

Issue Details

Issue ID : N012007-06-1800303-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sophie Scott	Type 1 : Product	Status : Subcase Close	Open Date : 6/18/2007 12:16:20 PM
Issue Owner : Sophie Scott	Type 2 : Operation - "Safety"	Queue :	Close Date : 6/20/2007 9:57:19 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

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

Case History

Case ID : N012007-06-1800303

Case Title : 5A - [REDACTED] - NON-ACCIDENT AIR BAG DEPLOYMENT

*** CASE CREATE 6/18/2007 7:55:43 AM, kparks01

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

*** NOTES 6/18/2007 8:05:14 AM, kparks01, Action Type : Call from Customer

Customer has a 2003 Accord. Customer says on Sat. 6-16-07 while driving on the expressway he ran over an object and the right side curtain and seat air bags deployed. Customer says he pulled over and noticed another car as well. Customer says the other driver was checking his car for damages as well but found no damage. Customer would like to know why the air bags deployed? ACS informed him she will have his concerns documented and dispatched to a case for further review. Customer understood and was satisfied.

*** CASE MODIFY 6/18/2007 8:05:41 AM, kparks01
into WIP default and Status of Solving.*** CASE MODIFY 6/18/2007 8:05:52 AM, kparks01
into WIP default and Status of Solving.*** CASE MODIFY 6/18/2007 8:05:53 AM, kparks01
into WIP default and Status of Solving.*** CASE DISPATCH 6/18/2007 8:06:02 AM, kparks01
from WIP default to Queue Safety.*** CASE ASSIGN 6/18/2007 8:42:07 AM, mthomas
N012007-06-1800303 to sscott1, WIP*** CASE RULE ACTION 6/18/2007 8:42:08 AM, sa
Action Task Assignee of rule Assign Notification fired*** CASE MODIFY 6/18/2007 12:14:33 PM, sscott1
into WIP Today and Status of Solving.*** CASE MODIFY 6/18/2007 12:14:49 PM, sscott1
into WIP Today and Status of Solving.*** SUBCASE N012007-06-1800303-1 CREATE 6/18/2007 12:16:20 PM, sscott1
Created in WIP Default with Due Date 6/18/2007 12:16:20 PM.*** SUBCASE N012007-06-1800303-1 MODIFY 6/18/2007 12:18:18 PM, sscott1
into WIP Today and Status of Solving.*** CASE MODIFY 6/18/2007 12:19:02 PM, sscott1
into WIP Today and Status of Solving.*** COMMIT 6/18/2007 12:19:03 PM, sscott1, Action Type : N/A
cust call?*** CASE MODIFY 6/19/2007 1:21:55 PM, sscott1
into WIP Non Injury Accident and Status of Solving.

*** NOTES 6/20/2007 7:24:17 AM, sscott1, Action Type : Call from Customer

The customer stated that he was driving along the left lane and he struck an object and the airbag popped open and hit his passenger in the head. The line was very crackly and I could not understand what he was saying and asked him if there was a land line I could call him on. He stated that he would take my number and call me back.

Case History

Case ID : N012007-06-1800303

Case Title : 5A - [REDACTED] NON-ACCIDENT AIR BAG DEPLOYMENT

*** NOTES 6/20/2007 7:24:35 AM, sscott1, Action Type : Call to Customer
-above was call to customer--

*** CASE MODIFY COMMITMENT 6/20/2007 7:24:50 AM, sscott1
with [REDACTED] due 06/21/2007 12:00:00 AM.

*** NOTES 6/20/2007 9:56:26 AM, sscott1, Action Type : Call from Customer

The customer called back and stated that he was driving during the afternoon at about 7:00 PM and there was regular sunny weather. He stated that he ran over something but was not sure what it was. He stated that he pulled over to the side of the road and the police arrived to take a police report. He did not have the report number. He stated that there was no visible damage to the body of the car. He stated that there were no injuries.

He stated that he had not yet contacted his insurance company, All State, but he would do so.

I advised him that the insurance company would likely send an investigator out to look at his car so that an official determination for cause of deployment could be made. I stated that AHM would not be in a position to make this determination. I stated that the SRS works with in conjunction with a number of sensors located throughout the car and that whatever hit his car likely did so in such a way that mimicked the impact of an accident. I stated that most likely the car was operating as designed but if it were not and Honda was to be found at fault, his insurance company would contact us through a process called subrogation. He thanked me. I advised him to contact his insurance company and if he had any questions, he could call me back. He thanked me.

*** NOTES 6/20/2007 9:57:10 AM, sscott1, Action Type : Note-General

Customer information verified. I offered an SRS booklet but the customer was not interested.

*** CASE MODIFY 6/20/2007 9:57:14 AM, sscott1
into WIP Non Injury Accident and Status of Solving.

*** SUBCASE N012007-06-1800303-1 CLOSE 6/20/2007 9:57:19 AM, sscott1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/20/2007 9:57:19 AM, sscott1

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

Case Details

Case ID : N012005-11-0100637 Division : Honda - Auto Condition : Closed Open Date : 11/1/2005 10:42:55 AM
 Case Originator : Marjan Manbeian (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 11/11/2005 9:37:38 AM
 Case Owner : Astrid Munir (Team HG) Method : Phone Queue : Days Open : 10
 Last Closed By : Astrid Munir (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIRBAG DEPLOYED No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM55423A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5543EW / A
 Miles / Hours : 85,000
 In Service Date : 05/19/2003
 Months In Use : 30
 Engine Number : K24A41130236
 Originating Dealer No. / Name : 206574 / HONDA OF SALEM
 Selling Dealer No. / Name : 206574 / HONDA OF SALEM
 Trim : LX SSRS
 No. Of Doors : 4
 Transmission Code : 5MT
 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 : 208073 / CANYON HONDA
 Phone No. : 970-945-6581
 Address : 2718 GLEN AVENUE
 City / State / Zip : GLENWOOD SPRING, CO 81601
 Svc District / Sls District : 10J / C10
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-11-0100637-1 / [REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012005-11-0100637-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Astrid Munir	Type 1 : Product	Status : Subcase Close	Open Date : 11/2/2005 6:41:28 PM
Issue Owner : Astrid Munir	Type 2 : Operation	Queue :	Close Date : 11/11/2005 9:37:26 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case Details

Case ID : N032009-08-0401710 Division : Honda - Auto Condition : Closed Open Date : 8/4/2009 12:55:33 PM
 Case Originator : Tanishia Santana (Team PB) Sub Division : Satellite Center Status : Closed Close Date : 8/7/2009 3:02:04 PM
 Case Owner : Johnny Gonzalez (Team AC) Method : Phone Queue : Days Open : 3
 Last Closed By : Johnny Gonzalez (Team AC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] Q78 AND AIRBAG INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : JUAN MARTINEZ 8313
 VIN Type / No. : US VIN / 1HGCM66563A089175
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 89,000
 In Service Date : 09/27/2003
 Months In Use : 71
 Engine Number : J30A41138750
 Originating Dealer No. / Name : 206546 / BALL HONDA
 Selling Dealer No. / Name : 206546 / BALL HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-08-0401710-1 / JOHN W. MCELROY - CAM	Subcase Close	Campaign	Eligibility	7405A0	WIPER MOTOR - INSPE
N032009-08-0401710-2 / JOHN MCELROY -	Subcase Close	Warranty	Coverage	752	SRS

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N032009-08-0401710-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tanishia Santana	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/4/2009 1:09:08 PM
Issue Owner : Tanishia Santana	Type 2 : Eligibility	Queue :	Close Date : 8/4/2009 1:30:24 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 7405A0 / WIPER MOTOR - INSPECT. S/B# 08-043
 Condition Code Desc Motor 7401
 Campaign Code / Desc : Q78 / 03 ACCORD WIPER MOTO
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
76505-SDA-A01	MOTOR, FR. WIPER	Not Applicable

Issue Details

Issue ID : N032009-08-0401710-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tanishia Santana	Type 1 : Warranty	Status : Subcase Close	Open Date : 8/4/2009 1:30:14 PM
Issue Owner : Tanishia Santana	Type 2 : Coverage	Queue :	Close Date : 8/4/2009 1:30:24 PM
Issue Title : [REDACTED] WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
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Case History

Case ID : N032009-08-0401710

Case Title : [REDACTED] - Q78 AND AIRBAG INQUIRY

*** CASE CREATE 8/4/2009 12:55:33 PM, tsantana

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

*** CASE EXTENDED WARRANTY LOOKUP 8/4/2009 12:55:36 PM, tsantana

WARRANTY CHECK 08/04/2009 12:55:36 PM tsantana

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/4/2009 12:55:38 PM, tsantana

CLAIM HISTORY CHECK 08/04/2009 12:55:38 PM tsantana

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/4/2009 12:55:46 PM, tsantana

CAMPAIGN CHECK 08/04/2009 12:55:46 PM tsantana

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 01/12/05; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08

*** CASE VSC LOOKUP 8/4/2009 12:55:47 PM, tsantana

VSC-CUC CHECK 08/04/2009 12:55:47 PM tsantana

No data found for VIN.

*** CASE MODIFY 8/4/2009 12:56:50 PM, tsantana

into WIP Default and Status of Solving.

*** NOTES 8/4/2009 1:08:19 PM, tsantana, Action Type : Call from Customer

[REDACTED] contacted AHM with concerns of the wiper motor and the airbag recall. I verified his contact info and asked if he could go into detail with his concern. He stated that he would like to know if he could have the wiper motor recall taken care of. I informed him that he could have the safety recall taken care of. He asked how long the warranty for the airbags is. I informed him that the warranty for the airbags is the standard 3/36. He asked to speak with a supervisor. I informed him that I could answer any additional questions if needed. He stated that he would like to speak with a supervisor. I verified if my TL was available and transferred the call.

*** CASE CREATE 8/4/2009 1:09:08 PM, tsantana

Number = N032009-08-0401710-1, Created in WIP Default with due date 08/05/2009 01:09:08 PM..

*** SUBCASE N032009-08-0401710-1 CREATE 8/4/2009 1:09:08 PM, tsantana, Action Type :

Created in WIP Default with due date 08/05/2009 01:09:08 PM.

*** SUBCASE N032009-08-0401710-1 MODIFY 8/4/2009 1:09:14 PM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 8/4/2009 1:09:18 PM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 8/4/2009 1:09:27 PM, tsantana

into WIP Default and Status of Solving.

*** NOTES 8/4/2009 1:27:46 PM, Iroberts, Action Type : Escalation

The customer requested to speak to a supervisor. I introduced myself and asked how I could assist him. The customer stated that he explained his problem

Case History

Case ID : N032009-08-0401710

Case Title : [REDACTED] - Q78 AND AIRBAG INQUIRY

with the airbag in his vehicle and is being told that his vehicle is out of warranty, therefore any repair cost would be at his expense. He stated that there is a crack in the steering wheel where the airbag comes out, and he considers it a safety issue that needs to be taken care of. He got a letter from NHTSA and it stated that there is an issue with the airbags in certain Honda vehicles. He stated that he is not satisfied with the information he received from the previous specialist and wants to know if AHM will cover the cost to repair the airbag in his vehicle; he thinks that it is a safety factor because Honda is having a problem with the airbags at the moment. He stated that he understands that his vehicle is not affected by the Airbag recall, however it appears that he is having an issue with the airbags.

I informed the customer that at this time due to the vehicle being out of warranty and no recall applying to his vehicle, he would be responsible for the cost or diagnosis and repair. I explained however that if he is seeking further assistance with this matter, I can forward his call to the Product Concerns department. I advised the customer that if by chance we get disconnected to call back to 800 999 1009 and choose opt. 7.

The customer understood this information and the call was transferred.

*** CASE MODIFY 8/4/2009 1:29:44 PM, tsantana
into WIP Default and Status of Solving.

*** SUBCASE N032009-08-0401710-2 CREATE 8/4/2009 1:30:14 PM, tsantana
Created in WIP Default with Due Date 8/4/2009 1:30:14 PM.

*** CASE MODIFY 8/4/2009 1:30:22 PM, tsantana
into WIP Default and Status of Solving.

*** SUBCASE N032009-08-0401710-1 CLOSE 8/4/2009 1:30:24 PM, tsantana
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032009-08-0401710-2 CLOSE 8/4/2009 1:30:24 PM, tsantana
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/4/2009 1:30:24 PM, tsantana
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/4/2009 1:34:58 PM, rwatkins
with Condition of Open and Status of Solving.

*** NOTES 8/4/2009 1:55:03 PM, rwatkins, Action Type : Call from Customer
[REDACTED] verified contact info.

Customer is seeking assistance with cost to replace steering wheel. Vehicle has not been diagnosed by DLR.

ACS informed customer that vehicle must be diagnosed by DLR to accurately determine cause of concern.

ACS advised customer that vehicle is beyond the age and mileage point at which AH would consider providing assistance with the cost of repair. Customer understood the information provided by ACS. Customer requested to speak with previous department. ACS informed customer that call will be transferred to department by choosing option #4. Call transferred to main menu.

*** NOTES 8/4/2009 2:01:18 PM, sfelix, Action Type : Call from Customer
The customer did not want to verify his information

The customer states that he spoke to a supervisor which advised him to go through option #7. However, when he did so they required a 6 digit extension.

I informed the customer that once at the main menu he can press option 7 not option 1. Option 1 would request an extension. I informed the customer that I would transfer their call back to the queue and if they go through option #7, a representative will be happy to further assistance them. The customer agreed

Case History

Case ID : N032009-08-0401710

Case Title : [REDACTED] Q78 AND AIRBAG INQUIRY

and the call was transferred

*** NOTES 8/4/2009 2:04:39 PM, kfuller, Action Type : Call from Customer

The customer called and would not provide any information. He demanded to speak with an office manager. I tried to get any kind of information, but the customer was very difficult and insisted on speaking with a manager. The call was transferred to the team lead.

*** NOTES 8/4/2009 2:16:37 PM, lroberts, Action Type : Escalation

The customer called back and asked to speak with a manager. I introduced myself and informed the customer that I spoke with him earlier. The customer stated that he remembered and that he did reach the product concerns department and spoke with someone there. He stated that he feels that he is not getting the assistance that he needs because he is asking now to speak with a "Manager" and keeps getting a supervisor. He stated that he wants to speak with someone who can hear his concern and assist him. I explained that the product concerns department would be the correct department for him to speak with. The customer was not happy with this information and yelled into the phone that he wants to speak with someone else now. I informed the customer that I would call over to the Product Concerns department, to attempt to get someone for him to speak with because he has reached the campaign department and we would not be able to address his concern further here. The customer was not happy with this, but agreed to hold.

I contacted product concerns and spoke with a TL. I explained the customers concern and that he wants to speak with a manager. I explained that he had been transferred to product concerns about 2 times already, but states that he has not been able to speak with a manager and that someone disconnected the line while he was talking (this could not be confirmed). The TL agreed that someone would give the customer a call within 24 hrs.

I got back on the line and explained this to the customer. He was not happy about this and asked why cant he speak with someone now. I explained that this is to allow for his concern to be looked into further, but that he will get a call within 24 hrs. The customer did not want to accept this and continued to yell into the phone. He then disconnected the call.

*** CASE CLOSE 8/4/2009 2:34:17 PM, rwatkins

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

*** CASE REOPEN 8/7/2009 3:01:35 PM, jgonzall

with Condition of Open and Status of Solving.

*** NOTES 8/7/2009 3:01:41 PM, jgonzall, Action Type : Call from Customer

The customer called AHM requesting to speak to a supervisor. The customer stated he was promised when he called on 08/04/07 that a CM would contact him within 24hrs with further information in regards to his concern and as per the customer no one called. I apologized to the customer for the inconvenience and advised him he has reached the incorrect department. I advised him to choose option seven when I transfer his call back into the queue. He thanked me and the call was transferred.

The customer's information was verified 6194707984.

*** CASE EXTENDED WARRANTY LOOKUP 8/7/2009 3:01:44 PM, jgonzall

WARRANTY CHECK 08/07/2009 03:01:44 PM jgonzall

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/7/2009 3:01:46 PM, jgonzall

CLAIM HISTORY CHECK 08/07/2009 03:01:46 PM jgonzall

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/7/2009 3:01:54 PM, jgonzall

CAMPAIGN CHECK 08/07/2009 03:01:54 PM jgonzall

The following Campaign information was found

Case History

Case ID : N032009-08-0401710

Case Title : [REDACTED] Q78 AND AIRBAG INQUIRY

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 01/12/05; FX;
06-085; Q26; Vaughn Class Action Honda; ; ;
04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;
08

*** CASE VSC LOOKUP 8/7/2009 3:01:55 PM, jgonzall
VSC-CUC CHECK 08/07/2009 03:01:55 PM jgonzall
No data found for VIN.

*** CASE MODIFY 8/7/2009 3:01:57 PM, jgonzall
into WIP default and Status of Solving.

*** CASE MODIFY 8/7/2009 3:01:59 PM, jgonzall
into WIP default and Status of Solving.

*** CASE CLOSE 8/7/2009 3:02:04 PM, jgonzall
Status = Closed, Resolution Code = Instruction Given, State = Open

*** NOTES 8/7/2009 4:02:48 PM, elim, Action Type : Call from Customer
Torrance - Inbound agent.

Verified contact information.

Customer is calling into the Torrance office.

Customer stated he is calling in because a supervisor had not called him within 24 hours.

Customer stated that he called in on 08/04/09, Tuesday and has not heard anything.

ACS inbound agent informed the customer that this is a Chino office case.

Customer was requested to hold while ACS attempted to locate a supervisor.

Customer was advised that ACS is trying to locate a supervisor.

Customer was informed that due to a misunderstanding, a supervisor did not call the customer.

ACS apologized on behalf of AHM.

Customer was advised that a supervisor is still not available.

Customer was informed that a supervisor would contact him within the next 24 business hours.

Customer wanted to know if that meant someone would contact him on Saturday.

Customer was advised that AHM offices are closed Saturday-Sunday.

Customer became upset and stated that someone should call him Saturday.

Customer was informed that a supervisor would contact him no later than Monday.

Customer became very upset and requested to speak with a supervisor.

Customer was transferred to a supervisor (C.Chow).

Customer was advised by the supervisor that he would be contacted within 24 business hours.

Customer disconnected the call.

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012009-08-0701861	Division : Honda - Auto	Condition : Closed	Open Date : 8/7/2009 4:37:23 PM
Case Originator : Eugene Lim (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/10/2009 4:42:27 PM
Case Owner : Brian Philbin (Team HC)	Method : Phone	Queue :	Days Open : 3
Last Closed By : Brian Philbin (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 01K - [REDACTED] - SRS/CRACKED STEERING WHEEL COVER	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM66563A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM6653JNW / A
Miles / Hours :	89,000
In Service Date :	09/27/2003
Months In Use :	71
Engine Number :	J30A41138750
Originating Dealer No. / Name :	206546 / BALL HONDA
Selling Dealer No. / Name :	206546 / BALL HONDA
Trim :	EX-V6
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208485 / DCH HONDA OF LEMON GROVE
Phone No. :	619-461-2600
Address :	3615 LEMON GROVE AVE
City / State / Zip :	LEMON GROVE, CA 91945
Svc District / Sls District :	01H / C01
Warranty Labor Rate / Date :	\$103.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-08-0701861-1 / [REDACTED]	Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N012009-08-0701861-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Philbin	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2009 4:40:20 PM
Issue Owner : Brian Philbin	Type 2 : Operation	Queue :	Close Date : 8/10/2009 4:42:22 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-08-0701861

Case Title : 01K - [REDACTED] - SRS/CRACKED STEERING WHEEL COVER

*** CASE CREATE 8/7/2009 4:37:23 PM, elim

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

*** NOTES 8/7/2009 4:37:53 PM, elim, Action Type : Call from Customer

Torrance - Inbound agent.

Verified contact information.

Customer is calling into the Torrance office.

Customer stated he is calling in because a supervisor had not called him within 24 hours.

Customer stated that he called in on 08/04/09, Tuesday and has not heard anything.

ACS inbound agent informed the customer that this is a Chino office case.

Customer was requested to hold while ACS attempted to locate a supervisor.

Customer was advised that ACS is trying to locate a supervisor.

Customer was informed that due to a misunderstanding, a supervisor did not call the customer.

ACS apologized on behalf of AHM.

Customer was advised that a supervisor is still not available.

Customer was informed that a supervisor would contact him within the next 24 business hours.

Customer wanted to know if that meant someone would contact him on Saturday.

Customer was advised that AHM offices are closed Saturday-Sunday.

Customer became upset and stated that someone should call him Saturday.

Customer was informed that a supervisor would contact him no later than Monday.

Customer became very upset and requested to speak with a supervisor.

Customer was transferred to a supervisor (C.Chow).

Customer was advised by the supervisor that he would be contacted within 24 hours (1 business day).

Customer disconnected the call.

*** NOTES 8/7/2009 4:39:59 PM, elim, Action Type : Call from Customer

adding notes:

This case was opened per TL (C.Chow) approval.

Case was opened in order to have a CM review the issue and contact the customer.

Customer was advised that a CM would contact him within 24 hours (1 business day).

For further information, please see previous case built under: N032009-08-0401710.

*** CASE MODIFY 8/7/2009 4:40:15 PM, elim

into WIP default and Status of Solving.

*** CASE MODIFY 8/7/2009 4:40:35 PM, elim

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/7/2009 4:40:41 PM, elim

WARRANTY CHECK 08/07/2009 04:40:41 PM elim

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/7/2009 4:40:43 PM, elim

CLAIM HISTORY CHECK 08/07/2009 04:40:43 PM elim

Case History

Case ID : N012009-08-0701861

Case Title : 01K - [REDACTED] - SRS/CRACKED STEERING WHEEL COVER

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/7/2009 4:40:47 PM, elim

CAMPAIGN CHECK 08/07/2009 04:40:47 PM elim

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 01/12/05; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-010

*** CASE CAMPAIGN LOOKUP 8/7/2009 4:40:51 PM, elim

CAMPAIGN CHECK 08/07/2009 04:40:50 PM elim

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 01/12/05; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-010

*** CASE VSC LOOKUP 8/7/2009 4:40:52 PM, elim

VSC-CUC CHECK 08/07/2009 04:40:52 PM elim

No data found for VIN.

*** CASE MODIFY 8/7/2009 4:40:56 PM, elim

into WIP default and Status of Solving.

*** CASE MODIFY 8/7/2009 4:41:26 PM, elim

into WIP default and Status of Solving.

*** CASE ASSIGN 8/7/2009 4:44:32 PM, elim

N012009-08-0701861 to cchow1, WIP

*** CASE RULE ACTION 8/7/2009 4:44:32 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/7/2009 5:16:57 PM, cchow1

into WIP default and Status of Solving.

*** NOTES 8/7/2009 5:17:58 PM, cchow1. Action Type : Escalation

ESCALATION

Customer is looking for more information on his cracked steering wheel and is unwilling to pay diagnosis fee. He simply would like a callback to discuss.

*** CASE DISPATCH 8/7/2009 5:18:18 PM, cchow1

from WIP default to Queue Honda Team D.

*** CASE RULE ACTION 8/8/2009 4:18:18 PM, sa

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

*** CASE RULE ACTION 8/9/2009 4:18:18 PM, sa

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

*** CASE ASSIGN 8/10/2009 9:09:44 AM, tspencer

Case History

Case ID : N012009-08-0701861

Case Title : 01K - [REDACTED] - SRS/CRACKED STEERING WHEEL COVER

N012009-08-0701861 to rsaeini, WIP

*** CASE RULE ACTION 8/10/2009 9:09:45 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/10/2009 3:03:44 PM, kriley, Action Type : Call from Customer

Customer called demanding to know why no one has called him. He says he was promised a call back and he is very upset that no one has called him. He would like to be reached at [REDACTED]

*** NOTES 8/10/2009 4:38:25 PM, bphilbin, Action Type : Escalation

Spoke to customer. Customer indicates that he is furious that he has not received a call from anyone concerning this issue and that it has been over 1 business day.

Apologized to customer for the delay in response and advised that I have contacted him to provide our position and determination concerning his request.

Customer indicates that he was expecting to hear from someone different.

Informed customer that I have made the determination on behalf of AH and indicated that the vehicle is beyond the point at which AH would provide assistance with the cost of a repair.

Customer demanded to speak to the manager.

Inquired to what end.

Customer indicates that he does not like the decision.

Informed customer that our call center is set up to provide review of customer concerns and his concern has been reviewed and escalated beyond the previous individual who indicated that the repair would not be covered. Informed customer that we could not continue an endless series of reviews simply because he doesn't like the decision. Informed customer that I would be glad to review this decision with my own supervisor to see if there would be any change, but advised that I do not expect that that will be the case.

Customer indicates that he would appreciate that and will accept the response of that review and requests a call back.

*** NOTES 8/10/2009 4:38:39 PM, bphilbin, Action Type : Note-General

Reviewed with RM. RM indicates that the decision is reasonable and will stand.

*** NOTES 8/10/2009 4:39:16 PM, bphilbin, Action Type : Escalation

Spoke to customer. Advised customer that our decision will stand and advised that I would be glad to document his comments with regard to this issue for the record, in the interest of hearing the voice of our customer.

Customer indicates that he appreciates that and advised that his steering wheel is cracked where the airbag would come out and he has received communication from his Senator, Diane Feinstein, as well as NHTSA, indicating that they feel that this is of concern. Customer indicates that he feels that this concern should be a recall.

Informed customer that I have documented his comments for the record and that contacts such as these are reviewed by all aspects of our company and if there is such a determination with regard to this type of vehicle with this issue, he will be notified by mail, as NHTSA determines recalls and requires such a notification.

Case History

Case ID : N012009-08-0701861

Case Title : 01K - [REDACTED] SRS/CRACKED STEERING WHEEL COVER

Customer thankful for my listening and apologized for his earlier behavior and dismissal of my earlier review.

Thanked customer for his contact to our office and advised that he can always feel free to call with other questions or comments.

*** CASE YANKED 8/10/2009 4:39:23 PM, bphilbin

Yanked by bphilbin into WIPbin NEW (Default).

*** SUBCASE N012009-08-0701861-1 CREATE 8/10/2009 4:40:20 PM, bphilbin

Created in WIP Default with Due Date 8/10/2009 4:40:20 PM.

*** CASE MODIFY 8/10/2009 4:40:24 PM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** SUBCASE N012009-08-0701861-1 CLOSE 8/10/2009 4:42:22 PM, bphilbin

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/10/2009 4:42:24 PM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** CASE CLOSE 8/10/2009 4:42:27 PM, bphilbin

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

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012012-02-2400548	Division : Honda - Auto	Condition : Closed	Open Date : 2/24/2012 9:16:54 AM
Case Originator : April Cooper (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/22/2012 3:40:39 PM
Case Owner : Ray Saeini (Team HC)	Method : Phone	Queue :	Days Open : 27
Last Closed By : Ray Saeini (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 03A - [REDACTED] - AIR BAG DEPLOY/NO ACCIDENT No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM56653A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM5663JNW / A
Miles / Hours :	92,000
In Service Date :	05/12/2003
Months In Use :	105
Engine Number :	K24A41132655
Originating Dealer No. / Name :	208208 / LUTE RILEY HONDA
Selling Dealer No. / Name :	208208 / LUTE RILEY HONDA
Trim :	EX-L
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	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 :	\$91.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-02-2400548-1 / [REDACTED] - PRODUC	Subcase Close	Product	Accident/Injury	751	Side Airbag

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N012012-02-2400548-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 2/27/2012 3:14:19 PM
Issue Owner : Ray Saeini	Type 2 : Accident/Injury	Queue :	Close Date : 3/22/2012 3:40:35 PM
Issue Title : XXXXXXXXXX PRODUCT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-02-2400548

Case Title : 03A - [REDACTED] - AIR BAG DEPLOY/NO ACCIDENT

*** CASE CREATE 2/24/2012 9:16:54 AM, acooper

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

*** NOTES 2/24/2012 9:31:11 AM, acooper, Action Type : Call from Customer

Air Bag Deployment Complaint

Verified the customers information.

Best contact number is [REDACTED]

The customer stated yesterday evening while driving on the free way past a construction zone travel at the speed of 55 mph the driver side air bag came out with out any impact or collision and he is now concerned if this is considered a manufactured defect and if he needed to take the vehicle to a Honda dealer for inspection. The customer stated he did not hit any bumps are make any sudden stops and the highway smooth.

I apologized for the experience he had related to his driver side air bag and acknowledged that safety is important to AHM. I asked the customer if he was able to have the vehicle diagnosed at a near authorized Honda dealer with in the next 24-48 hours and the customer stated he can take today to [REDACTED] HONDA OF IRVING today. I advised the customer to ensure customer satisfaction AHM would be interesting in dispatching this case to be reviewed by a CM. I advised the customer he could expect a call back with in 1-2 business days and also advised the customer I am not in a position to guarantee the out come or assistance at this point. I provided the customer the case number n012012-02-2400548. I also sent a IN to dealership letting them aware the customer will be bring the vehicle in today.

The customer did not require any other assistance.

*** NOTES 2/24/2012 9:33:02 AM, acooper, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):The customer driver side air bag deployed yesterday while driving on the high way traveling at 55 mph. The customer stated there was no damage or collision. The customer will be bring the vehicle in today around 3pm be diagnosed. The customer can be reached at [REDACTED]

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

Thank you for your attention to this matter.

April Cooper
Automobile Customer Service*** CASE MODIFY 2/24/2012 9:33:05 AM, acooper
into WIP default and Status of Solving.*** CASE MODIFY 2/24/2012 9:37:34 AM, acooper
into WIP default and Status of Solving.*** CASE MODIFY 2/24/2012 9:37:34 AM, acooper
into WIP default and Status of Solving.*** CASE DISPATCH 2/24/2012 9:38:11 AM, acooper
from WIP default to Queue Honda Team C.

Case History

Case ID : N012012-02-2400548

Case Title : 03A - [REDACTED] - AIR BAG DEPLOY/NO ACCIDENT

*** NOTES 2/24/2012 9:43:24 AM, acooper, Action Type : Call from Customer

While dispatching the case the customer inquired about the diagnosis fee and did feel there should be a fee considering his safety is involved. I acknowledged understanding his concern and advised the customer any time a vehicle is taken to an authorized Honda dealer there is a fee for the vehicle to be diagnosed. The customer asked if AHM to waive the fee. I advised the customer that the fee is from the dealership he would want to address that to the dealership. The customer then stated he would have expected AHM to offer to have his vehicle towed to the dealership since he is not comfortable. I acknowledged understanding his concern and suggested if he did not have AAA or insurance that has towing service to contact the dealership to see if they could arrange for towing service with a local towing service they have a relationship with. The customer stated that AHM did not care. I apologized to the customer if he felt that way and stated that AHM does care about his safety and that his comments and concerns have been documented for the record. The customer did not require any other assistance.

*** CASE ASSIGN 2/24/2012 10:46:07 AM, ksulliva
N012012-02-2400548 to rsacini, WIP

*** CASE RULE ACTION 2/24/2012 10:46:08 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 2/27/2012 3:08:27 PM, bsamonte
Yanked by bsamonte into WIPbin default.

*** CASE MODIFY 2/27/2012 3:09:44 PM, bsamonte
into WIP default and Status of Solving.

*** CASE MODIFY 2/27/2012 3:12:38 PM, bsamonte
into WIP default and Status of Solving.

*** SUBCASE N012012-02-2400548-1 CREATE 2/27/2012 3:14:19 PM, bsamonte
Created in WIP Default with Due Date 2/27/2012 3:14:19 PM.

*** NOTES 2/27/2012 3:15:15 PM, bsamonte, Action Type : Note-General

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
42568764	850922808	PATEL	HEMAXI		1HGCM56653A [REDACTED]	03/09/2004 12:00:00
AM 40	11357	208085	HOND	ACCORD		
138616365	979110503	MUKUND	PAHOL		1HGCM56653A [REDACTED]	03/13/2007 12:00:00
AM 23.05	41061	207669	HOND	ACCORD		
246573364	990031028	MUKUNDBHAI	PATEL		1HGCM56653A [REDACTED]	07/07/2010 12:00:00
AM 73.89	78408	208208	HOND	ACCORD		
183811604	990031028	MUKUNDBHAI	PATEL		1HGCM56653A [REDACTED]	12/11/2008 12:00:00
AM 50.73	60167	208208	HOND	ACCORD		
222295929	990031028	MUKUNDBHAI	PATEL		1HGCM56653A [REDACTED]	08/18/2009 12:00:00
AM 375.13	68054	208208	HOND	ACCORD		
222320559	990031028	MUKUNDBHAI	PATEL		1HGCM56653A [REDACTED]	08/24/2009 12:00:00
AM 930.15	68163	208208	HOND	ACCORD		
161327888	990031028	MUKUNDBHAI	PATEL		1HGCM56653A [REDACTED]	01/04/2006 12:00:00
AM 297.4	30741	208208	HOND	ACCORD		
161327880	990031028	MUKUNDBHAI	PATEL		1HGCM56653A [REDACTED]	08/29/2006 12:00:00

Spool Report

Run Date : 09/06/2012

Case History

Case ID : N012012-02-2400548

Case Title : 03A [REDACTED] AIR BAG DEPLOY/NO ACCIDENT

AM 20.73	36975	208208	HOND ACCORD		
161327885	990031028	MUKUNDBHAI	PATEL	1HGCM56653A [REDACTED]	08/26/2006 12:00:00
AM 130.01	36975	208208	HOND ACCORD		
161327883	990031028	MUKUNDBHAI	PATEL	1HGCM56653A [REDACTED]	06/01/2007 12:00:00
AM 39.5	43058	208208	HOND ACCORD		
161327877	990031028	MUKUNDBHAI	PATEL	1HGCM56653A [REDACTED]	01/10/2008 12:00:00
AM 610.93	48743	207669	HOND ACCORD		
236055829	990031028	MUKUNDBHAI	PATEL	1HGCM56653A [REDACTED]	02/03/2010 12:00:00
AM 32.08	72840	208208	HOND ACCORD		
228094598	990031028	MUKUNDBHAI	PATEL	1HGCM56653A [REDACTED]	10/27/2009 12:00:00
AM 269.74	70369	208208	HOND ACCORD		
192237367	990031028	MUKUNDBHAI	PATEL	1HGCM56653A [REDACTED]	03/30/2009 12:00:00
AM 32.08	63601	208208	HOND ACCORD		
175606085	990031028	MUKUNDBHAI	PATEL	1HGCM56653A [REDACTED]	07/22/2008 12:00:00
AM 30.91	55633	208208	HOND ACCORD		
217252611	A21383727	PATEL	MUKUNDBHAI	1HGCM56653A [REDACTED]	05/21/2003 12:00:00
AM 761	364	208208	HOND ACCORD		
217252598	A21383727	PATEL	MUKUNDBHAI	1HGCM56653A [REDACTED]	06/09/2003 12:00:00
AM 71	1550	208208	HOND ACCORD		
217252601	A21383727	PATEL	MUKUNDBHAI	1HGCM56653A [REDACTED]	06/12/2003 12:00:00
AM 99	1611	208208	HOND ACCORD		
217252604	A21383727	PATEL	MUKUNDBHAI	1HGCM56653A [REDACTED]	08/18/2003 12:00:00
AM 29	4495	208208	HOND ACCORD		
217252610	A21383727	PATEL	MUKUNDBHAI	1HGCM56653A [REDACTED]	09/27/2003 12:00:00
AM 141	5872	208208	HOND ACCORD		
217252609	A21383727	PATEL	MUKUNDBHAI	1HGCM56653A [REDACTED]	01/06/2004 12:00:00
AM 66	9712	208208	HOND ACCORD		
217252605	A21383727	PATEL	MUKUNDBHAI	1HGCM56653A [REDACTED]	07/15/2004 12:00:00
AM 29	16144	208208	HOND ACCORD		
217252603	A21383727	PATEL	MUKUNDBHAI	1HGCM56653A [REDACTED]	12/30/2004 12:00:00
AM 27	20258	208208	HOND ACCORD		
217252607	A21383727	PATEL	MUKUNDBHAI	1HGCM56653A [REDACTED]	07/06/2005 12:00:00
AM 65	25067	208208	HOND ACCORD		
270573450	A44103671	VIKESH	PATEL	1HGCM56653A [REDACTED]	01/20/2011 12:00:00
AM 115.15	82972	207545	HOND ACCORD		
294091277	A44103671	VIKESH	PATEL	1HGCM56653A [REDACTED]	08/01/2011 12:00:00
AM 481.4	87375	207545	HOND ACCORD		

*** NOTES 2/27/2012 3:18:05 PM, bsamonte, Action Type : Call to Customer

Contacted [REDACTED] at [REDACTED] and was directed to voice mail. I advised him I was calling on behalf of his case manager, who was unable to make the call today.

*** SUBCASE N012012-02-2400548-1 ASSIGN 2/27/2012 3:18:35 PM, bsamonte
N012012-02-2400548-1 to rsaeni, WIP CURRENT TIMESTAMP

Case History

Case ID : N012012-02-2400548

Case Title : 03A - [REDACTED] - AIR BAG DEPLOY/NO ACCIDENT

*** SUBCASE N012012-02-2400548-1 RULE ACTION 2/27/2012 3:18:36 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/27/2012 3:18:51 PM, bsamonte
into WIP default and Status of Solving.

