago, and he started experiencing heavy vibration in the steering wheel and steering wheel locking up the very next day.

Customer said he also hears a metal to metal noise coming from under the vehicle, along with the CEL.

Customer said he took vehicle in 12/11/2012 and 12/17/2012 but he was advised no problem was found and vehicle was returned to him.

On 12/19/2012, same issue occurred so he had the vehicle towed and is concerned with his safety and does not feel his vehicle is safe to drive.

Customer is asking AHM to assist in helping him get out this vehicle and into another one.

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

Julie Kim
Automobile Customer Service

[REDACTED]

*** CASE MODIFY 12/20/2012 6:20:05 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 12/20/2012 6:20:12 AM, mkim
Fulfilled for [REDACTED] due 12/23/2012 06:16:18 AM.

*** COMMIT 12/20/2012 6:20:13 AM, mkim, Action Type : N/A
call cust/call SM

*** CASE MODIFY 12/20/2012 6:20:28 AM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 12/20/2012 1:42:23 PM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

I left a message introducing myself as the CM and left a message requesting a call back to discuss the concerns on his 2003 CR-V.

I provided my contact information and offer to follow up again 12/21/2012.

*** CASE FULFILL 12/20/2012 1:45:51 PM, mkim
Fulfilled for [REDACTED] due 12/20/2012 05:00:00 PM.

*** COMMIT 12/20/2012 1:45:53 PM, mkim, Action Type : N/A
cust called? call SM-Larry

*** CASE MODIFY 12/20/2012 1:46:19 PM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 12/21/2012 1:51:02 PM, mkim, Action Type : Call from Customer
[REDACTED] is returning a message I left before.

Customer said vehicle is making a noise from underneath near the tires and vehicle is currently at the dealership being repair.

Case History

Case ID : N012012-12-1901738

Case Title : 6A-#207504--[REDACTED] - STEERING WHEEL LOCKS

Customer said this safe concern and would like AHM to exchange the vehicle.

I empathized with the customer about his concern on his vehicle but I informed the customer vehicle has a warranty and first, the dealership will do everything they can to try and repair the vehicle under the terms of the warranty. At this time, I informed the customer we cant assist in just exchange or trading him out but will look into the issue further after the holiday and will follow up with him on 1/3/2012.

*** CASE FULFILL 12/21/2012 1:51:12 PM, mkim

Fulfilled for [REDACTED] due 12/21/2012 05:00:00 PM.

*** COMMIT 12/21/2012 1:51:14 PM, mkim, Action Type : N/A

call SM-Larry; cust called?

*** CASE MODIFY 12/21/2012 1:51:27 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 12/28/2012 7:36:26 AM, malvarez, Action Type : Call from Customer

Customer information updated

Customer called in to request an e-mail to send to his CM, ACS advised him we do not have e-mail, but ACS gave him the fax number so he could fax in any information that he has that he may want the RCM to have. Customer required no further assistance. Call End.

*** CASE MODIFY COMMITMENT 1/4/2013 1:53:47 PM, mkim

with DO KIM due 01/07/2013 05:00:00 PM.

*** NOTES 1/4/2013 1:54:56 PM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

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

I also left a message to follow up again on 01/10/2013 if I dont hear from him.

*** CASE MODIFY 1/4/2013 1:55:20 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 1/9/2013 9:14:16 AM, mkim, Action Type : Call to Dealer

I called Landmark Honda and spoke to ASM-Milton.

ASM said customer first came in because the steering issue on 12/17/2012 at 628 miles and they secured the connection and return vehicle back after road testing for 160 miles. Then customer came back 12/19/2012 complaining the same issue and they contacted Techline and replace EPS. ASM said customer requested they road test 500 miles so they road tested for 379 miles per customers request and return vehicle back to the customer after no further problems were found. I asked the ASM in faxing me all of the ROs for further review.

*** NOTES 1/9/2013 9:16:42 AM, mkim, Action Type : Note-General

reviewed with RM and will review case further for GW

*** NOTES 1/9/2013 9:30:58 AM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED]

Customer said since he had the EPS replaced , hes drove about 500 miles and has not experienced further issues with steering or heard any other noise on the vehicle. Customer said so far, he believes the vehicle has been repaired.

To make sure hes fully satisfied with the repair, I offer to keep the case opened for another week and check back with him on 1/18/2013.

After the follow up and we verified all issues have been repaired, I offer to review the case further to see if any assistance can be offered as GW to offset some of the inconvenience he has incurred. I asked the customer how much hes paying monthly and customer stated his car payment is approximately \$350.00.

Case History

Case ID : N012012-12-1901738

Case Title : 6A-#207504--[REDACTED] - STEERING WHEEL LOCKS

I offer to review the case further after following up with him on 1/18/2013. I encourage customer to contact me back if he has further questions or concerns.

*** CASE FULFILL 1/9/2013 9:31:10 AM, mkim

Fulfilled for [REDACTED] due 01/07/2013 05:00:00 PM.

*** COMMIT 1/9/2013 9:31:13 AM, mkim, Action Type : N/A

review with RM for GW

*** CASE MODIFY 1/9/2013 9:31:38 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 1/9/2013 9:32:17 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 1/9/2013 9:32:39 AM, mkim

into WIP 6A and Status of Solving.

*** NOTES 1/9/2013 1:52:19 PM, valligoo, Action Type : Letter/Fax

On 1/09/13 ACS received a 3-page faxed Landmark Honda RO.

*** CASE ADD ATTACHMENT 1/9/2013 2:00:24 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-12-1901738_1.PDF

*** CASE RULE ACTION 1/16/2013 1:56:38 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 1/18/2013 2:21:22 PM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

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

I also left a message to follow up again on 01/23/2013 if I dont hear from him.

*** CASE FULFILL 1/18/2013 2:21:36 PM, mkim

Fulfilled for [REDACTED] due 01/22/2013 05:00:00 PM.

*** COMMIT 1/18/2013 2:21:38 PM, mkim, Action Type : N/A

review with RM for GW; call cust-f/u

*** CASE MODIFY 1/18/2013 2:21:56 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 1/21/2013 12:07:58 PM, mkim, Action Type : Note-General

Reviewed with RM and will provide LC to offset some of the inconvenience customer has incurred from the repair.

*** NOTES 1/21/2013 12:09:39 PM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

I left a message informing the customer that I was following up on the repairs previously made and also to finish reviewing his case.

I provided my contact information and request a call back.

I also requested for customer to fax me a copy of the monthly statement for further review and provide fax [REDACTED].

*** CASE MODIFY 1/21/2013 12:10:40 PM, mkim

into WIP 6A and Status of Solving.

*** CASE FULFILL 1/21/2013 12:10:43 PM, mkim

Case History

Case ID : N012012-12-1901738

Case Title : 6A-#207504--[REDACTED] - STEERING WHEEL LOCKS

Fulfilled for [REDACTED] due 01/22/2013 05:00:00 PM.

*** COMMIT 1/21/2013 12:10:45 PM, mkim, Action Type : N/A

cust called? fax rec? review for LC; send Release

*** CASE MODIFY 1/21/2013 12:11:09 PM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 1/21/2013 12:11:13 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 1/24/2013 9:37:01 AM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED]

I informed the customer that I was following up with him to check and make sure hes not experiencing further problems with his vehicle.

Customer stated that vehicle has been repaired and hes not experiencing any other issues.

I informed the customer to offset some of the inconvenience he has incurred; I offer to review the case further to provide him with a CREDIT based on his monthly payment. I asked the customer to fax me a copy of the monthly payment statement for further review and provided fax [REDACTED]

Customer state he would much appreciate that and offer to fax the statement later today.

I offer to review the case further and contact him back by Tuesday.

*** CASE FULFILL 1/24/2013 9:37:41 AM, mkim

Fulfilled for [REDACTED] due 01/24/2013 05:00:00 PM.

*** COMMIT 1/24/2013 9:37:43 AM, mkim, Action Type : N/A

fax rec? review for LC; call cust

*** CASE MODIFY 1/24/2013 9:38:04 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 1/29/2013 2:30:07 PM, mkim

into WIP 6A and Status of Solving.

*** CASE FULFILL 1/30/2013 12:35:53 PM, mkim

Fulfilled for [REDACTED] due 01/29/2013 05:00:00 PM.

*** COMMIT 1/30/2013 12:35:59 PM, mkim, Action Type : N/A

fax rec? review for LC; call cust

*** NOTES 1/30/2013 12:36:09 PM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

I left a message advising the customer that I was still waiting for him to fax me the monthly statement so I can review the case to provide some GW assistance.

I provided my contact information and fax [REDACTED] and offered to contact him back on 02/06/2013 if I dont hear from him.

*** CASE MODIFY 1/30/2013 12:42:31 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 2/4/2013 9:23:25 AM, mmillen, Action Type : Letter/Fax

On 2/4/13 ACS received a 1-page fax cover from the customer with a 1-page Community Bank Statement regarding previous issue.

*** CASE ADD ATTACHMENT 2/4/2013 9:30:20 AM, crmsuser

Added attachement ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-12-1901738_2.PDF

Case History

Case ID : N012012-12-1901738

Case Title : 6A-#207504--[REDACTED] - STEERING WHEEL LOCKS

*** NOTES 2/8/2013 12:26:01 PM, mkim, Action Type : Note-General

I received statement and verified customers monthly payment is \$349.76.

*** NOTES 2/8/2013 1:42:05 PM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

I left a message informing the customer I have received the statement he faxed over and after further review, AHM can offer him a loyalty credit in the amount of \$350.00 in the interest of customer satisfaction and to offset some of the inconvenience hes incurred.

I offer to send out two copies of the release form and asked the customer to sign and return one of the copies so I can process the credit.

I provided my contact information and encourage customer to contact me back if he has any questions or concerns.

*** NOTES 2/8/2013 1:42:22 PM, mkim, Action Type : Letter/Fax

RELEASE FORM

1.American Honda Motor Co., Inc. (AHM) shall pay to Do Kim (Consumer) the total sum of \$350.00 in a form of Honda Loyalty Card and in exchange Consumer releases and forever discharges AHM, and its agents and related corporations or entities, from any and all damages or claims arising out of the following conditions alleged to exist or have existed in Consumers 2013 Accord, VIN: 1HGCR2F39DA [REDACTED] (The Vehicle):

Steering and wheel concerns

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

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

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

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

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

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

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

ACCEPTED:

DATED: SIGNED:
CONSUMER

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012012-12-1901738

Case Title : 6A-#207504--[REDACTED] - STEERING WHEEL LOCKS

DATED: SIGNED:
CONSUMER (If VEHICLE co-owned)

File No: N012012-12-1901738

*** CASE MODIFY 2/8/2013 1:42:25 PM, mkim
into WIP 6A and Status of Solving.

*** CASE MODIFY 2/8/2013 1:42:25 PM, mkim
into WIP 6A and Status of Solving.

*** CASE FULFILL 2/8/2013 1:42:28 PM, mkim
Fulfilled for [REDACTED] due 02/05/2013 05:00:00 PM.

*** COMMIT 2/8/2013 1:42:29 PM, mkim, Action Type : N/A

Release form rec? process LC

*** CASE MODIFY 2/8/2013 1:42:44 PM, mkim
into WIP 6A and Status of Solving.

*** CASE MODIFY COMMITMENT 2/19/2013 6:09:32 AM, mkim
with [REDACTED] due 02/19/2013 05:00:00 PM.

*** NOTES 2/19/2013 6:43:38 AM, mkim, Action Type : Note-General
waiting to receive sign Release Form from the customer.

*** NOTES 2/19/2013 6:47:53 AM, mkim, Action Type : Call to Customer
I called [REDACTED] but got customers VM.

I left a message informing the customer that I was following up to see if hes received the Release Form and request a call back.
I provided my contact information and offer to follow up again on 02/25/2013 if I dont hear from him.

*** CASE MODIFY 2/19/2013 6:48:05 AM, mkim
into WIP 6A and Status of Solving.

*** CASE FULFILL 2/19/2013 6:48:14 AM, mkim
Fulfilled for [REDACTED] due 02/19/2013 05:00:00 PM.

*** COMMIT 2/19/2013 6:48:15 AM, mkim, Action Type : N/A

cust called? Release Form rec? process LC

*** CASE MODIFY 2/19/2013 6:48:35 AM, mkim
into WIP 6A and Status of Solving.

*** NOTES 2/27/2013 7:12:42 AM, mmillen, Action Type : Letter/Fax

On 2/27/13 ACS received a 1-page signed original Release Form from the customer. Copy of Release Form given to CM.

*** CASE ADD ATTACHMENT 2/27/2013 7:15:20 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-12-1901738_3.PDF

*** SUBCASE N012012-12-1901738-1 DISPATCH 2/27/2013 8:44:34 AM, mkim
from WIP SUBCASE to Queue Loyalty - Clogg.

Case History

Case ID : N012012-12-1901738

Case Title : 6A-#207504--[REDACTED] - STEERING WHEEL LOCKS

*** NOTES 2/27/2013 8:48:32 AM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED].

I informed customer I received one of the Release Form he signed so I offered to process the Loyalty Credit for \$350.00 as one time GW in the interest of customer satisfaction for the steering and wheel concerns he expired on his 2013 Accord.

Customer asked to have the credit issued to his brother, [REDACTED] since hes the primary driver on this vehicle.

I informed the customer the credit can be processed in his brothers name, [REDACTED], which he should receive within 4-6 weeks.

I encourage customer in contacting me back if he has further questions or concerns.

Customer thanked me and was very satisfied.

I also verified the spelling of the customers full name, mailing address and date of birth: 08/02/1971

*** CASE MODIFY 2/27/2013 8:48:48 AM, mkim

into WIP 6A and Status of Solving.

*** NOTES 2/27/2013 8:50:31 AM, mkim, Action Type : Note-General

Requisition Type:Loyalty Card

DPSM involved? No

Total Amount the customer paid\$350.00

Total Goodwill assistance offered:\$350.00

Percentage of Goodwill Authorized: 100%

Reason for goodwill: (input below)

Providing the customer with \$350.00 in Loyalty Card as one time GW in the interest of customer satisfaction for the steering and wheel concerns he expired on his 2013 Accord.

Proof of PaymentN/A

Repair Invoice N/A

*** CASE MODIFY 2/27/2013 8:50:39 AM, mkim

into WIP 6A and Status of Solving.

*** CASE FULFILL 2/27/2013 8:50:44 AM, mkim

Fulfilled for [REDACTED] due 02/25/2013 05:00:00 PM.

*** COMMIT 2/27/2013 8:50:46 AM, mkim, Action Type : N/A

***call cust; LC

*** CASE MODIFY 2/27/2013 8:51:09 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 2/27/2013 8:51:15 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 2/27/2013 8:51:22 AM, mkim

into WIP 6A and Status of Solving.

*** SUBCASE N012012-12-1901738-1 RULE ACTION 2/28/2013 8:44:34 AM, sa

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

Case History

Case ID : N012012-12-1901738

Case Title : 6A-#207504--[REDACTED] - STEERING WHEEL LOCKS

Fulfilled for [REDACTED] due 03/06/2013 05:00:00 PM.

*** CASE MODIFY 3/6/2013 1:36:14 PM, mkim

into WIP CK Req/LC and Status of Solving.

*** CASE CLOSE 3/6/2013 1:36:15 PM, mkim

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

Case Details

Case ID : N012014-02-1701476	Division : Honda - Auto	Condition : Closed	Open Date : 2/17/2014 12:13:25 PM
Case Originator : Leticia Muniz (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/11/2014 11:41:06 AM
Case Owner : Christina Cotto (Team HD)	Method : Phone	Queue :	Days Open : 22
Last Closed By : Christina Cotto (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 1B - 208143 - [REDACTED] - POWER STEERING		No. of Attachments : 1	

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F78DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F7DJW / A
Miles / Hours :	8,289
In Service Date :	01/03/2013
Months In Use :	13
Engine Number :	K24W11427655
Originating Dealer No. / Name :	/ GOUDY HONDA
Selling Dealer No. / Name :	/ GOUDY HONDA
Trim :	EX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208143 / HONDA OF PASADENA
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	01B / A01
Warranty Labor Rate / Date :	\$115.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-02-1701476-1 / [REDACTED] -	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-02-1701476-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christina Cotto	Type 1 : Product	Status : Subcase Close	Open Date : 2/18/2014 3:48:46 PM
Issue Owner : Christina Cotto	Type 2 : Operation	Queue :	Close Date : 3/11/2014 11:41:01 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Steering Malfun 5103
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Forward to Mediation, Documented Concern, Repaired/Warranty
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-02-1701476

Case Title : 1B - 208143 - [REDACTED] - POWER STEERING

*** CASE CREATE 2/17/2014 12:13:25 PM, lmuniz

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

*** CASE MODIFY 2/17/2014 12:15:55 PM, lmuniz

into WIP Default and Status of Solving.

*** CASE MODIFY 2/17/2014 12:16:16 PM, lmuniz

into WIP Default and Status of Solving.

*** CASE MODIFY 2/17/2014 12:18:54 PM, lmuniz

into WIP Default and Status of Solving.

*** CASE MODIFY 2/17/2014 12:20:02 PM, lmuniz

into WIP Default and Status of Solving.

*** NOTES 2/17/2014 12:26:46 PM, lmuniz, Action Type : Call from Customer

All information verified

Best call back # is [REDACTED]

Customer states her steering wheel keeps locking up on her suddenly. Customer states its an intermittent failure. Customer states that her p/s motor was replaced by Honda of Pasadena. Customer has been to the dlr 3 times because for the same issues. This is second repair attempt, the vehicle is back at the dlr. Customer has been working with SA Jerome Santos.

Customer states that she not feel this vehicle is safe any longer. She has grandchildren she transports in this vehicle. Customer states this is her first Honda vehicle, she saved a very long time in to buy a Honda. Customer is seeking information about the Lemon Law and options for buy back.

I advised the customer that ACS is not legally trained to answer such inquiries, however being AH is the manufacture and warrantor of the vehicle it is our interest to ensure the vehicle is working as designed.

I thanked her for calling us and allowing us the opportunity to assist her. I advised at this time I will have a CM further review her concerns in the interest of customer satisfaction. I also informed customer, cases are reviewed on a case by case basis with no guarantee. I informed the customer is to expect a call back by the end of the next buss day. The customer understood. Customer understood and case dispatched

*** CASE MODIFY 2/17/2014 12:26:54 PM, lmuniz

into WIP Default and Status of Solving.

*** CASE DISPATCH 2/17/2014 12:27:17 PM, lmuniz

from WIP Default to Queue Honda Team D.

*** CASE ACCEPT 2/17/2014 4:13:57 PM, ccotto01

from Queue Honda Team D to WIP default.

*** NOTES 2/18/2014 2:46:32 PM, lkim, Action Type : Call from Customer

IRF called on behalf of customer.

ACS advised CM will call the customer back before the end of this business day.

*** NOTES 2/18/2014 3:47:36 PM, ccotto01, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Case History

Case ID : N012014-02-1701476

Case Title : 1B - 208143 - [REDACTED] - POWER STEERING

Brooke,

The customer contacted our office in regards to the vehicles concern: power steering

Please give me a call with the following information to discuss the case, and possible options for resolution.

Date

RO#

Miles

Customer complaint

Dealer diagnosis

Thank you!

Christina Cotto

Regional Case Manager

Automobile Customer Service

*** CASE MODIFY 2/18/2014 3:47:57 PM, ccotto01

into WIP default and Status of Solving.

*** SUBCASE N012014-02-1701476-1 CREATE 2/18/2014 3:48:46 PM, ccotto01

Created in WIP Default with Due Date 2/18/2014 3:48:46 PM.

*** COMMIT 2/18/2014 3:49:53 PM, ccotto01, Action Type : N/A

call DLR and customer

*** NOTES 2/18/2014 3:52:02 PM, ccotto01, Action Type : Call to Customer

ACS called customer at [REDACTED].

The customer was not available at the time of the call. ACS left VM for customer introducing myself as the assigned CM to the case. ACS advised in message that the concerns regarding the vehicle will be reviewed and customer will be provided with further follow up on or before Tuesday 2/25/2014. ACS provided my contact information to be reached at in case of any urgent questions. [REDACTED].

*** CASE MODIFY 2/18/2014 3:52:05 PM, ccotto01

into WIP default and Status of Solving.

*** CASE MODIFY 2/18/2014 3:52:13 PM, ccotto01

into WIP default and Status of Solving.

*** CASE MODIFY 2/18/2014 3:52:22 PM, ccotto01

into WIP 1B and Status of Solving.

*** NOTES 2/18/2014 5:01:50 PM, aaldridg, Action Type : Call for Case Mgr

Customer provided case number

Case History

Case ID : N012014-02-1701476

Case Title : 1B - 208143 - [REDACTED] - POWER STEERING

Customer is wanting to speak with her CM.

ACS advised customer that CM is not available at this time. ACS documented her request to speak with the CM and advised her of best times to contact CM, 9A-5P. Call ended.

*** NOTES 2/25/2014 1:56:21 PM, ccotto01, Action Type : Call to Dealer

ACS called dealer 208143 and left VM for Brooke and Antoinette requesting return call.

*** CASE MODIFY 2/25/2014 1:56:24 PM, ccotto01

into WIP 1B and Status of Solving.

*** NOTES 2/25/2014 3:38:02 PM, ccotto01, Action Type : Call to Customer

ACS called customer [REDACTED] ext 1089.

ACS thanked the customer for taking the call and introduced myself as the CM assigned to the case. The customer stated that this concern with he steering started in December 2013. The customer states that the steering wheel locked three times, customer felt uncomfortable driving the vehicle therefore had vehicle towed to Monrovia Honda dealer. The customer states that the concern happens sporadically. The dealer advised customer that there were no problems. The customer stated that after this diagnosis, the steering light came on. The dealer advised error was showing on the computer, Honda dealer cleared the codes and vehicle was okay for a couple weeks. The customer stated that the failure occurred again on Sunday, therefore vehicle was taken back into Honda of Pasadena, dealer replaced the gear box. The customer stated that the vehicle is rough to ride, however customer is very concerned about the safety of the vehicle. The customer stated that she has to transport her grandchild to therapy therefore needs a safe vehicle to drive. The customer is eager to pursue Lemon Law with this vehicle.

ACS apologized for the inconvenience. ACS informed customer that the vehicles repairs and concerns will be reviewed with Honda dealer and AHM and if further inspection is needed, customer will be advised to bring in the vehicle. ACS advised customer that legal information cannot be provided by ACS, however customer can refer to her owners manual and consumer information booklet for further information about third party assistance. ACS informed customer that AHM would like the opportunity to review the concern thoroughly and provide our final position on this matter. The customer understood. ACS informed customer that AHM obligation is to identify any defects that might be present and repair within warranty parameters. ACS advised customer that follow up call would be provided on or before Friday 2/28/2014. Customer requests call at 11AM.

*** CASE MODIFY 2/25/2014 3:38:11 PM, ccotto01

into WIP 1B and Status of Solving.

*** CASE FULFILL 2/25/2014 3:38:15 PM, ccotto01

Fulfilled for [REDACTED] due 02/25/2014 12:00:00 AM.

*** COMMIT 2/25/2014 3:38:16 PM, ccotto01, Action Type : N/A

11AM call customer

*** CASE MODIFY 2/25/2014 3:39:25 PM, ccotto01

into WIP 1B and Status of Solving.

*** CASE MODIFY 2/25/2014 3:39:40 PM, ccotto01

into WIP 1B and Status of Solving.

*** NOTES 2/28/2014 1:17:47 PM, ccotto01, Action Type : Call to Dealer

ACS called dealer 208143 and spoke with Antoinette

Date 2/20/2014

RO# 92782

Case History

Case ID : N012014-02-1701476

Case Title : 1B - 208143 - [REDACTED] POWER STEERING

Miles 8288

customer states steering wheel locks up, steering wheel light came on
called techline
check pin connectors for tightness, found three loose terminal connections
repaired terminal connections and cleared code

1/15/2014

hard shift to turn, steering wheel froze
faulty electrical gear box motor failure
electronic steering gearbox motor

1/4/2014

customer states steering light is on
found DTC motor angle sensor
cleared codes, intermittent failure
system is ok at this time

*** CASE MODIFY 2/28/2014 1:17:50 PM, ccotto01

into WIP 1B and Status of Solving.

*** NOTES 2/28/2014 2:28:38 PM, ccotto01, Action Type : Note-General

Reviewed case and vehicle concerns with RM. Forward to mediation for review.

*** NOTES 2/28/2014 2:30:34 PM, ccotto01, Action Type : Call to Dealer

ACS called dealer 208143 and left VM for Antoinette, requesting all RO's be forwarded to ACS for review.

*** NOTES 2/28/2014 2:37:39 PM, ccotto01, Action Type : Call to Customer

ACS called customer at [REDACTED] ext 1089.

The customer was not available at the time of the call. ACS left VM for customer advising that the case was still under review and customer will be provided with another follow up call on Monday 3/3/2014. ACS provided my contact number to be reached at in case of any questions.

*** CASE MODIFY 2/28/2014 2:37:42 PM, ccotto01

into WIP 1B and Status of Solving.

*** CASE MODIFY 2/28/2014 2:37:43 PM, ccotto01

into WIP 1B and Status of Solving.

*** COMMIT 2/28/2014 2:37:46 PM, ccotto01, Action Type : N/A

dealer RO rec'd? forward to mediation, call customer

*** CASE FULFILL 2/28/2014 2:39:41 PM, ccotto01

Fulfilled for [REDACTED] due 02/28/2014 12:00:00 AM.

*** CASE MODIFY 2/28/2014 2:39:43 PM, ccotto01

into WIP 1B and Status of Solving.

*** NOTES 3/3/2014 1:08:27 PM, ccotto01, Action Type : Call to Dealer

Case History

Case ID : N012014-02-1701476

Case Title : 1B - 208143 - [REDACTED] - POWER STEERING

ACS called dealer 208143 and service manager Brooke.

Service manager verified all RO and repair attempts and will forward all copies of the RO's requested or associated with this case.

*** CASE MODIFY 3/3/2014 1:08:42 PM, ccotto01
into WIP 1B and Status of Solving.

*** CASE MODIFY 3/3/2014 1:09:27 PM, ccotto01
into WIP 1B and Status of Solving.

*** CASE MODIFY 3/3/2014 1:19:06 PM, ccotto01
into WIP 1B and Status of Solving.

*** NOTES 3/3/2014 4:08:24 PM, ccotto01, Action Type : Call to Customer
ACS called customer at [REDACTED] ext 1089.

The customer was not available at the time of the call. ACS will follow up with another call on or before Wednesday 3/5/2014.

*** CASE FULFILL 3/3/2014 4:08:33 PM, ccotto01
Fulfilled for [REDACTED] due 03/03/2014 12:00:00 AM.

*** COMMIT 3/3/2014 4:08:35 PM, ccotto01, Action Type : N/A
dealer RO rec'd? forward to mediation, call customer

*** NOTES 3/3/2014 4:09:25 PM, ccotto01, Action Type : Note-General

[REDACTED]

Attempt all numbers

*** CASE MODIFY 3/3/2014 4:09:27 PM, ccotto01
into WIP 1B and Status of Solving.

*** NOTES 3/5/2014 2:53:48 PM, ccotto01, Action Type : Call to Customer
ACS called customer at [REDACTED]

ACS thanked the customer for her time today. ACS confirmed receipt of customer VM. ACS advised customer that AHM is currently still reviewing customers vehicle concern along with the case. ACS advised customer that the case will be forwarded for further review and customer will received response from AHM or ACS on the next steps of the case or AHM position. ACS informed customer that currently documentation from Honda of Pasadena is being gathered to attach to the case and customers concerns have been documented regarding the inconvenience with the steering issue creating concern. The customer expressed that she has not been able to confidently drive the vehicle with her grandson due to the concern. The customer states that currently the warning light has not been on, currently going on second week with the most recent repair, but she will never know when this is going to happen. ACS apologized for the inconvenience once again and informed customer that another follow up call will be provided on or before 3/7/2014 Friday around 115-130PM, per customer request. ACS informed customer that at this time a decision has not been made on whether the case will be handled by ACS but if so CM will notify the customer. The customer understood.

*** CASE MODIFY 3/5/2014 2:53:53 PM, ccotto01
into WIP 1B and Status of Solving.

*** CASE FULFILL 3/5/2014 2:53:55 PM, ccotto01

Case History

Case ID : N012014-02-1701476

Case Title : 1B - 208143 - [REDACTED] - POWER STEERING

Fulfilled for [REDACTED] due 03/05/2014 12:00:00 AM.

*** COMMIT 3/5/2014 2:53:56 PM, ccotto01, Action Type : N/A

review with RM/attach docs/forward to mediation

*** COMMIT 3/5/2014 2:54:17 PM, ccotto01, Action Type : N/A

call customer

*** CASE MODIFY 3/5/2014 2:54:57 PM, ccotto01

into WIP 1B and Status of Solving.

*** CASE MODIFY 3/6/2014 8:56:42 AM, ccotto01

into WIP 1B and Status of Solving.

*** NOTES 3/6/2014 9:22:53 AM, kpittman, Action Type : Note-General

On 3/6/14 ACS attached documents per request of CM.

*** CASE ADD ATTACHMENT 3/6/2014 9:30:22 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-1701476_1.pdf

*** CASE MODIFY 3/6/2014 9:46:20 AM, ccotto01

into WIP 1B and Status of Solving.

*** CASE MODIFY 3/6/2014 10:47:05 AM, ccotto01

into WIP 1B and Status of Solving.

*** NOTES 3/6/2014 12:27:26 PM, ccotto01, Action Type : Note-General

Submitted for review

*** CASE MODIFY 3/6/2014 12:27:29 PM, ccotto01

into WIP 1B and Status of Solving.

*** CASE FULFILL 3/6/2014 12:27:32 PM, ccotto01

Fulfilled for [REDACTED] due 03/06/2014 12:00:00 AM.

*** CASE MODIFY 3/6/2014 12:27:35 PM, ccotto01

into WIP 1B and Status of Solving.

*** NOTES 3/7/2014 10:48:40 AM, ckruishe, Action Type : Note-General

Submitted case for Mediation review.

*** CASE MODIFY 3/7/2014 11:15:41 AM, ccotto01

into WIP 1B and Status of Solving.

*** CASE MODIFY 3/7/2014 12:04:45 PM, ccotto01

into WIP 1B and Status of Solving.

*** CASE MODIFY 3/10/2014 10:32:35 AM, ccotto01

into WIP 1B and Status of Solving.

*** CASE MODIFY 3/10/2014 11:06:59 AM, ccotto01

into WIP 1B and Status of Solving.

*** NOTES 3/10/2014 12:50:40 PM, ccotto01, Action Type : Call to Customer

Case History

Case ID : N012014-02-1701476

Case Title : 1B - 208143 - [REDACTED] POWER STEERING

ACS called customer at [REDACTED]

ACS thanked the customer for taking the call. ACS advised customer that AHM position is still not available, as case is still under review. ACS advised customer that further updates will be provided and if case is transferred to a different department then the assigned manager will contact customer with new information. ACS advised customer that further follow up will be provided on or before Thursday 3/13/2014. The customer requested return call on cell number, [REDACTED]

*** CASE MODIFY 3/10/2014 12:50:44 PM, ccotto01

into WIP 1B and Status of Solving.

*** CASE MODIFY 3/10/2014 12:51:44 PM, ccotto01

into WIP 1B and Status of Solving.

*** CASE FULFILL 3/10/2014 12:51:48 PM, ccotto01

Fulfilled for [REDACTED] due 03/07/2014 12:00:00 AM.

*** COMMIT 3/10/2014 12:51:49 PM, ccotto01, Action Type : N/A

call customer/mediation case?

*** CASE MODIFY 3/10/2014 12:52:03 PM, ccotto01

into WIP 1B and Status of Solving.

*** NOTES 3/11/2014 11:37:43 AM, ccotto01, Action Type : Note-General

Notification of open Mediation case - [REDACTED]

*** NOTES 3/11/2014 11:40:47 AM, ccotto01, Action Type : Call to Customer

ACS called customer at [REDACTED]

ACS advised customer that the case has been escalated to Mediation Department and customer will be contacted by a manager from that department within the next five business days to further review the case and provide AHM position. The customer understood. ACS advised customer that this case would be closed.

*** CASE MODIFY 3/11/2014 11:40:50 AM, ccotto01

into WIP 1B and Status of Solving.

*** SUBCASE N012014-02-1701476-1 CLOSE 3/11/2014 11:41:01 AM, ccotto01

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/11/2014 11:41:03 AM, ccotto01

into WIP 1B and Status of Solving.

*** CASE CLOSE 3/11/2014 11:41:06 AM, ccotto01

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

Case Details

Case ID : N012014-04-2102035	Division : Honda - Auto	Condition : Closed	Open Date : 4/21/2014 2:13:50 PM
Case Originator : Margarita Chavez (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/5/2014 6:19:14 AM
Case Owner : Marla Foster (Team HF)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Marla Foster (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - STEERING WHEEL LOCK/ ACCIDENT	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR2F84DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F8DJNW / A
Miles / Hours :	15,152
In Service Date :	12/12/2012
Months In Use :	16
Engine Number :	K24W11042775
Originating Dealer No. / Name :	208159 / BALE HONDA
Selling Dealer No. / Name :	208159 / BALE HONDA
Trim :	EX-L
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	BU
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208159 / BALE HONDA
Phone No. :	██████████
Address :	██████████
City / State / Zip :	██████████
Svc District / Sls District :	03F / D03
Warranty Labor Rate / Date :	\$92.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-04-2102035-1 / ██████████ - PRO	Subcase Close	Product	Accident/Injury	510	Steering Column

Issue Details

Issue ID : N012014-04-2102035-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Margarita Chavez	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2014 2:40:02 PM
Issue Owner : Margarita Chavez	Type 2 : Accident/Injury	Queue :	Close Date : 4/22/2014 5:57:24 AM
Issue Title : ██████████ - PRODUCT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Steering Malfun 5103
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-04-2102035

Case Title : [REDACTED] - STEERING WHEEL LOCK/ ACCIDENT

*** CASE CREATE 4/21/2014 2:13:50 PM, mchavez

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

*** NOTES 4/21/2014 2:38:41 PM, mchavez, Action Type : Call from Customer

Updated customer information

Best contact number [REDACTED]

Customer states that her son [REDACTED] was driving the vehicle last night around 9:40 PM on [REDACTED]. He was driving forward upon making a right hand turn the steering wheel lock and the vehicle crashed straight into the fire hydrant. The police was involved (no report number provided) and insurance company State Farm claim number 04-4F76044 contact number [REDACTED]. She was contacted today by insurance to advise that the vehicle was towed to North Point Auto Plaza for repairs. She was advised that they were not going to pull any codes from the vehicle that they will just repair. She would like to know if there are any recalls or know concerns with the steering wheel locking up.

ACS apologized and advised customer that there are no recalls, campaign or extend warranty with the concern that the vehicle experienced. Advised customer to working with insurance company. Advised customer if she is seeking diagnosis she is more than welcome to have the vehicle inspected by a Honda dlr. Customer understood and seeks no further assistance.

*** CASE MODIFY 4/21/2014 2:38:54 PM, mchavez

into WIP default and Status of Solving.

*** SUBCASE N012014-04-2102035-1 CREATE 4/21/2014 2:40:02 PM, mchavez

Created in WIP Default with Due Date 4/21/2014 2:40:02 PM.

*** CASE MODIFY 4/21/2014 2:40:17 PM, mchavez

into WIP default and Status of Solving.

*** CASE ASSIGN 4/21/2014 2:40:26 PM, mchavez

N012014-04-2102035 to hkabage, WIP ~![T ![T![T![T![T![T

*** CASE MODIFY 4/21/2014 2:40:32 PM, mchavez

into WIP default and Status of Solving.

*** SUBCASE N012014-04-2102035-1 CLOSE 4/22/2014 5:57:24 AM, mchavez

Status = Solving, Resolution Code = Instruction Given

*** CASE YANKED 4/22/2014 11:01:30 AM, renrique

Yanked by renrique into WIPbin default.

*** NOTES 4/22/2014 11:05:33 AM, renrique, Action Type : Call from Customer

CONFIRMED AND UPDATED CUSTOMERS CONTACT INFORMATION:

BEST TELEPHONE [REDACTED]

CUSTOMER PROVIDED EMAIL ADDRESS

CUSTOMER DID NOT PROVIDE EMAIL

Customer said that they are taking the vehicle to BALE HONDA DLR#208159 for inspection 4/22/2014-4/23/2014. Customer said that they spoke

Case History

Case ID : N012014-04-2102035

Case Title : ██████████ - STEERING WHEEL LOCK/ ACCIDENT

to (SA) Glenn and was told that they do not know what test will be completed. Customer is trying to find out if in fact there was a failure in the steering. Customer will be taking the vehicle to BALE HONDA and will not be contacting AHM any further unless instructed by the Dealership. Customer disconnected the call.

*** CASE ASSIGN 4/22/2014 11:05:41 AM, renrique

N012014-04-2102035 to hkabage, WIP CURRENT TIMESTAMP

*** NOTES 4/22/2014 3:17:13 PM, fhulse, Action Type : Field Return Call

RCM spoke with DPSM

DPSM advised that SM Jason at Bale Honda has advised her of customer concerns. RCM advised that primary investigator of any accident related case would be the insurance company. If customer refuses to work with insurance company or requires AHM's proactive involvement DPSM involvement would be necessary. agreed. If customer has further requests she will further review and assist

*** NOTES 4/23/2014 9:05:50 AM, fhulse, Action Type : Field Return Call

RCM spoke with DPSM

DPSM advised that customer is refusing to work with insurance company at this time and feels that AHM should take full responsibility. DPSM will make necessary arrangements for vehicle inspection. DPSM will review rental if necessary

Case notes updated

*** NOTES 4/25/2014 12:00:00 PM, hkabage, Action Type : Note-General

Case reviewed by the Inbound TL.

*** CASE ASSIGN 4/25/2014 12:00:45 PM, hkabage

N012014-04-2102035 to mfooster, WIP

*** NOTES 5/5/2014 6:19:07 AM, mfooster, Action Type : Note-General

RM MFoster review case

*** CASE CLOSE 5/5/2014 6:19:14 AM, mfooster

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

Case Details

Case ID : N012014-01-2101031	Division : Honda - Auto	Condition : Closed	Open Date : 1/21/2014 12:08:39 PM
Case Originator : Sopana Sann (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/28/2014 1:22:51 PM
Case Owner : Jeff McCaughan (Team HG)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Jeff McCaughan (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : (GSH) 5B - [REDACTED] - STEERING LOCKED UP WHILE TURNING/R No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F88DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F8DJNW / A
Miles / Hours :	8,225
In Service Date :	04/13/2013
Months In Use :	9
Engine Number :	K24W11437152
Originating Dealer No. / Name :	208475 / GARDEN STATE HONDA
Selling Dealer No. / Name :	208475 / GARDEN STATE HONDA
Trim :	EX-L
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208475 / GARDEN STATE HONDA
Phone No. :	973-777-1600
Address :	584 ROUTE 3 WEST
City / State / Zip :	CLIFTON, NJ 07014
Svc District / Sls District :	05B / B05
Warranty Labor Rate / Date :	\$99.95 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-01-2101031-1 / [REDACTED] - P	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-01-2101031-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 1/21/2014 12:32:12 PM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 1/28/2014 1:22:49 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Documented Concern, Assist - Loaner, Assist Denied, Referred to
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-01-2101031

Case Title : (GSH) 5B - [REDACTED] - STEERING LOCKED UP WHILE TURNING/RENTAL?

*** CASE CREATE 1/21/2014 12:08:39 PM, ssann

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

*** NOTES 1/21/2014 12:08:39 PM, ssann, Action Type :

*** NOTES 1/21/2014 12:20:32 PM, ssann, Action Type : Call from Customer
Spanish Interpreter Carlos #660122 assisted with the call.

Updated info:

Best [REDACTED]

Customer states that she was driving and the steering wheel lock while she was making a right. Customer did not hit anything besides going over the curbed. No airbag deploy and no mention of anyone getting hurt. Customer states that she called GARDEN STATE HONDA and was advised that they do not have any loaner vehicle. Customer was advised to call ACS. Customer is currently having the vehicle towed to GARDEN STATE HONDA. Customer wants a loaner vehicle.

ACS empathized with customer concerning the steering wheel locking up. ACS advised the customer that the dealership are no obligated to provide a loaner or rental. ACS advised customer that AHM also do not provide loaner or rental vehicle. ACS advised the customer out of the interest of customer satisfaction. ACS will have a RCM follow up with customer concerning he steering wheel locking up issue and loaner/rental vehicle. ACS advised of case by case basis review with no guarantees. ACS advised the customer that a RCM will follow up by end of next business day.

Call end.

*** CASE MODIFY 1/21/2014 12:20:44 PM, ssann
into WIP default and Status of Solving.*** CASE MODIFY 1/21/2014 12:20:51 PM, ssann
into WIP default and Status of Solving.*** CASE MODIFY 1/21/2014 12:20:56 PM, ssann
into WIP default and Status of Solving.*** CASE MODIFY 1/21/2014 12:21:12 PM, ssann
into WIP default and Status of Solving.*** CASE DISPATCH 1/21/2014 12:21:25 PM, ssann
from WIP default to Queue Honda Team G.*** CASE YANKED 1/21/2014 12:30:09 PM, jmccaugh
Yanked by jmccaugh into WIPbin default.

*** COMMIT 1/21/2014 12:30:18 PM, jmccaugh, Action Type : N/A

First call.

*** CASE MODIFY 1/21/2014 12:30:52 PM, jmccaugh
into WIP default and Status of Solving.

*** CASE MODIFY 1/21/2014 12:31:08 PM, jmccaugh

Case History

Case ID : N012014-01-2101031

Case Title : (GSH) 5B - [REDACTED] - STEERING LOCKED UP WHILE TURNING/RENTAL?

into WIP default and Status of Solving.

*** CASE MODIFY 1/21/2014 12:31:12 PM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 1/21/2014 12:31:18 PM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE N012014-01-2101031-1 CREATE 1/21/2014 12:32:12 PM, jmccaugh

Created in WIP Default with Due Date 1/21/2014 12:32:12 PM.

*** CASE MODIFY 1/21/2014 12:33:11 PM, jmccaugh

into WIP default and Status of Solving.

*** NOTES 1/21/2014 12:35:27 PM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):Steering locked up while turning. Customer states she also hit a curb. What is your diagnosis? Is there physical damage to the vehicle? Any signs of misuse or abuse? Is the customer's insurance co. involved? The customer is seeking rental assistance. Is the DPSM/AZM involved? Is Tech Line involved? Please call me to discuss.

Thank you for your attention to this matter.

Jeff McCaughan
Regional Case Mgr.
Automobile Customer Service
1 (310) 783-7731

*** CASE MODIFY 1/21/2014 12:35:35 PM, jmccaugh

into WIP default and Status of Solving.

*** NOTES 1/21/2014 12:48:45 PM, jmccaugh, Action Type : Call to Dealer

I called the PSD Kenny and left a detailed VM. I requested he please call me back at his earliest opportunity.

*** CASE MODIFY 1/21/2014 12:52:17 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 1/21/2014 12:55:18 PM, jmccaugh, Action Type : Call to Dealer

I sent a detailed communication to the PSD Kenny. I requested he call me back at his earliest opportunity.

*** NOTES 1/22/2014 6:10:06 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and left a VM. I provided my first name, title, contact info., and office hours. I requested [REDACTED] please call me back.

*** CASE MODIFY 1/22/2014 6:10:11 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 1/22/2014 6:34:57 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 1/22/2014 6:41:52 AM, jmccaugh, Action Type : Call from Dealer

Case History

Case ID : N012014-01-2101031

Case Title : (GSH) 5B - [REDACTED] - STEERING LOCKED UP WHILE TURNING/RENTAL?

The PSD Kenny called and informed me that the customer's vehicle was towed in yesterday. They have not completed their diag. yet. They will check for defects and possible physical damage. If there is physical damage they will recommend the customer contact her insurance co. He said he would keep me updated once they do complete the diag. I thanked him for his time and assistance.

*** CASE FULFILL 1/22/2014 6:42:52 AM, jmccaugh

Fulfilled for [REDACTED] due 01/22/2014 12:00:00 AM.

*** COMMIT 1/22/2014 6:42:55 AM, jmccaugh, Action Type : N/A

Call customer / second attempt.

*** NOTES 1/22/2014 1:11:02 PM, jmccaugh, Action Type : Call from Dealer

The PSD Kenny called and informed me that they did duplicate a concern with the electronic steering. The system seems to get tight when turning, then resumes to normal operation. They found minor physical damage to one of the front rims. They placed a call to Tech Line and are waiting on a call back at this time. He said he would see if he has a rental vehicle available for the customer. He said he would keep me updated.

*** CASE MODIFY 1/22/2014 1:11:13 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 1/22/2014 1:18:21 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 1/22/2014 1:18:28 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 1/23/2014 6:56:39 AM, jmccaugh, Action Type : Call from Dealer

The PSD Kenny called and left a VM. He requested I call him back.

*** CASE MODIFY 1/23/2014 6:57:24 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 1/23/2014 7:05:39 AM, jmccaugh, Action Type : Call from Dealer

The PSD Kenny called and informed me that Tech Line did call them back last night. Ref. # 3534565. The dlr. was instructed to do specific testing, and provided freeze frame data. They found the PS Rack is bent. Tech Line said this can only happen one way, and that is by impact. The customer is going to be referred to her insurance co. at this time. I thanked him for the update.

*** CASE MODIFY 1/23/2014 7:05:48 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 1/23/2014 7:06:34 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 1/23/2014 11:55:00 AM, tmclam, Action Type : Warm Transfer

The customer called in to speak to their case manager.

ACS advised the customer that the case manager was available, and transferred the customer to the correct extension.

*** NOTES 1/23/2014 12:31:37 PM, jpacheco, Action Type : Call from Customer

Received a warm transfer. Customer is Spanish speaking.

