

Case Details

Case ID : N042013-09-0601351	Division : Honda - Auto	Condition : Closed	Open Date : 9/6/2013 1:28:31 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 9/19/2014 2:46:50 PM
Case Owner : Michael Lyon (Team MA)	Method : ACS to Mediation	Queue :	Days Open : 378
Last Closed By : Michael Lyon (Team MA)	Point of Origin : Internal Information	Wipbin :	
Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING IS No. of Attachments : 6			

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 :	FREDERICKSBURG, VA
E Mail :	██████████
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCT2B80DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT2B8DKNW / A
Miles / Hours :	10,195
In Service Date :	12/30/2012
Months In Use :	9
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 : 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
N042013-09-0601351-1 / ██████████ -	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042013-09-0601351	Final Decision : Buyback-Replace	Descision Updated : 9/26/2013 7:31:22 AM
Process : Voluntary	Customer Position : Buyback-Replace	
Document Ref : JEANETTE SMITH	AHM Position : Buyback-Replace	
Related Case : N012013-08-150824		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 9/26/2013 7:31:22 AM	By : jsmith01

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Replacement Cost	(\$32,429.00)	(\$32,429.00)	9/26/2013 7:29:36 AM	9/26/2013 7:29:36 AM	jsmith01
Auction Proceeds	\$21,400.00	\$16,245.00	2/28/2014 3:03:14 PM	2/28/2014 3:03:14 PM	mlyon
Sales Tax Refund	\$1,085.00	\$1,085.00	9/19/2014 2:46:46 PM	9/19/2014 2:46:47 PM	mlyon
Total Amount	(\$9,944.00)	(\$15,099.00)			

Mediation Activity :

*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 9/6/2013 1:29:09	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 9/6/2013 1:30:41 PM / mlyon	Actual Date : 9/6/2013 1:30:36	
*** Event Type / Status : Offer Made / Completed	Start Date : 9/10/2013 8:51:17	Notes :
Assigned To : Mediation ()	Due Date : 9/17/2013	
Last Updated / By : 9/11/2013 1:40:34 PM / jsmith01	Actual Date : 9/11/2013 1:40:32	
*** Event Type / Status : Send Check / Completed	Start Date : 9/26/2013 7:29:06	Notes :
Assigned To : Mediation ()	Due Date : 10/3/2013	
Last Updated / By : 10/2/2013 8:36:13 AM / jsmith01	Actual Date : 10/2/2013 8:36:12	
*** Event Type / Status : Transfer Agent Mtg / Completed	Start Date : 10/10/2013 8:14:09	Notes : 10/12/2013, 01:30
Assigned To : Mediation ()	Due Date : 10/12/2013	
Last Updated / By : 10/11/2013 12:25:18 PM /	Actual Date : 10/11/2013 12:25:17	
*** Event Type / Status : Repair scheduled / Completed	Start Date : 10/14/2013 10:30:56	Notes : DPSM TEST DRIVE
Assigned To : DPSM ()	Due Date : 11/28/2013	
Last Updated / By : 11/25/2013 9:12:15 AM / jsmith01	Actual Date : 11/25/2013 9:12:14	
*** Event Type / Status : Auction Unit / Completed	Start Date : 12/10/2013 7:47:16	Notes :
Assigned To : ISG (WASHINGTON D.C.)	Due Date : 1/19/2014	
Last Updated / By : 2/28/2014 3:02:49 PM / mlyon	Actual Date : 2/28/2014 3:02:47	
*** Event Type / Status : Sales Tax Recovery / Completed	Start Date : 2/11/2014 4:12:57	Notes :
Assigned To : ISG ()	Due Date : 5/12/2014	
Last Updated / By : 9/19/2014 2:46:37 PM / mlyon	Actual Date : 9/19/2014 2:46:36	
*** Event Type / Status : Disclosure Requested / Completed	Start Date : 2/28/2014 3:02:50	Notes :
Assigned To : ISG ()	Due Date :	
Last Updated / By : 2/28/2014 3:02:55 PM / mlyon	Actual Date : 2/28/2014 3:02:53	

Issue Details

Issue ID : N042013-09-0601351-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 9/6/2013 1:29:06 PM
Issue Owner : Jeanette Smith	Type 2 : Operation	Queue :	Close Date : 11/25/2013 9:12:00 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Buy Back, 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
32200-T3M-A10	HARN, ENGINE ROOM	Not Applicable

Check Req Info :

Check Requisition No. : 29163	Payee Name : POHANKA HONDA OF FREDERICKSBURG
Primary Amount : \$32,429.41	Address : 60 SOUTH GATEWAY DRIVE
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : FREDERICKSBURG, VA 22406
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$32,429.41	Contention Code : 03220
Approved By : galbu	Defect Code : 03217
Approval Date : 9/26/2013	Category : BuyBack
Status : PROCESSED	Failed Part # : 32200-T3M-A10
Check No. : 2057058	
Check Date : 9/27/2013	

Case History

Case ID : N042013-09-0601351

Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

*** CASE CREATE 9/6/2013 1:28:31 PM, mlyon

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

*** NOTES 9/6/2013 1:28:32 PM, mlyon, Action Type :

Mediation Review Committee Escalation Recommended
Date of Submission: 09/06/13
Customers Contention: Electronic power steering issues
Resolution Sought: Replacement
Carfax shows accidents: No
Dates of Accidents on Carfax: n/a
Number of Tech Line Reports:1
Case Numbers of Previous Cases: N012013-08-1500824
DPSM Involvement: No
DPSM Name: Mike Reidel
Zone/District: 6B

*** SUBCASE N042013-09-0601351-1 CREATE 9/6/2013 1:29:06 PM, mlyon

Created in WIP Default with Due Date 9/6/2013 1:29:06 PM.

*** CASE MEDIATION ADD/MODIFY 9/6/2013 1:30:26 PM, mlyon

*** MEDIATION DECISION 09/06/2013 01:30:26 PM mlyon

Proc: Voluntary
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: JEANETTE SMITH
Rel: N012013-08-150824

*** CASE MEDIATION EVENT ADD 9/6/2013 1:30:42 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 09/06/2013 01:30:42 PM mlyon

Status: Completed
S: 09/06/2013 01:29:09 PM
D: ?/?/? ??:?/?
A: 09/06/2013 01:30:36 PM
Assgn to: Mediation ()
Notes: DPSM (AZM/ZM)

*** COMMIT 9/6/2013 1:31:46 PM, mlyon, Action Type : N/A

Made to ██████████ due 09/09/2013 01:31:47 PM.

New escalated case opened. Review RO's provided by call center

*** NOTES 9/6/2013 1:32:00 PM, mlyon, Action Type : Note-General

Email sent to zone 6B notifying of open Mediation case. Email sent to call center to close their pending case.

*** CASE MODIFY 9/6/2013 1:44:20 PM, mlyon

into WIP Default and Status of Solving.

Case History

Case ID : N042013-09-0601351

Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

*** CASE ASSIGN 9/6/2013 1:44:24 PM, mlyon

N042013-09-0601351 to jsmith01, WIP +

*** SUBCASE N042013-09-0601351-1 ASSIGN 9/6/2013 1:44:34 PM, mlyon

N042013-09-0601351-1 to jsmith01, WIP 1

*** CASE ADD ATTACHMENT 9/6/2013 2:00:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-09-0601351_1.pdf

*** NOTES 9/6/2013 2:13:34 PM, jsmith01, Action Type : Assessment

Case received as an ACS escalation.

Case was reviewed with management and the zone. Executive management is aware. The vehicle has experienced a repeat power steering issue. The customer feels unsafe in the vehicle and has requested a replacement vehicle. Per air base the customer has owned 3 other Honda Accords. At this point due to the nature of the complaint, Mediation will be offering to replace this vehicle.

*** NOTES 9/6/2013 2:24:17 PM, jsmith01, Action Type : Field FYI

Spoke to DPSM who stated that the customer has experienced an repeated issue with the power steering failure. He stated that the dealership replaced the gear box and the EPS control unit. The vehicle returned to the dealership on 8/14 with the same complaint. The dealer was unable to duplicate the issue but was able to pull trouble codes 11-23. At this point the customer will not pick his vehicle up because he is afraid that the vehicle will fail again. A rental has been authorized. I advised him that at this point Mediation will be working on replacing the vehicle. DPSM will pull the RO history and fax it over. I will send in the time line.

*** NOTES 9/6/2013 2:25:53 PM, jsmith01, Action Type : Note-General

Timeline Reynolds

2013 Accord EXLV6NV VIN 1HGCT2B80DA ██████████

Pohanka

RO 419484 Date 4/21/13-4/23/13 Mile 4,882

§Client states that the power steering is inop. Verified the clients complaint. The vehicle was very hard to turn, and the EPS warning light was illuminated. After the vehicle was shut off, and started again, the vehicle would regain power steering, but only for a little bit. After a couple of turns the steering would stop working again. I scanned for codes using an all DTC check, and many codes returned. I cleared them, and focused on the two that would return as hard faults. EPS codes 82-02, and 53-02. I followed the diagnostic chart for code 53-02. On step 6-5, I back probed for voltage at torque sensor sub, and main. I had 5 volts. The next step is to replace the steering gearbox. Before replacement, I contacted Tech Line and told them what I had found. They told me to proceed with the gearbox, and I have regained proper EPS function. Re-test Ok.

RO 419994 Date 4/25/13 Mile 4,889

§Diagnostic code / power steering EPS- Retrieved codes with HDS, read data troubleshoot, and clear. Flag tech 3457 for diagnosis on RO 419484.

RO 427987 Date 6/13/13-6/14/13 Mile 7,327

§Customer request check power steering went out again while driving. Warning lamp came on then had to pull off and restart vehicle to resume steering. Test drove vehicle and did not lose steering on test drive. Scanned test drove vehicle DTC codes and had code 53-02 for torque sensor . Cleared code and did not return. Followed flow chard. torque sensor sub and torque sensor main voltage good. Compared reading with same year model Accord. Did complete control unit input test of EPS control unit. All voltage and resistance reading normal. Consulted with Honda Tech Line and was advised to replace EPS control unit and completed torque sensor learning procedure. Test drove and had no problems at this time.

Case History

Case ID : N042013-09-0601351

Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

RO 438410Date 8/14/13- RO OpenMile 10,195

§Customer states intermittently the power steering will go out and there is no response. DPSM test drive.

(attached summary: Could not duplicate concern pulled same previous codes from last visit. Consulted with Honda Tech Line and was advised to replaced engine sub harness..8/21/13 Tech#3077: was instructed to check for softest connection at steering angle sensor. Checked and it was ok with no damaged pins or poor pin fit. Also checked the torque sensor with same result. Found 53.02 in EPS memory. The result of which called for rack replacement. There were a few other DTCs too for various vehicle systems (see attached sheet) cleared all DTCs. 11-22-13: called tech line & spoke w/ Steve (original contact person) and was instructed to proceed with main engine harness replacement 11-23-13: completed install of main engine harness and test-drove vehicle again. Was not able to duplicate concern. No DTCs present at this time).

*** NOTES 9/6/2013 2:34:29 PM, jsmith01, Action Type : Call to Customer

Introduced myself to the customer and apologized for the circumstances that prompted his contact. The customer stated that he has always loved the Honda product but at this point is so frustrated with the situation. He stated that he special ordered the vehicle for his was and is now afraid to put her back in the vehicle. I apologized again and explained that considering the nature of the complaint, AHM wanted to replace his vehicle. The customer was extremely satisfied. I advised him that in order to move forward we will require a copy of his sales contract, finance agreement, registration and account number (customer is financed with AHFC). I explained that once received, mediation will fedex an offer letter and will need to sign the agreement and send it back. Once agreed, mediation will contact the dealership and locate his replacement vehicle funds will be submitted and our third party will facilitate the replacement in about 30 days or less. The customer understood the process and indicated that he would pull the information and fax it back to us. The customer thanked us for the prompt attention. I thanked the customer for his patience and provided contact information.

*** CASE ADD ATTACHMENT 9/6/2013 3:00:19 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-09-0601351_2.pdf

*** CASE ADD ATTACHMENT 9/9/2013 8:00:18 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-09-0601351_3.pdf

*** NOTES 9/9/2013 8:00:22 AM, mlyon, Action Type : Letter/Fax

Received copy of buyers order. Forward to Jeanette

*** CASE ADD ATTACHMENT 9/9/2013 8:30:17 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-09-0601351_4.pdf

*** NOTES 9/10/2013 8:18:30 AM, jsmith01, Action Type : Letter/Fax

September 09, 2013

██████████
██████████
██████████
██████████
██████████
Fredericksburg, VA ██████████

Dear ██████████:

Thank you for providing American Honda Motor Co., Inc. (AHM) the opportunity to review and address the problems you experienced with your 2013 Honda Accord ██████████ vehicle identification number 1HGCT2B80DA ██████████. Please accept this letter as confirmation that AHM agrees to replace your current vehicle, with a comparable new 2013 Honda Accord ██████████. This includes sales tax, license and registration as stipulated by your state for a vehicle replacement transaction. In addition AHM agrees to install any OEM accessories that were included on your original sales contract as applicable.

You will be required to contribute \$0 towards the replacement of your vehicle for upgrade cost.

Case History

Case ID : N042013-09-0601351

Case Title : [REDACTED] - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

Per the terms of this agreement, you are expected to participate in the following:

1. Turn in the current vehicle in good condition, free from debris and personal items.
2. Any physical damage should be repaired prior to turning in the vehicle.
3. Sign the necessary documentation at the time of the replacement to allow American Honda to transfer the title out of your name.

If these terms are agreeable, please sign and return this form as well as the enclosed release agreement. You can fax them back to me at [REDACTED] and send the originals in the attached envelope.

A representative from Impartial Services Group (ISG) will be in touch with you to arrange for a transfer date. Please contact me at the number listed below if you have any questions regarding this matter.

Sincerely,
AMERICAN HONDA MOTOR CO., INC

*** CASE FULFILL 9/10/2013 8:47:16 AM, jsmith01

Fulfilled for [REDACTED] due 09/09/2013 01:31:47 PM.

*** COMMIT 9/10/2013 8:47:59 AM, jsmith01, Action Type : N/A

F/U on offer.

*** CASE MODIFY 9/10/2013 8:49:06 AM, jsmith01

into WIP Esc and Status of Solving.

*** CASE MEDIATION EVENT ADD 9/10/2013 8:51:26 AM, jsmith01

*** MEDIATION EVENT - OFFER MADE 09/10/2013 08:51:25 AM jsmith01

Status: In Progress

S: 09/10/2013 08:51:17 AM

D: 09/17/2013 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT UPDATE 9/11/2013 1:40:35 PM, jsmith01

*** MEDIATION EVENT - OFFER MADE 09/11/2013 01:40:34 PM jsmith01

Status: Completed

S: 09/10/2013 08:51:17 AM

D: 09/17/2013 12:00:00 AM

A: 09/11/2013 01:40:32 PM

Assgn to: Mediation ()

Notes:

*** CASE FULFILL 9/11/2013 1:40:39 PM, jsmith01

Fulfilled for [REDACTED] due 09/17/2013 12:00:00 AM.

*** COMMIT 9/11/2013 1:40:49 PM, jsmith01, Action Type : N/A

Case History

Case ID : N042013-09-0601351

Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

sighed releases received??

*** NOTES 9/13/2013 7:38:48 AM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Jeanette

*** CASE ADD ATTACHMENT 9/13/2013 8:00:19 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-09-0601351_5.pdf

*** NOTES 9/17/2013 7:01:55 AM, jsmith01, Action Type : Call to Dealer

Left a message for Ray O'Bryhim the GM at Pohnka Honda requesting a return call.

*** CASE FULFILL 9/17/2013 7:03:10 AM, jsmith01

Fulfilled for ██████████ due 09/18/2013 12:00:00 AM.

*** COMMIT 9/17/2013 7:03:18 AM, jsmith01, Action Type : N/A

Locate the unit.

*** NOTES 9/17/2013 7:05:51 AM, jsmith01, Action Type : Call from Customer

Model: CT2B8DKNW

2013 Accord 2door EXLV6NV Black

*** CASE MODIFY 9/19/2013 1:54:09 PM, jsmith01

into WIP ckre and Status of Solving.

*** NOTES 9/23/2013 8:54:53 AM, jsmith01, Action Type : Call to Dealer

Ray the GM advised that he located a unit as requested. He will fax over sales contract.

*** NOTES 9/23/2013 9:07:35 AM, jsmith01, Action Type : Note-General

Sent dealer direction and worksheet to GM.

*** NOTES 9/23/2013 9:08:28 AM, jsmith01, Action Type : Note-General

Sent SOC request to AHFC.

*** CASE FULFILL 9/23/2013 9:08:39 AM, jsmith01

Fulfilled for ██████████ due 09/24/2013 12:00:00 AM.

*** COMMIT 9/23/2013 9:08:45 AM, jsmith01, Action Type : N/A

Submit for funds

*** CASE MEDIATION EVENT ADD 9/26/2013 7:29:14 AM, jsmith01

*** MEDIATION EVENT - SEND CHECK 09/26/2013 07:29:14 AM jsmith01

Status: In Progress

S: 09/26/2013 07:29:06 AM

D: ?/?/? ??:?

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT UPDATE 9/26/2013 7:29:18 AM, jsmith01

*** MEDIATION EVENT - SEND CHECK 09/26/2013 07:29:18 AM jsmith01

Status: In Progress

S: 09/26/2013 07:29:06 AM

Case History

Case ID : N042013-09-0601351

Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

D: 10/03/2013 12:00:00 AM

A: ?/?/? ?:?:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION ADD/MODIFY 9/26/2013 7:31:23 AM, jsmith01

*** MEDIATION DECISION 09/26/2013 07:31:22 AM jsmith01

Proc: Voluntary

Dcsn: Buyback-Replace

Cust: Buyback-Replace

AHM: Buyback-Replace Rsn: Excessive Repairs

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: N012013-08-1508

*** SUBCASE N042013-09-0601351-1 DISPATCH 9/26/2013 7:33:01 AM, jsmith01

from WIP Sub cases to Queue CK Req - Mediation Mgr.

*** CASE MODIFY 9/26/2013 7:33:25 AM, jsmith01

into WIP ckre and Status of Solving.

*** CASE MODIFY 9/26/2013 10:03:58 AM, jsmith01

into WIP ckre and Status of Solving.

*** SUBCASE N042013-09-0601351-1 9/26/2013 1:40:56 PM, galbu, Action Type :

Check Requisition for 32,429.41 \$ submitted

Check Requisition for 32,429.41 \$ submitted by galbu

*** SUBCASE N042013-09-0601351-1 RETURN 9/26/2013 1:41:04 PM, galbu

from Queue CK Req - Mediation Mgr to WIP Sub cases.

*** CASE MODIFY 9/26/2013 2:08:46 PM, jsmith01

into WIP ckre and Status of Solving.

*** CASE FULFILL 9/26/2013 2:31:11 PM, jsmith01

Fulfilled for ██████████ due 09/25/2013 12:00:00 AM.

*** SUBCASE N042013-09-0601351-1 COMMIT 9/30/2013 8:01:24 AM, jsmith01, Action Type : External Commitment

Check processed for check_req_no = 29163 on 2013-09-27-00.00.00,000000

*** SUBCASE N042013-09-0601351-1 FULFILL 9/30/2013 10:37:03 AM, jsmith01

Fulfilled for ██████████ due ?/?/? ?:?:?

*** CASE MEDIATION EVENT UPDATE 10/2/2013 8:36:14 AM, jsmith01

*** MEDIATION EVENT - SEND CHECK 10/02/2013 08:36:14 AM jsmith01

Status: Completed

S: 09/26/2013 07:29:06 AM

D: 10/03/2013 12:00:00 AM

A: 10/02/2013 08:36:12 AM

Assgn to: Mediation ()

Case History

Case ID : N042013-09-0601351

Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

Notes:

*** COMMIT 10/2/2013 8:36:28 AM, jsmith01, Action Type : N/A

Trasfer date F/U

*** CASE FULFILL 10/8/2013 7:55:41 AM, jsmith01

Fulfilled for ██████████ due 10/09/2013 12:00:00 AM.

*** NOTES 10/10/2013 8:13:42 AM, jsmith01, Action Type : Note-General

The above referenced vehicle surrender will be completed on 10/12/2013, 01:30 PM at POHANKA HONDA OF FREDERICKSBURG/208168.

*** CASE MEDIATION EVENT ADD 10/10/2013 8:15:56 AM, jsmith01

*** MEDIATION EVENT - TRANSFER AGENT MTG 10/10/2013 08:15:55 AM jsmith01

Status: In Progress

S: 10/10/2013 08:14:09 AM

D: ?/?/? ??:?

A: ?/?/? ??:?

Assgn to: Mediation (10/12/2013, 01:30)

Notes:

*** CASE MEDIATION EVENT UPDATE 10/10/2013 8:16:17 AM, jsmith01

*** MEDIATION EVENT - TRANSFER AGENT MTG 10/10/2013 08:16:17 AM jsmith01

Status: In Progress

S: 10/10/2013 08:14:09 AM

D: ?/?/? ??:?

A: ?/?/? ??:?

Assgn to: Mediation (10/12/2013, 01:30)

Notes:

*** CASE MEDIATION EVENT UPDATE 10/10/2013 1:27:27 PM, mlyon

*** MEDIATION EVENT - TRANSFER AGENT MTG 10/10/2013 01:27:26 PM mlyon

Status: In Progress

S: 10/10/2013 08:14:09 AM

D: 10/12/2013 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: 10/12/2013, 01:30

*** CASE MEDIATION EVENT UPDATE 10/11/2013 12:25:19 PM, jsmith01

*** MEDIATION EVENT - TRANSFER AGENT MTG 10/11/2013 12:25:19 PM jsmith01

Status: Completed

S: 10/10/2013 08:14:09 AM

D: 10/12/2013 12:00:00 AM

A: 10/11/2013 12:25:17 PM

Assgn to: Mediation ()

Notes: 10/12/2013, 01:30

*** CASE MEDIATION EVENT ADD 10/14/2013 10:32:16 AM, mlyon

Case History

Case ID : N042013-09-0601351

Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

*** MEDIATION EVENT - REPAIR SCHEDULED 10/14/2013 10:32:15 AM mlyon

Status: In Progress

S: 10/14/2013 10:30:56 AM

D: 10/28/2013 12:00:00 AM

A: ?/?/? ?:?:?

Assgn to: Mediation ()

Notes:

*** CASE CHG STATUS 10/14/2013 10:37:34 AM, jsmith01

from status Solving to status Disposing Unit

*** NOTES 10/15/2013 10:26:30 AM, jsmith01, Action Type : Note-General

On 10/12/2013 , the above referenced vehicle was surrendered by the customer to Pohanka Honda Of Fredericksburg and dealer code is 208168.

Buyback Concern:1. Power steering failed

*** COMMIT 10/15/2013 10:28:03 AM, jsmith01, Action Type : N/A

Dealer to inspect and verify repair

*** CASE FULFILL 10/25/2013 10:44:29 AM, jsmith01

Fulfilled for ██████████ due 10/22/2013 12:00:00 AM.

*** NOTES 10/25/2013 12:53:33 PM, jsmith01, Action Type : Call to Dealer

Dealer to inspect and verify repair

*** COMMIT 10/25/2013 12:53:44 PM, jsmith01, Action Type : N/A

Dealer to inspect and verify repair

*** NOTES 10/28/2013 10:19:20 AM, jsmith01, Action Type : Call to Dealer

F

*** NOTES 11/7/2013 9:27:44 AM, jsmith01, Action Type : Call to Dealer

ISG has not received final RO, Left a message for Mike Fink requesting that he send over the final RO.

*** CASE FULFILL 11/12/2013 2:03:09 PM, jsmith01

Fulfilled for ██████████ due 11/08/2013 12:00:00 AM.

*** NOTES 11/12/2013 2:29:24 PM, jsmith01, Action Type : Field FYI

DPSM will be test driving the vehicle.

*** CASE MEDIATION EVENT UPDATE 11/19/2013 8:33:34 AM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 11/19/2013 08:33:34 AM mlyon

Status: In Progress

S: 10/14/2013 10:30:56 AM

D: 11/28/2013 12:00:00 AM

A: ?/?/? ?:?:?

Assgn to: DPSM ()

Notes: DPSM TEST DRIVE

*** NOTES 11/21/2013 12:25:14 PM, jsmith01, Action Type : Call to Customer

Case History

Case ID : N042013-09-0601351

Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

Sent contact to OH requesting an update on the delivery of the vehicle to the dealership..

*** COMMIT 11/21/2013 12:28:37 PM, jsmith01, Action Type : N/A

Oh called back??

*** NOTES 11/21/2013 12:34:51 PM, jsmith01, Action Type : Call to Dealer

DPSM still test driving the vehicle.

*** NOTES 11/25/2013 9:10:26 AM, jsmith01, Action Type : Field FYI

DPSM test drove this vehicle - no anomalies found to date. Vehicle driving normally.

*** NOTES 11/25/2013 9:11:36 AM, jsmith01, Action Type : Note-Resolution

The case originated as an escalated case for CR.

Mediation reviewed the repair history with DPSM and servicing dealership, Honda of Danbury. The customer first visited the dealership at 1,449 miles indicating that the steering wheel was locking and the EPS light was on. The dealership cleared the codes (71-01 & 71-02 motor angle sensor) and reset them. The vehicle returned to the dealership the following day at 1,478 miles with the same complaint. Tech Line and DPSM were contacted. The dealership corrected the pin connections at rack and EPS unit and installed all pin fits. Vehicle was road tested multiple times. The vehicle returned a third time with the same complaint. The dealership replaced the battery and swapped the EPS unit from a stock vehicle. The dealership is currently test-driving the vehicle to confirm repair.

The customer does not feel that her 16-year-old daughter is safe in the vehicle and requested that the vehicle be replaced.

Due to the nature of the complaint AHM will be replacing the customers vehicle under the terms of the State of CT.

*** SUBCASE N042013-09-0601351-1 CLOSE 11/25/2013 9:12:00 AM, jsmith01

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/25/2013 9:12:04 AM, jsmith01

into WIP complete and Status of Disposing Unit.

*** CASE MEDIATION EVENT UPDATE 11/25/2013 9:12:16 AM, jsmith01

*** MEDIATION EVENT - REPAIR SCHEDULED 11/25/2013 09:12:15 AM jsmith01

Status: Completed

S: 10/14/2013 10:30:56 AM

D: 11/28/2013 12:00:00 AM

A: 11/25/2013 09:12:14 AM

Assgn to: DPSM ()

Notes: DPSM TEST DRIVE

*** CASE MODIFY 11/25/2013 9:12:18 AM, jsmith01

into WIP complete and Status of Disposing Unit.

*** CASE CLOSE 11/25/2013 9:12:21 AM, jsmith01

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

*** CASE REOPEN 11/25/2013 9:12:28 AM, jsmith01

with Condition of Open and Status of Solving.

*** CASE ASSIGN 11/25/2013 9:13:01 AM, jsmith01

Case History

Case ID : N042013-09-0601351

Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

N042013-09-0601351 to mlyon, WIP

*** CASE MODIFY 11/25/2013 11:04:42 AM, mlyon

into WIP Default and Status of Solving.

*** CASE CHG STATUS 11/25/2013 11:04:46 AM, mlyon

from status Solving to status Disposing Unit

*** NOTES 12/6/2013 2:37:35 PM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Phanka Honda. Forward to Jeanette

*** CASE ADD ATTACHMENT 12/6/2013 3:00:24 PM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-09-0601351_6.pdf

*** CASE MEDIATION EVENT ADD 12/10/2013 7:47:53 AM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 12/10/2013 07:47:53 AM mlyon

Status: In Progress

S: 12/10/2013 07:47:16 AM

D: 01/19/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: ISG (WASHINGTON D.C. AUTO AUCTION)

Notes:

*** CASE MEDIATION EVENT UPDATE 2/28/2014 3:02:49 PM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 02/28/2014 03:02:49 PM mlyon

Status: Completed

S: 12/10/2013 07:47:16 AM

D: 01/19/2014 12:00:00 AM

A: 02/28/2014 03:02:47 PM

Assgn to: ISG (WASHINGTON D.C. AUTO AUCTION)

Notes:

*** CASE MEDIATION EVENT ADD 2/28/2014 3:02:56 PM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 02/28/2014 03:02:56 PM mlyon

Status: Completed

S: 02/28/2014 03:02:50 PM

D: ?/?/? ??:?

A: 02/28/2014 03:02:53 PM

Assgn to: ISG ()

Notes:

*** NOTES 2/28/2014 3:03:49 PM, mlyon, Action Type : Note-General

Buying dealer and dealer disclosure signed by;

Faram Auto Sales 5255 Hulls St. Suite 2 Richmond VA. 23224 804 714-8921

02/27/14

*** CASE MEDIATION EVENT ADD 4/4/2014 4:13:18 PM, mlyon

*** MEDIATION EVENT - SALES TAX RECOVERY 04/04/2014 04:13:18 PM mlyon

Status: In Progress

Case History

Case ID : N042013-09-0601351

Case Title : ██████████ - ESCALATED CASE - ELECTRONIC POWER STEERING ISSUES

S: 02/11/2014 04:12:57 PM

D: 05/12/2014 12:00:00 AM

A: ?/?/? ??:??

Assgn to: ISG ()

Notes:

*** CASE CHG STATUS 6/25/2014 7:34:45 AM, mlyon

from status Disposing Unit to status Sales Tax

*** CASE MEDIATION EVENT UPDATE 9/19/2014 2:46:38 PM, mlyon

*** MEDIATION EVENT - SALES TAX RECOVERY 09/19/2014 02:46:37 PM mlyon

Status: Completed

S: 02/11/2014 04:12:57 PM

D: 05/12/2014 12:00:00 AM

A: 09/19/2014 02:46:36 PM

Assgn to: ISG ()

Notes:

*** CASE CLOSE 9/19/2014 2:46:50 PM, mlyon

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

Case Details

Case ID : N042013-05-1300887	Division : Honda - Auto	Condition : Closed	Open Date : 5/13/2013 10:15:15 AM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 8/12/2013 2:07:36 PM
Case Owner : Sergio Salvador (Team MA)	Method : Fax	Queue :	Days Open : 91
Last Closed By : Sergio Salvador (Team MA)	Point of Origin : Attorney	Wipbin :	
Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVIN 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 :	SAN LEANDRO, CA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCT1B85DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT1B8DJNW / A
Miles / Hours :	571
In Service Date :	03/02/2013
Months In Use :	2
Engine Number :	K24W11431239
Originating Dealer No. / Name :	208350 / SOUTH BAY HONDA
Selling Dealer No. / Name :	208350 / SOUTH BAY HONDA
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 :	208196 / SAN LEANDRO HONDA
Phone No. :	510-347-5100
Address :	1302 MARINA BOULEVARD
City / State / Zip :	SAN LEANDRO, CA 94577
Svc District / Sls District :	12F / A12
Warranty Labor Rate / Date :	\$133.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208350	SOUTH BAY HONDA		

3rd Party Info :

Party 1 : Attorney	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
N042013-05-1300887-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Spool Report

Run Date : 12/11/2014

Mediation Details

Case ID : N042013-05-1300887	Final Decision : Other Goodwill	Descision Updated : 8/8/2013 11:01:53 AM
Process : Mediation	Customer Position : Buyback-Replace	
Document Ref : SERGIO SALVADOR	AHM Position : Repair	
Related Case : NONE		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 8/8/2013 11:01:53 AM	By : ssalvado

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Goodwill Expense	(\$6,000.00)	(\$6,000.00)	8/8/2013 11:01:08 AM	8/8/2013 11:01:17 AM	ssalvado
Total Amount	(\$6,000.00)	(\$6,000.00)			

Mediation Activity :

*** Event Type / Status : Attorney Letter Recd / Completed	Start Date : 5/7/2013 10:15:55	Notes :
Assigned To : Mediation (KROHN & MOSS)	Due Date : 6/6/2013	
Last Updated / By : 8/8/2013 10:57:52 AM / ssalvado	Actual Date : 8/8/2013 10:57:52	
*** Event Type / Status : Docs Received / Completed	Start Date : 5/13/2013 10:16:24	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 5/20/2013	
Last Updated / By : 5/14/2013 10:10:40 AM / mlyon	Actual Date : 5/14/2013 10:10:40	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 5/13/2013 10:16:30	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 5/13/2013 10:16:34 AM / mlyon	Actual Date : 5/13/2013 10:16:33	
*** Event Type / Status : Offer Made / Completed	Start Date : 7/10/2013 10:58:40	Notes :
Assigned To : Mediation ()	Due Date : 7/17/2013	
Last Updated / By : 8/8/2013 10:59:10 AM / ssalvado	Actual Date : 8/8/2013 10:59:07	
*** Event Type / Status : Release Rec'd / Completed	Start Date : 7/10/2013 10:59:11	Notes :
Assigned To : Mediation ()	Due Date : 8/6/2013	
Last Updated / By : 8/12/2013 2:07:09 PM / ssalvado	Actual Date : 8/12/2013 2:07:08	
*** Event Type / Status : Send Check / Completed	Start Date : 8/8/2013 11:00:34	Notes :
Assigned To : Mediation ()	Due Date : 8/12/2013	
Last Updated / By : 8/12/2013 2:07:13 PM / ssalvado	Actual Date : 8/12/2013 2:07:12	
*** Event Type / Status : Notify Zone of Close / Completed	Start Date : 8/12/2013 2:07:17	Notes :
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 8/12/2013 2:07:23 PM / ssalvado	Actual Date : 8/12/2013 2:07:21	

Issue Details

Issue ID : N042013-05-1300887-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 5/13/2013 10:15:50 AM
Issue Owner : Sergio Salvador	Type 2 : Operation	Queue :	Close Date : 8/12/2013 2:06:57 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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
32200-T3L-A30	HARN, ENGINE ROOM	Not Applicable

Check Req Info :

Check Requisition No. : 27364
 Primary Amount : \$6,000.00
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$6,000.00
 Approved By : rboudrea
 Approval Date : 8/8/2013 3:08:04
 Status : PROCESSED
 Check No. : 2052248
 Check Date : 8/9/2013

Payee Name : ██████████ G AND KROHN & MOSS, LTD
 Address : ██████████
 City / State / Zip : LOS ANGELES, CA ██████████
 Campaign Template # :
 Contention Code : 01201
 Defect Code : 06801
 Category : Regular
 Failed Part # : 32200-T3L-A30

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

*** CASE CREATE 5/13/2013 10:15:15 AM, mlyon

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

*** NOTES 5/13/2013 10:15:16 AM, mlyon, Action Type :

Date Received: 05/07/13

Attorney Name: Krohn & Moss

Customer Contention: Power steering locked up while driving

Resolution Sought: Repurchase plus Attorney Fees

Carfax Report shows accidents: N0

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 1

Case Numbers of Previous Cases: n/a

*** SUBCASE N042013-05-1300887-1 CREATE 5/13/2013 10:15:50 AM, mlyon

Created in WIP Default with Due Date 5/13/2013 10:15:50 AM.

*** CASE MEDIATION ADD/MODIFY 5/13/2013 10:16:09 AM, mlyon

*** MEDIATION DECISION 05/13/2013 10:16:09 AM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: SERGIO SALVADOR

Rel: NONE

*** CASE MEDIATION EVENT ADD 5/13/2013 10:16:24 AM, mlyon

*** MEDIATION EVENT - ATTORNEY LETTER RECD 05/13/2013 10:16:24 AM mlyon

Status: In Progress

S: 05/07/2013 10:15:55 AM

D: 06/06/2013 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation (KROHN & MOSS)

Notes:

*** CASE MEDIATION EVENT ADD 5/13/2013 10:16:30 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 05/13/2013 10:16:30 AM mlyon

Status: In Progress

S: 05/13/2013 10:16:24 AM

D: 05/20/2013 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 5/13/2013 10:16:35 AM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 05/13/2013 10:16:35 AM mlyon

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

Status: Completed

S: 05/13/2013 10:16:30 AM

D: ?/?/? ??:??

A: 05/13/2013 10:16:33 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 5/13/2013 10:16:36 AM, mlyon, Action Type : N/A

Made to [REDACTED] due 05/14/2013 10:16:39 AM.

New Atty case opened. Review Atty letter. Look for RO's

*** NOTES 5/13/2013 10:16:51 AM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/14/2013

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

Power steering locked up while driving

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [REDACTED]

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.
[REDACTED]

*** NOTES 5/13/2013 10:17:03 AM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 12F notifying of open Mediation case.

*** CASE MODIFY 5/13/2013 10:21:48 AM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 5/13/2013 10:21:50 AM, mlyon

N042013-05-1300887 to ssalvado, WIP -13 07:23:53

*** SUBCASE N042013-05-1300887-1 ASSIGN 5/13/2013 10:21:57 AM, mlyon

N042013-05-1300887-1 to ssalvado, WIP

*** CASE ADD ATTACHMENT 5/13/2013 10:30:16 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-05-1300887_1.pdf

*** NOTES 5/13/2013 2:51:31 PM, ssalvado, Action Type : Note-General

Mediation received a letter from the customers Attorney, Jennifer Basola, regarding the customers power steering concern and also requests that the customer not be contacted and future communication to take place with her. The customers Attorney is requesting a repurchase of the vehicle and demands a response within 14 days.

*** NOTES 5/13/2013 2:58:43 PM, ssalvado, Action Type : Call to Dealer

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

Mediation called SAN LEANDRO HONDA and spoke with Robert, SM, who confirmed that the customer was in on 4/8/13 regarding the power steering concern with DTC 53-02. SM stated that the vehicle was inspected and they called Tech Line who recommended the replacement of the EPS unit. SM stated that they replaced the EPS unit and test drove the vehicle for a mile and upon confirmation that the vehicle was repaired, it was returned to the customer.

SM stated that the vehicle was back in on 4/17/13 with DTC 53-02 at which time they called Tech Line and were advised to replace the steering gear box and they test drove the vehicle about 7 miles and upon confirmation that the repairs were successful the vehicle was returned to the customer. SM stated that the vehicle was back in on 4/19/13 with multiple DTC indicating the loss of communications with various systems. SM stated that the DPSM and Tech Line were contacted and they were advised to check the wiring harness and if no faults found to replace the PCM. SM stated that they first replaced the PCM and the concern continued with lead them to replace the wiring harness to the EPS. SM stated that the customer has not contacted them back to complain about any ongoing concern nor has the vehicle returned. SM stated that to his understanding the vehicle was repaired and there are no outstanding concerns at this time. SM was asked to fax over all RO, invoices and tech notes to Mediation.

*** NOTES 5/13/2013 3:00:27 PM, ssalvado, Action Type : Call to Dealer

Mediation called South Bay Honda and spoke with SA who stated that Brian, SM, was not currently in. SA was asked to fax over invoice copies of the RO as the SA indicated that the vehicle was in relating some tire pressure concerns.

*** CASE MODIFY 5/13/2013 3:01:39 PM, ssalvado

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

*** NOTES 5/14/2013 7:41:11 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from South Bay Honda. Forward to Sergio

*** CASE ADD ATTACHMENT 5/14/2013 7:45:16 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-05-1300887_2.pdf

*** NOTES 5/14/2013 10:10:32 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from San Leandro Honda. Forward to Sergio

*** CASE MEDIATION EVENT UPDATE 5/14/2013 10:10:41 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 05/14/2013 10:10:41 AM mlyon

Status: Completed

S: 05/13/2013 10:16:24 AM

D: 05/20/2013 12:00:00 AM

A: 05/14/2013 10:10:40 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 5/14/2013 10:15:16 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-05-1300887_3.pdf

*** NOTES 5/15/2013 10:03:37 AM, ssalvado, Action Type : Field Service

Mediation spoke with the DPSM who confirmed that he was contacted on the 4th repair visit. DPSM stated that he reviewed the customer situation with the dealership which was initially told to replace the PCM but when that did not work, they decided to replace the wiring harness based on a aftermarket alarm system. DPSM stated that he felt that the concern was directly related to the after market concern and as far as he is aware of the wiring harness address the concern and the customer was told that they were not going to reinstall the security system and advised the customer to speak to the selling dealership in regards to a reimbursement on the security system. DPSM stated that he had talked to the dealership in regards to the RO as it did not outline their findings about the after market security system and its affect on the EPS. DPSM requested a call back from the dealership before the vehicle was returned to the customer but the dealership failed to do so.

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

*** NOTES 5/15/2013 10:38:32 AM, ssalvado, Action Type : Assessment

Assessment

The case originated in the mediation department as an Attorney Demand letter regarding the customers Electronic Power Steering (EPS) concern.

Mediation was in contact with the servicing dealerships, South Bay Honda and San Leandro Honda, and gathered the Repair Orders (RO) from both dealerships. Mediation confirmed that the customer had been in to the dealerships on more than one occasion and that San Leandro Honda, working with Tech Line, had attempted to address the concern by replacing the EPS unit, gear box, PCM and lastly the wiring harness. Since the last repair either dealership have not been made aware of any ongoing concerns. The DPSM was involved in the last repair attempt and stated that the wiring harness was replaced after the determination that an aftermarket Security system was affecting the operation of the EPS. The San Leandro Hondas repair order did not make any mention of the Aftermarket component in the repairs.

Based on the number of repair attempts the customer is seeking to repurchase of the vehicle. Based on the current available information the vehicle has been repaired and Mediation would like to regain the customers faith in out product. Mediation will offer the Attorney/customer a cash settlement in the amount of \$2,000.00 inclusive of attorney fees, as a goodwill gesture in the interest of customer satisfaction.

*** NOTES 5/15/2013 10:39:18 AM, ssalvado, Action Type : Note-General

Timeline-[REDACTED]-2013 Accord EX-L

VIN:1HGCT1B85D [REDACTED]

ISD: 03/02/2013

Contention:Electronic Power Steering Failure (EPS)

Dealership:208350South Bay Honda

Repair Order:298525RO Date Open/Close:4/5/13

Date In4/5/13Date out:4/5/13

Mileage In:571Mileage out:581

RentalNo

· Line 3

Concern:Customer states that the car lost power steering, pulled over and restarted and was fine

Cause:Road test vehicle could not duplicate vehicle loosing power steering. Performed all DTC check found DTC 53-02 torque sensor (average check). Performed trouble shooting for DTC 53-02, clear DTC and recheck code did not return. Checked connector at the EPS unit, OK at this time. Performed visual inspection of EPS unit, see nothing abnormal at this time.

Correction:No repairs

Confirmation:Re-road test vehicle, ok at this time. Mileage in 571, mileage out 581

Pay type:N/A

Dealership:208196San Leandro Honda

Repair Order:383942RO Date Open/Close:4/8/13-4/10/13

Date In4/8/13Date out:4/10/13

Mileage In:676Mileage out:677

RentalNo

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

· Line 1

Concern:Customer states while driving, the steering wheel all of a sudden is stuck on seemed to lock up. The steering wheel warning indicator Came on. Took it to Milpitas they could not verify it at the time. Today it happened 3 times and on the day here.

Cause:Checked DTC 53-02 torque sensor average check. Cleared DTC. Checked connections and Pin fit at EPS Unit. Ok. Called Tech Line and advised to replace the EPS unit.

Correction:Replaced EPS unit and relearned torque angle

Confirmation:Not Specified

Pay type:Warranty

Dealership:208196San Leandro Honda

Repair Order:384717RO Date Open/Close:4/17/13-4/18/13

Date In4/17/13Date out:4/18/13

Mileage In:793Mileage out:798

RentalNo

· Line 1

Concern:Customer states the steering wheel warning light indicator came on again and the steering wheel got stuck again ("see history"), last night about 6:40pm and this morning. Customer is upset that it's a brand new car and this is the third time that it's been at the shop already for the same problem. offered customer a rental declined at this time

Cause:Checked DTC 53-02 called Tech Line and recommended to replace steering gear box.

Correction:Replaced gear box and adjusted toe.

Confirmation:Cleared DTC and test drove. Light is off and steering performance is normal.

Pay type:Warranty

Dealership:208196San Leandro Honda

Repair Order:385014RO Date Open/Close:4/19/13-5/1/13

Date In4/19/13Date out:5/1/13

Mileage In:811Mileage out:864

RentalYes

· Line 1

Concern:Customer reports while driving this morning the steering wheel locked up once again after previous repair and she had to stop and turn off car and start again, the steering warning light turned on please check and advise.

Cause:Has multiple codes. ABS 86-11, 86-14, 86-19. LDW U0029 U0155, U0122, U0131, P16E3 F-CAN Malfunction, U0155-00.

Lost communication with gauge control module. U0416-68 VSA system malfunction.U029-00. U0101-00, U010122-00 and U0416-68 lost communication with VSA, TCS, gauge control module and steering angle sensor. Cleared DTCs and test drove, DTC 53-02 torque sensor average check, returned, called Tech Line and also spoke with Honda DPSM advised to replace wire harness and under dash fuse relay box.

Correction:Replaced PCM with new vehicle and programmed key before replaced harness. Light returned. Replaced and programmed PCM on customer. Car with original PCM and new vehicle with its original PCM replaced wiring harness inside of cab to EPS motor and lighting system and VSA unit.

Confirmation:Cleared DTC and test drove light did not return.

Pay type:Warranty

*** NOTES 5/15/2013 3:03:31 PM, ssalvado, Action Type : Letter/Fax

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

Sent Via FedEx, tracking number: 799773540864

May 15, 2013

Krohn & Moss, Ltd.
10474 Santa Monica Blvd. Suite 405
Los Angeles, CA 90025
Attn: Jennifer Basola

Re [REDACTED], 2013 Honda Accord EX-LVIN: 1HGCT1B85DA [REDACTED]

Dear Ms. Basola:

American Honda Motor Co., Inc. thanks you for the opportunity to address your clients concerns. We apologize for any inconvenience the repairs may have caused your client. The vehicle appears to have been repaired at the last visit to the dealership. If your client feels these concerns continue to persist, please advise us immediately so we can arrange for a Honda representative to inspect and/or repair the vehicle as soon as possible.

We would like to regain your clients faith in our product. If there is no current concern with the vehicle, we would like to offer your client a cash settlement in the amount of \$2,000.00 inclusive of attorney fees, as a goodwill gesture in the interest of customer satisfaction. Please review this offer with your client.

If it is acceptable, please have your client sign and return the enclosed settlement release. Please contact me directly at (310) 781-6091 if you have any questions regarding this matter.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Sergio Salvador
Automobile Customer Services
Mediation Case Manager

Enclosure

*** CASE FULFILL 5/15/2013 3:11:13 PM, ssalvado

Fulfilled for XUE ZHENG due 05/14/2013 10:16:39 AM.

*** COMMIT 5/15/2013 3:11:18 PM, ssalvado, Action Type : N/A

follow up on release

*** CASE MODIFY 5/15/2013 3:11:50 PM, ssalvado

into WIP Attorney Case and Status of Solving.

*** CASE MODIFY 5/22/2013 7:20:47 AM, ssalvado

into WIP Attorney Case and Status of Solving.

*** NOTES 5/24/2013 10:28:47 AM, ssalvado, Action Type : Note-Third Party

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

Mediation called Jeniffer Basola, Customers Attorney, and left a message requesting a call back to discuss Mediations 5/15/13 offer letter which was received by her office on 5/16.

*** CASE MODIFY COMMITMENT 5/24/2013 10:52:06 AM, ssalvado
with [REDACTED] due 05/31/2013 05:00:00 PM.

*** CASE MODIFY 5/24/2013 10:52:14 AM, ssalvado
into WIP Attorney Case and Status of Solving.

*** NOTES 5/31/2013 2:34:41 PM, ssalvado, Action Type : Note-Third Party

Mediation called Jeniffer Basola, Customers Attorney, and left a message requesting a call back to discuss Mediations 5/15/13 offer letter which was received by her office on 5/16.

*** CASE MODIFY COMMITMENT 5/31/2013 2:35:19 PM, ssalvado
with [REDACTED] due 06/10/2013 05:00:00 PM.

*** CASE MODIFY 5/31/2013 2:35:32 PM, ssalvado
into WIP Attorney Case and Status of Solving.

*** NOTES 6/5/2013 9:07:21 AM, ssalvado, Action Type : Letter/Fax

Mediation received a one page letter from Scott Cohen, Krohn and Moss Ltd., indicating that the offer was rejected and proposing a counter offer.

*** NOTES 6/11/2013 10:51:43 AM, ssalvado, Action Type : Note-Third Party

Mediation left a voicemail for [REDACTED] Customers Attorney, requesting a call back to discuss the counter demand offer of \$10,500 inclusive of attorney fees.

*** CASE MODIFY COMMITMENT 6/11/2013 10:52:01 AM, ssalvado
with [REDACTED] due 06/17/2013 05:00:00 PM.

*** CASE MODIFY 6/11/2013 10:52:07 AM, ssalvado
into WIP Attorney Case and Status of Solving.

*** NOTES 6/19/2013 10:24:15 AM, ssalvado, Action Type : Note-Third Party

Mediation left a voicemail for Jennifer Basola, Customers Attorney, requesting a call back to discuss the counter demand offer of \$10,500 inclusive of attorney fees.

*** CASE MODIFY COMMITMENT 6/19/2013 10:24:39 AM, ssalvado
with [REDACTED] due 06/24/2013 05:00:00 PM.

*** CASE MODIFY 6/19/2013 10:24:46 AM, ssalvado
into WIP Attorney Case and Status of Solving.

*** NOTES 6/19/2013 12:25:03 PM, ssalvado, Action Type : Note-Third Party

Mediation spoke with [REDACTED], Customers Attorney, who was informed that mediation received her letter with the counter demand of \$10,500 and informed the attorney that the figure presented was well above mediations consideration. Ms. Basola was informed that the \$2000 offer was being extended due to the inconvenience caused to her client and while \$10,500 was well above the consideration amount, Mediation would be willing to see if we could come to a mutual agreement. Mediation offered a cash settlement of \$4000 inclusive of attorney fees. Customers Attorney stated that she would review the offer with the customer and call back.

*** NOTES 6/19/2013 12:25:40 PM, ssalvado, Action Type : Note-Third Party

Mediation spoke with [REDACTED] Customers Attorney, who was informed that mediation received her letter with the counter demand of \$10,500 and informed the attorney that the figure presented was well above mediations consideration. Ms. Basola was informed that the \$2000 offer was being extended due to the

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

inconvenience caused to her client and while \$10,500 was well above the consideration amount, Mediation would be willing to see if we could come to a mutual agreement. Mediation offered a cash settlement of \$4000 inclusive of attorney fees. Customers Attorney stated that she would review the offer with the customer and call back.

*** CASE MODIFY 6/19/2013 12:26:19 PM, ssalvado

into WIP Attorney Case and Status of Solving.

*** NOTES 6/24/2013 7:50:17 AM, ssalvado, Action Type : Note-Third Party

Mediation received a voicemail from [REDACTED] Customers Attorney, requesting a call back. The customers Attorney stated that the \$4000 offer was reviewed with her client and was rejected but proposed a counter offer of \$8500.

*** NOTES 6/24/2013 7:51:47 AM, ssalvado, Action Type : Note-Third Party

Mediation called [REDACTED] Customers Attorney, and left a voicemail requesting a call back to discuss the possibility of a settlement.

*** CASE MODIFY [REDACTED] 13 7:53:25 AM, ssalvado

into WIP Attorney Case and Status of Solving.

*** CASE MODIFY COMMITMENT 6/24/2013 7:53:36 AM, ssalvado

with [REDACTED] due 06/26/2013 05:00:00 PM.

*** CASE MODIFY 6/24/2013 7:53:41 AM, ssalvado

into WIP Attorney Case and Status of Solving.

*** NOTES 6/27/2013 1:38:57 PM, ssalvado, Action Type : Note-Third Party

Mediation called [REDACTED] Customers Attorney, and left a voicemail requesting a call back to discuss the possibility of a settlement.

*** CASE MODIFY COMMITMENT 6/27/2013 1:39:37 PM, ssalvado

with [REDACTED] due 07/02/2013 05:00:00 PM.

*** CASE MODIFY 6/27/2013 1:39:47 PM, ssalvado

into WIP Attorney Case and Status of Solving.

*** NOTES 7/3/2013 2:30:35 PM, ssalvado, Action Type : Note-Third Party

Mediation called Jennifer Basola, Customers Attorney, and left a voicemail requesting a call back to discuss the possibility of a settlement.

*** CASE MODIFY COMMITMENT 7/3/2013 2:30:55 PM, ssalvado

with [REDACTED] due 07/10/2013 05:00:00 PM.

*** CASE MODIFY 7/3/2013 2:31:02 PM, ssalvado

into WIP Attorney Case and Status of Solving.

*** NOTES 7/10/2013 10:38:22 AM, ssalvado, Action Type : Note-Third Party

Mediation called Jennifer Basola, Customers Attorney, and left a voicemail requesting a call back to discuss the possibility of a settlement.

*** NOTES 7/10/2013 10:50:47 AM, ssalvado, Action Type : Letter/Fax

Sent Via FedEx, tracking number: 796196518331

July 10, 2013

Krohn & Moss, Ltd.
10474 Santa Monica Blvd. Suite 405
Los Angeles, CA 90025

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

Attr: [REDACTED]

Re: [REDACTED], 2013 Honda Accord EX-LVIN: 1HGCT1B85DA [REDACTED]

Dear Ms. Basola:

Once again, thank you for providing American Honda Motor Co., Inc. the opportunity to review and address our customers concerns regarding the 2013 Honda Accord.

AHM has re-reviewed the facts in this matter and in the interest of promoting future consideration of our products; we will offer a cash settlement in the amount of \$6,000, inclusive of Attorney fees. The cash settlement would be provided with the understanding that there are no outstanding concerns with the vehicle.

If your client accepts, please ensure that he signs and dates the enclosed release form, and the release is provided to AHM. After the release is received, AHM will FedEx your clients cash settlement check to you when it has been issued.

Please contact me directly at [REDACTED] if you have any questions regarding this matter.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Sergio Salvador
Automobile Customer Services
Case Manager

Enclosure

*** CASE MODIFY COMMITMENT 7/10/2013 10:57:18 AM, ssalvado
with XUE ZHENG due 07/17/2013 05:00:00 PM.

*** CASE MODIFY 7/10/2013 10:57:23 AM, ssalvado
into WIP Attorney Case and Status of Solving.

*** NOTES 7/17/2013 10:11:42 AM, ssalvado, Action Type : Note-General
Mediations letter dated July 10, 2013 was delivered to Receptionist/Front Desk, Signed for by: L.M, on July 11, 2013.

No response from the attorney to date.

*** CASE MODIFY COMMITMENT 7/17/2013 10:12:48 AM, ssalvado
with [REDACTED] due 07/24/2013 05:00:00 PM.

*** CASE MODIFY 7/17/2013 10:13:33 AM, ssalvado
into WIP Attorney Case and Status of Solving.

*** NOTES 7/24/2013 2:06:58 PM, ssalvado, Action Type : Note-Third Party

Mediation received a voicemail from John, Representative of Krohn and Moss, who confirmed that the customer had accepted the offer and he requested a fax number to fax over confirmation that the offer was accepted.

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

*** NOTES 7/24/2013 2:08:26 PM, ssalvado, Action Type : Note-Third Party

Mediation called Krohn and Moss and left a message for John informing him of Mediations fax number and asking for a copy of the sign release to be faxed over to begin processing the settlement paperwork.

*** CASE MODIFY COMMITMENT 7/24/2013 2:08:55 PM, ssalvado

with [REDACTED] due 08/02/2013 05:00:00 PM.

*** CASE MODIFY 7/24/2013 2:09:04 PM, ssalvado

into WIP Attorney Case and Status of Solving.

*** NOTES 7/24/2013 4:28:37 PM, mlyon, Action Type : Letter/Fax

Received three page fax from attorney. Forward to Sergio

*** CASE ADD ATTACHMENT 7/24/2013 5:00:18 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-05-1300887_4.pdf

*** CASE ADD ATTACHMENT 7/26/2013 2:00:20 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-05-1300887_5.pdf

*** NOTES 8/2/2013 8:35:22 AM, ssalvado, Action Type : Note-Third Party

Mediation called Krohn & Moss and left a message for John Barker requesting an update on the settlement release.

*** CASE MODIFY COMMITMENT 8/2/2013 8:35:38 AM, ssalvado

with [REDACTED] due 08/07/2013 05:00:00 PM.

*** CASE MODIFY 8/2/2013 8:35:45 AM, ssalvado

into WIP Attorney Case and Status of Solving.

*** NOTES 8/6/2013 8:19:43 AM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Sergio

*** CASE ADD ATTACHMENT 8/6/2013 8:30:22 AM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-05-1300887_6.pdf

*** SUBCASE N042013-05-1300887-1 DISPATCH 8/8/2013 8:44:53 AM, ssalvado

from WIP Sub cases to Queue CK Req - Mediation Mgr.

*** CASE FULFILL 8/8/2013 8:45:11 AM, ssalvado

Fulfilled for [REDACTED] due 08/07/2013 05:00:00 PM.

*** COMMIT 8/8/2013 8:45:15 AM, ssalvado, Action Type : N/A

mail check

*** CASE MODIFY 8/8/2013 8:45:34 AM, ssalvado

into WIP Attorney Case and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 8/8/2013 10:57:53 AM, ssalvado

*** MEDIATION EVENT - ATTORNEY LETTER RECD 08/08/2013 10:57:53 AM ssalvado

Status: Completed

S: 05/07/2013 10:15:55 AM

D: 06/06/2013 12:00:00 AM

A: 08/08/2013 10:57:52 AM

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

Assgn to: Mediation (KROHN & MOSS)

Notes:

*** CASE MEDIATION EVENT ADD 8/8/2013 10:59:11 AM, ssalvado

*** MEDIATION EVENT - OFFER MADE 08/08/2013 10:59:11 AM ssalvado

Status: Completed

S: 07/10/2013 10:58:40 AM

D: 07/17/2013 12:00:00 AM

A: 08/08/2013 10:59:07 AM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 8/8/2013 11:00:34 AM, ssalvado

*** MEDIATION EVENT - RELEASE REC'D 08/08/2013 11:00:34 AM ssalvado

Status: In Progress

S: 07/10/2013 10:59:11 AM

D: 08/06/2013 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 8/8/2013 11:00:58 AM, ssalvado

*** MEDIATION EVENT - SEND CHECK 08/08/2013 11:00:58 AM ssalvado

Status: In Progress

S: 08/08/2013 11:00:34 AM

D: 08/12/2013 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION ADD/MODIFY 8/8/2013 11:01:54 AM, ssalvado

*** MEDIATION DECISION 08/08/2013 11:01:53 AM ssalvado

Proc: Mediation

Dcsn: Other Goodwill

Cust: Buyback-Replace

AHM: Repair Rsn: Repair Available

Arb Mthd: Please Specify Outcome: Please Specify

Ref: SERGIO SALVADOR

Rel: NONE

*** CASE MODIFY 8/8/2013 11:01:59 AM, ssalvado

into WIP Attorney Case and Status of Solving.

*** CASE MODIFY 8/8/2013 11:02:09 AM, ssalvado

into WIP Attorney Case and Status of Solving.

*** SUBCASE N042013-05-1300887-1 8/8/2013 3:08:04 PM, rboudrea, Action Type :

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

Check Requisition for 6,000.00 \$ submitted

Check Requisition for 6,000.00 \$ submitted by rboudrea

*** SUBCASE N042013-05-1300887-1 RETURN 8/8/2013 3:08:34 PM, rboudrea
from Queue CK Req - Mediation Mgr to WIP Sub cases.

*** SUBCASE N042013-05-1300887-1 COMMIT 8/12/2013 8:00:49 AM, ssalvado, Action Type : External Commitment

Check processed for check_req_no = 27364 on 2013-08-09-00.00.000000

*** SUBCASE N042013-05-1300887-1 FULFILL 8/12/2013 1:39:05 PM, ssalvado

Fulfilled for [REDACTED] due ??? ??:?.

*** NOTES 8/12/2013 1:52:47 PM, ssalvado, Action Type : Letter/Fax

Sent via FedEx, tracking number tracking number: 796445949475

August 12, 2013

Krohn & Moss, Ltd.

10474 Santa Monica Blvd. Suite 405

Los Angeles, CA 90025

Attn: Jennifer Basola

Re: [REDACTED], 2013 Honda Accord EX-LVIN: 1HGCT1B85DA [REDACTED]

Dear [REDACTED]

Thank you for your cooperation and assistance to resolve our customers dispute regarding the 2013 Honda Accord EX-L.

We have enclosed a settlement check in the total sum of \$ 6,000.00 agreed upon between American Honda and yourself. This check is inclusive of cash settlement for your client as well as attorneys fees.

This settlement has been provided in good faith to promote customer satisfaction and to demonstrate Hondas commitment to fair business practices.

Should you have any questions, please feel free to contact me directly at (310) 781-6091.

Respectfully,

AMERICAN HONDA MOTOR CO., INC.

Sergio Salvador

Automobile Customer Services

Mediation Case Manager

*** NOTES 8/12/2013 1:59:03 PM, ssalvado, Action Type : Note-Resolution

The case originated in the mediation department as an Attorney Demand letter regarding the customers Electronic Power Steering (EPS) concern.

Mediation was in contact with the servicing dealerships, South Bay Honda and San Leandro Honda, and gathered the Repair Orders (RO) from both dealerships.

Case History

Case ID : N042013-05-1300887

Case Title : (12F) [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP WHILE DRIVING

Mediation confirmed that the customer had been in to the dealerships on more than one occasion and that San Leandro Honda, working with Tech Line, had attempted to address the concern by replacing the EPS unit, gear box, PCM and lastly the wiring harness. Since the last repair either dealership have not been made aware of any ongoing concerns. The DPSM was involved in the last repair attempt and stated that the wiring harness was replaced after the determination that an aftermarket Security system was affecting the operation of the EPS. The San Leandro Hondas repair order did not make any mention of the Aftermarket component in the repairs.

Based on the number of repair attempts the customer is seeking to repurchase of the vehicle. Based on the current available information the vehicle has been repaired and Mediation offered a cash settlement for the inconvenience. The customer and attorney accepted the cash offer and the check was mailed on 8/12/13.

*** SUBCASE N042013-05-1300887-1 CLOSE 8/12/2013 2:06:57 PM, ssalvado

Status = Solving, Resolution Code = Instruction Given

*** CASE MEDIATION EVENT UPDATE 8/12/2013 2:07:10 PM, ssalvado

*** MEDIATION EVENT - RELEASE REC'D 08/12/2013 02:07:09 PM ssalvado

Status: Completed

S: 07/10/2013 10:59:11 AM

D: 08/06/2013 12:00:00 AM

A: 08/12/2013 02:07:08 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT UPDATE 8/12/2013 2:07:14 PM, ssalvado

*** MEDIATION EVENT - SEND CHECK 08/12/2013 02:07:13 PM ssalvado

Status: Completed

S: 08/08/2013 11:00:34 AM

D: 08/12/2013 12:00:00 AM

A: 08/12/2013 02:07:12 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 8/12/2013 2:07:24 PM, ssalvado

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 08/12/2013 02:07:23 PM ssalvado

Status: Completed

S: 08/12/2013 02:07:17 PM

D: ??/? ??:?

A: 08/12/2013 02:07:21 PM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 8/12/2013 2:07:30 PM, ssalvado

into WIP Attorney Case and Status of Solving.

*** CASE CLOSE 8/12/2013 2:07:36 PM, ssalvado

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

Case Details

Case ID : N042013-12-1901632 Division : Honda - Auto Condition : Closed Open Date : 12/19/2013 3:57:24 PM
 Case Originator : Michael Lyon (Team MA) Sub Division : Mediation Status : Closed Close Date : 11/12/2014 7:58:05 AM
 Case Owner : Rodney Boudreaux (Team MA) Method : Mail Queue : Days Open : 328
 Last Closed By : Rodney Boudreaux (Team MA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - FINAL REPAIR - ELECTRONIC POWER STEERING ISS 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 : BURLESON, TX ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCR2F39DA ██████████
 Model / Year : ACCORD / 2013
 Model ID / Product Line : CR2F3DEW / A
 Miles / Hours : 6,461
 In Service Date : 12/24/2012
 Months In Use : 12
 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 : 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
N042013-12-1901632-1 / ██████████	- P Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE
N042013-12-1901632-2 / ██████████	- P Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042013-12-1901632	Final Decision : No Action Required	Descision Updated : 2/21/2014 11:03:22 AM
Process : Final Repair	Customer Position : Buyback-Replace	
Document Ref : INGRID MORIBIO	AHM Position : No Action Required	
Related Case : N012013-06-0400270		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 2/21/2014 11:03:22 AM	By : imoribio

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status : Final Notice Recd / Completed	Start Date : 12/16/2013 3:57:55	Notes : CONTACT AND COMPLETE TIME IS 30 DAYS
Assigned To : Mediation ()	Due Date : 1/15/2014	
Last Updated / By : 2/21/2014 11:02:51 AM / imoribio	Actual Date : 2/21/2014 11:02:50	
*** Event Type / Status : Docs Received / Completed	Start Date : 12/19/2013 3:58:33	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 12/26/2013	
Last Updated / By : 2/21/2014 11:02:34 AM / imoribio	Actual Date : 2/21/2014 11:02:31	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 12/19/2013 3:58:45	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 12/19/2013 3:58:50 PM / mlyon	Actual Date : 12/19/2013 3:58:48	
*** Event Type / Status : State Notif Recd / Completed	Start Date : 1/2/2014 2:36:16	Notes : TXDMV
Assigned To : Mediation ()	Due Date : 2/17/2014	
Last Updated / By : 2/21/2014 11:02:45 AM / imoribio	Actual Date : 2/21/2014 11:02:42	

Issue Details

Issue ID : N042013-12-1901632-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 12/19/2013 3:57:54 PM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 2/21/2014 11:03:55 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
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

Issue Details

Issue ID : N042013-12-1901632-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rodney Boudreaux	Type 1 : Product	Status : Subcase Close	Open Date : 10/24/2014 8:05:52 AM
Issue Owner : Rodney Boudreaux	Type 2 : Operation	Queue :	Close Date : 11/12/2014 7:58:05 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT (E
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM 100%, 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. : 16017
 Primary Amount : \$2,772.52
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$2,772.52
 Approved By : rboudrea
 Approval Date : 10/24/2014
 Status : VOID
 Check No. : 2102399
 Check Date : 10/31/2014

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : BURLESON, TX ██████████
 Campaign Template # :
 Contention Code : 03220
 Defect Code : 03214
 Category : Regular
 Failed Part # : 53601-T2F-A04

Case History

Case ID : N042013-12-1901632

Case Title : [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

*** CASE CREATE 12/19/2013 3:57:24 PM, mlyon

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

*** NOTES 12/19/2013 3:57:26 PM, mlyon, Action Type :

Received Final Repair Attempt from Customer

Date Received: 12/16/13

Customers Contention: Electronic power steering issues

Resolution sought: Final Repair

Carfax Report shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 0

Case Numbers of Previous Cases: N012013-06-0400270

*** SUBCASE N042013-12-1901632-1 CREATE 12/19/2013 3:57:54 PM, mlyon

Created in WIP Default with Due Date 12/19/2013 3:57:54 PM.

*** CASE MEDIATION ADD/MODIFY 12/19/2013 3:58:10 PM, mlyon

*** MEDIATION DECISION 12/19/2013 03:58:10 PM mlyon

Proc: Final Repair

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N012013-06-0400270

*** CASE MEDIATION EVENT ADD 12/19/2013 3:58:33 PM, mlyon

*** MEDIATION EVENT - FINAL NOTICE RECD 12/19/2013 03:58:33 PM mlyon

Status: In Progress

S: 12/16/2013 03:57:55 PM

D: 01/15/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: CONTACT AND COMPLETE TIME IS 30 DAYS

*** CASE MEDIATION EVENT ADD 12/19/2013 3:58:45 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 12/19/2013 03:58:45 PM mlyon

Status: In Progress

S: 12/19/2013 03:58:33 PM

D: 12/26/2013 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 12/19/2013 3:58:51 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 12/19/2013 03:58:50 PM mlyon

Case History

Case ID : N042013-12-1901632

Case Title : [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

Status: Completed

S: 12/19/2013 03:58:45 PM

D: ?/?/? ??:??

A: 12/19/2013 03:58:48 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 12/19/2013 3:58:52 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 12/20/2013 03:58:55 PM.

Final notice received. Contact and complete time is 30 days

*** NOTES 12/19/2013 3:59:08 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/20/2013

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

Electronic power steering issues

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [REDACTED]

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 12/19/2013 3:59:22 PM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 3E notifying of open Mediation case.

Email sent to call center to close their pending case.

*** CASE MODIFY 12/19/2013 4:07:22 PM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 12/19/2013 4:07:24 PM, mlyon

N042013-12-1901632 to imoribio, WIP

*** SUBCASE N042013-12-1901632-1 ASSIGN 12/19/2013 4:07:32 PM, mlyon

N042013-12-1901632-1 to imoribio, WIP CURRENT TIMESTAMP

*** CASE ADD ATTACHMENT 12/19/2013 5:00:17 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-12-1901632_1.pdf

*** NOTES 12/20/2013 8:54:45 AM, imoribio, Action Type : Note-General

Per Honda database:

- The customer is the original owner.

- The customer services with Honda of Burleson.

Case History

Case ID : N042013-12-1901632

Case Title : [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

- The customer has owned the following Honda products:
2001 Odyssey5FNRL5H43BE [REDACTED] (purchased new 9/6/2011)

*** NOTES 12/20/2013 10:49:38 AM, imoribio, Action Type : Contention

Mediation received a final repair /MVDN letter . In the letter the customer states he has experienced issues with the vehicles electronic power steering wheel. The customer claims the steering failed while his son was driving and resulted in extensive damage to the vehicle. The customer requests that repair the concerns and in the event that it cannot be repaired he wishes that AHM replace or repurchase the vehicle. Mediation will receive the customer's RO history and contact the dealer to obtain more information.

*** CASE FULFILL 12/20/2013 10:50:16 AM, imoribio

Fulfilled for [REDACTED] due 12/20/2013 03:58:55 PM.

*** COMMIT 12/20/2013 10:50:20 AM, imoribio, Action Type : N/A

work on timeline

*** NOTES 12/20/2013 11:10:45 AM, imoribio, Action Type : Call to Dealer

Call to Honda of Burlleson at [REDACTED] and asked to speak to SM Stephen. I was informed he was away from his desk. I provided my contact information and requested a return call.

*** NOTES 12/26/2013 2:05:23 PM, imoribio, Action Type : Note-General

TIMELINE - [REDACTED] - 2013 ACCORD LX (1HGCR2F39DA [REDACTED])
ISD:12/24/2012State: TX

CONTENTION: ELECTRONIC POWER STEERING ISSUES

208565 - HONDA OF BURLESON

RO#:6028917

Date:2/23/13 - 2/26/13

Miles:1,255 - 1,261

- Line A:Customer states Check Engine Light, traction control light, and steering wheel light all came on and vehicle will not go over 30MPH also has a burning smell coming from the engine area.

Scam for codes found P2176 for idle learn not set performed test for throttle body, clear codes and performed idle learn and road test vehicle.

- Line B:Customer states TPSM/low tire light on. Reset PSI.

- Line C:Customer states door molding on bottom of driver side front door is loose at most front wards area reattach molding. Repaired loose door seal.

RO#:6034337

Date:5/22/13 - 5/22/13

Miles:3,202 - 3,202

- Line A:Oil and filter change.

RO#:6039372

Date:8/7/13 - 9/11/13

Miles:3,356 - 3,356

- Line A:Customer states there is a ding on the front passengers door panel, said we did that. Darrin said to take care of it.

RO#:6039692

Case History

Case ID : N042013-12-1901632

Case Title : [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

Date:8/12/13 - 8/21/13

Miles:3,485 - 3,485

- Line A:Interior / Exterior trim diagnosis, drivers side window control unit is loose its defective.

Duplicate customers concern found that on clip that holds the drivers power window master switch bezel to the door panel is broken. Recommended replacing the power window master switch bezel.

Power window switch panel left front door replaced.

RO#:60646059

Date:11/18/13 - 11/29/13

Miles:6,461 - 6,472

- Line A:Blemishes found on check in

- Line B:Suspension system diagnosis. Owner states when turning left turns at low speeds, steering had a movement and made noise and felt he didnt have control. Engine was warmer and has only.

Test drove several times under conditions noted by customer, unable to duplicate customers concern as noted, no code found in system, vehicle is operating as designed at this time.

*** CASE FULFILL 12/26/2013 2:11:34 PM, imoribio

Fulfilled for [REDACTED] due 12/23/2013 10:45:00 AM.

*** COMMIT 12/26/2013 2:11:38 PM, imoribio, Action Type : N/A

call dealer to confirm service visits

*** NOTES 1/2/2014 2:36:11 PM, mlyon, Action Type : Letter/Fax

Date Received: 01/02/13

Agency Name: TXDMV

Customers Contention: Electronic power steering issues

Resolution sought: Repurchsae/replacement

Carfax Report shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 0

Case Numbers of Previous Cases: N012013-06-0400270

*** CASE MEDIATION EVENT ADD 1/2/2014 2:36:30 PM, mlyon

*** MEDIATION EVENT - STATE NOTIF RECD 01/02/2014 02:36:30 PM mlyon

Status: In Progress

S: 01/02/2014 02:36:16 PM

D: 02/17/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes: TXDMV

*** COMMIT 1/2/2014 2:36:37 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 01/03/2014 02:36:39 PM.

TXDMV case opened

*** NOTES 1/2/2014 3:36:29 PM, imoribio, Action Type : Call to Customer

Call to customer at [REDACTED] and was placed into his voicemail. In the message I introduced myself and invited him to return my call at his earliest

Case History

Case ID : N042013-12-1901632

Case Title : [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

convenience.

*** NOTES 1/2/2014 3:37:51 PM, imoribio, Action Type : Call to Dealer

Call to SM Stephen at (817) 295-5000 and was placed into his voicemail. In the message I requested a return call to further discuss the customers EPS concern.

*** CASE FULFILL 1/2/2014 3:38:36 PM, imoribio

Fulfilled for [REDACTED] due 12/27/2013 11:00:00 AM.

*** COMMIT 1/2/2014 3:38:42 PM, imoribio, Action Type : N/A

call DPSM and customer to arrange an inspection

*** CASE FULFILL 1/2/2014 3:39:14 PM, imoribio

Fulfilled for [REDACTED] due 01/03/2014 02:36:39 PM.

*** CASE ADD ATTACHMENT 1/2/2014 4:00:18 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-12-1901632_2.pdf

*** NOTES 1/3/2014 10:41:12 AM, imoribio, Action Type : Call to Customer

Mediation received a call from [REDACTED]. I informed the customer I would call him within 5 minutes and confirmed I could reach him at [REDACTED]

I called the customer within the time frame that I proposed and thanked him for returning my call. The customer confirmed his vehicle has been at Honda of Burleson as of late November. He advised he received word that the DPSM was willing to replace a steering component but he is not too certain. The customer states he cannot take the risk of having his son drive a vehicle that he does not feel confident in. I asked the customer to provide a description of what his son experienced. He advised his son was driving the vehicle and was making a right hand turn on a wide road. He advised he lost control of the steering and his son drove into a curb. The customer had the car repaired. On another instance his son was making a left hand turn and again he lost control in steering while turning in a street that that two lanes. I asked the customer to give me more details of what he meant by his son lost control of the steering. The customer advised there have been several complaints document on the NHTSA website which describe what his son experienced. I made many attempts to prove and the customer was becoming more agitated. I explained that we as well as the dealerships rely on the description of what exactly happened in order to properly research his concern. The customer kept repeating that his son just lost control of the steering and would not provide more. I informed I would contact his servicing dealer and the current DPSM to obtain more information. He understood then ended the call.

NOTE

In the Honda CR notes the customer advised the following information:

Case notes 6/4/13: "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."

Case notes 12/18/13: "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."

*** NOTES 1/3/2014 10:45:29 AM, imoribio, Action Type : Field Service

Call to DPSM, 3E. His voice message advised he was out of the office and would return on 1/6/13. In the message I provided the customers information and invited him to return my call upon his return to the office.

*** NOTES 1/3/2014 5:02:36 PM, imoribio, Action Type : Call from Dealer

Mediation received a call from SM Stephen. He confirmed the vehicle is currently at his shop but the customer was asked to pick up the vehicle because they

Case History

Case ID : N042013-12-1901632

Case Title : [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

are unable to duplicate his concern. He advised the customer decided to leave the vehicle there and they have since closed the RO. Stephen states after the vehicle sat at their lot for a week or so they were given approval to replace the steering rack. The GM told the customer about the replacement of the rack but the customer advised he no longer wanted the vehicle. Stephen confirmed they have not replaced the steering rack because the customer has not provided them with approval. He confirmed AHM had all the available ROs in our possession. I informed I would follow up with DPSM, 3E, and touch back with him or the GM next week. He understood then ended the call.

*** NOTES 1/6/2014 12:54:20 PM, imoribio, Action Type : Field Service

Call to DPSM, 3E, he informed he has personally inspected the car and at this time has not found any abnormal issues with it. He confirmed that to his knowledge the customers son had accident as he was making a turn. He advised the customers son claims the wheel was inop. He advised the vehicle was inspected and they could not find anything wrong with it. He advised he has recommended Huggins Honda to replace the steering rack and is considering that they also replace the module. He advised he will follow up with the dealership to provide more instructions. I advised I would call the customer and inquire if he would allow us to repair the vehicle. I thanked him for his time.

*** NOTES 1/7/2014 9:12:46 AM, imoribio, Action Type : Call to Customer

Call to customer [REDACTED] and was placed into his voicemail. In the message I invited him to return my call at his earliest convenience.

*** CASE FULFILL 1/7/2014 9:15:22 AM, imoribio

Fulfilled for [REDACTED] due 01/06/2014 09:45:00 AM.

*** COMMIT 1/7/2014 9:15:26 AM, imoribio, Action Type : N/A

arrange repairs

*** NOTES 1/7/2014 9:25:02 AM, imoribio, Action Type : Field Service

Mediation called DPSM, 3A, and was placed into his voicemail. In the message I invited him to return my call.

*** NOTES 1/7/2014 9:44:00 AM, imoribio, Action Type : Assessment

The case originated as a Final Repair letter where the customer requested that AHM correct his power steering concern. The customer advised if AHM or the dealer was unable to repair his concern, he demanded the replacement or repurchase of his vehicle. Approximately two weeks later Mediation received a Texas of Motor Vehicle notification that the customer opened a case with their offices.

The customer advised that on two occasions, while his son was driving the vehicle the steering wheel became stiff/ lost control in steering. The Zone Office arranged to have DPSM, 3A, conduct a visual inspection and test drive during the visit 2/23/13. The dealership and DPSM were unable to find any issues or duplicate the customers concern. The customer returned with the vehicle in November 2013 with claims that his son experienced a similar issue with the steering wheel. The dealership inspected the vehicle but they were unable to find any abnormal issues.

Mediation followed up with DPSM, 3E, to further discuss the customers concerns. The DPSM confirmed he has inspected the vehicle but has yet to find an issue with the vehicle. He advised that as a precautionary measure, he authorized the dealership to replace the steering rack. I informed the dealership confirmed the customer has to authorize them to repair the vehicle. Based on the currently available information, AHM will contact the customer to discuss the possibility to get his consent to allow the dealership to perform the repair. AHM will offer the customer a 30-60 day test drive and upon completion of this test period; AHM will review for goodwill consideration.

*** NOTES 1/7/2014 10:42:21 AM, imoribio, Action Type : Letter/Fax

Reponse letter sent via FedEx to TXDOT offices (tracking # 797572804631). Mediation also faxed the response to [REDACTED]

January 7, 2014

TEXAS DEPARTMENT OF MOTOR VEHICLES

Case History

Case ID : N042013-12-1901632

Case Title : [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

Enforcement Division
4000 Jackson Avenue, Building 1
Austin, TX 78731
Attn: John DuFour

Re: [REDACTED], Complainant v.
AMERICAN HONDA MOTOR, CO., Inc., Respondent
MVD CAUSE NO. 14-0096 CAF

Dear Mr. DuFour:

Thank you for providing American Honda Motor Co., Inc. the opportunity to review and address our customers concern regarding his 2013 Honda Accord LX, vehicle identification number: 1HGCR2F39DA [REDACTED]

We contacted our District Parts and Service Managers and servicing dealership, Honda of Burleson to review the repair orders involved. We have been advised that at this time there is no verifiable nonconformity present that could be attributed to the symptoms that were described by the customer.

Based on our current available information, there has been neither an excessive number of repairs nor time out of service for a nonconformity that substantially impairs the use, value or safety of the customers vehicle, and we are unable to grant the customers request to replace or repurchase his vehicle at this time. American Honda Motor, Co., Inc. would like to continue to work with the customer to address any verifiable concerns per the terms and conditions of the New Vehicle Limited Warranty.

Respectfully,
AMERICAN HONDA MOTOR CO., INC.

Ingrid Moribio
Mediation Case Manager
[REDACTED]

Cc: [REDACTED]

*** NOTES 1/7/2014 10:46:07 AM, imoribio, Action Type : Letter/Fax

Mediation sent a carbon copy of the TXDOT reponse letter to the customer via FedEx (tracking # 797572887329).

*** NOTES 1/8/2014 12:14:27 PM, imoribio, Action Type : Call from Customer

Mediation received a return call from [REDACTED]. I informed the customer I had concluded my case review based on the information I received from the dealership and my Honda counterparts. I advised the dealership and Honda reps have been unable to find any visual or mechanical issues with his vehicle. I advised at this time they have been unable to duplicate the power steering concerns his son experienced. Nevertheless, the DPSM and Mediation agreed that as precautionary measure and to give him peace of mind we would have the dealer replace the P/S rack and possibly the P/S module. I advised we would allow a 30-60 test drive period to ensure the vehicle was repaired and upon the completion of the test drive we would extend a Honda Care VSC to provide warranty coverage outside the NVLW.

The customer thanked me for looking into his concern. However, he has some reservations about having his son driving this vehicle. He advised he purchased Honda for his son because of his perception of safety features it came with. He advised he is not confident in the reliability of this vehicle especially with

Case History

Case ID : N042013-12-1901632

Case Title : [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

the repairs that were performed this past summer. I asked the customer to elaborate on the repairs being that Mediation did not have any information regarding any repairs performed. He advised this past summer Honda of Burleson replaced the EPS rack and pinion, power steering rack, tie rod end, left front knuckle, the left lower control arm, and few other items. He advised he cannot take the risk to put his son in a vehicle that has an electronic problem. He advised he has found that other 2013 Accord owners have had similar complaints and would prefer if AHM would replace or repurchase his vehicle. I empathized with the customer concerns and advised I would like to contact the dealership to verify the repairs he advised they performed. I informed once I had taken into consideration this new information I would follow up with him to inform him of AHMs position. He understood then ended the call.

*** NOTES 1/8/2014 12:21:53 PM, imoribio, Action Type : Call to Dealer

Call to Honda of Burleson at 817-295-5000 and provided SM Stephen the customers vehicle information. He confirmed the repairs performed to the customers vehicle, however, he advised the repairs were performed as a result of the accident the customers son had with the vehicle. He advised DPSM, 3A, inspected the vehicle but he declined assistance towards the repairs because no defects in material or workmanship were found. Stephen added that his dealer participate approximately \$1800 of the \$3,074.97 that was due for the repairs on that visit. He advised the customer paid \$1271.52. I thanked him for the information and requested copies of the RO for my review. He advised he would submit momentarily.

Mediation received a 66 page document from Honda of Burleson.

*** NOTES 1/8/2014 12:30:09 PM, imoribio, Action Type : Note-General

UPDATE - TIMELINE

RO#:6034594

Date:5/27/13 - 8/6/13

Miles:3,300 - 3,305

- Line A: Customer states left front wheel impacted curb damaged control arm, check for other issues.

Extensive damage identified to left front vehicle due to impact, damaging several body and steering suspension components.

- Line B:Damage found on bumper, front wheel and rear rim driver side.

- Line C:Olen Curl came out 5/29/13 at 1:00 PM and inspected the vehicle. Checked connectors on the EPS motor and control unit, battery connection and pin fits.

- Line D:Recommended repairs not performed on this visit. Customer approved left front knuckle, LF control arm, P/S rack, LF sway bar, alignment.

9:05 AM 7/18/13 declined brake hose LF, and sub-frame.

Removed / replaced knuckle assembly, left/front lower control arm, EPS rack and pinion gearbox assy, left/front sway bar link, perform TPMS learn procedure, perform neutral position memorization procedure, and perform computerized 4 wheel alignment. Test drove vehicle verifying vehicle is good.

*** CASE MODIFY COMMITMENT 1/8/2014 12:42:16 PM, imoribio

with [REDACTED] due 01/09/2014 09:30:00 AM.

*** NOTES 1/8/2014 4:36:31 PM, imoribio, Action Type : Field Service

Mediation received a call from DPSM, 3A. He advised he vaguely recalls the details of the case but he does recall was that he did not find any defects in material or workmanship present in the vehicle when he inspected it in May 2013. I thanked him for his time and assistance.

*** NOTES 1/8/2014 4:50:03 PM, imoribio, Action Type : Call from Customer

Mediation received a follow up call from [REDACTED]. The customer advised he forgot to mention that his son visited Honda of Burleson in March 2013. He advised he had a conversation with GM Victor because the dealership did not document the visit. I inquired if any inspections or repairs were performed. The customer advised that no service was work performed during that visit. I thanked him for his call.

*** NOTES 1/10/2014 1:54:33 PM, imoribio, Action Type : Call to Customer

Call to [REDACTED] (this call took place 1/9/14 at approximately 4:30 PM).

Case History

Case ID : N042013-12-1901632

Case Title : ██████████ - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

I informed the customer I thoroughly reviewed the new information and request he provided. I advised at this time AHM is unable to honor his repurchase request. I advised our offer to make a goodwill warranty repair was still on the table if he wished to accept. The customer advised that all the mechanical stuff (parts) have been replaced and this entire issue has been a pain in neck. He advised he has been patient and understanding. He is upset AHM has not even considered offering a rental vehicle while the vehicle is at the dealership. I advised the vehicle is there because he wishes to leave it there. The dealership inspected the vehicle but was unable to find any issues or DTCs in the vehicle. I advised the vehicle has been to his disposition as of 11/29/13. The customer feels the DPSM did not properly inspect the vehicle other than visually inspect the wiring and steering component. He advised he has a mechanical background and he believes there is something wrong with his vehicle. I apologized I was not in the position to offer him a different resolution but invited him to call me if he wished to consider our offer to make a repair. He advised he would wait to hear from the TXDOT and go from there. I thanked him for his time.

*** CASE FULFILL 1/10/2014 1:55:33 PM, imoribio

Fulfilled for ██████████ due 01/09/2014 09:30:00 AM.

*** NOTES 1/10/2014 1:56:00 PM, imoribio, Action Type : Field Service

Call to DPSM, 3E, and left a voice message requesting a return call.

*** COMMIT 1/10/2014 1:56:07 PM, imoribio, Action Type : N/A

update

*** NOTES 1/13/2014 11:02:18 AM, imoribio, Action Type : Field Service

Mediation received a call from DPSM, 3E. He advised he has researched the parts that he would like the dealer to replace. He has asked the dealer to order a P/S rack and wiring harness. I informed the customer has not provided us with permission to perform the repairs. I advised him to ask the dealer to keep these parts on standby. He understood and shared the customer has requested to meet with him. The DPSM advised he would follow up with me once he has a date and time of the meeting. I thanked him for his time and assistance.

*** CASE MODIFY COMMITMENT 1/13/2014 11:02:53 AM, imoribio

with ██████████ due 01/16/2014 12:00:00 PM.

*** NOTES 1/17/2014 2:43:50 PM, imoribio, Action Type : Field Service

Mediation received a voice message from DPSM, 3E, on 1/16/14. He and his AZM met with the ██████████. The DPSM advised the customer wants to pursue a buyback and he wanted to further discuss the case further with me because these were they type of Honda owners that we should consider for a possible buyback.

I returned the DPSMs call. He advised after speaking to the customer yesterday and reassuring him that Honda can repair his vehicle the customer still believed there is something wrong with the vehicle and no longer felt safe having his son drive it. DPSM states after speaking to the customer in length he and his AZM strongly feel that

AHM should consider replacing this car. He advised the customer currently owns a 2011 Odyssey. I informed I would review the case with management and follow up with him next week. He understood then ended the call.

*** CASE FULFILL 1/17/2014 2:44:16 PM, imoribio

Fulfilled for ██████████ due 01/16/2014 12:00:00 PM.

*** COMMIT 1/17/2014 2:44:28 PM, imoribio, Action Type : N/A

review w/ mgnt

*** NOTES 1/28/2014 10:36:14 AM, imoribio, Action Type : Note-General

Case was reviewed with management. At this time given the information provided, no current defect/nonconformity present, AHM is unable to honor the customer's request for the replacement or repurchase vehicle. At this time Mediation will consult with TL for more details and insight about the information provided by the servicing dealership.

Case History

Case ID : N042013-12-1901632

Case Title : ██████████ - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

*** CASE FULFILL 1/28/2014 1:21:06 PM, imoribio

Fulfilled for ██████████ due 01/21/2014 11:15:00 AM.

*** COMMIT 1/28/2014 1:21:10 PM, imoribio, Action Type : N/A

call DPSM

*** NOTES 1/30/2014 4:31:44 PM, imoribio, Action Type : Note-General

Management discussed the case with AZM to explain the circumstances and reasons why a replacement or repurchase would not be considered at this time. AZM advised he would be following up with DPSM to discuss case.

*** CASE MODIFY COMMITMENT 1/30/2014 4:32:50 PM, imoribio

with ██████████ due 01/31/2014 01:30:00 PM.

*** NOTES 1/31/2014 2:02:06 PM, imoribio, Action Type : Field Service

Call to DPSM, 3E, and was placed into his voicemail. In the message I invited him to return my call.

*** CASE FULFILL 1/31/2014 2:06:37 PM, imoribio

Fulfilled for ██████████ due 01/31/2014 01:30:00 PM.

*** COMMIT 1/31/2014 2:06:42 PM, imoribio, Action Type : N/A

call customer

*** NOTES 1/31/2014 2:34:45 PM, imoribio, Action Type : Field Service

Mediation received a call from DPSM. I provided an explanation of the reasons why a replacement or repurchase is not something that is being considered at this time. DPSM informed he would discuss with his management and follow up once he had more information.

*** NOTES 1/31/2014 2:36:37 PM, imoribio, Action Type : Note-Technical

Mediation verified with TL that if there were no EPS DTC's, it is very unlikely there is a problem with the EPS, with a loose connection, there would usually be a DTC's in the system.

*** CASE MODIFY COMMITMENT 1/31/2014 2:36:59 PM, imoribio

with ██████████ due 02/03/2014 02:15:00 PM.

*** NOTES 2/5/2014 5:30:42 PM, imoribio, Action Type : Field Service

Followed up with the DPSM. He informed he was going to follow up with the GM and follow up once he had more information.

*** NOTES 2/10/2014 9:55:28 AM, imoribio, Action Type : Field Service

Mediation received a message from DPSM, 3E. He informed the spoke to the GM on Wednesday about ██████████ concerns. The DPSM advised the GM is willing to work with the customer and trade him out of the vehicle, without AHM being involved. The dealership will work with the customer.

I followed up with the DPSM and confirmed Victor GM will make arrangements and work with the customer. The DPSM and I agreed that I would call the customer to just ensure that he is aware of where we stand. I thanked the DPSM for his time and assistance.

*** NOTES 2/10/2014 10:51:47 AM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ and advised we had an opportunity to review his case with our DPSM and AZM. I advised our offices reviewed their replacement or repurchase petition, however, based on the information they provided AHM was unable to honor the request at this time. Nevertheless, our DPSM has worked closely with GM Victor Bernal and advised the dealership agreed to work with the customer on a possible trade.

The customer claims that during his meeting on January 16 the AZM said to him that AHM would buyback his vehicle. The customer states his wife, son, and DPSM were present. I thanked the customer for the information but tried to clarify whether he possibly misunderstood that the AZM would submit for a

Case History

Case ID : N042013-12-1901632

Case Title : [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

buyback review. The customer advised he just wants to get this matter resolved and move on. He adds that he recalls that he was told AHM would buy his car back. I advised I would confirm with the AZM and would follow up with the dealership because as I stated before the GM is willing to work with him on a possible trade. I advised I would call the GM and ask that they contact him to discuss the terms. I advised I would call him tomorrow to follow up. The customer agreed then ended the call.

*** NOTES 2/10/2014 10:57:19 AM, imoribio, Action Type : Field Service

Call to AZM and provided the customers information. I advised the customer alleges he committed to AHM buying his car back. I inquired if there was ever an offer made by him of the DPSM. The AZM advised he offered to replace some components as a preventative measure and to restore the customers faith in the vehicle. The customer declined and said he was only interested in replacing or getting rid of the car because he did not feel it was safe for his son to drive it. AZM advised he let the customer know he would present the case to our department for consideration for a buyback. In addition, he advised the customer that he would need to understand the facts of his case before making any type of commitment. AZM advised the DPSM recently informed the dealer would be willing to work with the customer. I confirmed this information and thanked the AZM for his time and assistance.

*** NOTES 2/10/2014 11:00:18 AM, imoribio, Action Type : Call to Dealer

Call to GM Victor Bernal at [REDACTED] and was placed into his voicemail. In the message I introduced myself and provided the customer's information. I advised the DPSM informed his dealership agreed to work with the customer. I informed the customer to expect a call from the dealership within the new few days and advised I did not want to make any type of commitment on their behalf. I provided my contact information and invited him to call me if he had any questions.