*** COMMIT 2/27/2012 3:18:59 PM, bsamonte, Action Type : N/A
2nd attempt

*** CASE ASSIGN 2/27/2012 3:19:32 PM, bsamonte
N012012-02-2400548 to rsaeini, WIP □"□□□

*** CASE RULE ACTION 2/27/2012 3:19:32 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/28/2012 2:09:43 PM, rsaeini
into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2012 2:09:48 PM, rsaeini
into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2012 2:09:56 PM, rsaeini
into WIP default and Status of Solving.

*** CASE MODIFY 3/1/2012 3:01:49 PM, rsaeini
into WIP 03A - Olen Curl and Status of Solving.

*** NOTES 3/1/2012 3:10:51 PM, rsaeini, Action Type : Check Requisition

Called the customer and went over the details of the case.

I verified the customer contacted AHM regarding the airbags that deployed.

The customer stated that he took the vehicle into the dealership and they inspected the vehicle. The customer said the dealership put the vehicle on a lift and noticed damage under the vehicle.

I asked the customer what he □s seeking from AHM.

The customer said the airbags deploying for no reason is a safety concern and is asking AHM to inspect the vehicle and pay for the repair of the airbags.

I asked the customer if he □s contacted his insurance company.

The customer has not contacted his insurance company.

I advised the customer that I will follow up with the dealership on the inspection that took place and then contact him back with their findings and give our position.

Thanked the customer, ended the call.

*** CASE MODIFY 3/1/2012 3:10:59 PM, rsaeini
into WIP 03A - Olen Curl and Status of Solving.

*** CASE FULFILL 3/1/2012 3:11:03 PM, rsaeini
Fulfilled for [REDACTED] due 03/01/2012 02:00:00 PM.

*** COMMIT 3/1/2012 3:11:04 PM, rsaeini, Action Type : N/A

Made to [REDACTED] due 03/06/2012 03:11:05 PM.
follow up on inspection with the deaerlship

*** CASE MODIFY 3/1/2012 3:11:24 PM, rsaeini

Case History

Case ID : N012012-02-2400548

Case Title : 03A - [REDACTED] - AIR BAG DEPLOY/NO ACCIDENT

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

*** NOTES 3/6/2012 10:05:00 AM, rsaeini, Action Type : Call to Dealer

Left a voicemail for the ASM, Soni, at David McDavid Honda of Irving.
I asked for a call back to discuss the case.

*** CASE MODIFY 3/6/2012 10:05:04 AM, rsaeini

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

*** CASE MODIFY 3/6/2012 10:05:10 AM, rsaeini

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

*** CASE MODIFY COMMITMENT 3/6/2012 10:05:52 AM, rsaeini

with [REDACTED] due 03/07/2012 03:11:05 PM.

*** CASE MODIFY 3/6/2012 10:05:55 AM, rsaeini

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

*** NOTES 3/7/2012 12:04:07 PM, rsaeini, Action Type : Call to Dealer

Left a voicemail for the SM, Danial, at David McDavid Honda of Irving.
I asked for a call back to discuss the case. I provided details about the case. I asked him to provide AHM with a copy of the inspection along with any photos that were taken,

*** CASE MODIFY 3/7/2012 12:04:11 PM, rsaeini

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

*** CASE MODIFY COMMITMENT 3/7/2012 12:04:21 PM, rsaeini

with [REDACTED] due 03/09/2012 03:11:05 PM.

*** CASE MODIFY 3/7/2012 12:04:26 PM, rsaeini

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

*** CASE MODIFY 3/7/2012 12:04:27 PM, rsaeini

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

*** NOTES 3/9/2012 6:52:43 AM, rsaeini, Action Type : Call to Dealer

Left a voicemail for the SM, Danial, at David McDavid Honda of Irving.
I asked for a call back to discuss the case. I provided details about the case. I asked him to provide AHM with a copy of the inspection along with any photos that were taken,

*** CASE MODIFY 3/9/2012 6:52:46 AM, rsaeini

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

*** CASE MODIFY COMMITMENT 3/9/2012 6:52:54 AM, rsaeini

with [REDACTED] due 03/13/2012 03:11:05 PM.

*** CASE MODIFY 3/9/2012 6:53:10 AM, rsaeini

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

*** NOTES 3/13/2012 4:58:09 PM, rsaeini, Action Type : Call to Dealer

Left a voicemail for the SM, Danial, at David McDavid Honda of Irving.
I asked for a call back to discuss the case. I provided details about the case. I asked him to provide AHM with a copy of the inspection along with any

Case History

Case ID : N012012-02-2400548

Case Title : 03A - [REDACTED] - AIR BAG DEPLOY/NO ACCIDENT

photos that were taken,

*** CASE MODIFY 3/13/2012 4:58:13 PM, rsaeini
into WIP 03A - Olen Curl and Status of Solving.

*** NOTES 3/14/2012 10:17:57 AM, rsaeini, Action Type : Call to Dealer
Left a voicemail for the SM, Danial, at David McDavid Honda of Irving.
I asked for a call back to discuss the case. I provided details about the case. I asked him to provide AHM with a copy of the inspection along with any photos that were taken,

*** CASE MODIFY 3/14/2012 10:18:04 AM, rsaeini
into WIP 03A - Olen Curl and Status of Solving.

*** CASE MODIFY 3/14/2012 10:18:07 AM, rsaeini
into WIP 03A - Olen Curl and Status of Solving.

*** CASE MODIFY COMMITMENT 3/14/2012 10:18:12 AM, rsaeini
with [REDACTED] due 03/15/2012 03:11:05 PM.

*** CASE MODIFY 3/14/2012 10:18:16 AM, rsaeini
into WIP 03A - Olen Curl and Status of Solving.

*** NOTES 3/16/2012 9:18:29 AM, rsaeini, Action Type : Call to Dealer
Called David McDavid Honda of Irving and spoke to the SM, Danial.
I advised the SM that I wanted to check on the inspection of this vehicle. The SM noted that this vehicle was inspected some time ago and the DPSM was present for the inspection as well.
He stated they noticed damage under the vehicle near the b pillar. They also noted damage on one of the beams that runs underneath the vehicle. They also found impact marks on one of the wheels. I asked the SM if he has photos from the inspection. The SM stated the inspection was done some time ago and he no longer had the photos.
Thanked the SM, ended the call.

*** CASE MODIFY 3/16/2012 9:18:46 AM, rsaeini
into WIP 03A - Olen Curl and Status of Solving.

*** NOTES 3/16/2012 9:42:52 AM, rsaeini, Action Type : Field Service
Left a voicemail for the DPSM. Asked for a call back to discuss the case.

*** CASE MODIFY 3/16/2012 9:42:58 AM, rsaeini
into WIP 03A - Olen Curl and Status of Solving.

*** CASE MODIFY 3/16/2012 10:24:57 AM, rsaeini
into WIP 03A - Olen Curl and Status of Solving.

*** CASE MODIFY COMMITMENT 3/16/2012 11:42:24 AM, rsaeini
with [REDACTED] due 03/20/2012 03:11:05 PM.

*** CASE MODIFY 3/16/2012 2:12:33 PM, rsaeini
into WIP 03A - Olen Curl and Status of Solving.

*** NOTES 3/19/2012 4:37:09 PM, rsaeini, Action Type : Field Service
Received a voicemail from the DPSM. He stated that he recalls inspecting this vehicle at the dealership. The DPSM also noted that this vehicle had damage underneath it near the side impact sensor. The DPSM stated this is clearly not a warranty/defect and a collision that should be handled by his insurance company.

Case History

Case ID : N012012-02-2400548

Case Title : 03A - [REDACTED] - AIR BAG DEPLOY/NO ACCIDENT

The DPSM also noted that it seems like the vehicle had driven off of the road and ran over debris.

*** CASE MODIFY 3/19/2012 4:37:13 PM, rsaeini

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

*** NOTES 3/22/2012 11:59:43 AM, rsaeini, Action Type : Field Service

I double checked with the DPSM and asked if he would like the vehicle to come back in and have it re-inspected and pictures taken of it. The DPSM noted that the customer should be directed to contact his insurance company and if they feel this is an AHM obligation they will follow the subrogation process.

*** NOTES 3/22/2012 12:01:10 PM, rsaeini, Action Type : Call to Customer

Left a voicemail for the client. Introduced myself and asked for a call back. Provided my contact information including my extension 117753.

*** CASE MODIFY 3/22/2012 12:01:18 PM, rsaeini

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

*** CASE FULFILL 3/22/2012 12:01:21 PM, rsaeini

Fulfilled for [REDACTED] due 03/20/2012 03:11:05 PM.

*** COMMIT 3/22/2012 12:01:23 PM, rsaeini, Action Type : N/A

Made to [REDACTED] due 03/28/2012 12:01:25 PM.

call customer. direct to call insurance company

*** CASE MODIFY 3/22/2012 12:01:46 PM, rsaeini

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

*** NOTES 3/22/2012 3:38:31 PM, rsaeini, Action Type : Call to Customer

Called the customer and went over the details of the conversation I had with the dealership and the DPSM. I explained that during the inspection of the vehicle there was damage found underneath the vehicle that would suggest he ran over something which may have contributed to the deployment of the airbags. I referred the customer to his insurance company.

Thanked the customer, ended the call.

*** SUBCASE N012012-02-2400548-1 CLOSE 3/22/2012 3:40:35 PM, rsaeini

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/22/2012 3:40:36 PM, rsaeini

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

*** CASE CLOSE 3/22/2012 3:40:39 PM, rsaeini

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

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012011-07-2701443 Division : Honda - Auto Condition : Closed Open Date : 7/27/2011 2:26:51 PM
 Case Originator : Khia Eaton (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/12/2011 1:30:05 PM
 Case Owner : Sharon Egwuonwu (Team HD) Method : Phone Queue : Days Open : 16
 Last Closed By : Sharon Egwuonwu (Team HD) Point of Origin : Customer Wipbin :
 Case Title : 1J (DIRECT AUTO) [REDACTED] PASSENGERS SIDE AIRBAG DEPLOY W No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66393A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6633EW / A
 Miles / Hours : 103,267
 In Service Date : 07/21/2003
 Months In Use : 96
 Engine Number : J30A41139113
 Originating Dealer No. / Name : 207998 / CUSH HONDA SAN DIEGO
 Selling Dealer No. / Name : 207998 / CUSH HONDA SAN DIEGO
 Trim : LX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207699 / DIRECT AUTO PLAZA HONDA
 Phone No. : 760-353-8000
 Address : 664 THOMAS LANE
 City / State / Zip : EL CENTRO, CA 92243
 Svc District / Sls District : 01J / C01
 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 : DPSM Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-07-2701443-1 / [REDACTED]	PROD Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : N012011-07-2701443-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sharon Egwuonwu	Type 1 : Product	Status : Subcase Close	Open Date : 7/28/2011 8:39:41 AM
Issue Owner : Sharon Egwuonwu	Type 2 : Operation - "Safety"	Queue :	Close Date : 8/12/2011 1:30:05 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-07-2701443

Case Title : 1J (DIRECT AUTO) [REDACTED] PASSENGERS SIDE AIRBAG DEPLOY W/ NO AC

*** CASE CREATE 7/27/2011 2:26:51 PM, keaton

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

*** NOTES 7/27/2011 2:47:14 PM, keaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer has contacted ACS stating that his airbag has deployed with no accident.

Request: customer is seeking assistance form AHM with determining the cause for the deployment.

Probing Questions: Customer states that he was driving down the street about 28 miles per hour and the and right side airbag located on right side of the seat deployed out of nowhere. Customer states that this situation took place on Wednesday 27, 2011 @ 1:00 P.M. Customer states that he was driving down a major intersection. Customer states that he was the only one in the vehicle in which it caused him to have massive headache. Customer states that he has not contacted his insurance about the matter at this point. Customer states that the airbag light is now illuminated and he fears to operate the vehicle with any passengers due to this incident.

Customers best daytime contact [REDACTED]

Inbound Summary: Customer states that he drove straight to Direct Auto Honda and spoke to the receptionist Heather Hagen who advised him that he would be required to pay a \$100 diagnostic fee to determine why the airbag deployed. Customer states that he was not prepared for this answer and asked to speak to her manager. Customer states that he was then informed that was then provided with her manager's name and phone number {Scott Young (760) 482-3272}. Customer states that at this point he is debating if he should go to the E.R. because of a ringing sensation being felt in his ear since the incident occurred. ACS explained to the customer that safety is AHM #1 priority and encouraged him to make the best decision regarding medical treatment.

ACS advised the customer that this request will have to be forwarded to a case manager for further review. ACS advised the customer that no guarantees on the outcome can be made at this point. ACS then advised the customer that a case manager will be contacting him in the next 1 to 2 business days in regards to his request. Customer thanked ACS and had no further questions and the call was ended.

*** CASE MODIFY 7/27/2011 2:47:17 PM, keaton
into WIP default and Status of Solving.*** CASE DISPATCH 7/27/2011 2:47:28 PM, keaton
from WIP default to Queue Honda Team D.*** CASE ACCEPT 7/27/2011 2:49:24 PM, segwuonw
from Queue Honda Team D to WIP default.

*** NOTES 7/28/2011 8:30:22 AM, bsamonte, Action Type : Call from Customer

Customer requested status of case. ACS advised case manager arrives at 8:30. ACS confirmed both numbers are correct: [REDACTED] home and [REDACTED] cell.

*** SUBCASE N012011-07-2701443-1 CREATE 7/28/2011 8:39:41 AM, segwuonw

Created in WIP Default with Due Date 7/28/2011 8:39:41 AM.

*** COMMIT 7/28/2011 8:42:48 AM, segwuonw, Action Type :

Made to [REDACTED] due 07/31/2011 08:42:53 AM.

DCS Follow-Up

Case History

Case ID : N012011-07-2701443

Case Title : 1J (DIRECT AUTO) [REDACTED] PASSENGERS SIDE AIRBAG DEPLOY W/ NO AC

*** NOTES 7/28/2011 8:43:51 AM, segwuonw, Action Type : Dealer Communication

ATTN: SERVICE MANAGER - SCOTT YOUNG

RESOLUTION DUE DATE : 7/31/2011

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

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

ACS received a case from [REDACTED] regarding the air bag. Customer states he was driving and the passenger side air bag deployed out of nowhere; customer noted no one was in the passenger seat. Customer went to the dealer and was informed he would have to pay \$100.00 for the diagnosis fee. Customer states he has not contacted his insurance company and he has had a ringing in his air since the accident but is not sure if he should go to the emergency room to have it checked out. Customer informed he would like to know why the airbag deployed in his vehicle.

Has the vehicle come in for a formal diagnosis?

What was the out come of the diagnosis?

Has the DPSM been contacted? (If needed)

Has Tech Line been contacted? (If needed)

Does the customer have service history?

Please call ACS-Sharon 310-783-7762 to further discuss this case.

Thank you,

Please call or transmit a iN response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Sharon Egwuonwu

Automobile Customer Service

*** CASE MODIFY 7/28/2011 8:46:18 AM, segwuonw

into WIP default and Status of Solving.

*** NOTES 7/28/2011 12:01:37 PM, ccotto01, Action Type : Call for Case Mgr

I verified the customer's contact information.

The best number to contact the customer is at: [REDACTED]

The customer called ACS and stated that he called earlier and had not heard from the CM. The customer stated that he would like to discuss his case further.

ACS advised the customer that the CM was currently unavailable. ACS advised the customer that the turn around time for a call back was 1-2 business days, but the CM will be notified that the customer had called and is requesting a return phone call.

The customer understood and required no further assistance.

*** CASE MODIFY 7/28/2011 4:37:03 PM, segwuonw

into WIP default and Status of Solving.

*** NOTES 7/28/2011 4:51:47 PM, segwuonw, Action Type : Call to Customer

I spoke with [REDACTED] and informed the call may be monitored or recorded for quality purposes; I informed the customer of my name and that I am the case manager. I informed I am calling regarding the air bag deploying. Customer states he was driving at 25mph and heard a loud boom and saw that airbag deployed.

Case History

Case ID : N012011-07-2701443

Case Title : 1J (DIRECT AUTO [REDACTED] PASSENGERS SIDE AIRBAG DEPLOY W/ NO AC

Customer states he went to the dealer and they want him to pay \$120.00 for a diagnosis fee. Customer states he should not have to pay to be told the air bag is deployed. Customer states this must be a defect and that he has not taken the vehicle to the dealer for a diagnosis yet. Customer inquired what he is paying for and if a rental will be provided and who will be responsible for the repairs. I apologized for the situation and informed I understand his reasoning for calling as the airbags deployed with no accident. I informed in order for AHM to look further into his situation and formal diagnosis need to be done by an authorized Honda dealer. I informed the diagnosis fee is charge by the dealer not AHM and the dealer would check for codes and run test and inspect his vehicle. I informed at this time his vehicle is well out of 3/36 warranty parameters and he would be considered responsible for repairs. I informed the dealer may have rentals on their lot however he would be responsible for the cost of the rental. I explained AHM would like the opportunity to look into his case however he will need a formal diagnosis first. Customer understood and noted he will have to come up with the money to take the vehicle in as he needs it for work. I informed I will follow-up with him on Thursday; 08/04/2011 to see if a formal diagnosis has been performed. Customer agreed.

*** CASE FULFILL 7/28/2011 4:51:55 PM, segwuonw

Fulfilled for [REDACTED] due 07/31/2011 08:42:53 AM.

*** COMMIT 7/28/2011 4:51:57 PM, segwuonw, Action Type : N/A

AIRBAG: pend formal diag...

*** CASE MODIFY 7/28/2011 4:52:13 PM, segwuonw

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 8/4/2011 4:44:03 PM, mhernand

with ALFRED GALAVIZ due 08/05/2011 12:00:00 AM.

*** NOTES 8/5/2011 9:48:23 AM, segwuonw, Action Type : Call to Customer

I spoke with [REDACTED] and informed the call may be monitored or recorded for quality purposes; I informed the customer of my name and that I am the case manager. I informed I am calling regarding the airbags. I inquired if he has had the vehicle diagnosis by the Honda dealer. Customer states his wife took the vehicle to the Honda and they found an issue with the airbags and deemed the vehicle unsafe to drive. Customer states the vehicle is still at the dealer and that they would be making repairs but he is not sure what all needs to be done. Customer states the dealer informed the airbags could deploy at any time. I informed I will follow up with the dealer and contact him again by Tuesday, 08/09/2011. Customer agreed and thanked AHM for following up.

*** CASE FULFILL 8/5/2011 9:48:29 AM, segwuonw

Fulfilled for [REDACTED] due 08/05/2011 12:00:00 AM.

*** COMMIT 8/5/2011 9:48:30 AM, segwuonw, Action Type : N/A

AIRBAGS: f/u on repairs - call dlr

*** CASE MODIFY 8/5/2011 9:49:07 AM, segwuonw

into WIP PEND REPAIRS/DIAGNOSIS and Status of Solving.

*** NOTES 8/5/2011 4:00:48 PM, souk, Action Type : Call for Case Mgr

Verified info

Best contact: [REDACTED]

The customer is calling to try to reach her RCM. Stated she left a couple of messages. The vehicle is going to be at the dlrship for a while and the customer needs a rental. Dlrship informed the customer they are waiting for an approval from Honda, but since the dlr is not opened tomorrow, she is concerned as to how she would get around.

ACS informed the customer her request for her RCM to follow up with her today will be noted. Advised the customer to continue to speak with the dlrship. No further assistance requested at this time.

Case History

Case ID : N012011-07-2701443

Case Title : IJ (DIRECT AUTO) [REDACTED] - PASSENGERS SIDE AIRBAG DEPLOY W/ NO AC

*** NOTES 8/9/2011 10:39:41 AM, segwuonw, Action Type : Call to Dealer

I called SA-Heather of Direct Auto Plaza Honda and informed the call may be monitored or recorded for quality purpose. SA informed the vehicle s at the dealer and it has minor damage underneath. SA informed she is unable to provide information to AHM as she needs authorization from SM-Scott young. SA informed SM-Scott Young is currently at their sister store which is a non-Honda Dealer; 760-782-3270/760-782-3255.

*** NOTES 8/9/2011 11:48:48 AM, segwuonw, Action Type : Call to Dealer

I called SM-Scott Young of Direct Auto Plaza Honda and informed the call may be monitored or recorded for quality purpose. SM informed the vehicle is at the dealer and it has minor damage underneath. SM informed the customer states the side passenger airbag deployed without an accident. SM informed the dealer paid for the \$100.00 diagnosis via the DPSM and inspected the vehicle. The dealer found impact marks on the undercarriage and the position of the impact mark was close enough in proximity that tech line informed the technician the issue was like a strike in the funny bone. The hit was not severe but hard enough to cause the deployment and close enough to the sensor. SM informed the vehicle may have hit something and the customer inquired where the rock hit the vehicle. SM informed they never mentioned a rock however the customer kept asking where the rock hit the vehicle. SM informed the right hand front wheel has a slight bent in the it and the impact is right of the sensor; the undercarriage bolt had been bent backwards from the impact (whatever it was) and the ridge of the undercarriage was dented at one time by the passenger doors which could have caused the deployment. Customer now has vehicle but the dealer recommended they did not take the vehicle; the dealer found a code for the seat belt buckle and notes the air bag and buckles will need to be replaced. SM informed in cases of deployment it is possible the ECM may need to be replaced also. SM informed the repairs are customer pay and no assistance was authorized. SM informed the DPSM was willing to offer a rental if inspection took over one day however the inspection was completed within one day.
TL REF# 3180346

*** NOTES 8/9/2011 12:20:53 PM, segwuonw, Action Type : Call to Customer

I called [REDACTED] and reached voicemail. I provided my number for a call back and informed I will follow up again by Friday, 08/12/2011.

*** CASE FULFILL 8/9/2011 12:22:50 PM, segwuonw

Fulfilled for [REDACTED] due 08/09/2011 12:00:00 AM.

*** COMMIT 8/9/2011 12:22:52 PM, segwuonw, Action Type : N/A

AIRBAGS: f/u with cust-pend cust c/b...

*** CASE MODIFY 8/9/2011 12:23:20 PM, segwuonw

into WIP PEND REPAIRS/DIAGNOSIS and Status of Solving.

*** NOTES 8/12/2011 11:45:31 AM, segwuonw, Action Type : Call to Customer

I called [REDACTED] and reached voicemail. I informed I am calling to follow up on his formal diagnosis. I provided my number for a call back and informed I will contact him again by Thursday, 08/17/2011.

*** CASE MODIFY 8/12/2011 11:45:37 AM, segwuonw

into WIP PEND REPAIRS/DIAGNOSIS and Status of Solving.

*** NOTES 8/12/2011 1:05:08 PM, segwuonw, Action Type : Call from Customer

I received a message from [REDACTED] stating he went to the dealer and they informed they could not cover it due to something hitting the bottom of the vehicle. Customer states he does not understand how a rock can hit the vehicle and cause the air bags to deploy. Customer states he is not certain if he need to call an attorney but he feels this is not right.

*** NOTES 8/12/2011 1:29:38 PM, segwuonw, Action Type : Call to Customer

I spoke with [REDACTED] and informed the call may be monitored or recorded for quality purposes; I informed the customer of my name and that I am the case manager. I informed I am calling to follow up on his formal diagnosis. Customer states the dealer informed they will not cover the repairs. Customer states he was driving on a smooth road and does not know how a rock could have hit the sensor. I informed I spoke with SM-Scott Young and they never stated a rock hit the vehicle however they do not that the undercarriage of the vehicle was impacted and there are impact marks close to the sensor causing it to deploy.

Case History

Case ID : N012011-07-2701443

Case Title : IJ (DIRECT AUTO) [REDACTED] PASSENGERS SIDE AIRBAG DEPLOY W/ NO AC

Customer agreed and noted something hit the vehicle. I informed when something impacts the vehicle the customer is usually referred to their insurance company. I explained at this time there was no defect that caused this to occur; the vehicle was impacted. Customer states he does not want to go through his insurance company because he will have to pay the deductible and his premium will go up; customer states he has a good record with his insurance company and does not want to mess that up. I informed I understand his reason and would feel the same as him if I were in his position about the premium going up. I apologized and explained AHM is unable to offer assistance with the repair based on the dealers findings. I informed at this time he can pay for the repairs on his own or contact his insurance company if he chooses. Customer understood and thanked AHM for following up.

No further assistance needed at this time.

Case closed.

*** CASE MODIFY 8/12/2011 1:30:01 PM, segwuonw

into WIP PEND REPAIRS/DIAGNOSIS and Status of Solving.

*** SUBCASE N012011-07-2701443-1 CLOSE 8/12/2011 1:30:05 PM, segwuonw

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/12/2011 1:30:05 PM, segwuonw

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

Case Details

Case ID : N012004-05-2600718 Division : Honda - Auto Condition : Closed Open Date : 5/26/2004 11:33:43 AM
 Case Originator : Patricia Burkhardt (Team HI) Sub Division : Customer Relations Status : Closed Close Date : 6/23/2004 7:19:19 AM
 Case Owner : Doug Copeland (Team AC) Method : Mail Queue : Days Open : 28
 Last Closed By : Doug Copeland (Team AC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] ACCIDENT/P. SIDE AIRBAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM56623A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours :
 In Service Date : 05/19/2003
 Months In Use : 12
 Engine Number : K24A41138301
 Originating Dealer No. / Name : 207945 / RUSTY WALLIS HONDA
 Selling Dealer No. / Name : 206685 / HOLMES HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208229 / HONDA OF ANNAPOLIS
 Phone No. : 410-267-7100
 Address : 1736 WEST STREET
 City / State / Zip : ANNAPOLIS, MD 21401
 Svc District / Sls District : 06F / B06
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206685	HOLMES HONDA		

3rd Party Info :

Party 1 : National Review 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
N012004-05-2600718-1 / [REDACTED] PRO	Subcase Close	Product	Accident/Injury	751	Side Airbag

Issue Details

Issue ID : N012004-05-2600718-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 5/27/2004 8:19:08 AM
Issue Owner : Caroline Odulio	Type 2 : Accident/Injury	Queue :	Close Date : 6/10/2004 7:43:14 AM
Issue Title : XXXXXXXXXX - PRODUCT COMPLAINT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
 Condition Code Desc PassenCurtainSRS7516
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Assist Denied, Documented Concern
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-05-2600718

Case Title : 6P [REDACTED] ACCIDENT/P. SIDE AIRBAG DEPLOYMENT

*** NOTES 5/26/2004 11:33:43 AM, pburkhar, Action Type :

On 5/24/2004, ACS received a letter from a customer dated 5/19/2004 in regards to a product issue. Customer wrote the following:

" I purchased a 2003 Honda Accord from Holmes Honda of Shreveport. Two days after purchasing, the passenger side airbag deployed while driving over a small bump on the highway at approximately 65-70 mph. When I called the dealer the gentleman in the service department told me that there was nothing they could do about fixing the airbag and was not covered under warranty. After moving to Maryland, I contacted Honda of Annapolis. I left my car at the after hours key drop-off to get an estimate for the passenger seat repair and airbag reset. I wrote on the key envelope not conduct any work that was not covered by the warranty or would cost me out of pocket without calling me first. When the service rep, Mr. Scafone, called me about my car, he explained the repairs and costs I owed \$80 to cover a diagnostic fee. When I reminded him that I had asked for a telephone call before commencing anything for which I was going to be charged, he sounded irritated as if I had done something wrong. He stated that the drop-off form explained in writing that if a diagnostic had to be conducted there would be a charge and that I was responsible for paying the charge. I then explained to him, as the customer, I had no idea if a diagnostic test was needed in order to determine the cost of repairs. Customer loyalty is an enormous selling point and marketing tool in the car business, and thus far Honda has failed miserably".

*** CASE CREATE 5/26/2004 11:33:43 AM, pburkhar

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

*** CASE MODIFY 5/26/2004 11:35:08 AM, pburkhar

into WIP default and Status of Solving.

*** CASE DISPATCH 5/26/2004 11:35:14 AM, pburkhar

from WIP default to Queue Team G.

*** CASE YANKED 5/27/2004 6:22:52 AM, codulio

Yanked by codulio into WIPbin Default.

*** NOTES 5/27/2004 8:18:18 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Dear: Dave Tennant,

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

On 5/24/2004, ACS received a letter from a customer dated 5/19/2004 in regards to a product issue. Customer wrote the following:

" I purchased a 2003 Honda Accord from Holmes Honda of Shreveport. Two days after purchasing, the passenger side airbag deployed while driving over a small bump on the highway at approximately 65-70 mph. When I called the dealer the gentleman in the service department told me that there was nothing they could do about fixing the airbag and was not covered under warranty. After moving to Maryland, I contacted Honda of Annapolis. I left my car at the after hours key drop-off to get an estimate for the passenger seat repair and airbag reset. I wrote on the key envelope not conduct any work that was not covered by the warranty or would cost me out of pocket without calling me first. When the service rep, Mr. Scafone, called me about my car, he explained the repairs and costs I owed \$80 to cover a diagnostic fee. When I reminded him that I had asked for a telephone call before commencing anything for which I was going to be charged, he sounded irritated as if I had done something wrong. He stated that the drop-off form explained in writing that if a diagnostic had to be conducted there would be a charge and that I was responsible for paying the charge. I then explained to him, as the customer, I had no idea if a diagnostic test was needed in order to determine the cost of repairs. Customer loyalty is an enormous selling point and marketing tool in the car business, and thus far Honda has failed miserably".

Case History

Case ID : N012004-05-2600718

Case Title : [REDACTED] ACCIDENT/P. SIDE AIRBAG DEPLOYMENT

Hello Dave, wanted to share this customer feed back. I will be following up with the customer to respond to the letter mailed into our office. Please call me to confirm diagnoses on the concern.

Thank you for your attention to this matter.

Caroline Odulio
Automobile Customer Service
800 999-1009 x118051

*** CASE MODIFY 5/27/2004 8:19:00 AM, codulio
into WIP Default and Status of Solving.

*** SUBCASE N012004-05-2600718-1 CREATE 5/27/2004 8:19:08 AM, codulio
Created in WIP Default with Due Date 5/27/2004 8:19:08 AM.

*** CASE MODIFY 5/27/2004 8:19:25 AM, codulio
into WIP Default and Status of Solving.

*** CASE MODIFY 5/27/2004 8:23:48 AM, codulio
into WIP Default and Status of Solving.

*** CASE MODIFY 5/28/2004 1:51:38 PM, codulio
into WIP Default and Status of Solving.

*** NOTES 5/28/2004 1:51:51 PM, codulio, Action Type : Call to Dealer

I spoke with Dave Fajerski (SA) confirmed the vehicle came into the dlr. on 1/20/04 at 11,052 miles complaining srs light on, codes pulled f4-11 (right side airbag deploy), the seat back panels clip were broken, customer advised is in failure and airbag may or will not deploy in case of an accident. Note: seat back was already broken prior to coming into the dlr.. The data is showing repairs were covered internal.

This is the only time vehicle came into the dlr..

*** NOTES 5/28/2004 2:44:38 PM, codulio, Action Type : Call to Customer

I spoke with the customer and verified her concerns. I asked how I can help her with her concerns. The customer said she does not think no one can help her b/c she was told by the dlr. that a portion of her vehicle underneath her vehicle was hit with some object that triggered the passengerside airbag to deploy. I asked if she reported her incident to her insurance company? The customer said they have not and it will be ending in two days? I told the customer since she had an accident incident she will need to call her insurance company to report her concerns and if they feel there is any defect with the vehicle then they will settle with them and arbitrate through AHM. The call got disconnected...

I called back the customer and this time the customer's mother was speaking with me. She was very upset and I went over what I have already told her daughter. The customer's mother started yelling at me telling me why in the owners manual it says the airbags should only deploy in a severe side impact. I reviewed pg 9 with her and I reiterated it says side airbags help protect the upper torso of the driver or a front seat passenger during a moderate to severe side impact. The customer got upset and told me this is my interpretation. I tried to explain what moderate is but customer refused to listen. Customer's mother said the portion that hit was very minor and it was a small area and that there are always things on the road that we can run over and that should not cause the side airbag to deploy. I tried to explain to the customer what we can do but she kept cutting me off and threatened to hire an Attorney. I tried to tell the customer if the dlr. has looked at the vehicle and said there is damage to the area that caused the airbags to deploy this is not warranty repair. The customer did not want to here it and disconnected the call.

*** NOTES 5/28/2004 2:50:40 PM, codulio, Action Type : Call to Dealer

Case History

Case ID : N012004-05-2600718

Case Title : 6F [REDACTED] - ACCIDENT/P. SIDE AIRBAG DEPLOYMENT

I left message on vm of Dave Tennant (SM).

I requested if he can pull the hard copy from the technician to see if noted the condition of the under carriage b/c Dave Furjerski did not mention it and also if repairs were covered internally? What that means? I provided the last 8 digit of vin# and the case# said I sent a DCS.

*** COMMIT 5/28/2004 2:50:45 PM, codulio, Action Type : N/A

verify if SM called back with status

*** CASE MODIFY 5/28/2004 2:51:09 PM, codulio

into WIP Default and Status of Solving.

*** CASE MODIFY 5/28/2004 2:51:46 PM, codulio

into WIP Default and Status of Solving.

*** CASE MODIFY 6/1/2004 9:42:46 AM, codulio

into WIP District 6F and Status of Solving.

*** CASE FULFILL 6/7/2004 9:53:42 AM, codulio

Fulfilled for [REDACTED] due 06/02/2004 06:00:00 AM.

*** NOTES 6/7/2004 10:02:45 AM, codulio, Action Type : Call to Dealer

I spoke with Dave Tennant (SM).

Dave confirmed he knew about this customer and he did check to see if in any of their data notes showing under carriage damage? Dave did not see any notes indicating if their diagnoses saw any under carriage damage.

*** NOTES 6/7/2004 10:04:37 AM, codulio, Action Type : Call to Customer

I spoke with the customer and asked if her vehicle located in LA or MD? Customer confirmed Holmes Honda diagnosed her vehicle about in 2003 and was denied for assistance. I told the customer I was not aware another dlr. had been involved since I got their information I will also call Holmes to check diagnoses they found. Customer agreed. The vehicle still has not been repaired.

*** NOTES 6/7/2004 10:09:06 AM, codulio, Action Type : Call to Dealer

I called Holmes Honda and I tried to reach Darrell Oliver (SM) to see if he can confirm their diagnoses of customer concern? I went to vm and left priority message requesting a call back to go over customer concerns. I provided the last 8 digit of vin# and the full name of the customer including the case#.

*** COMMIT 6/7/2004 10:09:10 AM, codulio, Action Type : N/A

verify if SM at Holmes dlr. called back

*** NOTES 6/7/2004 10:10:34 AM, codulio, Action Type : Call to Dealer

I called O'Donnell Honda.

When speaking with Dave Tennant he did inform me which I did not know the customer does not live in town but from LA and they went to a dlr. there which they got denied of repairs also.

*** NOTES 6/9/2004 2:53:54 PM, mfenner, Action Type : Call from Dealer

Spoke with Daryl - SM regarding this vehicle. He indicated that the vehicle has not been to the dealer for this issue.

*** NOTES 6/10/2004 7:07:07 AM, codulio, Action Type : Note-General

I reviewed case with my Supervisor to see if I should send the customer to another dlr. b/c my dlr. did not have notes indicating a portion of the undercarriage

Case History

Case ID : N012004-05-2600718

Case Title : 6F [REDACTED] - ACCIDENT/P. SIDE AIRBAG DEPLOYMENT

was hit but the customer said this is what was said and the mother confirmed a portion of the undercarriage had damage.

I was told to refer the customer to insurance company.

*** CASE FULFILL 6/10/2004 7:32:23 AM, codulio

Fulfilled for [REDACTED] due 06/14/2004 06:00:00 AM.

*** NOTES 6/10/2004 7:40:23 AM, codulio, Action Type : Call to Customer

I left urgent message relating I got a message from Daryl (SM) at Holmes Honda who informed AHM the vehicle never went into the dlr. for pass.side airbag deployment. I concluded at this time they are being refered to their insurance company to have repairs completed b/c they have undercarriage damage which they admitted to because of hitting something on the road.

I asked to call me if there are any further questions.

*** SUBCASE N012004-05-2600718-1 CLOSE 6/10/2004 7:43:14 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/10/2004 7:43:17 AM, codulio

into WIP District 6F and Status of Solving.

*** CASE ASSIGN 6/10/2004 7:45:24 AM, codulio

N012004-05-2600718 to dcopelan, WIP

*** CASE RULE ACTION 6/10/2004 7:45:25 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/23/2004 7:19:05 AM, dcopelan, Action Type : Note-General

Reviewed case for content and coding. closing case.

*** CASE CLOSE 6/23/2004 7:19:19 AM, dcopelan

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

Spool Report

Run Date : 09/05/2012

Case Details

Case ID : N012003-05-2800165 Division : Honda - Auto Condition : Closed Open Date : 5/28/2003 7:27:17 AM
 Case Originator : Joel Weinmeister (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 5/29/2003 10:13:15 AM
 Case Owner : Doug Copeland (Team AC) Method : Phone Queue : Days Open : 1
 Last Closed By : Doug Copeland (Team AC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIR BAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM56623A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours :
 In Service Date : 05/19/2003
 Months In Use : 0
 Engine Number : K24A41138301
 Originating Dealer No. / Name : 207945 / RUSTY WALLIS HONDA
 Selling Dealer No. / Name : 206685 / HOLMES HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206685 / HOLMES HONDA
 Phone No. : 318-869-4800
 Address : 1331 E BERTKOUNS
 City / State / Zip : SHREVEPORT, LA 71105
 Svc District / Sls District : 03H / D03
 Warranty Labor Rate / Date : \$86.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : National Review 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
N012003-05-2800165-1 [REDACTED] - PRO	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012003-05-2800165-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Doug Copeland	Type 1 : Product	Status : Subcase Close	Open Date : 5/29/2003 10:11:52 AM
Issue Owner : Doug Copeland	Type 2 : Operation	Queue :	Close Date : 5/29/2003 10:12:25 AM
Issue Title : ██████████ - PRODUCT COMPLAINT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-05-2800165

Case Title : [REDACTED] AIR BAG DEPLOYMENT

*** CASE CREATE 5/28/2003 7:27:17 AM, jweinmei

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

*** CASE MODIFY 5/28/2003 7:28:18 AM, jweinmei

into WIP Default and Status of Solving.