She said that the dlrship was never able to give her a loaner. She said that they did tell her that the rack is bent and they could only recommend that she contact her insurance. She said that she doesnt want her insurance rates to go up. She said that she understands what they are telling her but doesnt agree with this because she has been having a problem for a while. She said that she had towed the vehicle in. She said that the steering wheel locked up on her

Case History

Case ID : N012014-01-2101031

Case Title : (GSH) 5B - [REDACTED] - STEERING LOCKED UP WHILE TURNING/RENTAL?

and because it was snowing she went over a curb. She said that she understands that this is what could have caused the rack to bend but there is no other damage throughout the vehicle. She said that she doesn't feel like she should have to involve her insurance company when the locking up is what caused the damage. She admitted that the dlrship showed her a picture of the bent rack so she is not disputing this.

I advised that I will document this info for her RCM so that he can follow up with the dlrship. I explained that as of now if the dlrship is stating that this failure was caused by impact to her vehicle then the repair would not be covered under warranty as it is not a defect. I explained that if she is claiming that a problem with her steering wheel is what caused her collision then she would still need to contact her insurance company as that is what they are there for. She asked for a loaner in the meantime and stated that she just wants AHM to see her side of the story since she can't afford for her insurance to go up. I empathized with her situation but explained that AHM has no control over her insurance rates. I explained that rentals are not covered by warranty and the dlrship can sometimes provide them at their discretion but it's usually involving an actual warrantable repair. She understood and said she would speak to them. I advised that I would forward this info to her RCM and provide his name and extension. She thanked me.

*** NOTES 1/23/2014 12:43:23 PM, jpacheco, Action Type : Note-General

Customer stated that her best contact number is [REDACTED].

*** NOTES 1/24/2014 6:57:13 AM, jmccaugh, Action Type : Call from Dealer

The PSD Kenny called and informed me that the customer was very upset yesterday when they informed her that she would need to call her insurance co. Customer ran upstairs to the Sales Dept. and spoke to the Sales Mgr. The PSD informed the Sales Mgr. of his contact with Tech Line. The customer is now refusing to call her insurance co. and said she will just leave her vehicle there at the dealership. The PSD informed her that this would adversely affect her credit. The customer said she did not care because her credit is already bad. I thanked him for the update.

*** NOTES 1/24/2014 6:58:58 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and left a VM. I provided my first name, title, contact info., and office hours. I requested [REDACTED] please call me back.

*** CASE FULFILL 1/24/2014 6:59:05 AM, jmccaugh

Fulfilled for [REDACTED] due 01/24/2014 12:00:00 AM.

*** NOTES 1/24/2014 7:01:04 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the evening phone number. The phone did not ring. One beep only. No VM provided. I tried a second attempt, and I got the same results.

*** NOTES 1/24/2014 7:05:25 AM, jmccaugh, Action Type : Letter/Fax

I mailed the customer a 10 day, call me, letter.

*** CASE MODIFY 1/24/2014 7:05:49 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** COMMIT 1/24/2014 7:08:40 AM, jmccaugh, Action Type : N/A

Close case if no response.

*** CASE MODIFY 1/24/2014 7:13:09 AM, jmccaugh

into WIP 10 day letter. and Status of Solving.

*** NOTES 1/27/2014 3:20:35 PM, mcudahy, Action Type : Call from Customer

Spanish interpreter Sam 661939

Verified contact information

The customer called to speak with her CM. I warm transferred the call to that department.

*** NOTES 1/27/2014 3:22:01 PM, mcudahy, Action Type : Note-General

Case History

Case ID : N012014-01-2101031

Case Title : (GSH) 5B - [REDACTED] - STEERING LOCKED UP WHILE TURNING/RENTAL?

Correction*** Call was dropped while transferring.

*** NOTES 1/28/2014 12:38:28 PM, malrahe1, Action Type : Call from Customer

Customer contacted ACS, she advised that she would like to speak to the CM and provided call back number of [REDACTED] ACS advised that she will be contacted back, customer understood.

*** NOTES 1/28/2014 12:58:29 PM, jmccaugh, Action Type : Call from Customer

Customer left a VM and informed me that she received the letter I mailed to her. She requested I call her back @ [REDACTED] I updated the data base with the new contact number.

*** NOTES 1/28/2014 1:00:32 PM, jmccaugh, Action Type : Call to Customer

I called the customer @ [REDACTED], as requested. The voice recording stated "I am sorry, the person you called has not set up a voice mailbox..."

*** NOTES 1/28/2014 1:22:22 PM, jmccaugh, Action Type : Call to Customer

I called the customer at the new contact phone number and introduced myself as the RCM. I provided our disclaimer. The customer requested a Spanish Interpreter. I contacted the Spanish Interpreter. The customer said she contacted GSH because she was involved in an accident. The dlr. had the customer tow the vehicle to the GSH Service Dept. The customer feels the problem happened when the vehicle hit the sidewalk. The customer said the vehicle was not hit, it looked up when she turned the vehicle it then hit the sidewalk. I empathized with the customer and said that I do understand what she is saying. I informed her that at this point she does need to contact her insurance company. The customer did not like hearing this, she was loud when telling me she did not cause this damage. I empathized with her and said I do understand what she is saying. I apologized to the customer that her vehicle hit the sidewalk. I said that the PSD Kenny informed me that they found the power steering rack is bent. The customer said she is not contacting her insurance company. The customer never used the Spanish speaking Interpreter, so I excused her for the conference call. I informed the customer that I have documented the call. I encouraged the customer to contact her State Farm agent to allow them to work as her advocate. Customer said she is not contacting State Farm, and she has no plans to open a claim with them. I said I do understand that this is an upsetting issue, and I can tell she is upset and disappointed by the information I am providing. I informed the customer I would document the call. Once again, I encouraged the customer to contact her insurance co., and explained that the insurance co. will contact AHM if they feel the accident was caused by a defect in our materials or workmanship. No other assistance needed at this point. I thanked Ms. Gomez for calling AHM.

*** CASE FULFILL 1/28/2014 1:22:30 PM, jmccaugh

Fulfilled for [REDACTED] due 02/03/2014 12:00:00 AM.

*** SUBCASE N012014-01-2101031-1 CLOSE 1/28/2014 1:22:49 PM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/28/2014 1:22:51 PM, jmccaugh

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

Case Details

Case ID : N012013-11-0401122	Division : Honda - Auto	Condition : Closed	Open Date : 11/4/2013 10:07:07 AM
Case Originator : John Starling (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/18/2013 6:32:24 AM
Case Owner : Matt Caldarella (Team HG)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Matt Caldarella (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : (HONDA CITY) -5A- [REDACTED] - EPS SYSTEM MULTIPLE FAILURES No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F70DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F7DJW / A
Miles / Hours :	7,500
In Service Date :	12/30/2012
Months In Use :	11
Engine Number :	K24W11438534
Originating Dealer No. / Name :	208226 / HONDA CITY
Selling Dealer No. / Name :	208226 / HONDA CITY
Trim :	EX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208226 / HONDA CITY
Phone No. :	516-735-8900
Address :	3859 HEMPSTEAD TURNPIK
City / State / Zip :	LEVITTOWN, NY 11756
Svc District / Sls District :	05A / A05
Warranty Labor Rate / Date :	\$108.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-11-0401122-1 / [REDACTED] -	Subcase Close	Product	Operation - "Safety"	512	Pwr steering pum

Issue Details

Issue ID : N012013-11-0401122-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matt Caldarella	Type 1 : Product	Status : Subcase Close	Open Date : 11/5/2013 6:52:08 AM
Issue Owner : Matt Caldarella	Type 2 : Operation - "Safety"	Queue :	Close Date : 11/18/2013 6:32:21 AM
Issue Title : JAMES CLOUDMAN - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pun
 Condition Code Desc Other 512X
 Campaign Code / Desc : /
 Temperament Code : Safety-Regulatory
 Resolutions : Forward to Mediation
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-11-0401122

Case Title : (HONDA CITY) -5A- [REDACTED] - EPS SYSTEM MULTIPLE FAILURES

*** CASE CREATE 11/4/2013 10:07:07 AM, jstarlin

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

*** CASE MODIFY 11/4/2013 10:07:11 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:08:50 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:08:57 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:09:13 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:10:24 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:10:31 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:10:50 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:10:54 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:11:18 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:12:29 AM, jstarlin

into WIP default and Status of Solving.

*** NOTES 11/4/2013 10:15:31 AM, jstarlin, Action Type : Call from Customer

Updated customers info

Best Contact [REDACTED]

The customer states that he has returned to the DLR 5 times for the EPS (power steering). The customer states that the EPS light comes on then the vehicle becomes very hard to turn. The customer states that the vehicle has been at the DLR collectively a total of 27 days. The customer states that his wife Almost crashed once. The customer states that the vehicle has been at the DLR since last Tuesday 10/29/13. The customer is working with Mark/Service Manager & Greg/Service Advisor. The customer doesnt have confidence in the vehicle and would like to be swapped out for another Accord. ACS informed the customer that a CM will research his concern and return a call in one business day, but no assistance is guaranteed. Case Dispatched

2010 Civic 2HGFG1B80AH [REDACTED]

2003 Civic 2HGES16543H [REDACTED]

2010 Accord 1HGCP2F49AA [REDACTED]

*** CASE MODIFY 11/4/2013 10:15:32 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:15:42 AM, jstarlin

into WIP default and Status of Solving.

Case History

Case ID : N012013-11-0401122

Case Title : (HONDA CITY) -5A-[REDACTED] - EPS SYSTEM MULTIPLE FAILURES

*** CASE MODIFY 11/4/2013 10:15:47 AM, jstarlin into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2013 10:15:49 AM, jstarlin into WIP default and Status of Solving.

*** CASE DISPATCH 11/4/2013 10:15:53 AM, jstarlin from WIP default to Queue Honda Team G.

*** CASE YANKED 11/4/2013 2:27:32 PM, jmccaugh Yanked by jmccaugh into WIPbin default.

*** CASE ASSIGN 11/4/2013 2:27:43 PM, jmccaugh N012013-11-0401122 to mcaldare, WIP

*** CASE MODIFY 11/5/2013 6:49:36 AM, mcaldare into WIP ** default ** and Status of Solving.

*** CASE MODIFY 11/5/2013 6:51:35 AM, mcaldare into WIP ** default ** and Status of Solving.

*** SUBCASE N012013-11-0401122-1 CREATE 11/5/2013 6:52:08 AM, mcaldare Created in WIP Default with Due Date 11/5/2013 6:52:08 AM.

*** NOTES 11/5/2013 6:53:51 AM, mcaldare, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

[REDACTED] called American Honda stating his vehicle has been down for a total of 27 days and mentioned his vehicle's Electric Power Steering pump at the culprit. He stated that the EPS light comes on and the steering in the vehicle gets very heavy [REDACTED] said he would like out of this vehicle now.

Call me as soon as this message is received to discuss what has been done and what is being done now to resolve this situation.

Thank you for your attention to this matter.

Matt Caldarella
Automobile Customer Service
310-783-7735

*** NOTES 11/5/2013 6:55:06 AM, mcaldare, Action Type : Field Service

I sent a message to the SM and DPSM asking that they look into [REDACTED] concerns and follow up with me to discuss this situation further. I asked for information on what has been done to this vehicle and what the issue is now. I asked if the DPSM and techline have been involved as the customer is requesting a new vehicle.

*** NOTES 11/5/2013 6:58:07 AM, mcaldare, Action Type : Call to Customer

I attempted to contact [REDACTED]. The customer was unavailable. I left a voice message for him stating that AHM has received his case regarding concerns he has with his 2013 Honda Accord's EPS. I informed the customer that I have sent a message to the DPSM and SM at Honda City asking them to

Case History

Case ID : N012013-11-0401122

Case Title : (HONDA CITY) -5A- [REDACTED] - EPS SYSTEM MULTIPLE FAILURES

follow up with American Honda and review this situation further. I provided my contact information for any questions or concerns and stated that I would call again this Thursday.

*** CASE MODIFY 11/5/2013 6:58:10 AM, mcaldare

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

*** COMMIT 11/5/2013 6:58:15 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/07/2013 05:00:00 PM.

review with dealership and customer

*** CASE MODIFY 11/5/2013 6:58:38 AM, mcaldare

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

*** NOTES 11/6/2013 11:35:59 AM, mcaldare, Action Type : Call to Dealer

I contacted Mark, SM at Honda City. He informed me that his customer's vehicle at this point has been repaired but mentioned that the customer has had multiple repairs performed. Mark said techline has been involved and he has verified that the power steering on this vehicle will fail on occasion. He stated that working with techline his dealership replaced a power steering rack on 12/30/12 at 5400 miles, then again on 10/4/13 at 7200 miles. He said the vehicle also had a PS control unit replaced and most recently a power steering wire harness replaced. Since the wire harness was replaced he said all has been well but the customer drives the vehicle for a few hundred miles before this concern reoccurs. He stated that [REDACTED] has informed him that she does not feel safe in this vehicle because of the multiple failures and loss of power steering which Mark understands. I asked that he review this information with his DPSM to discuss this matter further and let me know what the DPSM's thoughts are on this matter. He said he would.

*** CASE MODIFY 11/7/2013 8:41:16 AM, mcaldare

into WIP 5A and Status of Solving.

*** NOTES 11/7/2013 8:47:27 AM, mcaldare, Action Type : Field Service

I discussed this customer's concerns with the DPSM. He stated that he is going to follow up with Honda City to discuss this case further but as far as he can tell the wire harness the dealership installed in this vehicle has resolved it's EPS concerns. He stated that he is asking the dealership to close out this RO and ask that the customer come pick the vehicle up at this time. I understood. He said he will call me a later in the day after speaking with the dealership again this afternoon regarding this customer's vehicle.

*** NOTES 11/7/2013 9:37:47 AM, mcaldare, Action Type : Manager

X

*** NOTES 11/7/2013 9:38:58 AM, mcaldare, Action Type : Field Service

X

*** CASE MODIFY 11/7/2013 9:39:06 AM, mcaldare

into WIP 5A and Status of Solving.

*** CASE FULFILL 11/7/2013 9:39:49 AM, mcaldare

Fulfilled for [REDACTED] due 11/07/2013 05:00:00 PM.

*** NOTES 11/7/2013 9:48:49 AM, mcaldare, Action Type : Field Service

I contacted the DPSM once again and was informed that the RO for this customer's vehicle is now closed. He stated that the vehicle is ready to be picked up and the dealership is going to call the customer to arrange this pick up today. I understood. I stated that I will call the customer today and discuss their vehicle's repairs and whether there is anything AHM could do to assist them.

*** CASE MODIFY 11/7/2013 9:48:55 AM, mcaldare

into WIP 5A and Status of Solving.

Case History

Case ID : N012013-11-0401122

Case Title : (HONDA CITY) -5A- [REDACTED] - EPS SYSTEM MULTIPLE FAILURES

*** NOTES 11/7/2013 11:50:17 AM, mcaldare, Action Type : Call from Dealer

I received a call from Mark, SM at Honda City. He informed me that he has not been able to reach this customer at this time after placing 3 calls for him today.

*** CASE MODIFY 11/7/2013 11:50:20 AM, mcaldare

into WIP 5A and Status of Solving.

*** CASE MODIFY 11/7/2013 11:50:28 AM, mcaldare

into WIP 5A and Status of Solving.

*** NOTES 11/7/2013 1:34:36 PM, mcaldare, Action Type : Call to Customer

I attempted to contact [REDACTED] once again with no success. The customer's phone rang continuously with no answer. I will try calling again Monday and send a 10 day letter if there is no response at that time.

*** COMMIT 11/7/2013 1:34:47 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/11/2013 05:00:00 PM.
call customer to review

*** CASE MODIFY 11/7/2013 1:35:00 PM, mcaldare

into WIP 5A and Status of Solving.

*** CASE MODIFY 11/7/2013 1:43:31 PM, mcaldare

into WIP 5A and Status of Solving.

*** NOTES 11/11/2013 12:26:57 PM, mcaldare, Action Type : Call to Customer

I contacted [REDACTED] to discuss his concerns regarding this vehicle's operation. I stated I understand his vehicle has been repaired for concerns relating to this vehicle's electric power steering concern. I stated that I understand he has had this vehicle into Honda City on multiple occasions. I stated that I understand this is very upsetting to have experienced. I stated that I can appreciate why this prompted to call AHM. At this time the dealership informed AHM, our engineer and DPSM that this vehicle has been repaired now with the replacement of the wire harness. The customer was extremely upset. He stated that he does not feel comfortable putting his Wife back in this car. He asked if I would? I stated that I can understand why he would feel that way.

The customer said he is done playing games with AHM, he wants this vehicle replaced and that is all he is willing to discuss. He stated that he has already talked to an Attorney and will be pursuing this in that fashion because he does not feel comfortable putting his Wife back in this vehicle. I stated that AHM would be able to look into discussing other operations with him at this point as a goodwill gesture for the concerns he has been experiencing. The customer did not want to talk about anything but having this vehicle replaced. I understood. He said he is just going to work with his attorney on this case because this is a serious safety concern. I verified the customer had not additional questions. Closing case.

*** NOTES 11/11/2013 12:31:09 PM, mcaldare, Action Type : Field Service

I contacted the DPSM and informed him on the status of this situation. I stated that [REDACTED] only wants to have his vehicle replaced and is not at all interested in any other assistance from AHM. The DPSM understood. He suggested that we look into other options internally. I stated that I would review this with an RM.

*** NOTES 11/11/2013 12:47:21 PM, mcaldare, Action Type : Manager

I reviewed this case with an RM who said that she does not know if this case would be something mediation would accept but suggested I gather all the requested information for mediation to review. If they accept this case I will call the customer to let him know they have, if they do not the case will be closed.

*** NOTES 11/11/2013 12:50:38 PM, mcaldare, Action Type : Field Service

I contacted the DPSM to ask that he get a hold of the dealership and have them fax me all of this customer's RO's as well as all of the customer techline case notes for this situation. I stated that once this is done this case will be reviewed with mediation to verify whether they will accept it. He said he

Case History

Case ID : N012013-11-0401122

Case Title : (HONDA CITY) -5A- [REDACTED] - EPS SYSTEM MULTIPLE FAILURES

would get that to me in a day or so. I thanked the DPSM for his assistance. He agrees with the decision to review this case with mediation.

*** CASE FULFILL 11/11/2013 12:50:43 PM, mcaldare

Fulfilled for [REDACTED] due 11/11/2013 05:00:00 PM.

*** COMMIT 11/11/2013 12:50:44 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/14/2013 05:00:00 PM.

verify the paper work has been received and review it with RM

*** CASE MODIFY 11/11/2013 12:51:10 PM, mcaldare

into WIP 5A and Status of Solving.

*** NOTES 11/12/2013 10:16:55 AM, mcaldare, Action Type : Call to Dealer

I contacted Mark, SM at Honda City and asked that he send me all this customer's techline reference numbers. He agreed to do so. Mark also wanted me to know that he is speaking with his GM and Owner to see if they may be able to get the customer out of this vehicle. He is not sure they can but Mark will let me know what the outcome of that request is. I understood.

*** CASE MODIFY 11/12/2013 10:16:57 AM, mcaldare

into WIP 5A and Status of Solving.

*** NOTES 11/14/2013 12:18:32 PM, mcaldare, Action Type : Field Service

No new information from dealership on vehicle replacement.

*** CASE FULFILL 11/14/2013 12:22:18 PM, mcaldare

Fulfilled for [REDACTED] due 11/14/2013 05:00:00 PM.

*** COMMIT 11/14/2013 12:22:19 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/18/2013 05:00:00 PM.

verify review form outcome

*** CASE MODIFY 11/14/2013 12:22:34 PM, mcaldare

into WIP 5A and Status of Solving.

*** NOTES 11/18/2013 6:27:02 AM, mcaldare, Action Type : Note-General

Mediation has accepted [REDACTED]' case. I am calling to notify the customer.

*** NOTES 11/18/2013 6:31:59 AM, mcaldare, Action Type : Call to Customer

I contacted [REDACTED] and informed him that his case has been accepted by AHM's Mediation group. I stated that he will receive a call within the next 5 days regarding his open case. The customer understood. I verified he had no additional questions. I am now closing this case.

*** SUBCASE N012013-11-0401122-1 CLOSE 11/18/2013 6:32:21 AM, mcaldare

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/18/2013 6:32:23 AM, mcaldare

into WIP 5A and Status of Solving.

*** CASE CLOSE 11/18/2013 6:32:24 AM, mcaldare

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

Case Details

Case ID : N012013-10-0900358	Division : Honda - Auto	Condition : Closed	Open Date : 10/9/2013 8:44:35 AM
Case Originator : Gloria Rijos (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/5/2013 8:54:31 AM
Case Owner : Julie Kim (Team HF)	Method : Phone	Queue :	Days Open : 57
Last Closed By : Julie Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6A-#208621- [REDACTED] - COMPLAINT/STEERING WHEEL LOCK			No. of Attachments : 6

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F76DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F7DJW / A
Miles / Hours :	15,618
In Service Date :	02/06/2013
Months In Use :	8
Engine Number :	K24W11439450
Originating Dealer No. / Name :	206871 / KEN DIXON HONDA
Selling Dealer No. / Name :	206871 / KEN DIXON HONDA
Trim :	EX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206871 / KEN DIXON HONDA
Phone No. :	301-843-8700
Address :	2294 CRAIN HIGHWAY
City / State / Zip :	WALDORF, MD 20601
Svc District / Sls District :	06A / A06
Warranty Labor Rate / Date :	\$105.40 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208621	WALDORF HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-10-0900358-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	510	Steering Column
N012013-10-0900358-2 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-10-0900358-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gloria Rijos	Type 1 : Product	Status : Subcase Close	Open Date : 10/9/2013 8:53:45 AM
Issue Owner : Gloria Rijos	Type 2 : Operation	Queue :	Close Date : 10/9/2013 8:53:56 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steering Malfun 5103
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-10-0900358-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 10/10/2013 6:39:50 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 12/5/2013 8:54:15 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Other 510X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Loyalty Card, CR Generated Gdwill, Documented Concern, No
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
53200-T2A-A12	COLUMN, STEERING	Not Applicable

Check Req Info :

Check Requisition No. : 32188
 Primary Amount : \$1,800.00
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$1,800.00
 Approved By : aharlan
 Approval Date : 11/25/2013
 Status : PROCESSED
 Check No. : 0
 Check Date : 12/1/2013

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : WALDORF, MD ██████████
 Campaign Template # :
 Contention Code :
 Defect Code :
 Category : Regular
 Failed Part # : 53200-T2A-A12

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621-- [REDACTED] - COMPLAINT/STEERING WHEEL LOCK

*** CASE CREATE 10/9/2013 8:44:35 AM, grijos

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

*** CASE MODIFY 10/9/2013 8:52:51 AM, grijos

into WIP default and Status of Solving.

*** NOTES 10/9/2013 8:53:15 AM, grijos, Action Type : Call from Customer

[REDACTED] verified contact info no changes needed.

Customer stated the steering wheel locked this morning when driving and it steered the vehicle to the left and almost caused an accident. She stated she is afraid to drive the vehicle but she is driving it to the DLR and dropping it off and does not want the vehicle. She stated she would like her concern documented.

ACS informed her it has been documented and provided case N012013-10-0900358. She thanked me and required no further assistance.

*** SUBCASE N012013-10-0900358-1 CREATE 10/9/2013 8:53:45 AM, grijos

Created in WIP Default with Due Date 10/9/2013 8:53:45 AM.

*** CASE MODIFY 10/9/2013 8:53:53 AM, grijos

into WIP default and Status of Solving.

*** SUBCASE N012013-10-0900358-1 CLOSE 10/9/2013 8:53:56 AM, grijos

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/9/2013 8:53:59 AM, grijos

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

*** CASE REOPEN 10/9/2013 9:44:11 AM, jstarlin

with Condition of Open and Status of Solving.

*** CASE MODIFY 10/9/2013 9:44:24 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2013 9:44:44 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2013 9:44:51 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2013 9:48:04 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2013 9:48:36 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2013 9:49:26 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2013 9:49:28 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2013 9:53:59 AM, jstarlin

into WIP default and Status of Solving.

*** NOTES 10/9/2013 9:54:26 AM, jstarlin, Action Type : Call from Customer

Updated customers info

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621- [REDACTED] - COMPLAINT/STEERING WHEEL LOCK

Best Contact: [REDACTED]

The customer states that the steering wheel locked while driving and she coasted to the left (but she couldnt turn right). The customer states that she pulled over and turned the car off and restarted it which allowed her to control the car properly to get to a DLR. The customer states that this happened today and the vehicle is at the DLR now and she wont drive it. The customer states that Sales Manager/Mike Council told her he can only get her out of this vehicle at no cost to her if AHM approves it.

The customer states that she has owned several Hondas and never experienced this. ACS informed the customer that no assistance is guaranteed, but a CM will contact her in 1 business day. Case Dispatched

*** CASE MODIFY 10/9/2013 9:54:28 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2013 9:54:30 AM, jstarlin
into WIP default and Status of Solving.

*** CASE MODIFY 10/9/2013 9:54:36 AM, jstarlin
into WIP default and Status of Solving.

*** CASE DISPATCH 10/9/2013 9:54:50 AM, jstarlin
from WIP default to Queue Honda Team F.

*** NOTES 10/9/2013 9:56:41 AM, jstarlin, Action Type : Call from Customer

The customer states that regardless if the DLR finds a problem they can fix she doesnt want the car back

*** CASE ACCEPT 10/9/2013 9:56:41 AM, mkim
from Queue Honda Team F to WIP DEFAULT.

*** COMMIT 10/9/2013 1:45:42 PM, mkim, Action Type :

Made to [REDACTED] due 10/12/2013 01:45:45 PM.

DCS Follow-Up

*** NOTES 10/9/2013 1:47:51 PM, mkim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 10/12/2013

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

The customer stated that the steering wheel locked while driving and she coasted to the left (but she couldnt turn right).

The customer stated that she pulled over and turned the car off and restarted it, which allowed her to control the car properly and take it to your dealership.

Customer stated she spoke to the Sales Manager-Mike Council and was informed the only way he can only get her out of this vehicle at no cost to her if AHM approves it.

Customer is seeking further assistance.

While we don't have all of the facts surrounding the customer's case, our business practice is to make you aware of this information.

In the interest of customer satisfaction, we would like to see if any assistance can be offered as goodwill and resolve this situation as soon as possible.

Please contact me back at your earliest convenience with diagnosis information, mileage, history, retail and warranty cost of the repair for further review.

Thank you for your prompt attention to this matter.

[REDACTED]
Automobile Customer Service

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621--[REDACTED]- COMPLAINT/STEERING WHEEL LOCK

[REDACTED]
*** CASE MODIFY 10/9/2013 1:47:54 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 10/9/2013 1:47:57 PM, mkim
Fulfilled for [REDACTED] due 10/12/2013 01:45:45 PM.

*** COMMIT 10/9/2013 1:47:59 PM, mkim, Action Type : N/A
call cust/call SM

*** NOTES 10/9/2013 1:52:55 PM, mkim, Action Type : Call to Dealer
I called Ken Dixon Honda to speak to SM-John but got his VM.
I left a message requesting a call back.

*** CASE FULFILL 10/9/2013 1:52:59 PM, mkim
Fulfilled for [REDACTED] due 10/10/2013 05:00:00 PM.

*** COMMIT 10/9/2013 1:53:01 PM, mkim, Action Type : N/A
1st attempt: call cust; SM-John called?

*** CASE MODIFY 10/9/2013 1:53:18 PM, mkim
into WIP DEFAULT and Status of Solving.

*** SUBCASE N012013-10-0900358-2 CREATE 10/10/2013 6:39:50 AM, mkim
Created in WIP Default with Due Date 10/10/2013 6:39:50 AM.

*** CASE MODIFY 10/10/2013 6:39:57 AM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 10/10/2013 6:57:47 AM, kheaton, Action Type : Warm Transfer
Customer provided her phone number to reference case

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

Inbound Summary: ACS located CM and transferred the call.

*** CASE MODIFY 10/10/2013 7:03:32 AM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 10/10/2013 11:08:04 AM, mkim, Action Type : Call from Customer
Warm transfer received.

[REDACTED] is calling to inquire about the status on her case.

Customer stated she was driving about 25 to 30 mph when the steering locked and vehicle started driving to the left. Customer said she stepped on her brakes but it would not work and orange light for the steering (EPS) started flashing. Customer said luckily, vehicle was able to slow down on its own and she was able to pull over and turn off the vehicle. When she turned the vehicle back on, the steering worked fine and since she was only few miles away from the dealership, she drove the vehicle slowly over to the dealership. Customer said the day before, while she was driving, vehicle displayed a message stating no key after she had been driving for about 10 to 15 minutes. Customer said vehicle is still at the dealership and since she had purchased an aftermarket extended warranty, she was able to pick up a rental vehicle but they only cover the rental for one day. Customer asked if Honda can assist in providing her with an alternative

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621-- [REDACTED] - COMPLAINT/STEERING WHEEL LOCK

vehicle since the dealership is still trying to figure out whats wrong with the vehicle.

Additionally, customer stated shes concern about the vehicle and really does not want the vehicle back if its not properly repaired. Even after its been repaired, shes not sure if she would feel safe driving the vehicle with her children.

I empathized with the customer about her concern with the vehicle and not feeling safe after what happened.

I inform the customer I will contact the dealership and assist in providing a rental until we have properly diagnose and repair her vehicle. I informed the customer we will have the dealership double check and make sure everything is ok before vehicle is returned to her. I provided my contact information and encourage customer to contact me back if she has any questions or concerns. If not, I offer to follow up with her no later than 10/15/2013. Customer understood.

*** CASE MODIFY 10/10/2013 11:08:23 AM, mkim

into WIP DEFAULT and Status of Solving.

*** NOTES 10/10/2013 11:16:35 AM, mkim, Action Type : Call to Dealer

I called Ken Dixon Honda to speak to SM-Tony but got his VM.

I left a message requesting a call back.

*** CASE FULFILL 10/10/2013 11:17:19 AM, mkim

Fulfilled for [REDACTED] due 10/10/2013 05:00:00 PM.

*** COMMIT 10/10/2013 11:17:22 AM, mkim, Action Type : N/A

call DPSM-6A; SM-Tony called?

*** NOTES 10/11/2013 11:00:52 AM, mkim, Action Type : Call to Dealer

I called Ken Dixon Honda to speak to SM-Tony but got his VM.

I left a message requesting a call back.

*** NOTES 10/11/2013 11:01:28 AM, mkim, Action Type : Field Service

I called and left DPSM-6A a message requesting call back.

*** CASE FULFILL 10/11/2013 11:01:33 AM, mkim

Fulfilled for [REDACTED] due 10/11/2013 05:00:00 PM.

*** COMMIT 10/11/2013 11:01:34 AM, mkim, Action Type : N/A

DPSM-6A called? SM-Tony called?

*** NOTES 10/15/2013 12:57:25 PM, ssann, Action Type : Call from Customer

Customer provided case#.

Customer wants CM full name and AHM.

ACS advised customer of
Mail Box 500-2N-7A
1919 Torrance Blvd
Torrance, Ca, 90501.

ACS provided CM First name.

ACS WT to CM.

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621-- [REDACTED] - COMPLAINT/STEERING WHEEL LOCK

*** NOTES 10/15/2013 12:58:19 PM, ssann, Action Type : Note-General

Correction: Customer wants CM Full name and AHM Mailing Address***

*** NOTES 10/15/2013 1:55:18 PM, mkim, Action Type : Call from Customer

[REDACTED] called and stated the dealership left her a message around 3:30 PM that she can pick up her vehicle and return the rental by 3:00 PM today. customer said since it was already passed 3:00 PM, she will be returning the rental vehicle tomorrow and asked if Honda can assist in trading her out of the vehicle so she can keep her payments the same. Customer stated shes been talking to the SM extensively and hes told her they have not been able to figure out what caused the steering to lock up. Customer said the dealership told her they retrieve an error code and have verified with Honda that this is happened on other 2013 models where motor angle sensor was replaced but the problem was not fixed. Customer stated shes feels unsafe driving the vehicle especially with her two kids and would like Honda to either repair her vehicle or replace the vehicle. Customer stated shes been looking into the Lemon Law and it states brakes and steering issues falls within the Lemon Law guideline. Customer asked what steps she can explore to pursue lemon law.

I informed the customer I will need additional time to contact the dealership and TL to get more information about her vehicle. I informed the customer for more information about lemon law, I referred customer to consumer guide book that came with the vehicle. I informed the customer I will try to contact her back by Friday with more information but encourage customer to contact me back if she has any questions.

*** CASE FULFILL 10/15/2013 1:55:45 PM, mkim

Fulfilled for [REDACTED] due 10/15/2013 05:00:00 PM.

*** COMMIT 10/15/2013 1:55:58 PM, mkim, Action Type : N/A

review w/RM; call cust-f/u

*** CASE MODIFY 10/15/2013 1:57:02 PM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 10/15/2013 2:11:08 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 10/17/2013 2:02:10 PM, aparalej, Action Type : Letter/Fax

On 10/17/13 ACS received a 1-page faxed of Waldorf Honda RO from the customer regarding previous issue.

*** NOTES 10/17/2013 2:02:50 PM, kpittman, Action Type : Letter/Fax

On 10/17/13 ACS received a 2 page letter from the customer regarding the previous concern.

*** CASE ADD ATTACHMENT 10/17/2013 2:30:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0900358_1.pdf

*** CASE ADD ATTACHMENT 10/17/2013 2:30:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0900358_1.PDF

*** CASE ADD ATTACHMENT 10/17/2013 3:00:19 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0900358_3.PDF

*** NOTES 10/18/2013 7:03:28 AM, mkim, Action Type : Call from Dealer

SM-Tony from Ken Dixon Honda called to advised theyve closed the RO and return the vehicle back to the customer.

SM said they could not duplicate any concerns after keeping the vehicle for few days and putting about 30 miles on the vehicle. SM said they did retrieve an EPS code 71-01 but after checking the ground and EPS motor and control unit, no problem was found.

*** CASE MODIFY COMMITMENT 10/18/2013 7:04:00 AM, mkim

with [REDACTED] due 10/18/2013 05:00:00 PM.

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621-- [REDACTED] - COMPLAINT/STEERING WHEEL LOCK

*** CASE MODIFY 10/18/2013 7:04:51 AM, mkim
into WIP 6A and Status of Solving.

*** NOTES 10/18/2013 7:18:50 AM, mkim, Action Type : Call to Dealer

I called Ken Dixon Honda and spoke to SM-Tony.

SM said they traded the customer out yesterday into another Honda Accord since customer is a very loyal customer to the dealership.

*** CASE MODIFY 10/18/2013 7:19:20 AM, mkim
into WIP 6A and Status of Solving.

*** CASE FULFILL 10/18/2013 7:19:22 AM, mkim

Fulfilled for [REDACTED] due 10/18/2013 05:00:00 PM.

*** COMMIT 10/18/2013 7:19:25 AM, mkim, Action Type : N/A

call cust-f/u; offer GW

*** CASE MODIFY 10/18/2013 7:19:54 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY COMMITMENT 10/18/2013 2:31:23 PM, mkim

with [REDACTED] due 10/21/2013 05:00:00 PM.

*** NOTES 10/18/2013 2:31:51 PM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

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

I also left a message to follow up again on 10/24/2013 if I dont hear from her.

*** NOTES 10/21/2013 2:06:36 PM, mkim, Action Type : Call from Dealer

SM-Tony from Ken Dixon Honda called to advise they traded the customer out and into another Accord.

*** CASE FULFILL 10/21/2013 2:06:50 PM, mkim

Fulfilled for [REDACTED] due 10/21/2013 05:00:00 PM.

*** COMMIT 10/21/2013 2:06:55 PM, mkim, Action Type : N/A

cust called? offer GW

*** CASE MODIFY 10/21/2013 2:07:13 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 10/23/2013 12:38:15 PM, kpittman, Action Type : Letter/Fax

On 10/23/13 ACS received a 2 page letter from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 10/23/2013 1:00:22 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0900358_4.PDF

*** CASE MODIFY 10/23/2013 2:28:57 PM, mkim

into WIP 6A and Status of Solving.

*** CASE FULFILL 10/24/2013 9:49:12 AM, mkim

Fulfilled for [REDACTED] due 10/23/2013 05:00:00 PM.

*** COMMIT 10/24/2013 9:49:15 AM, mkim, Action Type : N/A

cust called? offer GW

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621-- [REDACTED] - COMPLAINT/STEERING WHEEL LOCK

*** NOTES 10/24/2013 9:49:27 AM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.
I left a message requesting a call back and provided my contact information.
I also left a message to follow up again on 10/30/2013 if I dont hear from her.

*** NOTES 10/24/2013 12:47:56 PM, mkim, Action Type : Call from Customer

[REDACTED] is returning a message I left before.
Customer stated she traded in her 2013 Accord and got only \$18,500 for the trade but the pay off balance was \$24,000. So, she ended up carrying over almost \$6000.00. Customer stated she purchased a 2014 Accord for \$29,008.24. Customer stated shes had put down some money for down payment and the dealership told her that time to time, Honda does refund the deposit or the down payment and asked if I can reimburse her.

I informed the customer I would not be able refund her the deposit or the down payment at this time. I informed the customer to offset some of the inconvenience shes incurred and in the interest of customer satisfaction, I can offer her an extended warranty.

Customer then stated she had paid \$1485.00 to change the seat covers to leather on the 2013 Accord and asked if Honda can assist her in covering the cost to upgrade the seat covers to leather on her new 2014 Accord.

I informed the customer I would not be able to assist her in replacing the seat cover since that would be altering the vehicle and will void any warranties on the seat or related parts. I informed the customer I will look into offering a her loyalty card as one time GW and asked the customer to fax me a copy of the bill of sale for further review.

Customer stated she will fax me the information tomorrow and I provided the fax number 310-783-3023.

I offer to follow up with her by 10/30/2013. Customer understood.

*** CASE FULFILL 10/24/2013 12:48:16 PM, mkim

Fulfilled for [REDACTED] due 10/30/2013 05:00:00 PM.

*** COMMIT 10/24/2013 12:48:18 PM, mkim, Action Type : N/A

fax rec? review for LC

*** CASE MODIFY 10/24/2013 12:48:40 PM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY COMMITMENT 10/29/2013 2:31:15 PM, mkim

with [REDACTED] due 10/30/2013 05:00:00 PM.

*** CASE MODIFY 10/29/2013 2:31:18 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 10/31/2013 9:19:38 AM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.
I left a message advising the customer that i was still waiting for her to fax in the documents for review.
I provided my contact information and fax #310-783-3023.
I also left a message to follow up again on 11/06/2013 if I dont hear from him.

*** CASE MODIFY 10/31/2013 9:19:41 AM, mkim

into WIP 6A and Status of Solving.

*** CASE FULFILL 10/31/2013 9:19:44 AM, mkim

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621--[REDACTED] - COMPLAINT/STEERING WHEEL LOCK

Fulfilled for [REDACTED] due 10/30/2013 05:00:00 PM.

*** COMMIT 10/31/2013 9:19:45 AM, mkim, Action Type : N/A

fax rec? review for LC

*** CASE MODIFY 10/31/2013 9:19:57 AM, mkim

into WIP 6A and Status of Solving.

*** NOTES 11/1/2013 11:44:50 AM, aschultz, Action Type : Call from Customer

Customer called for CM. ACS was able to contact CM and WT the call.

*** NOTES 11/1/2013 12:40:00 PM, mkim, Action Type : Call from Customer

Customer called and stated she just received all of the paperwork so she will fax it in today.

I provided fax #310-783-3023 and offer to contact her back by 11/6/2012 after Ive had a chance to review.

*** CASE FULFILL 11/1/2013 12:40:09 PM, mkim

Fulfilled for [REDACTED] due 11/06/2013 05:00:00 PM.

*** COMMIT 11/1/2013 12:40:12 PM, mkim, Action Type : N/A

review for LC; Release Form

*** CASE MODIFY 11/1/2013 12:40:26 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 11/4/2013 9:38:35 AM, kpittman, Action Type : Letter/Fax

On 11/1/13 ACS received a 3 page fax of R/O's from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 11/4/2013 10:00:23 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0900358_5.PDF

*** NOTES 11/5/2013 1:00:54 PM, mkim, Action Type : Note-General

Reviewed with RM and will provide customer with a loyalty credit as one time GW in the interest of customer satisfaction.

*** CASE FULFILL 11/5/2013 1:51:26 PM, mkim

Fulfilled for [REDACTED] due 11/05/2013 05:00:00 PM.

*** COMMIT 11/5/2013 1:51:28 PM, mkim, Action Type : N/A

call cust-offer LC; send out release form

*** CASE MODIFY 11/5/2013 2:10:02 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 11/6/2013 1:44:20 PM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED]

I informed the customer I received the documents she faxed in and after reviewing the case further, I informed the customer AHM can offer her \$1800.00 in Loyalty Card as one time GW to offset any inconvenience she's incurred and also in the interest of customer satisfaction. I informed the customer I will mail out two copies of Release Form for her to sign and return to me and once I receive the sign form; I can process the Loyalty Card.

I informed the customer once I process the credit; I informed the customer she will receive the card in the mail within 2-3 weeks.

I encourage customer in contacting me back if she has further questions or concerns.

Customer thanked me and was very satisfied.

I also verified the spelling of the customers full name, mailing address and date of birth: 05/29/1967

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621- [REDACTED] - COMPLAINT/STEERING WHEEL LOCK

*** CASE FULFILL 11/6/2013 1:44:50 PM, mkim

Fulfilled for [REDACTED] due 11/06/2013 05:00:00 PM.

*** NOTES 11/6/2013 1:45:13 PM, mkim, Action Type : Call to Customer

I offered to follow up on 11/13/2013. Customer understood.

*** COMMIT 11/6/2013 1:45:30 PM, mkim, Action Type : N/A

call cust-f/u; Release form rec? process LC

*** CASE MODIFY 11/6/2013 1:45:48 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 11/6/2013 2:02:08 PM, mkim, Action Type : Letter/Fax

Mailed 2 copies of Release Form Fed Ex

RELEASE FORM

1.American Honda Motor Co., Inc. (AHM) shall pay to [REDACTED] (Consumer) the total sum of \$1800.00 in a form of Honda Loyalty Card and in exchange Consumer releases and forever discharges AHM, and its agents and related corporations or entities, from any and all damages or claims arising out of the following conditions alleged to exist or have existed in Consumers 2013 Accord, VIN: 1HGCR2F76DA [REDACTED] (The Vehicle):

Steering wheel issue

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

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

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

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

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

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

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

ACCEPTED:

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621--[REDACTED] - COMPLAINT/STEERING WHEEL LOCK

DATED: SIGNED:
CONSUMER

DATED: SIGNED:
CONSUMER (If VEHICLE co-owned)

File No: N012013-10-0900358

*** CASE MODIFY 11/6/2013 2:02:12 PM, mkim
into WIP 6A and Status of Solving.

*** CASE MODIFY 11/6/2013 2:02:35 PM, mkim
into WIP 6A and Status of Solving.

*** NOTES 11/6/2013 3:01:58 PM, kpittman, Action Type : Note-General
On 11/16/13 Sent fed ex package tracking number 797097431358.

*** NOTES 11/13/2013 1:43:24 PM, mkim, Action Type : Note-General
checked and verified the document was delivered on 11/8/2013.

*** NOTES 11/13/2013 1:43:34 PM, mkim, Action Type : Call to Customer
I called [REDACTED] but got customers VM.
I left a message requesting a call back and provided my contact information.
I also left a message to follow up again on 11/18/2013 if I dont hear from her.

*** CASE MODIFY 11/13/2013 1:43:41 PM, mkim
into WIP 6A and Status of Solving.

*** CASE FULFILL 11/13/2013 1:43:44 PM, mkim
Fulfilled for [REDACTED] due 11/13/2013 05:00:00 PM.

*** COMMIT 11/13/2013 1:43:46 PM, mkim, Action Type : N/A

Release form rec? review for LC

*** NOTES 11/13/2013 2:06:40 PM, mkim, Action Type : Call from Customer
[REDACTED] is returning a message I left before.

Customer said she received the form so she signed one of the copies and mailed it back earlier in the week.
I informed the customer I will process the loyalty card for \$1800.00 once I receive the form and offer to follow up with her once its been processed.
Customer understood.

*** CASE MODIFY 11/13/2013 2:06:59 PM, mkim
into WIP 6A and Status of Solving.

*** CASE MODIFY COMMITMENT 11/18/2013 2:30:05 PM, mkim
with [REDACTED] due 11/19/2013 05:00:00 PM.

*** NOTES 11/20/2013 12:41:00 PM, mkim, Action Type : Note-General
waiting to received Release Form

*** CASE MODIFY COMMITMENT 11/20/2013 12:41:11 PM, mkim

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621--[REDACTED] - COMPLAINT/STEERING WHEEL LOCK

with [REDACTED] due 11/21/2013 05:00:00 PM.

*** CASE MODIFY 11/20/2013 12:41:14 PM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY COMMITMENT 11/21/2013 10:23:56 AM, mkim

with [REDACTED] due 11/25/2013 05:00:00 PM.

*** CASE MODIFY 11/21/2013 10:23:59 AM, mkim

into WIP 6A and Status of Solving.

*** NOTES 11/22/2013 6:28:42 AM, bdixon, Action Type : Letter/Fax

On 11/22/13 ACS received a 1 page letter of a release form from the customer regarding a previous concern.

*** CASE ADD ATTACHMENT 11/22/2013 7:00:20 AM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-10-0900358_6.PDF

*** SUBCASE N012013-10-0900358-2 DISPATCH 11/25/2013 9:01:00 AM, mkim

from WIP SUBCASE to Queue Loyalty - Harlan.

