

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



Customer Retention and Resolution System

No. Of cases: 103

Case No	Case Subject	VIN	Year/Model	1st Usage Date	Mileage	Customer Name
	12D - (MISTLIN HONDA) Ongoing Issues - CSE Survey		2018/CR-V 1.5T	12/2/17		
	04F - ROUSH HONDA - BUZZING NOISE FROM REAR		2018/CR-V 1.5T	3/31/18	693	
	Noise Concern		2018/CR-V 1.5T	3/28/18	2,200	
	01D- Norm Reeves Honda Super Store West Covina- Liaison Assistance/Driver's Seat Noise		2018/HR-V	5/5/18	8,000	
	08G Fuel Leak issue		2018/CR-V 1.5T	6/15/18	4,345	
	06F (PRIORITY HONDA ROANOKE) Rear Diff. Noise		2018/HR-V	5/5/18	18,808	
	Loaner Vehicle Request		2019/HR-V	1/12/19		
	DIAGNOSTIC FEE/FUEL SMELL COMPLAINT		2018/CR-V 1.5T	1/5/18	9,000	
	Rear Differential Concern		2018/CR-V 1.5T	7/27/18		
	Warranty Extension Inquiry		2018/HR-V	12/21/17	28,550	
	9E - (VICTORY HONDA OF ONTARIO) Rust / Oil Leak Issue / CSE Survey		2018/CR-V 1.5T	1/31/18	31,428	
	St of New York A/G Office Customer complaint letter - AWD warning light comes on		2018/CR-V 1.5T	12/1/17	3,967	
	02H - Ron Tonkin Honda - Vehicle Not Starting Issue		2018/HR-V	1/25/18	12,100	
	ATTY LTR Abnormal noise heard while driving		2018/HR-V	11/3/18	23,872	
	Escalated Case - Check engine light on		2019/CR-V 1.5T	5/3/19	11,065	
	02D (Honda of Great Falls) Vibration Issues - Buyback Request		2018/CR-V 1.5T	1/12/18	17,101	
	Transmission Leak- Product Complaint		2018/CR-V 1.5T	1/8/18	10,200	
	09B (WESTBROOK HONDA) TRANSMISSION FAILURE		2018/HR-V	1/6/18	65,000	
	08D - Community Honda of Orlando Park - Burned Seal - Liaison Assistance		2019/CR-V 1.5T	1/22/19	17,000	
	12D (Thurston Honda) Leak In Rear Differential -Issue has not been resolve by the dealer.		2020/CR-V 1.5T	4/13/20	978	
	6E HONDA OF CHANTILLY - BLOUGH, ELIZABETH - DPSM GW REQUEST		2020/CR-V 1.5T	4/24/20	1,600	

REDACTED DOCUMENT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
[REDACTED]	ERICL	01/02/2020	ERICL	2

Code
P 2400

Original Complaint
DIFF MAKES NOISE, LOW FLUID

Probable Cause/Solution
RR DIFF?; GET MORE INFO

ResIn Source: None
Status: N/A

Date:
Mileage: 1,610

Remarks / Requestor:

FE Status: .

Dealer #: [REDACTED]	TZ: EST	VIN: [REDACTED]	Err:
Dir Cont: [REDACTED]	Training %: 98	Year: 2019	Model: CR-V 2.4L
Serv Ph: [REDACTED]	Extn:	Tran: CVT	Trim: AWDLX
Serv Mgr: [REDACTED]		Doors: 5DR	WD: 4
Parts Mgr: [REDACTED]		Fact: ALLISTON	Country: CAN
Dir Name: [REDACTED]		Desc: CR-V 2.4L AWD LX 4CYL 184.0 HP 2.4 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG, USA	
Phone: [REDACTED]	Fax #: [REDACTED]	Engine #: [REDACTED]	Trans #: BRJA4034791
DPSM: [REDACTED]	Zone/Dist: 03G	Em Type: KA	Death/Injury Reported: No
Preferred Contact [REDACTED]		RO #: [REDACTED]	
Previous Dealer/Contact [REDACTED]	Date	Case Type: [REDACTED]	
		W.O. #: [REDACTED]	

REDACTED
 DOCUMENT
 65 PAGES