*** NOTES 5/28/2003 7:36:30 AM, jweinmei, Action Type : Call from Customer

Cust mother contacted ACS,

Mother stated that daughter was traveling on freeway Interstate 20, 5/21/03. At highway speed, cust struck a construction brick in the road and the passenger side airbag deployed.

Cust mother was irate, claimed that vehicle was defective, I referenced cust to owners manual and advised while not able to say exactly what occurred, airbags can be triggered in an impact situation like this when a brief high rate of deceleration occurs.

Advised cust to contact insurance carrier, mother upset, claimed that wouldn't involve her insurance in matter as felt AHM and dealer should repair vehicle. Dealer Holmes Honda, 206685, has been contacted by cust and told to file insurance claim.

Advised mother would document the contact but again would refer to insurance as this was a road hazard collision accident and insurance company would be party to investigate.

Mother continued to disagree, stated she was contacting local television stations and would make a problem for Holmes Honda.

Advised cust would document the contact.

*** NOTES 5/28/2003 7:36:45 AM, jweinmei, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Cust mother contacted ACS,

Mother stated that daughter was traveling on freeway Interstate 20, 5/21/03. At highway speed, cust struck a construction brick in the road and the passenger side airbag deployed.

Cust mother was irate, claimed that vehicle was defective, I referenced cust to owners manual and advised while not able to say exactly what occurred, airbags can be triggered in an impact situation like this when a brief high rate of deceleration occurs.

Advised cust to contact insurance carrier, mother upset, claimed that wouldn't involve her insurance in matter as felt AHM and dealer should repair vehicle. Dealer Holmes Honda, 206685, has been contacted by cust and told to file insurance claim.

Advised mother would document the contact but again would refer to insurance as this was a road hazard collision accident and insurance company would be party to investigate.

Case History

Case ID : N012003-05-2800165

Case Title : [REDACTED] - AIR BAG DEPLOYMENT

Mother continued to disagree, stated she was contacting local television stations and would make a problem for Holmes Honda.

Advised cust would document the contact.

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

Thank you for your attention to this matter.

Joel Weinmeister

Automobile Customer Service

*** CASE MODIFY 5/28/2003 7:36:47 AM, jweinmei
into WIP Default and Status of Solving.

*** CASE MODIFY 5/28/2003 7:37:08 AM, jweinmei
into WIP Default and Status of Solving.

*** CASE MODIFY 5/28/2003 7:37:15 AM, jweinmei
into WIP Default and Status of Solving.

*** CASE ASSIGN 5/28/2003 7:38:00 AM, jweinmei
N012003-05-2800165 to dcopelan, WIP

*** CASE RULE ACTION 5/28/2003 7:38:01 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 5/28/2003 7:43:27 AM, dzapico, Action Type : Call from Customer

Customer called to speak with case manager. Customer states she was abruptly cut off. Customer was transferred to case manager's extension.

*** SUBCASE N012003-05-2800165-1 CREATE 5/29/2003 10:11:52 AM, dcopelan
Created in WIP Default with Due Date 5/29/2003 10:11:52 AM.

*** SUBCASE N012003-05-2800165-1 CLOSE 5/29/2003 10:12:25 AM, dcopelan
Status = Solving, Resolution Code = Instruction Given

*** NOTES 5/29/2003 10:12:50 AM, dcopelan, Action Type : Note-General
Reviewed case for content and coding, okay to close.

*** CASE MODIFY 5/29/2003 10:13:07 AM, dcopelan
into WIP incoming and Status of Solving.

*** CASE CLOSE 5/29/2003 10:13:15 AM, dcopelan
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012009-09-1800436 Division : Honda - Auto Condition : Closed Open Date : 9/18/2009 8:59:29 AM
 Case Originator : Michael Adams (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 10/12/2009 2:38:47 PM
 Case Owner : Jonathan Yu (Team HD) Method : Phone Queue : Days Open : 24
 Last Closed By : Jonathan Yu (Team HD) Point of Origin : Customer Wipbin :
 Case Title : 1J (FAMILY HONDA) [REDACTED] AIR BAG DEPLOYMENT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66583A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 130,000
 In Service Date : 08/10/2003
 Months In Use : 73
 Engine Number : J30A41145156
 Originating Dealer No. / Name : 207375 / NORM REEVES HONDA, TEMECULA
 Selling Dealer No. / Name : 207375 / NORM REEVES HONDA, TEMECULA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : SAT
 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 : 208264 / FAMILY HONDA
 Phone No. : 949-713-2000
 Address : 29961 SANTA MARG. PKWY
 City / State / Zip : RANCHO SANTA MA, CA 92688
 Svc District / Sls District : 01G / C01
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-09-1800436-1 [REDACTED]	PROD Subcase Close	Product	Operation	751	Side Airbag
N012009-09-1800436-2 [REDACTED]	DUCT Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N012009-09-1800436-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Adams	Type 1 : Product	Status : Subcase Close	Open Date : 9/18/2009 9:11:29 AM
Issue Owner : Michael Adams	Type 2 : Operation	Queue :	Close Date : 9/18/2009 9:11:57 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-09-1800436-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 9/22/2009 4:40:02 PM
Issue Owner : Jonathan Yu	Type 2 : Operation	Queue :	Close Date : 10/12/2009 2:38:24 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-09-1800436

Case Title : 1J (FAMILY HONDA) [REDACTED] AIR BAG DEPLOYMENT

*** CASE CREATE 9/18/2009 8:59:29 AM, madams

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

*** CASE CAMPAIGN LOOKUP 9/18/2009 9:01:52 AM, madams

CAMPAIGN CHECK 09/18/2009 09:01:52 AM madams

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/08/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-0

*** CASE VSC LOOKUP 9/18/2009 9:02:00 AM, madams

VSC CHECK 09/18/2009 09:02:00 AM madams

The following VSC information was found

DAVID;DILUCCIA;V001718007;A46;PREMIUM 4YR 60K \$50 DED;EXPIRED;;2003-08-10;2007-08-09;60000;9;207375;50.00

*** CASE CUC LOOKUP 9/18/2009 9:02:01 AM, madams

CUC CHECK 09/18/2009 09:02:01 AM madams

The following CUC information was found

;;;0;0;0;,,,,,;0;;

*** CASE CAMPAIGN LOOKUP 9/18/2009 9:03:06 AM, madams

CAMPAIGN CHECK 09/18/2009 09:03:06 AM madams

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 10/08/04; FX;

06-085; Q26; Vaughn Class Action Honda; ; ;

04-027; Q32; 03-04 RADIO DISPLAY; 04/09/07; FX;

08-0

*** CASE MODIFY 9/18/2009 9:10:38 AM, madams

into WIP default and Status of Solving.

*** CASE CUC LOOKUP 9/18/2009 9:10:45 AM, madams

CUC CHECK 09/18/2009 09:10:45 AM madams

The following CUC information was found

;;;0;0;0;,,,,,;0;;

*** CASE VSC LOOKUP 9/18/2009 9:10:45 AM, madams

VSC CHECK 09/18/2009 09:10:45 AM madams

The following VSC information was found

DAVID;DILUCCIA;V001718007;A46;PREMIUM 4YR 60K \$50 DED;EXPIRED;;2003-08-10;2007-08-09;60000;9;207375;50.00

*** CASE CLAIMS LOOKUP 9/18/2009 9:10:46 AM, madams

CLAIM HISTORY CHECK 09/18/2009 09:10:46 AM madams

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 9/18/2009 9:10:58 AM, madams

WARRANTY CHECK 09/18/2009 09:10:58 AM madams

Case History

Case ID : N012009-09-1800436

Case Title : IJ (FAMILY HONDA) - [REDACTED] - AIR BAG DEPLOYMENT

No data found for VIN.

*** SUBCASE N012009-09-1800436-1 CREATE 9/18/2009 9:11:29 AM, madams

Created in WIP Default with Due Date 9/18/2009 9:11:29 AM.

*** CASE MODIFY 9/18/2009 9:11:45 AM, madams

into WIP default and Status of Solving.

*** NOTES 9/18/2009 9:11:51 AM, madams, Action Type : Call from Customer

Entered Contact Information

Situation: Customer's airbags deployed in vehicle

Request: Customer would like to document air-bag deployment

Probing Questions: Customer states was driving on the freeway last night and the right side airbag deployed while they were driving. Customer states that it was so loud that she thought it was gun shots. Customer states that she was able to get over to a spot on the side of the freeway and called 911 due to not being able to see how to get off the freeway. Customer states was asked by officer if she had hit anything and customer advised no. Customer states that neither doors on the passenger side of the vehicle will not open. Customer states that she has not had the opportunity to diagnosis the vehicle.

Inbound Summary: ACS advised of outstanding campaigns Q74 and Q78. ACS explained owner link to customer, since customer advised was driving and was unable to copy down the campaign numbers. ACS advised that customer should take vehicle to Honda dlr for diagnosis. Customer inquired as to what she is supposed to do without the vehicle and needing a means of transportation. ACS advised that we would not be able to provide a rental car or assistance with that and that customer should inquire with dlr to see if could be accommodated. ACS made no guarantees about receiving assistance from the dealership. Customer understood. ACS offered to provide customer with case number but customer was driving. Case closed.

*** SUBCASE N012009-09-1800436-1 CLOSE 9/18/2009 9:11:57 AM, madams

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/18/2009 9:11:57 AM, madams

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

*** CASE REOPEN 9/18/2009 12:11:59 PM, rsugito

with Condition of Open and Status of Solving.

*** NOTES 9/18/2009 12:30:31 PM, rsugito, Action Type : Call from Customer

Verified customer information

Customer called back regarding her car rental request

Customer stated that she towed the vehicle to FAMILY HONDA for the diagnostic as it was instructed by the first T1 rep.

Customer stated that FAMILY HONDA are still inspecting the vehicle to determine the cause of airbag deployment.

Customer stated that FAMILY HONDA advised the customer that they never seen this before.

Customer stated that she refused to get back into the vehicle because the vehicle almost kill her and daughter.

Customer stated that FAMILY HONDA is going to check with the Factory Rep/ DPSM

Customer was referred to AHM for the car rental assistance.

ACS advised the customer that AHM does not offer car rental, as the car rental only offer through VSC/Honda Care

ACS advised the customer that her concern has been documented in our system so that all areas of our company can have access to this information.

ACS suggested the customer to keep working with FAMILY HONDA/DPSM regarding of this issue

Case History

Case ID : N012009-09-1800436

Case Title : 1J (FAMILY HONDA) - [REDACTED] AIR BAG DEPLOYMENT

*** COMMIT 9/22/2009 10:12:33 AM, jyu, Action Type : N/A

Made to [REDACTED] due 09/24/2009 06:12:36 PM.

Contact DPSM/customer

*** NOTES 9/22/2009 10:12:44 AM, jyu, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/24/2009

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:

Verified customer information

Customer called back regarding her car rental request

Customer stated that she towed the vehicle to FAMILY HONDA for the diagnostic as it was instructed by the first T1 rep.

Customer stated that FAMILY HONDA are still inspecting the vehicle to determine the cause of airbag deployment.

Customer stated that FAMILY HONDA advised the customer that they never seen this before.

Customer stated that she refused to get back into the vehicle because the vehicle almost kill her and daughter.

Customer stated that FAMILY HONDA is going to check with the Factory Rep/ DPSM

Customer was referred to AHM for the car rental assistance.

ACS advised the customer that AHM does not offer car rental, as the car rental only offer through VSC/Honda Care

ACS advised the customer that her concern has been documented in our system so that all areas of our company can have access to this information.

ACS suggested the customer to keep working with FAMILY HONDA/DPSM regarding of this issue

Customer understood and no further assistance needed at this time.

Please call or transmit a iN response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Jonathan Yu

Automobile Customer Service

*** CASE MODIFY 9/22/2009 10:12:50 AM, jyu

into WIP default and Status of Solving.

*** CASE MODIFY 9/22/2009 10:12:59 AM, jyu

into WIP default and Status of Solving.

*** CASE FULFILL 9/22/2009 10:13:02 AM, jyu

Fulfilled for [REDACTED] due 09/22/2009 06:00:00 PM.

*** CASE MODIFY 9/22/2009 10:13:07 AM, jyu

into WIP default and Status of Solving.

*** NOTES 9/22/2009 1:18:18 PM, jyu, Action Type : Call to Dealer

I contacted Trevor (SM) at Family Honda to discuss the details regarding the case. He has already spoken with the DPSM about the inspection. The vehicle has signs of it being in a wreck nor is there is there any under-carriage damage. Both right side air bags deployed. The front air bags were not deployed. The dealership could not find a reason for it to deploy. Assistance has not been provided at this point in time. The vehicle is currently at the dealership. I thanked him and the call ended.

Case History

Case ID : N012009-09-1800436

Case Title : 1J (FAMILY HONDA) [REDACTED] AIR BAG DEPLOYMENT

*** NOTES 9/22/2009 3:30:57 PM, jyu, Action Type : Call from Customer

The customer left me a message welcoming me to return her call.

*** NOTES 9/22/2009 4:05:18 PM, jyu, Action Type : Call to Customer

I contacted the customer and introduced myself as the T2 Case Manager. The customer's vehicle air bags deployed on the freeway last Thursday. The customer was almost in accident with her baby daughter. Thankfully, no one was hurt. The vehicle was towed to the customer's home then it was towed to Family Honda on Friday morning. The dealership told the customer they would inspect the vehicle and to contact their Honda representative so he/she can inspect the car. The vehicle was never in an accident. The customer wanted to make clear that she has a lawyer involved who will be representing her. The customer wanted to know if AHM has a rental car program. I advised her that AHM does not have a rental vehicle program in place. The customer will not be getting into her vehicle anymore even if AHM is willing to repair the vehicle. I will contact our field representative to inquire if he is willing to inspect the vehicle to confirm the dealership's findings. I will get back to the customer tomorrow. I thanked her and the call ended.

*** SUBCASE N012009-09-1800436-2 CREATE 9/22/2009 4:40:02 PM, jyu

Created in WIP Default with Due Date 9/22/2009 4:40:02 PM.

*** NOTES 9/22/2009 4:40:43 PM, jyu, Action Type : Field Service

I contacted the DPSM regarding the customer's concern. He is aware of the situation about how the customer's passenger's side air bags deployed. The dealership did not find any impact damage on the vehicle nor on the under-carriage. The customer has attained a lawyer and does not want to step in her vehicle again even if it is repaired because she is not sure if the other air bags will go off randomly as well. The DPSM believes a "Public Liability" inspector would be best suited to inspect the vehicle since they have a legal background. The DPSM will just inspect the vehicle like the dealership did and verify the results. The DPSM will be at the dealership next week if an inspection is necessary. I thanked him and the call ended.

*** CASE MODIFY COMMITMENT 9/22/2009 4:41:16 PM, jyu

with [REDACTED] due 09/23/2009 06:12:36 PM.

*** CASE MODIFY 9/22/2009 4:41:49 PM, jyu

into WIP 1J - Ken Illman and Status of Solving.

*** NOTES 9/23/2009 1:00:44 PM, jyu, Action Type : Call to Customer

I left a message welcoming the customer to return my call. I stated if I do not hear back from the customer I will try again on Monday of next week.

*** CASE FULFILL 9/23/2009 1:00:51 PM, jyu

Fulfilled for [REDACTED] due 09/23/2009 06:12:36 PM.

*** COMMIT 9/23/2009 1:00:53 PM, jyu, Action Type : N/A

Customer's Response?

*** CASE MODIFY 9/23/2009 1:01:08 PM, jyu

into WIP 1J - Ken Illman and Status of Solving.

*** NOTES 9/28/2009 12:19:33 PM, jyu, Action Type : Call from Customer

The customer left me a message welcoming me to return her call.

*** NOTES 9/28/2009 12:21:40 PM, jyu, Action Type : Call to Customer

I left a message welcoming the customer to return my call. I stated if I do not hear back from the customer I will try again on Wednesday of this week.

*** CASE FULFILL 9/28/2009 12:24:13 PM, jyu

Fulfilled for [REDACTED] due 09/28/2009 06:00:00 PM.

*** COMMIT 9/28/2009 12:24:17 PM, jyu, Action Type : N/A

Customer's Response?Contact ken

Case History

Case ID : N012009-09-1800436

Case Title : 1J (FAMILY HONDA) - [REDACTED] - AIR BAG DEPLOYMENT

*** CASE MODIFY 9/28/2009 12:25:05 PM, jyu
into WIP 1J - Ken Illman and Status of Solving.

*** NOTES 9/30/2009 4:33:28 PM, jyu, Action Type : Call from Customer
The customer left me a message welcoming me to return her call.

*** NOTES 9/30/2009 5:31:44 PM, jyu, Action Type : Call to Customer

I contacted the customer and informed her that we would like to have the DPSM inspect the vehicle regarding the air bag concern. The customer doesn't mind but she doesn't want to get back into the vehicle anymore because even if it does get fixed she doesn't feel safe. I will contact the DPSM and see when he will be at the dealership to inspect the vehicle and coordinate that with him. I will follow up with the customer on Friday of this week. I thanked her and the call ended.

*** CASE FULFILL 9/30/2009 5:31:57 PM, jyu

Fulfilled for [REDACTED] due 09/30/2009 06:00:00 PM.

*** COMMIT 9/30/2009 5:32:03 PM, jyu, Action Type : N/A

Contact Ken

*** CASE MODIFY 9/30/2009 5:32:21 PM, jyu
into WIP 1J - Ken Illman and Status of Solving.

*** NOTES 10/1/2009 4:41:12 PM, jyu, Action Type : Field Service

I contacted the DPSM regarding the customer's concern. He informed me the vehicle was hit on every corner. The right front fender was hit extremely hard. The right set of wheels, especially the right front one, looks like it slid into a curb since there is serious impact damage on it. The two right side wheels are the ones that have the most damage. A hard hit to the wheels can cause the side air bag to go off. The front underneath of the vehicle has been scraped everywhere. The right front side fender is cracked due to the impact as well. The customer needs to pick up the vehicle since it is her vehicle. The customer doesn't want to pick up the vehicle since she doesn't want it anymore. She has obtained a lawyer. I thanked him and the call ended.

*** NOTES 10/1/2009 5:47:52 PM, jyu, Action Type : Call to Customer

I left a message welcoming the customer to return my call. I stated if I do not hear back from the customer I will try again on Monday of next week.

*** CASE FULFILL 10/1/2009 5:49:48 PM, jyu

Fulfilled for [REDACTED] due 10/01/2009 06:00:00 PM.

*** COMMIT 10/1/2009 5:49:52 PM, jyu, Action Type : N/A

Customer's Response? Present position

*** CASE MODIFY 10/1/2009 5:50:10 PM, jyu
into WIP 1J - Ken Illman and Status of Solving.

*** NOTES 10/2/2009 1:06:55 PM, jyu, Action Type : Call from Customer

I received a call from the customer regarding the situation. The DPSM inspected the vehicle yesterday and found the vehicle to be damaged on every corner. The right front fender was hit extremely hard to the point it cracked. The right front wheel looked like it struck a curb. The right side air bags went off as well which is in the same vicinity as the damaged area. The DPSM will not be authorizing repairs on the vehicle due to damage in the right side area. The customer should come pick up the vehicle since she is the owner. The customer is claiming the insurance has already ruled out the damage as the cause of the damage since they happened previously. The customer obtained a lawyer and will be pursuing other options. I emphasized the point where the customer needs to pick up the vehicle from Family Honda since it is her own car. As of right now, I will be closing the case. I thanked her and the call ended.

Case Closed.

Spool Report

Run Date : 09/06/2012

Case History

Case ID : N012009-09-1800436

Case Title : 1J (FAMILY HONDA) - [REDACTED] - AIR BAG DEPLOYMENT

*** CASE MODIFY 10/2/2009 1:07:27 PM, jyu
into WIP 1J - Ken Illman and Status of Solving.

*** CASE MODIFY 10/2/2009 1:32:04 PM, jyu
into WIP 1J - Ken Illman and Status of Solving.

*** NOTES 10/5/2009 1:32:07 PM, jyu, Action Type : Call to Dealer
I contacted Trevor (SM) and he informed me he will take pictures of the car to ensure AHM has a complete inspection.

*** CASE MODIFY 10/5/2009 1:32:14 PM, jyu
into WIP 1J - Ken Illman and Status of Solving.

*** CASE FULFILL 10/5/2009 4:54:41 PM, jyu
Fulfilled for [REDACTED] due 10/05/2009 06:00:00 PM.

*** COMMIT 10/5/2009 4:54:47 PM, jyu, Action Type : N/A
Ensure pictures were taken

*** CASE MODIFY 10/5/2009 4:55:05 PM, jyu
into WIP 1J - Ken Illman and Status of Solving.

*** NOTES 10/8/2009 3:11:21 PM, jyu, Action Type : Call to Dealer
I contacted Family Honda and requested to speak to Trevor (SM). The receptionist informed he has left for today. Unfortunately, he does not have a VM system attached to his phone in his office. I wanted to ask if the photos had been taken and to have him e-mail me them for my records. I thanked the receptionist and the call ended.

*** CASE FULFILL 10/8/2009 3:11:38 PM, jyu
Fulfilled for [REDACTED] due 10/08/2009 06:00:00 PM.

*** COMMIT 10/8/2009 3:11:41 PM, jyu, Action Type : N/A
Contact Trevor

*** CASE MODIFY 10/8/2009 3:11:53 PM, jyu
into WIP 1J - Ken Illman and Status of Solving.

*** NOTES 10/9/2009 2:40:45 PM, jyu, Action Type : Call to Dealer
I left a message with the receptionist welcoming Trevor (SM) to return my call. She tried to page but he wasn't responding. I thanked her and the call ended.

*** CASE FULFILL 10/9/2009 4:27:22 PM, jyu
Fulfilled for [REDACTED] due 10/09/2009 06:00:00 PM.

*** COMMIT 10/9/2009 4:27:35 PM, jyu, Action Type : N/A
Contact Trevor

*** NOTES 10/12/2009 10:07:40 AM, jyu, Action Type : Note-General
I received an e-mail from Trevor (SM) which included 7 pictures regarding Ms. Doss' vehicle. The pictures included the visible air bag deployment along with the front passenger's side damage to the wheel and the front corner of the bumper.

*** NOTES 10/12/2009 10:31:23 AM, jyu, Action Type : Call from Customer
I received a call from [REDACTED] regarding the situation. The customer would like the inspection report that was made by the field representative. The vehicle had sustained external damage on the passenger's side front corner. I advised him the inspection details are proprietary information. AHM will inspect the

Case History

Case ID : N012009-09-1800436

Case Title : 1J (FAMILY HONDA) - [REDACTED] - AIR BAG DEPLOYMENT

vehicle and make a determination which they have already. The customer is to be referred to their insurance company regarding the situation. The customer thanked me and the call ended.

*** NOTES 10/12/2009 1:34:03 PM, jstradf0, Action Type : Note-General
RM reviewed the case.

RM discussed the case with asst mgr. Based on the DPSM inspection RM advised to stand behind inspection of DPSM.

*** NOTES 10/12/2009 2:36:16 PM, jyu, Action Type : Note-General
The case will now be closed.

*** SUBCASE N012009-09-1800436-2 CLOSE 10/12/2009 2:38:24 PM, jyu
Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 10/12/2009 2:38:36 PM, jyu
Fulfilled for [REDACTED] due 10/12/2009 06:00:00 PM.

*** CASE MODIFY 10/12/2009 2:38:45 PM, jyu
into WIP 1J - Ken Illman and Status of Solving.

*** CASE CLOSE 10/12/2009 2:38:47 PM, jyu
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012004-09-0700164 Division : Honda - Auto Condition : Closed Open Date : 9/7/2004 7:09:47 AM
 Case Originator : Euland Williams (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 9/10/2004 4:26:43 PM
 Case Owner : Cathlyn Castillo (Team CC) Method : Phone Queue : Days Open : 3
 Last Closed By : Cathlyn Castillo (Team CC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - (LEJEUNE HONDA) AIRBAG DEPLOYED/CAR DOWN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / THGCM56643A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 32,000
 In Service Date : 07/25/2003
 Months In Use : 14
 Engine Number : K24A41141974
 Originating Dealer No. / Name : 206735 / CHECKERED FLAG HONDA
 Selling Dealer No. / Name : 206735 / CHECKERED FLAG HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206819 / LEJEUNE HONDA CARS
 Phone No. : 910-346-4944
 Address : 2221 N. MARINE BLVD.
 City / State / Zip : JACKSONVILLE, NC 28546
 Svc District / Sls District : 06M / G06
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-09-0700164-1 [REDACTED]	PROD Subcase Close	Product	Accident/Injury	751	Side Airbag
N012004-09-0700164-2 [REDACTED]	PROD Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N012004-09-0700164-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Euland Williams	Type 1 : Product	Status : Subcase Close	Open Date : 9/7/2004 7:38:15 AM
Issue Owner : Euland Williams	Type 2 : Accident/Injury	Queue :	Close Date : 9/7/2004 7:38:27 AM
Issue Title : XXXXXXXXXX PRODUCT COMPLAINT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012004-09-0700164-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Princess Russell	Type 1 : Product	Status : Subcase Close	Open Date : 9/10/2004 11:38:36 AM
Issue Owner : Princess Russell	Type 2 : Operation	Queue :	Close Date : 9/10/2004 11:39:23 AM
Issue Title : XXXXXXXXXX PRODUCT COMPLAINT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-09-0700164

Case Title : [REDACTED] (LEJEUNE HONDA) AIRBAG DEPLOYED/CAR DOWN

*** CASE CREATE 9/7/2004 7:09:47 AM, ewilliam

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

*** NOTES 9/7/2004 7:15:48 AM, ewilliam, Action Type : Call from Customer

The customer called and stated that his passenger side airbag deployed. He stated that he was traveling from North Carolina to Ohio on Hwy 64 traveling East in west Virginia. He stated that it was night time and he heard a loud bagging noise, so he pulled over. He stated that he then noticed the air bag in the front passenger seat had deployed. He stated that he took vehicle into Lejeune Honda and spoke with Dennis Service Advisor. He stated that they informed him that they didn't see any damages to his vehicle, so they referred him to Lejeune Honda Body Shop 910.346.4944 to speak with Ron. 910.353-2293.

The customer stated that they are now currently examining his vehicle and he will contact his insurance company for further assistance. I informed customer that I have formally documented his call. Customer thanked me for my assistance.

*** CASE MODIFY 9/7/2004 7:37:42 AM, ewilliam

into WIP default and Status of Solving.

*** SUBCASE N012004-09-0700164-1 CREATE 9/7/2004 7:38:15 AM, ewilliam

Created in WIP Default with Due Date 9/7/2004 7:38:15 AM.

*** SUBCASE N012004-09-0700164-1 CLOSE 9/7/2004 7:38:27 AM, ewilliam

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/7/2004 7:38:29 AM, ewilliam

into WIP default and Status of Solving.

*** CASE MODIFY 9/7/2004 7:38:30 AM, ewilliam

into WIP default and Status of Solving.

*** CASE MODIFY 9/7/2004 9:46:01 AM, ewilliam

into WIP default and Status of Solving.

*** CASE ASSIGN 9/7/2004 9:47:06 AM, ewilliam

N012004-09-0700164 to aharlan, WIP

*** CASE RULE ACTION 9/7/2004 9:47:08 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 9/8/2004 9:01:21 AM, tniles, Action Type : Call from Customer

The customer was calling back and said that he wanted American Honda to call the dealership and tell them that this was "are" fault. I informed the customer that he needs to contact his insurance company so that they can investigate the issue. The customer states that he has already contacted his insurance company and they have not responded. The customer then asked to speak to my manager or the President of Honda. I explained to the customer that I cannot transfer him to the President of Honda. I told the customer that I am trying to help him. I told him that we don't know who's fault it is yet. The vehicle needs to be inspected by his insurance company and if they find that this has happened due to a manufactured defect then Honda will get involved at that point. The customer stated that the dealership has already inspected the vehicle and they will not give him back his vehicle and told him that it is not safe to drive. I again explained to the customer that he needs to contact his insurance company again until he gets someone on the phone. I told the customer that once he has contacted them he can call us back with an update. I gave the customer the case number to reference. I also told the customer that I understand his frustration and we do want to assist him. The customer thanked me and I thanked the customer for calling. I am closing this case for now.

*** NOTES 9/8/2004 3:47:52 PM, aharlan, Action Type : Note-General

Reviewed case for coding and content.

*** CASE CLOSE 9/8/2004 3:48:16 PM, aharlan

Case History

Case ID : N012004-09-0700164

Case Title : [REDACTED] (LEJEUNE HONDA) AIRBAG DEPLOYED/CAR DOWN

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

*** CASE REOPEN 9/9/2004 12:16:41 PM, kcastano
with Condition of Open and Status of Solving.

*** CASE MODIFY 9/9/2004 12:17:51 PM, kcastano
into WIP default and Status of Solving.

*** NOTES 9/9/2004 12:43:46 PM, lbuckner, Action Type : Call from Customer

The customer stated he had called his insurance company (State Farm Insurance) and because there was no accident they will not open a case for him. They stated the repairs should be done under the warranty as it was a manufacture defect. The customer requests that his case manager call him as soon as possible. I informed the customer that I will note his concerns. The customer thanked me and the call ended.

*** NOTES 9/9/2004 12:53:16 PM, kcastano, Action Type : Call from Customer

The customer's insurance company State Farm Insurance contacted AHM.

Melanie Krugel
(888)-816-6937
Ask for Team 2

Melanie states the customer is confused because he was advised twice to contact his insurance company so they can conduct an investigation. Melanie states that since there was no accident there would be nothing for them to investigate. Melanie is requesting clarification for the customer.

ACS apologized for any confusion and advised that I would forward the case to a CM who would follow up with the customer and the dealership. Melanie states that the customer is in the military and may be difficult to get a hold of and stated that we may contact her team with any information, ACS advised that we would need authorization from the customer before we could provide any information, she understood. ACS thanked her for calling.

*** CASE MODIFY 9/9/2004 12:57:52 PM, kcastano
into WIP default and Status of Solving.

*** CASE MODIFY 9/9/2004 12:57:55 PM, kcastano
into WIP default and Status of Solving.

*** NOTES 9/9/2004 1:04:40 PM, aharlan, Action Type : Call to Dealer

I called the dealer spoke to Dennis who confirmed that they did put this vehicle on a lift and found where the vehicle was hit. They showed it to the customer who denies that he hit anything. The dealership took pictures and contacted their DPSM who advised them not to do any repairs.

The customer has picked up the vehicle.

*** CASE MODIFY 9/9/2004 2:04:26 PM, kcastano
into WIP default and Status of Solving.

*** CASE DISPATCH 9/10/2004 6:38:29 AM, kcastano
from WIP default to Queue Team F.

*** CASE ACCEPT 9/10/2004 7:59:12 AM, prussell
from Queue Team F to WIP Default.

*** NOTES 9/10/2004 8:00:18 AM, prussell, Action Type : Call to Customer
Left message for the cust to call me back.

*** COMMIT 9/10/2004 8:00:52 AM, prussell, Action Type : N/A

Case History

Case ID : N012004-09-0700164

Case Title : [REDACTED] (LEJEUNE HONDA) AIRBAG DEPLOYED/CAR DOWN

cust response?

*** CASE MODIFY 9/10/2004 8:01:10 AM, prussell
into WIP Default and Status of Solving.

*** NOTES 9/10/2004 11:37:45 AM, prussell, Action Type : Call to Customer

Spoke w/ the cust and he told me that all he heard was a bang noise and he took it to the dlr in New PA, OH and they assist would take a week to fix it. The cust had to be in NC so her drove the car w/ the SRS deployed to NC. When he got there he took it to the dlr, LaJuene Honda and they told him they would inspect it. At first they told him it would be warranty. They told him they found scratches to the underside. The told him to return his rental. They did not show him the damage underneath the vehicle. The cust is very unhappy and feels that dlr treated him poorly. Heath and Ron were both not helpful and he was not pleased w/ the svc. I apologized and advised of our findings. Advised that unfortunately we are unable to cover under warranty and referred him to his insurance company. Cust requested info to mail a letter to the president. Provided the info.

*** SUBCASE N012004-09-0700164-2 CREATE 9/10/2004 11:38:36 AM, prussell
Created in WIP Default with Due Date 9/10/2004 11:38:36 AM.

*** NOTES 9/10/2004 11:39:11 AM, prussell, Action Type : Call to Customer
CLOSE per AS.

*** SUBCASE N012004-09-0700164-2 CLOSE 9/10/2004 11:39:23 AM, prussell
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/10/2004 11:39:23 AM, prussell
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/10/2004 12:00:08 PM, ccastill
with Condition of Open and Status of Solving.

*** NOTES 9/10/2004 12:06:06 PM, ccastill, Action Type : Call from Customer

Lyle from State Farm Insurance called to clarify what is going on with this case.

Lyle stated he is going out tomorrow to inspect the vehicle for damage to see if the customer did hit something.

I informed Lyle the case is currently closed, the vehicle was put up on a lift and damage was found and pictures were taken and the customer denied any accident.

Lyle stated he will call back to provide AH with what his findings are and thanked me for my assistance.

*** CASE CLOSE 9/10/2004 4:26:43 PM, ccastill

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

Case Details

Case ID : N012004-05-1801280 Division : Honda - Auto Condition : Closed Open Date : 5/18/2004 2:17:08 PM
 Case Originator : Caroline Chow (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 6/15/2004 9:15:49 AM
 Case Owner : Suszann Smith (Team MA) Method : Phone Queue : Days Open : 28
 Last Closed By : Suszann Smith (Team MA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIRBAG DEPLOYED No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM566X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 8,200
 In Service Date : 06/07/2003
 Months In Use : 11
 Engine Number : K24A41143053
 Originating Dealer No. / Name : 206826 / HOLLER HONDA
 Selling Dealer No. / Name : 206826 / HOLLER HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206826 / HOLLER HONDA
 Phone No. : 407-629-1234
 Address : 2211 N. SEMORAN BLVD.
 City / State / Zip : ORLANDO, FL 32807
 Svc District / Sls District : 07L / B07
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-05-1801280-1 / [REDACTED]	PROD Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012004-05-1801280-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Chow	Type 1 : Product	Status : Subcase Close	Open Date : 5/20/2004 8:07:36 AM
Issue Owner : Caroline Chow	Type 2 : Operation	Queue :	Close Date : 5/25/2004 2:29:58 PM
Issue Title : XXXXXXXXXX PRODUCT COMPLAINT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-05-1801280

Case Title : 7L [REDACTED] PASSENGER SIDE AIRBAG DEPLOYED

*** CASE CREATE 5/18/2004 2:17:08 PM, cchow

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

*** CASE MODIFY 5/18/2004 2:19:37 PM, cchow

into WIP default and Status of Solving.

*** NOTES 5/18/2004 4:16:34 PM, cchow, Action Type : Call from Customer

Scott Tuscan, service advisor, called and advised that customer's passenger, side-airbag deployed and customer states that they did not have any collisions or run over anything. Scott states that he has contacted tech line and DPSM Dale Meeks and has been asked by DPSM to open up a file for case handling documentation. I understood and will document.

*** CASE MODIFY 5/18/2004 4:17:08 PM, cchow

into WIP default and Status of Solving.

*** SUBCASE N012004-05-1801280-1 CREATE 5/20/2004 8:07:36 AM, cchow

Created in WIP Default with Due Date 5/20/2004 8:07:36 AM.

*** CASE MODIFY 5/20/2004 8:07:54 AM, cchow

into WIP District 7L and Status of Solving.

*** CASE MODIFY 5/25/2004 1:47:32 PM, cchow

into WIP District 7L and Status of Solving.

*** CASE MODIFY 5/25/2004 1:47:37 PM, cchow

into WIP District 7L and Status of Solving.

*** CASE MODIFY 5/25/2004 1:47:58 PM, cchow

into WIP District 7L and Status of Solving.

*** CASE MODIFY 5/25/2004 1:48:16 PM, cchow

into WIP District 7L and Status of Solving.

*** NOTES 5/25/2004 2:29:32 PM, cchow, Action Type : Call from Customer

Called customer and advised that after inspection by dealership and DPSM, customer is referred to seek assistance from insurance company and insurance company will subrogate against AHM on customer's behalf as needed as it is not a warranty related issue as assessed by dealership. I welcomed a callback from customer. Closing case.

*** SUBCASE N012004-05-1801280-1 CLOSE 5/25/2004 2:29:58 PM, cchow

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/25/2004 2:30:02 PM, cchow

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

*** CASE REOPEN 5/26/2004 7:47:38 AM, cchow

with Condition of Open and Status of Solving.