*** NOTES 11/25/2013 9:02:22 AM, mkim, Action Type : Note-General

Requisition Type:Loyalty Card

DPSM involved? No

Total Amount the customer paidN/A

Total Goodwill assistance offered:\$1,800.00

Percentage of Goodwill Authorized: 100%

Reason for goodwill: (input below)

Providing customer with \$1800.00 in loyalty credit as one time GW in the interest of customer satisfaction.

Proof of PaymentN/A

Repair Invoice N/A

*** CASE FULFILL 11/25/2013 9:02:51 AM, mkim

Fulfilled for [REDACTED] due 11/25/2013 05:00:00 PM.

*** COMMIT 11/25/2013 9:02:54 AM, mkim, Action Type : N/A

***call cust/LC

*** CASE MODIFY 11/25/2013 9:03:26 AM, mkim

into WIP 6A and Status of Solving.

*** SUBCASE N012013-10-0900358-2 11/25/2013 12:59:19 PM, aharlan, Action Type :

Check Requisition for 1,800.00 \$ submitted

Check Requisition for 1,800.00 \$ submitted by aharlan

*** SUBCASE N012013-10-0900358-2 RETURN 11/25/2013 1:01:30 PM, aharlan

from Queue Loyalty - Harlan to WIP SUBCASE.

*** NOTES 11/27/2013 10:17:34 AM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to [REDACTED].

I informed the customer I received the Release Form she signed so Ive submitted the request for the Loyalty card of \$1800.00.

Case History

Case ID : N012013-10-0900358

Case Title : 6A-#208621- [REDACTED] - COMPLAINT/STEERING WHEEL LOCK

I informed the customer she should receive the card within 3-4 weeks.

I encourage customer in contacting me back if she has further questions or concerns.

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

*** CASE MODIFY 11/27/2013 10:17:38 AM, mkim

into WIP CK Req/LC and Status of Solving.

*** CASE MODIFY COMMITMENT 11/27/2013 10:17:54 AM, mkim

with [REDACTED] due 12/04/2013 05:00:00 PM.

*** CASE MODIFY 11/27/2013 10:18:00 AM, mkim

into WIP CK Req/LC and Status of Solving.

*** CASE MODIFY COMMITMENT 12/4/2013 2:57:20 PM, mkim

with [REDACTED] due 12/05/2013 05:00:00 PM.

*** SUBCASE N012013-10-0900358-2 CLOSE 12/5/2013 8:54:15 AM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 12/5/2013 8:54:26 AM, mkim

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

*** CASE MODIFY 12/5/2013 8:54:29 AM, mkim

into WIP CK Req/LC and Status of Solving.

*** CASE CLOSE 12/5/2013 8:54:31 AM, mkim

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

Case Details

Case ID : N012013-04-1100334 Division : Honda - Auto Condition : Closed Open Date : 4/11/2013 7:59:42 AM
 Case Originator : Melanee Taylor (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/3/2013 9:31:18 AM
 Case Owner : Farah Sosa (Team HG) Method : Phone Queue : Days Open : 22
 Last Closed By : Farah Sosa (Team HG) Point of Origin : Customer Wipbin :
 Case Title : (HUNTINGTON) 05A - [REDACTED] - POWER STEERING GOES OUT INTER No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCR2F57D [REDACTED]
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CR2F5DEW / A
 Miles / Hours : 5,500
 In Service Date : 01/08/2013
 Months In Use : 3
 Engine Number : K24W11442389
 Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Trim : SPORT
 No. Of Doors : 4
 Transmission Code : CVT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Phone No. : 631-423-6000
 Address : 1055 E.JERICHO TRNPKE
 City / State / Zip : HUNTINGTON, NY 11743
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$112.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-04-1100334-1 [REDACTED] - PRODU	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012013-04-1100334-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Farah Sosa	Type 1 : Product	Status : Subcase Close	Open Date : 4/12/2013 10:35:18 AM
Issue Owner : Farah Sosa	Type 2 : Operation	Queue :	Close Date : 5/3/2013 9:31:18 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc : Other 512X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - Dealer100%, Documented Concern
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-04-1100334

Case Title : (HUNTINGTON) 05A [REDACTED] - POWER STEERING GOES OUT INTERMITTENT

*** CASE CREATE 4/11/2013 7:59:42 AM, mtaylor

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

*** NOTES 4/11/2013 8:07:52 AM, mtaylor, Action Type : Call from Customer

I verified the customers information.

The customers best contact number is: [REDACTED]

The customer contacted ACS and stated that he is having issues with his vehicle. He stated that as he is driving a light displays and all the power steering goes out of his vehicle. He stated that it is a yellow light with a picture of a steering wheel and exclamation point. He stated that he took it to the dealer and they replaced the rack. He stated that it happened again and he video taped it on his phone. He stated that he is going to the dealer on Monday. He stated that he had the remote starter installed. He stated that several times after turning it off the vehicle starts again on its own. The customer stated that this is the third time that it has happened and he wants it fixed or to be put in another vehicle as it is unsafe.

ACS empathized with the customer and documented his concern. ACS is dispatching this case for customer satisfaction and a follow up and review with the dealer and the customer. ACS advised the customer that he will receive a call from a case manager by the end of the business day tomorrow. ACS provided the customer with the case number for reference.

The customer required no further assistance at this time.

*** CASE MODIFY 4/11/2013 8:08:14 AM, mtaylor
into WIP default and Status of Solving.*** CASE MODIFY 4/11/2013 8:08:20 AM, mtaylor
into WIP default and Status of Solving.*** CASE MODIFY 4/11/2013 8:08:21 AM, mtaylor
into WIP default and Status of Solving.*** CASE MODIFY 4/11/2013 8:08:21 AM, mtaylor
into WIP default and Status of Solving.*** CASE DISPATCH 4/11/2013 8:08:30 AM, mtaylor
from WIP default to Queue Honda Team G.*** CASE YANKED 4/12/2013 10:33:24 AM, fsosa
Yanked by fsosa into WIPbin default.*** SUBCASE N012013-04-1100334-1 CREATE 4/12/2013 10:35:18 AM, fsosa
Created in WIP Default with Due Date 4/12/2013 10:35:18 AM.

*** NOTES 4/12/2013 10:40:36 AM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] at [REDACTED] and reached VM. ACS left message introducing RCM and thanked him for the opportunity to review these concerns. ACS advised that we will be doing further research and will also contact Huntington Honda to determine their findings on his upcoming visit. ACS provided RCM contact information and offered following up on 04/17.

*** NOTES 4/12/2013 10:43:11 AM, fsosa, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

The customer [REDACTED] contacted our office regarding the following issue(s): as he is driving a light displays and all the power steering goes out

Case History

Case ID : N012013-04-1100334

Case Title : (HUNTINGTON) 05A - [REDACTED] - POWER STEERING GOES OUT INTERMITTENT

of his vehicle, the rack was replaced in the past. He stated that it happened again and he video taped it on his phone. He is going to the dealer on Monday. In addition, several times after turning it off the vehicle starts again on its own. The customer stated that this is the third time that it has happened and he wants it fixed or to be put in another vehicle as it is unsafe. I will contact your dealer to review past history and address current concerns. Has DPSM been involved? techline?
Thank you for your attention to this matter.

Farah Sosa
Regional Case Manager
Automobile Customer Relations
American Honda Motor Co., Inc.
Direct: (310) 783-7736

*** CASE MODIFY 4/12/2013 10:43:14 AM, fsosa
into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2013 10:43:27 AM, fsosa
into WIP default and Status of Solving.

*** COMMIT 4/12/2013 10:43:30 AM, fsosa, Action Type : N/A

HUNTINGTON - follow up

*** CASE MODIFY 4/12/2013 10:43:57 AM, fsosa
into WIP default and Status of Solving.

*** NOTES 4/15/2013 10:24:02 AM, fsosa, Action Type : Call from Dealer

SA Sean from Huntington Honda called and informed that the vehicle is today at their dealer. He informed that in the past they had replaced p/s assembly. Currently they are performing diagnosis to address concern since the steering is tight. In regards to the vehicle shutting off, the vehicle has an aftermarket remote start and the concern is a matter of operation. The customer may not know how to operate remote properly. He will provide further updates when available.

*** CASE MODIFY 4/15/2013 10:24:06 AM, fsosa
into WIP Working - Other and Status of Solving.

*** NOTES 4/15/2013 10:24:46 AM, fsosa, Action Type : Call from Dealer
Dealer advised that DPSM has been informed.

*** CASE MODIFY 4/15/2013 10:24:49 AM, fsosa
into WIP Working - Other and Status of Solving.

*** CASE MODIFY 4/15/2013 10:55:04 AM, fsosa
into WIP Working - Other and Status of Solving.

*** CASE FULFILL 4/15/2013 2:23:41 PM, fsosa
Fulfilled for [REDACTED] due 04/15/2013 12:00:00 AM.

*** COMMIT 4/15/2013 2:23:44 PM, fsosa, Action Type : N/A

HUNTINGTON - follow up

*** CASE MODIFY 4/15/2013 2:23:51 PM, fsosa
into WIP Working - Other and Status of Solving.

*** NOTES 4/17/2013 10:24:26 AM, fsosa, Action Type : Call to Dealer

Case History

Case ID : N012013-04-1100334

Case Title : (HUNTINGTON) 05A - [REDACTED] - POWER STEERING GOES OUT INTERMITTENT

ACS called Huntington Honda and was informed that SM Craig and SA Sean are not available.

*** CASE MODIFY 4/17/2013 10:24:28 AM, fsosa

into WIP Working - Other and Status of Solving.

*** NOTES 4/18/2013 1:29:10 PM, fsosa, Action Type : Call to Dealer

ACS called Huntington Honda and spoke with SA Sean. Disclosure was provided. SA informed that they are still testing the vehicle. They were able to duplicate the problem when he initially dropped off the vehicle but have not been able to reproduce it again. It is his understanding that the technician is in contact with tech line and DPSM is aware of concern. In the past they replaced the PS box assembly therefore they might take different actions. Further feedback might be available tomorrow.

*** NOTES 4/18/2013 1:32:07 PM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] and the phone rang with no option to leave message. ACS called [REDACTED] and reached VM. ACS left message again introducing RCM. ACS advised having left message previously on his other #. ACS informed that we are in communication with the dealer and currently tests are being performed to determine further actions to address P/S concern. ACS shared that the dealer is seeking having repairs completed accordingly therefore testing to finding the source of concern is vital. ACS offered following up on 04/24 and provided RCM contact information should he wish to reach me.

*** CASE FULFILL 4/18/2013 1:32:25 PM, fsosa

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

*** COMMIT 4/18/2013 1:32:26 PM, fsosa, Action Type : N/A

HUNTINGTON - follow up

*** CASE MODIFY 4/18/2013 1:32:41 PM, fsosa

into WIP Working - Other and Status of Solving.

*** NOTES 4/22/2013 2:01:05 PM, fsosa, Action Type : Call to Dealer

ACS called Huntington Honda and spoke with SA Sean. Disclosure was provided. He informed they called tech line. The vehicle had p/s box codes and they had already replaced it in the past. They instructed to take out after market remote start and bring the vehicle to its original condition. They test drove the vehicle for 287mi, they were not able to duplicate shut off concern and the p/s is no longer tight. They reset p/s codes and after removing aftermarket remote start no codes appeared. They have called the customer who will pick up his vehicle tomorrow. ACS thanked him for the update.

*** CASE FULFILL 4/22/2013 2:01:11 PM, fsosa

Fulfilled for [REDACTED] due 04/22/2013 12:00:00 AM.

*** COMMIT 4/22/2013 2:01:12 PM, fsosa, Action Type : N/A

HUNTINGTON - follow up w customer

*** CASE MODIFY 4/22/2013 2:01:25 PM, fsosa

into WIP Working - Other and Status of Solving.

*** NOTES 4/24/2013 1:54:04 PM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] at [REDACTED] and reached VM. ACS left message following up on dealer visit to ensure assistance went accordingly. ACS was made aware that after market remote start was removed and we trust that the issue has been solved. ACS provided RCM contact information and offered following up on 05/01.

*** CASE FULFILL 4/24/2013 1:54:13 PM, fsosa

Fulfilled for [REDACTED] due 04/24/2013 12:00:00 AM.

*** COMMIT 4/24/2013 1:54:14 PM, fsosa, Action Type : N/A

HUNTINGTON - follow up w customer

Case History

Case ID : N012013-04-1100334

Case Title : (HUNTINGTON) 05A [REDACTED] - POWER STEERING GOES OUT INTERMITTENT

*** CASE MODIFY 4/24/2013 1:54:20 PM, fsosa
into WIP Working - Other and Status of Solving.

*** NOTES 5/3/2013 9:30:53 AM, fsosa, Action Type : Call to Customer

ACS called [REDACTED] at [REDACTED] the customer. Disclosure was provided. ACS advised I am following up with his visit to Huntington Honda. ACS was informed that the after market remote start was removed and would like to ensure that the vehicle is operating fine. The customer stated that the vehicle is driving well, he drives 100mi a day and no further issues have occurred. The aftermarket remote start was sold to him by the dealer and he advised that they have to install it back. ACS suggested speaking with the dealer directly as this is not a defect but a product sold separately to determine if they can provide assistance or check compatibility. The customer understood. He thanked ACS for the follow up and had no further requests at this time. ACS encouraged him contacting our office if needed.

*** CASE MODIFY 5/3/2013 9:31:15 AM, fsosa
into WIP Working - Other and Status of Solving.

*** SUBCASE N012013-04-1100334-1 CLOSE 5/3/2013 9:31:18 AM, fsosa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/3/2013 9:31:18 AM, fsosa

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

Case Details

Case ID : N012014-04-1700193	Division : Honda - Auto	Condition : Closed	Open Date : 4/17/2014 7:36:25 AM
Case Originator : Jose Aldana (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/21/2014 11:44:59 AM
Case Owner : Matt Caldarella (Team HG)	Method : Phone	Queue :	Days Open : 4
Last Closed By : Matt Caldarella (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : (HUNTINGTON) -5A [REDACTED] - VEHICLE CURRENTLY AT DLR/MULTIP No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCR2F57DA [REDACTED]
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CR2F5DEW / A
 Miles / Hours : 20,000
 In Service Date : 01/08/2013
 Months In Use : 15
 Engine Number : K24W11442389
 Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Trim : SPORT
 No. Of Doors : 4
 Transmission Code : CVT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206967 / HUNTINGTON HONDA
 Phone No. : 631-423-6000
 Address : 1055 E.JERICHO TRNPKE
 City / State / Zip : HUNTINGTON, NY 11743
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$112.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-04-1700193-1 / [REDACTED]	PRODU Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012014-04-1700193-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matt Caldarella	Type 1 : Product	Status : Subcase Close	Open Date : 4/18/2014 6:37:08 AM
Issue Owner : Matt Caldarella	Type 2 : Operation	Queue :	Close Date : 4/21/2014 11:44:56 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
Condition Code Desc : Other 512X
Campaign Code / Desc : /
Temperament Code : Safety-Regulatory
Resolutions : Forward to Mediation
Component Category : 03 - Service Brakes Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-04-1700193

Case Title : (HUNTINGTON) -5A [REDACTED] - VEHICLE CURRENTLY AT DLR/MULTIPLE REP

*** CASE CREATE 4/17/2014 7:36:25 AM, jaldana

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

*** NOTES 4/17/2014 7:49:35 AM, jaldana, Action Type : Call from Customer

Updated customer information

Customer's best contact number is [REDACTED]

Customer called in because his vehicle is currently at Huntington Honda because intermittently while driving the power steering while get hard. Customer states this has been an on going issue for the past year, he has taken the vehicle in for the power steering concern about 5-6 times and the dlr has not been able to repair the vehicle. Customer states he has been working with John Sinclair (SM) with his vehicle, but customer no longer wants the vehicle because he it is unsafe and because the dlr has not been able to repair the vehicle. Customer states the dlr called him to pick his vehicle up and he refuses to pick it up because it is going to work fine for a little while and then the power steering will cease and he would have to take it back to the dlr.

ACS advised customer that case would be forwarded to RCM for review. ACS also advised customer that he would be receiving a call by the end of the business day tomorrow.

The customer understood and required no further assistance.

*** CASE MODIFY 4/17/2014 7:50:17 AM, jaldana
into WIP default and Status of Solving.*** CASE DISPATCH 4/17/2014 7:50:31 AM, jaldana
from WIP default to Queue Honda Team G.*** CASE MODIFY 4/17/2014 7:50:34 AM, jaldana
into WIP default and Status of Solving.*** CASE MODIFY 4/17/2014 7:50:38 AM, jaldana
into WIP default and Status of Solving.*** CASE ACCEPT 4/18/2014 5:58:18 AM, mcaldare
from Queue Honda Team G to WIP ** default **.*** CASE MODIFY 4/18/2014 6:36:20 AM, mcaldare
into WIP ** default ** and Status of Solving.*** SUBCASE N012014-04-1700193-1 CREATE 4/18/2014 6:37:08 AM, mcaldare
Created in WIP Default with Due Date 4/18/2014 6:37:08 AM.*** CASE MODIFY 4/18/2014 6:37:10 AM, mcaldare
into WIP ** default ** and Status of Solving.*** NOTES 4/18/2014 6:38:43 AM, mcaldare, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Eric Lorenzen called American Honda stating his 2013 Honda Accord is having power steering issues. The customer claims the steering on his vehicle intermittently tightens up while driving. He claims to have taken the vehicle into your dealership 5 or 6 times with no resolution to his concern.

Case History

Case ID : N012014-04-1700193

Case Title : (HUNTINGTON) -5A [REDACTED] - VEHICLE CURRENTLY AT DLR/MULTIPLE REP

Please call me to discuss this situation.

Thank you for your attention to this matter.

Matt Caldarella
Automobile Customer Service
[REDACTED]

*** NOTES 4/18/2014 6:59:26 AM, mcaldare, Action Type : Field Service

I sent a message to the DPSM notifying him of this customer's case and concerns. I asked that he assist in helping me look into this customer's concerns and resolve this situation.

*** NOTES 4/18/2014 7:12:08 AM, mcaldare, Action Type : Call to Customer

I attempted to contact [REDACTED]. The customer was unavailable. I left a voice message for the customer stating that AHM has received his case and have forwarded this information to the Honda DPSM and dealership. I stated that I will be looking into this matter and calling back by Tuesday of next week. I provided my contact information for any questions or concerns.

*** COMMIT 4/18/2014 7:12:12 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 04/22/2014 05:00:00 PM.
review with dealership and customer

*** CASE MODIFY 4/18/2014 7:12:28 AM, mcaldare
into WIP ** default ** and Status of Solving.

*** NOTES 4/18/2014 7:47:36 AM, mcaldare, Action Type : Call from Dealer

I received a call from Shawn, CR Manager at Huntington Honda. He informed me that this customer's vehicle has been into the dealership on multiple occasions. Shawn said the customer initially came in back at 3K complaining of a failed power steering. He stated that the dealership replaced the electronic power steering (EPS). Then at 5K, roughly a month later the customer was back for lost power steering but the dealership could not verify any stored codes or concerns with the vehicle. At 6K the vehicle was back again and talked to techline. No issue was found and nothing was done.

He stated that at 13K in September of 2013 the customer's vehicle came back in and the dealership replaced the EPS again per techline and a TSB, number 09-043. He stated that now, the vehicle is back at the dealership again and they have been in touch with techline. He stated that techline has asked that the dealership replace this customer's instrument cluster wire harness that attaches to the power steering of the vehicle. That is what Huntington Honda is now doing.

Shawn also stated that the customer has threatened Lemon Law with him as well. Shawn said he explained that the dealership is looking to repair his vehicle but he can pursue this matter further at his discretion.

*** CASE MODIFY 4/18/2014 7:47:41 AM, mcaldare
into WIP 5A and Status of Solving.

*** NOTES 4/18/2014 10:07:21 AM, mcaldare, Action Type : Call from Dealer

I received another call from Shawn, he informed me that he spoke with his tech again and was given new information. He stated that when the vehicle first came in back at 3K, the dealership called techline and replaced a steering rack, not EPS. He stated that then said that every time the vehicle was in techline was called and they are currently working with them now as well. I understood and asked that he keep me posted on any new information on this case. Shawn said he would. I thanked him for his assistance.

*** CASE MODIFY 4/18/2014 10:07:32 AM, mcaldare

Case History

Case ID : N012014-04-1700193

Case Title : (HUNTINGTON) -5A [REDACTED] - VEHICLE CURRENTLY AT DLR/MULTIPLE REP

into WIP 5A and Status of Solving.

*** NOTES 4/18/2014 10:46:28 AM, amontene, Action Type : Call from Customer

Customer called within 24 hours

Best Contact [REDACTED]

Customer is calling to contact their CM.

ACS contacted CM, unfortunately the CM wasn't available. ACS informed customer that ACS will leave a message for the CM to call the customer back.

Customer had no further questions

*** NOTES 4/21/2014 11:44:34 AM, mcaldare, Action Type : Note-General

I received word that an NCDS case has been received by AHM's mediation department. I am closing this case at this time as instructed.

*** SUBCASE N012014-04-1700193-1 CLOSE 4/21/2014 11:44:56 AM, mcaldare

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/21/2014 11:44:57 AM, mcaldare

into WIP 5A and Status of Solving.

*** CASE CLOSE 4/21/2014 11:44:59 AM, mcaldare

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

Case Details

Case ID : N012014-09-1600302	Division : Honda - Auto	Condition : Closed	Open Date : 9/16/2014 8:05:22 AM
Case Originator : Jade Comarcho (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/16/2014 8:19:23 AM
Case Owner : Jade Comarcho (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jade Comarcho (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - VEHICLE BRAKES/STEERING WHEEL LOCKING COMPLAINT No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR2F85DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F8DJNW / A
Miles / Hours :	25,504
In Service Date :	12/28/2012
Months In Use :	21
Engine Number :	K24W11443546
Originating Dealer No. / Name :	208308 / HONDA OF BOWIE
Selling Dealer No. / Name :	208308 / HONDA OF BOWIE
Trim :	EX-L
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208308 / HONDA OF BOWIE
Phone No. :	301-218-3100
Address :	2260 CRAIN HIGHWAY
City / State / Zip :	BOWIE, MD 20716
Svc District / Sls District :	06A / A06
Warranty Labor Rate / Date :	\$110.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-09-1600302-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	410	Front Brakes
N012014-09-1600302-2 / ██████████ - PRODUCT	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-09-1600302-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jade Comarcho	Type 1 : Product	Status : Subcase Close	Open Date : 9/16/2014 8:18:31 AM
Issue Owner : Jade Comarcho	Type 2 : Operation	Queue :	Close Date : 9/16/2014 8:19:23 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012014-09-1600302-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jade Comarcho	Type 1 : Product	Status : Subcase Close	Open Date : 9/16/2014 8:19:12 AM
Issue Owner : Jade Comarcho	Type 2 : Operation	Queue :	Close Date : 9/16/2014 8:19:23 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Other 510X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-09-1600302

[REDACTED] - VEHICLE BRAKES/STEERING WHEEL LOCKING COMPLAINT

*** CASE CREATE 9/16/2014 8:05:22 AM, jcomarch

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

*** NOTES 9/16/2014 8:15:44 AM, jcomarch, Action Type : Call from Customer

Contact Information Updated

Best phone number is: [REDACTED]

Email is [REDACTED]

Customer called to state her vehicle is at HONDA OF BOWIE. She stated on 09/13/14 when she tried to push the break and turn the steering wheel it would not let her do so. She stated she tried to start the vehicle but it would not turn on. She stated she tried to turn the vehicle on and after a few times it turned on. She stated the malfunction lamp, vsa light eps light, and lane departure light were all on when she turned on the vehicle. She stated all the lights cleared after she turned off the vehicle and turned it back on a few times. She stated on 09/14/14 the same thing happened twice to her. She stated on 09/15/14 the same thing happened so she decided to take the vehicle into HONDA OF BOWIE. She stated she just wanted to let AHM know.

ACS informed the customer her concern has been documented and gave the case number. ACS informed the customer that she did the right thing by taking the vehicle into her local Honda dlr. ACS informed the customer to continue to deal with HONDA OF BOWIE. ACS informed the customer she is in the new vehicle limited warranty (3yrs./36k miles) and power train warranty (5yrs./60k miles).

*** SUBCASE N012014-09-1600302-1 CREATE 9/16/2014 8:18:31 AM, jcomarch

Created in WIP Default with Due Date 9/16/2014 8:18:31 AM.

*** SUBCASE N012014-09-1600302-2 CREATE 9/16/2014 8:19:12 AM, jcomarch

Created in WIP Default with Due Date 9/16/2014 8:19:12 AM.

*** CASE CLOSE 9/16/2014 8:19:23 AM, jcomarch

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

*** SUBCASE N012014-09-1600302-1 CLOSE 9/16/2014 8:19:23 AM, jcomarch

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012014-09-1600302-2 CLOSE 9/16/2014 8:19:23 AM, jcomarch

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012014-02-0601568	Division : Honda - Auto	Condition : Closed	Open Date : 2/6/2014 2:21:29 PM
Case Originator : Robert Enriquez (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/20/2014 6:06:34 AM
Case Owner : Walter Menjivar (Team L1)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Walter Menjivar (Team L1)	Point of Origin : Customer	Wipbin :	
Case Title : 05F- [REDACTED] (ACADEMY) VEH DOWN/ STEERING WHEEL LO No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F36D [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F3DEW / A
Miles / Hours :	8,100
In Service Date :	03/30/2013
Months In Use :	11
Engine Number :	K24W11452549
Originating Dealer No. / Name :	207553 / DCH ACADEMY HONDA
Selling Dealer No. / Name :	207553 / DCH ACADEMY HONDA
Trim :	LX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207553 / DCH ACADEMY HONDA
Phone No. :	732-721-3333
Address :	1101 U.S. HIGHWAY 9 N
City / State / Zip :	OLD BRIDGE, NJ 08857
Svc District / Sls District :	05F / G05
Warranty Labor Rate / Date :	\$118.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-02-0601568-1 / [REDACTED]	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-02-0601568-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 2/7/2014 7:39:29 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 2/20/2014 6:06:34 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : No Contact, Documented Concern, Sent Letter
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-02-0601568

Case Title : 05F- [REDACTED] - (ACADEMY) VEH DOWN/ STEERING WHEEL LOCKED

*** CASE CREATE 2/6/2014 2:21:29 PM, renrique

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

*** NOTES 2/6/2014 2:29:31 PM, renrique, Action Type : Call from Customer

CONFIRMED AND UPDATED CUSTOMERS:

NAME
NUMBER
ADDRESS

CUSTOMER DID NOT PROVIDE EMAIL ADDRESS

BEST TELEPHONE [REDACTED]

Dealership:DCH ACADEMY HONDA

Customer called in stating that they can not turn the steering wheel since it feels locked. Customer said that the key will not turn. Customer said that the tires are pointing straight ahead but is not sure why the steering wheel is locked. Customer would like to know what they should do since they are stranded. Customer is upset since they have to go somewhere important tomorrow.

ACS apologized for the experience and advised the customer unfortunately this concern would have to be brought to the attention of the SM at the Honda Dealership. ACS advised that the vehicle would have to be inspected by an authorized Honda Dealership. ACS advised the customer that they should even contact the Honda Dealership to schedule an appointment. ACS provided the CASE NUMBER to this concern. Customer will call DCH ACADEMY HONDA DLR#207553. Customer thanked me and needed no further assistance.

ACS apologized for the experience and advised the customer that the case will be forwarded to a CM for further assistance. ACS advised the customer that there are no guarantee for financial assistance. ACS advised that the CM may call the customer back by the end of the next business day. ACS provided the case number for future references. ACS provided the case number. Customer understood and needed no further assistance.

*** CASE MODIFY 2/6/2014 2:29:42 PM, renrique
into WIP default and Status of Solving.*** CASE MODIFY 2/6/2014 2:29:49 PM, renrique
into WIP default and Status of Solving.*** CASE MODIFY 2/6/2014 2:30:04 PM, renrique
into WIP default and Status of Solving.*** CASE MODIFY 2/6/2014 2:30:07 PM, renrique
into WIP default and Status of Solving.*** CASE MODIFY 2/6/2014 2:30:16 PM, renrique
into WIP default and Status of Solving.*** CASE DISPATCH 2/6/2014 2:30:27 PM, renrique
from WIP default to Queue Honda Team G.

*** CASE ACCEPT 2/7/2014 6:39:12 AM, wmenjiva

Case History

Case ID : N012014-02-0601568

Case Title : 05F- [REDACTED] - (ACADEMY) VEH DOWN/ STEERING WHEEL LOCKED

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

*** SUBCASE N012014-02-0601568-1 CREATE 2/7/2014 7:39:29 AM, wmenjiva

Created in WIP Default with Due Date 2/7/2014 7:39:29 AM.

*** NOTES 2/7/2014 7:43:36 AM, wmenjiva, Action Type : Call to Dealer

ACS briefly discussed the case with DCH Academy Honda SM-Tony who informed AHM that the last time they saw this vehicle was on 9/04/13 at 6042 miles for an oil change. SM said that there are currently no open R.Os. Informed the SM that AHM would contact the customer to find out if she still had an issue.

*** CASE MODIFY 2/7/2014 7:44:00 AM, wmenjiva

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

*** NOTES 2/7/2014 7:50:05 AM, wmenjiva, Action Type : Call to Customer

ACS contacted the customer at [REDACTED] 3, no answer. Left her a voice message introducing myself as the AHM RCM handling the case she had opened with our dept. yesterday, regarding an issue with the steering wheel locking in her 2013 Accord. Informed her that I had spoken with DCH Academy Honda, this morning, and they have not records of this vehicle coming in for this concern, recently. Asked her if she still had this issue, to please give me a call back. Provided my contact information and office hours.

*** COMMIT 2/7/2014 7:50:11 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 02/11/2014 01:00:12 PM.

(Academy) Call cust for 2X

*** CASE MODIFY 2/7/2014 7:50:29 AM, wmenjiva

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

*** NOTES 2/11/2014 6:19:56 AM, wmenjiva, Action Type : Call to Customer

ACS contacted the customer at [REDACTED] no answer. Left her a voice message introducing myself as the AHM RCM handling the case she had opened with our dept. last Thursday, regarding an issue with the steering wheel locking in her 2013 Accord. Asked her if this was still an issue, to please give me a call back. Otherwise, if AHM does not hear back from her within the next day or two, AHM will presume this issue is resolved and will close the case. Thanked her for bringing this matter to our attention. Provided my contact information and office hours.

*** CASE FULFILL 2/11/2014 6:20:02 AM, wmenjiva

Fulfilled for [REDACTED] due 02/11/2014 01:00:12 PM.

*** COMMIT 2/11/2014 6:20:04 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 02/20/2014 08:00:05 AM.

(Academy) Sent the cust a 10-Day Letter

*** NOTES 2/11/2014 6:20:57 AM, wmenjiva, Action Type : Letter/Fax

ACS mailed the customer a 10-Day Letter.

*** CASE MODIFY 2/11/2014 6:21:01 AM, wmenjiva

into WIP 05 and Status of Solving.

*** CASE MODIFY 2/20/2014 6:05:51 AM, wmenjiva

into WIP 05 and Status of Solving.

*** CASE FULFILL 2/20/2014 6:05:54 AM, wmenjiva

Fulfilled for [REDACTED] due 02/20/2014 08:00:05 AM.

*** CASE MODIFY 2/20/2014 6:06:31 AM, wmenjiva

Case History

Case ID : N012014-02-0601568

Case Title : 05F- [REDACTED] - (ACADEMY) VEH DOWN/ STEERING WHEEL LOCKED

into WIP 05 and Status of Solving.

*** CASE CLOSE 2/20/2014 6:06:34 AM, wmenjiva

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

*** SUBCASE N012014-02-0601568-1 CLOSE 2/20/2014 6:06:34 AM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012014-06-1901590 Division : Honda - Auto Condition : Closed Open Date : 6/19/2014 4:01:15 PM
 Case Originator : Mauricio Ochoa (Team CE) Sub Division : Customer Relations Status : Closed Close Date : 7/15/2014 10:28:20 AM
 Case Owner : Juan Martinez (Team HB) Method : Dealer Referred Queue : Days Open : 26
 Last Closed By : Juan Martinez (Team HB) Point of Origin : Customer Wipbin :
 Case Title : 3G(GILLMAN) - [REDACTED] - VEH AT DLR/POWER STEERING-MULTIP No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCR2F51DA [REDACTED]
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CR2F5DEW / A
 Miles / Hours : 27,053
 In Service Date : 02/14/2013
 Months In Use : 16
 Engine Number : K24W11072209
 Originating Dealer No. / Name : 208482 / GILLMAN HONDA OF SAN BENITO
 Selling Dealer No. / Name : 208482 / GILLMAN HONDA OF SAN BENITO
 Trim : SPORT
 No. Of Doors : 4
 Transmission Code : CVT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208482 / GILLMAN HONDA OF SAN BENITO
 Phone No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : [REDACTED]
 Svc District / Sls District : 03G / B03
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-06-1901590-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012014-06-1901590-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlo Isip	Type 1 : Product	Status : Subcase Close	Open Date : 6/20/2014 3:39:40 PM
Issue Owner : Carlo Isip	Type 2 : Operation	Queue :	Close Date : 6/30/2014 1:44:19 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
Condition Code Desc : Other 512X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to 3rdParty, Documented Concern,
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-06-1901590

Case Title : 3G(GILLMAN) - [REDACTED] - VEH AT DLR/POWER STEERING-MULTIPLE REP

*** CASE CREATE 6/19/2014 4:01:15 PM, mochoa

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

*** NOTES 6/19/2014 4:13:08 PM, mochoa, Action Type : Call from Customer

ACS verified customer's information.

Best contact number is [REDACTED]

The customer stated 2 months after purchase he had an issue with power steering system. GILLMAN HONDA OF SAN BENITO had fixed it but he had to return 3x for this concern. The last time was 6-7 months ago, the dealer contacted someone at AHM and the dealer replaced the power steering pump. The power steering locks up and he has almost crashed from the issue happening. The vehicle is currently at the dealership now for the same issue. The customer no longer wants his vehicle and wants it to be replaced or to be reimbursed. The Service Manager Rob McGrann told the customer to call AHM for further assistance. This is the customer's 2nd Honda, he is the original owner, and he does all maintenance at the dealership.

ACS informed the customer that based on the multiple repairs, being the original owner, and his loyalty to Honda and his maintenance, ACS will forward his case to a case manager for further review. ACS provided the case number and informed him he would receive a callback by the close of business tomorrow. The customer asked how long the process would take for reviewing his request and ACS informed the customer he would need to discuss the concern further with the RCM.

*** CASE MODIFY 6/19/2014 4:13:39 PM, mochoa

into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2014 4:14:05 PM, mochoa

into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2014 4:14:24 PM, mochoa

into WIP default and Status of Solving.

*** CASE DISPATCH 6/19/2014 4:14:44 PM, mochoa

from WIP default to Queue Honda Team C.

*** CASE MODIFY 6/19/2014 4:14:49 PM, mochoa

into WIP default and Status of Solving.

*** CASE ACCEPT 6/19/2014 4:58:39 PM, cisip

from Queue Honda Team C to WIP default.

*** CASE MODIFY 6/20/2014 3:34:10 PM, cisip

into WIP default and Status of Solving.

*** SUBCASE N012014-06-1901590-1 CREATE 6/20/2014 3:39:40 PM, cisip

Created in WIP Default with Due Date 6/20/2014 3:39:40 PM.

*** NOTES 6/20/2014 3:46:50 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer and requested for a call back. I provided my contact information.

*** COMMIT 6/20/2014 3:46:57 PM, cisip, Action Type :

Made to [REDACTED] due 06/25/2014 03:52:45 PM.

DCS Follow-Up

*** NOTES 6/20/2014 3:54:25 PM, cisip, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 6/25/2014

Case History

Case ID : N012014-06-1901590

Case Title : 3G(GILLMAN) - [REDACTED] - VEH AT DLR/POWER STEERING-MULTIPLE REP

This customer contacted our office regarding the following issue(s): The customer states that his power steering has locked and prevent him to turn the steering wheel. The customer is seeking a buyback.

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

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Customer repair cost & Warranty Rate? (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Carlo Isip
Automobile Customer Service
310-783-7747
carlo_isip@ahm.honda.com

*** NOTES 6/20/2014 4:19:09 PM, cisip, Action Type : Note-General

Early Warning has been sent to the ZM, DPSM, RM & ACS Management.

*** NOTES 6/23/2014 12:48:45 PM, cisip, Action Type : Call from Customer

I received a call from the customer and updated his information. The customer declined to provide an e-mail address. I introduced myself as the person handling his case. The customer understood and stated that his vehicle is currently at the dlrship. The customer stated that the power steering on his vehicle locked up while his wife was driving the vehicle. The customer stated that his wife was trying to make a right turn and almost got into an accident with his kids in the vehicle. The customer stated that he was told by service manager, Rob to contact American Honda because he no longer wants this vehicle.

The customer stated that he purchased this vehicle in February of 2013 and stated that within 2 months of purchase he was driving on the freeway in between 60-70mph and he stated that the power steering locked up for 10 seconds. The customer stated that after the 10 seconds, the vehicle was able to turn again. The customer stated that he took the vehicle to the dlrship about 3 times before the dlrship performed any types of repairs. The customer stated that the dlrship replaced a motor, but does not know exactly what it is.

The customer stated that the vehicle did not have any issues with the power steering until last week when his wife was driving the vehicle and the power steering locked up again. The customer stated that he took the vehicle to the dlrship again and stated that he has to miss work because of the vehicle. The customer stated that he no longer wants this vehicle because this vehicle is not repaired. The customer stated that he was currently in a loaner car.

I advised the customer that I understand his concerns. I asked the customer if he was at the dlrship when told to contact ACS. The customer stated that he was and the service manager gave him our number. The customer asked what American Honda do for him because he has missed work because of he is taking the vehicle to the dlrship.

I advised the customer that American Honda is the manufacturer and warrantor of the vehicle. I advised the customer that once the vehicle has been repaired, American Honda can look into possibly providing compensation for the inconvenience he has incurred. The customer understood and asked about the Lemon Law.

Case History

Case ID : N012014-06-1901590

Case Title : 3G(GILLMAN) - [REDACTED] - VEH AT DLR/POWER STEERING-MULTIPLE REP

I advised the customer that ACS is not versed in the Lemon Law, therefore would not be able to provide advice, however I can refer him to the NCDS which can be found on page 2 of his warranty booklet. The customer understood.

I advised the customer that I would need to get in contact with the dlrship with regard to his concern and follow up with him no later than 6/25/14. The customer understood. End of call.

*** NOTES 6/23/2014 12:51:09 PM, cisip, Action Type : Note-General

The ZM, DPSM & RM have been notified as this case being listed as "Dealer Referred."

*** CASE MODIFY 6/25/2014 1:38:53 PM, cisip

into WIP 3G and Status of Solving.

*** CASE MODIFY 6/25/2014 1:41:26 PM, cisip

into WIP 3G and Status of Solving.

*** NOTES 6/25/2014 1:42:18 PM, cisip, Action Type : Call to Dealer

Called dlrship: [REDACTED], spoke to service manager, Rob and asked for an update on the customers case. Rob stated that the customer picked up the vehicle yesterday. Rob stated that the replaced the power steering wire harness and the power steering control module per Tech Line's instructions. Rob stated that they received authorization from the DPSM to completed the repair. I asked Rob to please forward the customers repair orders to [REDACTED]. I thanked Rob for his assistance. End of call.

*** NOTES 6/25/2014 1:53:30 PM, cisip, Action Type : Field Service

Called the DPSM, and advised of the customers concerns. The DPSM stated that the vehicle has been repaired by the dlrship. I advised the DPSM that the customer is seeking possible compensation. The DPSM stated to seek the customers expectations. I thanked the DPSM for his assistance. End of call.

*** NOTES 6/25/2014 1:55:26 PM, cisip, Action Type : Call to Customer

Called customer [REDACTED], left a message for the customer and requested for a call back. I provided my contact information.

*** CASE FULFILL 6/25/2014 1:55:40 PM, cisip

Fulfilled for [REDACTED] due 06/25/2014 03:52:45 PM.

*** COMMIT 6/25/2014 1:55:41 PM, cisip, Action Type : N/A

Call customer / Repair Orders rec'd?

*** NOTES 6/30/2014 11:59:34 AM, cisip, Action Type : Call from Customer

I received a call from the customer. I asked the customer if he was satisfied with the repairs that have been made on his vehicle. The customer stated that he does not know, because he had this problem before and the vehicle failed again. The customer stated that he was seeking compensation for his inconvenience by bringing the vehicle to the dlrship for the same issue.

I asked the customer what type of compensation he was seeking. The customer stated that he would like for American Honda to either purchase his vehicle back, or provide him with one year of car payments.

I asked the customer if he would be satisfied if American Honda were to provide him with a Honda Care plan. I advised the customer that the Honda Care plan would extend the limits of his power train warranty. The customer quickly interrupted and stated that he already has a extended warranty plan and stated that he would not be interested in the Honda Care plan.

The customer stated that should American Honda not purchase this vehicle back, he will seek an attorney. I advised the customer that he does have his consumer rights and that I can also refer him to the NCDS. I advised the customer that American Honda is the warrantor and manufacturer of the vehicle and our position is that the vehicle has been repaired under the new vehicle limited warranty parameters and that the extension of a VSC plan is a gesture of good will

Case History

Case ID : N012014-06-1901590

Case Title : 3G(GILLMAN) - [REDACTED] - VEH AT DLR/POWER STEERING-MULTIPLE REP

because of the inconvenience that he has occurred. The customer understood, however stated that he will not accept it and asked for information on the NCDS.

I advised the customer that information on the NCDS can be found on page 2 of his warranty booklet. In addition, I provided the customer with the NCDS phone number of: [REDACTED]. The customer understood and required no further assistance. End of call.

*** NOTES 6/30/2014 12:16:35 PM, cisip, Action Type : Call to Dealer

Called dlrshp: 956-399-2491, spoke to service advisor, Martin. I asked Martin to please fax over copies of the customers repair order to: 310-783-3023. I thanked Martin for his assistance. End of call.

*** NOTES 6/30/2014 12:50:42 PM, aparalej, Action Type : Letter/Fax

On 06/30/14 ACS received a 2 page fax of an RO from the dealer regarding the previous concern.

*** CASE ADD ATTACHMENT 6/30/2014 1:00:19 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-06-1901590_1.pdf

*** CASE MODIFY 6/30/2014 1:44:16 PM, cisip

into WIP 3G and Status of Solving.

*** SUBCASE N012014-06-1901590-1 CLOSE 6/30/2014 1:44:19 PM, cisip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/30/2014 1:44:19 PM, cisip

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

*** CASE REOPEN 7/15/2014 10:25:32 AM, jmartine

with Condition of Open and Status of Solving.

*** NOTES 7/15/2014 10:27:09 AM, jmartine, Action Type : Call from Customer

The customer's information was verified.

Best contact number is [REDACTED]

The customer called to get some additional information from the case he had open with ACS and AHM. The customer wanted the number ACS RCM had provided for NCDS.

ACS informed the customer the phone number was [REDACTED]. The customer understood and required no further assistance.

*** CASE CLOSE 7/15/2014 10:28:20 AM, jmartine

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

Case Details

Case ID : N012014-05-1900041	Division : Honda - Auto	Condition : Closed	Open Date : 5/19/2014 6:15:27 AM
Case Originator : Star Harris (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/1/2014 1:20:56 PM
Case Owner : Lisa Gettler (Team HE)	Method : Phone	Queue :	Days Open : 74
Last Closed By : Lisa Gettler (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : 7N (LARGO) - [REDACTED] - VEHICLE AT DLR/POWER STEERING	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F5XDA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F5DEW / A
Miles / Hours :	20,000
In Service Date :	03/16/2013
Months In Use :	14
Engine Number :	K24W11075970
Originating Dealer No. / Name :	207815 / LARGO HONDA
Selling Dealer No. / Name :	207815 / LARGO HONDA
Trim :	SPORT
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	GN
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207815 / LARGO HONDA
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	07N / C07
Warranty Labor Rate / Date :	\$90.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-05-1900041-1 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-05-1900041-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lisa Gettler	Type 1 : Product	Status : Subcase Close	Open Date : 5/20/2014 6:08:10 AM
Issue Owner : Lisa Gettler	Type 2 : Operation	Queue :	Close Date : 7/24/2014 6:22:23 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, Loyalty Card, Documented Concern,
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Check Req Info :

Check Requisition No. : 10460
 Primary Amount : \$300.00
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$300.00
 Approved By : aharlan
 Approval Date : 6/26/2014
 Status : PROCESSED
 Check No. : 0
 Check Date : 6/29/2014

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : HOMESTEAD, FL ██████████
 Campaign Template # : ██████████
 Contention Code :
 Defect Code :
 Category : Regular
 Failed Part # :

Case History

Case ID : N012014-05-1900041

Case Title : 7N (LARGO) - [REDACTED] VEHICLE AT DLR/POWER STEERING

*** CASE CREATE 5/19/2014 6:15:27 AM, sharris

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

*** CASE MODIFY 5/19/2014 6:19:32 AM, sharris

into WIP default and Status of Solving.

*** CASE MODIFY 5/19/2014 6:20:48 AM, sharris

into WIP default and Status of Solving.

*** NOTES 5/19/2014 6:27:25 AM, sharris, Action Type : Call from Customer

Verified the customer's contact number is [REDACTED]

The customer stated on 5/14 the power steering went out on the Turn pike . She took the vehicle to Largo Honda were the power steering module was replaced . The customer stated she picked the vehicle up on 5/16/14 and the next day the dash light came on with the steering wheel and the steering wheel would only move centimeters so she took the vehicle back in for the second time where it is in service now. The customer stated she was working with the Service Advisor Ozzy Jemenez And the SM John F. She is worried about the safety of the vehicle and scared to drive it.

Apologized for her concern and advised the customer her complaint has been documented. Advised the customer AHM can assist with verifying the proper repair is bineg completed and will contact her with in 1 business day to assist her with finding a proper resolution. The customer stated she was at work and could not stay on the line any long. Provided the case number for future reference.