*** CASE FULFILL 2/10/2014 11:00:28 AM, imoribio

Fulfilled for [REDACTED] due 02/03/2014 02:15:00 PM.

*** COMMIT 2/10/2014 11:00:33 AM, imoribio, Action Type : N/A

call customer

*** NOTES 2/11/2014 10:23:02 AM, imoribio, Action Type : Call to Customer

Call to customer at [REDACTED] and informed I had an opportunity to speak to the AZM. I informed per the AZM he does not recall making an offer to repurchase the vehicle, however, if there was a misunderstanding he apologizes. I added that I left a message for GM Victor inviting him to follow up with the customer to discuss the details of the possible trade. The customer advised he was confused because he does not understand how the dealership is involved in all of this when this was an AHM issue. I explained to the customer again that after a second review AHM would be unable to honor his buyback request. I advised the dealer would be willing to work with him but he would need to wait for their call. The customer demanded a conference call with the AZM and DPSM because he knows was he was told. I advised I would follow up with both field reps and follow up with him in the event they were available for a conference call. The customer ended the call.

*** CASE FULFILL 2/11/2014 10:32:53 AM, imoribio

Fulfilled for [REDACTED] due 02/11/2014 10:00:00 AM.

*** COMMIT 2/11/2014 10:32:59 AM, imoribio, Action Type : N/A

update

*** NOTES 2/14/2014 1:41:48 PM, imoribio, Action Type : Note-General

Mediation and field discussed the customer's claims of the field making a commitment to repurchase the vehicle. We all agreed it was best that Mediation end all communications with the customer and allow the dealership, with the assistance of the DPSM, continue to work with the customer.

*** CASE MODIFY COMMITMENT 2/14/2014 1:53:53 PM, imoribio

with [REDACTED] due 02/21/2014 11:00:00 AM.

*** NOTES 2/21/2014 10:35:27 AM, imoribio, Action Type : Field Service

Mediation followed up with DPSM, 3E, to inquire about the progress of the case. DPSM informed GM Victor is currently working with the customer and

Case History

Case ID : N042013-12-1901632

Case Title : ██████████ - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

expects to complete the sales transaction by the beginning of March. He informed they have it squared away and he will continue to follow up with GM Victor. I thanked him for his time and assistance.

*** NOTES 2/21/2014 11:02:05 AM, imoribio, Action Type : Note-Resolution

The case originated as a Final Repair letter where the customer requested that AHM correct his power steering concern on his 2013 Accord LX. The customer advised if AHM or the dealer was unable to repair his concern, he demanded the replacement or repurchase of his vehicle. Approximately two weeks later Mediation received a Texas Department of Motor Vehicle notification that the customer opened a case with their offices.

The customer advised that on two occasions, while his son was driving the vehicle the steering wheel became stiff/ lost control in steering. The Zone Office arranged to have DPSM, 3A, conduct a visual inspection and test drive during the visit 2/23/13. The dealership and DPSM were unable to find any issues or duplicate the customers concern. The customer returned with the vehicle in November 2013 with claims that his son experienced a similar issue with the steering wheel. The dealership inspected the vehicle but they were unable to find any abnormal issues.

Mediation followed up with DPSM, 3E, to further discuss the customers concerns. The DPSM confirmed he has inspected the vehicle but has yet to find an issue with the vehicle. Mediation and DPSM originally agreed to authorized the dealership to replace the steering rack, as a precautionary measure. However, we reconsider the decision to perform a repair because there were no verifiable nonconformity present or ever verified. Mediation thoroughly reviewed the case for replacement or repurchase consideration but determined we would be unable to honor the customer's request at this time. The DPSM worked closely with the General Manager and the dealership agreed to work with the customer to resolve his concern. The case will be closed at this time.

*** CASE MEDIATION EVENT UPDATE 2/21/2014 11:02:35 AM, imoribio

*** MEDIATION EVENT - DOCS RECEIVED 02/21/2014 11:02:35 AM imoribio

Status: Completed

S: 12/19/2013 03:58:33 PM

D: 12/26/2013 12:00:00 AM

A: 02/21/2014 11:02:31 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT UPDATE 2/21/2014 11:02:46 AM, imoribio

*** MEDIATION EVENT - STATE NOTIF RECD 02/21/2014 11:02:45 AM imoribio

Status: Completed

S: 01/02/2014 02:36:16 PM

D: 02/17/2014 12:00:00 AM

A: 02/21/2014 11:02:42 AM

Assgn to: Mediation ()

Notes: TXDMV

*** CASE MEDIATION EVENT UPDATE 2/21/2014 11:02:52 AM, imoribio

*** MEDIATION EVENT - FINAL NOTICE RECD 02/21/2014 11:02:52 AM imoribio

Status: Completed

S: 12/16/2013 03:57:55 PM

D: 01/15/2014 12:00:00 AM

A: 02/21/2014 11:02:50 AM

Assgn to: Mediation ()

Notes: CONTACT AND COMPLETE TIME IS 30 DAYS

Case History

Case ID : N042013-12-1901632

Case Title : ██████████ - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

*** CASE MEDIATION ADD/MODIFY 2/21/2014 11:03:22 AM, imoribio

*** MEDIATION DECISION 02/21/2014 11:03:22 AM imoribio

Proc: Final Repair

Dcsn: No Action Required

Cust: Buyback-Replace

AHM: No Action Required Rsn: Unknown

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N012013-06-04002

*** CASE MODIFY 2/21/2014 11:03:32 AM, imoribio

into WIP State Cases and Status of Solving.

*** CASE MODIFY 2/21/2014 11:03:39 AM, imoribio

into WIP State Cases and Status of Solving.

*** SUBCASE N042013-12-1901632-1 CLOSE 2/21/2014 11:03:55 AM, imoribio

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/21/2014 11:03:59 AM, imoribio

into WIP State Cases and Status of Solving.

*** CASE CLOSE 2/21/2014 11:04:03 AM, imoribio

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

*** CASE REOPEN 10/24/2014 7:49:59 AM, rboudrea

with Condition of Open and Status of Solving.

*** CASE YANKED 10/24/2014 8:03:16 AM, rboudrea

Yanked by rboudrea into WIPbin A. New Cases.

*** SUBCASE N042013-12-1901632-2 CREATE 10/24/2014 8:05:52 AM, rboudrea

Created in WIP Default with Due Date 10/24/2014 8:05:52 AM.

*** SUBCASE N042013-12-1901632-2 10/24/2014 8:39:33 AM, rboudrea, Action Type :

Check Requisition for 2,772.52 \$ submitted

Check Requisition for 2,772.52 \$ submitted by rboudrea

*** CASE MODIFY 10/24/2014 9:36:36 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** NOTES 10/27/2014 3:49:51 PM, rboudrea, Action Type : Call to Customer

Phoned and left detailed message advising that check was submitted and approved and that it would be available on Monday 11/03/14 and will be fedexed for 11/04/14 delivery. Will send settlement confirmation letter and release.

*** SUBCASE N042013-12-1901632-2 COMMIT 11/3/2014 8:02:23 AM, rboudrea, Action Type : External Commitment

Check processed for check_req_no = 16017 on 2014-10-31-00.00.00.000000

*** CASE ADD ATTACHMENT 11/3/2014 3:00:23 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-12-1901632_3.pdf

Case History

Case ID : N042013-12-1901632

Case Title : ██████████ - FINAL REPAIR - ELECTRONIC POWER STEERING ISSUES

*** SUBCASE N042013-12-1901632-2 CLOSE 11/12/2014 7:58:05 AM, rboudrea

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/12/2014 7:58:05 AM, rboudrea

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

Case Details

Case ID : N042014-09-1501667	Division : Honda - Auto	Condition : Closed	Open Date : 9/15/2014 1:06:37 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 11/5/2014 3:45:24 PM
Case Owner : Ingrid Moribio (Team MA)	Method : Mail	Queue :	Days Open : 51
Last Closed By : Ingrid Moribio (Team MA)	Point of Origin : Third Party	Wipbin :	
Case Title : [REDACTED] - SMALL CLAIM NOTICE	No. of Attachments : 7		

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 :	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 :	7,000
In Service Date :	12/24/2012
Months In Use :	21
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 : Small Claims Court	Party 3 : C.R.
Party 2 : Techline	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042014-09-1501667-1 / [REDACTED]	- P Subcase Close	Product	Operation	513	Pwr steer gearbo

Spool Report

Run Date : 12/11/2014

Mediation Details

Case ID : N042014-09-1501667	Final Decision : Other Goodwill	Descision Updated : 11/5/2014 3:43:11 PM
Process : Small Claims	Customer Position : Other Goodwill	
Document Ref : INGRID MORIBIO	AHM Position : Other Goodwill	
Related Case : N042013-12-1901632		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 11/5/2014 3:43:11 PM	By : imoribio

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Goodwill Expense	(\$2,772.00)	(\$2,772.00)	11/5/2014 3:42:32 PM	11/5/2014 3:42:32 PM	imoribio
Total Amount	(\$2,772.00)	(\$2,772.00)			

Mediation Activity :

*** Event Type / Status : Small Claims Court / Cancelled	Start Date : 9/11/2014 1:07:26	Notes :
Assigned To : Mediation ()	Due Date : 10/22/2014 9:00:00	
Last Updated / By : 11/5/2014 3:42:15 PM / imoribio	Actual Date : 11/5/2014 3:42:12	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 9/15/2014 1:08:05	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 9/15/2014 1:08:26 PM / mlyon	Actual Date : 9/15/2014 1:08:10	

Issue Details

Issue ID : N042014-09-1501667-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 9/15/2014 1:07:24 PM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 11/5/2014 3:43:34 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 : Documented Concern, 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. : 16243
 Primary Amount : \$2,772.52
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$2,772.52
 Approved By : galbu
 Approval Date : 10/30/2014
 Status : PROCESSED
 Check No. : 2102400
 Check Date : 10/31/2014

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : BURLESON, TX ██████████
 Campaign Template # :
 Contention Code : 03214
 Defect Code : 03217
 Category : Regular
 Failed Part # : 53601-T2F-A04

Case History

Case ID : N042014-09-1501667

Case Title : [REDACTED] - SMALL CLAIM NOTICE

*** CASE CREATE 9/15/2014 1:06:37 PM, mlyon

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

*** NOTES 9/15/2014 1:06:38 PM, mlyon, Action Type : Call from Customer

Small Claims/Plaintiffs Claim Hearing notice Received

Date received: 09/11/14

State customer resides: TX

Document dated: 09/05/14

Customers Contention: Additional expenses from loss of vehicle usage

Resolution sought: \$2,772.52

Case Numbers of Previous Cases: N042013-12-1901632

Response is due to the court: 09/23/14

Court Name & Address

Johnson County Justice Court

Address: 247 Elk Drive Suite 207

City & State: Burleson, TX. 76028

Carfax Report shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 1

*** SUBCASE N042014-09-1501667-1 CREATE 9/15/2014 1:07:24 PM, mlyon

Created in WIP Default with Due Date 9/15/2014 1:07:24 PM.

*** CASE MEDIATION ADD/MODIFY 9/15/2014 1:07:44 PM, mlyon

*** MEDIATION DECISION 09/15/2014 01:07:44 PM mlyon

Proc: Small Claims

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N042013-12-1901632

*** CASE MEDIATION EVENT ADD 9/15/2014 1:08:05 PM, mlyon

*** MEDIATION EVENT - SMALL CLAIMS COURT 09/15/2014 01:08:05 PM mlyon

Status: In Progress

S: 09/11/2014 01:07:26 PM

D: 09/29/2014 12:00:00 AM

A: ?/?/? ??:?/?

Assgn to: Mediation ()

Notes:

Case History

Case ID : N042014-09-1501667

Case Title : [REDACTED] - SMALL CLAIM NOTICE

*** CASE MEDIATION EVENT ADD 9/15/2014 1:08:27 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 09/15/2014 01:08:26 PM mlyon

Status: Completed

S: 09/15/2014 01:08:05 PM

D: ?/?/? ??:?

A: 09/15/2014 01:08:10 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 9/15/2014 1:08:46 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 09/16/2014 01:08:47 PM.

New Small Claims case received. Response due by 09/23/14

*** NOTES 9/15/2014 1:09:15 PM, mlyon, Action Type : Note-General

Email sent to zone 3 notifying of open Mediation case.

*** CASE MODIFY 9/15/2014 1:23:07 PM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 9/15/2014 1:23:15 PM, mlyon

N042014-09-1501667 to imoribio, WIP

*** SUBCASE N042014-09-1501667-1 ASSIGN 9/15/2014 1:23:26 PM, mlyon

N042014-09-1501667-1 to imoribio, WIP ↑

*** CASE MODIFY 9/15/2014 1:28:12 PM, imoribio

into WIP DEFAULT and Status of Solving.

*** CASE ADD ATTACHMENT 9/15/2014 1:30:19 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-09-1501667_1.pdf

*** NOTES 9/16/2014 2:08:09 PM, imoribio, Action Type : Call to Customer

Call to customer at [REDACTED] and introduced myself. I informed we were in receipt of his small claims notification. I advised that the purpose of my call was to better understand how he arrived to the \$2,772.52 amount.

I asked the customer if he was still the owner of the 2013 Accord, he said no. He advised the vehicle was traded in when he purchased the 2014 Accord he currently owns. The customer informed this is for the out of pocket expenses he had to pay for the accident that took place on 5/27/13 (\$1,271.52), towing, difference in fuel expense between the 2013 Accord and the rental, and the rims and tires he had to purchase. I asked that in the event that AHM agrees to settle would he be able to supply receipts for these expenses, he said yes. I advised I would look into the matter and follow up with him once I had more information.

*** NOTES 9/16/2014 3:33:47 PM, imoribio, Action Type : Field Service

Call to ZM and AZM to inform them of the case. I informed that Mediation will be working on a response and follow up with them once we had more informatin. I thanked them both for their time.

*** NOTES 9/16/2014 3:35:23 PM, imoribio, Action Type : Note-General

The customer currently owns 2014 Accord 1HGCR2F30EA [REDACTED] purchased on 03/10/14.

*** CASE FULFILL 9/16/2014 3:37:52 PM, imoribio

Case History

Case ID : N042014-09-1501667

Case Title : [REDACTED] - SMALL CLAIM NOTICE

Fulfilled for [REDACTED] due 09/16/2014 01:08:47 PM.

*** COMMIT 9/16/2014 3:37:55 PM, imoribio, Action Type : N/A

send response

*** CASE MODIFY COMMITMENT 9/16/2014 5:14:33 PM, imoribio

with [REDACTED] due 09/18/2014 11:45:00 AM.

*** CASE MEDIATION EVENT UPDATE 9/18/2014 8:22:53 AM, mlyon

*** MEDIATION EVENT - SMALL CLAIMS COURT 09/18/2014 08:22:53 AM mlyon

Status: In Progress

S: 09/11/2014 01:07:26 PM

D: 10/22/2014 09:00:00 AM

A: ?/?/? ?:?:?

Assgn to: Mediation ()

Notes:

*** NOTES 9/18/2014 8:23:37 AM, mlyon, Action Type : Letter/Fax

Court date is set for October 22nd @ 9:00 am CDT

*** CASE ADD ATTACHMENT 9/18/2014 8:30:22 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-09-1501667_2.pdf

*** CASE MODIFY COMMITMENT 9/18/2014 4:28:58 PM, imoribio

with [REDACTED] due 09/19/2014 08:45:00 AM.

*** CASE MODIFY 9/18/2014 4:29:01 PM, imoribio

into WIP Small Claims and Status of Solving.

*** CASE MODIFY 9/19/2014 11:27:12 AM, imoribio

into WIP Small Claims and Status of Solving.

*** NOTES 9/19/2014 1:55:39 PM, imoribio, Action Type : Letter/Fax

Response letter mailed to court via FedEx (tracking # 771220320124). A copy of the letter is in the case file.

*** COMMIT 9/19/2014 1:57:10 PM, imoribio, Action Type : N/A

send docs to ZM/AZM

*** CASE FULFILL 9/19/2014 1:57:37 PM, imoribio

Fulfilled for [REDACTED] due 09/19/2014 08:45:00 AM.

*** COMMIT 9/19/2014 1:57:45 PM, imoribio, Action Type : N/A

Hearing

*** NOTES 9/23/2014 11:52:05 AM, imoribio, Action Type : Field Service

Mediation followed up with the ZM to inform that a hearing date had been scheduled for Wednesday, October 22, 2014 at 9:00 AM in Burleson, TX.

I inquired who would be attending for AHM. He advised the AZM and DPSM. I thanked him for the information and assistance. ZM advised that all docs are to be sent to the zone office.

*** CASE MODIFY COMMITMENT 9/23/2014 2:29:31 PM, imoribio

with [REDACTED] due 09/26/2014 09:00:00 AM.

Case History

Case ID : N042014-09-1501667

Case Title : [REDACTED] - SMALL CLAIM NOTICE

*** CASE MODIFY 9/23/2014 2:30:33 PM, imoribio
into WIP Small Claims and Status of Solving.

*** NOTES 10/1/2014 5:46:09 PM, imoribio, Action Type : Field Service

Copies of the small claims hearing were sent to the AZM, ZM, and DPSM for their review. FedEx copies will be mailed upon their request.

*** CASE FULFILL 10/1/2014 5:46:35 PM, imoribio

Fulfilled for [REDACTED] due 09/26/2014 09:00:00 AM.

*** NOTES 10/6/2014 10:17:26 AM, imoribio, Action Type : Field Service

Mediation touched base with DPSM, 3E, and went over the case history and the customers demand. I went over some talking points and agreed to follow up again a few days prior to the hearing. He agreed then ended the call.

*** COMMIT 10/6/2014 10:22:12 AM, imoribio, Action Type : N/A

conference with supervisor, AZM, and DPSM

*** NOTES 10/16/2014 10:58:53 AM, imoribio, Action Type : Field Service

Mediation briefly reviewed the case with the AZM. We attempted to conference the DPSM but he was on vacation today and tomorrow. Mediation will re-attempt to conduct another follow up on Monday.

*** CASE FULFILL 10/16/2014 11:11:45 AM, imoribio

Fulfilled for [REDACTED] due 10/16/2014 12:00:00 PM.

*** CASE MODIFY 10/16/2014 11:18:41 AM, imoribio

into WIP Small Claims and Status of Solving.

*** NOTES 10/16/2014 11:58:22 AM, imoribio, Action Type : Note-General

The case was reviewed with management.

*** NOTES 10/16/2014 1:43:39 PM, imoribio, Action Type : Call to Dealer

Call to Honda of Burleson at [REDACTED] and was assisted by SA John. He informed SM JB was off today but offered to assist. I provided the customers vehicle information and requested that the RO generated on 1/27/14 be faxed to [REDACTED] for our review. He noted that we would send it over upon his SM return because it was in the old system. I told him I understood and thanked him for his time.

*** COMMIT 10/16/2014 1:49:30 PM, imoribio, Action Type : N/A

has RO arrived?

*** NOTES 10/17/2014 8:37:37 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from dealer. Forward to Ingrid

*** CASE ADD ATTACHMENT 10/17/2014 9:00:23 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-09-1501667_3.pdf

*** NOTES 10/17/2014 2:31:30 PM, imoribio, Action Type : Note-General

The RO was reviewed with Mediation's management and zone office management. It was decided that it was in the best interest of the customer and company to settle this case and honor the customer's \$2,775.52 reimbursement request. Mediation will contact the customer.

*** NOTES 10/17/2014 3:09:47 PM, imoribio, Action Type : Call to Customer

Call to [REDACTED] at [REDACTED] and was placed into his voicemail. In the message I invited to call me or my supervisor to discuss a possible settlement.

*** NOTES 10/17/2014 3:26:46 PM, imoribio, Action Type : Call from Customer

Case History

Case ID : N042014-09-1501667

Case Title : [REDACTED] - SMALL CLAIM NOTICE

Mediation received a call from the customer. I informed after carefully reviewing his case AHM has decided that in the interest of customer satisfaction we would like to settle the case. I explained that in order to process the funds we would need to receive confirmation of the dismissal of the case. He understood and accepted the offer. He was advised of the settlement release offer and would follow up once the dismissal form was received. I thanked him for his time.

*** NOTES 10/17/2014 3:27:56 PM, imoribio, Action Type : Note-General

Mediation notified zone office management.

*** CASE FULFILL 10/17/2014 3:29:18 PM, imoribio

Fulfilled for [REDACTED] due 10/17/2014 11:45:00 AM.

*** CASE ADD ATTACHMENT 10/21/2014 9:00:28 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-09-1501667_4.pdf

*** NOTES 10/21/2014 11:45:02 AM, imoribio, Action Type : Letter/Fax

Received scanned document from customer court memo requesting case be dismissed. Phoned court and attempted to check case status on web. No luck,

Case number is on doc. Also received VM from consumer confirming that this was what the court requested for dismissal. Customer said that they stamped it. Document is stamped but nor legible...

Phoned customer and acknowledged receipt of VM and documents and informed him that I was unable to confirm with the court, but was to let him know that we were following up on his case. I thank him for his cooperation in the matter and confirmed that settlement agreement amount. \$2772.52 Informed him that the check would be processed this week for payment first of next week. Customer agreed

*** CASE MODIFY 10/21/2014 12:34:23 PM, imoribio

into WIP Small Claims and Status of Solving.

*** CASE ADD ATTACHMENT 10/21/2014 2:00:33 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-09-1501667_5.pdf

*** CASE FULFILL 10/28/2014 12:05:39 PM, imoribio

Fulfilled for [REDACTED] due 10/22/2014 09:00:00 AM.

*** COMMIT 10/28/2014 12:06:38 PM, imoribio, Action Type : N/A

send check to customer

*** NOTES 10/29/2014 9:05:20 AM, imoribio, Action Type : Call to Customer

Call to customer at [REDACTED] and was placed into his voicemail. In the message I invited him to return my call at his convenience.

*** NOTES 10/29/2014 9:12:31 AM, imoribio, Action Type : Letter/Fax

Settlement offer letter and release mailed out to the customer via FedEx (tracking # 77166666079)

October 27, 2014

[REDACTED]

Dear [REDACTED]

Case History

Case ID : N042014-09-1501667

Case Title : [REDACTED] - SMALL CLAIM NOTICE

Thank you for providing American Honda Motor Co., Inc. the opportunity to address your concerns regarding the steering damage to your 2013 Honda Accord, vehicle identification number 1HGCR2F39DA[REDACTED]. We apologize for any inconvenience the repairs may have caused you. Based on our information the vehicle was successfully repaired by your servicing dealership, Honda of Burleson on 1/27/14 and there are no outstanding issues at this time.

While we do not feel that an unreasonable number of repairs have been attempted to correct the concerns on the vehicle, we would like to regain your faith in Honda products and services.

As mutually agreed, AHM is reimbursing you the \$2,772.52 you expended for the steering system repairs you encountered as the result of an accident. The offer is being made in good faith, to promote customer satisfaction and resolve this matter. If it is acceptable, please sign and return the enclosed settlement release. Please contact me directly at (310) 783-5043 if you have any questions regarding this matter.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Ingrid Moribio
Mediation Case Manager

Enclosure

NOTE: Mediation included a return FedEx form to customer (tracking # 790079585703).

*** NOTES 10/29/2014 9:29:21 AM, imoribio, Action Type : Note-Third Party

Call to the court and was assisted by Jennifer. She confirmed that case # SC140060 was dismissed on 10/22/14. I thanked her for the confirmation and time.

*** SUBCASE N042014-09-1501667-1 DISPATCH 10/29/2014 9:41:54 AM, imoribio
from WIP Subcases to Queue CK Req - Mediation Mgr.

*** CASE MODIFY COMMITMENT 10/29/2014 9:42:10 AM, imoribio
with [REDACTED] due 11/07/2014 12:00:00 PM.

*** COMMIT 10/29/2014 9:42:12 AM, imoribio, Action Type : N/A
has release returned?

*** CASE MODIFY 10/29/2014 9:42:34 AM, imoribio
into WIP Small Claims and Status of Solving.

*** SUBCASE N042014-09-1501667-1 10/30/2014 6:12:09 AM, galbu, Action Type :
Check Requisition for 2,772.52 \$ submitted
Check Requisition for 2,772.52 \$ submitted by galbu

*** SUBCASE N042014-09-1501667-1 RETURN 10/30/2014 6:12:21 AM, galbu
from Queue CK Req - Mediation Mgr to WIP Subcases.

*** SUBCASE N042014-09-1501667-1 COMMIT 11/3/2014 8:02:24 AM, imoribio, Action Type : External Commitment

Check processed for check_req_no = 16243 on 2014-10-31-00.00.00.000000

*** SUBCASE N042014-09-1501667-1 FULFILL 11/3/2014 9:05:13 AM, imoribio
Fulfilled for [REDACTED] due ?/?/? ??:??:?

Case History

Case ID : N042014-09-1501667

Case Title : [REDACTED] - SMALL CLAIM NOTICE

*** NOTES 11/3/2014 11:07:08 AM, mlyon, Action Type : Letter/Fax

Received case dismissal order . Forward to Ignrd

*** CASE ADD ATTACHMENT 11/3/2014 11:30:23 AM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-09-1501667_6.pdf

*** CASE MODIFY 11/3/2014 12:00:02 PM, imoribio

into WIP Small Claims and Status of Solving.

*** NOTES 11/4/2014 1:49:14 PM, mlyon, Action Type : Letter/Fax

Received original signed release agreement. Forward to Ingrid

*** CASE ADD ATTACHMENT 11/4/2014 2:00:26 PM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-09-1501667_7.pdf

*** NOTES 11/4/2014 3:54:01 PM, imoribio, Action Type : Letter/Fax

Settlement check mailed to the customer's home via FedEx (tracking # 771743081030).

*** CASE FULFILL 11/4/2014 4:16:28 PM, imoribio

Fulfilled for [REDACTED] due 11/05/2014 12:00:00 PM.

*** CASE MODIFY COMMITMENT 11/4/2014 4:17:05 PM, imoribio

with [REDACTED] due 11/05/2014 11:00:01 AM.

*** NOTES 11/5/2014 1:38:19 PM, imoribio, Action Type : Call to Customer

Call to customer at [REDACTED] to inform that his signed settlement release was received, therefore, his check would be mailed out today. I informed the check was scheduled to arrive tomorrow evening. He thanked me for the call and assistance. I thanked him for his then ended the call.

*** NOTES 11/5/2014 3:32:36 PM, imoribio, Action Type : Note-Resolution

The customer case opened in Mediation upon receipt of TX small claims suit. Mediation initially denied assistance based on our preliminary research. The customer initially went to dealer for accident repairs and it was not until subsequent visits that the customer mentioned a steering issue and attempted to tie it to the accident. The dealer inspected the vehicle at each visit and did not find anything wrong with the steering that could be attributed to the accident. The customer returned to the dealer on 1/27/14 and the steering rack and an updated cabin harness were replaced per DPSM. This validated the customer's allegations. When it was learned that the dealer performed these repairs, Mediation agreed to reimburse the customer for the repair, upon receipt of a signed release.

1st visit: The customer reported accident damage from impacting a curb. The dealer confirmed the damage and performed the repairs (Customer Pay). Note: There was no steering complaint made at that time.

2nd visit: Suspension system diagnosis requested. The customer advised that when turning left turns a low speeds, steering had a movement and made noise and felt he didn't control. Dealer road tested vehicle. No codes stored and vehicle operated as designed. No repair was performed.

3rd visit: The customer alleged that he lost control of steering while turning and the steering at times was unresponsive. The dealer inspected the vehicle and road tested it. The vehicle operated normally and there were no codes stored. The dealership replaced the steering rack and wire harness to ensure system integrity and promote customer confidence. With the customer's repeated steering complaints the repair solidified the customer's allegations. (There was no mention of why the repair was performed on the repair order).

The check was mailed out to the customer 11/5/14 upon the receipt of the signed release. The case will be closed at this time.

*** CASE MEDIATION EVENT UPDATE 11/5/2014 3:42:16 PM, imoribio

*** MEDIATION EVENT - SMALL CLAIMS COURT 11/05/2014 03:42:16 PM imoribio

Case History

Case ID : N042014-09-1501667

Case Title : ██████████ - SMALL CLAIM NOTICE

Status: Cancelled

S: 09/11/2014 01:07:26 PM

D: 10/22/2014 09:00:00 AM

A: 11/05/2014 03:42:12 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION ADD/MODIFY 11/5/2014 3:43:12 PM, imoribio

*** MEDIATION DECISION 11/05/2014 03:43:11 PM imoribio

Proc: Small Claims

Dcsn: Other Goodwill

Cust: Other Goodwill

AHM: Other Goodwill Rsn: Excessive Repairs

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N042013-12-1901

*** CASE MODIFY 11/5/2014 3:43:14 PM, imoribio

into WIP Small Claims and Status of Solving.

*** SUBCASE N042014-09-1501667-1 CLOSE 11/5/2014 3:43:34 PM, imoribio

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/5/2014 3:45:21 PM, imoribio

into WIP Small Claims and Status of Solving.

*** CASE CLOSE 11/5/2014 3:45:24 PM, imoribio

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

Case Details

Case ID : N042013-04-1201025	Division : Honda - Auto	Condition : Closed	Open Date : 4/12/2013 11:30:22 AM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 10/29/2013 11:18:41
Case Owner : Michael Lyon (Team MA)	Method : Mail	Queue :	Days Open : 200
Last Closed By : Michael Lyon (Team MA)	Point of Origin : Third Party	Wipbin :	
Case Title : ██████████ - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT			No. of Attachments : 11

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 :	BEAUMONT, TX
E Mail :	██████████
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR3F85DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	3,200
In Service Date :	11/13/2012
Months In Use :	5
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 :	1515 I-10 SOUTH
City / State / Zip :	BEAUMONT, TX 77701
Svc District / Sls District :	03G / 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 : Dept. Of Transport	Party 3 : Not Applicable
Party 2 : C.R.	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042013-04-1201025-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	512	Pwr steering pum
N042013-04-1201025-2 / ██████████ - PRODUCT	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042013-04-1201025	Final Decision : Non-Warrantable	Descision Updated : 7/12/2013 5:03:42 PM
Process : Mediation	Customer Position : Buyback-Repurchase	
Document Ref : INGRID MORIBIO	AHM Position : Non-Warrantable	
Related Case : N012013-02-0100156		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 7/12/2013 5:03:42 PM	By : imoribio

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Attorney Fees	(\$296.00)	(\$296.00)	10/24/2013 11:56:19	10/24/2013 11:56:19	mlyon
Total Amount	(\$296.00)	(\$296.00)			

Mediation Activity :

*** Event Type / Status : State Notif Recd / Completed	Start Date : 4/9/2013 11:33:47	Notes : TXDMV
Assigned To : Mediation ()	Due Date : 5/22/2013	
Last Updated / By : 7/12/2013 5:03:10 PM / imoribio	Actual Date : 7/12/2013 5:03:09	
*** Event Type / Status : Attorney Letter Recd / Completed	Start Date : 4/11/2013 11:25:49	Notes :
Assigned To : Mediation (PROVOST &	Due Date : 5/13/2013	
Last Updated / By : 7/12/2013 5:03:14 PM / imoribio	Actual Date : 7/12/2013 5:03:13	
*** Event Type / Status : Docs Received / Completed	Start Date : 4/12/2013 11:35:19	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 4/19/2013	
Last Updated / By : 4/19/2013 2:41:57 PM / imoribio	Actual Date : 4/19/2013 2:41:56	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 4/12/2013 11:35:26	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 4/12/2013 11:35:32 AM / mlyon	Actual Date : 4/12/2013 11:35:30	
*** Event Type / Status : Notify Zone of Close / Completed	Start Date : 7/12/2013 5:03:49	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 7/12/2013 5:04:09 PM / imoribio	Actual Date : 7/12/2013 5:04:00	
*** Event Type / Status : Send Check / Completed	Start Date : 10/24/2013 11:55:59	Notes : HARTLINE, DACUS, BARGER & KERN
Assigned To : Mediation ()	Due Date : 10/28/2013	
Last Updated / By : 10/24/2013 11:56:11 AM / mlyon	Actual Date : 10/28/2013 11:56:07	

Issue Details

Issue ID : N042013-04-1201025-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 4/12/2013 11:33:44 AM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 7/12/2013 5:02:54 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 : 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 : N042013-04-1201025-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 10/24/2013 11:51:40
Issue Owner : Michael Lyon	Type 2 : Operation	Queue :	Close Date : 10/29/2013 11:18:41
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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
53680-TR0-A01	HARNESS, EPS	Not Applicable

Check Req Info :

Check Requisition No. : 30503	Payee Name : HARTLINE, DACUS, BARGER & KERN
Primary Amount : \$296.00	Address : 6688 N CENTRAL EXPRESSWAY #1000
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : DALLAS, TX 75206
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$296.00	Contention Code : 03220
Approved By : galbu	Defect Code : 03214
Approval Date : 10/24/2013	Category : Regular
Status : PROCESSED	Failed Part # : 53680-TR0-A01
Check No. : 2061502	
Check Date : 10/25/2013	

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE CREATE 4/12/2013 11:30:22 AM, mlyon

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

*** NOTES 4/12/2013 11:30:23 AM, mlyon, Action Type :

Date Received: 04/09/13

Agency Name: TXDMV

Customers Contention: Steering non responsive causing accident

Resolution sought: Repurchase/replacement

Carfax shows accidents: No

Carfax Report Shows Accidents: n/a

Number of Tech Line Reports:0

Case Numbers of Previous Cases: N012013-02-0100156

*** SUBCASE N042013-04-1201025-1 CREATE 4/12/2013 11:33:44 AM, mlyon

Created in WIP Default with Due Date 4/12/2013 11:33:44 AM.

*** CASE MEDIATION ADD/MODIFY 4/12/2013 11:34:48 AM, mlyon

*** MEDIATION DECISION 04/12/2013 11:34:48 AM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRO MORIBIO

Rel: N012013-02-0100156

*** CASE MEDIATION EVENT ADD 4/12/2013 11:35:19 AM, mlyon

*** MEDIATION EVENT - STATE NOTIF RECD 04/12/2013 11:35:19 AM mlyon

Status: In Progress

S: 04/09/2013 11:33:47 AM

D: 05/22/2013 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: TXDMV

*** CASE MEDIATION EVENT ADD 4/12/2013 11:35:26 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 04/12/2013 11:35:26 AM mlyon

Status: In Progress

S: 04/12/2013 11:35:19 AM

D: 04/19/2013 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 4/12/2013 11:35:33 AM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 04/12/2013 11:35:33 AM mlyon

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

Status: Completed

S: 04/12/2013 11:35:26 AM

D: ?/?/? ??:??

A: 04/12/2013 11:35:30 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 4/12/2013 11:35:34 AM, mlyon, Action Type : N/A

Made to [REDACTED] due 04/15/2013 11:35:37 AM.

New case opened. Review Atty Gen packet. Look for ROs.

*** NOTES 4/12/2013 11:35:54 AM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/15/2013

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

Steering non responsive causing accident

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

Please perform the following and take appropriate action:

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310 533-5537.

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 4/12/2013 11:36:11 AM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 3G notifying of open Mediation case.

*** CASE MODIFY 4/12/2013 11:40:48 AM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 4/12/2013 11:40:56 AM, mlyon

N042013-04-1201025 to imoribio, WIP

*** SUBCASE N042013-04-1201025-1 ASSIGN 4/12/2013 11:41:35 AM, mlyon

N042013-04-1201025-1 to imoribio, WIP

*** CASE ADD ATTACHMENT 4/12/2013 11:45:16 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahm\mtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_1.pdf

*** NOTES 4/15/2013 10:29:29 AM, imoribio, Action Type : Note-General

Letter from Texas Department of Motor Vehicles was received 4/9/13. The customer states on 2/1/13 she was driving down the highway and she was not able to control her vehicle as the tires and the steering wheel were not longer communicating. The customer claimed the tires & steering wheel were not responding

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

to one another, which resulted in an accident. The customer states this is her 4th Honda product and requests that AHM repair or replace her vehicle. Mediation will contact DPSM and servicing dealer to collect RO's.

*** NOTES 4/15/2013 10:31:40 AM, imoribio, Action Type : Note-General

Per database the customer:

- is the original owner
- currently does not have any service visits
- did not locate the VIN for her other 4 Honda products

*** COMMIT 4/15/2013 10:45:00 AM, imoribio, Action Type : N/A

Made to [REDACTED] due 04/16/2013 10:00:00 AM.

call SM and DPSM

*** CASE FULFILL 4/15/2013 10:45:16 AM, imoribio

Fulfilled for [REDACTED] due 04/15/2013 11:35:37 AM.

*** NOTES 4/15/2013 11:25:45 AM, mlyon, Action Type : Letter/Fax

Received on 04/11/13, letter from attorney Provost & Umphrey. Forward to Ingrid

*** CASE MEDIATION EVENT ADD 4/15/2013 11:26:03 AM, mlyon

*** MEDIATION EVENT - ATTORNEY LETTER RECD 04/15/2013 11:26:03 AM mlyon

Status: In Progress

S: 04/11/2013 11:25:49 AM

D: 05/13/2013 12:00:00 AM

A: ???/? :??:?

Assgn to: Mediation (PROVOST & UMPHREY)

Notes:

*** CASE MEDIATION ADD/MODIFY 4/15/2013 4:41:41 PM, mlyon

*** MEDIATION DECISION 04/15/2013 04:41:41 PM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N012013-02-0100156

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

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_2.pdf

*** NOTES 4/18/2013 9:30:11 AM, imoribio, Action Type : Call to Dealer

SM Mark Williams left a voice message. He informs the vehicle came in February and has never left. He informed he has an open ticket currently.

I returned his call and left a voice message requesting a return call.

*** NOTES 4/18/2013 9:56:16 AM, imoribio, Action Type : Field Service

Call to DPSM, 3G, and provided the customers vehicle info. He informed the customers contention is that the side with damage (drivers front end) was a result of the tire rod breaking prior to the accident. DPSM states that during his inspection he found the tire rod broke as a result of the impact.

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

I inquired if the customer was asked about the road conditions or what happened, he said he did no know. DPSM states he took 3 photos and had the dealer referred to customers insurance company. DPSM adds that as of this week the vehicle is still at the dealer un-repaired. I thanked him for the info.

*** CASE FULFILL 4/18/2013 9:59:24 AM, imoribio

Fulfilled for [REDACTED] due 04/16/2013 10:00:00 AM.

*** COMMIT 4/18/2013 9:59:26 AM, imoribio, Action Type : N/A
review info

*** CASE ADD ATTACHMENT 4/18/2013 10:00:19 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_3.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:00:19 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_3.JPG

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*** CASE ADD ATTACHMENT 4/18/2013 10:00:19 AM, crmsuser

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*** CASE ADD ATTACHMENT 4/18/2013 10:00:19 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_3.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:00:19 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_3.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:15:19 AM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_9.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:15:19 AM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_9.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:15:19 AM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_9.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:15:19 AM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_9.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:15:19 AM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_9.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:30:18 AM, crmsuser

Added attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_14.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:30:18 AM, crmsuser

Added attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_14.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:30:18 AM, crmsuser

Added attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_14.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:30:18 AM, crmsuser

Added attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_14.JPG

Case History

Case ID : N042013-04-1201025

Case Title : ██████████ - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE ADD ATTACHMENT 4/18/2013 10:30:18 AM, crmsuser
Added attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_14.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:45:17 AM, crmsuser
Added attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_19.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:45:17 AM, crmsuser
Added attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_19.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:45:17 AM, crmsuser
Added attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_19.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:45:17 AM, crmsuser
Added attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_19.JPG

*** CASE ADD ATTACHMENT 4/18/2013 10:45:17 AM, crmsuser
Added attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_19.JPG

*** CASE DELETE ATTACHMENT 4/18/2013 10:54:38 AM, imoribio
Deleted attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_3.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:54:45 AM, imoribio
Deleted attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_19.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:54:49 AM, imoribio
Deleted attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_19.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:54:52 AM, imoribio
Deleted attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_14.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:54:55 AM, imoribio
Deleted attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_14.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:54:59 AM, imoribio
Deleted attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_19.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:06 AM, imoribio
Deleted attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_19.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:11 AM, imoribio
Deleted attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_19.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:14 AM, imoribio
Deleted attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_14.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:20 AM, imoribio
Deleted attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_14.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:24 AM, imoribio
Deleted attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_14.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:28 AM, imoribio
Deleted attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_9.JPG.

Case History

Case ID : N042013-04-1201025

Case Title : ██████████ - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:32 AM, imoribio
Deleted attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_9.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:36 AM, imoribio
Deleted attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_9.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:40 AM, imoribio
Deleted attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_9.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:43 AM, imoribio
Deleted attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_9.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:47 AM, imoribio
Deleted attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_3.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:50 AM, imoribio
Deleted attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_3.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:55:54 AM, imoribio
Deleted attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_3.JPG.

*** CASE REPLACE ATTACHMENT 4/18/2013 10:56:37 AM, imoribio
Replaced attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:56:48 AM, imoribio
Deleted attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 10:56:52 AM, imoribio
Deleted attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_3.JPG.

*** CASE ADD ATTACHMENT 4/18/2013 11:00:18 AM, crmsuser
Added attachment ScanDoc 20 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_20.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:00:18 AM, crmsuser
Added attachment ScanDoc 20 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_20.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:00:18 AM, crmsuser
Added attachment ScanDoc 20 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_20.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:00:18 AM, crmsuser
Added attachment ScanDoc 20 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_20.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:00:18 AM, crmsuser
Added attachment ScanDoc 20 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_20.JPG

*** CASE MODIFY 4/18/2013 11:08:28 AM, imoribio
into WIP State Cases and Status of Solving.

*** CASE ADD ATTACHMENT 4/18/2013 11:15:18 AM, crmsuser
Added attachment ScanDoc 21 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_21.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:15:18 AM, crmsuser
Added attachment ScanDoc 21 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_21.JPG

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE ADD ATTACHMENT 4/18/2013 11:15:18 AM, crmsuser
Added attachment ScanDoc 21 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_21.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:15:18 AM, crmsuser
Added attachment ScanDoc 21 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_21.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:15:18 AM, crmsuser
Added attachment ScanDoc 21 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_21.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:15:18 AM, crmsuser
Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_8.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:30:19 AM, crmsuser
Added attachment ScanDoc 22 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_22.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:30:19 AM, crmsuser
Added attachment ScanDoc 22 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_22.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:30:19 AM, crmsuser
Added attachment ScanDoc 22 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_22.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:30:19 AM, crmsuser
Added attachment ScanDoc 22 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_22.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:30:19 AM, crmsuser
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*** CASE ADD ATTACHMENT 4/18/2013 11:45:18 AM, crmsuser
Added attachment ScanDoc 23 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_23.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:45:18 AM, crmsuser
Added attachment ScanDoc 23 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_23.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:45:18 AM, crmsuser
Added attachment ScanDoc 23 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_23.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:45:18 AM, crmsuser
Added attachment ScanDoc 23 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_23.JPG

*** CASE ADD ATTACHMENT 4/18/2013 11:45:18 AM, crmsuser
Added attachment ScanDoc 23 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_23.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:00:18 PM, crmsuser
Added attachment ScanDoc 24 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_24.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:00:18 PM, crmsuser
Added attachment ScanDoc 24 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_24.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:00:18 PM, crmsuser
Added attachment ScanDoc 24 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_24.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:00:18 PM, crmsuser
Added attachment ScanDoc 24 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_24.JPG

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE ADD ATTACHMENT 4/18/2013 12:00:18 PM, crmsuser
Added attachment ScanDoc 24 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_24.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:15:18 PM, crmsuser
Added attachment ScanDoc 29 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_29.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:15:18 PM, crmsuser
Added attachment ScanDoc 29 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_29.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:15:18 PM, crmsuser
Added attachment ScanDoc 29 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_29.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:15:18 PM, crmsuser
Added attachment ScanDoc 29 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_29.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:15:18 PM, crmsuser
Added attachment ScanDoc 29 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_29.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:30:16 PM, crmsuser
Added attachment ScanDoc 34 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_34.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:30:16 PM, crmsuser
Added attachment ScanDoc 34 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_34.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:30:16 PM, crmsuser
Added attachment ScanDoc 34 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_34.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:30:16 PM, crmsuser
Added attachment ScanDoc 34 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_34.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:30:16 PM, crmsuser
Added attachment ScanDoc 34 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_34.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:45:18 PM, crmsuser
Added attachment ScanDoc 39 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_39.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:45:18 PM, crmsuser
Added attachment ScanDoc 39 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_39.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:45:18 PM, crmsuser
Added attachment ScanDoc 39 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_39.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:45:18 PM, crmsuser
Added attachment ScanDoc 39 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_39.JPG

*** CASE ADD ATTACHMENT 4/18/2013 12:45:18 PM, crmsuser
Added attachment ScanDoc 39 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_39.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:00:18 PM, crmsuser
Added attachment ScanDoc 44 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_44.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:00:18 PM, crmsuser
Added attachment ScanDoc 44 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_44.JPG

Case History

Case ID : N042013-04-1201025

Case Title : ██████████ - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE ADD ATTACHMENT 4/18/2013 1:00:18 PM, crmsuser
Added attachment ScanDoc 44 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_44.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:00:18 PM, crmsuser
Added attachment ScanDoc 44 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__4_44.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:00:18 PM, crmsuser
Added attachment ScanDoc 44 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__6_44.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:15:18 PM, crmsuser
Added attachment ScanDoc 49 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__5_49.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:15:18 PM, crmsuser
Added attachment ScanDoc 49 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_49.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:15:18 PM, crmsuser
Added attachment ScanDoc 49 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_49.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:15:18 PM, crmsuser
Added attachment ScanDoc 49 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__4_49.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:15:18 PM, crmsuser
Added attachment ScanDoc 49 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__6_49.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:30:18 PM, crmsuser
Added attachment ScanDoc 54 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_54.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:30:18 PM, crmsuser
Added attachment ScanDoc 54 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__5_54.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:30:18 PM, crmsuser
Added attachment ScanDoc 54 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_54.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:30:18 PM, crmsuser
Added attachment ScanDoc 54 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__4_54.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:30:18 PM, crmsuser
Added attachment ScanDoc 54 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__6_54.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:45:18 PM, crmsuser
Added attachment ScanDoc 59 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__5_59.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:45:18 PM, crmsuser
Added attachment ScanDoc 59 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_59.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:45:18 PM, crmsuser
Added attachment ScanDoc 59 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_59.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:45:18 PM, crmsuser
Added attachment ScanDoc 59 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__4_59.JPG

*** CASE ADD ATTACHMENT 4/18/2013 1:45:18 PM, crmsuser
Added attachment ScanDoc 59 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__6_59.JPG

Case History

Case ID : N042013-04-1201025

Case Title : ██████████ - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE ADD ATTACHMENT 4/18/2013 2:00:19 PM, crmsuser

Added attachment ScanDoc 64 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_64.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:00:19 PM, crmsuser

Added attachment ScanDoc 64 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_64.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:00:19 PM, crmsuser

Added attachment ScanDoc 64 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_64.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:00:19 PM, crmsuser

Added attachment ScanDoc 64 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_64.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:00:19 PM, crmsuser

Added attachment ScanDoc 64 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_64.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:15:17 PM, crmsuser

Added attachment ScanDoc 69 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_69.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:15:17 PM, crmsuser

Added attachment ScanDoc 69 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_69.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:15:17 PM, crmsuser

Added attachment ScanDoc 69 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_69.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:15:17 PM, crmsuser

Added attachment ScanDoc 69 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_69.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:15:17 PM, crmsuser

Added attachment ScanDoc 69 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_69.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:30:15 PM, crmsuser

Added attachment ScanDoc 74 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_74.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:30:15 PM, crmsuser

Added attachment ScanDoc 74 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_74.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:30:15 PM, crmsuser

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*** CASE ADD ATTACHMENT 4/18/2013 2:30:15 PM, crmsuser

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*** CASE ADD ATTACHMENT 4/18/2013 2:45:16 PM, crmsuser

Added attachment ScanDoc 79 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_79.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:45:16 PM, crmsuser

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*** CASE ADD ATTACHMENT 4/18/2013 2:45:16 PM, crmsuser

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Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042013-04-1201025

Case Title : ██████████ - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE ADD ATTACHMENT 4/18/2013 2:45:16 PM, crmsuser
Added attachment ScanDoc 79 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_79.JPG

*** CASE ADD ATTACHMENT 4/18/2013 2:45:16 PM, crmsuser
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*** CASE ADD ATTACHMENT 4/18/2013 3:00:16 PM, crmsuser
Added attachment ScanDoc 84 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_84.JPG

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*** CASE ADD ATTACHMENT 4/18/2013 3:15:15 PM, crmsuser
Added attachment ScanDoc 89 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_89.JPG

*** CASE ADD ATTACHMENT 4/18/2013 3:15:15 PM, crmsuser
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*** CASE ADD ATTACHMENT 4/18/2013 3:15:15 PM, crmsuser
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*** CASE ADD ATTACHMENT 4/18/2013 3:15:15 PM, crmsuser
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*** CASE ADD ATTACHMENT 4/18/2013 3:30:15 PM, crmsuser
Added attachment ScanDoc 94 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_94.JPG

*** CASE ADD ATTACHMENT 4/18/2013 3:30:15 PM, crmsuser
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*** CASE ADD ATTACHMENT 4/18/2013 3:45:16 PM, crmsuser
Added attachment ScanDoc 99 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_99.JPG

Case History

Case ID : N042013-04-1201025

Case Title : ██████████ - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE ADD ATTACHMENT 4/18/2013 3:45:16 PM, crmsuser

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*** CASE DELETE ATTACHMENT 4/18/2013 4:59:40 PM, imoribio

Deleted attachment ScanDoc 99 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_99.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 4:59:46 PM, imoribio

Deleted attachment ScanDoc 99 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_99.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 4:59:49 PM, imoribio

Deleted attachment ScanDoc 94 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_94.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 4:59:51 PM, imoribio

Deleted attachment ScanDoc 94 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_94.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 4:59:54 PM, imoribio

Deleted attachment ScanDoc 94 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_94.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 4:59:56 PM, imoribio

Deleted attachment ScanDoc 89 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_89.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 4:59:58 PM, imoribio

Deleted attachment ScanDoc 89 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_89.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:00 PM, imoribio

Deleted attachment ScanDoc 89 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_89.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:02 PM, imoribio

Deleted attachment ScanDoc 84 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_84.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:05 PM, imoribio

Deleted attachment ScanDoc 84 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_84.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:08 PM, imoribio

Deleted attachment ScanDoc 79 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_79.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:10 PM, imoribio

Deleted attachment ScanDoc 79 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_79.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:12 PM, imoribio

Deleted attachment ScanDoc 74 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_74.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:14 PM, imoribio

Deleted attachment ScanDoc 74 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_74.JPG.

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:16 PM, imoribio
Deleted attachment ScanDoc 59 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_59.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:17 PM, imoribio
Deleted attachment ScanDoc 59 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__5_59.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:20 PM, imoribio
Deleted attachment ScanDoc 54 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_54.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:21 PM, imoribio
Deleted attachment ScanDoc 54 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__5_54.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:23 PM, imoribio
Deleted attachment ScanDoc 49 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__4_49.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:25 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:00:27 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:00:30 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:00:32 PM, imoribio
Deleted attachment ScanDoc 44 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_44.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:34 PM, imoribio
Deleted attachment ScanDoc 39 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__6_39.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:36 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:00:38 PM, imoribio
Deleted attachment ScanDoc 39 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_39.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:40 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:00:42 PM, imoribio
Deleted attachment ScanDoc 34 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__5_34.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:45 PM, imoribio
Deleted attachment ScanDoc 29 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_29.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:47 PM, imoribio
Deleted attachment ScanDoc 29 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_29.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:49 PM, imoribio
Deleted attachment ScanDoc 24 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_24.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:51 PM, imoribio
Deleted attachment ScanDoc 24 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__5_24.JPG.

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:53 PM, imoribio
Deleted attachment ScanDoc 23 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_23.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:54 PM, imoribio
Deleted attachment ScanDoc 23 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_23.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:56 PM, imoribio
Deleted attachment ScanDoc 22 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_22.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:00:58 PM, imoribio
Deleted attachment ScanDoc 22 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_22.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:01:00 PM, imoribio
Deleted attachment ScanDoc 22 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_22.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:01:31 PM, imoribio
Deleted attachment ScanDoc 21 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_21.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:01:35 PM, imoribio
Deleted attachment ScanDoc 21 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_21.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:01:41 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:01:44 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:01:50 PM, imoribio
Deleted attachment ScanDoc 99 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_99.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:01:55 PM, imoribio
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Deleted attachment ScanDoc 99 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025__3_99.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:02:03 PM, imoribio
Deleted attachment ScanDoc 94 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_94.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:02:07 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:02:11 PM, imoribio
Deleted attachment ScanDoc 89 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_89.JPG.

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Deleted attachment ScanDoc 84 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_84.JPG.

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Case History

Case ID : N042013-04-1201025

Case Title : ██████████ - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE DELETE ATTACHMENT 4/18/2013 5:02:26 PM, imoribio
Deleted attachment ScanDoc 84 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_84.JPG.

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*** CASE DELETE ATTACHMENT 4/18/2013 5:03:01 PM, imoribio
Deleted attachment ScanDoc 20 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_20.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:03:06 PM, imoribio
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Deleted attachment ScanDoc 24 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_24.JPG.

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

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*** CASE DELETE ATTACHMENT 4/18/2013 5:03:55 PM, imoribio
Deleted attachment ScanDoc 29 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_29.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:03:59 PM, imoribio
Deleted attachment ScanDoc 29 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_29.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:04:02 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:04:06 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:04:10 PM, imoribio
Deleted attachment ScanDoc 49 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_49.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:04:15 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:04:19 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:04:23 PM, imoribio
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*** CASE DELETE ATTACHMENT 4/18/2013 5:04:31 PM, imoribio
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Deleted attachment ScanDoc 49 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_49.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:04:43 PM, imoribio
Deleted attachment ScanDoc 49 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_49.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:04:46 PM, imoribio
Deleted attachment ScanDoc 54 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_54.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:04:50 PM, imoribio
Deleted attachment ScanDoc 54 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_54.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:04:54 PM, imoribio
Deleted attachment ScanDoc 54 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_54.JPG.

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE DELETE ATTACHMENT 4/18/2013 5:04:57 PM, imoribio

Deleted attachment ScanDoc 59 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_59.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:00 PM, imoribio

Deleted attachment ScanDoc 59 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_59.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:04 PM, imoribio

Deleted attachment ScanDoc 59 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_59.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:07 PM, imoribio

Deleted attachment ScanDoc 64 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_64.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:10 PM, imoribio

Deleted attachment ScanDoc 64 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_64.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:14 PM, imoribio

Deleted attachment ScanDoc 64 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_64.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:17 PM, imoribio

Deleted attachment ScanDoc 64 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_64.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:20 PM, imoribio

Deleted attachment ScanDoc 64 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_64.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:23 PM, imoribio

Deleted attachment ScanDoc 69 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_69.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:26 PM, imoribio

Deleted attachment ScanDoc 69 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5_69.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:29 PM, imoribio

Deleted attachment ScanDoc 69 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_69.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:32 PM, imoribio

Deleted attachment ScanDoc 69 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4_69.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:36 PM, imoribio

Deleted attachment ScanDoc 69 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_69.JPG.

*** CASE DELETE ATTACHMENT 4/18/2013 5:05:39 PM, imoribio

Deleted attachment ScanDoc 74 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_3_74.JPG.

*** NOTES 4/19/2013 10:47:56 AM, imoribio, Action Type : Call from Dealer

I received a return call from SM Mark. He informed the vehicle originally went to their local body shop, however, was sent to the dealer because the customer claimed there was a mechanical failure. He states the insurance adjuster inspected the vehicle and was shown that the steering wheel and rack and pinion are Mark states they are confident that the steering was operational at the time of the incident. They also confirmed there is no rust in the brakes. I inquired if they asked about the road condition at the time of the incident. He states the insurance adjuster advised there were no exterior influence that could attributed to the accident. Mark informed the customers insurance agreed to fix the vehicle, but the customer is not agreeing to have the vehicle repaired. Mark shared that the customer retained an attorney but he dropped her case and she had to obtain another attorney. Mark also confirmed the customer did not have any prior steering concerns per his database. I thanked him for the info and instructed him to fax the open ticket to [REDACTED].

*** NOTES 4/19/2013 11:05:00 AM, mlyon, Action Type : Letter/Fax

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

Received copies of ROs from Mike Smith Honda. Forward to Ingrid

*** CASE ADD ATTACHMENT 4/19/2013 11:15:15 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_4.pdf

*** CASE DELETE ATTACHMENT 4/19/2013 1:25:00 PM, imoribio

Deleted attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_8.JPG.

*** CASE ADD ATTACHMENT 4/19/2013 1:30:16 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_5.pdf

*** CASE ADD ATTACHMENT 4/19/2013 1:30:16 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_6_4.pdf

*** CASE ADD ATTACHMENT 4/19/2013 1:30:16 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_7_4.pdf

*** NOTES 4/19/2013 1:51:25 PM, imoribio, Action Type : Note-General

TIMELINE - [REDACTED] - 2013 ACCORD EX-L V6 (1HGCR3F85DA [REDACTED])

ISD: 11/13/2012State: TX

Contention: Steering wheel malfunction

207447 - MIKE SMITH HONDA

RO#:553683

Date: 2/20/13 - 3/28/13

- Line A: Concern: Customer states involved in MVA (moving vehicle accident), steering is free wheeling

Cause: Vehicle inspection on steering

Check steering INOP wheels turned in different directions, removed left outer tire rod end in parking lot to turn left wheel. Push inside hoist vehicle inspect steering column clock spring broken steering intermediate shaft still connected estimate repair. Steering push back outside of jack push back inside for additional inspection hoist vehicle inspector took pictures push back outside on jack.

- Line B:Tow from service to body shop

- Line C:Tow bills from body shop.

*** NOTES 4/19/2013 1:55:13 PM, imoribio, Action Type : Call to Dealer

Call to SM Mark at Mike Smith Honda. I went over the details in the RO. He confirmed again that the tire rod is broken as a result of the accident.

He also advised the vehicle is currently at the body shop waiting to receive authorization from the customer. The body shop has an estimate from the customer insurance company to repair the vehicle. I was provided with body shop manager, Joe Johnsons number 409-212-2096. I thanked him for his time.

*** NOTES 4/19/2013 2:12:42 PM, imoribio, Action Type : Note-Third Party

Call to Joe Johnson body shop manager 409-212-2096 and confirmed the insurance company has provided a repair estimate. I thanked him for his time.

*** CASE MODIFY COMMITMENT 4/19/2013 2:41:43 PM, imoribio

with [REDACTED] due 04/22/2013 11:45:00 AM.

*** CASE MEDIATION EVENT UPDATE 4/19/2013 2:41:58 PM, imoribio

*** MEDIATION EVENT - DOCS RECEIVED 04/19/2013 02:41:57 PM imoribio

Status: Completed

S: 04/12/2013 11:35:19 AM

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

D: 04/19/2013 12:00:00 AM

A: 04/19/2013 02:41:56 PM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** NOTES 4/23/2013 4:21:20 PM, imoribio, Action Type : Note-Third Party

Mediation reviewed case with our outside council. At this time it is recommended that AHM take the opportunity to thoroughly inspect the vehicle.

*** NOTES 4/25/2013 11:42:02 AM, imoribio, Action Type : Note-Third Party

Call to our outside council and left a message with assistant requesting a return call.

*** NOTES 4/25/2013 2:58:44 PM, imoribio, Action Type : Note-Third Party

The next steps were reviewed with our outside council and at this time a formal letter will be sent to the attorney offering an inspection.

*** NOTES 4/25/2013 3:06:05 PM, imoribio, Action Type : Assessment

The case originated as a Texas DOT. The customers complained that she was not able to steer while driving down the highway which resulted in an accident. In the customers attorney letter she requests that AHM replace/repurchase her vehicle, in addition, to coordinate an inspection of the vehicle.

Mediation reviewed the information with the DPSM and servicing dealership, Mike Smith Auto Plaza. The dealer and DPSM inform that in their initial assessment the damage to the vehicle and components were a result of the accident. After consulting with our outside council, AHM will send a formal letter to the customers attorney to coordinate an inspection of the vehicle to better understand the case.

*** NOTES 4/25/2013 3:07:05 PM, imoribio, Action Type : Field Service

Call to DPSM, 3A, and a voicemail was left requesting a return call.

*** CASE FULFILL 4/25/2013 3:07:16 PM, imoribio

Fulfilled for [REDACTED] due 04/22/2013 11:45:00 AM.

*** COMMIT 4/25/2013 3:07:22 PM, imoribio, Action Type : N/A

send letter to attorney

*** CASE MODIFY COMMITMENT 4/26/2013 5:28:06 PM, imoribio

with [REDACTED] due 04/29/2013 10:30:00 AM.

*** NOTES 4/30/2013 11:22:40 AM, imoribio, Action Type : Letter/Fax

Sent letter to attorney regarding inspection via FedEx (tracking # 799639826941).

*** CASE FULFILL 4/30/2013 11:22:53 AM, imoribio

Fulfilled for [REDACTED] due 04/29/2013 10:30:00 AM.

*** COMMIT 4/30/2013 11:22:59 AM, imoribio, Action Type : N/A

f/u w/ DPSM

*** NOTES 5/1/2013 10:47:39 AM, imoribio, Action Type : Field Service

I received a call from DPSM, 3G. He informed he was currently at Mike Smith Honda and took video of the customers vehicle. He states the video shows the gears moving while wheel is being turned. He states it is evident the tire rod cracked because he can see the area where the part broke off. He informed he will be forwarding the video for review.

*** CASE FULFILL 5/1/2013 10:47:58 AM, imoribio

Fulfilled for [REDACTED] due 05/01/2013 10:00:00 AM.

*** COMMIT 5/1/2013 10:48:03 AM, imoribio, Action Type : N/A

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

call attorney

*** NOTES 5/6/2013 12:24:06 PM, imoribio, Action Type : Field Service

Call to DPSM, 3G. I inquired when his next visit to Mike Smith Honda would be and he advised it would be during the week of 5/20-5/24. He also advised he will be sending the video shortly. I thanked him for his time and confirmed a follow up call as soon as the date approaches.

*** NOTES 5/6/2013 12:31:46 PM, imoribio, Action Type : Note-Third Party

Call to Jacqueline Ryall, customers attorney, at 409-835-6000. I was informed by Liz that Ryan Shaffer was the attorney in charge of the case. My contact information was noted and I was advised they would have Ryan return my call.

*** CASE MODIFY COMMITMENT 5/6/2013 12:32:11 PM, imoribio

with NIYA GRAVES due 05/08/2013 11:30:00 AM.

*** CASE MODIFY COMMITMENT 5/8/2013 4:35:06 PM, imoribio

with NIYA GRAVES due 05/09/2013 11:30:00 AM.

*** NOTES 5/13/2013 12:27:46 PM, imoribio, Action Type : Note-Third Party

Call to Ryan Shaffer, customers attorney, at 409-835-6000. I informed a few weeks back I left a message requesting an return call. I advised my Honda representative will be visiting Mike Smith Honda the week of 5/20-5/24, and would like to know if his client would like to be present during an courtesy inspection. He advised she would like to be present and states he will contact her to confirm her availability. He advised he will follow up with me shortly.

*** COMMIT 5/13/2013 12:27:59 PM, imoribio, Action Type : N/A

Made to [REDACTED] due 05/15/2013 12:00:00 PM.

send appointment letter

*** CASE FULFILL 5/13/2013 12:28:14 PM, imoribio

Fulfilled for [REDACTED] due 05/09/2013 11:30:00 AM.

*** NOTES 5/16/2013 12:13:26 PM, imoribio, Action Type : Note-Third Party

I received a voice message from customers attorney. He informed his client is available 7/21/13 at 10AM.

*** NOTES 5/16/2013 12:15:12 PM, imoribio, Action Type : Field Service

Call to DPSM, 3G. I advised the customer was available 5/21/13 and inquired if he could make arrangements. HE advised that due to unforeseen circumstances he would need to reschedule for 5/29-5/30. I thanked him for his time.

*** NOTES 5/16/2013 12:17:10 PM, imoribio, Action Type : Call to Customer

Call to Ryan Shaffer, customers attorney, at 409-835-6000. I apologized and informed we would like to reschedule the inspection between the days of 5/29-5/31. He advised he will contact his client and follow up shortly.

*** CASE MODIFY COMMITMENT 5/16/2013 12:17:33 PM, imoribio

with NIYA GRAVES due 05/17/2013 12:00:00 PM.

*** NOTES 5/17/2013 1:39:03 PM, imoribio, Action Type : Call from Customer

I received a message from the customer's attorney. He confirmed his client will be available May 29th at 10am.

*** NOTES 5/17/2013 1:40:02 PM, imoribio, Action Type : Field Service

Mediation notified DPSM, 3G, of the customer's available date and is waiting for a response/confirmation from the DPSM.

*** CASE MODIFY COMMITMENT 5/17/2013 1:50:36 PM, imoribio

with [REDACTED] due 05/20/2013 12:00:00 PM.

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** CASE MODIFY COMMITMENT 5/20/2013 3:34:06 PM, imoribio
with [REDACTED] due 05/21/2013 12:00:00 PM.

*** CASE MODIFY 5/20/2013 3:34:12 PM, imoribio
into WIP State Cases and Status of Solving.

*** NOTES 5/21/2013 5:18:27 PM, imoribio, Action Type : Letter/Fax
DPSM inspection letter was sent via FedEx (tracking # 799819284610).

*** CASE FULFILL 5/21/2013 5:30:27 PM, imoribio
Fulfilled for [REDACTED] due 05/21/2013 12:00:00 PM.

*** COMMIT 5/21/2013 5:30:31 PM, imoribio, Action Type : N/A
review RO and respond to attorney

*** NOTES 5/29/2013 10:17:15 AM, imoribio, Action Type : Field Service

I received a call from DPSM, 3G. He advised he met with the customer, her friend, and her attorney. He states the customer go over the details of her accident with him and the attorney took photos of the vehicle. DPSM went over his findings and explained that based on his inspection there is nothing that indicates the accident was a result of a defect in the vehicle at this time. I thanked him for the follow up call and assistance.

*** CASE MODIFY COMMITMENT 5/29/2013 3:05:34 PM, imoribio
with [REDACTED] due 05/30/2013 09:45:00 AM.

*** CASE MODIFY 5/29/2013 3:05:41 PM, imoribio
into WIP State Cases and Status of Solving.

*** NOTES 5/30/2013 11:21:41 AM, imoribio, Action Type : Note-Third Party
I received a voice message from TXDOT rep, Bob Swartz.

I returned his call to the number requested and was placed into his voicemail. In the message I invited him to return my call at his convenience.

*** NOTES 5/30/2013 11:33:16 AM, imoribio, Action Type : Call to Dealer

Call to SM Mark at 409-833-7100 and was placed into his voicemail. In the message I instructed him to fax over the most current RO to 310-533-5537.

*** CASE MODIFY COMMITMENT 5/30/2013 11:33:58 AM, imoribio
with [REDACTED] due 06/03/2013 09:45:00 AM.

*** NOTES 5/30/2013 2:22:37 PM, mlyon, Action Type : Letter/Fax
Received copies of ROs from Mike Smith Honda. Forward to Ingrid

*** CASE ADD ATTACHMENT 5/30/2013 2:30:18 PM, crmsuser
Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_7.pdf

*** CASE ADD ATTACHMENT 6/3/2013 5:30:14 PM, crmsuser
Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_8.pdf

*** NOTES 6/4/2013 9:18:10 AM, imoribio, Action Type : Note-General

RO#: 553683
Date: 2/20/13 - 03/30/13
Miles: 3307 - 3307

Case History

Case ID : N042013-04-1201025

Case Title : ██████████ - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

Line A:Customer states vehicle involved in MVA, steering wheel is free wheeling

Vehicle inspection on steering

Check steering inop wheels turned different directions remove left outer tie rod end in parking long to turn left wheel.

Push inside, hoist vehicle inspect steering column clock spring broken steering intermediate shaft still connected est repair steering. Push back outside on jack.

Push back inside for additional inspection hoist vehicle inspector took pictures push back outside on jack.

On May 29th at 10am CST., ██████████ and her attorney, Ryan Schaper with Provost Umphrey Law Firm, met with Service Manager Mark Williams and Eric Pizzeck DPSM with Honda. We showed them the car and showed them the functionality of both the steering column inside the car and the rack and pinion outside on the driver left front. We showed them the tie rod that had broken off rack and pinion on the driver side. We also showed Ryan Schaper that the rack and pinion was till functioning where the tie rod had broke off. We also showed her attorney that the steering wheel was free wheeling due to the clock spring being broken and explained to him that when the wheel is turned more that seven time sin the same direction that the clock spring will break causing steering wheel to free wheel. Also we told him that this would cause the horn to be inop and call all electrical functions on the steering wheel to be inop. We stated that the impact of the vehicle was located on the left front causing the wheel to be torqued causing the mechanical damage to this vehicle. We met with ██████████ sand her attorney for about 45 minutes.

- Line B:Tow from service to body shop

- Line C:Tow bills from body shop.

*** NOTES 6/5/2013 10:28:53 AM, imoribio, Action Type : Letter/Fax

Letter sent to Ryan Schaper, customer's attorney, via FedEx (tracking # 799926556440).

*** NOTES 6/5/2013 10:29:35 AM, imoribio, Action Type : Letter/Fax

Letter and RO sent to TX DOT via FedEx (tracking # 799925501297)

*** CASE FULFILL 6/5/2013 10:30:00 AM, imoribio

Fulfilled for ██████████ due 06/03/2013 09:45:00 AM.

*** COMMIT 6/5/2013 10:32:07 AM, imoribio, Action Type : N/A

update

*** NOTES 6/14/2013 2:09:31 PM, imoribio, Action Type : Note-General

Call to Bob Swartz with Texas DOT and was placed into his voicemail. In the message I provided the customers case number and requested a status on the case. I provided my contact information for a return call.

*** CASE FULFILL 6/14/2013 2:09:45 PM, imoribio

Fulfilled for ██████████ due 06/14/2013 02:00:00 PM.

*** COMMIT 6/14/2013 2:09:47 PM, imoribio, Action Type : N/A

decision

*** NOTES 6/21/2013 1:01:29 PM, imoribio, Action Type : Note-Third Party

Call to Bob Swartz with Texas DOT and was placed into his voicemail. In the message I provided the customers case number and requested a status on the case.

*** CASE MODIFY COMMITMENT 6/21/2013 1:01:47 PM, imoribio

with ██████████ due 07/05/2013 04:00:00 PM.

*** NOTES 7/1/2013 1:42:36 PM, mlyon, Action Type : Letter/Fax

Received copy of order entered from the TXDMV. Order was not enclosed with letter. Forward to Ingrid

*** CASE ADD ATTACHMENT 7/1/2013 2:00:22 PM, crmsuser

Added attachement ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_9.pdf

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

*** NOTES 7/8/2013 1:08:08 PM, imoribio, Action Type : Note-Third Party

Call to TXDOT a [REDACTED] and was assisted by Terry. I informed our offices received a letter for a motion of rehearing and a letter for an order of dismissal. I asked if she could advise the status of the case. She advised per her database the status is that an order of dismissal was issued, however, she will send an email to the case advisor and ask that he follow up with me to confirm. I thanked her for her time and assistance.

*** CASE MODIFY COMMITMENT 7/8/2013 1:08:47 PM, imoribio

with [REDACTED] due 07/10/2013 09:30:00 PM.

*** NOTES 7/9/2013 5:20:25 PM, imoribio, Action Type : Note-Third Party

Mediation received a call from TXDOT rep, Bob, at 9:34 AM. I provided the TXDOT cause number and inquired that status of the case. He informed he has sent multiple notices and made several calls to [REDACTED], however, she never responded. He advised that based on that information he forwarded an order of dismissal. He advised at this time the case has been closed I thanked him for his time and assistance.

*** CASE FULFILL 7/9/2013 5:23:22 PM, imoribio

Fulfilled for [REDACTED] due 07/10/2013 09:30:00 PM.

*** COMMIT 7/9/2013 5:23:26 PM, imoribio, Action Type : N/A

close case

*** NOTES 7/12/2013 5:00:10 PM, imoribio, Action Type : Note-Resolution

The case originated as a Texas DOT. The customers complained that she was not able to steer while driving down the highway which resulted in an accident. In the customers attorney letter she requests that AHM replace/repurchase her vehicle, in addition, to coordinate an inspection of the vehicle.

Mediation reviewed the information with the DPSM and servicing dealership, Mike Smith Auto Plaza. The dealer and DPSM inform that in their initial assessment the damage to the vehicle and components were a result of the accident. After consulting with our outside council, AHM will send a formal letter to the customers attorney to coordinate an inspection with the customer and her council. The DPSM, SM, customer, and customers attorney inspected the vehicle on May 29, 2013. The DPSM and SM demonstrated to the customer and attorney the functionality of both the steering column inside the car and the rack and pinion outside on the driver left front. They showed the customers attorney that the steering wheel was free wheeling due to the clock spring being broken and explained to him that when the wheel is turned more that seven time sin the same direction that the clock spring will break causing steering wheel to free wheel.

Based on the current available information, AHM sent the attorney and Texas DOT a letter informing them that the inspection conclusively determined that the steering system damage was the result of impact and not a defect in material or workmanship. For these reasons, AHM is unable to grant the clients request to replace or repurchase this vehicle at this time.

*** SUBCASE N042013-04-1201025-1 CLOSE 7/12/2013 5:02:54 PM, imoribio

Status = Solving, Resolution Code = Instruction Given

*** CASE MEDIATION EVENT UPDATE 7/12/2013 5:03:11 PM, imoribio

*** MEDIATION EVENT - STATE NOTIF RECD 07/12/2013 05:03:10 PM imoribio

Status: Completed

S: 04/09/2013 11:33:47 AM

D: 05/22/2013 12:00:00 AM

A: 07/12/2013 05:03:09 PM

Assgn to: Mediation ()

Notes: TXDMV

*** CASE MEDIATION EVENT UPDATE 7/12/2013 5:03:14 PM, imoribio

*** MEDIATION EVENT - ATTORNEY LETTER RECD 07/12/2013 05:03:14 PM imoribio

Case History

Case ID : N042013-04-1201025

Case Title : [REDACTED] - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

Status: Completed

S: 04/11/2013 11:25:49 AM

D: 05/13/2013 12:00:00 AM

A: 07/12/2013 05:03:13 PM

Assgn to: Mediation (PROVOST & UMPHREY)

Notes:

*** CASE MEDIATION ADD/MODIFY 7/12/2013 5:03:42 PM, imoribio

*** MEDIATION DECISION 07/12/2013 05:03:42 PM imoribio

Proc: Mediation

Dcsn: Non-Warrantable

Cust: Buyback-Repurchase

AHM: Non-Warrantable Rsn: Non-Warrantable

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N012013-02-010

*** CASE MEDIATION EVENT ADD 7/12/2013 5:04:10 PM, imoribio

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 07/12/2013 05:04:10 PM imoribio

Status: Completed

S: 07/12/2013 05:03:49 PM

D: ?/?/? ??:??:?

A: 07/12/2013 05:04:00 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** CASE MODIFY 7/12/2013 5:04:26 PM, imoribio

into WIP State Cases and Status of Solving.

*** CASE CLOSE 7/12/2013 5:04:33 PM, imoribio

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

*** CASE REOPEN 10/24/2013 11:50:28 AM, mlyon

with Condition of Open and Status of Solving.

*** SUBCASE N042013-04-1201025-2 CREATE 10/24/2013 11:51:40 AM, mlyon

Created in WIP Default with Due Date 10/24/2013 11:51:40 AM.

*** CASE MEDIATION EVENT ADD 10/24/2013 11:56:12 AM, mlyon

*** MEDIATION EVENT - SEND CHECK 10/24/2013 11:56:12 AM mlyon

Status: Completed

S: 10/24/2013 11:55:59 AM

D: 10/28/2013 12:00:00 AM

A: 10/28/2013 11:56:07 AM

Assgn to: Mediation ()

Notes: HARTLINE, DACUS, BARGER & KERN

*** SUBCASE N042013-04-1201025-2 DISPATCH 10/24/2013 11:57:27 AM, mlyon

Case History

Case ID : N042013-04-1201025

Case Title : ██████████ - TXDMV - STEERING NON RESPONSIVE CAUSING ACCIDENT

from WIP Default to Queue CK Req - Mediation Mgr.

*** SUBCASE N042013-04-1201025-2 10/24/2013 2:23:09 PM, galbu, Action Type :

Check Requisition for 296.00 \$ submitted

Check Requisition for 296.00 \$ submitted by galbu

*** SUBCASE N042013-04-1201025-2 RETURN 10/24/2013 2:23:19 PM, galbu

from Queue CK Req - Mediation Mgr to WIP Default.

*** SUBCASE N042013-04-1201025-2 COMMIT 10/28/2013 8:00:46 AM, mlyon, Action Type : External Commitment

Check processed for check_req_no = 30503 on 2013-10-25-00.00.00.000000

*** CASE ADD ATTACHMENT 10/28/2013 1:30:18 PM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025_10.pdf

*** CASE ADD ATTACHMENT 10/28/2013 1:30:18 PM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-04-1201025-2_10.pdf

*** SUBCASE N042013-04-1201025-2 CLOSE 10/29/2013 11:18:41 AM, mlyon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/29/2013 11:18:41 AM, mlyon

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

Case Details

Case ID : N042013-02-0801892	Division : Honda - Auto	Condition : Closed	Open Date : 2/8/2013 3:56:43 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 7/3/2013 8:50:20 AM
Case Owner : Michael Lyon (Team MA)	Method : ACS to Mediation	Queue :	Days Open : 145
Last Closed By : Michael Lyon (Team MA)	Point of Origin : Internal Information	Wipbin :	
Case Title : ██████████ - ESCALATED CASE - STEERING LOCKS WHILE DRIVING		No. of Attachments : 6	

Site / Contact Info :

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

Product Info :

Unit Owner :	UNKNOWN UNKNOWN UNKN
VIN Type / No. :	US VIN / 1HGCR2F32DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F3DEW / A
Miles / Hours :	2,000
In Service Date :	11/19/2012
Months In Use :	3
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. :	203-730-5600
Address :	102D-102A-104 FEDERAL
City / State / Zip :	DANBURY, CT 06810
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
N042013-02-0801892-1 / UNKNOWN UNKNOWN -	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042013-02-0801892	Final Decision : Buyback-Replace	Descision Updated : 2/25/2013 1:05:59 PM
Process : Voluntary	Customer Position : Buyback-Replace	
Document Ref : JEANETTE SMITH	AHM Position : Buyback-Replace	
Related Case : N012013-01-2200009		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 2/25/2013 1:05:59 PM	By : jsmith01

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Repurchase Cost	(\$23,328.00)	(\$23,328.00)	2/25/2013 1:05:31 PM	2/25/2013 1:05:32 PM	jsmith01
Auction Proceeds	\$19,150.00	\$17,700.00	5/10/2013 8:48:25 AM	7/3/2013 8:48:29 AM	mlyon
Total Amount	(\$4,178.00)	(\$5,628.00)			

Mediation Activity :

*** Event Type / Status : Send Check / Completed	Start Date : 2/25/2013 1:05:09	Notes :
Assigned To : Mediation ()	Due Date : 3/5/2013	
Last Updated / By : 3/5/2013 8:19:11 AM / jsmith01	Actual Date : 3/5/2013 8:19:10	
*** Event Type / Status : Repair scheduled / Completed	Start Date : 3/12/2013 4:15:31	Notes : DPSM TEST DRIVE
Assigned To : DPSM ()	Due Date : 3/22/2013	
Last Updated / By : 2/8/2013 4:03:41 PM / mlyon	Actual Date : 3/13/2013 8:34:56	
*** Event Type / Status : Repair scheduled / Completed	Start Date : 3/12/2013 4:15:31	Notes : DPSM TEST DRIVE
Assigned To : DPSM ()	Due Date : 3/22/2013	
Last Updated / By : 3/29/2013 7:39:45 AM / mlyon	Actual Date : 3/13/2013 8:34:56	
*** Event Type / Status : Auction Unit / Completed	Start Date : 4/1/2013 4:22:27	Notes :
Assigned To : ISG (BOSTON AUTO)	Due Date : 5/10/2013	
Last Updated / By : 7/3/2013 8:47:48 AM / mlyon	Actual Date : 5/10/2013 8:46:19	
*** Event Type / Status : Disclosure Requested / Completed	Start Date : 7/3/2013 8:47:49	Notes :
Assigned To : ISG ()	Due Date :	
Last Updated / By : 7/3/2013 8:47:56 AM / mlyon	Actual Date : 7/3/2013 8:47:53	

Issue Details

Issue ID : N042013-02-0801892-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 2/8/2013 3:59:58 PM
Issue Owner : Jeanette Smith	Type 2 : Operation	Queue :	Close Date : 3/13/2013 8:34:36 AM
Issue Title : UNKNOWN UNKNOWN - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Buy Back, 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
37820-5A3-L55	CONT MOD, POWERTRAI	Not Applicable

Check Req Info :

Check Requisition No. : 10587	Payee Name : HONDA OF DANBURY
Primary Amount : \$23,328.27	Address : 102D-102A-104 FEDERAL
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : DANBURY, CT 06810
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$23,328.27	Contention Code : 03203
Approved By : rboudrea	Defect Code : 03214
Approval Date : 2/28/2013	Category : BuyBack
Status : PROCESSED	Failed Part # : 37820-5A3-L55
Check No. : 831285	
Check Date : 3/1/2013	

Case History

Case ID : N042013-02-0801892

Case Title : ██████████ - ESCALATED CASE - STEERING LOCKS WHILE DRIVING

*** CASE CREATE 2/8/2013 3:56:43 PM, mlyon

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

*** NOTES 2/8/2013 3:56:45 PM, mlyon, Action Type :

Mediation Review Committee Escalation Recommended

Date of Submission: 02/07/13

Customers Contention: Steering locks while driving

Resolution Sought: Replacement

Carfax shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports:1

Case Numbers of Previous Cases: N012013-021-2200009

DPSM Involvement: No

DPSM Name: Rena Baeza

Zone/District: 5E

*** SUBCASE N042013-02-0801892-1 CREATE 2/8/2013 3:59:58 PM, mlyon

Created in WIP Default with Due Date 2/8/2013 3:59:58 PM.

*** CASE MEDIATION ADD/MODIFY 2/8/2013 4:00:28 PM, mlyon

*** MEDIATION DECISION 02/08/2013 04:00:28 PM mlyon

Proc: Voluntary

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: N012013-01-2200009

*** CASE MEDIATION EVENT ADD 2/8/2013 4:03:42 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 02/08/2013 04:03:41 PM mlyon

Status: Completed

S: 02/08/2013 04:00:03 PM

D: ?/?/? ??:??:?

A: 02/08/2013 04:03:34 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 2/8/2013 4:04:07 PM, mlyon, Action Type : N/A

Made to ██████████ due 02/11/2013 04:04:08 PM.

New escalated case opened. Review RO's provided by call center

*** NOTES 2/8/2013 4:04:21 PM, mlyon, Action Type : Note-General

Email sent to zone 5E notifying of open Mediation case. Email sent to call center to close their pending case

*** CASE MODIFY 2/8/2013 4:11:42 PM, mlyon

into WIP Default and Status of Solving.

Case History

Case ID : N042013-02-0801892

Case Title : [REDACTED] - ESCALATED CASE - STEERING LOCKS WHILE DRIVING

*** CASE ASSIGN 2/8/2013 4:11:46 PM, mlyon

N042013-02-0801892 to jsmith01, WIP

*** CASE RULE ACTION 2/8/2013 4:11:47 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N042013-02-0801892-1 ASSIGN 2/8/2013 4:11:59 PM, mlyon

N042013-02-0801892-1 to jsmith01, WIP

*** SUBCASE N042013-02-0801892-1 RULE ACTION 2/8/2013 4:11:59 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 2/11/2013 7:22:04 AM, jsmith01, Action Type : Call from Customer

Spoke to DPSM who stated that she was recently involved in this case. The customer was complaining that the Steering was locking up. Tech Line was contacted. EPS steering unit was replaced and at this point the vehicle is at the dealership being test driving. DPSM stated that she also test drove the vehicle multiple times and at this point the issue has been addressed. She will contact the dealership to have them fax over the entire RO history.

*** CASE FULFILL 2/11/2013 12:47:14 PM, jsmith01

Fulfilled for [REDACTED] due 02/11/2013 04:04:08 PM.

*** COMMIT 2/11/2013 12:47:22 PM, jsmith01, Action Type : N/A

Need Ro's

*** COMMIT 2/11/2013 12:47:42 PM, jsmith01, Action Type : N/A

Call customer

*** CASE FULFILL 2/12/2013 1:20:55 PM, jsmith01

Fulfilled for [REDACTED] due 02/12/2013 12:00:00 AM.

*** NOTES 2/13/2013 2:08:42 PM, jsmith01, Action Type : Call to Customer

Left a message for the customer requesting a return call.

*** CASE MODIFY COMMITMENT 2/13/2013 2:16:31 PM, jsmith01

with [REDACTED] due 02/15/2013 12:00:00 AM.

*** NOTES 2/13/2013 2:18:05 PM, jsmith01, Action Type : Note-General

TIMELINE - 2013 ACCORD - 1HGCR2F32DA [REDACTED] - [REDACTED]

In service date: 11/19/2012

RO 273095 - 12-17-12 to 12-17-12 - 1,449 miles

· All information is per CICS and tech notes. Customer states power steering pump locks up. Customer says EPS light on? EPS light comes on intermittently the power steering fails. Retried codes 71-01 and 71-02. Motor sensor signal loss. Inspected wiring at EPS unit as per flow chart. Performed re-learn as needed.

RO 273105 - 12-17-12 to 12-21-12 - 1,478 miles

· All information is per CICS and tech notes. Customer states EPS light came on. Codes 71-01 71-02. Tech road test. Contacted Honda Tech Line. Was told to check and correct all pin connections at steering rack and EPS unit. Pulled all connectors. Installed pin fit connector and re-road test multiple times. Light did not return.

Case History

Case ID : N042013-02-0801892

Case Title : ██████████ - ESCALATED CASE - STEERING LOCKS WHILE DRIVING

RO 276388 - 1-19-13 to present - 2,987 miles

All information is per CICS and tech notes. Steering wheel electronic power steering light comes on then locks up. Has been here before for same issue. Codes 71-01 for motor angle sensor. Battery failed load test. Replaced battery. Updated PCM. Pin fit issue on connectors to control unit. Road test authorized by customer as needed. Service and parts managers took vehicle to AHM meeting. While driving on highway, steering light came on and all power steering function stopped working. Service manager steered vehicle off highway into parking lot. Vehicle was turned off and restarted. Power steering returned. Codes 71-01 and 71-02 returned. Tech Line recommended checking pin fits at EPS control unit and steering angle sensor on steering rack. Connectors appear normal. EPS unit from known good unit was installed. DPSM road tested vehicle.

*** NOTES 2/13/2013 2:28:58 PM, jsmith01, Action Type : Call to Dealer

Jay the S/M who stated that there has been an issue with the power steering locked up. They contacted Tech Line for assistance. ECM was updated and they inspected the wiring pin fit jack to ensure that there was not a loose connection. Code 71-01 for the motor angle sensor as well as the battery voltage was low. The battery was replaced. Tech Line did recommend to replace the electronic p/s control unit. S/M test drove the vehicle for 55 miles and the power steering locked on him with no warning. at that point they installed the P/S control unit. at this point they are not confident that the vehicle is repaired. They will continue to drive the vehicle. It is his understanding that the customer is an attorney.

*** NOTES 2/14/2013 2:13:35 PM, jsmith01, Action Type : Call from Customer

Introduced myself to the customer and apologized for the circumstance that promoted her contact to our office. The customer expressed great dissatisfaction with this Accord and stated that she purchased the vehicle because she believe that it was the safest vehicle. She stated that she loves the Honda product and is an avid Honda fan. The customer currently owns a Honda Crosstour. Customer paid cash for both vehicles. Customer stated that she no longer wants the vehicle and is asking for a replacement. I advised the customer that considering that the vehicle is still down at the dealership and the repeat repairs AHM is offering to replace her vehicle. The customer was appreciative and stated that she is so happy that Honda has stepped up to relieve her worry. Her priority is the safety of her daughter. I advised her that at this point in order to move forward we will need a copy of her sales contract, title front and back and registration. Fax number was provided.

*** NOTES 2/15/2013 7:31:01 AM, mlyon, Action Type : Letter/Fax

Received copy of front & backside of vehicle title & buyer's order. Forward to Jeanette

*** CASE ADD ATTACHMENT 2/15/2013 7:45:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-02-0801892_1.pdf

*** CASE FULFILL 2/18/2013 7:29:24 AM, jsmith01

Fulfilled for ██████████ due 02/15/2013 12:00:00 AM.

*** NOTES 2/18/2013 2:10:22 PM, jsmith01, Action Type : Assessment

The vehicle has visited the dealership on three separate occasions because other vehicle is losing steering and locking up. The vehicle is current at the dealership and has been there since 1/19/2013. The dealership last replaced the PCM and is currently test driving the vehicle to confirm that the vehicle has been repaired. AHM will offer to replace this vehicle.

*** NOTES 2/18/2013 2:30:49 PM, jsmith01, Action Type : Letter/Fax

February 18, 2013

██████████
Sherman, CT ██████████

Dear ██████████:

Case History

Case ID : N042013-02-0801892

Case Title : ██████████ - ESCALATED CASE - STEERING LOCKS WHILE DRIVING

Thank you for providing American Honda Motor Co., Inc. (AHM) the opportunity to review and address the issues you experienced with your 2013 Honda Accord vehicle identification number 1HGCR2F32DA ██████████. Please accept this letter as confirmation that AHM agrees to replace your current vehicle, with a comparable new 2013 Honda Accord LX pursuant to the terms and conditions of the state guidelines. This includes sales tax, license and registration as stipulated by your state for a vehicle replacement transaction. In addition AHM agrees to install any OEM accessories that were included on your original sales contract as applicable.

Per the terms of this agreement, you are expected to participate in the following:

1. Turn in the current vehicle in good condition, free from debris and personal items.
2. Any physical damage should be repaired prior to turning in the vehicle.
3. Sign the necessary documentation at the time of the replacement to allow American Honda to transfer the title out of your name.

If these terms are agreeable, please sign and return this form as well as the enclosed release agreement. You can fax them back to us at 310-533-5537 and send the originals.

A representative from Impartial Services Group (ISG) will be in touch with you to arrange for a transfer date. This process should be completed within 30 days of your signature. Please contact me at the number listed below if you have any questions regarding this matter.

Sincerely,

*** NOTES 2/20/2013 2:59:33 PM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Jeanette

*** CASE ADD ATTACHMENT 2/20/2013 3:00:22 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-02-0801892_2.pdf

*** NOTES 2/21/2013 8:58:36 AM, jsmith01, Action Type : Call to Dealer

Spoke to Brian the GM at Honda of Danbury. I requested to know if they would be willing to sell us a vehicle at cost. I advised that AHM will provide hold back or a replacement unit. GM agreed and will back to me on possibly taking hold back. I advised that at this point she has signed a release agreement stating that AHM will replace her 2013 Accord with a new unit. She is currently in 2013 Honda Accord LX CVT WB/ Model # CR2F3DEW VIN 1HGCR2F32DA ██████████. We are looking for the exact vehicle to be sold to us at cost. I explained that the customer has no liens on this vehicle so this will be a cash deal. I advised that once they locate the vehicle we will simply need an itemized sales contract that indicates what will owed to them. This includes sales tax, registration, ect. I advised that the vehicle should be put on hold for us until our transfer agent (Impartial Services, ISG) schedules the date for surrender with the customer.

He stated that he will get back to us once he locates the vehicle.

*** COMMIT 2/21/2013 9:01:16 AM, jsmith01, Action Type : N/A

F/U on vehicle location

*** NOTES 2/25/2013 7:57:32 AM, jsmith01, Action Type : Call to Dealer

Spoke to Brian the GM who stated that he found the vehicle. He will be faxing over the Sales contract and invoice. I advised him that once I receive it I would follow up with him to re-confirm the vehicle and the numbers.

*** CASE FULFILL 2/25/2013 7:57:49 AM, jsmith01

Fulfilled for ██████████ due 02/28/2013 12:00:00 AM.

Case History

Case ID : N042013-02-0801892

Case Title : ██████████ - ESCALATED CASE - STEERING LOCKS WHILE DRIVING

*** COMMIT 2/25/2013 7:57:53 AM, jsmith01, Action Type : N/A

Confirm the sales contract and vehicle.

*** NOTES 2/25/2013 12:49:39 PM, jsmith01, Action Type : Call to Customer

Sent Dealer direction.

*** COMMIT 2/25/2013 12:50:17 PM, jsmith01, Action Type : N/A

Send check

*** CASE MEDIATION EVENT ADD 2/25/2013 1:05:18 PM, jsmith01

*** MEDIATION EVENT - SEND CHECK 02/25/2013 01:05:17 PM jsmith01

Status: In Progress

S: 02/25/2013 01:05:09 PM

D: 03/05/2013 12:00:00 AM

A: ???/??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION ADD/MODIFY 2/25/2013 1:06:00 PM, jsmith01

*** MEDIATION DECISION 02/25/2013 01:05:59 PM jsmith01

Proc: Voluntary

Dcsn: Buyback-Replace

Cust: Buyback-Replace

AHM: Buyback-Replace Rsn: Excessive Repairs

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: N012013-01-2200

*** CASE MODIFY 2/25/2013 1:34:58 PM, jsmith01

into WIP Esc and Status of Solving.