*** NOTES 5/26/2004 8:44:22 AM, cchow, Action Type : Call from Dealer

Joe Jerley, SM, and expresses that this may go into lemon law processes and advises for one time goodwill for airbag repair since it is so early in the life of the vehicle. I wil call Dale Meeks, DPSM, to review.

*** NOTES 5/26/2004 4:47:56 PM, cchow, Action Type : Field/DSM

Dale recommends directing customer to insurance first and then considering goodwill pending insurance assessment. I will notify customer and service manager.

Case History

Case ID : N012004-05-1801280

Case Title : [REDACTED] PASSENGER SIDE AIRBAG DEPLOYED

*** NOTES 5/27/2004 3:20:57 PM, cchow, Action Type : Call to Customer

Joe, SM, called to followup with DPSPM's response. I advised that customer is to seek inspection from insurance first and then goodwill can be extended after the adjuster from insurance company inspects vehicle clarifying liability concerns. I asked for a callback.

*** COMMIT 5/27/2004 3:21:04 PM, cchow, Action Type : N/A

Made to [REDACTED] due 06/01/2004 03:21:05 PM.
call joe?

*** CASE YANKED 6/1/2004 6:57:23 AM, klee

Yanked by klee into WIPbin default.

*** NOTES 6/1/2004 10:09:49 AM, klee, Action Type : Call to Dealer

Called the dealer and spoke to Joe who is also awaiting client's insurance adjuster's inspection. Will follow up with Joe in a couple of days.

*** CASE FULFILL 6/1/2004 10:09:59 AM, klee

Fulfilled for [REDACTED] due 06/01/2004 03:21:05 PM.

*** COMMIT 6/1/2004 10:10:32 AM, klee, Action Type : N/A

Made to [REDACTED] due 06/03/2004 10:11:18 AM.

Holler Honda follow up w/Joe

*** CASE MODIFY 6/1/2004 10:12:05 AM, klee

into WIP District 7L and Status of Solving.

*** CASE MODIFY 6/1/2004 1:26:36 PM, klee

into WIP District 7L and Status of Solving.

*** CASE FULFILL 6/1/2004 3:18:45 PM, klee

Fulfilled for [REDACTED] due 06/03/2004 10:11:18 AM.

*** NOTES 6/1/2004 3:48:08 PM, klee, Action Type : Call from Dealer

Scott, the service advisor, said that he has spoken to the customer informing her that she would have to contact her insurance company to inspect the vehicle.

Client stated that she wants to hear this from AHM to confirm that this is normal policy to have her insurance company inspect the vehicle as opposed to having a Honda Rep inspect her car.

*** NOTES 6/1/2004 3:52:02 PM, klee, Action Type : Call to Customer

Attempted to reach our client but was forwarded to her voice mail. Left a message informing the client that she would need to contact her insurance company for inspection. Advised her that if her insurance company finds a manufacturer's defect, they would go ahead and subrogate with HNA Law on her behalf.

Informed client that since this is not a warranty concern I will close the case.

*** CASE MODIFY 6/1/2004 3:52:22 PM, klee

into WIP District 7L and Status of Solving.

*** CASE ASSIGN 6/1/2004 4:08:01 PM, klee

N012004-05-1801280 to asomoano, WIP 0 eC!

*** CASE RULE ACTION 6/1/2004 4:08:02 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/2/2004 8:55:34 AM, hstephen, Action Type : Call from Customer

Customer requested to speak with CM. I provided new CM's name and extension. I dialed CM's extension and got voicemail. I reviewed with CM and was

Case History

Case ID : N012004-05-1801280

Case Title : 7L [REDACTED] PASSENGER SIDE AIRBAG DEPLOYED

advised that he will call customer back. I provided that information and customer stated she does not want him to leave a message on her voicemail because they need to speak directly. I assured customer that I will provide that information to CM. Customer thanked me and ended the call.

*** CASE YANKED 6/2/2004 9:06:55 AM, klee

Yanked by klee into WIPbin default.

*** CASE CAMPAIGN LOOKUP 6/2/2004 9:07:08 AM, klee

CAMPAIGN CHECK 06/02/2004 09:07:08 AM klee

The following Campaign information was found
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2004-01-09; FX

*** NOTES 6/2/2004 9:22:04 AM, klee, Action Type : Call to Customer

Returned client's call and reiterated that she would need to contact her insurance adjuster to perform the deployment inspection. Client refused to contact her insurance company and insists on an inspection from Honda. Advised that since this is not a warranty issue we are not responsible for the deployment. If her insurance company finds that this was due to a defect, her insurance would subrogate to our law dept. Client refused to contact her insurance company for repair. Advised that I would call her back after I research her case.

*** NOTES 6/2/2004 9:25:01 AM, klee, Action Type : Call to Dealer

Asked Scott Tuscan if there was any diagnosis and he said that he along with Joe and the DSM have looked at the car and found the front passenger quarter panel as well as the hood pushed up. There was also a scratch in the front of the undercarriage as well. Advised that I would contact the customer to inform her to contact her insurance again.

*** NOTES 6/2/2004 9:27:04 AM, klee, Action Type : Call to Customer

Contacted customer but she was unavailable. Left a message for a call back. Await call.

*** NOTES 6/3/2004 8:23:46 AM, klee, Action Type : Call from Customer

Spoke to client and informed her that AHM's position is for her to contact her insurance company. Client wanted to speak with someone else but I informed her that I was the regional case manager authorized to make these types of decisions. Client stated that she will not contact her insurance company. Apologized that she feels that way but informed her this is the reason why she bought insurance; to back her in these types of situations. Client disagreed that this is an insurance issue because this is a new car. Advised her that new or old, accidents can happen and her insurance company's responsibility is to inspect the vehicle to determine if there was indeed a manufacturer's defect. If so, they would subrogate on her behalf and informed her that referring her to her insurance company is our final position. Advised that I would document her concern and close her case because there is nothing further ACS could do for her. Client states that her phone was cutting off and will call me back.

*** CASE MODIFY 6/3/2004 8:23:53 AM, klee

into WIP default and Status of Solving.

*** NOTES 6/7/2004 1:28:15 PM, klee, Action Type : Call to Customer

Contacted customer but she was unavailable. Left a message for a call back.

*** COMMIT 6/7/2004 1:28:29 PM, klee, Action Type : N/A

Holler Honda *** CUST call?

*** NOTES 6/8/2004 11:42:48 AM, klee, Action Type : Call to Dealer

Returned Scott's message as left on my voicemail. Scott was wondering what the status of the case was because client claims that she has not spoken to me. Advised that I have definitely talked to her in excess of 30-40 minutes on 6/3/04 and have left voicemail for her to return my call on several instances. Informed Scott that I have not heard from her since. Advised that I would try again to contact the customer ending the call.

*** NOTES 6/8/2004 11:46:36 AM, klee, Action Type : Call from Customer

Contacted customer but she was unavailable. Left a message for a call back leaving my point of contacts.

Case History

Case ID : N012004-05-1801280

Case Title : 7L [REDACTED] PASSENGER SIDE AIRBAG DEPLOYED

*** NOTES 6/9/2004 2:55:19 PM, asomoano, Action Type : Note-General

CASE NOTES:

1) Case Manager to contact customer and confirm that case has been reviewed with Supervisor and AHM policy on these types of cases is for customer to contact their insurance company

2) If insurance company finds a defect with the air bag unit they will subrogate against AHM

3) Call dealer and affirm our position

4) Code case according to Accident Policy and Procedures and assign to Supervisor for closing

*** CASE YANKED 6/9/2004 3:03:27 PM, asomoano

Yanked by asomoano into WIPbin ANA-DEFAULT.

*** CASE ASSIGN 6/9/2004 3:03:53 PM, asomoano

N012004-05-1801280 to ssmith1, WIP

*** CASE RULE ACTION 6/9/2004 3:03:54 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 6/9/2004 3:10:41 PM, ssmith1

Yanked by ssmith1 into WIPbin default.

*** NOTES 6/10/2004 10:33:15 AM, ssmith1, Action Type : Call to Customer

I placed a call to the customer today regarding her concerns. However I had to leave a voicemail message. I will placed another call to her on Monday, 0614,2004

*** CASE FULFILL 6/10/2004 10:33:27 AM, ssmith1

Fulfilled for [REDACTED] due 06/09/2004 12:00:00 AM.

*** COMMIT 6/10/2004 10:33:30 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 06/14/2004 12:00:00 PM.

follow up with customer

*** NOTES 6/14/2004 10:11:46 AM, ssmith1, Action Type : Call to Customer

I placed another call to the customer this morning. However I again received the voicemail. I will try to reach the cusotmer again on 06-15-04

*** NOTES 6/14/2004 10:12:19 AM, ssmith1, Action Type : Call from Customer

If no response on 0616-04, I will send out a 10-Day letter.

*** CASE FULFILL 6/14/2004 10:12:25 AM, ssmith1

Fulfilled for [REDACTED] due 06/14/2004 12:00:00 PM.

*** COMMIT 6/14/2004 10:12:31 AM, ssmith1, Action Type : N/A

Follow up with customer

*** NOTES 6/14/2004 10:16:55 AM, ssmith1, Action Type : Call to Dealer

I called the dealership to speak with the svc manager. I had to leave a voice mail message. I informed the svc manager that I am the new case manager.

I also informed the svc manager that AHM Corp has informed the cust to seek assistance from their insurance company.

*** NOTES 6/15/2004 9:14:54 AM, ssmith1, Action Type : Note-General

Hi Suzann,

Case History

Case ID : N012004-05-1801280

Case Title : 7L [REDACTED] PASSENGER SIDE AIRBAG DEPLOYED

CUSTOMER: [REDACTED]

VIN# 1HGCM566X3A [REDACTED]

Case # N012004-05-1801280

We received a BBB case with a start date of 6-3-04. At your earliest convenience, please close your case and forward any R/O's or other documentation you have received pertaining to this case. I have opened up a new case and assigned to Tom Schmeling.

Thanks and have a wonderful day,

Annie Kenney
American Honda Mediation Group

Based on the above e-mail, I have closed this case.

*** CASE FULFILL 6/15/2004 9:15:01 AM, ssmith1

Fulfilled for [REDACTED] due 06/16/2004 12:00:00 AM.

*** CASE CLOSE 6/15/2004 9:15:49 AM, ssmith1

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

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N042004-06-1400743 Division : Honda - Auto Condition : Closed Open Date : 6/14/2004 9:44:35 AM
 Case Originator : Annie Kenney (Team SA) Sub Division : Mediation Status : Closed Close Date : 6/24/2004 11:19:06 AM
 Case Owner : Tom Schmeling Method : Fax Queue : Days Open : 10
 Last Closed By : Tom Schmeling Point of Origin : BBB Wipbin :
 Case Title : [REDACTED] BBB:HON0443024 - SIDE AIR BAG DEPLOYED No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM566X3A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 8,200
 In Service Date : 06/07/2003
 Months In Use : 12
 Engine Number : K24A41143053
 Originating Dealer No. / Name : 206826 / HOLLER HONDA
 Selling Dealer No. / Name : 206826 / HOLLER HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 240006 / HOLLER HONDA SERVICE CENTER
 Phone No. : 407-645-2282
 Address : 711 W. FAIRBANKS AVE.
 City / State / Zip : WINTER PARK, FL 32789
 Svc District / Sls District : 07L / B07
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : BBB 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
N042004-06-1400743-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 09/06/2012

Mediation Details

Case ID	N042004-06-1400743	Final Decision :	Tradeout	Descision Updated :	6/17/2004 9:30:32 AM
Process :	Mediation	Customer Position :	Buyback-Replace		
Document Ref :	TOM SCHMELING	AHM Position :	Non-Warrantable		
Related Case :	N012004-05-1801280				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	6/17/2004 9:30:32 AM	By :	tschmeli

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 :	BBB Case Recd / Completed	Start Date :	6/3/2004 9:46:05	Notes :	HON0443024
Assigned To :	Mediation ()	Due Date :			
Last Updated / By :	6/24/2004 10:52:21 AM / tschmeli	Actual Date :	6/17/2004 10:52:02		
*** Event Type / Status :	Notify Zone of Open / Completed	Start Date :	6/14/2004 9:46:36	Notes :	
Assigned To :	Mediation ()	Due Date :			
Last Updated / By :	6/14/2004 9:46:41 AM / akenney	Actual Date :	6/14/2004 9:46:40		
*** Event Type / Status :	DPSM Inspection / Completed	Start Date :	6/14/2004 2:38:51	Notes :	
Assigned To :	DPSM (DALE MEEKS)	Due Date :			
Last Updated / By :	6/16/2004 2:39:41 PM / tschmeli	Actual Date :	6/14/2004 2:39:15		
*** Event Type / Status :	Offer Made / Completed	Start Date :	6/15/2004 9:27:34	Notes :	DLR. TOOK OWNERSHIP OF CASE AND SOLVED FOR C USTOMER
Assigned To :	Mediation (DPSM / DLR.)	Due Date :	6/16/2004		
Last Updated / By :	6/17/2004 9:28:55 AM / tschmeli	Actual Date :	6/16/2004 9:28:50		
*** Event Type / Status :	Offer Made / Completed	Start Date :	6/15/2004 2:39:41	Notes :	DLR REPLACED UNIT AT THEIR EXPENSE
Assigned To :	Other (DLR SALES MGR.)	Due Date :	6/16/2004		
Last Updated / By :	6/17/2004 9:29:32 AM / tschmeli	Actual Date :	6/16/2004 9:29:29		
*** Event Type / Status :	Notify Zone of Close / Completed	Start Date :	6/24/2004 10:52:28	Notes :	
Assigned To :	Mediation ()	Due Date :	6/24/2004		
Last Updated / By :	6/24/2004 10:55:57 AM / tschmeli	Actual Date :	6/24/2004 10:55:54		

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N042004-06-1400743-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Annie Kenney	Type 1 : Product	Status : Subcase Close	Open Date : 6/14/2004 9:45:09 AM
Issue Owner : Tom Schmeling	Type 2 : Operation	Queue :	Close Date : 6/24/2004 11:16:07 AM
Issue Title : XXXXXXXXXX PRODUCT COMPLAINT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N042004-06-1400743

Case Title : [REDACTED] BBB:HON0443024 - SIDE AIR BAG DEPLOYED

*** CASE CREATE 6/14/2004 9:44:35 AM, akenney

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

*** NOTES 6/14/2004 9:44:36 AM, akenney, Action Type :

Received CCF from BBB:HON0443024

Start Date: 6-3-04

Customer Contention: Side air bag deployed

Resolution Sought: Replacement

*** SUBCASE N042004-06-1400743-1 CREATE 6/14/2004 9:45:09 AM, akenney

Created in WIP Default with Due Date 6/14/2004 9:45:09 AM.

*** COMMIT 6/14/2004 9:45:36 AM, akenney, Action Type : N/A

Made to [REDACTED] due 06/15/2004 09:45:37 AM.

Please review new BBB case. Look for R/O's and techline notes.

*** CASE MEDIATION ADD/MODIFY 6/14/2004 9:46:22 AM, akenney

*** MEDIATION DECISION 06/14/2004 09:46:22 AM akenney

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: TOM SCHMELING

Rel: N012004-05-1801280

*** CASE MEDIATION EVENT ADD 6/14/2004 9:46:36 AM, akenney

*** MEDIATION EVENT - BBB CASE RECD 06/14/2004 09:46:36 AM akenney

Status: In Progress

S: 06/03/2004 09:46:05 AM

D: ???/? ??:?

A: ???/? ??:?

Assgn to: Mediation ()

Notes: HON0443024

*** CASE MEDIATION EVENT ADD 6/14/2004 9:46:41 AM, akenney

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 06/14/2004 09:46:41 AM akenney

Status: Completed

S: 06/14/2004 09:46:36 AM

D: ???/? ??:?

A: 06/14/2004 09:46:40 AM

Assgn to: Mediation ()

Notes:

*** COMMIT 6/14/2004 9:46:52 AM, akenney, Action Type :

Made to [REDACTED] due 06/15/2004 09:46:54 AM.

DCS Follow-Up

Case History

Case ID : N042004-06-1400743

Case Title : [REDACTED] - BBB:HON0443024 - SIDE AIR BAG DEPLOYED

*** NOTES 6/14/2004 9:47:28 AM, akenney, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 6/15/2004

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

Side air bag deployed by itself

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 310-783-3029. This information is being requested for investigative purposes to determine our position for resolution.

American Honda Mediation Group
Annie Kenney

*** CASE MODIFY 6/14/2004 9:47:32 AM, akenney
into WIP default and Status of Solving.

*** CASE MODIFY 6/14/2004 9:48:59 AM, akenney
into WIP default and Status of Solving.

*** NOTES 6/14/2004 9:49:30 AM, akenney, Action Type : Note-General
Sent request for R/O's and techline notes. Sent DPSM notification letter.

*** SUBCASE N042004-06-1400743-1 ASSIGN 6/14/2004 10:00:35 AM, akenney
N042004-06-1400743-1 to tschmeli, WIP

*** SUBCASE N042004-06-1400743-1 RULE ACTION 6/14/2004 10:00:37 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/14/2004 10:00:44 AM, akenney
into WIP default and Status of Solving.

*** CASE ASSIGN 6/14/2004 10:00:48 AM, akenney
N042004-06-1400743 to tschmeli, WIP

*** CASE RULE ACTION 6/14/2004 10:00:50 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 6/14/2004 2:52:45 PM, tschmeli
Fulfilled for [REDACTED] due 06/15/2004 09:45:37 AM.

*** CASE FULFILL 6/14/2004 2:52:49 PM, tschmeli
Fulfilled for [REDACTED] due 06/15/2004 09:46:54 AM.

*** COMMIT 6/14/2004 2:52:52 PM, tschmeli, Action Type : N/A
Made to [REDACTED] due 06/15/2004 06:00:54 AM.
Call DPSM Dave Meeks to review

*** NOTES 6/14/2004 2:55:55 PM, tschmeli, Action Type : Call to Dealer

Spool Report

Run Date : 09/06/2012

Case History

Case ID : N042004-06-1400743

Case Title : [REDACTED] - BBB:HON0443024 - SIDE AIR BAG DEPLOYED

Spoke to Joe SM Cust. met w/ DPSM today.

Car has signs of impact on bottom, DSPM explained this is not a defect and cust. should go to her Ins. CO.

Car is still at dealer but has been ready to pick up "for a few weeks now" . At this time I do not have a specific date.

Will follow up w/ Dlr. as needed since SM was on his way out the door when I called.

Next action call DPSM to discuss and close N01 case.

*** NOTES 6/15/2004 8:55:17 AM, akenney, Action Type : Note-Technical

Received one techline contact for this customer/VIN. Forwarding to Tom.

*** NOTES 6/15/2004 9:38:49 AM, tschmeli, Action Type : Field/DSM

Left pmm for a call back to discuss case.

Did he take pictures? Does dlr have pic's ? was it a side air bag deployment or front air bag?

Is there damage to the chassis that can be seen in photo's ?

Will call Dlr on these questions as well.

*** NOTES 6/15/2004 10:33:55 AM, tschmeli, Action Type : Field/DSM

Call from DPSM. At this time Dlr. is trying to trade customer out of car and may have done that yesterday after he left dlr.

Contact in Service is SM Joe Jurley Sales John Sukola. I need to follow up with these people to see what the status is.

DPSM has pictures to send. Impact was directly on lift point of chassis which shows very little damage. DPSM believes this to be expected since the car is designed to be lifted on this part and would need to support about 1/4 of the weight of the car when it is in the air.

Next action is call dlr. to see what took place with cust.

*** CASE FULFILL 6/15/2004 10:34:04 AM, tschmeli

Fulfilled for [REDACTED] due 06/15/2004 06:00:54 AM.

*** COMMIT 6/15/2004 10:34:07 AM, tschmeli, Action Type : N/A

Made to [REDACTED] due 06/16/2004 06:00:09 AM.

Call dlr. to follow up w/ cust.

*** NOTES 6/15/2004 11:44:29 AM, tschmeli, Action Type : Call to Dealer

Call to 407-629-1234 for Joe Jurley SM @ Holler Honda.

At this time sales dept. is working to trade customer out of the car at dlr's expense which Joe states is approx. \$3000.

Minor body repair needed, air bag replacement needed and unit has 12,000 miles on it.

I will update DPSM on case today via phone mail.

*** COMMIT 6/15/2004 11:54:28 AM, tschmeli, Action Type : N/A

Made to [REDACTED] due 06/16/2004 11:54:30 AM.

Follow up / Dale DPSM when new car goes home

*** NOTES 6/16/2004 1:11:55 PM, tschmeli, Action Type : Call to Dealer

Call to John Sales Mgr. He states he traded customer out of her 2003 Accord into a 2004 at no cost to the customer.

He stated this cost the dealer \$3800 to do this. I thanked him and told him AHM appreciates this very much and hope he gets a lot of good word of mouth from the customer.

I will e-mail BBB to notify them of case resolution.

Case History

Case ID : N042004-06-1400743

Case Title : [REDACTED] BBB:HON0443024 - SIDE AIR BAG DEPLOYED

*** NOTES 6/16/2004 1:52:19 PM, tschmeli, Action Type : Note-Third Party
E-maol below was sent to Rhonda @ BBB regarding this case.

Rhonda □ Good News from what must be a Great Honda dealer.

Holler Honda of Winter Park traded the customer [REDACTED] out of her car and into a new 2004 at the Dealer's expense.

AHM was not involved in any costs in this resolution.

The DPSM and dealer inspected the car and found impact damage.

The customer was unwilling to turn in a claim to her insurance company so she was traded out.

*** CASE MEDIATION EVENT ADD 6/16/2004 2:39:41 PM, tschmeli

*** MEDIATION EVENT - DPSM INSPECTION 06/16/2004 02:39:41 PM tschmeli

Status: Completed

S: 06/14/2004 02:38:51 PM

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

A: 06/14/2004 02:39:15 PM

Assgn to: DPSM (DALE MEEKS)

Notes:

*** CASE MEDIATION EVENT ADD 6/16/2004 2:42:13 PM, tschmeli

*** MEDIATION EVENT - OFFER MADE 06/16/2004 02:42:13 PM tschmeli

Status: Completed

S: 06/16/2004 02:39:41 PM

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

A: 06/16/2004 02:40:28 PM

Assgn to: Other (DLR SALES MGR.)

Notes: DLR REPLACED UNIT AT THEIR EXPENSE

*** CASE MODIFY 6/16/2004 2:45:32 PM, tschmeli

into WIP default and Status of Solving.

*** NOTES 6/17/2004 9:27:12 AM, tschmeli, Action Type : Field/DSM

Sent e-mail to Dale to notify him of how this case ended for the dlr./customer.

*** CASE MEDIATION EVENT ADD 6/17/2004 9:28:44 AM, tschmeli

*** MEDIATION EVENT - OFFER MADE 06/17/2004 09:28:44 AM tschmeli

Status: In Progress

S: 06/15/2004 09:27:34 AM

D: 06/16/2004 12:00:00 AM

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

Assgn to: Mediation (DPSM / DLR.)

Notes: DLR. TOOK OWNERSHIP OF CASE AND SOLVED FOR CUSTOMER

*** CASE MEDIATION EVENT UPDATE 6/17/2004 9:28:55 AM, tschmeli

*** MEDIATION EVENT - OFFER MADE 06/17/2004 09:28:55 AM tschmeli

Status: Completed

S: 06/15/2004 09:27:34 AM

Case History

Case ID : N042004-06-1400743

Case Title : [REDACTED] BBB:HON0443024 - SIDE AIR BAG DEPLOYED

D: 06/16/2004 12:00:00 AM

A: 06/16/2004 09:28:50 AM

Assgn to: Mediation (DPSM / DLR.)

Notes: DLR. TOOK OWNERSHIP OF CASE AND SOLVED FOR CUST

*** CASE MEDIATION EVENT UPDATE 6/17/2004 9:29:23 AM, tschmeli

*** MEDIATION EVENT - OFFER MADE 06/17/2004 09:29:23 AM tschmeli

Status: In Progress

S: 06/15/2004 02:39:41 PM

D: 06/16/2004 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Other (DLR SALES MGR.)

Notes: DLR REPLACED UNIT AT THEIR EXPENSE

*** CASE MEDIATION EVENT UPDATE 6/17/2004 9:29:33 AM, tschmeli

*** MEDIATION EVENT - OFFER MADE 06/17/2004 09:29:33 AM tschmeli

Status: Completed

S: 06/15/2004 02:39:41 PM

D: 06/16/2004 12:00:00 AM

A: 06/16/2004 09:29:29 AM

Assgn to: Other (DLR SALES MGR.)

Notes: DLR REPLACED UNIT AT THEIR EXPENSE

*** CASE MEDIATION ADD/MODIFY 6/17/2004 9:30:33 AM, tschmeli

*** MEDIATION DECISION 06/17/2004 09:30:32 AM tschmeli

Proc: Mediation

Dcsn: Tradeout

Cust: Buyback-Replace

AHM: Non-Warrantable Rsn: Normal Operation

Arb Mthd: Please Specify Outcome: Please Specify

Ref: TOM SCHMELING

Rel: N012004-05-1801280

*** CASE MODIFY 6/17/2004 9:30:42 AM, tschmeli

into WIP default and Status of Solving.

*** CASE FULFILL 6/18/2004 6:56:21 AM, tschmeli

Fulfilled for [REDACTED] due 06/16/2004 06:00:09 AM.

*** CASE FULFILL 6/18/2004 6:57:11 AM, tschmeli

Fulfilled for [REDACTED] due 06/16/2004 11:54:30 AM.

*** COMMIT 6/18/2004 6:57:15 AM, tschmeli, Action Type : N/A

Made to [REDACTED] due 06/25/2004 06:00:17 AM.

watch for letter of settlement from BBB

*** CASE MEDIATION EVENT UPDATE 6/24/2004 10:52:21 AM, tschmeli

*** MEDIATION EVENT - BBB CASE RECD 06/24/2004 10:52:21 AM tschmeli

Case History

Case ID : N042004-06-1400743

Case Title : [REDACTED] - BBB:HON0443024 - SIDE AIR BAG DEPLOYED

Status: Completed

S: 06/03/2004 09:46:05 AM

D: ?/?/? ??:?

A: 06/17/2004 10:52:02 AM

Assgn to: Mediation ()

Notes: HON0443024

*** CASE MEDIATION EVENT ADD 6/24/2004 10:55:57 AM, tschmeli

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 06/24/2004 10:55:57 AM tschmeli

Status: Completed

S: 06/24/2004 10:52:28 AM

D: 06/24/2004 12:00:00 AM

A: 06/24/2004 10:55:54 AM

Assgn to: Mediation ()

Notes:

*** NOTES 6/24/2004 11:13:52 AM, tschmeli, Action Type : Note-General

The following e-mail was sent to Zone personnel regarding closure of this case.

Gentlemen

Customer: [REDACTED]Model 2003 AccordVIN 1HGCM566X3A [REDACTED]Issue Passenger side Air Bag DeploymentDealer # 240006 Holler Honda

I am closing this case based on an e-mail received from the BBB on 6-17.

This case involved an air bag deployment and undercarriage damage. Dale inspected the unit and rightfully determined this was not caused by a manufacturing defect. The dealer had the same opinion and took it upon themselves to trade the customer out of this unit into a new one.

No further action was required by AHM to resolve this issue.

I did follow up with the dealer and thanked them for their assistance in the case.

No response or further action is necessary on your part.

Thank you Dale for your timely assistance with this case.

*** SUBCASE N042004-06-1400743-1 CLOSE 6/24/2004 11:16:07 AM, tschmeli

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 6/24/2004 11:16:35 AM, tschmeli

Fulfilled for [REDACTED] due 06/25/2004 06:00:17 AM.

*** CASE CLOSE 6/24/2004 11:19:06 AM, tschmeli

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

Case Details

Case ID : N012006-11-1000091 Division : Honda - Auto Condition : Closed Open Date : 11/10/2006 6:42:00 AM
 Case Originator : Darrell Harville (Team SB) Sub Division : Customer Relations Status : Closed Close Date : 11/30/2006 10:36:24
 Case Owner : Wayne Zitter (Team HF) Method : Phone Queue : Days Open : 20
 Last Closed By : Wayne Zitter (Team HF) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SRS SIDE CURTAIN DEPLOYED** No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / IHGCM66593A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 45,550
 In Service Date : 08/18/2003
 Months In Use : 39
 Engine Number : J30A41146982
 Originating Dealer No. / Name : 207385 / CASTLE HONDA
 Selling Dealer No. / Name : 207385 / CASTLE HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206740 / PAULY HONDA
 Phone No. : 847-362-4300
 Address : 1111 S. MILWAUKEE AVE.
 City / State / Zip : LIBERTYVILLE, IL 60048
 Svc District / Sls District : 08C / A08
 Warranty Labor Rate / Date : \$119.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-11-1000091-1 ██████████	PRO Subcase Close	Product	Operation	752	SRS
N012006-11-1000091-2 ██████████	PRO Subcase Close	Product	Operation	752	SRS

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N012006-11-1000091-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Darrell Harville	Type 1 : Product	Status : Subcase Close	Open Date : 11/10/2006 6:52:06 AM
Issue Owner : Darrell Harville	Type 2 : Operation	Queue :	Close Date : 11/10/2006 6:52:35 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Single Deploy 7525
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012006-11-1000091-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 11/27/2006 3:47:06 PM
Issue Owner : Wayne Zitter	Type 2 : Operation	Queue :	Close Date : 11/30/2006 10:36:21
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Single Deploy 7525
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to 3rd Party, Assist Denied
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-11-1000091

Case Title :

SRS SIDE CURTAIN DEPLOYED**ND**

*** CASE CREATE 11/10/2006 6:42:00 AM, dharvill

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

*** CASE MODIFY 11/10/2006 6:42:14 AM, dharvill

into WIP default and Status of Solving.

*** CASE MODIFY 11/10/2006 6:42:47 AM, dharvill

into WIP default and Status of Solving.

*** CASE MODIFY 11/10/2006 6:42:52 AM, dharvill

into WIP default and Status of Solving.

*** NOTES 11/10/2006 6:51:29 AM, dharvill, Action Type : Call from Customer

The customer contacted ACS due to the passenger side curtain air bag deploying without warning. The vehicle is with the customer and he plans to take the vehicle to the dealership for evaluation tomorrow. The customer was traveling at approximately 60 mph on the highway when the side curtain air bag deployed without any warning. The customer states that he did not strike any objects or pot holes on the highway. The customer contacted the local state police whom validated that there was not any accident(s) involved or damage to the vehicle (e.g. no repair taken). The customer is concerned about what could have caused the air bag to deploy. ACS let him know that the dealership will need to evaluate the vehicle to determine any possible defects or premature failure of components. The customer wanted to know if this would be covered as a warranty repair. ACS let him know that the dealership evaluation will determine if any repair assistance will be considered based on the vehicle being outside warranty. The customer is going to arrange an appointment with the dealership and ended the call.

*** SUBCASE N012006-11-1000091-1 CREATE 11/10/2006 6:52:06 AM, dharvill

Created in WIP Default with Due Date 11/10/2006 6:52:06 AM.

*** CASE MODIFY 11/10/2006 6:52:19 AM, dharvill

into WIP default and Status of Solving.

*** CASE MODIFY 11/10/2006 6:52:28 AM, dharvill

into WIP default and Status of Solving.

*** SUBCASE N012006-11-1000091-1 CLOSE 11/10/2006 6:52:35 AM, dharvill

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/10/2006 6:52:36 AM, dharvill

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

*** CASE REOPEN 11/16/2006 10:36:44 AM, csudario

with Condition of Open and Status of Solving.

*** NOTES 11/16/2006 10:41:29 AM, csudario, Action Type : Call from Customer

Customer says the Pauly Honda would not assist with the repair on the airbags and why it deployed. Customer says that Tim Ferguson advised him that Mike Clark is the representative for the Northern Illinois district, and because if is out of warranty, and AHM will not assist. Customer was advised that this is an accident issue and to contact insurance company. Customer says that vehicle was not involved in an accident, did not hit anything, and airbag just deployed. I advised customer that I will forward file to Supervisor to review and will get back to customer.

*** NOTES 11/16/2006 11:11:13 AM, lprak, Action Type : Call from Customer

Customer called in requesting to the speak to a supervisor in regards to both the side and curtain side airbags deploying. He was advised that the call was being transfer to a supervisor because he is requesting for assistance with the repair. I apologized for any inconvenience and advised him that all ACS can do is documented the concern; however, he will need to contact his insurance company who is the primary investigating agent and they would contact AHM directly if they determine that their is any product related issue.

Case History

Case ID : N012006-11-1000091

Case Title : 8C - (PAULY HONDA) - [REDACTED] - SRS SIDE CURTAIN DEPLOYED**ND**

He inquired on why he was not shared this information in the first initial call. He inquired on the purpose of spending \$2000 for a VSC and AHM is not willing to assist him with the repair. I apologized to him and advised him that he has reached ACS which is a separate department from Honda Care who are the warrantor of the VSC. I advised him that he will need to contact them in regards to his concern. Please note that he does not seem to understand the difference between ACS and Honda Care. I attempted to explain the difference several times but he just couldn't understand. He finally agreed to contact Honda Care.

*** NOTES 11/20/2006 7:39:21 AM, csudario, Action Type : Call from Customer

ACS attempting to contact customer to advise that AHM does not have inspectors available to look at vehicle to determine the cause of the deployment of the airbags, and for the customer to contact their insurance company and that they would have someone inspect the vehicle.

*** CASE CLOSE 11/21/2006 2:55:16 PM, csudario

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

*** CASE REOPEN 11/27/2006 1:03:27 PM, ksulliva

with Condition of Open and Status of Solving.

*** NOTES 11/27/2006 1:12:26 PM, ksulliva, Action Type : Call from Customer

Received call from customer and was advised that the Mike Clark(dpsm) inspected vehicle and determined that the vehicle was out of warranty. Customer states that he would like the case to be reviewed and be given a reason the airbags deployed because the vehicle was not involved in an accident. Customer stated that the service manager advised him that there was damage to the undercarriage of the vehicle. Customer stated that the insurance adjuster stated that there was no damage to the vehicle.

Customer states in this situation he would have expected more of an explanation than the vehicle is out of warranty.

I advised customer that his case will be reopened and forwarded to cm for review. Customer thanked me and ended call.

*** CASE DISPATCH 11/27/2006 1:12:56 PM, ksulliva

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 11/27/2006 3:43:14 PM, wzitter

from Queue Honda Team E to WIP Default.

*** CASE MODIFY 11/27/2006 3:43:26 PM, wzitter

into WIP Default and Status of Solving.

*** NOTES 11/27/2006 3:44:00 PM, wzitter, Action Type : Call to Customer

Introduced myself as the CM assigned to review their case. Customer was told I am currently in the process of gathering information from the dealership regarding their case. Once this information has been received I will contact them. Customer was also given their case# and my direct ext # to be reached.

*** SUBCASE N012006-11-1000091-2 CREATE 11/27/2006 3:47:06 PM, wzitter

Created in WIP Default with Due Date 11/27/2006 3:47:06 PM.

*** COMMIT 11/27/2006 3:47:19 PM, wzitter, Action Type :

Made to [REDACTED] due 11/30/2006 03:47:21 PM.

DCS Follow-Up

*** NOTES 11/27/2006 3:47:26 PM, wzitter, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/30/2006

Case History

Case ID : N012006-11-1000091

Case Title : 8C - (PAULY HONDA) - [REDACTED] - SRS SIDE CURTAIN DEPLOYED**ND**

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:

Received call from customer and was advised that the Mike Clark(dpsm) inspected vehicle and determined that the vehicle was out of warranty. Customer states that he would like the case to be reviewed and be given a reason the airbags deployed because the vehicle was not involved in an accident. Customer stated that the service manager advised him that there was damage to the undercarriage of the vehicle. Customer stated that the insurance adjuster stated that there was no damage to the vehicle.

Customer states in this situation he would have expected more of an explanation than the vehicle is out of warranty.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Wayne Zitter
Automobile Customer Service

*** CASE MODIFY 11/28/2006 3:20:02 PM, wzitter
into WIP Default and Status of Solving.

*** NOTES 11/29/2006 11:47:26 AM, jyamamot, Action Type : Call from Customer
ACS received call from customer asking for update on his case. I informed customer the case is still open and the case manager is still gathering information. Customer wanted to leave a message. I transferred customer to case manager voice mail.

*** NOTES 11/30/2006 10:35:01 AM, wzitter, Action Type : Call from Customer
Spoke with the customer in regards to the concerns he has with the airbags deployment. I explained to the customer that the DPSM, Mike Clark has determined that there is under carriage damage which may have caused the air bags to deploy. I also referred the customer to his insurance company. Informed the customer that if his insurance company feels that there is something to subrogate to AHM they will file the appropriate paperwork. The customer stated that his insurance company does not cover his air bags.