*** CASE MODIFY 5/19/2014 6:28:21 AM, sharris

into WIP default and Status of Solving.

*** CASE DISPATCH 5/19/2014 6:28:35 AM, sharris

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 5/20/2014 5:47:56 AM, elim

N012014-05-1900041 to lgettler, WIP`

*** NOTES 5/20/2014 6:06:04 AM, lgettler, Action Type : Note-General

ACS verified internally that the customer is the original owner of the vehicle, she has 7 verifiable service visits at the dealership since 2011, and she has owned 1 other verifiable Honda product 2011 Accord 1HGCP2F65BA [REDACTED] (purchased new).

*** CASE MODIFY 5/20/2014 6:06:41 AM, lgettler

into WIP default and Status of Solving.

*** COMMIT 5/20/2014 6:07:02 AM, lgettler, Action Type :

Made to [REDACTED] due 05/23/2014 06:07:05 AM.

DCS Follow-Up

*** NOTES 5/20/2014 6:07:35 AM, lgettler, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/23/2014

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

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

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

Case History

Case ID : N012014-05-1900041

Case Title : 7N (LARGO) - [REDACTED] VEHICLE AT DLR/POWER STEERING

Please provide the following information:

Diagnostic / Date of Visit / Dealer contact (complaint - cause - correction)

Tech line / DPSM involved?

Customer repair cost & Warranty Rate? (Parts and labor)

Current mileage (at time of diagnostic or last service)

Service history, if available

RO #(s)

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

Lisa G.

Automobile Customer Service

*** SUBCASE N012014-05-1900041-1 CREATE 5/20/2014 6:08:10 AM, lgettler

Created in WIP Default with Due Date 5/20/2014 6:08:10 AM.

*** CASE FULFILL 5/20/2014 6:08:15 AM, lgettler

Fulfilled for [REDACTED] due 05/23/2014 06:07:05 AM.

*** COMMIT 5/20/2014 6:08:16 AM, lgettler, Action Type : N/A

Call Customer - 24 Hour

*** CASE MODIFY 5/20/2014 6:08:33 AM, lgettler

into WIP default and Status of Solving.

*** NOTES 5/20/2014 9:25:57 AM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I left a voicemail introducing myself as the case manager handling the case. I advised the customer that I would like to speak to her about her concerns with the vehicle. I provided the customer with my contact information and business hours. I advised the customer that I would follow up with her on or before Thursday May 22nd.

*** CASE FULFILL 5/20/2014 9:26:04 AM, lgettler

Fulfilled for [REDACTED] due 05/20/2014 12:00:00 PM.

*** COMMIT 5/20/2014 9:26:05 AM, lgettler, Action Type : N/A

Customer Called Back?

*** NOTES 5/20/2014 9:45:25 AM, lgettler, Action Type : Call from Customer

The customer called and stated that she has had a problem with the power steering twice, and the dealership was able to duplicate the issue. The customer stated that it felt like a tire was going flat, but the TPMS light was not on. The customer stated that she backed off the accelerator because she was on the highway, and the wheel felt very stiff and the power steering icon was on. The customer stated that she tried as hard as she could to turn the wheel to the right and she wound up about 15 feet in the grass instead of on the exit ramp. The customer stated that she looked in her owners manual and saw that the indicator was the steering, and she should turn the vehicle off and restart it. The customer stated that after restarting the vehicle the icon turned off and the steering wheel was back to normal. The customer stated that she was too scared to drive it, so she had it towed to the dealership the next day.

I asked the customer about her visit with the dealership and the repair. I asked the customer what her expectations are for AH.

Case History

Case ID : N012014-05-1900041

Case Title : 7N (LARGO) - [REDACTED] - VEHICLE AT DLR/POWER STEERING

The customer stated that the dealership initially could not find anything, but they continued to drive the vehicle and then the same thing happened to a technician. The customer stated that the dealership told her that they would place a new power steering module into the vehicle on Friday. The customer stated that she has been working with SM John. The customer stated that she picked up the vehicle on Friday and drove it home with no problems, but it happened again on Saturday afternoon. The customer stated that the steering wheel feels extremely stiff and she is worried about what will happen. The customer stated that on Saturday a technician drove a loaner to her house and he drove the vehicle back to the dealership and did not experience any problems on the way back. The customer stated that this morning she spoke with the dealership and she does not think that they have done anything yet because they are calling TechLine. The customer stated that she wants out of the vehicle because her peace of mind with the vehicle is gone. The customer stated that she wanted to make sure that AH knew about this issue. The customer stated that she is planning to go to the dealership this afternoon to discuss her options.

I advised the customer that I would do further research to determine how best AH can assist with this concern. I advised the customer that I would follow up with her on or before Friday May 23rd.

The customer stated that she is done work after 4pm EST (1pm PST) and that is the best time to reach her.

*** CASE FULFILL 5/20/2014 9:45:33 AM, lgettler

Fulfilled for [REDACTED] due 05/22/2014 12:00:00 AM.

*** COMMIT 5/20/2014 9:45:34 AM, lgettler, Action Type : N/A

Call Customer after 1pm PST

*** COMMIT 5/20/2014 9:45:43 AM, lgettler, Action Type : N/A

Call DLR

*** NOTES 5/21/2014 6:44:53 AM, lgettler, Action Type : Call to Dealer

I called the dealership and left a voicemail for SM John advising the SM that I was calling to discuss our customers concerns. I provided the SM with my contact information and business hours.

*** CASE FULFILL 5/21/2014 6:45:03 AM, lgettler

Fulfilled for [REDACTED] due 05/21/2014 12:00:00 AM.

*** COMMIT 5/21/2014 6:45:05 AM, lgettler, Action Type : N/A

Call DLR

*** NOTES 5/22/2014 6:52:35 AM, lgettler, Action Type : Call to Dealer

I called the dealership and left a voicemail for SM John. I advised the SM that I was calling to discuss our customers concerns. I provided the SM with my contact information and business hours.

*** CASE FULFILL 5/22/2014 6:52:46 AM, lgettler

Fulfilled for [REDACTED] due 05/22/2014 12:00:00 AM.

*** NOTES 5/22/2014 1:25:39 PM, lgettler, Action Type : Call from Dealer

SM John advised me that the customer has traded out of the vehicle and now has a 2014 Accord. The SM advised me that they are fixing the power steering box and will keep the vehicle for a week to make sure there are no issues before selling it.

*** NOTES 5/23/2014 1:22:04 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]

The customer stated that she traded in the 2013 Accord and she purchased a 2014 CR-V. The customer stated that she is enjoying the CR-V so far. The customer stated that she had a lot of negative equity that was transferred over to her new loan and now she has an 84 month payment schedule. The customer

Case History

Case ID : N012014-05-1900041

Case Title : 7N (LARGO) - [REDACTED] - VEHICLE AT DLR/POWER STEERING

stated that she is happy with her now 3rd Honda, but she now has financial concerns. The customer stated that the staff at the dealership has been wonderful.

I advised the customer that I would document the information. I advised the customer that I would like to review the options to see how AH can make this a better experience for her. I advised the customer that I would follow up with her on Thursday May 29th.

*** CASE FULFILL 5/23/2014 1:22:12 PM, lgettler

Fulfilled for [REDACTED] due 05/23/2014 12:00:00 AM.

*** COMMIT 5/23/2014 1:22:14 PM, lgettler, Action Type : N/A

Call Customer

*** NOTES 5/29/2014 12:24:54 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED] I left a voicemail advising the customer that I was calling to provide her with an update on her case. I provided the customer with my contact information and business hours. I advised the customer that I would follow up with her on or before Wednesday June 4th.

*** CASE FULFILL 5/29/2014 12:25:00 PM, lgettler

Fulfilled for [REDACTED] due 05/29/2014 12:00:00 AM.

*** COMMIT 5/29/2014 12:25:02 PM, lgettler, Action Type : N/A

Customer Called Back?

*** NOTES 6/4/2014 11:53:42 AM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I left a voicemail advising the customer that I was calling to provide an update on her case. I provided the customer with my contact information and business hours. I advised the customer that I would follow up with her on or before Wednesday June 11th.

*** CASE FULFILL 6/4/2014 11:53:47 AM, lgettler

Fulfilled for [REDACTED] due 06/04/2014 12:00:00 AM.

*** COMMIT 6/4/2014 11:53:48 AM, lgettler, Action Type : N/A

Customer Left Voicemail/After 1pm PST

*** NOTES 6/5/2014 11:00:44 AM, lgettler, Action Type : Call from Customer

The customer left a voicemail at 9:43am PST on Thursday June 5th. The customer stated that she can be reached at [REDACTED] after 1pm PST.

*** CASE MODIFY COMMITMENT 6/5/2014 11:01:06 AM, lgettler

with [REDACTED] due 06/06/2014 12:00:00 AM.

*** NOTES 6/5/2014 1:59:49 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED] I asked the customer how her new vehicle was working out.

The customer stated that she was getting used to the CR-V and she liked the vehicle a lot so far.

I advised the customer that I had reviewed the options to see how AH could make this a better experience for her. I advised the customer that AH would like to provide her with a Honda Loyalty Card in the amount of \$300. I advised the customer that the loyalty card was good at any Honda dealership for parts, sales, and service, and was good for 1 year.

The customer stated that she would like some time to think about the offer.

I advised the customer that the offer was good for 30 days. I advised the customer that I would follow up with her on or before Wednesday June 11th.

Case History

Case ID : N012014-05-1900041

Case Title : 7N (LARGO) - [REDACTED] - VEHICLE AT DLR/POWER STEERING

*** CASE FULFILL 6/5/2014 1:59:56 PM, lgettler

Fulfilled for [REDACTED] due 06/06/2014 12:00:00 AM.

*** COMMIT 6/5/2014 1:59:57 PM, lgettler, Action Type : N/A

Call Customer After 1pm PST

*** NOTES 6/11/2014 1:15:47 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I left a voicemail advising the customer that I was calling to see if she had made a decision regarding AHs offer. I provided the customer with my contact information and business hours. I advised the customer that I would follow up with her on or before Wednesday June 18th.

*** CASE FULFILL 6/11/2014 1:15:51 PM, lgettler

Fulfilled for [REDACTED] due 06/11/2014 12:00:00 AM.

*** COMMIT 6/11/2014 1:15:52 PM, lgettler, Action Type : N/A

Customer Called Back?

*** NOTES 6/18/2014 10:05:38 AM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I left a voicemail advising the customer that I was calling to see if she had made a decision regarding AHs offer. I provided the customer with my contact information and business hours. I advised the customer that I would follow up with her on or before Monday June 23rd.

*** CASE FULFILL 6/18/2014 10:05:43 AM, lgettler

Fulfilled for [REDACTED] due 06/18/2014 12:00:00 AM.

*** COMMIT 6/18/2014 10:05:44 AM, lgettler, Action Type : N/A

Customer Called Back? Final Attempt/After 1pm PST

*** NOTES 6/23/2014 1:13:33 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I left a voicemail advising the customer that I was calling to see if she had made a decision regarding AHs offer. I provided the customer with my contact information and business hours. I advised the customer that this was my 3rd attempt to reach her with no response. I advised the customer that if I did not hear back from her before the close of business on Wednesday June 25th I would consider the issue resolved and close her case. I advised the customer that the loyalty card offer was good for 30 days from June 5th and if she decided to accept the offer she could contact me directly.

*** CASE FULFILL 6/23/2014 1:13:39 PM, lgettler

Fulfilled for [REDACTED] due 06/23/2014 12:00:00 AM.

*** COMMIT 6/23/2014 1:13:40 PM, lgettler, Action Type : N/A

No Response, Close Case

*** NOTES 6/23/2014 1:48:38 PM, lgettler, Action Type : Call from Customer

The customer left a voicemail at 1:37pm PST on Monday June 23rd. The customer stated that she received my voicemail.

*** NOTES 6/23/2014 1:55:56 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I had received her voicemail.

The customer stated that she could not remember how long the loyalty card was good for.

I advised the customer that the loyalty card was good for 1 year.

Case History

Case ID : N012014-05-1900041

Case Title : 7N (LARGO) - [REDACTED] VEHICLE AT DLR/POWER STEERING

The customer stated that she is concerned that she will not use the full \$300 in one year.

I advised the customer that if the loyalty card expired with an amount remaining on it, she could contact ACS again and the remaining amount could be put on a new card as a one-time courtesy.

The customer stated that she would like to accept AHs offer for the loyalty card.

I verified the customers mailing address and email address. I advised the customer that the loyalty card takes about 4-6 weeks to process and mail and she should receive it within that time frame.

The customer understood.

*** SUBCASE N012014-05-1900041-1 NOTES 6/23/2014 1:58:37 PM, lgettler, Action Type : Note-General

Requisition Type:Loyalty Card

DPSM involved? No

Total Amount the customer paidN/A

Total Goodwill assistance offered:\$300.00

Percentage of Goodwill Authorized: N/A

Reason for goodwill:

Loyalty Card being offered to the customer to improve customer experience with Honda products.

I have verified the following information for the customer:

[REDACTED]
[REDACTED]
[REDACTED]
Homestead, FL [REDACTED]

DOB: December 26, 1972

*** CASE MODIFY 6/23/2014 1:58:40 PM, lgettler

into WIP District 7N and Status of Solving.

*** SUBCASE N012014-05-1900041-1 DISPATCH 6/23/2014 1:58:59 PM, lgettler

from WIP Subcases to Queue Loyalty - Harlan.

*** CASE FULFILL 6/23/2014 1:59:10 PM, lgettler

Fulfilled for [REDACTED] due 06/25/2014 12:00:00 AM.

*** COMMIT 6/23/2014 1:59:11 PM, lgettler, Action Type : N/A

Loyalty Card Status?

*** SUBCASE N012014-05-1900041-1 6/26/2014 2:14:47 PM, aharlan, Action Type :

Check Requisition for 300.00 \$ submitted

Check Requisition for 300.00 \$ submitted by aharlan

*** SUBCASE N012014-05-1900041-1 RETURN 6/26/2014 2:14:52 PM, aharlan

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-05-1900041

Case Title : 7N (LARGO) - [REDACTED] - VEHICLE AT DLR/POWER STEERING

from Queue Loyalty - Harlan to WIP Subcases.

*** NOTES 6/26/2014 2:18:36 PM, lgettler, Action Type : Call from Customer

The customer left a voicemail at 6:09am PST on Thursday June 26th. The customer stated that she can be reached at [REDACTED].

*** COMMIT 6/26/2014 2:18:41 PM, lgettler, Action Type : N/A

Customer Left Voicemail

*** NOTES 6/27/2014 6:48:23 AM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I left a voicemail advising the customer that I had received her voicemail and wanted to speak to her about her concerns. I provided the customer with my contact information and business hours. I advised the customer that I would follow up with her on or before Wednesday July 2nd.

*** CASE FULFILL 6/27/2014 6:48:43 AM, lgettler

Fulfilled for [REDACTED] due 06/27/2014 12:00:00 AM.

*** COMMIT 6/27/2014 6:48:44 AM, lgettler, Action Type : N/A

Customer Called Back?

*** CASE FULFILL 7/2/2014 6:47:12 AM, lgettler

Fulfilled for [REDACTED] due 07/02/2014 12:00:00 AM.

*** NOTES 7/2/2014 8:04:02 AM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I had received her voicemail and wanted to discuss her concerns. I asked the customer what her expectations are for AH.

The customer stated that she picked up her mail and she received letters. The customer stated that the dealership used her application from the prior year when she purchased the 2013 Accord for the purchase of the 2014 CR-V even though she had not authorized her credit to be run either verbally or by signature. The customer stated that she received 5 rejection letters from a date that she was not even at the dealership and her credit score has gone down 30 points and 2 cards have contacted her telling her that her APRs are changing because of these inquires. The customer stated that this has turned into a larger financial deal than she thought it would be. The customer stated that she is very frustrated because she thought everything was resolved but these letters make her think otherwise. The customer stated that she is not sure what AH can do to help her. The customer stated that if she knew that it would lead to that many credit rejections and her other accounts (credit cards and auto insurance).

I advised the customer that I would speak with the dealership about the situation. I advised the customer that I would follow up with her on Wednesday July 9th.

The customer stated that after 1pm PST is the best time to reach her.

*** COMMIT 7/2/2014 8:04:12 AM, lgettler, Action Type : N/A

Call Customer after 1pm PST

*** COMMIT 7/2/2014 8:04:27 AM, lgettler, Action Type : N/A

Call DLR - Sales

*** CASE FULFILL 7/2/2014 8:21:33 AM, lgettler

Fulfilled for [REDACTED] due 07/02/2014 12:00:00 AM.

*** NOTES 7/7/2014 10:18:57 AM, lgettler, Action Type : Call to Dealer

I called the dealership and spoke with Finance Manager Steve. The FM advised me that they send out multiple requests to the banks to get her the lowest rate

Case History

Case ID : N012014-05-1900041

Case Title : 7N (LARGO) - [REDACTED] - VEHICLE AT DLR/POWER STEERING

possible and three banks have to send a letter to the customer advising of the rejection. The FM advised me that the customer was upside down by about \$7000 when she purchased the 2014 CR-V and most likely that is why many banks rejected her. The FM advised me that the customer's vehicle was financed on May 20th. The FM advised me that this is normal when a vehicle is purchased so quickly and there is nothing they can do to stop this process if the customer wants the lowest rate possible and the longest financing time, which they try to get for the customer.

*** CASE FULFILL 7/7/2014 10:19:04 AM, lgettler

Fulfilled for [REDACTED] due 07/07/2014 12:00:00 AM.

*** NOTES 7/9/2014 1:53:29 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I left a voicemail advising the customer that I was calling to provide her with an update on her case. I provided the customer with my contact information and business hours. I advised the customer that I would follow up with her on or before Tuesday July 15th.

*** CASE FULFILL 7/9/2014 1:53:36 PM, lgettler

Fulfilled for [REDACTED] due 07/09/2014 12:00:00 AM.

*** COMMIT 7/9/2014 1:53:37 PM, lgettler, Action Type : N/A

Customer Called Back? After 1pm PST

*** NOTES 7/15/2014 1:21:28 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I left a voicemail advising the customer that I was calling to provide her with an update on her case. I provided the customer with my contact information and business hours. I advised the customer that I would follow up with her on or before Monday July 21st.

*** CASE FULFILL 7/15/2014 1:21:35 PM, lgettler

Fulfilled for [REDACTED] due 07/15/2014 12:00:00 AM.

*** COMMIT 7/15/2014 1:21:36 PM, lgettler, Action Type : N/A

Customer Called Back? Final Attempt after 1 PST

*** NOTES 7/21/2014 1:33:17 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I left a voicemail advising the customer that I was calling to provide her with an update on her case. I provided the customer with my contact information and business hours. I advised the customer that this was my 3rd attempt to reach her with no response. I advised the customer that if I did not hear back from her before the close of business on Wednesday July 23rd I would consider the issue resolved and close the case.

*** CASE FULFILL 7/21/2014 1:33:23 PM, lgettler

Fulfilled for [REDACTED] due 07/21/2014 12:00:00 AM.

*** COMMIT 7/21/2014 1:33:24 PM, lgettler, Action Type : N/A

No Response, Close Case

*** NOTES 7/24/2014 6:21:30 AM, lgettler, Action Type : Note-General

No response from the customer. Case Closed.

*** CASE FULFILL 7/24/2014 6:22:18 AM, lgettler

Fulfilled for [REDACTED] due 07/23/2014 12:00:00 AM.

*** CASE MODIFY 7/24/2014 6:22:21 AM, lgettler

into WIP District 7N and Status of Solving.

*** SUBCASE N012014-05-1900041-1 CLOSE 7/24/2014 6:22:23 AM, lgettler

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/24/2014 6:22:23 AM, lgettler

Case History

Case ID : N012014-05-1900041

Case Title : 7N (LARGO) - [REDACTED] VEHICLE AT DLR/POWER STEERING

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

*** CASE REOPEN 7/24/2014 11:33:10 AM, lgettler

with Condition of Open and Status of Solving.

*** NOTES 7/24/2014 11:33:42 AM, lgettler, Action Type : Call from Customer

The customer left a voicemail at 10:41am PST on Thursday July 24th. The customer stated that she could be reached at [REDACTED].

*** COMMIT 7/24/2014 11:34:22 AM, lgettler, Action Type : N/A

Customer Left Voicemail - After 1 PST

*** NOTES 7/25/2014 1:08:58 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I left a voicemail advising the customer that I had received her voicemail and wanted to touch base with her to provide her with an update on her case. I provided the customer with my contact information and business hours. I advised the customer that I would follow up with her on or before Wednesday July 30th.

*** CASE FULFILL 7/25/2014 1:09:16 PM, lgettler

Fulfilled for [REDACTED] due 07/25/2014 12:00:00 AM.

*** COMMIT 7/25/2014 1:09:17 PM, lgettler, Action Type : N/A

Customer Called Back? After 1 PST

*** NOTES 7/30/2014 1:43:25 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I was calling to discuss the concerns she was having with the dealership.

At this point the call was disconnected. I tried again and was unable to get through.

*** CASE MODIFY COMMITMENT 7/30/2014 1:43:38 PM, lgettler

with [REDACTED] due 08/01/2014 12:00:00 AM.

*** NOTES 8/1/2014 1:20:39 PM, lgettler, Action Type : Call to Customer

I called the customer at [REDACTED]. I advised the customer that I had spoken with FM Steve and he had advised me that the dealership did send out multiple requests to the banks to get her the lowest rate possible and three banks have to send a letter to the customer advising of the rejection. The FM advised me that the customer was upside down by about \$7000 when she purchased the 2014 CR-V and most likely that is why many banks rejected her.

The customer stated that she understood and she is ready to put this issue behind her. The customer stated that she received the loyalty card (but has not activated it yet) and thanked ACS for the follow-up.

I advised the customer that her case would be closed at this time, but if she had any further concerns she should not hesitate to contact ACS again.

The customer understood. No further assistance is needed. Case Closed.

*** CASE FULFILL 8/1/2014 1:20:52 PM, lgettler

Fulfilled for [REDACTED] due 08/01/2014 12:00:00 AM.

*** CASE MODIFY 8/1/2014 1:20:55 PM, lgettler

into WIP District 7N and Status of Solving.

*** CASE CLOSE 8/1/2014 1:20:56 PM, lgettler

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

Case Details

Case ID : N012014-05-3000500	Division : Honda - Auto	Condition : Closed	Open Date : 5/30/2014 9:24:13 AM
Case Originator : Mayra Castro (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/19/2014 9:58:40 AM
Case Owner : Lilia Tafoya (Team HE)	Method : Phone	Queue :	Days Open : 20
Last Closed By : Lilia Tafoya (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : 7M (RICK CASE HONDA) - [REDACTED] - POWER STEERING CONCERN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F80DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F8DKNW / A
Miles / Hours :	4,050
In Service Date :	02/25/2013
Months In Use :	15
Engine Number :	K24W11076467
Originating Dealer No. / Name :	207391 / AUTONATION HONDA HOLLYWOOD
Selling Dealer No. / Name :	208299 / RICK CASE HONDA
Trim :	EX-LNAV
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208299 / RICK CASE HONDA
Phone No. :	954-364-3000
Address :	15700RICKCASE HONDA WY
City / State / Zip :	DAVIE, FL 33331
Svc District / Sls District :	07M / C07
Warranty Labor Rate / Date :	\$119.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-05-3000500-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012014-05-3000500-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lilia Tafoya	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2014 6:12:20 AM
Issue Owner : Lilia Tafoya	Type 2 : Operation	Queue :	Close Date : 6/19/2014 9:58:40 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc : Other 512X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-05-3000500

Case Title : 7M (RICK CASE HONDA) - [REDACTED] - POWER STEERING CONCERN

*** CASE CREATE 5/30/2014 9:24:13 AM, mcastro

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

*** CASE MODIFY 5/30/2014 9:25:17 AM, mcastro

into WIP default and Status of Solving.

*** CASE MODIFY 5/30/2014 9:26:45 AM, mcastro

into WIP default and Status of Solving.

*** CASE MODIFY 5/30/2014 9:31:51 AM, mcastro

into WIP default and Status of Solving.

*** NOTES 5/30/2014 9:40:23 AM, mcastro, Action Type : Call from Customer

[REDACTED]
[REDACTED]
DAVIE FL [REDACTED]

BEST CONTACT NUMBER [REDACTED]

EMAIL [REDACTED]

The customer states that her power steering system is not working properly. The customer states that 4/26/14 that she was leaving church and she started driving and when she tried to make a turn the steering wheel wouldn't turn. The customer states that on 4/28/14 the same thing happened and she had the vehicle towed to Rick Case Honda. They advised her that they reset EPS system. The customer states that the steering was still tight. The customer states that on 5/15/14 the steering wheel wouldn't turn and she had the vehicle towed into the dealer again. They advised her that they replaced the steering rack and the vehicle should be fine. She states that she is still having the same problem and she is very concerned.

ACS advised the customer that her case will be forwarded to a case manager. Advised her that she will be contacted by a case manager by the end of the next business day. Provided her case number and she had no further questions.

*** CASE MODIFY 5/30/2014 9:40:25 AM, mcastro

into WIP default and Status of Solving.

*** CASE MODIFY 5/30/2014 9:40:31 AM, mcastro

into WIP default and Status of Solving.

*** CASE DISPATCH 5/30/2014 9:41:24 AM, mcastro

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 5/30/2014 2:22:22 PM, Itafoya

from Queue Honda Team E to WIP OTHER.

*** SUBCASE N012014-05-3000500-1 CREATE 6/2/2014 6:12:20 AM, Itafoya

Created in WIP Default with Due Date 6/2/2014 6:12:20 AM.

*** COMMIT 6/2/2014 6:12:26 AM, Itafoya, Action Type : N/A

Made to [REDACTED] due 06/02/2014 09:12:27 PM.

RICK CASE HONDA: 24 hrs

*** CASE MODIFY 6/2/2014 6:12:39 AM, Itafoya

into WIP W-DEFAULT and Status of Solving.

Case History

Case ID : N012014-05-3000500

Case Title : 7M (RICK CASE HONDA) - [REDACTED] - POWER STEERING CONCERN

*** NOTES 6/2/2014 8:40:58 AM, Itafoya, Action Type : Call to Customer

[REDACTED] : I left a message introducing myself as the CM, I provided my contact information and stated that I will follow up again by 06/04/2014.

*** CASE FULFILL 6/2/2014 8:45:28 AM, Itafoya

Fulfilled for [REDACTED] due 06/02/2014 09:12:27 PM.

*** COMMIT 6/2/2014 8:45:29 AM, Itafoya, Action Type : N/A

RICK CASE HONDA: call the dlr

*** CASE MODIFY 6/2/2014 8:45:43 AM, Itafoya

into WIP RICK CASE and Status of Solving.

*** NOTES 6/4/2014 12:34:44 PM, Itafoya, Action Type : Call to Customer

I spoke with [REDACTED] and made her aware that I was calling with regard to her case. I stated that per the information on file she is having issue with the power steering. The customer stated that its hard when turning at times however it has not down it lately, I suggested she set up an appointment to have the vehicle inspected. The customer stated that she had an appointment yesterday but was not feeling well however she will be going in tomorrow.

I agreed to follow up by Friday, the customer stated that she will not be available on Friday therefore I agree to follow up by Monday 9, 2014.

*** CASE FULFILL 6/4/2014 12:34:59 PM, Itafoya

Fulfilled for [REDACTED] due 06/04/2014 12:00:00 AM.

*** COMMIT 6/4/2014 12:35:01 PM, Itafoya, Action Type : N/A

RICK CASE HONDA: call the dlr

*** CASE MODIFY 6/4/2014 12:35:10 PM, Itafoya

into WIP RICK CASE and Status of Solving.

*** NOTES 6/6/2014 10:01:11 AM, Itafoya, Action Type : Call to Dealer

I left a message for Alex SM requesting that he please contact ACS.

*** CASE FULFILL 6/6/2014 10:02:57 AM, Itafoya

Fulfilled for [REDACTED] due 06/06/2014 12:00:00 AM.

*** COMMIT 6/6/2014 10:02:59 AM, Itafoya, Action Type : N/A

RICK CASE HONDA: contact the dlr and the customer

*** CASE MODIFY 6/6/2014 10:03:17 AM, Itafoya

into WIP RICK CASE and Status of Solving.

*** NOTES 6/11/2014 2:16:28 PM, Itafoya, Action Type : Call to Customer

[REDACTED] I left a message for the customer asking if she was able to take the car in to the dlr for inspection. I provided my contact information and stated that I will follow up by 06/13/2014.

*** CASE FULFILL 6/11/2014 2:16:34 PM, Itafoya

Fulfilled for [REDACTED] due 06/09/2014 12:00:00 AM.

*** COMMIT 6/11/2014 2:16:36 PM, Itafoya, Action Type : N/A

RICK CASE HONDA: call customer and dlr

*** CASE MODIFY 6/11/2014 2:16:50 PM, Itafoya

into WIP RICK CASE and Status of Solving.

*** NOTES 6/13/2014 2:21:48 PM, Itafoya, Action Type : Call to Customer

Case History

Case ID : N012014-05-3000500

Case Title : 7M (RICK CASE HONDA) - [REDACTED] - POWER STEERING CONCERN

[REDACTED] : I left a message for the customer asking if she was able to take the car in to the dlr for inspection. I provided my contact information and stated that I will follow up by 06/18/2014.

*** CASE FULFILL 6/13/2014 2:21:56 PM, Itafoya

Fulfilled for [REDACTED] due 06/13/2014 12:00:00 AM.

*** COMMIT 6/13/2014 2:21:58 PM, Itafoya, Action Type : N/A

RICK CASE HONDA: call customer and dlr

*** CASE MODIFY 6/13/2014 2:22:05 PM, Itafoya

into WIP RICK CASE and Status of Solving.

*** NOTES 6/17/2014 1:23:47 PM, Itafoya, Action Type : Call to Dealer

I spoke with Alex SM and made him aware that I was calling with regard to [REDACTED]. He stated that the customer brought the car in on 06/05/2014. She stated that the steering wheel felt tight when backing up, the dlr was inspected, they test drove another accord (same year) and they drive the same. No defect found at this time.

*** NOTES 6/17/2014 1:27:14 PM, Itafoya, Action Type : Call to Customer

[REDACTED] : I left message requesting that the customer contact ACS. I provided contact information and stated that I will follow up by 06/20/2014.

*** CASE FULFILL 6/17/2014 1:27:23 PM, Itafoya

Fulfilled for [REDACTED] due 06/16/2014 12:00:00 AM.

*** COMMIT 6/17/2014 1:27:25 PM, Itafoya, Action Type : N/A

RICK CASE HONDA: call customer

*** CASE MODIFY 6/17/2014 1:27:33 PM, Itafoya

into WIP RICK CASE and Status of Solving.

*** NOTES 6/19/2014 9:58:17 AM, Itafoya, Action Type : Call to Customer

[REDACTED] : I spoke with [REDACTED] and made her aware that I was calling with regard to her can and the problem she was experiencing with the steering.

The customer stated that on 2 different occasions the steering wheel has locked, the dlr has replaced the steering shaft and so far it has not happen again but is not sure that it wont happen in the future.

I asked if it has happen since the repair and she said no. I apologized for her experience and encouraged that she please contact ACS in the future if she continues to experience problems.

I asked if she had any additional questions and she declined.

*** CASE MODIFY 6/19/2014 9:58:37 AM, Itafoya

into WIP RICK CASE and Status of Solving.

*** SUBCASE N012014-05-3000500-1 CLOSE 6/19/2014 9:58:40 AM, Itafoya

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/19/2014 9:58:40 AM, Itafoya

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

Case Details

Case ID : N012014-04-2102424	Division : Honda - Auto	Condition : Closed	Open Date : 4/21/2014 4:10:35 PM
Case Originator : Robert Enriquez (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/23/2014 2:37:45 PM
Case Owner : Kysha Sullivan (Team HC)	Method : Phone	Queue :	Days Open : 93
Last Closed By : Kysha Sullivan (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 3C [REDACTED] - POWER STEERING FAILURE CONCERN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F76DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F7DJW / A
Miles / Hours :	28,000
In Service Date :	02/18/2013
Months In Use :	14
Engine Number :	K24W11077305
Originating Dealer No. / Name :	208248 / SPRING BRANCH HONDA
Selling Dealer No. / Name :	208248 / SPRING BRANCH HONDA
Trim :	EX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208247 / HONDA OF SPRING
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	03C / C03
Warranty Labor Rate / Date :	\$112.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208248	SPRING BRANCH HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-04-2102424-1 / [REDACTED]	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012014-04-2102424-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 4/22/2014 4:13:11 PM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 4/24/2014 2:22:56 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc : Other 512X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Repaired/Warranty
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-04-2102424

Case Title : 3C [REDACTED] - POWER STEERING FAILURE CONCERN

*** CASE CREATE 4/21/2014 4:10:35 PM, renrique

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

*** CASE MODIFY 4/21/2014 4:21:06 PM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 4/21/2014 4:21:25 PM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 4/21/2014 4:21:51 PM, renrique

into WIP default and Status of Solving.

*** CASE MODIFY 4/21/2014 4:22:01 PM, renrique

into WIP default and Status of Solving.

*** NOTES 4/21/2014 4:22:33 PM, renrique, Action Type : Call from Customer

CONFIRMED AND UPDATED CUSTOMERS CONTACT INFORMATION:

BEST TELEPHONE # [REDACTED]

CUSTOMER PROVIDED EMAIL ADDRESS

Customer [REDACTED] said that they were driving home from work and lost power steering. Customer said that they were driving at about 40 miles per hour the power steering failed. Customer said that it happened 3 times 4/15/2014. Customer took the vehicle to SPRING BRANCH HONDA 4/15/2014. Customer said that when they drove into the Dealership the vehicle did not have power steering. Customer said that the POWER STEERING indicator was also on.

Customer said that they were assisted by (SA) SAM and also was apart of the inspection. Customer was told that the rack and pinion had to be replaced. Customer said that they feel that it is very dangerous for that part to fail. Customer said that they have had 3 previous Honda Vehicles and never had this issue. Customer said that they are upset that a major repair was already needed . Customer said that they feel that they can not trust this vehicle and is interested in a replacement. Customer said that they would rather the vehicle be replaced. Customer said that there is no way of knowing that is part will not fail again.

ACS apologize for the experience. ACS advised the customer that in order to make a decision on the request or situation, the case will need to be reviewed further. ACS advised that I will be dispatching the case to a CM who can look into the concern further and is in a better position to give them an answer or make a decision on my behalf. ACS advised that the CM may call the customer back by the end of the next business day. ACS provided the case number for future references. ACS provided the case number. Customer understood and needed no further assistance.

*** CASE MODIFY 4/21/2014 4:22:50 PM, renrique

into WIP default and Status of Solving.

*** CASE DISPATCH 4/21/2014 4:23:03 PM, renrique

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 4/21/2014 4:47:34 PM, ksulliva

from Queue Honda Team C to WIP default.

*** NOTES 4/22/2014 7:40:25 AM, aspeck, Action Type : Call from Customer

Case History

Case ID : N012014-04-2102424

Case Title : 3C [REDACTED] - POWER STEERING FAILURE CONCERN

Customer called to find out if CM will call her today. I advised the case was dispatched yesterday and the CM will call her by the end of the business day today before 5 pm PST. The customer understood, thanked me, and had no other questions at this time.

*** SUBCASE N012014-04-2102424-1 CREATE 4/22/2014 4:13:11 PM, ksulliva

Created in WIP Default with Due Date 4/22/2014 4:13:11 PM.

*** NOTES 4/22/2014 4:14:11 PM, ksulliva, Action Type : Call to Customer

Called customer at [REDACTED] and left a message with all contact information for a return call.

*** COMMIT 4/22/2014 4:14:15 PM, ksulliva, Action Type : N/A

call dlr

*** NOTES 4/23/2014 12:27:37 PM, ksulliva, Action Type : Call from Customer

Received call from customer and she advised that the p/s failed in her vehicle while she was driving and she feels like this put her and lives of her children in danger. The customer stated that her vehicle has been repaired under warranty but, she no longer wants the vehicle and wants ahm to replace the vehicle with a like vehicle. Customer stated that she owns three Hondas and she has never experienced anything like this before.

I apologized to the customer for the failure and advised that AHM would not, at this time, be able to replace her vehicle. I advised that at this time, AHM and the dlr would repair the vehicle under the terms of the new vehicle limited warranty and if she is not satisfied, she can refer to the consumer information booklet that it is in her vehicle. Customer then asked what happens if she has a failure after the warranty expires? I advised that AHM reviews all requests for assistance from customers whose vehicles are out of warranty.

The customer then stated that she does not understand why ahm would not just replace the vehicle. I advised that AHM has repurchased vehicles but, there is specific criteria that must be met and that varies from state to state. I advised that is the reason she has been referred to the consumer information booklet in her vehicle. Customer ended call.

*** CASE MODIFY 4/23/2014 4:39:10 PM, ksulliva

into WIP 3C and Status of Solving.

*** NOTES 4/24/2014 2:22:35 PM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with Luis(sa) and she advised that when the customer came to the dlr code 53-01(torque hi/lo check) and techline was contacted and they were advised to replace the p/s rack. Techline ref#3567406.

*** SUBCASE N012014-04-2102424-1 CLOSE 4/24/2014 2:22:56 PM, ksulliva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/24/2014 2:22:56 PM, ksulliva

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

*** CASE REOPEN 7/2/2014 7:13:25 AM, ewillia1

with Condition of Open and Status of Solving.

*** NOTES 7/2/2014 7:25:03 AM, ewillia1, Action Type : Call from Customer

The customers best telephone number is [REDACTED]

[REDACTED] is calling back ACS regarding the issues of her vehicle. According to the customer, she has had 3 occasions where she has tried to accelerate her vehicle and it does not want to move. [REDACTED] stated that it usually happens when she puts her vehicle in the drive gear and when she applies her foot on the gas pedal, the vehicle wont move. [REDACTED] stated that it usually happens after her work day as she parks her vehicle in the parking lot garage. [REDACTED] stated that she cannot recall the exact dates of this happening but she can recall that it occurred once in May 2014 and twice in June 2014

Case History

Case ID : N012014-04-2102424

Case Title : 3C [REDACTED] - POWER STEERING FAILURE CONCERN

[REDACTED] stated that she feels that this is related to the p/s issue that she had before and that her vehicle was not properly repaired /fixed in April 2014. [REDACTED] feels that her vehicle is a lemon however she is seeking to have AHM repair her vehicle correctly so that she wont have to keep dealing with issues on a new vehicle. Ms. Beatty stated that she plans on taking the vehicle to the dlr - HONDA OF SPRING tomorrow 07/3/2014 after 3 pm working with the SA Sam.

ACS advised the customer, the case would be forwarded to a CM for further review. ACS advised that each case is reviewed on case by case basis . The customer understood . The customer was advised they would be contacted by the end of the next business day(by 5pm PST) and provided with the case #. Case dispatched

*** CASE MODIFY 7/2/2014 7:25:07 AM, ewillia1
into WIP default and Status of Solving.

*** CASE DISPATCH 7/2/2014 7:25:31 AM, ewillia1
from WIP default to Queue Honda Team C.

*** CASE ACCEPT 7/2/2014 9:37:08 AM, ksulliva
from Queue Honda Team C to WIP default.

*** NOTES 7/3/2014 4:19:37 PM, ksulliva, Action Type : Call to Customer

Called customer and she advised that she is very dissatisfied with her vehicle because of all the problems she has had since she purchased it. The customer stated that the vehicle has not been to the dlr for this concern but, she has an appt scheduled for 7/7. The customer stated that it seems to happen after the vehicle has been sitting. I apologized that she has had concerns with her vehicle and advised that I will follow up with her on 7/8 because she has an appt on 7/7. The customer thanked me and ended call.

*** COMMIT 7/3/2014 4:19:54 PM, ksulliva, Action Type : N/A

call cust/call dlr

*** NOTES 7/8/2014 5:01:47 PM, ksulliva, Action Type : Call to Dealer

Called dlr and left a message for Macy(sm)

*** NOTES 7/8/2014 5:02:05 PM, ksulliva, Action Type : Call to Customer

Called customer and left a message.

*** CASE FULFILL 7/8/2014 5:02:08 PM, ksulliva

Fulfilled for [REDACTED] due 07/08/2014 12:00:00 AM.

*** COMMIT 7/8/2014 5:02:10 PM, ksulliva, Action Type : N/A

call cust

*** NOTES 7/9/2014 4:49:25 PM, ksulliva, Action Type : Call to Customer

Called customer and she advised that she has picked up her vehicle but, has not really driven it enough to determine if it is repaired. I advised that I will call her on 7/14 and the customer agreed and ended call.

*** CASE FULFILL 7/9/2014 4:49:31 PM, ksulliva

Fulfilled for [REDACTED] due 07/09/2014 12:00:00 AM.

*** COMMIT 7/9/2014 4:49:32 PM, ksulliva, Action Type : N/A

call cust.call dlr

*** CASE FULFILL 7/11/2014 5:07:38 PM, ksulliva

Fulfilled for [REDACTED] due 07/13/2014 12:00:00 AM.

Case History

Case ID : N012014-04-2102424

Case Title : 3C [REDACTED] - POWER STEERING FAILURE CONCERN

*** COMMIT 7/11/2014 5:07:40 PM, ksulliva, Action Type : N/A

call cust

*** NOTES 7/16/2014 9:27:21 AM, ksulliva, Action Type : Call to Customer

Called customer at [REDACTED] and left message with all contact information for a return call.

*** CASE MODIFY COMMITMENT 7/16/2014 9:28:46 AM, ksulliva

with [REDACTED] due 07/21/2014 12:00:00 AM.

*** NOTES 7/21/2014 5:00:13 PM, ksulliva, Action Type : Call to Customer

Called customer at [REDACTED] and left message with all contact information for a return call.

*** CASE FULFILL 7/21/2014 5:00:17 PM, ksulliva

Fulfilled for [REDACTED] due 07/21/2014 12:00:00 AM.

*** COMMIT 7/21/2014 5:00:18 PM, ksulliva, Action Type : N/A

call cust

*** NOTES 7/23/2014 2:37:38 PM, ksulliva, Action Type : Call to Customer

Called customer and she advised that her vehicle has been repaired and she required no further assistance. Customer ended call, closing case.

*** CASE CLOSE 7/23/2014 2:37:45 PM, ksulliva

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

Case Details

Case ID : N012014-06-1100612	Division : Honda - Auto	Condition : Closed	Open Date : 6/11/2014 10:02:36 AM
Case Originator : Erika Williams (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/12/2014 1:33:46 PM
Case Owner : Kai Makaena (Team HE)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Kai Makaena (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : 07E [REDACTED] - VEHICLE @ DLR - EPS (ELECTRIC POWER STEERING SYST No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F7XDA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F7DJW / A
Miles / Hours :	13,000
In Service Date :	05/04/2013
Months In Use :	13
Engine Number :	K24W11077599
Originating Dealer No. / Name :	207775 / ED MORSE HONDA
Selling Dealer No. / Name :	207775 / ED MORSE HONDA
Trim :	EX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	BX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	240009 / HONDA CARLAND SERVICE CENTER
Phone No. :	770-993-2805
Address :	11300 STATE BRIDGE RD.
City / State / Zip :	ALPHARETTA, GA 30022
Svc District / Sls District :	07E / D07
Warranty Labor Rate / Date :	\$110.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-06-1100612-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-06-1100612-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kai Makaena	Type 1 : Product	Status : Subcase Close	Open Date : 6/12/2014 1:33:11 PM
Issue Owner : Kai Makaena	Type 2 : Operation	Queue :	Close Date : 6/12/2014 1:33:46 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Misaligned 5101
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - Dealer100%, Documented Concern
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-06-1100612

Case Title : 07E [REDACTED] VEHICLE @ DLR - EPS (ELECTRIC POWER STEERING SYSTEM)

*** CASE CREATE 6/11/2014 10:02:36 AM, ewillia1

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

*** CASE MODIFY 6/11/2014 10:02:36 AM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2014 10:03:52 AM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2014 10:05:47 AM, ewillia1

into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2014 10:16:31 AM, ewillia1

into WIP default and Status of Solving.

*** NOTES 6/11/2014 10:24:31 AM, ewillia1, Action Type : Call to Customer

HCV CALL BACK - ACS provided the call disclosure
I verified and updated the customers contact information
The customers best telephone number is [REDACTED]

[REDACTED] is calling ACS regarding the recent experience he had wit his vehicle. The customer explained that yesterday around 10:30 am he was driving on the highway when the steering wheel stopped working (not able to turn it) . He described it being very hard , he saw Indicator lights appearing on the dashboard (EPS Electric Power Steering System Indicator) . He then applied his foot on the brakes and pulled to the side of the road. The customer explained that after pulling to the side of the road , he then drove to the dlr as it was straight ahead. He then took the vehicle to the dlr HONDA CARLAND SERVICE CENTER. When he dropped off the vehicle he request a loaner vehicle, however the dlr was not able to provide him any at that time. Then he waited for the status on the vehicle diagnosis and had to call the dlr around lunch time to do so. He was then advised of the diagnosis and that they will have to replace the Electric Power Steering System , but the part will have to be ordered. The customer then request a rental vehicle and was told that they did not have one at that time .

The customer was very concerned as he needed a vehicle to use while his vehicle is being repaired. He called back the dlr and spoke with a Service Manager who was able to provide a longer vehicle to the customer. As the vehicle is currently at the dlr , the customer is also concerned about the failure of the EPS and his experience. The customer feels that this is a safety concern and is looking to find out why this component failed so early. ACS empathized with the customers concerns and in effort to provide customer satisfaction, ACS advised the customer, the case would be forwarded to a CM to assist with his concerns (liaison). ACS advised that each case is reviewed on case by case basis .The customer understood. The customer was advised they would be contacted by the end of the next business day(by 5pm PST) and provided with the case #. Case dispatched.