*** NOTES 2/26/2013 4:05:45 PM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Jeanette

*** CASE ADD ATTACHMENT 2/26/2013 4:15:20 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-02-0801892_3.pdf

*** CASE MODIFY 2/27/2013 7:30:54 AM, jsmith01

into WIP Esc and Status of Solving.

*** CASE FULFILL 2/27/2013 7:49:29 AM, jsmith01

Fulfilled for ██████████ due 02/28/2013 12:00:00 AM.

*** SUBCASE N042013-02-0801892-1 DISPATCH 2/27/2013 9:22:09 AM, jsmith01

from WIP Sub cases to Queue CK Req - Mediation Mgr.

*** CASE MODIFY 2/27/2013 9:37:53 AM, jsmith01

into WIP Esc and Status of Solving.

*** SUBCASE N042013-02-0801892-1 RULE ACTION 2/28/2013 9:22:09 AM, sa

Case History

Case ID : N042013-02-0801892

Case Title : ██████████ - ESCALATED CASE - STEERING LOCKS WHILE DRIVING

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

*** SUBCASE N042013-02-0801892-1 2/28/2013 3:12:08 PM, rboudrea, Action Type :

Check Requisition for 23,328.27 \$ submitted

Check Requisition for 23,328.27 \$ submitted by rboudrea

*** SUBCASE N042013-02-0801892-1 RETURN 2/28/2013 3:12:17 PM, rboudrea

from Queue CK Req - Mediation Mgr to WIP Sub cases.

*** SUBCASE N042013-02-0801892-1 COMMIT 3/4/2013 8:06:35 AM, jsmith01, Action Type : External Commitment

Check processed for check_req_no = 10587 on 2013-03-01-00.00.00.000000

*** CASE FULFILL 3/5/2013 8:18:52 AM, jsmith01

Fulfilled for ██████████ due 03/06/2013 12:00:00 AM.

*** CASE MEDIATION EVENT UPDATE 3/5/2013 8:19:12 AM, jsmith01

*** MEDIATION EVENT - SEND CHECK 03/05/2013 08:19:11 AM jsmith01

Status: Completed

S: 02/25/2013 01:05:09 PM

D: 03/05/2013 12:00:00 AM

A: 03/05/2013 08:19:10 AM

Assgn to: Mediation ()

Notes:

*** COMMIT 3/5/2013 8:19:17 AM, jsmith01, Action Type : N/A

Surrender date??

*** SUBCASE N042013-02-0801892-1 FULFILL 3/6/2013 6:04:05 AM, jsmith01

Fulfilled for ██████████ due ???/? :??:?.

*** CASE RULE ACTION 3/8/2013 3:56:43 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MEDIATION EVENT ADD 3/12/2013 4:16:43 PM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 03/12/2013 04:16:43 PM mlyon

Status: In Progress

S: 03/12/2013 04:15:31 PM

D: 03/22/2013 12:00:00 AM

A: ???/? :??:?

Assgn to: Mediation ()

Notes:

*** CASE FULFILL 3/13/2013 6:57:50 AM, jsmith01

Fulfilled for ██████████ due 03/12/2013 12:00:00 AM.

*** NOTES 3/13/2013 8:32:18 AM, jsmith01, Action Type : Note-General

To: ██████████

CC: ██████████

Subject : Case# N042013-02-0801892 / Customer Last Name ██████████ / Full VIN : 1HGCR2F32DA ██████████

Case History

Case ID : N042013-02-0801892

Case Title : ██████████ - ESCALATED CASE - STEERING LOCKS WHILE DRIVING

Notification:

On 03/12/2013 , the above referenced vehicle was surrendered by the customer to Honda Of Danbury and dealer code is 207994.

Buyback Concern:Power steering locked up.

Auction Name: Boston Auto Auction

*** NOTES 3/13/2013 8:34:08 AM, jsmith01, Action Type : Assessment

The case originated as an escalated case for CR.

Mediation reviewed the repair history with DPSM and servicing dealership, Honda of Danbury. The customer first visited the dealership at 1,449 miles indicating that the steering wheel was locking and the EPS light was on. The dealership cleared the codes (71-01 & 71-02 motor angle sensor) and reset them. The vehicle returned to the dealership the following day at 1,478 miles with the same complaint. Tech Line and DPSM were contacted. The dealership corrected the pin connections at rack and EPS unit and installed all pin fits. Vehicle was road tested multiple times. The vehicle returned a third time with the same complaint. The dealership replaced the battery and swapped the EPS unit from a stock vehicle. The dealership is currently test-driving the vehicle to confirm repair.

The customer does not feel that her 16-year-old daughter is safe in the vehicle and requested that the vehicle be replaced.

Due to the nature of the complaint AHM will be replacing the customers vehicle under the terms of the State of CT.

*** SUBCASE N042013-02-0801892-1 CLOSE 3/13/2013 8:34:36 AM, jsmith01

Status = Solving, Resolution Code = Instruction Given

*** CASE MEDIATION EVENT UPDATE 3/13/2013 8:34:58 AM, jsmith01

*** MEDIATION EVENT - REPAIR SCHEDULED 03/13/2013 08:34:58 AM jsmith01

Status: Completed

S: 03/12/2013 04:15:31 PM

D: 03/22/2013 12:00:00 AM

A: 03/13/2013 08:34:56 AM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 3/13/2013 8:35:32 AM, jsmith01

into WIP complete and Status of Solving.

*** CASE CLOSE 3/13/2013 8:35:36 AM, jsmith01

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

*** CASE REOPEN 3/13/2013 8:35:46 AM, jsmith01

with Condition of Open and Status of Solving.

*** NOTES 3/13/2013 9:31:09 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Honda of Danbury. Forward to Jeanette

*** CASE ADD ATTACHMENT 3/13/2013 9:45:19 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-02-0801892_4.pdf

Case History

Case ID : N042013-02-0801892

Case Title : ██████████ - ESCALATED CASE - STEERING LOCKS WHILE DRIVING

*** CASE ADD ATTACHMENT 3/13/2013 2:45:20 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-02-0801892_5.pdf

*** CASE MEDIATION EVENT UPDATE 3/29/2013 7:39:46 AM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 03/29/2013 07:39:46 AM mlyon

Status: Completed

S: 03/12/2013 04:15:31 PM

D: 03/22/2013 12:00:00 AM

A: 03/13/2013 08:34:56 AM

Assgn to: DPSM ()

Notes: DPSM TEST DRIVE

*** NOTES 4/1/2013 12:26:07 PM, jsmith01, Action Type : Assessment

The case originated as an escalated case for CR.

Mediation reviewed the repair history with DPSM and servicing dealership, Honda of Danbury. The customer first visited the dealership at 1,449 miles indicating that the steering wheel was locking and the EPS light was on. The dealership cleared the codes (71-01 & 71-02 motor angle sensor) and reset them. The vehicle returned to the dealership the following day at 1,478 miles with the same complaint. Tech Line and DPSM were contacted. The dealership corrected the pin connections at rack and EPS unit and installed all pin fits. Vehicle was road tested multiple times. The vehicle returned a third time with the same complaint. The dealership replaced the battery and swapped the EPS unit from a stock vehicle. The dealership is currently test-driving the vehicle to confirm repair.

The customer requested a replacement vehicle. Due to the nature of the complaint AHM will be replacing the customers vehicle under the terms of the State of CT. DPSM and Honda of Danbury test drove the vehicle and determined that the vehicle is repaired and operating as designed.

*** CASE MODIFY 4/1/2013 12:26:49 PM, jsmith01

into WIP complete and Status of Solving.

*** CASE CLOSE 4/1/2013 12:26:52 PM, jsmith01

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

*** CASE REOPEN 4/1/2013 12:27:01 PM, jsmith01

with Condition of Open and Status of Solving.

*** CASE ASSIGN 4/1/2013 12:27:24 PM, jsmith01

N042013-02-0801892 to mlyon, WIP

*** CASE CHG STATUS 4/4/2013 4:22:10 PM, mlyon

from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT ADD 4/4/2013 4:23:30 PM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 04/04/2013 04:23:29 PM mlyon

Status: In Progress

S: 04/01/2013 04:22:27 PM

D: 05/10/2013 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: ISG (BOSTON AUTO AUCTION)

Notes:

Case History

Case ID : N042013-02-0801892

Case Title : ██████████ - ESCALATED CASE - STEERING LOCKS WHILE DRIVING

*** CASE ADD ATTACHMENT 4/26/2013 3:15:15 PM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-02-0801892_6.pdf

*** CASE MEDIATION EVENT UPDATE 7/3/2013 8:47:49 AM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 07/03/2013 08:47:48 AM mlyon

Status: Completed

S: 04/01/2013 04:22:27 PM

D: 05/10/2013 12:00:00 AM

A: 05/10/2013 08:46:19 AM

Assgn to: ISG (BOSTON AUTO AUCTION)

Notes:

*** CASE MEDIATION EVENT ADD 7/3/2013 8:47:57 AM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 07/03/2013 08:47:57 AM mlyon

Status: Completed

S: 07/03/2013 08:47:49 AM

D: ??/? ??:?

A: 07/03/2013 08:47:53 AM

Assgn to: ISG ()

Notes:

*** NOTES 7/3/2013 8:50:12 AM, mlyon, Action Type : Note-General

Buying dealer and dealer disclosure signed by;

Bayside Imports 202-01 Northern Blvd Bayside, NY. 11361 718-229-6768

04/29/13

*** CASE CLOSE 7/3/2013 8:50:20 AM, mlyon

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

Case Details

Case ID : N042014-01-2100854	Division : Honda - Auto	Condition : Re - Open	Open Date : 1/21/2014 11:13:52 AM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Disposing Unit	Close Date : 8/22/2014 4:59:08 PM
Case Owner : Mario Caballero (Team MA)	Method : Email/Internet	Queue :	Days Open : 324
Last Closed By : Christina Griffin (Team MA)	Point of Origin : NCDS	Wipbin : At Auction	
Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING	No. of Attachments : 14		

Site / Contact Info :

Site Name :	[REDACTED] 3588
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 :	18,570
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 : NCDS	Party 3 : Techline
Party 2 : C.R.	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042014-01-2100854-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042014-01-2100854	Final Decision : Buyback-Replace	Decision Updated : 7/31/2014 12:47:08 PM
Process : Arbitration	Customer Position : Buyback-Repurchase	
Document Ref : CHRISTINA GRIFFIN	AHM Position : Buyback-Replace	
Related Case : N012013-01-0900649		
Arbitration Method : In Writing		
Arbitration Outcome : Settled	Last Updated : 7/31/2014 12:47:08 PM	By : cgriffin

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Auction Proceeds	\$29,527.00	\$0.00		11/19/2014 10:30:43	mlyon
Replacement Cost	(\$29,526.00)	(\$29,526.00)	7/31/2014 12:47:42 PM	7/31/2014 12:53:25 PM	cgriffin
Total Amount	\$1.00	(\$29,526.00)			

Mediation Activity :

*** Event Type / Status : NCDS Case Recs / Cancelled	Start Date : 1/21/2014 11:14:28	Notes : HON140006- CUSTOMER WITHDREW THEIR CASE DUE TO A REPLACEMENT OFFER BEING MADE
Assigned To : Mediation ()	Due Date : 3/3/2014	
Last Updated / By : 2/12/2014 1:31:31 PM / cgriffin	Actual Date : 2/12/2014 1:31:18	
*** Event Type / Status : Docs Received / Completed	Start Date : 1/21/2014 11:14:47	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 1/28/2014	
Last Updated / By : 1/24/2014 10:54:50 AM / mlyon	Actual Date : 1/24/2014 10:54:49	
*** Event Type / Status : MRF Sent / Completed	Start Date : 1/21/2014 11:14:56	Notes :
Assigned To : Mediation ()	Due Date : 1/28/2014	
Last Updated / By : 2/12/2014 1:32:26 PM / cgriffin	Actual Date : 2/12/2014 1:32:25	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 1/21/2014 11:15:01	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 1/21/2014 11:15:07 AM / mlyon	Actual Date : 1/21/2014 11:15:05	
*** Event Type / Status : Arb Decision Due / Cancelled	Start Date : 2/5/2014 9:23:44	Notes : DECISION?
Assigned To : Third Party ()	Due Date : 2/11/2014	
Last Updated / By : 2/12/2014 1:31:38 PM / cgriffin	Actual Date : 2/12/2014 1:31:36	
*** Event Type / Status : Offer Made / Completed	Start Date : 2/12/2014 1:32:28	Notes :
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 3/21/2014 5:04:05 PM / cgriffin	Actual Date : 3/21/2014 1:32:53	
*** Event Type / Status : Offer Made / Completed	Start Date : 3/5/2014 4:13:30	Notes :
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 3/5/2014 4:13:39 PM / cgriffin	Actual Date : 3/5/2014 4:13:38	
*** Event Type / Status : Release Rec'd / Completed	Start Date : 3/14/2014 5:33:44	Notes :
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 3/14/2014 5:33:56 PM / cgriffin	Actual Date : 3/14/2014 5:33:55	
*** Event Type / Status : Transfer Agent Mtg / Completed	Start Date : 5/2/2014 5:31:59	Notes : VEHICLE SURRENDER WILL BE COMPLETED ON 7/25/2014, 01:00 PM AT MOSS BROS. HONDA
Assigned To : ISG ()	Due Date : 7/25/2014 1:00:00	
Last Updated / By : 7/29/2014 2:57:56 PM / mlyon	Actual Date : 7/25/2014 2:57:52	

Mediation Activity :

***	Event Type / Status : Send Check / Completed	Start Date : 8/4/2014 9:52:06	Notes : CHECK SENT TO ISG VIA FEDEX TRACKING# 7707-5162
	Assigned To : Mediation ()	Due Date :	-1180
	Last Updated / By : 8/4/2014 9:55:59 AM / cgriffin	Actual Date : 8/4/2014 9:55:58	
***	Event Type / Status : Repair scheduled / Completed	Start Date : 8/21/2014 11:22:17	Notes :
	Assigned To : Mediation ()	Due Date :	
	Last Updated / By : 8/21/2014 11:23:59 AM / tfernand	Actual Date : 8/21/2014 11:23:49	
***	Event Type / Status : Auction Unit / In Progress	Start Date : 8/21/2014 11:23:59	Notes :
	Assigned To : ISG (SOUTHERN CALIFORNIA	Due Date : 9/4/2014	
	Last Updated / By : 8/22/2014 4:59:50 PM / cgriffin	Actual Date :	

Issue Details

Issue ID : N042014-01-2100854-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 1/21/2014 11:14:26 AM
Issue Owner : Christina Griffin	Type 2 : Operation	Queue :	Close Date : 8/22/2014 4:59:07 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Buy Back, 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
32200-T3L-A50	HARN, ENGINE ROOM	Not Applicable

Check Req Info :

Check Requisition No. : 12452	Payee Name : MOSS BROS. HONDA
Primary Amount : \$29,526.76	Address : 27990 EUCALYPTUS AVE.
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : MORENO VALLEY, CA 92555
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$29,526.76	Contention Code : 03217
Approved By : galbu	Defect Code : 03214
Approval Date : 7/31/2014	Category : BuyBack
Status : PROCESSED	Failed Part # : 32200-T3L-A50
Check No. : 2092049	
Check Date : 8/1/2014	

Case History

Case ID : N042014-01-2100854

Case Title : ██████████ - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** CASE CREATE 1/21/2014 11:13:52 AM, mlyon

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

*** NOTES 1/21/2014 11:13:54 AM, mlyon, Action Type :

Received CCF from NCDS HON140006

Start Date: 01/21/14

Customer Contention: EPS locks up while driving

Resolution sought: Repurchase

Carfax shows accidents: No

Carfax Report Shows Accidents: n/a

Number of Tech Line Reports:1

Case Numbers of Previous Cases: N012014-01-0900649

*** SUBCASE N042014-01-2100854-1 CREATE 1/21/2014 11:14:26 AM, mlyon

Created in WIP Default with Due Date 1/21/2014 11:14:26 AM.

*** CASE MEDIATION ADD/MODIFY 1/21/2014 11:14:37 AM, mlyon

*** MEDIATION DECISION 01/21/2014 11:14:37 AM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: CHRISTINA GRIFFIN

Rel: N012013-01-0900649

*** CASE MEDIATION EVENT ADD 1/21/2014 11:14:47 AM, mlyon

*** MEDIATION EVENT - NCDS CASE RECS 01/21/2014 11:14:47 AM mlyon

Status: In Progress

S: 01/21/2014 11:14:28 AM

D: 03/03/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: HON140006

*** CASE MEDIATION EVENT ADD 1/21/2014 11:14:56 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 01/21/2014 11:14:56 AM mlyon

Status: In Progress

S: 01/21/2014 11:14:47 AM

D: 01/28/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 1/21/2014 11:15:01 AM, mlyon

*** MEDIATION EVENT - MRF SENT 01/21/2014 11:15:01 AM mlyon

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

Status: In Progress

S: 01/21/2014 11:14:56 AM

D: 01/28/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 1/21/2014 11:15:08 AM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 01/21/2014 11:15:08 AM mlyon

Status: Completed

S: 01/21/2014 11:15:01 AM

D: ?/?/? ??:?

A: 01/21/2014 11:15:05 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 1/21/2014 11:15:09 AM, mlyon, Action Type : N/A

Made to [REDACTED] due 01/22/2014 11:15:12 AM.

New NCDS case opened. Have Ro's arrived from dealer

*** NOTES 1/21/2014 11:15:26 AM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/22/2014

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

EPS locks up while driving

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [REDACTED]

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.
[REDACTED]

*** NOTES 1/21/2014 11:15:42 AM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 1F notifying of open Mediation case. Email sent to call center to close their pending case.

*** CASE MODIFY 1/21/2014 11:21:32 AM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 1/21/2014 11:21:35 AM, mlyon

N042014-01-2100854 to cgriffin, WIP

*** SUBCASE N042014-01-2100854-1 ASSIGN 1/21/2014 11:21:47 AM, mlyon

Case History

Case ID : N042014-01-2100854

Case Title : 1F [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

N042014-01-2100854-1 to cgriffin, WIP

*** CASE ADD ATTACHMENT 1/21/2014 11:30:21 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_1.pdf

*** NOTES 1/22/2014 1:19:25 PM, mlyon, Action Type : E-mail

Received email from NCDS, process selection, customer would like to proceed with a documents only hearing.

*** NOTES 1/22/2014 1:24:29 PM, mlyon, Action Type : Letter/Fax

Received notice from NCDS; Customer has withdrawn their case at this time. Accordingly, NCDS will close their case at this time.

Forward to Rio

*** CASE MODIFY 1/22/2014 2:21:59 PM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 1/23/2014 12:47:22 PM, cgriffin, Action Type : Note-General

Was advised by CDSP that the customer has requested a document only hearing. The hearing will be scheduled for February 11th and the deadline to submit documents is February 5th. the formal notice will be sent after the requested waiting period.

*** CASE MODIFY 1/23/2014 12:47:39 PM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 1/23/2014 2:10:12 PM, cgriffin, Action Type : Note-General

Reviewed information supplied by CDSP. The customer is requesting for the vehicle to be repurchase due to an alleged concern of the steering wheel locking up while driving and the EPS light coming on. Customer provided repair orders form Moss Bros. Honda.

*** CASE MODIFY 1/23/2014 2:10:24 PM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE FULFILL 1/23/2014 2:10:27 PM, cgriffin

Fulfilled for [REDACTED] due 01/22/2014 11:15:12 AM.

*** COMMIT 1/23/2014 2:10:35 PM, cgriffin, Action Type : N/A

complete timeline/ call dealer

*** CASE MODIFY 1/23/2014 2:11:03 PM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 1/24/2014 10:54:43 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Moss Motors. Forward to Christina

*** CASE MEDIATION EVENT UPDATE 1/24/2014 10:54:51 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 01/24/2014 10:54:51 AM mlyon

Status: Completed

S: 01/21/2014 11:14:47 AM

D: 01/28/2014 12:00:00 AM

A: 01/24/2014 10:54:49 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 1/24/2014 11:30:20 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_2.pdf

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** CASE MODIFY 1/27/2014 9:33:25 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/27/2014 12:24:49 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY COMMITMENT 1/27/2014 12:30:02 PM, cgriffin
with [REDACTED] due 01/28/2014 12:00:00 AM.

*** CASE MODIFY 1/27/2014 1:41:47 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/27/2014 1:42:14 PM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 1/29/2014 4:48:33 PM, cgriffin, Action Type : Field FYI
Left a message for the DPSM to contact me to discuss the repairs made to the customer's vehicle and any involvement he may have had with this customer.

*** CASE FULFILL 1/29/2014 4:48:56 PM, cgriffin
Fulfilled for [REDACTED] due 01/28/2014 12:00:00 AM.

*** NOTES 1/29/2014 4:49:34 PM, cgriffin, Action Type : Call from Customer
Left a message for the service manager, thanking him for the repair orders received. Asked that he please give me a call to go over the customer's repair history.

*** COMMIT 1/29/2014 4:50:27 PM, cgriffin, Action Type : N/A
call dealer to discuss repairs/ call customer/ complete written arbitration

*** CASE MODIFY 1/29/2014 4:51:20 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/29/2014 4:51:26 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/29/2014 4:52:02 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/29/2014 4:52:07 PM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 1/30/2014 9:23:16 AM, mlyon, Action Type : Letter/Fax
Received Notice of Documents Only Hearing from NCDS:

Hearing Date: 02/11/14

Documents due no later then 02/05/14

Forward to Christina

*** CASE MEDIATION EVENT ADD 1/30/2014 9:23:44 AM, mlyon
*** MEDIATION EVENT - ARBITRATION HEARING 01/30/2014 09:23:44 AM mlyon

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

Status: In Progress

S: 01/30/2014 09:23:20 AM

D: 02/05/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation (CHRISTINA GRIFFIN)

Notes: NCDS

*** CASE MEDIATION EVENT ADD 1/30/2014 9:24:03 AM, mlyon

*** MEDIATION EVENT - ARB DECISION DUE 01/30/2014 09:24:03 AM mlyon

Status: In Progress

S: 02/05/2014 09:23:44 AM

D: 02/11/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION ADD/MODIFY 1/30/2014 9:24:16 AM, mlyon

*** MEDIATION DECISION 01/30/2014 09:24:16 AM mlyon

Proc: Arbitration

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Repair Rsn: Repair Available

Arb Mthd: In Writing Outcome: Please Specify

Ref: CHRISTINA GRIFFIN

Rel: N012013-01-0900649

*** CASE ADD ATTACHMENT 1/30/2014 9:30:21 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_3.pdf

*** CASE ADD ATTACHMENT 1/30/2014 10:00:19 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_4.pdf

*** CASE MODIFY 1/31/2014 2:48:23 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 2/3/2014 4:20:17 PM, mlyon, Action Type : E-mail

Received evidence from NCDS: Forward to Christina (flash drive to be mailed)

*** CASE ADD ATTACHMENT 2/3/2014 5:00:22 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_5.pdf

*** CASE MODIFY 2/4/2014 8:54:08 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/4/2014 9:45:26 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 2/4/2014 10:24:03 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Moss Brothers Honda. Forward to Christina

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** CASE ADD ATTACHMENT 2/4/2014 10:30:20 AM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_6.pdf

*** CASE MODIFY 2/4/2014 2:20:02 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/4/2014 2:23:51 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/4/2014 2:24:48 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/4/2014 3:03:49 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/4/2014 3:04:36 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/4/2014 3:04:51 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/4/2014 4:35:39 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/5/2014 9:23:56 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 2/5/2014 9:25:56 AM, cgriffin, Action Type : Note-General

Documentation update in case notes:

Repair History [REDACTED] 2013 Honda Accord EX-L VIN 1HGCT1B84DA [REDACTED] ISD: 03/25/2013

Moss Bros Honda

Date:4/22/13

RO#602929

Miles:1363

Line A:Customer states that hand brake handle seems loose and the warning light comes on as soon as it is pulled. Normal operation of hand brake. Clicks on hand brake specs at 6-7 clicks.

Date:6/14/13

RO#605910

Miles:4,619

Line A:Check and advise. EPS light comes on. Inspected and found code 85-01 and 61-11. Performed trouble shooting procedures, vehicle is ok at this time.

Date:7/1/13

RO#606863

Miles:5,477

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

Line A:Customer states the EPS warning light comes on while driving and the steering is hard to operate. Check and advise. DTC 53-02 torque sensor. Performed EPS system update. Test drove for 12 miles, system is ok.

Line B:Multipoint inspection.

Line C:Battery inspection

Line D:Tire Thread inspection, light wear indicated.

Date:7/9- 7/25/13

RO#607260

Miles:5,998

Line A:Customer states the EPS warning light comes on while driving and the steering is hard to operate. DTC 53-02 Torque sensor for EPS failing. Ordered steering gearbox.

Date:8/10/13

RO#609054

Miles:7141

Line A:Customer states that EPS warning light comes on while driving. SOP is in. DTC 53-02 torque sensor for EPS failing. Replaced EPS gear box.

Date:1/2/14

RO#616909

Miles:18,323

Line A:Customer request to inspect. Steering locked up while driving this morning. Steering wheel light came on. Advise. Had to restart vehicle. Inspected vehicle and found no DTCs stored. Was unable to duplicate at this time.

Date:1/3-1/7/14

RO#617054

Miles:18,469

Line A:Customer request to inspect. Steering light is on. Has video. Reset light, did not come back on. Called TechLine who suggested to wait to diag when EPS light comes back on.

Date:1/9-14

RO#617342

Miles:18,570

Line A:Customer states to inspect steering. Steering light came back on. Dealer replaced the main wire engine harness.

*** CASE MODIFY 2/5/2014 9:52:38 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/6/2014 9:49:17 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 2/6/2014 6:20:07 PM, cgriffin, Action Type : Note-General

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

Please note a replacement vehicle was offered to the customer to settle the case and NCDS was notified of the offer for settlement.

*** CASE FULFILL 2/6/2014 6:20:20 PM, cgriffin

Fulfilled for [REDACTED] due 02/04/2014 12:00:00 AM.

*** COMMIT 2/6/2014 6:20:27 PM, cgriffin, Action Type : N/A

follow up w/customer on settlement offer

*** CASE MODIFY 2/6/2014 6:20:48 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 2/10/2014 11:45:13 AM, mlyon, Action Type : Letter/Fax

Received letter from NCDS: Customer has withdrwn their case. Forward to Christina

*** CASE ADD ATTACHMENT 2/10/2014 12:00:20 PM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_7.pdf

*** NOTES 2/10/2014 4:09:02 PM, mlyon, Action Type : Letter/Fax

Received flash drive from NCDS: Forward to Christina

*** NOTES 2/12/2014 1:30:54 PM, cgriffin, Action Type : Note-General

Update in case notes:

Please note the customer has accepted our replacement vehicle offer and the following letter had been sent out to him.

February 5, 2014

[REDACTED]
Riverside, CA [REDACTED]

Dear [REDACTED],

This letter is to confirm that American Honda will replace your 2013 Honda Accord EX-L VIN 1HGCT1B84DA [REDACTED] with a new 2014 Honda Accord EX-L. American Honda will cover all fees and taxes that were associated with the original purchase. In addition, AHM will reinstall any Genuine Honda Accessories that you purchased on your current vehicle.

Per the terms of this agreement, you are expected to participate in the following:

1. Turn in the current vehicle in good condition, free from debris and personal items.
2. Any physical damage should be repaired prior to turning in the vehicle and the tires must be in good condition.
3. Sign the necessary documentation at the time of the replacement to allow American Honda to transfer the title out of your vehicle and maintain a current registration.

If these terms are agreeable to you, please sign and return this along with the enclosed settlement release form. Please contact me at the number listed below if you have any questions regarding this matter.

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

A representative from Impartial Services Group (ISG) will be in touch with you to arrange for a transfer date. This process should be completed within 45 days from the date of your signature, if a replacement vehicle does not need to be ordered.

Sincerely,

Christina Griffin
Mediation Case Manager
American Honda Motor Co., Inc.
310-781-5044

CUSTOMER PRINTED NAMECUSTOMER PRINTED NAME

CUSTOMER SIGNATURECUSTOMER SIGNATURE

DATE OF ACCEPTANCEDATE OF ACCEPTANCE

*** CASE MODIFY 2/12/2014 1:31:10 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 2/12/2014 1:31:32 PM, cgriffin

*** MEDIATION EVENT - NCDS CASE RECS 02/12/2014 01:31:32 PM cgriffin

Status: Cancelled

S: 01/21/2014 11:14:28 AM

D: 03/03/2014 12:00:00 AM

A: 02/12/2014 01:31:18 PM

Assgn to: Mediation ()

Notes: HON140006- CUSTOMER WITHDREW THEIR CASE DUE TO A REPLA

*** CASE MEDIATION EVENT UPDATE 2/12/2014 1:31:39 PM, cgriffin

*** MEDIATION EVENT - ARB DECISION DUE 02/12/2014 01:31:39 PM cgriffin

Status: Cancelled

S: 02/05/2014 09:23:44 AM

D: 02/11/2014 12:00:00 AM

A: 02/12/2014 01:31:36 PM

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION EVENT UPDATE 2/12/2014 1:32:21 PM, cgriffin

*** MEDIATION EVENT - ARBITRATION HEARING 02/12/2014 01:32:20 PM cgriffin

Status: Cancelled

S: 01/30/2014 09:23:20 AM

D: 02/05/2014 12:00:00 AM

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

A: 02/12/2014 01:31:59 PM

Assgn to: Mediation (CHRISTINA GRIFFIN)

Notes: NCDS- CUSTOMER WITHDREW THEIR CA

*** CASE MEDIATION EVENT UPDATE 2/12/2014 1:32:26 PM, cgriffin

*** MEDIATION EVENT - MRF SENT 02/12/2014 01:32:26 PM cgriffin

Status: Completed

S: 01/21/2014 11:14:56 AM

D: 01/28/2014 12:00:00 AM

A: 02/12/2014 01:32:25 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 2/12/2014 1:32:55 PM, cgriffin

*** MEDIATION EVENT - OFFER MADE 02/12/2014 01:32:55 PM cgriffin

Status: Completed

S: 02/12/2014 01:32:28 PM

D: ?/?/? ??:??

A: 02/12/2014 01:32:53 PM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 2/12/2014 1:32:58 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE FULFILL 2/12/2014 1:33:01 PM, cgriffin

Fulfilled for [REDACTED] due 02/10/2014 12:00:00 AM.

*** COMMIT 2/12/2014 1:33:10 PM, cgriffin, Action Type : N/A

has customer returned signed settlement release form?

*** CASE MODIFY 2/12/2014 1:33:35 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/14/2014 11:59:40 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/14/2014 11:59:48 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 2/18/2014 10:17:40 AM, mlyon

*** MEDIATION DECISION 02/18/2014 10:17:40 AM mlyon

Proc: Arbitration

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Repair Rsn: Repair Available

Arb Mthd: In Writing Outcome: Settled

Ref: CHRISTINA GRIFFIN

Rel: N012013-01-0900649

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** CASE MODIFY 2/19/2014 9:02:36 AM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/21/2014 11:00:58 AM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/21/2014 11:25:43 AM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** NOTES 2/21/2014 4:48:37 PM, cgriffin, Action Type : Call to Customer

Spoke to the customer regarding the replacement offer. Advised the customer that I have not received the second portion of the replacement vehicle release. Mr. [REDACTED] stated that he will fax this information over to my attention. Customer is also requesting to have the replacement vehicle in the same color.

*** CASE MODIFY 2/21/2014 4:48:47 PM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** CASE FULFILL 2/24/2014 9:06:25 AM, cgriffin
Fulfilled for [REDACTED] due 02/21/2014 12:00:00 AM.

*** COMMIT 2/24/2014 9:06:34 AM, cgriffin, Action Type : N/A

has settlement release form been received? contact GM to discuss replacement

*** CASE MODIFY 2/24/2014 9:07:03 AM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/26/2014 10:11:43 AM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 2/28/2014 2:55:39 PM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** CASE FULFILL 2/28/2014 2:55:42 PM, cgriffin
Fulfilled for [REDACTED] due 02/27/2014 12:00:00 AM.

*** COMMIT 2/28/2014 2:56:07 PM, cgriffin, Action Type : N/A

verify receipt of release form

*** CASE MODIFY 2/28/2014 2:57:35 PM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** NOTES 3/4/2014 2:44:29 PM, mlyon, Action Type : Letter/Fax
Received signed Settlement release agreement. Forward to Christina

*** CASE ADD ATTACHMENT 3/4/2014 3:30:20 PM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_8.pdf

*** NOTES 3/5/2014 4:11:03 PM, cgriffin, Action Type : Call to Customer

Spoke with [REDACTED] and advised that I have received his signed settlement release form. I asked the customer if he currently has any accessories on his vehicle that I am not aware of. [REDACTED] stated that he did not add any additional accessories and would like to have the vehicle in light gray with dark interior. I told the customer that I will be in touch with him next week once I have more information from the dealer for his replacement vehicle.

*** NOTES 3/5/2014 4:13:02 PM, cgriffin, Action Type : Call to Dealer

Left a msg for the GM advising him of Mediation request for his assistance with replacing Mr. Lopez's vehicle with a 2014 Accord, light gray w/dark interior.

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

Requested a return phone call to discuss.

*** CASE MODIFY 3/5/2014 4:13:27 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MEDIATION EVENT ADD 3/5/2014 4:13:40 PM, cgriffin

*** MEDIATION EVENT - OFFER MADE 03/05/2014 04:13:40 PM cgriffin

Status: Completed

S: 03/05/2014 04:13:30 PM

D: ?/?/? ??:?

A: 03/05/2014 04:13:38 PM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 3/5/2014 4:13:42 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE FULFILL 3/5/2014 4:13:45 PM, cgriffin

Fulfilled for [REDACTED] due 03/05/2014 12:00:00 AM.

*** COMMIT 3/5/2014 4:14:54 PM, cgriffin, Action Type : N/A

contact GM to follow up on replacement vehicle.

*** CASE MODIFY 3/5/2014 4:15:30 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 3/5/2014 4:16:30 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 3/14/2014 10:56:48 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MEDIATION EVENT ADD 3/14/2014 5:33:57 PM, cgriffin

*** MEDIATION EVENT - RELEASE REC'D 03/14/2014 05:33:56 PM cgriffin

Status: Completed

S: 03/14/2014 05:33:44 PM

D: ?/?/? ??:?

A: 03/14/2014 05:33:55 PM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY COMMITMENT 3/19/2014 8:45:25 AM, cgriffin

with [REDACTED] due 03/20/2014 12:00:00 AM.

*** CASE MODIFY 3/19/2014 9:45:38 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY COMMITMENT 3/21/2014 11:13:27 AM, cgriffin

with [REDACTED] due 03/27/2014 12:00:00 AM.

*** CASE MODIFY 3/21/2014 5:03:54 PM, cgriffin

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

into WIP Honda Zone 1 and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 3/21/2014 5:04:06 PM, cgriffin

*** MEDIATION EVENT - OFFER MADE 03/21/2014 05:04:06 PM cgriffin

Status: Completed

S: 02/12/2014 01:32:28 PM

D: ?/?/? ??:??

A: 03/21/2014 01:32:53 PM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 3/21/2014 5:04:08 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 3/24/2014 12:08:27 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 4/2/2014 10:14:32 AM, cgriffin, Action Type : Call from Dealer

Spoke to GM Jason Moss who provided his direct ext# (6122) to get a hold of him.

Jason advised that he currently does not have a 14 Accord Coupe EX-L in alabaster silver w/dark interior on his lot and is still trying to get one from another dealer. Jason advised that he will contact me back later today with more of an update. He also asked if there was any other color options the customer may have as it may make it easier. I told Jason that the customer currently has the tiger eye (brown) w/dark interior however prefers to have the new vehicle in alabaster. I will speak to the customer again to confirm this color choice.

*** NOTES 4/2/2014 10:33:37 AM, cgriffin, Action Type : Call to Customer

Spoke to [REDACTED] to advise that Moss Bros Honda currently has no EX-L coupes in the color he is requesting and will need to get one from another dealer.

In order to make this process easier, if he was to provide more color options, the dealer may be able to get one of them sooner. [REDACTED] stated that

his preferences would be 1, Alabaster silver 2. Modern steel metallic 3. Black. All with dark interior.

*** NOTES 4/2/2014 10:34:44 AM, cgriffin, Action Type : Call to Dealer

Left GM Jason Moss a message with the additional color options.

*** CASE MODIFY 4/2/2014 10:35:06 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE FULFILL 4/2/2014 10:35:09 AM, cgriffin

Fulfilled for [REDACTED] due 03/27/2014 12:00:00 AM.

*** COMMIT 4/2/2014 10:35:16 AM, cgriffin, Action Type : N/A

has dealer located vehicle?

*** CASE MODIFY 4/2/2014 10:35:42 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 4/2/2014 11:37:28 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 4/2/2014 1:58:47 PM, mlyon, Action Type : Letter/Fax

Received copy of vehicle invoice. Forward to Christina

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** CASE ADD ATTACHMENT 4/2/2014 2:00:22 PM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_9.pdf

*** CASE MODIFY 4/4/2014 2:56:05 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 4/4/2014 4:59:35 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 4/7/2014 9:02:24 AM, cgriffin, Action Type : Note-General

Sent the GM Joss Moss a copy of the dealer replacement instructions.

*** NOTES 4/7/2014 9:03:53 AM, cgriffin, Action Type : Call to Customer

Spoke to [REDACTED] and advised that the dealer has located a vehicle for him. I asked the customer to send me a copy of his financial statement (vehicle is not financed with AHFC) so they can be contacted to request a substitution of collateral.

*** CASE FULFILL 4/7/2014 9:05:34 AM, cgriffin

Fulfilled for [REDACTED] due 04/04/2014 12:00:00 AM.

*** COMMIT 4/7/2014 9:05:39 AM, cgriffin, Action Type : N/A

has dealer sent over copy of sales contract?

*** CASE MODIFY 4/7/2014 9:05:58 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 4/15/2014 4:29:46 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE FULFILL 4/15/2014 4:52:14 PM, cgriffin

Fulfilled for [REDACTED] due 04/10/2014 12:00:00 AM.

*** CASE MODIFY 4/15/2014 5:51:58 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 4/16/2014 10:45:15 AM, cgriffin, Action Type : Call to Customer

Spoke to [REDACTED] and advised that I haven't received his lien holder information for the SOC request. [REDACTED] advised that he had forgot to send it however, will fax it over to me today.

*** NOTES 4/16/2014 10:46:19 AM, cgriffin, Action Type : Call to Dealer

Left a message for the General Manager advising that I am waiting for the customer to provide his lien holder information for the SOC request. Once he has done so we can contact his lien holder to make this request.

*** CASE MODIFY 4/16/2014 10:46:43 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 4/16/2014 1:46:25 PM, mlyon, Action Type : Letter/Fax

Received two page fax from customer. Forward to Christina

*** CASE ADD ATTACHMENT 4/16/2014 2:00:23 PM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_10.pdf

*** NOTES 4/21/2014 11:17:53 AM, cgriffin, Action Type : Note-General

Received a copy of the customer's loan information from chase.

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** NOTES 4/21/2014 11:19:07 AM, cgriffin, Action Type : Call to Dealer

Spoke to GM Jason and advised him of the customer's lienholder and account number. Jason will contact Chase to request the SOC.

*** COMMIT 4/21/2014 11:19:18 AM, cgriffin, Action Type : N/A

is SOC completed?

*** CASE MODIFY 4/21/2014 11:57:15 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 4/21/2014 11:57:21 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 4/21/2014 4:20:55 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 4/25/2014 11:02:02 AM, cgriffin, Action Type : Call to Dealer

Spoke to GSM Jason to get an update on the SOC from Chase for this customer. Jason advised that he was out of the office yesterday and will need to speak to his finance manger. He will contact me back after doing so.

*** CASE MODIFY 4/25/2014 11:02:16 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE FULFILL 4/25/2014 11:02:19 AM, cgriffin

Fulfilled for [REDACTED] due 04/24/2014 12:00:00 AM.

*** COMMIT 4/25/2014 11:02:29 AM, cgriffin, Action Type : N/A

is SOC complete?

*** CASE MODIFY 4/25/2014 11:03:58 AM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 4/25/2014 4:10:46 PM, mlyon, Action Type : Letter/Fax

Received SOC Doc. New VIN is: 1HGCT1B84EA [REDACTED]. Forward to Christina

*** CASE ADD ATTACHMENT 4/25/2014 5:00:22 PM, crmsuser

Added attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_11.pdf

*** CASE MODIFY 5/2/2014 5:31:54 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** CASE MEDIATION EVENT ADD 5/2/2014 5:32:12 PM, cgriffin

*** MEDIATION EVENT - TRANSFER AGENT MTG 05/02/2014 05:32:12 PM cgriffin

Status: In Progress

S: 05/02/2014 05:31:59 PM

D: 05/30/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 5/2/2014 5:32:15 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** CASE MODIFY 5/5/2014 9:29:45 AM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 5/5/2014 9:30:05 AM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** CASE FULFILL 5/5/2014 9:30:11 AM, cgriffin
Fulfilled for [REDACTED] due 04/29/2014 12:00:00 AM.

*** COMMIT 5/5/2014 9:30:21 AM, cgriffin, Action Type : N/A
Has transfer date been set.

*** CASE MODIFY 5/5/2014 9:31:52 AM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** CASE MODIFY 5/9/2014 5:24:49 PM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** NOTES 5/12/2014 4:06:26 PM, cgriffin, Action Type : Note-General
As of today, a transfer date has not been set.

*** CASE MODIFY 5/12/2014 4:08:52 PM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** CASE FULFILL 5/12/2014 4:08:55 PM, cgriffin
Fulfilled for [REDACTED] due 05/09/2014 12:00:00 AM.

*** COMMIT 5/12/2014 4:09:07 PM, cgriffin, Action Type : N/A
verify transfer date

*** CASE MODIFY 5/12/2014 4:09:22 PM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

*** NOTES 5/14/2014 9:31:32 AM, mlyon, Action Type : Letter/Fax
Received copy of vehicle registration. Forward to Christina

*** CASE ADD ATTACHMENT 5/14/2014 10:00:23 AM, crmsuser
Added attachment ScanDoc 12 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_12.pdf

*** CASE MODIFY COMMITMENT 5/16/2014 8:19:32 AM, cgriffin
with [REDACTED] due 05/21/2014 12:00:00 AM.

*** CASE MODIFY COMMITMENT 5/22/2014 6:19:53 PM, cgriffin
with [REDACTED] due 05/26/2014 12:00:00 AM.

*** NOTES 5/23/2014 5:43:44 PM, cgriffin, Action Type : Note-General
As of today, a transfer date has not been set

*** CASE MODIFY COMMITMENT 5/30/2014 12:39:13 PM, cgriffin
with [REDACTED] due 06/02/2014 12:00:00 AM.

*** CASE MODIFY 5/30/2014 5:23:19 PM, cgriffin
into WIP Honda Zone 1 and Status of Solving.

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** CASE MEDIATION EVENT UPDATE 5/30/2014 5:23:30 PM, cgriffin

*** MEDIATION EVENT - TRANSFER AGENT MTG 05/30/2014 05:23:30 PM cgriffin

Status: Cancelled

S: 05/02/2014 05:31:59 PM

D: 05/30/2014 12:00:00 AM

A: 05/30/2014 05:23:28 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT REMOVE 5/30/2014 5:23:38 PM, cgriffin

*** MEDIATION EVENT REMOVED - TRANSFER AGENT MTG 05/30/2014 05:23:38 PM cgriffin

*** CASE MEDIATION EVENT UPDATE 5/30/2014 5:23:59 PM, cgriffin

*** MEDIATION EVENT - TRANSFER AGENT MTG 05/30/2014 05:23:59 PM cgriffin

Status: In Progress

S: 05/02/2014 05:31:59 PM

D: 05/30/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 5/30/2014 5:24:01 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 6/2/2014 10:30:47 AM, mlyon, Action Type : Letter/Fax

Received copy of retail purchase contract. Forward to Christina

*** CASE ADD ATTACHMENT 6/2/2014 11:00:21 AM, crmsuser

Added attachment ScanDoc 13 with path \\ahm10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_13.pdf

*** CASE MODIFY COMMITMENT 6/5/2014 4:33:46 PM, cgriffin

with [REDACTED] due 06/09/2014 12:00:00 AM.

*** CASE FULFILL 6/12/2014 3:28:40 PM, cgriffin

Fulfilled for [REDACTED] due 06/09/2014 12:00:00 AM.

*** CASE MEDIATION EVENT UPDATE 6/20/2014 4:57:04 PM, cgriffin

*** MEDIATION EVENT - TRANSFER AGENT MTG 06/20/2014 04:57:04 PM cgriffin

Status: In Progress

S: 05/02/2014 05:31:59 PM

D: 06/27/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 6/20/2014 4:57:05 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 7/3/2014 3:44:19 PM, cgriffin, Action Type : Note-General

Case History

Case ID : N042014-01-2100854

Case Title : 1F [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

Checked with ISG on the status of the replacement transaction.

*** CASE MODIFY 7/3/2014 3:44:43 PM, cgriffin

into WIP Honda Zone 1 and Status of Solving.

*** NOTES 7/11/2014 12:41:38 PM, cgriffin, Action Type : Note-General

Case has properly been submitted through the ISG portal for scheduling, the dealer and the customer have been advised.

*** COMMIT 7/11/2014 12:42:59 PM, cgriffin, Action Type : N/A

Next steps- check on scheduling for transfer.

*** CASE MODIFY COMMITMENT 7/15/2014 4:48:26 PM, cgriffin

with [REDACTED] due 07/16/2014 12:00:00 AM.

*** CASE MEDIATION EVENT UPDATE 7/15/2014 5:33:40 PM, cgriffin

*** MEDIATION EVENT - TRANSFER AGENT MTG 07/15/2014 05:33:40 PM cgriffin

Status: In Progress

S: 05/02/2014 05:31:59 PM

D: 08/08/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes:

*** NOTES 7/16/2014 4:17:25 PM, cgriffin, Action Type : Call from Customer

Confirmed w [REDACTED] that he is now available for the transfer transaction to take place.

Customer's contact information is now listed w/his cell phone number being the primary contact.

*** NOTES 7/16/2014 4:18:33 PM, cgriffin, Action Type : Call to Dealer

Confirmed with General Manger Jason Moses that all of the customer's information is in order for our 3rd party vendor ISG. Jason was also given the customer's main contact number.

*** CASE MODIFY 7/16/2014 4:35:30 PM, cgriffin

into WIP Ck Reqs and Status of Solving.

*** CASE FULFILL 7/16/2014 4:35:34 PM, cgriffin

Fulfilled for [REDACTED] due 07/16/2014 12:00:00 AM.

*** COMMIT 7/16/2014 5:02:01 PM, cgriffin, Action Type : N/A

Next steps- follow up on scheduling/ complete summary

*** CASE MODIFY 7/16/2014 5:02:28 PM, cgriffin

into WIP Ck Reqs and Status of Solving.

*** CASE MODIFY 7/21/2014 10:19:06 AM, cgriffin

into WIP Ck Reqs and Status of Solving.

*** CASE MODIFY 7/21/2014 12:36:53 PM, cgriffin

into WIP Ck Reqs and Status of Solving.

*** CASE MODIFY 7/21/2014 3:52:19 PM, cgriffin

into WIP Ck Reqs and Status of Solving.

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** CASE MODIFY 7/22/2014 9:45:06 AM, cgriffin
into WIP Ck Reqs and Status of Solving.

*** CASE MODIFY 7/22/2014 9:46:33 AM, cgriffin
into WIP Ck Reqs and Status of Solving.

*** NOTES 7/22/2014 1:58:25 PM, cgriffin, Action Type : Note-General
Per ISG, the case has been sent to the transfer agent for scheduling.

*** CASE MODIFY 7/22/2014 1:58:38 PM, cgriffin
into WIP Ck Reqs and Status of Solving.

*** CASE FULFILL 7/22/2014 1:58:43 PM, cgriffin
Fulfilled for [REDACTED] due 07/22/2014 12:00:00 AM.

*** COMMIT 7/22/2014 1:59:36 PM, cgriffin, Action Type : N/A
has tranfer been completed?

*** CASE MODIFY 7/22/2014 2:00:53 PM, cgriffin
into WIP Ck Reqs and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 7/24/2014 7:49:57 AM, mlyon
*** MEDIATION EVENT - TRANSFER AGENT MTG 07/24/2014 07:49:57 AM mlyon
Status: In Progress
S: 05/02/2014 05:31:59 PM
D: 07/25/2014 01:00:00 PM
A: ?/?/? ?/?/?
Assgn to: ISG ()
Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 7/25/2014, 01:00 PM AT MOSS B

*** CASE MODIFY 7/24/2014 12:54:26 PM, cgriffin
into WIP Ck Reqs and Status of Solving.

*** NOTES 7/28/2014 3:37:10 PM, imoribio, Action Type : Letter/Fax
Mediation received a 5 page fax. The documents were forwarded to CM.

*** CASE ADD ATTACHMENT 7/28/2014 4:00:18 PM, crmsuser
Added attachment ScanDoc 14 with path \\ahmtr10\crms_scandoc\ScanDoc_Final\N042014-01-2100854_14.pdf

*** CASE CHG STATUS 7/29/2014 2:55:57 PM, cgriffin
from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT UPDATE 7/29/2014 2:57:57 PM, mlyon
*** MEDIATION EVENT - TRANSFER AGENT MTG 07/29/2014 02:57:57 PM mlyon
Status: Completed
S: 05/02/2014 05:31:59 PM
D: 07/25/2014 01:00:00 PM
A: 07/25/2014 02:57:52 PM
Assgn to: ISG ()
Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 7/25/2014, 01:00 PM

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** COMMIT 7/29/2014 3:02:09 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 07/30/2014 03:02:10 PM.

UPDATE EXPENSE TAB

*** SUBCASE N042014-01-2100854-1 DISPATCH 7/30/2014 2:33:24 PM, cgriffin

from WIP SUB CASES to Queue CK Req - Mediation Mgr.

*** CASE FULFILL 7/30/2014 4:58:43 PM, cgriffin

Fulfilled for [REDACTED] due 07/30/2014 12:00:00 AM.

*** CASE MODIFY 7/30/2014 4:58:55 PM, cgriffin

into WIP Ck Reqs and Status of Disposing Unit.

*** SUBCASE N042014-01-2100854-1 YANKED 7/31/2014 12:07:43 PM, cgriffin

Yanked by cgriffin into WIPbin New/Default.

*** SUBCASE N042014-01-2100854-1 NOTES 7/31/2014 12:30:44 PM, cgriffin, Action Type : Note-Resolution

Mediation received a NCDS case in which the customer was requesting for the vehicle to be repurchased due to the EPS light coming on and the steering wheel being hard to turn. The case was reviewed with the DPSM along with Moss Bros Honda and the following history was given:

1ST visit- EPS light was on and DTCs 85-01 and 61-11 were retrieved. A trouble shooting procedure was performed and the codes were cleared.

No repairs were made.

2nd visit- DTC 53-02 (torque sensor) was retrieved. Technician performed an EPS system update and drove the vehicle for 12 miles with no problems.

3rd visit- DTC 53-02 was retrieved once again and a steering gear box was ordered.

4th visit- Technician replaced the EPS gear box.

5th visit- Dealer was not able to duplicate the customers concerns of the steering wheel locking up nor were any DTCs stored. No repairs were made.

6th visit- No duplications of the customers concerns were made. TechLine was contacted on this visit and advised to diagnose the vehicle once the EPS light comes back on.

7th visit- EPS light was on and the dealer replaced the under hood wire harness as per TechLine.

Mediation offered to replace the customers vehicle due to multiple visits made for the same issue and to restore the customers faith back into our product.

No concerns have been reported since the replacement of the wire harness.

*** SUBCASE N042014-01-2100854-1 DISPATCH 7/31/2014 12:43:47 PM, cgriffin

from WIP New/Default to Queue CK Req - Mediation Mgr.

*** CASE MEDIATION ADD/MODIFY 7/31/2014 12:47:09 PM, cgriffin

*** MEDIATION DECISION 07/31/2014 12:47:08 PM cgriffin

Proc: Arbitration

Dcsn: Buyback-Replace

Cust: Buyback-Repurchase

AHM: Buyback-Replace Rsn: Excessive Repairs

Arb Mthd: In Writing Outcome: Settled

Ref: CHRISTINA GRIFFIN

Rel: N012013-01-0900649

*** CASE MODIFY 7/31/2014 12:53:27 PM, cgriffin

into WIP Ck Reqs and Status of Disposing Unit.

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

*** SUBCASE N042014-01-2100854-1 7/31/2014 1:30:30 PM, galbu, Action Type :

Check Requisition for 29,526.76 \$ submitted

Check Requisition for 29,526.76 \$ submitted by galbu

*** SUBCASE N042014-01-2100854-1 RETURN 7/31/2014 1:30:38 PM, galbu

from Queue CK Req - Mediation Mgr to WIP New/Default.

*** CASE MODIFY 7/31/2014 2:26:04 PM, cgriffin

into WIP Ck Reqs and Status of Disposing Unit.

*** CASE FULFILL 7/31/2014 2:30:22 PM, cgriffin

Fulfilled for [REDACTED] due 07/30/2014 03:02:10 PM.

*** COMMIT 7/31/2014 2:30:45 PM, cgriffin, Action Type : N/A

Send check to ISG

*** CASE MODIFY 7/31/2014 2:31:24 PM, cgriffin

into WIP Ck Reqs and Status of Disposing Unit.

*** CASE MODIFY 7/31/2014 2:31:33 PM, cgriffin

into WIP Ck Reqs and Status of Disposing Unit.

*** SUBCASE N042014-01-2100854-1 COMMIT 8/4/2014 8:04:56 AM, cgriffin, Action Type : External Commitment

Check processed for check_req_no = 12452 on 2014-08-01-00.00.000000

*** SUBCASE N042014-01-2100854-1 FULFILL 8/4/2014 8:52:05 AM, cgriffin

Fulfilled for [REDACTED] due ?/?/? ??:?.

*** CASE MEDIATION EVENT ADD 8/4/2014 9:52:31 AM, cgriffin

*** MEDIATION EVENT - SEND CHECK 08/04/2014 09:52:31 AM cgriffin

Status: In Progress

S: 08/04/2014 09:52:06 AM

D: ?/?/? ??:?

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: CHECK SENT TO ISG VIA FEDEX TRACKING# 7707-5162-1180

*** CASE MEDIATION EVENT UPDATE 8/4/2014 9:56:00 AM, cgriffin

*** MEDIATION EVENT - SEND CHECK 08/04/2014 09:56:00 AM cgriffin

Status: Completed

S: 08/04/2014 09:52:06 AM

D: ?/?/? ??:?

A: 08/04/2014 09:55:58 AM

Assgn to: Mediation ()

Notes: CHECK SENT TO ISG VIA FEDEX TRACKING# 7707-5162-1180

*** CASE FULFILL 8/4/2014 9:56:10 AM, cgriffin

Fulfilled for [REDACTED] due 08/05/2014 12:00:00 AM.

*** COMMIT 8/4/2014 9:56:21 AM, cgriffin, Action Type : N/A

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

Next steps- discuss case in buy back meeting.

*** CASE MODIFY 8/4/2014 9:56:58 AM, cgriffin

into WIP Disposing and Status of Disposing Unit.

*** CASE MODIFY COMMITMENT 8/7/2014 4:43:35 PM, cgriffin

with [REDACTED] due 08/13/2014 12:00:00 AM.

*** CASE FULFILL 8/14/2014 2:55:57 PM, cgriffin

Fulfilled for [REDACTED] due 08/13/2014 12:00:00 AM.

*** NOTES 8/15/2014 5:37:11 PM, cgriffin, Action Type : Note-Resolution

Vehicle can be shipped to auction.

*** CASE MODIFY 8/15/2014 5:37:20 PM, cgriffin

into WIP Disposing and Status of Disposing Unit.

*** COMMIT 8/15/2014 5:37:24 PM, cgriffin, Action Type : N/A

Made to [REDACTED] due 08/25/2014 12:00:00 AM.

has ISG made arrangements for vehicle pick up?/ auction

*** CASE MODIFY 8/15/2014 5:42:40 PM, cgriffin

into WIP Disposing and Status of Disposing Unit.

*** CASE MEDIATION EVENT ADD 8/21/2014 11:23:59 AM, tfermand

*** MEDIATION EVENT - REPAIR SCHEDULED 08/21/2014 11:23:59 AM tfermand

Status: Completed

S: 08/21/2014 11:22:17 AM

D: ?/?/? ??:?

A: 08/21/2014 11:23:49 AM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 8/21/2014 11:24:54 AM, tfermand

*** MEDIATION EVENT - AUCTION UNIT 08/21/2014 11:24:54 AM tfermand

Status: In Progress

S: 08/21/2014 11:23:59 AM

D: 09/04/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: ISG (SOUTHERN CALIFORNIA AUTO AUCTION)

Notes:

*** CASE MODIFY 8/22/2014 4:58:45 PM, cgriffin

into WIP Disposing and Status of Disposing Unit.

*** CASE MEDIATION EVENT UPDATE 8/22/2014 4:59:00 PM, cgriffin

*** MEDIATION EVENT - AUCTION UNIT 08/22/2014 04:59:00 PM cgriffin

Status: Completed

S: 08/21/2014 11:23:59 AM

D: 09/04/2014 12:00:00 AM

Case History

Case ID : N042014-01-2100854

Case Title : 1F- [REDACTED] - NCDS HON140006 - EPS LOCKS UP WHILE DRIVING

A: 08/22/2014 04:58:59 PM

Assgn to: ISG (SOUTHERN CALIFORNIA AUTO AUCTION)

Notes:

*** CASE MODIFY 8/22/2014 4:59:04 PM, cgriffin

into WIP Disposing and Status of Disposing Unit.

*** SUBCASE N042014-01-2100854-1 CLOSE 8/22/2014 4:59:07 PM, cgriffin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/22/2014 4:59:08 PM, cgriffin

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

*** CASE REOPEN 8/22/2014 4:59:17 PM, cgriffin

with Condition of Open and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 8/22/2014 4:59:51 PM, cgriffin

*** MEDIATION EVENT - AUCTION UNIT 08/22/2014 04:59:51 PM cgriffin

Status: In Progress

S: 08/21/2014 11:23:59 AM

D: 09/04/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: ISG (SOUTHERN CALIFORNIA AUTO AUCTION)

Notes:

*** CASE MODIFY 8/22/2014 4:59:53 PM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE ASSIGN 8/22/2014 5:00:04 PM, cgriffin

N042014-01-2100854 to mlyon, WIP

*** CASE CHG STATUS 8/25/2014 9:30:23 AM, mlyon

from status Solving to status Disposing Unit

*** CASE ASSIGN 11/19/2014 10:33:35 AM, mlyon

N042014-01-2100854 to mcaballe, WIP

Case Details

Case ID : N042014-04-2902075	Division : Honda - Auto	Condition : Closed	Open Date : 4/29/2014 2:59:31 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 6/17/2014 9:17:47 AM
Case Owner : Christina Griffin (Team MA)	Method : Email/Internet	Queue :	Days Open : 49
Last Closed By : Christina Griffin (Team MA)	Point of Origin : NCDS	Wipbin :	
Case Title : 1F- [REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASS No. of Attachments : 22			

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 :	NONE
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCT1B79DA [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CT1B7DJW / A
Miles / Hours :	10,306
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 : C.R.	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042014-04-2902075-1 [REDACTED] - PR	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Spool Report

Run Date : 12/11/2014

Mediation Details

Case ID : N042014-04-2902075	Final Decision : Other Goodwill	Descision Updated : 6/12/2014 1:15:47 PM
Process : Mediation	Customer Position : Buyback-Repurchase	
Document Ref : CHRISTINA GRIFFIN	AHM Position : Other Goodwill	
Related Case : N012014-04-2201103		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 6/12/2014 1:15:47 PM	By : cgriffin

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Goodwill Expense	(\$5,000.00)	(\$5,000.00)	6/12/2014 1:15:53 PM	6/12/2014 1:15:55 PM	cgriffin
Total Amount	(\$5,000.00)	(\$5,000.00)			

Mediation Activity :

*** Event Type / Status : NCDS Case Recs / Completed	Start Date : 4/29/2014 3:00:20	Notes : HON140058
Assigned To : Mediation ()	Due Date : 5/8/2014	
Last Updated / By : 5/15/2014 1:17:24 PM / mlyon	Actual Date : 5/15/2014 1:17:23	
*** Event Type / Status : Docs Received / Completed	Start Date : 4/29/2014 3:00:51	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 5/6/2014	
Last Updated / By : 4/30/2014 10:11:21 AM / mlyon	Actual Date : 4/30/2014 10:11:20	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 4/29/2014 3:00:58	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 4/29/2014 3:01:03 PM / mlyon	Actual Date : 4/29/2014 3:01:01	
*** Event Type / Status : MRF Sent / Completed	Start Date : 4/29/2014 3:01:03	Notes :
Assigned To : Mediation ()	Due Date : 5/6/2014	
Last Updated / By : 5/9/2014 8:52:22 AM / cgriffin	Actual Date : 5/9/2014 8:52:22	
*** Event Type / Status : Offer Made / Completed	Start Date : 5/30/2014 5:27:27	Notes :
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 5/30/2014 5:27:36 PM / cgriffin	Actual Date : 5/30/2014 5:27:35	
*** Event Type / Status : Send Check / Completed	Start Date : 6/17/2014 8:56:29	Notes : FEDEX TRACKING# 7703-2618-9505
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 6/17/2014 9:12:22 AM / cgriffin	Actual Date : 6/17/2014 9:12:20	

Issue Details

Issue ID : N042014-04-2902075-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 4/29/2014 3:00:18 PM
Issue Owner : Christina Griffin	Type 2 : Operation	Queue :	Close Date : 6/17/2014 9:17:46 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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
32200-T3L-A30	HARN, ENGINE ROOM	Not Applicable

Check Req Info :

Check Requisition No. : 9916
 Primary Amount : \$5,000.00
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$5,000.00
 Approved By : galbu
 Approval Date : 6/12/2014
 Status : PROCESSED
 Check No. : 2086049
 Check Date : 6/13/2014

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : MORENO VALLEY, CA ██████
 Campaign Template # :
 Contention Code : 03217
 Defect Code : 03214
 Category : Regular
 Failed Part # : 32200-T3L-A30

Case History

Case ID : N042014-04-2902075

Case Title : ██████████ - NCDS HON140058 - LACK OF POWER STEERING ASSIST

*** CASE CREATE 4/29/2014 2:59:31 PM, mlyon

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

*** NOTES 4/29/2014 2:59:32 PM, mlyon, Action Type :

Received CCF from NCDS HON140058

Start Date: 04/29/14

Customer Contention: Lack of power steering assist

Resolution sought: Repurchase

Carfax shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports:0

Case Numbers of Previous Cases: N012014-04-2901103

*** SUBCASE N042014-04-2902075-1 CREATE 4/29/2014 3:00:18 PM, mlyon

Created in WIP Default with Due Date 4/29/2014 3:00:18 PM.

*** CASE MEDIATION ADD/MODIFY 4/29/2014 3:00:36 PM, mlyon

*** MEDIATION DECISION 04/29/2014 03:00:36 PM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: CHRISTINA GRIFFIN

Rel: N012014-04-2201103

*** CASE MEDIATION EVENT ADD 4/29/2014 3:00:51 PM, mlyon

*** MEDIATION EVENT - NCDS CASE RECS 04/29/2014 03:00:51 PM mlyon

Status: In Progress

S: 04/29/2014 03:00:20 PM

D: 05/08/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: HON140058

*** CASE MEDIATION EVENT ADD 4/29/2014 3:00:58 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 04/29/2014 03:00:58 PM mlyon

Status: In Progress

S: 04/29/2014 03:00:51 PM

D: 05/06/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 4/29/2014 3:01:03 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 04/29/2014 03:01:03 PM mlyon

Case History

Case ID : N042014-04-2902075

Case Title : 1F-[REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASSIST

Status: Completed

S: 04/29/2014 03:00:58 PM

D: ?/?/? ??:??

A: 04/29/2014 03:01:01 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** CASE MEDIATION EVENT ADD 4/29/2014 3:02:22 PM, mlyon

*** MEDIATION EVENT - MRF SENT 04/29/2014 03:02:22 PM mlyon

Status: In Progress

S: 04/29/2014 03:01:03 PM

D: 05/06/2014 12:00:00 AM

A: ?/?/? ??:??

Assgn to: Mediation ()

Notes:

*** COMMIT 4/29/2014 3:02:24 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 04/30/2014 03:02:27 PM.

New NCDS case opened. Have Ro's arrived from dealer

*** NOTES 4/29/2014 3:02:45 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/30/2014

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

Lack of power steering assist

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [REDACTED].

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

[REDACTED] NOTES 4/29/2014 3:03:05 PM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 1F notifying of open Mediation case. Email sent to ACS to close their pending case.

*** CASE MODIFY 4/29/2014 3:06:59 PM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 4/29/2014 3:15:45 PM, mlyon

N042014-04-2902075 to cgriffin, WIP ¶!;eh

*** SUBCASE N042014-04-2902075-1 ASSIGN 4/29/2014 3:15:55 PM, mlyon

Case History

Case ID : N042014-04-2902075

Case Title : 1F- [REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASSIST

N042014-04-2902075-1 to cgriffin, WIP

*** CASE ADD ATTACHMENT 4/29/2014 3:30:19 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_1.pdf

*** NOTES 4/30/2014 10:11:07 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Moss Brother Honda. Forward to Christina

*** CASE MEDIATION EVENT UPDATE 4/30/2014 10:11:22 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 04/30/2014 10:11:22 AM mlyon

Status: Completed

S: 04/29/2014 03:00:51 PM

D: 05/06/2014 12:00:00 AM

A: 04/30/2014 10:11:20 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 4/30/2014 10:30:23 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_2.pdf

*** CASE MODIFY 4/30/2014 3:43:16 PM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE MODIFY 4/30/2014 3:43:19 PM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 4/30/2014 4:23:08 PM, cgriffin, Action Type : Field FYI

Please note the DPSM will be out of the office from 4/30-5/12/14 however a message was left for him, requesting a return phone call to discuss any information he may have for this customer upon his return.

*** CASE MODIFY 4/30/2014 4:23:17 PM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE MODIFY 5/6/2014 9:47:04 AM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE FULFILL 5/6/2014 9:47:07 AM, cgriffin

Fulfilled for [REDACTED] due 04/30/2014 03:02:27 PM.

*** COMMIT 5/6/2014 10:09:49 AM, cgriffin, Action Type : N/A

NCDS- follow up w/service manger for repair history

*** CASE MODIFY 5/6/2014 10:10:37 AM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 5/7/2014 1:34:33 PM, mlyon, Action Type : Letter/Fax

Received from NCDS: Assignment Letter. Forward to Christina

*** CASE ADD ATTACHMENT 5/7/2014 2:00:23 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_3.pdf

*** CASE MODIFY 5/7/2014 2:48:54 PM, cgriffin

Case History

Case ID : N042014-04-2902075

Case Title : 1F- [REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASSIST

into WIP New/Default and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 5/9/2014 8:52:23 AM, cgriffin

*** MEDIATION EVENT - MRF SENT 05/09/2014 08:52:23 AM cgriffin

Status: Completed

S: 04/29/2014 03:01:03 PM

D: 05/06/2014 12:00:00 AM

A: 05/09/2014 08:52:22 AM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 5/9/2014 8:53:19 AM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 5/9/2014 3:26:02 PM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Moss Honda. Forward to Christina

*** NOTES 5/9/2014 3:27:10 PM, mlyon, Action Type : Letter/Fax

error

*** CASE ADD ATTACHMENT 5/9/2014 3:30:21 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_4.pdf

*** CASE MODIFY 5/9/2014 5:13:04 PM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 5/9/2014 5:18:22 PM, cgriffin, Action Type : Call from Dealer

Reviewed customer's history with the service manager who confirmed the customer has not been back to the dealer since they replaced the main engine wire harness on 4/2/14. The replacement of this part was due to the steering wheel being hard to steer at low speeds.

SM Ernie also confirmed that the amount of time down at the dealer was due to the engine harness being on back order.

*** CASE MODIFY 5/9/2014 5:18:47 PM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE MODIFY 5/9/2014 5:18:51 PM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE MODIFY 5/13/2014 11:34:47 AM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE MODIFY 5/13/2014 2:13:46 PM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE MODIFY 5/14/2014 10:26:38 AM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 5/15/2014 1:17:16 PM, mlyon, Action Type : Letter/Fax

Received notice from NCDS; Customer has withdrawn their case at this time. Accordingly, NCDS will close their case at this time. Forward to Christina

*** CASE MEDIATION EVENT UPDATE 5/15/2014 1:17:24 PM, mlyon

*** MEDIATION EVENT - NCDS CASE RECS 05/15/2014 01:17:24 PM mlyon

Case History

Case ID : N042014-04-2902075

Case Title : [REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASSIST

Status: Completed

S: 04/29/2014 03:00:20 PM

D: 05/08/2014 12:00:00 AM

A: 05/15/2014 01:17:23 PM

Assgn to: Mediation ()

Notes: HON140058

*** CASE MODIFY COMMITMENT 5/16/2014 8:19:04 AM, cgriffin

with [REDACTED] due 05/20/2014 12:00:00 AM.

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_8.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 12 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_12.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 15 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_15.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 17 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_17.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 18 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_18.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 21 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_21.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_5.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_6.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_7.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_9.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_10.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_11.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 13 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_13.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_14.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Case History

Case ID : N042014-04-2902075

Case Title : 1F- [REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASSIST

Added attachment ScanDoc 16 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_16.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 19 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_19.pdf

*** CASE ADD ATTACHMENT 5/16/2014 9:31:36 AM, crmsuser

Added attachment ScanDoc 20 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_20.pdf

*** CASE MODIFY 5/19/2014 11:06:37 AM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 5/19/2014 11:30:02 AM, cgriffin, Action Type : Call to Customer

Spoke to [REDACTED] regarding her vehicle smell concerns. [REDACTED] stated that whenever she is in her vehicle, there is a strong chemical smell that she can actually taste. The smell is more pronounced when the windows are rolled up however can still be smelled when the windows are down. [REDACTED] advised that she has been in a rental vehicle since May 5, 2014 b/c she cannot ride in her vehicle with this smell. I told the customer that I did review her history with Rock Honda, and the service manager would was not able to detect any type of strong smells in the vehicle cabin. What we would like to do is have our DPSM meet w/her to inspect the vehicle and see what she is experiencing. [REDACTED] stated that she would not want anyone to sit in her car as the smell would make them sick. She also will not drive the vehicle to the dealership, in order to have the vehicle inspected.

[REDACTED] then stated that if the DPSM wanted to come to her home to inspect the vehicle, he is more than welcome too. I explained to the customer that the inspection of the vehicle would actually have to take place at the dealership during business hours. Advised that unfortunately the DPSM is not able to come to her home to inspect the vehicle. I then explained to the customer the benefits of having the DPSM inspect her vehicle at the dealer, if something is duplicated. [REDACTED] stated that she does not want to harm anyone with the smell in her vehicle and does not want to harm herself by driving the vehicle to the dealer for the inspection. She would like to proceed with arbitration.

I then advised the customer, that with NCDS, the vehicle would need to be present during the hearing, and the hearing takes place at the dealership. Ms. [REDACTED] was not aware of this and stated that at that time only, she will have the vehicle towed to the dealership.

*** CASE FULFILL 5/19/2014 11:30:45 AM, cgriffin

Fulfilled for [REDACTED] due 05/20/2014 12:00:00 AM.

*** NOTES 5/19/2014 11:49:56 AM, cgriffin, Action Type : Assessment

Assessment.

Mediation received a NCDS case, in which the customer alleges a strong chemical smell in the cabin of the vehicle. The customer had advised ACS that the vehicle had been to Sierra Honda and Norm Reeves Honda for inspection, however no repair order was written nor did they duplicate her concerns. The vehicle was then taken to Rock Honda and inspected by service manager Ruben. Ruben advised Mediation that he sat in the vehicle w/the customer, with the windows rolled up, and was not able to detect any abnormal smells in the cabin.

Mediation contacted the customer and offered to have a DPSM inspect the vehicle and she declined. She declined the inspection stating that she did not want to drive the vehicle to the dealer. [REDACTED] stated that she did not want to be in the vehicle, nor did she want anyone else in it, as the smells may make them sick. She did however indicate that the vehicle could be inspected at her home. Mediation declined as the vehicle can only be inspected by the DPSM during business hours at the dealership.

Mediation will advise NCDS of our inspection request at the dealer. Along with letting them know that based on the inspection by Rock Honda, there are currently no outstanding issues with the vehicle. No offers will be made to replace or repurchase the customers vehicle at this time.

*** NOTES 5/19/2014 11:50:20 AM, cgriffin, Action Type : Note-Technical

American Honda Motor Co., Inc.

Manufacturer Response Form

Case History

Case ID : N042014-04-2902075

Case Title : 1F- [REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASSIST

Case Number: HON140064 Vehicle: 2014 Honda Accord

Customer Name: [REDACTED] VIN: 1HGCR3F8XEA [REDACTED]

Customer contention: Smell coming from vehicle

Manufacturer's Position: American Honda has reviewed the customers vehicle concerns with servicing dealership Rock Honda. The dealer advised that during their inspection of the vehicle, they were not able to detect any abnormal smells inside of the vehicle cabin. Based on this information, American Honda cannot honor the customers replacement/ repurchase request. American Honda will continue to work with the customer to address any verifiable concerns, as per the terms and conditions of the New Vehicle Limited Warranty.

Documentation provided (please check):

Technical Service Bulletin(s)

Recall Notice(s)

Vehicle Repair Records

Purchase/Lease documentation

Other:

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing By phone In person In writing

Form completed by & future contact: Christina Griffin Date: May 19, 2014

Phone: [REDACTED]

This form to be submitted within 10 days of date on the initial letter:

NCDS

Phone: [REDACTED]

*** NOTES 5/19/2014 12:03:43 PM, cgriffin, Action Type : Note-General

Please note the previous documentation was entered in error.

*** CASE MODIFY 5/19/2014 12:03:54 PM, cgriffin

into WIP New/Default and Status of Solving.

*** COMMIT 5/30/2014 12:41:57 PM, cgriffin, Action Type : N/A

next steps- follow up on offer

*** CASE MODIFY 5/30/2014 12:42:24 PM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE MODIFY 5/30/2014 4:34:47 PM, cgriffin

into WIP New/Default and Status of Solving.

Case History

Case ID : N042014-04-2902075

Case Title : 1F- [REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASSIST

*** CASE MEDIATION EVENT ADD 5/30/2014 5:27:37 PM, cgriffin

*** MEDIATION EVENT - OFFER MADE 05/30/2014 05:27:37 PM cgriffin

Status: Completed

S: 05/30/2014 05:27:27 PM

D: ?/?/? ??:??:?

A: 05/30/2014 05:27:35 PM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 5/30/2014 5:27:39 PM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 6/2/2014 10:26:03 AM, cgriffin, Action Type : Note-General

PLEASE NOTE: THE FOLLOWING NOTES WERE ENTERED INTO A DIFFERENT CASE BY MISTAKE. THE NOTES FOR THIS CASE SHOULD READ AS FOLLOWS;

5/15/14

Assessment:

Mediation received a NCDS case in which the customer was requesting to have the vehicle replaced due to a lack of power steering. Mediation reviewed the customers repair history with Moss Bros Honda and was advised that they recently replaced the power steering rack per TechLine. The customer had been to their dealer on two occasions to report the power steering being hard when driving at low speeds. The issue was confirmed on both visits and TechLine was contacted to assist with diagnosing and repairs.

1st visit Retrieved DTC 53-01 Torque sensor low and high. Replaced power steering rack

2nd visit- Replace engine under hood harness.

The customers vehicle was down for several days with the last repair, due to the engine wire harness being on back order. The customer has not been back to report any issues since the repairs were completed.

Mediation will speak w/the customer to see if there are any current issues with the vehicle. If the vehicle is repaired, a goodwill settlement offer will be made, to restore their faith back into our product.

5/15/14

Spoke to [REDACTED] regarding his vehicle concerns. I asked the customer if he has experienced any issues with the vehicle since the dealer replaced the power steering rack and the engine wire harness. [REDACTED] stated that while he has not experienced a lack of power steering since the repair, he is concerned with how long the repair took, and what was done. [REDACTED] stated that his vehicle was down at Moss Bros. Honda for approx. 30 days and his engine area was completely disassembled. He does not know if he should trust the work was done or if the issue will return. I explained to the customer that the vehicle was down for several days, due to the parts needed being on back order. The dealer did work closely with our technical staff here at AH, to ensure the repairs were done correctly. Once they replaced the steering rack and the engine wire harness, the dealer did road test the vehicle to verify the repairs resolved his concern. Informed the customer that based on what he has stated, the repairs did correct his issues. We do understand his concern with the type of repair and how long it took and would like to offer him a one time GW cash settlement. Advised the customer that shows him that we stand behind the repairs that were made, I would like to offer him a \$5k cash settlement. The repairs needed for his vehicle did take place at a very low mileage and we would like to restore his faith back into our product.

[REDACTED] stated that he would need to think about the offer and contact me back.

5/15/14

Case History

Case ID : N042014-04-2902075

Case Title : 1F-[REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASSIST

Received a return phone call from [REDACTED] advising that he will accept our offer. I told the customer I will send him our offer in writing which will include a settlement release form. This form would need to be signed and returned back to our office. Once we receive, we will request the funds and the cash settlement check will be mailed out to him.

*** CASE MODIFY 6/2/2014 10:26:19 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 6/2/2014 10:28:15 AM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 6/5/2014 1:36:40 PM, mlyon, Action Type : Letter/Fax
Received signed release agreement. Forward to Christina

*** CASE ADD ATTACHMENT 6/5/2014 2:00:21 PM, crmsuser
Added attachment ScanDoc 22 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2902075_22.pdf

*** SUBCASE N042014-04-2902075-1 DISPATCH 6/12/2014 12:37:30 PM, cgriffin
from WIP SUB CASES to Queue CK Req - Mediation Mgr.

*** CASE MODIFY 6/12/2014 1:15:22 PM, cgriffin
into WIP Ck Reqs and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 6/12/2014 1:15:47 PM, cgriffin

*** MEDIATION DECISION 06/12/2014 01:15:47 PM cgriffin

Proc: Mediation

Dcsn: Other Goodwill

Cust: Buyback-Repurchase

AHM: Other Goodwill Rsn: Customer Loyalty

Arb Mthd: Please Specify Outcome: Please Specify

Ref: CHRISTINA GRIFFIN

Rel: N012014-04-2

*** CASE MODIFY 6/12/2014 1:15:58 PM, cgriffin
into WIP Ck Reqs and Status of Solving.

*** CASE FULFILL 6/12/2014 1:16:09 PM, cgriffin
Fulfilled for [REDACTED] due 07/04/2014 12:00:00 AM.

*** COMMIT 6/12/2014 1:16:20 PM, cgriffin, Action Type : N/A
Send check to customer

*** CASE MODIFY 6/12/2014 1:36:51 PM, cgriffin
into WIP Ck Reqs and Status of Solving.

*** SUBCASE N042014-04-2902075-1 6/12/2014 1:41:57 PM, galbu, Action Type :
Check Requisition for 5,000.00 \$ submitted
Check Requisition for 5,000.00 \$ submitted by galbu

*** SUBCASE N042014-04-2902075-1 RETURN 6/12/2014 1:42:06 PM, galbu
from Queue CK Req - Mediation Mgr to WIP SUB CASES.

*** SUBCASE N042014-04-2902075-1 COMMIT 6/16/2014 8:04:05 AM, cgriffin, Action Type : External Commitment

Case History

Case ID : N042014-04-2902075

Case Title : 1F-[REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASSIST

Check processed for check_req_no = 9916 on 2014-06-13-00.00.00.000000

*** NOTES 6/17/2014 8:56:08 AM, cgriffin, Action Type : Letter/Fax

June 17, 2014

[REDACTED]
Moreno Valley, CA [REDACTED]

Dear [REDACTED]:

Please find enclosed the cash settlement check in the amount of \$5,000.00. American Honda thanks you for allowing us the opportunity to work with you, to resolve your concerns. You are welcome to contact me if you have any questions

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Christina Griffin
Mediation Case Manager
310-781-5044

*** CASE MEDIATION EVENT ADD 6/17/2014 9:12:22 AM, cgriffin

*** MEDIATION EVENT - SEND CHECK 06/17/2014 09:12:22 AM cgriffin

Status: Completed

S: 06/17/2014 08:56:29 AM

D: ??? ??:?

A: 06/17/2014 09:12:20 AM

Assgn to: Mediation ()

Notes: FEDEX TRACKING# 7703-2618-9505

*** NOTES 6/17/2014 9:13:55 AM, cgriffin, Action Type : Note-Resolution

Mediation received a NCDS case in which the customer was requesting to have the vehicle replaced due to a lack of power steering. Mediation reviewed the customers repair history with Moss Bros Honda and was advised that they recently replaced the power steering rack per TechLine. The customer had been to their dealer on two occasions to report the power steering being hard when driving at low speeds. The issue was confirmed on both visits and TechLine was contacted to assist with diagnosing and repairs.

1st visit: Retrieved DTC 53-01 Torque sensor low and high. Replaced power steering rack

2nd visit: Replace engine under hood harness.

The customers vehicle was down for several days with the last repair, due to the engine wire harness being on back order. Mediation confirmed with the customer that the vehicle had been repaired with the replacement of the engine wire harness. Mediation offered a cash settlement to the customer to restore his faith back into our product and the customer accepted.

*** CASE MODIFY 6/17/2014 9:17:38 AM, cgriffin

Case History

Case ID : N042014-04-2902075

Case Title : 1F- [REDACTED] - NCDS HON140058 - LACK OF POWER STEERING ASSIST

into WIP Ck Reqs and Status of Solving.

*** SUBCASE N042014-04-2902075-1 CLOSE 6/17/2014 9:17:46 AM, cgriffin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/17/2014 9:17:47 AM, cgriffin

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

Case Details

Case ID : N042014-04-2101752	Division : Honda - Auto	Condition : Closed	Open Date : 4/21/2014 1:10:00 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 8/22/2014 4:35:29 PM
Case Owner : Ingrid Moribio (Team MA)	Method : Mail	Queue :	Days Open : 123
Last Closed By : Ingrid Moribio (Team MA)	Point of Origin : Attorney	Wipbin :	
Case Title : ██████████ - ATTY LTR - POWER STEERING NOISE	No. of Attachments : 9		

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 :	AMARILLO, TX ██████████
E Mail :	██████████
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR3F87DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR3F8DJNW / A
Miles / Hours :	23,139
In Service Date :	12/29/2012
Months In Use :	16
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 :	208173 / DAVID MCDAVID HONDA OF IRVING
Phone No. :	972-790-2000
Address :	3700 W.AIRPORT FREEWAY
City / State / Zip :	IRVING, TX 75062
Svc District / Sls District :	03A / A03
Warranty Labor Rate / Date :	\$99.95 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206592	FIRST TEXAS HONDA		
206601	BROWN HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042014-04-2101752-1 ██████████ - PRODU	Subcase Close	Product	Operation	513	Pwr steer gearbo

Mediation Details

Case ID : N042014-04-2101752	Final Decision : No Action Required	Descision Updated : 8/22/2014 4:35:03 PM
Process : Mediation	Customer Position : Buyback-Repurchase	
Document Ref : INGRID MORIBIO	AHM Position : No Action Required	
Related Case : N012014-02-2001561		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 8/22/2014 4:35:03 PM	By : imoribio

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status : Attorney Letter Recd / Completed	Start Date : 4/16/2014 1:13:44	Notes :
Assigned To : Mediation (PATRICK LAW)	Due Date : 5/16/2014	
Last Updated / By : 8/22/2014 4:34:22 PM / imoribio	Actual Date : 8/22/2014 4:34:21	
*** Event Type / Status : Docs Received / Completed	Start Date : 4/21/2014 1:14:28	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 4/28/2014	
Last Updated / By : 4/23/2014 1:56:31 PM / mlyon	Actual Date : 4/23/2014 1:56:30	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 4/21/2014 1:14:35	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 4/21/2014 1:14:39 PM / mlyon	Actual Date : 4/21/2014 1:14:38	

Issue Details

Issue ID : N042014-04-2101752-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2014 1:10:49 PM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 8/22/2014 4:35:24 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513 / Pwr steer gearbo
 Condition Code Desc : Noise 5131
 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 : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

*** CASE CREATE 4/21/2014 1:10:00 PM, mlyon

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

*** NOTES 4/21/2014 1:10:02 PM, mlyon, Action Type : Call from Customer

Date Received: 04/16/14

Attorney Name: Patrick Law Firm

Customer Contention: Power steering noise

Resolution Sought: Repurchase plus Attorney Fees

Carfax Report shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 0

Case Numbers of Previous Cases: N012014-02-2001561

*** SUBCASE N042014-04-2101752-1 CREATE 4/21/2014 1:10:49 PM, mlyon

Created in WIP Default with Due Date 4/21/2014 1:10:49 PM.

*** CASE MEDIATION ADD/MODIFY 4/21/2014 1:14:06 PM, mlyon

*** MEDIATION DECISION 04/21/2014 01:14:06 PM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N012014-02-2001561

*** CASE MEDIATION EVENT ADD 4/21/2014 1:14:28 PM, mlyon

*** MEDIATION EVENT - ATTORNEY LETTER RECD 04/21/2014 01:14:27 PM mlyon

Status: In Progress

S: 04/16/2014 01:13:44 PM

D: 05/16/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation (PATRICK LAW FIRM)

Notes:

*** CASE MEDIATION EVENT ADD 4/21/2014 1:14:35 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 04/21/2014 01:14:35 PM mlyon

Status: In Progress

S: 04/21/2014 01:14:28 PM

D: 04/28/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 4/21/2014 1:14:40 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 04/21/2014 01:14:40 PM mlyon

Case History

Case ID : N042014-04-2101752

Case Title : ██████████ - ATTY LTR - POWER STEERING NOISE

Status: Completed

S: 04/21/2014 01:14:35 PM

D: ?/?/? ??:??

A: 04/21/2014 01:14:38 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 4/21/2014 1:14:42 PM, mlyon, Action Type : N/A

Made to ██████████ due 04/22/2014 01:14:45 PM.

New Atty case opened. Review Atty letter. Look for RO's

*** NOTES 4/21/2014 1:15:50 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/22/2014

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

Power steering 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310 533-5537.

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 4/21/2014 1:16:06 PM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 3E notifying of open Mediation case. Email sent to ACS to close their pending case.

*** CASE ADD ATTACHMENT 4/21/2014 1:30:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101752_1.pdf

*** CASE ADD ATTACHMENT 4/21/2014 1:30:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101752_1_1.pdf

*** CASE MODIFY 4/21/2014 1:48:34 PM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 4/21/2014 1:48:36 PM, mlyon

N042014-04-2101752 to imoribio, WIP CURRENT TIMESTAMP

*** SUBCASE N042014-04-2101752-1 ASSIGN 4/21/2014 1:49:36 PM, mlyon

N042014-04-2101752-1 to jsmith01, WIP ø

*** SUBCASE N042014-04-2101752-1 YANKED 4/21/2014 1:50:03 PM, mlyon

Yanked by mlyon into WIPbin Default.

Case History

Case ID : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

*** SUBCASE N042014-04-2101752-1 ASSIGN 4/21/2014 1:50:09 PM, mlyon

N042014-04-2101752-1 to imoribio, WIP

*** NOTES 4/23/2014 9:25:53 AM, imoribio, Action Type : Contention

Mediation received an attorney demand letter from the law offices of Patrick Law Firm. According to the letter the 2013 Accord has experienced issues with the steering locking up, HVAC system, an engine noise, and radio unit issue. The customer demands that AHM repurchase this vehicle or that he be provided settle the claim in the amount of \$10,000.00 plus \$3,500 in attorneys fees. Mediation will contact and collect the service records from the servicing dealerships.

*** NOTES 4/23/2014 9:29:20 AM, imoribio, Action Type : Note-General

Per Hondas database:

- The customer is the original owner.
- The customer serviced with Southwest Honda, First Texas Honda, David McDavid Honda of Irving.
- The customer has owned the following Honda products:
2011 Accord1HGCP2F45BA [REDACTED] (purchased new 3/28/11)

*** NOTES 4/23/2014 9:34:38 AM, imoribio, Action Type : Call to Dealer

Call to Southwest Honda at 806-359-1675 and was assisted by Lexie. I provided the customers vehicle information and name. I requested that the customers repair orders be faxed to 310-533-5537 for our review. She understood then ended the call.

*** NOTES 4/23/2014 9:39:08 AM, imoribio, Action Type : Call to Dealer

Call to First Texas Honda at 512-458-2511 and was assisted by Jessica Peña. I provided the customers vehicle information and name. I requested that the customers repair orders be faxed to 310-533-5537 for our review. She understood and advised there was three visits in their history. I thanked her for her call.

*** NOTES 4/23/2014 9:43:05 AM, imoribio, Action Type : Call to Dealer

Call to David McDavid Honda of Irving at 972-790-2000 and was assisted by Ali. I informed I was looking to have ROs faxed in to our headquarters. I was transferred to Nickis voicemail and in the message I provided the customers name. I requested a return call.

*** COMMIT 4/23/2014 9:43:11 AM, imoribio, Action Type : N/A

have RO's arrived?

*** CASE FULFILL 4/23/2014 9:43:29 AM, imoribio

Fulfilled for [REDACTED] due 04/22/2014 01:14:45 PM.

*** NOTES 4/23/2014 10:03:13 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Southwest Honda. Forward to Ingrid

*** CASE ADD ATTACHMENT 4/23/2014 10:30:23 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101752_3.pdf

*** NOTES 4/23/2014 11:38:08 AM, imoribio, Action Type : Call from Dealer

Mediation received a call from Nicki with David McDavid Honda of Irving. She advised the customer complained the cooling fan was making a noise, but their master tech was unable to duplicate the issue. She advised the master tech worked with TL and compared the vehicle to 2 other like vehicles and they operated in the same manner. She advised she will send all the records she has on file.

*** NOTES 4/23/2014 1:56:23 PM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Davis McDavid Honda. Forward to Ingrid

*** CASE MEDIATION EVENT UPDATE 4/23/2014 1:56:31 PM, mlyon

Case History

Case ID : N042014-04-2101752

Case Title : ██████████ - ATTY LTR - POWER STEERING NOISE

*** MEDIATION EVENT - DOCS RECEIVED 04/23/2014 01:56:31 PM mlyon

Status: Completed

S: 04/21/2014 01:14:28 PM

D: 04/28/2014 12:00:00 AM

A: 04/23/2014 01:56:30 PM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 4/23/2014 2:00:28 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101752_4.pdf

*** NOTES 4/25/2014 4:59:15 PM, imoribio, Action Type : Note-General

Mediation received the RO's from Southwest and David McDavid.

*** CASE FULFILL 4/25/2014 4:59:26 PM, imoribio

Fulfilled for ██████████ due 04/25/2014 12:00:00 PM.

*** COMMIT 4/25/2014 4:59:29 PM, imoribio, Action Type : N/A

Timeline / f/u w/ FIRST TEXAS HONDA on RO's

*** NOTES 4/30/2014 10:53:28 AM, imoribio, Action Type : Call to Dealer

Call to First Texas Honda at 512-458-2511 and was assisted by Angelica. I informed I called their dealership last week to request ROs. She took down the customers vehicle information and advised she would fax it momentarily.

*** NOTES 4/30/2014 11:33:38 AM, imoribio, Action Type : Letter/Fax

Acknowledgement letter faxed to customer's attorney. Faxed was sent to 214-665-9511 and received (copy of letter and confirmation receipt in case file).

*** NOTES 4/30/2014 11:34:54 AM, imoribio, Action Type : Note-General

TIMELINE - ██████████ - 2013 ACCORD EX-L V6 (1HGCR3F87DA ██████████)

ISD:12/29/12State: TX

CONTENTION: Power steering noise

206592 - FIRST TEXAS HONDA

RO#:57048

Date:2/5/13 - 2/6/13

Miles:2,494

- Line A:Customer states the stereo sounds like a robots sometimes when car is started. Customer has to turn off the car and restart to correct. Check and advise.

Honda is working on a fixpossibly mid February.

RO#:67100

Date:4/29/13 - 4/30/13

Miles:9,154

- Line A:Oil change

- Line B:Customer states there is a squealing noise coming from the car when the A/C operation is on. Check and advise.

Condenser fan motor bearing is noisy

Case History

Case ID : N042014-04-2101752

Case Title : ██████████ - ATTY LTR - POWER STEERING NOISE

Replaced condenser fan motor, test drove all fine at this time.

208173 - DAVID MCDAVID HONDA OF IRVING

RO#:311936

Date:6/10/13 - 6/10/13

Miles:13,455 - 13,455

- Line A:Customer states the cooling fan is making noise and it seems to be running slow. Customer has had the condenser fax replaced twice for similar concerns. Customer states the cooling fan wobbles. Check and advise.

Unable to duplicate problem. No noise, damage, loose, missing or out of pace components found.