*** CASE MODIFY 11/30/2006 10:35:50 AM, wzitter
into WIP Default and Status of Solving.

*** SUBCASE N012006-11-1000091-2 CLOSE 11/30/2006 10:36:21 AM, wzitter
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/30/2006 10:36:24 AM, wzitter
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012007-04-1601670	Division : Honda - Auto	Condition : Closed	Open Date : 4/16/2007 2:31:18 PM
Case Originator : Tracy Barnett (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/1/2007 1:02:57 PM
Case Owner : Caroline Odulio (Team HH)	Method : Fax	Queue :	Days Open : 15
Last Closed By : Caroline Odulio (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 9A (RALPH): [REDACTED] ACCIDENT/SIDE AIRBAG DEPLOYMENT	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / IHGCM66563A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM6653JNW / A
Miles / Hours :	
In Service Date :	09/17/2003
Months In Use :	43
Engine Number :	J30A41149783
Originating Dealer No. / Name :	207252 / JOHN HOLTZ HONDA
Selling Dealer No. / Name :	207252 / JOHN HOLTZ HONDA
Trim :	EX-V6
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206657 / RALPH HONDA
Phone No. :	585-225-3200
Address :	3939 WEST RIDGE ROAD
City / State / Zip :	ROCHESTER, NY 14626
Svc District / Sls District :	09A / A09
Warranty Labor Rate / Date :	\$93.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-04-1601670-1 / [REDACTED] - PRO	Subcase Close	Product	Accident/Injury	751	Side Airbag

Issue Details

Issue ID : N012007-04-1601670-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 4/17/2007 9:39:16 AM
Issue Owner : Caroline Odulio	Type 2 : Accident/Injury	Queue :	Close Date : 5/1/2007 1:02:50 PM
Issue Title : XXXXXXXXXX PRODUCT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-04-1601670

Case Title : 9A (RALPH): [REDACTED] ACCIDENT/SIDE AIRBAG DEPLOYMENT

*** CASE CREATE 4/16/2007 2:31:18 PM, tbarnett

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

*** NOTES 4/16/2007 2:31:18 PM, tbarnett, Action Type :

On 4/16/07 ACS received a 3-page fax from customer.

*** CASE DISPATCH 4/16/2007 2:31:38 PM, tbarnett

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 4/17/2007 6:11:08 AM, codulio

N012007-04-1601670 to codulio, WIP

*** CASE RULE ACTION 4/17/2007 6:11:10 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/17/2007 9:35:27 AM, codulio

into WIP Default and Status of Solving.

*** SUBCASE N012007-04-1601670-1 CREATE 4/17/2007 9:39:16 AM, codulio

Created in WIP Default with Due Date 4/17/2007 9:39:16 AM.

*** NOTES 4/17/2007 9:57:48 AM, codulio, Action Type : Letter/Fax

ACS rec'd letter letting AHM know on 3/15/2007 customer was driving on a local expressway at 55mph at 10pm with her 6month old son in the back seat center in his child seat. Customer said while avoiding a pothole in the road she ran over a piece of debris with the vehicle right tire then immediately the right side curtain airbags deployed along with the passenger seat airbag. Customer said she investigated the vehicle for damages and found no structural damage so customer immediately drove home.

On 3/9/07 the customer said she drove to Ralph Honda and described what happened to Service Manager Steven Pecora and he was surprised of the incident. Ralph Honda diagnosed and determined the debris which customer ran over is what must have set off the airbag system. Ralph Honda had contacted AHM and was instructed to have the customer call their insurance company and make a claim. Allstate processed the claim and inspected the vehicle and concluded they would pay for the repairs minus \$500 for the deductible.

After customer's multiple inquires as to the reasons for the airbag deployment, no one could definitively explain if the debris or a defect in the airbag system caused the deployment? The repairs were completed on 4/5/07 and customer has vehicle in their possession.

The customer wrote to AHM is to explain her experience and to convey her uncertainty with continuing to drive the vehicle with her infant son. The customer said she has been very happy with their Honda and she also has a CR-V. Customer is very unsatisfied with how AHM has responded to this dangerous incident with one of their vehicle, she was not happy with the response "call your insurance company" in her opinion is disregarding the seriousness of this situation.

The customer does not feel that she should have had to file a claim with her insurance company b/c it will have negative implications with her policy and had to pay \$500 deductible.

*** CASE MODIFY 4/17/2007 9:58:17 AM, codulio

into WIP Default and Status of Solving.

*** NOTES 4/17/2007 10:46:23 AM, codulio, Action Type : Call to Customer

I left message asking to call me and discuss the fax letter our office has rec'd. I provided the case# and provided my work hours and it is PST.

*** COMMIT 4/17/2007 10:47:04 AM, codulio, Action Type : N/A

Case History

Case ID : N012007-04-1601670

Case Title : 9A (RALPH): [REDACTED] ACCIDENT/SIDE AIRBAG DEPLOYMENT

Made to [REDACTED] due 04/20/2007 10:47:07 AM.

RALPH: verify if the SM responded to the iN Follow-Up

*** NOTES 4/17/2007 10:49:09 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/20/2007

Dear: Terry Harrison,

This customer contacted our office regarding the following issue(s): ACS rec'd letter letting AHM know on 3/15/2007 customer was driving on a local expressway at 55mph at 10pm with her 6month old son in the back seat center in his child seat. Customer said while avoiding a pothole in the road she ran over a piece of debri with the vehicle right tire then immediately the right side curtain airbags deployed along with the passenger seat airbag. Customer said she investigated the vehicle for damages and found no structural damage so customer immediately drove home.

On 3/9/07 the customer said she drove to Ralph Honda and described what happened to Service Manager Steven Pecora and he was surprised of the incident. Ralph Honda diagnosed and determined the debris which customer ran over is what mush have set off the airbag system. Ralph Honda had contacted AHM and was instructed to have the customer call their insurance company and make a claim. Allstate processed the claim and inspected the vehicle and concluded they would pay for the repairs minus \$500 for the deductible.

After customer's multiple inquires as to the reasons for the airbag deployment, no one could definitively explain if the debri or a defect in the airbag system caused the deployment? The repairs were completed on 4/5/07 and customer has vehicle in their possession.

The customer wrote to AHM is to explain her experience and to convey her uncertainty with continuing to drive the vehicle with her infant son. The customer said she has been very happy with their Honda and she also has a CR-V. Customer is very unsatisfied with how AHM has responded to this dangerous incident with one of their vehicle, she was not happy with the response "call your insurance company" in her opinion is disregarding the seriousness of this situation.

The customer does not feel that she should have had to file a claim with her insurance company b/c it will have negative implications with her policy and had to pay \$500 deductible.

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

Hello Terry, how are you? Did you know anything about this concerns when this customer delt with your dealership? Do we know who called into American Honda motors? Had the DPSM been involve with this matter? The customer is waiting for a follow up call on status. I need to discuss diagnoses of your dealers finding when customer addressed this matter.

Please call or transmit a DCS response to the Customer Service Office by the due date.

Thank you for your prompt attention to this matter.

Caroline Odulio
Automobile Customer Service
800 999-1009 x118197

*** NOTES 4/23/2007 1:15:17 PM, pbongco, Action Type : Call from Customer

On 4/23/07 ACS received a 5-page letter from the customer dated 48/07.

Case History

Case ID : N012007-04-1601670

Case Title : 9A (RALPH): [REDACTED] ACCIDENT/SIDE AIRBAG DEPLOYMENT

*** NOTES 4/26/2007 8:59:23 AM, codulio, Action Type : Call from Dealer

I rec'd message from Terry letting me know techline refered cust. to insurance. DPSM was also involve. Terry explained the insurance adjuster also agreed damage to the right frame well between 2 doors is what was hit.

*** CASE FULFILL 4/26/2007 9:01:02 AM, codulio

Fulfilled for [REDACTED] due 04/20/2007 10:47:07 AM.

*** NOTES 4/26/2007 9:05:05 AM, codulio, Action Type : Call to Dealer

I left message lettiing the SM Terry Harrison know that I have rec'd his message on this customer and I will be following up with the customer to address AHM position. I provided the case# and the last 8 digit of the vin#.

*** NOTES 4/26/2007 9:06:41 AM, codulio, Action Type : Call to Customer

I left message asking the customer to call me to discuss their case. I provided the case#.

*** COMMIT 4/26/2007 9:06:54 AM, codulio, Action Type : N/A

**verify if cust. called

*** NOTES 4/30/2007 10:48:32 AM, mwells, Action Type : Call from Customer

Customer called ACS wanting to know any updated information on Honda stand about her airbags deploying while driving. She was advised ACS see that case manager has been in contact with dealer but not sure what will be done about her case. She was advised that case manager contacted her on 4/26 regarding introducing themselves as the case manager in assisting her claim. She stated that she had not received a call. Her home number was incorrect and was updated to the current status and the secondary number was verified and is correct. Customer was apologized to and was advised that currently the voice mail was available for the case manager. She requested to be transferred to leave a message. Call transferred.

*** NOTES 5/1/2007 1:02:19 PM, codulio, Action Type : Call from Customer

I spoke with the customer and she wanted to check the status of case. Mailing address and phone numbers are correct.

I told the customer she called us b/c the airbags had deployed when she hit a debri on the road? Customer confirmed yes and it was not that big but a size of a tennis ball. Customer said it was so bad that it scared her and her baby. I apologized for this incident.

I told the customer I spoke with SM Terry Harrison and he confirmed the vehicle had signs of damages and even the insurance adjuster agreed there were damages between the wheel well between the 2 doors. The customer started to ask me questions about the airbag and I told the customer that I am not a technician or airbag expert but I can mail her an SRS booklet to provide her information on how the airbags function. The customer declined at this time to see if she has her copy. I asked the customer if the vehicle has been repaired? Customer said yes and TJ in the collision deprt said he had never seen anything like this and told the customer to call AHM.

I explained to the customer in this type of incident our office will gather information of their incident and if they feel there is a defect then we will refer her to her insurance company to do an investigation and if they have found a defect then they will settle with her and contact AHM then we will do our investigation. I told the customer since now her vehicle has been repaired AHM has not been given an oppurtunity to investigate b/c the vehicle has been repaired. I told the customer I can document her feed back and concerns.

Customer wanted it noted that she is not happy with the response. I apologized again for this situation.

*** CASE FULFILL 5/1/2007 1:02:28 PM, codulio

Fulfilled for [REDACTED] due 05/01/2007 06:00:00 AM.

*** SUBCASE N012007-04-1601670-1 CLOSE 5/1/2007 1:02:50 PM, codulio

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012007-04-1601670

Case Title : 9A (RALPH): [REDACTED] ACCIDENT/SIDE AIRBAG DEPLOYMENT

*** CASE CLOSE 5/1/2007 1:02:57 PM, codulio

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

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012006-11-1300843 Division : Honda - Auto Condition : Closed Open Date : 11/13/2006 7:06:17 AM
 Case Originator : Chertrisse Terrell (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/29/2007 10:33:40 AM
 Case Owner : Kysha Sullivan (Team HC) Method : Phone Queue : Days Open : 77
 Last Closed By : Kysha Sullivan (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ((MOTORWORLD))5 [REDACTED] - AIRBAG DEPLOYMENT / BBB No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM66563A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 46,200
 In Service Date : 09/27/2003
 Months In Use : 38
 Engine Number : J30A41149831
 Originating Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Selling Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Phone No. : 570-829-3500
 Address : 150 MOTORWORLD DRIVE
 City / State / Zip : WILKES BARRE, PA 18703
 Svc District / Sls District : 05M / D05
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-11-1300843-1 / [REDACTED]	PROD Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012006-11-1300843-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 11/15/2006 10:13:24
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 11/28/2006 2:47:11 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-11-1300843

Case Title : ((MOTORWORLD))5L [REDACTED] AIRBAG DEPLOYMENT / BBB

*** CASE CREATE 11/13/2006 7:06:17 AM, cterrell

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

*** CASE MODIFY 11/13/2006 7:08:36 AM, cterrell

into WIP default and Status of Solving.

*** CASE MODIFY 11/13/2006 7:14:22 AM, cterrell

into WIP default and Status of Solving.

*** NOTES 11/13/2006 7:20:07 AM, cterrell, Action Type : Call from Customer

ACS received inbound call from [REDACTED]

He stated that this past weekend the vehicle's passenger side curtain airbag deployed. He stated the he wasn't involved in an accident. He contacted dealer 206904, Motorworld Honda, regarding the issue. He was instructed by dealer 206904, Motorworld Honda, to bring the vehicle to the dealership so that the issue may be inspected.

I informed him that he should contact his insurance company regarding inspection. I informed him that once his insurance company has inspected the vehicle, they will contact AHM for further assistance, if needed. I also informed him that I will send him a SRS booklet. I inquired if he needed further assistance and he declined. I thanked him for calling AHM. (Sent booklet)

*** CASE MODIFY 11/13/2006 7:20:09 AM, cterrell

into WIP default and Status of Solving.

*** CASE MODIFY 11/13/2006 2:04:30 PM, cterrell

into WIP default and Status of Solving.

*** CASE ASSIGN 11/13/2006 2:04:41 PM, cterrell

N012006-11-1300843 to ejosephs, WIP B

*** CASE RULE ACTION 11/13/2006 2:04:42 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 11/14/2006 1:31:25 PM, csiders, Action Type : Call from Customer

The customer called back to say that the dealer said the airbag diagnostic said the airbag deployed, but they do not know what caused it to deploy. He said they were driving along and the airbag deployed without ever being in any kind of an accident. The customer said the dealer did determine that there was no trauma or accident to the vehicle. He said their diagnostic test determined that an airbag sensor was out, but they don't know which one. He said the dealer is stumped as to why the airbags deployed. The customer said the dealer has been great and he has no problem with them. However, at this point it is beyond their knowledge or expertise.

The customer said that the dealer told him a Regional Representative would be out to look at the vehicle on Friday, however they do not know what time. The customer said that he would like to stay in the loop and know what time the District Representative is going to be there so he can be there. The customer said his vehicle has been at the dealers since Monday. He said the dealer hasn't come out and said it is defective, but they cannot explain why the airbag deployed and there wasn't an accident. The dealer indicated that the vehicle is unsafe to drive. Therefore, the vehicle is currently at the dealer.

The customer said that his wife needs a rental car because she is without the vehicle. I checked and found that he has a VSC. I told him to call Honda Care and see if his VSC covers rental car for this type of an issue. I gave him their number of 800-999-5901.

I told him that I would document his request for the case manager to call him with the time that the District Representative is going to be at the dealership.

Case History

Case ID : N012006-11-1300843

Case Title : ((MOTORWORLD)): [REDACTED] AIRBAG DEPLOYMENT / BBB

He thanked me and the call ended.

*** CASE ASSIGN 11/14/2006 2:22:10 PM, ejosephs
N012006-11-1300843 to acaswell, WIP

*** CASE RULE ACTION 11/14/2006 2:22:11 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 11/15/2006 6:53:56 AM, acaswell
N012006-11-1300843 to ksulliva, WIP

*** CASE RULE ACTION 11/15/2006 6:53:57 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/15/2006 10:07:08 AM, ksulliva
into WIP default and Status of Solving.

*** SUBCASE N012006-11-1300843-1 CREATE 11/15/2006 10:13:24 AM, ksulliva
Created in WIP Default with Due Date 11/15/2006 10:13:24 AM.

*** NOTES 11/15/2006 10:18:51 AM, ksulliva, Action Type : Call to Dealer
Called dlr and left message for Joe(sm)

*** NOTES 11/15/2006 10:20:13 AM, ksulliva, Action Type : Call to Customer
Called customer and left message with all contact information for a return call.

*** COMMIT 11/15/2006 10:20:36 AM, ksulliva, Action Type : N/A

Made to [REDACTED] due 11/17/2006 10:20:37 AM.
call cust/call dlr

*** NOTES 11/16/2006 12:09:26 PM, swilliam, Action Type : Call from Customer

Customer was dissatisfied with Honda dealer do to the fact his air bags deployed and they don't know why. The dealer at Motorworld has no idea why they deployed. The dealer told him that the regional service manager would be in on Friday Nov 17. Customer asked what time so he could come in and talk to him. Dealer said they didn't know when they would be in. Customer wants to be there and do this face to face. Customer said it was not his fault they deployed. Customer is concerned that Honda may say it is the customers fault and they will have to pay to fix air bags. Customer said it is Honda's fault and he wants to know what time service manager will be in.

Customer was advised of the case worker that was working the case. Customer asked for there extension. Advised customer of there extension, and that ACS would document this conversation.

*** NOTES 11/16/2006 3:08:11 PM, dmoore, Action Type : Call from Customer

Customer states that he would like to speak to a supervisor because he cant seem to get a support from his current CM on his issue. Customer says that he feels that no one is really making him feel comfortable with his Airbag deployment issue. Customer wants to be in the loop on his case and it seems that since he cannot be informed of when he DPSM is going to come to inspect his car he is somewhat left in the dark and the CM is not helping.

*** NOTES 11/17/2006 10:27:55 AM, vchhauy, Action Type : Contention

Customer contacted ACS complaining he cannot get a hold of CM. He stated he met with DPSM and frankly he doesn't feel DPSM should be assessing his vehicle regarding airbag deployment. He thought airbag specialist would be looking at his vehicle. He feels the vehicle is not safe to drive. In addition he's gotten nothing but the run around with this case. He would like to speak with CM. He stated he doesn't want to be transferred if he going to get a voicemail. He left one before he spoke to me. I advised him I will be putting him on hold while I contact CM. I contacted CM and transferred call.

Case History

Case ID : N012006-11-1300843

Case Title : ((MOTORWORLD))5L [REDACTED] AIRBAG DEPLOYMENT / BBB

*** NOTES 11/17/2006 10:47:19 AM, lfowler, Action Type : Call from Customer

The customer called ACS to say that he met with the DPSM regarding his vehicle. He states that he is totally dissatisfied with the decision and wants to escalate this concern. I advised him that I would document the same. He thanked me for assisting and the call ended.

*** NOTES 11/17/2006 4:41:28 PM, bcherney, Action Type : Call from Customer

The customer called back and the District Parts and Service Manager saw the car and the car had some undercarriage damage. He had two questions.

How safe is the car to drive? with this damage.

How do side impact bags deploy?

Customer felt the moment he drove the car off the lot the dealer no longer cared about servicing the car. Agent told the customer he did not know if the case manager was in touch with engineering to answer his questions, but the case manager does have full authority to decide on the case. Agent will put a copy on the case manager and supervisors desk for review/call back.

*** NOTES 11/20/2006 8:36:29 AM, ksulliva, Action Type : Call to Customer

Called customer and he advised that his vehicle is at the dlr because the side airbag deployed on his vehicle and he stated that he did not hit anything. Customer stated that his vehicle has been inspected by the sm and he was advised that he could not see any impact but would have to have the DPSM(Alan) inspect the vehicle.

I asked customer if he contacted his insurance ccompany? Customer stated that he had but they would not be covering this because there was no impact. Customer stated that he wanted to know why the dpsm had to inspect the vehicle?

I advised the customer that due to the nature of the failure, the dpsm is needed as a second pair of eyes to confirm whether there was impact or not.

I apologized to the customer for the inconvenience and advised that AHM and the dlr will try and have this taken care of as soon as possible. I advised customer that the dpsm will also take pictures of the vehicle and forward them to my attention. Customer ended call.

*** NOTES 11/20/2006 9:14:01 AM, ksulliva, Action Type : Field/DSM

Received call from Alan(dpsm) and was advised that he inspected vehicle and the undercarriage of the vehicle. Alan stated that he met with the customer and he was not happy with the decision. Alan stated that the customer would like the decision changed by AHM. Alan stated that the customer was very rude and combative at the with him and the service mgr. I advised that I will contact customer. Alan stated that he will send pictures so that I may view them.

*** NOTES 11/20/2006 9:30:49 AM, ksulliva, Action Type : Call to Customer

Called customer and he expressed his dissatisfaction with Alan's(dpsm) decision not to assist based on the fact that there was impact to the undercarriage. Customer stated that he would like to know how Alan(dpsm) knew that the marks that he saw underneath the vehicle caused the airbag to deploy? Customer stated that if or when vehicle is repaired will he ever know what caused the airbag to deploy? Customer would like to know if the decision can be appealed?

I apologized to the customer for the inconvenience and advised that the Alan is qualified to diagnose the vehicle and to determine what has caused the airbag to deploy. I advised customer that unfortunately I would not be able to tell him how exactly Alan was able to arrive at this conclusion because we are not technicians. I advised customer that Alan will send the pictures he took of the vehicle to my attention for review and I will discuss with my supervisor. I advised customer that there are no guarantees that the decision will be changed but it will be reviewed.

Customer still was not satisfied and he asked for the name of my supervisor. I advised customer of her name(Athena Caswell) and advised that I will review case with her and I will call her back. Customer ended call.

Case History

Case ID : N012006-11-1300843

Case Title : ((MOTORWORLD)) [REDACTED] AIRBAG DEPLOYMENT / BBB

*** CASE FULFILL 11/20/2006 9:30:57 AM, ksulliva

Fulfilled for [REDACTED] due 11/17/2006 10:20:37 AM.

*** COMMIT 11/20/2006 9:31:00 AM, ksulliva, Action Type : N/A

Made to [REDACTED] due 11/21/2006 09:31:01 AM.

call cust/

*** CASE YANKED 11/22/2006 8:08:48 AM, pbongco

Yanked by pbongco into WIPbin default.

*** CASE MODIFY 11/22/2006 8:10:24 AM, pbongco

into WIP default and Status of Solving.

*** NOTES 11/22/2006 8:11:43 AM, pbongco, Action Type : Letter/Fax

On 11/20/06 ACS received a BBB call record# HON0668670 stating:

"Repair the damages that occurred due to airbag deployment. Assure that all bags in car are properly operating."

*** CASE MODIFY 11/22/2006 8:12:36 AM, pbongco

into WIP default and Status of Solving.

*** CASE ASSIGN 11/22/2006 8:12:43 AM, pbongco

N012006-11-1300843 to ksulliva, WIP

*** CASE RULE ACTION 11/22/2006 8:12:46 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 11/22/2006 12:07:17 PM, ksulliva, Action Type : Call from Customer

Received call from customer requesting written documentation that will support the fact that an airbag may deploy with undercarriage impact.

I advised customer AHM has a brochure that contains airbag information and it also contains examples of incidents that "may" cause the airbag to deploy or not.

I advised customer that I will mail information. Customer ended call.

*** CASE FULFILL 11/22/2006 12:07:52 PM, ksulliva

Fulfilled for [REDACTED] due 11/21/2006 09:31:01 AM.

*** COMMIT 11/22/2006 12:07:57 PM, ksulliva, Action Type : N/A

Made to [REDACTED] due 11/28/2006 12:07:57 PM.

call cust

*** NOTES 11/28/2006 2:46:38 PM, ksulliva, Action Type : Call to Customer

Called customer and advised that I will be able to send an airbag brochure to him for additional information on airbag deployment but specific information regarding under carriage impact. Customer simply ended call, closing case.

*** SUBCASE N012006-11-1300843-1 CLOSE 11/28/2006 2:47:11 PM, ksulliva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/28/2006 2:47:12 PM, ksulliva

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

*** CASE REOPEN 1/19/2007 6:45:18 AM, pbongco

with Condition of Open and Status of Solving.

Case History

Case ID : N012006-11-1300843

Case Title : ((MOTORWORLD))51 [REDACTED] AIRBAG DEPLOYMENT / BBB

*** NOTES 1/19/2007 6:47:13 AM, pbongco, Action Type : Letter/Fax

On 1/18/07 ACS received a 15-page letter from the Office of the Attorney General, forwarded from the Mediation Dept.
Photos attached

*** CASE MODIFY 1/19/2007 6:47:35 AM, pbongco
into WIP default and Status of Solving.*** CASE DISPATCH 1/19/2007 6:47:43 AM, pbongco
from WIP default to Queue Honda Team G.*** CASE ACCEPT 1/19/2007 6:52:48 AM, ksulliva
from Queue Honda Team G to WIP default.*** NOTES 1/29/2007 10:13:20 AM, ksulliva, Action Type : Letter/Fax
January 29, 2007

Commonwealth of Pennsylvania
Scranton Regional Office
Consumer Protection Division
Room 100, Samter Building
101 Penn Ave
Scranton, PA 18503
Attn: Tom Corbett
Re: [REDACTED]
Case No.: E-000043-2007

Dear Mr. Tom Corbett:

Thank you for contacting our office and affording us the opportunity to review and address the concerns regarding [REDACTED]'s 2003 Accord VIN number, IHGCM66563A [REDACTED].

We have reviewed [REDACTED]'s concerns, since American Honda Motor Co., Inc. (AHM) makes every effort to do what is fair and reasonable for its customer's and company.

It is never AHM's intention to have anyone less than satisfied with his or her Honda ownership experience. It has always been AHM's policy to work with customers to satisfy all concerns regarding Honda vehicles. For this reason AHM provides each vehicle with a 3-year/36,000 mile New Vehicle Limited Warranty to covers defects in material and workmanship.

In addition to the New Vehicle Limited Warranty, AHM also does review requests for assistance outside of our warranty on a case-by-case basis.

After further review and inspection of [REDACTED]'s vehicle by Joe Schesney, service manager of Piazza Honda of Reading for a concern with the passenger side airbag deploying when the vehicle had not been involved in an accident. It was determined that no assistance would be offered. This decision was based on the fact that there was impact damage to the undercarriage of the vehicle. The inspection was conducted by Alan Lebair, District Parts and Service Manager and Joe Schesney, service manager.

Case History

Case ID : N012006-11-1300843

Case Title : ((MOTORWORLD))5 [REDACTED] - AIRBAG DEPLOYMENT / BBB

We appreciate the opportunity to address the concerns of our customer through your office. Should you have any questions, or need additional information, please do not hesitate to contact me at (800) 999-1009 extension 118122.

Respectfully,
American Honda Motor Co., Inc

Kysha Sullivan
Regional Case Manager
Automobile Customer Service
N012006-11-1300843

*** NOTES 1/29/2007 10:14:07 AM, ksulliva, Action Type : Letter/Fax

Faxed letter to 570-9633418 office of Tom Corbett(atty general)

*** CASE CLOSE 1/29/2007 10:33:40 AM, ksulliva

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

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012004-01-1900727 Division : Honda - Auto Condition : Closed Open Date : 1/19/2004 9:20:00 AM
 Case Originator : Brian Pledger (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 2/13/2004 4:10:37 PM
 Case Owner : Anthony Hill (Team HA) Method : Phone Queue : Days Open : 25
 Last Closed By : Anthony Hill (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] IE-SIDE AIRBAG DEPLOYMENT AFTER GOING OVER DIP IN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM66553A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM6653JNW / A
 Miles / Hours : 67,000
 In Service Date : 09/16/2003
 Months In Use : 4
 Engine Number : J30A41153001
 Originating Dealer No. / Name : 208220 / NORM REEVES HONDA SUPERSTOR
 Selling Dealer No. / Name : 208220 / NORM REEVES HONDA SUPERSTOR
 Trim : EX-V6
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208220 / NORM REEVES HONDA SUPERSTORE
 Phone No. : 626-756-3800
 Address : 1840 E. GARVEY AVE. SO
 City / State / Zip : WEST COVINA, CA 91791
 Svc District / Sls District : 01E / D01
 Warranty Labor Rate / Date : \$108.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-01-1900727-1 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N012004-01-1900727-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Lifosjoe	Type 1 : Product	Status : Subcase Close	Open Date : 1/26/2004 3:37:24 PM
Issue Owner : Julie Lifosjoe	Type 2 : Operation - "Safety"	Queue :	Close Date : 1/26/2004 3:37:36 PM
Issue Title : ██████████ - PRODUCT COMPLAINT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-01-1900727

Case Title :

[REDACTED] IE-SIDE AIRBAG DEPLOYMENT AFTER GOING OVER DIP IN ROAD

*** NOTES 1/19/2004 9:20:00 AM, bpledger, Action Type : Call from Customer

The customer stated that he had an issue with the vehicle airbags. The customer stated that the vehicle was driven over a dip and the side airbags deployed.

The customer wanted to know why the airbags deployed. Advised the customer that he may want to contact his insurance company to have the vehicle inspected.

I advised the customer that the insurance company would contact AHM if they feel the system is not operating correctly. The customer understood.

*** CASE CREATE 1/19/2004 9:20:00 AM, bpledger

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

*** CASE ASSIGN 1/19/2004 9:20:38 AM, bpledger

N012004-01-1900727 to jlifosjo, WIP ☐!

*** CASE RULE ACTION 1/19/2004 9:20:39 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/26/2004 3:36:49 PM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** SUBCASE N012004-01-1900727-1 CREATE 1/26/2004 3:37:24 PM, jlifosjo

Created in WIP Default with Due Date 1/26/2004 3:37:24 PM.

*** SUBCASE N012004-01-1900727-1 CLOSE 1/26/2004 3:37:36 PM, jlifosjo

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/26/2004 3:37:38 PM, jlifosjo

into WIP NEW CASES and Status of Solving.

*** CASE CLOSE 1/26/2004 3:37:43 PM, jlifosjo

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

*** CASE REOPEN 2/5/2004 9:14:41 AM, hmcginn

with Condition of Open and Status of Solving.

*** NOTES 2/5/2004 9:17:03 AM, hmcginn, Action Type : Letter/Fax

On 2/4/04 ACS received a letter from customer dated 2/1/04 regarding previous issues.

*** CASE MODIFY 2/5/2004 9:17:42 AM, hmcginn

into WIP default and Status of Solving.

*** CASE DISPATCH 2/5/2004 9:17:47 AM, hmcginn

from WIP default to Queue Team A.

*** CASE YANKED 2/5/2004 4:01:56 PM, tyun

Yanked by tyun into WIPbin default.

*** CASE ASSIGN 2/5/2004 4:02:21 PM, tyun

N012004-01-1900727 to ahill, WIP

*** CASE RULE ACTION 2/5/2004 4:02:22 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 2/6/2004 8:11:06 AM, ahill, Action Type : N/A

Made to [REDACTED] due 02/13/2004 12:00:00 AM.

Follow up on then customer's letter

Case History

Case ID : N012004-01-1900727

Case Title : [REDACTED] IE-SIDE AIRBAG DEPLOYMENT AFTER GOING OVER DIP IN ROAD

*** NOTES 2/13/2004 4:03:27 PM, ahill, Action Type : Call to Customer

In the customer's letter, he indicated that he had the car inspected after the incident by Norm Reeves Honda Superstore of West Covina, and was advised by the same that there was damage to the undercarriage of the vehicle. However, he denies this.

Moreover, he advised that the he was accused of driving so fast that the seat belt broke. However, he said that they broke because of the hard braking of his wife when she heard the air bags deploy. He said that he would contact the Better Business Bureau on this matter.

*** NOTES 2/13/2004 4:10:18 PM, ahill, Action Type : Call to Customer

The customer was advised that his letter was received, however, this matter must still be handled by his insurance company. He understood, and concluded call with thanks.

*** CASE CLOSE 2/13/2004 4:10:37 PM, ahill

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

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012005-03-1800240 Division : Honda - Auto Condition : Closed Open Date : 3/18/2005 8:17:50 AM
 Case Originator : Shawnbay Jones (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 3/18/2005 8:20:50 AM
 Case Owner : Shawnbay Jones (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Shawnbay Jones (Team HF) Point of Origin : Customer Wipbin :
 Case Title : ██████████ SRS SIDE AIRBAG DEPLOY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56663A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 20,000
 In Service Date : 05/31/2003
 Months In Use : 22
 Engine Number : K24A41151618
 Originating Dealer No. / Name : 206648 / PENSKE HONDA
 Selling Dealer No. / Name : 206648 / PENSKE HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-03-1800240-1 ██████████	Subcase Close	Product	Operation	751	Side Airbag

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N012005-03-1800240-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Shawnbay Jones	Type 1 : Product	Status : Subcase Close	Open Date : 3/18/2005 8:18:49 AM
Issue Owner : Shawnbay Jones	Type 2 : Operation	Queue :	Close Date : 3/18/2005 8:18:59 AM
Issue Title : XXXXXXXXXX PRODUCT INFORMATION - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012005-03-1800240

Case Title : [REDACTED] - SRS SIDE AIRBAG DEPLOY

*** CASE CREATE 3/18/2005 8:17:50 AM, shajones

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

*** NOTES 3/18/2005 8:17:51 AM, shajones, Action Type :

Customer contacted ACS regarding an issue with a side airbag deploying. Customer states that the vehicle was being driven and he hit a bump or a pothole. Customer states that upon doing this the side airbag deployed. Customer contacted Penske Honda and was told that he should contact AHM. I advised the customer that the concern was documented. I also advised the customer that she will need to be in contact with his Auto Insurance. customer thanked me and the call was ended.

*** SUBCASE N012005-03-1800240-1 CREATE 3/18/2005 8:18:49 AM, shajones

Created in WIP Default with Due Date 3/18/2005 8:18:49 AM.

*** SUBCASE N012005-03-1800240-1 CLOSE 3/18/2005 8:18:59 AM, shajones

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/18/2005 8:20:46 AM, shajones, Action Type : Call from Customer

I advised the customer on the airbag and when airbags are to deploy. I advised the customer to consult the airbag booklet that is given when the vehicle is purchased. Customer thanked me.

*** CASE CLOSE 3/18/2005 8:20:50 AM, shajones

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

Case Details

Case ID : N012006-02-2101573 Division : Honda - Auto Condition : Closed Open Date : 2/21/2006 12:18:39 PM
 Case Originator : Brian Mackett (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 2/27/2006 9:32:01 AM
 Case Owner : Chris Martinez (Team HF) Method : Dealer Referred Queue : Days Open : 6
 Last Closed By : Chris Martinez (Team HF) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - ((HUDSON HONDA))SRS DEPLOYMENT - No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / IHGCM56343A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5633PLW / A
 Miles / Hours :
 In Service Date : 02/07/2004
 Months In Use : 24
 Engine Number : K24A41154891
 Originating Dealer No. / Name : 208140 / HUDSON HONDA
 Selling Dealer No. / Name : 208140 / HUDSON HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208140 / HUDSON HONDA
 Phone No. : 201-868-9500
 Address : 6608 KENNEDY BLVD.
 City / State / Zip : WEST NEW YORK, NJ 07093
 Svc District / Sls District : 05C / B05
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : 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
N012006-02-2101573-1 / ██████████	Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : N012006-02-2101573-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Martinez	Type 1 : Product	Status : Subcase Close	Open Date : 2/22/2006 6:46:34 AM
Issue Owner : Chris Martinez	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/27/2006 9:31:57 AM
Issue Title : [REDACTED] PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-02-2101573

Case Title : 5D [REDACTED] ((HUDSON HONDA))SRS DEPLOYMENT -

*** CASE CREATE 2/21/2006 12:18:39 PM, bmackett
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 2/21/2006 12:18:59 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:19:46 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:20:36 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:20:44 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:20:50 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:21:30 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:21:38 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:21:45 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:21:52 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:24:48 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:26:25 PM, bmackett
into WIP default and Status of Solving.

*** NOTES 2/21/2006 12:26:58 PM, bmackett, Action Type : Call from Customer

The customer called ACS because his driver's airbag deployed as he was parking his car. He was slowing and parallel parking. Customer said he slid on some ice, and the anti-lock brakes started making noise (I thought these deactivated at speeds <5 mph). Customer then said the driver's airbag deployed and cracked the windshield. The incident occurred a few hours ago. Customer said the service manager gave him the number to ACS and told him to call. He said it wasn't the dealer's problem; it was AHM's problem. Customer requests expedition of the Field Examiner. The dealer did not provided him with a loaner, and he is requesting one.

*** CASE MODIFY 2/21/2006 12:26:59 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:27:09 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:27:29 PM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:27:31 PM, bmackett

Case History

Case ID : N012006-02-2101573

Case Title : 5D - [REDACTED] - ((HUDSON HONDA))SRS DEPLOYMENT -

into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2006 12:27:31 PM, bmackett

into WIP default and Status of Solving.

*** CASE DISPATCH 2/21/2006 12:27:35 PM, bmackett

from WIP default to Queue Honda Team C.

*** NOTES 2/21/2006 12:29:33 PM, bmackett, Action Type : Call from Customer

Customer said he hurt his hand when the airbag deployed.

*** CASE ASSIGN 2/21/2006 12:43:18 PM, dhamilto

N012006-02-2101573 to cmartine, WIP

*** CASE RULE ACTION 2/21/2006 12:43:19 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/22/2006 6:45:32 AM, cmartine

into WIP default and Status of Solving.

*** SUBCASE N012006-02-2101573-1 CREATE 2/22/2006 6:46:34 AM, cmartine

Created in WIP Default with Due Date 2/22/2006 6:46:34 AM.

*** COMMIT 2/22/2006 6:46:40 AM, cmartine, Action Type :

Made to [REDACTED] due 02/25/2006 06:46:42 AM.

DCS Follow-Up

*** NOTES 2/22/2006 6:47:21 AM, cmartine, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 2/25/2006

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

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

The customer called ACS because his driver's airbag deployed as he was parking his car. He was slowing and parallel parking. Customer said he slid on some ice, and the anti-lock brakes started making noise (I thought these deactivated at speeds <5 mph). Customer then said the driver's airbag deployed and cracked the windshield. The incident occurred a few hours ago. Customer said the service manager gave him the number to ACS and told him to call. He said it wasn't the dealer's problem; it was AHM's problem. Customer requests expedition of the Field Examiner. The dealer did not provide him with a loaner, and he is requesting one.

JERRY, HAVE YOU INSPECTED THIS VEHICLE? HAS TURK BEEN CONTACTED?