*** CASE MODIFY 6/11/2014 10:24:32 AM, ewillia1
into WIP default and Status of Solving.*** CASE MODIFY 6/11/2014 10:25:06 AM, ewillia1
into WIP default and Status of Solving.*** CASE MODIFY 6/11/2014 10:25:06 AM, ewillia1
into WIP default and Status of Solving.*** CASE DISPATCH 6/11/2014 10:25:14 AM, ewillia1
from WIP default to Queue Honda Team E.

*** CASE ACCEPT 6/11/2014 2:44:29 PM, kmakaena

Case History

Case ID : N012014-06-1100612

Case Title : 07E [REDACTED] - VEHICLE @ DLR - EPS (ELECTRIC POWER STEERING SYSTEM)

from Queue Honda Team E to WIP NEW CASES.

*** NOTES 6/12/2014 12:50:48 PM, jstarlin, Action Type : Call to Customer

Best Contact Number: [REDACTED]

Email address: [REDACTED]

RIVIERA BEACH FL [REDACTED]

ACS contacted the customer for an introduction. The customer states that he was driving on the highway earlier this week for 30 minutes at approx. 55 MPH. The vehicles EPS light came on and he lost 90% of steering capability. The customer was able to get the vehicle to the side of the road and pull over. The customer struggled to get the vehicle to the DLR and the vehicle was repaired and returned to him yesterday 6/11/14. The customer feels that this is a safety concern and that AHM should look into this concern.

ACS apologized for any inconvenience the failed part may have caused. ACS informed the customer that the DLR will be repaired to send in the failed part to AHM and it will be inspected for quality. ACS informed the customer that AHM strives to make some of the safest vehicles on the road and we thank him for taking the time to inform AHM of the failure. ACS recommended the customer return a call to ACS should the problem present itself in the future.

ACS informed the customer that the case will be closed at this time since the vehicle has been repaired and it is operating properly. The customer understood and simply wanted to inform AHM of the failure. ACS thanked the customer for his time.

*** CASE YANKED 6/12/2014 12:51:02 PM, jstarlin

Yanked by jstarlin into WIPbin default.

*** COMMIT 6/12/2014 12:51:07 PM, jstarlin, Action Type : N/A

Made to [REDACTED] due 06/12/2014 12:59:08 PM.
24HR.

*** CASE FULFILL 6/12/2014 12:51:25 PM, jstarlin

Fulfilled for [REDACTED] due 06/12/2014 12:59:08 PM.

*** CASE MODIFY 6/12/2014 12:51:28 PM, jstarlin

into WIP default and Status of Solving.

*** CASE ASSIGN 6/12/2014 12:51:35 PM, jstarlin

N012014-06-1100612 to kmakaena, WIP

*** SUBCASE N012014-06-1100612-1 CREATE 6/12/2014 1:33:11 PM, kmakaena

Created in WIP Default with Due Date 6/12/2014 1:33:11 PM.

*** CASE MODIFY 6/12/2014 1:33:44 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** SUBCASE N012014-06-1100612-1 CLOSE 6/12/2014 1:33:46 PM, kmakaena

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/12/2014 1:33:46 PM, kmakaena

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

Case Details

Case ID : N012014-06-2501174	Division : Honda - Auto	Condition : Closed	Open Date : 6/25/2014 11:58:32 AM
Case Originator : Fenton Hulse (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/3/2014 12:54:58 PM
Case Owner : Michael Mendoza (Team HF)	Method : Phone	Queue :	Days Open : 8
Last Closed By : Michael Mendoza (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6C - COLLEGE PARK - [REDACTED], OMAR - POWER STEERING/ MU No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F70DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F7DJW / A
Miles / Hours :	14,433
In Service Date :	02/23/2013
Months In Use :	16
Engine Number :	K24W11460142
Originating Dealer No. / Name :	207907 / COLLEGE PARK HONDA
Selling Dealer No. / Name :	207907 / COLLEGE PARK HONDA
Trim :	EX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207907 / COLLEGE PARK HONDA
Phone No. :	301-441-2900
Address :	9400 BALTIMORE BLVD.
City / State / Zip :	COLLEGE PARK, MD 20740
Svc District / Sls District :	06C / A06
Warranty Labor Rate / Date :	\$114.95 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-06-2501174-1 / [REDACTED]	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-06-2501174-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 6/26/2014 7:38:46 AM
Issue Owner : Michael Mendoza	Type 2 : Operation	Queue :	Close Date : 7/3/2014 12:54:58 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012014-06-2501174

Case Title : 6C - COLLEGE PARK - [REDACTED] - POWER STEERING/ MULTIPLE

*** CASE CREATE 6/25/2014 11:58:32 AM, fhulse

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

*** CASE MODIFY 6/25/2014 12:03:50 PM, fhulse

into WIP default and Status of Solving.

*** NOTES 6/25/2014 12:39:29 PM, fhulse, Action Type : Call from Customer

ACS received call from customer. Spoke with [REDACTED]

ACS verified contact info

email address [REDACTED]

phn# [REDACTED]

[REDACTED] stated hat he has been dealing with an ongoing power steering failure. He stated that on 4-5 occasions, while driving his steering wheel would freeze. He would be unable to turn it left or right. He stated that he would need to turn off the vehicle, then restart it to make it work. He has been to the dealer 2-3 times already. The first time in was for almost a week. His most recent visit, vehicle was dropped off around 06/17 - 06/18 and he picked the vehicle up this past Monday 06/23. He stated that dealer told him that they spoke with Honda tech but is not sure if a repair was actually made. He stated that the same issue happened again yesterday. [REDACTED] is seeking AHM;s assistance towards resolving the issue. Ideally he wants the vehicle to be repaired properly. He did not provide name of the SA or SM he has been working with.

ACS empathized with customer concerns. Given the ongoing issues with the power steering, ACS advised that his case would be forwarded to a RCM for further review. ACS provided case number and advised to allow 24 business hours for call back. Case dispatched.

*** CASE MODIFY 6/25/2014 12:39:39 PM, fhulse

into WIP default and Status of Solving.

*** CASE DISPATCH 6/25/2014 12:39:48 PM, fhulse

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 6/25/2014 2:12:14 PM, mmendoza

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

*** SUBCASE N012014-06-2501174-1 CREATE 6/26/2014 7:38:46 AM, mmendoza

Created in WIP Default with Due Date 6/26/2014 7:38:46 AM.

*** NOTES 6/26/2014 7:47:08 AM, mmendoza, Action Type : Call to Customer

I called the customer and spoke to [REDACTED] - [REDACTED]. He states while driving the vehicle's steering wheel would lock. He states after the second time the DLR replaced the steering box. He states the issue has come back and the DLR, who hasn't duplicated the issue, says they will need to keep the car the next week and try to duplicate the problem. He states he called AHM to document his concerns. I advised that I documented his concerns and since the DLR is keeping his car I would follow up with him next week on Friday after they returned it to discuss their findings. He thanked me for the call.

*** COMMIT 6/26/2014 7:47:10 AM, mmendoza, Action Type :

Made to [REDACTED] due 07/01/2014 07:47:12 AM.

DCS Follow-Up

*** NOTES 6/26/2014 7:47:45 AM, mmendoza, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/1/2014 7

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

Case History

Case ID : N012014-06-2501174

Case Title : 6C - COLLEGE PARK - [REDACTED] - POWER STEERING/ MULTIPLE

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

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Tech line / DPSM involved?
- * Previous repair attempts if so, what was done and how many?
- * Customer repair cost?
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Michael Mendoza
Automobile Customer Service
310-783-7754

*** COMMIT 7/1/2014 8:45:58 AM, mmendoza, Action Type :

Made to [REDACTED] due 07/03/2014 08:47:46 AM.

Call Customer

*** NOTES 7/1/2014 8:47:49 AM, mmendoza, Action Type : Call from Dealer

SM called and advised that as they were working with the vehicle he noted that there were several aftermarket additions to the vehicle. He states they found added speakers, wiring, new lights and a new bumper. He stated they advised the customer that at this time the vehicle would have to be brought back to factory specifications for them to work on it further. He states that this would include a new wiring harness if it was patched into when the speakers and everything else was wired in.

*** CASE FULFILL 7/1/2014 8:47:53 AM, mmendoza

Fulfilled for [REDACTED] due 07/01/2014 07:47:12 AM.

*** NOTES 7/3/2014 12:54:24 PM, mmendoza, Action Type : Call to Customer

I called the customer and spoke to [REDACTED]. He states the DLR explained that the vehicle had to be brought back to factory specifications. He states that was what he was told and he will get it done. He states however he isn't sure when he will be able to get the car in to be worked on. I advised then that I would close his case pending a call back from him w/a completed diagnosis. He thanked me for the follow up.

*** CASE MODIFY 7/3/2014 12:54:56 PM, mmendoza

into WIP 6C [REDACTED] and Status of Solving.

*** SUBCASE N012014-06-2501174-1 CLOSE 7/3/2014 12:54:58 PM, mmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/3/2014 12:54:58 PM, mmendoza

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

Case Details

Case ID : N012013-09-2700593	Division : Honda - Auto	Condition : Closed	Open Date : 9/27/2013 10:03:15 AM
Case Originator : Chris Cockrell (Team HE)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/23/2013 12:47:47
Case Owner : Kris Schroeder (Team HG)	Method : Phone	Queue :	Days Open : 26
Last Closed By : Kris Schroeder (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : 7N-(207367) [REDACTED] - STEERING WHEEL LOCKS DURING OPERATION No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F70DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F7DJW / A
Miles / Hours :	3,000
In Service Date :	03/24/2013
Months In Use :	6
Engine Number :	K24W11083524
Originating Dealer No. / Name :	207367 / BRAMAN HONDA
Selling Dealer No. / Name :	207367 / BRAMAN HONDA
Trim :	EX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-09-2700593-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012013-09-2700593-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 9/30/2013 6:43:06 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 10/23/2013 12:47:47
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
Condition Code Desc : Other 512X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-09-2700593

Case Title : 7N-(207367)-[REDACTED] - STEERING WHEEL LOCKS DURING OPERATION

*** CASE CREATE 9/27/2013 10:03:15 AM, ccockrel

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

*** CASE MODIFY 9/27/2013 10:10:56 AM, ccockrel

into WIP default and Status of Solving.

*** NOTES 9/27/2013 10:25:26 AM, ccockrel, Action Type : Call from Customer

SPANISH CALL

All information updated.

Customer provided best contact [REDACTED]

Customer states has his vehicle leased with Honda, customer informed is having concerns with vehicle and the steering wheel locking during operation. Customer informed as of recent the steering wheel locked during operation on the highway and he had to stop/start vehicle two times. Customer informed he has taken to BRAMAN HONDA whom has advised customer that parts were going to be ordered but he was not given an ETA. Customer mentions he was not told what the part is aside from a "box". Customer was told by dlr that he can come and pick up vehicle without a fix, customer was told that AHM would be providing a loaner vehicle until fix was done. Customer seeks correct repairs to be made and to be issued a loaner vehicle.

ACS empathized and informed that concerns have been documented. ACS informed customer that there is no recalls/programs initiated for the vehicle steering wheel locking. ACS informed customer that loaner/rental vehicles are issued by dlr at their discretion. ACS informed that case will be sent to CM for review and follow up by close of business on Monday. ACS informed customer case # customer thanked and required no additional assistance.

*** CASE MODIFY 9/27/2013 10:25:36 AM, ccockrel

into WIP default and Status of Solving.

*** CASE MODIFY 9/27/2013 10:25:41 AM, ccockrel

into WIP default and Status of Solving.

*** CASE DISPATCH 9/27/2013 10:25:52 AM, ccockrel

from WIP default to Queue Honda Team E.

*** CASE MODIFY 9/27/2013 10:25:54 AM, ccockrel

into WIP default and Status of Solving.

*** CASE MODIFY 9/27/2013 10:25:56 AM, ccockrel

into WIP default and Status of Solving.

*** CASE ACCEPT 9/27/2013 2:04:21 PM, kschrøed

from Queue Honda Team E to WIP Default.

*** SUBCASE N012013-09-2700593-1 CREATE 9/30/2013 6:43:06 AM, kschrøed

Created in WIP Default with Due Date 9/30/2013 6:43:06 AM.

*** COMMIT 9/30/2013 6:43:07 AM, kschrøed, Action Type :

Made to [REDACTED] due 10/03/2013 06:43:10 AM.

DCS Follow-Up

*** NOTES 9/30/2013 6:43:27 AM, kschrøed, Action Type : Dealer Communication

Case History

Case ID : N012013-09-2700593

Case Title : 7N-(207367)-[REDACTED] - STEERING WHEEL LOCKS DURING OPERATION

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/3/2013

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

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

Steering Wheel Locked

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Estimate for repairs (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Kris Schroeder
Automobile Customer Service
310-783-7703

*** CASE MODIFY 9/30/2013 6:43:28 AM, kschröd
into WIP Default and Status of Solving.

*** NOTES 9/30/2013 10:06:20 AM, kschröd, Action Type : Call to Dealer
Left message for service manager Manny to give ACS a call back regarding customer's concerns with the vehicle.

*** NOTES 9/30/2013 10:21:10 AM, kschröd, Action Type : Call to Customer
ACS left message for customer to give AHM a call back regarding customers concerns at [REDACTED] Left ACS contact information, hours of operation and a call back date of 10/4/13

*** CASE MODIFY 9/30/2013 10:21:14 AM, kschröd
into WIP Default and Status of Solving.

*** CASE MODIFY 9/30/2013 10:21:18 AM, kschröd
into WIP Default and Status of Solving.

*** CASE FULFILL 9/30/2013 10:21:22 AM, kschröd
Fulfilled for [REDACTED] due 10/03/2013 06:43:10 AM.

*** COMMIT 9/30/2013 10:21:23 AM, kschröd, Action Type : N/A
diagnosed?

*** CASE MODIFY 9/30/2013 10:21:36 AM, kschröd
into WIP Default and Status of Solving.

*** NOTES 9/30/2013 11:52:11 AM, kschröd, Action Type : Call to Dealer
Dealer contact: Manny

Case History

Case ID : N012013-09-2700593

Case Title : 7N-(207367)-[REDACTED] - STEERING WHEEL LOCKS DURING OPERATION

Date at dealer: 9/28/13

R/O: 1027964

Mileage: 7435

Customer's complaint: Steering wheel locks up when driving

Dealer's diagnosis: DTC 53-01 and 53-02 were found. found issue was bad steering gear box

Dealer resolution: Replaced electric steering gear box

Service history at dealer: none

DPSM involvement: not involved

Notes: vehicle currently repaired.

*** NOTES 10/4/2013 11:39:17 AM, kschroed, Action Type : Call to Customer

ACS left message for customer to give AHM a call back regarding customers concerns at [REDACTED] Left ACS contact information, hours of operation and a call back date of 10/9/13

*** CASE FULFILL 10/4/2013 11:39:43 AM, kschroed

Fulfilled for [REDACTED] due 10/04/2013 12:00:00 AM.

*** COMMIT 10/4/2013 11:39:44 AM, kschroed, Action Type : N/A

call customer- repaired

*** CASE MODIFY 10/4/2013 11:39:58 AM, kschroed

into WIP 7N and Status of Solving.

*** NOTES 10/9/2013 9:40:54 AM, kschroed, Action Type : Call to Customer

ACS left message for customer to give AHM a call back regarding customers concerns at [REDACTED] Left ACS contact information, hours of operation and a call back date of 10/11/13

*** CASE FULFILL 10/9/2013 9:40:59 AM, kschroed

Fulfilled for [REDACTED] due 10/09/2013 12:00:00 AM.

*** COMMIT 10/9/2013 9:41:00 AM, kschroed, Action Type : N/A

repaired?

*** CASE MODIFY 10/9/2013 9:41:10 AM, kschroed

into WIP 7N and Status of Solving.

*** NOTES 10/11/2013 8:29:37 AM, kschroed, Action Type : Call to Customer

ACS left message for customer to give AHM a call back regarding customers concerns at [REDACTED] Left ACS contact information, hours of operation and a call back date of 10/15/13

*** CASE FULFILL 10/11/2013 8:29:41 AM, kschroed

Fulfilled for [REDACTED] due 10/11/2013 12:00:00 AM.

*** COMMIT 10/11/2013 8:29:42 AM, kschroed, Action Type : N/A

Case History

Case ID : N012013-09-2700593

Case Title : 7N-(207367)-[REDACTED] STEERING WHEEL LOCKS DURING OPERATION

10 day letter

*** CASE MODIFY 10/11/2013 8:29:53 AM, kschrøed

into WIP 7N and Status of Solving.

*** NOTES 10/14/2013 7:17:05 AM, kschrøed, Action Type : Letter/Fax

October 14, 2013

[REDACTED]
[REDACTED]
Hialeah, FL [REDACTED]

Re: VIN 1HGCR2F70DA [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2013 Honda Accord .

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

I can be reached at [REDACTED], Monday through Friday between the hours of a m. and p m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,

American Honda Motor Co., Inc.

Kris S

Automobile Customer Service

File No. N012013-09-2700593

*** CASE FULFILL 10/14/2013 7:18:05 AM, kschrøed

Fulfilled for [REDACTED] due 10/14/2013 12:00:00 AM.

*** COMMIT 10/14/2013 7:18:06 AM, kschrøed, Action Type : N/A

hear from customer

*** CASE MODIFY 10/14/2013 7:18:18 AM, kschrøed

into WIP 7N and Status of Solving.

*** NOTES 10/23/2013 12:47:11 PM, kschrøed, Action Type : Note-General

ACS has not heard from customer. Case closed at this time pending customer's response.

*** CASE MODIFY 10/23/2013 12:47:45 PM, kschrøed

into WIP 7N and Status of Solving.

*** CASE CLOSE 10/23/2013 12:47:47 PM, kschrøed

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

Case History

Case ID : N012013-09-2700593

Case Title : 7N-(207367)-[REDACTED] - STEERING WHEEL LOCKS DURING OPERATION

*** SUBCASE N012013-09-2700593-1 CLOSE 10/23/2013 12:47:47 PM, kschroed

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012014-01-2001939	Division : Honda - Auto	Condition : Closed	Open Date : 1/20/2014 3:00:39 PM
Case Originator : Crystal Smith (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/14/2014 3:29:29 PM
Case Owner : Kim Mercado (Team HD)	Method : Phone	Queue :	Days Open : 53
Last Closed By : Kim Mercado (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████	-STEERING LOCKS	No. of Attachments : 2	

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR2F52DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F5DEW / A
Miles / Hours :	13,238
In Service Date :	03/15/2013
Months In Use :	10
Engine Number :	K24W11465630
Originating Dealer No. / Name :	206559 / HARDIN HONDA
Selling Dealer No. / Name :	206559 / HARDIN HONDA
Trim :	SPORT
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206559 / HARDIN HONDA
Phone No. :	714-533-6200
Address :	1381 S. AUTO CENTER DR
City / State / Zip :	ANAHEIM, CA 92806
Svc District / Sls District :	01E / C01
Warranty Labor Rate / Date :	\$110.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-01-2001939-1 / ██████████ - PRO	Subcase Close	Product	Operation	510	Steering Column
N012014-01-2001939-2 / ██████████ - PR	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-01-2001939-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Smith	Type 1 : Product	Status : Subcase Close	Open Date : 1/20/2014 3:10:02 PM
Issue Owner : Crystal Smith	Type 2 : Operation	Queue :	Close Date : 1/20/2014 3:10:09 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012014-01-2001939-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kim Mercado	Type 1 : Product	Status : Subcase Close	Open Date : 1/22/2014 8:41:32 AM
Issue Owner : Kim Mercado	Type 2 : Operation	Queue :	Close Date : 3/14/2014 3:29:24 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc Steering Malfun 5103
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Gdwill Cust Decline, Repaired/Warranty, Assist-VSC/HPP/Road
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-01-2001939

Case Title : 1E-HARDIN-SINGH, HARWINDERQ -STEERING LOCKS

*** CASE CREATE 1/20/2014 3:00:39 PM, cmsmith

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

*** CASE MODIFY 1/20/2014 3:02:42 PM, cmsmith

into WIP default and Status of Solving.

*** CASE MODIFY 1/20/2014 3:09:15 PM, cmsmith

into WIP default and Status of Solving.

*** SUBCASE N012014-01-2001939-1 CREATE 1/20/2014 3:10:02 PM, cmsmith

Created in WIP Default with Due Date 1/20/2014 3:10:02 PM.

*** SUBCASE N012014-01-2001939-1 CLOSE 1/20/2014 3:10:09 PM, cmsmith

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/20/2014 3:10:10 PM, cmsmith

into WIP default and Status of Solving.

*** NOTES 1/20/2014 3:11:22 PM, cmsmith, Action Type : Call from Customer

I updated the customer's contact information (e-mail)

The customer's best contact number is [REDACTED]

The customer states he is calling on behalf of his wife that owns the vehicle. The customer states he could not provide details of the current issue. The customer states it is hard to turn the steering wheel when driving the vehicle. The customer could not provide the actual speed as to when the issue is present. The customer states his wife has addressed the issue three times with Hardin Honda. The customer states he will have his wife call in to provide details. ACS provided the case number and strongly advised the customer to contact our office to have a CM further review this case. The customer understood.

*** CASE MODIFY 1/20/2014 3:11:24 PM, cmsmith

into WIP default and Status of Solving.

*** CASE CLOSE 1/20/2014 3:11:28 PM, cmsmith

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

*** CASE REOPEN 1/20/2014 3:17:39 PM, bsamonte

with Condition of Open and Status of Solving.

*** CASE MODIFY 1/20/2014 3:19:16 PM, bsamonte

into WIP default and Status of Solving.

*** CASE MODIFY 1/20/2014 3:20:15 PM, bsamonte

into WIP default and Status of Solving.

*** CASE MODIFY 1/20/2014 3:20:28 PM, bsamonte

into WIP default and Status of Solving.

*** NOTES 1/20/2014 3:26:45 PM, bsamonte, Action Type : Call from Customer

Contact info verified
[REDACTED]

Customer states at about 30-40 MPH, the steering wheel locks while she is driving. Today it happened at 35 MPH. Customer went to HARDIN HONDA and they will have a special tech look at it. The vehicle has been to the dealer 3x. The vehicle has been there since 9:30 am and they are still looking

Case History

Case ID : N012014-01-2001939

Case Title : 1E-HARDIN-SINGH, HARWINDERQ -STEERING LOCKS

at. Customer spoke with SA Matt. Customer is a hospice nurse and travels at night. Customer will need a loaner vehicle if they need to keep it. Customer does not know what to do if it happens again. customer has also emailed owner Roberta Hardin. Customer feels this should have been resolved the 2nd time she took it in. Customer is losing her trust.

ACS empathized with her concerns and will dispatch the case. ACS advised she will receive a call in 1 b/d.

*** NOTES 1/20/2014 4:41:30 PM, aschultz, Action Type : Call from Customer

Last call within 24 hours

The customer called Matt at the dealer today and was told they looked at the vehicle and cannot find anything wrong with it. The customer states she does not feel safe. The customer is getting a loaner car today. The customer wants it documented the issue is life threatening and wants to sell the car back to AHM.

ACS advised the customer the information would be documented. ACS advised the customer the CM would be best able to address her concerns and she would be called by the CM by the end of the business day 01/21/14.

Call ended.

*** CASE DISPATCH 1/20/2014 5:01:04 PM, bsamonte
from WIP default to Queue Honda Team D.

*** CASE YANKED 1/22/2014 8:37:19 AM, kmercado
Yanked by kmercado into WIPbin DEFAULT.

*** CASE MODIFY 1/22/2014 8:40:13 AM, kmercado
into WIP DEFAULT and Status of Solving.

*** SUBCASE N012014-01-2001939-2 CREATE 1/22/2014 8:41:32 AM, kmercado
Created in WIP Default with Due Date 1/22/2014 8:41:32 AM.

*** COMMIT 1/22/2014 8:41:54 AM, kmercado, Action Type : N/A

Made to [REDACTED] due 01/25/2014 08:42:00 AM.

DCS Follow-Up

*** NOTES 1/22/2014 8:44:11 AM, kmercado, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 1/25/2014

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

Customer states the steering locks on her vehicle while travelling at 30-40 mph. Customer states the vehicle has been brought to the dealership 3X to address this concern. Customer feels this is a safety risk and is seeking resolution.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

Please provide the following information:

Diagnostic / Date of Visit / Dealer contact (complaint/cause/correction)

Tech line / DPSM involved?

Customer repair cost & Warranty Rate? (Parts and labor)

Case History

Case ID : N012014-01-2001939

Case Title : 1E-HARDIN-SINGH, HARWINDERQ -STEERING LOCKS

Current mileage (at time of diagnostic or last service)
Service history, if available
RO #(s)

Please call or transmit a response to the Customer Service Office by the due date.

Thank you for your prompt attention to this matter.

Kim Mercado
Automobile Customer Service

[REDACTED]
e

*** COMMIT 1/22/2014 11:40:26 AM, kmercado, Action Type : N/A

Cust FU

*** CASE MODIFY COMMITMENT 1/22/2014 11:41:56 AM, kmercado

with [REDACTED] due 01/23/2014 08:42:00 AM.

*** NOTES 1/22/2014 11:42:01 AM, kmercado, Action Type : Call to Customer

ACS contacted [REDACTED]. Customer states this is the third time she has experienced the steering locking on her vehicle. She stated the first occurrence was a couple months after purchase after driving 2K miles. Customer stated she was in the morning, travelling at about 30 mph the steering became stiff and locked. She stated she could not move the steering wheel and when she locked at the dash the steering light was on. Customer stated she stopped the vehicle, turned it off and restarted it. She stated this seemed to reset it and the steering was fine. She stated she took the vehicle to the dealership (Hardin Honda) and was advised the concern could not be duplicated and to monitor the situation. She stated a couple days later she experienced the same issue and returned to the dealership. She stated they took the car right in and changed the sensor. Customer stated it occurred again without warning on Monday. She stated the steering became stiff and she had to turn off the vehicle and restart. Customer stated she took it back to Hardin and was advised by ASM Matt there were no issues with the vehicle. Customer states the vehicle is currently at the dealership and she was provided with a loaner. Customer stated she does not feel safe driving the vehicle and has lost her trust in it. She stated she feels this is a life threatening defect. Customer states she loves Honda. Customer is seeking assistance in buying back the vehicle or trading it in for another vehicle. Customer stated she previously owned a 2004 Accord which she sold to CarMax; she stated she is the original owner and had her service and maintenance performed at the dealership. ACS advised we are not in a position to consider a buy back at this time; the dealership requires a reasonable opportunity to repair the vehicle under the warranty parameters. ACS advised the dealership has technical resources available if they require assistance with the diagnosis or repair. ACS advised the dealership is responsible for the sales process of the vehicle and we are not involved. ACS explained the dealership is an independent business with their own personnel and business practices and is solely responsible for the sales of the vehicle. ACS advised she will need to work directly with the dealership regarding her request for a trade in. ACS advised I will follow up with the dealership on the status of her vehicle. We agreed to follow up again no later than Friday, January 24th. Customer understood and was provided with the contact information and regular business hours of ACS.

*** CASE FULFILL 1/22/2014 11:42:42 AM, kmercado

Fulfilled for [REDACTED] due 01/23/2014 08:42:00 AM.

*** NOTES 1/22/2014 11:42:56 AM, kmercado, Action Type : Call to Dealer

Per SA Darrin;

ASM Matt is out of the dealership today. He stated Manny is working on the vehicle. RCM requested customers service history. RCM advised to have Manny involve Tech Line in the diagnosis/repair of this customers vehicle. RCM advised the customer is requesting better follow up from the dealership on

Case History

Case ID : N012014-01-2001939

Case Title : 1E-HARDIN-SINGH, HARWINDERQ -STEERING LOCKS

the status of the vehicle.

*** NOTES 1/22/2014 11:43:17 AM, kmercado, Action Type : Field Service

DPSM is contacting the GM of Hardin Honda to discuss this case/vehicle.

*** NOTES 1/22/2014 11:43:39 AM, kmercado, Action Type : Note-General

Early Warning notification sent.

*** CASE MODIFY 1/22/2014 11:43:42 AM, kmercado

into WIP DEFAULT and Status of Solving.

*** NOTES 1/22/2014 12:38:53 PM, aparalej, Action Type : Letter/Fax

On 01/22/14 ACS received a 3-page faxed of Hardin Honda RO from the dealership regarding previous issue.

*** CASE ADD ATTACHMENT 1/22/2014 1:00:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-01-2001939_1.PDF

*** NOTES 1/24/2014 9:06:10 AM, aparalej, Action Type : Letter/Fax

On 01/24/14 ACS received a 2-page faxed of Hardin Honda RO from the dealership regarding previous issue.

*** CASE ADD ATTACHMENT 1/24/2014 9:30:18 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-01-2001939_2.pdf

*** NOTES 1/24/2014 3:54:42 PM, kmercado, Action Type : Call from Dealer

Message from ASM Matt advising the vehicle was repaired and returned to the customer. He advised the shop foreman found a wire was backed out of the connector.

*** CASE MODIFY COMMITMENT 1/24/2014 3:55:26 PM, kmercado

with [REDACTED] due 01/31/2014 05:00:00 PM.

*** NOTES 1/24/2014 3:57:22 PM, kmercado, Action Type : Call to Customer

ACS contacted [REDACTED]. Customer stated she was advised the technician found a loose wire and they are 110% sure the issue is repaired. Customer stated she has spoken with her attorney and put this issue on hold. She stated she took the car back and has experienced any further issues at this time.

ACS advised I would like to follow up with her next week after shes had some time to drive the vehicle and if she is interested, possibly at that time we can provide her with a VSC. Customer understood and we agreed to follow up next Friday, January 31st.

*** CASE FULFILL 1/31/2014 11:33:09 AM, kmercado

Fulfilled for [REDACTED] due 01/31/2014 05:00:00 PM.

*** COMMIT 1/31/2014 11:33:11 AM, kmercado, Action Type : N/A

10 day FU

*** NOTES 1/31/2014 11:34:36 AM, kmercado, Action Type : Call to Customer

ACS contacted [REDACTED]. Customer states she has been driving the vehicle and she has not experienced any further issues. Customer stated she feels more comfortable with the vehicle after speaking with the technicians at the dealership that worked on her vehicle as they assured her they were 110% sure the issue had been repaired. ACS offered her a VSC for 5 years/120K miles, whichever comes first, to provide her with some additional peace of mind.

ACS advised she will need to sign a release to be provided with the VSC. ACS explained the release closes the books on her previous issues and the coverage becomes available when the application is accepted/approved. Customer understood the information she was provided. ACS advised the original document is required to process the application and the original form and a return envelope will be sent for her convenience. Customer understood and we agreed to follow up again next Friday, February 7th.

*** NOTES 1/31/2014 12:07:21 PM, kmercado, Action Type : Note-General

Release, with return envelope, sent to customer 1/31/2014.

Case History

Case ID : N012014-01-2001939

Case Title : 1E-HARDIN-SINGH, HARWINDERQ -STEERING LOCKS

*** CASE MODIFY 1/31/2014 12:07:24 PM, kmercado
into WIP 1E - KEN ILLMAN and Status of Solving.

*** CASE MODIFY COMMITMENT 2/7/2014 12:00:58 PM, kmercado
with [REDACTED] due 02/14/2014 05:00:00 PM.

*** NOTES 2/7/2014 12:01:05 PM, kmercado, Action Type : Call to Customer

ACS contacted [REDACTED]. Customer stated she wants to have her attorney read the release as she feels AHM should still be responsible if the steering locks after 102K miles. She stated if the attorney agrees, she will return it; otherwise she will not. ACS advised if I have not received it by next Friday, February 14th I will call again. Customer understood and required nothing further at this time.

*** CASE MODIFY 2/7/2014 12:01:07 PM, kmercado
into WIP 1E - KEN ILLMAN and Status of Solving.

*** CASE MODIFY COMMITMENT 2/14/2014 3:11:58 PM, kmercado
with [REDACTED] due 02/21/2014 05:00:00 PM.

*** NOTES 2/14/2014 3:12:03 PM, kmercado, Action Type : Call to Customer

ACS contacted [REDACTED] 1 and left a message advising I had not received the release. ACS invited a response to discuss her intentions providing my contact information and regular business hours. ACS advised I will call again next Friday, February 21st.

*** CASE MODIFY 2/14/2014 3:12:05 PM, kmercado
into WIP 1E - KEN ILLMAN and Status of Solving.

*** CASE MODIFY COMMITMENT 2/21/2014 4:52:02 PM, kmercado
with [REDACTED] due 03/03/2014 05:00:00 PM.

*** NOTES 2/21/2014 4:52:08 PM, kmercado, Action Type : Call to Customer

ACS contacted [REDACTED] and left the customer a message advising I have not received the release form and would like confirmation if she is interested in the offer of assistance she was provided or not. ACS requested he call back within 10 days for clarification. ACS advised if a response is not received I will consider she is not interested in the offer of assistance and conclude the case.

*** CASE MODIFY 2/21/2014 4:52:12 PM, kmercado
into WIP 1E - KEN ILLMAN and Status of Solving.

*** CASE MODIFY COMMITMENT 3/5/2014 10:24:22 AM, kmercado
with [REDACTED] due 03/14/2014 05:00:00 PM.

*** NOTES 3/5/2014 10:24:25 AM, kmercado, Action Type : Letter/Fax
March 5, 2014

[REDACTED]
Fountain Valley, CA, [REDACTED]

Re: VIN 1HGCR2F52DA [REDACTED]

Dear Ms. Singh:

Case History

Case ID : N012014-01-2001939

Case Title : 1E-HARDIN-SINGH, HARWINDERQ -STEERING LOCKS

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2013 Honda Accord .

I have made several attempts to contact you by telephone to discuss American Hondas good faith offer to resolve your concerns, however, I have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider the matter has been satisfactorily resolved and that you are not interested in taking advantage of our offer.

I can be reached at [REDACTED], Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m. Pacific Time.
We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.

Kim M.

Automobile Customer Service
File No. N012014-01-2001939

*** CASE MODIFY 3/5/2014 10:24:28 AM, kmercado
into WIP 1E - KEN ILLMAN and Status of Solving.

*** CASE FULFILL 3/14/2014 3:27:45 PM, kmercado
Fulfilled for [REDACTED] due 03/14/2014 05:00:00 PM.

*** NOTES 3/14/2014 3:27:48 PM, kmercado, Action Type : Note-General
No further customer contact - Case closed

*** SUBCASE N012014-01-2001939-2 CLOSE 3/14/2014 3:29:24 PM, kmercado
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/14/2014 3:29:26 PM, kmercado
into WIP 1E - KEN ILLMAN and Status of Solving.

*** CASE CLOSE 3/14/2014 3:29:29 PM, kmercado
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012013-04-1200792	Division : Honda - Auto	Condition : Closed	Open Date : 4/12/2013 10:28:13 AM
Case Originator : Yefri Lopez (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/7/2013 11:24:48 AM
Case Owner : Julie Kim (Team HF)	Method : Phone	Queue :	Days Open : 25
Last Closed By : Julie Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6K-#208105-- [REDACTED] -STEERING/BRAKE FAIL CONCERN/DEA No. of Attachments : 1			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F57DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F5DEW / A
Miles / Hours :	1,200
In Service Date :	03/08/2013
Months In Use :	1
Engine Number :	K24W11090748
Originating Dealer No. / Name :	207904 / HENDRICK HONDA
Selling Dealer No. / Name :	208105 / ASHEBORO HONDA
Trim :	SPORT
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208105 / ASHEBORO HONDA
Phone No. :	336-629-9999
Address :	1625 EAST DIXIE DRIVE
City / State / Zip :	ASHEBORO, NC 27203
Svc District / Sls District :	06K / F06
Warranty Labor Rate / Date :	\$93.50 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-04-1200792-1 / [REDACTED]	- Subcase Close	Product	Operation	410	Front Brakes
N012013-04-1200792-2 / [REDACTED]	- Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-04-1200792-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 4/12/2013 11:44:12 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 5/7/2013 11:24:27 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc : Lacks Stop Pwr 4108
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, No Defect Found
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-04-1200792-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 4/12/2013 11:44:30 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 5/7/2013 11:24:36 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Steering Malfun 5103
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : No Defect Found, Documented Concern
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-04-1200792

Case Title : 6K-#208105--[REDACTED], [REDACTED]-STEERING/BRAKE FAIL CONCERN/DEALERSHIP

*** CASE CREATE 4/12/2013 10:28:13 AM, ylopez

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

*** CASE MODIFY 4/12/2013 10:36:31 AM, ylopez

into WIP default and Status of Solving.

*** NOTES 4/12/2013 10:41:06 AM, ylopez, Action Type : Call from Customer

[REDACTED]
Update contact information.

Best contact number [REDACTED]

Customer is the original owner.

Customer states that she was driving the vehicle and states that the power steering and brakes went out on the vehicle. Customer states that the concern occurred on 04-04-13. Customer states nothing happened to her or the vehicle but explains that she was getting off the highway and was about to make a right hand turn and states that the steering wheel became very stiff and states that the brakes failed as well. Customer states luckily no one was behind her and also no accident occurred. Customer states that she ended up driving the vehicle to Asheboro Honda to have vehicle diagnosed on the same day. Customer states she spoke to SA David who had the vehicle inspected and road tested by a technician. Customer states while technician was road testing customer vehicle, technician was involved in accident. Customer states as a result, the dealership is attempting to repair the vehicle but has not communicated if the vehicle would be repairable but customer states her position is that the vehicle had an issue of brakes and steering failure which customer feels she was not responsible for and states she was not in the vehicle when the accident occurred but none the less customer states she purchased a new vehicle and does not want her vehicle back after it has been involved in an accident and is requesting AH provide customer with a replacement vehicle .

Customer explained that the weather conditions wear fair and sunny and states accident occurred about 5 miles from the dealership location and states that there was a police report created but customer was not provided with a copy of the report and was given a rental vehicle from the mean time. Customer is requesting AH review her matter and offer assistance with her concern. ACS provided customer with case number and advised that her case would be forwarded for further review and advised customer that AH reviews cases and offers assistance on a case by case basis and further more explained to the customer that she should receive a call by the end of the next business day regarding his concern or at the latest on 04-16-13. Customer advised no further concerns at this time.

*** CASE MODIFY 4/12/2013 10:41:22 AM, ylopez

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2013 10:41:44 AM, ylopez

into WIP default and Status of Solving.

*** CASE DISPATCH 4/12/2013 10:42:12 AM, ylopez

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 4/12/2013 11:42:02 AM, mkim

from Queue Honda Team F to WIP DEFAULT.

*** SUBCASE N012013-04-1200792-1 CREATE 4/12/2013 11:44:12 AM, mkim

Created in WIP Default with Due Date 4/12/2013 11:44:12 AM.

*** SUBCASE N012013-04-1200792-2 CREATE 4/12/2013 11:44:30 AM, mkim

Created in WIP Default with Due Date 4/12/2013 11:44:30 AM.

*** COMMIT 4/12/2013 11:44:37 AM, mkim, Action Type :

Made to [REDACTED] due 04/15/2013 11:44:40 AM.

DCS Follow-Up

Case History

Case ID : N012013-04-1200792

Case Title : 6K-#208105- [REDACTED] -STEERING/BRAKE FAIL CONCERN/DEALERSHIP

*** NOTES 4/12/2013 11:47:57 AM, mkim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/15/2013

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

Customer stated the power steering and brakes went out on the vehicle on 4/4/2013 but luckily, she was not involved in any accident. customer said she ended up taking her vehicle to your dealership the same day to have vehicle diagnosed but vehicle was involved in an accident while technician was testing driving her vehicle.

Customer stated her vehicle is currently being repaired but she does not want her vehicle back after it has been involved in an accident and is requesting AH provide customer with a replacement vehicle.

While we don't have all of the facts surrounding the customers case, our business practice is to make you aware of this information.

In the interest of customer satisfaction, we would like to see if any assistance can be offered as goodwill and resolve this situation as soon as possible.

Please contact me back at your earliest convenience with diagnosis information, mileage, history, retail and warranty cost of the repair for further review.

Thank you for your prompt attention to this matter.

Julie Kim

Automobile Customer Service

*** CASE MODIFY 4/12/2013 11:48:08 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 4/12/2013 11:48:11 AM, mkim

Fulfilled for [REDACTED] due 04/15/2013 11:44:40 AM.

*** COMMIT 4/12/2013 11:48:13 AM, mkim, Action Type : N/A

call cust/call SM/call DPSM

*** CASE MODIFY 4/12/2013 11:48:50 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 4/12/2013 11:48:50 AM, mkim

into WIP DEFAULT and Status of Solving.

*** NOTES 4/15/2013 6:53:10 AM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

I left a message introducing myself as the CM and left a message requesting a call back to discuss the concerns on his 2013 Accord.

I provided my contact information and also a message to follow up again on 04/18/2013 if I dont hear from him.

*** NOTES 4/15/2013 7:22:28 AM, mkim, Action Type : Call to Dealer

I called Asheboro Honda to speak to SM-David but was informed he was in a meeting.

I left a message requesting a call back.

*** NOTES 4/15/2013 7:41:49 AM, mkim, Action Type : Call from Customer

[REDACTED] is returning a message I left before.

Customer stated her vehicle has been at Asheboro Honda for 11 days and shes currently driving a loaner vehicle while the dealership is trying to repair the

Case History

Case ID : N012013-04-1200792

Case Title : 6K-#208105-- [REDACTED] -STEERING/BRAKE FAIL CONCERN/DEALERSHIP

vehicle. Customer stated on 4/4/2013, she was driving trying to get off the highway and turn but the power steering, brake, and the all of the lights on the dash went out. Customer stated luckily, she was not involved in an accident and took vehicle right over to the dealership. However, the vehicle was involved in an accident while the technician went out to test drive the vehicle and currently, the dealership is trying to repair the vehicle. Customer stated shes been talking to the SM-David and they are still trying to figure out whats wrong with the vehicle. Customer stated she does not want the vehicle back and would like AHM to offer replacement vehicle.

I empathized with the customer about her concern with the brake and the power steering going out and vehicle being in an accident during the test drive. I informed the customer I will need to follow up with the dealership to get more information on the concern and the accident. I also advised the customer we will make sure the dealership has been utilizing technical resources so they can properly diagnosed and repair her vehicle. I offer to follow up with her by 4/18/2013 with an update but I encourage customer in contacting me back if she has any questions or concerns.

*** CASE FULFILL 4/15/2013 7:42:40 AM, mkim

Fulfilled for [REDACTED] due 04/15/2013 05:00:00 PM.

*** COMMIT 4/15/2013 7:42:40 AM, mkim, Action Type : N/A

SM-David called? call DPSM

*** CASE MODIFY 4/15/2013 7:43:29 AM, mkim

into WIP DEFAULT and Status of Solving.

*** NOTES 4/16/2013 12:23:27 PM, mkim, Action Type : Call to Dealer

I called [REDACTED] to speak to

I called Asheboro Honda to speak to SM-David but got his VM.

*** CASE MODIFY COMMITMENT 4/16/2013 12:23:46 PM, mkim

with [REDACTED] due 04/17/2013 05:00:00 PM.

*** CASE MODIFY 4/16/2013 12:23:49 PM, mkim

into WIP 6K and Status of Solving.

*** NOTES 4/17/2013 1:45:19 PM, mkim, Action Type : Call to Dealer

I called Asheboro Honda and spoke to SM-David.

SM said customer brought in the vehicle possibly last Tuesday complaining the vehicle was cutting off while making turn and brake and steering was not working.

SM said the technician was test driving the vehicle and it surge and cut out on him when he was slowing down for a stop sign. SM said the vehicle hit another vehicles trailer hitch ball and the front bumper was damaged. SM said vehicle is currently at the body shop having the front bumper replaced and they are hoping to pick it up later today, if not tomorrow since DPSM is schedule to come to his dealership tomorrow.

I offer to follow up with DPSM to give him heads up so he can look at the vehicle tomorrow.

SM also said customer was ok at first but after her friend made comments about how vehicle was new, customer wanted them to trade her vehicle. SM said customer spoke with the Sales Manger but he was not able to assist her since customer may be upside down on the loan.

*** NOTES 4/17/2013 1:46:54 PM, mkim, Action Type : Field Service

I called DPSM but got his VM.

I left the DPSM a message about the dealership involved in an accident with customers vehicle during the test drive and they will have it ready for him to look at tomorrow when he goes there.

*** CASE FULFILL 4/17/2013 1:47:04 PM, mkim

Fulfilled for [REDACTED] due 04/17/2013 05:00:00 PM.

*** COMMIT 4/17/2013 1:47:06 PM, mkim, Action Type : N/A

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012013-04-1200792

Case Title : 6K-#208105-- [REDACTED] -STEERING/BRAKE FAIL CONCERN/DEALERSHIP

DPSM 6K called?

*** CASE MODIFY 4/17/2013 1:47:23 PM, mkim

into WIP 6K and Status of Solving.

*** CASE MODIFY 4/17/2013 1:59:28 PM, mkim

into WIP 6K and Status of Solving.

*** CASE MODIFY 4/17/2013 1:59:32 PM, mkim

into WIP 6K and Status of Solving.

*** NOTES 4/19/2013 2:30:14 PM, mkim, Action Type : Field Service

I called DPSM and he advised he went to the dealership and test drove the vehicle for short periods.

DPSM said the vehicle came out of the body shop around 3:30 pm so hes told the SM to drive it more with HDS.

DPSM said he will follow up with the dealership on Monday and call me back.

*** CASE FULFILL 4/19/2013 2:30:21 PM, mkim

Fulfilled for [REDACTED] due 04/18/2013 05:00:00 PM.

*** COMMIT 4/19/2013 2:30:23 PM, mkim, Action Type : N/A

DPSM 6K called?

*** CASE MODIFY 4/19/2013 2:30:43 PM, mkim

into WIP 6K and Status of Solving.