Unable to duplicate problem. NO noise, damage, loose, missing or out of pace components found. Contacted TechLine and no work is recommended. All vehicle components are working as designed. No work done at this time. Two of the master techs compared vehicle to new unit and there was no difference in the operation of the fans.

206601 - SOUTHWEST HONDA

RO#:412766

Date:8/27/13 - 8/27/13

Miles:16,818 - 16,818

- Line A:Oil and filter change

RO#:416937

Date:1/14/14 - 1/18/14

Miles:22,661 - 22,661

- Line A:Customer states steering wheel is making a clattering noise first Texas Honda replaced airbag assy. Wheel making noise again.

Removed and replaced cable reel for making noise.

RO#:418255

Date:2/28/14 - 3/13/14 (left of 3/9/14)

Miles:23,139 - 23,139

- Line A:Chassis diagnosis

Test drove multiple times to try and duplicate the problem. Honda had vehicle towed in due to customer complaint that steering locked up and hit curb. Picked up customer to put in rental. Checked vehicle out. Test drove. Alignment was slightly off. There was a scuff on rim. Spoke to Carlo and LD from Honda. Requested to replaced the P/S rack and rim. Test drove after replacement. Rechecked alignment. Operating per factory specs. Sent invoice from enterprise #243202 and PO to office 3/12/14. Note: Honda recommended to put customer in rental while addressing customer concern.

*** CASE FULFILL 4/30/2014 11:35:19 AM, imoribio

Fulfilled for ██████████ due 04/29/2014 01:00:00 PM.

*** COMMIT 4/30/2014 11:35:32 AM, imoribio, Action Type : N/A

call all involved dealerships and speak to SM

*** NOTES 4/30/2014 12:27:39 PM, mlyon, Action Type : Letter/Fax

Received copies of ROs from First Texas Honda. Forward to Ingrid

*** CASE ADD ATTACHMENT 4/30/2014 12:30:21 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101752_5.pdf

Case History

Case ID : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

*** CASE ADD ATTACHMENT 4/30/2014 12:30:21 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101752_1_5.pdf

*** CASE ADD ATTACHMENT 4/30/2014 12:30:21 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101752_2_5.pdf

*** NOTES 5/1/2014 4:29:38 PM, imoribio, Action Type : Note-General

Timeline update

RO#:64386

Date:4/8/13 - 4/10/13

Miles:7,358

- Line A:13-001 Audio/Navi ODMD update.

Updated the audio/navi unit.

- Line B:Customer states the steering wheel has a creaking noise coming from it when turning slowly for about half a turn. Check and advise.

Creaking noise while turning steering wheel, noise was coming from drivers airbag assembly.

Replaced drivers airbag assembly, tested steering, noise gone.

*** CASE MODIFY COMMITMENT 5/1/2014 4:31:52 PM, imoribio

with [REDACTED] due 05/02/2014 10:30:00 AM.

*** NOTES 5/2/2014 12:37:13 PM, imoribio, Action Type : Call to Dealer

Call to First Texas Honda at 512-458-2511 and requested to speak the Service Manager. I was placed into Armando Ponces voicemail. In the message I requested a return call.

*** NOTES 5/2/2014 12:41:08 PM, imoribio, Action Type : Call to Dealer

Call to Southwest Honda at 806-359-1675 and requested to speak to the Service Manager. I was transferred to Steve Perish's voicemail. In the message I provided the customer's vehicle info and requested a return call.

*** COMMIT 5/2/2014 12:41:26 PM, imoribio, Action Type : N/A

f/u w/ involved dealerships

*** CASE FULFILL 5/2/2014 12:41:57 PM, imoribio

Fulfilled for [REDACTED] due 05/02/2014 10:30:00 AM.

*** NOTES 5/5/2014 11:23:26 AM, imoribio, Action Type : Call to Dealer

Call to Southwest Honda at 806-359-1675 and requested to speak to the Service Manager. I was transferred to [REDACTED] voicemail and requested a return call as soon as possible.

*** CASE MODIFY COMMITMENT 5/5/2014 11:23:43 AM, imoribio

with [REDACTED] due 05/07/2014 09:45:00 AM.

*** NOTES 5/5/2014 12:19:41 PM, imoribio, Action Type : Call from Dealer

Mediation received a call from SM Steve. I provided the customer's vehicle information and inquired if the vehicle has returned for any additional repairs. Steve said no, however, the customer has stopped by to have them listen for noises. Steve confirmed the visits on 1/14/14 and 2/28/14. He informed they identified the customer's concern and performed the necessary repairs. Steve noted in RO 418255 that they observed the vehicle had prior body repairs done on the vehicle to the front bumper. He advised they did not have any records and the customer would not confirm if he had work done. He added that they were unable to duplicate the steering wheel lock up but they performed repairs in good faith per ACS and DPSM. He advised that based on their tests they were unable to find anything abnormal with the vehicle.

Case History

Case ID : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

*** NOTES 5/5/2014 12:26:29 PM, imoribio, Action Type : Note-General

TIMELINE UPDATE:

RO#:418255

Date:2/28/14 - 3/13/14 (left of 3/9/14)

Miles:23,139 - 23,139

- Line A:Chassis diagnosis

Test drove multiple times to try and duplicate the problem. Honda had vehicle towed in due to customer complaint that steering locked up and hit curb. Picked up customer to put in rental. Checked vehicle out. Test drove. Alignment was slightly off. There was a scuff on rim. Spoke to Carlo and LD from Honda. Requested to replaced the P/S rack and rim. Test drove after replacement. Rechecked alignment. Operating per factory specs. Sent invoice from enterprise #243202 and PO to office 3/12/14. Note: Honda recommended to put customer in rental while addressing customer concern.

-Line B:Customer states vehicle has intermittent noise coming from engine area/ possible fan area.

Customer complained of a noise from engine area. Felt as though coming from cooling fan. Checked operation of engine, A/C, and cooling fan. NO noise at this time. Note: There was body repairs done on vehicle to the front bumper area. Check both sides and repairs look good. Customer showed proof of repairs. Operating to factory specs.

*** NOTES 5/5/2014 12:28:05 PM, imoribio, Action Type : Field Service

Call to DPSM, 3E, and was placed into his voicemail. In the message I requested a return call at his convenience.

*** NOTES 5/5/2014 12:48:43 PM, imoribio, Action Type : Note-General

Mediation submitted an NICB request concerning any reports of a body repair. Mediation was informed that on 02/13/2013 there was a collision but the point of impact is unknown. In addition, there was no body shop listed on the claim.

*** CASE FULFILL 5/5/2014 12:50:31 PM, imoribio

Fulfilled for [REDACTED] due 05/07/2014 09:45:00 AM.

*** COMMIT 5/5/2014 12:50:34 PM, imoribio, Action Type : N/A

assessment

*** NOTES 5/7/2014 9:02:45 AM, imoribio, Action Type : Field Service

Mediation received a voice message from DPSM, 3E. In the message the DPSM advised the customer complained he was losing power steering at it locked up. He added that they were unable to duplicate the customer's concern, however, he authorized the replacement of the power steering rack in good faith per the terms of the New Vehicle Limited Warranty. He adds that the customer has complained about a noise coming from the front end of the vehicle, which no one can duplicate (Tech, Service Manager, and DPSM).

*** NOTES 5/7/2014 9:35:25 AM, imoribio, Action Type : Assessment

The case originated as an attorney demand letter from the law offices of Patrick Law Firm. The customer demanded the repurchase of his 2013 Accord due to issues with the steering locking up, HVAC system, engine noise, and radio issues.

Mediation collected and reviewed the customer's service records with all involved servicing dealerships, First Texas Honda, David McDavid Honda of Irving, and Southwest Honda. The Service Manager for First Texas Honda informed the customer brought his vehicle in on 2/5/13 with radio concerns but repairs were not performed because there was no fix available. The customer returned on 4/8/13 to have the Audio/Navi ODMD update performed. During this visit the customer complained the steering wheel was making a creaking noise when turning slowly for about half a turn. The dealership found that the creaking noise was coming from the driver's airbag assembly and decided to replace it. They confirmed the noise was gone. The customer returned 4/29/13 with complaints that he could hear a squealing noise coming from the car when the A/C was in use. The dealership found that the condenser fan motor bearing was noisy and replaced the condenser fan motor.

Case History

Case ID : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

The Service Manager at David McDavid Honda of Irving states the customer visited his dealership on 6/10/13 with complains that the cooling fan was making a noise. The customer told the dealership he had the condenser fan replaced twice, however, there was only one report to the previous Honda dealership. During this visit the dealership performed an extensive inspection but were unable to duplicate the customer's concern.

The Service Manager at Southwest Honda informed the customer visited his dealership on 1/14/14 with complaints that the steering wheel was making a clattering noise and mentioned First Texas Honda had replaced the airbag assembly. The dealership identified the concern and replaced the cable reel because it was making noise. The vehicle was towed in on 2/28/14 because the customer complained the steering wheel locked up and hit curb. The dealership test drove the vehicle and found that the alignment was slightly off. The case was reviewed with ACS and DPSM. The dealership replaced the power steering rack and rim, as requested by DPSM. Repairs were performed in good faith per the terms of the New Vehicle Limited Warranty. The dealership test drove the vehicle to confirm the repairs and there were not outstanding issues. Mediation checked with outside source and confirmed that on 2/13/13 the vehicle was involved in a collision. The Service Manager advised that during this visit the customer also complained he had a intermittent noise coming from the engine/fan area. The dealership checked the vehicle but were unable to hear a noise, however, they did observe the vehicle had prior body repairs done to the front bumper area. All three dealerships confirm there are no reports of an outstanding issue at this time.

Based on the currently available information, the customer's isolated concerns have been identified and repaired in good faith per the terms of the warranty. At this time Mediation would like to have the opportunity to have our Honda DPSM inspect the vehicle. Upon the inspection of the vehicle Mediation will determine our position.

*** NOTES 5/7/2014 9:48:17 AM, imoribio, Action Type : Note-General

Note: There was never a call to TechLine to report incident or customer's steering wheel concern.

*** NOTES 5/7/2014 9:50:58 AM, imoribio, Action Type : Letter/Fax

Reponse letter mailed to customer's attorney via FedEx (tracking # 798781235078).

May 7, 2014

PATRICK LAW FIRM
3333 Lee Parkway, Suite 600
Dallas, TX 75219

Re [REDACTED] v. American Honda Motor Co., Inc.

To whom it may concern:

This letter is in response to your correspondence dated April 10, 2014, regarding your clients concerns with their 2013 Honda Accord EX-L V6, vehicle identification number: 1HGCR3F87DA [REDACTED].

Our office reviewed your clients repair history with servicing dealerships, First Texas Honda, David McDavid Honda of Irving, and Southwest Honda. The dealerships advised us that your clients isolated concerns were repaired in good faith per the terms and conditions of the Hondas New Vehicle Limited Warranty and that neither an excessive number of repair attempts nor time out of service were incurred to address any nonconformity that substantially impairs the use, safety or value of your clients vehicle. In addition, all three dealers informed that there currently is no verifiable nonconformity present that could be attributed to the symptoms described by your client.

Case History

Case ID : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

In your letter, you indicated that your clients concerns are currently outstanding. Based upon this information, we would like to request an opportunity to arrange inspection of your clients vehicle by an American Honda District Parts & Service Manager (DPSM). The DPSM will be available to oversee inspection and repair (if necessary) of your clients vehicle at the Honda dealer of their choice. Please review available dates with your client and our office will make the inspection arrangements. American Honda will extend consideration for settlement upon the completion of this inspection.

We regret any inconvenience your client may have experienced. If you have any information not already included, please submit it to my attention for review.

Alternatively, your client may contact the National Center for Dispute Settlement (NCDS) by calling 1- 877-545-0055 or writing to National Center for Dispute Settlement, P.O. Box 1108 Mt. Clemens, MI 48046. This information is clearly set forth in the consumer information guide found in the Warranty Manual that comes with every new vehicle.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Ingrid Moribio
Mediation Case Manager
(310) 781-5043

*** CASE FULFILL 5/7/2014 9:56:38 AM, imoribio

Fulfilled for [REDACTED] due 05/06/2014 08:45:00 AM.

*** COMMIT 5/7/2014 9:56:42 AM, imoribio, Action Type : N/A

Response from attorney?

*** NOTES 5/9/2014 1:48:29 PM, cgriffin, Action Type : Note-Third Party

Received a call from the customers attorney Mick Kennedy advising that his client is available the week of May 19th and would like to have the vehicle inspected at David McDavid Honda of Irving. I told him that his case manager is currently out of the office until 5/14/14 and will follow up w/him at that time.

*** CASE FULFILL 5/15/2014 11:47:07 AM, imoribio

Fulfilled for [REDACTED] due 05/16/2014 12:45:00 PM.

*** NOTES 5/15/2014 1:39:50 PM, imoribio, Action Type : Field Service

Mediation followed up with DPSM, 3E, to inquire if he had any scheduled visits to David McDavid Honda of Irving. He informed he did not oversee this dealership, however, he suggested that I speak to DPSM 3A. I told him I understood and inquired if he would check his availability at Southwest Honda, in the event the customer wishes to change dealerships. He understood then ended the call.

*** NOTES 5/15/2014 1:46:20 PM, imoribio, Action Type : Field Service

Call to DPSM, 3A, and was placed into his voicemail. In the message I requested a return call.

*** NOTES 5/15/2014 1:56:01 PM, imoribio, Action Type : Call to Customer

Call to Mick Kennedy at 214-390-3343 and was placed into their general mailbox. In the message I provided the customer's vehicle info and requested a return call.

*** COMMIT 5/15/2014 1:56:24 PM, imoribio, Action Type : N/A

update

*** NOTES 5/15/2014 2:47:49 PM, imoribio, Action Type : Field Service

Call from DPSM, 3A, and he informed he was at the dealership today and is not scheduled to return in 2-3 weeks. He also noted that Irving, Texas

Case History

Case ID : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

is over 100 miles from Amarillo, Texas. I told him I understood and would double check with the customers attorney. He requested that I keep him posted.

*** NOTES 5/19/2014 12:17:40 PM, imoribio, Action Type : Field Service

Mediation was informed by DPSM, 3E, that he is not scheduled to return to Southwest Honda until next month.

*** NOTES 5/19/2014 12:41:13 PM, imoribio, Action Type : Call to Customer

Call to customer's attorney at 214-390-3343 and was placed into a voicemail. In the message I provided the customer's vehicle information and requested a return call.

*** NOTES 5/19/2014 12:41:50 PM, imoribio, Action Type : Field Service

Mediation requested inspection dates and time from DPSM 3A and 3E. I invited them to notify me as soon as possible.

*** CASE FULFILL 5/19/2014 12:42:18 PM, imoribio

Fulfilled for [REDACTED] due 05/16/2014 01:45:00 PM.

*** COMMIT 5/19/2014 12:42:21 PM, imoribio, Action Type : N/A

call attorney

*** NOTES 5/22/2014 4:28:08 PM, imoribio, Action Type : Field Service

DPSM, 3A informed he would be visiting David McDavid Honda of Irving on 6/3/14. DPSM, 3E, informed he was tentatively scheduled to visit Southwest Honda on 6/3/14, as well.

*** NOTES 5/22/2014 4:31:20 PM, imoribio, Action Type : Call to Customer

Mediation received a voice message from Austin, with the Patrick Law Firm. He advised he was calling on behalf of Mick Kennedy.

I returned his call and was placed into his voicemail. In the message I provided my contact information and invited him to return my call at his convenience.

*** CASE FULFILL 5/22/2014 4:31:58 PM, imoribio

Fulfilled for [REDACTED] due 05/22/2014 12:15:00 PM.

*** COMMIT 5/22/2014 4:32:01 PM, imoribio, Action Type : N/A

update ?

*** NOTES 5/27/2014 11:50:25 AM, imoribio, Action Type : Call from Customer

Mediation received a call from the customer's attorney. I informed my representatives would be visiting their respective dealerships on 6/3/14. I pointed out that David McDavid was several hundred miles from his home and wanted to confirm that was where he wanted to go. I pointed out that Southwest Honda was in Amarillo, TX which was the same city the customer resided in. He advised he would check with the customer to confirm which dealership he wished to have his vehicle inspected. I then asked if the customer had any outstanding issues with his vehicle and he advised he would check and follow up with me. I thanked him for the call.

*** CASE MODIFY COMMITMENT 5/27/2014 11:50:58 AM, imoribio

with [REDACTED] due 05/29/2014 10:00:00 AM.

*** NOTES 5/29/2014 4:24:15 PM, imoribio, Action Type : Call to Customer

Call to customer's attorney at 214-390-3343 and was placed into a voicemail. In the message I requested a return call at their earliest convenience.

*** CASE MODIFY COMMITMENT 5/29/2014 4:24:41 PM, imoribio

with [REDACTED] due 06/02/2014 08:45:00 AM.

*** CASE FULFILL 5/29/2014 4:24:48 PM, imoribio

Fulfilled for [REDACTED] due 06/02/2014 08:45:00 AM.

Case History

Case ID : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

*** COMMIT 5/29/2014 4:24:54 PM, imoribio, Action Type : N/A
update?

*** NOTES 6/2/2014 4:01:15 PM, imoribio, Action Type : Call from Customer

Mediation received a voice message from Austin. In the message he advised his client was unavailable June 3rd but would be available any day after the 3rd.

Mediation will follow up with DPSM 3E to confirm his availability.

*** CASE FULFILL 6/2/2014 4:01:26 PM, imoribio

Fulfilled for [REDACTED] due 06/02/2014 08:46:00 AM.

*** COMMIT 6/2/2014 4:01:29 PM, imoribio, Action Type : N/A

call DPSM

*** CASE MODIFY COMMITMENT 6/3/2014 4:15:06 PM, imoribio

with [REDACTED] due 06/04/2014 10:15:00 AM.

*** NOTES 6/4/2014 4:39:33 PM, imoribio, Action Type : Note-General

Mediation received a call from the customers attorney. He informed his client wished to have the inspection take place at David McDavid Honda of Irving because he was currently in the area. I informed I would consult with my counterpart and contact him as soon as I had an available date.

*** CASE MODIFY COMMITMENT 6/4/2014 4:39:49 PM, imoribio

with [REDACTED] due 06/05/2014 07:45:00 AM.

*** CASE MODIFY 6/5/2014 12:09:06 PM, imoribio

into WIP Attorney and Status of Solving.

*** NOTES 6/5/2014 12:16:56 PM, imoribio, Action Type : Field Service

Call to DPSM, 3A, and was placed into his voicemail. In the message I informed the customer wished to reschedule the inspection in Irving, TX. I invited him to return my call at his convenience.

*** CASE MODIFY COMMITMENT 6/5/2014 12:17:17 PM, imoribio

with [REDACTED] due 06/09/2014 12:45:00 PM.

*** NOTES 6/10/2014 9:45:53 AM, imoribio, Action Type : Field Service

Call to DPSM, 3A, and was placed into his voicemail. In the message I requested a return call.

*** CASE MODIFY COMMITMENT 6/10/2014 9:46:16 AM, imoribio

with [REDACTED] due 06/12/2014 12:45:00 PM.

*** NOTES 6/10/2014 10:11:24 AM, imoribio, Action Type : Field Service

Mediation received a call from DPSM, 3A, and provided with the customer's request to move the inspection date. The DPSM advised he would check his schedule and follow up momentarily.

*** NOTES 6/12/2014 12:36:27 PM, imoribio, Action Type : Field Service

DPSM informed he is scheduled to visit DAVID MCDAVID HONDA OF IRVING on 6/24/14.

*** NOTES 6/12/2014 12:46:34 PM, imoribio, Action Type : Letter/Fax

Inspection letter faxed to attorney's office (214-665-9511). See copy of letter and confirmation page in case file.

*** CASE FULFILL 6/12/2014 12:46:58 PM, imoribio

Fulfilled for [REDACTED] due 06/12/2014 12:45:00 PM.

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

*** COMMIT 6/12/2014 12:47:01 PM, imoribio, Action Type : N/A
confirmed appointment?

*** NOTES 6/18/2014 4:40:06 PM, imoribio, Action Type : Field Service

Mediation was informed by DPSM, 3A, that due to unforeseen circumstances he would need to change the inspection from 6/24/14 to 7/1/14. I informed I would notify the customer's attorney.

*** NOTES 6/18/2014 4:45:59 PM, imoribio, Action Type : Call to Customer

Call to customer's attorney at 214-390-3343 and was placed into their voicemail. In the message I informed our rep would be unable to make the prearranged vehicle inspection on 6/24/14 but could reschedule for 7/1/14 at the same dealership. I invited them to contact me at their earliest convenience.

*** CASE MODIFY COMMITMENT 6/18/2014 4:46:23 PM, imoribio
with [REDACTED] E due 06/23/2014 10:15:00 AM.

*** NOTES 6/20/2014 5:03:59 PM, imoribio, Action Type : Letter/Fax

Letter for DPSM inspection on July 1st was faxed to customer's attorney.

*** CASE MODIFY COMMITMENT 6/20/2014 5:05:45 PM, imoribio
with [REDACTED] due 06/27/2014 10:15:00 AM.

*** CASE MODIFY COMMITMENT 6/26/2014 5:18:42 PM, imoribio
with [REDACTED] due 06/30/2014 10:15:00 AM.

*** NOTES 7/1/2014 11:41:21 AM, imoribio, Action Type : Field Service

Mediation received a call from DPSM, 3E. He confirmed he conducted a test drive with the customer and lead tech at David McDavid Honda of Irving. He advised during their 1 mile test drive he was able to hear a noise from the harness inside the steering wheel. DPSM advised they were only able to hear it while the vehicle was in motion and the steering wheel was being turned left or right (could not be heard at idle). The tech informed there was a bulletin/news article that addresses this matter. The vehicle will be checked for codes and they will inspect the vehicle thoroughly before it is released back to the customer. The DPSM advised that with regards to the fan noise he was unable to find any abnormal issue and assured the customer there was nothing wrong with the vehicle. I thanked him for his time and assistance.

*** CASE FULFILL 7/1/2014 11:41:58 AM, imoribio

Fulfilled for [REDACTED] due 06/30/2014 10:15:00 AM.

*** COMMIT 7/1/2014 11:42:01 AM, imoribio, Action Type : N/A
update on repair

*** NOTES 7/3/2014 10:43:27 AM, imoribio, Action Type : Call to Dealer

Call to David McDavid Honda at 972-790-2000 and was assisted by SA Ali. I provided the customers vehicle information; he informed the RO is opened under a [REDACTED] (the vehicle is financed by this customer). He informed the vehicle was being worked on; the sub wire cable reel was going to be installed. He added that his tech was going to following with TL to ensure there was nothing else they had to do. I asked him to contact me with updates. He provided me with his direct line [REDACTED] because he was the SA working on this case. I thanked him for this time.

*** CASE MODIFY COMMITMENT 7/3/2014 10:51:59 AM, imoribio
with JUSTIN SPENCE due 07/08/2014 10:15:00 AM.

*** NOTES 7/8/2014 10:56:09 AM, imoribio, Action Type : Call to Dealer

Call to David McDavid Honda of Irving at 972-790-2000 and requested to speak to the SM. I was transferred to Buddy Maze Service Manager's voicemail. In the message I introduced myself and provided the customer's vehicle information and requested a return call.

*** CASE MODIFY COMMITMENT 7/8/2014 11:10:05 AM, imoribio

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

with [REDACTED] due 07/10/2014 10:15:00 AM.

*** CASE MODIFY COMMITMENT 7/10/2014 3:50:57 PM, imoribio

with [REDACTED] due 07/11/2014 08:30:00 AM.

*** NOTES 7/11/2014 2:41:36 PM, imoribio, Action Type : Call to Dealer

Call to Buddy SM at David McDavid Honda of Irving at 972-790-2000 and was placed into his voicemail. In the message I invited him to return my call to provide me an update of the vehicle repairs.

*** CASE MODIFY COMMITMENT 7/11/2014 2:42:58 PM, imoribio

with [REDACTED] due 07/15/2014 09:30:00 AM.

*** CASE MODIFY COMMITMENT 7/15/2014 3:39:38 PM, imoribio

with [REDACTED] due 07/16/2014 09:30:00 AM.

*** NOTES 7/17/2014 11:13:40 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from David McDavid Honda. Forward to Ingrid

*** NOTES 7/17/2014 11:17:39 AM, imoribio, Action Type : Call to Dealer

Call to Buddy SM at David McDavid Honda of Irving at 972-790-2000 and provided the customers vehicle information. I inquired on the repair status and was informed that his tech, Brad Mitchell, was off and would return until next Monday. He added that per the repair history the customer traded his vehicle in (per Hondas database the customer went into a 2014 Accord 1HGCR3F88EA [REDACTED] purchased on 7/10/14). His records show this 2013 Accord was certified on 7/14/14. I thanked him for the information and requested that the ROs be submitted for our review.

*** CASE FULFILL 7/17/2014 11:17:47 AM, imoribio

Fulfilled for [REDACTED] due 07/16/2014 09:30:00 AM.

*** COMMIT 7/17/2014 11:17:50 AM, imoribio, Action Type : N/A

have RO's arrived?

*** CASE ADD ATTACHMENT 7/17/2014 11:30:19 AM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101752_8.pdf

*** CASE FULFILL 7/24/2014 2:54:28 PM, imoribio

Fulfilled for [REDACTED] due 07/23/2014 12:00:00 PM.

*** NOTES 7/24/2014 3:03:52 PM, imoribio, Action Type : Letter/Fax

Mediation received a 8 page document arrived. The documents were forwarded to CM.

*** CASE ADD ATTACHMENT 7/24/2014 3:30:18 PM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101752_9.pdf

*** NOTES 7/24/2014 4:07:49 PM, imoribio, Action Type : Call to Customer

Call to customer's attorney at 214-390-3343 and was placed into their voicemail. In the message I requested a return call.

Mediation received a call back from Austin. I informed per my conversation with David McDavid Honda of Irvings Service Manager his client traded their 2013 Accord for another vehicle. He thanked me for the info and time. He advised he would follow up with his client and call our office if he had any other questions. I thanked him for his time.

*** COMMIT 7/24/2014 4:07:58 PM, imoribio, Action Type : N/A

update/ response from customer's attorney

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042014-04-2101752

Case Title : [REDACTED] - ATTY LTR - POWER STEERING NOISE

*** NOTES 8/1/2014 3:21:56 PM, imoribio, Action Type : Note-General

No response from the customer's attorney. Mediation will contact the attorney next week to confirm to determine the next steps.

*** CASE FULFILL 8/1/2014 3:22:35 PM, imoribio

Fulfilled for [REDACTED] due 08/01/2014 04:00:00 PM.

*** COMMIT 8/1/2014 3:22:41 PM, imoribio, Action Type : N/A

f/u w/ attorney

*** NOTES 8/8/2014 12:39:51 PM, imoribio, Action Type : Call to Customer

Call to customer's attorney at 214-390-3343 and inquired on the status of their claim/demand. He advised he would call me later today with a response. I thanked him for his time.

*** CASE MODIFY COMMITMENT 8/8/2014 12:40:29 PM, imoribio

with [REDACTED] due 08/13/2014 01:00:00 PM.

*** NOTES 8/14/2014 11:25:47 AM, imoribio, Action Type : Note-General

Mediation has not received anything from the attorney. If no response by end of next week the ace will be closed.

*** CASE FULFILL 8/14/2014 11:26:16 AM, imoribio

Fulfilled for [REDACTED] due 08/13/2014 01:00:00 PM.

*** COMMIT 8/14/2014 11:26:21 AM, imoribio, Action Type : N/A

close case

*** NOTES 8/22/2014 4:34:02 PM, imoribio, Action Type : Note-Resolution

The case originated as an attorney demand letter. The customer requested the repurchase of his 2013 Accord due to issues with the steering locking up, HVAC system, engine noise, and radio issues.

Mediation collected and reviewed the customer's service records with all involved servicing dealerships, First Texas Honda, David McDavid Honda of Irving, and Southwest Honda. The Service Manager for First Texas Honda informed the customer brought his vehicle in on 2/5/13 with radio concerns but repairs were not performed because there was no fix available. The customer returned on 4/8/13 to have the Audio/Navi ODMD update performed. During this visit the customer complained the steering wheel was making a creaking noise when turning slowly for about half a turn. The dealership found that the creaking noise was coming from the driver's airbag assembly and decided to replace it. They confirmed the noise was gone. The customer returned 4/29/13 with complaints that he could hear a squealing noise coming from the car when the A/C was in use. The dealership found that the condenser fan motor bearing was noisy and replaced the condenser fan motor.

The Service Manager at David McDavid Honda of Irving states the customer visited his dealership on 6/10/13 with complains that the cooling fan was making noise. The customer told the dealership he had the condenser fan replaced twice, however, there was only one report to the previous Honda dealership. During this visit the dealership performed an extensive inspection but were unable to duplicate the customer's concern. The Service Manager at Southwest Honda informed the customer visited his dealership on 1/14/14 with complaints that the steering wheel was making a clattering noise and mentioned First Texas Honda had replaced the airbag assembly. The dealership identified the concern and replaced the cable reel because it was making noise. The vehicle was towed in on 2/28/14 because the customer complained the steering wheel locked up and hit curb. The dealership test drove the vehicle and found that the alignment was slightly off. The case was reviewed with ACS and DPSM. The dealership replaced the power steering rack and rim, as requested by DPSM. Repairs were performed in good faith per the terms of the New Vehicle Limited Warranty. The dealership test drove the vehicle to confirm the repairs and there were not outstanding issues. Mediation checked with outside source and confirmed that on 2/13/13 the vehicle was involved in a collision. The Service Manager advised that during this visit the customer also complained he had a intermittent noise coming from the engine/fan area. The dealership checked the vehicle but were unable to hear a noise, however, they did observe the vehicle had prior body repairs done to the front bumper area. All three dealerships confirm there are no reports of an outstanding issue at

Case History

Case ID : N042014-04-2101752

Case Title : ██████████ - ATTY LTR - POWER STEERING NOISE

this time.

Based on the currently available information, the customer's isolated concerns have been identified and repaired in good faith per the terms of the warranty. Mediation and the former DPSM agreed to offer a vehicle inspection to determine our position. On 7/1/14 the DPSM inspected and test drove the vehicle with the dealership's lead tech. He advised during the 1 mile test drive they were both unable to duplicate the customer's steering lock up concern and cooling fan complaint, however, they were able to hear a noise from the harness inside the steering wheel while the vehicle was in motion. In the interest of customer satisfaction they made repairs by following the available Service Bulletin. Mediation was later informed by the Service Manager advised that per the repair history the customer traded this 2013 Accord of a 2014 Accord (1HGCR3F88EA ██████████ purchased on 7/10/14). The dealership records show the 2013 Accord was certified on 7/14/14. At this time the case will be closed.

*** CASE MEDIATION EVENT UPDATE 8/22/2014 4:34:22 PM, imoribio

*** MEDIATION EVENT - ATTORNEY LETTER RECD 08/22/2014 04:34:22 PM imoribio

Status: Completed

S: 04/16/2014 01:13:44 PM

D: 05/16/2014 12:00:00 AM

A: 08/22/2014 04:34:21 PM

Assgn to: Mediation (PATRICK LAW FIRM)

Notes:

*** CASE MEDIATION ADD/MODIFY 8/22/2014 4:35:03 PM, imoribio

*** MEDIATION DECISION 08/22/2014 04:35:03 PM imoribio

Proc: Mediation

Dcsn: No Action Required

Cust: Buyback-Repurchase

AHM: No Action Required Rsn: Not Substantial

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N012014-

*** CASE MODIFY 8/22/2014 4:35:08 PM, imoribio

into WIP Attorney and Status of Solving.

*** SUBCASE N042014-04-2101752-1 CLOSE 8/22/2014 4:35:24 PM, imoribio

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/22/2014 4:35:26 PM, imoribio

into WIP Attorney and Status of Solving.

*** CASE CLOSE 8/22/2014 4:35:29 PM, imoribio

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

Case Details

Case ID : N042013-09-2001651	Division : Honda - Auto	Condition : Closed	Open Date : 9/20/2013 3:27:47 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 11/13/2013 7:39:22 AM
Case Owner : Jeanette Smith (Team MA)	Method : Mail	Queue :	Days Open : 54
Last Closed By : Jeanette Smith (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : 5B- [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING LOCK 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 :	EAST NEWARK, NJ [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 :	CR3F8DJNW / A
Miles / Hours :	10,938
In Service Date :	01/12/2013
Months In Use :	8
Engine Number :	J35Y11208329
Originating Dealer No. / Name :	208140 / HUDSON HONDA
Selling Dealer No. / Name :	208591 / HACKETTSTOWN HONDA
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 :	207871 / ROUTE 22 HONDA
Phone No. :	973-705-9300
Address :	75 ROUTE 22 WEST
City / State / Zip :	HILLSIDE, NJ 07205
Svc District / Sls District :	05B / B05
Warranty Labor Rate / Date :	\$105.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208591	HACKETTSTOWN HONDA		

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
N042013-09-2001651-1 [REDACTED] - PROD	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042013-09-2001651	Final Decision : No Action Required	Descision Updated : 11/13/2013 7:38:58 AM
Process : Final Repair	Customer Position : Repair	
Document Ref : JEANETTE SMITH	AHM Position : Repair	
Related Case : NONE		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 11/13/2013 7:38:58 AM	By : jsmith01

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status : Final Notice Recd / Completed	Start Date : 9/19/2013 3:28:24	Notes : CONTACT AND COMPLETE TIME IS 10 DAYS
Assigned To : Mediation ()	Due Date : 10/18/2013	
Last Updated / By : 11/13/2013 7:37:06 AM / jsmith01	Actual Date : 10/11/2013 7:36:58	
*** Event Type / Status : Docs Received / Completed	Start Date : 9/20/2013 3:28:54	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 9/27/2013	
Last Updated / By : 9/27/2013 8:14:31 AM / mlyon	Actual Date : 9/27/2013 8:14:30	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 9/20/2013 3:29:04	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 9/20/2013 3:29:09 PM / mlyon	Actual Date : 9/20/2013 3:29:07	

Issue Details

Issue ID : N042013-09-2001651-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 9/20/2013 3:28:21 PM
Issue Owner : [REDACTED]	Type 2 : Operation	Queue :	Close Date : 11/13/2013 7:36:41 AM
Issue Title : [REDACTED]	T - OPERATION		

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
Condition Code Desc : Other 513X
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 : N042013-09-2001651

Case Title : 5B- [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING LOCKS UP

*** CASE CREATE 9/20/2013 3:27:47 PM, mlyon

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

*** NOTES 9/20/2013 3:27:48 PM, mlyon, Action Type :

Final repair - Electronic power steering locks up
Received Final Repair Attempt from Customer
Date Received: 09/19/13
Customers Contention: Electronic power steering locks up
Resolution sought: Final Repair
Carfax Report shows accidents: No
Dates of Accidents on Carfax: n/a
Number of Tech Line Reports: 1
Case Numbers of Previous Cases: N/a

*** SUBCASE N042013-09-2001651-1 CREATE 9/20/2013 3:28:21 PM, mlyon

Created in WIP Default with Due Date 9/20/2013 3:28:21 PM.

*** CASE MEDIATION ADD/MODIFY 9/20/2013 3:28:40 PM, mlyon

*** MEDIATION DECISION 09/20/2013 03:28:40 PM mlyon

Proc: Final Repair
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: JEANETTE SMITH
Rel: NONE

*** CASE MEDIATION EVENT ADD 9/20/2013 3:28:54 PM, mlyon

*** MEDIATION EVENT - FINAL NOTICE RECD 09/20/2013 03:28:54 PM mlyon

Status: In Progress
S: 09/19/2013 03:28:24 PM
D: 10/18/2013 12:00:00 AM
A: ?/?/? ??:?
Assgn to: Mediation ()
Notes: CONTACT AND COMPLETE TIME IS 10 DAYS

*** CASE MEDIATION EVENT ADD 9/20/2013 3:29:04 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 09/20/2013 03:29:04 PM mlyon

Status: In Progress
S: 09/20/2013 03:28:54 PM
D: 09/27/2013 12:00:00 AM
A: ?/?/? ??:?
Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 9/20/2013 3:29:10 PM, mlyon

Case History

Case ID : N042013-09-2001651

Case Title : 5B- [REDACTED], [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING LOCKS UP

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 09/20/2013 03:29:10 PM mlyon

Status: Completed

S: 09/20/2013 03:29:04 PM

D: ?/?/? ??:??

A: 09/20/2013 03:29:07 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 9/20/2013 3:29:13 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 09/23/2013 03:29:15 PM.

Final notice received. Contact and complete time is 10 days

*** NOTES 9/20/2013 3:30:14 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/23/2013

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

Electronic power steering locks 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:

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310 533-5537.

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 9/20/2013 3:30:54 PM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 5B notifying of open Mediation case.

*** CASE MODIFY 9/20/2013 3:37:35 PM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 9/20/2013 3:37:39 PM, mlyon

N042013-09-2001651 to jsmith01, WIP ¶

*** SUBCASE N042013-09-2001651-1 ASSIGN 9/20/2013 3:37:50 PM, mlyon

N042013-09-2001651-1 to jsmith01, WIP oÿÿ.F

*** CASE ADD ATTACHMENT 9/20/2013 4:00:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-09-2001651_1.pdf

*** NOTES 9/23/2013 12:39:31 PM, jsmith01, Action Type : Call from Customer

Sent contact to DPSM requesting a return call.

*** NOTES 9/23/2013 12:50:37 PM, jsmith01, Action Type : Field FYI

Sent contact to DPSM requesting a return call.

Case History

Case ID : N042013-09-2001651

Case Title : 5B- [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING LOCKS UP

*** NOTES 9/23/2013 1:44:15 PM, jsmith01, Action Type : Call to Dealer

Spoke to Ralph he S/M at Rout 22 Honda who stated that the customer did complain of a power steering seemed to get tight. They did find DCT 22-01 and 53-02. Tech Line was contacted and advised them to replace the rack and swap the EPS. They have not heard from the customer since then. I requested that he fax over the RO history.

*** CASE MODIFY 9/23/2013 2:09:57 PM, jsmith01

into WIP Fin and Status of Solving.

*** CASE FULFILL 9/24/2013 6:50:03 AM, jsmith01

Fulfilled for [REDACTED] due 09/23/2013 03:29:15 PM.

*** NOTES 9/25/2013 7:08:24 AM, jsmith01, Action Type : Call to Customer

Unable to leave message will try latter.

*** NOTES 9/27/2013 8:14:24 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Roure 22 Honda. Forward to Jeanette

*** CASE MEDIATION EVENT UPDATE 9/27/2013 8:14:32 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 09/27/2013 08:14:32 AM mlyon

Status: Completed

S: 09/20/2013 03:28:54 PM

D: 09/27/2013 12:00:00 AM

A: 09/27/2013 08:14:30 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 9/27/2013 8:30:20 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-09-2001651_2.pdf

*** NOTES 10/1/2013 2:23:47 PM, jsmith01, Action Type : Call to Customer

Spoke to the customer and introduced myself. I advised the customer that we did receive his letter. I apologized for the circumstances that prompted his contact to our office. I requested to know if he's had any issues with the vehicle since the last repair on 9/13/13 at 12,969. The customer stated that he has not had any issues since then and feels that the dealership resolved the issues. I advised the customer that at this point considering there were no issues with the vehicle and it was operating normally there would be no reason to take the vehicle in to the dealership for repairs or inspection. The customer agreed. I advised the customer that AHM would like to offer some sort of goodwill gesture for the inconvenience of having to take the vehicle in to the dealership repeatedly. I advised him that I would follow up within two weeks and if everything is still ok, good will can be discussed. the customer agreed and thanked me. I advised him to contact me if he has any questions or concerns. The customer agreed.

*** COMMIT 10/2/2013 8:20:11 AM, jsmith01, Action Type : N/A

Follow up with the customer.

*** COMMIT 10/2/2013 12:45:00 PM, jsmith01, Action Type :

Made to [REDACTED] due 10/05/2013 12:45:21 PM.

DCS Follow-Up

*** NOTES 10/2/2013 12:45:43 PM, jsmith01, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/5/2013

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

Case History

Case ID : N042013-09-2001651

Case Title : 5B [REDACTED], [REDACTED] FINAL REPAIR - ELECTRONIC POWER STEERING LOCKS 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:

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

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310 533-5537.

This information is being requested for investigative purposes to determine our position for resolution. Please

Thank you for your attention to this matter.

[REDACTED]

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 FULFILL 10/7/2013 6:02:22 AM, jsmith01

Fulfilled for [REDACTED] due 10/05/2013 12:45:21 PM.

*** CASE FULFILL 10/28/2013 6:25:20 AM, jsmith01

Fulfilled for [REDACTED] due 10/23/2013 12:00:00 AM.

*** NOTES 10/29/2013 7:44:36 AM, jsmith01, Action Type : Call to Customer

Left a message for the customer requesting a return call.

*** COMMIT 10/29/2013 8:24:57 AM, jsmith01, Action Type : N/A

Customer called back?

*** CASE FULFILL 11/5/2013 1:55:04 PM, jsmith01

Fulfilled for [REDACTED] due 11/05/2013 12:00:00 AM.

*** COMMIT 11/6/2013 7:30:56 AM, jsmith01, Action Type : N/A

Customer called back?

*** NOTES 11/6/2013 7:31:48 AM, jsmith01, Action Type : Call to Customer

Left a 2nd message for the customer requesting a return call.

*** CASE FULFILL 11/13/2013 7:11:48 AM, jsmith01

Fulfilled for [REDACTED] due 11/12/2013 12:00:00 AM.

*** COMMIT 11/13/2013 7:11:57 AM, jsmith01, Action Type : N/A

Send letter

*** NOTES 11/13/2013 7:35:49 AM, jsmith01, Action Type : Call to Customer

November 13, 2013

[REDACTED]

Case History

Case ID : N042013-09-2001651

Case Title : 5B [REDACTED], [REDACTED] - FINAL REPAIR - ELECTRONIC POWER STEERING LOCKS UP

East Newark, NJ 07029

Dear [REDACTED],

This letter is in regards to the recent contact our office. In good faith American Honda has made multiple attempts to contact you by phone to discuss the repair performed on your vehicle; however we have not been able to reach you.

Please contact me directly at [REDACTED]. I may be reached Monday through Friday during the hours of 6:00am to 2:30 pm PST. We would like to schedule you for an appointment at your dealership at your earliest convenience.

We apologize for any inconvenience this matter has caused you and appreciate the opportunity to address your concerns.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

*** SUBCASE N042013-09-2001651-1 CLOSE 11/13/2013 7:36:41 AM, jsmith01

Status = Solving, Resolution Code = Instruction Given

*** CASE MEDIATION EVENT UPDATE 11/13/2013 7:37:07 AM, jsmith01

*** MEDIATION EVENT - FINAL NOTICE RECD 11/13/2013 07:37:07 AM jsmith01

Status: Completed

S: 09/19/2013 03:28:24 PM

D: 10/18/2013 12:00:00 AM

A: 10/11/2013 07:36:58 AM

Assgn to: Mediation ()

Notes: CONTACT AND COMPLETE TIME IS 10 DAYS

*** CASE MEDIATION ADD/MODIFY 11/13/2013 7:38:59 AM, jsmith01

*** MEDIATION DECISION 11/13/2013 07:38:58 AM jsmith01

Proc: Final Repair

Dcsn: No Action Required

Cust: Repair

AHM: Repair Rsn: Normal Operation

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: NONE

*** CASE MODIFY 11/13/2013 7:39:14 AM, jsmith01

into WIP Fin and Status of Solving.

*** CASE CLOSE 11/13/2013 7:39:22 AM, jsmith01

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

Case Details

Case ID : N042014-03-2800774	Division : Honda - Auto	Condition : Closed	Open Date : 3/28/2014 11:27:13 AM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 11/3/2014 11:08:19 AM
Case Owner : Michael Lyon (Team MA)	Method : Email/Internet	Queue :	Days Open : 220
Last Closed By : Michael Lyon (Team MA)	Point of Origin : NCDS	Wipbin :	
Case Title : ██████████ - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPE No. of Attachments : 11			

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 :	EDDYVILLE, KY
E Mail :	██████████
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR2F5XDA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F5DEW / A
Miles / Hours :	23,505
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. :	270-444-6632
Address :	3201 PARK AVENUE
City / State / Zip :	PADUCAH, KY 42001
Svc District / Sls District :	08J / E08
Warranty Labor Rate / Date :	\$84.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : NCDS	Party 3 : Techline
Party 2 : C.R.	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042014-03-2800774-1 / ██████████	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042014-03-2800774	Final Decision : Buyback-Replace	Descision Updated : 4/30/2014 2:27:56 PM
Process : Arbitration	Customer Position : Buyback-Replace	
Document Ref : DOUG HORNSTEIN	AHM Position : Buyback-Replace	
Related Case : N012014-03-1900553		
Arbitration Method : In Person		
Arbitration Outcome : Settled	Last Updated : 4/30/2014 2:27:56 PM	By : dhornste

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Replacement Cost	(\$24,640.00)	(\$24,640.00)	4/30/2014 2:29:20 PM	4/30/2014 2:29:20 PM	dhornste
Auction Proceeds	\$18,250.00	\$14,081.00	9/5/2014 3:34:48 PM	9/5/2014 3:34:48 PM	mlyon
Total Amount	(\$6,390.00)	(\$10,559.00)			

Mediation Activity :

*** Event Type / Status : NCDS Case Recs / Completed	Start Date : 3/28/2014 11:27:48	Notes : HON140039
Assigned To : Mediation ()	Due Date : 5/7/2014	
Last Updated / By : 5/1/2014 10:23:54 AM / dhornste	Actual Date : 4/22/2014 10:23:48	
*** Event Type / Status : MRF Sent / Completed	Start Date : 3/28/2014 11:28:19	Notes :
Assigned To : Mediation ()	Due Date : 4/7/2014	
Last Updated / By : 4/7/2014 10:02:06 AM / dhornste	Actual Date : 4/7/2014 10:02:03	
*** Event Type / Status : Docs Received / Completed	Start Date : 3/28/2014 11:28:40	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 4/4/2014	
Last Updated / By : 4/2/2014 7:56:14 AM / mlyon	Actual Date : 4/2/2014 7:56:13	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 3/28/2014 11:28:48	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 3/28/2014 11:28:52 AM / mlyon	Actual Date : 3/28/2014 11:28:50	
*** Event Type / Status : Arbitration Hearing / Cancelled	Start Date : 4/14/2014 11:13:06	Notes : AL MARTIN - ARBITRATOR
Assigned To : DPSM ()	Due Date : 4/24/2014	
Last Updated / By : 4/22/2014 2:34:21 PM / mlyon	Actual Date : 4/14/2014 2:34:15	
*** Event Type / Status : Arb Decision Due / Cancelled	Start Date : 4/24/2014 11:13:37	Notes : DECISION?
Assigned To : Third Party ()	Due Date : 5/1/2014	
Last Updated / By : 4/22/2014 2:34:36 PM / mlyon	Actual Date : 4/24/2014 2:34:28	
*** Event Type / Status : Send Check / Completed	Start Date : 5/1/2014 10:22:54	Notes :
Assigned To : ISG ()	Due Date : 5/8/2014	
Last Updated / By : 8/18/2014 3:05:08 PM / dhornste	Actual Date : 5/8/2014 3:05:02	
*** Event Type / Status : Transfer Agent Mtg / Completed	Start Date : 5/14/2014 9:44:34	Notes : VEHICLE SURRENDER WILL BE COMPLETED ON 5/19/2014, 11:00 AM AT BLUEGRASS HONDA/
Assigned To : ISG ()	Due Date : 5/19/2014 11:00:00	
Last Updated / By : 5/20/2014 9:38:30 AM / mlyon	Actual Date : 5/20/2014 9:38:29	
*** Event Type / Status : Repair scheduled / Completed	Start Date : 5/20/2014 9:40:04	Notes : DPSM TEST DRIVE
Assigned To : DPSM ()	Due Date : 7/21/2014	
Last Updated / By : 7/9/2014 1:52:06 PM / mlyon	Actual Date : 7/9/2014 1:52:05	

Mediation Activity :

**	Event Type / Status : Auction Unit / Completed	Start Date : 7/9/2014 1:52:08	Notes :
	Assigned To : ISG (NASHVILLE AUTO	Due Date : 8/18/2014	
	Last Updated / By : 9/5/2014 3:34:33 PM / mlyon	Actual Date : 9/5/2014 3:34:33	
**	Event Type / Status : Disclosure Requested / Completed	Start Date : 9/5/2014 3:34:34	Notes :
	Assigned To : ISG ()	Due Date :	
	Last Updated / By : 9/5/2014 3:34:41 PM / mlyon	Actual Date : 9/5/2014 3:34:38	

Issue Details

Issue ID : N042014-03-2800774-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 3/28/2014 11:27:40 AM
Issue Owner : Doug Hornstein	Type 2 : Operation	Queue :	Close Date : 8/18/2014 3:05:58 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Repaired/Warranty, CR Generated Gdwill, Buy Back
 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-A94	RACK, POWER STEERING	Not Applicable

Check Req Info :

Check Requisition No. : 7229	Payee Name : BLUEGRASS HONDA
Primary Amount : \$24,640.34	Address : 3201 PARK AVENUE
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : PADUCAH, KY 42001
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$24,640.34	Contention Code : 03220
Approved By : galbu	Defect Code : 03217
Approval Date : 5/1/2014	Category : BuyBack
Status : PROCESSED	Failed Part # : 53601-T2F-A94
Check No. : 2082087	
Check Date : 5/2/2014	

Case History

Case ID : N042014-03-2800774

Case Title : ██████████ - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

*** CASE CREATE 3/28/2014 11:27:13 AM, mlyon

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

*** NOTES 3/28/2014 11:27:14 AM, mlyon, Action Type :

Received CCF from NCDS HON140039

Start Date: 03/28/14

Customer Contention: Steering locked up / door locks / W/S wiper inoperative

Resolution sought: Repurchase/replacement

Carfax shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 1

Case Numbers of Previous Cases: N012014-03-1900553

*** SUBCASE N042014-03-2800774-1 CREATE 3/28/2014 11:27:40 AM, mlyon

Created in WIP Default with Due Date 3/28/2014 11:27:40 AM.

*** CASE MEDIATION ADD/MODIFY 3/28/2014 11:28:05 AM, mlyon

*** MEDIATION DECISION 03/28/2014 11:28:05 AM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: DOUG HORNSTEIN

Rel: N012014-03-1900553

*** CASE MEDIATION EVENT ADD 3/28/2014 11:28:19 AM, mlyon

*** MEDIATION EVENT - NCDS CASE RECS 03/28/2014 11:28:19 AM mlyon

Status: In Progress

S: 03/28/2014 11:27:48 AM

D: 05/07/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: HON140039

*** CASE MEDIATION EVENT ADD 3/28/2014 11:28:39 AM, mlyon

*** MEDIATION EVENT - MRF SENT 03/28/2014 11:28:39 AM mlyon

Status: In Progress

S: 03/28/2014 11:28:19 AM

D: 04/04/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 3/28/2014 11:28:48 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 03/28/2014 11:28:47 AM mlyon

Case History

Case ID : N042014-03-2800774

Case Title :

[REDACTED] NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

Status: In Progress

S: 03/28/2014 11:28:40 AM

D: 04/04/2014 12:00:00 AM

A: ?/?/? ??:??:?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 3/28/2014 11:28:52 AM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 03/28/2014 11:28:52 AM mlyon

Status: Completed

S: 03/28/2014 11:28:48 AM

D: ?/?/? ??:??:?

A: 03/28/2014 11:28:50 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 3/28/2014 11:28:54 AM, mlyon, Action Type : N/A

Made to [REDACTED] due 03/31/2014 11:28:57 AM.

review for closure

*** NOTES 3/28/2014 11:29:11 AM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 3/31/2014

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

Steering locked up / door locks / W/S wiper inoperative

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310 533-5537.

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 3/28/2014 11:29:30 AM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 8J notifying of open Mediation case. Email sent to ACS to close their pending case.

*** CASE MODIFY 3/28/2014 11:35:34 AM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 3/28/2014 11:35:36 AM, mlyon

N042014-03-2800774 to dhornste, WIP x

*** SUBCASE N042014-03-2800774-1 ASSIGN 3/28/2014 11:35:47 AM, mlyon

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

N042014-03-2800774-1 to dhornste, WIP

*** CASE ADD ATTACHMENT 3/28/2014 12:00:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_1.pdf

*** NOTES 3/28/2014 1:08:33 PM, dhornste, Action Type : Call to Dealer

Left voicemail for Bob, sm. Requested RO's.

*** NOTES 3/28/2014 1:15:25 PM, dhornste, Action Type : Field Service

Reviewed status with DPSM who advised he is aware of the concern. He said contentions have included steering locking up. He said to his knowledge the vehicle is repaired. Advised DPSM that Mediation will continue to be in touch as appropriate.

*** NOTES 3/28/2014 1:17:50 PM, dhornste, Action Type : Assessment

Based on current available information, it appears vehicle is repaired. If that is the case, will explore if customer is open to settlement.

*** NOTES 3/31/2014 9:13:47 AM, dhornste, Action Type : Call to Dealer

Left message for Bob, sm. Reiterated request for RO's.

*** NOTES 3/31/2014 9:20:11 AM, dhornste, Action Type : Field Service

Left voicemail for DPSM. Advised that RO's remain pending for case.

*** CASE MODIFY COMMITMENT 3/31/2014 10:41:23 AM, dhornste

with [REDACTED] due 04/01/2014 11:28:57 AM.

*** NOTES 3/31/2014 2:20:14 PM, dhornste, Action Type : Field Service

DPSM asked if RO's were received. Advised not as of yet.

*** NOTES 4/1/2014 7:12:05 AM, dhornste, Action Type : Field Sales

DPSM advised that dealer sent fax. DPSM reconfirmed fax number. Advised DPSM that fax number is not correct. Provided correct fax number.

*** NOTES 4/1/2014 1:09:17 PM, dhornste, Action Type : Field Service

Left voicemail for DPSM. Advised no RO's as of yet.

*** NOTES 4/1/2014 1:12:31 PM, dhornste, Action Type : Call to Dealer

Spoke to Beverly in Service. She advised she has sent RO's three times. Ensured she had the correct fax number. She said she will re-fax.

*** NOTES 4/1/2014 1:24:21 PM, dhornste, Action Type : Call to Customer

error

*** NOTES 4/1/2014 2:45:18 PM, dhornste, Action Type : Call from Dealer

Beverly called from dealership. Confirmed that fax was received.

*** CASE MODIFY 4/1/2014 3:23:17 PM, dhornste

into WIP BBB/NCDS and Status of Solving.

*** NOTES 4/1/2014 4:40:49 PM, dhornste, Action Type : Note-General

TIMELINE - 2013 ACCORD - 1HGCR2F5XDA [REDACTED] - [REDACTED]

In Service Date: 02/23/2013

RO 45624 - 2-6-14 to 2-20-14 - 21,003 miles

·Customer states cannot turn steering wheel while driving. Seem like locked up. Also cannot use brakes and steering at same time. Vehicle difficult to steer. Checked all fuses. Found no bad fuses. Checked. Found no DTCs. Followed Hondas steering trouble tree and replaced the EPS motor.

Replaced motor. No change. Called Tech Line. Tech Line advised to put EPS control module in the vehicle. Installed new EPS control module.

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

There was still no change in the effort needed to steer vehicle. Called Tech Line and was advised to check all grounds going to the chassis as per a similar problem. Checked all grounds. All grounds good. Was told after that to replace EPS rack. Installed new EPS rack. Fixed steering problem. The TPMS and VSA lights came on. Found DTC 151-31. Retested grounds. All still good. Tested TPMS switch. Tested good. Advised by Tech Line to check for VSA updates if that did not fix problem then install new controller. Installed new VSA controller and reset steering neutral brake pressure and torque angle. Fixed problem. Vehicle all good now. [Per Tech Line report, customer advised dealer that vehicle came in contact with median in road. The left front wheel had scrape damage to rim. No bent wheel or tire damage.]

RO 46645 - 3-19-14 to 3-26-14 - 23,505 miles

- Customer states left rear door will not unlock or lock with remote or switch. Have to operate manually. Found circuit power and ground OK. Found left rear door lock actuator/latch assembly is faulty and needs replaced. Ordered part. Replaced left door lock actuator.
- Customer states hears squeak/growl type noise with engine running under the hood. Verified squeaking noise and found that serpentine belt tensioner is faulty. Need to replace belt tensioner. Part ordered. Replaced tensioner. Tech states still hearing a little bit of noise after replacing tensioner. Replaced alternator and noise still present. Removed all accessory drives and found that bearing in AC compressor causing noise. Need to replace AC compressor. Installed original alternator back on vehicle. Recharged AC system. Customer states replace water pump due to noise. Verified bearing in water pump causing squeaking noise. Replaced water pump. Topped off cooling system. Test drove vehicle.
- Customer states both headlights have bolts missing. Bolts missing from manufacturer. Parts ordered. Clips were replaced.
- Customer states that wiper switch is hard to get into third position. Verified wiper switch not wanting to go into the high position. Found that switch was contacting steering column trim and screws securing trim were missing. Replaced screws in trim and verified switch now works properly.
- Customer states after take a call Pandora radio on phone gets dropped. Used to resume playing but now it does not. Performed a check for any updates and none found. Recommend trying to duplicate with customers phone. Possibly a phone issue. No repairs needed at this time.

*** CASE MODIFY COMMITMENT 4/1/2014 4:41:17 PM, dhornste
with [REDACTED] due 04/02/2014 11:28:57 AM.

*** NOTES 4/2/2014 7:56:07 AM, mlyon, Action Type : Letter/Fax
Received copies of ROs from Bluegrass Honda. Forward to Doug

*** CASE MEDIATION EVENT UPDATE 4/2/2014 7:56:14 AM, mlyon
*** MEDIATION EVENT - DOCS RECEIVED 04/02/2014 07:56:14 AM mlyon
Status: Completed
S: 03/28/2014 11:28:40 AM
D: 04/04/2014 12:00:00 AM
A: 04/02/2014 07:56:13 AM
Assgn to: Mediation ()
Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 4/2/2014 8:00:21 AM, crmsuser
Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_2.pdf

*** NOTES 4/2/2014 3:11:22 PM, dhornste, Action Type : Call to Customer
Left voicemail for customer. Apologized for concerns. Advised that AHM is in process of review and will provide a response to his request to NCDS. NCDS in turn will be in touch with him. Requested call back so his concerns can be discussed.

*** CASE MODIFY COMMITMENT 4/2/2014 3:11:38 PM, dhornste
with [REDACTED] due 04/03/2014 11:28:57 AM.

*** NOTES 4/3/2014 9:42:26 AM, dhornste, Action Type : Call from Customer

Customer returned call. Made introductions to him and apologized for his experience. Advised that AHM is in process of reviewing the concerns and will provide

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

a response to NCDS which in turn will communicate response to him. Confirmed he is seeking replacement of the vehicle. Customer said he is experiencing a noise upon turning from time to time. He also said his son pulled what looks like a heavy bracket from beneath the seat of the vehicle. A picture of the bracket was sent to the GM for review. Customer said he doesn't know if the part was missed during the repair. Again apologized. Recommended that he return to the dealership for any outstanding issues. Customer expressed he may be open to some type of settlement other than replacement but it would need to be pretty significant.

*** CASE MODIFY 4/3/2014 9:42:51 AM, dhornste
into WIP BBB/NCDS and Status of Solving.

*** NOTES 4/3/2014 2:32:28 PM, dhornste, Action Type : Note-General

Case manager will be out of office 4-4-14, returning on 4-14-14. Next steps have been reviewed with Mediation group for response to customer through NCDS as appropriate. Sending of MRF is pending at this time.

*** CASE MODIFY COMMITMENT 4/3/2014 2:33:10 PM, dhornste
with [REDACTED] due 04/07/2014 11:28:57 AM.

*** CASE MODIFY COMMITMENT 4/3/2014 2:39:10 PM, dhornste
with [REDACTED] due 04/04/2014 11:28:57 AM.

*** NOTES 4/7/2014 8:55:33 AM, dhornste, Action Type : Note-Resolution

Phoned dealer and confirmed that vehicle repaired and there are no reported outstanding issues.

*** CASE MEDIATION EVENT UPDATE 4/7/2014 10:02:07 AM, dhornste

*** MEDIATION EVENT - MRF SENT 04/07/2014 10:02:07 AM dhornste

Status: Completed

S: 03/28/2014 11:28:19 AM

D: 04/07/2014 12:00:00 AM

A: 04/07/2014 10:02:03 AM

Assgn to: Mediation ()

Notes:

*** NOTES 4/7/2014 10:27:00 AM, mlyon, Action Type : Letter/Fax

Received from NCDS: Assignment Letter. Forward to Doug

*** CASE ADD ATTACHMENT 4/7/2014 10:30:23 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_3.pdf

*** NOTES 4/9/2014 2:57:09 PM, rboudrea, Action Type : Note-Third Party

Received proposed hearing dates from NCDS for DPSM availability:

April 23, 24 or 21 in that order between 9:00 and 9:30 start time.

Sent message requesting DPSM feedback.

*** NOTES 4/14/2014 8:15:31 AM, dhornste, Action Type : Note-General

Confirmed MRF was sent to NCDS on 4-7-14:

Manufacturer's Position: American Honda Motor Co., Inc. (AHM) reviewed customer's isolated concerns with the servicing dealership and AHM technical staff and we were advised that the customer's concerns were identified and addressed per the terms and conditions of Honda's Express Limited Warranty and that

Case History

Case ID : N042014-03-2800774

Case Title : ██████████ - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

there were no reported outstanding issues. Based on our current available information there has been neither an excessive number of repairs nor time out of service for a particular nonconformity that substantially impairs the use, value of safety of the vehicle and we are unable to honor the consumer's vehicle replacement request at this time.

*** CASE MODIFY COMMITMENT 4/14/2014 8:17:40 AM, dhornste
with ██████████ due 04/14/2014 11:28:57 AM.

*** NOTES 4/14/2014 9:05:19 AM, cgriffin, Action Type : Call from Customer
4/11

Received a call from ██████████ regarding his case. ██████████ stated that he contacted the dealership to schedule an appointment to have the bracket that was left in his vehicle installed. He was told by the service manager that someone from Honda advised the General Manager not perform any repairs on his vehicle. The customer is confused as to why the dealer would be told this and would like to know who to speak to about it. I told the customer that based on his case managers notes, I do not see where the dealer was told this. I will need to speak to the service manager for more information and contact him back.

*** NOTES 4/14/2014 9:05:38 AM, cgriffin, Action Type : Call to Dealer
4/11/14

Spoke to the service manager Bob who advised it was actually the DPSM who advised them not to perform any work on the vehicle b/c the customer was seeking arbitration. The DPSM contacted the GM Rick and Rick relayed this information to the service manager. I explained to the service manager that if there was a part not installed on the vehicle from a repair that they did, they would need to address this with the customer. I will speak to the DPSM for more information.

*** NOTES 4/14/2014 9:05:59 AM, cgriffin, Action Type : Field Service
4/11/14

Spoke to the DPSM and advised him of the situation that has occurred. The DPSM stated that he did tell the dealer not to perform any additional work on the vehicle, due to everything that has already taken place. The DPSM explained the repairs that had been completed on the vehicle, workmanship issues caused by the technician and the belief that the vehicle had been in an accident. I told the DPSM that although the customer has gone through NCDS, we still need to correct any warrantable issues that are outstanding. The DPSM was in agreement that if there was a bracket left in the vehicle that should have been installed during repairs that the dealer should take care of it. He will contact the GM to provide the authorization to do so.

*** NOTES 4/14/2014 9:06:19 AM, cgriffin, Action Type : Note-General
4/11/14

Confirmed with the service manager that the DPSM had been in touch with them. Also confirmed with the customer that he can make an appointment to have the dealer address his concerns with the bracket.

*** NOTES 4/14/2014 9:07:21 AM, cgriffin, Action Type : Note-General

Updated the case manager on what occurred with this customer while he was out of the office.

*** NOTES 4/14/2014 9:36:30 AM, dhornste, Action Type : Note-General

NCDS advised that the only remaining date at this time that would provide for a 10-day notice is 4-24-14. Confirmation would be needed by today.

*** NOTES 4/14/2014 9:42:35 AM, dhornste, Action Type : Call to Dealer

Left voicemail for DPSM. Requested availability for the 4-24-14.

*** NOTES 4/14/2014 9:52:28 AM, dhornste, Action Type : Field Service

DPSM confirmed he will attend hearing on 4-24.

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

*** NOTES 4/14/2014 9:56:23 AM, dhornste, Action Type : Field Service

Additional note to previous.....DPSM is out of the office this week. Agreed to be in touch to discuss the details of the hearing next week. Also advised that hearing documentation will be sent.

*** NOTES 4/14/2014 9:57:06 AM, dhornste, Action Type : Note-General

Confirmed with NCDS that DPSM will represent AHM on 4-24.

*** CASE MODIFY COMMITMENT 4/14/2014 9:59:21 AM, dhornste

with [REDACTED] due 04/15/2014 11:28:57 AM.

*** NOTES 4/14/2014 11:13:03 AM, mlyon, Action Type : Letter/Fax

Received Notice of Hearing from NCDS:

Al Martin - Arbitrator

Hearing Date, Time, Place: 05/24/14 9:30 am CDT

Bluegrass Honda - Meet in service area
3201 Park Ave
Paducah, KY 42001

Hearing phone: [REDACTED]

Forward to Doug

*** CASE MEDIATION EVENT ADD 4/14/2014 11:13:37 AM, mlyon

*** MEDIATION EVENT - ARBITRATION HEARING 04/14/2014 11:13:37 AM mlyon

Status: In Progress

S: 04/14/2014 11:13:06 AM

D: 04/24/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: DPSM ()

Notes: AL MARTIN - ARBITRATOR

*** CASE MEDIATION EVENT ADD 4/14/2014 11:13:52 AM, mlyon

*** MEDIATION EVENT - ARB DECISION DUE 04/14/2014 11:13:51 AM mlyon

Status: In Progress

S: 04/24/2014 11:13:37 AM

D: 05/01/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION ADD/MODIFY 4/14/2014 11:14:13 AM, mlyon

*** MEDIATION DECISION 04/14/2014 11:14:13 AM mlyon

Proc: Arbitration

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Repair Rsn: Repair Available

Arb Mthd: In Person Outcome: Please Specify

Ref: DOUG HORNSTEIN

Rel: N012014-03-1900553

*** CASE ADD ATTACHMENT 4/14/2014 11:30:20 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_4.pdf

*** NOTES 4/15/2014 3:22:48 PM, dhornste, Action Type : Note-General

Began preparing for hearing.

*** CASE MODIFY COMMITMENT 4/15/2014 3:23:17 PM, dhornste

with [REDACTED] due 04/16/2014 11:28:57 AM.

*** NOTES 4/16/2014 3:37:03 PM, dhornste, Action Type : Note-General

Continued work on hearing.

*** CASE MODIFY COMMITMENT 4/16/2014 3:37:21 PM, dhornste

with [REDACTED] due 04/17/2014 11:28:57 AM.

*** CASE MODIFY COMMITMENT 4/17/2014 1:14:59 PM, dhornste

with [REDACTED] due 04/18/2014 11:28:57 AM.

*** NOTES 4/18/2014 3:09:03 PM, dhornste, Action Type : Call to Customer

Spoke to Minnie in Service to see if customer returned since RO 46645. She advised he has called but no return visit.

*** CASE MODIFY 4/18/2014 4:26:12 PM, dhornste

into WIP BBB/NCDS and Status of Solving.

*** NOTES 4/21/2014 8:23:03 AM, dhornste, Action Type : Field Service

Reviewed further with DPSM. Re-evaluated repair history. Upon further review, agreed that honoring customer's request would be in the best interests of the customer and the company. Advised NCDS that customer will be notified accordingly.

*** NOTES 4/21/2014 8:58:18 AM, dhornste, Action Type : Note-General

Contacted NCDS. Advised of change in position. Asked that it be communicated to the customer.

*** CASE MODIFY COMMITMENT 4/21/2014 9:00:08 AM, dhornste

with [REDACTED] due 04/22/2014 11:28:57 AM.

*** NOTES 4/21/2014 9:10:28 AM, dhornste, Action Type : Note-General

NCDS advised that customer will be both called and e-mailed to advise him of change in AHM's response.

*** NOTES 4/22/2014 8:51:19 AM, mlyon, Action Type : Letter/Fax

Received Terms of Settlement from NCDS. Forward to Doug

*** CASE ADD ATTACHMENT 4/22/2014 9:00:24 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_5.pdf

*** NOTES 4/22/2014 2:29:35 PM, dhornste, Action Type : Note-General

NCDS confirmed hearing has been cancelled.

Case History

Case ID : N042014-03-2800774

Case Title : ██████████ - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

*** CASE MEDIATION EVENT UPDATE 4/22/2014 2:34:21 PM, mlyon

*** MEDIATION EVENT - ARBITRATION HEARING 04/22/2014 02:34:21 PM mlyon

Status: Cancelled

S: 04/14/2014 11:13:06 AM

D: 04/24/2014 12:00:00 AM

A: 04/14/2014 02:34:15 PM

Assgn to: DPSM ()

Notes: AL MARTIN - ARBITRATOR

*** CASE MEDIATION EVENT UPDATE 4/22/2014 2:34:36 PM, mlyon

*** MEDIATION EVENT - ARB DECISION DUE 04/22/2014 02:34:36 PM mlyon

Status: Cancelled

S: 04/24/2014 11:13:37 AM

D: 05/01/2014 12:00:00 AM

A: 04/24/2014 02:34:28 PM

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION ADD/MODIFY 4/22/2014 2:35:12 PM, mlyon

*** MEDIATION DECISION 04/22/2014 02:35:12 PM mlyon

Proc: Arbitration

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Repair Rsn: Repair Available

Arb Mthd: In Person Outcome: Settled

Ref: DOUG HORNSTEIN

Rel: N012014-03-1900553

*** NOTES 4/22/2014 2:38:20 PM, dhornste, Action Type : Field Service

Left voicemail for DPSM. Advised that hearing is cancelled due to settlement. Requested name of dealer principal to assist with replacement.

*** CASE MODIFY 4/22/2014 2:38:33 PM, dhornste

into WIP BBB/NCDS and Status of Solving.

*** CASE MODIFY 4/22/2014 2:38:42 PM, dhornste

into WIP BBB/NCDS and Status of Solving.

*** CASE MODIFY 4/22/2014 2:38:56 PM, dhornste

into WIP BBB/NCDS and Status of Solving.

*** CASE MODIFY 4/22/2014 2:39:02 PM, dhornste

into WIP BBB/NCDS and Status of Solving.

*** CASE MODIFY 4/22/2014 2:39:05 PM, dhornste

into WIP BBB/NCDS and Status of Solving.

*** NOTES 4/22/2014 3:10:05 PM, dhornste, Action Type : Field Service

DPSM recommended speaking to Rick Duncan, GM, about the replacement of the vehicle. DPSM said he will be at dealership on 4-24-14 for a visit.

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

*** NOTES 4/22/2014 3:20:48 PM, dhornste, Action Type : Call to Customer

Called customer to review replacement process. Noted that he had provided any documentation to NCDS other than Customer Claim Form. Confirmed that AHFC is the lienholder. Customer agreed to fax registration, front/back of title (KY is a title holding state), and bill of sale or finance agreement. Customer said his first color choice for vehicle is Obsidian Blue Pearl/black. Second choice is Basque Red Pearl II/black. Advised customer that a third color choice would be ideal but will work with the two. Customer said there is damage on the vehicle at the front left wheel which was result of the power steering concern. There is also damage in the area of the right rear door which was noted when the vehicle was returned to him from the dealership. The customer said he texted a picture of the damage to the dealership right away. Advised customer that AHM did note the damage, which will be subject to further review. Customer said he did try to have vehicle further evaluated when a bracket was found inside the vehicle but the dealer turned him away due to his involvement with NCDS. Apologized to him. Advised it is Mediations understanding that the miscommunication was addressed with the dealership in the current case managers absence. Stated that Mediation would be happy to touch base with the dealership and the DPSM when the customer intends to return again to the dealership. Advised customer that Mediation will be in touch with updates regarding obtaining a replacement vehicle and will watch for his documentation.

*** CASE MODIFY 4/22/2014 3:22:05 PM, dhornste
into WIP BBB/NCDS and Status of Solving.*** CASE MODIFY 4/22/2014 3:25:30 PM, dhornste
into WIP BBB/NCDS and Status of Solving.*** CASE MODIFY 4/22/2014 3:25:34 PM, dhornste
into WIP BBB/NCDS and Status of Solving.*** CASE MODIFY 4/22/2014 3:25:37 PM, dhornste
into WIP BBB/NCDS and Status of Solving.*** CASE MODIFY COMMITMENT 4/22/2014 3:26:22 PM, dhornste
with [REDACTED] due 04/23/2014 11:28:57 AM.*** NOTES 4/23/2014 7:23:05 AM, dhornste, Action Type : Call to Dealer
Left message for Bob, sm. Advised him that NCDS hearing has been cancelled.*** NOTES 4/23/2014 10:08:11 AM, mlyon, Action Type : Letter/Fax
Received 13 page fax from customer. Forward to Doug*** NOTES 4/23/2014 10:23:44 AM, dhornste, Action Type : Note-General
Reviewed inventory for dealer and zone. It appears they have customer's second color choice in inventory (red/black), but not first choice (blue/black). The zone itself appeared to have plenty of first choice availability.*** CASE ADD ATTACHMENT 4/23/2014 10:30:23 AM, crmsuser
Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_6.pdf*** CASE ADD ATTACHMENT 4/23/2014 10:30:23 AM, crmsuser
Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_1_6.pdf*** NOTES 4/23/2014 10:32:17 AM, dhornste, Action Type : Call to Dealer
Spoke to Rick Duncan, GM. He agreed to assist replacement for holdback/transfer balance. He said he is away from resources but believes he has blue/black vehicle coming in soon if he doesnt have one already. He expressed willingness to obtain one through dealer trade if time constraints are a concern. He said he will contact Mediation when he has more information regarding vehicle availability. Advised Rick of what figures for replacement vehicle entail and that instructions for the replacement process will be sent. Rick said the only accessory he thinks the vehicle has is a nose mask which can be transferred to the replacement vehicle.

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

*** CASE MODIFY COMMITMENT 4/23/2014 10:33:03 AM, dhornste

with [REDACTED] due 04/25/2014 11:28:57 AM.

*** NOTES 4/23/2014 2:54:59 PM, dhornste, Action Type : Call from Dealer

Rick advised that eta for blue vehicle on order is not clear at this time. As a result, he located a vehicle at another dealership for trade. They will pick up vehicle at dealership tomorrow. Dealer is 100 miles away. Asked what the mileage is on the vehicle. He advised he doesn't know. Advised Rick that vehicle should have low mileage. The concern is, there may be more mileage on the vehicle than what is acceptable to the customer, even more so if the vehicle is driven from one dealer to another. Rick said he will check on mileage and be back in touch. He advised that it would cost \$100 to flatbed the vehicle.

*** NOTES 4/23/2014 3:03:06 PM, dhornste, Action Type : Call from Customer

Customer advised that his salesperson, Zac, was in touch with him. Customer said he found it peculiar that Zac would advise him that he is not making any money on the sale of the vehicle. Zac said he would be in touch with customer regarding delivery of the vehicle. Apologized to customer. Advised that replacement of vehicle is not a normal retail transaction. Stated that the dealer and the customer should only be speaking to Mediation about the transaction for that reason. AHM's vendor, ISG, will be later be involved when it comes to scheduling. Advised customer that if dealer is touch with him any further, the dealer should be deferred to Mediation. Advised that this will prevent any confusion in the matter. Customer expressed understanding. Advised customer that the dealer does make money through the sale of the vehicle. Zac's compensation for any assistance he extends would be as the result of his arrangement with dealer management. Apologized again. Advised customer that dealer will be told that all communication should be with Mediation.

*** NOTES 4/23/2014 3:04:23 PM, dhornste, Action Type : Call from Dealer

Rick, sm, left voicemail. He advised that there are 9 miles on the vehicle. He requested confirmation to obtain vehicle.

*** NOTES 4/23/2014 3:07:37 PM, dhornste, Action Type : Call to Customer

Left voicemail for customer. Advised that dealer was able to obtain his first choice. Stated that AHM and dealer will move forward with the replacement process and will update him accordingly.

*** NOTES 4/23/2014 3:29:41 PM, dhornste, Action Type : Call to Dealer

Advised Rick, GM, to obtain vehicle. Authorized flatbedding. Stated that case manager will be out of office tomorrow for meetings but will resume follow-up thereafter.

*** CASE MODIFY COMMITMENT 4/25/2014 3:47:48 PM, dhornste

with [REDACTED] due 04/30/2014 11:28:57 AM.

*** CASE MODIFY 4/28/2014 7:28:46 AM, dhornste

into WIP BBB/NCDS and Status of Solving.

*** NOTES 4/28/2014 8:14:55 AM, dhornste, Action Type : Call to Dealer

Touched base with Rick, GM. He advised that, due to flat bed unavailability late last week, vehicle will be transported today. Advised Rick that instructions for replacement process will be provided. Advised that figures for replacement vehicle will be needed.

*** NOTES 4/28/2014 8:48:14 AM, dhornste, Action Type : Letter/Fax

Provided replacement instructions to dealer with request for replacement vehicle figures and invoice. Advised that SOC will be requested from lienholder after figures for replacement vehicle are agreed to.

*** CASE MODIFY COMMITMENT 4/28/2014 8:50:52 AM, dhornste

with [REDACTED] due 04/29/2014 11:28:57 AM.

*** NOTES 4/29/2014 9:16:06 AM, dhornste, Action Type : Call from Customer

Customer left voicemail. He advised that vehicle is close to requiring 30K service. He asked what he should do.

Case History

Case ID : N042014-03-2800774

Case Title : ██████████ - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

- *** NOTES 4/29/2014 9:18:56 AM, dhornste, Action Type : Call to Dealer
Left voicemail for Rick, GM. Requested status of figures and invoice.
- *** NOTES 4/29/2014 9:26:04 AM, dhornste, Action Type : Call to Customer
Returned customer's call. He advised that maintenance minder indicates 15 percent oil life. Customer said he intends to return to dealership anyway to have bracket found in vehicle looked at. Also, he is experiencing a rattle noise upon turning. Advised that dealership will be contacted to advise of his return and to authorize maintenance.
- *** NOTES 4/29/2014 9:31:19 AM, dhornste, Action Type : Call to Dealer
Left message for Bob, sm. Requested call back.
- *** NOTES 4/29/2014 9:45:05 AM, dhornste, Action Type : Field Service
Advised DPSM of the previous.
- *** CASE MODIFY 4/29/2014 9:53:28 AM, dhornste
into WIP BBB/NCDS and Status of Solving.
- *** NOTES 4/29/2014 9:55:34 AM, dhornste, Action Type : Call to Dealer
Left message for Bob, sm. Asked for him to reach out to customer to schedule 30K service (provided authorization) and to look into noise upon turning and bracket under customer's seat.
- *** NOTES 4/29/2014 10:32:26 AM, dhornste, Action Type : Call to Dealer
Touched base with Rick at dealership. He said he will provide figures to Mediation today. Invoice is coming in the mail. Will check mail.
- *** CASE MODIFY COMMITMENT 4/29/2014 10:32:41 AM, dhornste
with ██████████ due 04/30/2014 11:28:57 AM.
- *** NOTES 4/29/2014 10:54:37 AM, dhornste, Action Type : Call from Dealer
Bob, sm, advised that customer will be contacted for scheduling and dealer will follow up as requested.
- *** NOTES 4/30/2014 8:15:09 AM, mlyon, Action Type : Letter/Fax
Received copy of buyers order & vehicle invoice. Forward to Doug
- *** CASE ADD ATTACHMENT 4/30/2014 8:30:23 AM, crmsuser
Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_8.pdf
- *** NOTES 4/30/2014 1:25:19 PM, dhornste, Action Type : Call to Dealer
Per the previous, selling price of the vehicle is \$24,640.34.
- *** CASE MODIFY 4/30/2014 1:25:31 PM, dhornste
into WIP BBB/NCDS and Status of Solving.
- *** CASE MODIFY 4/30/2014 1:25:39 PM, dhornste
into WIP BBB/NCDS and Status of Solving.
- *** CASE MODIFY 4/30/2014 1:26:09 PM, dhornste
into WIP BBB/NCDS and Status of Solving.
- *** CASE MODIFY 4/30/2014 1:27:14 PM, dhornste
into WIP BBB/NCDS and Status of Solving.
- *** NOTES 4/30/2014 1:32:52 PM, dhornste, Action Type : Call to Dealer
Left voicemail for Rick, GM. Confirmed acceptance of figure for vehicle. Advised that funds will be requested, and SOC will be requested. Stated that

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

ISG will be in touch with him and customer for a mutually agreeable delivery date. Reiterated that vehicle cannot be delivered without ISG transfer agent being present. Asked for call if any questions.

*** CASE MODIFY 4/30/2014 2:25:48 PM, dhornste
into WIP BBB/NCDS and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 4/30/2014 2:27:56 PM, dhornste

*** MEDIATION DECISION 04/30/2014 02:27:56 PM dhornste

Proc: Arbitration

Dcsn: Buyback-Replace

Cust: Buyback-Replace

AHM: Buyback-Replace Rsn: Excessive Repairs

Arb Mthd: In Person Outcome: Settled

Ref: DOUG HORNSTEIN

Rel: N012014-03-1900553

*** CASE MODIFY 4/30/2014 3:58:07 PM, dhornste
into WIP BBB/NCDS and Status of Solving.

*** NOTES 4/30/2014 4:30:10 PM, dhornste, Action Type : Note-General
Started work on check req.

*** CASE MODIFY COMMITMENT 4/30/2014 4:30:32 PM, dhornste
with [REDACTED] due 05/01/2014 11:28:57 AM.

*** CASE MODIFY 5/1/2014 8:30:07 AM, dhornste
into WIP BBB/NCDS and Status of Solving.

*** NOTES 5/1/2014 9:24:17 AM, dhornste, Action Type : Check Requisition
Submitted check req. for \$24,640.34.

*** SUBCASE N042014-03-2800774-1 DISPATCH 5/1/2014 9:25:37 AM, dhornste
from WIP subcases to Queue CK Req - Mediation Mgr.

*** CASE MODIFY COMMITMENT 5/1/2014 9:27:14 AM, dhornste
with [REDACTED] due 05/02/2014 11:28:57 AM.

*** CASE MEDIATION EVENT ADD 5/1/2014 10:23:24 AM, dhornste

*** MEDIATION EVENT - SEND CHECK 05/01/2014 10:23:24 AM dhornste

Status: In Progress

S: 05/01/2014 10:22:54 AM

D: 05/08/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: ISG ()

Notes:

*** CASE MEDIATION EVENT UPDATE 5/1/2014 10:23:55 AM, dhornste

*** MEDIATION EVENT - NCDS CASE RECS 05/01/2014 10:23:54 AM dhornste

Status: Completed

S: 03/28/2014 11:27:48 AM

Case History

Case ID : N042014-03-2800774

Case Title : ██████████ - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

D: 05/07/2014 12:00:00 AM

A: 04/22/2014 10:23:48 AM

Assgn to: Mediation ()

Notes: HON140039

*** CASE MODIFY 5/1/2014 10:27:39 AM, dhornste
into WIP BBB/NCDS and Status of Solving.

*** SUBCASE N042014-03-2800774-1 5/1/2014 12:45:18 PM, galbu, Action Type :
Check Requisition for 24,640.34 \$ submitted
Check Requisition for 24,640.34 \$ submitted by galbu

*** SUBCASE N042014-03-2800774-1 RETURN 5/1/2014 12:45:26 PM, galbu
from Queue CK Req - Mediation Mgr to WIP subcases.

*** CASE MODIFY COMMITMENT 5/2/2014 4:00:51 PM, dhornste
with ██████████ due 05/07/2014 11:28:57 AM.

*** SUBCASE N042014-03-2800774-1 COMMIT 5/5/2014 8:01:34 AM, dhornste, Action Type : External Commitment
Check processed for check_req_no = 7229 on 2014-05-02-00.00.00.000000

*** SUBCASE N042014-03-2800774-1 FULFILL 5/5/2014 1:51:53 PM, dhornste
Fulfilled for ██████████ due ?/?/? ??:?.

*** CASE MODIFY COMMITMENT 5/7/2014 3:44:18 PM, dhornste
with ██████████ due 05/08/2014 11:28:57 AM.

*** NOTES 5/8/2014 6:59:32 AM, dhornste, Action Type : Letter/Fax
FedExed check to ISG, tracking no. 7987 9254 7695.

*** NOTES 5/8/2014 7:33:10 AM, dhornste, Action Type : Note-General
Called AHFC. Confirmed contact for SOC request.

*** NOTES 5/8/2014 8:15:52 AM, dhornste, Action Type : Note-General
Submitted SOC request.

*** NOTES 5/8/2014 8:31:40 AM, dhornste, Action Type : Call to Dealer
Left voicemail for Rick, GM. Asked for SOC paperwork to be faxed to ISG, when received, to confirm receipt. Advised that customer is not to sign the documentation until the day of delivery in the presence of an ISG transfer.

*** NOTES 5/8/2014 8:54:50 AM, dhornste, Action Type : Note-General
Submitted packet to ISG.

*** NOTES 5/8/2014 8:55:57 AM, dhornste, Action Type : Note-General
Submitted packet to ISG.

*** CASE MODIFY COMMITMENT 5/8/2014 8:57:12 AM, dhornste
with ██████████ due 05/15/2014 11:28:57 AM.

*** NOTES 5/12/2014 12:51:41 PM, dhornste, Action Type : Note-General
Asked AHFC for status regarding SOC.

*** NOTES 5/12/2014 12:56:25 PM, dhornste, Action Type : Call to Dealer

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

Asked Rick at dealership whether SOC paperwork was received. He advised he will check and be back in touch. He said he just got off the line with ISG which made the same inquiry.

*** CASE MODIFY 5/12/2014 12:56:40 PM, dhornste
into WIP BBB/NCDS and Status of Solving.

*** NOTES 5/12/2014 1:10:21 PM, dhornste, Action Type : Note-General
AHFC advised docs will be faxed to dealer today or tomorrow.

*** NOTES 5/12/2014 1:15:25 PM, dhornste, Action Type : Call to Dealer
Advised Rick at dealership of the previous. Advised him that SOC docs should not be signed until day of delivery. Asked for blank docs to be faxed to ISG.

*** NOTES 5/12/2014 1:24:17 PM, dhornste, Action Type : Note-General
Updated ISG. Requested that agent packet go out so scheduling can begin.

*** NOTES 5/12/2014 2:30:47 PM, dhornste, Action Type : Call to Dealer
Left voicemail for customer. Provided update. Advised that dealer is awaiting SOC documents.

*** NOTES 5/12/2014 2:58:01 PM, dhornste, Action Type : Note-General
Confirmed that ISG has been in touch with customer.

*** CASE MODIFY COMMITMENT 5/12/2014 2:58:20 PM, dhornste
with [REDACTED] due 05/13/2014 11:28:57 AM.

*** NOTES 5/13/2014 8:08:07 AM, dhornste, Action Type : Call from Customer
ISG advised that customer mentioned there is a large scrape under passenger side door as though vehicle was too close to a curb. Customer advised that concern occurred while in dealer possession. ISG asked if customer is to pay for repair. Advised ISG that as the concern with the vehicle involved steering difficulty, customer will not be responsible for repair.

*** NOTES 5/13/2014 9:00:28 AM, dhornste, Action Type : Note-General
AHFC advised SOC docs are being faxed to dealership.

*** NOTES 5/13/2014 9:04:08 AM, dhornste, Action Type : Call to Dealer
Advised Rick at dealership of the previous. He said he will check to see if they have been received. Reconfirmed fax number.

*** CASE MODIFY COMMITMENT 5/13/2014 4:15:48 PM, dhornste
with [REDACTED] due 05/14/2014 11:28:57 AM.

*** CASE MEDIATION EVENT ADD 5/14/2014 9:45:05 AM, mlyon
*** MEDIATION EVENT - TRANSFER AGENT MTG 05/14/2014 09:45:04 AM mlyon

Status: In Progress

S: 05/14/2014 09:44:34 AM

D: 05/19/2014 11:00:00 AM

A: ??? ??:?

Assgn to: ISG ()

Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 5/19/2014, 11:00 AM AT BLUEGR

*** NOTES 5/14/2014 3:12:21 PM, dhornste, Action Type : Note-General

ISG advised that meeting is set for 5-19.

*** CASE MODIFY COMMITMENT 5/14/2014 3:13:14 PM, dhornste

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

with [REDACTED] due 05/15/2014 11:28:57 AM.

*** CASE MODIFY 5/15/2014 1:32:54 PM, dhornste

into WIP BBB/NCDS and Status of Solving.

*** NOTES 5/15/2014 1:41:57 PM, dhornste, Action Type : Call to Dealer

Confirmed with Rick that he has the SOC docs and they were faxed to ISG. Advised him that customer has Honda Care VSC. Asked him to have customer cancel the VSC on the meeting date. The residual amount will go to the principle on the loan. AHM will then issue him a new VSC for the replacement vehicle directly after the replacement vehicle is delivered.

*** NOTES 5/15/2014 1:44:43 PM, dhornste, Action Type : Note-General

Asked ISG to confirm they received the SOC docs from dealer. The dealer stated they have them.

*** NOTES 5/15/2014 1:45:27 PM, dhornste, Action Type : Note-General

ISG said they don't have the SOC docs.

*** NOTES 5/15/2014 1:47:49 PM, dhornste, Action Type : Call to Dealer

Left message for Rick. Asked that SOC docs be re-faxed. Provided fax number.

*** NOTES 5/15/2014 2:18:40 PM, dhornste, Action Type : Call to Customer

Advised customer of the previous.

*** NOTES 5/15/2014 2:26:54 PM, dhornste, Action Type : Note-General

Requested SOC docs from AHFC. They provided a document. Forwarded it to ISG.

*** CASE MODIFY 5/15/2014 2:42:11 PM, dhornste

into WIP BBB/NCDS and Status of Solving.

*** CASE MODIFY COMMITMENT 5/15/2014 3:46:07 PM, dhornste

with [REDACTED] due 05/20/2014 11:28:57 AM.

*** NOTES 5/16/2014 9:44:02 AM, mlyon, Action Type : Letter/Fax

Received SOC Doc. New VIN is: 1HGCR2F52EA[REDACTED] Foward to Doug

*** CASE ADD ATTACHMENT 5/16/2014 10:00:23 AM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_9.pdf

*** NOTES 5/19/2014 9:48:30 AM, dhornste, Action Type : Call from Dealer

Joel in Finance confirmed that [REDACTED] was in to take delivery of new vehicle. He reconfirmed arrangements regarding VSC, that customer will cancel contract. New VSC will be issued by AHM. Joel advised GAP insurance will be transferred to new vehicle.

*** NOTES 5/19/2014 3:08:23 PM, dhornste, Action Type : Field Service

DPSM advised that, per warranty, parts inspection verified that power steering rack was bent/damaged. Discussed concern. DPSM advised he will review with dealership as appropriate. DPSM said he will be operating vehicle 1,000 miles to ensure there are no outstanding issues. Repair of vehicle wheel and body will be reviewed thereafter.

*** CASE MODIFY COMMITMENT 5/19/2014 3:08:45 PM, dhornste

with [REDACTED] due 05/23/2014 11:28:57 AM.

*** NOTES 5/19/2014 3:15:43 PM, dhornste, Action Type : Note-General

ISG confirmed replacement was completed today as scheduled.

*** CASE CHG STATUS 5/20/2014 9:36:50 AM, dhornste

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT UPDATE 5/20/2014 9:38:31 AM, mlyon

*** MEDIATION EVENT - TRANSFER AGENT MTG 05/20/2014 09:38:31 AM mlyon

Status: Completed

S: 05/14/2014 09:44:34 AM

D: 05/19/2014 11:00:00 AM

A: 05/20/2014 09:38:29 AM

Assgn to: ISG ()

Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 5/19/2014, 11:00 AM

*** CASE MEDIATION EVENT ADD 5/20/2014 9:40:12 AM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 05/20/2014 09:40:12 AM mlyon

Status: In Progress

S: 05/20/2014 09:40:04 AM

D: 06/03/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes:

*** NOTES 5/23/2014 4:25:09 PM, dhornste, Action Type : Note-General

Began request for VSC.

*** CASE MODIFY COMMITMENT 5/23/2014 4:25:25 PM, dhornste

with [REDACTED] due 05/30/2014 11:28:57 AM.

*** CASE MODIFY COMMITMENT 5/30/2014 3:46:31 PM, dhornste

with [REDACTED] due 06/02/2014 11:28:57 AM.

*** NOTES 6/2/2014 4:25:18 PM, dhornste, Action Type : Note-General

Finalized VSC.

*** CASE MODIFY COMMITMENT 6/2/2014 4:25:48 PM, dhornste

with [REDACTED] due 06/03/2014 11:28:57 AM.

*** NOTES 6/3/2014 9:40:38 AM, dhornste, Action Type : Note-General

Submitted request for VSC.

*** CASE MODIFY COMMITMENT 6/3/2014 9:42:45 AM, dhornste

with [REDACTED] due 06/10/2014 11:28:57 AM.

*** NOTES 6/3/2014 2:43:56 PM, dhornste, Action Type : Call from Dealer

Donna Pace called from dealership. She asked for direction on what to do with SOC paperwork. Directed her to AHFC. Advised that AHFC will be notified regarding call and will be asked to contact her for assistance.