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Chris Martinez

Automobile Customer Service

*** COMMIT 2/22/2006 6:47:28 AM, cmartine, Action Type : N/A

Call dealer/customer

Case History

Case ID : N012006-02-2101573

Case Title : 5D - [REDACTED] ((HUDSON HONDA))SRS DEPLOYMENT -

*** NOTES 2/23/2006 7:45:14 AM, jwheeler, Action Type : Call from Customer

The customer called to follow up on his case. The manager was not available. The call went to voice mail.

*** NOTES 2/23/2006 7:51:49 AM, dhamilto, Action Type : Call from Customer

Customer called and wanted to speak his case manager, i informed the customer that the case manager was on the phone and to leave a message. Customer agreed and call transferred.

*** NOTES 2/23/2006 9:55:59 AM, cmartine, Action Type : Call from Customer

ACS called the dealer and spoke to SM Jerry, we reviewed the case and he informed me that the customer brought the vehicle in with the front drivers air bag deployed and with the customer stating that it deployed for no reason. The SM states that he discovered that the vehicle was showing lower front bumper damage and the right side rail shows impact, the SRS codes were pulled and E2-11 and F1-11 were retrieved, indicating a impact. Tech line was notified and reference # 1750575 was given. The SM requested that ACS contact the DPSM to have him inspect the vehicle. I thanked him for the information and advised him that I would call the DPSM and I recommended that he take digital photography of the vehicle and he stated that he would.

*** CASE MODIFY 2/23/2006 10:06:56 AM, cmartine

into WIP 5D and Status of Solving.

*** CASE CUC LOOKUP 2/23/2006 10:07:13 AM, cmartine

CUC CHECK 02/23/2006 10:07:13 AM cmartine

The following CUC information was found

[REDACTED] ACTIVE;100000;24971;48000;2007-02-07;2011-02-07;;2005-04-16;2005-04-16;208140;;0;2005-04-30;2005-04-18

*** CASE VSC LOOKUP 2/23/2006 10:07:13 AM, cmartine

VSC CHECK 02/23/2006 10:07:13 AM cmartine

The following VSC information was found

[REDACTED] V002289132;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2005-04-16;2011-02-06;100000;24965;208140;0.00

*** NOTES 2/23/2006 10:26:04 AM, cmartine, Action Type : Call from Customer

ACS called the customer and spoke to [REDACTED] I introduced myself as the area RCM and we reviewed the case together. The customer explained to me that the he did not crash the vehicle and feels that his "claim" should be honored. I apologized to him and asked him if the SRS light was on prior to the damage and he stated that it was not. I asked him if he might have hit something prior tot he deployment and the customer was adamant that he did not. I advised the customer that the codes pulled from the computer indicate that a impact had occurred and that during the initial inspection damage was revealed. The customer stated that he hit something four months ago. I advised the customer that the area rep would be inspecting the vehicle shortly and a determination to assistance would be made shortly. The customer understood and stated that he would be waiting.

*** NOTES 2/23/2006 11:26:08 AM, cmartine, Action Type : Inbound DCS

CAR WAS INSPECTED BY DEALER SERV MGR AND BS MGR/PICTURES TAKEN CODES PULLED.RF HAS DAMAGE INPACT.CODES WERE FOR RT FR INPACT SENSORS, DSM WHO WILL BE HERE 02/23/2006 TECH LINE ALSO ADVIDED WITH AHM CHRIS ALL FROM RO DATE

*** COMMIT 2/23/2006 11:26:08 AM, cmartine, Action Type : External Commitment

Inbound DCS received from Dealer # 208140

*** NOTES 2/24/2006 6:21:44 AM, cmartine, Action Type : Field/DSM

ACS called the DPSM Turk, he informed me that he inspected the vehicle and has determined that this is not a warranty claim. He informed me that there is fresh impact damage on the front tie downs and on the frame. He informed me that tech line was notified and he has taken digital photography. I thanked

Case History

Case ID : N012006-02-2101573

Case Title : 5D [REDACTED] ((HUDSON HONDA))SRS DEPLOYMENT -

him for his time and assistance at such short notice.

*** NOTES 2/24/2006 6:26:18 AM, cmartine, Action Type : Call from Customer

ACS called the customer and left a message to return my call.

*** CASE FULFILL 2/24/2006 6:26:23 AM, cmartine

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

*** CASE FULFILL 2/24/2006 6:26:26 AM, cmartine

Fulfilled for [REDACTED] due 02/23/2006 12:00:00 AM.

*** CASE FULFILL 2/24/2006 6:26:29 AM, cmartine

Fulfilled for [REDACTED] due 02/25/2006 06:46:42 AM.

*** COMMIT 2/24/2006 6:26:32 AM, cmartine, Action Type : N/A

Call customer

*** NOTES 2/27/2006 9:21:07 AM, cmartine, Action Type : Call from Customer

ACS called the customer and spoke to [REDACTED] we reviewed the case and I apologized to him and explained that based on the inspections of the vehicle it was determined that the cause of the air bag deployment was from the impacts that were found beneath the vehicle and on the bumper. The customer strongly and stated that he took the vehicle to his own mechanics and had the vehicle diagnosed and was informed that there was no reason for the deployment. The customer acknowledged the damage and impact, but stated that happened months ago. The customer stated that he plans to seek legal assistance. I apologized to him for the concerns and reiterated to him that AHM considers his complaint and concern very seriously and the decision was based on the two inspections. The customer understood and thanked me for calling.

*** SUBCASE N012006-02-2101573-1 CLOSE 2/27/2006 9:31:57 AM, cmartine

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/27/2006 9:32:01 AM, cmartine

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

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012007-09-1001584	Division : Honda - Auto	Condition : Closed	Open Date : 9/10/2007 2:25:19 PM
Case Originator : Scott Franklin (Team MA)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/24/2007 3:23:22 PM
Case Owner : Ron Rubinoff (Team HE)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Ron Rubinoff (Team HE)	Point of Origin : DSM	Wipbin :	
Case Title : 10J [REDACTED] (WESTERN HONDA) SIDE AIRBAG DEPLOYMENT		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / IHGCM55663A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM5563JNW / A
Miles / Hours :	
In Service Date :	07/11/2003
Months In Use :	50
Engine Number :	K24A41158890
Originating Dealer No. / Name :	206837 / HOLMES HONDA
Selling Dealer No. / Name :	207328 / JAY WOLFE HONDA
Trim :	EX-L
No. Of Doors :	4
Transmission Code :	5MT
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 :	207512 / WESTERN HONDA
Phone No. :	620-275-4291
Address :	501 EAST FULTON
City / State / Zip :	GARDEN CITY, KS 67846
Svc District / Sls District :	10G / A10
Warranty Labor Rate / Date :	\$70.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-09-1001584-1 / [REDACTED]	Subcase Close	Product	Accident/Injury	751	Side Airbag

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N012007-09-1001584-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 9/10/2007 4:19:11 PM
Issue Owner : Ron Rubinoff	Type 2 : Accident/Injury	Queue :	Close Date : 9/24/2007 3:23:16 PM
Issue Title : XXXXXXXXXX PRODUCT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-09-1001584

Case Title : [REDACTED] - (WESTERN HONDA) SIDE AIRBAG DEPLOYMENT

*** CASE CREATE 9/10/2007 2:25:19 PM, sfrankli

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

*** NOTES 9/10/2007 2:25:19 PM, sfrankli, Action Type :

DPSM called and wanted to document a vehicle that had a side airbag deployment. He stated taht the dealer noted that the undercarriage and from rails looked like they had been repainted. He also emailed pictures of the vehicle and a copy of the RO from the dealerships inspection. I understood and advised him that I would document the case and have the RCM return his call to follow up with the DPSM and SM.

*** CASE MODIFY 9/10/2007 2:26:16 PM, sfrankli
into WIP default and Status of Solving.*** CASE MODIFY 9/10/2007 2:26:26 PM, sfrankli
into WIP default and Status of Solving.*** CASE MODIFY 9/10/2007 2:26:29 PM, sfrankli
into WIP default and Status of Solving.*** CASE MODIFY 9/10/2007 2:26:29 PM, sfrankli
into WIP default and Status of Solving.*** CASE DISPATCH 9/10/2007 2:26:35 PM, sfrankli
from WIP default to Queue Honda Team C.*** CASE ASSIGN 9/10/2007 3:39:54 PM, kroyster
N012007-09-1001584 to rrubinof, WIP*** CASE RULE ACTION 9/10/2007 3:39:55 PM, sa
Action Task Assignee of rule Assign Notification fired*** CASE MODIFY 9/10/2007 4:18:56 PM, rrubinof
into WIP default and Status of Solving.*** SUBCASE N012007-09-1001584-1 CREATE 9/10/2007 4:19:11 PM, rrubinof
Created in WIP Default with Due Date 9/10/2007 4:19:11 PM.*** CASE MODIFY 9/10/2007 4:19:43 PM, rrubinof
into WIP default and Status of Solving.*** CASE MODIFY 9/11/2007 11:04:16 AM, rrubinof
into WIP default and Status of Solving.*** CASE MODIFY 9/11/2007 11:04:46 AM, rrubinof
into WIP default and Status of Solving.

*** NOTES 9/11/2007 11:32:02 AM, rrubinof, Action Type : Field/DSM

Spoke to the DPSM, Bill Norman who stated that he just wanted to have this customer's vehicle side SRS deployment documented with ACS. He stated that the customer was bruised and injured so he thought it prudent to open a case with ACS to have it documented. He stated that WESTERN HONDA told him that the customer's vehicle was showing undercarriage damage and that he has not inspected the vehicle which is at the dealership but he has looked at the digital photos. The DPSM stated that he might authorize to cover the repair of the side SRS and that ACS does not need to contact the customer at this time.

He asked that the case be kept open for a few days and that he will let ACS know where we are with the issue.

*** COMMIT 9/11/2007 12:12:18 PM, rrubinof, Action Type : N/A

Case History

Case ID : N012007-09-1001584

Case Title : [REDACTED] (WESTERN HONDA) SIDE AIRBAG DEPLOYMENT

Made to [REDACTED] due 09/14/2007 12:12:19 PM.
F/U with DPSM

*** NOTES 9/18/2007 1:45:12 PM, rrubinof, Action Type : Field/DSM

Contacted DPSM, Bill Norman who stated that he still wanted the case to remain open on this customer until the customer is able to get the vehicle in for the side SRS to be replaced.

*** CASE MODIFY COMMITMENT 9/18/2007 1:45:25 PM, rrubinof
with [REDACTED] due 09/24/2007 12:12:19 PM.

*** NOTES 9/24/2007 3:22:53 PM, rrubinof, Action Type : Field/DSM

The DPSM, Bill N. Stated that he did not mind if the case is now closed as the dealership is having some trouble getting the customer to bring the vehicle in as the customer lives far from a Honda dealership. He stated that if he needs to get more documented with ACS on this case he will call me otherwise the case can be closed.

*** SUBCASE N012007-09-1001584-1 CLOSE 9/24/2007 3:23:16 PM, rrubinof

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/24/2007 3:23:22 PM, rrubinof

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

Case Details

Case ID : N012005-08-1700126 Division : Honda - Auto Condition : Closed Open Date : 8/17/2005 7:02:13 AM
 Case Originator : Claudia Chao (Team CA) Sub Division : Customer Relations Status : Closed Close Date : 8/18/2005 1:40:04 PM
 Case Owner : Julie Kim (Team HF) Method : Phone Queue : Days Open : 1
 Last Closed By : Julie Kim (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIRBAG No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM56663A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 55,000
 In Service Date : 06/24/2003
 Months In Use : 26
 Engine Number : K24A41161325
 Originating Dealer No. / Name : 208213 / JIM COLEMAN HONDA
 Selling Dealer No. / Name : 208213 / JIM COLEMAN HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208213 / JIM COLEMAN HONDA
 Phone No. : 443-535-0500
 Address : 12441 AUTO DRIVE
 City / State / Zip : CLARKSVILLE, MD 21029
 Svc District / Sls District : 06F / B06
 Warranty Labor Rate / Date : \$114.95 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-08-1700126-1 / [REDACTED]	Subcase Close	Product	Operation	752	SRS
N012005-08-1700126-2 / [REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012005-08-1700126-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Claudia Chao	Type 1 : Product	Status : Subcase Close	Open Date : 8/17/2005 7:22:05 AM
Issue Owner : Claudia Chao	Type 2 : Operation	Queue :	Close Date : 8/17/2005 2:15:24 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012005-08-1700126-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 8/17/2005 4:07:46 PM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 8/18/2005 1:40:02 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Front-Deploy 7521
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Documented Concern, Updated Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012005-08-1700126

Case Title : #208213--6B- [REDACTED] AIRBAG

*** CASE CREATE 8/17/2005 7:02:13 AM, cchao

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

*** CASE CLAIMS LOOKUP 8/17/2005 7:05:25 AM, cchao

CLAIM CHECK 08/17/2005 07:05:25 AM cchao

The following Claim History information was found

0; 2005-05-28; 207321; 021950; 510; 010199 ; RADIO, RADIO/TAPE, OR RADIO/CD PLAYER - REPLACE. NOTE:
USE AUDIO CUSTOMER CONTENTION CODES.

*** CASE CAMPAIGN LOOKUP 8/17/2005 7:05:26 AM, cchao

CAMPAIGN CHECK 08/17/2005 07:05:26 AM cchao

No data found for VIN

*** CASE CUC LOOKUP 8/17/2005 7:05:36 AM, cchao

CUC CHECK 08/17/2005 07:05:36 AM cchao

The following CUC information was found

[REDACTED] ACTIVE;100000;48793;60793;2005-05-21;2010-06-24;2003-06-24;2005-05-21;2005-05-21;207321;2005-
05-28;49987;2005-05-31;2005-05-26

*** CASE VSC LOOKUP 8/17/2005 7:05:36 AM, cchao

VSC CHECK 08/17/2005 07:05:36 AM cchao

The following VSC information was found

;;;;;;0;0;0.0

*** CASE EXTENDED WARRANTY LOOKUP 8/17/2005 7:05:38 AM, cchao

WARRANTY CHECK 08/17/2005 07:05:38 AM cchao

No data found for VIN.

*** NOTES 8/17/2005 7:21:09 AM, cchao, Action Type : Call from Customer

Customer stated she recently purchased the car in May. She stated 2 days ago and the air bag deployed. Customer stated she took the vehicle to Jim Coleman Honda and spoke to SM Steven Benson. SM asked her when did this occur. Customer stated she was driving down the road about 45 mph. She stated it's a busy street and it was a sunny day all of a sudden the passenger air bag deployed. She stated damage was found underneath the car? She stated the SM asked her if she had run over something. She stated she was informed since she had run over something they would not assist her. Customer informed me she had purchased the vehicle previously owned. Customer states she didn't run over anything, that would of caused the airbag to deployed she would of felt it. Customer also stated if she had run over a rock why didn't all the air bag deployed. Customer would like AHM to assist her with the coverage. She informed me her insurance will not cover it, because there was no collision. (Nation Wide Policy# [REDACTED])

I informed customer in the interest of customer satisfaction I would dispatch the case to a CM. I also informed her Goodwill is base on a case by case.

This is customer 2nd Honda. Customer stated Dealer #207321 has done 1 service, because she had just purchased the vehicle in May.

*** CASE CLAIMS LOOKUP 8/17/2005 7:21:19 AM, cchao

CLAIM CHECK 08/17/2005 07:21:19 AM cchao

The following Claim History information was found

0; 2005-05-28; 207321; 021950; 510; 010199 ; RADIO, RADIO/TAPE, OR RADIO/CD PLAYER - REPLACE. NOTE:
USE AUDIO CUSTOMER CONTENTION CODES.

*** CASE CAMPAIGN LOOKUP 8/17/2005 7:21:20 AM, cchao

Case History

Case ID : N012005-08-1700126

Case Title : #208213-- [REDACTED] AIRBAG

CAMPAIGN CHECK 08/17/2005 07:21:20 AM cchao
No data found for VIN

*** CASE VSC LOOKUP 8/17/2005 7:21:24 AM, cchao
VSC CHECK 08/17/2005 07:21:23 AM cchao
The following VSC information was found
;;;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 8/17/2005 7:21:24 AM, cchao
CUC CHECK 08/17/2005 07:21:24 AM cchao
The following CUC information was found

[REDACTED] ACTIVE;100000;48793;60793;2005-05-21;2010-06-24;2003-06-24;2005-05-21;2005-05-21;207321;2005-05-28;49987;2005-05-31;2005-05-26

*** SUBCASE N012005-08-1700126-1 CREATE 8/17/2005 7:22:05 AM, cchao
Created in WIP Default with Due Date 8/17/2005 7:22:05 AM.

*** CASE MODIFY 8/17/2005 7:22:17 AM, cchao
into WIP default and Status of Solving.

*** CASE MODIFY 8/17/2005 7:22:38 AM, cchao
into WIP default and Status of Solving.

*** CASE MODIFY 8/17/2005 7:23:28 AM, cchao
into WIP default and Status of Solving.

*** CASE DISPATCH 8/17/2005 7:39:37 AM, cchao
from WIP default to Queue Honda Team A.

*** SUBCASE N012005-08-1700126-1 MODIFY 8/17/2005 2:15:21 PM, cchao
into WIP default and Status of Solving.

*** SUBCASE N012005-08-1700126-1 CLOSE 8/17/2005 2:15:24 PM, cchao
Status = Solving, Resolution Code = Instruction Given

*** CASE ACCEPT 8/17/2005 3:55:50 PM, mkim
from Queue Honda Team A to WIP DEFAULT.

*** SUBCASE N012005-08-1700126-2 CREATE 8/17/2005 4:07:46 PM, mkim
Created in WIP Default with Due Date 8/17/2005 4:07:46 PM.

*** COMMIT 8/17/2005 4:07:50 PM, mkim, Action Type : N/A
cust called? denied/refer to insurance

*** CASE MODIFY 8/17/2005 4:08:04 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY COMMITMENT 8/18/2005 1:28:22 PM, mkim
with [REDACTED] due 08/22/2005 05:00:00 PM.

*** NOTES 8/18/2005 1:28:44 PM, mkim, Action Type : Call to Customer
I called and left a VM stating introducing myself as the CM.

Case History

Case ID : N012005-08-1700126

Case Title : #208213- [REDACTED] AIRBAG

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

*** CASE MODIFY 8/18/2005 1:28:53 PM, mkim
into WIP 6B and Status of Solving.

*** CASE MODIFY 8/18/2005 1:29:04 PM, mkim
into WIP 6B and Status of Solving.

*** CASE FULFILL 8/18/2005 1:39:35 PM, mkim
Fulfilled for [REDACTED] due 08/22/2005 05:00:00 PM.

*** NOTES 8/18/2005 1:39:43 PM, mkim, Action Type : Call from Customer
The customer is returning a message I left earlier.

I informed the customer that she needed to contact her insurance company to investigate this matter. However, if the insurance company finds that air bag deployment was due to a defective Honda parts or poor workmanship, the insurance company will subrogate directly with Honda. I informed customer that I will document her concern for future reference. The customer understood and no further assistance was needed at this time.

*** CASE MODIFY 8/18/2005 1:39:49 PM, mkim
into WIP 6B and Status of Solving.

*** SUBCASE N012005-08-1700126-2 CLOSE 8/18/2005 1:40:02 PM, mkim
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/18/2005 1:40:04 PM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE MODIFY 8/18/2005 1:40:04 PM, mkim
into WIP 6B and Status of Solving.

Case Details

Case ID : N012007-05-2100603 Division : Honda - Auto Condition : Closed Open Date : 5/21/2007 9:29:05 AM
 Case Originator : Lomies Williams (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 6/26/2007 2:50:53 PM
 Case Owner : Sophie Scott (Team HI) Method : Phone Queue : Days Open : 36
 Last Closed By : Sophie Scott (Team HI) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIR BAG DEPLOY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM56623A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 49,500
 In Service Date : 07/18/2003
 Months In Use : 46
 Engine Number : K24A41161302
 Originating Dealer No. / Name : 207914 / GRAND HONDA
 Selling Dealer No. / Name : 207914 / GRAND HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207615 / DCH HONDA OF OXNARD
 Phone No. : 805-983-0345
 Address : 1500 E. VENTURA BLVD.
 City / State / Zip : OXNARD, CA 93030
 Svc District / Sls District : 01A / B01
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N012007-05-2100603-1 / [REDACTED]	PR Subcase Close	Product	Operation	752	SRS
N012007-05-2100603-2 / [REDACTED]	PR Subcase Close	Product	Operation - "Safety"	752	SRS

Spool Report

Run Date : 09/05/2012

Issue Details

Issue ID : N012007-05-2100603-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sean Mitchell	Type 1 : Product	Status : Subcase Close	Open Date : 5/22/2007 2:40:34 PM
Issue Owner : Sean Mitchell	Type 2 : Operation	Queue :	Close Date : 5/31/2007 9:53:53 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012007-05-2100603-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sophie Scott	Type 1 : Product	Status : Subcase Close	Open Date : 6/25/2007 11:36:15 AM
Issue Owner : Sophie Scott	Type 2 : Operation - "Safety"	Queue :	Close Date : 6/26/2007 2:50:53 PM
Issue Title : [REDACTED] PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Front-Deploy 7521
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to 3rd Party
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-05-2100603

Case Title : IC - [REDACTED] - AIR BAG DEPLOY

*** CASE CREATE 5/21/2007 9:29:05 AM, lwilliam

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

*** NOTES 5/21/2007 9:35:01 AM, lwilliam, Action Type : Call from Customer

Customer called stating that the passenger side impact airbag deployed while he was driving. He states that he contacted dealership and spoke with the service manager. He states that he was told that if he wants any assistance with having this covered he will need to contact AHM. He states that he is calling AHM to have the cost of this repair covered. He states that he is taking the vehicle to the dealership to be inspected. ACS advised him that case will be sent to case manager for review and he will be contacted in 1-2 business days.

*** CASE MODIFY 5/21/2007 9:35:21 AM, lwilliam

into WIP default and Status of Solving.

*** CASE MODIFY 5/21/2007 9:35:26 AM, lwilliam

into WIP default and Status of Solving.

*** CASE MODIFY 5/21/2007 9:35:26 AM, lwilliam

into WIP default and Status of Solving.

*** CASE DISPATCH 5/21/2007 9:35:29 AM, lwilliam

from WIP default to Queue Honda Team D.

*** CASE ASSIGN 5/21/2007 11:06:25 AM, mthomas

N012007-05-2100603 to smitchel, WIP

*** CASE RULE ACTION 5/21/2007 11:06:27 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 5/21/2007 4:37:06 PM, smitchel, Action Type : N/A

intro call to customer

*** NOTES 5/22/2007 2:17:14 PM, smitchel, Action Type : Contention

Customer called in with concern about a misfired airbag.

*** CASE FULFILL 5/22/2007 2:22:36 PM, smitchel

Fulfilled for [REDACTED] due 05/22/2007 12:00:00 AM.

*** COMMIT 5/22/2007 2:22:38 PM, smitchel, Action Type : N/A

f/u call with customer regarding diagnosis

*** NOTES 5/22/2007 2:23:01 PM, smitchel, Action Type : Call to Customer

Called customer and introduced myself as the RCM that would be handling his case. I verified customer contact information in CRMS and it was accurate. Customer was provided with my office hours, number and extension. He advised that he is going to schedule an appointment to have the vehicle diagnosed to determine the cause of the airbag firing. Customer advised will give me a call when this is done and I advised him that upon this being done we can move forward.

*** SUBCASE N012007-05-2100603-1 CREATE 5/22/2007 2:40:34 PM, smitchel

Created in WIP Default with Due Date 5/22/2007 2:40:34 PM.

*** CASE MODIFY 5/22/2007 2:40:36 PM, smitchel

into WIP IC and Status of Solving.

*** CASE FULFILL 5/24/2007 9:39:33 AM, smitchel

Fulfilled for [REDACTED] due 05/29/2007 12:00:00 AM.

Case History

Case ID : N012007-05-2100603

Case Title : 1C - [REDACTED] - AIR BAG DEPLOY

*** COMMIT 5/24/2007 9:39:37 AM, smitchel, Action Type : N/A
f/u with customer

*** NOTES 5/24/2007 9:40:27 AM, smitchel, Action Type : Call to Dealer

Called dealership and spoke with SM Jack Nickol. He advised that he has been trying to get a hold of the customer to set up an appointment. He also advised that the customer should report this to his insurance company. I advised Jack that depending on his findings from his inspection is what will determine if we goodwill the customer or not. I advised that if impact marks are found then the customer would need to go through his insurance and if there are none and if Jack found this to be a defect then we would goodwill the customer. Jack advised that he would call the customer upon completion of our call and get him scheduled.

*** NOTES 5/30/2007 10:26:20 AM, smitchel, Action Type : Call to Dealer

Called dealership and spoke with Jack the SM. He advised that upon inspecting the vehicle the right kick panel has carpeting that is pulled up and not tacked in. He states that the wire clips were pulled out and that the wiring assembly was exposed. Jack advised that it only takes about a volt of electricity on the exposed wires to make the airbag deploy. He advised that the area where the airbag is looks like it had been tampered with. Jack also advised that the customer declined to leave the vehicle at the dealership to have the wiring assembly looked at for possible shorts. Jack advised that the customer feigned ignorance when asked about this. He states that the customer states that he did not know that the carpet was loose nor the wiring exposed. I advised Jack that I would call the customer and let him know what my decision is.

*** CASE VSC LOOKUP 5/30/2007 10:26:56 AM, smitchel

VSC-CUC CHECK 05/30/2007 10:26:56 AM smitchel
No data found for VIN.

*** NOTES 5/30/2007 10:28:38 AM, smitchel, Action Type : Call to Customer

Called customer and left my contact information with him and advised him that I would be giving him my decision when he called back.

*** NOTES 5/31/2007 9:52:36 AM, smitchel, Action Type : Call to Customer

Called customer and advised him of the SM finding. I advised the customer that per the SM this repair would not be covered. Customer wanted to know what he could do. I advised him that if he wanted then he could still file this through his insurance. I advised him that if the bag is defective then he would not have to pay for it as his insurance company will most likely come through mediation for it anyway. Customer was advised that as of now the case would be closed and that if he had any further concerns then he could give me AHM a call. The customer understood and thanked me for my time on this matter.

*** CASE FULFILL 5/31/2007 9:52:43 AM, smitchel

Fulfilled for [REDACTED] due 05/31/2007 12:00:00 AM.

*** SUBCASE N012007-05-2100603-1 CLOSE 5/31/2007 9:53:53 AM, smitchel

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/31/2007 9:53:54 AM, smitchel

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

*** CASE REOPEN 6/18/2007 11:41:17 AM, smitchel

with Condition of Open and Status of Solving.

*** CASE YANKED 6/18/2007 11:41:48 AM, smitchel

Yanked by smitchel into WIPbin default.

*** CASE MODIFY 6/18/2007 11:48:11 AM, smitchel

into WIP default and Status of Solving.

*** NOTES 6/18/2007 11:50:13 AM, smitchel, Action Type : Call from Customer

Case History

Case ID : N012007-05-2100603

Case Title : IC - [REDACTED] - AIR BAG DEPLOY

Received call from customer indicating that he has spoken with his insurance company and they sent out an inspector and they feel that it is a defect in the airbag. Customer is now seeking AHM to cover the cost of this repair.

*** COMMIT 6/18/2007 11:55:36 AM, smitchel, Action Type : N/A

f/u with customer and DPSM to have the vehicle inspected.

*** CASE FULFILL 6/21/2007 12:22:30 PM, smitchel

Fulfilled for [REDACTED] due 06/21/2007 12:00:00 AM.

*** COMMIT 6/21/2007 12:22:36 PM, smitchel, Action Type : N/A

customer call?

*** NOTES 6/21/2007 2:44:23 PM, smitchel, Action Type : Field/DSM

ACS contacted DPSM. He advised that he can be at the dealership on 06/25/07 to take the photos of the vehicle. He advised for me to call the customer and set the appointment. He advised that if the customer is not able to make it on 06/25/07 then it will be a couple of weeks before he will be out there again.

*** NOTES 6/21/2007 2:46:17 PM, smitchel, Action Type : Call to Customer

Called customer with a f/u but customer was not available and phone rang to voice mail. I left my contact number with my extension and office hours and welcomed a call back to discuss thier issue further. I advised the customer of the appointment time of 10am on 06/25/07 for him to drop the vehicle off so the DPSM can look at the car.

*** CASE MODIFY COMMITMENT 6/21/2007 2:46:36 PM, smitchel

with [REDACTED] due 06/27/2007 12:00:00 AM.

*** CASE ASSIGN 6/22/2007 1:05:37 PM, smitchel

N012007-05-2100603 to sscott1, WIP eC!ð³w

*** CASE RULE ACTION 6/22/2007 1:05:38 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/25/2007 9:14:03 AM, sscott1

into WIP Today and Status of Solving.

*** CASE MODIFY 6/25/2007 9:14:58 AM, sscott1

into WIP Today and Status of Solving.

*** NOTES 6/25/2007 10:54:25 AM, sscott1, Action Type : Call to Dealer

I called the dealership and talked to SM, Jack Nicoll. He stated that the customer had brought the car to the dealership with the right front seat airbag deployed. In the area in front of the seat, he stated that the carpet had been pulled out and the wiring harness and various other wires related to the airbag were exposed. He stated that the customer claimed to have no idea that the carpeting had been pulled out of the car or why it was like that. He stated that without inspecting what happened to the wiring, the customer would likely be faced with another deployment if the airbag was replaced. He stated that the exposed wiring was a real problem.

He stated that the insurance company stated that this was a defective air bag. I stated that if they felt this were an AHM matter, they would need to contact our legal department. I stated that I would notify the DPSM and the customer of this and thanked him for his time.

*** NOTES 6/25/2007 11:35:35 AM, sscott1, Action Type : Field/DSM

I called the DPSM, Tony Fiteni, and asked him if he was looking at the car. He stated that he had talked to the service manager about the situation and he stated that it looked almost as if the customer had tried to install some kind of after-market part unsuccessfully. He stated that he could look at

Case History

Case ID : N012007-05-2100603

Case Title : IC [REDACTED] AIR BAG DEPLOY

the car, but ultimately the determination of whether or not the airbag deployed as it should have, would be the insurance company's. I stated that I would direct the customer that way.

*** CASE MODIFY 6/25/2007 11:35:50 AM, sscott1

into WIP IC [REDACTED] and Status of Solving.

*** SUBCASE N012007-05-2100603-2 CREATE 6/25/2007 11:36:15 AM, sscott1

Created in WIP Default with Due Date 6/25/2007 11:36:15 AM.

*** NOTES 6/25/2007 11:39:40 AM, sscott1, Action Type : Call to Customer

VOICEMAIL:

I called the customer and introduced myself as the new case manager assigned to his claim. I provided my contact information and asked him to call me back to discuss. I stated that in any case where an air bag deploys, the insurance company must investigate to determine the cause.

*** CASE MODIFY COMMITMENT 6/25/2007 11:39:57 AM, sscott1

with [REDACTED] due 06/26/2007 12:00:00 AM.

*** NOTES 6/26/2007 2:45:33 PM, sscott1, Action Type : Call from Customer

VOICEMAIL:

The customer called back and asked me to call him.

*** NOTES 6/26/2007 2:50:30 PM, sscott1, Action Type : Call to Customer

I called the customer and he stated that his insurance company had come to the conclusion that the fault was a manufacturer's defect, the insurance company would need to contact Honda's legal department. He stated that he would direct them that way and let me know if he had any problem.

*** CASE MODIFY 6/26/2007 2:50:46 PM, sscott1

into WIP IC [REDACTED] and Status of Solving.

*** SUBCASE N012007-05-2100603-2 CLOSE 6/26/2007 2:50:53 PM, sscott1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/26/2007 2:50:53 PM, sscott1

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

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012007-03-0900460	Division : Honda - Auto	Condition : Closed	Open Date : 3/9/2007 9:44:24 AM
Case Originator : Wanda Lett (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/12/2007 11:58:36 AM
Case Owner : Liz Clogg (Team HC)	Method : Phone	Queue :	Days Open : 3
Last Closed By : Liz Clogg (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 03C - [REDACTED] REQUEST GOODWILL WITH REPLACING PASSNGER SIDE SE No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 1HGCM56643A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM5663JNW / A
Miles / Hours :	43,797
In Service Date :	06/30/2003
Months In Use :	45
Engine Number :	K24A41165799
Originating Dealer No. / Name :	208172 / MCDAVID HONDA
Selling Dealer No. / Name :	208172 / MCDAVID HONDA
Trim :	EX-L
No. Of Doors :	4
Transmission Code :	5AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208172 / MCDAVID HONDA
Phone No. :	713-948-1900
Address :	11200 GULF FREEWAY
City / State / Zip :	HOUSTON, TX 77034
Svc District / Sls District :	03C / C03
Warranty Labor Rate / Date :	\$87.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : 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
N012007-03-0900460-1 / [REDACTED] PRODUCT -	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Spool Report

Run Date : 09/06/2012

Issue Details

Issue ID : N012007-03-0900460-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 3/9/2007 2:57:11 PM
Issue Owner : Liz Clogg	Type 2 : Operation - "Safety"	Queue :	Close Date : 3/12/2007 11:57:58 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-03-0900460

Case Title : 03C - [REDACTED] REQUEST GOODWILL WITH REPLACING PASSNGER SIDE SEAT AIR

*** CASE CREATE 3/9/2007 9:44:24 AM, wlett

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

*** CASE MODIFY 3/9/2007 9:44:37 AM, wlett

into WIP default and Status of Solving.

*** CASE MODIFY 3/9/2007 9:44:53 AM, wlett

into WIP default and Status of Solving.

*** NOTES 3/9/2007 9:51:53 AM, wlett, Action Type : Call from Customer

The customer called ACS after visiting MdDavid Honda. The customer went in for assistance with replacing the front passenger, side air bag. The customer was driving home from work yesterday when she heard a popping sound. The customer states that her ears were ringing from the sound and smelled some smoke. She saw a big red light indicating the air bag light. She states that it happened while she was driving. She stated that she did not hit anything.

This occurred one week ago. Today was her first opportunity to visit the dealership. She walked up to the SA and explained what happened. The SA went to speak with the SM and came back to speak with her. She was told that there was nothing they could do for her. The Technician used some diagnostic machine which gave them information that she was hit in the front. The customer states that she had no impact. The last accident she had was 2 years ago.

At this point, the dealership advised that there was nothing that they could do for her and gave her the number to ACS. The SA is Johnny Longoria.

She was not given an RO nor was she given an estimate. The customer states that she was so angry that she just drove away and called us on the cell phone.

*** CASE MODIFY 3/9/2007 9:56:05 AM, wlett

into WIP default and Status of Solving.

*** NOTES 3/9/2007 9:58:33 AM, wlett, Action Type : Call from Customer

The customer was advised that she is out of warranty, however, I would refer her request to a RCM for review. I advised the customer that by opening a case, it does not guarantee payment or services. The customer acknowledged that understanding.

*** CASE DISPATCH 3/9/2007 9:58:47 AM, wlett

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 3/9/2007 10:45:43 AM, tsonntal

N012007-03-0900460 to eclogg, WIP

*** CASE RULE ACTION 3/9/2007 10:45:44 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012007-03-0900460-1 CREATE 3/9/2007 2:57:11 PM, eclogg

Created in WIP Default with Due Date 3/9/2007 2:57:11 PM.

*** NOTES 3/9/2007 3:00:08 PM, eclogg, Action Type : Call to Dealer

I contacted the service manager, Kenneth and asked him questions about the vehicle. He advised that they had received a code for the passenger side seat airbag deployment. I asked him about the condition of the vehicle and he advised that they said that there was damage to both the front and rear of the vehicle.

I asked if this was fresh and he advised that it was not. He advised that he did not inspect the car and would rather do so, that the customer could bring the vehicle in anytime on Monday or Tuesday for the inspection.

*** NOTES 3/9/2007 3:04:34 PM, eclogg, Action Type : Call to Customer

I contacted the customer and advised that I have received her case. I advised the customer that I have spoken to the service manager, Kenneth at Mc David

Case History

Case ID : N012007-03-0900460

Case Title : 03C - [REDACTED] REQUEST GOODWILL WITH REPLACING PASSNGER SIDE SEAT AIR

Honda to ask questions about the inspection of the vehicle and he was not able to answer them. He advised that he did not inspect the vehicle himself and would like to do so for review. I informed her that he will be at the dealer on Monday and Tuesday and that she could call to make sure that he is there before bringing the vehicle in, that they would inspect again, however, I could not guarantee that this decision would change. The customer advised that she understands and will bring the vehicle in on Monday. She claims that she was driving on a flat freeway off ramp when the side airbag deployed last week, that she did not feel that the vehicle had come into contact with anything. I advised the customer that it is not always impact that would cause deployment, that in some cases the airbag could deploy when going into a pothole, since the deployment is based on deceleration rates of the vehicle. I informed the customer that we would look into this further and that I would follow up with her late Monday or Tuesday after the dealer inspection and we would let her know. I provided her with my contact information if plans change.

*** COMMIT 3/9/2007 3:04:43 PM, eclogg, Action Type : N/A

Made to [REDACTED] due 03/12/2007 03:04:46 PM.
mcdavid inspection?

*** NOTES 3/9/2007 3:05:48 PM, eclogg, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 3/12/2007

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

Customer contacted our office to request assistance in passenger side seat airbag replacement, and per your recommendation will bring the vehicle in on Monday for your inspection.