*** NOTES 4/22/2013 1:50:54 PM, mkim, Action Type : Field Service

DPSM sent a message from SM-David from Asheboro Honda stating that theyve test drove the vehicle over the weekend for about 224 miles and was not duplicate the concern felt and experienced by customer or the technician. SM offer to provide an update after driving the vehicle little more.

*** NOTES 4/22/2013 1:51:24 PM, mkim, Action Type : Field Service

I called DPSM but got his VM.

I left a message requesting a call back.

*** CASE FULFILL 4/22/2013 1:51:32 PM, mkim

Fulfilled for [REDACTED] due 04/22/2013 05:00:00 PM.

*** COMMIT 4/22/2013 1:51:34 PM, mkim, Action Type : N/A

DPSM called?

*** CASE MODIFY 4/22/2013 1:51:51 PM, mkim

into WIP 6K and Status of Solving.

*** NOTES 4/25/2013 1:23:06 PM, mkim, Action Type : Call to Dealer

I called DPSM but got his VM.

I left a message requesting a call back.

*** CASE MODIFY 4/25/2013 1:23:11 PM, mkim

into WIP 6K and Status of Solving.

*** CASE FULFILL 4/25/2013 1:23:14 PM, mkim

Fulfilled for [REDACTED] due 04/24/2013 05:00:00 PM.

*** COMMIT 4/25/2013 1:24:04 PM, mkim, Action Type : N/A

Case History

Case ID : N012013-04-1200792

Case Title : 6K-#208105- [REDACTED] -STEERING/BRAKE FAIL CONCERN/DEALERSHIP

DPSM-6K called?

*** CASE MODIFY 4/25/2013 1:24:16 PM, mkim

into WIP 6K and Status of Solving.

*** NOTES 4/25/2013 1:38:37 PM, mkim, Action Type : Field Service

DPSM called back and advised the owner was suppose to meet with the customer yesterday but he has not heard back from the dealership.
DPSM offer to contact the SM and call me back.

*** CASE MODIFY 4/25/2013 1:40:28 PM, mkim

into WIP 6K and Status of Solving.

*** NOTES 4/25/2013 2:05:49 PM, mkim, Action Type : Field Service

DPSM called back stating that hes advised the SM in continue driving the vehicle to see if they can duplicate the concern. DPSM said he will be at Asheboro Honda tomorrow and will perform the UA inspection if no problems are found. DPSM also inquired about having case reviewed further for buy back so I asked the DPSM if he can contact the dealership and obtain the notes. DPSM stated he will be at the dealership tomorrow so he offered to send it to me after the inspection.

*** CASE MODIFY 4/25/2013 2:06:29 PM, mkim

into WIP 6K and Status of Solving.

*** NOTES 4/26/2013 12:39:53 PM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

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

I also left a message to follow up again on 05/01/2013 if I dont hear from her.

*** NOTES 4/26/2013 1:00:12 PM, mkim, Action Type : Field Service

DPSM called to advise he test drove the vehicle and could not duplicate any signs or symptoms of unintended acceleration. DPSM offer to fax over the paperwork for the UA inspection and the ROs.

*** CASE FULFILL 4/26/2013 1:00:23 PM, mkim

Fulfilled for [REDACTED] due 04/26/2013 05:00:00 PM.

*** COMMIT 4/26/2013 1:00:25 PM, mkim, Action Type : N/A

cust called? RO rec? mediation review

*** CASE MODIFY 4/26/2013 1:00:44 PM, mkim

into WIP 6K and Status of Solving.

*** NOTES 4/30/2013 8:38:24 AM, mkim, Action Type : Field Service

Received 5 pictures and UA inspection form from DPSM

*** CASE ADD ATTACHMENT 4/30/2013 8:45:16 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-04-1200792_1_1.pdf

*** NOTES 4/30/2013 8:45:50 AM, mkim, Action Type : Call to Dealer

I called Asheboro Honda to speak to SM-David but got his VM.

I left a message requesting a call back.

I also sent SM-David a message requesting copies of all closed and open ROs

*** CASE MODIFY 4/30/2013 8:46:16 AM, mkim

into WIP 6K and Status of Solving.

Case History

Case ID : N012013-04-1200792

Case Title : 6K-#208105--

TEERING/BRAKE FAIL CONCERN/DEALERSHIP

*** CASE FULFILL 4/30/2013 8:46:31 AM, mkim

Fulfilled for [REDACTED] due 04/29/2013 05:00:00 PM.

*** COMMIT 4/30/2013 8:46:33 AM, mkim, Action Type : N/A

cust called? RO rec? mediation review

*** CASE MODIFY 4/30/2013 8:46:50 AM, mkim

into WIP 6K and Status of Solving.

*** NOTES 5/1/2013 8:32:14 AM, mkim, Action Type : Call to Dealer

I called Asheboro Honda to speak to SM-David but got his VM..

I left a message requesting a call back.

*** NOTES 5/1/2013 8:33:48 AM, mkim, Action Type : Field Service

I called DPSM-6K to inquire if he received any closed or final ROs from Asheboro Honda.

DPSM stated hes still waiting on the RO after completing the UA inspection.

*** NOTES 5/1/2013 8:34:54 AM, mkim, Action Type : Call to Customer

I called [REDACTED] but got customers VM.

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

I also left a message to follow up again on 05/01/2013 if I dont hear from her.

*** CASE FULFILL 5/1/2013 8:39:29 AM, mkim

Fulfilled for [REDACTED] due 05/01/2013 05:00:00 PM.

*** COMMIT 5/1/2013 8:39:32 AM, mkim, Action Type : N/A

cust called? RO rec? mediation review; send 10 day ltr

*** CASE MODIFY 5/1/2013 8:39:50 AM, mkim

into WIP 6K and Status of Solving.

*** NOTES 5/2/2013 10:40:35 AM, mkim, Action Type : Field Service

I called DPSM and inquire about if he received any RO or information from the dealership.

DPSM stated he's received nothing so he offer to follow up with the GM, owner, and SM again.

*** CASE MODIFY 5/2/2013 10:40:51 AM, mkim

into WIP 6K and Status of Solving.

*** CASE MODIFY 5/2/2013 10:40:57 AM, mkim

into WIP 6K and Status of Solving.

*** NOTES 5/3/2013 10:53:42 AM, mkim, Action Type : Letter/Fax

Received 1 page RO from SM-David at Asheboro Honda

*** NOTES 5/3/2013 1:16:33 PM, mkim, Action Type : Note-General

forward to RM for further review

*** CASE FULFILL 5/3/2013 1:16:39 PM, mkim

Fulfilled for [REDACTED] due 05/03/2013 05:00:00 PM.

*** COMMIT 5/3/2013 1:16:39 PM, mkim, Action Type : N/A

cust called? mediation review; 10 day ltr sent

Case History

Case ID : N012013-04-1200792

Case Title : 6K-#208105--[REDACTED], [REDACTED]-STEERING/BRAKE FAIL CONCERN/DEALERSHIP

*** CASE MODIFY 5/3/2013 1:16:57 PM, mkim
into WIP 6K and Status of Solving.

*** CASE MODIFY 5/3/2013 1:28:18 PM, mkim
into WIP 6K and Status of Solving.

*** NOTES 5/3/2013 2:26:39 PM, eclogg1, Action Type : Note-General

RO 39085 dated 4/4/13 at 1269 miles. The customer states that the car had cut off while making a turn. The dealer claims they had duplicated a vehicle surge after a stop and got into an accident. The DPSM performed a UA inspection and did not find any manufacture defect. The vehicle is operating as designed.

The dealer repaired the body damage.

*** NOTES 5/3/2013 2:43:46 PM, eclogg1, Action Type : Note-General

Forward to mediation for review.

*** NOTES 5/3/2013 2:59:25 PM, mkim, Action Type : Letter/Fax

May 3, 2013

[REDACTED]
Asheboro, NC, [REDACTED]

Re: VIN 1HGCR2F57DA [REDACTED]

Dear [REDACTED]:

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2013 Honda Accord.

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

I can be reached at [REDACTED], Monday through Friday between the hours of 6:00 a.m. and 2:30 p.m. Pacific Time.

We appreciate the opportunity to respond to your concerns.

Sincerely,
American Honda Motor Co., Inc.

Julie K.
Automobile Customer Service
File No. N012013-04-1200792

*** CASE MODIFY 5/3/2013 2:59:27 PM, mkim
into WIP 6K and Status of Solving.

*** NOTES 5/6/2013 7:42:25 AM, mkim, Action Type : Call from Customer

[REDACTED] is returning a message I left before.

Case History

Case ID : N012013-04-1200792

Case Title : 6K-#208105-- [REDACTED] [REDACTED] -STEERING/BRAKE FAIL CONCERN/DEALERSHIP

I asked the customer if shes been in contact with anyone from Asheboro Honda and customer stated she has not been in contact with anyone from the dealership.
Customer stated she is still driving the rental vehicle.

I apologized to the customer about the dealership not following up with her but I informed the customer we've inspected the vehicle and at this time, we have not found any defects in the vehicle. I informed the customer at this time, she will need to follow up with the dealership to return the rental and pick up her vehicle.

Customer stated this is not the first time Honda has tried covering up such defect and shes aware theres been more incidents like the one she experienced.
Customer stated she has an attorney and will have her attorney contact me back.
Customer then disconnected the call before I can advise her further.

*** CASE FULFILL 5/6/2013 9:26:36 AM, mkim

Fulfilled for [REDACTED] due 05/07/2013 05:00:00 PM.

*** COMMIT 5/6/2013 9:26:37 AM, mkim, Action Type : N/A

mediation review-f/u

*** CASE MODIFY 5/6/2013 9:26:51 AM, mkim

into WIP 6K and Status of Solving.

*** NOTES 5/7/2013 11:24:01 AM, mkim, Action Type : Note-General

Received notification to close this case since a new N04 case has been opened for further review

*** SUBCASE N012013-04-1200792-1 CLOSE 5/7/2013 11:24:27 AM, mkim

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012013-04-1200792-2 CLOSE 5/7/2013 11:24:36 AM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 5/7/2013 11:24:38 AM, mkim

Fulfilled for [REDACTED] due 05/09/2013 05:00:00 PM.

*** CASE MODIFY 5/7/2013 11:24:46 AM, mkim

into WIP 6K and Status of Solving.

*** CASE CLOSE 5/7/2013 11:24:48 AM, mkim

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

Case Details

Case ID : N012013-06-0700174	Division : Honda - Auto	Condition : Closed	Open Date : 6/7/2013 7:24:25 AM
Case Originator : Khia Eaton (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/19/2013 10:46:35 AM
Case Owner : Carlo Isip (Team SA)	Method : Mail	Queue :	Days Open : 12
Last Closed By : Carlo Isip (Team SA)	Point of Origin : Customer	Wipbin :	
Case Title : 3E(FRANK BROWN) - [REDACTED] - STEERING CONCERN	No. of Attachments : 1		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F37DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F3DEW / A
Miles / Hours :	1,500
In Service Date :	03/16/2013
Months In Use :	3
Engine Number :	K24W11091659
Originating Dealer No. / Name :	206644 / FRANK BROWN HONDA
Selling Dealer No. / Name :	206644 / FRANK BROWN HONDA
Trim :	LX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206644 / FRANK BROWN HONDA
Phone No. :	806-796-7777
Address :	5802 SPUR 327
City / State / Zip :	LUBBOCK, TX 79424
Svc District / Sls District :	03E / A03
Warranty Labor Rate / Date :	\$93.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-06-0700174-1 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	510	Steering Column
N012013-06-0700174-2 / [REDACTED] PRODUCT -	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-06-0700174-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 6/7/2013 7:52:38 AM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 6/7/2013 7:52:47 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc Steer Stiff/Hvy 5104
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-06-0700174-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlo Isip	Type 1 : Product	Status : Subcase Close	Open Date : 6/13/2013 4:43:04 PM
Issue Owner : Carlo Isip	Type 2 : Operation	Queue :	Close Date : 6/19/2013 10:46:35 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc Steering Malfun 5103
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Warranty
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-06-0700174

Case Title : 3E(FRANK BROWN) - [REDACTED] - STEERING CONCERN

*** CASE CREATE 6/7/2013 7:24:25 AM, kheaton

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

*** CASE MODIFY 6/7/2013 7:42:25 AM, kheaton

into WIP default and Status of Solving.

*** NOTES 6/7/2013 7:52:18 AM, kheaton, Action Type : Call from Customer

Customer information was verified

Situation/Request: [REDACTED] has contacted ACS to report problem with his vehicle.

Probing Questions: Customer states that a couple of weeks ago he was making a right hand turn and the steering became very stiff. Customer states that he went into the dealer and they were not able to reproduce the concern. Customer states yesterday he was making another right hand turn and his steering went completely out. Customer states that he almost ran over his neighbor. Customer states that a steering indicator illuminated as well. Customer states that he managed to get to the dealer who was then able to see the steering light and verify the stiff steering.

Customer states that while he was at the dealer the SA walked up to him and asked if he had turned the vehicle off and back on and the customer replied that he had not. Customer states that the dealer then explained that he had turned the vehicle off and on again and the issue disappeared. Customer states that the vehicle remains at the dealer who has informed him that the issue appears to be the steering rack.

Inbound Summary: Customer states that the dealer has been great and they are in an effort to reinstate his faith in his vehicle, however the customer plans on discussing a trade with the sales department at the dealer. Customer mentioned that he no longer wants this particular vehicle. Customer states that he loved the vehicle before this issue and that and he simply wanted to make AHM aware of his experience and asked that AHM engineers obtain this information. ACS agreed to pass the information along to upper management and provided the customer with his case number as a reference of the conversation.

*** SUBCASE N012013-06-0700174-1 CREATE 6/7/2013 7:52:38 AM, kheaton

Created in WIP Default with Due Date 6/7/2013 7:52:38 AM.

*** SUBCASE N012013-06-0700174-1 CLOSE 6/7/2013 7:52:47 AM, kheaton

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/7/2013 7:52:50 AM, kheaton

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

*** CASE REOPEN 6/11/2013 3:12:31 PM, valligoo

with Condition of Open and Status of Solving.

*** CASE MODIFY 6/11/2013 3:12:37 PM, valligoo

into WIP default and Status of Solving.

*** NOTES 6/11/2013 3:13:13 PM, valligoo, Action Type : Letter/Fax

On 6/11/13 ACS received a 1-page letter from the customer dated 6/06/13 regarding the previous concern.

*** CASE MODIFY 6/11/2013 3:14:02 PM, valligoo

into WIP default and Status of Solving.

*** CASE DISPATCH 6/11/2013 3:14:25 PM, valligoo

from WIP default to Queue Honda Team C.

Case History

Case ID : N012013-06-0700174

Case Title : 3E(FRANK BROWN) - [REDACTED] - STEERING CONCERN

*** CASE ADD ATTACHMENT 6/11/2013 3:15:16 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-06-0700174_1.PDF

*** CASE ACCEPT 6/12/2013 8:38:12 AM, cisip

from Queue Honda Team C to WIP default.

*** SUBCASE N012013-06-0700174-2 CREATE 6/13/2013 4:43:04 PM, cisip

Created in WIP Default with Due Date 6/13/2013 4:43:04 PM.

*** NOTES 6/13/2013 4:43:30 PM, cisip, Action Type : Call to Customer

Called customer: [REDACTED], left a message for the customer and requested for a call back. Provided my contact information.

*** COMMIT 6/13/2013 4:43:34 PM, cisip, Action Type :

Made to JOE DUKE due 06/18/2013 04:43:37 PM.

DCS Follow-Up

*** NOTES 6/13/2013 4:44:19 PM, cisip, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 6/18/2013

This customer contacted our office regarding the following issue(s): The customer states that he had a steering malfunction where he was not able to control the steering wheel.

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

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Customer repair cost? & Warranty Rate? (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Carlo Isip
Automobile Customer Service
[REDACTED]

*** CASE MODIFY 6/13/2013 4:44:28 PM, cisip

into WIP default and Status of Solving.

*** NOTES 6/18/2013 10:35:51 AM, cisip, Action Type : Call to Dealer

Called dlrship: [REDACTED], left a message for SM, Corey and requested for a call back. Provided my contact information.

*** NOTES 6/18/2013 3:27:42 PM, cisip, Action Type : Call from Dealer

I received a call from service manager, Corey. Corey stated the customer came in to the dlrship saying that power steering locked up on the vehicle. Corey stated that he drove the vehicle and stated that after driving the vehicle for 20 minutes, the power steering locked up after making a left turn. Corey stated that they replaced the entire power steering rack, however the customer ended up trading this vehicle in for a 2013 Odyssey. I thanked Corey for his assistance.

Case History

Case ID : N012013-06-0700174

Case Title : 3E(FRANK BROWN) - [REDACTED] - STEERING CONCERN

End of call.

*** NOTES 6/19/2013 10:46:05 AM, cisip. Action Type : Call to Customer

Called customer [REDACTED] left a message for the customer advising that ACS has been made aware that repairs have been completed on this vehicle and that the vehicle was traded in. I left a message thanking the customer for giving American Honda the opportunity to address his concerns and advised should he have any future questions or concerns to please contact ACS. End of message. RCM closed the case.

*** CASE MODIFY 6/19/2013 10:46:33 AM, cisip

into WIP 3E and Status of Solving.

*** SUBCASE N012013-06-0700174-2 CLOSE 6/19/2013 10:46:35 AM, cisip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/19/2013 10:46:35 AM, cisip

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

Case Details

Case ID : N012014-12-0101207	Division : Honda - Auto	Condition : Open	Open Date : 12/1/2014 9:43:30 AM
Case Originator : Leonard Kim (Team HB)	Sub Division : Customer Relations	Status : Solving	Close Date :
Case Owner : Khia Eaton (Team HH)	Method : Phone	Queue :	Days Open : 10
Last Closed By :	Point of Origin : Customer	Wipbin : 9J	
Case Title : 09J - [REDACTED] - POWER STEERING RACK BROKE THEN CAUSED ACCI No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F75DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F7DJW / A
Miles / Hours :	23,000
In Service Date :	05/06/2013
Months In Use :	19
Engine Number :	K24W11469717
Originating Dealer No. / Name :	206812 / THE AUTOMASTER HONDA
Selling Dealer No. / Name :	207564 / TOWN & COUNTRY HONDA
Trim :	EX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208635 / 802 HONDA
Phone No. :	802-223-9700
Address :	224 PAINE TURNPIKE N.
City / State / Zip :	BERLIN, VT 05602
Svc District / Sls District :	09J / D09
Warranty Labor Rate / Date :	\$84.75 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207564	TOWN & COUNTRY HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-12-0101207-1 [REDACTED] - PRODU	Solving	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-12-0101207-1	Disposition: Complaint	Condition : Open	Wipbin : Sub-Cases
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Solving	Open Date : 12/2/2014 2:02:36 PM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date :
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions :
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-12-0101207

Case Title : 09J - [REDACTED] - POWER STEERING RACK BROKE THEN CAUSED ACCIDENT

*** CASE CREATE 12/1/2014 9:43:30 AM, lkim

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

*** CASE MODIFY 12/1/2014 9:44:01 AM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 12/1/2014 9:44:18 AM, lkim

into WIP default and Status of Solving.

*** CASE MODIFY 12/1/2014 9:50:08 AM, lkim

into WIP default and Status of Solving.

*** NOTES 12/1/2014 9:50:10 AM, lkim, Action Type : Call from Customer

verified info

[REDACTED]
COLCHESTER VT [REDACTED]

Case ID: N012014-12-0101207

phone [REDACTED]

email [REDACTED]

The customer stated her steering locked up on the 22nd of November. She said she hit a curb and it blew her tire and now the steering rack is broken. She said this happened at 12:15pm. She said it happened in Mount Pillerier Vermont on Court Street heading north east. She said she was going less than 15 mph and was less than 3 feet from the turn she was supposed to make and then she was slowing down on the residential street. She said she was approaching the turn, she heard a bang, her steering locked up then she hit the curb and she couldn't turn her steering wheel at all and the car went up on the curb and then had to have the car towed. She said she had it towed to 802 HONDA and they told her the steering rack is broken. She said she feels the rack broke before she hit the curb. She said no airbags deployed and she wasn't injured. She said it was just her in the vehicle and her VSA light came on her dash during the accident. She said her car is at 802 Honda and she is speaking with Bob Serve, the service advisor and was quoted \$2300 for the repair. She said no work has been done on the vehicle yet and it is in the post accident condition. She is requesting for us to cover the bill. She said she contacted her insurance company nationwide. She said she didn't take pictures or file a police report or have medical expenses.

ACS advised we apologize for the inconvenience. ACS advised we will dispatch this case to a CM for review. ACS advised A CM will call her back by the end of 1 business day and provided the case number.

The customer understood and required no further assistance.

*** CASE DISPATCH 12/1/2014 9:50:16 AM, lkim

from WIP default to Queue Honda Team H .

*** NOTES 12/1/2014 10:51:32 AM, hkabage, Action Type : Note-General

Case reviewed by the Inbound TL (incident-compensation). Requested the Inbound Specialist call the customer back and ask her what her insurance company told her.

*** NOTES 12/1/2014 12:03:53 PM, lkim, Action Type : Call to Customer

ACS provided disclosure. She said her insurance company told her they were going to cover her aside from her deductible. She said she wants us to cover it instead because it should be warrantied.

*** NOTES 12/1/2014 1:30:11 PM, hkabage, Action Type : Note-General

Case History

Case ID : N012014-12-0101207

Case Title : 09J [REDACTED] - POWER STEERING RACK BROKE THEN CAUSED ACCIDENT

Case reviewed by the Inbound TL (incident-compensation). Confirmed with the Inbound Specialist that the customer understands if her insurance believes there is a defect, they have resources to contact AHM. The case is being dispatched as the customer continued to request a claim/compensation through AHM.

*** CASE YANKED 12/2/2014 1:59:14 PM, codulio

Yanked by codulio into WIPbin Default.

*** SUBCASE N012014-12-0101207-1 CREATE 12/2/2014 2:02:36 PM, codulio

Created in WIP Default with Due Date 12/2/2014 2:02:36 PM.

*** NOTES 12/2/2014 2:06:24 PM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] I left message letting the customer know I am calling on behalf of the case mgr Khia. I let the customer know she is not in the office today but she will review her case and call back on 12/9/14 to update her case. I provided the case number and 800# along with the Case Mgr. ext# 117745.

*** COMMIT 12/2/2014 2:06:31 PM, codulio, Action Type : N/A

call cust. w/ final status

*** SUBCASE N012014-12-0101207-1 ASSIGN 12/2/2014 2:07:01 PM, codulio

N012014-12-0101207-1 to kheaton, WIP

*** CASE MODIFY 12/2/2014 2:07:07 PM, codulio

into WIP Default and Status of Solving.

*** CASE ASSIGN 12/2/2014 2:07:11 PM, codulio

N012014-12-0101207 to kheaton, WIP

*** NOTES 12/9/2014 2:25:29 PM, kheaton, Action Type : Call to Customer

ACS contacted [REDACTED] and left a VM. I formally introduced myself as her RCM and informed her that I would like to speak to her about her steering rack concern. I supplied my contact information [REDACTED] and hours of operation for the customer to follow up.

*** NOTES 12/9/2014 2:31:41 PM, kheaton, Action Type : Call to Dealer

ACS spoke to SA Michael indicated that the customer stated that she hit a curb at 12 mph and her tire blew and she does not feel that a vehicle that is 5 inches away from the curb should have impacted her power steering rack. He confirmed that the dealer replaced the tire and wheel and the rack. I asked if the rack was replaced under warranty, and he verified that the customers insurance company paid for the repair. He mentioned that the service department was closing and he is providing information that he is familiar with about the case. I informed him that I would touch base with him later to obtain further details.

*** CASE MODIFY COMMITMENT 12/9/2014 2:31:55 PM, kheaton

with [REDACTED] due 12/11/2014 09:00:00 AM.

Case Details

Case ID : N012014-09-1801107	Division : Honda - Auto	Condition : Closed	Open Date : 9/18/2014 12:36:43 PM
Case Originator : Leslie Thompson (Team HE)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/19/2014 12:44:11 PM
Case Owner : James Webb (Team HC)	Method : Phone	Queue :	Days Open : 1
Last Closed By : James Webb (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 10C(RALPH SCHOMP)-[REDACTED] - VEHICLE STEERING CONCERN/T No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCR2F32DA [REDACTED]
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CR2F3DEW / A
 Miles / Hours : 23,000
 In Service Date : 05/11/2013
 Months In Use : 16
 Engine Number : K24W11107499
 Originating Dealer No. / Name : 206588 / RALPH SCHOMP HONDA
 Selling Dealer No. / Name : 206588 / RALPH SCHOMP HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : CVT
 Exterior Color : WB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206588 / RALPH SCHOMP HONDA
 Phone No. : 303-798-1500
 Address : 5700 S. BROADWAY
 City / State / Zip : LITTLETON, CO 80121
 Svc District / Sls District : 10C / C10
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-09-1801107-1 - [REDACTED]	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-09-1801107-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Webb	Type 1 : Product	Status : Subcase Close	Open Date : 9/18/2014 4:44:57 PM
Issue Owner : James Webb	Type 2 : Operation	Queue :	Close Date : 9/19/2014 12:44:11 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Steering Malfun 5103
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern, Provided Information
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-09-1801107

Case Title : 10C(RALPH SCHOMP)-[REDACTED] - VEHICLE STEERING CONCERN/TRADE O

*** NOTES 9/18/2014 12:36:43 PM, lthomps1, Action Type :

2 issues

*** CASE CREATE 9/18/2014 12:36:43 PM, lthomps1

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

*** CASE MODIFY 9/18/2014 12:38:12 PM, lthomps1

into WIP default and Status of Solving.

*** NOTES 9/18/2014 12:57:57 PM, lthomps1, Action Type : Call from Customer

Updated Customer Info

best contact number [REDACTED] or [REDACTED]

email verified [REDACTED]

Customer stated she purchased her vehicle in May 2013. The customer stated soon after she purchased the vehicle, the steering wheel locked up and the vehicle stalled on her during traffic. The customer contacted the dlr, Ralph Schomp Honda and they arranged for a tow truck to assist the customer dlr did an inspection at that time, however they couldn't replicate the issue, or find anything wrong with the car. The customer stated they contacted AHM and was told to replace the rack and steering column. The customer stated 2 weeks ago the steering wheel locked up on the highway again. The stated she was driving around 65MPH and she was able to roll her vehicle safely to the side of the highway. The customer had the vehicle towed into the dlr. The dlr tested the vehicle and test drove the vehicle and was able to replicate the issue. Jim found a failure associated with the automatic steering system of the vehicle. Jim Phurman- Service Director explained the computer system hasn't been connecting to the vehicle steering column. The dlr was able to replicate the concern as well. The customer stated she feels that she has a lemon. The customer is requesting a resolution to her concern. The customer stated the vehicle is currently at the dlr, and repairs has been made, however she was told that the issue may occur again. The customer also stated she was provided a loaner. The customer feels that she may need another Honda vehicle.

ACS informed customer that we are sorry for what they are experiencing with the steering wheel locking during traffic. In order to make a decision on the customers situation, their case will need to be reviewed further. Therefore, I will be dispatching the case to a Case Manager who can look into their concern further and is in a better position to give them an answer or make a decision on their behalf. Customer was provided their case number and was informed she would be contacted by the end of the next business day.

Case Manager Information:

Customer is the original owner of the vehicle

Customer has great service history

Daughter also own a 2014 Accord and the customer stated she has Schomp Care (extended warranty)

*** CASE MODIFY 9/18/2014 12:57:58 PM, lthomps1

into WIP default and Status of Solving.

*** CASE MODIFY 9/18/2014 12:58:38 PM, lthomps1

into WIP default and Status of Solving.

*** CASE MODIFY 9/18/2014 12:58:40 PM, lthomps1

into WIP default and Status of Solving.

*** CASE MODIFY 9/18/2014 12:58:40 PM, lthomps1

into WIP default and Status of Solving.

*** CASE DISPATCH 9/18/2014 12:58:51 PM, lthomps1

from WIP default to Queue Honda Team C.

Case History

Case ID : N012014-09-1801107

Case Title : 10C(RALPH SCHOMP)-[REDACTED] - VEHICLE STEERING CONCERN/TRADE O

*** CASE ASSIGN 9/18/2014 1:58:18 PM, jstradfo
N012014-09-1801107 to jwebb, WIP

*** CASE MODIFY 9/18/2014 4:44:24 PM, jwebb
into WIP default and Status of Solving.

*** SUBCASE N012014-09-1801107-1 CREATE 9/18/2014 4:44:57 PM, jwebb
Created in WIP Default with Due Date 9/18/2014 4:44:57 PM.

*** COMMIT 9/18/2014 4:45:03 PM, jwebb, Action Type : N/A
24hr

*** CASE MODIFY 9/18/2014 4:45:14 PM, jwebb
into WIP default and Status of Solving.

*** NOTES 9/19/2014 11:56:04 AM, jwebb, Action Type : Call to Customer

I called the SD Jim at (303) 798-1500 and left a message asking him to call me back so we can discuss the clients case. I provided my contact number and ended the call.

*** NOTES 9/19/2014 11:56:12 AM, jwebb, Action Type : Call to Dealer

I called the SD Jim at (303) 798-1500 and left a message asking him to call me back so we can discuss the clients case. I provided my contact number and ended the call.

*** NOTES 9/19/2014 12:16:52 PM, jwebb, Action Type : Note-General

*Resources show client is the current owner

- Purchased new
- 8 visits to DLR

*Resources show past ownership of a 1987 Honda Accord - 1HGCA553XHA [REDACTED]

- Purchased used
- 8 visits to DLR

*Resources show past ownership of a 2005 Honda Accord - 1HGCM55425A [REDACTED]

- Purchased used
- 7 visits to DLR

*Resources show past ownership of a 2007 Honda Accord - 1HGCM567X7A [REDACTED]

- Purchased new
- 10 visits to DLR

*Resources show past ownership of a 2010 Honda Accord - 1HGCP2F75AA [REDACTED]

- Purchased new
- 12 visits to DLR

*Resources show past ownership of a 1992 Honda Accord - JHM CB7559NC [REDACTED]

- Purchased used
- 15 visits to DLR

*Resources show past ownership of a 2002 Honda Accord - JHMC G55452C [REDACTED]

- Purchased new
- 17 visits to DLR

*Resources show past ownership of a 1999 Honda Accord - JHMC G5548XC [REDACTED]

- Purchased new

Case History

Case ID : N012014-09-1801107

Case Title : 10C(RALPH SCHOMP)-[REDACTED] VEHICLE STEERING CONCERN/TRADE O

- 3 visits to DLR

*Resources show past ownership of a 1986 Honda Civic - JHMAR652XGC [REDACTED]

- Purchased used

- 6 visits to DLR

*** CASE MODIFY 9/19/2014 12:19:16 PM, jwebb
into WIP 10C and Status of Solving.

*** NOTES 9/19/2014 12:43:24 PM, jwebb, Action Type : Call from Dealer

I received a VM from the SD Jim requesting a call back at 303-210-6217

*** NOTES 9/19/2014 12:43:34 PM, jwebb, Action Type : Call to Dealer

I called the SD Jim at 303-210-6217 and we went over the details of the clients case. The SM informed me that in August of last year the client came in with a concern of the EPS light coming on and the power steering locking up on her. The SD stated that they couldnt duplicate the issue, but after speaking with Techline they replaced the rack and pinion. The SD stated that now a year later while the client was driving on the Highway the power steering locked up and this time they were able to confirm the issue. The SD stated that they found that the computer was not connecting with the EPS system and they replaced it. The SD stated that the clients concern now is that she does not feel safe with the vehicle and wants to be traded out of it. The SD stated that he is currently working with the client to trade her out of the vehicle at the DLR level and stated that the client had contacted AH to seek assistance with being traded out into another vehicle. The SD stated that the client is a great client of theirs and has owned around 10 Honda vehicles. I asked the SD if the vehicles steering system is operating as designed right now and he told me that it is but he isnt sure if in a year from now the power steering is going to fail again. I explained to the SD that our position is to repair or replace any component that fails due to a defect in materials or workmanship under the terms and limitations of the manufacturers warranty. I explained to the SD that since the vehicle is operating as designed at this time AH is not in a position to consider trading her out of the vehicle. The SD understood and told me that he will continue to work with the client to trade her out at the DLR level. I thanked the SD for his time and ended the call.

*** NOTES 9/19/2014 12:43:46 PM, jwebb, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and spoke with her husband [REDACTED]. We went over the details of the clients case and he informed me that a year ago while his wife was driving the vehicle the EPS light came on and the steering wheel locked up. The client stated that they towed the vehicle to the DLR and when they had it they were not able to duplicate the problem and there were no lights on with the vehicle. The client stated that Ralph Schomp Honda had contacted Techline and they suggested replacing the steering gear, but it wasnt confirmed at that time that was the issue. The client stated that then this month while his wife was driving on the highway at 65 MPH the EPS light came back on and the steering wheel locked up on her again. The client stated that his wife was able to get off the freeway safely and had the vehicle towed to Ralph Schomp Honda again. The client stated that this time the DLR was able to duplicate the issue and found that the computer was not communicating with the EPS system. The client stated that they had received a call when the repairs were done and prior to picking up the vehicle they sat down with the SD Jim and asked if this issue will occur again because they were concerned for their safety with the vehicle. The client stated that the DLR was not able to give him a definitive answer to if this repair would resolve the issue for good or not and they started talking about trading his vehicle in towards a 2014 Accord of the same trim level. The client stated that currently the vehicle is at the DLR and the SD is also working out a deal with the sales team to see if they can put him into a newer vehicle with the same monthly payments. The client stated that his wife called AH because they would like to know if AH would be able to provide any assistance with replacing the vehicle.

I empathized with the client about his concern and informed him that I had spoken with the SD Jim and he told me about the first repairs and the current repairs. I informed the client that our position as the manufacturer is to repair or replace any component that fails due to a defect in materials or workmanship under the terms and limitations of the manufacturers warranty. I informed the client that since the DLR was not able to confirm a failure with any component during the first repair it is hard to say that the steering gear was the cause of the problem then and that the repairs were suggested in hope that was the problem. I informed the client that there is a possibility that the computer may have been the problem then but since the vehicle was restarted it could have reset the computer and cleared the lights and codes. I informed the client that at this time AH is not in a position to trade him out of the vehicle since it is currently

Case History

Case ID : N012014-09-1801107

Case Title : 10C(RALPH SCHOMP)-[REDACTED] - VEHICLE STEERING CONCERN/TRADE O

operating as designed by the DLR, and that if he wants to pursue the direction of getting out of his vehicle he will need to work with the DLR. The client understood and required no further assistance at this time. I thanked the client for his time speaking with me today and the call was ended.

*** CASE MODIFY 9/19/2014 12:44:08 PM, jwebb

into WIP 10C and Status of Solving.

*** CASE CLOSE 9/19/2014 12:44:11 PM, jwebb

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

*** SUBCASE N012014-09-1801107-1 CLOSE 9/19/2014 12:44:11 PM, jwebb

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012014-02-2402326	Division : Honda - Auto	Condition : Closed	Open Date : 2/24/2014 3:46:55 PM
Case Originator : Robyn Gray (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/12/2014 1:53:37 PM
Case Owner : Caroline Odulio (Team HH)	Method : Phone	Queue :	Days Open : 16
Last Closed By : Caroline Odulio (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 4F (GERMAIN DUBLIN): [REDACTED] - URGENT! VEH@DLR./POWE No. of Attachments : 1			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F85DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F8DKNW / A
Miles / Hours :	13,000
In Service Date :	05/09/2013
Months In Use :	9
Engine Number :	K24W11111486
Originating Dealer No. / Name :	208548 / GERMAIN HONDA OF DUBLIN
Selling Dealer No. / Name :	208548 / GERMAIN HONDA OF DUBLIN
Trim :	EX-LNAV
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208548 / GERMAIN HONDA OF DUBLIN
Phone No. :	614-764-9449
Address :	6715 SAWMILL ROAD
City / State / Zip :	DUBLIN, OH 43017
Svc District / Sls District :	04F / F04
Warranty Labor Rate / Date :	\$102.28 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-02-2402326-1 / [REDACTED] -	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-02-2402326-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 2/25/2014 9:01:59 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 3/12/2014 1:53:21 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Other 510X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Repaired/Warranty
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-02-2402326

Case Title : 4F (GERMAIN DUBLIN): [REDACTED] - URGENT! VEH@ DLR./ POWER STEER

*** CASE CREATE 2/24/2014 3:46:55 PM, rgray

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

*** CASE MODIFY 2/24/2014 3:47:35 PM, rgray

into WIP default and Status of Solving.

*** CASE MODIFY 2/24/2014 3:54:49 PM, rgray

into WIP default and Status of Solving.

*** NOTES 2/24/2014 3:59:50 PM, rgray, Action Type : Call from Customer

ACS Updated and Verified Information.

BEST NUMBER: [REDACTED]

Customer purchased vehicle new from GERMAIN HONDA OF DUBLIN. Customer states that her power steering goes out randomly and that she has taken to the DLR for multiple repair attempts. Customer states that she contacted NHTSA and also has looked into the lemon law. Vehicle is currently a GERMAIN HONDA OF DUBLIN, customer is working with just random SA. Customer states that the steering just froze in her hands. Customer states that it has been snowy in her area. 2/15, 2/16 and 2/18 she took to DLR and got car back on Thursday and it happened again on Saturday (2/22) took back to DLR at noon on Saturday. customer is concerned that the problem is the same as which other manufacturer vehicles that have electronic steering. customer states that she is aware that she must send a certified letter to start the lemon law process. Customer seeks assistance with getting the vehicle repaired, customer is seeking assurance that the vehicle will be safe.

ACS empathized with customers frustration and acknowledged how upset I would be if I were in the same situation and my vehicle had a steering concern. ACS advised customer his concern has been documented. ACS advised in the interest of customer satisfaction we are willing to forward the case to a CM for follow up with repairs and diagnosis of the vehicle. ACS advised customer that CM will contact customer by end of business day tomorrow. ACS advise customer that all cases are reviewed on a case by case basis and there no guarantees of assistance. Customer understood and required no further assistance. Offered case #.

*** CASE MODIFY 2/24/2014 3:59:53 PM, rgray

into WIP default and Status of Solving.

*** CASE MODIFY 2/24/2014 4:00:49 PM, rgray

into WIP default and Status of Solving.

*** CASE MODIFY 2/24/2014 4:01:10 PM, rgray

into WIP default and Status of Solving.

*** CASE DISPATCH 2/24/2014 4:01:22 PM, rgray

from WIP default to Queue Honda Team H .

*** CASE YANKED 2/25/2014 5:44:11 AM, codulio

Yanked by codulio into WIPbin Default.

*** SUBCASE N012014-02-2402326-1 CREATE 2/25/2014 9:01:59 AM, codulio

Created in WIP Default with Due Date 2/25/2014 9:01:59 AM.

*** NOTES 2/25/2014 9:11:01 AM, codulio, Action Type : Call to Dealer

I called Germain Dublin. I called the SM Scott Fogle cell# [REDACTED]. I asked to call me and confirm if this vehicle is currently down @ the dealer? I did mention the customer said there has been multiple repairs done to the vehicle. I asked the SM to confirm if this is correct, is the DPSM & tech line been involved? I provided the case# and VIN#.

Case History

Case ID : N012014-02-2402326

Case Title : 4F (GERMAIN DUBLIN): [REDACTED] URGENT! VEH@ DLR./ POWER STEER

*** NOTES 2/25/2014 9:39:24 AM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED]. I spoke with the customer. I let her know I am the case mgr that will review her concerns. I did tell the customer I left & sent the SM Scott Fogle a message on this case. I told the customer I will make sure the dealer is doing all they can to address the problem and use their resources to help repair the vehicle.

The customer confirmed the vehicle is still @ the dealer since Saturday 2.22.14. The customer said this is the 2nd. time @ the dealer and the dealer has provided her a vehicle. The customer is concern & upset that her life is put @ risk since the power steering stops working in the middle of driving and customer compared that the same problems are happening with Chevy Cobalt that she has read all over google. The customer said the problem started on 2.15.14. I told the customer I have not heard of this problem. The customer upset and feels AHM is being combative. I asked what she is asking AHM to do for her? The customer replied "she is not asking for anything." I let the customer know I will gather more information from the dealer so I can better let her know AHM position and what we can do. I did tell the customer if the vehicle can't be repaired I look into seeing what else we can do. I did tell the customer we don't do buy backs from our department. I did tell the customer we are the warrantor of the vehicle and it is our responsibility to repair the vehicle. The customer still unhappy. I told the customer I will call on Friday 2.28.14 to see how things are coming along. The customer understood.

*** NOTES 2/25/2014 9:40:03 AM, codulio, Action Type : Field Service

I called acting DPSM for 4F. I asked a call back to get his feed back on this case and see if he knows what is going on with this vehicle? I provided the case# and VIN#.

*** CASE MODIFY 2/25/2014 9:40:19 AM, codulio

into WIP Default and Status of Solving.

*** NOTES 2/25/2014 10:31:56 AM, codulio, Action Type : Field Service

I spoke with acting DPSM in 4F and he told me he only knew of this matter since 10am today and as far as he knows tech line is involved and currently customer is in a loaner vehicle. DPSM did say he told the dealer still get this matter resolved ASAP. Techline advised the dealer to replace a wire harness only if they find wires are burnt or bad.

I thanked the DPSM for his information and I wanted to make sure he knew about what was going on also.

*** NOTES 2/25/2014 10:33:28 AM, codulio, Action Type : Call to Dealer

I did send the SM Scott Fogle an internal message asking to provide me current diagnosis and history on this matter. I also asked if the DPSM & tech line has been involved? I provided the case# and VIN#.

*** NOTES 2/25/2014 10:42:31 AM, codulio, Action Type : Call from Dealer

SM Scott Fogle @ Germain Dublin sent an internal message letting me know as of 2.25.14 they installed a rack on 2.19.14. The vehicle came back into the dealer on Saturday 2.22.14 with the same problem. The dealer has been working with tech line on the problem. This is the 2nd. repair?

*** NOTES 2/25/2014 10:48:25 AM, codulio, Action Type : Call to Dealer

I sent an reply message to the SM Scott Fogle @ Germain Dublin asking to explain what the 2nd. repair is? I did tell Scott I spoke with the DPSM on this case and I have been told that they are working with tech line and they are suppose to look for a bad wire than replace the wire harness? I asked the SM to confirm the 2nd. repair and if they did find a bad wire and replace the wire harness.

*** COMMIT 2/25/2014 10:50:08 AM, codulio, Action Type : N/A

Made to [REDACTED] due 02/28/2014 10:50:10 AM.
pending DCS Follow-Up

*** NOTES 2/25/2014 10:51:43 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 2/28/2014

Case History

Case ID : N012014-02-2402326

Case Title : 4F (GERMAIN DUBLIN): [REDACTED] - URGENT! VEH@ DLR./ POWER STEER

dear: Scott Fogle,

This customer contacted our office regarding the following issue(s): multiple steering stops working.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action: please confirm the 2nd. repair and if they found bad wires and if the wire harness was replaced?

Please call or transmit a iN response to the Customer Service Office by the due date.

Thank you for your prompt attention to this matter.

Caroline Odulio
Automobile Customer Service

[REDACTED] (note: my e mail & direct# is for dealers use only)

*** CASE MODIFY 2/25/2014 10:52:12 AM, codulio

into WIP Default and Status of Solving.

*** NOTES 2/25/2014 11:58:45 AM, codulio, Action Type : Call from Dealer

SM Scott Fogle called asking to call back @ 614 354-1220.

*** NOTES 2/25/2014 12:06:54 PM, codulio, Action Type : Call to Dealer

I called Gernain Dublin. I called the SM Scott @ 614 354-1220. I spoke with the SM and he confirmed the technician had contacted tech line with their new findings and per tech line the dealer is asked to replace the internal harness. I did tell the SM customer concern her life is @ risk and that the repairs that is being performed is just a guess. SM said they are not doing that and they have followed all the flow chart procedure and making the necessary repairs.

I thanked the SM for the update and to please call the customer on their findings. SM agreed he will call the customer.

*** CASE MODIFY 2/25/2014 12:06:58 PM, codulio

into WIP 4F GERMAIN DUBLIN: and Status of Solving.

*** CASE ADD ATTACHMENT 2/25/2014 1:00:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-02-2402326_1.pdf

*** NOTES 2/26/2014 9:04:12 AM, codulio, Action Type : Call from Dealer

The SM Scott Fogle @ Germain Dublin has called to update me that the Harness part has arrived @ 11am and the repairs are being made as we spoke and the SM called the customer late last night

The pin in the connector was not making proper connection and told customer he feels confident that this repair will work.

The dealer will also see if customer will allow the dealer to take her vehicle home to see if problem will come back.

*** CASE MODIFY 2/26/2014 9:04:16 AM, codulio

into WIP 4F GERMAIN DUBLIN: and Status of Solving.

*** CASE FULFILL 2/28/2014 9:02:08 AM, codulio

Case History

Case ID : N012014-02-2402326

Case Title : 4F (GERMAIN DUBLIN): [REDACTED] - URGENT! VEH@ DLR./ POWER STEER

Fulfilled for [REDACTED] due 02/28/2014 10:50:10 AM.

*** NOTES 2/28/2014 9:20:10 AM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED]. I spoke with the customer. I let her know I am calling to see if she has rec'd the latest update on her repairs. I did tell the customer the SM Scott Fogle has informed me that they are replacing a wire harness. The customer tells me the dealer diagnosed some loose wire connector to the steering? I did agree and that is why the dealer is replacing the wire harness. I told the customer I will call again by 3.10.14 to see how things are coming along. The customer agreed with the arrangements.

*** COMMIT 2/28/2014 9:20:33 AM, codulio, Action Type : N/A

pending repairs

*** CASE MODIFY 2/28/2014 9:20:55 AM, codulio

into WIP 4F GERMAIN DUBLIN: and Status of Solving.

*** CASE FULFILL 3/10/2014 11:24:08 AM, codulio

Fulfilled for [REDACTED] due 03/10/2014 09:00:00 AM.