*** NOTES 6/3/2014 2:44:26 PM, dhornste, Action Type : Call to Dealer

Advised AHFC of the previous.

*** CASE MEDIATION EVENT UPDATE 6/4/2014 8:28:19 AM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 06/04/2014 08:28:19 AM mlyon

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

Status: In Progress

S: 05/20/2014 09:40:04 AM

D: 07/21/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: DPSM ()

Notes: DPSM TEST DRIVE

*** NOTES 6/4/2014 3:39:35 PM, dhornste, Action Type : Note-General

Received confirmation that VSC has been processed.

*** NOTES 6/10/2014 2:22:43 PM, dhornste, Action Type : Field Service

Checked on status of DPSM road test. DPSM advised that vehicle has been operated 985 miles without concerns. DPSM stated wheel and tire (sidewall damage) will need to be replaced. Additionally, rocker panel damage will need to be addressed. DPSM will get estimate. DPSM said it appears rocker panel repair will be approximately \$300. Confirmed with DPSM that RO will be opened to confirm findings of road test.

*** CASE MODIFY COMMITMENT 6/10/2014 2:23:08 PM, dhornste

with [REDACTED] due 06/17/2014 11:28:57 AM.

*** NOTES 6/17/2014 8:58:07 AM, dhornste, Action Type : Field Service

Left voicemail for DPSM. Requested status of road test/repair.

*** CASE MODIFY COMMITMENT 6/17/2014 8:58:28 AM, dhornste

with [REDACTED] due 06/24/2014 11:28:57 AM.

*** NOTES 6/18/2014 2:06:51 PM, dhornste, Action Type : Field Service

DPSM advised that wheel and tire have been replaced. Appointment at body shop on June 23 for body repair.

*** CASE MODIFY COMMITMENT 6/18/2014 2:07:12 PM, dhornste

with [REDACTED] due 06/25/2014 11:28:57 AM.

*** NOTES 6/18/2014 2:13:26 PM, dhornste, Action Type : Field Service

DPSM advised that rocker panel needs to be repaired.

*** NOTES 6/25/2014 3:22:31 PM, dhornste, Action Type : Note-General

Received estimate for body repair.

*** CASE MODIFY COMMITMENT 6/25/2014 3:22:52 PM, dhornste

with [REDACTED] due 06/27/2014 11:28:57 AM.

*** NOTES 6/27/2014 10:27:11 AM, dhornste, Action Type : Note-General

Per the previous, repair is \$693.97. DPSM supported payment.

*** NOTES 6/27/2014 10:29:32 AM, dhornste, Action Type : Field Service

Contacted DPSM. Requested to proceed with repair.

*** CASE MODIFY COMMITMENT 6/27/2014 10:30:08 AM, dhornste

with [REDACTED] due 07/03/2014 11:28:57 AM.

*** NOTES 7/1/2014 12:48:46 PM, dhornste, Action Type : Field Service

DPSM advised body repair should be completed this week.

*** CASE MODIFY COMMITMENT 7/1/2014 12:49:00 PM, dhornste

Case History

Case ID : N042014-03-2800774 Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE
with [REDACTED] due 07/08/2014 11:28:57 AM.
*** NOTES 7/2/2014 3:24:19 PM, dhornste, Action Type : Field Service
DPSM advised vehicle is ready. Requested final RO.
*** NOTES 7/8/2014 11:28:59 AM, dhornste, Action Type : Field Service
Asked DPSM for status of RO.
*** CASE MODIFY COMMITMENT 7/8/2014 11:29:17 AM, dhornste
with [REDACTED] due 07/15/2014 11:28:57 AM.
*** NOTES 7/9/2014 7:11:06 AM, dhornste, Action Type : Note-General
DPSM provided RO confirming no outstanding issues with vehicle after road test.
*** NOTES 7/9/2014 7:16:53 AM, dhornste, Action Type : Note-General
Provided RO to ISG authorizing shipment of vehicle to auction.
*** CASE MODIFY COMMITMENT 7/9/2014 7:17:50 AM, dhornste
with [REDACTED] due 07/16/2014 11:28:57 AM.
*** CASE MEDIATION EVENT UPDATE 7/9/2014 1:52:06 PM, mlyon
*** MEDIATION EVENT - REPAIR SCHEDULED 07/09/2014 01:52:06 PM mlyon
Status: Completed
S: 05/20/2014 09:40:04 AM
D: 07/21/2014 12:00:00 AM
A: 07/09/2014 01:52:05 PM
Assgn to: DPSM ()
Notes: DPSM TEST DRIVE
*** CASE MEDIATION EVENT ADD 7/9/2014 1:53:38 PM, mlyon
*** MEDIATION EVENT - AUCTION UNIT 07/09/2014 01:53:38 PM mlyon
Status: In Progress
S: 07/09/2014 01:52:08 PM
D: 08/18/2014 12:00:00 AM
A: ?/?/? ??:?
Assgn to: ISG (NASHVILLE AUTO AUCTION)
Notes:
*** CASE MEDIATION EVENT UPDATE 7/9/2014 1:56:25 PM, mlyon
*** MEDIATION EVENT - AUCTION UNIT 07/09/2014 01:56:25 PM mlyon
Status: Not Available
S: 07/09/2014 01:52:08 PM
D: 08/18/2014 12:00:00 AM
A: 07/09/2014 01:56:22 PM
Assgn to: ISG (NASHVILLE AUTO AUCTION)
Notes:
*** CASE MODIFY COMMITMENT 7/16/2014 3:33:35 PM, dhornste
with [REDACTED] due 07/18/2014 11:28:57 AM.

Case History

Case ID : N042014-03-2800774

Case Title : [REDACTED] - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

*** NOTES 7/18/2014 2:35:15 PM, dhornste, Action Type : Note-General
Confirmed that body repair and replacement rim were paid.

*** CASE MODIFY COMMITMENT 7/18/2014 2:35:44 PM, dhornste
with [REDACTED] due 07/25/2014 11:28:57 AM.

*** NOTES 7/25/2014 3:19:37 PM, dhornste, Action Type : Note-General
Began review for closure.

*** CASE MODIFY COMMITMENT 7/25/2014 3:20:01 PM, dhornste
with [REDACTED] due 07/31/2014 11:28:57 AM.

*** NOTES 7/31/2014 4:05:55 PM, dhornste, Action Type : Note-General
Case manager will be out of office. Back on 8-11. Will resume followup after return.

*** CASE MODIFY COMMITMENT 7/31/2014 4:06:10 PM, dhornste
with [REDACTED] due 08/11/2014 11:28:57 AM.

*** NOTES 8/11/2014 4:06:05 PM, dhornste, Action Type : Note-General
Case manager returned to office today.

*** CASE MODIFY COMMITMENT 8/11/2014 4:06:22 PM, dhornste
with [REDACTED] due 08/12/2014 11:28:57 AM.

*** CASE MODIFY COMMITMENT 8/12/2014 2:09:30 PM, dhornste
with [REDACTED] due 08/13/2014 11:28:57 AM.

*** NOTES 8/12/2014 2:19:49 PM, dhornste, Action Type : Note-General
CASE SUMMARY

The customer opened a case with NCDS regarding a concern with the steering wheel locking up and the inability to steer and use the brakes at the same time.

There was one visit to the dealership. The concern was duplicated. There were no DTC's. Tech Line was contacted. There were no issues with the fuses. The EPS motor was replaced. The concern continued to exist. The EPS control module was replaced with the same result. Grounds were checked. There were no issues. The dealer next replaced the EPS rack. This corrected the steering concern. However, after the rack was replaced, the TPMS and VSA lights illuminated. The DTC was 151-31 (TPMS Switch Circuit Open). The dealer checked for VSA updates and replaced the VSA controller.

Mediation agreed to voluntarily replace the vehicle on the basis that the concern would be considered to be a substantial impairment to safety by an arbitrator. The customer alleged that he lost control of the vehicle due to the issue, causing damage to the left front wheel. In the Tech Line report, the dealer stated that the concern was severe.

*** CASE MODIFY 8/12/2014 2:20:02 PM, dhornste
into WIP DISPOSING and Status of Disposing Unit.

*** CASE MODIFY COMMITMENT 8/15/2014 3:35:39 PM, dhornste
with [REDACTED] due 08/18/2014 11:28:57 AM.

*** CASE MEDIATION EVENT UPDATE 8/18/2014 3:05:09 PM, dhornste
*** MEDIATION EVENT - SEND CHECK 08/18/2014 03:05:09 PM dhornste
Status: Completed

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042014-03-2800774

Case Title : ██████████ - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

S: 05/01/2014 10:22:54 AM

D: 05/08/2014 12:00:00 AM

A: 05/08/2014 03:05:02 PM

Assgn to: ISG ()

Notes:

*** CASE MODIFY 8/18/2014 3:05:19 PM, dhornste
into WIP DISPOSING and Status of Disposing Unit.

*** CASE MODIFY 8/18/2014 3:05:29 PM, dhornste
into WIP DISPOSING and Status of Disposing Unit.

*** CASE MODIFY 8/18/2014 3:05:53 PM, dhornste
into WIP DISPOSING and Status of Disposing Unit.

*** SUBCASE N042014-03-2800774-1 CLOSE 8/18/2014 3:05:58 PM, dhornste
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/18/2014 3:05:58 PM, dhornste
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/18/2014 3:08:42 PM, dhornste
with Condition of Open and Status of Solving.

*** CASE ASSIGN 8/18/2014 3:09:27 PM, dhornste
N042014-03-2800774 to mlyon, WIP O

*** CASE CHG STATUS 8/18/2014 4:39:58 PM, mlyon
from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT UPDATE 8/18/2014 4:40:32 PM, mlyon
*** MEDIATION EVENT - AUCTION UNIT 08/18/2014 04:40:32 PM mlyon
Status: In Progress

S: 07/09/2014 01:52:08 PM

D: 08/18/2014 12:00:00 AM

A: ??/? ??:?

Assgn to: ISG (NASHVILLE AUTO AUCTION)

Notes:

*** CASE MODIFY 8/18/2014 4:40:49 PM, mlyon
into WIP Default and Status of Disposing Unit.

*** CASE ASSIGN 8/18/2014 4:40:53 PM, mlyon
N042014-03-2800774 to tfernand, WIP ¶!x«!x«!x«¼

*** CASE ASSIGN 8/22/2014 4:30:01 PM, tfernand
N042014-03-2800774 to mlyon, WIP < ¶ælt

*** CASE ADD ATTACHMENT 8/29/2014 10:30:20 AM, crmsuser

Added attachment ScanDoc 10 with path \\ahm10r10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_10.pdf

*** CASE MEDIATION EVENT UPDATE 9/5/2014 3:34:34 PM, mlyon

Case History

Case ID : N042014-03-2800774

Case Title : ██████████ - NCDS - STEERING LOCKED UP / DOOR LOCKS / W/S WIPER INOPE

*** MEDIATION EVENT - AUCTION UNIT 09/05/2014 03:34:34 PM mlyon

Status: Completed

S: 07/09/2014 01:52:08 PM

D: 08/18/2014 12:00:00 AM

A: 09/05/2014 03:34:33 PM

Assgn to: ISG (NASHVILLE AUTO AUCTION)

Notes:

*** CASE MEDIATION EVENT ADD 9/5/2014 3:34:41 PM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 09/05/2014 03:34:41 PM mlyon

Status: Completed

S: 09/05/2014 03:34:34 PM

D: ?/?/? ??:??:?

A: 09/05/2014 03:34:38 PM

Assgn to: ISG ()

Notes:

*** NOTES 9/5/2014 3:35:05 PM, mlyon, Action Type : Letter/Fax

Buying dealer and dealer disclosure signed by:

Regions Automotive Group ██████████

08/27/14

*** CASE CLOSE 9/5/2014 3:35:15 PM, mlyon

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

*** CASE REOPEN 10/31/2014 3:24:34 PM, mlyon

with Condition of Open and Status of Solving.

*** CASE ADD ATTACHMENT 10/31/2014 3:30:26 PM, crmsuser

Added attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-2800774_11.pdf

*** CASE CLOSE 11/3/2014 11:08:19 AM, mlyon

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

Case Details

Case ID : N042013-08-1301690	Division : Honda - Auto	Condition : Closed	Open Date : 8/13/2013 3:23:26 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 3/21/2014 4:11:44 PM
Case Owner : Michael Lyon (Team MA)	Method : ACS to Mediation	Queue :	Days Open : 220
Last Closed By : Michael Lyon (Team MA)	Point of Origin : Internal Information	Wipbin :	
Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LO No. of Attachments : 7			

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 :	STEPHENVILLE, TX ██████████
E Mail :	██████████
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR2F37DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F3DEW / A
Miles / Hours :	5,363
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.
207945	RUSTY WALLIS HONDA		

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
N042013-08-1301690-1 / ██████████ - PRODU	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE
N042013-08-1301690-2 / ██████████ - PRODU	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042013-08-1301690	Final Decision : Buyback-Replace	Descision Updated : 9/4/2013 2:56:54 PM
Process : Voluntary	Customer Position : Buyback-Replace	
Document Ref : INGRID MORIBIO	AHM Position : Buyback-Replace	
Related Case : N012013-08-0201558		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 9/4/2013 2:56:54 PM	By : imoribio

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Replacement Cost	(\$23,004.00)	(\$23,505.00)	9/27/2013 9:50:44 AM	9/27/2013 9:50:47 AM	imoribio
Auction Proceeds	\$17,250.00	\$15,700.00	1/6/2014 3:09:08 PM	1/6/2014 3:09:09 PM	mlyon
Sales Tax Refund	\$1,356.00	\$1,356.00	3/21/2014 4:11:36 PM	3/21/2014 4:11:41 PM	mlyon
Total Amount	(\$4,398.00)	(\$6,449.00)			

Mediation Activity :

*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 8/13/2013 3:33:16	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date : 8/20/2013	
Last Updated / By : 8/13/2013 3:33:55 PM / mlyon	Actual Date : 8/13/2013 3:33:47	
*** Event Type / Status : Send Check / Completed	Start Date : 9/4/2013 2:55:57	Notes : ISG - RUDY LARA
Assigned To : Mediation ()	Due Date : 9/9/2013 12:00:00	
Last Updated / By : 9/19/2013 9:05:49 AM / imoribio	Actual Date : 9/19/2013 9:05:48	
*** Event Type / Status : Transfer Agent Mtg / Completed	Start Date : 9/19/2013 9:05:26	Notes :
Assigned To : Mediation ()	Due Date : 9/20/2013 1:00:00	
Last Updated / By : 9/27/2013 9:49:01 AM / imoribio	Actual Date : 9/27/2013 9:49:00	
*** Event Type / Status : Send Check / Completed	Start Date : 9/26/2013 10:23:14	Notes : DEALER
Assigned To : Mediation ()	Due Date : 9/30/2013 12:00:00	
Last Updated / By : 11/13/2013 9:31:13 AM / imoribio	Actual Date : 11/13/2013 9:31:11	
*** Event Type / Status : Repair scheduled / Completed	Start Date : 9/27/2013 9:49:03	Notes : DPSM
Assigned To : Mediation ()	Due Date : 11/13/2013 12:00:00	
Last Updated / By : 11/13/2013 9:31:42 AM / imoribio	Actual Date : 11/13/2013 9:31:29	
*** Event Type / Status : Auction Unit / Completed	Start Date : 11/22/2013 3:08:19	Notes :
Assigned To : ISG (DALLAS AUTO)	Due Date : 1/2/2014	
Last Updated / By : 1/6/2014 3:08:55 PM / mlyon	Actual Date : 1/6/2014 3:08:54	
*** Event Type / Status : Disclosure Requested / Completed	Start Date : 1/6/2014 3:08:56	Notes :
Assigned To : ISG ()	Due Date :	
Last Updated / By : 1/6/2014 3:09:02 PM / mlyon	Actual Date : 1/6/2014 3:09:00	
*** Event Type / Status : Sales Tax Recovery / Completed	Start Date : 1/14/2014 4:10:32	Notes :
Assigned To : ISG ()	Due Date : 4/21/2014	
Last Updated / By : 3/21/2014 4:11:28 PM / mlyon	Actual Date : 3/21/2014 4:11:28	

Issue Details

Issue ID : N042013-08-1301690-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 8/13/2013 3:33:13 PM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 11/21/2013 2:19:20 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, Buy Back
 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. : 28536
 Primary Amount : \$23,004.63
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$23,004.63
 Approved By : asomoano
 Approval Date : 9/5/2013
 Status : PROCESSED
 Check No. : 2055008
 Check Date : 9/6/2013

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : FORT WORTH, TX ██████████
 Campaign Template # :
 Contention Code : 03217
 Defect Code : 03217
 Category : BuyBack
 Failed Part # : 53601-T2F-A04

Issue Details

Issue ID : N042013-08-1301690-2	Disposition: Duplicate Check Req	Condition : Closed	Wipbin :
Issue Originator : Ingrid Moribio	Type 1 : Product	Status : Subcase Close	Open Date : 9/26/2013 10:24:53 AM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 11/21/2013 2:19:34 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Buy Back, 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. : 29405
 Primary Amount : \$500.20
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$500.20
 Approved By : galbu
 Approval Date : 9/26/2013
 Status : PROCESSED
 Check No. : 2057050
 Check Date : 9/27/2013

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : FORT WORTH, TX ██████████
 Campaign Template # :
 Contention Code : 03217
 Defect Code : 03217
 Category : BuyBack
 Failed Part # : 53601-T2F-A04

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

*** CASE CREATE 8/13/2013 3:23:26 PM, mlyon

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

*** NOTES 8/13/2013 3:23:27 PM, mlyon, Action Type :

Mediation Review Committee Escalation Recommended

Date of Submission: 08/09/13

Customers Contention: EPS light on / power steering loses assist

Resolution Sought: Replacement

Carfax shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports:1

Case Numbers of Previous Cases: N

DPSM Involvement: No

DPSM Name: LD Andrus

Zone/District: 3E

*** SUBCASE N042013-08-1301690-1 CREATE 8/13/2013 3:33:13 PM, mlyon

Created in WIP Default with Due Date 8/13/2013 3:33:13 PM.

*** CASE MEDIATION ADD/MODIFY 8/13/2013 3:33:30 PM, mlyon

*** MEDIATION DECISION 08/13/2013 03:33:29 PM mlyon

Proc: Voluntary

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N012013-08-0201558

*** CASE MEDIATION EVENT ADD 8/13/2013 3:33:56 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 08/13/2013 03:33:56 PM mlyon

Status: Completed

S: 08/13/2013 03:33:16 PM

D: 08/20/2013 12:00:00 AM

A: 08/13/2013 03:33:47 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 8/13/2013 3:34:12 PM, mlyon, Action Type : N/A

Made to ██████████ due 08/14/2013 03:34:14 PM.

New escalated case opened. Review RO's provided by call center

*** NOTES 8/13/2013 3:34:22 PM, mlyon, Action Type : Note-General

Email sent notifying zone of open Mediation case. Email sent to call center to close their pending case

*** CASE MODIFY 8/13/2013 3:46:01 PM, mlyon

into WIP Default and Status of Solving.

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

*** CASE ASSIGN 8/13/2013 3:46:05 PM, mlyon

N042013-08-1301690 to imoribio, WIP †

*** SUBCASE N042013-08-1301690-1 ASSIGN 8/13/2013 3:46:22 PM, mlyon

N042013-08-1301690-1 to imoribio, WIP CURRENT TIMESTAMP

*** CASE ADD ATTACHMENT 8/14/2013 5:30:28 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-08-1301690_1.pdf

*** NOTES 8/15/2013 9:22:55 AM, imoribio, Action Type : Note-General

Per Honda database:

- The customer is the original owner.

- The customer services with Frank Kent Honda.

- The customer owns/ed the following vehicles

1992 Accord1HGCB7651NA ██████████ (purchased new on 7/28/1992)

2013 Accord1HGCR2F37DA ██████████ (purchased new on 12/08/2012) <--- case review

2002 AccordJHMC56622C ██████████ (purchased new on 1/12/2002)

*** NOTES 8/15/2013 9:44:52 AM, imoribio, Action Type : Call to Dealer

Call to Frank Kent Honda at ██████████ and reviewed case with ██████████. He informed FE has been working with his tech over the phone for about a week. He adds that his dealer has been working with tech line as of 2/27/13. I advised per my case notes the FE has advised them to replace the engine harness. Kent confirmed the engine harness was installed on Tuesday and the vehicle has been driven on an off with no reoccurring issue. FE has also recommended that the rack and pinion be replaced. I confirmed the rack and pinion was replaced once in a prior visit (RO 138717). I inquired about the customers concern and Kent states the customer has advised that as she drives the EPS light illuminates and the car loses power steering assist. Kent added that they have reproduced the customer concern on two recent occasions. He states the first time the tech was test driving the car and the other time occurred while his assistant mgr was hooking up the car to computer. He states the assistant mgr started up the vehicle and the car coded while at idle.

*** NOTES 8/15/2013 9:47:08 AM, imoribio, Action Type : Note-General

TIMELINE - 2013 ODYSSEY - 1HGCR2F37DA ██████████ - JO ANN MASUDA

In Service Date: 12/07/2012 State: TX

Contention: EPS light is on / vehicle loosed power steering assist

207993 - FRANK KENT HONDA

RO #:138693

Date:2-18-13 to 2-19-13

Miles: 1,232 - 1,256

-Line A:Customer states steering fault light keeps coming on while driving.

53-02 torque sensor. Retrieve and clear codes. Recalibrate torque converter sensor. Test drive 24 miles. No EPS light.

RO #:138717

Date:2-18-13 to 2-25-13

Miles:1,265 - 1,289

-Line A:Customer states the steering lost all power assist.

53-02 torque sensor. Voltages O.K.

Replace steering gearbox. Align. Retrieve and clear code. Recal VSA.

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

Angle sensor. Torque sensor and TPMS. Test drive.

RO #:139673

Date:2-26-13 to 3-4-13

Miles:1,574 - 1,577

- Line A:Customer states at times steering fault light comes on and steering gets very hard to turn so have to turn car off and back on to get power steering back.

53-02 torque sensor. Called Tech Line. Said check harness. If O.K, replace ECM. Replaced EPS ECM. Do torque sensor learn. [Tech Line was contacted for the first time. Dealer could duplicate concern.]

RO #:159189

Date:7-30-13 to 8-5-13

Miles:4,868 - 4,890

-Line A:Customer states power steering light is coming on at times.

53-02. Torque sensor (Average check).

Found and repaired a connection issue at torque sensor connector. [Per tech note, concern was not duplicated. Tech Line was contacted.]

RO #:160166

Date:8-6-13 to present

Miles:5,034 -

- Line A:Customer states while driving power steering light cam on and power steering went out. Had to pull over, turn off and back on power steering. Started working and light went back out. [FTLS was assigned during this visit to work with dealer by phone. Tech Line has recommended replacing the engine bay harness and putting miles on vehicle to confirm repair. Tech Line has also recommended the replacement of the EPS rack.]

*** NOTES 8/15/2013 10:48:55 AM, imoribio, Action Type : Field Service

Call to DPSM, 3E, and was placed into his voicemail. In the message I provided a brief summary of the customer's vehicle info. I invited him to return my call at his earliest convenience.

*** NOTES 8/15/2013 11:11:40 AM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ (home) and introduced myself as the CM that was assigned to review her buyback request. I informed the customer I was in the process of reviewing her concerns and request and would follow up with her in 3-4 days with any updates. I provided my contact information in the event she needed to call me and advised our department will do everything we can to find an amicable resolution.

*** CASE FULFILL 8/15/2013 11:27:10 AM, imoribio

Fulfilled for ██████████ due 08/14/2013 03:34:14 PM.

*** COMMIT 8/15/2013 11:27:16 AM, imoribio, Action Type : N/A

review w/ DPSM

*** NOTES 8/21/2013 10:00:42 AM, imoribio, Action Type : Call to Dealer

Call to SM Kent Furgerson SM at Frank Kent Honda. He states as of our last conversation the tech completed the engine harness and EPS rack. The vehicle has been driven extensively but the tech has not had any other issues with the EPS system. He states the current mileage is 5316 miles and he has notified the DPSM at this time they will contact the customer to inform that the vehicle is repaired as of today. I thanked him for his time and advised I would also follow up with the DPSM.

*** NOTES 8/21/2013 10:01:11 AM, imoribio, Action Type : Field Service

Call to DPSM, 3E, and was placed into his voicemail. In the message I invited him to return my call at his convenience.

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

*** NOTES 8/21/2013 10:11:38 AM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ (home). I informed I had collected her service history and received confirmation from the SM that the vehicle has been test driven for several miles without any reoccurring issue. I advised I was still in the process of reviewing her replacement/repurchase request with my DPSM and would call her as soon as we had a decision. The customer states she received call from the dealer and was told her vehicle was ready. She states she refuses to get in the vehicle because she does not feel safe. She adds that on this last visit the PS went off and she had a difficult time getting the car parked. The customer states she is leaving town today and will return tomorrow evening. I advised I would follow up with her tomorrow.

*** CASE MODIFY COMMITMENT 8/21/2013 10:11:55 AM, imoribio

with ██████████ due 08/22/2013 08:15:00 AM.

*** NOTES 8/21/2013 10:27:28 AM, imoribio, Action Type : Field Service

Mediation received a return call from DPSM, 3E. We reviewed the customers vehicle concerns and service repairs for consideration of a possible

Based on the information currently available, DPSM and Mediation agreed the vehicle had been subject to an excessive number of repairs and days out of service for nonconformity that impaired the use, value, and safety of the vehicle. AHM and DPSM agreed to honor the customers request to replace her vehicle per TX state guidelines.

*** NOTES 8/21/2013 11:23:17 AM, imoribio, Action Type : Assessment

The case originated as a Honda CR escalated case. The customer's desired outcome was for AHM to replace or repurchase her vehicle because she no longer feels safe driving it.

Mediation collected and reviewed the customer's service history with DPSM and servicing dealership, Frank Kent Honda. The SM confirmed the customer's steering concerns and advised the dealer has worked close with Tech Line. The SM states they recalibrated the torque converter sensor, replaced the steering box, replaced the EPS computer, repaired a connection issue at the torque sensor connector, replaced the engine harness and EPS rack. The customer has lost complete faith in the vehicle and wishes that AHM get her out of this car.

Based on the current available information, AHM agrees the vehicle had been subject to an excessive number of repairs and days out of service for nonconformity that impaired the use, value, and safety of the vehicle. In the interest of customer satisfaction and to promote future product consideration, AHM agreed to honor the customers request to replace her vehicle per TX state guidelines.

*** CASE FULFILL 8/21/2013 11:24:14 AM, imoribio

Fulfilled for ██████████ due 08/22/2013 08:15:00 AM.

*** COMMIT 8/21/2013 11:24:20 AM, imoribio, Action Type : N/A

call customer

*** NOTES 8/22/2013 5:01:28 PM, imoribio, Action Type : Field Service

Mediation received a call from DPSM, 3E. We agreed to that he would personally test drive the vehicle during his dealer visit next week. I advised if there is no outstanding concern the customer is to be contacted and asked to pick up the vehicle. He understood then ended the call.

*** NOTES 8/22/2013 5:04:19 PM, imoribio, Action Type : Call to Customer

Mediation called the customer at ██████████. I informed after a detailed review AHM has decided to honor her request to replace her vehicle. I informed an offer letter and release would be mailed to her. I also shared our DPSM would be test driving her vehicle to ensure the vehicle is repaired. I advised if everything checks out good she will be asked to pick up the vehicle and surrender the rental. She understood and thanked me for the call back.

*** COMMIT 8/22/2013 5:04:30 PM, imoribio, Action Type : N/A

send offer letter

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

*** CASE FULFILL 8/22/2013 5:04:49 PM, imoribio

Fulfilled for ██████████ due 08/22/2013 03:00:00 PM.

*** NOTES 8/23/2013 10:31:55 AM, imoribio, Action Type : Call from Dealer

Mediation received a call from SM Kent. I informed the DPSM has agree to test drive the customers vehicle during his visit next week. I advised the customer has been advised upon verification the vehicle is repaired, she is to pick up the vehicle and surrender the loner. I advised AHM agreed to honor her replacement request and requested his GMs name, he provided Brian Deavers. I thanked him for his time and assistance.

*** NOTES 8/28/2013 4:10:40 PM, imoribio, Action Type : Call from Dealer

Mediation received a call from SM Kent Furgerson. He informed DSPM visited his dealer today and drove the vehicle for approximately 15 miles and did not experience any issues with the steering. DPSM and SM went over the repairs that were performed and at this time he is following up with me to advise the vehicle is ready to be picked up. I thanked him for his time and assistance.

*** NOTES 8/28/2013 4:21:48 PM, imoribio, Action Type : Letter/Fax

Offer letter and release mailed to the customer via FedEx (tracking # 796571371301).

*** NOTES 8/28/2013 4:45:45 PM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ (home). I informed the customer I have placed the offer letter in the mail and she should receive it this Friday evening. The customer advised she refuses to pick up her vehicle because she does not feel safe. I informed the customer our DPSM and SM have inspected and test driven the vehicle and there are no outstanding concerns. I informed the customer AHM would make the loner available until this Friday and anything past Friday she would be responsible for. I advised her to make arrangements for alternate transportation if she does not wish to drive this car. She understood and advised she would follow up with me if she had any questions.

*** NOTES 8/28/2013 4:49:44 PM, imoribio, Action Type : Call to Dealer

Call to Frank Kent Honda at 817-244-9600 and asked to speak to GM Brian Deaver. I was informed he was out of the office and placed into his voicemail. In the message I introduced myself and provided the customers vehicle info. I requested a return call at his convenience.

*** NOTES 8/28/2013 5:00:08 PM, imoribio, Action Type : Note-General

The customer currently drives a 2013 Accord LX Alabaster Silver Metallic/Black

*** CASE FULFILL 8/28/2013 5:00:29 PM, imoribio

Fulfilled for ██████████ due 08/27/2013 12:15:00 PM.

*** COMMIT 8/28/2013 5:00:38 PM, imoribio, Action Type : N/A

update / f/u w/ GM

*** NOTES 8/30/2013 9:41:22 AM, imoribio, Action Type : Call from Dealer

Mediation received a call from Kent Ferguson SM. He informed the customer did not want to drive her vehicle because she does not feel this should be her burden. I informed I understood her concerns due to her past experiences but her vehicle is repaired now. He informed the dealer is considering helping the customer and asked about our offer to replace the vehicle. I confirmed the offer was mailed to the customer and provided a step by step description of the replacement process. I informed I would be following up with Sales Manager Jeff Jones to discuss the dealers assistance in allocating a replacement car. He understood and thanked me for my time.

*** NOTES 8/30/2013 9:43:54 AM, imoribio, Action Type : Call to Dealer

Call to Sales Manager Jeff Jones at 817-244-9600 and introduced myself. I provided the customers service history and informed AHM had decided to voluntarily replace her vehicle. I advised AHM would like for the dealer to sell us a replacement vehicle at invoice cost. He states he has a vehicle in the same color combination as the one the customer currently owns. I instructed him to fax over the invoice and buyers order for my review. I provided my contact information and thanked him for his time.

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

*** NOTES 8/30/2013 9:44:33 AM, imoribio, Action Type : Note-General

Note: The dealer wishes to keep holdback.

*** NOTES 8/30/2013 10:38:35 AM, mlyon, Action Type : Letter/Fax

Received copy of buyers order. Forward to Ingrid

*** CASE ADD ATTACHMENT 8/30/2013 11:00:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-08-1301690_2.pdf

*** NOTES 9/3/2013 8:22:55 AM, mlyon, Action Type : Letter/Fax

Received copy of front & backside of vehicle title, signed Settlement . Forward to Ingrid

*** CASE ADD ATTACHMENT 9/3/2013 8:30:21 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-08-1301690_3.pdf

*** NOTES 9/3/2013 4:30:42 PM, imoribio, Action Type : Call to Customer

Mediation received a voice message from ██████████ . In the message she inquired if I received her fax.

I returned her call at ██████████ (home) and was placed into her voicemail. In the message I confirmed receipt of her fax and informed I would begin the request for funds.

*** NOTES 9/3/2013 4:33:19 PM, imoribio, Action Type : Call from Dealer

Mediation received a call from service mg ██████████ He informed the GM agreed to allow the customer in the rental at the dealers expense. He inquired about the time frame. I informed our office received the necessary documents to begin the processing for funds. I advised we would work a diligently as possible but advised it takes give or take 30 days. He understood and asked me to keep him informed. I told him I would and thanked him for his time.

*** NOTES 9/3/2013 5:02:42 PM, imoribio, Action Type : Letter/Fax

Mediation received a fax from the Frank Kent Honda (vehicle invoice & buyers order).

*** CASE FULFILL 9/3/2013 5:03:30 PM, imoribio

Fulfilled for ██████████ due 09/03/2013 11:00:00 AM.

*** COMMIT 9/3/2013 5:03:34 PM, imoribio, Action Type : N/A

process for funds

*** NOTES 9/3/2013 5:04:11 PM, imoribio, Action Type : Note-General

Mediation sent Jeff Jones the dealer instructions for the vehicle replacement.

*** CASE MODIFY 9/3/2013 5:04:26 PM, imoribio

into WIP Escalated and Status of Solving.

*** CASE ADD ATTACHMENT 9/3/2013 5:30:19 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-08-1301690_4.pdf

*** CASE MODIFY 9/4/2013 11:21:46 AM, imoribio

into WIP Escalated and Status of Solving.

*** NOTES 9/4/2013 12:07:12 PM, imoribio, Action Type : Call to Dealer

Mediation called SM Kent. I went over the customers RO history and confirmed the repairs that were performed. He informed they have driven the vehicle a few more times after driving it with the DPSM and there have not been any outstanding issues. I thanked him for his time and assistance.

*** CASE MODIFY 9/4/2013 2:46:17 PM, imoribio

Case History

Case ID : N042013-08-1301690 Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS
into WIP Escalated and Status of Solving.

*** SUBCASE N042013-08-1301690-1 DISPATCH 9/4/2013 2:55:35 PM, imoribio
from WIP Subcases to Queue CK Req - Mediation Mgr.

*** CASE MEDIATION EVENT ADD 9/4/2013 2:56:13 PM, imoribio
*** MEDIATION EVENT - SEND CHECK 09/04/2013 02:56:13 PM imoribio
Status: In Progress
S: 09/04/2013 02:55:57 PM
D: 09/09/2013 12:00:00 PM
A: ?/?/? ??:?
Assgn to: Mediation ()
Notes: ISG - RUDY LARA

*** CASE MEDIATION ADD/MODIFY 9/4/2013 2:56:54 PM, imoribio
*** MEDIATION DECISION 09/04/2013 02:56:54 PM imoribio
Proc: Voluntary
Dcsn: Buyback-Replace
Cust: Buyback-Replace
AHM: Buyback-Replace Rsn: Excessive Repairs
Arb Mthd: Please Specify Outcome: Please Specify
Ref: INGRID MORIBIO
Rel: N012013-08-0201

*** CASE MODIFY 9/4/2013 2:57:10 PM, imoribio
into WIP Escalated and Status of Solving.

*** CASE FULFILL 9/4/2013 2:57:25 PM, imoribio
Fulfilled for ██████████ due 09/04/2013 08:30:00 AM.

*** COMMIT 9/4/2013 2:57:29 PM, imoribio, Action Type : N/A
send check to ISG

*** NOTES 9/4/2013 3:15:14 PM, mlyon, Action Type : Letter/Fax
Received Settlement release agreement, copy of front & backside of vehicle title and registrtaion. Forward to Ingrid

*** CASE ADD ATTACHMENT 9/4/2013 3:30:23 PM, crmsuser
Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-08-1301690_5.pdf

*** SUBCASE N042013-08-1301690-1 9/5/2013 12:56:23 PM, asomoano, Action Type :
Check Requisition for 23,004.63 \$ submitted
Check Requisition for 23,004.63 \$ submitted by asomoano

*** SUBCASE N042013-08-1301690-1 RETURN 9/5/2013 1:03:11 PM, mlyon
from Queue CK Req - Mediation Mgr to WIP Subcases.

*** SUBCASE N042013-08-1301690-1 COMMIT 9/9/2013 8:03:01 AM, imoribio, Action Type : External Commitment
Check processed for check_req_no = 28536 on 2013-09-06-00.00.00.000000

*** SUBCASE N042013-08-1301690-1 FULFILL 9/9/2013 9:23:05 AM, imoribio

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

Fulfilled for ██████████ due ?/?/? ??:??.

*** NOTES 9/9/2013 11:26:18 AM, imoribio, Action Type : Letter/Fax

Check mailed to ISG via FedEx (tracking # 796642081907)

*** NOTES 9/9/2013 11:30:09 AM, imoribio, Action Type : Call to Dealer

Call to Sales Manager Jeff Jones at 817-244-9600 and was placed into his voicemail. In the message I informed I have the live check which will be mailed to ISG for processing/scheduling. I invited him to call me if he had any questions or concerns.

*** NOTES 9/9/2013 11:36:28 AM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ and informed the check and case information would be submitted to ISG for processing and scheduling. I verified her contact information and advised she would be contacted by ISG with further instructions. The customer understood and thanked me for my time.

*** CASE FULFILL 9/9/2013 11:36:43 AM, imoribio

Fulfilled for ██████████ due 09/09/2013 12:00:00 PM.

*** COMMIT 9/9/2013 11:36:55 AM, imoribio, Action Type : N/A

updates from ISG

*** NOTES 9/17/2013 12:25:42 PM, imoribio, Action Type : Note-Third Party

ISG has assigned the case to a transfer agent and at this time a vehicle surrender date is pending.

*** NOTES 9/17/2013 12:29:23 PM, imoribio, Action Type : Field Service

Call to DPSM, 3E, to request that he have the Frank Kent Honda shop foreman inspect the harness on the replacement 2013 Accord. He informed was at the dealer today and advised he would have the vehicle inspected.

*** CASE FULFILL 9/17/2013 1:00:41 PM, imoribio

Fulfilled for ██████████ due 09/16/2013 12:00:00 PM.

*** COMMIT 9/17/2013 1:00:47 PM, imoribio, Action Type : N/A

follow up with dealer/send check

*** NOTES 9/19/2013 9:04:49 AM, imoribio, Action Type : Note-General

ISG confirmed the customer's vehicle would be surrendered on 9/20/2013, 01:00 PM at FRANK KENT HONDA.

*** CASE MEDIATION EVENT ADD 9/19/2013 9:05:46 AM, imoribio

*** MEDIATION EVENT - TRANSFER AGENT MTG 09/19/2013 09:05:45 AM imoribio

Status: In Progress

S: 09/19/2013 09:05:26 AM

D: 09/20/2013 01:00:00 PM

A: ?/?/? ??:??.

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT UPDATE 9/19/2013 9:05:50 AM, imoribio

*** MEDIATION EVENT - SEND CHECK 09/19/2013 09:05:50 AM imoribio

Status: Completed

S: 09/04/2013 02:55:57 PM

D: 09/09/2013 12:00:00 PM

A: 09/19/2013 09:05:48 AM

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

Assgn to: Mediation ()

Notes: ISG - RUDY LARA

*** NOTES 9/19/2013 9:08:44 AM, imoribio, Action Type : Call to Dealer

Call to Kent SM at (817) 244-9600 and was placed into his voicemail. In the message I advised him to ensure the replacement vehicle is ready to be transferred tomorrow at 1PM. I invited him to call me if he had any questions.

*** NOTES 9/20/2013 10:44:37 AM, imoribio, Action Type : Call from Dealer

Mediation received a voice message from Jeff Jones sales mgr. In the message he informed the customer had Honda pro-pack installed in her original vehicle. He advised the customer called to confirm AHM would install those accessories. He mentioned the vehicle had mud flaps, all season floor mats, wheel locks, and trunk tray. He advised the vehicle they sold us does not include these items and asked what he would need to do.

*** NOTES 9/20/2013 10:45:00 AM, imoribio, Action Type : Call to Dealer

Mediation called Rusty Wallace Honda at 214-348-7500 and was assisted by Brian ins service. I provided the customers vehicle info and inquired if they installed accessories on this vehicle. Brian advised per the PDI they installed Honda pro-pack. I thanked him for his time and assistance.

*** NOTES 9/20/2013 10:46:09 AM, imoribio, Action Type : Call to Dealer

Mediation called Jeff Jones and was placed into his voicemail box. In the message I requested a return call at his earliest convenience.

*** NOTES 9/20/2013 10:56:00 AM, imoribio, Action Type : Call from Dealer

Mediation received a return call from Jeff. He confirmed the customers 2013 Accord (buyback) has body side molding, wheel locks, splash guards, and a trunk tray. He adds that the vehicle has a paint and fabric protector which his dealer does not offer. I advised him to remove the trunk tray from her current vehicle and install the other accessories as soon as possible. Jeff informed the customer has canceled the appointment today due to an unforeseen accident she had at home. The transfer agent will set another appointment once the customer calls to give him the ok. I thanked him for the info and advised I would get the quote for the paint and fabric protector from the selling dealer and offer another accessory or service in its place. He understood then ended the call.

*** NOTES 9/20/2013 11:12:37 AM, imoribio, Action Type : Call to Dealer

Mediation called Rusty Wallace Honda at 214-348-7500 and was assisted by Chris in sales. I inquired how much their paint and fabric protection package cost and he advised their dealer cost was \$60.00. I thanked him for his time and assistance.

*** CASE MODIFY COMMITMENT 9/23/2013 5:28:06 PM, imoribio

with ██████████ due 09/24/2013 12:00:00 PM.

*** CASE MODIFY COMMITMENT 9/24/2013 5:06:17 PM, imoribio

with ██████████ due 09/26/2013 12:00:00 PM.

*** NOTES 9/25/2013 8:50:18 AM, imoribio, Action Type : Call to Dealer

Call to Jeff Jones at 817-244-9600 and was placed into his voicemail. In the message I requested a return call at his earliest convenience.

*** NOTES 9/25/2013 5:50:13 PM, imoribio, Action Type : Call from Dealer

Mediation received a call from Jeff Jones. He confirmed all the accessories on the 2013 Accord have been installed new replacement Accord. He has called the customer to confirm the accessories have been installed and at this time will await the surrender date to be scheduled. He will forward the accessory RO shortly for my review and approval. I thanked him for his time and assistance.

*** NOTES 9/25/2013 5:52:06 PM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ and confirmed she received call from Jeff. She thanked me for the follow up call and advised the dealer has reassured her that the vehicle is ready. She added that she is scheduled to meet with the ISG transfer agent this Friday, Sept 27, to surrender her vehicle. I thanked her for her time and patience.

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

*** CASE MODIFY COMMITMENT 9/25/2013 5:52:39 PM, imoribio

with ██████████ due 09/30/2013 12:00:00 PM.

*** COMMIT 9/25/2013 5:52:42 PM, imoribio, Action Type : N/A

discuss next steps with management

*** NOTES 9/26/2013 8:50:17 AM, imoribio, Action Type : Note-Third Party

ISG informed the vehicle surrender will be completed on 9/27/2013, 10:00 AM at FRANK KENT HONDA.

*** NOTES 9/26/2013 10:22:53 AM, imoribio, Action Type : Letter/Fax

Mediation received the RO for the accessories the dealer installed on Ms. Masuda's replacement 2013 Accord. Mediation will submit for review to request for funds.

*** CASE MEDIATION EVENT ADD 9/26/2013 10:24:06 AM, imoribio

*** MEDIATION EVENT - SEND CHECK 09/26/2013 10:24:06 AM imoribio

Status: In Progress

S: 09/26/2013 10:23:14 AM

D: 09/30/2013 12:00:00 PM

A: ??? ??:?

Assgn to: Mediation ()

Notes: DEALER

*** SUBCASE N042013-08-1301690-2 CREATE 9/26/2013 10:24:53 AM, imoribio

Created in WIP Default with Due Date 9/26/2013 10:24:53 AM.

*** CASE ADD ATTACHMENT 9/26/2013 10:30:19 AM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-08-1301690_6.pdf

*** SUBCASE N042013-08-1301690-2 DISPATCH 9/26/2013 10:46:46 AM, imoribio

from WIP DEFAULT to Queue CK Req - Mediation Mgr.

*** CASE MODIFY 9/26/2013 10:49:53 AM, imoribio

into WIP Escalated and Status of Solving.

*** SUBCASE N042013-08-1301690-2 9/26/2013 12:26:57 PM, galbu, Action Type :

Check Requisition for 500.20 \$ submitted

Check Requisition for 500.20 \$ submitted by galbu

*** SUBCASE N042013-08-1301690-2 RETURN 9/26/2013 12:27:06 PM, galbu

from Queue CK Req - Mediation Mgr to WIP DEFAULT.

*** CASE CHG STATUS 9/27/2013 9:47:16 AM, imoribio

from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT UPDATE 9/27/2013 9:49:02 AM, imoribio

*** MEDIATION EVENT - TRANSFER AGENT MTG 09/27/2013 09:49:02 AM imoribio

Status: Completed

S: 09/19/2013 09:05:26 AM

D: 09/20/2013 01:00:00 PM

A: 09/27/2013 09:49:00 AM

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 9/27/2013 9:49:15 AM, imoribio

*** MEDIATION EVENT - REPAIR SCHEDULED 09/27/2013 09:49:14 AM imoribio

Status: In Progress

S: 09/27/2013 09:49:03 AM

D: 10/07/2013 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes:

*** NOTES 9/27/2013 9:56:46 AM, imoribio, Action Type : Note-Third Party

ISG confirmed the customer surrendered the vehicle to Frank Kent Honda today.

*** NOTES 9/27/2013 10:03:29 AM, imoribio, Action Type : Note-General

Case was reviewed with management and it was recommended that the vehicle be test driven 500 miles to confirm it has been repaired.

*** NOTES 9/27/2013 10:10:02 AM, imoribio, Action Type : Field Service

Call to DPSM, 3E, to inform the vehicle has been surrendered. I informed management has requested that this vehicle be test driven 500 miles before it is sent to auction. He understood and advised he would follow up to confirm the date the vehicle will be picked up by him or the zone office. I thanked him for his time.

*** CASE FULFILL 9/27/2013 10:10:14 AM, imoribio

Fulfilled for ██████████ due 09/27/2013 02:30:00 PM.

*** COMMIT 9/27/2013 10:10:22 AM, imoribio, Action Type : N/A

test drive update

*** NOTES 9/27/2013 10:15:34 AM, imoribio, Action Type : Dealer Communication

ATTN: ██████████ SERVICE MANAGER

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

EPS light on / Power steering losses assist

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:

Note: This vehicle was repurchased pursuant to State Lemon Law. The state requires title branding/disclosure of the problem and what was done to repair the issue leading to this action.

Please perform the needed repairs to correct the EPS light on / power steering wheel losses assist concern that led to the repurchase. It is important that Tech Line is involved with the repair. If a repair has been completed, please perform a thorough visual/mechanical inspection of the repairs that were performed.

Please keep the vehicle and DPSM will test-drive the vehicle 500 miles to ensure the success of the repair.

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

Detailed documentation should be put on the repair order, to include:

- Problem/Contention
- Inspection process utilized to diagnose the problem
- Findings and remedies employed to correct the problem
- Method/test drive used to verify the problem has been corrected.

Note: Document the miles test driven by the DPSM (in/out) in the RO notes.

Upon completion of the repair process, please fax a copy of the final repair order, to include all tech notes and specification sheets to the attention of ██████████
██████████ O Impartial Services Group at 972-652-3590.

Thank you for your cooperation and assistance to resolve this matter. Should you have any questions or need further assistance. Please contact me directly at ██████████

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Ingrid Moribio
Honda Mediation Services

*** NOTES 9/27/2013 10:21:25 AM, imoribio, Action Type : Call to Dealer

Call to SM ██████████ and was placed into his voicemail. In the message I informed I send a direct message via iN which advised the vehicle will be test driven 500 miles by the DPSM. I invited him to call me if he had any questions.

*** SUBCASE N042013-08-1301690-2 COMMIT 9/30/2013 8:00:55 AM, imoribio, Action Type : External Commitment

Check processed for check_req_no = 29405 on 2013-09-27-00.00.000000

*** SUBCASE N042013-08-1301690-2 FULFILL 10/1/2013 10:06:58 AM, imoribio

Fulfilled for ██████████ due ?/?/? ??:??.

*** CASE FULFILL 10/1/2013 5:52:17 PM, imoribio

Fulfilled for ██████████ due 09/30/2013 12:00:00 PM.

*** NOTES 10/1/2013 5:56:21 PM, imoribio, Action Type : Letter/Fax

Check was mailed to Jeff Jones via FedEx (tracking # 796816944022).

*** CASE MODIFY 10/1/2013 6:05:14 PM, imoribio

into WIP Escalated and Status of Disposing Unit.

*** NOTES 10/3/2013 8:40:57 AM, imoribio, Action Type : Call to Dealer

Call to DPSM, 3E, and inquired about the test drive. He informed he turned over the 500 mile test drive to his Zone office and was advised that the ZM or AZM would be stopping by the dealer to complete the test drive. I thanked him for his time and assistance.

*** NOTES 10/3/2013 8:42:19 AM, imoribio, Action Type : Call to Customer

Call to Frank Kent Honda at 817) 244-9600 and asked to speak to Jeff Jones. I was transferred to his voicemail. In the message I inquired if he received the check I mailed to him. I invited him to return my call at his convenience.

*** CASE FULFILL 10/3/2013 8:42:32 AM, imoribio

Fulfilled for ██████████ due 10/03/2013 02:00:00 PM.

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

*** COMMIT 10/3/2013 8:42:37 AM, imoribio, Action Type : N/A
test drive completed?

*** NOTES 10/16/2013 5:08:32 PM, imoribio, Action Type : Field Service

Mediation requested an update on the status of the vehicle test drive from the DPSM. At this time Mediation is waiting on a response.

*** CASE MODIFY COMMITMENT 10/16/2013 5:08:50 PM, imoribio
with ██████████ due 10/21/2013 11:00:00 AM.

*** NOTES 10/21/2013 10:56:07 AM, imoribio, Action Type : Field Service

Call to DPSM, 3E, and inquired if the test drive has been completed. He advised he has been in communication with the Zone office but the vehicle has not been test driven by an AHM representative yet. I inquired if he would be visiting the dealer soon and he informed he will be there this Wednesday. I asked him to inspect/test drive the vehicle and follow up with me at his convenience.

*** COMMIT 10/21/2013 10:58:24 AM, imoribio, Action Type : N/A
test drive completed?

*** CASE FULFILL 10/21/2013 10:58:36 AM, imoribio

Fulfilled for ██████████ due 10/21/2013 11:00:00 AM.

*** CASE MODIFY COMMITMENT 10/24/2013 1:38:35 PM, imoribio
with ██████████ due 10/25/2013 02:00:00 PM.

*** NOTES 10/25/2013 4:48:58 PM, imoribio, Action Type : Field Service

Mediation contacted DPSM, 3E, and requested an update on the status of the test drive. I invited him to call me at his convenience.

*** CASE MODIFY COMMITMENT 10/25/2013 4:50:21 PM, imoribio
with ██████████ due 10/31/2013 02:00:00 PM.

*** NOTES 10/30/2013 4:56:24 PM, imoribio, Action Type : Field Service

Mediation was notified by the DPSM on Friday (10/25/2013) that he drove the vehicle 350 miles and left it at the Zone office to have AZM or ZM complete the test drive.

*** CASE FULFILL 10/30/2013 4:56:37 PM, imoribio

Fulfilled for ██████████ due 10/31/2013 02:00:00 PM.

*** COMMIT 10/30/2013 4:56:41 PM, imoribio, Action Type : N/A

f/u w/ ZM or AZM

*** NOTES 11/1/2013 10:28:22 AM, imoribio, Action Type : Field Service

Call to the Zone Office to inquire on the status of the 500 mile test. ZM advised he was unaware the vehicle still needed to be test driven. He encouraged me to follow up with the DPSM. I thanked him for his time.

*** NOTES 11/1/2013 10:35:31 AM, imoribio, Action Type : Field Service

Call to DPSM and was placed into his voicemail. In the message I informed that the Zone Office was unaware they needed to drive this vehicle. I invited him to follow up with me at his convenience.

*** CASE FULFILL 11/1/2013 10:43:28 AM, imoribio

Fulfilled for ██████████ due 11/01/2013 10:00:00 AM.

*** COMMIT 11/1/2013 10:43:35 AM, imoribio, Action Type : N/A

test drive update

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

*** NOTES 11/1/2013 2:38:23 PM, imoribio, Action Type : Note-General

Mediation received a voice message from DPSM, 3E. In the message he advised there was a bit of a misunderstanding with the completion of the test drive. He advised the ZM and AZM have confirmed the vehicle will be assigned to someone in the office to complete the 150 miles that are left on the test drive.

*** CASE MODIFY COMMITMENT 11/1/2013 2:38:51 PM, imoribio

with ██████████ due 11/08/2013 12:00:00 PM.

*** CASE MODIFY COMMITMENT 11/7/2013 5:27:20 PM, imoribio

with ██████████ due 11/11/2013 12:00:00 PM.

*** NOTES 11/11/2013 9:09:11 AM, imoribio, Action Type : Note-General

Call to the Zone office and left a voice message requesting a return call.

*** CASE FULFILL 11/11/2013 9:12:26 AM, imoribio

Fulfilled for ██████████ due 11/11/2013 12:00:00 PM.

*** COMMIT 11/11/2013 9:36:38 AM, imoribio, Action Type : N/A

has test drive been completed

*** NOTES 11/13/2013 9:00:23 AM, imoribio, Action Type : Field Service

Mediation received a call from DPSM, 3E. He advised they completed the 500 mile test drive and did not have any reoccurrence. He informed he was currently driving to Frank Kent Honda. I thanked him for the update and advised I would follow up with the SM.

*** NOTES 11/13/2013 9:14:40 AM, imoribio, Action Type : Call to Dealer

Mediation received a call from SM ██████████ to inform the DPSM was going to drop off the vehicle because the test drive was completed. I instructed him to document in the RO the completion of the test drive and submit the information to ISG for processing. He understood and thanked me for the call.

*** CASE FULFILL 11/13/2013 9:19:21 AM, imoribio

Fulfilled for ██████████ due 11/14/2013 10:00:00 AM.

*** COMMIT 11/13/2013 9:30:27 AM, imoribio, Action Type : N/A

has ISG received the documents?

*** CASE MODIFY COMMITMENT 11/13/2013 9:31:01 AM, imoribio

with ██████████ due 11/20/2013 01:00:00 PM.

*** CASE MEDIATION EVENT UPDATE 11/13/2013 9:31:14 AM, imoribio

*** MEDIATION EVENT - SEND CHECK 11/13/2013 09:31:14 AM imoribio

Status: Completed

S: 09/26/2013 10:23:14 AM

D: 09/30/2013 12:00:00 PM

A: 11/13/2013 09:31:11 AM

Assgn to: Mediation ()

Notes: DEALER

*** CASE MEDIATION EVENT UPDATE 11/13/2013 9:31:31 AM, imoribio

*** MEDIATION EVENT - REPAIR SCHEDULED 11/13/2013 09:31:31 AM imoribio

Status: Completed

S: 09/27/2013 09:49:03 AM

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

D: 11/13/2013 12:00:00 PM

A: 11/13/2013 09:31:29 AM

Assgn to: Mediation ()

Notes:

*** NOTES 11/21/2013 12:44:40 PM, imoribio, Action Type : Note-Third Party

ISG confirmed they have receipt of the final RO. Arrangements will be made to have the vehicle transported to auction.

*** NOTES 11/21/2013 12:48:13 PM, imoribio, Action Type : Note-Resolution

The case originated as a Honda CR escalated case. The customer requested that AHM replace or repurchase her vehicle because she has lost faith in driving this vehicle. Mediation collected and reviewed the customer's service history with DPSM and servicing dealership, Frank Kent Honda.

1st visit: The customer advised the steering fault light illuminated while driving. The dealer retrieved DTC 53-02 (torque sensor), cleared the code, and recalibrated the torque sensor. They test drove 24 miles but were unable to get the EPS light to illuminate.

2nd visit: The customer returned claiming that her steering wheel lost all P/S assist. The dealer retrieved DTC 53-02 and replaced the steering gearbox, aligned, and retrieved and cleared the codes. The vehicle was test driving and they confirmed there were no outstanding issues.

3rd visit: The customer advised the steering fault light would illuminate and the steering wheel would become hard to turn. The dealer retrieved DTC 53-02 and consulted with Tech Line (TL). The EPS computer was replaced and a torque sensor relearn was performed.

4th visit: The customer advised the power steering light continued to illuminate at times. DTC 53-02 was retrieved but P/S light would not illuminate. The dealer tech found a connection issue at the torque sensor connector. He repaired the connection and test drove the vehicle to confirm the light or DTC did not return.

5th visit: The customer advised that while driving the P/S light would illuminate and the P/S went out. The customer advised the P/S began to function and the light turned off as soon as she cycled the key. An FE was assigned to work with the dealer and recommended the replacement of the engine harness and EPS rack. The dealer and DPSM have test drove the vehicle to confirm there were no outstanding issues. The vehicle has been driven 329 miles without any duplication.

AHM agreed to honor the customers request to replace her vehicle per her state guidelines because the vehicle has been subject to an excessive number of repairs and days out of service for nonconformity that impaired the use, value, and safety of the vehicle. Mediation received confirmation that the DPSM drove the vehicle for 500 miles and did not experience any issues. The vehicle will be sent out to auction and the case will be closed.

*** SUBCASE N042013-08-1301690-1 CLOSE 11/21/2013 2:19:20 PM, imoribio

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042013-08-1301690-2 CLOSE 11/21/2013 2:19:34 PM, imoribio

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/21/2013 2:19:42 PM, imoribio

into WIP Escalated and Status of Disposing Unit.

*** CASE CLOSE 11/21/2013 2:19:48 PM, imoribio

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

*** CASE REOPEN 11/21/2013 2:19:57 PM, imoribio

with Condition of Open and Status of Solving.

*** CASE ASSIGN 11/21/2013 2:20:42 PM, imoribio

N042013-08-1301690 to mlyon, WIP }

*** CASE ADD ATTACHMENT 11/21/2013 2:30:21 PM, crmsuser

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-08-1301690_7.pdf

*** CASE CHG STATUS 11/21/2013 2:40:11 PM, mlyon

from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT ADD 1/6/2014 3:08:51 PM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 01/06/2014 03:08:51 PM mlyon

Status: In Progress

S: 11/22/2013 03:08:19 PM

D: 01/02/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: ISG (DALLAS AUTO AUCTION)

Notes:

*** CASE MEDIATION EVENT UPDATE 1/6/2014 3:08:55 PM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 01/06/2014 03:08:55 PM mlyon

Status: Completed

S: 11/22/2013 03:08:19 PM

D: 01/02/2014 12:00:00 AM

A: 01/06/2014 03:08:54 PM

Assgn to: ISG (DALLAS AUTO AUCTION)

Notes:

*** CASE MEDIATION EVENT ADD 1/6/2014 3:09:03 PM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 01/06/2014 03:09:03 PM mlyon

Status: Completed

S: 01/06/2014 03:08:56 PM

D: ?/?/? ??:?

A: 01/06/2014 03:09:00 PM

Assgn to: ISG ()

Notes:

*** NOTES 1/6/2014 3:09:19 PM, mlyon, Action Type : Letter/Fax

Buying dealer and dealer disclosure signed by;

Buggies Auto Sales 105 Mission St Denton, TX 76205 940 765-1977

01/03/14

*** CASE CLOSE 1/6/2014 3:09:30 PM, mlyon

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

*** CASE REOPEN 3/21/2014 4:10:08 PM, mlyon

with Condition of Open and Status of Solving.

*** CASE MEDIATION EVENT ADD 3/21/2014 4:11:29 PM, mlyon

*** MEDIATION EVENT - SALES TAX RECOVERY 03/21/2014 04:11:29 PM mlyon

Status: Completed

S: 01/14/2014 04:10:32 PM

D: 04/21/2014 12:00:00 AM

Case History

Case ID : N042013-08-1301690

Case Title : ██████████ - ESCALATED CASE - EPS LIGHT ON / POWER STEERING LOSES ASS

A: 03/21/2014 04:11:28 PM

Assgn to: ISG ()

Notes:

*** CASE CLOSE 3/21/2014 4:11:44 PM, mlyon

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

Case Details

Case ID : N042014-03-1101202	Division : Honda - Auto	Condition : Closed	Open Date : 3/11/2014 11:28:32 AM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 8/28/2014 1:23:10 PM
Case Owner : Michael Lyon (Team MA)	Method : ACS to Mediation	Queue :	Days Open : 170
Last Closed By : Michael Lyon (Team MA)	Point of Origin : Internal Information	Wipbin :	
Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING			No. of Attachments : 12

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 :	SAN GABRIEL, CA ██████████
E Mail :	██████████
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR2F78DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F7DJW / A
Miles / Hours :	8,289
In Service Date :	01/03/2013
Months In Use :	14
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 :	/ GOUDY HONDA
Phone No. :	626-576-1114
Address :	1400 W. MAIN STREET
City / State / Zip :	ALHAMBRA, CA 91801
Svc District / Sls District :	01B / A01
Warranty Labor Rate / Date :	\$110.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206888	SIERRA HONDA		
208143	HONDA OF PASADENA		

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
N042014-03-1101202-1 / ██████████ -	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Spool Report

Run Date : 12/11/2014

Mediation Details

Case ID : N042014-03-1101202	Final Decision : Buyback-Replace	Descision Updated : 5/29/2014 2:38:09 PM
Process : Voluntary	Customer Position : Buyback-Replace	
Document Ref : INGRID MORIBIO	AHM Position : Buyback-Replace	
Related Case : N012014-02-1701476		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 5/29/2014 2:38:09 PM	By : imoribio

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Replacement Cost	(\$26,378.00)	(\$26,378.00)	5/29/2014 2:37:55 PM	5/29/2014 2:37:55 PM	imoribio
Auction Proceeds	\$20,125.00	\$17,595.00	8/28/2014 1:22:35 PM	8/28/2014 1:22:35 PM	mlyon
Total Amount	(\$6,253.00)	(\$8,783.00)			

Mediation Activity :

*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 3/11/2014 11:29:21	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 3/11/2014 11:29:45 AM / mlyon	Actual Date : 3/11/2014 11:29:36	
*** Event Type / Status : Send Check / Completed	Start Date : 6/2/2014 9:35:50	Notes : CHECKS WERE MAILED TO ISG VIA FEDEX (TRACKING # 770160808213).
Assigned To : Mediation (JEFF GERMATA)	Due Date : 6/2/2014 12:00:00	
Last Updated / By : 6/2/2014 9:36:13 AM / imoribio	Actual Date : 6/2/2014 9:36:12	
*** Event Type / Status : Transfer Agent Mtg / Completed	Start Date : 6/2/2014 9:37:11	Notes : VEHICLE SURRENDER WILL BE COMPLETED ON 6/13/2014, 10:00 AM AT GOUDY HONDA
Assigned To : ISG ()	Due Date : 6/13/2014 10:00:00	
Last Updated / By : 6/13/2014 11:10:20 AM / mlyon	Actual Date : 6/13/2014 11:10:19	
*** Event Type / Status : Repair scheduled / Completed	Start Date : 6/13/2014 11:10:21	Notes :
Assigned To : Mediation ()	Due Date : 6/27/2014	
Last Updated / By : 7/17/2014 2:24:56 PM / mlyon	Actual Date : 7/17/2014 2:24:55	
*** Event Type / Status : Auction Unit / Completed	Start Date : 7/17/2014 2:24:56	Notes :
Assigned To : ISG (SOUTHERN CALIFORNIA)	Due Date : 8/26/2014	
Last Updated / By : 8/28/2014 1:22:20 PM / mlyon	Actual Date : 8/28/2014 1:22:19	
*** Event Type / Status : Disclosure Requested / Completed	Start Date : 8/28/2014 1:22:20	Notes :
Assigned To : ISG ()	Due Date :	
Last Updated / By : 8/28/2014 1:22:26 PM / mlyon	Actual Date : 8/28/2014 1:22:24	

Issue Details

Issue ID : N042014-03-1101202-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 3/11/2014 11:29:19 AM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 7/18/2014 3:00:54 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT (E
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, Buy Back
 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
53602-TV0-E01	MOTOR	Not Applicable

Check Req Info :

Check Requisition No. : 8936	Payee Name : ██████████
Primary Amount : \$26,378.95	Address : ██████████
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : ALHAMBRA, CA ██████████
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$26,378.95	Contention Code : 03205
Approved By : galbu	Defect Code : 03217
Approval Date : 5/29/2014	Category : BuyBack
Status : PROCESSED	Failed Part # : 53602-TV0-E01
Check No. : 2084666	
Check Date : 5/30/2014	

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

*** CASE CREATE 3/11/2014 11:28:32 AM, mlyon

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

*** NOTES 3/11/2014 11:28:34 AM, mlyon, Action Type :

Mediation Review Committee Escalation Recommended

Date of Submission: 03/07/14

Customers Contention: EPS locks up while driving

Resolution Sought: Replacement

Carfax shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports:1

Case Numbers of Previous Cases: N012014-02-1701476

DPSM Involvement: No

DPSM Name: Diana Montes

Zone/District: 1B

*** SUBCASE N042014-03-1101202-1 CREATE 3/11/2014 11:29:19 AM, mlyon

Created in WIP Default with Due Date 3/11/2014 11:29:19 AM.

*** CASE MEDIATION ADD/MODIFY 3/11/2014 11:29:32 AM, mlyon

*** MEDIATION DECISION 03/11/2014 11:29:31 AM mlyon

Proc: Voluntary

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N012014-02-1701476

*** CASE MEDIATION EVENT ADD 3/11/2014 11:29:46 AM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 03/11/2014 11:29:46 AM mlyon

Status: Completed

S: 03/11/2014 11:29:21 AM

D: ?/?/? ??:?

A: 03/11/2014 11:29:36 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 3/11/2014 11:30:09 AM, mlyon, Action Type : N/A

Made to ██████████ due 03/12/2014 11:30:15 AM.

New escalated case opened

*** NOTES 3/11/2014 11:30:22 AM, mlyon, Action Type : Note-General

Email sent notifying zone of open Mediation case. Email sent to ACS to close their pending case

*** CASE MODIFY 3/11/2014 11:37:18 AM, mlyon

into WIP Default and Status of Solving.

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

*** CASE ASSIGN 3/11/2014 11:37:20 AM, mlyon

N042014-03-1101202 to imoribio, WIP CURRENT TIMESTAMP

*** SUBCASE N042014-03-1101202-1 ASSIGN 3/11/2014 11:37:27 AM, mlyon

N042014-03-1101202-1 to imoribio, WIP

*** CASE ADD ATTACHMENT 3/11/2014 12:00:21 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_1.pdf

*** NOTES 3/12/2014 1:57:22 PM, imoribio, Action Type : Note-General

Per Hondas database:

- The customer is the original owner.
- The customer services with Honda of Pasadena and Goudy Honda.
- There are no other Honda/Acura vehicles under the customers ownership.

*** CASE FULFILL 3/12/2014 3:18:17 PM, imoribio

Fulfilled for ██████████ due 03/12/2014 11:30:15 AM.

*** COMMIT 3/12/2014 3:18:25 PM, imoribio, Action Type : N/A

complete timeline

*** COMMIT 3/12/2014 3:19:11 PM, imoribio, Action Type : N/A

call customer

*** NOTES 3/13/2014 2:35:30 PM, imoribio, Action Type : Call to Dealer

Call to Honda of Pasadena at 626-683-5888 and left a voice message for SM Brooke Gomez. In the message I provided the customers vehicle information and requested a return call.

*** NOTES 3/13/2014 2:55:50 PM, imoribio, Action Type : Note-General

TIMELINE - ██████████ - 2013 ACCORD EX (1HGCR2F78DA ██████████)

ISD:1/03/2013State: CA

CONTENTION: EPS locks up while driving

208143 - HONDA OF PASADENA

RO#:89722

Date:1/4/14 - 1/4/14

Miles:7703

- Line A:Customer states the power steering warning light is on. Theres hardship to turn. Please check and advise.

Found DTC71-01 &71-03 - Motor angle sensor (sin/cos signal)

Troubleshoot DTC. Cleared codes. No DTC was indicated. Intermittent failure, the system is ok at this time.

RO#:89768

Date:1/6/14 - 1/10/14

Miles:7721

- Line A:Customer states the power steering light was on. Theres hardship to turn, the steering wheel froze. Please advise.

Road test for 21 miles. No light on. Continue driving tomorrow.

Faulty electrical steering gearbox motor worn out with intermittent failure.

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

Electrical steering gearbox motor replaced. Test drove vehicle for a couple of miles so far no EPS light/DTC has come on.

RO#:92782

Date:2/17/14 - 2/15/14

Miles:8288

- Line A:Customer states steering wheel locked up, steering wheel light went on. Check and advise.

After replacing EPS motor customer stated steering wheel locked and EPS light came on after driving 500 miles. DTC 71-03, 71-01 motor angle sensor.

Called TechLine. TechLine said to check 8-13 fin cavities on EPS control unit connector B for tightness. Connector B was ok. Inspected EPS motor angle sensor 6 fin connector and found 3 loose terminals/connections. Repaired terminal connections and cleared EPS DTC 71-01. (Ref 3527690).

Drove total of 25 miles w/no problem.

*** CASE FULFILL 3/13/2014 2:56:27 PM, imoribio

Fulfilled for ██████████ due 03/13/2014 10:00:00 AM.

*** NOTES 3/13/2014 2:58:41 PM, imoribio, Action Type : Call to Customer

Call to ██████████ at ██████████ and was placed into her voicemail. In the message I introduced myself and invited her to return my call at her earliest convenience.

*** CASE MODIFY COMMITMENT 3/13/2014 2:59:06 PM, imoribio

with ██████████ due 03/19/2014 12:00:00 PM.

*** NOTES 3/20/2014 10:51:26 AM, imoribio, Action Type : Call from Customer

Mediation received a call from ██████████. I introduced myself as the CM that will review her concerns and request. I informed that per our records she has worked with Honda of Pasadena. The customer advised she also worked with the Honda dealership in Monrovia; however, they never provided her with a RO. She advised she experienced issues with the power steering on 3 different occasions. She advised on the 3rd occasion she decided to have the vehicle towed to the Honda dealership in Monrovia. She advised she was not provided with an RO because she was told that since there was no light on they would not be able to do anything. The customer advised this took place at the end of December 2013. She advised she experience the issue again on January 3, 2014. She took the vehicle to Honda of Pasadena the following day. She advised they found codes (71-01 and 71-03). The dealership reset the codes and returned the vehicle to her. The customer advised two days later she returned because the EPS light was on. During that visit the dealer replaced the electrical steering gearbox motor. She advised that lasted for a few weeks before the EPS light came back on. She visited Honda of Pasadena on February 17 and they performed some repairs to the vehicle. The customer advised the issue was so sporadic and her steering wheel would just freeze while driving. She advised she avoids driving on freeways because she is concerned she may have issues while driving. She advised she does not feel safe driving the vehicle.

I apologized for her experience and advised I understood why she would feel concerned. I then asked the customer if the concern had manifested itself after her last visit to Honda of Pasadena. She advised it has not but feels there is still something wrong with her car. I advised so far she had driven the car over 30 days and the vehicle has not acted up, which likely means there is no longer an outstanding issue. I asked the customer what she was looking for AHM to do for her. The customer advised she no longer wishes to drive this vehicle and wants a replacement or repurchase. I informed I would document her request and begin the review process. I informed I would contact her servicing dealerships and follow up with her once I had more information. She understood and requested that I call her on her mobile (██████████). I thanked her for her time then ended the call.

*** CASE FULFILL 3/20/2014 2:20:17 PM, imoribio

Fulfilled for ██████████ due 03/19/2014 12:00:00 PM.

*** COMMIT 3/20/2014 2:20:25 PM, imoribio, Action Type : N/A

call dlr

*** NOTES 3/26/2014 1:53:04 PM, imoribio, Action Type : Call to Dealer

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

Call to Honda of Pasadena at 626-683-5888 and was assisted by ██████████. I inquired if ██████████ was back in the office. She advised she was but she was away from her desk. I requested to leave a voice message but was told it was down. I provided my contact information and the customer's vehicle info. Stephanie advised she would have Brooke return my call at her convenience.

*** CASE MODIFY COMMITMENT 3/26/2014 1:53:24 PM, imoribio

with ██████████ due 03/27/2014 10:30:00 AM.

*** NOTES 3/26/2014 1:57:54 PM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ (cell) and was placed into her voicemail. In the message I informed I was still reviewing her case and waiting to hear back from the SM at Honda of Pasadena. I assured her I would follow up with her once I had more information.

*** COMMIT 3/26/2014 1:58:33 PM, imoribio, Action Type : N/A

assessment

*** CASE MODIFY COMMITMENT 3/27/2014 5:07:07 PM, imoribio

with ██████████ due 03/28/2014 03:30:00 PM.

*** CASE MODIFY COMMITMENT 3/27/2014 5:07:17 PM, imoribio

with ██████████ due 03/28/2014 09:30:00 AM.

*** NOTES 3/28/2014 3:46:38 PM, imoribio, Action Type : Call to Dealer

Call to SM Brooke Gomez at 626-683-5888 and provided her the customer's vehicle information. We reviewed the customer's repair history and she confirmed they did retrieve DTCs on the first visit, however, after the codes were reset the light did not return. The customer returned a few days later with the EPS light. The dealership test drove the vehicle for two days and replaced the electrical steering gearbox motor (per RO 89768, the part was faulty). Brooke advised the customer drove the vehicle for 500 miles before she returned with the EPS light and DTC 71-01 and 71-03. Brooke advised they worked closely with TechLine (TL) and found three loose terminal connections. They repaired the connections and cleared the DTC. The vehicle was driven 25 miles and has not returned after the visit on 2/15/14. I thanked her for her time and assistance.

*** NOTES 3/28/2014 3:57:19 PM, imoribio, Action Type : Field Service

Mediation contacted the DPSM, 1B, and provided the customer's vehicle information. The DPSM informed she was not familiar with the customer or case. She added that unfortunately the dealership never contacted her about the customer's concern. I provided her a synopsis of the case and advised Mediation would honor the customer's replacement request because the vehicle has been subject to 2 safety related repairs. She understood and thanked me for the information. I advised I would provide her a copy of the timeline for her reference.

*** NOTES 3/28/2014 4:02:17 PM, imoribio, Action Type : Assessment

The case originated as a Honda CS Escalation Request. The customer requested the replacement or repurchase of her 2013 Accord because she had lost faith in the reliability and safety. The customer advised that on several occasions the EPS light illuminated and the steering wheel would become stiff while driving.

Mediation reviewed the customer's service history with the DPSM and servicing dealership, Honda of Pasadena. The Service Manager advised they identified the customer's EPS concerns and performed repairs on 3 separate occasions. She added that there were no reports of an outstanding concern. The DPSM advised she unfortunately was not notified by her dealership, therefore, she does not know much about the case. I informed the dealership did work with TechLine (TL) and after a month and a half the customer has not had a reoccurring issue. Nevertheless, due to the fact that the vehicle has been subject to 3 separate "safety related" repairs, AHM would honor the customer's replacement request. This decision was reached to promote customer satisfaction and future product. The customer loves the Honda product and advised she wants to be able to drive confidently in a vehicle that makes her feel safe.

*** CASE FULFILL 3/28/2014 4:02:26 PM, imoribio

Fulfilled for ██████████ due 03/28/2014 09:30:00 AM.

*** CASE FULFILL 3/28/2014 4:02:31 PM, imoribio

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

Fulfilled for ██████████ due 03/28/2014 09:30:00 AM.

*** COMMIT 3/28/2014 4:03:19 PM, imoribio, Action Type : N/A

call customer

*** NOTES 4/1/2014 8:53:49 AM, imoribio, Action Type : Call to Customer

Call to customer took place on 3/28/2014 at approximately 4:58 pm. Mediation called the customer ██████████ (cell). I informed after a detailed review and consideration of the facts, AHM has decided to honor her request to replace her vehicle. I informed this offered is being presented to promote customer satisfaction. The customer was very happy and advised she is very pleased that AHM would help her. I informed there would be a few docs I would need to process this request. I instructed her to forward all financial doc (sales contact, payment records, etc). I advised I would send her a detailed offer letter once I had this information. She understood and thanked me for my time.

*** CASE FULFILL 4/1/2014 8:54:28 AM, imoribio

Fulfilled for ██████████ due 03/28/2014 04:30:00 PM.

*** COMMIT 4/1/2014 8:54:33 AM, imoribio, Action Type : N/A

have docs arrived?

*** NOTES 4/3/2014 9:14:35 AM, mlyon, Action Type : Letter/Fax

Received copy of vehicle registration & purchase contract. Forward to Ingrid

*** CASE ADD ATTACHMENT 4/3/2014 9:30:19 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_2.pdf

*** NOTES 4/3/2014 11:14:02 AM, mlyon, Action Type : Letter/Fax

Received loan payment history. Forward to Ingrid

*** CASE ADD ATTACHMENT 4/3/2014 11:30:21 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_3.pdf

*** NOTES 4/4/2014 2:01:09 PM, mlyon, Action Type : Letter/Fax

Received loan payment history. Forward to Ingrid

*** NOTES 4/4/2014 2:20:15 PM, imoribio, Action Type : Note-General

The customer submitted the documents necessary to send offer letter. Mediation will put the figures for the replacement offer letter together.

*** CASE ADD ATTACHMENT 4/4/2014 2:30:18 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_4.pdf

*** NOTES 4/4/2014 3:01:07 PM, imoribio, Action Type : Note-Third Party

Foothill Federal Credit Union Customer Service at 866-995-3328 and was assisted by Rosa. I informed we were looking at replacing a mutual customers vehicle and wanted to know if their credit union would be able to process a Substitution of Collateral (SOC). She advised they do not offer SOC and advised the customer would need to have a new loan. I thanked her for the information.

*** CASE FULFILL 4/4/2014 3:03:56 PM, imoribio

Fulfilled for ██████████ due 04/04/2014 11:00:00 AM.

*** COMMIT 4/4/2014 3:05:06 PM, imoribio, Action Type : N/A

send offer letter

*** NOTES 4/4/2014 3:33:38 PM, mlyon, Action Type : Letter/Fax

Received 16 page fax from customer. Forward to Ingrid

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

*** CASE ADD ATTACHMENT 4/4/2014 4:00:19 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_5.pdf

*** NOTES 4/7/2014 4:31:04 PM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ (cell) and was placed into her voicemail. In the message I invited her to return my call at her convenience.

*** CASE MODIFY COMMITMENT 4/7/2014 4:31:41 PM, imoribio

with ██████████ due 04/10/2014 11:00:00 AM.

*** NOTES 4/9/2014 12:02:38 PM, imoribio, Action Type : Call to Customer

Mediation received a voice message from ██████████ requesting a return call.

Call to customer at ██████████ (cell) and was placed into her voicemail. In the message I informed I followed up with Foothill Federal Credit Union and was informed they did not process SOC. I invited her to return my call to discuss our other options.

*** NOTES 4/9/2014 2:50:35 PM, imoribio, Action Type : Call from Customer

Mediation received a call from ██████████. I informed that after discussing her case with Foothill Federal Credit Union they are unable to process an SOC. I informed the customer of the alternative to refinance the new vehicle or repurchase her 2013 Accord. She understood and advised she would call her credit union to inquire what her current loan amount is and if she refinances if she would be able to keep the current loan amount and financing rate. She advised she would follow up.

*** NOTES 4/9/2014 3:23:00 PM, imoribio, Action Type : Call from Customer

Mediation received a follow up call from ██████████. She advised she spoke to Anthony Torres (contact 626-574-6238) and he advised they can work something out. She requested that I call him to answer his questions.

*** NOTES 4/9/2014 3:23:37 PM, imoribio, Action Type : Note-Third Party

Call to Anthony Torres at 626-574-6238 and left a voice message requesting a return call.

*** NOTES 4/9/2014 3:43:44 PM, imoribio, Action Type : Note-Third Party

Mediation received a call from Anthony. We discussed the process for SOC and he advised they have done it before with another manufacturer and believes they would be able to work with AHM. I thanked him and advised I would follow up with him once we were ready to proceed to that phase of the case. He understood and encouraged me to call him. I thanked him for his time.

*** NOTES 4/9/2014 3:44:36 PM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ (cell) and informed it looks like her credit union will work with us. I advised the offer letter would be mailed to her later this week. She understood and thanked me for my time.

*** CASE MODIFY COMMITMENT 4/9/2014 3:45:28 PM, imoribio

with ██████████ due 04/11/2014 11:00:00 AM.

*** NOTES 4/11/2014 12:58:58 PM, imoribio, Action Type : Letter/Fax

Offer letter and release mailed to the customer via FedEx (tracking # 798526736995). A copy of the letter and release are in the case file.

*** NOTES 4/11/2014 3:25:28 PM, imoribio, Action Type : Call to Customer

Call to ██████████ at ██████████ (cell) to inform the offer letter and release were being mailed out today. I informed per California guidelines she would be responsible for usage. I added that being that she was going from a 2013 to a 2014 she would also be responsible for the MSRP difference. I encouraged her to read the offer letter and call me if she had any questions. She understood then ended the call.

*** CASE FULFILL 4/11/2014 3:30:38 PM, imoribio

Fulfilled for ██████████ due 04/11/2014 11:00:00 AM.

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

*** COMMIT 4/11/2014 3:30:44 PM, imoribio, Action Type : N/A
update

*** NOTES 4/17/2014 9:52:24 AM, imoribio, Action Type : Call from Customer

Mediation received a call from ██████████. She advised she is considering our offer and advised she would opt for having AHM reimburse her for the LoJack (\$695.00) and Southwest Alarm system (\$295.00). She added that through her First Financial Credit Union she purchased Gap Insurance and aftermarket service contract. The customer wanted to know if AHM would reimburse her for her Gap Insurance and VSC. I invited the customer to provide documentation for our review but advised I would need to get back with her with a response. She understood and advised she would fax the documents as soon as she had them.

*** CASE MODIFY COMMITMENT 4/17/2014 9:53:11 AM, imoribio

with ██████████ due 04/24/2014 01:00:00 PM.

*** CASE MODIFY COMMITMENT 4/22/2014 11:14:54 AM, imoribio

with ██████████ due 04/22/2014 01:00:00 PM.

*** NOTES 4/22/2014 3:50:42 PM, imoribio, Action Type : Call from Customer

Call from ██████████ (call took place on Friday, April 19). The customer advised she called First Financial Credit Union and talked to ██████████ at ██████████ she asked how much her additional coverage was. She was told the following:

Gap\$321.00

VSC\$516.00

Life protection 15 cents per \$100.00 = \$169.78

I asked the customer if Tracy provided the contact information for the company that are provide the current coverage, she said she did not. I advised I would call Tracy at my earliest convenience.

*** NOTES 4/22/2014 3:51:18 PM, imoribio, Action Type : Note-Third Party

Call to ██████████ and was placed into her voicemail. In the message I invited her to return my call.

*** COMMIT 4/22/2014 3:51:33 PM, imoribio, Action Type : N/A

call Tracy

*** CASE FULFILL 4/22/2014 3:51:48 PM, imoribio

Fulfilled for ██████████ due 04/22/2014 01:00:00 PM.

*** NOTES 4/22/2014 4:13:43 PM, imoribio, Action Type : Note-Third Party

Mediation received a call from ██████████ I provided her with an overview of what AHM will be doing. I advised I would like to know if the additional coverage the customer purchased is transferable or refundable. She advised that Gap and Life Protection Coverage (aka Debt Protection insurance is through their Allied Service group and unfortunately is nontransferable. She advised in the even their customer takes their loan to another institution the covered would end at that time. She added that the Mechanical Breakdown Insurance (aka VSC) would follow the vehicle and was transferable to another institution, however, it cannot be transferred to another vehicle.

I asked about their cancelation policy and if the customer wished to cancel the coverage would she be entitled to a reimbursement. She advised she would need to do some research and follow up with me today or tomorrow. I thanked her then ended the call.

*** NOTES 4/22/2014 4:15:11 PM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ (cell) and informed I had a moment to talk to ██████████ but was expecting a follow up call because I had some questions regarding their cancelation policies. I informed the customer I would follow up with her as soon as I had additional information. The customer understood

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

and thanked me for the call.

*** NOTES 4/24/2014 8:33:39 AM, imoribio, Action Type : Note-Third Party

Mediation received a call from Tracy with First Financial Credit Union. She advised she researched the information I requested and verified that Gap, Debt protection, and MBI are all nontransferable if the customer were to exchange the vehicle. She added that MBI (which is 6yrs or 100k miles) is refundable but I would need to call Allied Solutions to obtain more details about the cancelation process. She provided Donna Denvers contact information 909-717-3239 and invited me to call her if I had any other questions.

*** NOTES 4/24/2014 8:37:19 AM, imoribio, Action Type : Note-Third Party

Call to Donna Denver at Allied Solution at 909-717-3239 and provided the customers information. I asked if she could advise if Gap Insurance and Debt protection coverage the customer purchase was refundable, she said no. I asked if the customer MBI was refundable and if so how much would the customer receive. She advised the MBI follows the vehicle and as long as the customer owns the vehicle she has coverage for the stipulated amount of time. In the event the owner no longer owns the vehicle they are able to complete a cancelation form at their First Financial Credit Union branch and based on the information submitted the customer may only receive a prorated refund. I thanked her for the information and her time.

*** CASE FULFILL 4/24/2014 8:39:25 AM, imoribio

Fulfilled for ██████████ due 04/25/2014 08:45:00 AM.

*** COMMIT 4/24/2014 8:39:30 AM, imoribio, Action Type : N/A

have docs arrived?

*** NOTES 4/25/2014 1:25:50 PM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ (cell) and was placed into her voicemail. In the message I invited her to return my call.

*** CASE MODIFY COMMITMENT 4/25/2014 1:27:56 PM, imoribio

with ██████████ due 04/28/2014 08:00:00 AM.

*** NOTES 4/25/2014 2:37:15 PM, imoribio, Action Type : Call from Customer

Mediation received a call from ██████████. I provided the customer the information I received from her former credit union and their fellow company. I explained that if she was looking to be reimbursed for her VSC she would need to request that from her credit union. She understood and thanked me for the info. She added that a few weeks ago she had to pay for an oil change because the maintenance minder came on. She added that she also found that she had a flat tire. The customer advised she paid \$125.13 (combined) for these services. I informed the customer we normally do not cover these services but we would make this exception because she is going back in to a Honda product. I informed the customer the new offer would be mailed and advised that her new contribution would be \$738.78. She understood and advised she would fax over the receipt for the service. She added she would call Tracy to arrange an appointment to cancel the MBI.

*** NOTES 4/25/2014 2:39:27 PM, imoribio, Action Type : Letter/Fax

New offer letter, with revised dollar figures, was mailed to the customer via FedEx (tracking number 798667252074). A copy of the letter and release is the case file.

*** CASE MODIFY COMMITMENT 4/25/2014 2:45:19 PM, imoribio

with ██████████ due 04/30/2014 10:00:00 AM.

*** NOTES 4/25/2014 4:08:22 PM, mlyon, Action Type : Letter/Fax

Received fax from All Cars Specialist . Forward to Ingrid

*** CASE ADD ATTACHMENT 4/25/2014 5:00:22 PM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_6.pdf

*** CASE MODIFY COMMITMENT 4/30/2014 2:31:50 PM, imoribio

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

with ██████████ due 05/01/2014 02:00:00 PM.

*** NOTES 5/1/2014 9:41:56 AM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Ingrid

*** CASE ADD ATTACHMENT 5/1/2014 10:00:22 AM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_7.pdf

*** CASE FULFILL 5/1/2014 12:11:25 PM, imoribio

Fulfilled for ██████████ due 05/01/2014 02:00:00 PM.

*** NOTES 5/1/2014 12:18:09 PM, imoribio, Action Type : Note-Third Party

Call to ██████████ and left a voice message requesting a return call.

*** COMMIT 5/1/2014 12:18:42 PM, imoribio, Action Type : N/A

call GM

*** NOTES 5/1/2014 12:28:59 PM, imoribio, Action Type : Call to Customer

Mediation contacted ██████████ at ██████████ (cell) and confirmed receipt of her signed release and offer letter. I advised I would be calling a dealership and inquired which Honda dealership she wanted to work with. She advised she liked Honda of Pasadena's service and experience. I thanked her for the information and advised I would follow up with her once I had more information.

*** NOTES 5/1/2014 4:34:18 PM, imoribio, Action Type : Note-Third Party

Mediation received a return call from Anthony with Foothill Financial. I informed we are getting ready to move into the next phase of the replacement offer. I advised I would be contacted the customer's selling dealership to have them locate the vehicle. I asked what he needed from us or the dealership in order to process the SOC. He advised the invoice and provided fax ██████████ I thanked him for the cal.

*** CASE MODIFY COMMITMENT 5/1/2014 4:34:50 PM, imoribio

with ██████████ due 05/02/2014 09:30:00 AM.

*** NOTES 5/2/2014 12:22:28 PM, imoribio, Action Type : Call to Dealer

Call to Honda of Pasadena a ██████████ and requested to speak to their General Manger. I was advised by Natasha that GM Chris Eckert was not available at this time but took my contact information and advised she would have him return my call.

*** CASE FULFILL 5/2/2014 12:22:40 PM, imoribio

Fulfilled for ██████████ due 05/02/2014 09:30:00 AM.

*** COMMIT 5/2/2014 12:22:44 PM, imoribio, Action Type : N/A

updates from dealership

*** NOTES 5/2/2014 12:32:32 PM, imoribio, Action Type : Call from Dealer

Mediation received a call from Chris GSM. I provided the customer's vehicle information and asked if they would be able to assist us in the replacement of this vehicle. He advised he would have to consult with the dealer owner and follow up with me.

*** NOTES 5/5/2014 4:30:40 PM, imoribio, Action Type : Call to Dealer

Call to ██████████ and was told he was off today. I was placed into his voicemail. In the message I invited him to return my call at his convenience.

*** NOTES 5/7/2014 12:34:36 PM, imoribio, Action Type : Call to Dealer

Call to ██████████ and was told he was in a meeting. I was placed into his voicemail and in the message I explained I would like to have the dealerships position on our request to perform a vehicle replacement. I requested a return call as soon as possible.

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

*** CASE FULFILL 5/7/2014 12:34:59 PM, imoribio

Fulfilled for ██████████ due 05/15/2014 09:00:00 AM.

*** COMMIT 5/7/2014 12:35:06 PM, imoribio, Action Type : N/A

response from dealership

*** NOTES 5/19/2014 11:41:13 AM, imoribio, Action Type : Note-General

Mediation has not received a response from Honda of Pasadena, which leads me to believe they do not wish take part in the replacement of the customer's vehicle at this time.

*** CASE FULFILL 5/19/2014 11:41:55 AM, imoribio

Fulfilled for ██████████ due 05/16/2014 12:30:00 PM.

*** NOTES 5/19/2014 11:42:43 AM, imoribio, Action Type : Call to Customer

Mediation contacted ██████████ at ██████████ (cell) and was placed into her voicemail. In the message I invited her to return my call.

*** NOTES 5/19/2014 11:44:36 AM, imoribio, Action Type : Call from Customer

Mediation received a call from ██████████. I informed I had yet to hear back from Honda of Pasadena and did not believe they would do the replacement transaction with us. I inquired if she would be ok with working with Goudy Honda, she said yes. I informed I would follow up with dealership management and contact her once I had more information.

*** NOTES 5/19/2014 11:47:17 AM, imoribio, Action Type : Call to Dealer

Call to Goudy Honda at 6265761114 and requested to speak to the General Manager (GM). I was transferred to Tonys voicemail and in the message I provided the customers vehicle information. I invited him to return my call as soon as possible.

*** COMMIT 5/19/2014 11:47:27 AM, imoribio, Action Type : N/A

response from the dealership

*** NOTES 5/21/2014 4:52:00 PM, imoribio, Action Type : Call to Dealer

Call to Goudy Honda at 626-576-1114 and was informed by Alicia (receptionist) that Tony was with a customer. She took my name and number and advised she would have him return my call.

*** CASE MODIFY COMMITMENT 5/21/2014 4:52:20 PM, imoribio

with ██████████ due 05/22/2014 11:00:00 AM.

*** NOTES 5/22/2014 3:36:05 PM, imoribio, Action Type : Call to Dealer

Mediation received a voice message from GM Tony Iskandar. He invited me to return his call at ██████████.

I returned his call and provided the customers vehicle information. He advised he would be willing to work with us and requested that I send him the vehicle information and instructions. I informed I would send it momentarily. I thanked him for his time and assistance.

*** NOTES 5/22/2014 3:42:01 PM, imoribio, Action Type : Call to Customer

Mediation contacted ██████████ at ██████████ (cell) and informed that Goudy Honda would allocate us a replacement vehicle, if one was in their inventory. I advised I would follow up with her once I had more information. She understood and thanke me for my call.

*** NOTES 5/22/2014 4:24:18 PM, imoribio, Action Type : Letter/Fax

Mediation sent GM Tony the SOC dealer instruction memorandum. I invited Tony to contact me if he had any questions.

*** CASE MODIFY COMMITMENT 5/22/2014 4:24:44 PM, imoribio

with ██████████ due 05/27/2014 11:00:00 AM.