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

Please contact me with diagnosis.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Liz Clogg 800-999-1009 ext 118121
Automobile Customer Service

*** NOTES 3/9/2007 3:06:22 PM, eclogg, Action Type : Contention

Customer contacted our office to request assistance in passenger side seat airbag replacement and claims that the airbag deployed on it's own.

*** NOTES 3/12/2007 11:28:00 AM, eclogg, Action Type : Call to Dealer

I contacted the service manager, Kenneth and he advised that he did personally inspect the vehicle and found damage on the undercarriage of the vehicle between the floorboards of the front and rear doors on the passenger side of the vehicle. He advised that he felt that the issue was attributed to damage and referred the customer to her insurance company for repairs.

*** NOTES 3/12/2007 11:57:18 AM, eclogg, Action Type : Call to Customer

I contacted the customer about this case and confirmed that she was able to bring the vehicle back into McDavid Honda today and that the service manager Kenneth did show her the point of impact near the passenger side seat sensors. She confirmed that he did explain what had occurred to her and at this point, she does feel better that they had properly inspected her vehicle. She advised that she was not 100% happy that the deployment had occurred, since she did not remember the vehicle coming into contact with anything, but she does have a better understanding now of how they operate and that the service manager had showed her the physical damage. I advised the customer that I do agree that the dealer should have taken the time to inspect the vehicle the 1st time that she was in, that I have spoken to the service manager so hopefully this would be something that would occur in the future. I advised her that based on the damage, that this really is not something that we would consider to be a factory defect, so at this time, we would recommend that she contact her insurance company for coverage.

Case History

Case ID : N012007-03-0900460

Case Title : 03C - [REDACTED] - REQUEST GOODWILL WITH REPLACING PASSNGER SIDE SEAT AIR

She agreed, thanked me for the follow up and we ended call.

*** SUBCASE N012007-03-0900460-1 CLOSE 3/12/2007 11:57:58 AM, eclogg

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/12/2007 11:58:32 AM, eclogg

into WIP Honda Airbags and Status of Solving.

*** CASE CLOSE 3/12/2007 11:58:36 AM, eclogg

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

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012005-02-1600918 Division : Honda - Auto Condition : Closed Open Date : 2/16/2005 12:30:46 PM
 Case Originator : Euland Williams (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 2/23/2005 8:12:54 AM
 Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 7
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - 10A FRONT SIDE PASSENGER AIRBAG DEPLOYED No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM566X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 14,000
 In Service Date : 07/03/2003
 Months In Use : 19
 Engine Number : K24A41174032
 Originating Dealer No. / Name : 207516 / SUPERIOR HONDA OF OMAHA
 Selling Dealer No. / Name : 207516 / SUPERIOR HONDA OF OMAHA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207516 / SUPERIOR HONDA OF OMAHA
 Phone No. : 402-408-1000
 Address : 4111 SOUTH 144TH ST.
 City / State / Zip : OMAHA, NE 68137
 Svc District / Sls District : 10A / A10
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-02-1600918-1 ██████████	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012005-02-1600918-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 2/17/2005 8:40:31 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 2/23/2005 8:12:52 AM
Issue Title : ██████████ - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
 Condition Code Desc Side-Deployed 7511
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Repaired/Cust. Pay
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012005-02-1600918

Case Title : [REDACTED] 10A FRONT SIDE PASSENGER AIRBAG DEPLOYED

*** CASE CREATE 2/16/2005 12:30:46 PM, ewilliam

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

*** NOTES 2/16/2005 12:30:46 PM, ewilliam, Action Type :

The customer called and stated that his wife was driving the vehicle on January 27, 2005 at approximately 8 a.m. in the morning. He stated that the weather was very cold and roads were fine. He stated that some type of foreign object from the street hit underneath the passenger side of the vehicle. He stated that the side passenger air bag partially deployed, immediately after the object hit the vehicle. He stated that he took the vehicle to SUPERIOR HONDA OF OMAHA. He stated that the dealership requested \$1500 to repair the vehicle. The customer stated that the Service Advisor David Beckius and an independent adjuster representative from his insurance company stated that they never seen anything like this. He did stated that he spoke with SM and he informed his wife that she had a dent under the frame which might have caused the side passenger airbag to deploy. The customer stated that he contacted his insurance company Auto Owners. He stated that his insurance company referred him to an independent adjuster Bill Kittoe from Kittoe appraisal services. The customer provided the adjuster's contact information which is [REDACTED]. He stated that insurance company stated that they would offer to cover the repair, and he would be responsible to pay a \$500 deductible. The customer feels that his passenger side airbag is defective and he feels that AHM should help assist with this repair. Dispatching Case for further review to a CM.

*** CASE MODIFY 2/16/2005 12:31:01 PM, ewilliam
into WIP default and Status of Solving.*** CASE MODIFY 2/16/2005 12:32:41 PM, ewilliam
into WIP default and Status of Solving.*** CASE ASSIGN 2/16/2005 12:32:46 PM, ewilliam
N012005-02-1600918 to dbertram, WIP*** CASE RULE ACTION 2/16/2005 12:32:47 PM, sa
Action Task Assignee of rule Assign Notification fired*** NOTES 2/16/2005 1:12:06 PM, dbertram, Action Type : Note-General
Reviewed case for content.*** CASE DISPATCH 2/16/2005 1:12:44 PM, dbertram
from WIP default to Queue Honda Team B.*** CASE ASSIGN 2/17/2005 8:03:17 AM, cjustis
N012005-02-1600918 to kogawa, WIP*** CASE RULE ACTION 2/17/2005 8:03:18 AM, sa
Action Task Assignee of rule Assign Notification fired*** SUBCASE N012005-02-1600918-1 CREATE 2/17/2005 8:40:31 AM, kogawa
Created in WIP Default with Due Date 2/17/2005 8:40:31 AM.*** COMMIT 2/17/2005 8:42:06 AM, kogawa, Action Type : N/A
initial contact - DCS

*** NOTES 2/17/2005 3:17:59 PM, kogawa, Action Type : Call to Dealer

Tim (SM 207516) is familiar with case. Finds there are distinct dents/impact points on the undercarriage that may have led to side SRS deployment. Customer's insurance company has authorized repairs.

*** NOTES 2/18/2005 3:47:52 PM, kogawa, Action Type : Call to Customer

Spoke to Carol McDermott. Customer believes the side SRS sensors must be too sensitive, and while she will have to pay (or her insurance will pay) for

Case History

Case ID : N012005-02-1600918

Case Title : [REDACTED] - 10A FRONT SIDE PASSENGER AIRBAG DEPLOYED

these repairs, has no confidence that given the driving conditions in her area, that this kind of expensive failure will not happen again. ACS expressed regret to customer that this happened, and that taking to dealer was the correct step. As dealer did find undercarriage damage, no benefit of the doubt could be considered, thus customer shall be responsible for the repairs. Customer dissatisfied, and will have spouse call me back to review if necessary.

*** NOTES 2/18/2005 3:52:53 PM, kogawa, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

FYI Tim/Brian. CustoeMr has been referred to her insurance company.

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

The customer called and stated that his wife was driving the vehicle on January 27, 2005 at approximately 8 a.m. in the morning. He stated that the weather was very cold and roads were fine. He stated that some type of foreign object from the street hit underneath the passenger side of the vehicle. He stated that the side passenger air bag partially deployed, immediately after the object hit the vehicle. He stated that he took the vehicle to SUPERIOR HONDA OF OMAHA. He stated that the dealership requested \$1500 to repair the vehicle. The customer stated that the Service Advisor David Beckius and an independent adjuster representative from his insurance company stated that they never seen anything like this. He did stated that he spoke with SM and he informed his wife that she had a dent under the frame which might have caused the side passenger airbag to deploy. The customer stated that he contacted his insurance company Auto Owners. He stated that his insurance company referred him to an independent adjuster Bill Kittoe from Kittoe appraisal services. The customer provided the adjuster's contact information which is [REDACTED]. He stated that insurance company stated that they would offer to cover the repair, and he would be responsible to pay a \$500 deductible. The customer feels that his passenger side airbag is defective and he feels that AHM should help assist with this repair

Thank you for your attention to this matter.

Kentaro Ogawa

Automobile Customer Service

*** SUBCASE N012005-02-1600918-1 CLOSE 2/23/2005 8:12:52 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/23/2005 8:12:54 AM, kogawa

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

Case Details

Case ID : N012003-10-1601508 Division : Honda - Auto Condition : Closed Open Date : 10/16/2003 2:26:19 PM
 Case Originator : Dax Amary (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 11/4/2003 6:18:38 AM
 Case Owner : Ken Lee (Team HF) Method : Phone Queue : Days Open : 19
 Last Closed By : Ken Lee (Team HF) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] SIDE AIRBAG DEPLOY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM55673A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5563JW / A
 Miles / Hours : 15,004
 In Service Date : 08/07/2003
 Months In Use : 2
 Engine Number : K24A41176587
 Originating Dealer No. / Name : 208326 / CROWN HONDA
 Selling Dealer No. / Name : 208326 / CROWN HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5MT
 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 : 207789 / AUTO PARK HONDA
 Phone No. : 919-467-4747
 Address : 2100 AUTO PARK BLVD.
 City / State / Zip : CARY, NC 27511
 Svc District / Sls District : 06L / F06
 Warranty Labor Rate / Date : \$101.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : 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
N012003-10-1601508-1 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Issue Details

Issue ID : N012003-10-1601508-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Dax Amary	Type 1 : Product	Status : Subcase Close	Open Date : 10/16/2003 2:33:58 PM
Issue Owner : Dax Amary	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/16/2003 2:34:28 PM
Issue Title : XXXXXXXXXX PRODUCT COMPLAINT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 751 / Side Airbag
 Condition Code Desc Side-Deployed 7511
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-10-1601508

Case Title : [REDACTED] SIDE AIRBAG DEPLOY

*** CASE CREATE 10/16/2003 2:26:19 PM, damary

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

*** CASE MODIFY 10/16/2003 2:26:34 PM, damary

into WIP default and Status of Solving.

*** CASE MODIFY 10/16/2003 2:31:41 PM, damary

into WIP default and Status of Solving.

*** NOTES 10/16/2003 2:33:20 PM, damary, Action Type : Call from Customer

Customer called and stated that he was travelling about 50mph and the passenger side airbag deployed. The customer wanted to know how to proceed. I advised the customer the customer to take his vehicle to a Honda dealership for a diagnosis. Customer stated that he would bring his vehicle into the dealership within the next week.

*** NOTES 10/16/2003 2:33:29 PM, damary, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called and stated that he was travelling about 50mph and the passenger side airbag deployed. The customer wanted to know how to proceed. I advised the customer the customer to take his vehicle to a Honda dealership for a diagnosis. Customer stated that he would bring his vehicle into the dealership within the next week.

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

Thank you for your attention to this matter.

Dax Amary

Automobile Customer Service

*** CASE MODIFY 10/16/2003 2:33:40 PM, damary

into WIP default and Status of Solving.

*** SUBCASE N012003-10-1601508-1 CREATE 10/16/2003 2:33:58 PM, damary

Created in WIP Default with Due Date 10/16/2003 2:33:58 PM.

*** SUBCASE N012003-10-1601508-1 CLOSE 10/16/2003 2:34:28 PM, damary

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/16/2003 2:34:30 PM, damary

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

*** CASE REOPEN 10/22/2003 2:40:11 PM, bpledger

with Condition of Open and Status of Solving.

*** NOTES 10/22/2003 2:41:48 PM, bpledger, Action Type : Call from Customer

The customer called in to get the vehicle vin #. I gave the customer the vehicle vin#. The customer stated that he was in contact with the dealer regarding the air bag issue.

Case History

Case ID : N012003-10-1601508

Case Title : [REDACTED] - SIDE AIRBAG DEPLOY

*** CASE CLOSE 10/22/2003 4:10:32 PM, bpledger

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

*** CASE REOPEN 10/23/2003 4:08:51 PM, sdanley

with Condition of Open and Status of Solving.

*** NOTES 10/23/2003 4:25:50 PM, sdanley, Action Type : Call from Customer

The customer called to state that he was told that this is the 1st known event involving side airbag deployment, but he said that NHTSA has other cases documented regarding the same issue on the 2003 Accord. He said that TSB's are not being released to him from AHM. He filed a complaint with NHTSA office of Defects Investigations and the North Carolina State Attorney General Office, Consumer protection Division who advised the customer that failure of critical safety systems does not have to occur four times to qualify for the lemon law. He has also contacted attorneys that deal with the Auto industry and they are beginning to contact other complainants. He said eventually, an attorney will file a class action suit and it could very well be his attorney. He would like his car's repair covered by AHM and he wants to be contacted with any pertinent info relating to SRS systems in the future (i.e. TSB, or recall info).

He said if this is how Honda treats new customers, he will trade his Accord for a Nissan or Toyota and never buy Honda's again. The repair amount is \$1275.00 and he requests contact from a AHM representative or ACS representative. He said that he needs a yes or no answer as to whether or not AHM will cover the repair under warranty. He would rather have the car repaired and keep it than trade it in for another mfg.'s product.

I advised that if the customer has involved attorneys, this issue will have to be handled by them. He said that he has not hired an attorney, he has simply consulted with attorneys. I told the customer that his concerns would be documented but I could not guarantee a callback from an AHM or ACS representative, but the case will be reviewed by the appropriate AHM representatives. He understood and thanked me for my time.

*** NOTES 10/23/2003 4:26:19 PM, sdanley, Action Type : Call from Customer

I will forward to my supervisor for review and faxed to HNA LAW.

*** CASE MODIFY 10/23/2003 4:27:28 PM, sdanley

into WIP default and Status of Solving.

*** CASE ASSIGN 10/23/2003 4:27:34 PM, sdanley

N012003-10-1601508 to dbertram, WIP

*** CASE RULE ACTION 10/23/2003 4:27:35 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 10/24/2003 8:49:59 AM, codulio

Yanked by codulio into WIPbin Default.

*** COMMIT 10/24/2003 10:49:28 AM, codulio, Action Type :

Made to [REDACTED] due 10/27/2003 10:49:33 AM.

DCS Follow-Up

*** NOTES 10/24/2003 10:52:04 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/27/2003

Dear: Sammy Byrd,

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

Case History

Case ID : N012003-10-1601508

Case Title : [REDACTED] - SIDE AIRBAG DEPLOY

The customer called to state that he was told that this is the 1st known event involving side airbag deployment, but he said that NHTSA has other cases documented regarding the same issue on the 2003 Accord. He said that TSB's are not being released to him from AHM. He filed a complaint with NHTSA office of Defects Investigations and the North Carolina State Attorney General Office, Consumer protection Division who advised the customer that failure of critical safety systems does not have to occur four times to qualify for the lemon law. He has also contacted attorneys that deal with the Auto industry and they are beginning to contact other complainants. He said eventually, an attorney will file a class action suit and it could very well be his attorney. He would like his car's repair covered by AHM and he wants to be contacted with any pertinent info relating to SRS systems in the future (i.e. TSB, or recall info).

He said if this is how Honda treats new customers, he will trade his Accord for a Nissan or Toyota and never buy Honda's again. The repair amount is \$1275.00 and he requests contact from a AHM representative or ACS representative. He said that he needs a yes or no answer as to whether or not AHM will cover the repair under warranty. He would rather have the car repaired and keep it than trade it in for another mfg.'s product.

I advised that if the customer has involved attorneys, this issue will have to be handled by them. He said that he has not hired an attorney, he has simply consulted with attorneys. I told the customer that his concerns would be documented but I could not guarantee a callback from an AHM or ACS representative, but the case will be reviewed by the appropriate AHM representatives. He understood and thanked me for my time.

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

Hello Sammy, you were out to lunch and I left message regarding this case. I need to request if the technician can check for under carriage damage that might have caused the deployment. If no signs, then check if the vehicle has had any body work, and for safety concerns we need to get techline involved if none of the 2 request is found. Customer is waiting for reply, please call or transmit a DCS response to the Customer Service Office as soon as you have gathered all information to review over. Thank you for your prompt attention to this matter.

Caroline Odulio
Automobile Customer Service
800 999-1009 x118051

*** NOTES 10/24/2003 10:53:37 AM, codulio, Action Type : Call to Dealer

I left message requesting Sammy Byrd (SM) to call me back regarding the customer concern. I related I will be sending a DCS on the concern.

*** NOTES 10/24/2003 10:54:02 AM, codulio, Action Type : Manager

I have informed my Supervisor where I am at with the case.

*** NOTES 10/24/2003 1:45:07 PM, codulio, Action Type : Call to Dealer

I spoke with Sammy Byrd (SM).

Sammy (SM) said techline has been involved and advised the dlr. to take pictures to send it out to them. I spoke with Paul and he explained techline found damage on the right front inner wheel. Pictures were taken to the lower rocker panel, inside of right front wheel, right wheel, lower firewall....the right front tire & wheel had scuffs and you can see impact where the tire was hit. Techline advised there were no assistance.

*** NOTES 10/24/2003 1:54:37 PM, codulio, Action Type : Manager

I reviewed with Supervisor and passed current copy of the case file for review. I have been asked to hold off on calling the customer for not til reviewed with upper management.

*** NOTES 10/27/2003 7:53:19 AM, codulio, Action Type : Call to Dealer

I spoke with Paul (shop foreman) b/c Sammy (SM) is off work today.

Case History

Case ID : N012003-10-1601508

Case Title : [REDACTED] - SIDE AIRBAG DEPLOY

Paul confirmed he did not see visually any suspension damage and there were no alignment check done on the vehicle. The vehicle is no longer at the dealer. Paul said the damage that was showing again was to the tires & wheels that you can see impact was visible to see.

*** NOTES 10/27/2003 7:57:32 AM, codulio, Action Type : Note-General

I have passed the case file back to the Supervisor for my status from the dlr..

*** NOTES 10/28/2003 8:52:00 AM, codulio, Action Type : Note-Resolution

I have been informed by Supervisor, ok to cover cost of the entire repairs.

*** NOTES 10/28/2003 8:58:31 AM, codulio, Action Type : Call to Customer

I spoke with the customer and he confirmed repairs has been made but no money has been exchanged. I advised to contact Sammy Byrd (SM) who is aware of the decision and he will also be happy to reimburse for any money put out for the repair. I said AHM with the help of the dealership efforts have considered to cover 100% of the repair. Customer is very satisfied and will give AHM the outmost praise. I thanked the customer for his time. No further issue requested to pursue.

*** NOTES 10/28/2003 9:00:01 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Dear: Sammy Byrd,

This customer contacted our office regarding the following issue(s): airbags deployed...per our conversation I have confirmed AHM will be cover the repairs 100% and you would be willing to reimburse the customer if repairs were paid for. I did get a hold of the customer and refered him to speak with you on any arrangements. The customer is very happy with your efforts and thank you for all your help Sammy.

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

Thank you for your attention to this matter.

Caroline Odulio
Automobile Customer Service
800 999-1009 x118051

*** CASE CLOSE 10/28/2003 9:00:58 AM, codulio

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

*** CASE REOPEN 11/4/2003 6:17:16 AM, klee

with Condition of Open and Status of Solving.

*** NOTES 11/4/2003 6:18:33 AM, klee, Action Type : Call from Customer

Insurance called and wanted to confirm that the repairs will be covered by AHM. I reiterated the case documentation and validated his belief. Client was satisfied ending the call.

*** CASE CLOSE 11/4/2003 6:18:38 AM, klee

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

Case Details

Case ID : N012009-01-3001020 Division : Honda - Auto Condition : Closed Open Date : 1/30/2009 1:29:05 PM
 Case Originator : Philicia Walker (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/9/2009 6:04:59 AM
 Case Owner : Ron Robbins (Team SM) Method : Phone Queue : Days Open : 10
 Last Closed By : Ron Robbins (Team SM) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] AIR BAG DEPLOYMENT GOODWILL No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56613A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 76,000
 In Service Date : 07/28/2003
 Months In Use : 66
 Engine Number : K24A41160175
 Originating Dealer No. / Name : 207717 / RUSS DARROW HONDA
 Selling Dealer No. / Name : 207717 / RUSS DARROW HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207953 / THE HONDA SUPERSTORE OF JOLIET
 Phone No. : 815-439-2222
 Address : 3225 PLAINFIELD ROAD
 City / State / Zip : JOLIET, IL 60435
 Svc District / Sls District : 08D / B08
 Warranty Labor Rate / Date : \$111.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-01-3001020-1 / [REDACTED] PR	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012009-01-3001020-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 2/2/2009 10:40:40 AM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 2/9/2009 6:04:56 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-01-3001020

Case Title : [REDACTED] - AIR BAG DEPLOYMENT GOODWILL

*** CASE CREATE 1/30/2009 1:29:05 PM, pwalker

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

*** CASE CUC LOOKUP 1/30/2009 1:39:00 PM, pwalker

CUC CHECK 01/30/2009 01:39:00 PM pwalker

The following CUC information was found

[REDACTED] ACTIVE;100000;44920;56920;2007-05-26;2010-07-28;;2007-05-26;2007-05-26;206604;;0;2007-05-31;2007-05-29

*** CASE VSC LOOKUP 1/30/2009 1:39:00 PM, pwalker

VSC CHECK 01/30/2009 01:39:00 PM pwalker

The following VSC information was found

[REDACTED] V003017795;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2007-05-26;2010-07-27;100000;44920;206604;0.00

*** CASE CUC LOOKUP 1/30/2009 1:40:02 PM, pwalker

CUC CHECK 01/30/2009 01:40:02 PM pwalker

The following CUC information was found

[REDACTED] ACTIVE;100000;44920;56920;2007-05-26;2010-07-28;;2007-05-26;2007-05-26;206604;;0;2007-05-31;2007-05-29

*** CASE VSC LOOKUP 1/30/2009 1:40:02 PM, pwalker

VSC CHECK 01/30/2009 01:40:01 PM pwalker

The following VSC information was found

[REDACTED] V003017795;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2007-05-26;2010-07-27;100000;44920;206604;0.00

*** NOTES 1/30/2009 1:44:00 PM, pwalker, Action Type : Call from Customer

The customers information was verified.

The customer called stating that the air bag deployed while driving down the street.

The customer states that she took the vehicle into the dealer on the 7th of January and she was advised that 2 sensors failed.

She states that she was advised that the sensors are covered and that the remaining of the repair will be covered under her VSC.

The customer states that she paid her portion of \$383.00.

The customer states that she was later contacted and advised that the repair is not going to be covered because she may have hit something. She was referred to her insurance.

The customer states that her insurance is not covering the concern because there was no accident.

The customer states that this is her second Honda, and her family all own Hondas.

The customer states that she was quoted \$1300.00 for the repair.

The customer states that she recently moved to this location and she has not received service at this dealer.

The customer states that she is seeking assistance on the repair.

I explained that the case will be forwarded for review by a case manager. I explained that assistance isn't guaranteed.

*** CASE MODIFY 1/30/2009 2:04:48 PM, pwalker

Case History

Case ID : N012009-01-3001020

Case Title : [REDACTED] - AIR BAG DEPLOYMENT GOODWILL

into WIP default and Status of Solving.

*** CASE MODIFY 1/30/2009 2:05:27 PM, pwalker

into WIP default and Status of Solving.

*** CASE DISPATCH 1/30/2009 2:05:35 PM, pwalker

from WIP default to Queue Honda Team F.

*** CASE YANKED 1/30/2009 2:29:49 PM, robbins

Yanked by robbins into WIPbin Default.

*** CASE MODIFY 2/2/2009 10:40:19 AM, robbins

into WIP Default and Status of Solving.

*** SUBCASE N012009-01-3001020-1 CREATE 2/2/2009 10:40:40 AM, robbins

Created in WIP Default with Due Date 2/2/2009 10:40:40 AM.

*** CASE MODIFY 2/2/2009 10:41:06 AM, robbins

into WIP Default and Status of Solving.

*** CASE MODIFY 2/2/2009 10:48:44 AM, robbins

into WIP Default and Status of Solving.

*** CASE VSC LOOKUP 2/2/2009 1:29:41 PM, robbins

VSC CHECK 02/02/2009 01:29:40 PM robbins

The following VSC information was found

[REDACTED]V003017795;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;ACTIVE;;2007-05-26;2010-07-27;100000;44920;206604;0.00

*** CASE CUC LOOKUP 2/2/2009 1:29:41 PM, robbins

CUC CHECK 02/02/2009 01:29:41 PM robbins

The following CUC information was found

[REDACTED];ACTIVE;100000;44920;56920;2007-05-26;2010-07-28;;2007-05-26;2007-05-26;206604;;0;2007-05-31;2007-05-29

*** NOTES 2/2/2009 1:48:05 PM, robbins, Action Type : Call to Customer

I spoke with customer and advised that we have documented her concerns. I asked if she had spoken with HondaCare regarding this coverage concern. Customer states that she has not and thought we were them. I advised that they are a separate division and can answer her questions/concerns regarding claim coverage. I advised that if they are not able to assist, I would next refer her to her insurance company, as an adjuster can determine if they will pay for repairs or if they need to subrogate.

Customer thanked me for the guidance.

*** COMMIT 2/2/2009 1:48:13 PM, robbins, Action Type : N/A

Close

*** CASE MODIFY 2/2/2009 1:48:24 PM, robbins

into WIP Default and Status of Solving.

*** SUBCASE N012009-01-3001020-1 CLOSE 2/9/2009 6:04:56 AM, robbins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/9/2009 6:04:59 AM, robbins

Case History

Case ID : N012009-01-3001020

Case Title : [REDACTED] - AIR BAG DEPLOYMENT GOODWILL

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

Case Details

Case ID : N012004-08-2601319 Division : Honda - Auto Condition : Closed Open Date : 8/26/2004 3:05:37 PM
 Case Originator : Bettie McDonald (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 10/14/2004 7:53:32 AM
 Case Owner : Doug Copeland (Team AC) Method : Phone Queue : Days Open : 49
 Last Closed By : Doug Copeland (Team AC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - SIDE AIR BAG DEPLOYED No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM566X3A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 20,000
 In Service Date : 08/18/2003
 Months In Use : 12
 Engine Number : K24A41147332
 Originating Dealer No. / Name : 207904 / HENDRICK HONDA
 Selling Dealer No. / Name : 207904 / HENDRICK HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207904 / HENDRICK HONDA
 Phone No. : 704-552-2090
 Address : 8901 SOUTH BOULEVARD
 City / State / Zip : CHARLOTTE, NC 28273
 Svc District / Sls District : 06K / E06
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : National Review 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
N012004-08-2601319-1 / ██████████	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Issue Details

Issue ID : N012004-08-2601319-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 8/30/2004 9:16:02 AM
Issue Owner : Ron Robbins	Type 2 : Operation - "Safety"	Queue :	Close Date : 9/3/2004 6:27:45 AM
Issue Title : XXXXXXXXXX PRODUCT COMPLAINT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-08-2601319

Case Title : 6 [REDACTED] - SIDE AIR BAG DEPLOYED

*** CASE CREATE 8/26/2004 3:05:37 PM, bmcDonal
Contact = [REDACTED] Priority = N/A, Status = Solving.
*** NOTES 8/26/2004 3:05:38 PM, bmcDonal, Action Type :
Dealer: Kendrick Honda
Contact: Scott, SA
Contention: Deployed Side Air Bag

According to the customer her side driver air bag deployed without cause today. The customer called the dealer while she was traveling back from a trip out of town. The dealer advised the customer to bring in the vehicle for inspection upon her return. The vehicle is currently at the dealership. The dealer has no indication of what caused the air bag to deploy. The customer believes that this is a defective component.

The customer states that she wants AH to address the concern and have it repaired. The customer was advised that this is an insurance issue however, in the interest of customer satisfaction the case will be dispatched to a regional case manager to follow up with the dealership.

*** CASE MODIFY 8/26/2004 3:07:12 PM, bmcDonal
into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2004 3:07:24 PM, bmcDonal
into WIP default and Status of Solving.

*** NOTES 8/26/2004 3:09:53 PM, bmcDonal, Action Type : Call from Customer

I stressed to the customer that it would be very unusual for an air bag to deploy without cause. The customer took the defense that she could have been in an accident where she might have been killed, she is afraid to drive the vehicle and wants AHM to do the right thing and investigate this malfunction. I provided her the case number and advised that the case manager will follow up within 3-5 days.

*** CASE MODIFY 8/26/2004 3:09:54 PM, bmcDonal
into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2004 3:10:21 PM, bmcDonal
into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2004 3:10:30 PM, bmcDonal
into WIP default and Status of Solving.

*** CASE DISPATCH 8/26/2004 3:10:49 PM, bmcDonal
from WIP default to Queue Team G.

*** CASE YANKED 8/27/2004 6:36:38 AM, rrobbins
Yanked by rrobbins into WIPbin Default.

*** SUBCASE N012004-08-2601319-1 CREATE 8/30/2004 9:16:02 AM, rrobbins
Created in WIP Default with Due Date 8/30/2004 9:16:02 AM.

*** CASE MODIFY 8/30/2004 9:16:29 AM, rrobbins
into WIP Default and Status of Solving.

*** NOTES 8/30/2004 10:06:04 AM, rrobbins, Action Type : Call to Dealer

Cust had called for an update, stating that she was upset w/ dealer because they had given her two different diagnoses.

Cust states that now they are stating that there was impact to the sensor, and it something she should notify her insurance about.

Case History

Case ID : N012004-08-2601319

Case Title : [REDACTED] SIDE AIR BAG DEPLOYED

I adv cust that I will double check w/ the dealer, but that it is likely an issue she would want to have her insurance adjustor inspect
Cust states that she and her husband looked at the vehicle where they were told there was impact, and they don't agree that it could have been an impact issue.
I adv cust that it would be the role of her insurance adjustor to make that determination.
I adv cust that I will call back when I have more info.

*** NOTES 8/30/2004 10:14:41 AM, rrobbins, Action Type : Call to Dealer

Spoke w/ Larry, SD

he adv that DPSM is there now and he is going to ask him to take a look at the vehicle

SD states that it is his belief, however, that it was due to the impact sensor being affected and that is why the side airbag deployed, as designed

I thanked him for info.

*** NOTES 8/30/2004 10:15:18 AM, rrobbins, Action Type : Call to Customer

Left voicemail for cust adv that I am aware a factory manager is at the dealer and will be looking at the vehicle

I adv that as I have more info, I will certainly call with an update.

*** CASE MODIFY 8/30/2004 10:15:25 AM, rrobbins

into WIP Default and Status of Solving.

*** COMMIT 8/30/2004 10:15:28 AM, rrobbins, Action Type : N/A

DPSM update on side airbag

*** CASE MODIFY 8/30/2004 10:15:48 AM, rrobbins

into WIP Default and Status of Solving.

*** NOTES 8/31/2004 10:15:39 AM, rrobbins, Action Type : Field/DSM

Spoke with DPSM, who states that he looked at the vehicel and is in the process of writing up a report.

HE states that it is in his determination that the vehicle definately hit something that impacted the sensor, causing the side airbag to deploy as designed.

I thanked him for info and adv that I will notify customer and the dealer that this matter will need to referred to their insurance adjuster.

*** NOTES 8/31/2004 10:23:43 AM, rrobbins, Action Type : Call to Customer

Left voicemail for customer explaining that I am aware our factory manager inspected the vehicle and made a determination that there was impact to the area of the sensor, causing the side air bag to deploy as designed. I adv cust that at this time she may wish to notify her insurance adjuster and have them make an inspection. I adv that if their assesment conflicted with AHM's, then they would likely submit the claim to their subrogation department.

Adv cust that I am aware that the dealership placed them in a rental vehicle for use during this inspection, and at this time I do need to ask that they return that vehicle, or make arrangments to extend usage at their own expense. I adv cust that she can contact Penny SM to make those arrangements.

Welcomed a call back with any concerns and provided phone/ext#.

*** CASE MODIFY 8/31/2004 10:23:46 AM, rrobbins

into WIP HOT and Status of Solving.

*** NOTES 8/31/2004 10:24:11 AM, rrobbins, Action Type : Call to Dealer

Updated Penny, SM of this information

*** CASE MODIFY 8/31/2004 10:24:13 AM, rrobbins

into WIP HOT and Status of Solving.

*** CASE FULFILL 8/31/2004 10:24:16 AM, rrobbins

Fulfilled for [REDACTED] due 08/31/2004 12:00:00 AM.

Case History

Case ID : N012004-08-2601319

Case Title : [REDACTED] SIDE AIR BAG DEPLOYED

*** COMMIT 8/31/2004 10:24:18 AM, rrobbins, Action Type : N/A

Penny, SM - rental returned by customer?

*** CASE MODIFY 8/31/2004 10:24:35 AM, rrobbins
into WIP HOT and Status of Solving.

*** NOTES 9/2/2004 1:06:17 PM, keastano, Action Type : Call from Customer

Customer contacted AHM because she would like to fax a copy of a letter. The customer states she would like to speak with some one besides Ron. ACS advised the customer that her case was assigned to Ron and he would be her point of contact. The customer was satisfied with the information and hung up.

*** NOTES 9/3/2004 6:17:20 AM, rrobbins, Action Type : Call from Customer

Cust left msg stating that she has faxed a letter over to us addressed to Action 9 news, which she will forward to them if we dont' resolve this matter with her.

Cust wants us to repair vehicle or assist out of lease into another vehicle, stating that she'll swallow her pride and even go into another Honda.

*** NOTES 9/3/2004 6:21:56 AM, rrobbins, Action Type : Call to Dealer

Called dealer to check on rental status - was adv that cust returned rental on Sep 1
Thanked for info

*** NOTES 9/3/2004 6:27:24 AM, rrobbins, Action Type : Call to Customer

Left msg for customer adv that I recvd her voicemail and her fax, and adv that we are merely not asissting with repairs because it is our detemrination that the vehicle operated as designed. I adv that if her insurance adjuster disagrees, they would go to subrogation. I adv that this is a liability issue, and it's not a matter of merely choosing to withhold repairs just for the sake of withholding repairs.

I adv cust that she may proceed however she feels necessary.

*** CASE MODIFY 9/3/2004 6:27:27 AM, rrobbins

into WIP HOT and Status of Solving.

*** SUBCASE N012004-08-2601319-1 CLOSE 9/3/2004 6:27:45 AM, rrobbins

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/3/2004 6:27:49 AM, rrobbins

into WIP HOT and Status of Solving.

*** CASE ASSIGN 9/3/2004 6:27:55 AM, rrobbins

N012004-08-2601319 to dcopelan, WIP

*** CASE RULE ACTION 9/3/2004 6:27:56 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE RULE ACTION 9/23/2004 2:05:37 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 10/13/2004 11:56:24 AM, pburkhar, Action Type : Letter/Fax

On 10/12/04, ACS received a letter from WSOC TV Eyewitness News Action 9, on behalf of customer [REDACTED] dated 10/4/04 in regards to previous issue.

*** NOTES 10/14/2004 7:52:50 AM, dcopelan, Action Type : Note-General

Reviewed case for content and coding. We will not be responding to Channel 9 WSOC tv as they are a third party not directly involved in this issue.

The customer has been advised that a Honda field rep has inspected the car and rendered a decision which has been passed on to the customer. The customer was also advised that their insurance should be consulted on this issue as it appears that an external object was impacted causing the deployment. Closing case

Case History

Case ID : N012004-08-2601319

Case Title : [REDACTED] - SIDE AIR BAG DEPLOYED

at this time.

*** CASE MODIFY 10/14/2004 7:53:22 AM, dcopelan
into WIP incoming and Status of Solving.

*** CASE CLOSE 10/14/2004 7:53:32 AM, dcopelan
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012006-06-2100042 Division : Honda - Auto Condition : Closed Open Date : 6/21/2006 6:26:59 AM
 Case Originator : Shana Sicherman (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/23/2006 2:11:54 PM
 Case Owner : Amanda Harlan (Team HA) Method : Phone Queue : Days Open : 2
 Last Closed By : Amanda Harlan (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ ACCIDENT-INJURY/Front (DRIVER/PASSENGER) AIR BA No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGCM56623A ██████████
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours :
 In Service Date : 09/15/2003
 Months In Use : 33
 Engine Number : K24A41178525
 Originating Dealer No. / Name : 208089 / METRO HONDA
 Selling Dealer No. / Name : 207478 / BERNARDI HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-06-2100042-1 / ██████████ P	Subcase Close	Product	Accident/Injury	752	SRS

Issue Details

Issue ID : N012006-06-2100042-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Shana Sicherman	Type 1 : Product	Status : Subcase Close	Open Date : 6/23/2006 6:04:18 AM
Issue Owner : Amanda Harlan	Type 2 : Accident/Injury	Queue :	Close Date : 6/23/2006 2:11:54 PM
Issue Title : XXXXXXXXXX PRODUCT - ACCIDENT/INJURY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Deaths And Injuries Info :

Deaths Or Injuries Reported Flag On ./ By : 06/23/2006 / ssicherm
 Method : Verbal only
 Date Method Updated On / By : 06/23/2006 / ssicherm
 Incident Location : UNKNOWN
 Incident Date :
 # of Deaths : 0
 # of Persons with Serious Injuries : 1
 # of Persons with Non - Serious Injuries : 0
 Component Category 1 : 14 - Air Bags
 Component Category 2 : NA - Please Specify
 Component Category 3 : NA -
 Component Category 4 : NA - Please Specify
 Component Category 5 : NA - Please Specify

Case History

Case ID : N012006-06-2100042

Case Title : [REDACTED] ACCIDENT-INJURY/FRONT (DRIVER/PASSENGER) AIR BAG DEPL

*** CASE CREATE 6/21/2006 6:26:59 AM, ssicherm

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

*** NOTES 6/21/2006 6:31:08 AM, ssicherm, Action Type : Call from Customer

Customer contacted ACS to report that he had driven over a pothole travelling 25 mph when the driver & passenger air bag deployed. Customer's father ([REDACTED]) had indicated that the driver air bag did not inflate & caused his son to hit the steering wheel, injuring his nose. Attempted to get further information, however the call was disconnected by customer. Will keep open to see if customer contacts our office back with further information before forwarding.