*** NOTES 3/10/2014 11:26:22 AM, codulio, Action Type : Call from Dealer

SM Scott Fogle has sent me an internal communication letting me know as of 2.28.14 the vehicle has been picked up and problem has been resolved?

*** NOTES 3/10/2014 11:32:07 AM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED]. I left message asking the customer to call me to confirm if her vehicle is doing fine since the last repair? I did let the customer know the SM Scott Fogle said the repairs has been done. I provided the case# and 800# along with my ext # 117739.

*** NOTES 3/10/2014 11:32:24 AM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED]. I left message asking the customer to call me to confirm if her vehicle is doing fine since the last repair? I did let the customer know the SM Scott Fogle said the repairs has been done. I provided the case# and 800# along with m [REDACTED]

*** COMMIT 3/10/2014 11:32:36 AM, codulio, Action Type : N/A

pending repairs

*** CASE MODIFY 3/10/2014 11:33:02 AM, codulio

into WIP 4F GERMAIN DUBLIN: and Status of Solving.

*** NOTES 3/12/2014 1:49:49 PM, codulio, Action Type : Call from Dealer

SM Scott Fogle sent an internal communication as of 3.10.14 the vehicle has not returned to the dealer or has the customer called.

*** NOTES 3/12/2014 1:51:11 PM, codulio, Action Type : Call from Customer

The customer had called and left message letting me know as of 3.10.14 the vehicle has been picked up and customer confirmed there has not been a problem. The customer said the back screen also looks good.

*** NOTES 3/12/2014 1:52:48 PM, codulio, Action Type : Call to Dealer

I sent the SM Scott Fogle an internal communication letting him know the customer is satisfied with repairs. No problems since repairs.

*** CASE FULFILL 3/12/2014 1:52:51 PM, codulio

Fulfilled for [REDACTED] due 03/18/2014 09:00:00 AM.

*** SUBCASE N012014-02-2402326-1 CLOSE 3/12/2014 1:53:21 PM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/12/2014 1:53:22 PM, codulio

into WIP 4F GERMAIN DUBLIN: and Status of Solving.

Case History

Case ID : N012014-02-2402326

Case Title : 4F (GERMAIN DUBLIN): [REDACTED] - URGENT! VEH@ DLR./ POWER STEER

*** CASE CLOSE 3/12/2014 1:53:37 PM, codulio

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

Case Details

Case ID : N012013-05-0702186	Division : Honda - Auto	Condition : Closed	Open Date : 5/7/2013 4:56:30 PM
Case Originator : Sopana Sann (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/10/2013 12:36:06 PM
Case Owner : Jonathan Yu (Team SM)	Method : Phone	Queue :	Days Open : 3
Last Closed By : Jonathan Yu (Team SM)	Point of Origin : Customer	Wipbin :	
Case Title : 12E (SERRAMONTE) - [REDACTED] VEH @ DLR 2 WEEK - LOCKED STEERING W No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner : TO LO 1359
 VIN Type / No. : US VIN / 1HGCR2F57DA [REDACTED]
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CR2F5DEW / A
 Miles / Hours : 2
 In Service Date : 04/24/2013
 Months In Use : 1
 Engine Number : K24W11482235
 Originating Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
 Selling Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
 Trim : SPORT
 No. Of Doors : 4
 Transmission Code : CVT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
 Phone No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : [REDACTED]
 Svc District / Sls District : 12E / B12
 Warranty Labor Rate / Date : \$137.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-05-0702186-1 / [REDACTED] - PRODUCT - O	Subcase Close	Product	Operation	513	Pwr steer gearbo
N012013-05-0702186-2 / [REDACTED] - SERVICE - D	Subcase Close	Service - Dealer	Loaner/Rental	513	Pwr steer gearbo

Issue Details

Issue ID : N012013-05-0702186-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 5/8/2013 1:15:50 PM
Issue Owner : Jonathan Yu	Type 2 : Operation	Queue :	Close Date : 5/10/2013 12:35:20 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
 Condition Code Desc Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Repaired/Warranty
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-05-0702186-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 5/10/2013 12:35:49 PM
Issue Owner : Jonathan Yu	Type 2 : Loaner/Rental	Queue :	Close Date : 5/10/2013 12:35:56 PM
Issue Title : ██████████ - SERVICE - DEALER - LOANER/RENTAL			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
 Condition Code Desc Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-05-0702186

Case Title : 12E (SERRAMONTE) - [REDACTED] - VEH @ DLR 2 WEEK - LOCKED STEERING WHEEL

*** CASE CREATE 5/7/2013 4:56:30 PM, ssann

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

*** CASE MODIFY 5/7/2013 4:57:32 PM, ssann

into WIP default and Status of Solving.

*** NOTES 5/7/2013 5:06:11 PM, ssann, Action Type : Call from Customer

Updated:

Customer states that the first day of owning the vehicle the steering wheel went out. Customer states that his father was driving on the freeway when the steering wheel lock up. Customer father was able to turn off and turn on the vehicle and turn the vehicle a little and was able to get the vehicle to the side. Customer father had the vehicle towed to the dealership . Vehicle has been at dealership for two week and customer is concern if there is an issue or not.

ACS advised the customer that ACS is glad that his father was not injured and glad that he is okay. ACS stated that ACS would be concerned also and appreciates the customer for taking the time to voice his concerns. ACS advised customer of no recalls. ACS advised the customer that out of customer satisfaction ACS will have this case reviewed by a CM to make sure the vehicle is being repaired and operating as designed. ACS advised customer that a RCM will call back by end of tomorrow.

Call end.

*** CASE MODIFY 5/7/2013 5:06:23 PM, ssann

into WIP default and Status of Solving.

*** CASE DISPATCH 5/7/2013 5:06:32 PM, ssann

from WIP default to Queue Honda Team D.

*** CASE ACCEPT 5/8/2013 8:35:46 AM, jyu

from Queue Honda Team D to WIP default.

*** CASE MODIFY 5/8/2013 11:53:23 AM, jyu

into WIP default and Status of Solving.

*** COMMIT 5/8/2013 1:10:47 PM, jyu, Action Type :

Made to [REDACTED] due 05/13/2013 01:10:53 PM.

DCS Follow-Up

*** NOTES 5/8/2013 1:10:57 PM, jyu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/8/2013 1

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

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

Customer states that the first day of owning the vehicle the steering wheel went out. Customer states that his father was driving on the freeway when the steering wheel lock up. Customer father was able to turn off and turn on the vehicle and turn the vehicle a little and was able to get the vehicle to the side. Customer father had the vehicle towed to the dealership . Vehicle has been at dealership for two week and customer is concern if there is an issue or not.

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

Case History

Case ID : N012013-05-0702186

Case Title : 12E (SERRAMONTE) - [REDACTED] - VEH @ DLR 2 WEEK - LOCKED STEERING WHEEL

Jonathan Yu
Automobile Customer Service

*** NOTES 5/8/2013 1:11:11 PM, jyu, Action Type : Call to Customer

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

*** SUBCASE N012013-05-0702186-1 CREATE 5/8/2013 1:15:50 PM, jyu

Created in WIP Default with Due Date 5/8/2013 1:15:50 PM.

*** CASE MODIFY 5/8/2013 1:15:57 PM, jyu

into WIP default and Status of Solving.

*** CASE MODIFY 5/8/2013 4:28:45 PM, jyu

into WIP 12E - Bob Gibbons and Status of Solving.

*** NOTES 5/10/2013 12:34:58 PM, jyu, Action Type : Call from Customer

I received a call from the customer regarding the situation. The customer's father is the primary driver of the vehicle. The father was driving on the freeway when the steering wheel locked up. The vehicle was towed to the dealership for a diagnosis. They kept the vehicle for 2 weeks. The dealership replaced the power steering gearbox and other steering related components. The customer picked up the vehicle last night and everything appeared to be normal at this time. The customer was provided a rental and thought that the insurance will be covered by the dealership since the rental fee is being covered but the customer is being told that they are only covering the rental charge and not the insurance fees.

I advised the customer that AHM does not have a rental car program but since the vehicle was down, the dealership asked AHM for assistance and the rental was covered. Insurance and fuel are always the responsibility of the customer. The customer is seeking reimbursement for the insurance but I apologized but AHM does not cover the insurance. The customer understood and thanked me. The call ended.

*** SUBCASE N012013-05-0702186-1 CLOSE 5/10/2013 12:35:20 PM, jyu

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012013-05-0702186-2 CREATE 5/10/2013 12:35:49 PM, jyu

Created in WIP Default with Due Date 5/10/2013 12:35:49 PM.

*** SUBCASE N012013-05-0702186-2 CLOSE 5/10/2013 12:35:56 PM, jyu

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/10/2013 12:35:57 PM, jyu

into WIP 12E - Bob Gibbons and Status of Solving.

*** CASE MODIFY 5/10/2013 12:35:58 PM, jyu

into WIP 12E - Bob Gibbons and Status of Solving.

*** CASE MODIFY 5/10/2013 12:36:01 PM, jyu

into WIP 12E - Bob Gibbons and Status of Solving.

*** CASE MODIFY 5/10/2013 12:36:05 PM, jyu

into WIP 12E - Bob Gibbons and Status of Solving.

*** CASE CLOSE 5/10/2013 12:36:06 PM, jyu

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

Case Details

Case ID : N012013-06-1101827	Division : Honda - Auto	Condition : Closed	Open Date : 6/11/2013 2:40:12 PM
Case Originator : Justice Najee (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/18/2013 2:23:58 PM
Case Owner : Ray Saeini (Team SB)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Ray Saeini (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : 03A - (JOHN EAGLE) [REDACTED] - POWER STEERING CONCERN- VEHICL No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F84DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F8DKNW / A
Miles / Hours :	858
In Service Date :	05/17/2013
Months In Use :	1
Engine Number :	K24W11117984
Originating Dealer No. / Name :	207945 / RUSTY WALLIS HONDA
Selling Dealer No. / Name :	206635 / JOHN EAGLE HONDA OF DALLAS
Trim :	EX-LNAV
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206635 / JOHN EAGLE HONDA OF DALLAS
Phone No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	[REDACTED]
Svc District / Sls District :	03A / A03
Warranty Labor Rate / Date :	\$110.98 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-06-1101827-1 [REDACTED] - PRODUC	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012013-06-1101827-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Saeini	Type 1 : Product	Status : Subcase Close	Open Date : 6/12/2013 4:03:51 PM
Issue Owner : Ray Saeini	Type 2 : Operation	Queue :	Close Date : 6/18/2013 2:23:53 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc : Other 512X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Forward to Mediation
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-06-1101827

Case Title : 03A - (JOHN EAGLE) [REDACTED] - POWER STEERING CONCERN- VEHICLE @ DLR

*** CASE CREATE 6/11/2013 2:40:12 PM, jnajee

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

*** NOTES 6/11/2013 2:47:52 PM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that he brought the vehicle to the dlr due to the power steering going out. Customer advised that he was driving the vehicle with no power steering fluid. Customer stated that the vehicle has been to three different dlrs regarding this issue and the problem remains to exist. Customer advised that he spoke with SA Corey (unknown last name) who informed him that he's unsure on what they can do to repair the vehicle. Customer advised that he wants another vehicle.

Customer is the original owner of the vehicle: yes

Customer has owned 1 Honda vehicle (s) in the past:

Customer regularly services vehicle with Honda dealers: yes

ACS informed customer that a case was created and dispatched to a case manager on his behalf. ACS informed customer that he will be contacted by the end of the next business day by a case manager. ACS informed customer that there is no guarantee that assistance will be given. ACS provided customer with the case number. Customer understood. No further assistance required.

*** CASE MODIFY 6/11/2013 2:48:09 PM, jnajee

into WIP default and Status of Solving.

*** CASE MODIFY 6/11/2013 2:48:10 PM, jnajee

into WIP default and Status of Solving.

*** CASE DISPATCH 6/11/2013 2:48:34 PM, jnajee

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 6/11/2013 4:50:12 PM, rsaeni

from Queue Honda Team C to WIP default.

*** CASE MODIFY 6/12/2013 4:03:02 PM, rsaeni

into WIP default and Status of Solving.

*** SUBCASE N012013-06-1101827-1 CREATE 6/12/2013 4:03:51 PM, rsaeni

Created in WIP Default with Due Date 6/12/2013 4:03:51 PM.

*** NOTES 6/12/2013 4:04:03 PM, rsaeni, Action Type : Call to Customer

Called the customer using phone number: [REDACTED]

Left a voicemail for the client. Asked for a call back. Provided my contact information including my extension 117753.

*** CASE MODIFY 6/12/2013 4:04:37 PM, rsaeni

into WIP default and Status of Solving.

*** COMMIT 6/12/2013 4:04:41 PM, rsaeni, Action Type : N/A

Made to [REDACTED] due 06/17/2013 04:04:42 PM.

call dealership. obtain update.

Case History

Case ID : N012013-06-1101827

Case Title : 03A - (JOHN EAGLE) [REDACTED] - POWER STEERING CONCERN- VEHICLE @ DLR

*** CASE MODIFY 6/12/2013 4:04:57 PM, rsaeini
into WIP default and Status of Solving.

*** NOTES 6/17/2013 9:48:55 AM, rsaeini, Action Type : Call from Customer

Received a voicemail from the customer. He requested a call back using phone number: [REDACTED]

*** NOTES 6/17/2013 10:08:13 AM, rsaeini, Action Type : Call to Customer

Called the customer using phone number: [REDACTED]

The customer verified that his vehicle is still in the dealership and they are still attempting repairs on it. The customer said hes spoken to the dealership and they dont believe it can be repaired. The customer said the vehicle has been at the dealership for about 2 weeks. The customer said he wants AHM to buy the car back and refund him for the vehicle. The customer said he doesnt want the vehicle back and he will seek out an attorney. I explained that we will look into the concern and attempt to resolve the concerns. The customer insisted that he wants his money back otherwise he will obtain a lawyer. I setup a call back by 06/21/13

*** NOTES 6/17/2013 10:08:54 AM, rsaeini, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

This customer contacted AHM and is expressing concerns with the power steering system. He is also upset that the vehicle has been down for 2 weeks.

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

Thank you for your attention to this matter.

Ray Saeini
Automobile Customer Service

*** NOTES 6/17/2013 10:09:30 AM, rsaeini, Action Type : Note-General

The customer has been driving a loaner vehicle while the vehicle has been in the shop.

*** NOTES 6/17/2013 10:21:50 AM, rsaeini, Action Type : Field Service

Called the DPSM to discuss the case. He noted that hes aware of the situation and has been involved. Hes waiting for the SD at the dealership to send him the information so he could submit for a buy back / trade out. The DPSM also stated that the engine block is also leaking coolant as well but the dealership has not been diagnose the engine block concern since it could not be driven.

*** NOTES 6/17/2013 11:04:10 AM, rsaeini, Action Type : Note-General

Early warning: Field personnel and ACS management informed.

*** CASE MODIFY 6/17/2013 11:04:13 AM, rsaeini

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

*** CASE MODIFY COMMITMENT 6/17/2013 11:04:25 AM, rsaeini

with [REDACTED] due 06/18/2013 04:04:42 PM.

*** CASE MODIFY 6/17/2013 11:04:30 AM, rsaeini

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

*** NOTES 6/18/2013 10:44:11 AM, rsaeini, Action Type : Call from Dealer

Case History

Case ID : N012013-06-1101827

Case Title : 03A - (JOHN EAGLE) [REDACTED] - POWER STEERING CONCERN- VEHICLE @ DLR

Received a call from Mario, SD, at John Eagle Honda.

He requested a call back using phone number: [REDACTED]

*** NOTES 6/18/2013 10:44:49 AM, rsaeni, Action Type : Call to Dealer

Called Mario, SD, at John Eagle Honda back using phone number [REDACTED]

Left a voicemail and requested a call back.

*** CASE MODIFY 6/18/2013 10:44:55 AM, rsaeni

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

*** CASE MODIFY COMMITMENT 6/18/2013 10:45:00 AM, rsaeni

with [REDACTED] due 06/19/2013 04:04:42 PM.

*** CASE MODIFY 6/18/2013 10:45:04 AM, rsaeni

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

*** NOTES 6/18/2013 2:23:39 PM, rsaeni, Action Type : Note-General

Mediation dept has an open case. Closing this case.

*** SUBCASE N012013-06-1101827-1 CLOSE 6/18/2013 2:23:53 PM, rsaeni

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/18/2013 2:23:55 PM, rsaeni

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

*** CASE CLOSE 6/18/2013 2:23:58 PM, rsaeni

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

Case Details

Case ID : N012014-07-1401182	Division : Honda - Auto	Condition : Closed	Open Date : 7/14/2014 11:08:52 AM
Case Originator : Tavia Mack (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/15/2014 12:08:47 PM
Case Owner : Charles Villanueva (Team HH)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Charles Villanueva (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 09C- (LIA HONDA A) [REDACTED] - POWER STEERING	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F88DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F8DKNW / A
Miles / Hours :	13,300
In Service Date :	06/20/2013
Months In Use :	13
Engine Number :	K24W11490307
Originating Dealer No. / Name :	208097 / CAMBRIDGE HONDA
Selling Dealer No. / Name :	208566 / BERNARDI HONDA OF BROCKTON
Trim :	EX-LNAV
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	RA
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207263 / LIA HONDA
Phone No. :	518-438-4555
Address :	1258 CENTRAL AVENUE
City / State / Zip :	ALBANY, NY 12205
Svc District / Sls District :	09C / E09
Warranty Labor Rate / Date :	\$99.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-07-1401182-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	513	Pwr steer gearbo

Issue Details

Issue ID : N012014-07-1401182-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Charles Villanueva	Type 1 : Product	Status : Subcase Close	Open Date : 7/14/2014 12:04:30 PM
Issue Owner : Charles Villanueva	Type 2 : Operation	Queue :	Close Date : 7/15/2014 12:08:47 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Repaired/Warranty, Documented Concern
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-07-1401182

Case Title : 09C- (LIA HONDA A) [REDACTED] POWER STEERING

*** CASE CREATE 7/14/2014 11:08:52 AM, tmack1

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

*** NOTES 7/14/2014 11:52:59 AM, tmack1, Action Type : Call from Customer

Contact information was updated

Best contact number [REDACTED]

Email [REDACTED]

This morning while driving the car the steering wheel has locked. The customer states this has happen 4x times in the two weeks. The customer took the vehicle to Liah Honda today and they explained we need to replace the electric motor for the steering wheel. The customer states if this does not fix the problem they may need to replace another part which was not mentioned. The customer states she is not sure she wants to have the motor replaced because the dealer is not sure if it will resolve the problem. Customer stated the dealer said they contacted AHM and we advised them to replace the steering motor. The customer also states that she needs assistance with a rental because she will have to leave her vehicle at the dealer approximately 2-3 days. The customer is contacting ACS today because she needs assistance with a rental until the dealer has resolved this issue with her steering wheel. The customer has no other means of transportation and is very frustrated considering this is a brand new vehicle.

ACS apologized and empathized with the customer. ACS shared with the customer we will document this concern and we will forward this call over to a CM for further review for assistance with a rental . ACS provided the customer with a case number and explained a CM will contact her by the end of the next business day.

Case is being dispatched because: request financial assistance with a rental/new vehicle/vehicle is at the dealer.

*** CASE MODIFY 7/14/2014 11:56:03 AM, tmack1

into WIP default and Status of Solving.

*** CASE DISPATCH 7/14/2014 11:56:18 AM, tmack1

from WIP default to Queue Honda Team H .

*** CASE MODIFY 7/14/2014 11:56:27 AM, tmack1

into WIP default and Status of Solving.

*** CASE ACCEPT 7/14/2014 12:03:14 PM, cvillanu

from Queue Honda Team H to WIP default.

*** CASE MODIFY 7/14/2014 12:04:00 PM, cvillanu

into WIP default and Status of Solving.

*** SUBCASE N012014-07-1401182-1 CREATE 7/14/2014 12:04:30 PM, cvillanu

Created in WIP Default with Due Date 7/14/2014 12:04:30 PM.

*** COMMIT 7/14/2014 12:05:32 PM, cvillanu, Action Type : N/A

Made to [REDACTED] due 07/17/2014 12:05:34 PM.

Follow up with dealer\PM

*** NOTES 7/14/2014 12:06:11 PM, cvillanu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/17/2014

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

Case History

Case ID : N012014-07-1401182

Case Title : 09C- (LIA HONDA A) [REDACTED] - POWER STEERING

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

Please confirm the diagnosis of the customer's power steering concerns.

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

Charles Villanueva
Automobile Customer Service

*** NOTES 7/14/2014 12:12:17 PM, cvillanu, Action Type : Call to Dealer

I spoke to the SM_Sean who was aware of the customer's concerns and Tech Line was contacted. They advised that the EPS motor needs to be replaced and the vehicle should be ready by tomorrow. The SM will keep AHM posted with any new information.

*** NOTES 7/14/2014 12:23:12 PM, cvillanu, Action Type : Call to Customer

I contacted the .customer and introduced myself as the T2 CASE MANAGER reviewing the case. The customer contacted AHM in regards to a power steering concern. The customer confirmed that she has been having on going issues with the steering wheel being locked. The customer feels that she should not be having these issues on a new vehicle. The customer is requesting that AHM provide her with a loaner vehicle until the vehicle has been repaired.

I empathized with the customer and explained to the customer the parameters of the new vehicle warranty. I advised that AHM doesn't provide loaner vehicle's under the terms of the warranty but would be happy to receive her request. I advised that I was able to speak to the SM_Sean who was aware of her customer's concerns I stated our technicians advised that the EPS motor needs to be replaced and the vehicle should be ready by tomorrow. I informed the customer that if the vehicle was not completed by tomorrow AHM would review for loaner assistance. The customer understood, I provided my contact information with any ACS will follow up with the customer by 7/18/14.

*** CASE MODIFY 7/14/2014 12:23:25 PM, cvillanu

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 7/14/2014 12:23:50 PM, cvillanu

with [REDACTED] due 07/15/2014 12:05:34 PM.

*** CASE MODIFY 7/14/2014 12:23:54 PM, cvillanu

into WIP default and Status of Solving.

*** NOTES 7/15/2014 12:05:22 PM, cvillanu, Action Type : Call to Dealer

I spoke to the SM-Sean who advised that the dealership replaced the EPS motor which resolved the issue. The customer's husband picked up the vehicle.

*** CASE MODIFY 7/15/2014 12:05:25 PM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** CASE MODIFY 7/15/2014 12:05:26 PM, cvillanu

into WIP 09C- Keith Manning and Status of Solving.

*** NOTES 7/15/2014 12:08:40 PM, cvillanu, Action Type : Call to Customer

I contacted the customer to follow up on the repairs. The customer was satisfied and there were no further concerns. I advised the customer to contact me with any further questions.

*** SUBCASE N012014-07-1401182-1 CLOSE 7/15/2014 12:08:47 PM, cvillanu

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012014-07-1401182

Case Title : 09C- (LIA HONDA A) [REDACTED] - POWER STEERING

*** CASE CLOSE 7/15/2014 12:08:47 PM, cvillanu

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

Case Details

Case ID : N012013-08-2201155	Division : Honda - Auto	Condition : Closed	Open Date : 8/22/2013 12:37:28 PM
Case Originator : Kathryn Thomas (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/9/2013 10:49:54 AM
Case Owner : Kentaro Ogawa (Team HH)	Method : Phone	Queue :	Days Open : 48
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : HONDAEAST 4H- [REDACTED] - AC COMPRESSOR AND POWER STEERING No. of Attachments : 1			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F51DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F5DEW / A
Miles / Hours :	3,900
In Service Date :	06/06/2013
Months In Use :	2
Engine Number :	K24W11138777
Originating Dealer No. / Name :	208014 / HONDA EAST
Selling Dealer No. / Name :	208014 / HONDA EAST
Trim :	SPORT
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-08-2201155-1 / [REDACTED]	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-08-2201155-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 8/22/2013 1:51:15 PM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 10/9/2013 10:49:54 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Steering Malfun 5103
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Extended Coverage
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-08-2201155

Case Title : HONDAEAST 4H- [REDACTED] - AC COMPRESSOR AND POWER STEERING FAILED

*** CASE CREATE 8/22/2013 12:37:28 PM, kthomas

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

*** CASE MODIFY 8/22/2013 12:38:53 PM, kthomas

into WIP default and Status of Solving.

*** CASE MODIFY 8/22/2013 12:45:25 PM, kthomas

into WIP default and Status of Solving.

*** NOTES 8/22/2013 12:49:56 PM, kthomas, Action Type : Call from Customer

VALERIE WEARS

Customer provided: address/phone/email

Best phone number for contact [REDACTED]

Customer states her first new vehicle and first new Customer states the AC compressor failed last week of July 2013 and she has a broken hand and cannot operate the window. She states the dealer repaired the vehicle and yesterday the power steering goes out and she was one handed. She was close to her destination and could pull into the parking lot. She states she had 25 miles on the vehicle at the time of purchase. She states she was told by the service department/name not available new vehicle has bugs and tweaks that need to get out for all new model changes. She states she needs her vehicle for work and the vehicle is an extension for her office. She called Tim Medder the sales staff and no call back. She states Matt was the salesperson. She states she was stranded and the vehicle had to be towed in a not safe area. She states she also emailed Tim and no response. She called the dealer today for an update and was understanding about the issue with the AC and now the steering. She states she cannot afford a new vehicle breaking down on her and she had such a great experience with the buying and she loves her vehicle. She states she will think again about the dealer and Honda vehicles. She states she rated the dealer really high, perfect. She states she was told the part was ordered over night and part at the dealer and she just found out about it. ACS apologized and I advised her the case will be sent to a RCM for review and no promises. I advised she will be called by the end of the next business day. I provided the case number and no further action needed.

Because of her expectation of the vehicle being new, breaking down and leaving her stranded in a not so great area and AC out and replaced and then the power steering out and she no longer has confidence in the vehicle and she seeks to have a resolution for the vehicle breaking down and new and assured she will not have to be broke down again.

*** CASE MODIFY 8/22/2013 12:50:12 PM, kthomas

into WIP default and Status of Solving.

*** CASE MODIFY 8/22/2013 12:50:13 PM, kthomas

into WIP default and Status of Solving.

*** CASE DISPATCH 8/22/2013 12:50:39 PM, kthomas

from WIP default to Queue Honda Team H .

*** CASE YANKED 8/22/2013 12:57:04 PM, kogawa

Yanked by kogawa into WIPbin Default.

*** SUBCASE N012013-08-2201155-1 CREATE 8/22/2013 1:51:15 PM, kogawa

Created in WIP Default with Due Date 8/22/2013 1:51:15 PM.

*** COMMIT 8/22/2013 1:54:09 PM, kogawa, Action Type : N/A

initial

*** CASE MODIFY 8/23/2013 9:18:31 AM, kogawa

Case History

Case ID : N012013-08-2201155

Case Title : HONDAEAST 4H- [REDACTED] - AC COMPRESSOR AND POWER STEERING FAILED

into WIP Default and Status of Solving.

*** NOTES 8/23/2013 10:17:01 AM, kogawa, Action Type : Call to Customer

Customer just wants her vehicle to be reliable, and wants car ideally back by this afternoon. Dealer had the car since Wednesday afternoon, and customer had no feedback from dealer until around 3:00pm yesterday when she called them. Her job requires her to drive into low income neighborhoods, and needs reliable transportation. Working with Jennifer. Parts overnighted, so far no feedback yet today. She has friends/family plans this weekend and does not want this to extend through tomorrow. She is in a rental. ACS empathized since we do realize it's a new car, and while warranty is there for defects, this is still not what we believe is normal or to be expected. ACS will reach out to dealer in efforts to expedite repairs. ACS will follow up by Wed next week to hopefully confirm/restore brand confidence.

*** NOTES 8/23/2013 10:20:54 AM, kogawa, Action Type : Call to Dealer

Message to SM Tina requesting her follow up, customer is looking to expedite repairs by 3:00pm today.

*** CASE FULFILL 8/23/2013 10:21:12 AM, kogawa

Fulfilled for [REDACTED] due 08/23/2013 12:00:00 AM.

*** COMMIT 8/23/2013 10:21:13 AM, kogawa, Action Type : N/A

outcome?

*** NOTES 8/23/2013 11:02:44 AM, kogawa, Action Type : Call from Dealer

SM Tina advises techline involved, and P/S rack being installed. Customer in a rental, dealer doing what they can to expedite repairs, aware of customer's hope to get car by 3:00pm. Frankly car will need to be test driven, unlikely to get ready by an hour from now. Will keep me posted. Tina advises techline did not sound confident on whether it would be the p/s rack, or the wiring harness.

*** CASE FULFILL 8/23/2013 11:02:52 AM, kogawa

Fulfilled for [REDACTED] due 08/28/2013 12:00:00 AM.

*** COMMIT 8/23/2013 11:02:54 AM, kogawa, Action Type : N/A

Made to [REDACTED] due 08/23/2013 03:02:59 PM.

tina?

*** CASE FULFILL 8/26/2013 6:21:35 AM, kogawa

Fulfilled for [REDACTED] due 08/23/2013 03:02:59 PM.

*** COMMIT 8/26/2013 6:21:37 AM, kogawa, Action Type : N/A

tina?

*** NOTES 8/26/2013 11:10:09 AM, kogawa, Action Type : Call from Dealer

SM Tina advises car was repaired, test driven and delivered back to customer before 3:00pm Friday.

*** NOTES 8/27/2013 8:11:50 AM, kogawa, Action Type : Call to Customer

Customer advises so far so good, the repairs to the P/S system were successful. Customer asks if AHM can offer a VSC as goodwill, to restore confidence? ACS acknowledged two major repairs in the span of a few weeks. ACS advised that I understand her request, and that confidence will only come back with time. She advises she has only made two payments, has lost confidence, and hopes ACS will be able to assist. ACS advised I will review, let's give the car a few more days of trouble free driving, we will follow up by Tuesday next week. Customer ok.

*** CASE FULFILL 8/27/2013 8:13:29 AM, kogawa

Fulfilled for [REDACTED] due 08/27/2013 12:00:00 AM.

*** COMMIT 8/27/2013 8:13:30 AM, kogawa, Action Type : N/A

RM

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N012013-08-2201155

Case Title : HONDAEAST 4H- [REDACTED] - AC COMPRESSOR AND POWER STEERING FAILED

*** CASE FULFILL 8/29/2013 9:47:55 AM, kogawa

Fulfilled for [REDACTED] due 08/29/2013 12:00:00 AM.

*** COMMIT 8/29/2013 9:47:57 AM, kogawa, Action Type : N/A

RM. VSC? (already has a maint policy)

*** CASE MODIFY 8/29/2013 9:52:12 AM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 8/29/2013 9:54:36 AM, kogawa, Action Type : Call to Dealer

Asked SM to fax/forward RO copies on this VIN.

*** CASE MODIFY 8/29/2013 9:55:49 AM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 8/29/2013 12:59:28 PM, kpittman, Action Type : Letter/Fax

On 8/29/13 ACS received a 3 page fax from the customer regarding previous concern.

*** CASE ADD ATTACHMENT 8/29/2013 2:00:22 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-08-2201155_1.PDF

*** CASE MODIFY COMMITMENT 8/30/2013 2:18:03 PM, kogawa

with [REDACTED] due 09/03/2013 12:00:00 AM.

*** NOTES 9/3/2013 2:15:55 PM, kogawa, Action Type : Note-General

History summary from Honda East shows:

- on 8/10/2013 dealer replaced a faulty compressor, clutch and coil at 3827 miles.
- on 8/23/2013 p/s rack replaced due to bad torque sensor.

So far no claims in the database filed by dealer.

*** NOTES 9/3/2013 2:19:42 PM, kogawa, Action Type : Call to Customer

Customer is so far, satisfied with the recent repairs. she still hopes AHM can goodwill a VSC to restore product confidence. ACS advised I am seeking dealer feedback on these repairs and will follow up by next Tuesday. Customer ok.

*** CASE FULFILL 9/3/2013 2:19:48 PM, kogawa

Fulfilled for [REDACTED] due 09/03/2013 12:00:00 AM.

*** COMMIT 9/3/2013 2:19:49 PM, kogawa, Action Type : N/A

Tina filed claims? (cust wants VSC)

*** NOTES 9/4/2013 12:48:53 PM, kogawa, Action Type : Call to Dealer

SM Tina on vacation, ETA 9/9.

*** CASE FULFILL 9/4/2013 12:48:58 PM, kogawa

Fulfilled for [REDACTED] due 09/05/2013 12:00:00 AM.

*** COMMIT 9/4/2013 12:48:59 PM, kogawa, Action Type : N/A

Tina?

*** NOTES 9/9/2013 8:32:56 AM, kogawa, Action Type : Call from Dealer

Case History

Case ID : N012013-08-2201155

Case Title : HONDAEAST 4H- [REDACTED] AC COMPRESSOR AND POWER STEERING FAILED

SM Tina advises warr clerk was on vacation, claims should be filed shortly.

*** CASE FULFILL 9/9/2013 8:33:15 AM, kogawa

Fulfilled for [REDACTED] due 09/09/2013 12:00:00 AM.

*** COMMIT 9/9/2013 8:33:17 AM, kogawa, Action Type : N/A

call cust

*** CASE MODIFY 9/11/2013 7:22:19 AM, kogawa

into WIP 4H and Status of Solving.

*** CASE MODIFY 9/11/2013 12:25:57 PM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 9/11/2013 12:31:47 PM, kogawa, Action Type : Call to Customer

208014 has filed both claims.

ACS called and left a voicemail for the customer's call back. (ACS will need to send a release form - ACS intends to offer a D68 plan (6yrs, 80k, \$0 deductible).

*** CASE FULFILL 9/11/2013 12:33:01 PM, kogawa

Fulfilled for [REDACTED] due 09/10/2013 12:00:00 AM.

*** COMMIT 9/11/2013 12:33:04 PM, kogawa, Action Type : N/A

ccb?

*** NOTES 9/18/2013 7:33:49 AM, kogawa, Action Type : Call to Customer

Message left on voicemail as a follow up - how is the car? How is her current satisfaction now that's she's had the car back for a while?

*** CASE FULFILL 9/18/2013 7:34:07 AM, kogawa

Fulfilled for [REDACTED] due 09/18/2013 12:00:00 AM.

*** COMMIT 9/18/2013 7:34:08 AM, kogawa, Action Type : N/A

ccb?

*** CASE MODIFY 9/19/2013 7:10:47 AM, kogawa

into WIP 4H and Status of Solving.

*** CASE MODIFY 9/25/2013 2:00:26 PM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 9/25/2013 2:01:35 PM, kogawa, Action Type : Call to Customer

Message left on voicemail requesting feedback, and to follow up on her case.

*** CASE FULFILL 9/25/2013 2:01:40 PM, kogawa

Fulfilled for [REDACTED] due 09/25/2013 12:00:00 AM.

*** COMMIT 9/25/2013 2:01:41 PM, kogawa, Action Type : N/A

ccb?

*** NOTES 9/26/2013 1:43:00 PM, kogawa, Action Type : Call from Customer

Message from the customer advises car is back at the dealer for an A/C inop condition. [REDACTED] or [REDACTED].

*** NOTES 9/26/2013 1:55:42 PM, kogawa, Action Type : Call to Dealer

Case History

Case ID : N012013-08-2201155

Case Title : HONDAEAST 4H- [REDACTED] - AC COMPRESSOR AND POWER STEERING FAILED

Message left on SM Tina's voicemail, advising of customer recontact, can she confirm current status?

*** NOTES 9/27/2013 8:01:48 AM, kogawa, Action Type : Call from Dealer

SM Tina advises customer came in with a complaint of poor A/C cooling. Dealer inspected thoroughly, found slightly low on freon, techline contacted and after a further inspection, no problems found, recharged full of freon, customer has the car back as of last night.

*** NOTES 9/27/2013 8:14:14 AM, myoungbl, Action Type : Call from Customer

Customer states she would like to speak with RCM regarding her claim.

ACS warm transferred customer to RCM for assistance.

*** NOTES 9/27/2013 8:34:14 AM, kogawa, Action Type : Call from Customer

Customer confirms she has the car back, dealer replaced an o-ring seal, unsure if broken/defective or as a precautionary measure. She continues to lose confidence in the car. She also advises she finally received a follow up call from sales to her new car delivery. Also had some general questions concerning the lemon law, and ACS provided some general info, referred her to state of OH if she is interested in specifics. Address confirmed. ACS offered a 6/80 \$0 ded VSC.

*** CASE FULFILL 9/27/2013 8:40:31 AM, kogawa

Fulfilled for [REDACTED] due 10/01/2013 12:00:00 AM.

*** COMMIT 9/27/2013 8:40:32 AM, kogawa, Action Type : N/A

VSC form

*** CASE FULFILL 9/30/2013 11:42:03 AM, kogawa

Fulfilled for [REDACTED] due 09/30/2013 12:00:00 AM.

*** COMMIT 9/30/2013 11:42:04 AM, kogawa, Action Type : N/A

RM?

*** NOTES 10/1/2013 2:27:02 PM, kogawa, Action Type : Note-General

Forwarded VSC app to VSC TOR8 2D for processing.

*** CASE FULFILL 10/1/2013 2:28:24 PM, kogawa

Fulfilled for [REDACTED] due 10/02/2013 12:00:00 AM.

*** COMMIT 10/1/2013 2:28:25 PM, kogawa, Action Type : N/A

processed?

*** CASE MODIFY 10/4/2013 7:43:58 AM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 10/7/2013 9:04:34 AM, kogawa, Action Type : Note-General

VSC processing pending.

*** CASE FULFILL 10/7/2013 9:16:49 AM, kogawa

Fulfilled for [REDACTED] due 10/07/2013 12:00:00 AM.

*** COMMIT 10/7/2013 9:16:50 AM, kogawa, Action Type : N/A

processed?

*** NOTES 10/8/2013 10:21:27 AM, kogawa, Action Type : Call to Customer

Message left on voicemail advising of pending VSC processing, and I will follow up on/by Friday with an update.

Case History

Case ID : N012013-08-2201155

Case Title : HONDAEAST 4H- [REDACTED] - AC COMPRESSOR AND POWER STEERING FAILED

*** CASE FULFILL 10/8/2013 10:21:34 AM, kogawa

Fulfilled for [REDACTED] due 10/08/2013 12:00:00 AM.

*** COMMIT 10/8/2013 10:21:35 AM, kogawa, Action Type : N/A

processed?

*** NOTES 10/9/2013 9:39:00 AM, kogawa, Action Type : Note-General

CONTRACT NO: VG00004589 VIN: 1HGCR2F51DA [REDACTED] COMMERCIAL: N GAP: N AHPPC: Y

-----CUSTOMER INFORMATION-----

[REDACTED]
[REDACTED] CINCINNATI OH [REDACTED]
EMAIL ADDRESS: ([REDACTED])

-----PLAN INFORMATION-----

PLAN CODE : D68 NEW PLAN DESC: NEW 72MO/80K, \$0 DED

DEDUCTIBLE: 0.00 CNTR TYPE: VEHICLE SERVICE CONTRACT

ROADSIDE : Y *-----MODEL INFORMATION-----*

VEH MAKE : HONDA YEAR: 13 SERIES: ACCORD 4D ID: CR2F5DEW

*** CASE MODIFY 10/9/2013 9:41:30 AM, kogawa

into WIP 4H and Status of Solving.

*** NOTES 10/9/2013 10:49:34 AM, kogawa, Action Type : Call to Customer

Informed the customer of her new VSC, and to expect mail confirmation in the coming weeks. Customer appreciates.

*** SUBCASE N012013-08-2201155-1 CLOSE 10/9/2013 10:49:54 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/9/2013 10:49:54 AM, kogawa

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

Case Details

Case ID : N012013-09-3002098	Division : Honda - Auto	Condition : Closed	Open Date : 9/30/2013 3:29:44 PM
Case Originator : Donna Bilardo (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/6/2013 10:39:15 AM
Case Owner : Jeff McCaughan (Team HG)	Method : Phone	Queue :	Days Open : 37
Last Closed By : Jeff McCaughan (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : (OPEN ROAD HONDA) 5F - [REDACTED] - STEERING FAILURE COMPLAI No. of Attachments : 2			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F30DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F3DEW / A
Miles / Hours :	5,000
In Service Date :	08/04/2013
Months In Use :	1
Engine Number :	K24W11151656
Originating Dealer No. / Name :	207202 / CASEY HONDA
Selling Dealer No. / Name :	208408 / HONDA OF TYSONS CORNER
Trim :	LX
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	WB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207145 / OPEN ROAD HONDA
Phone No. :	732-985-0290
Address :	50 ROUTE 1
City / State / Zip :	EDISON, NJ 08817
Svc District / Sls District :	05F / G05
Warranty Labor Rate / Date :	\$123.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208140	HUDSON HONDA		
208408	HONDA OF TYSONS CORNE		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-09-3002098-1 / [REDACTED]	Subcase Close	Product	Operation	512	Pwr steering pum
N012013-09-3002098-2 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	512	Pwr steering pum

Issue Details

Issue ID : N012013-09-3002098-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 10/1/2013 6:04:31 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 10/8/2013 7:05:22 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc Other 512X
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Assist - Rental, Documented Concern, Repaired/Warranty
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-09-3002098-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 10/31/2013 11:13:20
Issue Owner : Jeff McCaughan	Type 2 : Operation - "Safety"	Queue :	Close Date : 11/5/2013 8:01:20 AM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc Other 512X
 Campaign Code / Desc : /
 Temperament Code : Hot
 Resolutions : Documented Concern, Referred to Dealer, Referred to 3rdParty, No
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-09-3002098

Case Title : (OPEN ROAD HONDA) 5F - [REDACTED] - STEERING FAILURE COMPLAINT

*** CASE CREATE 9/30/2013 3:29:44 PM, dbilardo

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

*** CASE MODIFY 9/30/2013 3:39:01 PM, dbilardo

into WIP default and Status of Solving.

*** CASE MODIFY 9/30/2013 3:39:28 PM, dbilardo

into WIP default and Status of Solving.

*** NOTES 9/30/2013 3:45:08 PM, dbilardo, Action Type : Call from Customer

ACS verified info.

Best contact # [REDACTED]

[REDACTED] states today while driving on NJ turnpike 95 north pass exit 12 driving approximately 80 mph the steering locked up and customer almost went into a wall. Prior to incident there were no warning lights on, then after steering locked up an orange steering wheel with an exclamation point came on the left side of dash. Customer had to force steering wheel to correct itself and drove in slow lane. [REDACTED] stated she didnt have time to wait for a tow truck and drove vehicle to Hudson Honda & dropped off vehicle, spoke with service department (didnt have name) who stated they will inspect vehicle. No occupants in the vehicle. Customer also called Honda of Tyson & spoke to SM who stated she would have to wait until Hudson Honda inspects vehicle or they could appraise for a trade in. Customer rented a vehicle and VSC is covering rental. Customer has not contacted insurance company. Customer very scared of driving vehicle and seeks replacement vehicle.

ACS empathized & advised concerns have been documented and request will be referred to a CM for further review and they will call by end of next business day. Advised customer that every case is considered on a case-by-case basis, and not sure of assistance at this point. ACS suggested to continue to work with SM at dlr. Case # was provided to customer, customer understood and case was dispatched.

*** CASE MODIFY 9/30/2013 3:45:12 PM, dbilardo

into WIP default and Status of Solving.

*** CASE DISPATCH 9/30/2013 3:45:27 PM, dbilardo

from WIP default to Queue Honda Team G.

*** CASE YANKED 10/1/2013 6:01:47 AM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 10/1/2013 6:02:09 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 10/1/2013 6:02:26 AM, jmccaugh

into WIP default and Status of Solving.

*** COMMIT 10/1/2013 6:02:38 AM, jmccaugh, Action Type : N/A

Made to [REDACTED] due 10/02/2013 12:00:00 AM.

First call.

*** SUBCASE N012013-09-3002098-1 CREATE 10/1/2013 6:04:31 AM, jmccaugh

Created in WIP Default with Due Date 10/1/2013 6:04:31 AM.

*** NOTES 10/1/2013 6:07:02 AM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Case History

Case ID : N012013-09-3002098

Case Title : (OPEN ROAD HONDA) 5F - [REDACTED] - STEERING FAILURE COMPLAINT

This customer contacted our office regarding the following issue(s):Power Steering failure? What is your diagnosis? Has Tech Line been contacted? If so, what is the Tech Line reference number? Is the DPSM involved? Please call me to advise.

Thank you for your attention to this matter.

Jeff McCaughan
Regional Case Mgr.
Automobile Customer Service
1 (310) 783-7731

*** NOTES 10/1/2013 6:58:53 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark and left a detailed VM. I requested he call me back at his earliest opportunity.

*** CASE MODIFY 10/1/2013 6:58:58 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 10/1/2013 8:26:24 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 10/1/2013 8:44:17 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. I provided our disclaimer. I empathized with [REDACTED] of her concern with the power steering failing on her while driving. The customer told me she was able to manually steer the vehicle to the local Honda dlr. She said it was a very scary incident. I said I can understand how she must have felt. I explained that we have no known problem with this issue of concern. I informed her I have placed a call to the Service Mgr. Mark @ Hudson Honda. I asked if she was involved in any type of accident? She said no. I told her I was grateful to hear this. She is currently in a rental vehicle and would like Honda to upgrade her into a better vehicle. I asked if Honda Care is providing her the rental assistance? She said yes. I provided her the 800 # to Honda Care to address this request. I informed the customer I would call her back no later than tomorrow with an update. I provided the customer my first name, title, contact info., and office hours. Customer made comments that she felt she must have received the one bad Honda that they did not spend enough time on during assembly. I apologized she felt this way. I informed her we have a very high standard of QA in our Production Plants. I said that we have the safest vehicles made in the auto industry and again empathized with her about this issue of concern with her Honda. I thanked Ms. Mansour for calling AHM.