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

*** NOTES 5/23/2014 3:23:41 PM, mlyon, Action Type : Letter/Fax

Received copy of retail purchase contract. Forward to Ingrid

*** CASE ADD ATTACHMENT 5/23/2014 3:30:19 PM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_8.pdf

*** NOTES 5/23/2014 4:51:29 PM, imoribio, Action Type : Letter/Fax

SOC letter/request was faxed to Anthony Torres at 626-445-8042.

*** NOTES 5/23/2014 5:01:12 PM, imoribio, Action Type : Call to Customer

Mediation contacted ██████████ at ██████████ (cell). I informed the dealership has the vehicle and has set it aside. I added that I submitted the SOC request to Foothill Financial and will follow up with Anthony I advised I would follow up with her once I had more information. She understood the ended the call.

*** NOTES 5/23/2014 5:03:30 PM, imoribio, Action Type : Note-Third Party

Call to Anthony Torres at 626-574-6238. I was unable to leave a voice message because the voice mailbox is full. Mediation will follow up with him on Monday.

*** CASE FULFILL 5/27/2014 4:35:12 PM, imoribio

Fulfilled for ██████████ due 05/27/2014 11:00:00 AM.

*** COMMIT 5/27/2014 4:35:20 PM, imoribio, Action Type : N/A

submit for funds

*** NOTES 5/29/2014 11:25:41 AM, imoribio, Action Type : Note-Third Party

Call to ██████████ and was placed into his voicemail. In the message I invited him to return my call.

*** NOTES 5/29/2014 2:13:38 PM, imoribio, Action Type : Note-Third Party

Mediation received a return call from Anthony. He advised he will be faxing over a document which needs to be provided to the dealership to complete the SOC process. I advised I would get it over to my dealer contact, Eddie Wang, and would keep him posted once I have more information. He understood then ended the call.

*** SUBCASE N042014-03-1101202-1 MODIFY 5/29/2014 2:19:44 PM, imoribio

into WIP Subcases and Status of Solving.

*** SUBCASE N042014-03-1101202-1 DISPATCH 5/29/2014 2:22:32 PM, imoribio

from WIP Subcases to Queue CK Req - Mediation Mgr.

*** SUBCASE N042014-03-1101202-1 YANKED 5/29/2014 2:28:05 PM, imoribio

Yanked by imoribio into WIPbin DEFAULT.

*** SUBCASE N042014-03-1101202-1 DISPATCH 5/29/2014 2:29:13 PM, imoribio

from WIP DEFAULT to Queue CK Req - Mediation Mgr.

*** CASE FULFILL 5/29/2014 2:36:00 PM, imoribio

Fulfilled for ██████████ due 05/29/2014 08:45:00 AM.

*** COMMIT 5/29/2014 2:37:21 PM, imoribio, Action Type : N/A

send check

*** CASE MEDIATION ADD/MODIFY 5/29/2014 2:38:09 PM, imoribio

*** MEDIATION DECISION 05/29/2014 02:38:09 PM imoribio

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

Proc: Voluntary
Dcsn: Buyback-Replace
Cust: Buyback-Replace
AHM: Buyback-Replace Rsn: Excessive Repairs
Arb Mthd: Please Specify Outcome: Please Specify
Ref: INGRID MORIBIO
Rel: N012014-02-1701

*** CASE MODIFY 5/29/2014 2:39:04 PM, imoribio
into WIP Escalated and Status of Solving.

*** SUBCASE N042014-03-1101202-1 5/29/2014 2:53:13 PM, galbu, Action Type :
Check Requisition for 26,378.95 \$ submitted
Check Requisition for 26,378.95 \$ submitted by galbu

*** SUBCASE N042014-03-1101202-1 RETURN 5/29/2014 2:53:21 PM, galbu
from Queue CK Req - Mediation Mgr to WIP DEFAULT.

*** NOTES 5/30/2014 8:38:37 AM, mlyon, Action Type : Letter/Fax
Received two page fax from consumre loans. Forward to Ingrid

*** CASE ADD ATTACHMENT 5/30/2014 9:00:19 AM, crmsuser
Added attachement ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_9.pdf

*** SUBCASE N042014-03-1101202-1 COMMIT 6/2/2014 8:01:14 AM, imoribio, Action Type : External Commitment
Check processed for check_req_no = 8936 on 2014-05-30-00.00.00.000000

*** SUBCASE N042014-03-1101202-1 FULFILL 6/2/2014 8:53:58 AM, imoribio
Fulfilled for ██████████ due ?/?/? ?/?/?.

*** CASE MEDIATION EVENT ADD 6/2/2014 9:36:14 AM, imoribio
*** MEDIATION EVENT - SEND CHECK 06/02/2014 09:36:14 AM imoribio

Status: Completed
S: 06/02/2014 09:35:50 AM
D: 06/02/2014 12:00:00 PM
A: 06/02/2014 09:36:12 AM
Assgn to: Mediation (JEFF GERMATA)
Notes: CHECKS WERE MAILED TO ISG VIA FEDEX (TRACKING

*** CASE FULFILL 6/2/2014 9:36:27 AM, imoribio
Fulfilled for ██████████ due 06/02/2014 09:05:00 AM.

*** COMMIT 6/2/2014 9:36:35 AM, imoribio, Action Type : N/A

ISG update?

*** CASE MEDIATION EVENT ADD 6/2/2014 9:37:36 AM, imoribio
*** MEDIATION EVENT - TRANSFER AGENT MTG 06/02/2014 09:37:35 AM imoribio

Status: In Progress
S: 06/02/2014 09:37:11 AM
D: 06/20/2014 12:00:00 PM

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

A: ??? ??:?

Assgn to: Mediation (JEFF GERMATA)

Notes:

*** CASE MODIFY 6/2/2014 9:40:39 AM, imoribio
into WIP Escalated and Status of Solving.

*** CASE MODIFY 6/3/2014 1:14:09 PM, imoribio
into WIP Escalated and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 6/5/2014 4:14:00 PM, mlyon

*** MEDIATION EVENT - TRANSFER AGENT MTG 06/05/2014 04:14:00 PM mlyon

Status: In Progress

S: 06/02/2014 09:37:11 AM

D: 06/13/2014 10:00:00 AM

A: ??? ??:?

Assgn to: ISG ()

Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 6/13/2014, 10:00 AM AT ██████████

*** CASE FULFILL 6/6/2014 9:19:40 AM, imoribio

Fulfilled for ██████████ due 06/06/2014 12:00:00 PM.

*** COMMIT 6/6/2014 9:19:48 AM, imoribio, Action Type : N/A

was vehicle surrendered?

*** CASE MODIFY 6/6/2014 9:59:44 AM, imoribio

into WIP Escalated and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 6/13/2014 11:10:21 AM, mlyon

*** MEDIATION EVENT - TRANSFER AGENT MTG 06/13/2014 11:10:21 AM mlyon

Status: Completed

S: 06/02/2014 09:37:11 AM

D: 06/13/2014 10:00:00 AM

A: 06/13/2014 11:10:19 AM

Assgn to: ISG ()

Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 6/13/2014, 10:00 AM

*** CASE MEDIATION EVENT ADD 6/13/2014 11:10:37 AM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 06/13/2014 11:10:36 AM mlyon

Status: In Progress

S: 06/13/2014 11:10:21 AM

D: 06/27/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes:

*** CASE CHG STATUS 6/13/2014 11:11:10 AM, imoribio

from status Solving to status Disposing Unit

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

*** NOTES 6/17/2014 3:38:58 PM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ (cell) and confirmed the vehicle surrender was completed as scheduled. She advised she got the scratches fixed before turning the vehicle in and so far everything is fine with her current vehicle. I thanked her for her time and confirmed she had not experienced any issues related to the power steering.

*** CASE FULFILL 6/17/2014 3:40:40 PM, imoribio

Fulfilled for ██████████ due 06/17/2014 12:00:00 PM.

*** COMMIT 6/17/2014 3:40:45 PM, imoribio, Action Type : N/A

call Service Manager to complete the RO.

*** NOTES 6/18/2014 4:21:46 PM, imoribio, Action Type : Call to Dealer

Call to Goudy Honda at (626) 576-1114 and asked to speak to the Service Manager. I was transferred to the SA that received the vehicle and in the message I provided the vehicle information and requested a return call.

*** CASE MODIFY COMMITMENT 6/18/2014 4:26:02 PM, imoribio

with ██████████ due 06/20/2014 09:30:00 AM.

*** NOTES 6/23/2014 3:02:41 PM, imoribio, Action Type : Dealer Communication

ATTN: RUE AYALA (SERVICE MANAGER)

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

Electronic Power Steering Light

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

Please perform the following and take appropriate action:

Note: This vehicle was repurchased pursuant to State Lemon Law. The state requires title branding/disclosure of the problem and what was done to repair the issue leading to this action.

Please perform the needed repairs to correct the Electronic Power Steering light concern that led to the repurchase. It is important that Tech Line is involved with the repair. If repair has been completed, please perform a thorough visual/mechanical inspection of the repairs mentioned above.

Detailed documentation should be put on the repair order, to include:

- This vehicle has been bought back by AHM per State Guidelines
- Problem/Contention
- Inspection process utilized to diagnose the problem
- Findings and remedies employed to correct the problem
- Method/test drive used to verify the problem has been corrected.

Note: Document the miles test driven by the DPSM or Service Department (in/out) in the RO notes.

Upon completion of the repair process, please fax a copy of the final repair order, to include all tech notes and specification sheets to the attention of Jeff Germata C/O Impartial Services Group at 972-652-3590.

Case History

Case ID : N042014-03-1101202

Case Title : [REDACTED] - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

Thank you for your cooperation and assistance to resolve this matter. Should you have any questions or need further assistance. Please contact me directly at [REDACTED]

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

[REDACTED]
Honda Mediation Services

*** NOTES 6/23/2014 3:09:11 PM, imoribio, Action Type : Call to Dealer

Call to Ilene with Goudy Honda at 626-576-1114 and inquired if there was an open RO, she said yes. She advised the Service Director Jim Fellahin opened it on 3/13/13 for an EPS light concern; however, he was not in the office today. She transferred me to Service Manager Raul Ayala and he confirmed he and SD Jim inspected/test drove the vehicle. He advised they checked for DTCs and test drove the vehicle for 10 miles this past Friday. He confirmed the EPS light was not on and it did not illuminate during their test drive. He advised the vehicle had 10,052 miles when it was turned in, which confirms the customer drove the vehicle 1,764 miles without any EPS issues resurfacing. I instructed Raul to complete the RO and fax it to ISG to have them schedule a vehicle pick up. He understood then ended the call.

*** CASE FULFILL 6/23/2014 3:09:25 PM, imoribio

Fulfilled for [REDACTED] due 06/20/2014 09:30:00 AM.

*** COMMIT 6/23/2014 3:09:29 PM, imoribio, Action Type : N/A

was RO submitted to ISG

*** CASE MODIFY COMMITMENT 6/26/2014 5:40:33 PM, imoribio

with [REDACTED] due 07/02/2014 08:15:00 AM.

*** NOTES 6/30/2014 5:06:04 PM, imoribio, Action Type : Call to Dealer

Mediation requested a follow up on the status of the vehicle. I invited SM Rue to return my call at his earliest convenience.

*** CASE MODIFY COMMITMENT 6/30/2014 5:07:23 PM, imoribio

with [REDACTED] due 07/08/2014 08:15:00 AM.

*** NOTES 7/8/2014 9:01:03 AM, imoribio, Action Type : Call to Dealer

Mediation received a follow up call from SM Rue. He informed the technician test drove the vehicle and rechecked for codes. Their tech originally retrieved DTC U0131 (FCAN malfunction) and followed the instructions provided in the troubleshooting tree (deleted the codes and test drove) but the DTC did not return. He advised as of right now there are no stored codes in the EPS system and they have test drive the vehicle 13 miles with the HDS but have not retrieved any other codes from the EPS. Rue advised the vehicle is repaired at this time. I instructed him to drive the vehicle a total of 25 miles and recheck the vehicle. I advised him to contact TechLine if there was a DTC present but if there was no DTC in the system to complete the final RO and submit to ISG for processing. He understood then ended the call.

*** CASE MODIFY COMMITMENT 7/8/2014 9:03:01 AM, imoribio

with [REDACTED] due 07/11/2014 09:15:00 AM.

*** NOTES 7/11/2014 10:51:58 AM, imoribio, Action Type : Call to Dealer

Call to SM Rue at (626) 576-1114 and inquired if the RO was complete. He advised the RO will be closed and faxed to ISG today. He also confirmed the vehicle was driven 12+ miles and now DTC or EPS lights were on. I thanked him for his time then ended the call.

*** CASE MODIFY COMMITMENT 7/11/2014 10:52:40 AM, imoribio

with [REDACTED] due 07/16/2014 09:15:00 AM.

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

*** CASE MODIFY COMMITMENT 7/17/2014 10:38:55 AM, imoribio

with ██████████ due 07/17/2014 03:15:00 PM.

*** CASE ADD ATTACHMENT 7/17/2014 12:00:20 PM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_10.pdf

*** CASE MEDIATION EVENT UPDATE 7/17/2014 2:24:56 PM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 07/17/2014 02:24:56 PM mlyon

Status: Completed

S: 06/13/2014 11:10:21 AM

D: 06/27/2014 12:00:00 AM

A: 07/17/2014 02:24:55 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 7/17/2014 2:25:13 PM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 07/17/2014 02:25:13 PM mlyon

Status: Not Available

S: 07/17/2014 02:24:56 PM

D: 08/26/2014 12:00:00 AM

A: 07/17/2014 02:25:12 PM

Assgn to: ISG (SOUTHERN CALIFORNIA AUTO AUCTION)

Notes:

*** NOTES 7/17/2014 4:59:03 PM, imoribio, Action Type : Note-General

Mediation received the final RO and the vehicle will be scheduled to be picked up to be sent to auction.

*** CASE FULFILL 7/17/2014 4:59:58 PM, imoribio

Fulfilled for ██████████ due 07/17/2014 03:15:00 PM.

*** CASE ADD ATTACHMENT 7/17/2014 5:00:19 PM, crmsuser

Added attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_11.pdf

*** NOTES 7/18/2014 3:00:04 PM, imoribio, Action Type : Note-Resolution

The case originated as a Honda CS Escalation. The customer requested the replacement or repurchase of her 2013 Accord because she had lost faith in the reliability and safety of her vehicle. The customer advised that on several occasions the EPS light illuminated and the steering wheel would become stiff while driving. Mediation reviewed the customer's service history with the DPSM and servicing dealership, Honda of Pasadena.

1st visit: The customer complained the power steering warning light was illuminated and was difficult to turn the wheel. DTC 71-01 and 71-03 (Motor Angle Sensor SIN/COS signals) were retrieved. The dealership followed the DTC troubleshooting instructions and the codes did not return. The vehicle was released to the customer.

2nd visit: The customer returned with the same concerns. The vehicle was test driven 21 miles but no lights were on. Tech Line was contacted and the dealership tech was able to verify the customer's complaint. The dealership found that the electrical steering gearbox motor was worn out and replaced it. They test drove the vehicle and there was no EPS light or DTCs present.

3rd visit: The customer complained the steering wheel locked up and the EPS light illuminated. The dealer retrieved DTC 71-03 and 71-01 (Motor Angle

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

Sensor). Tech Line instructed the dealership to check/test all the pin first at the EPS motor/angel sensor and the pin fits at the EPS control unit. The dealership found 3 loose terminals/connections. They repaired the terminal connections and cleared the DTCs. The vehicle was driven 25 miles with no outstanding issues.

AHM decided to honor the customer's replacement request because the vehicle was subject to 3 safety" repairs. This decision was made to promote customer satisfaction and to foster future product purchases. The customer loves the Honda product and advised she wants to be able to drive confidently in a vehicle that makes her feel safe. On 6/13/14 the vehicle was surrendered to Goudy Honda. The dealership test drove the vehicle and found DTC U0131 (F-CAN failure) in the EPS system. They cleared the DTC and test drove the vehicle for 25 miles and the DTC did not return. They checked the vehicle thoroughly and confirmed there were no other issues present. The vehicle will be sent to auction.

*** SUBCASE N042014-03-1101202-1 CLOSE 7/18/2014 3:00:54 PM, imoribio

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/18/2014 3:00:59 PM, imoribio

into WIP Escalated and Status of Disposing Unit.

*** CASE MODIFY 7/18/2014 3:00:59 PM, imoribio

into WIP Escalated and Status of Disposing Unit.

*** CASE CLOSE 7/18/2014 3:01:08 PM, imoribio

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

*** CASE REOPEN 7/31/2014 3:40:56 PM, mlyon

with Condition of Open and Status of Solving.

*** CASE CHG STATUS 8/1/2014 8:34:58 AM, mlyon

from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT UPDATE 8/1/2014 8:35:29 AM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 08/01/2014 08:35:28 AM mlyon

Status: In Progress

S: 07/17/2014 02:24:56 PM

D: 08/26/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: ISG (SOUTHERN CALIFORNIA AUTO AUCTION)

Notes:

*** CASE ASSIGN 8/11/2014 4:29:53 PM, mlyon

N042014-03-1101202 to tfermand, WIP

*** CASE ASSIGN 8/22/2014 4:30:49 PM, tfermand

N042014-03-1101202 to mlyon, WIP

*** CASE ADD ATTACHMENT 8/26/2014 8:00:21 AM, crmsuser

Added attachment ScanDoc 12 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-1101202_12.pdf

*** CASE MEDIATION EVENT UPDATE 8/28/2014 1:22:20 PM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 08/28/2014 01:22:20 PM mlyon

Status: Completed

S: 07/17/2014 02:24:56 PM

Case History

Case ID : N042014-03-1101202

Case Title : ██████████ - ESCALATED CASE - EPS LOCKS UP WHILE DRIVING

D: 08/26/2014 12:00:00 AM

A: 08/28/2014 01:22:19 PM

Assgn to: ISG (SOUTHERN CALIFORNIA AUTO AUCTION)

Notes:

*** CASE MEDIATION EVENT ADD 8/28/2014 1:22:27 PM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 08/28/2014 01:22:27 PM mlyon

Status: Completed

S: 08/28/2014 01:22:20 PM

D: ?/?/? ??:??

A: 08/28/2014 01:22:24 PM

Assgn to: ISG ()

Notes:

*** NOTES 8/28/2014 1:22:52 PM, mlyon, Action Type : Note-General

Buying dealer and dealer disclosure signed by;

CU Auto Sales 4144 South State Salt Lake City, UT. 94107 801 263-1001

08/21/14

*** CASE CLOSE 8/28/2014 1:23:10 PM, mlyon

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

Case Details

Case ID : N042014-08-2101717	Division : Honda - Auto	Condition : Re - Open	Open Date : 8/21/2014 4:05:10 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Solving	Close Date : 11/19/2014 9:39:08 AM
Case Owner : Michael Lyon (Team MA)	Method : Fax	Queue :	Days Open : 112
Last Closed By : Simon Ng (Team MA)	Point of Origin : Attorney	Wipbin : Z-close	
Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING		No. of Attachments : 11	

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 :	HIGHLAND, NY [REDACTED]
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 :	20,636
In Service Date :	05/10/2013
Months In Use :	15
Engine Number :	K24W11429412
Originating Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Selling Dealer No. / Name :	207933 / HONDA OF KINGSTON
Trim :	EX
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 :	207933 / HONDA OF KINGSTON
Phone No. :	845-338-5400
Address :	738 E. CHESTER ST. BY
City / State / Zip :	KINGSTON, NY 12401
Svc District / Sls District :	09B / E09
Warranty Labor Rate / Date :	\$98.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206939	MOREHEAD HONDA		
207455	SOUTH SHORE HONDA		
207548	CORAL SPRINGS HONDA		

3rd Party Info :

Party 1 : Attorney	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
N042014-08-2101717-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042014-08-2101717	Final Decision : Other Goodwill	Descision Updated : 11/12/2014 2:11:10 PM
Process : Mediation	Customer Position : Buyback-Repurchase	
Document Ref : SIMON NG	AHM Position : Other Goodwill	
Related Case : NONE		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 11/12/2014 2:11:10 PM	By : sng

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Goodwill Expense	(\$5,000.00)	(\$5,000.00)	11/12/2014 2:11:20 PM	11/12/2014 2:11:26 PM	sng
Total Amount	(\$5,000.00)	(\$5,000.00)			

Mediation Activity :

*** Event Type / Status : Attorney Letter Recd / Completed	Start Date : 8/18/2014 4:05:36	Notes :
Assigned To : Mediation (KIMMEL &	Due Date : 9/17/2014	
Last Updated / By : 11/19/2014 9:38:55 AM / sng	Actual Date : 11/19/2014 9:38:54	
*** Event Type / Status : Docs Received / Completed	Start Date : 8/21/2014 4:05:58	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 8/28/2014	
Last Updated / By : 8/22/2014 9:11:52 AM / mlyon	Actual Date : 8/22/2014 9:11:51	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 8/21/2014 4:06:04	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 8/21/2014 4:06:09 PM / mlyon	Actual Date : 8/21/2014 4:06:07	
*** Event Type / Status : Send Check / Completed	Start Date : 11/12/2014 2:11:30	Notes :
Assigned To : Mediation ()	Due Date : 11/17/2014	
Last Updated / By : 11/19/2014 9:38:59 AM / sng	Actual Date : 11/19/2014 9:38:58	

Issue Details

Issue ID : N042014-08-2101717-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 8/21/2014 4:05:34 PM
Issue Owner : Simon Ng	Type 2 : Operation	Queue :	Close Date : 11/19/2014 9:39:08 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT (E
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, Assist - Miscel.
 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
32200-T2A-A60	HARN, ENGINE ROOM	Not Applicable

Check Req Info :

Check Requisition No. : 15536	Payee Name : ██████████
Primary Amount : \$5,000.00	Address : ██████████
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : AMBLER, PA ██████████
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$5,000.00	Contention Code : 03220
Approved By : galbu	Defect Code : 03217
Approval Date : 11/13/2014	Category : Regular
Status : PROCESSED	Failed Part # : 32200-T2A-A60
Check No. : 2103877	
Check Date : 11/14/2014	

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

*** CASE CREATE 8/21/2014 4:05:10 PM, mlyon

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

*** NOTES 8/21/2014 4:05:11 PM, mlyon, Action Type : Call from Customer

Date Received: 08/18/14

Attorney Name: Kimmel & Silverman

Customer Contention: Vehicle loses power steering

Resolution Sought: Repurchase plus Attorney Fees

Carfax Report shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 1

Case Numbers of Previous Cases: N/a

*** SUBCASE N042014-08-2101717-1 CREATE 8/21/2014 4:05:34 PM, mlyon

Created in WIP Default with Due Date 8/21/2014 4:05:34 PM.

*** CASE MEDIATION ADD/MODIFY 8/21/2014 4:05:45 PM, mlyon

*** MEDIATION DECISION 08/21/2014 04:05:45 PM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: SIMON NG

Rel: NONE

*** CASE MEDIATION EVENT ADD 8/21/2014 4:05:57 PM, mlyon

*** MEDIATION EVENT - ATTORNEY LETTER RECD 08/21/2014 04:05:57 PM mlyon

Status: In Progress

S: 08/18/2014 04:05:36 PM

D: 09/17/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation (KIMMEL & SILVERMAN)

Notes:

*** CASE MEDIATION EVENT ADD 8/21/2014 4:06:04 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 08/21/2014 04:06:04 PM mlyon

Status: In Progress

S: 08/21/2014 04:05:58 PM

D: 08/28/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 8/21/2014 4:06:10 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 08/21/2014 04:06:10 PM mlyon

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

Status: Completed

S: 08/21/2014 04:06:04 PM

D: ?/?/? ??:??

A: 08/21/2014 04:06:07 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 8/21/2014 4:06:11 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 08/22/2014 04:06:13 PM.

New Atty case opened. Review Atty letter. Look for RO's

*** NOTES 8/21/2014 4:06:48 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/22/2014

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

Vehicle loses 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [REDACTED]

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 8/21/2014 4:07:06 PM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 9B notifying of open Mediation case.

*** COMMIT 8/21/2014 4:12:14 PM, mlyon, Action Type :

Made to [REDACTED] due 08/22/2014 04:12:17 PM.

DCS Follow-Up

*** NOTES 8/21/2014 4:12:33 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/22/2014

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

Vehicle loses 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310 533-5537.

This information is being requested for investigative purposes to determine our position for resolution.

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

Mike Lyon
Mediation Department
American Honda Motor Co.
310 781-5224

*** CASE ASSIGN 8/21/2014 4:12:57 PM, mlyon

N042014-08-2101717 to sng, WIP

*** SUBCASE N042014-08-2101717-1 ASSIGN 8/21/2014 4:13:05 PM, mlyon

N042014-08-2101717-1 to sng, WIP

*** CASE ADD ATTACHMENT 8/21/2014 5:00:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_1.pdf

*** NOTES 8/22/2014 9:11:46 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Honda of Kingston. Forward to Simon

*** CASE MEDIATION EVENT UPDATE 8/22/2014 9:11:52 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 08/22/2014 09:11:52 AM mlyon

Status: Completed

S: 08/21/2014 04:05:58 PM

D: 08/28/2014 12:00:00 AM

A: 08/22/2014 09:11:51 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 8/22/2014 9:30:22 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_2.pdf

*** CASE FULFILL 8/22/2014 10:40:39 AM, sng

Fulfilled for [REDACTED] due 08/22/2014 04:12:17 PM.

*** CASE MODIFY 8/22/2014 10:45:35 AM, sng

into WIP default and Status of Solving.

*** CASE MODIFY 8/22/2014 3:02:10 PM, sng

into WIP default and Status of Solving.

*** NOTES 8/22/2014 3:15:53 PM, sng, Action Type : Note-General

Timeline

Date In and Out: 8-23-13 / 8-23-13

Dealer: Honda of Kingston

Miles In and Out: 4,064 / 4,064

Repair order #: 172583

Line 1: Concern: Customer requests free oil change. Install new oil filter and oil top off all fluids.

Correction: Performed first free oil change as requested.

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

Line 2: Concern: Complimentary multi point vehicle inspection. Complimentary battery test.
Correction: Performed multipoint inspection and battery test. Checklist sheet attached.

Date In and Out: 10-18-13 / 10-18-13

Dealer: Honda of Kingston

Miles In and Out: 5,843 / 5,843

Repair order #: 174719

Line 1: Concern: Customer states steering hard at times.
Correction: Fault trace system. Codes 71-01 and 71-07 as per manual. Reset system intermittent failure. System ok service complete.

Date In and Out: 2-22-14 / 2-22-14

Dealer: Honda of Kingston

Miles In and Out: 10,440 / 10,441

Repair order #: 179251

Line 1: Concern: Customer requests oil change service. Oil change needed due to mileage, time or customer request.

Correction: Completed lube oil and filter change.

Line 2: Concern: Complimentary multi point vehicle inspection. Complimentary battery test.
Correction: Performed multipoint inspection and battery test. Checklist sheet attached.

Date In and Out: 3-25-14 / 4-19-14

Dealer: Honda of Kingston

Miles In and Out: 14,110 / 14,110

Repair order #: 180443

Line 1: Concern: Power steering light came on again - was hard to steer. Light has gone back off at this time.

Correction: Code 71-01 and 71-02. Replaced electronic power steering control unit.

Date In and Out: 5-22-14 / 5-22-14

Dealer: Honda of Kingston

Miles In and Out: 15,996 / 15,996

Repair order #: 182979

Line 1: Concern: Squeak from right front side when making right hand turns.
Correction: Needs front retainer clips replaced as per bulletin 12-081. Replaced retainer clips.

*** CASE MODIFY 8/22/2014 3:16:10 PM, sng
into WIP default and Status of Solving.

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

*** CASE FULFILL 8/22/2014 3:16:18 PM, sng

Fulfilled for [REDACTED] due 08/22/2014 04:06:13 PM.

*** COMMIT 8/22/2014 3:16:28 PM, sng, Action Type : N/A

Call Dlr

*** CASE MODIFY 8/22/2014 3:16:49 PM, sng

into WIP default and Status of Solving.

*** NOTES 8/28/2014 12:49:14 PM, sng, Action Type : Call to Dealer

I called Morehead Honda at 845-561-3800 and left a message asking Dean, the service manager to call me back at my direct line so that we could discuss Anne Johnson's 2013 Honda Accord. I provided VIN [REDACTED]

*** CASE MODIFY 8/28/2014 3:07:20 PM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 8/28/2014 3:37:50 PM, mlyon, Action Type : Letter/Fax

Received one page fax from attorney. Forward to Simon

*** CASE ADD ATTACHMENT 8/28/2014 4:00:21 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_3.pdf

*** NOTES 8/29/2014 11:00:26 AM, sng, Action Type : Call to Dealer

I called Honda of Kingston at (845) 338-5400 option 0 and spoke with Bill, the service manager. He said they saw this vehicle twice for a power steering concern. He said the first time they did not replicate the problem. He said the second time they replaced the EPS control unit. He said they saw the vehicle in May of 2014 for a squeal from the Right Front when turning. He said they installed retaining clips per a TSB. He said Morehead Honda replaced the steering rack 7-23-14 and the replaced a wire harness 8-15-14. I thanked Bill for the help and the call ended.

*** NOTES 8/29/2014 11:20:52 AM, sng, Action Type : Call to Dealer

I called Morehead Honda at 845-561-3800 and asked to speak with Dean. I was told that he had to leave. I spoke with Brittany and she told me that the customer worked with Brandy. Brandy told me that they replaced the power steering rack and most recently replaced the wire harness. She said the customer picked up the vehicle today and they closed out the repair order today. Brandy said she was working with the customer in Kingston and now with Morehead Honda. I asked Brandy to fax me the history to 310-533-5537. I thanked her and the call ended.

*** CASE MODIFY 8/29/2014 11:23:42 AM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MODIFY 8/29/2014 11:23:45 AM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** CASE FULFILL 8/29/2014 11:23:47 AM, sng

Fulfilled for [REDACTED] due 08/27/2014 05:00:00 PM.

*** COMMIT 8/29/2014 11:23:52 AM, sng, Action Type : N/A

ROs?/Review

*** CASE MODIFY 8/29/2014 11:24:12 AM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 8/29/2014 12:56:04 PM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Moorehead Honda. Forward to Simon

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

*** CASE ADD ATTACHMENT 8/29/2014 1:00:21 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_4.pdf

*** CASE MODIFY 9/2/2014 1:49:00 PM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 9/2/2014 3:02:28 PM, sng, Action Type : Note-General

Timeline updated

Repair history

Date In and Out: 8-23-13 / 8-23-13

Dealer: Honda of Kingston

Miles In and Out: 4,064 / 4,064

Repair order #: 172583

Line 1: Concern: Customer requests free oil change. Install new oil filter and oil top off all fluids.

Correction: Performed first free oil change as requested.

Line 2: Concern: Complimentary multi point vehicle inspection. Complimentary battery test.

Correction: Performed multipoint inspection and battery test. Checklist sheet attached.

Date In and Out: 10-18-13 / 10-18-13

Dealer: Honda of Kingston

Miles In and Out: 5,843 / 5,843

Repair order #: 174719

Line 1: Concern: Customer states steering hard at times.

Correction: Fault trace system. Codes 71-01 and 71-07 as per manual. Reset system intermittent failure. System ok service complete.

Date In and Out: 2-22-14 / 2-22-14

Dealer: Honda of Kingston

Miles In and Out: 10,440 / 10,441

Repair order #: 179251

Line 1: Concern: Customer requests oil change service. Oil change needed due to mileage, time or customer request.

Correction: Completed lube oil and filter change.

Line 2: Concern: Complimentary multi point vehicle inspection. Complimentary battery test.

Correction: Performed multipoint inspection and battery test. Checklist sheet attached.

Date In and Out: 3-25-14 / 4-19-14

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

Dealer: Honda of Kingston
Miles In and Out: 14,110 / 14,110
Repair order #: 180443

Line 1: Concern: Power steering light came on again - was hard to steer. Light has gone back off at this time.
Correction: Code 71-01 and 71-02. Replaced electronic power steering control unit.

Date In and Out: 5-22-14 / 5-22-14
Dealer: Honda of Kingston
Miles In and Out: 15,996 / 15,996
Repair order #: 182979

Line 1: Concern: Squeak from right front side when making right hand turns.
Correction: Needs front retainer clips replaced as per bulletin 12-081. Replaced retainer clips.

Date In and Out: 7-23-14 / 8-13-14
Dealer: Morehead Honda
Miles In and Out: 20,636 / 20,640
Repair order #: 213346

Line 1: Concern: Customer states power steering fails intermittently. Had power steering control module replaced at Honda of Kingston.
Correction: Tech inspected power steering rack and found power steering rack binding at times. R&R power steering rack. Performed alignment everything ok.

Date In and Out: 8-15-14 / 8-29-14
Dealer: Morehead Honda
Miles In and Out: 20,819 / 20,821
Repair order #: 215299

Line 1: Concern: Customer states steering locked up while driving. Just picked up car after having steering rack replaced.
Correction: Verified concern. Verified locked up turning wheel and testing in shop. Diagnosis found wiring harness shorting at control unit. Replaced wiring harness as per Tech Line. Ref #3559219. Test operation, road test 46 miles. Operating as designed.

*** CASE MODIFY 9/2/2014 4:00:11 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE FULFILL 9/2/2014 4:00:18 PM, sng
Fulfilled for [REDACTED] due 09/02/2014 05:00:00 PM.

*** COMMIT 9/2/2014 4:00:26 PM, sng, Action Type : N/A

Respond to atty

*** CASE MODIFY 9/2/2014 4:00:44 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 9/9/2014 12:43:17 PM, sng, Action Type : Assessment

This case originated as an Attorney case because of steering concerns. The vehicle visited Honda of Kingston and Morehead Honda. During the first visit the

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

customer brought the vehicle in stating the steering is hard at times. The dealership retrieved codes 71-01 and 71-07. The system was reset and an intermittent failure was determined. During the second visit the customer brought the vehicle in stating the power steering light came on and it was hard to steer. The dealership retrieved code 71-01 and 71-02. The electric power steering control unit was replaced. During the third visit the customer stated the power steering fails intermittently. The dealership replaced the power steering rack because it was binding at times. During the fourth visit the customer stated the steering locked up while driving. The dealership found the wiring harness shorting at the control unit. The wire harness was replaced per Tech Line. The case was reviewed with the dealership. AHM is going to offer a cash settlement to the attorney.

*** NOTES 9/9/2014 12:52:11 PM, sng, Action Type : Letter/Fax

I am sending a settlement offer to the attorney via FedEx. The tracking number is 7710 9674 2140.

September 9, 2014

KIMMEL & SILVERMAN P.C.
30 E. Butler Pike
Ambler, PA 19002
Attn: Jacqueline C. Herritt

Re: [REDACTED], 2013 Honda Accord EX VIN: 1HGCR2F76DA [REDACTED]

Dear Ms. Herritt:

American Honda Motor Co., Inc. thanks you for the opportunity to address your clients concerns. We apologize for any inconvenience the repairs may have caused your client. The vehicle appears to have been repaired at the last visit to the dealership. If your client feels these concerns continue to persist, please advise us immediately so we can arrange for a Honda representative to inspect and/or repair the vehicle as soon as possible.

While we do not feel that an unreasonable number of repairs have been attempted to correct the concerns on the vehicle, we would like to regain your clients faith in our product. If there is no current concern with the vehicle, we would like to offer your client a cash settlement in the amount of \$3,500.00 inclusive of attorneys fees, as a goodwill gesture in the interest of customer satisfaction. Please review this offer with your client. If it is acceptable, please notify our office by September 30, 2014 and we will issue the appropriate settlement release. Please contact me directly if you have any questions regarding this matter.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

*** CASE MODIFY 9/9/2014 12:53:40 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MODIFY 9/9/2014 12:53:59 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE FULFILL 9/9/2014 12:54:03 PM, sng
Fulfilled for ANNE JOHNSON due 09/04/2014 05:00:00 PM.

*** COMMIT 9/9/2014 12:54:12 PM, sng, Action Type : N/A
Atty?/9/30

*** CASE MODIFY 9/9/2014 12:55:58 PM, sng

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 9/17/2014 7:54:22 AM, sng, Action Type : Note-General

I have not received a response from the attorney at this time.

*** CASE MODIFY 9/17/2014 7:54:31 AM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** CASE FULFILL 9/17/2014 7:54:34 AM, sng

Fulfilled for [REDACTED] due 09/16/2014 05:00:00 PM.

*** COMMIT 9/17/2014 7:54:38 AM, sng, Action Type : N/A

Atty?/9/30

*** CASE MODIFY 9/17/2014 7:54:59 AM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 9/17/2014 1:19:50 PM, sng, Action Type : Note-Third Party

Jacqueline from the attorney's office called and left a message stating that she got my offer. She said she has a counter of \$7,750.00. She asked me to call her back [REDACTED] or fax her my max offer to [REDACTED]

*** CASE MODIFY 9/17/2014 1:20:08 PM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MODIFY 9/17/2014 1:20:14 PM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MODIFY 9/24/2014 12:56:13 PM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 9/29/2014 3:44:35 PM, sng, Action Type : Letter/Fax

I sent an offer letter to the attorney.

[REDACTED]

September 29, 2014

KIMMEL & SILVERMAN P.C.

30 E. Butler Pike

Ambler, PA 19002

Attn: Jacqueline C. Herritt

Re: [REDACTED], 2013 Honda Accord EX VIN: 1HGCR2F76DA [REDACTED]

Dear [REDACTED]

This letter is in response to your most recent contact. American Honda Motor Co., Inc. will extend a counter offer of \$5,000.00 (inclusive of Attorneys fees), as a means to resolve the concern. Please review this offer with your client. If it is acceptable, please notify our office and we will issue the appropriate

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

settlement release.

Please contact me directly if you have any questions regarding the matter.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

*** CASE MODIFY 9/29/2014 3:45:22 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE FULFILL 9/29/2014 3:45:27 PM, sng
Fulfilled for [REDACTED] due 09/24/2014 05:00:00 PM.

*** COMMIT 9/29/2014 3:45:46 PM, sng, Action Type : N/A

Atty?

*** CASE MODIFY 9/29/2014 3:46:00 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MODIFY 9/29/2014 3:47:14 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 9/30/2014 8:45:39 AM, sng, Action Type : Note-Third Party

Jacqueline from the Attorney's office called and left a message letting me know that her client accepted the \$5,000 offer. She asked me to send the release. She said she will be sending me an acceptance letter.

*** CASE MODIFY 9/30/2014 8:45:51 AM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 10/7/2014 3:39:07 PM, mlyon, Action Type : Letter/Fax
Received one page letter from attorney. Forward to Simon

*** NOTES 10/7/2014 3:40:02 PM, mlyon, Action Type : Letter/Fax
Received original signed Settlement release agreement. Forward to Steven

*** CASE ADD ATTACHMENT 10/7/2014 4:00:22 PM, crmsuser
Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_5.pdf

*** CASE FULFILL 10/8/2014 11:49:31 AM, sng
Fulfilled for [REDACTED] due 10/06/2014 05:00:00 PM.

*** COMMIT 10/8/2014 11:49:42 AM, sng, Action Type : N/A

Check Req

*** CASE MODIFY 10/8/2014 11:50:16 AM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MODIFY 10/8/2014 12:14:42 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MODIFY 10/8/2014 12:28:13 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

*** CASE MODIFY 10/9/2014 10:16:25 AM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MODIFY 10/9/2014 12:18:46 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE FULFILL 10/9/2014 12:19:01 PM, sng
Fulfilled for [REDACTED] due 10/09/2014 05:00:00 PM.

*** COMMIT 10/9/2014 12:19:09 PM, sng, Action Type : N/A
Release?

*** CASE MODIFY 10/9/2014 12:21:23 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MODIFY 10/9/2014 12:21:58 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 10/9/2014 1:12:36 PM, sng, Action Type : Note-General

I am sending the attorney the release cover letter and release form via FedEx. The tracking number is 7714 4486 4737.

October 9, 2014

KIMMEL & SILVERMAN P.C.
30 E. Butler Pike
Ambler, PA 19002
Attn: Jacqueline C. Herritt

Re: [REDACTED] v. American Honda Motor Co., Inc.

Dear Ms. Herritt:

This letter is to confirm our mutual agreement that American Honda Motor Co., Inc. will provide your client with a goodwill settlement in the amount of \$5,000.00, all inclusive. The settlement is being made, in good faith, to restore our customers faith in Honda products and services. It was also agreed that the vehicle was successfully repaired with no outstanding issues.

If it is acceptable, please have your client sign and return this letter and the enclosed settlement release. Should you have any questions or need additional assistance, please contact me directly at [REDACTED]

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

*** CASE MODIFY 10/9/2014 1:12:49 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MODIFY 10/9/2014 1:13:38 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

*** NOTES 10/14/2014 2:56:14 PM, sng, Action Type : Note-General

I have not received the signed release back at this time.

*** CASE MODIFY 10/14/2014 2:56:32 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.*** CASE MODIFY 10/14/2014 2:56:58 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.*** CASE FULFILL 10/14/2014 2:57:03 PM, sng
Fulfilled for [REDACTED] due 10/13/2014 05:00:00 PM.*** COMMIT 10/14/2014 2:57:11 PM, sng, Action Type : N/A
Release?

*** NOTES 10/20/2014 8:14:42 AM, sng, Action Type : Note-General

I have not received the signed release back at this time.

*** CASE MODIFY 10/20/2014 8:15:06 AM, sng
into WIP Attorney "Green" 15 and Status of Solving.*** CASE FULFILL 10/20/2014 8:15:09 AM, sng
Fulfilled for [REDACTED] due 10/17/2014 05:00:00 PM.*** COMMIT 10/20/2014 8:15:23 AM, sng, Action Type : N/A
Release?*** CASE MODIFY 10/20/2014 8:15:42 AM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 10/29/2014 1:50:41 PM, sng, Action Type : Note-General

I have not received the signed release back at this time.

*** CASE MODIFY 10/29/2014 1:52:02 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.*** CASE FULFILL 10/29/2014 1:52:05 PM, sng
Fulfilled for [REDACTED] due 10/23/2014 05:00:00 PM.*** COMMIT 10/29/2014 1:52:26 PM, sng, Action Type : N/A
Release?*** CASE MODIFY 10/29/2014 1:52:46 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 10/29/2014 2:43:00 PM, sng, Action Type : Note-General

Patricia from Kimmel & Silverman called and left a message letting me know that they have not received the release from me. She asked me to fax the release to [REDACTED]

*** NOTES 10/29/2014 2:44:18 PM, sng, Action Type : Note-General

I called Patricia back at [REDACTED] and left a message letting her know that I sent the release 10-9-14 and I show it was received 10-10-14 and it was signed by [REDACTED]. I asked her to let me know if she does not find it and I will send it again.

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

*** CASE MODIFY 10/29/2014 2:46:46 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 11/5/2014 10:19:43 AM, sng, Action Type : Note-Third Party
I called Patricia back at [REDACTED] and it went to her voicemail stating that she is out of the office until 11-6-14.

*** CASE MODIFY 11/5/2014 10:19:56 AM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE FULFILL 11/5/2014 10:20:02 AM, sng
Fulfilled for [REDACTED] due 11/05/2014 05:00:00 PM.

*** COMMIT 11/5/2014 10:20:14 AM, sng, Action Type : N/A
Release?

*** CASE MODIFY 11/5/2014 10:20:43 AM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** NOTES 11/5/2014 1:02:19 PM, mlyon, Action Type : Letter/Fax
Received copies of ROs from Ocean Honda. Forward to Simon

*** CASE ADD ATTACHMENT 11/5/2014 1:30:27 PM, crmsuser
Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_6.pdf

*** NOTES 11/6/2014 8:15:00 AM, mlyon, Action Type : Letter/Fax
Received faxed copy of signed release agreement. Forward to [REDACTED]

*** CASE ADD ATTACHMENT 11/6/2014 8:30:24 AM, crmsuser
Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_7.pdf

*** NOTES 11/10/2014 1:11:57 PM, mlyon, Action Type : Letter/Fax
Received original signed release agreement. Forward to [REDACTED]

*** CASE ADD ATTACHMENT 11/10/2014 1:30:33 PM, crmsuser
Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_8.pdf

*** NOTES 11/10/2014 2:13:20 PM, mlyon, Action Type : Letter/Fax
Received copies of ROs from Ocean Honda. Forward to [REDACTED]

*** CASE ADD ATTACHMENT 11/10/2014 2:30:24 PM, crmsuser
Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_9.pdf

*** CASE FULFILL 11/11/2014 9:51:56 AM, sng
Fulfilled for [REDACTED] due 11/11/2014 05:00:00 PM.

*** COMMIT 11/11/2014 9:52:07 AM, sng, Action Type : N/A
Check Req

*** CASE MODIFY 11/11/2014 9:52:21 AM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE FULFILL 11/12/2014 2:07:42 PM, sng
Fulfilled for [REDACTED] due 11/12/2014 05:00:00 PM.

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

*** COMMIT 11/12/2014 2:07:55 PM, sng, Action Type : N/A

Check Req

*** CASE MODIFY 11/12/2014 2:08:11 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.*** CASE MODIFY 11/12/2014 2:08:23 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 11/12/2014 2:11:10 PM, sng

*** MEDIATION DECISION 11/12/2014 02:11:10 PM sng

Proc: Mediation

Dcsn: Other Goodwill

Cust: Buyback-Repurchase

AHM: Other Goodwill Rsn: Excessive Repairs

Arb Mthd: Please Specify Outcome: Please Specify

Re: [REDACTED]

Rel: NONE

*** CASE MEDIATION EVENT ADD 11/12/2014 2:11:47 PM, sng

*** MEDIATION EVENT - SEND CHECK 11/12/2014 02:11:46 PM sng

Status: In Progress

S: 11/12/2014 02:11:30 PM

D: 11/17/2014 12:00:00 AM

A: ???/??:?

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 11/12/2014 2:11:49 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.*** CASE MODIFY 11/12/2014 2:11:53 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.*** CASE MODIFY 11/12/2014 2:16:28 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.*** SUBCASE N042014-08-2101717-1 DISPATCH 11/12/2014 2:16:53 PM, sng
from WIP Subcases to Queue CK Req - Mediation Mgr.*** CASE MODIFY 11/12/2014 2:19:03 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.*** CASE MODIFY 11/12/2014 2:19:06 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.*** CASE MODIFY 11/12/2014 2:19:58 PM, sng
into WIP Attorney "Green" 15 and Status of Solving.

*** SUBCASE N042014-08-2101717-1 11/13/2014 7:22:27 AM, galbu, Action Type :

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

Check Requisition for 5,000.00 \$ submitted

Check Requisition for 5,000.00 \$ submitted by galbu

*** SUBCASE N042014-08-2101717-1 RETURN 11/13/2014 7:22:38 AM, galbu
from Queue CK Req - Mediation Mgr to WIP Subcases.

*** NOTES 11/13/2014 9:19:38 AM, mlyon, Action Type : Letter/Fax

Received two page letter from attorney accepting Honda's offer. Forward to Simon

*** CASE ADD ATTACHMENT 11/13/2014 9:30:23 AM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_10.pdf

*** SUBCASE N042014-08-2101717-1 COMMIT 11/17/2014 8:02:57 AM, sng, Action Type : External Commitment

Check processed for check_req_no = 15536 on 2014-11-14-00.00.000000

*** NOTES 11/17/2014 8:18:12 AM, sng, Action Type : Note-General

I am sending the check to the attorney via FedEx. The tracking number is 7718 7991 9618.

*** CASE MODIFY 11/17/2014 8:20:10 AM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** CASE FULFILL 11/17/2014 8:20:14 AM, sng

Fulfilled for [REDACTED] due 11/17/2014 05:00:00 PM.

*** COMMIT 11/17/2014 8:20:25 AM, sng, Action Type : N/A

Close

*** CASE MODIFY 11/17/2014 8:20:48 AM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** SUBCASE N042014-08-2101717-1 FULFILL 11/18/2014 7:37:05 AM, sng

Fulfilled for [REDACTED] due ?/?/? ??:?.

*** NOTES 11/19/2014 9:37:51 AM, sng, Action Type : Note-Resolution

This case originated as an Attorney case because of steering concerns. The vehicle visited Honda of Kingston and Morehead Honda. During the first visit the customer brought the vehicle in stating the steering is hard at times. The dealership retrieved codes 71-01 and 71-07. The system was reset and an intermittent failure was determined. During the second visit the customer brought the vehicle in stating the power steering light came on and it was hard to steer. The dealership retrieved code 71-01 and 71-02. The electric power steering control unit was replaced. During the third visit the customer stated the power steering fails intermittently. The dealership replaced the power steering rack because it was binding at times. During the fourth visit the customer stated the steering locked up while driving. The dealership found the wiring harness shorting at the control unit. The wire harness was replaced per Tech Line. The case was reviewed with the dealership. AHM offered a cash settlement and the customer/attorney accepted. The check has been sent to the attorney/customer. The case will be closed at this time.

*** CASE MODIFY 11/19/2014 9:38:06 AM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 11/19/2014 9:38:56 AM, sng

*** MEDIATION EVENT - ATTORNEY LETTER RECD 11/19/2014 09:38:56 AM sng

Status: Completed

S: 08/18/2014 04:05:36 PM

D: 09/17/2014 12:00:00 AM

Case History

Case ID : N042014-08-2101717

Case Title : [REDACTED] ATTY LTR- VEHICLE LOOSES POWER STEERING

A: 11/19/2014 09:38:54 AM

Assgn to: Mediation (KIMMEL & SILVERMAN)

Notes:

*** CASE MEDIATION EVENT UPDATE 11/19/2014 9:39:00 AM, sng

*** MEDIATION EVENT - SEND CHECK 11/19/2014 09:39:00 AM sng

Status: Completed

S: 11/12/2014 02:11:30 PM

D: 11/17/2014 12:00:00 AM

A: 11/19/2014 09:38:58 AM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 11/19/2014 9:39:01 AM, sng

into WIP Attorney "Green" 15 and Status of Solving.

*** CASE CLOSE 11/19/2014 9:39:08 AM, sng

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

*** SUBCASE N042014-08-2101717-1 CLOSE 11/19/2014 9:39:08 AM, sng

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 11/25/2014 2:48:11 PM, mlyon

with Condition of Open and Status of Solving.

*** CASE ADD ATTACHMENT 11/25/2014 4:00:24 PM, crmsuser

Added attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2101717_11.pdf

Case Details

Case ID : N042013-11-1501692	Division : Honda - Auto	Condition : Closed	Open Date : 11/15/2013 2:41:25 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 5/1/2014 3:00:38 PM
Case Owner : Michael Lyon (Team MA)	Method : ACS to Mediation	Queue :	Days Open : 167
Last Closed By : Michael Lyon (Team MA)	Point of Origin : Internal Information	Wipbin :	
Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130	No. of Attachments : 7		

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 [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 :	7,717
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.
207892	NORTH SHORE HONDA		

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
N042013-11-1501692-1 [REDACTED] - P	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042013-11-1501692	Final Decision : Buyback-Replace	Descision Updated :12/10/2013 12:18:52
Process : Voluntary	Customer Position : Buyback-Replace	
Document Ref : JEANETTE SMITH	AHM Position : Buyback-Replace	
Related Case : N012013-11-0401122		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 12/10/2013 12:18:52	By : jsmith01

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Replacement Cost	(\$25,171.00)	(\$25,171.00)	12/12/2013 8:50:53 AM	12/12/2013 8:50:53 AM	jsmith01
Auction Proceeds	\$20,100.00	\$18,875.00	4/1/2014 2:59:03 PM	5/1/2014 2:59:08 PM	mlyon
Total Amount	(\$5,071.00)	(\$6,296.00)			

Mediation Activity :

*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 11/15/2013 2:41:56	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 11/15/2013 2:42:19 PM / mlyon	Actual Date : 11/15/2013 2:42:13	
*** Event Type / Status : Send Check / Completed	Start Date : 12/10/2013 12:18:20	Notes :
Assigned To : Mediation ()	Due Date : 12/24/2013	
Last Updated / By : 12/16/2013 8:59:08 AM / jsmith01	Actual Date : 12/16/2013 8:59:07	
*** Event Type / Status : Transfer Agent Mtg / Completed	Start Date : 1/2/2014 8:37:22	Notes : VEHICLE SURRENDER WILL BE COMPLETED ON 1/4/2014, 10:00 AM AT HONDA CITY
Assigned To : ISG ()	Due Date : 1/4/2014	
Last Updated / By : 1/6/2014 9:00:59 AM / mlyon	Actual Date : 1/6/2014 9:00:58	
*** Event Type / Status : Repair scheduled / Completed	Start Date : 1/6/2014 9:01:00	Notes : DPSM TEST DRIVE
Assigned To : DPSM ()	Due Date : 2/27/2014	
Last Updated / By : 3/11/2014 8:41:19 AM / jsmith01	Actual Date : 3/11/2014 8:41:18	
*** Event Type / Status : Auction Unit / Completed	Start Date : 3/11/2014 10:27:56	Notes :
Assigned To : ISG (LONG ISLAND AUTO	Due Date : 4/20/2014	
Last Updated / By : 5/1/2014 2:58:45 PM / mlyon	Actual Date : 4/1/2014 2:58:39	
*** Event Type / Status : Disclosure Requested / Completed	Start Date : 5/1/2014 2:58:47	Notes :
Assigned To : ISG ()	Due Date :	
Last Updated / By : 5/1/2014 2:58:54 PM / mlyon	Actual Date : 5/1/2014 2:58:51	

Issue Details

Issue ID : N042013-11-1501692-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 11/15/2013 2:41:54 PM
Issue Owner : Jeanette Smith	Type 2 : Operation	Queue :	Close Date : 3/11/2014 8:41:03 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Buy Back, 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. : 33285	Payee Name : HONDA CITY
Primary Amount : \$25,171.36	Address : 3859 HEMPSTEAD TURNPIK
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : LEVITTOWN, NY 11756
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$25,171.36	Contention Code : 01201
Approved By : rboudrea	Defect Code : 03214
Approval Date : 12/12/2013	Category : BuyBack
Status : PROCESSED	Failed Part # : 53601-T2F-A04
Check No. : 2066477	
Check Date : 12/13/2013	

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

*** CASE CREATE 11/15/2013 2:41:25 PM, mlyon

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

*** NOTES 11/15/2013 2:41:26 PM, mlyon, Action Type : Call from Customer

Mediation Review Committee Escalation Recommended

Date of Submission: 11/14/13

Customers Contention: EPS failure

Resolution Sought: Replacement or repurchase

Carfax shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports:1

Case Numbers of Previous Cases: N012013-11-0401122

DPSM Involvement: Yes

DPSM Name: Russell Berse

Zone/District: 5A

*** SUBCASE N042013-11-1501692-1 CREATE 11/15/2013 2:41:54 PM, mlyon

Created in WIP Default with Due Date 11/15/2013 2:41:54 PM.

*** CASE MEDIATION ADD/MODIFY 11/15/2013 2:42:08 PM, mlyon

*** MEDIATION DECISION 11/15/2013 02:42:07 PM mlyon

Proc: Voluntary

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: N012013-11-0401122

*** CASE MEDIATION EVENT ADD 11/15/2013 2:42:20 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 11/15/2013 02:42:20 PM mlyon

Status: Completed

S: 11/15/2013 02:41:56 PM

D: ?/?/? ??:??:?

A: 11/15/2013 02:42:13 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 11/15/2013 2:42:33 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 11/18/2013 02:42:34 PM.

New escalated case opened. Review RO's provided by call center

*** NOTES 11/15/2013 2:42:42 PM, mlyon, Action Type : Note-General

Email sent notifying zone of open Mediation case. Email sent to call center to close their pending case

*** CASE MODIFY 11/15/2013 2:50:40 PM, mlyon

into WIP Default and Status of Solving.

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] ESCALATED CASE - EPS FAILURE513130

*** CASE ASSIGN 11/15/2013 2:50:44 PM, mlyon

N042013-11-1501692 to jsmith01, WIP

*** SUBCASE N042013-11-1501692-1 ASSIGN 11/15/2013 2:50:54 PM, mlyon

N042013-11-1501692-1 to jsmith01, WIP x#|O|#|O^††↑B

*** NOTES 11/20/2013 1:44:45 PM, jsmith01, Action Type : Call to Customer

Left a message for the customer requesting a return call to discuss his case.

*** NOTES 11/20/2013 1:58:10 PM, jsmith01, Action Type : Field FYI

Spoke to DPSM and Mark, S/M. he stated that the customer has experienced a repeated issue with the power steering becoming difficult to turn. The vehicle has lost complete power steering. They performed repairs with the assistance of Tech Line. They replaced power steering rack on 12/30/12 at 5400 miles, then again on 10/4/13 at 7200 miles and had a power steering 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 ultimately they found that the pin fit was too short causing the issues. By replacing the harness it resolved the issue. At this point the customer is simply not happy with the vehicle and does not feel secure in the vehicle. he is asking that we replace it.

*** NOTES 11/20/2013 2:00:00 PM, jsmith01, Action Type : Note-General

TIMELINE - 2013 ACCORD - 1HGCR2F70DA [REDACTED] - [REDACTED]

In Service Date: 12/30/2012

HONDA CITY

RO 298639 - 1-4-13 to 1-4-13 - 87 miles

·Customer requests install remote start as per we owe. Installed SOP remote start. Sublet OEM remote start. PO #44402. [If accessory is OEM, why is there a sublet indicated with a purchase order? Administrative arrangement with sales? Not OEM?]

NORTH SHORE HONDA

RO 92128 - 6-4-13 to 6-4-13 - 4,617 miles

·Customer states when driving. Steering got very tight. Indicator light came on. When off, steering was O.K. Light not on. Scan for codes. None stored. All connections good. Road test vehicle. No defect found. If problem re-occurs vehicle will need to be left for at least one day.

HONDA CITY

RO 318227 - 7-6-13 to 7-11-13 - 5,458 miles

·EPS light keeps coming on and no power steering when light is on. Customer requests first service. Diagnosed and found motor angle sensor faulty. Replaced power steering rack and aligned. [Tech notes state DTC 71-01 and 71-03. Tech notes also state found 2 bad pins at connectors to power steering rack sensors. Couldnt repair them so ordered and replaced complete front body harness. Road tested car for many miles and found 3 days after work was done seems to be fine at this time.]

·First service. Oil and filter.

RO 327263 - 9-27-13 to 10-4-13 - 7,200 miles

·Customer states steering at dead stop extremely tight. Diagnosed as being faulty steering rack. Called Tech Line. Advised to replace. Steering operating up to spec. [Tech Line was contacted for the first time on 9-30. Reported codes of 71-01 and 71-03. Dealer advised that customers complaint could not be duplicated. Dealer advised no aftermarket accessories. Tech Line advised to monitor EPS inputs with HDS and wiggle test rack connections. If cannot induce any change, replace rack again.]

RO 328618 - 10-11-13 to 10-18-13 - 7,417 miles

·Customer states while driving vehicle loses power steering. On last two visits replaced steering rack twice. Diagnosed as being faulty electronic power steering control unit. Replaced. Road tested. Up to spec.

RO 330142 - 10-29-13 to 11-6-13 - 7,717 miles

·Customer states has no power steering. Very tight to turn. Replaced electric power steering harness.

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

*** CASE FULFILL 11/20/2013 2:03:41 PM, jsmith01

Fulfilled for [REDACTED] due 11/18/2013 02:42:34 PM.

*** COMMIT 11/20/2013 2:03:47 PM, jsmith01, Action Type : N/A

Customer called back??

*** CASE FULFILL 11/25/2013 7:03:17 AM, jsmith01

Fulfilled for [REDACTED] due 11/27/2013 12:00:00 AM.

*** NOTES 11/25/2013 7:13:11 AM, jsmith01, Action Type : Assessment

Case reviewed , According to the ro history it is clear that the vehicle experienced repeated steering issues. At this point mediation will contact the customer to discuss his concerns and an outcome on his request for settlement.

*** NOTES 11/25/2013 7:29:13 AM, jsmith01, Action Type : Call to Customer

Introduced my self the customer and apologized for the circumstances that prompted his contact to our office. The customer stated that he loves the Honda products and indicated that at this point he is extreme disappointed with this vehicle. He does not want his wife and children in the vehicle. I explained to the customer that at this point it looks like the vehicle has been repaired. The customer stated that he agrees that they possibly repaired the vehicle but unfortunately he has lost all confidence in the vehicle, I mentioned possibly settling with some sort of good will once the vehicle has been driving for 30 days. He was not interested in discussing goodwill. I advised him that then we would offer to replace the vehicle. The customer was receptive toward a replacement. I explained the process of replacement and also explained usage and possible upgrade fee. he understood. I requested that he fax over , copy of title. sales contact, lease contact and registration. Once received an offer letter with release will be sent. The customer understood.

*** COMMIT 11/25/2013 7:29:20 AM, jsmith01, Action Type : N/A

reg, Sales contact,???

*** NOTES 11/25/2013 7:37:31 AM, mlyon, Action Type : Letter/Fax

Received copy of retail lease contract, sales contract and registration. Forward to Jeanette

*** CASE ADD ATTACHMENT 11/25/2013 8:00:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-11-1501692_1.pdf

*** CASE MODIFY 11/25/2013 8:54:57 AM, jsmith01

into WIP Esc and Status of Solving.

*** CASE FULFILL 11/26/2013 10:25:58 AM, jsmith01

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

*** COMMIT 11/26/2013 10:26:07 AM, jsmith01, Action Type : N/A

Signed releases??

*** NOTES 11/26/2013 10:26:50 AM, jsmith01, Action Type : Call to Customer

September 09, 2013

[REDACTED]
Seaford, NY [REDACTED]

Dear [REDACTED] :

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

Thank you for providing American Honda Motor Co., Inc. (AHM) the opportunity to review and address the problems you experienced with your 2013 Honda Accord EX CVT vehicle identification number 1HGCR2F70DA [REDACTED]. Please accept this letter as confirmation that AHM agrees to replace your current vehicle, with a comparable new Honda Accord EX CVT. This includes sales tax, license and registration as stipulated by your state for a vehicle replacement transaction. In addition AHM agrees to install any OEM accessories that were included on your original sales contract as applicable.

You will be required to contribute \$0 towards the replacement of your vehicle for upgrade cost.

Per the terms of this agreement, you are expected to participate in the following:

1. Turn in the current vehicle in good condition, free from debris and personal items.
2. Any physical damage should be repaired prior to turning in the vehicle.
3. Sign the necessary documentation at the time of the replacement to allow American Honda to transfer the title out of your name.

If these terms are agreeable, please sign and return this form as well as the enclosed release agreement. You can fax them back to me at [REDACTED] and send the originals in the attached envelope.

A representative from Impartial Services Group (ISG) will be in touch with you to arrange for a transfer date. Please contact me at the number listed below if you have any questions regarding this matter.

Sincerely,
AMERICAN HONDA MOTOR CO., INC

*** CASE MODIFY COMMITMENT 11/27/2013 9:10:03 AM, jsmith01
with [REDACTED] due 12/06/2013 12:00:00 AM.

*** NOTES 12/3/2013 8:19:37 AM, mlyon, Action Type : Letter/Fax
Received signed Settlement release agreement. Forward to [REDACTED]

*** CASE ADD ATTACHMENT 12/3/2013 8:30:23 AM, crmsuser
Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-11-1501692_2.pdf

*** CASE FULFILL 12/5/2013 12:12:32 PM, jsmith01
Fulfilled for [REDACTED] due 12/06/2013 12:00:00 AM.

*** COMMIT 12/5/2013 12:12:49 PM, jsmith01, Action Type : N/A

Contact G/M

*** CASE MODIFY 12/5/2013 1:32:02 PM, jsmith01
into WIP Esc and Status of Solving.

*** NOTES 12/5/2013 2:20:32 PM, jsmith01, Action Type : Call from Dealer
Left a message for [REDACTED] the GM requesting a return call.

*** NOTES 12/9/2013 12:50:16 PM, jsmith01, Action Type : Call from Customer
Left a message for [REDACTED] the G/M with reception requesting a return call.

*** NOTES 12/9/2013 1:47:29 PM, jsmith01, Action Type : Call to Dealer
Spoke to G/M and requested that they sell us a vehicle at cost.. he stated that he would look at the customer vehicle information and call me back.

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

*** NOTES 12/9/2013 3:09:31 PM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to [REDACTED]

*** CASE ADD ATTACHMENT 12/9/2013 3:30:20 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-11-1501692_3.pdf

*** NOTES 12/10/2013 12:09:33 PM, jsmith01, Action Type : Call from Dealer

Received a call for Dennis the GM who stated that he found a unit and requested a return call at his cell [REDACTED]

*** NOTES 12/10/2013 12:10:05 PM, jsmith01, Action Type : Call to Dealer

Left a message for the G/M on his cell requesting a return call.

*** CASE MEDIATION EVENT ADD 12/10/2013 12:18:27 PM, jsmith01

*** MEDIATION EVENT - SEND CHECK 12/10/2013 12:18:27 PM jsmith01

Status: In Progress

S: 12/10/2013 12:18:20 PM

D: ?/?/? ??:?

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT UPDATE 12/10/2013 12:18:35 PM, jsmith01

*** MEDIATION EVENT - SEND CHECK 12/10/2013 12:18:35 PM jsmith01

Status: In Progress

S: 12/10/2013 12:18:20 PM

D: 12/24/2013 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION ADD/MODIFY 12/10/2013 12:18:53 PM, jsmith01

*** MEDIATION DECISION 12/10/2013 12:18:52 PM [REDACTED]

Proc: Voluntary

Dcsn: Buyback-Replace

Cust: Buyback-Replace

AHM: Buyback-Replace Rsn: Excessive Repairs

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: N012013-11-0401

*** CASE MODIFY 12/10/2013 12:18:57 PM, jsmith01

into WIP Esc and Status of Solving.

*** CASE MODIFY 12/10/2013 12:19:01 PM, jsmith01

into WIP Esc and Status of Solving.

*** CASE FULFILL 12/10/2013 12:19:12 PM, jsmith01

Fulfilled for [REDACTED] due 12/19/2013 12:00:00 AM.

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

*** COMMIT 12/10/2013 12:19:16 PM, jsmith01, Action Type : N/A

Send check

*** COMMIT 12/10/2013 12:19:31 PM, jsmith01, Action Type : N/A

Submit VSC 3/26

*** CASE ADD ATTACHMENT 12/11/2013 1:30:19 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-11-1501692_4.pdf

*** NOTES 12/11/2013 1:31:02 PM, mlyon, Action Type : Letter/Fax

Received copy of buyers order & invoice. Forward to Jeanette

*** CASE ADD ATTACHMENT 12/11/2013 2:00:19 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-11-1501692_5.pdf

*** NOTES 12/11/2013 3:07:19 PM, mlyon, Action Type : Letter/Fax

Received second copy of buyers order & invoice. Forward to Jeanette

*** CASE ADD ATTACHMENT 12/11/2013 3:30:19 PM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-11-1501692_6.pdf

*** SUBCASE N042013-11-1501692-1 DISPATCH 12/12/2013 8:49:22 AM, jsmith01

from WIP Sub cases to Queue CK Req - Mediation Mgr.

*** CASE MODIFY 12/12/2013 8:49:38 AM, jsmith01

into WIP ckre and Status of Solving.

*** NOTES 12/12/2013 8:50:30 AM, jsmith01, Action Type : Call to Dealer

AMERICAN HONDA MOTOR CO., INC.

AUTOMOBILE MEDIATION DEPARTMENTFAX MEMORANDUM

DATE: December 9, 2013

TO: Honda CityATTN: Dennis Buchanan General Manager

FROM: [REDACTED]

SUBJECT: AHM/DEALER VEHICLE REPLACEMENT ASSISTANCE

CUSTOMER INFORMATION

Name: [REDACTED]

Address: [REDACTED], Seaford, NY

Phone: [REDACTED]

VEHICLE INFORMATION

Current Vehicle: 2013 Honda Accord EX VIN: 1HGCR2F70DA [REDACTED] Model: CR2F7DJW

New Vehicle: 2013 Honda Accord EX VIN : 1HGCR2F7XDA [REDACTED] Model: CR2F7DJW

FINANCE INFORMATION

Lien Holder: American Honda Finance

Contact: Linda Jacobs

Account/loan #: 159768468

TRANSACTION TYPE

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

Substitution of Collateral (SOC): Contact the lien holder to arrange and obtain any documentation needed for completing the SOC process.

REPLACEMENT VEHICLE

American Honda will buy the new replacement vehicle from your dealership at invoice cost (your dealer keeps the holdback) or at net/net (your dealer gets an extra vehicle allocation plus RDR). In addition, we will pay all fees associated with the new replacement unit. Per our conversation you have requested the following:

Keep holdback Plus RDR - Confirmed date

Extra vehicle allocation plus RDR

Please fax a copy of the new buyers order or sales contract along with the new vehicle sales invoice to 310-533-5537.

GENERAL GUIDELINES

Your dealer is to perform the following steps:

1. Submit appropriate documents to state/DMV for new vehicle title/registration etc.
2. Your dealer is to collect \$ from the customer in a form of: cashier check and/or money order at the time of the transfer. This amount will be deducted from our check to your dealership as you will be collecting it upfront from the customer.
3. American Honda will issue the dealer check to Impartial Services Group (ISG) for distribution upon receipt of the clear title for the customers current vehicle. Or the customer is to provide the original title to the transfer agent at the time of the transfer if the current vehicle has been paid off.
4. The new vehicle MUST NOT be released to the customer prior to the transfer meeting.

VEHICLE TRANSFER

Rudy Lara at Impartial Services Group (ISG) will assign the case to a local agent. ISG will perform the following:

1. Coordinate a date and time to conduct the vehicle replacement/transfer with your dealership and the customer.
2. The local agent is to inspect the current vehicle for damages and fill out a vehicle inspection report.
3. Any damages beyond normal wear are the responsibility of the customer, unless damages have been done by your dealership prior to, during or after the transfer.
4. Obtain signature on Power of Attorney for AHM
5. Obtain signature on odometer statement.
6. Sign any necessary paperwork to transfer the vehicle to American Honda Motor Co., Inc.

Please contact me if you have any questions or concerns. I can be reached at 310-781-5223

Sincerely,

American Honda Motor Co., Inc.

*** NOTES 12/12/2013 8:51:31 AM, jsmith01, Action Type : Note-General

SOC request sent to Linda J at AHFC.

*** COMMIT 12/12/2013 8:55:04 AM, jsmith01, Action Type : N/A

SUBMIT VSC

*** CASE FULFILL 12/12/2013 8:55:56 AM, jsmith01

Fulfilled for [REDACTED] due 12/23/2013 12:00:00 AM.

*** SUBCASE N042013-11-1501692-1 12/12/2013 9:30:17 AM, rboudrea, Action Type :

Check Requisition for 25,171.36 \$ submitted

Check Requisition for 25,171.36 \$ submitted by rboudrea

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

*** SUBCASE N042013-11-1501692-1 RETURN 12/12/2013 9:30:37 AM, rboudrea
from Queue CK Req - Mediation Mgr to WIP Sub cases.

*** CASE MODIFY 12/12/2013 9:43:36 AM, jsmith01
into WIP ckre and Status of Solving.

*** SUBCASE N042013-11-1501692-1 COMMIT 12/16/2013 8:05:17 AM, jsmith01, Action Type : External Commitment

Check processed for check_req_no = 33285 on 2013-12-13-00.00.00.000000

*** CASE MEDIATION EVENT UPDATE 12/16/2013 8:59:09 AM, jsmith01

*** MEDIATION EVENT - SEND CHECK 12/16/2013 08:59:09 AM jsmith01

Status: Completed

S: 12/10/2013 12:18:20 PM

D: 12/24/2013 12:00:00 AM

A: 12/16/2013 08:59:07 AM

Assgn to: Mediation ()

Notes:

*** CASE FULFILL 12/16/2013 8:59:21 AM, jsmith01

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

*** COMMIT 12/16/2013 8:59:33 AM, jsmith01, Action Type : N/A

Replacement date?

*** SUBCASE N042013-11-1501692-1 FULFILL 12/17/2013 10:41:39 AM, jsmith01

Fulfilled for [REDACTED] due ??? ??:?.

*** CASE DELETE ATTACHMENT 12/18/2013 11:06:45 AM, mlyon

Deleted attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-11-1501692_4.pdf.

*** NOTES 12/26/2013 2:17:31 PM, rboudrea, Action Type : Note-Third Party

ISG sent copy of new lease oder. Dealer wanted to confirm documentation.

Compared to previous lease and numbers consistent. Informed ISG that these are merely lease numbers for new vin. The actual lease agreement remains the same with new car for collateral

*** CASE MODIFY COMMITMENT 1/2/2014 6:58:14 AM, jsmith01

with [REDACTED] due 01/09/2014 12:00:00 AM.

*** CASE MEDIATION EVENT ADD 1/2/2014 8:37:41 AM, mlyon

*** MEDIATION EVENT - TRANSFER AGENT MTG 01/02/2014 08:37:41 AM mlyon

Status: In Progress

S: 01/02/2014 08:37:22 AM

D: 01/04/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 1/4/2014, 10:00 AM AT H

*** CASE MEDIATION EVENT UPDATE 1/2/2014 8:37:46 AM, mlyon

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

*** MEDIATION EVENT - TRANSFER AGENT MTG 01/02/2014 08:37:46 AM mlyon

Status: In Progress

S: 01/02/2014 08:37:22 AM

D: 01/04/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: ISG ()

Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 1/4/2014, 10:00 AM AT HONDA C

*** NOTES 1/2/2014 1:30:51 PM, mlyon, Action Type : Letter/Fax

Received assignment of Pro-Rata Honda Care package. Forward to Jeanette

*** CASE ADD ATTACHMENT 1/2/2014 2:00:19 PM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-11-1501692_7.pdf

*** CASE FULFILL 1/3/2014 12:42:05 PM, jsmith01

Fulfilled for [REDACTED] due 01/02/2014 12:00:00 AM.

*** NOTES 1/6/2014 7:55:47 AM, jsmith01, Action Type : Call to Customer

VSC submitted to VSC via inoffice. New VIN 1HGCR2F7XDA [REDACTED]

*** CASE FULFILL 1/6/2014 7:56:00 AM, jsmith01

Fulfilled for [REDACTED] due 01/09/2014 12:00:00 AM.

*** COMMIT 1/6/2014 7:56:07 AM, jsmith01, Action Type : N/A

F/U on VSC.

*** CASE MEDIATION EVENT UPDATE 1/6/2014 9:00:59 AM, mlyon

*** MEDIATION EVENT - TRANSFER AGENT MTG 01/06/2014 09:00:59 AM mlyon

Status: Completed

S: 01/02/2014 08:37:22 AM

D: 01/04/2014 12:00:00 AM

A: 01/06/2014 09:00:58 AM

Assgn to: ISG ()

Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 1/4/2014, 10:00 AM A

*** CASE MEDIATION EVENT ADD 1/6/2014 9:01:09 AM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 01/06/2014 09:01:08 AM mlyon

Status: In Progress

S: 01/06/2014 09:01:00 AM

D: 01/20/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** NOTES 1/6/2014 9:02:48 AM, jsmith01, Action Type : Call from Customer

On 01/04/2014 , the above referenced vehicle was surrendered by the customer to Honda City and dealer code is 208226.

Buyback Concern:1. Steering tight.

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

Auction Name: Long Island Auto Auction

*** CASE CHG STATUS 1/8/2014 8:44:23 AM, jsmith01

from status Solving to status Disposing Unit

*** CASE MODIFY 1/9/2014 9:53:21 AM, jsmith01

into WIP complete and Status of Disposing Unit.

*** CASE MEDIATION EVENT UPDATE 1/9/2014 11:39:43 AM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 01/09/2014 11:39:43 AM mlyon

Status: In Progress

S: 01/06/2014 09:01:00 AM

D: 02/06/2014 12:00:00 AM

A: ?/?/? ?:?:?

Assgn to: DPSM ()

Notes: DPSM TEST DRIVE

*** CASE FULFILL 1/10/2014 1:44:16 PM, jsmith01

Fulfilled for [REDACTED] due 01/13/2014 12:00:00 AM.

*** COMMIT 1/10/2014 1:44:27 PM, jsmith01, Action Type : N/A

Contact DPSM test drive 500 miles

*** NOTES 1/13/2014 9:43:01 AM, jsmith01, Action Type : Note-General

DPSM to test drive vehicle for 500 miles.

*** CASE FULFILL 1/13/2014 9:43:28 AM, jsmith01

Fulfilled for [REDACTED] due 01/14/2014 12:00:00 AM.

*** NOTES 1/13/2014 9:44:17 AM, jsmith01, Action Type : Field FYI

Sent contact to DPSM advising of test drive.

*** COMMIT 1/13/2014 9:44:27 AM, jsmith01, Action Type : N/A

F/U on test drive.

*** NOTES 1/17/2014 11:00:17 AM, jsmith01, Action Type : Call to Dealer

Dealership opened final RO "Power steering issue"

*** NOTES 1/28/2014 1:39:15 PM, jsmith01, Action Type : E-mail

DPSM test driving vehicle

*** CASE FULFILL 1/31/2014 10:40:47 AM, jsmith01

Fulfilled for [REDACTED] due 01/31/2014 12:00:00 AM.

*** NOTES 2/12/2014 9:01:08 AM, jsmith01, Action Type : Call to Customer

Sent contact to DPSM requesting a return call.

*** COMMIT 2/12/2014 9:01:41 AM, jsmith01, Action Type : N/A

DPSM responded??

*** COMMIT 2/14/2014 8:48:52 AM, jsmith01, Action Type : N/A

F/U with DPSM

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

*** NOTES 2/14/2014 8:50:07 AM, jsmith01, Action Type : Field FYI

DPSM stated that he will test drive in a couple of weeks.

*** CASE FULFILL 2/14/2014 11:02:28 AM, jsmith01

Fulfilled for [REDACTED] due 02/14/2014 12:00:00 AM.

*** CASE MEDIATION EVENT UPDATE 2/17/2014 1:38:59 PM, jsmith01

*** MEDIATION EVENT - REPAIR SCHEDULED 02/17/2014 01:38:59 PM jsmith01

Status: In Progress

S: 01/06/2014 09:01:00 AM

D: 02/27/2014 12:00:00 AM

A: ??? ??:?

Assgn to: DPSM ()

Notes: DPSM TEST DRIVE

*** NOTES 2/25/2014 12:20:40 PM, jsmith01, Action Type : Call to Customer

Sent contact to DPSM requesting to follow up on the test drive.

*** NOTES 2/26/2014 9:07:41 AM, jsmith01, Action Type : Field FYI

Received contact from DPSM who stated that he is currently test driving the vehicle so far 150 miles (no issue) . He will complete the test drive at 500 miles some time at the end of this week.

*** CASE MODIFY COMMITMENT 2/26/2014 9:09:39 AM, jsmith01

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

*** NOTES 3/4/2014 2:21:18 PM, jsmith01, Action Type : Call to Customer

Spoke to DPSM who stated that he will complete the test drive by Friday.

*** CASE MODIFY COMMITMENT 3/4/2014 2:21:38 PM, jsmith01

with [REDACTED] due 03/11/2014 12:00:00 AM.

*** NOTES 3/7/2014 1:19:51 PM, jsmith01, Action Type : Field FYI

Spoke to DPSM who stated that he test drove the vehicle over 500 miles and found no issues. He stated that he would have the dealership fax over the RO.

*** CASE FULFILL 3/7/2014 1:29:56 PM, jsmith01

Fulfilled for [REDACTED] due 03/11/2014 12:00:00 AM.

*** COMMIT 3/7/2014 1:30:02 PM, jsmith01, Action Type : N/A

F/U RO?

*** NOTES 3/11/2014 8:40:12 AM, jsmith01, Action Type : Note-Resolution

This case originated as an escalated case for ACR for a power steering complaint.

1st visit the vehicle visited North Shore Honda because the steering was very tight. The dealership was unable to duplicate the complaint.

2nd visit the vehicle visited Honda City because the power steering failed and the light was on. They found that the motor angle sensor was faulty and replaced the power steering rack.

3rd visit the vehicle visited Honda City again for the same complaint, Tech Line was contacted and they recommended that they replace the rack again.

4th visit the vehicle visited Honda City because while driving the vehicle they were losing power steering. The dealership replaced the EPS control unit.

5th visit vehicle visited Honda City because the power steering was lost again. They replaced the EPS harness.

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

Codes: 71-01 to 71-03 motor angle sensor

Due to the repairs and excessive days out of service, Mediation offered to replace the customer's vehicle per the guidelines as stipulated by the State of New York upon receipt of a signed release.

*** SUBCASE N042013-11-1501692-1 CLOSE 3/11/2014 8:41:03 AM, jsmith01

Status = Solving, Resolution Code = Instruction Given

*** CASE MEDIATION EVENT UPDATE 3/11/2014 8:41:20 AM, jsmith01

*** MEDIATION EVENT - REPAIR SCHEDULED 03/11/2014 08:41:19 AM jsmith01

Status: Completed

S: 01/06/2014 09:01:00 AM

D: 02/27/2014 12:00:00 AM

A: 03/11/2014 08:41:18 AM

Assgn to: DPSM ()

Notes: DPSM TEST DRIVE

*** CASE MODIFY 3/11/2014 8:41:27 AM, jsmith01

into WIP complete and Status of Disposing Unit.

*** CASE CLOSE 3/11/2014 8:41:31 AM, jsmith01

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

*** CASE REOPEN 3/11/2014 8:41:40 AM, jsmith01

with Condition of Open and Status of Solving.

*** CASE ASSIGN 3/11/2014 8:42:06 AM, jsmith01

N042013-11-1501692 to mlyon, WIP

*** CASE CHG STATUS 3/11/2014 10:26:20 AM, mlyon

from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT ADD 3/11/2014 10:28:16 AM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 03/11/2014 10:28:16 AM mlyon

Status: In Progress

S: 03/11/2014 10:27:56 AM

D: 04/20/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: ISG (LONG ISLAND AUTO AUCTION)

Notes:

*** CASE ADD ATTACHMENT 3/18/2014 9:30:21 AM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-11-1501692_8.pdf

*** CASE MEDIATION EVENT UPDATE 5/1/2014 2:58:46 PM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 05/01/2014 02:58:46 PM mlyon

Status: Completed

S: 03/11/2014 10:27:56 AM

Case History

Case ID : N042013-11-1501692

Case Title : 5A- [REDACTED] - ESCALATED CASE - EPS FAILURE513130

D: 04/20/2014 12:00:00 AM

A: 04/01/2014 02:58:39 PM

Assgn to: ISG (LONG ISLAND AUTO AUCTION)

Notes:

*** CASE MEDIATION EVENT ADD 5/1/2014 2:58:55 PM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 05/01/2014 02:58:55 PM mlyon

Status: Completed

S: 05/01/2014 02:58:47 PM

D: ?/?/? ??:??

A: 05/01/2014 02:58:51 PM

Assgn to: ISG ()

Notes:

*** NOTES 5/1/2014 3:00:24 PM, mlyon, Action Type : Letter/Fax

Buying dealer and dealer disclosure signed by;

Bendary Car Corp 363 Hamilton Ave West Hempstead NY 11552 516 747-4446

*** CASE CLOSE 5/1/2014 3:00:38 PM, mlyon

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

Case Details

Case ID : N042014-03-0700973	Division : Honda - Auto	Condition : Closed	Open Date : 3/7/2014 11:16:23 AM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 4/25/2014 1:02:46 PM
Case Owner : Jeanette Smith (Team MA)	Method : Fax	Queue :	Days Open : 49
Last Closed By : Jeanette Smith (Team MA)	Point of Origin : Attorney	Wipbin :	
Case Title : 5G-MCSURDY, JONATHAN - ATTY LTR - EPS CUTS OUT WHILE DRIVING			No. of Attachments : 5

Site / Contact Info :

Site Name :	[REDACTED]
Dealer No. :	[REDACTED]
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone N :	[REDACTED]
Cell / Pager No. :	[REDACTED]
Fax No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	DOYLESTOWN, PA [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 :	17,880
In Service Date :	02/11/2013
Months In Use :	13
Engine Number :	K24W11438538
Originating Dealer No. / Name :	208154 / CONICELLI HONDA
Selling Dealer No. / Name :	207793 / KEENAN 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 :	207793 / KEENAN HONDA
Phone No. :	215-340-9000
Address :	854 NORTH EASTON ROAD
City / State / Zip :	DOYLESTOWN, PA 18902
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 : Attorney	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
N042014-03-0700973-1 - [REDACTED]	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042014-03-0700973	Final Decision : Offer Rejected	Descision Updated : 4/25/2014 1:01:54 PM
Process : Mediation	Customer Position : Buyback-Repurchase	
Document Ref : JEANETTE SMITH	AHM Position : Offer Rejected	
Related Case : NONE		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 4/25/2014 1:01:54 PM	By : jsmith01

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status : Attorney Letter Recd / Completed	Start Date : 3/6/2014 11:16:52	Notes :
Assigned To : Mediation (██████████)	Due Date : 4/8/2014	
Last Updated / By : 4/25/2014 1:01:18 PM / jsmith01	Actual Date : 4/25/2014 1:01:17	
*** Event Type / Status : Docs Received / Completed	Start Date : 3/7/2014 11:17:17	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 3/14/2014	
Last Updated / By : 3/20/2014 2:53:13 PM / mlyon	Actual Date : 3/20/2014 2:53:13	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 3/7/2014 11:17:25	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 3/7/2014 11:17:31 AM / mlyon	Actual Date : 3/7/2014 11:17:30	

Issue Details

Issue ID : N042014-03-0700973-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 3/7/2014 11:16:46 AM
Issue Owner : Jeanette Smith	Type 2 : Operation	Queue :	Close Date : 4/25/2014 1:02:36 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc : Other 513X
 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 : N042014-03-0700973

Case Title : 5G- [REDACTED] - ATTY LTR - EPS CUTS OUT WHILE DRIVING

*** CASE CREATE 3/7/2014 11:16:23 AM, mlyon

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

*** NOTES 3/7/2014 11:16:25 AM, mlyon, Action Type :

Date Received: 03/06/14

Attorney Name: David Gorberg & Associates

Customer Contention: EPS cuts out while driving

Resolution Sought: Repurchase plus Attorney Fees

Carfax Report shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 1

Case Numbers of Previous Cases: N/a

*** SUBCASE N042014-03-0700973-1 CREATE 3/7/2014 11:16:46 AM, mlyon

Created in WIP Default with Due Date 3/7/2014 11:16:46 AM.

*** CASE MEDIATION ADD/MODIFY 3/7/2014 11:17:00 AM, mlyon

*** MEDIATION DECISION 03/07/2014 11:17:00 AM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: NONE

*** CASE MEDIATION EVENT ADD 3/7/2014 11:17:17 AM, mlyon

*** MEDIATION EVENT - ATTORNEY LETTER RECD 03/07/2014 11:17:17 AM mlyon

Status: In Progress

S: 03/06/2014 11:16:52 AM

D: 04/08/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation (DAVID GORBERG & ASSOCIATES)

Notes:

*** CASE MEDIATION EVENT ADD 3/7/2014 11:17:25 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 03/07/2014 11:17:25 AM mlyon

Status: In Progress

S: 03/07/2014 11:17:17 AM

D: 03/14/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 3/7/2014 11:17:32 AM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 03/07/2014 11:17:31 AM mlyon

Case History

Case ID : N042014-03-0700973

Case Title : 5G- [REDACTED] - ATTY LTR - EPS CUTS OUT WHILE DRIVING

Status: Completed

S: 03/07/2014 11:17:25 AM

D: ?/?/? ??:??

A: 03/07/2014 11:17:30 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 3/7/2014 11:17:32 AM, mlyon, Action Type : N/A

Made to [REDACTED] due 03/10/2014 11:17:34 AM.

New Atty case opened. Review Atty letter. Look for RO's

*** NOTES 3/7/2014 11:17:46 AM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 3/10/2014

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

EPS cuts out while driving

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [REDACTED]

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.
[REDACTED]

*** NOTES 3/7/2014 11:17:59 AM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 5G notifying of open Mediation case.

*** CASE MODIFY 3/7/2014 11:21:13 AM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 3/7/2014 11:21:17 AM, mlyon

N042014-03-0700973 to jsmith01, WIP ø

*** SUBCASE N042014-03-0700973-1 ASSIGN 3/7/2014 11:21:25 AM, mlyon

N042014-03-0700973-1 to jsmith01, WIP

*** CASE ADD ATTACHMENT 3/7/2014 11:30:22 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-0700973_1.pdf

*** CASE MODIFY 3/7/2014 11:44:37 AM, jsmith01

into WIP default and Status of Solving.

*** CASE FULFILL 3/10/2014 6:30:01 AM, jsmith01

Fulfilled for [REDACTED] due 03/10/2014 11:17:34 AM.

Case History

Case ID : N042014-03-0700973

Case Title : 5G- [REDACTED] - ATTY LTR - EPS CUTS OUT WHILE DRIVING

*** NOTES 3/19/2014 10:01:58 AM, jsmith01, Action Type : Field FYI

Sent 2nd contact to DPSM requesting a return call.

*** NOTES 3/19/2014 10:24:12 AM, jsmith01, Action Type : Call to Dealer

Left a message for Gary the S/M requesting a return call.

*** NOTES 3/20/2014 2:53:06 PM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Keehan Honda. Forward to Jeanette

*** CASE MEDIATION EVENT UPDATE 3/20/2014 2:53:14 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 03/20/2014 02:53:14 PM mlyon

Status: Completed

S: 03/07/2014 11:17:17 AM

D: 03/14/2014 12:00:00 AM

A: 03/20/2014 02:53:13 PM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 3/20/2014 3:00:23 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-0700973_2.pdf

*** CASE ADD ATTACHMENT 3/20/2014 3:30:18 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-0700973_3.pdf

*** NOTES 3/21/2014 10:15:06 AM, jsmith01, Action Type : Note-General

Timeline Mcurdy

2013 Accord EX VIN 1HGCR2F7XD [REDACTED] 7ISD 2/11/13

Keenan Honda

RO 429034Date 2/08/13Miles 36

§PDI

RO 435662Date 4/29/13Miles 4,504

§Customer states while driving power steering stops working 2 times since purchase. Shut off car off and back on again then it works again. Performed diagnoses and found 2 history codes for EPS. Check all connectors OK. Clear codes and road test OK spoke to customer and decided if next time. Customer to leave car and provide rental 1 time.

RO 436572Date 5/10/13Miles 5,073 (Tech Line, replace EPS unit)

§Customer states power steering will cut out while driving. Diagnose and replaced EPS control unit

RO 439775Date 6/15/13Miles 7,071

§Oil change

RO 448366Date 9/20/13Miles 11,983

§Oil change

Case History

Case ID : N042014-03-0700973

Case Title : 5G- [REDACTED] - ATTY LTR - EPS CUTS OUT WHILE DRIVING

RO 451943 Date 11/05/13-11/08/13 Miles 15,590 9 (Tech Line replace rack)

§Customer states power steering will cut out while driving and has shut car off and then back on to get working. Unable to duplicate concern. Tech Line suggested replaced power steering gear box. Replaced power steering gear box. Reset alignment, road test several times OK.

RO 455255 Date 12/17/13-12/27/13 Miles 17,880 (Tech Line, Engine compartment harness)

§Customer states power steering goes out at times. Must recycle key to get it back. Tech Line. Replaced engine cabin harness. Road tested vehicle 5 Miles All OK.

*** NOTES 3/21/2014 10:22:32 AM, jsmith01, Action Type : Call to Dealer

DPSM was unaware of this customer.

Gary S/M indicated that the vehicle visited the dealership because of a power steering issue Dealer found Codes for EPS issue. Tech Line was contacted. They last saw the vehicle on 12/27/13. They replaced the Engine cabin harness. At this point they are unaware of any outstanding issued.

Advised DPSM that Mediation will be offering to inspect vehicle. I advised that if they take the offer he would be contacted to set up the inspection.

*** NOTES 3/21/2014 10:51:39 AM, jsmith01, Action Type : Note-General

March 21, 2014

David J. Gorberg & Associates, P.C.
32 Parking Plaza Suite 700
Ardmore, PA 19003
Attn. David J. Gorberg

Re: [REDACTED] v. American Honda Motor Co. Inc.,

Dear Mr. Gorberg:

This letter is in response to your correspondence, regarding your clients 2013 Honda Accord, VIN 1HGCR2F7XDA [REDACTED]

Our office has reviewed your clients repair history with his servicing dealership, Keenan Honda. The dealership advised that your clients isolated concerns were addressed per the terms and conditions of the Hondas Express Limited New Vehicle Warranty.

In your letter, you indicated that your clients concerns are currently outstanding. Based upon this information, we would like to request an opportunity to arrange inspection of your clients vehicle by a District Parts and Service manager. Alternate transportation will be provided at no cost to your client for the duration of the inspection/repair process. Please review this request with your client and contact me no later than April 4, 2014.

We regret any inconvenience your client may have experienced. If you have any information not already included, please submit it to my attention for additional consideration.

Alternatively, you may contact the National Center for Dispute Settlement by calling (877) 545-0055 x115 or writing to National Center for Dispute Settlement, 43230 Garfield Road, Suite 130, Clinton Township, MI 48038. This information is clearly set forth in the Warranty Manual that comes with every new vehicle.

Case History

Case ID : N042014-03-0700973

Case Title : 5G [REDACTED] [REDACTED] - ATTY LTR - EPS CUTS OUT WHILE DRIVING

*** COMMIT 3/21/2014 10:51:58 AM, jsmith01, Action Type : N/A

Attorney respond??