*** CASE MODIFY 6/21/2006 6:31:45 AM, ssicherm

into WIP default and Status of Solving.

*** NOTES 6/23/2006 6:03:50 AM, ssicherm, Action Type : Note-General

Customer never has contacted our offices back in regards to this concern. Forward to supervisor.

*** SUBCASE N012006-06-2100042-1 CREATE 6/23/2006 6:04:18 AM, ssicherm

Created in WIP Default with Due Date 6/23/2006 6:04:18 AM.

*** SUBCASE N012006-06-2100042-1 INJURIES/DEATH CHANGES 6/23/2006 6:04:44 AM, ssicherm

Initial setting of Injuries/Death method to Verbal only

*** SUBCASE N012006-06-2100042-1 MODIFY 6/23/2006 6:04:58 AM, ssicherm

into WIP default and Status of Solving.

*** SUBCASE N012006-06-2100042-1 INJURIES/DEATH CHANGES 6/23/2006 6:04:58 AM, ssicherm

Changed Injuries/Death Reported from No to Yes

*** CASE MODIFY 6/23/2006 6:05:05 AM, ssicherm

into WIP default and Status of Solving.

*** CASE ASSIGN 6/23/2006 6:15:22 AM, ssicherm

N012006-06-2100042 to aharlan, WIP

*** CASE RULE ACTION 6/23/2006 6:15:24 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012006-06-2100042-1 ASSIGN 6/23/2006 6:15:27 AM, ssicherm

N012006-06-2100042-1 to aharlan, WIP

*** SUBCASE N012006-06-2100042-1 RULE ACTION 6/23/2006 6:15:28 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/23/2006 2:11:37 PM, aharlan, Action Type : Note-General

Reviewed case for coding and content, closing case.

*** CASE CLOSE 6/23/2006 2:11:54 PM, aharlan

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

*** SUBCASE N012006-06-2100042-1 CLOSE 6/23/2006 2:11:54 PM, aharlan

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 09/06/2012

Case Details

Case ID : N012008-01-3000560 Division : Honda - Auto Condition : Closed Open Date : 1/30/2008 10:38:44 AM
 Case Originator : Victor Aguilar (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/1/2008 8:39:59 AM
 Case Owner : Jeff McCaughan (Team HD) Method : Phone Queue : Days Open : 2
 Last Closed By : Jeff McCaughan (Team HD) Point of Origin : Customer Wipbin :
 Case Title : (PLAZA HONDA) 5A - [REDACTED] SUDDEN AIR BAG DEPLOYMENT/ NO VI No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGCM56633A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 34,000
 In Service Date : 07/31/2003
 Months In Use : 54
 Engine Number : K24A41179422
 Originating Dealer No. / Name : 208066 / COAST HONDA
 Selling Dealer No. / Name : 208066 / COAST HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207066 / PLAZA HONDA
 Phone No. : 718-253-8400
 Address : 2740 NOSTRAND AVENUE
 City / State / Zip : BROOKLYN, NY 11210
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-01-3000560-1 [REDACTED]	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Issue Details

Issue ID : N012008-01-3000560-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 1/30/2008 12:32:57 PM
Issue Owner : Jeff McCaughan	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/1/2008 8:39:56 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-01-3000560

Case Title : [REDACTED] SUDDEN AIR BAG DEPLOYMENT/ NO VIN

*** CASE CREATE 1/30/2008 10:38:44 AM, vaguilar

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

*** CASE MODIFY 1/30/2008 10:44:45 AM, vaguilar

into WIP default and Status of Solving.

*** NOTES 1/30/2008 10:59:30 AM, vaguilar, Action Type : Call from Customer

Customers son called his name is [REDACTED] in regards to Air bag warranty. upon further research the customers son stated that the passenger air bags suddenly deployed with out reason and he was inquiring to see if the repair was covered under warranty. Customer's son [REDACTED] also stated that he has an appointment with Plaza Honda in Brooklyn NY for repair and diagnosis of the passenger side airbag.

I did verify customer [REDACTED] information although I could not find Vin #. I told the customer that the warranty was the same as the car, 3 years or 36000 mile and that it would not be covered under warranty. I provided customer with case number and referred him to the dealer for deployment reason.

Customer requesting assistance.

*** CASE MODIFY 1/30/2008 11:01:29 AM, vaguilar

into WIP default and Status of Solving.

*** CASE DISPATCH 1/30/2008 11:01:53 AM, vaguilar

from WIP default to Queue Honda Team G.

*** CASE YANKED 1/30/2008 11:24:04 AM, vaguilar

Yanked by vaguilar into WIPbin default.

*** NOTES 1/30/2008 11:25:11 AM, vaguilar, Action Type : Call from Customer

Customer stated that he has an appointment on 1/31/08 with dealer.

*** CASE DISPATCH 1/30/2008 11:25:41 AM, vaguilar

from WIP default to Queue Honda Team G.

*** CASE YANKED 1/30/2008 12:31:56 PM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 1/30/2008 12:32:08 PM, jmccaugh

into WIP default and Status of Solving.

*** CASE MODIFY 1/30/2008 12:32:28 PM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE N012008-01-3000560-1 CREATE 1/30/2008 12:32:57 PM, jmccaugh

Created in WIP Default with Due Date 1/30/2008 12:32:57 PM.

*** COMMIT 1/30/2008 12:33:40 PM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 1/30/2008 12:34:17 PM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and left a VM. I requested a call back.

*** NOTES 1/30/2008 12:36:32 PM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Vladimer on his cell phone and left a detailed VM. I requested he call me back with the VIN, and his diagnosis once the customer

Case History

Case ID : N012008-01-3000560

Case Title : (PLAZA HONDA) 5A - [REDACTED] SUDDEN AIR BAG DEPLOYMENT/ NO VIN

comes in.

*** NOTES 1/30/2008 1:23:24 PM, jmccaugh, Action Type : Call from Dealer

Service Mgr. Vladimer called and confirmed the customer's appt. for tomorrow AM. He did not have the VIN. He will keep me updated once the diagnosis is completed.

*** CASE FULFILL 1/30/2008 1:23:33 PM, jmccaugh

Fulfilled for [REDACTED] due 02/01/2008 12:00:00 AM.

*** COMMIT 1/30/2008 1:23:35 PM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 2/1/2008 8:18:09 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Vladimer and he informed me that the diagnoses has been completed. They found 3 inch dept and 3 inch wide impact marks under the passenger floor board. The customer was informed he should contact his insurance co. to address this needed repair. He most definitely ran over something.

*** NOTES 2/1/2008 8:24:08 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and spoke to the customer's mother. I introduced myself as the Regional Case Mgr. She informed me that he is not in. I asked if there is another phone # I could reach him @? She said no. I informed her I would call back. She ended the call.

*** CASE MODIFY 2/1/2008 8:30:48 AM, jmccaugh

into WIP District 5A and Status of Solving.

*** NOTES 2/1/2008 8:32:54 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. and obtained the VIN, and a contact # for [REDACTED]

*** CASE MODIFY 2/1/2008 8:33:22 AM, jmccaugh

into WIP District 5A and Status of Solving.

*** NOTES 2/1/2008 8:39:49 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ [REDACTED] I introduced myself as the Regional Case Mgr. He informed me of the diagnosis performed by the dlr. and needed no further assistance. He said he does not remember hitting the pot hole. I informed him how the air bag sensor work to protect the occupants. I suggested he may wish to contact his insurance co. He thanked me for the call. I verified his mailing address, thanked him for calling AHM, and encouraged him to call back.

*** SUBCASE N012008-01-3000560-1 CLOSE 2/1/2008 8:39:56 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/1/2008 8:39:59 AM, jmccaugh

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

Case Details

Case ID : N012007-08-0600022 Division : Honda - Auto Condition : Closed Open Date : 8/6/2007 6:09:16 AM
 Case Originator : Wanda Lett (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/7/2007 2:18:49 PM
 Case Owner : Sophie Scott (Team HI) Method : Phone Queue : Days Open : 32
 Last Closed By : Sophie Scott (Team HI) Point of Origin : Customer Wipbin :
 Case Title : 06F - [REDACTED] AIR BAG DEPLOYMENT - NO ACCIDENT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM56603A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JW / A
 Miles / Hours : 36,000
 In Service Date : 08/01/2003
 Months In Use : 48
 Engine Number : K24A41189652
 Originating Dealer No. / Name : 207983 / METRO HONDA
 Selling Dealer No. / Name : 207983 / METRO HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207992 / O'DONNELL HONDA
 Phone No. : 410-461-5000
 Address : 8620 BALTIMORE NATL PK
 City / State / Zip : ELLICOTT CITY, MD 21043
 Svc District / Sls District : 06F / B06
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-08-0600022-1 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	752	SRS
N012007-08-0600022-2 / [REDACTED]	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012007-08-0600022-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sophie Scott	Type 1 : Product	Status : Subcase Close	Open Date : 8/8/2007 7:11:06 AM
Issue Owner : Sophie Scott	Type 2 : Operation - "Safety"	Queue :	Close Date : 8/8/2007 7:11:18 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Front-Deploy 7521
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to 3rd Party
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012007-08-0600022-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sophie Scott	Type 1 : Product	Status : Subcase Close	Open Date : 8/9/2007 7:13:39 AM
Issue Owner : Sophie Scott	Type 2 : Operation	Queue :	Close Date : 8/15/2007 11:57:11 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc : Front-Deploy 7521
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to 3rd Party
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-08-0600022

Case Title : 06F [REDACTED] - AIR BAG DEPLOYMENT - NO ACCIDENT

*** CASE CREATE 8/6/2007 6:09:16 AM, wlett

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

*** CASE CLAIMS LOOKUP 8/6/2007 6:09:20 AM, wlett

CLAIM HISTORY CHECK 08/06/2007 06:09:20 AM wlett

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/6/2007 6:09:25 AM, wlett

CAMPAIGN CHECK 08/06/2007 06:09:25 AM wlett

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

04-027; Q32; 03-04 RADIO DISPLAY; ;

*** CASE VSC LOOKUP 8/6/2007 6:09:26 AM, wlett

VSC-CUC CHECK 08/06/2007 06:09:26 AM wlett

No data found for VIN.

*** CASE MODIFY 8/6/2007 6:10:29 AM, wlett

into WIP default and Status of Solving.

*** NOTES 8/6/2007 6:12:05 AM, wlett, Action Type : Call from Customer

I updated the address and phone in the system.

The customer called ACS to ask what he should do. He states that he had checked our website and didn't see any references to his concern. He states that he was driving this morning and the air bag just deployed. He states that there was no contact with anything or any other vehicles. He wants to know what is the next step to take.

*** CASE MODIFY 8/6/2007 6:13:14 AM, wlett

into WIP default and Status of Solving.

*** CASE DISPATCH 8/6/2007 6:13:26 AM, wlett

from WIP default to Queue Safety.

*** NOTES 8/6/2007 9:11:33 AM, tsonnta1, Action Type : Call from Customer

Customer called asking of why nobody has called him back yet. Informed customer that he called today(08-06-07) and the case has still not gotten to a case manager for review. Informed customer to allow AHM 1 to 2 business days to investigate the case and to further assist him. Customer informed that it does not feel like Honda is concerned about his situation. Informed customer that is not the case and AHM wants to help him but AHM needs some time to investigate the case. Customer informed that if no one calls him back Honda will be hearing from him. Assured customer that a case manager will give him a call back. Customer disconnected the phone call.

*** CASE RULE ACTION 8/7/2007 5:13:26 AM, sa

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

*** NOTES 8/7/2007 7:51:33 AM, lprak, Action Type : Call from Customer

Customer called in requesting to speak to the RCM. I informed him that the RCM is still looking into the case considering that he just contacted us yesterday. And, if he will allow some time for the RCM to review which he understood. I informed him that the RCM will contact him back within a couple of days. No further assistance needed.

*** CASE ACCEPT 8/7/2007 8:23:15 AM, sscott1

Case History

Case ID : N012007-08-0600022

Case Title : 06F - [REDACTED] - AIR BAG DEPLOYMENT - NO ACCIDENT

from Queue Safety to WIP Today.

*** NOTES 8/7/2007 9:46:09 AM, tbarnett, Action Type : Letter/Fax

On 8/7/07 ACS received a 1-page fax from customer.

*** NOTES 8/8/2007 7:10:51 AM, sscott1, Action Type : Call to Customer

I called the customer and introduced myself as the case manager assigned to the claim. I provided my phone number and verified his contact information. I asked the customer if I was correct in understanding that the accident occurred on Aug. 06, 2007 and he said yes. He advised that he was driving alone in the car at about 55 miles per hour on the I-95 towards Baltimore with his seat belt fastened. He stated that the side airbag had deployed. He stated that he was fine but just shocked that the airbag deployed. He stated that he called the dealership and they had advised him to call Honda. He stated that once he called Honda, nothing happened and he was told to wait. I stated that in the case of airbag deployment, he would need to contact his insurance company.

I stated that the airbag sensor could have been triggered by something hitting the underside of the car. I advised that it was also possible that some defect in the car had caused the deployment. I stated that I was not in a position over the phone to determine whether or not the airbags should have deployed.

I stated that his insurance company would make that determination and subrogate if needed. He understood and stated that he would contact them.

*** SUBCASE N012007-08-0600022-1 CREATE 8/8/2007 7:11:06 AM, sscott1

Created in WIP Default with Due Date 8/8/2007 7:11:06 AM.

*** CASE MODIFY 8/8/2007 7:11:15 AM, sscott1

into WIP Today and Status of Solving.

*** SUBCASE N012007-08-0600022-1 CLOSE 8/8/2007 7:11:18 AM, sscott1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/8/2007 7:11:18 AM, sscott1

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

*** CASE REOPEN 8/8/2007 10:55:30 AM, sscott1

with Condition of Open and Status of Solving.

*** NOTES 8/8/2007 10:58:03 AM, sscott1, Action Type : Call from Customer

The customer called back and advised that he had called his insurance company but they had directed him back to AHM. He stated that he could take his car to the closest Honda dealership: O'Donnell

INSURANCE CONTACTS:

Geico Claim Number: [REDACTED]

Phone: 1-800-424-6443

Contact person: Anyone can answer

*** NOTES 8/8/2007 12:25:26 PM, sscott1, Action Type : Call to Dealer

VOICEMAIL:

I called SM, Jerry Furr, and asked him to call me back.

*** NOTES 8/8/2007 12:27:41 PM, sscott1, Action Type : Field/DSM

I called the DPSM, Bob Borzilleri, and advised that we may need to have the customer's car inspected at the dealership. He advised that he may be able to visit on Friday and recommenced that the customer leave the car there on Thursday night for inspection on Friday.

*** NOTES 8/8/2007 12:33:04 PM, sscott1, Action Type : Call to Dealer

VOICEMAIL:

I called the dealership and advised SM, Jerry Furr, that a customer may require inspection of the side airbag and advised that I would be trying to set up

Case History

Case ID : N012007-08-0600022

Case Title : 06F - [REDACTED] AIR BAG DEPLOYMENT - NO ACCIDENT

inspection with the DPSM. I asked him to call me.

*** NOTES 8/8/2007 12:34:49 PM, sscott1, Action Type : Field/DSM

I called the acting DPSM, Bob Borzilleri, and asked him if he might be able to get to the dealership to look at the car and he stated that he may be able to inspect on Friday. I thanked him and emailed details of the case. He asked that the customer leave the car at the dealership Thursday night.

*** NOTES 8/8/2007 12:45:34 PM, sscott1, Action Type : Call to Customer

I called the customer but he advised that he was unable to meet with the DPSM on Friday. I advised that I would have to follow up to see when we could get a DPSM out there. He understood.

*** COMMIT 8/8/2007 12:45:55 PM, sscott1, Action Type : N/A

photos?

*** SUBCASE N012007-08-0600022-2 CREATE 8/9/2007 7:13:39 AM, sscott1

Created in WIP Default with Due Date 8/9/2007 7:13:39 AM.

*** CASE MODIFY 8/9/2007 7:13:45 AM, sscott1

into WIP Today and Status of Solving.

*** NOTES 8/9/2007 12:25:21 PM, sscott1, Action Type : Call from Customer

The customer called back and stated that he would in fact like to leave his car at the dealership on Thursday to Friday for inspection and I advised that I would call the DPSM back to see if he was still willing to perform the inspection. He thanked me.

*** NOTES 8/9/2007 12:26:42 PM, sscott1, Action Type : Field/DSM

I called the DPSM and the dealership and arranged for an inspection on Friday.

*** NOTES 8/9/2007 12:27:04 PM, sscott1, Action Type : Call to Customer

I called the customer back and verified the inspection date. He thanked me.

*** CASE MODIFY COMMITMENT 8/9/2007 12:27:18 PM, sscott1

with [REDACTED] due 08/10/2007 12:00:00 AM.

*** NOTES 8/10/2007 11:35:26 AM, sscott1, Action Type : Field/DSM

The DPSM, Bob, called back and stated that he had looked at the car and had seen a fresh gash on the undercarriage which could have been the trigger for the airbag to deploy. He stated that he would email me the photos this weekend and I thanked him.

*** CASE MODIFY COMMITMENT 8/10/2007 11:35:48 AM, sscott1

with [REDACTED] due 08/13/2007 12:00:00 AM.

*** NOTES 8/13/2007 10:16:36 AM, sscott1, Action Type : Call from Customer

VOICEMAIL:

The customer called and asked me to call him back.

*** NOTES 8/13/2007 10:22:29 AM, sscott1, Action Type : Field/DSM

I called the DPSM and he advised that he would be sending the photographs later today and I thanked him and advised him that I would call the customer and advise accordingly.

*** NOTES 8/13/2007 10:25:23 AM, sscott1, Action Type : Call to Customer

I called the customer and advised that I was waiting on the photographs and would call him as soon as I had a chance to inspect. I advised that the DPSM did indicate that there was a point of impact there and he became upset and stated that the advisor had written up a repair order stating that there was no sign of impact. I advised that I would call the dealership and ask them to please call me to discuss.

Case History

Case ID : N012007-08-0600022

Case Title : 06F - [REDACTED] AIR BAG DEPLOYMENT - NO ACCIDENT

*** CASE MODIFY COMMITMENT 8/13/2007 10:25:40 AM, sscottl
with [REDACTED] due 08/14/2007 12:00:00 AM.

*** NOTES 8/13/2007 2:12:32 PM, tbarnett, Action Type : Letter/Fax
On 8/13/07 ACS received a 1-page fax from customer.

*** NOTES 8/15/2007 11:00:53 AM, sscottl, Action Type : Call to Dealer

I called the dealership and talked to Jerry, SM, and asked him if the customer had received an RO without the complaint and cause written on it. I advised that I would contact HNA and call him back.

*** NOTES 8/15/2007 11:54:14 AM, sscottl, Action Type : Call to Dealer

I called HNA Law and was advised to have the dealership amend the RO to indicate that the DPSM had inspected the undercarriage and had found evidence of impact. He advised to decline assistance.

*** NOTES 8/15/2007 11:56:44 AM, sscottl, Action Type : Call to Customer

I called the customer and advised that at this point, he would need to work through his insurance company. He stated that he would do that and I advised that I would be closing the case. He understood and no further assistance was needed.

*** CASE MODIFY 8/15/2007 11:57:03 AM, sscottl
into WIP Non Injury Accident and Status of Solving.

*** SUBCASE N012007-08-0600022-2 CLOSE 8/15/2007 11:57:11 AM, sscottl
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/15/2007 11:57:11 AM, sscottl
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/15/2007 12:40:28 PM, tbarnett
with Condition of Open and Status of Solving.

*** NOTES 8/15/2007 12:40:40 PM, tbarnett, Action Type : Letter/Fax
On 8/15/07 ACS received a 1-page fax from customer.

*** CASE MODIFY 8/15/2007 12:40:59 PM, tbarnett
into WIP default and Status of Solving.

*** CASE DISPATCH 8/15/2007 12:41:07 PM, tbarnett
from WIP default to Queue Honda Team F.

*** CASE YANKED 8/15/2007 2:06:43 PM, sscottl
Yanked by sscottl into WIPbin Today.

*** CASE CLOSE 8/15/2007 2:06:59 PM, sscottl
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/5/2007 9:57:57 AM, sscottl
with Condition of Open and Status of Solving.

*** CASE CLOSE 9/5/2007 9:58:55 AM, sscottl
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/7/2007 10:00:17 AM, sscottl
with Condition of Open and Status of Solving.

Case History

Case ID : N012007-08-0600022

Case Title : 06F - [REDACTED] - AIR BAG DEPLOYMENT - NO ACCIDENT

*** NOTES 9/7/2007 10:13:32 AM, sscott1, Action Type : Call from Customer

The customer called back and advised that his insurance company was willing to cover the repairs to his car as long as AHM provided something in writing explaining why the air bag deployed. I stated that I would call our DPSM and see what we could get for him. He thanked me.

*** NOTES 9/7/2007 10:15:45 AM, sscott1, Action Type : Call to Dealer

I called the dealership and asked Jerry, SM, to please fax me a copy of the repair order generated when the customer visited the dealership for his airbag deployment. He stated that he would do that.

*** COMMIT 9/7/2007 10:15:59 AM, sscott1, Action Type : N/A

insurance

*** NOTES 9/7/2007 11:58:43 AM, tbarnett, Action Type : Letter/Fax

On 9/7/07 ACS received a 1-page fax from customer.

*** NOTES 9/7/2007 1:42:44 PM, sscott1, Action Type : Call to Customer

I called the customer and advised that we had the repair order to send to him with proof of inspection and documentation of undercarriage damage. I asked him if he wanted me to send that to him and he stated that his insurance company would call me and I could send it to them.

*** CASE MODIFY COMMITMENT 9/7/2007 1:46:09 PM, sscott1

with [REDACTED] due 09/10/2007 12:00:00 PM.

*** CASE MODIFY 9/7/2007 1:46:12 PM, sscott1

into WIP Today and Status of Solving.

*** NOTES 9/7/2007 2:14:39 PM, sscott1, Action Type : Note-Third Party

VOICEMAIL:

The Geico agent called and asked me to call her back to show proof of undercarriage damage on the customer's car.

*** NOTES 9/7/2007 2:18:34 PM, sscott1, Action Type : Note-Third Party

I called the customer's insurance company and faxed the required RO documenting inspection to: 703-738-2188. I advised that digital photos are also available if needed.

*** CASE CLOSE 9/7/2007 2:18:49 PM, sscott1

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

Case Details

Case ID : N012011-12-0501731	Division : Honda - Auto	Condition : Closed	Open Date : 12/5/2011 10:54:01 AM
Case Originator : Crystal Vito (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/19/2011 12:38:53
Case Owner : Eugene Lim (Team HD)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Eugene Lim (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 6F - O'DONNELL HONDA - [REDACTED] PASSENGER AIRBAG DEPLOYED / No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGCM56633A [REDACTED]
 Model / Year : ACCORD / 2003
 Model ID / Product Line : CM5663JNW / A
 Miles / Hours : 135,000
 In Service Date : 09/09/2003
 Months In Use : 99
 Engine Number : K24A41204344
 Originating Dealer No. / Name : 207898 / HANOVER HONDA
 Selling Dealer No. / Name : 207992 / O'DONNELL HONDA
 Trim : EX-L
 No. Of Doors : 4
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207992 / O'DONNELL HONDA
 Phone No. : 410-461-5000
 Address : 8620 BALTIMORE NATL PK
 City / State / Zip : ELLICOTT CITY, MD 21043
 Svc District / Sls District : 06F / B06
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-12-0501731-1 [REDACTED] - PRODUC	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012011-12-0501731-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eugene Lim	Type 1 : Product	Status : Subcase Close	Open Date : 12/6/2011 6:08:32 AM
Issue Owner : Eugene Lim	Type 2 : Operation	Queue :	Close Date : 12/19/2011 12:38:53
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc : Front-Deploy 7521
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to 3rdParty
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-12-0501731

Case Title : 6F - O'DONNELL HONDA - [REDACTED] - PASSENGER AIRBAG DEPLOYED / NO AC

*** CASE CREATE 12/5/2011 10:54:01 AM, cvito

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

*** CASE MODIFY 12/5/2011 10:54:47 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2011 11:09:08 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 12/5/2011 11:09:18 AM, cvito

into WIP default and Status of Solving.

*** NOTES 12/5/2011 11:09:29 AM, cvito, Action Type : Call from Customer

Original Owner: No

When did you become owner of the vehicle: August 2006

Where did you Purchase this Vehicle: Private Owner

Updates customer s contact information

Best Contact Number: [REDACTED]

Probing Questions:

Customer advised that his son who was 8 years old, approximately 70 lbs. The customer verified he was operating his vehicle on an on ramp to the highway. The customer was going 30 mph. The customer verified no accident occurred and his Passenger side airbag deployed. This took place on 12-02-2011 at 6:45 pm. The customer's vehicle is still operatable. The customer's son is doing fine. The customer's son has a small scrape on his face, no deaths, and no serious injuries. The customer took his emergency place the next day just to get medical attention. The customer did not think this was a serious injury so he was not taken the same day. The customer verified that there was no police report made. The customer has NOT taken his vehicle into a Honda DLR regarding this issue, the Honda DLR REFERRED the customer to his insurance company. The customer called his insurance company on 12-03-2011. The Insurance Company verified if this is caused by a mechanical malfunction this is something that they would NOT cover. The customer thought to contact AMH. The customer is NOT the original owner of the vehicle. The customer does keep up with the maintenance of the vehicle. The customer does take his vehicle into the Honda DLR for maintenance and repairs. The customer owns 1 Honda Vehicle. The customer is asking AMH for assistance on this, as he needs to know as to why this deployed on his son if no accident occurred.

Inbound Summary:

I verified I am sorry to hear that this happen to his son. I asked if his son and if he is ok. The customer verified his son only has a scratch/mark on his face that looks like a scrape. I verified that his vehicle has been affected with the following Safety Recall of:

08-043: Safety Recall: Windshield Wiper Motor Does Not Work
(Supersedes 08-043, dated July 17, 2008, to update the information marked by the black bars)

10-059: Safety Recall: Accord, Civic, and Element Ignition Switch Key Interlock

I advised the customer to schedule an appointment with any authorized Honda DLR regarding this Safety Recall which needs to be completed on his vehicle. I verified with the customer that at this time AMH cannot guarantee any type of assistance with this issue that the customer is having with his vehicle or his request. I will be happy to dispatch this case to a RCM for further review.

Case History

Case ID : N012011-12-0501731

Case Title : 6F - O'DONNELL HONDA - [REDACTED] PASSENGER AIRBAG DEPLOYED / NO AC

Customer was advised that a RCM would follow up in 1-2 business days and no further assistance is needed at this time.

*** CASE MODIFY 12/5/2011 11:09:31 AM, cvito
into WIP default and Status of Solving.

*** CASE DISPATCH 12/5/2011 11:09:43 AM, cvito
from WIP default to Queue Honda Team E.

*** CASE ASSIGN 12/5/2011 1:38:17 PM, Itafoya
N012011-12-0501731 to elim, WIP È

*** CASE RULE ACTION 12/5/2011 1:38:17 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/6/2011 6:08:03 AM, elim
into WIP default and Status of Solving.

*** SUBCASE N012011-12-0501731-1 CREATE 12/6/2011 6:08:32 AM, elim
Created in WIP Default with Due Date 12/6/2011 6:08:32 AM.

*** CASE MODIFY 12/6/2011 6:08:34 AM, elim
into WIP default and Status of Solving.

*** COMMIT 12/6/2011 6:08:39 AM, elim, Action Type : N/A

Made to [REDACTED] due 12/06/2011 01:00:00 PM.
1st cc - 24hr.

*** CASE MODIFY 12/6/2011 6:08:55 AM, elim
into WIP default and Status of Solving.

*** NOTES 12/6/2011 8:22:54 AM, elim, Action Type : Call to Customer
ACS left a vm message requesting a call back at 800-999-1009, ext. 117702. ACS will try again tomorrow.

*** CASE FULFILL 12/6/2011 8:23:03 AM, elim
Fulfilled for [REDACTED] due 12/06/2011 01:00:00 PM.

*** COMMIT 12/6/2011 8:23:05 AM, elim, Action Type : N/A
Made to [REDACTED] due 12/07/2011 02:00:00 PM.

2nd cc - refer to dlr for diagnosis

*** CASE MODIFY 12/6/2011 8:23:35 AM, elim
into WIP District 6F and Status of Solving.

*** CASE MODIFY 12/6/2011 8:23:55 AM, elim
into WIP District 6F and Status of Solving.

*** NOTES 12/7/2011 10:17:12 AM, elim, Action Type : Call to Customer
The customer left a vm message requesting a call back. ACS called back and left a vm message in return requesting a call back at 800-999-1009, ext. 117702. ACS will try again tomorrow.

*** CASE FULFILL 12/7/2011 10:17:22 AM, elim
Fulfilled for [REDACTED] due 12/07/2011 02:00:00 PM.

Case History

Case ID : N012011-12-0501731

Case Title : 6F - O'DONNELL HONDA - [REDACTED] - PASSENGER AIRBAG DEPLOYED / NO AC

*** COMMIT 12/7/2011 10:17:23 AM, elim, Action Type : N/A

Made to [REDACTED] due 12/08/2011 02:00:00 PM.

3rd cc - get dlr diagnosis

*** CASE MODIFY 12/7/2011 10:17:42 AM, elim
into WIP District 6F and Status of Solving.*** CASE MODIFY 12/7/2011 10:24:54 AM, elim
into WIP District 6F and Status of Solving.*** CASE MODIFY 12/7/2011 10:25:05 AM, elim
into WIP District 6F and Status of Solving.*** CASE MODIFY 12/7/2011 10:25:19 AM, elim
into WIP District 6F and Status of Solving.*** NOTES 12/8/2011 12:50:23 PM, elim, Action Type : Call from Dealer
Jerry, SM stated the vehicle has not been to his dealership.*** NOTES 12/8/2011 12:52:01 PM, elim, Action Type : Call to Customer
ACS left a vm message requesting a call back at 800-999-1009, ext. 117702. ACS will try again next Wednesday.*** CASE FULFILL 12/8/2011 12:52:06 PM, elim
Fulfilled for [REDACTED] due 12/08/2011 02:00:00 PM.

*** COMMIT 12/8/2011 12:52:07 PM, elim, Action Type : N/A

Made to [REDACTED] due 12/14/2011 02:00:00 PM.

4th cc - get dealer diagnosis

*** CASE MODIFY 12/8/2011 12:53:59 PM, elim
into WIP District 6F and Status of Solving.*** NOTES 12/9/2011 10:13:03 AM, elim, Action Type : Call from Customer
Customer called to provide an update. He said he has not gone to a Honda dealer yet as he wanted to speak with ACS first. Customer stated he will try and call back again later or early next week.*** CASE MODIFY 12/9/2011 10:13:06 AM, elim
into WIP District 6F and Status of Solving.

*** NOTES 12/12/2011 9:06:28 AM, elim, Action Type : Call from Customer

Issue:

The customer stated his airbag deployed with no impact and he is concerned with the safety of the vehicle. He has not gone to a Honda dealer for diagnosis as he would like to address the concern with ACS first. The customer did speak with his insurance as was informed that it would more than likely not be covered as it seems to be related to a mechanical failure. The customer wants to know that his concerns will be addressed and that his vehicle will be safe to drive.

Expectation:

The customer wanted to know what steps he needed to take in order to properly address his concerns. He would like to know if it's safe to drive his vehicle.

Summary:

Customer was referred to his Honda dealership and informed that any diagnosis fees would be at his expense. He was advised that upon diagnosis he will be referred

Case History

Case ID : N012011-12-0501731

Case Title : 6F - O'DONNELL HONDA - [REDACTED] PASSENGER AIRBAG DEPLOYED / NO AC

to a ACS field representative for further diagnosis or he will be referred to his insurance company. The customer stated he will go tomorrow for diagnosis and will take his vehicle to O'Donnell Honda where he goes for service. ACS advised a follow up will be made this Thursday to get an update on the diagnosis. The customer understood and stated he preferred to be contacted after 1:00 pm, EST.

*** CASE MODIFY COMMITMENT 12/12/2011 9:07:11 AM, elim
with [REDACTED] due 12/15/2011 01:30:00 PM.

*** CASE MODIFY 12/12/2011 9:07:18 AM, elim
into WIP District 6F and Status of Solving.

*** NOTES 12/12/2011 9:08:54 AM, elim, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer was referred to your dealership in order to address his concerns with the SRS in his vehicle. He stated he plans on going in tomorrow for diagnosis.

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

Thank you for your attention to this matter.

Gene L.
Automobile Customer Service, RCM

*** CASE MODIFY 12/12/2011 9:09:24 AM, elim
into WIP District 6F and Status of Solving.

*** NOTES 12/13/2011 7:56:41 AM, elim, Action Type : Call from Customer

The customer called to say that he took the vehicle to O'Donnell Honda this morning and had it inspected. The dealer found a scrape or scratch mark underneath the vehicle that indicated impact but it was not conclusive. The customer stated that the dealer did not say if that scratch was enough to trigger the airbags. He would like to know what his options are at this time. ACS advised that a call will be made to the service manager and upon research with the SM and DPSM, he will be updated on Thursday. The customer agreed and has no further comments.

Note:
Customer is currently driving the vehicle.

*** CASE MODIFY 12/13/2011 7:56:45 AM, elim
into WIP District 6F and Status of Solving.

*** NOTES 12/15/2011 2:11:55 PM, elim, Action Type : Call to Customer

Summary:

Customer was informed that upon speaking with his dealership, Jerry, SM has confirmed that the cause of the deployment is the indentation underneath the vehicle. The dealer took a picture and provided the customer with their findings via r/o. The customer was not happy with the position and was referred to his insurance for further support. He was advised that in the event his insurance wanted to pursue the matter further, they would contact Honda on his behalf. ACS advised that his concerns will be documented and has no further comments. The customer stated he will refer to his insurance and has no further requests for assistance. Case closed.

*** CASE MODIFY 12/15/2011 2:12:16 PM, elim

Case History

Case ID : N012011-12-0501731

Case Title : 6F - O'DONNELL HONDA [REDACTED] PASSENGER AIRBAG DEPLOYED / NO AC

into WIP District 6F and Status of Solving.

*** CASE FULFILL 12/15/2011 2:12:19 PM, elim

Fulfilled for [REDACTED] due 12/15/2011 01:30:00 PM.

*** COMMIT 12/15/2011 2:12:22 PM, elim, Action Type : N/A

Made to [REDACTED] due 12/19/2011 02:00:00 PM.

5th cc - get r/o from Jerry

*** CASE MODIFY 12/15/2011 2:12:43 PM, elim

into WIP District 6F and Status of Solving.

*** NOTES 12/19/2011 12:32:19 PM, elim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Please contact ACS if there are any discrepancies with the information below.

Dealer contact: Tina, SA

Date at dealer: 12/13/11

R/O: 142215

Mileage: 154,940

Customer's complaint: Airbag deployment with no impact.

Dealer's diagnosis: Indentation underneath the vehicle causing the airbag to deploy.

Dealer resolution: Needs new passenger side airbag.

Service history at dealer: N/A

DPSM involvement: No

Notes:

The customer was referred to his insurance as they found an indentation underneath the vehicle which the dealer believes caused the airbag to deploy.

Thank you for your attention to this matter.

Gene L.,
Automobile Customer Service

*** NOTES 12/19/2011 12:32:34 PM, elim, Action Type : Call to Dealer

Dealer contact: Tina, SA

Case History

Case ID : N012011-12-0501731

Case Title : 6F - O'DONNELL HONDA - [REDACTED] - PASSENGER AIRBAG DEPLOYED / NO AC

Date at dealer: 12/13/11
R/O: 142215
Mileage: 154,940

Customer's complaint: Airbag deployment with no impact.

Dealer's diagnosis: Indentation underneath the vehicle causing the airbag to deploy.

Dealer resolution: Needs new passenger side airbag.

Service history at dealer: N/A

DPSM involvement: No

Notes:

The customer was referred to his insurance as they found an indentation underneath the vehicle which the dealer believes caused the airbag to deploy.

*** CASE MODIFY 12/19/2011 12:32:39 PM, elim
into WIP District 6F and Status of Solving.*** CASE FULFILL 12/19/2011 12:34:57 PM, elim
Fulfilled for [REDACTED] due 12/19/2011 02:00:00 PM.*** CASE MODIFY 12/19/2011 12:35:00 PM, elim
into WIP District 6F and Status of Solving.*** CASE MODIFY 12/19/2011 12:38:28 PM, elim
into WIP District 6F and Status of Solving.*** CASE MODIFY 12/19/2011 12:38:50 PM, elim
into WIP District 6F and Status of Solving.*** SUBCASE N012011-12-0501731-1 CLOSE 12/19/2011 12:38:53 PM, elim
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 12/19/2011 12:38:53 PM, elim
Status = Closed, Resolution Code = Instruction Given, State = Open