*** CASE FULFILL 10/1/2013 8:44:23 AM, jmccaugh

Fulfilled for [REDACTED] due 10/02/2013 12:00:00 AM.

*** COMMIT 10/1/2013 8:44:25 AM, jmccaugh, Action Type : N/A

Call customer / follow up.

*** NOTES 10/1/2013 8:49:34 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Mark and he confirmed that the customer's vehicle is at Hudson Honda. They have not started the diagnosis yet. He said Tech Line will be contacted. He told me he would update me and the customer ASAP. He informed me that the customer was assisted with a rental which is being provided by Honda Care. I informed him that the customer was not satisfied with the rental being provided.

*** CASE MODIFY 10/1/2013 8:49:38 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 10/2/2013 1:17:57 PM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Mark and he informed me that the DPSM was contacted and he has authorized a new steering rack. The part was ordered and should be at the dealership tomorrow. Customer is still in the same rental vehicle being provided to her from Honda Care. Mark said he would call me once the repair

Case History

Case ID : N012013-09-3002098

Case Title : (OPEN ROAD HONDA) 5F - [REDACTED] STEERING FAILURE COMPLAINT

has been completed. I thanked him for this time and assistance.

*** NOTES 10/2/2013 1:35:28 PM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. I provided out disclaimer. I informed [REDACTED] of my conversation with the SM Mark today @ Hudson Honda. Customer confirmed the dlr. had called her and informed her that the steering rack/gear box needs to be replaced. She understood the part was ordered and should be at the dealership tomorrow. I empathized with her about this needed repair and stated I do understand that this must have been a scary incident. Customer said that she went On Line and has seen another customer is having the same issue and he has an open case with us also. I informed the customer we have no known problem with the steering assy, and what is posted On Line is out of our control because it is an open forum. I said AHM is going to repair her vehicle under the terms of the Limited New Car Warranty. I said I would call her back on Monday to follow up and make sure everything is working to her satisfaction. No other assistance needed at this time. I thanked Ms. Mansour for calling AHM.

*** CASE FULFILL 10/2/2013 1:35:35 PM, jmccaugh

Fulfilled for [REDACTED] due 10/02/2013 12:00:00 AM.

*** COMMIT 10/2/2013 1:35:36 PM, jmccaugh, Action Type : N/A

Call customer / follow up - close.

*** CASE MODIFY 10/2/2013 2:10:38 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE MODIFY 10/2/2013 2:10:42 PM, jmccaugh

into WIP District 5B and Status of Solving.

*** NOTES 10/7/2013 10:25:57 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and left a detailed VM. I provided my first name, title, contact info., and office hours. I requested [REDACTED] call me back if I could be of any further assistance.

*** CASE MODIFY 10/7/2013 10:30:10 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE FULFILL 10/7/2013 11:04:46 AM, jmccaugh

Fulfilled for [REDACTED] due 10/07/2013 12:00:00 AM.

*** COMMIT 10/7/2013 11:05:16 AM, jmccaugh, Action Type : N/A

Close case if no response.

*** CASE MODIFY 10/8/2013 6:56:51 AM, jmccaugh

into WIP District 5B and Status of Solving.

*** CASE FULFILL 10/8/2013 7:04:53 AM, jmccaugh

Fulfilled for [REDACTED] due 10/08/2013 12:00:00 AM.

*** SUBCASE N012013-09-3002098-1 CLOSE 10/8/2013 7:05:22 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/8/2013 7:05:25 AM, jmccaugh

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

*** CASE REOPEN 10/30/2013 11:53:55 AM, lmcgee

with Condition of Open and Status of Solving.

*** NOTES 10/30/2013 12:12:07 PM, lmcgee, Action Type : Call from Customer

Case History

Case ID : N012013-09-3002098

Case Title : (OPEN ROAD HONDA) 5F - [REDACTED] - STEERING FAILURE COMPLAINT

Verified customers contact information
Best contact [REDACTED]

The customer called because she was advised by the tow truck company to call AHM for roadsides assistance. The customers states she spoke with Honda care 4 times and was unable to obtain roadside assist

ACS advised the customer to call 800-594-7400 to speak with roadside assistance. Customer understood no further assistance provided.

*** CASE CLOSE 10/30/2013 12:12:32 PM, lmcgee

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

*** CASE REOPEN 10/30/2013 1:42:14 PM, agomez1

with Condition of Open and Status of Solving.

*** NOTES 10/30/2013 2:06:38 PM, agomez1, Action Type : Call from Customer

ACS verified contact information
Best contact# [REDACTED]

Customer states she the power steering unit failed again on the vehicle and is now at an IRF. Customer states she needs to have vehicle towed from an IRF where the vehicle is to the closest dealership which is Edison Honda. Customer states the vehicle power steering system failed again causing the steering wheel to lock up. Customer states the vehicle ran off of the road and the vehicles sustained some dents and broken rear view window. Customer states she was the only passenger in the vehicle and was wearing her seat belt and did not sustain any injuries or required any medical attention.

ACS apologized to customer and advised her to contact Edison Honda and arrange for vehicle to be towed. Customer was also informed she can be reimbursed for tow if the after diagnosis the failure is deemed to be caused by a factory warranty. Customer was also informed case would be forwarded to cm for review and would be contacted by the end of the next business day. Customer was provided with case number and no further assistance was required.

*** NOTES 10/30/2013 2:14:10 PM, agomez1, Action Type : Note-General

ACS also referred customer to warnty booklet for further emergency towing information.

*** CASE MODIFY 10/30/2013 2:15:48 PM, agomez1

into WIP default and Status of Solving.

*** CASE DISPATCH 10/30/2013 2:16:03 PM, agomez1

from WIP default to Queue Honda Team G.

*** CASE YANKED 10/31/2013 6:02:19 AM, avanwest

Yanked by avanwest into WIPbin default.

*** CASE YANKED 10/31/2013 6:05:32 AM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 10/31/2013 6:09:12 AM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 10/31/2013 6:09:35 AM, jmccaugh

into WIP default and Status of Solving.

*** COMMIT 10/31/2013 6:09:41 AM, jmccaugh, Action Type : N/A

Call customer.

Case History

Case ID : N012013-09-3002098

Case Title : (OPEN ROAD HONDA) 5F - [REDACTED] - STEERING FAILURE COMPLAINT

*** NOTES 10/31/2013 7:53:28 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Neil Wood, @ Open Road Honda, and left a detailed VM. I requested he call me back at his earliest opportunity.

*** NOTES 10/31/2013 8:41:16 AM, jmccaugh, Action Type : Call from Dealer

The Service Mgr. Neil called from Open Road Honda and informed me that this vehicle is not at the dealership and they have never seen this customer. I thanked him for the call back.

*** CASE MODIFY 10/31/2013 8:41:47 AM, jmccaugh

into WIP Other Districts and Status of Solving.

*** NOTES 10/31/2013 8:55:33 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. I provided out disclaimer. I empathized with the customer about the concern she has experienced with the steering system of her 2013 Accord. I asked where the vehicle is at this time? She informed me that it is at an IRF/body shop. I said I do regret hearing she is having another problem with the steering of this vehicle. She told me she was involved in an accident and it caused body damage. I said I do regret hearing this. I asked if her insurance co. has been contacted? She said no, not yet. I suggested she work with her insurance co. to address the accident. I asked if the vehicle is driveable? She said she thought so. I encouraged her to have the vehicle inspected by a Honda dlr. at her earliest opportunity. I said that AHM wants to make any necessary repairs under the terms of the Limited New Car Warranty. She said she planned to go to Open Road Honda. Not sure when. The customer then said she does not ever plan on driving this vehicle again. She informed me she works in an Attorney's office and feels this vehicle is a Lemon. I apologized she felt this way. I informed the customer that I am not an Attorney and I am not familiar with her state's Lemon Law. Customer said she plans on selling the car or parking it on the side of the road with a for sale sign. I informed the customer that I have documented the call. I confirmed that she had my contact info., and office hours. I encouraged her to call me back once she has taken her vehicle to Open Road Honda or any Honda dlr. in the US of her choice. She said she would. No other assistance needed at this time. I thanked Ms. Mansour for calling AHM and allowing me the opportunity to address her concerns.

*** CASE FULFILL 10/31/2013 8:55:44 AM, jmccaugh

Fulfilled for [REDACTED] due 11/01/2013 12:00:00 AM.

*** COMMIT 10/31/2013 8:55:45 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 10/31/2013 10:35:12 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Neil Wood @ Open Road Honda and left a VM. I informed him of the conversation I had with [REDACTED] this morning after he and I spoke. I provided the VIN and requested he please keep me updated if the vehicle is brought to the Service Dept. to address concerns with the steering system on her 2013 Accord.

*** SUBCASE N012013-09-3002098-2 CREATE 10/31/2013 11:13:20 AM, jmccaugh

Created in WIP Default with Due Date 10/31/2013 11:13:20 AM.

*** CASE MODIFY 10/31/2013 11:14:54 AM, jmccaugh

into WIP Other Districts and Status of Solving.

*** NOTES 11/1/2013 6:21:57 AM, jmccaugh, Action Type : Call to Dealer

I called the SM Neil Wood @ Open Road Honda and left a VM. I provided the VIN and requested he please keep me updated if the vehicle is brought to the Service Dept. to address concerns with the steering system on her 2013 Accord. I thanked him for this time and assistance.

*** CASE FULFILL 11/1/2013 6:22:12 AM, jmccaugh

Fulfilled for [REDACTED] due 11/05/2013 12:00:00 AM.

*** COMMIT 11/1/2013 6:22:14 AM, jmccaugh, Action Type : N/A

Case History

Case ID : N012013-09-3002098

Case Title : (OPEN ROAD HONDA) 5F - [REDACTED] - STEERING FAILURE COMPLAINT

Call the customer / follow up.

*** CASE MODIFY 11/4/2013 5:56:23 AM, jmccaugh
into WIP Other Districts and Status of Solving.

*** NOTES 11/4/2013 5:58:25 AM, jmccaugh, Action Type : Call from Dealer

The Service Mgr. Neil Wood called from Open Road Honda at 0504 today. He informed me that [REDACTED] did tow her Honda to Open Road Honda this weekend. The vehicle appears to have been in a roll over accident. It is totaled, and all air bags have deployed. The SM informed me that the DPSM has been contacted.

*** NOTES 11/4/2013 6:07:40 AM, jmccaugh, Action Type : Field Service

I called the DPSM (District F) and informed him of the customer's contact with ACS in Sept. and the current open case. I informed him of the previous involvement with the DPSM in District 5B and the previous repair to the P/S Rack Assy. He informed me that he is on his way to Open Road Honda to take digital pictures. He said he would keep me updated.

*** CASE MODIFY 11/4/2013 6:08:12 AM, jmccaugh
into WIP Other Districts and Status of Solving.

*** NOTES 11/4/2013 6:20:47 AM, jmccaugh, Action Type : Field Service

I called the DPSM (District 5B) and provided an update on the current status of [REDACTED] 2013 Honda Accord.

*** CASE MODIFY 11/4/2013 6:20:52 AM, jmccaugh
into WIP Other Districts and Status of Solving.

*** CASE MODIFY 11/4/2013 6:21:00 AM, jmccaugh
into WIP Other Districts and Status of Solving.

*** NOTES 11/4/2013 11:33:57 AM, jmccaugh, Action Type : Field Service

DPSM (District 5F) contacted me and informed me that he did take digital pictures of the customer's vehicle. He also checked the vehicle for stored DTC codes and freeze data. Appears the vehicle was in a spin out. Additional info. found was that the driver did not have her foot on the brake. A case with Tech Line will be opened and the data will be forwarded along to Tech Line. I thanked him for the update.

*** CASE MODIFY 11/4/2013 11:37:15 AM, jmccaugh
into WIP Other Districts and Status of Solving.

*** CASE ADD ATTACHMENT 11/4/2013 2:30:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-3002098_1.pdf

*** NOTES 11/5/2013 6:26:10 AM, jmccaugh, Action Type : Field Service

I called the DPSM and reviewed his findings. He said that a Tech Line reference contact has been created and he would be forwarding this info. to me this morning. He also informed me that the vehicle was able to be driven from the parking area to the shop and no problems were found with the steering system. Customer will be encouraged to continue to work with her insurance co.

*** CASE ADD ATTACHMENT 11/5/2013 6:30:20 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012013-09-3002098_2.zip

*** NOTES 11/5/2013 7:48:46 AM, jmccaugh, Action Type : Field Service

Tech Line Ref. #3500675.

*** NOTES 11/5/2013 8:00:09 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. I provided our disclaimer. I informed the customer of my contact with our Field Representative who inspected her 2013 Accord @ Open Road Honda. I informed her that there were no defects found during his investigation. I

Case History

Case ID : N012013-09-3002098

Case Title : (OPEN ROAD HONDA) 5F [REDACTED] - STEERING FAILURE COMPLAINT

encouraged her to continue to work with her insurance co. The customer told me she is already doing this, and would continue to do so. She was under the impression her insurance co. was sending an adjuster out today. She asked if the vehicle would be left at Open Road Honda? I said I do not know. I said this would be a decision for her insurance co. to make. I stated that Open Road Honda will want the vehicle removed from the dealership if repairs are not being authorized by the insurance co. She said she understood this. I empathized with her about the accident and said I hope she is well. No other assistance needed by ACS at this time. Once again, I informed her that her insurance co. is her advocate at this time and they will be making a decision on how they would like to proceed to repair or replace her Honda. I thanked [REDACTED] for calling AHM.

*** CASE FULFILL 11/5/2013 8:00:53 AM, jmccaugh

Fulfilled for [REDACTED] due 11/05/2013 12:00:00 AM.

*** SUBCASE N012013-09-3002098-2 CLOSE 11/5/2013 8:01:20 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/5/2013 8:01:32 AM, jmccaugh

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

*** CASE REOPEN 11/6/2013 10:36:37 AM, jmccaugh

with Condition of Open and Status of Solving.

*** NOTES 11/6/2013 10:39:08 AM, jmccaugh, Action Type : Field Service

DPSM (District 5F) contacted me and informed me that the customer came into Open Road Honda yesterday to remove personal articles from her vehicle. The customer told the SA she got a DUI ticket for the accident she was in.

*** CASE CLOSE 11/6/2013 10:39:15 AM, jmccaugh

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

Case Details

Case ID : N012013-11-1300279	Division : Honda - Auto	Condition : Closed	Open Date : 11/13/2013 7:53:02 AM
Case Originator : Yesenia Rios (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/13/2013 8:08:48 AM
Case Owner : Yesenia Rios (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Yesenia Rios (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - STEERING WHEEL ISSUE	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR2F55DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F5DEW / A
Miles / Hours :	8,300
In Service Date :	07/22/2013
Months In Use :	4
Engine Number :	K24W11160159
Originating Dealer No. / Name :	207641 / NAPLETON'S RIVER OAKS HONDA
Selling Dealer No. / Name :	207641 / NAPLETON'S RIVER OAKS HONDA
Trim :	SPORT
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207641 / NAPLETON'S RIVER OAKS HONDA		
Phone No. :	708-868-0100		
Address :	17220 TORRENCE AVENUE		
City / State / Zip :	LANSING, IL 60438		
Svc District / Sls District :	08G / B08		
Warranty Labor Rate / Date :	\$118.00 /		
Agent Name :	Comp Ind. :		

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-11-1300279-1 / ██████████ - PR	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012013-11-1300279-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yesenia Rios	Type 1 : Product	Status : Subcase Close	Open Date : 11/13/2013 8:08:30 AM
Issue Owner : Yesenia Rios	Type 2 : Operation	Queue :	Close Date : 11/13/2013 8:08:39 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 510 / Steering Column
Condition Code Desc : Other 510X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern
Component Category : 01 - Steering System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-11-1300279

Case Title : ██████████ - STEERING WHEEL ISSUE

*** CASE CREATE 11/13/2013 7:53:02 AM, yrios

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

*** NOTES 11/13/2013 8:06:40 AM, yrios, Action Type : Call from Customer

Verified customer information.

Best contact # ██████████.

Customer states the steering wheel is a bit harder to turn. States the electrical power steering light flashes on the dash board and it started yesterday. He took the vehicle to Napletons River Oaks and the dlr hook the vehicle to a machine and they didnt see any codes. The dlr is not able to fix it because there is no problem. The dlr advised if the light comes on to document the conditions he is in. He is working with Janis SA who advised yesterday is her last day due to knee surgery. Customer seeks assistance

ACS apologized and empathized with the customer. Advised the concern has been documented. Advised there are no recalls or warranty extension under the VIN # regarding the concern. Advised customer to have a technician test drive the vehicle with him inside so he can explain the symptoms. Provided case #. Customer understood and no further assistance needed.

*** CASE MODIFY 11/13/2013 8:07:47 AM, yrios

into WIP default and Status of Solving.

*** SUBCASE N012013-11-1300279-1 CREATE 11/13/2013 8:08:30 AM, yrios

Created in WIP Default with Due Date 11/13/2013 8:08:30 AM.

*** SUBCASE N012013-11-1300279-1 CLOSE 11/13/2013 8:08:39 AM, yrios

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/13/2013 8:08:42 AM, yrios

into WIP default and Status of Solving.

*** CASE CLOSE 11/13/2013 8:08:48 AM, yrios

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

Case Details

Case ID : N012013-09-0901147	Division : Honda - Auto	Condition : Closed	Open Date : 9/9/2013 11:21:24 AM
Case Originator : Daniell Tate (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/8/2013 1:20:41 PM
Case Owner : Kim Mercado (Team HD)	Method : Phone	Queue :	Days Open : 29
Last Closed By : Kim Mercado (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 12D- [REDACTED] - POWER STEERING FAILURE	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F56DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F5DEW / A
Miles / Hours :	1,000
In Service Date :	08/17/2013
Months In Use :	1
Engine Number :	K24W11532841
Originating Dealer No. / Name :	207254 / DUBLIN HONDA
Selling Dealer No. / Name :	207254 / DUBLIN HONDA
Trim :	SPORT
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	GN
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208053 / TRACY HONDA
Phone No. :	209-832-1400
Address :	3450 AUTO PLAZA WAY
City / State / Zip :	TRACY, CA 95304
Svc District / Sls District :	12D / C12
Warranty Labor Rate / Date :	\$120.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012013-09-0901147-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	512	Pwr steering pum
N012013-09-0901147-2 / [REDACTED] PRODU	Subcase Close	Product	Operation	512	Pwr steering pum

Issue Details

Issue ID : N012013-09-0901147-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daniell Tate	Type 1 : Product	Status : Subcase Close	Open Date : 9/9/2013 11:27:32 AM
Issue Owner : Daniell Tate	Type 2 : Operation	Queue :	Close Date : 9/9/2013 11:27:43 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc Other 512X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012013-09-0901147-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kim Mercado	Type 1 : Product	Status : Subcase Close	Open Date : 9/11/2013 9:24:32 AM
Issue Owner : Kim Mercado	Type 2 : Operation	Queue :	Close Date : 10/8/2013 1:20:36 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc Other 512X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012013-09-0901147

Case Title : 12D- [REDACTED] - POWER STEERING FAILURE

*** CASE CREATE 9/9/2013 11:21:24 AM, dtate

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

*** CASE MODIFY 9/9/2013 11:22:14 AM, dtate

into WIP default and Status of Solving.

*** NOTES 9/9/2013 11:26:51 AM, dtate, Action Type : Call from Customer

Updated customer info

Best #: [REDACTED]

Customer states his power steering function complete failed. States the vehicle is currently at Tracy Honda, being repaired under warranty. Customer states, even though the vehicle is being repaired, he's skeptical about the quality of the vehicle. Customer seeks to have the vehicle returned and exchanged for another 2013 Accord.

ACS apologized and empathized. Advised ACS is not able to intervene in sales/contract-related concerns. Advised the customer to speak with the finance manager and/or the GM at the DLR for possible negotiations on exchanging the vehicle. Customer understood and thanked.

*** CASE MODIFY 9/9/2013 11:26:53 AM, dtate

into WIP default and Status of Solving.

*** SUBCASE N012013-09-0901147-1 CREATE 9/9/2013 11:27:32 AM, dtate

Created in WIP Default with Due Date 9/9/2013 11:27:32 AM.

*** CASE MODIFY 9/9/2013 11:27:41 AM, dtate

into WIP default and Status of Solving.

*** CASE CLOSE 9/9/2013 11:27:43 AM, dtate

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

*** SUBCASE N012013-09-0901147-1 CLOSE 9/9/2013 11:27:43 AM, dtate

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 9/10/2013 10:07:36 AM, atores

with Condition of Open and Status of Solving.

*** NOTES 9/10/2013 10:21:24 AM, atores, Action Type : Call from Customer

Updated contact information

Customer Best Contact# [REDACTED]

Customer called ACS stated is calling back from his call yesterday. Customer stated there is a concern with his power steering that malfunction. Customer stated he was told by ACS rep that he would need to work with DLR if is seeking to return or get vehicle exchanged. Customer stated Tracy Honda has inspected vehicle and is getting vehicle repaired but feels since is a new vehicle there is a major flaw on vehicle. Customer seeks for AHM to replace his vehicle or exchange it for Honda DLR is telling they would assist him and to call AHM. Customer stated feels he has a lemon vehicle.

ACS advised customer AHM cannot guarantee any replacement or exchange on vehicle but as warrantor of vehicle would honor warranty and work to get vehicle fixed under warranty parameters if applicable. ACS advised customer would need to contact state attorney office in his state for lemon law process. Customer requested escalation, after reviewing with TL, ACS would forward case to CM. ACS advised customer would forward his request to CM for further review but still advised no guarantees. ACS advised call back within 24 hours.

Case History

Case ID : N012013-09-0901147

Case Title : 12D- [REDACTED] - POWER STEERING FAILURE

Customer understood and required no further assistance.

*** CASE MODIFY 9/10/2013 10:21:37 AM, atorres
into WIP default and Status of Solving.

*** CASE MODIFY 9/10/2013 10:21:46 AM, atorres
into WIP default and Status of Solving.

*** CASE MODIFY 9/10/2013 10:22:14 AM, atorres
into WIP default and Status of Solving.

*** CASE DISPATCH 9/10/2013 10:22:21 AM, atorres
from WIP default to Queue Honda Team D.

*** CASE ACCEPT 9/10/2013 5:13:07 PM, kmercado
from Queue Honda Team D to WIP DEFAULT.

*** SUBCASE N012013-09-0901147-2 CREATE 9/11/2013 9:24:32 AM, kmercado
Created in WIP Default with Due Date 9/11/2013 9:24:32 AM.

*** CASE MODIFY 9/11/2013 9:25:02 AM, kmercado
into WIP DEFAULT and Status of Solving.

*** COMMIT 9/11/2013 9:25:08 AM, kmercado, Action Type :
Made to [REDACTED] due 09/16/2013 09:25:17 AM.

DCS Follow-Up

*** NOTES 9/11/2013 10:00:54 AM, kmercado, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 9/16/2013

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

Customer states he experienced a malfunction with the power steering on his vehicle which is being repaired under warranty. Customer states he is concerned about the quality of the repair performed. He is requesting a change out of the vehicle.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

Please provide the following information:

Diagnostic / Date of Visit / Dealer contact (complaint/cause/correction)

Tech line / DPSM involved?

Customer repair cost & Warranty Rate? (Parts and labor)

Current mileage (at time of diagnostic or last service)

Service history, if available

RO #(s)

Please call or transmit a response to the Customer Service Office by the due date.

Thank you for your prompt attention to this matter.

Case History

Case ID : N012013-09-0901147

Case Title : 12D- [REDACTED] - POWER STEERING FAILURE

Kim Mercado
Automobile Customer Service
310-783-7759 direct
310-783-7890 fax

*** COMMIT 9/11/2013 11:35:05 AM, kmercado, Action Type : N/A

10 day FU

*** NOTES 9/11/2013 11:35:56 AM, kmercado, Action Type : Call to Customer

RCM contacted [REDACTED] and spoke with the customer. Customer stated on Friday the power steering went out making it difficult to steer. He stated his panicked and the vehicle was towed to Tracy Honda. Customer stated he was advised the vehicle required a SW upgrade. Customer stated he picked up the car after the update was installed and on the way home the power steering went out again making it difficult to steer. Customer states he returned to the dealership and was advised the module needs to be replaced. Customer stated the parts were ordered on Monday and the vehicle should be complete by the end of the week. Customer stated he purchased the vehicle 3 weeks ago and has already experienced a major malfunction causing him to be concerned that this issue may have caused other problems. Customer states he is requesting another vehicle. RCM advised that as this has not presented as being an ongoing issue we would not consider a replacement vehicle at this time. RCM advised ACS strives to repair the vehicle within the parameters of the warranty and when the repair has been completed and the issue no longer exists we consider the issue resolved. RCM advised that he can discuss his concerns with the service department and should he experience any issues in the future deemed to be caused by this situation he can definitely contact ACS. RCM advised even when the case has been closed it still resides within our corporate database. RCM provided the customer with the case number and my contact information and regular business hours. Customer understood stating he still has warranty coverage. Customer requested compensation for his experience and an extended warranty or service package. RCM advised that AHM does not provide compensation for his time without the vehicle. RCM advised the dealership may offer an service package at the time of purchase. RCM advised I will look into his request for a VSC but there are no guarantees of assistance. Customer understood and we agreed to follow up again next Wednesday, September 18th.

*** CASE FULFILL 9/12/2013 11:44:53 AM, kmercado

Fulfilled for [REDACTED] due 09/16/2013 09:25:17 AM.

*** NOTES 9/12/2013 11:45:02 AM, kmercado, Action Type : Call from Dealer

Per SM BRUCE:-

Vehicle towed into dealership. Could not confirm any concern; 2 fault codes for torque steering exhibited. Performed relearn for electronic power steering module.

Customer returned; issue confirmed; parts ordered to repair; power steering rack received at the dealership today, 9/12.

*** CASE MODIFY COMMITMENT 9/18/2013 5:12:47 PM, kmercado

with [REDACTED] due 09/19/2013 05:30:00 PM.

*** NOTES 9/19/2013 3:56:01 PM, kmercado, Action Type : Call to Dealer

Per SM Bruce;

RO# 409053 completed on 9/17

10/6 - issue unconfirmed; reprogrammed

10/9 - dropped off

*** CASE MODIFY COMMITMENT 9/19/2013 3:57:08 PM, kmercado

with [REDACTED] due 09/26/2013 05:30:00 PM.

*** NOTES 9/19/2013 3:57:12 PM, kmercado, Action Type : Call from Customer

RCM contacted [REDACTED] and spoke with the customer. Repair seems to be okay but the alignment may be off. He may be taking the vehicle back in the next few days and requested to leave the case open as if there is an alignment issue he feels it may be related to the power steering repair. Customer

Case History

Case ID : N012013-09-0901147

Case Title : 12D- [REDACTED] - POWER STEERING FAILURE

inquired about the VSC. RCM advised the customer that we will not be providing him with extended warranty coverage at this time. Customer understood and we agreed to follow up again next Thursday, September 26th.

*** CASE MODIFY COMMITMENT 9/26/2013 4:57:44 PM, kmercado

with [REDACTED] due 09/27/2013 05:30:00 PM.

*** NOTES 9/27/2013 3:20:13 PM, kmercado, Action Type : Call to Dealer

Per SA Kip;
Last visit 9/17 RO# 409053
Alignment performed.

*** CASE MODIFY COMMITMENT 9/27/2013 3:21:03 PM, kmercado

with [REDACTED] due 10/04/2013 05:30:00 PM.

*** NOTES 9/27/2013 3:21:06 PM, kmercado, Action Type : Call to Customer

RCM contacted [REDACTED] and left a message with [REDACTED]. RCM will call aging next Friday, October 4th.

*** CASE MODIFY COMMITMENT 10/4/2013 2:59:48 PM, kmercado

with [REDACTED] due 10/14/2013 05:30:00 PM.

*** NOTES 10/4/2013 2:59:58 PM, kmercado, Action Type : Call to Customer

RCM contacted [REDACTED] and left a message inviting a response within 10 days providing my contact information and regular business hours. RCM advised if a response is not received within the 10 day timeframe his issue will be considered satisfactorily resolved and the case will be closed.

*** CASE MODIFY 10/4/2013 3:00:01 PM, kmercado

into WIP 12D - STEVE TULEJA and Status of Solving.

*** NOTES 10/8/2013 1:19:30 PM, kmercado, Action Type : Call from Customer

Message from customer stating he is still experiencing an issue with his alignment and cannot make a full u-turn. [REDACTED].

*** CASE FULFILL 10/8/2013 1:20:03 PM, kmercado

Fulfilled for [REDACTED] due 10/14/2013 05:30:00 PM.

*** NOTES 10/8/2013 1:20:08 PM, kmercado, Action Type : Call to Customer

RCM contacted [REDACTED] and spoke with the customer. He states it is not a major issue with the alignment but there is a minor issue. He stated he cannot make a full u-turn on his street and inquired if there is a problem with the vehicle. RCM advised as the dealership had recently performed the alignment, he would need to discuss any workmanship issues with the Service Manager. RCM advised that the dealership is the best source of technical information and he would need to demonstrate the turning issue. Customer stated he will not be able to take the vehicle back to the dealership for over a month. RCM advised at this time we will close the case pending new information. Customer understood and agreed to the closure. RCM confirmed he is possession of my contact information. No further assistance required at this time.

*** SUBCASE N012013-09-0901147-2 CLOSE 10/8/2013 1:20:36 PM, kmercado

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/8/2013 1:20:38 PM, kmercado

into WIP 12D - STEVE TULEJA and Status of Solving.

*** CASE CLOSE 10/8/2013 1:20:41 PM, kmercado

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

Case Details

Case ID : N012014-05-3001319	Division : Honda - Auto	Condition : Closed	Open Date : 5/30/2014 1:35:39 PM
Case Originator : Anthony Aldridge (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/3/2014 9:57:49 AM
Case Owner : Walter Menjivar (Team L1)	Method : Phone	Queue :	Days Open : 4
Last Closed By : Walter Menjivar (Team L1)	Point of Origin : Customer	Wipbin :	
Case Title : 05G- [REDACTED] - (DREXEL HIL)POWER STEERING KEPT SHUTTING O No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F50DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F5DEW / A
Miles / Hours :	15,032
In Service Date :	09/24/2013
Months In Use :	8
Engine Number :	K24W11538521
Originating Dealer No. / Name :	207537 / PIAZZA HONDA OF SPRINGFIELD
Selling Dealer No. / Name :	207537 / PIAZZA HONDA OF SPRINGFIELD
Trim :	SPORT
No. Of Doors :	4
Transmission Code :	CVT
Exterior Color :	WA
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207537 / PIAZZA HONDA OF SPRINGFIELD
Phone No. :	610-789-9420
Address :	780 BALTIMORE PIKE
City / State / Zip :	SPRINGFIELD, PA 19064
Svc District / Sls District :	05G / C05
Warranty Labor Rate / Date :	\$110.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-05-3001319-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	510	Steering Column

Issue Details

Issue ID : N012014-05-3001319-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2014 8:21:55 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 6/3/2014 9:57:49 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 510 / Steering Column
 Condition Code Desc : Other 510X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Dealer,
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-05-3001319

Case Title : 05G- [REDACTED] (DREXEL HIL)POWER STEERING KEPT SHUTTING OFF/MUL

*** CASE CREATE 5/30/2014 1:35:39 PM, aaldridg

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

*** NOTES 5/30/2014 1:51:23 PM, aaldridg, Action Type : Call from Customer

Customer provided information

Best contact number: [REDACTED]

e-mail [REDACTED]

Customer says the power steering kept shutting off while driving this vehicle. Customer says he took the vehicle to PIAZZA HONDA OF DREXEL HILL to have this inspected and they fixed the issue. Customer says he got the vehicle back and the power steering shut off again while driving. Customer says he took the vehicle back to the dealership again for this repair, it was fixed, and when he got the vehicle back, the power steering shut off again.

Customer took the vehicle back to the dealership last week and they told him they fixed the issue again. Customer say she got the vehicle back before last weekend, and he didnt drive the car all weekend. Customer say he was driving the vehicle this week and the power steering shut off again. Customer says today, the dealership just put him into a 2014 Accord vehicle instead of trying to fix the power steering issue again. Customer says he was told his monthly payment amount would remain the same, however, he is wanting to know what happened to the equity he put into the 2013 Accord. Customer says that the money he paid towards the 2013 Accord was not put towards the new 2014 Accord and he is wanting to know if this can be done or if there is some sort of compensation he can get due to this matter.

Customer says he was working with Service manager Tony

ACS empathized with customer about his concerns. ACS advised customer this case will be forwarded to a CM for review. ACS provided customer with case number for reference and advised him we will contact him by the end of the next business day.

*** CASE MODIFY 5/30/2014 1:51:47 PM, aaldridg

into WIP default and Status of Solving.

*** CASE MODIFY 5/30/2014 2:32:53 PM, aaldridg

into WIP default and Status of Solving.

*** CASE MODIFY 5/30/2014 2:32:59 PM, aaldridg

into WIP default and Status of Solving.

*** CASE DISPATCH 5/30/2014 2:33:11 PM, aaldridg

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 6/2/2014 6:32:40 AM, wmenjiva

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

*** SUBCASE N012014-05-3001319-1 CREATE 6/2/2014 8:21:55 AM, wmenjiva

Created in WIP Default with Due Date 6/2/2014 8:21:55 AM.

*** CASE MODIFY 6/2/2014 8:22:16 AM, wmenjiva

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

*** CASE MODIFY 6/2/2014 8:22:50 AM, wmenjiva

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

*** NOTES 6/2/2014 8:48:07 AM, wmenjiva, Action Type : Call to Dealer

Case History

Case ID : N012014-05-3001319

Case Title : 05G- [REDACTED] - [REDACTED] POWER STEERING KEPT SHUTTING OFF/MUL

ACS contacted Piazza Honda of Drexel Hill and was informed that SM-Tony was out for the day.

*** NOTES 6/2/2014 8:48:53 AM, wmenjiva, Action Type : Call to Customer

ACS contacted the customer at [REDACTED] and introduced myself as the AHM RCM handling his case, regarding his issue with the power steering system in his 2013 Accord. Informed him that I was certainly sorry to hear about his concern. Informed him, to answer his questions about the equity on his 2013, that the equity was lost when he turned in the 2013 and got into the 2014 Accord.

He asked if there was any way to get reimbursed or compensated for the \$413 per month he was paying on the 2013, being that he was not driving it at times, because it was at the dealer? He said that he felt the dealer was not able or capable of repairing the vehicle. He said that he felt that it was not an AHM issue, but the dealer's technicians not being capable of making the repairs on the first or even second visit. He said that on the 3rd attempt, they told him that they thought they had fixed it. He said that thinking and knowing were to different things. He said that he was going to have his lawyer look into the lemon law and maybe even go after the dealer, as he felt that the dealer should have done more for him in this matter, as he has been a loyal customer of theirs.

Sympathized with him.

He asked if he would have kept the 2013, would have Honda been able to compensate him?

Told him that AHM would have offered him a HLC for a few hundred dollars for him to use at any Honda dealer.

He said that this was fine. He said that he would look into pursuing this matter in some other way.

Informed him that I would document this as a complaint. Asked him if he needed anything further to give AHM a call.

He understood.

Asked him if he had any further questions?

He said no.

Thanked him for contacting AHM.

*** COMMIT 6/2/2014 8:49:16 AM, wmenjiva, Action Type :

Made to [REDACTED] due 06/05/2014 08:49:20 AM.

DCS Follow-Up

*** NOTES 6/2/2014 8:52:59 AM, wmenjiva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER/ SALES MANAGER/ GM

RESOLUTION DUE DATE : 6/5/2014

8

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

Customer said that the power steering kept shutting off while driving this vehicle. He took the vehicle to PIAZZA HONDA OF DREXEL HILL to have this inspected and they fixed the issue. He got the vehicle back and the power steering shut off again while driving. He took the vehicle back to the dealership again for this repair, it was fixed, and when he got the vehicle back, the power steering shut off again.

He took the vehicle back to the dealership last week and they told him they fixed the issue, again. He got the vehicle back before last weekend, and he didn't drive the car all weekend. He was driving the vehicle this week and the power steering shut off again. He took it back and the dealership just put him into a 2014 Accord vehicle instead of trying to fix the power steering issue again. He was told his monthly payment amount would remain the same, however, he is wanting to know what happened to the equity he put into the 2013 Accord. He said that the money he paid towards the 2013 Accord was not put towards the new 2014 Accord and he is wanting to know if this can be done or if there is some sort of compensation he can get due to this matter.

He feels the dealer sales dept. should have done more for him being that he has been a loyal customer of this dealer. Also, felt that the dealer service dept. should have been able to repair this issue on the first or even 2nd visit.

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

Case History

Case ID : N012014-05-3001319

Case Title : 05G- [REDACTED] - (DREXEL HIL)POWER STEERING KEPT SHUTTING OFF/MUL

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

Walter Menjivar
Automobile Customer Service
310-783-7706

*** CASE MODIFY 6/2/2014 8:53:02 AM, wmenjiva
into WIP ** Default ** and Status of Solving.

*** NOTES 6/3/2014 9:56:55 AM, wmenjiva, Action Type : Call from Dealer

RCM received a call from Piazza Honda of Drexel Hill SM-Tony, responding to the DCS. SM said that he forwarded this matter to the GSM-Mike Orr for further handling and to follow up with the customer.

*** CASE MODIFY 6/3/2014 9:57:27 AM, wmenjiva
into WIP 05G and Status of Solving.

*** CASE FULFILL 6/3/2014 9:57:35 AM, wmenjiva
Fulfilled for [REDACTED] due 06/05/2014 08:49:20 AM.

*** CASE MODIFY 6/3/2014 9:57:47 AM, wmenjiva
into WIP 05G and Status of Solving.

*** SUBCASE N012014-05-3001319-1 CLOSE 6/3/2014 9:57:49 AM, wmenjiva
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/3/2014 9:57:49 AM, wmenjiva
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012014-03-1900176	Division : Honda - Auto	Condition : Closed	Open Date : 3/19/2014 7:11:52 AM
Case Originator : Brittney Dixon (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/24/2014 3:46:19 PM
Case Owner : James Webb (Team HC)	Method : Fax	Queue :	Days Open : 5
Last Closed By : James Webb (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - MULTIPLE ISSUES (INTERNATIONAL)		No. of Attachments : 2	

Site / Contact Info :

Site Name : ██████████
 Dealer No. :
 Site Phone No. : 999-999-9999
 Contact Name : ██████████
 Day Phone No. : 999-999-9999
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : UNKNOWN
 City / State / Zip : JEDDAH, CA 99999
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : ACCORD / 2013
 Model ID / Product Line : /
 Miles / Hours :
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012014-03-1900176-1 / ██████████	- P Subcase Close	Product	Operation	512	Pwr steering pum
N012014-03-1900176-2 / ██████████	- P Subcase Close	Product	Operation	110	Upper Engine

Issue Details

Issue ID : N012014-03-1900176-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Webb	Type 1 : Product	Status : Subcase Close	Open Date : 3/19/2014 3:39:11 PM
Issue Owner : James Webb	Type 2 : Operation	Queue :	Close Date : 3/20/2014 4:44:07 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 512 / Pwr steering pum
 Condition Code Desc : Other 512X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012014-03-1900176-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : James Webb	Type 1 : Product	Status : Subcase Close	Open Date : 3/19/2014 3:40:28 PM
Issue Owner : James Webb	Type 2 : Operation	Queue :	Close Date : 3/20/2014 4:44:17 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 110 / Upper Engine
 Condition Code Desc : Other 110X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012014-03-1900176

Case Title : [REDACTED] - MULTIPLE ISSUES (INTERNATIONAL)

*** CASE CREATE 3/19/2014 7:11:52 AM, bdixon

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

*** NOTES 3/19/2014 7:11:53 AM, bdixon, Action Type :

On 03/19/14 ACS received a 1 page fax letter from the customer regarding having multiple issues with his new vehicle. Customer complains about the check engine light, ESP light, and a steering wheel light turning on the dashboard. Customer took it to the local dealer and hes unable to resolve the issue. So since the vehicle was manufactured in the United States, the customer chose to write in to see if American Honda is able to resolve the issue.

VIN is owned by the dealer: 1HGCT2275DA [REDACTED]

Cell [REDACTED]

Fax [REDACTED]

*** CASE MODIFY 3/19/2014 7:12:08 AM, bdixon

into WIP default and Status of Solving.

*** CASE DISPATCH 3/19/2014 7:13:48 AM, bdixon

from WIP default to Queue Honda Team C.

*** CASE ADD ATTACHMENT 3/19/2014 7:30:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-03-1900176_1.pdf

*** CASE ASSIGN 3/19/2014 8:42:17 AM, jstradfo

N012014-03-1900176 to jwebb, WIP

*** CASE MODIFY 3/19/2014 10:01:05 AM, jwebb

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2014 10:01:29 AM, jwebb

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2014 10:01:36 AM, jwebb

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2014 3:38:10 PM, jwebb

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2014 3:38:19 PM, jwebb

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2014 3:38:36 PM, jwebb

into WIP default and Status of Solving.

*** SUBCASE N012014-03-1900176-1 CREATE 3/19/2014 3:39:11 PM, jwebb

Created in WIP Default with Due Date 3/19/2014 3:39:11 PM.

*** SUBCASE N012014-03-1900176-2 CREATE 3/19/2014 3:40:28 PM, jwebb

Created in WIP Default with Due Date 3/19/2014 3:40:28 PM.

*** CASE MODIFY 3/19/2014 3:40:36 PM, jwebb

into WIP default and Status of Solving.

*** COMMIT 3/19/2014 3:40:42 PM, jwebb, Action Type : N/A

Case History

Case ID : N012014-03-1900176

Case Title : [REDACTED] - MULTIPLE ISSUES (INTERNATIONAL)

24hr

*** CASE MODIFY 3/19/2014 3:40:55 PM, jwebb
into WIP default and Status of Solving.

*** CASE MODIFY 3/20/2014 11:45:00 AM, jwebb
into WIP default and Status of Solving.

*** NOTES 3/20/2014 1:22:21 PM, jwebb, Action Type : Call to Customer

I was unable to call the client since they are 10 hours ahead of AH and it is currently 11:20 PM. A Email will be sent to the client in response to his request for assistance.

*** CASE MODIFY 3/20/2014 1:22:23 PM, jwebb
into WIP default and Status of Solving.

*** CASE FULFILL 3/20/2014 1:22:30 PM, jwebb
Fulfilled for [REDACTED] due 03/20/2014 12:00:00 AM.

*** COMMIT 3/20/2014 1:22:31 PM, jwebb, Action Type : N/A

Review with RM to see if email has been sent to client.

*** CASE MODIFY 3/20/2014 1:23:02 PM, jwebb
into WIP default and Status of Solving.

*** NOTES 3/20/2014 4:43:44 PM, jwebb, Action Type : Note-General

I was informed by my RM (J.S) that an email has been sent to the client with our response of contacting his local distributor for assistance, and was instructed to close the case.

*** CASE MODIFY 3/20/2014 4:43:47 PM, jwebb
into WIP To be closed and Status of Solving.

*** CASE MODIFY 3/20/2014 4:44:06 PM, jwebb
into WIP To be closed and Status of Solving.

*** SUBCASE N012014-03-1900176-1 CLOSE 3/20/2014 4:44:07 PM, jwebb
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/20/2014 4:44:16 PM, jwebb
into WIP To be closed and Status of Solving.

*** SUBCASE N012014-03-1900176-2 CLOSE 3/20/2014 4:44:17 PM, jwebb
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/20/2014 4:44:18 PM, jwebb
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 3/24/2014 1:15:22 PM, valligoo
with Condition of Open and Status of Solving.

*** NOTES 3/24/2014 1:17:01 PM, valligoo, Action Type : E-mail

On 3/24/14 ACS received an e-mail from the customer regarding the previous concern. Customer states:

"Dear Madam\Sir,

Case History

Case ID : N012014-03-1900176

Case Title : [REDACTED] - MULTIPLE ISSUES (INTERNATIONAL)

First, Thank you for taking the time to read my concerns. Second, I would like to point out that the dealer in Saudi (Abdullah Hashim) Doesn't know how to fix my car. I wrote to you because the issue is a factory defect, and the car was manufactured in the USA so it a USA product and the factory is responsible for the product i bought. Abdullah Hashem is only a dealer not a manufacturer.

Sincerely,,"

*** CASE DISPATCH 3/24/2014 1:30:04 PM, valligoo

from WIP default to Queue Honda Team C.

*** CASE ADD ATTACHMENT 3/24/2014 1:30:20 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012014-03-1900176_2.pdf

*** CASE ACCEPT 3/24/2014 1:59:11 PM, jwebb

from Queue Honda Team C to WIP default.

*** COMMIT 3/24/2014 2:08:51 PM, jwebb, Action Type : N/A

review with Rm

*** CASE MODIFY 3/24/2014 2:09:06 PM, jwebb

into WIP default and Status of Solving.

*** NOTES 3/24/2014 3:18:44 PM, jwebb, Action Type : Note-General

I sent the following request to the engineering liaison.

Client has a 2013 Honda Accord that was manufactured in the USA but sold in Saudi Arabia as a new vehicle. The client is having muliple issues with the Check Engine Light and the Power Steering, but they do not know how to fix the vehicle. Who should the client contact for assistance. I went on the Honda website looking for distributors and provided the client with the information for Abdullah Hashim, but the client stated that is a DLR and not a manufacturer. Can you help me find the information the client would need to fix the vehicle?

*** NOTES 3/24/2014 3:20:48 PM, jwebb, Action Type : Note-General

The engineering liaison informed me that the DLR would be considered a distributor, and that's who the client would need to contact. The engineering liaison informed me that even though the vehicle was manufactured in the US, it was manufactured for use in Saudi Arabia and we cannot provide any information on how to fix the vehicle.

*** CASE MODIFY 3/24/2014 3:30:08 PM, jwebb

into WIP default and Status of Solving.

*** CASE CLOSE 3/24/2014 3:46:19 PM, jwebb

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