*** NOTES 3/24/2014 10:50:18 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Keenan Honda. Forward to Jeanette

*** CASE ADD ATTACHMENT 3/24/2014 11:00:26 AM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-0700973_4.pdf

*** CASE MODIFY COMMITMENT 4/3/2014 2:24:25 PM, jsmith01

with [REDACTED] due 04/04/2014 12:00:00 PM.

*** CASE FULFILL 4/4/2014 10:51:06 AM, jsmith01

Fulfilled for [REDACTED] due 04/04/2014 12:00:00 PM.

*** COMMIT 4/4/2014 11:11:42 AM, jsmith01, Action Type : N/A

Send 2nd closing letter

*** NOTES 4/7/2014 10:48:26 AM, dhomste, Action Type : Note-Third Party

Britney with G&Asoc inquiry regarding AHM position. No records. Informed AHM position letter dated 3/21/14

Request letter resent

*** NOTES 4/7/2014 10:59:39 AM, jsmith01, Action Type : Call to Customer

Attorney requested that we resend the letter send via fed ex. Letter faxed.

*** CASE FULFILL 4/7/2014 12:03:42 PM, jsmith01

Fulfilled for [REDACTED] due 04/09/2014 12:00:00 AM.

*** COMMIT 4/7/2014 12:03:47 PM, jsmith01, Action Type : N/A

Attorney respond??

*** CASE FULFILL 4/10/2014 6:38:54 AM, jsmith01

Fulfilled for [REDACTED] due 04/10/2014 12:00:00 AM.

*** NOTES 4/10/2014 9:12:28 AM, jsmith01, Action Type : Call from Customer

Received a contact from the customers attorney stating that the vehicle has not exhibited any issues since the last repair. Attorney is seeking settlement. I advise that the case would be reviewed for settlement and Mediation will respond in writing. Attorney agreed.

*** NOTES 4/10/2014 9:27:21 AM, jsmith01, Action Type : Note-General

April 10, 2014

David J. Gorberg & Associates, P.C.

Attn. David J. Gorberg

32 Parking Plaza Suite 700

Ardmore, PA 19003

Re: [REDACTED] v. American Honda Motor Company

Dear Mr. Gorberg:

Case History

Case ID : N042014-03-0700973

Case Title : 5G- [REDACTED] - ATTY LTR - EPS CUTS OUT WHILE DRIVING

American Honda Motor Co., Inc. thanks you for the opportunity to address your clients concerns regarding their 2013 Honda Accord VIN 1HGCR2F7XDA [REDACTED]. We apologize for any inconvenience the repairs may have caused your client. The vehicle appears to have been repaired at the last visit to the dealership. If your client feels these concerns continue to persist, please advise us immediately so we can arrange for a final repair with our Honda representative to inspect and/or repair the vehicle as soon as possible.

While we do not feel that an unreasonable number of repairs have been attempted to correct the concerns on the vehicle, we would like to regain your clients faith in our product. If there is no current concern with the vehicle, we would like to offer your client a cash settlement in the amount of \$3,500.00 inclusive of attorney fees, as a goodwill gesture in the interest of customer satisfaction. Please review this offer with your client. If it is acceptable, please contact me directly at [REDACTED] to discuss this offer.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

*** NOTES 4/14/2014 11:10:44 AM, mlyon, Action Type : Letter/Fax

Received one page fax from attorney. Forward to [REDACTED]

*** CASE ADD ATTACHMENT 4/14/2014 11:30:20 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-03-0700973_5.pdf

*** COMMIT 4/14/2014 1:38:33 PM, jsmith01, Action Type : N/A

Send counter offer.

*** CASE MODIFY 4/14/2014 1:40:00 PM, jsmith01

into WIP Attorn and Status of Solving.

*** NOTES 4/15/2014 1:44:00 PM, jsmith01, Action Type : Call for Case Mgr

April 14, 2014

David J. Gorberg & Associates, P.C.
Attn. David J. Gorberg
32 Parking Plaza Suite 700
Ardmore, PA 19003

Re [REDACTED] v. American Honda Motor Company

Dear Mr. Gorberg:

This letter is in response to your settlement counter offer regarding your clients 2013 Honda Accord, VIN 1HGCR2F7XD [REDACTED]. You indicated your client has declined American Hondas settlement offer in the sum of \$3,500.00 (all inclusive) and instead suggested a settlement in the sum of \$8,500.00 (all inclusive).

We have conducted a second review of your clients case and have concluded that in the interest of goodwill and customer satisfaction, our office will increase our original goodwill cash settlement offer from \$3,500.00 (all inclusive) to \$5,500.00 (all inclusive). We would also like to accommodate a Honda Care vehicle service contract to provide additional vehicle coverage. This vehicle service contract will provide a 5-years and 120,000-miles of coverage from the date of the signed agreement. If it is acceptable, please contact me directly.

Case History

Case ID : N042014-03-0700973

Case Title : 5G- [REDACTED] - ATTY LTR - EPS CUTS OUT WHILE DRIVING

We apologize for any inconvenience your client may have experienced with their vehicle.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

*** CASE FULFILL 4/15/2014 1:44:15 PM, jsmith01

Fulfilled for [REDACTED] due 04/15/2014 05:00:00 PM.

*** COMMIT 4/15/2014 1:44:21 PM, jsmith01, Action Type : N/A

F/U on counter offer

*** CASE MODIFY 4/16/2014 8:13:23 AM, jsmith01

into WIP Attorn and Status of Solving.

*** CASE MODIFY COMMITMENT 4/18/2014 12:02:19 PM, jsmith01

with [REDACTED] due 04/22/2014 12:00:00 PM.

*** CASE FULFILL 4/23/2014 6:27:02 AM, jsmith01

Fulfilled for [REDACTED] due 04/22/2014 12:00:00 PM.

*** NOTES 4/25/2014 12:59:38 PM, jsmith01, Action Type : Call to Customer

April 25, 2014

David J. Gorberg & Associates, P.C.
Attn. David J. Gorberg
32 Parking Plaza Suite 700
Ardmore, PA 19003

Re [REDACTED] v. American Honda Motor Co., Inc.

Dear Mr. Gorberg,

Thank you for providing American Honda Motor Co. the opportunity to address your clients concerns regarding her 2013 Honda Accord VIN1HGCR2F7XDA [REDACTED].

At this point we will assume that our goodwill offer has been rejected and we will therefore close our case.

If you have any new information not yet provided to our office, please submit this information to my attention for review and consideration. We regret any your client may have experienced.

Alternatively, you may contact the National Center for Dispute Settlement by calling (877) 545-0055 x115 or writing to National Center for Dispute Settlement, 43230 Garfield Road, Suite 130, Clinton Township, MI 48038. This information is clearly set forth in the Consumer Information booklet found in every new Honda vehicle.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Case History

Case ID : N042014-03-0700973

Case Title : 5G- [REDACTED] - ATTY LTR - EPS CUTS OUT WHILE DRIVING

*** CASE MEDIATION EVENT UPDATE 4/25/2014 1:01:19 PM, jsmith01

*** MEDIATION EVENT - ATTORNEY LETTER RECD 04/25/2014 01:01:18 PM jsmith01

Status: Completed

S: 03/06/2014 11:16:52 AM

D: 04/08/2014 12:00:00 AM

A: 04/25/2014 01:01:17 PM

Assgn to: Mediation (DAVID GORBERG & ASSOCIATES)

Notes:

*** CASE MEDIATION ADD/MODIFY 4/25/2014 1:01:54 PM, jsmith01

*** MEDIATION DECISION 04/25/2014 01:01:54 PM jsmith01

Proc: Mediation

Dcsn: Offer Rejected

Cust: Buyback-Repurchase

AHM: Offer Rejected Rsn: Normal Operation

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: NONE

*** SUBCASE N042014-03-0700973-1 CLOSE 4/25/2014 1:02:36 PM, jsmith01

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/25/2014 1:02:39 PM, jsmith01

into WIP Attorn and Status of Solving.

*** CASE CLOSE 4/25/2014 1:02:46 PM, jsmith01

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

Case Details

Case ID : N042014-10-1401614	Division : Honda - Auto	Condition : Closed	Open Date : 10/14/2014 1:05:28 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 12/3/2014 12:29:17 PM
Case Owner : Eloise Staples (Team MA)	Method : Mail	Queue :	Days Open : 50
Last Closed By : Eloise Staples (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - MVDN - LACK OF POWER STEERING	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 :	LAKE CITY, FL ██████████
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR2F31DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F3DEW / A
Miles / Hours :	34,790
In Service Date :	01/08/2013
Months In Use :	21
Engine Number :	K24W11051684
Originating Dealer No. / Name :	208134 / SUNBELT HONDA
Selling Dealer No. / Name :	208134 / SUNBELT HONDA
Trim :	LX
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 :	208134 / SUNBELT HONDA
Phone No. :	386-755-4440
Address :	2018 S.W. MAIN BLVD.
City / State / Zip :	LAKE CITY, FL 32025
Svc District / Sls District :	07F / H07
Warranty Labor Rate / Date :	\$73.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N042014-10-1401614-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	5101A0	STEERING ANGLE SENS

Mediation Details

Case ID : N042014-10-1401614	Final Decision : No Action Required	Descision Updated :12/3/2014 12:18:29 PM
Process : Final Repair	Customer Position : Cust Drop Complaint	
Document Ref : ELOISE STAPLES	AHM Position : No Action Required	
Related Case : NONE		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 12/3/2014 12:18:29 PM	By : estaples

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status : Final Notice Recd / Cancelled	Start Date : 10/14/2014 1:24:15	Notes : CONTACT AND COMPLETE IN 30 DAYS - CUSTOMER N O SHOW
Assigned To : Mediation ()	Due Date : 11/13/2014	
Last Updated / By : 11/19/2014 7:47:03 AM / estaples	Actual Date : 11/18/2014 7:46:48	
*** Event Type / Status : Docs Received / Completed	Start Date : 10/14/2014 1:24:36	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 10/21/2014	
Last Updated / By : 10/20/2014 9:26:51 AM / mlyon	Actual Date : 10/20/2014 9:26:49	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 10/14/2014 1:24:43	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 10/14/2014 1:24:46 PM / mlyon	Actual Date : 10/14/2014 1:24:45	
*** Event Type / Status : Notify Zone of Close / Completed	Start Date : 12/3/2014 12:18:04	Notes :
Assigned To : Mediation ()	Due Date : 12/5/2014	
Last Updated / By : 12/3/2014 12:18:14 PM / estaples	Actual Date : 12/3/2014 12:18:13	

Issue Details

Issue ID : N042014-10-1401614-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 10/14/2014 1:24:11 PM
Issue Owner : Eloise Staples	Type 2 : Operation	Queue :	Close Date : 12/3/2014 12:17:37 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 5101A0 / STEERING ANGLE SENSOR - REPLACE.
 Condition Code Desc : Steering Play 5105
 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 : N042014-10-1401614

Case Title : ██████████ - MVDN - LACK OF POWER STEERING

*** CASE CREATE 10/14/2014 1:05:28 PM, mlyon

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

*** NOTES 10/14/2014 1:23:22 PM, mlyon, Action Type : Letter/Fax

Received MVDN from Customer

Date Received: 10/14/14

Customers Contention: Lack of power steering

Resolution Sought: Repair

Carfax Report shows accidents: 0

Dates of Accidents on Carfax: N/a

Number of Tech Line Reports: 0

Case Numbers of Previous Cases: N/a

*** SUBCASE N042014-10-1401614-1 CREATE 10/14/2014 1:24:11 PM, mlyon

Created in WIP Default with Due Date 10/14/2014 1:24:11 PM.

*** CASE MEDIATION ADD/MODIFY 10/14/2014 1:24:25 PM, mlyon

*** MEDIATION DECISION 10/14/2014 01:24:25 PM mlyon

Proc: Final Repair

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: ELOISE STAPLES

Rel: NONE

*** CASE MEDIATION EVENT ADD 10/14/2014 1:24:36 PM, mlyon

*** MEDIATION EVENT - FINAL NOTICE RECD 10/14/2014 01:24:36 PM mlyon

Status: In Progress

S: 10/14/2014 01:24:15 PM

D: 11/13/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: CONTACT AND COMPLETE IN 30 DAYS

*** CASE MEDIATION EVENT ADD 10/14/2014 1:24:42 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 10/14/2014 01:24:42 PM mlyon

Status: In Progress

S: 10/14/2014 01:24:36 PM

D: 10/21/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 10/14/2014 1:24:47 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 10/14/2014 01:24:47 PM mlyon

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042014-10-1401614

Case Title : ██████████ - MVDN - LACK OF POWER STEERING

Status: Completed

S: 10/14/2014 01:24:43 PM

D: ?/?/? ??:??

A: 10/14/2014 01:24:45 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 10/14/2014 1:24:48 PM, mlyon, Action Type : N/A

Made to ██████████ due 10/15/2014 01:24:52 PM.

New MVDN case opened. Contact and complete in 30 days

*** NOTES 10/14/2014 1:25:07 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/15/2014

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

Lack of 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to ██████████. This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 10/14/2014 1:25:21 PM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 7F notifying of open Mediation case.

*** CASE ADD ATTACHMENT 10/14/2014 1:30:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-10-1401614_1.pdf

*** CASE ASSIGN 10/14/2014 1:30:22 PM, mlyon

N042014-10-1401614 to estaples, WIP F#BâG#BâH#Bâl#BâJ#BâK#BâL#BâM

*** SUBCASE N042014-10-1401614-1 ASSIGN 10/14/2014 1:30:32 PM, mlyon

N042014-10-1401614-1 to estaples, WIP

*** NOTES 10/17/2014 12:38:25 PM, estaples, Action Type : Note-General

Preliminary review of case documentation.

*** NOTES 10/17/2014 12:46:25 PM, estaples, Action Type : Field Service

Spoke to Honda Zone 7F DPSM

I introduced myself and requested to discuss the Heston case. DPSM advised our office NO previous involvement. DPSM also advised our office that he's available to oversee the inspection of the customer's vehicle on 10/28/14, 2:30 PM. I stated that a letter will be mailed to the customer and the

Case History

Case ID : N042014-10-1401614

Case Title : ██████████ - MVDN - LACK OF POWER STEERING

customer's response will be provided as soon as it becomes available. DPSM thanked.

*** NOTES 10/17/2014 12:49:44 PM, estaples, Action Type : Field Service

FYI:

Please note that during the previous conversation with Honda Zone 7F DPSM, he indicated that he prefers to be involved with the FRA inspection/repair.

*** NOTES 10/17/2014 12:57:39 PM, estaples, Action Type : Letter/Fax

MVDN Inspection/Repair letter mailed to the customer via Fed Ex...tracking# ██████████

October 17, 2014

██████████
Lake City, FL ██████████

Re: 2013 Honda Accord VIN: 1HGCR2F31DA ██████████

Dear ██████████

In accordance with your Motor Vehicle Defect Notification received on October 14, 2014, we have scheduled an appointment with our Honda representative to oversee the inspection and/or repair your vehicle under the terms of our New Vehicle Limited Warranty. If your complaint is confirmed and determined that it is due to a defect, the dealership will perform the necessary repairs. Once your vehicle has been inspected or repaired, we will contact you regarding the results. We will provide alternate transportation to you, the registered owner if necessary, during the time needed for the vehicle inspection and/or repair. Please make sure to see the service manager and get a copy of the invoice for your records. In addition, we are requesting you to allow time to demonstrate your complaint with our Honda representative.

DATE:OCTOBER 28, 2014

TIME:2:30 PM

ALTERNATE TRANSPORTATION:[X] YES [] NO

REPAIR FACILITY: SUNBELT HONDA 2018 S.W. MAIN BLVD.
LAKE CITY, FL 32025
██████████

If you are unable to keep this appointment for any reason, please contact me at 310-783-3873. We apologize for any inconvenience this matter may have caused you and appreciate the opportunity to address your concerns.

Sincerely,
American Honda Motor Co., Inc.

Eloise Staples

Case History

Case ID : N042014-10-1401614

Case Title : [REDACTED] - MVDN - LACK OF POWER STEERING

Mediation Case Manager

*** NOTES 10/17/2014 1:01:28 PM, estaples, Action Type : Call to Customer

Voicemail: I introduced myself and left a message advising the customer that AHM is in receipt of your MVDN. The message stated that an appointment has been scheduled to inspect and/or repair your vehicle for 10/28/14, at Sunbelt Honda. I requested the customer to arrive and 2:30 PM and requested a call back to [REDACTED] to confirm the appointment.

*** NOTES 10/20/2014 8:11:36 AM, estaples, Action Type : Call from Customer

Spoke to Ms. Heston

The customer confirmed the 10/28/14 MVDN appointment. I thanked her for calling and further stated that we will notify Honda Zone 7F DPSM.

*** NOTES 10/20/2014 8:14:52 AM, estaples, Action Type : Field Service

Message sent to Honda Zone 7F DPSM advising that the customer accepted the 10/28/14 MVDN appointment.

*** NOTES 10/20/2014 8:18:31 AM, estaples, Action Type : Dealer Communication

ATTN: SERVICE MANAGER OR SERVICE DIRECTOR

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

LACK OF POWER STEERING (UNABLE TO TURN WHEEL WHEN CAR MOVES SLOWLY)

MVDN Appointment: 10/28/14

Vehicle Drop Off Time: 2:30 PM

Alternate Transportation: YES (IF NECESSARY)

It is important that the DPSM and Tech Line are involved with the repair. Once the repair is completed, please keep the vehicle and test-drive it to ensure the success of the repair.

Detailed documentation should be put on the repair order, to include:

- Problem/Contention
- Inspection process utilized to diagnose the problem
- Findings and remedies employed to correct the problem
- Method/test drive used to verify the problem has been corrected

Please note that the customer has been requested to allow time demonstrate her complaint with our Honda representative. After completing the inspection and/or repair, please fax a copy of the invoice and front/back of hard copy showing technician notes to our office [REDACTED]

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

Thank you for your attention to this matter.

Case History

Case ID : N042014-10-1401614

Case Title : ██████████ - MVDN - LACK OF POWER STEERING

Eloise Staples
Mediation Department

*** NOTES 10/20/2014 8:32:13 AM, estaples, Action Type : Assessment

Case originated as the result of an MVDN. According to the MVDN, the customer is unable to turn the Steering Wheel when the car is moving slowly. The Warranty Claim indicates that the dealership submitted one claim regarding this issue. Unfortunately, SUNBELT HONDA did not generate a Tech Line Contact Report. Please note that a communication has been sent to Tech Line regarding this issue. The case will be reviewed again after the MVDN Inspection/Repair.

*** NOTES 10/20/2014 8:44:12 AM, estaples, Action Type : Call to Dealer

Spoke to Dwight (service manager - SUNBELT HONDA)

I introduced myself, provided customer's name and further stated that a Dealer Communication was sent to your dealership on 10/14/14 requesting the entire RO History to be faxed to our office and the documents haven't been received. Dwight replied I have the file on my desk and I didn't receive the communication. I questioned how many times has the vehicle been to your dealership for this concern. Dwight replied 2x. Dwight stated that the Power Steering Rack was replaced and to his knowledge, the vehicle is repaired. I requested Dwight to please fax copies of all invoices to ██████████ I also stated that Honda Zone 7F DPSM has scheduled an MVDN Inspection/Repair for 10/28/14, at 2:30 PM. I stated that the customer is requesting alternate transportation if necessary. Dwight stated that he'll fax copies of the documents to AHM. I thanked Dwight for providing assistance.

*** NOTES 10/20/2014 9:26:44 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Sunbelt Honda. Forward to Eloise

*** CASE MEDIATION EVENT UPDATE 10/20/2014 9:26:51 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 10/20/2014 09:26:51 AM mlyon

Status: Completed

S: 10/14/2014 01:24:36 PM

D: 10/21/2014 12:00:00 AM

A: 10/20/2014 09:26:49 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 10/20/2014 9:30:24 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-10-1401614_2.pdf

*** NOTES 10/28/2014 7:07:08 AM, estaples, Action Type : Field Service

Spoke to Honda Zone 7F DPSM

DPSM stated that he will not be able to attend today's inspection. DPSM stated that the vehicle he's driving is having issues (check engine light on, transmission stuck in 3rd gear), he's currently in Tallahassee. DPSM requested AHM to contact the customer. AHM thanked the DPSM for calling.

*** NOTES 10/28/2014 7:10:26 AM, estaples, Action Type : Call to Customer

Voicemail: I introduced myself and left a message advising the customer that due to an emergency, Honda Zone 7F DPSM cannot keep today's appointment. The message requested the customer to call back to (310) 783-3873 to confirm that the message has been received.

*** NOTES 10/28/2014 7:15:22 AM, estaples, Action Type : Call to Dealer

Spoke to Mary (SUNBELT HONDA)

I introduced and requested to speak to Dwight (service manager). Mary replied Dwight is here alone today, and offered assistance. I stated that Honda Zone 7F DPSM advised our office that he cannot keep today's appointment for the Heston vehicle. Mary advised us that the DPSM called. Mary requested

Case History

Case ID : N042014-10-1401614

Case Title : ██████████ - MVDN - LACK OF POWER STEERING

the customer's contact information. AHM provided the customer's phone number (██████████) and further stated that a message has been left advising the customer that the DPSM canceled today's appointment, however, AHM is requesting the dealership to also give the customer a call. Mary replied I'll give the customer a call. I thanked Mary for providing assistance.

*** NOTES 10/29/2014 6:12:03 AM, estaples, Action Type : Call from Customer

10/28/14 - 10:10 AM - Customer left a message indicating that the message has been received and requested a call back to discuss the next steps.

*** NOTES 10/29/2014 6:18:33 AM, estaples, Action Type : Field Service

10/28/14 - 12:02 PM Spoke to Honda Zone 7F DPSM

DPSM questioned if the customer was informed that the vehicle inspection/repair has been canceled. I replied yes. DPSM stated that he's going to check his calendar to reschedule and follow up with Mediation. I thanked him for calling.

*** CASE MODIFY 10/29/2014 10:13:22 AM, estaples

into WIP New Cases and Status of Solving.

*** NOTES 10/29/2014 10:36:51 AM, estaples, Action Type : Note-General

HESTON TIMELINE
SUNBELT HONDA

RO# 67095

DATES: 9/09/14-9/12/14

MILES: 34,741-34,745

Customer contention:

1. Steering wheel with ! Light came on, steering wheel locked up, RPMs seemed lower than normal when driving.
2. 40-Point inspection.
3. Complete transmission service.

Corrective action:

1. Steering Torque Sensor failure. Ran PGM Test with test drive, replaced Steering Torque Sensor, performed alignment to straighten wheel.
2. Completed.
3. Completed transmission service.

RO# 67136

DATES: 9/15/14

MILES: 34,755-34,790

Customer contention:

1. See previous repair, shortly after picking up, same warning lamp came back on and Power Steering stopped working.
2. Oil and filter change.
3. 40-Point inspection.

Corrective action:

1. Steering Torque Sensor code, updated ECU, SRS, VSA systems and test drove to verify problem did not return.
2. Completed.
3. Completed.

*** NOTES 10/29/2014 10:42:36 AM, estaples, Action Type : Field Service

Message received from Honda Zone 7F DPSM requesting the MVDN Inspection/Repair to be rescheduled for 11/18/14, Time: 1:00 PM to 2:00 PM.

Case History

Case ID : N042014-10-1401614

Case Title : ██████████ - MVDN - LACK OF POWER STEERING

*** NOTES 10/29/2014 11:14:48 AM, estaples, Action Type : Call to Customer

Voicemail: I introduced myself and left a message for ██████████ advising that the MVDN Inspection/Repair has been rescheduled for 11/18/14. The message stated that AHM is requesting the customer to arrive between 1:00 PM - 2:00 PM. The message stated that a letter will be mailed and AHM requested the customer to call back to ██████████ to confirm the appointment.

*** NOTES 10/29/2014 11:20:45 AM, estaples, Action Type : Letter/Fax

2nd MVDN Inspection/Repair letter mailed to the customer via Fed Ex...tracking #7716 6896 3368

October 29, 2014

██████████
Lake City, FL ██████████

Re: 2013 Honda Accord VIN: 1HGCR2F31DA ██████████

Dear ██████████

We have rescheduled an appointment with our Honda representative to oversee the inspection and/or repair your vehicle under the terms of our New Vehicle Limited Warranty. If your complaint is confirmed and determined that it is due to a defect, the dealership will perform the necessary repairs. Once your vehicle has been inspected or repaired, we will contact you regarding the results. We will provide alternate transportation to you, the registered owner if necessary, during the time needed for the vehicle inspection and/or repair. Please make sure to see the service manager and get a copy of the invoice for your records. In addition, we are requesting you to allow time to demonstrate your complaint with our Honda representative.

DATE:NOVEMBER 18, 2014

TIME:1:00 PM - 2:00 PM

ALTERNATE TRANSPORTATION: YES NOREPAIR FACILITY: SUNBELT HONDA 2018 S.W. MAIN BLVD
LAKE CITY, FL 32025
(386) 755-4440

Please contact our office at (310) 783-3873 to confirm the appointment. We apologize for any inconvenience this matter may have caused you and appreciate the opportunity to address your concerns.

Sincerely,
American Honda Motor Co., Inc.

Eloise Staples
Mediation Case Manager

*** NOTES 10/31/2014 6:28:53 AM, estaples, Action Type : Call from Customer

Case History

Case ID : N042014-10-1401614

Case Title : ██████████ - MVDN - LACK OF POWER STEERING

10/29/14 - 11:51 AM - Customer left message advising that the MVDN appointment letter was received. The customer requested AHM to change the appointment time to 2:30 PM because she has to pick up her children from school. The customer requested a call back to confirm.

*** NOTES 10/31/2014 6:31:17 AM, estaples, Action Type : Field Service

Spoke to Honda Zone 7F DPSM

I stated that the customer requested the appointment time to be adjusted to 2:30 PM because she has to pick up her children from school. DPSM replied that's fine.

*** NOTES 10/31/2014 6:33:57 AM, estaples, Action Type : Call to Customer

Voicemail: I introduced myself and left a message advising that, per your request, the 11/18/14 inspection time has been changed from 1:00 PM - 2:00 PM to 2:30 PM.

*** NOTES 11/10/2014 7:02:27 AM, estaples, Action Type : Note-General

Current Case Status: MVDN Inspection/Repair pending (scheduled 11/18/14).

*** NOTES 11/18/2014 2:31:41 PM, estaples, Action Type : Field Service

Spoke to Honda Zone 7F DPSM

DPSM informed our office that the customer did not keep today's appointment - NO SHOW. I stated that a follow up letter will be mailed to the customer and I thanked the DPSM for calling.

*** NOTES 11/19/2014 7:46:21 AM, estaples, Action Type : Letter/Fax

MVDN follow up letter (customer NO show) mailed via Fed Ex...tracking #7719 1275 5900

November 19, 2014

██████████
Lake City, FL ██████████

Re: 2013 Honda Accord VIN: 1HGCR2F31DA ██████████

Dear ██████████

Pursuant to your Motor Vehicle Defect Notification, an appointment was scheduled for November 18, 2014. We have been informed by our Honda representative that you were not at the dealership with your vehicle on the confirmed date.

American Honda remains committed to customer satisfaction and would like to resolve this matter. We will hold your case open until November 29, 2014. If we have not received a response at that time, it will be assumed that you no longer wish to schedule the inspection of your vehicle and we will close your file.

Please contact our office if you wish to reschedule the appointment.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Case History

Case ID : N042014-10-1401614

Case Title : ██████████ - MVDN - LACK OF POWER STEERING

Eloise Staples
Mediation Case Manager
PH: 310/783-3873

*** CASE MEDIATION EVENT UPDATE 11/19/2014 7:47:04 AM, estaples

*** MEDIATION EVENT - FINAL NOTICE RECD 11/19/2014 07:47:03 AM estaples

Status: Cancelled

S: 10/14/2014 01:24:15 PM

D: 11/13/2014 12:00:00 AM

A: 11/18/2014 07:46:48 AM

Assgn to: Mediation ()

Notes: CONTACT AND COMPLETE IN 30 DAYS - CUSTOMER NO SHOW

*** NOTES 12/3/2014 12:15:51 PM, estaples, Action Type : Note-General

FYI:

Tech Line confirmed that there are no reports regarding the Heston vehicle. Tech Line also confirmed that only one part has been replaced (Steering Torque Sensor).

*** CASE FULFILL 12/3/2014 12:16:04 PM, estaples

Fulfilled for ██████████ due 10/15/2014 01:24:52 PM.

*** SUBCASE N042014-10-1401614-1 CLOSE 12/3/2014 12:17:37 PM, estaples

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/3/2014 12:17:49 PM, estaples

into WIP New Cases and Status of Solving.

*** CASE MODIFY 12/3/2014 12:18:00 PM, estaples

into WIP New Cases and Status of Solving.

*** CASE MEDIATION EVENT ADD 12/3/2014 12:18:15 PM, estaples

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 12/03/2014 12:18:15 PM estaples

Status: Completed

S: 12/03/2014 12:18:04 PM

D: 12/05/2014 12:00:00 AM

A: 12/03/2014 12:18:13 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION ADD/MODIFY 12/3/2014 12:18:30 PM, estaples

*** MEDIATION DECISION 12/03/2014 12:18:29 PM estaples

Proc: Final Repair

Dcsn: No Action Required

Cust: Cust Drop Complaint

AHM: No Action Required Rsn: Customer No Show

Arb Mthd: Please Specify Outcome: Please Specify

Case History

Case ID : N042014-10-1401614

Case Title : ██████████ - MVDN - LACK OF POWER STEERING

Ref: ELOISE STAPLES

Rel: NON

*** NOTES 12/3/2014 12:28:11 PM, estaples, Action Type : Note-Resolution

MVDN Case Summary:

Case originated as the result of an MVDN. The customer reported being unable to turn the Steering Wheel when the car is moving slowly. The MVDN was scheduled for 10/28/14. Due to circumstances beyond the DPSMs control, the appointment was rescheduled for 11/28/14 between 1:00 PM - 2:00 PM. The customer contacted our office and requested the appointment time to be rescheduled to 2:30 PM. The appointment time was changed; however, the customer did not keep the appointment. A subsequent letter was mailed on 11/19/14, requesting the customer to contact our office to reschedule the. The letter also indicated that if theres no response by 11/29/14, AHM will conclude that she no longer wishes to schedule the MVDN. To date, theres been no response.

Case closed.

*** CASE CLOSE 12/3/2014 12:29:17 PM, estaples

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

Case Details

Case ID : N042014-04-2101298	Division : Honda - Auto	Condition : Closed	Open Date : 4/21/2014 11:26:41 AM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 10/3/2014 4:01:39 PM
Case Owner : Michael Lyon (Team MA)	Method : Email/Internet	Queue :	Days Open : 165
Last Closed By : Michael Lyon (Team MA)	Point of Origin : NCDS	Wipbin :	
Case Title : 5A- [REDACTED] - NCDS HONI40054 - EPS LIGHT ON / LACK OF POWER ST No. of Attachments : 14			

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 :	21,731
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 : NCDS	Party 3 : Techline
Party 2 : C.R.	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042014-04-2101298-1 / [REDACTED] - PR	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE
N042014-04-2101298-2 / [REDACTED] - PRODU	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042014-04-2101298	Final Decision : Buyback-Repurchase	Decision Updated : 5/14/2014 10:17:56 AM
Process : Arbitration	Customer Position : Buyback-Repurchase	
Document Ref : JEANETTE SMITH	AHM Position : Buyback-Repurchase	
Related Case : N012014-04-1700193		
Arbitration Method : Teleconference		
Arbitration Outcome : Settled	Last Updated : 6/9/2014 4:07:19 PM	By : mlyon

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Repurchase Cost	(\$28,440.00)	(\$28,440.00)	5/21/2014 10:18:35 AM	5/14/2014 10:18:41 AM	jsmith01
Auction Proceeds	\$17,850.00	\$14,175.00	10/3/2014 4:01:06 PM	10/3/2014 4:01:06 PM	mlyon
Total Amount	(\$10,590.00)	(\$14,265.00)			

Mediation Activity :

*** Event Type / Status : NCDS Case Recs / Completed	Start Date : 4/18/2014 11:27:09	Notes : HON140054
Assigned To : Mediation ()	Due Date : 5/28/2014	
Last Updated / By : 4/28/2014 10:23:26 AM / mlyon	Actual Date : 4/28/2014 10:23:25	
*** Event Type / Status : MRF Sent / Completed	Start Date : 4/18/2014 11:27:49	Notes :
Assigned To : Mediation ()	Due Date : 4/25/2014	
Last Updated / By : 4/28/2014 1:23:07 PM / jsmith01	Actual Date : 4/28/2014 1:23:06	
*** Event Type / Status : Docs Received / Completed	Start Date : 4/21/2014 11:27:35	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 4/28/2014	
Last Updated / By : 4/21/2014 1:05:43 PM / mlyon	Actual Date : 4/21/2014 1:05:42	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 4/21/2014 11:27:42	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 4/21/2014 11:27:48 AM / mlyon	Actual Date : 4/21/2014 11:27:44	
*** Event Type / Status : Arbitration Hearing / Cancelled	Start Date : 4/28/2014 10:18:18	Notes : NCDS
Assigned To : Mediation (JEANETTE SMITH)	Due Date : 5/12/2014	
Last Updated / By : 5/14/2014 10:17:06 AM / jsmith01	Actual Date : 5/14/2014 10:17:03	
*** Event Type / Status : Send Check / Completed	Start Date : 5/14/2014 10:26:37	Notes :
Assigned To : Mediation ()	Due Date : 5/21/2014	
Last Updated / By : 5/19/2014 9:36:35 AM / jsmith01	Actual Date : 5/19/2014 9:36:34	
*** Event Type / Status : Arb Decision Due / Cancelled	Start Date : 5/27/2014 10:18:44	Notes : DECISION?
Assigned To : Third Party ()	Due Date : 6/3/2014	
Last Updated / By : 5/14/2014 10:17:25 AM / jsmith01	Actual Date : 6/11/2014 10:17:11	
*** Event Type / Status : Transfer Agent Mtg / Completed	Start Date : 5/28/2014 2:46:43	Notes : VEHICLE SURRENDER WILL BE COMPLETED ON 5/28/2014, 01:00 PM AT HUNTINGTON HONDA
Assigned To : ISG ()	Due Date : 5/28/2014 1:00:00	
Last Updated / By : 5/28/2014 2:51:14 PM / mlyon	Actual Date : 5/28/2014 2:51:14	
*** Event Type / Status : Repair scheduled / Completed	Start Date : 5/29/2014 8:22:19	Notes : DPSM TEST DRIVE
Assigned To : DPSM ()	Due Date : 6/30/2014	
Last Updated / By : 6/27/2014 2:04:19 PM / mlyon	Actual Date : 6/27/2014 2:04:18	

Mediation Activity :

** Event Type / Status : Auction Unit / Completed	Start Date :	6/30/2014 9:12:08	Notes :
Assigned To : ISG (LONG ISLAND AUTO	Due Date :	8/9/2014	
Last Updated / By : 10/3/2014 4:00:49 PM / mlyon	Actual Date :	10/3/2014 4:00:48	
** Event Type / Status : Disclosure Requested / Completed	Start Date :	10/3/2014 4:00:52	Notes :
Assigned To : ISG ()	Due Date :		
Last Updated / By : 10/3/2014 4:00:57 PM / mlyon	Actual Date :	10/3/2014 4:00:56	

Issue Details

Issue ID : N042014-04-2101298-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2014 11:27:07 AM
Issue Owner : Jeanette Smith	Type 2 : Operation	Queue :	Close Date : 6/30/2014 9:09:02 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 Condition Code Desc : Other 513X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Buy Back
 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
39980-T2F-A81	EPS UNIT	Not Applicable

Check Req Info :

Check Requisition No. : 7940	Payee Name : ██████████
Primary Amount : \$13,298.19	Address : ██████████
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : RONKONKOMA, NY ██████████
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$13,298.19	Contention Code : 01201
Approved By : rboudrea	Defect Code : 03214
Approval Date : 5/15/2014	Category : BuyBack
Status : PROCESSED	Failed Part # : 39980-T2F-A81
Check No. : 2083423	
Check Date : 5/16/2014	

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

*** CASE CREATE 4/21/2014 11:26:41 AM, mlyon

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

*** NOTES 4/21/2014 11:26:43 AM, mlyon, Action Type :

Received CCF from NCDS HON140054

Start Date: 04/18/14

Customer Contention: EPS light / lack of power steering

Resolution sought: Repurchase/replacement

Carfax shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports:2

Case Numbers of Previous Cases: N012014-04-1700193

*** SUBCASE N042014-04-2101298-1 CREATE 4/21/2014 11:27:07 AM, mlyon

Created in WIP Default with Due Date 4/21/2014 11:27:07 AM.

*** CASE MEDIATION ADD/MODIFY 4/21/2014 11:27:21 AM, mlyon

*** MEDIATION DECISION 04/21/2014 11:27:21 AM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: N012014-04-1700193

*** CASE MEDIATION EVENT ADD 4/21/2014 11:27:34 AM, mlyon

*** MEDIATION EVENT - NCDS CASE RECS 04/21/2014 11:27:34 AM mlyon

Status: In Progress

S: 04/18/2014 11:27:09 AM

D: 05/28/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: HON140054

*** CASE MEDIATION EVENT ADD 4/21/2014 11:27:41 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 04/21/2014 11:27:41 AM mlyon

Status: In Progress

S: 04/21/2014 11:27:35 AM

D: 04/28/2014 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 4/21/2014 11:27:49 AM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 04/21/2014 11:27:49 AM mlyon

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

Status: Completed

S: 04/21/2014 11:27:42 AM

D: ?/?/? ??:??

A: 04/21/2014 11:27:44 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** CASE MEDIATION EVENT ADD 4/21/2014 11:27:59 AM, mlyon

*** MEDIATION EVENT - MRF SENT 04/21/2014 11:27:59 AM mlyon

Status: In Progress

S: 04/18/2014 11:27:49 AM

D: 04/25/2014 12:00:00 AM

A: ?/?/? ??:??

Assgn to: Mediation ()

Notes:

*** COMMIT 4/21/2014 11:28:00 AM, mlyon, Action Type : N/A

Made to [REDACTED] due 04/22/2014 11:28:03 AM.

New NCDS case opened. Have Ro's arrived from dealer

*** NOTES 4/21/2014 11:28:22 AM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/22/2014

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

EPS light / lack of 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310 533-5537.

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 4/21/2014 11:28:38 AM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 5A notifying of open Mediation case. Email sent to ACS to close their pending case.

*** CASE MODIFY 4/21/2014 11:29:26 AM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 4/21/2014 11:35:35 AM, mlyon

N042014-04-2101298 to jsmith01, WIP ¶!Ôÿ

*** SUBCASE N042014-04-2101298-1 ASSIGN 4/21/2014 11:35:43 AM, mlyon

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

N042014-04-2101298-1 to jsmith01, WIP -21 08:45:

*** CASE ADD ATTACHMENT 4/21/2014 12:00:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_1.pdf

*** NOTES 4/21/2014 1:05:35 PM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Huntington Honda. Forward to Jeanette

*** CASE MEDIATION EVENT UPDATE 4/21/2014 1:05:43 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 04/21/2014 01:05:43 PM mlyon

Status: Completed

S: 04/21/2014 11:27:35 AM

D: 04/28/2014 12:00:00 AM

A: 04/21/2014 01:05:42 PM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 4/21/2014 1:30:20 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_2.pdf

*** NOTES 4/22/2014 8:55:45 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Huntington Honda. Forward to Jeanette

*** CASE ADD ATTACHMENT 4/22/2014 9:00:24 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_3.pdf

*** CASE ADD ATTACHMENT 4/22/2014 9:00:24 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_1_3.pdf

*** CASE FULFILL 4/23/2014 6:27:36 AM, jsmith01

Fulfilled for [REDACTED] due 04/22/2014 11:28:03 AM.

*** NOTES 4/23/2014 1:52:03 PM, jsmith01, Action Type : Letter/Fax

Timeline [REDACTED]

2013 Honda Accord Sport CVT VIN 1HGCR2F57DA [REDACTED] ISD 1/8/13

Huntington Honda

RO 169823Date 1/05/13-1/9/13Miles 22

§PDI, Wheel Locks, Install remote Starter Quality sound Garfield PO 76603

RO 177304Date 3/02/13-3/6/13Miles 3,373/3,374

§Cust states steering is tight all the time. Torque sensor high average check EPS light is on. Scanned vehicle for codes and determined 53-01/02.

Torque sensor circuit malfunction. Follows trouble shooting diagnostics to torque sensor failure. Replace EPS steering rack. Cleared codes. Re-calibrated related components, performed four wheel alignment. All OK on road test. Failed rack assembly. Replaced rack. Steering gearbox (EPS)- Replace for electric power steering includes wheel alignment.

RO 182046Date 4/03/13-4/6/13Miles 5,289/5,339

§C/S vehicle lost power steering check and report. We drove car for fifty miles steering never was tight during test drive or during computer diagnosis. No

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

repairs made. . Scanned computer - no codes stored and tight steering is not present- No repairs made.

§Oil change

§C/S one of the master keys is broken. Cut and program key.

RO 183884Date 4/15/13-4/23/13Miles 5,735/6,022

§Cust states power steering does not have power / vary tight and dash warning light is on. Customer also noted car starts when exiting by itself-removed remote started control-Road tested for 287 miles-no codes returned and steering is fine- no repair this visit removed remote starter only- have customer drive and let us know if steering gets tight. Its running (raining??) outside. Checked as per above -called Honda Tech Line. Aftermarket remote started causing interference possibly.

RO 191042Date 5/30/13-5/31/13Miles 8,543/8,544

§Customer stated remove aftermarket remote start and install factory remote start. Installed Honda system.

RO 205490Date 8/24/13-9/07/13Miles 13,647/13,681

§Customer states vehicle has no power steering at all. Failed module- replaced module. S/B 09-043

§Customer states Pandora does not work. Reset /celibate.

§LOF tire rotation.

RO 217130Date 11/09/13Miles 18,322/18,323

§Perform E service for 2000 and newer 4 cylinder Accord.

RO 220093Date 11/30/13Miles 19,335/19,336

§Customer states set Honda remote starter to 30 mins. Max can set remote starter to is 20 mins.

*** NOTES 4/23/2014 1:52:31 PM, jsmith01, Action Type : Call to Customer

Left a message for the customer requesting a return call

*** NOTES 4/23/2014 1:57:59 PM, jsmith01, Action Type : Field FYI

Left a message for DPSM requesting a return call.

*** CASE MODIFY 4/23/2014 2:05:27 PM, jsmith01

into WIP NCDS and Status of Solving.

*** NOTES 4/25/2014 9:02:10 AM, jsmith01, Action Type : Field FYI

DPSM stated that the vehicle has visited Huntington Honda for a repeated issue with the steering being tight. The dealership replaced the Electronic power steering unit(EPS) on two occasions, the instrument cluster wire harness that attaches to the power steering of the vehicle. and replaced a steering rack, not EPS. At this point the vehicle is at the dealership, EPS light was on and vehicle had no power assist. They replaced the harness at this point it is still at the dealership. He will follow up with the dealer and call me back.

*** CASE MODIFY 4/25/2014 10:52:59 AM, jsmith01

into WIP NCDS and Status of Solving.

*** NOTES 4/25/2014 1:10:52 PM, jsmith01, Action Type : Call to Customer

Left a message for the customer requesting a return call.

*** NOTES 4/28/2014 10:18:15 AM, mlyon, Action Type : Letter/Fax

Received Notice of Documents Only Hearing from NCDS:

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

Hearing Date: 05/27/14

Documents due no later then 05//12/14

Forward to Jeanette

*** CASE MEDIATION EVENT ADD 4/28/2014 10:18:44 AM, mlyon

*** MEDIATION EVENT - ARBITRATION HEARING 04/28/2014 10:18:44 AM mlyon

Status: In Progress

S: 04/28/2014 10:18:18 AM

D: 05/12/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation (JEANETTE SMITH)

Notes: NCDS

*** CASE MEDIATION EVENT ADD 4/28/2014 10:19:03 AM, mlyon

*** MEDIATION EVENT - ARB DECISION DUE 04/28/2014 10:19:03 AM mlyon

Status: In Progress

S: 05/27/2014 10:18:44 AM

D: 06/03/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION ADD/MODIFY 4/28/2014 10:19:14 AM, mlyon

*** MEDIATION DECISION 04/28/2014 10:19:14 AM mlyon

Proc: Arbitration

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Repair Rsn: Repair Available

Arb Mthd: Teleconference Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: N012014-04-1700193

*** NOTES 4/28/2014 10:23:20 AM, mlyon, Action Type : Letter/Fax

error

*** CASE MEDIATION EVENT UPDATE 4/28/2014 10:23:26 AM, mlyon

*** MEDIATION EVENT - NCDS CASE RECS 04/28/2014 10:23:26 AM mlyon

Status: Completed

S: 04/18/2014 11:27:09 AM

D: 05/28/2014 12:00:00 AM

A: 04/28/2014 10:23:25 AM

Assgn to: Mediation ()

Notes: HON140054

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

*** CASE MEDIATION EVENT UPDATE 4/28/2014 10:23:38 AM, mlyon

*** MEDIATION EVENT - ARBITRATION HEARING 04/28/2014 10:23:37 AM mlyon

Status: Completed

S: 04/28/2014 10:18:18 AM

D: 05/12/2014 12:00:00 AM

A: 04/28/2014 10:23:29 AM

Assgn to: Mediation (JEANETTE SMITH)

Notes: NCDS

*** CASE MEDIATION ADD/MODIFY 4/28/2014 10:24:03 AM, mlyon

*** MEDIATION DECISION 04/28/2014 10:24:03 AM mlyon

Proc: Arbitration

Dcsn: No Action Required

Cust: Buyback-Repurchase

AHM: Repair Rsn: Repair Available

Arb Mthd: Teleconference Outcome: AHM

Ref: JEANETTE SMITH

Rel: N012014-04-1700193

*** CASE ADD ATTACHMENT 4/28/2014 10:30:24 AM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_5.pdf

*** NOTES 4/28/2014 1:18:20 PM, jsmith01, Action Type : Note-General

Case reviewed with management Mediation will offer to replace or repurchase this vehicle.

*** NOTES 4/28/2014 1:22:34 PM, jsmith01, Action Type : Call to Customer

Introduced myself to the customer and apologized for the circumstance that prompted her contact. I explained that DPSM contacted the dealership today that indicated they replaced harness and they are test driving the vehicle. I advised the customer that at this point Mediation would like to offer to settle the case with her. Customer was contemplating a good will settlement. I advised her that could be offered (\$4500). Customer would like to know her other options. I advised her that if we offer to replace her vehicle she would need to pay the difference from a 13 Accord to a 14 Accord (\$355.00) or repurchase the vehicle minus usage. The customer stated that she will review this with her husband and call me back.

*** NOTES 4/28/2014 1:22:41 PM, jsmith01, Action Type : Call from Customer

Manufacturer's Position:

American Honda Motor Company (AHM) have come to a mutual agreement to settle their case. They are currently reviewing their options for settlement. The offer is contingent upon the customer signing a release agreement sent by AHM. The anticipated timeframe for completion would be 45-65 days from the date of acceptance and when all applicable customer documentation--registration, title (if applicable), sales/finance documentation--are submitted to AHM.

*** CASE MEDIATION EVENT UPDATE 4/28/2014 1:23:08 PM, jsmith01

*** MEDIATION EVENT - MRF SENT 04/28/2014 01:23:08 PM jsmith01

Status: Completed

S: 04/18/2014 11:27:49 AM

D: 04/25/2014 12:00:00 AM

A: 04/28/2014 01:23:06 PM

Assgn to: Mediation ()

Notes:

Case History

Case ID : N042014-04-2101298

Case Title : 5A-[REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

*** CASE MEDIATION EVENT UPDATE 4/28/2014 1:34:30 PM, mlyon

*** MEDIATION EVENT - ARBITRATION HEARING 04/28/2014 01:34:29 PM mlyon

Status: In Progress

S: 04/28/2014 10:18:18 AM

D: 05/12/2014 12:00:00 AM

A: ?/?/? :?/?/?

Assgn to: Mediation (JEANETTE SMITH)

Notes: NCDS

*** COMMIT 4/29/2014 8:37:35 AM, jsmith01, Action Type : N/A

Customer respond to offer??

*** NOTES 4/29/2014 9:08:42 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Huntington Honda. Forward to Jeanette

*** CASE ADD ATTACHMENT 4/29/2014 9:30:21 AM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_6.pdf

*** NOTES 4/29/2014 10:06:58 AM, jsmith01, Action Type : Call to Customer

Spoke to the customer who stated that she and her husband want the vehicle repurchased at this time. I advised her that I would pull pay off info from AHFC and send her the offer letter via fedex.

*** NOTES 4/29/2014 10:13:28 AM, jsmith01, Action Type : Note-General

Pay off request sent to AHFC.

*** NOTES 5/1/2014 7:35:02 AM, jsmith01, Action Type : Call to Customer

May 1, 2014

[REDACTED]
[REDACTED]
Ronkonkoma, NY [REDACTED]

Dear [REDACTED]

This letter is to confirm that American Honda Motor Co., Inc. (AHM) will repurchase your 2013 Honda Accord Sport VIN# 1HGCR2F57DA [REDACTED]. American Honda will pay off the vehicle directly with American Honda Financial Services at the applicable amount. AHM will also provide you with a refund according to the following:

\$ 10,188.50(Down Payment)

\$ 5,445.13 (Total amount of payments made)

\$ -2,335.44 (Usage)

\$ 13,298.19 (Amount to be paid to you)

You will be responsible to keep the account with your lien holder in good standing until the completion of the repurchase process. Also, per the terms of this agreement, you are to participate in the following:

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

- 1.The current vehicle is free of debris and personal items.
- 2.Any physical damage should be repaired.
- 3.Sign the necessary documentation to allow American Honda to transfer all interests in the vehicle out of your name.

If this offer is acceptable, please sign and date this document and the included settlement release, and fax them to [REDACTED] turn them in the pre-paid envelope. After all steps in the repurchase process have been completed, a representative from our vendor, the Impartial Services Group (ISG), will be in touch with you to arrange a meeting date to complete the repurchase process. Please feel free to contact us for discussion if you have any questions or concerns.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

*** CASE MODIFY COMMITMENT 5/1/2014 7:35:24 AM, jsmith01

with [REDACTED] due 05/09/2014 12:00:00 AM.

*** NOTES 5/7/2014 9:32:41 AM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Jenaette

*** CASE ADD ATTACHMENT 5/7/2014 10:00:27 AM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_7.pdf

*** NOTES 5/7/2014 1:36:09 PM, mlyon, Action Type : Letter/Fax

Received notice from NCDS, Customer has withdrawn case. Forward to Jeanette

*** CASE ADD ATTACHMENT 5/7/2014 2:00:23 PM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_8.pdf

*** CASE ADD ATTACHMENT 5/7/2014 2:30:26 PM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_9.pdf

*** CASE FULFILL 5/9/2014 9:40:19 AM, jsmith01

Fulfilled for [REDACTED] due 05/09/2014 12:00:00 AM.

*** NOTES 5/13/2014 11:21:42 AM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Jeanette

*** CASE ADD ATTACHMENT 5/13/2014 11:30:24 AM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_10.pdf

*** SUBCASE N042014-04-2101298-2 CREATE 5/14/2014 10:10:00 AM, jsmith01

Created in WIP Default with Due Date 5/14/2014 10:10:00 AM.

*** CASE MEDIATION EVENT UPDATE 5/14/2014 10:17:07 AM, jsmith01

*** MEDIATION EVENT - ARBITRATION HEARING 05/14/2014 10:17:07 AM jsmith01

Status: Cancelled

S: 04/28/2014 10:18:18 AM

D: 05/12/2014 12:00:00 AM

A: 05/14/2014 10:17:03 AM

Assgn to: Mediation (JEANETTE SMITH)

Notes: NCDS

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

*** CASE MEDIATION EVENT UPDATE 5/14/2014 10:17:25 AM, jsmith01

*** MEDIATION EVENT - ARB DECISION DUE 05/14/2014 10:17:25 AM jsmith01

Status: Cancelled

S: 05/27/2014 10:18:44 AM

D: 06/03/2014 12:00:00 AM

A: 06/11/2014 10:17:11 AM

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION ADD/MODIFY 5/14/2014 10:17:57 AM, jsmith01

*** MEDIATION DECISION 05/14/2014 10:17:56 AM jsmith01

Proc: Arbitration

Dcsn: Buyback-Repurchase

Cust: Buyback-Repurchase

AHM: Buyback-Repurchase Rsn: Excessive Repairs

Arb Mthd: Teleconference Outcome: AHM

Ref: JEANETTE SMITH

Rel: N012014-04-1700

*** COMMIT 5/14/2014 10:18:52 AM, jsmith01, Action Type : N/A

Made to [REDACTED] due 05/21/2014 12:00:00 AM.

Send check

*** CASE MEDIATION EVENT ADD 5/14/2014 10:26:47 AM, jsmith01

*** MEDIATION EVENT - SEND CHECK 05/14/2014 10:26:47 AM jsmith01

Status: In Progress

S: 05/14/2014 10:26:37 AM

D: 05/21/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 5/14/2014 1:12:13 PM, jsmith01

into WIP ckre and Status of Solving.

*** SUBCASE N042014-04-2101298-1 DISPATCH 5/14/2014 1:15:12 PM, jsmith01

from WIP Sub cases to Queue CK Req - Mediation Mgr.

*** SUBCASE N042014-04-2101298-2 DISPATCH 5/14/2014 1:16:41 PM, jsmith01

from WIP default to Queue CK Req - Mediation Mgr.

*** SUBCASE N042014-04-2101298-2 5/15/2014 4:38:44 PM, rboudrea, Action Type :

Check Requisition for 15,142.42 \$ submitted

Check Requisition for 15,142.42 \$ submitted by rboudrea

*** SUBCASE N042014-04-2101298-2 RETURN 5/15/2014 4:38:52 PM, rboudrea

from Queue CK Req - Mediation Mgr to WIP Sub cases.

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

*** SUBCASE N042014-04-2101298-1 5/15/2014 4:39:38 PM, rboudrea, Action Type :

Check Requisition for 13,298.19 \$ submitted

Check Requisition for 13,298.19 \$ submitted by rboudrea

*** SUBCASE N042014-04-2101298-1 RETURN 5/15/2014 4:39:44 PM, rboudrea

from Queue CK Req - Mediation Mgr to WIP Sub cases.

*** SUBCASE N042014-04-2101298-2 COMMIT 5/19/2014 8:03:02 AM, jsmith01, Action Type : External Commitment

Check processed for check_req_no = 7942 on 2014-05-16-00.00.00.000000

*** SUBCASE N042014-04-2101298-1 COMMIT 5/19/2014 8:03:54 AM, jsmith01, Action Type : External Commitment

Check processed for check_req_no = 7940 on 2014-05-16-00.00.00.000000

*** CASE FULFILL 5/19/2014 9:32:40 AM, jsmith01

Fulfilled for [REDACTED] due 05/21/2014 12:00:00 AM.

*** CASE MEDIATION EVENT UPDATE 5/19/2014 9:36:35 AM, jsmith01

*** MEDIATION EVENT - SEND CHECK 05/19/2014 09:36:35 AM jsmith01

Status: Completed

S: 05/14/2014 10:26:37 AM

D: 05/21/2014 12:00:00 AM

A: 05/19/2014 09:36:34 AM

Assgn to: Mediation ()

Notes:

*** SUBCASE N042014-04-2101298-1 FULFILL 5/19/2014 1:54:14 PM, jsmith01

Fulfilled for [REDACTED] due ??/? ??:?.

*** SUBCASE N042014-04-2101298-2 FULFILL 5/19/2014 1:54:21 PM, jsmith01

Fulfilled for [REDACTED] due ??/? ??:?.

*** NOTES 5/21/2014 7:54:42 AM, cheard, Action Type : Call from Customer

Customer contact information was verified

Customer called Ahm needing to speak with the CM on his case. I informed the customer that he has reached the wrong department. I dropped the customer back in the queue after advising him to press option 7 for ACS. No further assistance was required.

*** CASE ADD ATTACHMENT 5/21/2014 9:30:19 AM, crmsuser

Added attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_11.pdf

*** NOTES 5/28/2014 9:59:47 AM, jsmith01, Action Type : Note-General

The above referenced vehicle surrender will be completed on 5/28/2014, 01:00 PM at HUNTINGTON HONDA/206967.

*** CASE MODIFY 5/28/2014 2:17:52 PM, jsmith01

into WIP complete and Status of Solving.

*** CASE MEDIATION EVENT ADD 5/28/2014 2:47:13 PM, mlyon

*** MEDIATION EVENT - TRANSFER AGENT MTG 05/28/2014 02:47:13 PM mlyon

Status: In Progress

S: 05/28/2014 02:46:43 PM

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

D: 05/28/2014 01:00:00 PM

A: ?/?/? ?:?:?

Assgn to: ISG ()

Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 5/28/2014, 01:00 PM AT HUNTIN

*** CASE MEDIATION EVENT UPDATE 5/28/2014 2:51:15 PM, mlyon

*** MEDIATION EVENT - TRANSFER AGENT MTG 05/28/2014 02:51:15 PM mlyon

Status: Completed

S: 05/28/2014 02:46:43 PM

D: 05/28/2014 01:00:00 PM

A: 05/28/2014 02:51:14 PM

Assgn to: ISG ()

Notes: VEHICLE SURRENDER WILL BE COMPLETED ON 5/28/2014, 01:00 PM

*** CASE CHG STATUS 5/28/2014 2:51:48 PM, jsmith01

from status Solving to status Disposing Unit

*** NOTES 5/30/2014 11:45:26 AM, jsmith01, Action Type : Call from Customer

Advised DPSM that the vehicle needs to be test driving for 1000 miles. DPSM understood and stated that he needs plates.

*** NOTES 6/2/2014 10:20:06 AM, jsmith01, Action Type : Note-General

Request sent for plates

*** COMMIT 6/2/2014 10:20:33 AM, jsmith01, Action Type : N/A

F/U with DPSM on test drive

*** NOTES 6/2/2014 10:22:40 AM, jsmith01, Action Type : Note-General

Sent contact to ISG Jeff advising that DPSM will be test driving the vehicle for 1000 miles. I advised him that I would contact him once the test drive is complete.

*** CASE MEDIATION EVENT ADD 6/4/2014 8:22:55 AM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 06/04/2014 08:22:55 AM mlyon

Status: In Progress

S: 05/29/2014 08:22:19 AM

D: 06/30/2014 12:00:00 AM

A: ?/?/? ?:?:?

Assgn to: DPSM ()

Notes: DPSM TEST DRIVE

*** CASE YANKED 6/9/2014 8:12:35 AM, jsmith01

Yanked by jsmith01 into WIPbin default.

*** CASE FULFILL 6/9/2014 8:15:28 AM, jsmith01

Fulfilled for [REDACTED] due 06/09/2014 12:00:00 AM.

*** COMMIT 6/9/2014 8:15:37 AM, jsmith01, Action Type : N/A

DPSm called back??

*** NOTES 6/9/2014 8:18:50 AM, jsmith01, Action Type : Call from Customer

Sent contact to DPSM requesting a return call. F/U on tests drive.

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

*** CASE MEDIATION ADD/MODIFY 6/9/2014 4:07:19 PM, mlyon

*** MEDIATION DECISION 06/09/2014 04:07:19 PM mlyon

Proc: Arbitration

Dcsn: Buyback-Repurchase

Cust: Buyback-Repurchase

AHM: Buyback-Repurchase Rsn: Excessive Repairs

Arb Mthd: Teleconference Outcome: Settled

Ref: JEANETTE SMITH

Rel: N012014-04-170

*** NOTES 6/12/2014 12:40:46 PM, jsmith01, Action Type : Field FYI

DPSM tests driving vehicle.

*** CASE FULFILL 6/12/2014 12:41:03 PM, jsmith01

Fulfilled for [REDACTED] due 06/16/2014 12:00:00 AM.

*** NOTES 6/24/2014 9:50:24 AM, jsmith01, Action Type : Field FYI

Sent contact to DPSM requesting to follow up test drive.

*** NOTES 6/27/2014 2:00:04 PM, mlyon, Action Type : Letter/Fax

Received copy of final ROs from DPSM. Forward to Jeanette

*** CASE ADD ATTACHMENT 6/27/2014 2:00:21 PM, crmsuser

Added attachment ScanDoc 12 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_12.pdf

*** CASE MEDIATION EVENT UPDATE 6/27/2014 2:04:20 PM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 06/27/2014 02:04:20 PM mlyon

Status: Completed

S: 05/29/2014 08:22:19 AM

D: 06/30/2014 12:00:00 AM

A: 06/27/2014 02:04:18 PM

Assgn to: DPSM ()

Notes: DPSM TEST DRIVE

*** NOTES 6/30/2014 9:08:32 AM, jsmith01, Action Type : Note-Resolution

Case originated as an NCDS case. The customer was complaining of a power steering lock up and EPS light issue.

1st visit the vehicle visited Huntington Honda with the EPS light on and tight steering issue. The dealership cleared the codes, recalibrated the related components and replaced the EPS unit and power steering rack.

2nd visit the vehicle lost power steering. The dealership test drove the vehicle for fifty miles and was never able to duplicate any issues.

3rd visit the power steering did not have power and the EPS light was on. The dealership removed the aftermarket remote start (Honda remote start installed in place of the A/M remote) and road tested the vehicle for 287 miles. The issue could not be duplicated.

4th visit the power steering was lost; They replaced the EPS unit.

5th visit the EPS light came on and there was no power steering. The dealership replaced the torque sensor. They test drove the vehicle for 600 miles with no issue.

Due to the nature of the complaint, repairs and excessive days out of service, Mediation offered to replace the customer's vehicle per the guidelines as stipulated

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

by the State of New York. The customer declined the offer of replacement and chose a repurchase.

*** SUBCASE N042014-04-2101298-1 CLOSE 6/30/2014 9:09:02 AM, jsmith01

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042014-04-2101298-2 CLOSE 6/30/2014 9:09:37 AM, jsmith01

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/30/2014 9:10:05 AM, jsmith01

into WIP complete and Status of Disposing Unit.

*** CASE CLOSE 6/30/2014 9:10:08 AM, jsmith01

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

*** CASE REOPEN 6/30/2014 9:10:21 AM, jsmith01

with Condition of Open and Status of Solving.

*** CASE ASSIGN 6/30/2014 9:10:44 AM, jsmith01

N042014-04-2101298 to mlyon, WIP -ÿÿ.F

*** CASE MEDIATION EVENT ADD 6/30/2014 9:12:33 AM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 06/30/2014 09:12:32 AM mlyon

Status: In Progress

S: 06/30/2014 09:12:08 AM

D: 08/09/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: ISG (LONG ISLAND AUTO AUCTION)

Notes:

*** CASE CHG STATUS 6/30/2014 9:20:36 AM, mlyon

from status Solving to status Disposing Unit

*** CASE ASSIGN 8/11/2014 4:30:40 PM, mlyon

N042014-04-2101298 to tfermand, WIP

*** CASE ASSIGN 8/22/2014 4:30:39 PM, tfermand

N042014-04-2101298 to mlyon, WIP ¶leC! é|+

*** CASE ADD ATTACHMENT 10/1/2014 10:30:23 AM, crmsuser

Added attachment ScanDoc 13 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_13.pdf

*** CASE ADD ATTACHMENT 10/1/2014 2:30:24 PM, crmsuser

Added attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-04-2101298_14.pdf

*** CASE MEDIATION EVENT UPDATE 10/3/2014 4:00:50 PM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 10/03/2014 04:00:50 PM mlyon

Status: Completed

S: 06/30/2014 09:12:08 AM

D: 08/09/2014 12:00:00 AM

A: 10/03/2014 04:00:48 PM

Assgn to: ISG (LONG ISLAND AUTO AUCTION)

Case History

Case ID : N042014-04-2101298

Case Title : 5A- [REDACTED] - NCDS HON140054 - EPS LIGHT ON / LACK OF POWER STEERING

Notes:

*** CASE MEDIATION EVENT ADD 10/3/2014 4:00:58 PM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 10/03/2014 04:00:58 PM mlyon

Status: Completed

S: 10/03/2014 04:00:52 PM

D: ?/?/? ??:??

A: 10/03/2014 04:00:56 PM

Assgn to: ISG ()

Notes:

*** NOTES 10/3/2014 4:01:29 PM, mlyon, Action Type : Note-General

Buying dealer and dealer disclosure signed by;

Luxury of Queens Inc 40-16 35th Ave Long Island City, Ny 11101 718 361-1119

09/30/14

*** CASE CLOSE 10/3/2014 4:01:39 PM, mlyon

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

Case Details

Case ID : N042014-08-2201482	Division : Honda - Auto	Condition : Open	Open Date : 8/22/2014 2:48:23 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Solving	Close Date :
Case Owner : Jeanette Smith (Team MA)	Method : Mail	Queue :	Days Open : 111
Last Closed By :	Point of Origin : Attorney	Wipbin : ckre	
Case Title : ██████████ - ATTY LTR - POWER STEERING LOCKED UP		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 :	STEVENS ON RANCH, CA ██████████
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR2F76DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F7DJW / A
Miles / Hours :	9,100
In Service Date :	05/08/2013
Months In Use :	15
Engine Number :	K24W11482336
Originating Dealer No. / Name :	208321 / ROCK HONDA
Selling Dealer No. / Name :	208321 / ROCK 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 :	208080 / AUTONATION HONDA VALENCIA
Phone No. :	866-201-5497
Address :	23551 MAGIC MT. PKWY
City / State / Zip :	VALENCIA, CA 91355
Svc District / Sls District :	01A / B01
Warranty Labor Rate / Date :	\$105.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042014-08-2201482-1 / ██████████ -	Solving	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042014-08-2201482	Final Decision : Other Goodwill	Descision Updated :12/10/2014 8:07:52 AM
Process : Mediation	Customer Position : Other Goodwill	
Document Ref : JEANETTE SMITH	AHM Position : Other Goodwill	
Related Case : NONE		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 12/10/2014 8:07:52 AM	By : jsmith01

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Goodwill Expense	(\$6,000.00)	(\$6,000.00)	12/16/2014 8:07:08 AM	12/10/2014 8:07:14 AM	jsmith01
Total Amount	(\$6,000.00)	(\$6,000.00)			

Mediation Activity :

*** Event Type / Status : Attorney Letter Recd / In Progress	Start Date : 8/22/2014 2:48:56	Notes :
Assigned To : Mediation (BO LEE LAW	Due Date : 1/5/2015	
Last Updated / By : 11/24/2014 4:13:31 PM / imoribio	Actual Date :	
*** Event Type / Status : Docs Received / Completed	Start Date : 8/22/2014 2:49:20	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 8/29/2014	
Last Updated / By : 11/24/2014 4:13:16 PM / imoribio	Actual Date : 11/24/2014 4:13:15	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 8/22/2014 2:49:27	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 8/22/2014 2:49:31 PM / mlyon	Actual Date : 8/22/2014 2:49:29	

Issue Details

Issue ID : N042014-08-2201482-1	Disposition: Complaint	Condition : Open-Dispatch	Wipbin : Sub cases
Issue Originator : Michael Lyon	Type 1 : Product	Status : Solving	Open Date : 8/22/2014 2:48:54 PM
Issue Owner : Jeanette Smith	Type 2 : Operation	Queue : CK Req - Mediation Mg	Close Date :
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT (E
 Condition Code Desc : Leak 5132
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, 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
37820-5A2-A02	CONT MOD, POWERTRAIN	Not Applicable

Check Req Info :

Check Requisition No. : 18359
 Primary Amount : \$6,000.00
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$6,000.00
 Approved By :
 Approval Date :
 Status : NOT
 Check No. : 0
 Check Date :

Payee Name : ██████████ & ██████████
 Address : ██████████
 City / State / Zip : LOS ANGELES, CA ██████████
 Campaign Template # :
 Contention Code : 03220
 Defect Code : 03214
 Category : Regular
 Failed Part # : 37820-5A2-A02

Case History

Case ID : N042014-08-2201482

Case Title : 1A- [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP

*** CASE CREATE 8/22/2014 2:48:23 PM, mlyon

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

*** NOTES 8/22/2014 2:48:24 PM, mlyon, Action Type :

Date Received: 08/22/14

Attorney Name: Bo Lee Law Group

Customer Contention: Power steering locked up

Resolution Sought: Repurchase plus Attorney Fees

Carfax Report shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 0

Case Numbers of Previous Cases: N/a

*** SUBCASE N042014-08-2201482-1 CREATE 8/22/2014 2:48:54 PM, mlyon

Created in WIP Default with Due Date 8/22/2014 2:48:54 PM.

*** CASE MEDIATION ADD/MODIFY 8/22/2014 2:49:07 PM, mlyon

*** MEDIATION DECISION 08/22/2014 02:49:07 PM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: NONE

*** CASE MEDIATION EVENT ADD 8/22/2014 2:49:20 PM, mlyon

*** MEDIATION EVENT - ATTORNEY LETTER RECD 08/22/2014 02:49:20 PM mlyon

Status: In Progress

S: 08/22/2014 02:48:56 PM

D: 09/22/2014 12:00:00 AM

A: ?/?/? ??:?/?

Assgn to: Mediation (BO LEE LAW GROUP)

Notes:

*** CASE MEDIATION EVENT ADD 8/22/2014 2:49:27 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 08/22/2014 02:49:27 PM mlyon

Status: In Progress

S: 08/22/2014 02:49:20 PM

D: 08/29/2014 12:00:00 AM

A: ?/?/? ??:?/?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 8/22/2014 2:49:32 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 08/22/2014 02:49:31 PM mlyon

Case History

Case ID : N042014-08-2201482

Case Title : [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP

Status: Completed

S: 08/22/2014 02:49:27 PM

D: ?/?/? ??:??

A: 08/22/2014 02:49:29 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 8/22/2014 2:49:33 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 08/25/2014 02:49:36 PM.

New Atty case opened. Review Atty letter. Look for RO's

*** NOTES 8/22/2014 2:49:49 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/25/2014

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

Power steering locked 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:

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [REDACTED]. This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 8/22/2014 2:50:03 PM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 1F notifying of open Mediation case.

*** CASE MODIFY 8/22/2014 2:58:10 PM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 8/22/2014 2:58:12 PM, mlyon

N042014-08-2201482 to imoribio, WIP -22 12:53:14

*** SUBCASE N042014-08-2201482-1 ASSIGN 8/22/2014 2:58:41 PM, mlyon

N042014-08-2201482-1 to imoribio, WIP

*** CASE ADD ATTACHMENT 8/22/2014 3:00:19 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2201482_1.pdf

*** NOTES 8/25/2014 4:48:13 PM, imoribio, Action Type : Note-General

Per Hondas database:

- The customers is the original owner.
- The customer serviced with AutoNaton Honda Valencia.
- There are no other Honda/Acura vehicles under the customers ownership.

Case History

Case ID : N042014-08-2201482

Case Title : 1A- [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP

*** NOTES 8/25/2014 4:55:23 PM, imoribio, Action Type : Contention

The case originated as an attorney demand letter from the Bo Lee Law Group. The customer demanded the repurchase of their vehicle due to issues with the steering wheel locking up. Mediation will collect and review the customer's service history.

*** CASE FULFILL 8/25/2014 4:56:40 PM, imoribio

Fulfilled for [REDACTED] due 08/25/2014 02:49:36 PM.

*** COMMIT 8/25/2014 4:56:44 PM, imoribio, Action Type : N/A

work on timeline

*** CASE MODIFY COMMITMENT 8/28/2014 2:17:28 PM, imoribio

with [REDACTED] due 08/29/2014 01:30:00 PM.

*** NOTES 9/2/2014 9:07:04 AM, imoribio, Action Type : Note-General

Mediation confirmed there have been 0 TechLine contacts.

*** NOTES 9/2/2014 9:33:17 AM, imoribio, Action Type : Note-General

TIMELINE - [REDACTED] - 2013 ACCORD EX (1HGCR2F76DA [REDACTED])

ISD: 5/8/2013State: CA

CONTENTION: Power steering locked up

208080 - AUTONATION HONDA VALENCIA

RO#:616118

Date:7/9/13 - 7/9/13

Miles:3,601 - 3,601

- Line A:Customer states that under hood oil leak. Customer cleaned twice and oil keeps coming.

Inspected for any leaks and found none. What customer is seeing is under coating heating up and fan is blowing around.

No oil leaks of any kind found.

- Line B:Customer states that Check Engine Light came on and air pressure light also and steering wheel hard to turn advise.

Corrected air pressure and reset system. Also inspected DTC system for any codes and found none. Reset TPMS system.

Check Engine Light is not on and no DTCs found.

- Line C:Customer declined multi point inspection.

RO#:630409

Date:1/2/14 - 1/2/14

Miles:9,096 - 9,096

- Line A:The guest states that when driving at 60 MPH the steering light came on and the steering locked up. The guest has pictured on his phone of this happening. Check and advise.

Diagnostic trouble code/power steering (EPS) - retrieved codes with the HDS, read data, troubleshoot, and clear.

Code 71-01 Initialized angle sensor. Reflashed PCM, ABS, and SRS control units.

- Line B:Customer declined multi point inspection.

- Line C:The guest states that when this happens the low tire light comes on also.

Software update (ECM/PCM) S/B 04-036.

Low tire pressure inflated tires to 34 PSI and test drove.

Case History

Case ID : N042014-08-2201482

Case Title : 1A- [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP

*** NOTES 9/2/2014 9:42:18 AM, imoribio, Action Type : Call to Dealer

Call to AutoNation Honda Valencia at 866-201-5497 and requested to speak to the Service Mgr. I was transferred to Tom and I provided him with the customers vehicle information and concern. He conformed there have been two visits to his dealership and as of 1/2/14 there have been no reports of an outstanding nonconformity. He advised on the last visit the customer complained that when driving at 60 MPH the steering light came on and the steering locked up. They retrieved DTC 71-01 (Motor Angle Sensor (SIN/COS Signals) with the HDS. Tom advised the tech initialized angle sensor, Reflashed the PCM, ABS, and SRS control units. He advised the customer has not returned as of that visit. He added that for the TPMS concern they performed a ECM/PCM software update (S/B 04-036). I inquired if he or the DPSM was involved. He advised he started this position about 3 months ago, therefore he was not too sure.

*** NOTES 9/2/2014 10:11:35 AM, imoribio, Action Type : Field Service

Call to DPSM, 1A, and provided him a summary of the customer's service history. He advised he does not recall the customer or vehicle. I informed per our records TechLine was not contacted either. DPSM agreed to a vehicle inspection in the event there is an outstanding concern. I thanked him for his time and assistance.

*** CASE FULFILL 9/2/2014 10:14:14 AM, imoribio

Fulfilled for [REDACTED] due 08/29/2014 01:30:00 PM.

*** COMMIT 9/2/2014 10:14:23 AM, imoribio, Action Type : N/A

f/u w/ attorney

*** NOTES 9/2/2014 10:42:36 AM, imoribio, Action Type : Assessment

The case originated as an attorney demand letter. In the letter the attorney informs his client is seeking the full refund of his money because he no longer wants this vehicle. Mediation collected and reviewed the customer's service records with the DPSM and servicing dealership AutoNation Honda Valencia.

The service records indicate the customer visited the dealership on 7/9/13 at 3,601 miles with concerns of an oil leak, Check Engine Light, TPMS light, and steering wheel hard to turn. The Service Mgr informed they were unable to duplicate the leak concern, the steering wheel locking up concern, and the Check Engine Light concern. He added that all they did to address the TPMS concern was to reset the light. On 1/2/14 at 9,096 miles the customer returned with a steering wheel locked up concern and a TPMS concern. The dealership retrieved code 71-01 and initialized the angle sensor. The Service Mgr advised they also reflashed the PCM, ABS, and SRS control unit. To address the TPMS concern they updated the PCM per SB 04-036.

During my conversation with the DPSM I pointed out that per the attorney letter the customer complains that at about 25,000 miles he experienced the steering wheel locking up and continues to experience issues, however, there were no dealership visits per our records. I added that there was SB 13-104 which addressed a TPMS indicator illuminating with no DTC or with a DTC. We both agreed to offer a vehicle inspection which would determine the next steps.

*** NOTES 9/5/2014 9:01:06 AM, imoribio, Action Type : Call to Customer

Call to customer's attorney, Bo Lee, at 213-252-1661 and was placed into their voicemail. In the message I requested a return call at their convenience.

*** CASE MODIFY COMMITMENT 9/5/2014 10:14:46 AM, imoribio

with [REDACTED] due 09/10/2014 11:30:00 AM.

*** NOTES 9/9/2014 3:07:30 PM, imoribio, Action Type : Call from Customer

Mediation received a call from [REDACTED] attorney, Bo Lee. I thanked him for the return call and introduced myself. I advised that AHM was in receipt of his letter and I would like to arrange a vehicle inspection between him and my Honda representative. I advised this vehicle inspection would provide us with a better determination of our position. The attorney advised he did not object to having us inspect the vehicle, however, his client has not driven the vehicle for over a month because the steering wheel keeps locking up. He advised he would instruct his client to tow the vehicle in. I advised I would follow up with him once I had an available date. He requested that we provide 3 dates for a vehicle inspection. I told him I would and thanked him for his time.

*** NOTES 9/9/2014 3:28:09 PM, imoribio, Action Type : Field Service

Case History

Case ID : N042014-08-2201482

Case Title : 1A- [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP

Call to DPSM, 1A, to inform the attorney agreed to allow us to inspect the vehicle. I asked him to look at his calendar and provide me with some alternate dates. He understood and advised e would follow up with me tomorrow.

*** CASE MODIFY COMMITMENT 9/9/2014 3:30:20 PM, imoribio

with [REDACTED] due 09/10/2014 01:30:00 PM.

*** NOTES 9/11/2014 3:55:18 PM, imoribio, Action Type : Field Service

DPSM provided the following available dates: 9/19/14, 9/23/14, or 10/3/14. I thanked him for his time.

*** NOTES 9/11/2014 3:57:29 PM, imoribio, Action Type : Call to Customer

Call to customer's attorney, Bo Lee, at 213-252-1661 and was informed by Angelina that he was not available. She took down my name and the available inspections dates. I requested that she have him return my call.

*** CASE MODIFY COMMITMENT 9/11/2014 3:57:58 PM, imoribio

with [REDACTED] due 09/15/2014 01:30:00 PM.

*** NOTES 9/15/2014 3:18:29 PM, imoribio, Action Type : Call from Customer

Mediation received a return call from Mr. Bo Lee. In the message he informed his client has agreed to have his vehicle inspected on 10/03/14 at AutoNation Honda Valencia.

*** NOTES 9/15/2014 3:22:15 PM, imoribio, Action Type : Field Service

Call to DPSM, 1A, to inform the customer has agreed to have the vehicle inspection take place on 10/3/14. He thanked me for the call and confirmation.

*** CASE FULFILL 9/15/2014 3:46:26 PM, imoribio

Fulfilled for [REDACTED] due 09/15/2014 01:30:00 PM.

*** COMMIT 9/15/2014 3:46:40 PM, imoribio, Action Type : N/A

call SM to arrange tow truck pick up

*** NOTES 9/15/2014 3:50:25 PM, imoribio, Action Type : Call to Dealer

Call to SM Tom Foley at (866) 201-5497 to inform the DPSM has agreed to inspect the customer's vehicle. I was informed by Kristy that he was on the other line. She took my contact info and advised she would have him return my call.

*** NOTES 9/15/2014 3:51:12 PM, imoribio, Action Type : Letter/Fax

Mediation faxed an appointment confirmation letter to the customer's attorney. A copy of the letter is in the case file.

*** NOTES 9/30/2014 8:43:55 AM, imoribio, Action Type : Call to Dealer

Call to SM Tom Foley at (866) 201-5497 to arrange the tow pick up. I was informed by William he had a customer in his office and was told he would return my call.

*** NOTES 9/30/2014 9:31:40 AM, imoribio, Action Type : Call from Dealer

Mediation received a call from Tom SM. I provided him with an update and advised AHM will be paying for the customer's towing service. I advised what would be the most ideal process to get this covered. He advised to have the tow truck company drop off the night before and when they arrive to have the tow truck driver ask for him. I told him I understood and would call the attorney to instruct.

*** NOTES 9/30/2014 9:36:55 AM, imoribio, Action Type : Call to Customer

Call to attorney at 213-252-1661 and was told he was not in the office today. I advised I wanted to confirm the tow truck company that will be dropping off the customer's vehicle. I advised that we would take care of the tow truck but would need the drive to look for the service mgr Tom Foley. She understood and advised she would forward the message. I thanked her then ended the call.

*** CASE FULFILL 9/30/2014 9:37:12 AM, imoribio

Fulfilled for [REDACTED] due 09/30/2014 10:00:00 AM.

Case History

Case ID : N042014-08-2201482

Case Title : 1A- [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP

*** COMMIT 9/30/2014 9:41:21 AM, imoribio, Action Type : N/A
has vehicle been towed

*** NOTES 9/30/2014 10:07:57 AM, imoribio, Action Type : Letter/Fax

A follow up appointment letter was faxed to the customer's attorney. A copy of the letter is in the case file.

*** CASE MODIFY 9/30/2014 10:27:47 AM, imoribio
into WIP Attorney and Status of Solving.

*** NOTES 10/1/2014 4:10:43 PM, imoribio, Action Type : Call to Customer

Call to the customers attorney at 213-252-1661. He advised he has instructed the customer to call SM Tom Foley to arrange for the towing. He advised the customer would try to get it to the dealership tomorrow as requested but could not make any guarantees. I thanked him for his time and assistance.

*** NOTES 10/1/2014 4:11:12 PM, imoribio, Action Type : Note-General
Mediation notified the DPSM and SM Tom Foley.

*** CASE MODIFY COMMITMENT 10/1/2014 4:11:31 PM, imoribio
with [REDACTED] due 10/02/2014 04:00:00 PM.

*** NOTES 10/2/2014 4:23:06 PM, imoribio, Action Type : Call to Dealer
Call to dealership and confirmed the vehicle has been dropped off.

*** CASE FULFILL 10/2/2014 4:23:26 PM, imoribio
Fulfilled for [REDACTED] due 10/02/2014 04:00:00 PM.

*** COMMIT 10/2/2014 4:23:35 PM, imoribio, Action Type : N/A

Inspection

*** NOTES 10/3/2014 5:21:31 PM, imoribio, Action Type : Field Service

DPSM followed up with Mediation and informed they found a stored code (71-01). The vehicle was inspected and they observed the wiring harness clip was unhooked. DPSM informed there is not signs of the vehicle being involved in an accident or any after market accessories. The DPSM test drove the vehicle for 11 miles without any lights or driveability issues. TL was contacted and he is awaiting their response.

*** CASE FULFILL 10/3/2014 5:22:51 PM, imoribio
Fulfilled for [REDACTED] due 10/03/2014 01:00:00 PM.

*** COMMIT 10/3/2014 5:22:56 PM, imoribio, Action Type : N/A

DPSM update

*** NOTES 10/6/2014 3:21:02 PM, imoribio, Action Type : Field Service

DPSM instructed the dealership to continue to test and work closely with TL. At this time TL has instructed the dealership to perform a pin fit test and test again no further instructions/feedback at this time.

*** CASE MODIFY COMMITMENT 10/7/2014 8:47:46 AM, imoribio
with [REDACTED] due 10/08/2014 02:00:00 PM.

*** NOTES 10/8/2014 4:10:16 PM, imoribio, Action Type : Field Service

DPSM advised that the dealership has driven the vehicle 33 miles. He has asked they to recheck the pin fit connections and still they have been unable to duplicate the concern or retrieve DTCs. He advised he would consult one last time with TL and follow up.

*** CASE MODIFY COMMITMENT 10/8/2014 4:10:32 PM, imoribio
with [REDACTED] due 10/10/2014 02:00:00 PM.

Case History

Case ID : N042014-08-2201482

Case Title : 1A [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP

*** NOTES 10/9/2014 4:57:58 PM, imoribio, Action Type : Call to Customer

Call to the customers [REDACTED] and spoke to [REDACTED] owner's attorney. I informed that as of today the dealership has tested the vehicle extensively and have yet to duplicate the concern. I advised that they found a DTC but at this time have been unable to get it to re-code. I informed the vehicle will be released to his client but we will review our current findings and provide a response next week. He understood and thanked me for my call.

*** NOTES 10/9/2014 5:01:53 PM, imoribio, Action Type : Field Service

Prior to my conversation with the customer's attorney. Mediation received a call from the DPSM, who advised that the vehicle continues to operate normally and no issues have exhibited themselves. We both agreed that at this time since there is no verifiably issue present the vehicle will be released to the customer. He will instruct the dealership to call the customer and release the car.

*** CASE FULFILL 10/9/2014 5:02:11 PM, imoribio

Fulfilled for [REDACTED] due 10/10/2014 02:00:00 PM.

*** COMMIT 10/9/2014 5:02:18 PM, imoribio, Action Type : N/A

has vehicle been released

*** CASE MODIFY COMMITMENT 10/10/2014 12:21:32 PM, imoribio

with [REDACTED] due 10/13/2014 01:00:00 PM.

*** CASE MODIFY 10/14/2014 8:37:13 AM, imoribio

into WIP Attorney and Status of Solving.

*** NOTES 10/14/2014 9:06:41 AM, imoribio, Action Type : Call to Dealer

Call to SM Tom Foley at (866) 201-5497 and asked if the vehicle had been surrendered to the customer, he said yes. He advised the customer picked up and drove it away yesterday. I thanked him for the information and instructed him to fax over an RO for our review.

*** CASE FULFILL 10/14/2014 9:08:38 AM, imoribio

Fulfilled for [REDACTED] due 10/13/2014 01:00:00 PM.

*** COMMIT 10/14/2014 9:08:43 AM, imoribio, Action Type : N/A

f/u w/ attorney

*** CASE MODIFY COMMITMENT 10/14/2014 10:57:13 AM, imoribio

with [REDACTED] due 10/16/2014 10:45:00 AM.

*** NOTES 10/14/2014 3:04:44 PM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Honda Valencia. Forward to Ingrid

*** CASE ADD ATTACHMENT 10/14/2014 3:30:20 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2201482_2.pdf

*** NOTES 10/16/2014 12:16:29 PM, imoribio, Action Type : Field Service

Call to DPSM, 1A to inform him of our conclusion to honor the customer's repurchase request. DPSM inquired if we could attempt to settle the case. I advised I would make an attempt but could not guarantee the attorney would take it. He understood then ended the call.

*** NOTES 10/17/2014 12:54:10 PM, imoribio, Action Type : Call to Customer

Call to the customers attorney at 213-252-1661 and was informed by Angelina that Mr. Lee was out of the office. I provided my contact information and requested a return call.

*** CASE MODIFY COMMITMENT 10/17/2014 12:55:20 PM, imoribio

Case History

Case ID : N042014-08-2201482

Case Title : 1A [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP

with [REDACTED] due 10/30/2014 10:45:00 AM.

*** NOTES 10/30/2014 11:06:46 AM, imoribio, Action Type : Call from Customer

Mediation received a call from the customer's attorney. I informed after reviewing the case facts AHM would like to offer a 30 day test drive and a cash settlement in the amount of \$6,000.00, all inclusive. He advised his client was out of the country but would discuss it with him and follow up with me once they were ready to start the test drive. I thanked him for the call and his time.

*** CASE FULFILL 10/30/2014 11:18:36 AM, imoribio

Fulfilled for [REDACTED] due 10/30/2014 10:45:00 AM.

*** COMMIT 10/30/2014 11:18:42 AM, imoribio, Action Type : N/A

response from attorney on 30 day test drive?

*** NOTES 11/5/2014 1:12:18 PM, imoribio, Action Type : Call from Customer

Call from attorney. He confirmed the customer has returned to the country and will start to drive the vehicle tomorrow (11/6/14). I thanked him for the call and invited him to call me if it was needed.

*** CASE FULFILL 11/5/2014 1:13:38 PM, imoribio

Fulfilled for [REDACTED] due 11/07/2014 10:45:00 AM.

*** COMMIT 11/5/2014 1:13:47 PM, imoribio, Action Type : N/A

update on test drive?

*** NOTES 11/13/2014 3:48:50 PM, imoribio, Action Type : Note-General

No reports of an concern or an update as of today.

*** CASE MODIFY COMMITMENT 11/13/2014 3:49:07 PM, imoribio

with [REDACTED] due 11/24/2014 12:00:00 PM.

*** NOTES 11/19/2014 3:27:10 PM, imoribio, Action Type : Letter/Fax

Mediation faxed a copy of the cash release to the customer's attorney.

*** NOTES 11/24/2014 4:12:59 PM, imoribio, Action Type : Note-General

No reports of an concern or an update as of today. The 30 day test drive will be completed by 12/6/14.

*** CASE MEDIATION EVENT UPDATE 11/24/2014 4:13:17 PM, imoribio

*** MEDIATION EVENT - DOCS RECEIVED 11/24/2014 04:13:16 PM imoribio

Status: Completed

S: 08/22/2014 02:49:20 PM

D: 08/29/2014 12:00:00 AM

A: 11/24/2014 04:13:15 PM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT UPDATE 11/24/2014 4:13:32 PM, imoribio

*** MEDIATION EVENT - ATTORNEY LETTER RECD 11/24/2014 04:13:32 PM imoribio

Status: In Progress

S: 08/22/2014 02:48:56 PM

D: 01/05/2015 12:00:00 AM

A: ?/?/? ?/?/?

Case History

Case ID : N042014-08-2201482

Case Title : 1A- [REDACTED] - ATTY LTR - POWER STEERING LOCKED UP

Assgn to: Mediation (BO LEE LAW GROUP)

Notes:

*** CASE MODIFY COMMITMENT 11/24/2014 4:13:48 PM, imoribio

with [REDACTED] due 12/08/2014 12:00:00 PM.

*** CASE MEDIATION ADD/MODIFY 12/1/2014 8:07:11 AM, imoribio

*** MEDIATION DECISION 12/01/2014 08:07:11 AM imoribio

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JEANETTE SMITH

Rel: NONE

*** CASE ASSIGN 12/1/2014 8:07:40 AM, imoribio

N042014-08-2201482 to jsmith01, WIP s

*** CASE MODIFY 12/1/2014 1:01:30 PM, jsmith01

into WIP Attorn and Status of Solving.

*** NOTES 12/5/2014 2:05:18 PM, jsmith01, Action Type : Note-General

No reports of an concern or an update as of today. The 30 day test drive will be completed by 12/8/14.

*** CASE MODIFY COMMITMENT 12/5/2014 2:05:40 PM, jsmith01

with [REDACTED] due 12/10/2014 12:00:00 PM.

*** NOTES 12/9/2014 8:33:39 AM, mlyon, Action Type : Letter/Fax

Received faxed copy of signed release agreement. Forward to Jeanette

*** CASE ADD ATTACHMENT 12/9/2014 9:00:25 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-2201482_3.pdf

*** SUBCASE N042014-08-2201482-1 ASSIGN 12/9/2014 4:39:44 PM, imoribio

N042014-08-2201482-1 to jsmith01, WIP

*** CASE FULFILL 12/10/2014 8:01:16 AM, jsmith01

Fulfilled for [REDACTED] due 12/10/2014 12:00:00 PM.

*** COMMIT 12/10/2014 8:01:23 AM, jsmith01, Action Type : N/A

send check

*** CASE MEDIATION ADD/MODIFY 12/10/2014 8:07:52 AM, jsmith01

*** MEDIATION DECISION 12/10/2014 08:07:52 AM jsmith01

Proc: Mediation

Dcsn: Other Goodwill

Cust: Other Goodwill

AHM: Other Goodwill Rsn: Excessive Repairs

Arb Mthd: Please Specify Outcome: Please Specify

Case History

Case ID : N042014-08-2201482

Case Title : 1A- [REDACTED] ATTY LTR - POWER STEERING LOCKED UP

Ref: JEANETTE SMITH

Rel: NONE

*** SUBCASE N042014-08-2201482-1 DISPATCH 12/10/2014 9:34:56 AM, jsmith01
from WIP Sub cases to Queue CK Req - Mediation Mgr.

*** SUBCASE N042014-08-2201482-1 YANKED 12/10/2014 10:18:02 AM, jsmith01
Yanked by jsmith01 into WIPbin default.

*** SUBCASE N042014-08-2201482-1 DISPATCH 12/10/2014 10:20:53 AM, jsmith01
from WIP default to Queue CK Req - Mediation Mgr.

Case Details

Case ID : N042013-06-1801677	Division : Honda - Auto	Condition : Closed	Open Date : 6/18/2013 2:00:09 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 2/5/2014 8:56:59 AM
Case Owner : Michael Lyon (Team MA)	Method : Email/Internet	Queue :	Days Open : 232
Last Closed By : Michael Lyon (Team MA)	Point of Origin : DPSM	Wipbin :	
Case Title : ██████████ - DPSM REQUEST - POWER STEERING FAILURE / COOLANT L No. of Attachments : 5			

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 :	ROCKWALL, TX
E Mail :	██████████
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 1HGCR2F84DA ██████████
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F8DKNW / A
Miles / Hours :	5,845
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. :	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.
206685	HOLMES HONDA		
207248	JACK O DIAMONDS HONDA		

3rd Party Info :

Party 1 : DPSM	Party 3 : Techline
Party 2 : C.R.	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042013-06-1801677-1 / ██████████	- PRODUC Subcase Close	Product	Operation	513	Pwr steer gearbo
N042013-06-1801677-2 / ██████████	- PRODUC Subcase Close	Product	Operation	111	Lower Engine
N042013-06-1801677-3 / ██████████	- PRODUC Subcase Close	Product	Operation	513	Pwr steer gearbo

Mediation Details

Case ID : N042013-06-1801677	Final Decision : Buyback-Repurchase	Descision Updated : 8/1/2013 4:26:16 PM
Process : Voluntary	Customer Position : Buyback-Repurchase	
Document Ref : INGRID MORIBIO	AHM Position : Buyback-Repurchase	
Related Case : N012013-06-1101827		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 8/1/2013 4:26:16 PM	By : imoribio

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Repurchase Cost	(\$31,164.00)	(\$31,164.00)	8/1/2013 4:25:55 PM	8/1/2013 4:25:55 PM	imoribio
Auction Proceeds	\$21,775.00	\$18,620.00	10/30/2013 3:03:57 PM	10/30/2013 3:03:57 PM	mlyon
Sales Tax Refund	\$11,811.00	\$1,811.00	1/17/2014 2:18:02 PM	2/4/2014 2:18:15 PM	mlyon
Total Amount	\$2,422.00	(\$10,733.00)			

Mediation Activity :

*** Event Type / Status : DPSM Trade Req Rec'd / Assigned To : Mediation (OLEN CURL) / Last Updated / By : 8/21/2013 8:24:42 AM / imoribio	Start Date : 6/18/2013 2:01:00 / Due Date : 7/18/2013 / Actual Date : 8/21/2013 8:24:41	Notes :
*** Event Type / Status : Docs Received / Completed / Assigned To : Mediation () / Last Updated / By : 6/25/2013 3:51:17 PM / imoribio	Start Date : 6/18/2013 2:01:30 / Due Date : 6/25/2013 / Actual Date : 6/25/2013 3:51:16	Notes : HAVE RO'S ARRIVED FROM DEALER
*** Event Type / Status : Notify Zone of Open / Completed / Assigned To : Mediation () / Last Updated / By : 6/18/2013 2:01:42 PM / mlyon	Start Date : 6/18/2013 2:01:38 / Due Date : / Actual Date : 6/18/2013 2:01:41	Notes : DPSM (AZM/ZM)
*** Event Type / Status : Send Check / Completed / Assigned To : Mediation () / Last Updated / By : 8/5/2013 12:48:37 PM / imoribio	Start Date : 8/1/2013 4:11:37 / Due Date : 8/5/2013 12:00:00 / Actual Date : 8/5/2013 12:48:36	Notes : RUDY LARA
*** Event Type / Status : Repair scheduled / Completed / Assigned To : Mediation () / Last Updated / By : 8/21/2013 8:24:38 AM / imoribio	Start Date : 8/12/2013 8:41:21 / Due Date : 8/22/2013 / Actual Date : 8/21/2013 8:24:30	Notes : DPSM INSPECTION AND TEST DRIVE
*** Event Type / Status : Notify Zone of Close / Completed / Assigned To : Mediation () / Last Updated / By : 8/21/2013 8:25:00 AM / imoribio	Start Date : 8/21/2013 8:24:44 / Due Date : / Actual Date : 8/21/2013 8:24:59	Notes : DPSM (AZM/ZM)
*** Event Type / Status : Auction Unit / Completed / Assigned To : ISG (DALLAS AUTO) / Last Updated / By : 10/30/2013 3:03:33 PM / mlyon	Start Date : 8/22/2013 10:01:09 / Due Date : 10/1/2013 / Actual Date : 10/30/2013 3:03:32	Notes :
*** Event Type / Status : Disclosure Requested / Completed / Assigned To : ISG () / Last Updated / By : 10/30/2013 3:03:42 PM / mlyon	Start Date : 10/30/2013 3:03:36 / Due Date : / Actual Date : 10/30/2013 3:03:40	Notes :
*** Event Type / Status : Sales Tax Recovery / Completed / Assigned To : ISG () / Last Updated / By : 1/22/2014 3:03:58 PM / mlyon	Start Date : 11/20/2013 4:10:22 / Due Date : 2/20/2014 / Actual Date : 1/22/2014 3:03:57	Notes :

Issue Details

Issue ID : N042013-06-1801677-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 6/18/2013 2:00:58 PM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 8/21/2013 8:26:40 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 111 / Lower Engine
 Condition Code Desc : Engine Block 1118
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Buy Back, CR Generated Gdwill
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

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

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N042013-06-1801677-3	Disposition: Duplicate Check Req	Condition : Closed	Wipbin :
Issue Originator : Ingrid Moribio	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2013 3:53:51 PM
Issue Owner : Ingrid Moribio	Type 2 : Operation	Queue :	Close Date : 8/21/2013 8:26:58 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 : Buy Back, 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. : 27114
 Primary Amount : \$12,245.76
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$12,245.76
 Approved By : galbu
 Approval Date : 8/1/2013 4:37:24
 Status : PROCESSED
 Check No. : 2051610
 Check Date : 8/2/2013

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : ROCKWALL, TX ██████████
 Campaign Template # :
 Contention Code : 03214
 Defect Code : 03214
 Category : BuyBack
 Failed Part # : 53601-T2F-A04

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

*** CASE CREATE 6/18/2013 2:00:09 PM, mlyon

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

*** NOTES 6/18/2013 2:00:10 PM, mlyon, Action Type :

DPSM Trade Request Received

Date Received: 06/18/13

DPSM Name: [REDACTED]

Zone/District: [REDACTED]

Customers Contention: Power steering failure / Coolant leak from block

Carfax Report shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 2

Case Number of Previous Cases: N012013-06-1101827

First Name: Olen

Last Name: Curl

Brand: Honda

Zone: Zone 3

Position: DPSM

LastFour: 9722730979

Month: June

Day_of_Date: 18

Year: 2013

Customer First Name: [REDACTED]

Customer Last Name: [REDACTED]

Customers State of Residence: TX

Name of Dealer: JOHN EAGLE HONDA OF DALLAS

Dealer Number: 206635

Dlr Contact: MARIO VILLARREAL

Dlr Area code: 469

Dlr Next Three: 442

Dlr LastFour: 7503

Dlr Contact Title: SERVICE DIRECTOR

VIN: 1HGCR2F84DA [REDACTED]

Mileage: 858

Damage beyond wear and tear0: No

Aftermarket or Modifications: Yes

Mileage0: WINDOW TINT AND PROPAG

Problem With Vehicle: CUSTOMER STATES THE CAR LOOSES STEERING WHILE DRIIVNG.

o CAUSE

§ TECHNICIAN HAS VEREFYED CUSTOMERS COMPLAINT AND FOUND RACK AND PINON STOPS OPERATING AT TIMES.

TECHNICAN HAS BEEN WORKING WITH HONDA TECH LINE AND HAS PERFORMED MANY DIFFERENT DIGNOSIS ACCORDING TO THEIR INSTRUCTION; AFTER DIAG WAS COMPLETED TECH LINE HAD INSTRUCTED THE TECHNICIAN TO REPLACE THE RACK AND PINION.

Case History

Case ID : N042013-06-1801677

Case Title : ██████████ - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

WE HAVE INSTALLED 2 RACK AND PINON THAT DID NOT COMMUNICATE WITH THE VEHICLE AND INSTALLED A 3RD THAT IS OPERATING PROPERLY.

ENGINE IS ALSO SHOWING SIGNS OF HAVING A COOLANT LEAK COMING FROM THE REAR PART OF THE ENGINE BLOCK ON A SEAM; ENGINE HAS A HAIR LINE CRACK.

TLR # 3438918

Unit was a 3 Dealers for same issue.

Why_vehicle_not_Repaired: STEERING ISSUE HAS BEEN RESOLVED, BUT CRACK IN BLOCK HAS NOT. IN THE PROCESS INFORMING CUSTOMER OF BLOCK ISSUE AND GETTING BLOCK REPLACED.

Repair_Attempts: 1

Days_Down: 14+

Techline_Involved: Yes

Dealers_Bid_On_Trade_in:

Dealer_Have_ETA: No

DLR_ETA_Date:

Loyal_Customer: Yes

DLR_ETA_Date0: Ray at Customer Relations has spoken to customer and both he and the Dealer got the impression the customer is only open to replacement / repurchase.

Client_Contributing: No

Dollar_Amt:

Lease_or_Purchase: Financed

Leinholder_Name: AMERICAN HONDA FINANCE

Further_Clarification: CUSTOMER IS DEMANDING REPLACEMENT AND IS NOT INTERESTED IN GOODWILL OR HONDACARE CONTRACT. THE COOLANT LEAK IN BLOCK WAS FOUND BY DEALER DURING RACK REPLACEMENT AND AFTER CUSTOMER SHOWED DISSATISFACTION FOR REPEAT STEERING RACK REPAIRS (WIRING DEFECTIVE ON RACK). CUSTOMER HAS BARELY HAD CAR SINCE IT WAS PURCHASED.

GENERAL MANAGER CONTACT IS JOHN INGRAM:

214-537-3350

*** SUBCASE N042013-06-1801677-1 CREATE 6/18/2013 2:00:39 PM, mlyon

Created in WIP Default with Due Date 6/18/2013 2:00:39 PM.

*** SUBCASE N042013-06-1801677-2 CREATE 6/18/2013 2:00:58 PM, mlyon

Created in WIP Default with Due Date 6/18/2013 2:00:58 PM.

*** CASE MEDIATION ADD/MODIFY 6/18/2013 2:01:13 PM, mlyon

*** MEDIATION DECISION 06/18/2013 02:01:12 PM mlyon

Proc: Voluntary

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N012013-06-1101827

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

*** CASE MEDIATION EVENT ADD 6/18/2013 2:01:30 PM, mlyon

*** MEDIATION EVENT - DPSM TRADE REQ REC'D 06/18/2013 02:01:30 PM mlyon

Status: In Progress

S: 06/18/2013 02:01:00 PM

D: 07/18/2013 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation (OLEN CURL)

Notes:

*** CASE MEDIATION EVENT ADD 6/18/2013 2:01:38 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 06/18/2013 02:01:38 PM mlyon

Status: In Progress

S: 06/18/2013 02:01:30 PM

D: 06/25/2013 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER

*** CASE MEDIATION EVENT ADD 6/18/2013 2:01:43 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 06/18/2013 02:01:43 PM mlyon

Status: Completed

S: 06/18/2013 02:01:38 PM

D: ?/?/? ??:?

A: 06/18/2013 02:01:41 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 6/18/2013 2:01:44 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 06/19/2013 02:01:47 PM.

New DPSM request case opened

*** NOTES 6/18/2013 2:01:59 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 6/19/2013

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

Power steering failure / Coolant leak from block

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310 533-5537.
This information is being requested for investigative purposes to determine our position for resolution.Mike Lyon
Mediation Department

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

American Honda Motor Co.
310 781-5224

*** NOTES 6/18/2013 2:02:16 PM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 3A notifying of open Mediation case. Email sent to call center to close their pending case

*** CASE MODIFY 6/18/2013 2:14:28 PM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 6/18/2013 2:14:32 PM, mlyon

N042013-06-1801677 to imoribio, WIP

*** CASE YANKED 6/18/2013 2:14:40 PM, mlyon

Yanked by mlyon into WIPbin Default.

*** CASE ASSIGN 6/18/2013 2:14:47 PM, mlyon

N042013-06-1801677 to imoribio, WIP

*** SUBCASE N042013-06-1801677-1 ASSIGN 6/18/2013 2:14:55 PM, mlyon

N042013-06-1801677-1 to imoribio, WIP

*** SUBCASE N042013-06-1801677-2 ASSIGN 6/18/2013 2:14:59 PM, mlyon

N042013-06-1801677-2 to imoribio, WIP

*** CASE ADD ATTACHMENT 6/18/2013 2:15:16 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_1.pdf

*** NOTES 6/20/2013 1:26:51 PM, mlyon, Action Type : Letter/Fax

Zone manager acknowledges and approves this request

*** NOTES 6/20/2013 5:56:30 PM, imoribio, Action Type : Field Service

Mediation reviewed case with DPSM, 3A. The DPSM states the dealer informed him of this case due to the low mileage and time the customer has owned the vehicle. DPSM states the dealer has worked closely with Tech Line and at this time have replaced 3 rack an pinions. Most recently the dealer found signs of a crack in the engine, which is now leaking coolant. They have ordered a short block and parts should arrive today. The dealer wants to keep the customer happy but the customer is not open to accept a VSC or any accessories. He advised the customer is expecting a call from AHM and he will be calling the customer to acknowledge his case has been submitted for review. I informed I would look over the customers case and have an update within 5-7 business days.

*** COMMIT 6/20/2013 5:57:43 PM, imoribio, Action Type : N/A

call dealer to obtain RO's

*** CASE FULFILL 6/20/2013 5:59:05 PM, imoribio

Fulfilled for [REDACTED] due 06/19/2013 02:01:47 PM.

*** NOTES 6/25/2013 10:09:32 AM, imoribio, Action Type : Call to Dealer

Call to John Eagle Honda of Dallas at (214) 353-3500. I requested to speak to SM Mario Villareal and was placed into his voicemail. In the message I requested a return call at his convenience. I then transferred back to a service and was assisted by SA Jessie. I provided the customers vehicle info and requested the ROs to be faxed [REDACTED]

*** CASE MODIFY COMMITMENT 6/25/2013 10:10:41 AM, imoribio

with [REDACTED] due 06/26/2013 11:00:00 AM.

Case History

Case ID : N042013-06-1801677

Case Title : ██████████ - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

*** NOTES 6/25/2013 3:41:31 PM, imoribio, Action Type : Call from Dealer

Mediation received a call from Mario SM at John Eagle Honda. He informed the vehicle is currently there and the installation of the engine is taking place. He advised they expect repairs to be completed this week. He informed the customer visited two other Honda dealers prior to the visit to his dealer, however, they were unable to duplicate his concerns. Mario advised they replaced 3 rack and pinions, while replacing the rack and pinions they discovered a crack in the block, however, were unable to verify because the vehicle could not be test driven. Once the rack and pinion was installed they used special dye in the engine to confirm if there was a crack. He states they found it and reported back to Tech Line. The customer was also notified of the recent engine repair and has been patient and understanding throughout the process. Mario states he has personally followed up with the customer and kept him updated. I thanked him for the info and asked that the customers RO be fax at his earliest convenience for review. I asked him to contact me once the vehicle has been repaired. He understood then ended the call.

*** NOTES 6/25/2013 3:42:39 PM, imoribio, Action Type : Letter/Fax

Mediation received a 21 page fax from John Eagle Honda of Dallas.

*** CASE MEDIATION EVENT UPDATE 6/25/2013 3:51:18 PM, imoribio

*** MEDIATION EVENT - DOCS RECEIVED 06/25/2013 03:51:18 PM imoribio

Status: Completed

S: 06/18/2013 02:01:30 PM

D: 06/25/2013 12:00:00 AM

A: 06/25/2013 03:51:16 PM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER

*** CASE ADD ATTACHMENT 6/25/2013 4:00:16 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_2.pdf

*** NOTES 6/25/2013 4:09:36 PM, imoribio, Action Type : Note-General

TIMELINE - ██████████ 2013 ACCORD EX-L (1HGCR2F84D ██████████

ISD:05/17/2013State: TX

CONTENTION: Power steering failure / coolant leak from engine block

207248 - JACK O DIAMONDS HONDA

RO#:315173

Date:06/03/13 - 06/03/13

Miles:494 - 494

- Line A:P/S light comes on at times and vehicle has no power steering. Customer can turn vehicle off and back on and light goes off and power steering works.

Tested and found code 53-02 but could not duplicate problem at this time.

Perform battery had reset.

206685 - HOLMES HONDA

RO#:681028

Date:06/04/13 - 06/05/13

Miles:646 - 646

- Line A:Steering wheel with exclamation indicator comes on and off. Please check trouble shoot EPS system. NO communication. Contacted Tech Line,

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

ref# 3438918, Tech Line suggested replacing EPS control unit from known good vehicle. Swapped EPS unit from stock #3026. Now EPS control unit communicates with scanner. Initialize the steering angle sensor, test drove vehicle a quarter mile, EPS light came on. Recorded trouble code 53-02, followed trouble shooting. Found P/S gear box failure, called Tech Line and suggested replacing the P/S gear box. Left known good EPS control unit in vehicle. Customer returning to selling dealer to have EPS gear box.

206635 - JOHN EAGLE HONDA OF DALLAS

RO#:783508

Date:06/06/13 - 06/18/13

Miles:858 - 865

- Line A:Customer states steering is inop.

Scanned system and found code 53-02.

Reference # 3438918 told to replace steering rack. Replaced rack assembly.

RO#:784217

Date:06/13/13 - 6/18/13

Miles:858 - 859

- Line A:Parts warranty for RO#783508 - steering gear assembly. Warranted steering rack per Tech Line ref# 3438918

*** CASE FULFILL 6/25/2013 4:09:52 PM, imoribio

Fulfilled for [REDACTED] due 06/26/2013 11:00:00 AM.

*** COMMIT 6/25/2013 4:10:01 PM, imoribio, Action Type : N/A

call DPSM

*** NOTES 6/26/2013 9:35:39 AM, imoribio, Action Type : Assessment

The case originated as a DPSM trade request. The customer requested the replacement/repurchase of his vehicle due to steering concerns.

Mediation collected and reviewed the customers repair orders with the DPSM and servicing dealership, John Eagle Honda of Dallas. The service mgr informed the customer visited two Honda dealerships prior to visiting his dealership. He added that they were able to identify the customers concern and worked closely with Tech Line. The DPSM and service mgr informed they replaced 3 rack and pinions because the vehicle continued to have the same concerns. During these repairs the dealer tech also observed a leak in the engine and added a special dye once the final rack was installed. The tech confirmed there was a crack in the engine and reported this information to Tech Line. The dealer is currently in the process of replacing the engine and expects to have the repair completed by the end of this week.

Based on the current available information, the vehicle has had two major component failures within 1 month/850 miles of ownership and the customer no longer wishes to drive this vehicle. In the interest of customer satisfaction and to promote future product consideration, AHM decided to honor customers request in accordance with the state guidelines. Mediation will notify the DPSM, dealer, and customer of our decision.

*** NOTES 6/26/2013 9:37:34 AM, imoribio, Action Type : Field Service

Call to DPSM, 3A. I informed after a detailed review AHM has decided to honor the customers replacement/repurchase request in the interest of customer satisfaction. DPSM advised that when he talked to the customer he advised a replacement would not be acceptable and the customer insinuated he was looking for more. I thanked him for the info and advised I would keep him posted on any new updates.

*** NOTES 6/26/2013 9:40:23 AM, imoribio, Action Type : Call to Dealer

Call to SM Mario at (214) 353-3500 and provided him with our decision to honor the customers replacement/repurchase request. I advised him to proceed with the repairs as scheduled and requested that he notify me as soon as repairs have been completed. He understood and thanked me for the call.

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

*** NOTES 6/26/2013 9:56:53 AM, imoribio, Action Type : Call to Customer

Call to customer at [REDACTED] and introduced myself as his Mediation Case Manager. I informed we have reviewed his case thoroughly and apologize for the circumstances that prompted his case to reach our offices. I informed we have been in contact with his dealership and their DPSM. I advised that in the interest of customer satisfaction, AHM has decided to honor his request to replace/repurchase his vehicle. I explained to the customer each of the steps for a replacement and repurchase. The customer advised if he opts to replace his vehicle would AHM honor a VSC or a discount on the car. I advised at this time that is not something we would consider. I explained we would honor his request to replace his vehicle with a like model and keep his financing terms/conditions the same or refund his money. The customer said this was unacceptable and advised he has been through a lot in the short time he has owned this vehicle. I again apologized and explained that for these reasons AHM was voluntarily offering to replace or repurchase the vehicle. HE advised he would prefer to get his money back and consider something other than a Honda. I apologized he felt this way and would have hoped to have kept him with the Honda family. The customer confirmed he is financing with Honda Financial Service (HFS). He also provided his fax [REDACTED] and took down my contact information.

*** CASE FULFILL 6/26/2013 9:57:02 AM, imoribio

Fulfilled for [REDACTED] due 06/26/2013 08:45:00 AM.

*** COMMIT 6/26/2013 9:57:07 AM, imoribio, Action Type : N/A

fax offer letter

*** NOTES 6/27/2013 5:24:59 PM, imoribio, Action Type : Call to Customer

Mediation called the customer at [REDACTED] and was placed into his voicemail. In the message I informed I was calling prior to faxing the preliminary offer letter as he requested. I invited him to call me at his convenience.

*** NOTES 6/28/2013 9:01:34 AM, imoribio, Action Type : Call to Customer

Mediation called the customer at [REDACTED] and was placed into his voicemail. I advised I would mail the repurchase offer letter via FedEx for his review. I invited him to call me if he would me to fax it and provided my contact information.

*** NOTES 6/28/2013 9:42:21 AM, imoribio, Action Type : Letter/Fax

Letter faxed [REDACTED] mailed via FedEx (tracking # 796119587837).

*** CASE FULFILL 6/28/2013 9:47:38 AM, imoribio

Fulfilled for [REDACTED] due 06/27/2013 11:00:00 AM.

*** COMMIT 6/28/2013 9:47:42 AM, imoribio, Action Type : N/A

f/u w/ dealer

*** NOTES 7/1/2013 4:16:53 PM, imoribio, Action Type : Call to Dealer

Call to John Eagle Honda of Dallas at (214) 353-3500 and SM Mario confirmed the repairs have been completed. Mario will personally test drive the vehicle 42 miles to confirm the repairs have resolved the concern. Mario states the vehicle currently has 921 miles and will follow up once the test drive is completed. I thanked him for the update and instructed him to call the customer to have him pick up the vehicle tomorrow.

*** CASE FULFILL 7/1/2013 4:17:03 PM, imoribio

Fulfilled for [REDACTED] due 07/01/2013 12:30:00 PM.

*** COMMIT 7/1/2013 4:17:05 PM, imoribio, Action Type : N/A

call customer

*** NOTES 7/3/2013 9:30:54 AM, imoribio, Action Type : Call to Customer

Call to at [REDACTED] The customer states he is on his way to the dealer because the repairs have been completed. The customer informed he has not faxed in the information because the registration and other documents are with the vehicle. The customer also inquired about the vehicle usage and states

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

he is concerned that he will have to pay for the usage he puts on the vehicle while the repurchase transaction is taking place. I explained that customers are responsible for the usage per his states guidelines; however, I would like the opportunity to review all the financial information. He understood and thanked me for the call.

*** CASE FULFILL 7/3/2013 9:32:02 AM, imoribio

Fulfilled for [REDACTED] due 07/03/2013 09:30:00 AM.

*** COMMIT 7/3/2013 9:32:05 AM, imoribio, Action Type : N/A

updates/has RO arrived?

*** NOTES 7/8/2013 9:14:04 AM, mlyon, Action Type : Letter/Fax

Received copy of retail sales contract, vehicle registration. Forward to Ingrid

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_3.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_5.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_7.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_8.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_9.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_11.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 13 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_13.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 15 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_15.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 16 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_16.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_4.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_6.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_10.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 12 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_12.pdf

*** CASE ADD ATTACHMENT 7/8/2013 2:30:31 PM, crmsuser

Added attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_14.pdf

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

*** CASE FULFILL 7/9/2013 5:05:55 PM, imoribio

Fulfilled for [REDACTED] due 07/09/2013 12:00:00 PM.

*** COMMIT 7/9/2013 5:06:00 PM, imoribio, Action Type : N/A

send offer letter

*** NOTES 7/9/2013 5:07:02 PM, imoribio, Action Type : Note-General

Mediation received the necessary documents to put a repurchase offer together.

*** CASE MODIFY COMMITMENT 7/10/2013 4:55:30 PM, imoribio

with [REDACTED] due 07/12/2013 11:00:00 AM.

*** NOTES 7/15/2013 12:57:08 PM, imoribio, Action Type : Call to Customer

Call to customer at [REDACTED] and informed I reviewed the information and AHM will be reimbursing for his down payment and 2 car payments. The customer informed he paid about \$400 for a nose guard. I informed the sales contract does not reference a nose guard, however, if he has documentation showing he paid an additional money for accessory I can review it. He understood and will follow up with me later today.

*** CASE MODIFY COMMITMENT 7/15/2013 12:57:55 PM, imoribio

with [REDACTED] due 07/15/2013 05:00:00 PM.

*** CASE MODIFY 7/15/2013 1:04:28 PM, imoribio

into WIP DPSM Trade Req and Status of Solving.

*** NOTES 7/17/2013 10:45:41 AM, imoribio, Action Type : Call to Customer

Call to customer at [REDACTED] and was placed into his voicemail. In the message I invited him to return my call.

*** NOTES 7/17/2013 10:54:02 AM, imoribio, Action Type : Call to Dealer

Call to John Eagle Honda of Dallas [REDACTED] asked to speak to a sales manager. I was placed into Max Madies voicemail. In the message I provided the customers vehicle info and requested a return call.

*** CASE MODIFY COMMITMENT 7/17/2013 10:55:39 AM, imoribio

with [REDACTED] due 07/18/2013 03:00:00 PM.

*** NOTES 7/17/2013 11:31:51 AM, imoribio, Action Type : Call from Customer

Mediation received a return call from [REDACTED]. He informed he looked over the contract and it appears the dealer rolled in the price of the nose guard into the sales price. I thanked him for the confirmation and advised him I would send out the offer letter.

*** CASE MODIFY COMMITMENT 7/17/2013 11:32:08 AM, imoribio

with [REDACTED] due 07/17/2013 03:00:00 PM.

*** NOTES 7/17/2013 12:10:59 PM, imoribio, Action Type : Letter/Fax

Offer letter with figures and release mailed to the customer via FedEx (tracking# 796252632467).

*** CASE FULFILL 7/17/2013 12:18:37 PM, imoribio

Fulfilled for [REDACTED] due 07/17/2013 03:00:00 PM.

*** COMMIT 7/17/2013 12:18:43 PM, imoribio, Action Type : N/A

update

*** NOTES 7/17/2013 12:27:27 PM, imoribio, Action Type : Call from Dealer

Mediation received a call from sales mgr Max. He confirmed the nose mask cost was rolled into the sales price of the vehicle. He adds that the customer never returned to the dealer to have the nose mask installed. He states they need to order the mask and install it. I advised I would follow up with SM Mario

Spool Report

Run Date : 12/11/2014

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

to have this processed

*** COMMIT 7/17/2013 12:27:40 PM, imoribio, Action Type : N/A

call SM to order nose mask

*** NOTES 7/23/2013 8:44:51 AM, imoribio, Action Type : Call to Dealer

Call to John Eagle Honda of Dallas at 214-353-3500 and asked to speak to SM Mario. I was informed he was out of the office until 8/1/13, however, Jesse was in charge in Mario's absence. I was placed into Jesse's voice mail and requested that he return my call at his convenience.

*** NOTES 7/23/2013 9:04:42 AM, imoribio, Action Type : Field Service

Call to DPSM, 3A, and provided an update of the current status of the case. I also shared the customer purchased a nose mask, however, the customer never returned to have it installed. I explained that since the cost of the nose mask was rolled into the price of the vehicle we would request that the dealer fulfill that request. He understood and advised he would touch base with the dealer.

*** CASE FULFILL 7/23/2013 9:05:05 AM, imoribio

Fulfilled for [REDACTED] due 07/23/2013 11:00:00 AM.

*** NOTES 7/24/2013 9:23:16 AM, imoribio, Action Type : Call from Dealer

Mediation received a return call from Jesse. He confirmed the nose mask was ordered per RO 781444 but was not installed. He advised he would order the nose mask and install it upon the return of the vehicle. I advised I would follow up with him or Mario once we were close to the surrender date.

*** CASE MODIFY COMMITMENT 7/24/2013 9:23:58 AM, imoribio

with [REDACTED] due 07/30/2013 12:00:00 PM.

*** CASE DELETE ATTACHMENT 7/31/2013 3:33:55 PM, imoribio

Deleted attachment ScanDoc 14 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_14.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:33:56 PM, imoribio

Deleted attachment ScanDoc 12 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_12.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:33:57 PM, imoribio

Deleted attachment ScanDoc 10 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_10.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:33:58 PM, imoribio

Deleted attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_6.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:34:02 PM, imoribio

Deleted attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_4.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:34:05 PM, imoribio

Deleted attachment ScanDoc 16 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_16.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:34:08 PM, imoribio

Deleted attachment ScanDoc 15 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_15.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:34:10 PM, imoribio

Deleted attachment ScanDoc 13 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_13.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:34:13 PM, imoribio

Deleted attachment ScanDoc 11 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_11.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:34:15 PM, imoribio

Deleted attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_9.pdf.

Case History

Case ID : N042013-06-1801677

Case Title : ██████████ - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

*** CASE DELETE ATTACHMENT 7/31/2013 3:34:17 PM, imoribio

Deleted attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_8.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:34:20 PM, imoribio

Deleted attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_7.pdf.

*** CASE DELETE ATTACHMENT 7/31/2013 3:34:22 PM, imoribio

Deleted attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_5.pdf.

*** NOTES 7/31/2013 3:36:57 PM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ and inquired if he received my offer letter, he said yes. He informed he signed them and mailed them back to AHM a week ago. I informed we have not received them and inquired if he could fax me the copies. He agreed and took down fax number 310-533-5537. I thanked him for his time and informed I would follow up as soon as I received the originals.

*** CASE FULFILL 7/31/2013 3:37:49 PM, imoribio

Fulfilled for ██████████ due 07/30/2013 12:00:00 PM.

*** COMMIT 7/31/2013 3:37:55 PM, imoribio, Action Type : N/A

update process for funds

*** NOTES 8/1/2013 7:44:31 AM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Ingrid

*** CASE ADD ATTACHMENT 8/1/2013 8:00:27 AM, crmsuser

Added attachment ScanDoc 17 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_17.pdf

*** CASE ADD ATTACHMENT 8/1/2013 8:30:19 AM, crmsuser

Added attachment ScanDoc 18 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042013-06-1801677_18.pdf

*** SUBCASE N042013-06-1801677-3 CREATE 8/1/2013 3:53:51 PM, imoribio

Created in WIP Default with Due Date 8/1/2013 3:53:51 PM.

*** SUBCASE N042013-06-1801677-3 DISPATCH 8/1/2013 4:07:54 PM, imoribio

from WIP DEFAULT to Queue CK Req - Mediation Mgr.

*** SUBCASE N042013-06-1801677-2 MODIFY 8/1/2013 4:10:08 PM, imoribio

into WIP Subcases and Status of Solving.

*** SUBCASE N042013-06-1801677-1 DISPATCH 8/1/2013 4:11:01 PM, imoribio

from WIP Subcases to Queue CK Req - Mediation Mgr.

*** CASE MEDIATION EVENT ADD 8/1/2013 4:25:33 PM, imoribio

*** MEDIATION EVENT - SEND CHECK 08/01/2013 04:25:33 PM imoribio

Status: In Progress

S: 08/01/2013 04:11:37 PM

D: 08/05/2013 12:00:00 PM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: RUDY LARA

*** CASE MEDIATION ADD/MODIFY 8/1/2013 4:26:17 PM, imoribio

Case History

Case ID : N042013-06-1801677

Case Title : ██████████ - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

*** MEDIATION DECISION 08/01/2013 04:26:16 PM imoribio

Proc: Voluntary

Dcsn: Buyback-Repurchase

Cust: Buyback-Repurchase

AHM: Buyback-Repurchase Rsn: Excessive Repairs

Arb Mthd: Please Specify Outcome: Please Specify

Ref: INGRID MORIBIO

Rel: N01201

*** CASE MODIFY 8/1/2013 4:26:50 PM, imoribio

into WIP DPSM Trade Req and Status of Solving.

*** SUBCASE N042013-06-1801677-1 8/1/2013 4:36:59 PM, galbu, Action Type :

Check Requisition for 18,919.12 \$ submitted

Check Requisition for 18,919.12 \$ submitted by galbu

*** SUBCASE N042013-06-1801677-3 8/1/2013 4:37:24 PM, galbu, Action Type :

Check Requisition for 12,245.76 \$ submitted

Check Requisition for 12,245.76 \$ submitted by galbu

*** SUBCASE N042013-06-1801677-1 RETURN 8/1/2013 4:37:32 PM, galbu

from Queue CK Req - Mediation Mgr to WIP Subcases.

*** SUBCASE N042013-06-1801677-3 RETURN 8/1/2013 4:37:37 PM, galbu

from Queue CK Req - Mediation Mgr to WIP DEFAULT.

*** SUBCASE N042013-06-1801677-3 COMMIT 8/5/2013 8:00:57 AM, imoribio, Action Type : External Commitment

Check processed for check_req_no = 27114 on 2013-08-02-00.00.000000

*** SUBCASE N042013-06-1801677-1 COMMIT 8/5/2013 8:01:46 AM, imoribio, Action Type : External Commitment

Check processed for check_req_no = 27113 on 2013-08-02-00.00.000000

*** SUBCASE N042013-06-1801677-1 FULFILL 8/5/2013 11:11:34 AM, imoribio

Fulfilled for ██████████ due ???/? ??:?.

*** SUBCASE N042013-06-1801677-3 FULFILL 8/5/2013 11:30:05 AM, imoribio

Fulfilled for ██████████ due ???/? ??:?.

*** NOTES 8/5/2013 12:10:08 PM, imoribio, Action Type : Letter/Fax

Customer check and payoff check sent to ISG via FedEx (tracking # 796392735307).

*** NOTES 8/5/2013 12:39:56 PM, imoribio, Action Type : Call to Customer

Call to customer at ██████████ and was placed into his voicemail. I informed the reimbursement and payoff check were mailed to ISG. I added that an ISG rep will be contacted him within the next few days. I invited him to contact me if he had any questions or concerns.

*** CASE FULFILL 8/5/2013 12:47:33 PM, imoribio

Fulfilled for ██████████ due 08/06/2013 11:30:00 AM.

*** COMMIT 8/5/2013 12:47:39 PM, imoribio, Action Type : N/A

update from ISG

*** CASE MEDIATION EVENT UPDATE 8/5/2013 12:48:38 PM, imoribio

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

*** MEDIATION EVENT - SEND CHECK 08/05/2013 12:48:37 PM imoribio

Status: Completed

S: 08/01/2013 04:11:37 PM

D: 08/05/2013 12:00:00 PM

A: 08/05/2013 12:48:36 PM

Assgn to: Mediation ()

Notes: RUDY LARA

*** CASE MODIFY 8/5/2013 3:59:34 PM, imoribio

into WIP DPSM Trade Req and Status of Solving.

*** NOTES 8/7/2013 3:46:04 PM, imoribio, Action Type : Call to Dealer

Call to Jesse at John Eagle Honda Dallas. I informed ISG would be calling Mario to coordinate the vehicle surrender. I asked if the nose mask had been ordered, he advised he would order it tomorrow. I thanked him and asked for a follow up call.

*** CASE MODIFY COMMITMENT 8/7/2013 3:46:32 PM, imoribio

with [REDACTED] due 08/13/2013 03:00:00 PM.

*** CASE MEDIATION EVENT ADD 8/12/2013 8:43:13 AM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 08/12/2013 08:43:13 AM mlyon

Status: In Progress

S: 08/12/2013 08:41:21 AM

D: 08/22/2013 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes:

*** CASE CHG STATUS 8/12/2013 8:44:06 AM, imoribio

from status Solving to status Disposing Unit

*** NOTES 8/12/2013 9:19:54 AM, imoribio, Action Type : Note-General

Mediation was informed by ISG that the above referenced vehicle was surrendered by the customer to John Eagle Honda of Dallas on 8/10/13.

*** NOTES 8/12/2013 9:24:55 AM, imoribio, Action Type : Call to Dealer

Call to SM Mario at 214-353-3500 and was placed into his voicemail. In the message I requested a return call at his convenience.

*** NOTES 8/12/2013 9:32:51 AM, imoribio, Action Type : Dealer Communication

ATTN: MARIO VILLARREAL SERVICE MANAGER

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

Power steering concern and coolant leak.

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:

Note: This vehicle was repurchased pursuant to State Lemon Law. The state requires title branding/disclosure of the problem and what was done to repair the issue leading to this action.

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

Please perform the needed repairs to correct the power steering concern and coolant leak that led to the repurchase. It is important that Tech Line is involved with the repair.

If repairs have been completed, please perform a thorough visual/mechanical inspection of the repairs mentioned above.

Please keep the vehicle and DPSM will test-drive it to ensure the success of the repair.

Detailed documentation should be put on the repair order, to include:

- Problem/Contention
- Inspection process utilized to diagnose the problem
- Findings and remedies employed to correct the problem
- Method/test drive used to verify the problem has been corrected.

Note: Document the miles test driven by the DPSM (in/out) in the RO notes.

Upon completion of the repair process, please fax a copy of the final repair order, to include all tech notes and specification sheets to the attention of Rudy Lara C/O Impartial Services Group at [REDACTED]

Thank you for your cooperation and assistance to resolve this matter. Should you have any questions or need further assistance. Please contact me directly [REDACTED]

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Ingrid Moribio
Honda Mediation Services

*** CASE FULFILL 8/12/2013 9:35:08 AM, imoribio

Fulfilled for [REDACTED] due 08/13/2013 03:00:00 PM.

*** COMMIT 8/12/2013 9:36:50 AM, imoribio, Action Type : N/A

f/u w/ dealer

*** NOTES 8/12/2013 11:42:51 AM, imoribio, Action Type : Call from Dealer

Mediation received a return call from SM Mario. He confirmed the nose mask is on the car and will forward confirmation of the accessory fulfillment. SM was also advised of the steps that need to be taken to confirm that the repairs they performed addressed the customers concern. I advised if there is an outstanding concern they need to get in contact with Tech Line. He understood and shared he personally drove the vehicle a few miles this past Saturday. He will have his tech visually inspect the vehicle to confirm everything is operating as designed. I thanked him for his time and assistance.

*** CASE MODIFY COMMITMENT 8/12/2013 11:43:14 AM, imoribio

with [REDACTED] due 08/19/2013 12:00:00 PM.

*** CASE MODIFY 8/15/2013 11:11:24 AM, imoribio

into WIP DPSM Trade Req and Status of Disposing Unit.

*** NOTES 8/15/2013 11:33:30 AM, imoribio, Action Type : Field Service

Mediation received a call from DPSM, 3A and SM Mario. DPSM confirmed he just returned from a 35 mile test drive and the vehicle is fixed. I thanked him for the info and requested the last reported mileage. He advised the odometer reading was 5,845. I instructed Mario to document this in the

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

RO and reminded him to document in detail the concern, visual inspection process utilized to diagnose the concern, findings, and the amount of miles put on the vehicle during their test drive. He understood and would forward the final RO shortly. I thanked him then ended the call.

*** CASE MODIFY COMMITMENT 8/15/2013 11:33:44 AM, imoribio

with [REDACTED] due 08/21/2013 12:00:00 PM.

*** NOTES 8/21/2013 7:40:37 AM, imoribio, Action Type : Letter/Fax

Final RO was forwarded to ISG for processing.

*** NOTES 8/21/2013 8:14:50 AM, imoribio, Action Type : Note-Resolution

The case originated as a DPSM Trade Request. The customer's desired outcome was for AHM to replacement/repurchase his vehicle due to steering concerns.

Mediation collected and reviewed the customer's repair orders with the DPSM and servicing dealership, with Jack O Diamonds Honda, Holmes Honda, and John Eagle Honda of Dallas. During the customer's visit to Jack O Diamonds on 6/3/13, the dealer retrieved DTC 53-02 (Torque Sensor (Average Check)) but they were unable to duplicate the customer's concern. The following day the customer drove his vehicle to Holmes Honda and claimed the Electronic Power Steering (EPS) System indicator was turning on and off. TL was contacted and suggested replacing the EPS control unit from a KG. The dealer confirmed the EPS light illuminated and retrieved DTC 53-02. After troubleshooting they found the P/S gear box had failed and consulted with TL. Per the RO the dealer was advised to replace the P/S gear box. On 6/6/13 the customer visited John Eagle Honda of Dallas with complaints that the steering is inoperable. The Service Manager advised the dealer diagnosed the vehicle and found DTC 53-02. The tech followed up with TL and was advised to replace the steering rack. The DPSM and Service Manager confirmed that a total of 3 rack and pinions were replaced because the vehicle continued to have the same issues. During these repairs the dealer tech also observed a leak in the engine, however, the tech was unable to pinpoint the leak because the vehicle could not be test driven. Upon the installation of the final rack and pinion the tech added a special dye and test drove the vehicle. The dealer confirmed there was a crack in the engine and reported this information to TL and were advised to replace the short block.

Based on the current available information, AHM decided to honor the customer's vehicle replacement because the vehicle had had two major component failures within 1 month / 850 miles of the customer's ownership. However, the customer opted for a repurchase because AHM would not honor additional requests of a VSC plus car payments, in addition to the replacement. AHM honored the voluntary repurchase request and the vehicle surrender took place on 8/10/13. The customer drove the vehicle nearly 4,700 miles without any outstanding steering issues. The DPSM and Service Manager performed a visual inspection of the previous repairs and test drove the vehicle to ensure it was operating per manufacturer's specification. At this time the vehicle will be sent out to auction.

*** CASE MEDIATION EVENT UPDATE 8/21/2013 8:24:39 AM, imoribio

*** MEDIATION EVENT - REPAIR SCHEDULED 08/21/2013 08:24:38 AM imoribio

Status: Completed

S: 08/12/2013 08:41:21 AM

D: 08/22/2013 12:00:00 AM

A: 08/21/2013 08:24:30 AM

Assgn to: Mediation ()

Notes: DPSM INSPECTION AND TEST DRIVE

*** CASE MEDIATION EVENT UPDATE 8/21/2013 8:24:43 AM, imoribio

*** MEDIATION EVENT - DPSM TRADE REQ REC'D 08/21/2013 08:24:43 AM imoribio

Status: Completed

S: 06/18/2013 02:01:00 PM

D: 07/18/2013 12:00:00 AM

A: 08/21/2013 08:24:41 AM

Assgn to: Mediation (OLEN CURL)

Case History

Case ID : N042013-06-1801677

Case Title : ██████████ - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

Notes:

*** CASE MEDIATION EVENT ADD 8/21/2013 8:25:01 AM, imoribio

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 08/21/2013 08:25:01 AM imoribio

Status: Completed

S: 08/21/2013 08:24:44 AM

D: ?/?/? ??:??

A: 08/21/2013 08:24:59 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** CASE MODIFY 8/21/2013 8:25:06 AM, imoribio

into WIP DPSM Trade Req and Status of Disposing Unit.

*** SUBCASE N042013-06-1801677-1 CLOSE 8/21/2013 8:26:27 AM, imoribio

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042013-06-1801677-2 CLOSE 8/21/2013 8:26:40 AM, imoribio

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042013-06-1801677-3 CLOSE 8/21/2013 8:26:58 AM, imoribio

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/21/2013 8:27:03 AM, imoribio

into WIP DPSM Trade Req and Status of Disposing Unit.

*** CASE CLOSE 8/21/2013 8:27:06 AM, imoribio

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

*** CASE REOPEN 8/21/2013 8:28:05 AM, imoribio

with Condition of Open and Status of Solving.

*** CASE ASSIGN 8/21/2013 8:28:24 AM, imoribio

N042013-06-1801677 to mlyon, WIP

*** CASE CHG STATUS 8/21/2013 9:15:46 AM, mlyon

from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT ADD 8/22/2013 10:01:26 AM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 08/22/2013 10:01:26 AM mlyon

Status: In Progress

S: 08/22/2013 10:01:09 AM

D: 10/01/2013 12:00:00 AM

A: ?/?/? ??:??

Assgn to: ISG (DALLAS AUTO AUCTION)

Notes:

*** CASE MEDIATION EVENT UPDATE 10/30/2013 3:03:34 PM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 10/30/2013 03:03:33 PM mlyon

Status: Completed

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

S: 08/22/2013 10:01:09 AM

D: 10/01/2013 12:00:00 AM

A: 10/30/2013 03:03:32 PM

Assgn to: ISG (DALLAS AUTO AUCTION)

Notes:

*** CASE MEDIATION EVENT ADD 10/30/2013 3:03:43 PM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 10/30/2013 03:03:42 PM mlyon

Status: Completed

S: 10/30/2013 03:03:36 PM

D: ?/?/? ??:??

A: 10/30/2013 03:03:40 PM

Assgn to: ISG ()

Notes:

*** NOTES 10/30/2013 3:04:14 PM, mlyon, Action Type : Note-General

Buying dealer and dealer disclosure signed by:

Buggies Auto Sales 105 Mission St Denton, TX 76205 940 765-1977

10/24/13

*** CASE CLOSE 10/30/2013 3:04:21 PM, mlyon

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

*** CASE REOPEN 12/11/2013 4:10:12 PM, mlyon

with Condition of Open and Status of Solving.

*** CASE MEDIATION EVENT ADD 12/11/2013 4:10:38 PM, mlyon

*** MEDIATION EVENT - SALES TAX RECOVERY 12/11/2013 04:10:38 PM mlyon

Status: In Progress

S: 11/20/2013 04:10:22 PM

D: 02/20/2014 12:00:00 AM

A: ?/?/? ??:??

Assgn to: ISG ()

Notes:

*** CASE CHG STATUS 12/11/2013 4:10:55 PM, mlyon

from status Solving to status Sales Tax

*** CASE MEDIATION EVENT UPDATE 1/22/2014 3:03:59 PM, mlyon

*** MEDIATION EVENT - SALES TAX RECOVERY 01/22/2014 03:03:58 PM mlyon

Status: Completed

S: 11/20/2013 04:10:22 PM

D: 02/20/2014 12:00:00 AM

A: 01/22/2014 03:03:57 PM

Assgn to: ISG ()

Notes:

*** CASE CLOSE 1/22/2014 3:04:10 PM, mlyon

Case History

Case ID : N042013-06-1801677

Case Title : [REDACTED] - DPSM REQUEST - POWER STEERING FAILURE / COOLANT LEAK FR

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

*** CASE REOPEN 2/4/2014 2:17:38 PM, mlyon

with Condition of Open and Status of Solving.

*** CASE CLOSE 2/5/2014 8:56:59 AM, mlyon

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

Case Details

Case ID : N042014-05-2100911	Division : Honda - Auto	Condition : Re - Open	Open Date : 5/21/2014 10:56:01 AM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Solving	Close Date : 7/18/2014 1:22:24 PM
Case Owner : Sergio Salvador (Team MA)	Method : Mail	Queue :	Days Open : 204
Last Closed By : Sergio Salvador (Team MA)	Point of Origin : Attorney	Wipbin : Attorney Case	
Case Title : [REDACTED] - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSI	No. of Attachments : 12		

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
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 :	8,152
In Service Date :	06/06/2013
Months In Use :	11
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 : Attorney	Party 3 : Techline
Party 2 : C.R.	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042014-05-2100911-1 [REDACTED]	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE
N042014-05-2100911-2 [REDACTED]	Subcase Close	Product	Operation	618	A/C Control

Mediation Details

Case ID : N042014-05-2100911	Final Decision : Offer Rejected	Descision Updated : 7/18/2014 1:22:19 PM
Process : Mediation	Customer Position : Buyback-Repurchase	
Document Ref : SERGIO SALVADOR	AHM Position : Other Goodwill	
Related Case : N012013-08-2201155		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 7/18/2014 1:22:19 PM	By : ssalvado

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status : Attorney Letter Recd / Completed	Start Date : 5/15/2014 10:57:01	Notes :
Assigned To : Mediation (LEMON LAW)	Due Date : 7/31/2014	
Last Updated / By : 7/18/2014 1:20:18 PM / ssalvado	Actual Date : 7/18/2014 1:20:17	
*** Event Type / Status : Docs Received / Completed	Start Date : 5/21/2014 10:57:32	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 5/28/2014	
Last Updated / By : 5/22/2014 9:01:02 AM / mlyon	Actual Date : 5/22/2014 9:01:02	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 5/21/2014 10:57:38	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 5/21/2014 10:57:44 AM / mlyon	Actual Date : 5/21/2014 10:57:42	
*** Event Type / Status : Notify Zone of Close / Completed	Start Date : 7/18/2014 1:21:36	Notes :
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 7/18/2014 1:21:41 PM / ssalvado	Actual Date : 7/18/2014 1:21:40	

Issue Details

Issue ID : N042014-05-2100911-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 5/21/2014 10:56:30 AM
Issue Owner : Sergio Salvador	Type 2 : Operation	Queue :	Close Date : 7/18/2014 1:19:39 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT - I
 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

Issue Details

Issue ID : N042014-05-2100911-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 5/21/2014 10:57:00 AM
Issue Owner : Sergio Salvador	Type 2 : Operation	Queue :	Close Date : 7/18/2014 1:20:06 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 618 / A/C Control
 Condition Code Desc : Inadequate A/C 6182
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Gdwill Cust Decline
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N042014-05-2100911

Case Title : [REDACTED] - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

*** CASE CREATE 5/21/2014 10:56:01 AM, mlyon

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

*** NOTES 5/21/2014 10:56:02 AM, mlyon, Action Type :

Date Received: 05/15/14

Attorney Name: Lemon Law Group Partners

Customer Contention: A/C issues / Lack of power steering assist

Resolution Sought: Repurchase plus Attorney Fees

Carfax Report shows accidents: No

Dates of Accidents on Carfax: n/a

Number of Tech Line Reports: 2

Case Numbers of Previous Cases: N/a

*** SUBCASE N042014-05-2100911-1 CREATE 5/21/2014 10:56:30 AM, mlyon

Created in WIP Default with Due Date 5/21/2014 10:56:30 AM.

*** SUBCASE N042014-05-2100911-2 CREATE 5/21/2014 10:57:00 AM, mlyon

Created in WIP Default with Due Date 5/21/2014 10:57:00 AM.

*** CASE MEDIATION ADD/MODIFY 5/21/2014 10:57:18 AM, mlyon

*** MEDIATION DECISION 05/21/2014 10:57:18 AM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: SERGIO SALVADOR

Rel: N012013-08-2201155

*** CASE MEDIATION EVENT ADD 5/21/2014 10:57:32 AM, mlyon

*** MEDIATION EVENT - ATTORNEY LETTER RECD 05/21/2014 10:57:32 AM mlyon

Status: In Progress

S: 05/15/2014 10:57:01 AM

D: 06/16/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation (LEMON LAW GROUP PARTNERS?)

Notes:

*** CASE MEDIATION EVENT ADD 5/21/2014 10:57:38 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 05/21/2014 10:57:38 AM mlyon

Status: In Progress

S: 05/21/2014 10:57:32 AM

D: 05/28/2014 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

Case History

Case ID : N042014-05-2100911

Case Title : [REDACTED] - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

*** CASE MEDIATION EVENT ADD 5/21/2014 10:57:45 AM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 05/21/2014 10:57:45 AM mlyon

Status: Completed

S: 05/21/2014 10:57:38 AM

D: ?/?/? ??:?

A: 05/21/2014 10:57:42 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 5/21/2014 10:57:46 AM, mlyon, Action Type : N/A

Made to [REDACTED] due 05/22/2014 10:57:48 AM.

Look for RO's

*** NOTES 5/21/2014 10:58:00 AM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/22/2014

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

A/C issues / Lack of power steering assist

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

Please fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes. This information is being requested for investigative purposes to determine our position for resolution. [REDACTED]

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 5/21/2014 10:58:12 AM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 4H notifying of open Mediation case.

*** CASE ADD ATTACHMENT 5/21/2014 11:00:22 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_1.pdf

*** CASE MODIFY 5/21/2014 11:01:07 AM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 5/21/2014 11:01:10 AM, mlyon

N042014-05-2100911 to ssalvado, WIP Ò

*** SUBCASE N042014-05-2100911-1 ASSIGN 5/21/2014 11:01:17 AM, mlyon

N042014-05-2100911-1 to ssalvado, WIP ¶"b²ð

*** SUBCASE N042014-05-2100911-2 ASSIGN 5/21/2014 11:01:20 AM, mlyon

N042014-05-2100911-2 to ssalvado, WIP

Case History

Case ID : N042014-05-2100911

Case Title : [REDACTED] - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

*** NOTES 5/22/2014 7:39:49 AM, ssalvado, Action Type : Note-General

Mediation received a letter from the customers Attorney, Shawn Riehl with Lemon Law Group Partners PLC, in regards to the customers vehicle. The letter indicates that his firm is representing the customer and that the customer is seeking a repurchase. The letter indicates that the customer has given AHM the opportunity to address the concern but does not specify what the concern has been. The customers Attorney request a response to the request in 10 days of receiving the letter.

*** NOTES 5/22/2014 8:20:04 AM, ssalvado, Action Type : Letter/Fax

Sent via Fax and FedEx, 770063730664

May 22, 2014

Lemon Law Group Partners PLC
500 S. Front Street, Suite 200
Columbus, OH 43215
Attn: Shawn Riehl

Re: [REDACTED], 2013 Honda Accord VIN: 1HGCR2F51DA [REDACTED]

Dear Mr. Riehl:

This is to confirm that American Honda Motor Company is in receipt of your law firms notice of representation regarding the above-referenced client.

Please advise us of the following information so that we can properly review your clients concerns: the specific matter(s) that your client is concerned with, any dealerships or other repair facilities that may have been involved and the service orders/invoices from them, contacts with dealerships and/or American Honda, and any additional information that would assist in our investigation.

At this time, we are in the process of reviewing your claim. We will forward a final response to the claim within 30 days from the date we received your letter. Please contact me directly at [REDACTED] to supply our office with the above information so that we can investigate the matter fully.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Sergio Salvador
Automobile Customer Services
Case Manager

*** NOTES 5/22/2014 8:32:51 AM, ssalvado, Action Type : Call to Dealer

Mediation spoke with Tina, SM, who confirmed that the customer has initially come in complaining about the power steering which they addressed on one occasion. Recently the vehicle was in due to an AC performance complaint which was due to a Freon leak at the line and condenser which they address and there have been no further concerns reported. Prior to the condenser/line repair the vehicle had been in due to a compressor failure. SM agreed to fax over the vehicles repair history for review.

*** CASE MODIFY COMMITMENT 5/22/2014 8:37:03 AM, ssalvado

Case History

Case ID : N042014-05-2100911

Case Title : [REDACTED] - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

with [REDACTED] due 05/28/2014 10:57:48 AM.

*** CASE MODIFY 5/22/2014 8:38:13 AM, ssalvado

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

*** CASE ADD ATTACHMENT 5/22/2014 9:00:22 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_2.pdf

*** NOTES 5/22/2014 9:00:52 AM, mlyon, Action Type : Letter/Fax

Received copies of ROs from Honda East. Forward to Sergio

*** CASE MEDIATION EVENT UPDATE 5/22/2014 9:01:03 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 05/22/2014 09:01:03 AM mlyon

Status: Completed

S: 05/21/2014 10:57:32 AM

D: 05/28/2014 12:00:00 AM

A: 05/22/2014 09:01:02 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE ADD ATTACHMENT 5/22/2014 9:30:21 AM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_3.pdf

*** NOTES 6/4/2014 1:12:18 PM, ssalvado, Action Type : Note-General

Dealership:208014HONDA EAST

Repair Order:314702RO Date Open/Close:8/7/13 (same day)

Mileage In:3777Mileage out:

· Line 1

Concern:Customer states A/C not cold

Cause:Compressor is getting power but not coming on ordered A/C compressor

Correction:No repair

Confirmation:N/A

Pay type:No charge

Dealership:208014HONDA EAST

Repair Order:315781RO Date Open/Close:8/10/13-8/12/13

Mileage In:3827Mileage out:

· Line 1

Concern:Customer states A/C not cold. SOP compressor

Cause:Compressor getting power but not kicking on

Correction:Replaced compressor, clutch and coil.

Confirmation:Not specified

Pay type:Warranty

Dealership:208014HONDA EAST

Repair Order:319329RO Date Open/Close:8/21/13-8/23/13

Mileage In:3930Mileage out:

Case History

Case ID : N042014-05-2100911

Case Title : [REDACTED] - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

· Line 1

Concern:Tow in--no power steering--light is on has rental

Cause:FPN 5 [REDACTED] torque sensor power steering. Contacted Honda tech line completed electrical diagnostic

Correction:Replaced power steering rack, found the torque sensor to be faulty.

Confirmation:Not specified

Pay type:Warranty

Dealership:208014HONDA EAST

Repair Order:329959RO Date Open/Close:9/24/13-9/26/13

Mileage In:5049Mileage out:

· Line 1

Concern:Customer states A/C not gold

Cause:System cooling at 42 degree and full of refrigerant at this time. No leaks detected at this time

Correction:No repairs

Confirmation:N/A

Pay type:No charge

Dealership:208014HONDA EAST

Repair Order:398255RO Date Open/Close:4/28/14-4/30/14

Mileage In:8306Mileage out:

· Line 1

Concern:Customer states A/C not cold

Cause:Performed leak test,, add dye to A/C system and found the condenser to be leaking,

Correction:Replaced condenser and both lines

Confirmation:Not specified

Pay type:Warranty

*** NOTES 6/4/2014 1:15:06 PM, ssalvado, Action Type : Call to Dealer

Mediation spoke with Tina, SM, who confirmed that customer was in on more than one occasion regarding the AC concern which was addressed through the of the compressor and condenser. SM stated that the customer also experienced a power steering concern on one occasion which they addressed. SM stated that the customer contacted them in early May informing them that she was acquiring a lawyer and when asked about the vehicle, the customer confirmed that she had not any further concerns with the operation of the AC or power steering but worried that she may develop more concerns in the future. SM confirmed that there had not no other concern reported since the last repair visit on 4/30/2014

*** NOTES 6/4/2014 1:16:44 PM, ssalvado, Action Type : Field Service

Mediation called DPSM who confirmed that he was not aware of the case. DPSM was briefed on the repairs performed to the vehicle and informed that to the best of the dealerships knowledge the vehicle was repaired and there have been no further concerns to report. DPSM was informed that Mediation will extend a goodwill offer based on the customers experience and if there are any further concerns, Mediation may request field involvement.

*** NOTES 6/4/2014 1:49:52 PM, ssalvado, Action Type : Assessment

The case originated in the Mediation department as a Attorney Demand letter in regards to the request for a repurchase but it did not indicate what the customers concerns were.

Mediation reviewed the case with the servicing dealership, Honda East, and confirmed that the vehicle was in on one occasion for a power steering concern back

Case History

Case ID : N042014-05-2100911

Case Title : ██████████ - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

in August of 2013 and there have been no further reported concerns. The vehicle has been in on more than one occasion regarding the AC which was addressed thorough the replacement of the compressor and condenser. The DPSM was no contacted but to the best of the dealerships knowledge the vehicle was repaired.

Based on the current available information, Mediation will extend a VSC as a goodwill gesture in the interest of providing the customer peace of mind and confidence in the case future repairs may be required.

*** NOTES 6/4/2014 3:02:27 PM, ssalvado, Action Type : Letter/Fax

FedEx tracking number: 770199315391

June 4, 2014

Lemon Law Group Partners PLC
500 S. Front Street, Suite 200
Columbus, OH 43215
Attn: Shawn Riehl

Re: ██████████, 2013 Honda Accord VIN: 1HGCR2F51DA ██████████

Dear Mr. Riehl:

American Honda Motor Co., Inc. thanks you for the opportunity to address your clients concerns. We apologize for any inconvenience the repairs may have caused your client. The vehicle appears to have been repaired at the last visit to the dealership. If your client feels these concerns continue to persist, please advise us immediately so we can arrange for a Honda representative to inspect and/or repair the vehicle as soon as possible.

While we do not feel that an unreasonable number of repairs have been attempted to correct the concerns on the vehicle, we would like to regain your clients faith in our product. If there is no current concern with the vehicle, we would like to offer your client a Vehicle Service Contract (VSC) of 5 years or 80,000 miles, as a goodwill gesture in the interest of customer satisfaction.

Please review this offer with your client. If it is acceptable, please have your client sign and return the enclosed settlement release. Please contact me directly at (310) 781-6091 if you have any questions regarding this matter.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Sergio Salvador
Automobile Customer Services
Case Manager

Enclosure

*** CASE FULFILL 6/4/2014 3:02:38 PM, ssalvado

Fulfilled for ██████████ due 05/28/2014 10:57:48 AM.

*** COMMIT 6/4/2014 3:02:42 PM, ssalvado, Action Type : N/A

follow up on offer

Case History

Case ID : N042014-05-2100911

Case Title : [REDACTED] - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

*** CASE MODIFY 6/4/2014 3:03:06 PM, ssalvado
into WIP Attorney Case and Status of Solving.

*** NOTES 6/6/2014 9:12:23 AM, mlyon, Action Type : Letter/Fax
Received one page fax from attorney. Forward to Sergio

*** CASE ADD ATTACHMENT 6/6/2014 9:30:21 AM, crmsuser
Added attachment ScanDoc 4 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_4.pdf

*** NOTES 6/12/2014 9:45:08 AM, mlyon, Action Type : Letter/Fax
Received one page fax from attorney. Forward to Sergio

*** CASE ADD ATTACHMENT 6/12/2014 10:00:22 AM, crmsuser
Added attachment ScanDoc 5 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_5.pdf

*** NOTES 6/16/2014 3:07:13 PM, ssalvado, Action Type : Assessment
Mediation reviewed Leonel Sanchez, Paralegal, request for a repurchase of the vehicle. Mediation will decline the request at this time as the vehicle has been repaired. If the customer is not interested in the VSC offer, Mediation will extend a cash settlement.

*** NOTES 6/16/2014 3:13:09 PM, ssalvado, Action Type : Note-Third Party
Mediation called Leonel Sanchez and left a message with the receptionist requesting a call back. Mediation was informed that Mr. Sanchez was out of the office but an email would be sent to him to request the call back.

*** CASE MODIFY COMMITMENT 6/16/2014 3:14:13 PM, ssalvado
with [REDACTED] due 06/18/2014 12:00:00 AM.

*** CASE MODIFY 6/16/2014 3:14:19 PM, ssalvado
into WIP Attorney Case and Status of Solving.

*** NOTES 6/20/2014 8:33:08 AM, ssalvado, Action Type : Note-Third Party
Mediation received a voicemail from Leo, Paralegal, requesting a call back .

*** NOTES 6/20/2014 8:34:35 AM, ssalvado, Action Type : Note-Third Party
Mediation called Leonel Sanchez and left a voicemail requesting a call back.

*** CASE MODIFY COMMITMENT 6/20/2014 8:34:47 AM, ssalvado
with [REDACTED] due 06/24/2014 12:00:00 AM.

*** CASE MODIFY 6/20/2014 8:34:57 AM, ssalvado
into WIP Attorney Case and Status of Solving.

*** NOTES 6/26/2014 2:50:14 PM, mlyon, Action Type : Letter/Fax
Received two page fax from attorney. Forward to Sergio

*** CASE ADD ATTACHMENT 6/26/2014 3:00:20 PM, crmsuser
Added attachment ScanDoc 6 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_6.pdf

*** NOTES 7/8/2014 2:47:45 PM, mlyon, Action Type : Letter/Fax
Received two page fax from attorney. Forward to Sergio

*** CASE ADD ATTACHMENT 7/8/2014 3:00:15 PM, crmsuser
Added attachment ScanDoc 7 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_7.pdf

Case History

Case ID : N042014-05-2100911

Case Title : [REDACTED] - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

*** NOTES 7/9/2014 9:54:17 AM, ssalvado, Action Type : Letter/Fax

FedEx tracking number: 770552759270

July 9, 2014

Lemon Law Group Partners PLC
500 S. Front Street, Suite 200
Columbus, OH 43215
Attn: Shawn Riehl or Leonel Sanchez

Re: [REDACTED], 2013 Honda Accord VIN: 1HGCR2F51DA [REDACTED]

Dear Mr. Riehl:

Thank you for providing American Honda Motor Co., Inc. the opportunity to review and address our customers concerns. We reviewed your clients complaints regarding the 2013 Honda Accord with the servicing dealership, Honda East. The dealership advised us that they identified and addressed your clients isolated complaints per the terms and conditions of Hondas Express Limited Warranty. We were informed that there have been no further reported concerns with the vehicle since the last repair visit. If your client feels these concerns continue to persist, please advise us immediately so we can arrange for a Honda representative to inspect the vehicle as soon as possible.

Based on our current available information, there has been neither an excessive number of repairs nor time out of service for a specific nonconformity that substantially impairs the use value or safety of your clients vehicle, and we are unable to grant your clients request to replace the vehicle at this time.

We regret any inconvenience your client may have experienced. Our offer to provide your client with a Vehicle Service Contract was extended in good faith, with the intent of regaining your clients faith in our product, and respect your clients decision to decline our offer. Should any new information become available, please submit it to my attention and American Honda would be happy to re-evaluate the case.

Alternatively, your client may contact the National Center for Dispute Settlement by calling [REDACTED] writing to National Center for Dispute Settlement, P.O. Box 1108, Mt. Clemens, MI 48046. This information is clearly set forth in the [REDACTED] manual that comes with every new vehicle.

Respectfully,

Sergio Salvador
AMERICAN HONDA MOTOR CO., INC.
Mediation Case Manager

*** CASE FULFILL 7/9/2014 10:00:44 AM, ssalvado

Fulfilled for [REDACTED] due 06/24/2014 12:00:00 AM.

*** COMMIT 7/9/2014 10:00:48 AM, ssalvado, Action Type : N/A

has attorney responded, if not close case.

*** CASE MODIFY 7/9/2014 10:01:11 AM, ssalvado

into WIP Attorney Case and Status of Solving.

Case History

Case ID : N042014-05-2100911

Case Title : ██████████ - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

*** CASE MEDIATION EVENT UPDATE 7/11/2014 1:38:47 PM, ssalvado

*** MEDIATION EVENT - ATTORNEY LETTER RECD 07/11/2014 01:38:46 PM ssalvado

Status: In Progress

S: 05/15/2014 10:57:01 AM

D: 07/31/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation (LEMON LAW GROUP PARTNERS?)

Notes:

*** NOTES 7/18/2014 1:18:07 PM, ssalvado, Action Type : Note-Resolution

The case originated in the Mediation department as a Attorney Demand letter in regards to the request for a repurchase but it did not indicate what the customers concerns were.

Mediation reviewed the case with the servicing dealership, Honda East, and confirmed that the vehicle was in on one occasion for a power steering concern back in August of 2013 and there have been no further reported concerns. The vehicle has been in on more than one occasion regarding the AC which was addressed thorough the replacement of the compressor and condenser. The DPSM was not contacted but to the best of the dealerships knowledge the vehicle was repaired.

Based on the current available information, Mediation extend a VSC as a goodwill gesture, in the interest of providing the customer peace of mind but the offer was declined. Mediation provided the customers Attorney a letter declining the request for a repurchase based on the fact that there had not been a substantial number of repairs or time out of service that substantially impaired the use, value or safety of the vehicle. The case is being closed until further contact is received by the customers Attorney.

*** SUBCASE N042014-05-2100911-1 CLOSE 7/18/2014 1:19:39 PM, ssalvado

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042014-05-2100911-2 CLOSE 7/18/2014 1:20:06 PM, ssalvado

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/18/2014 1:20:08 PM, ssalvado

into WIP Attorney Case and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 7/18/2014 1:20:19 PM, ssalvado

*** MEDIATION EVENT - ATTORNEY LETTER RECD 07/18/2014 01:20:19 PM ssalvado

Status: Completed

S: 05/15/2014 10:57:01 AM

D: 07/31/2014 12:00:00 AM

A: 07/18/2014 01:20:17 PM

Assgn to: Mediation (LEMON LAW GROUP PARTNERS?)

Notes:

*** CASE MEDIATION EVENT ADD 7/18/2014 1:21:42 PM, ssalvado

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 07/18/2014 01:21:42 PM ssalvado

Status: Completed

S: 07/18/2014 01:21:36 PM

D: ?/?/? ??:?

A: 07/18/2014 01:21:40 PM

Case History

Case ID : N042014-05-2100911

Case Title : ██████████ - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION ADD/MODIFY 7/18/2014 1:22:20 PM, ssalvado

*** MEDIATION DECISION 07/18/2014 01:22:19 PM ssalvado

Proc: Mediation

Dcsn: Offer Rejected

Cust: Buyback-Repurchase

AHM: Other Goodwill Rsn: Not Substantial

Arb Mthd: Please Specify Outcome: Please Specify

Ref: SERGIO SALVADOR

Rel: N012013-08-2201

*** CASE MODIFY 7/18/2014 1:22:21 PM, ssalvado

into WIP Attorney Case and Status of Solving.

*** CASE CLOSE 7/18/2014 1:22:24 PM, ssalvado

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

*** CASE REOPEN 10/30/2014 11:13:44 AM, mlyon

with Condition of Open and Status of Solving.

*** NOTES 10/30/2014 11:14:27 AM, mlyon, Action Type : Letter/Fax

Received two page fax from attorney. Forward to Sergio to review

*** CASE ASSIGN 10/30/2014 11:25:31 AM, mlyon

N042014-05-2100911 to ssalvado, WIP

*** CASE ADD ATTACHMENT 10/30/2014 11:30:23 AM, crmsuser

Added attachment ScanDoc 8 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_8.pdf

*** NOTES 11/5/2014 12:59:52 PM, mlyon, Action Type : Letter/Fax

Received one page fax from attorney. Forward to Sergio

*** CASE ADD ATTACHMENT 11/5/2014 1:00:28 PM, crmsuser

Added attachment ScanDoc 9 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_9.pdf

*** COMMIT 11/5/2014 2:42:11 PM, ssalvado, Action Type : N/A

review new information

*** CASE MODIFY 11/5/2014 2:44:04 PM, ssalvado

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

*** NOTES 11/7/2014 11:10:58 AM, ssalvado, Action Type : Note-General

Dealership:208014HONDA EAST

Repair Order:314702RO Date Open/Close:8/7/13 (same day)

Mileage In:3777Mileage out:

· Line 1

Concern:Customer states A/C not cold

Cause:Compressor is getting power but not coming on ordered A/C compressor

Case History

Case ID : N042014-05-2100911

Case Title : ██████████ - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

Correction:No repair
Confirmation:N/A
Pay type:No charge

Dealership:208014HONDA EAST
Repair Order:315781RO Date Open/Close:8/10/13-8/12/13
Mileage In:3827Mileage out:

· Line 1

Concern:Customer states A/C not cold. SOP compressor
Cause:Compressor getting power but not kicking on
Correction:Replaced compressor, clutch and coil.
Confirmation:Not specified
Pay type:Warranty

Dealership:208014HONDA EAST
Repair Order:319329RO Date Open/Close:8/21/13-8/23/13
Mileage In:3930Mileage out:

· Line 1

Concern:Tow in--no power steering--light is on has rental
Cause:FPN 53601-T2F-A94 S.C. 03217 code 53·02 Had code 53·02 torque sensor power steering. Contacted Honda tech line completed electrical diagnostic
Correction:Replaced power steering rack, found the torque sensor to be faulty.
Confirmation:Not specified
Pay type:Warranty

Dealership:208014HONDA EAST
Repair Order:329959RO Date Open/Close:9/24/13-9/26/13
Mileage In:5049Mileage out:

· Line 1

Concern:Customer states A/C not gold
Cause:System cooling at 42 degree and full of refrigerant at this time. No leaks detected at this time
Correction:No repairs
Confirmation:N/A
Pay type:No charge

Dealership:208014HONDA EAST
Repair Order:398255RO Date Open/Close:4/28/14-4/30/14
Mileage In:8306Mileage out:

· Line 1

Concern:Customer states A/C not cold
Cause:Performed leak test,, add dye to A/C system and found the condenser to be leaking.
Correction:Replaced condenser and both lines
Confirmation:Not specified

Case History

Case ID : N042014-05-2100911

Case Title : [REDACTED] - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

Pay type:Warranty

Dealership:208014HONDA EAST

Repair Order:459178RO Date Open/Close:10/20/14 (same day)

Mileage In:11981Mileage out:

· Line 1

Concern:Customer states heat inop on passenger side

Cause:Cooling/heating to same temperature at this time. Could not duplicate this problem at this time

Correction:No repairs

Confirmation:N/A

Pay type:No charge..

· Line 2

Concern:Check you have to give a lot of gas in reverse at times.

Cause:Could not duplicate this problem at this time.

Correction:Check trans fluid, it is full

Confirmation:N/A

Pay type:No charge

*** NOTES 11/7/2014 1:55:25 PM, ssalvado, Action Type : Note-General

Mediation reviewed the documents submitted by the customers attorney which indicated there was no verifiable concern with the vehicles climate control system or powertrain when the vehicle is in reverse.

Based on the current available information, there has not been a substantial number of repairs or time out of service that substantially impaired the use, value or safety of the vehicle. Mediation will be extending a cash settlement in an attempt to regain the customers faith in the Honda product.

*** NOTES 11/7/2014 4:31:32 PM, ssalvado, Action Type : Letter/Fax

FedEx tracking number: 771789612521

November 7, 2014

Lemon Law Group Partners PLC

500 S. Front Street, Suite 200

Columbus, OH 43215

Attn: Shawn Riehl or Leonel Sanchez

Re: [REDACTED], 2013 Honda AccordVIN: 1HGCR2F51DA [REDACTED]

Dear Mr. Riehl:

American Honda Motor Co., Inc. thanks you for the opportunity to address your clients concerns. We received your letter and documents dated October 30, 2014. The dealership advised us that they identified and addressed your clients isolated complaints per the terms and conditions of Hondas Express Limited Warranty.

Case History

Case ID : N042014-05-2100911

Case Title : WEARS, VALERIE - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

While we do not feel that an unreasonable number of repairs have been attempted to correct the concerns on the vehicle, we would like to regain your clients faith in our product. If there is no current concern with the vehicle, we would like to offer your client a cash settlement in the amount of \$3,000.00 inclusive of attorney fees, as a goodwill gesture in the interest of customer satisfaction.

Please review this offer with your client. If it is acceptable, please have your client sign and return the enclosed settlement release. Please contact me directly at [REDACTED] if you have any questions regarding this matter.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Sergio Salvador
Automobile Customer Services
Case Manager

Enclosure

*** CASE FULFILL 11/7/2014 4:31:43 PM, ssalvado

Fulfilled for [REDACTED] due 11/06/2014 12:00:00 AM.

*** COMMIT 11/7/2014 4:31:47 PM, ssalvado, Action Type : N/A

follow up on offer

*** CASE MODIFY 11/7/2014 4:33:18 PM, ssalvado

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

*** NOTES 11/10/2014 2:10:10 PM, mlyon, Action Type : Letter/Fax

Received one page fax from attorney. Forward to Sergio

*** CASE ADD ATTACHMENT 11/10/2014 2:30:24 PM, crmsuser

Added attachment ScanDoc 10 with path \\ahm10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_10.pdf

*** NOTES 11/14/2014 8:30:58 AM, mlyon, Action Type : Letter/Fax

Received two page fax from attorney. Forward to Sergio

*** CASE ADD ATTACHMENT 11/14/2014 9:00:22 AM, crmsuser

Added attachment ScanDoc 11 with path \\ahm10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_11.pdf

*** NOTES 11/17/2014 11:09:58 AM, ssalvado, Action Type : Note-Third Party

Mediation called Leonel Sanchez regarding his fax requesting Mediations reconsideration of the previous denial. Mr. Sanchez confirmed that he was unaware of the cash offer letter. Mediation informed Mr. Sanchez that his documentation regarding the recent visit was received. Based on the available information, there were no defects that could be attributed to his clients concerns. Mr. Sanchez requested a copy of the release and offer to review with his client.

Mr. Sanchez requested that the offer and release be sent to
Fax - 888-809-7010
Lemon Law Group Partners PLC
2775 Sunny Isles Blvd.
Suite 150

Case History

Case ID : N042014-05-2100911

Case Title : [REDACTED] - ATTY LTR - A/C ISSUES / LACK OF POWER STEERING ASSIST

NORTH MIAMI BEACH FL 33160 US

*** NOTES 11/17/2014 11:25:33 AM, ssalvado, Action Type : Letter/Fax

Mailed and faxed copy of original letter dated 11/7/14 and reprint of release

*** CASE MODIFY COMMITMENT 11/17/2014 11:26:17 AM, ssalvado

with [REDACTED] due 11/24/2014 12:00:00 AM.

*** CASE MODIFY 11/17/2014 11:26:35 AM, ssalvado

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

*** NOTES 11/25/2014 2:54:22 PM, ssalvado, Action Type : Note-Third Party

Mediation called the customers Attorney and spoke with Leonel Sanchez, who stated that their client has not responded to discuss the offer. Mr. Sanchez agreed to try again and call Mediation back.

*** CASE MODIFY COMMITMENT 11/25/2014 2:54:36 PM, ssalvado

with [REDACTED] due 12/02/2014 12:00:00 AM.

*** CASE MODIFY 11/25/2014 2:54:43 PM, ssalvado

into WIP Attorney Case and Status of Solving.

*** NOTES 12/2/2014 4:16:37 PM, ssalvado, Action Type : Note-Third Party

Mediation left a message for Leonel Sanchez, representative for Lemon Law Group Partners, with Jeff Walters requesting an update on the settlement offer.

*** CASE MODIFY COMMITMENT 12/2/2014 4:18:26 PM, ssalvado

with [REDACTED] due 12/09/2014 12:00:00 AM.

*** CASE MODIFY 12/2/2014 4:18:36 PM, ssalvado

into WIP Attorney Case and Status of Solving.

*** NOTES 12/8/2014 1:04:33 PM, mlyon, Action Type : Letter/Fax

Received three page fax from attorney. Forward to Sergio

*** CASE ADD ATTACHMENT 12/8/2014 1:30:23 PM, crmsuser

Added attachment ScanDoc 12 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-05-2100911_12.pdf

Case Details

Case ID : N042014-08-0401769	Division : Honda - Auto	Condition : Closed	Open Date : 8/4/2014 1:50:49 PM
Case Originator : Michael Lyon (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 9/8/2014 1:57:39 PM
Case Owner : Rodney Boudreaux (Team MA)	Method : Mail	Queue :	Days Open : 35
Last Closed By : Rodney Boudreaux (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] FINAL REPAIR - ISSUES WITH INTERMITTENT LOSS OF POWER 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 :	TIMONIUM, MD [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCR2F83D [REDACTED]
Model / Year :	ACCORD / 2013
Model ID / Product Line :	CR2F8DJNW / A
Miles / Hours :	9,518
In Service Date :	07/08/2013
Months In Use :	13
Engine Number :	K24W11510122
Originating Dealer No. / Name :	208047 / ANDERSON HONDA
Selling Dealer No. / Name :	208047 / ANDERSON HONDA
Trim :	EX-L
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 :	208047 / ANDERSON HONDA
Phone No. :	410-243-7000
Address :	10139 YORK ROAD
City / State / Zip :	COCKYESVILLE, MD 21030
Svc District / Sls District :	06D / B06
Warranty Labor Rate / Date :	\$115.00 /
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
N042014-08-0401769-1 / [REDACTED]	Subcase Close	Product	Operation	513130	ELECTRIC POWER STEE

Mediation Details

Case ID : N042014-08-0401769	Final Decision : Cust Drop Complaint	Descision Updated : 9/8/2014 11:23:14 AM
Process : Final Repair	Customer Position : Repair	
Document Ref : RODNEY BOUDREAUX	AHM Position : Repair	
Related Case : NONE		
Arbitration Method : Please Specify		
Arbitration Outcome : Please Specify	Last Updated : 9/8/2014 11:23:14 AM	By : rboudrea

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status : Final Notice Recd / Completed	Start Date : 7/30/2014 1:51:36	Notes : CONTACT AND COMPLETE TIME IS 30 DAYS
Assigned To : Mediation ()	Due Date : 8/29/2014	
Last Updated / By : 9/8/2014 11:22:16 AM / rboudrea	Actual Date : 9/8/2014 11:22:14	
*** Event Type / Status : Docs Received / Completed	Start Date : 8/4/2014 1:51:57	Notes : HAVE RO'S ARRIVED FROM DEALER?
Assigned To : Mediation ()	Due Date : 8/11/2014	
Last Updated / By : 9/8/2014 11:22:23 AM / rboudrea	Actual Date : 9/8/2014 11:22:22	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 8/4/2014 1:52:04	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 8/4/2014 1:52:09 PM / mlyon	Actual Date : 8/4/2014 1:52:07	

Issue Details

Issue ID : N042014-08-0401769-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 8/4/2014 1:51:34 PM
Issue Owner : Rodney Boudreaux	Type 2 : Operation	Queue :	Close Date : 9/8/2014 1:57:39 PM
Issue Title : ██████████	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 513130 / ELECTRIC POWER STEERING CONTROL UNIT (E
Condition Code Desc : Other 513X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : No Contact, 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 : N042014-08-0401769

Case Title : [REDACTED], FINAL REPAIR - ISSUES WITH INTERMITTENT LOSS OF POWER STEERI

*** CASE CREATE 8/4/2014 1:50:49 PM, mlyon

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

*** NOTES 8/4/2014 1:50:51 PM, mlyon, Action Type :

Received Final Repair Attempt from customer

Date Received: 07/30/14

Customers Contention: Issues with Intermittent loss of power steering

Resolution sought: Final Repair

Carfax Report shows accidents: No

Dates of Accidents on Carfax: 1

Number of Tech Line Reports:

Case Numbers of Previous Cases: N/a

*** SUBCASE N042014-08-0401769-1 CREATE 8/4/2014 1:51:34 PM, mlyon

Created in WIP Default with Due Date 8/4/2014 1:51:34 PM.

*** CASE MEDIATION ADD/MODIFY 8/4/2014 1:51:44 PM, mlyon

*** MEDIATION DECISION 08/04/2014 01:51:44 PM mlyon

Proc: Final Repair

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: SERGIO SALVADOR

Rel: NONE

*** CASE MEDIATION EVENT ADD 8/4/2014 1:51:57 PM, mlyon

*** MEDIATION EVENT - FINAL NOTICE RECD 08/04/2014 01:51:57 PM mlyon

Status: In Progress

S: 07/30/2014 01:51:36 PM

D: 08/29/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: CONTACT AND COMPLETE TIME IS 30 DAYS

*** CASE MEDIATION EVENT ADD 8/4/2014 1:52:04 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 08/04/2014 01:52:04 PM mlyon

Status: In Progress

S: 08/04/2014 01:51:57 PM

D: 08/11/2014 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION EVENT ADD 8/4/2014 1:52:10 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 08/04/2014 01:52:10 PM mlyon

Case History

Case ID : N042014-08-0401769

Case Title : [REDACTED] FINAL REPAIR - ISSUES WITH INTERMITTENT LOSS OF POWER STEERI

Status: Completed

S: 08/04/2014 01:52:04 PM

D: ?/?/? ??:??

A: 08/04/2014 01:52:07 PM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 8/4/2014 1:52:11 PM, mlyon, Action Type : N/A

Made to [REDACTED] due 08/05/2014 01:52:14 PM.

Follow up with DPSM and CUST LM to ret call for avail for final inspection

*** NOTES 8/4/2014 1:52:25 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/5/2014 1

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

Issues with Intermittent loss of 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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to [REDACTED]
This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Mediation Department

American Honda Motor Co.

310 781-5224

*** NOTES 8/4/2014 1:52:42 PM, mlyon, Action Type : Note-General

Requested ROs from Dealer. Email sent to zone 6D notifying of open Mediation case.

*** CASE MODIFY 8/4/2014 1:59:27 PM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 8/4/2014 1:59:29 PM, mlyon

N042014-08-0401769 to ssalvado, WIP

*** SUBCASE N042014-08-0401769-1 ASSIGN 8/4/2014 1:59:37 PM, mlyon

N042014-08-0401769-1 to ssalvado, WIP

*** CASE ADD ATTACHMENT 8/4/2014 2:30:18 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-0401769_1.pdf

*** NOTES 8/5/2014 9:42:58 AM, tfernand, Action Type : Note-General

Review case file customer contingent ongoing steering problem. Steering comes tight while driving. Based on documentation provided. Vehicle is subject to 2 repair visits. Steering rack was replaced by Anderson Honda on 7/09/2014.

*** NOTES 8/5/2014 9:53:26 AM, tfernand, Action Type : Call to Dealer

Called dealership. Spoke with Service Advisor Scott Reda discussed any other possible visits to dealership since 07/15/2014. Scott Reda replied that there

Case History

Case ID : N042014-08-0401769

Case Title : [REDACTED], FINAL REPAIR - ISSUES WITH INTERMITTENT LOSS OF POWER STEERING

was no other repairs or visits. Scott Reda was concerned if there was any other problems and offered to take care of them and to have customer return to dealership to satisfy the customer. Appreciated mutual concern for customer and to remedy any issues together. Confirmed customer only had 2 visits.

R/O 234702 7/14/2014 - 07/14/2014

C/S STEERING FEELS ODD ESPECIALLY TO THE RIGHT.

R/O 234807 07/09/2014- 07/15/2014

C/S STEERING GOT TIGHT AGAIN, BOTH DIRECTIONS LIGHT CAME ON.

DLR REPLACED POWER STEERING RACK

*** NOTES 8/5/2014 10:27:08 AM, tfernand, Action Type : Note-General

8/5/2014 Mediation Department called customer [REDACTED] left warm message to please return call to [REDACTED]

*** NOTES 8/5/2014 10:34:44 AM, tfernand, Action Type : Note-General

8/5/2014 called DPSM and left warm message to please return call to [REDACTED]

*** CASE YANKED 8/5/2014 10:35:14 AM, tfernand

Yanked by tfernand into WIPbin default.

*** NOTES 8/5/2014 3:00:35 PM, tfernand, Action Type : Note-General

On 08/05/2014 received call back from DPSM. DPSM will be at the dealership for the inspection on Tuesday 08/14/2014. DPSM advised to speak to Service Manager John Dilatani on this case.

*** CASE ADD ATTACHMENT 8/6/2014 9:00:23 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-0401769_2.pdf

*** CASE MEDIATION ADD/MODIFY 8/6/2014 2:45:58 PM, mlyon

*** MEDIATION DECISION 08/06/2014 02:45:58 PM mlyon

Proc: Final Repair

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

R [REDACTED]

Rel: NONE

*** NOTES 8/8/2014 10:59:04 AM, tfernand, Action Type : Note-General

On 8/8/2014 AMD called customer at home began leaving a message on answering machine. Sid picked up the phone he answered said customer is on vacation will be back monday 8/11/2014. Asked if he came take a message he did and will give to customer. End of call.

*** NOTES 8/12/2014 11:59:56 AM, tfernand, Action Type : Note-General

On 8/12/14 AMD called DPSM confirmed appointment will be at dealership Tuesday August 14, 2014.

*** NOTES 8/12/2014 12:01:19 PM, tfernand, Action Type : Call from Customer

On 8/12/2014 AMD received call from CS on voicemail to return call.

Case History

Case ID : N042014-08-0401769

Case Title : [REDACTED] FINAL REPAIR - ISSUES WITH INTERMITTENT LOSS OF POWER STEERING

*** NOTES 8/12/2014 12:02:19 PM, tfernand, Action Type : Note-General

On 8/12/14 AMD called CS no answer unable to leave message.

*** NOTES 8/12/2014 1:23:53 PM, tfernand, Action Type : Letter/Fax

On 8/12/14 AMD Final inspect/repair letter sent via fedex # 7708 1850 8059 to CS 08/12/14.

*** NOTES 8/15/2014 2:15:12 PM, tfernand, Action Type : Call from Customer

On 8/15/2014 AMD received call from CS left voicemail was not going to be available today would call again monday to talk about the vehicle warranty complaint and other questions she had on her mind. CS also mentioned did receive my call and message.

*** NOTES 8/15/2014 2:24:18 PM, tfernand, Action Type : Call to Customer

On 8/15/2014 AMD called CS, left message on her voicemail acknowledging I received her call this morning and will look forward to talking to her Monday in regards to her previous request.

*** NOTES 8/18/2014 9:41:27 AM, tfernand, Action Type : Note-General

On 8/18/14 AMD called DPSM Left message to please return call to me in regards to appointment availability for final inspection on a CS warranty complaint.

*** NOTES 8/18/2014 9:46:53 AM, tfernand, Action Type : Call to Customer

On 8/18/14 AMD called CS unable to leave message (no voicemail or answering machine) to please return call to me in regards to appointment availability for final inspection on her vehicle warranty complaint.

*** NOTES 8/18/2014 9:52:54 AM, tfernand, Action Type : Call to Customer

On 8/18/14 AMD called CS cell from R/O 410-913-3296 to please return my call.

*** CASE MODIFY COMMITMENT 8/20/2014 1:46:49 PM, tfernand

with [REDACTED] due 08/21/2014 09:30:00 AM.

*** CASE MODIFY COMMITMENT 8/22/2014 10:59:16 AM, tfernand

with [REDACTED] due 08/22/2014 01:15:00 PM.

*** CASE ADD ATTACHMENT 8/22/2014 1:30:20 PM, crmsuser

Added attachment ScanDoc 3 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N042014-08-0401769_3.pdf

*** NOTES 8/22/2014 3:23:36 PM, tfernand, Action Type : Note-General

AHM sent 1 page response letter to customer via FedEx regarding final repair.

*** CASE ASSIGN 8/25/2014 7:34:42 AM, tfernand

N042014-08-0401769 to rboudrea, WIP [REDACTED]

*** CASE FULFILL 8/25/2014 10:31:34 AM, rboudrea

Fulfilled for [REDACTED] due 08/22/2014 01:15:00 PM.

*** COMMIT 8/25/2014 10:32:49 AM, rboudrea, Action Type : N/A

Made to [REDACTED] due 09/05/2014 12:00:00 AM.

Check Airbase-Dealer-DPSM close case

*** NOTES 8/25/2014 10:42:38 AM, rboudrea, Action Type : Call to Dealer

Phoned and left detailed msg for service to call back for review of customer complaint. Provided direct line for CB

*** CASE MODIFY 8/25/2014 10:43:38 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 8/27/2014 1:38:29 PM, mlyon

Case History

Case ID : N042014-08-0401769

Case Title : [REDACTED] FINAL REPAIR - ISSUES WITH INTERMITTENT LOSS OF POWER STEERI

*** MEDIATION DECISION 08/27/2014 01:38:28 PM mlyon

Proc: Final Repair

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: [REDACTED]

Rel: NONE

*** CASE MEDIATION EVENT UPDATE 9/8/2014 11:22:17 AM, rboudrea

*** MEDIATION EVENT - FINAL NOTICE RECD 09/08/2014 11:22:17 AM rboudrea

Status: Completed

S: 07/30/2014 01:51:36 PM

D: 08/29/2014 12:00:00 AM

A: 09/08/2014 11:22:14 AM

Assgn to: Mediation ()

Notes: CONTACT AND COMPLETE TIME IS 30 DAYS

*** CASE MEDIATION EVENT UPDATE 9/8/2014 11:22:24 AM, rboudrea

*** MEDIATION EVENT - DOCS RECEIVED 09/08/2014 11:22:23 AM rboudrea

Status: Completed

S: 08/04/2014 01:51:57 PM

D: 08/11/2014 12:00:00 AM

A: 09/08/2014 11:22:22 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER?

*** CASE MEDIATION ADD/MODIFY 9/8/2014 11:23:14 AM, rboudrea

*** MEDIATION DECISION 09/08/2014 11:23:14 AM rboudrea

Proc: Final Repair

Dcsn: Cust Drop Complaint

Cust: Repair

AHM: Repair Rsn: Repair Available

Arb Mthd: Please Specify Outcome: Please Specify

Ref: RODNEY BOUDREAUX

Rel: NONE

*** NOTES 9/8/2014 11:28:12 AM, rboudrea, Action Type : Note-Resolution

Pursuant to receipt of final repair opportunity:

Arrangements were made for AHM field rep to inspect vehicle with customer for any needed repairs. AHM made numerous efforts to contact customer at provided phone number with not response. AHM sent a letter with the propose inspection date/location information with no reponse and customer did not show up at dealer.

A second letter was sent advising customer of our attempts to contact her wiith our contact information and that we would hold case open 10 business days.

Todate there has been no response. closing case. Note: left call from dealer for final follow-up.

*** CASE MODIFY 9/8/2014 11:28:23 AM, rboudrea

Case History

Case ID : N042014-08-0401769

Case Title : [REDACTED], FINAL REPAIR - ISSUES WITH INTERMITTENT LOSS OF POWER STEERING

into WIP A. New Cases and Status of Solving.

*** NOTES 9/8/2014 11:38:07 AM, rboudrea, Action Type : Call from Dealer

Service Mgr phoned: Customer has not returned their call either.

They have neither heard nor seen customer or vehicle....

*** CASE MODIFY 9/8/2014 11:38:16 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE YANKED 9/8/2014 1:48:19 PM, rboudrea

Yanked by rboudrea into WIPbin A. New Cases.

*** SUBCASE N042014-08-0401769-1 YANKED 9/8/2014 1:48:43 PM, rboudrea

Yanked by rboudrea into WIPbin A. New Cases.

*** SUBCASE N042014-08-0401769-1 MODIFY 9/8/2014 1:49:17 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 9/8/2014 1:50:16 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 9/8/2014 1:50:16 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 9/8/2014 1:50:19 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** NOTES 9/8/2014 1:57:23 PM, rboudrea, Action Type : Field Service

CUSTOMER: [REDACTED]

VIN: 1HGCR2F83DA [REDACTED]

DEALER: ANDERSON HONDA/ 208047

CONTENTION: Powering steering stiff to turn

OUTCOME: Dealer replaced rack and vehicle is repaired. The consumer has not responded to phoned or mail

Thanks for your support.

*** SUBCASE N042014-08-0401769-1 CLOSE 9/8/2014 1:57:39 PM, rboudrea

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/8/2014 1:57:39 PM, rboudrea

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