

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

2003 Accord 2-Door  
Consumer Complaints  
Possible Cause

Case Details

Case ID : N012005-10-0501089 Division : Honda - Auto Condition : Closed Open Date : 10/5/2005 1:52:38 PM  
 Case Originator : Kimberly Dynes (Team CC) Sub Division : Customer Relations Status : Closed Close Date : 10/6/2005 3:02:40 PM  
 Case Owner : Astrid Munir (Team HG) Method : Phone Queue : Days Open : 1  
 Last Closed By : Astrid Munir (Team HG) Point of Origin : Customer Wipbin :  
 Case Title : 10F, [REDACTED] - FRONT PASSENGER 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 : SPANISH FORK, UT [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / IHGCM82693A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM8263JNW / A  
 Miles / Hours : 23,000  
 In Service Date : 06/23/2003  
 Months In Use : 28  
 Engine Number : J30A41032601  
 Originating Dealer No. / Name : 207970 / KEN GARFF HONDA OF OREM  
 Selling Dealer No. / Name : 207970 / KEN GARFF HONDA OF OREM  
 Trim : EX-V6  
 No. Of Doors : 2  
 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 : 207970 / KEN GARFF HONDA OF OREM  
 Phone No. : 801-714-2200  
 Address : 115 E.UNIVERSITY PKWY.  
 City / State / Zip : OREM, UT 84058  
 Svc District / Sls District : 10F / E10  
 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
N012005-10-0501089-1 / [REDACTED]	P Subcase Close	Product	Operation	752	SRS

**Issue Details**

Issue ID : N012005-10-0501089-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Astrid Munir	Type 1 : Product	Status : Subcase Close	Open Date : 10/6/2005 3:02:01 PM
Issue Owner : Astrid Munir	Type 2 : Operation	Queue :	Close Date : 10/6/2005 3:02:37 PM
Issue Title : [REDACTED]	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 History

Case ID : N012005-10-0501089

Case Title : 10F, [REDACTED] - FRONT PASSENGER DEPLOYMENT

\*\*\* CASE CREATE 10/5/2005 1:52:38 PM, kdynes

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

\*\*\* CASE MODIFY 10/5/2005 1:52:52 PM, kdynes

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 10/5/2005 1:52:54 PM, kdynes

WARRANTY CHECK 10/05/2005 01:52:54 PM kdynes

No data found for VIN.

\*\*\* CASE VSC LOOKUP 10/5/2005 1:53:36 PM, kdynes

VSC-CUC CHECK 10/05/2005 01:53:28 PM kdynes

No data found for VIN.

\*\*\* CASE MODIFY 10/5/2005 1:53:43 PM, kdynes

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 10/5/2005 1:54:14 PM, kdynes

into WIP default and Status of Solving.

\*\*\* NOTES 10/5/2005 2:04:42 PM, kdynes, Action Type : Call from Customer

The customer called and stated he took his vehicle to his local dealership (Ken Gariff Honda) about a couple weeks ago due to his passenger curtain airbags deploying while he swerved from hitting a rabbit. The customer states he did not hit anything. The customer states the dealership has stated he hit a rock since there are some scratches on the bottom of the frame. The customer states he did not hit anything. The customer states the passenger seat belt is now not working.

The customer states he did hit a rock while up in the mountains a while back and this is more than likely what they are referring to since it is a straight scrape. He feels if it was a rock that he had hit it would not be a straight scrape, but an inconsistent wavy scrape due to it hitting the ground and the car as he was driving.

The customer states a sheriff was right behind him and pulled over to help them and walked back and forth with him and did not see where he would have it a rock. The customer states the sheriff did make a report. He states he does have the report # as 050943 and this is from the Ridge County Police department.

The customer states he was told by the dealership he had hit a rock and they would not cover this repair under warranty. He states he was quoted a price of at least \$2,200.00 for the repair. The customer states he worked with Scott West at Ken Garff Honda.

The customer states he feels AHM should cover this repair under the limited warranty of 3/36. He states his insurance will not cover this repair since it has been stated he did not hit a rock and it was not an accident. The customer states this is his first Honda and he loves the car and he always takes the vehicle to the dealership for service.

I advised the customer on the P&P on road hazards and he understood however again he states he did not hit a rock or anything else that would have caused the bags to deploy. I stated to the customer that I would open a case for him and have a case manager review his request to have AHM cover this repair under the limited warranty. I stated to the customer that all goodwill request are looked at on a case - by case basis. The customer understood and took their case number for future use.

I will send this case to Honda team G in Torrance for review.

\*\*\* CASE MODIFY 10/5/2005 2:04:43 PM, kdynes

Case History

Case ID : N012005-10-0501089

Case Title : 10F [REDACTED] FRONT PASSENGER DEPLOYMENT

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 10/5/2005 2:04:53 PM, kdynes

N012005-10-0501089 to kbrown03, WIP

\*\*\* CASE RULE ACTION 10/5/2005 2:04:55 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 10/5/2005 2:21:59 PM, kbrown03, Action Type : Note-General

The customer is the one who used the words "side curtain airbag". It may have been the side seat air bag.

\*\*\* CASE DISPATCH 10/5/2005 2:22:32 PM, kbrown03

from WIP default to Queue Honda Team G.

\*\*\* CASE ASSIGN 10/5/2005 2:41:35 PM, rnavarre

N012005-10-0501089 to amunir, WIP [REDACTED]

\*\*\* CASE RULE ACTION 10/5/2005 2:41:37 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 10/6/2005 2:55:34 PM, amunir, Action Type : Call to Dealer

I talked to the SA about the customer request for warranty assistance with the deployment of the airbags. The SA stated that there were signs of external damage specifically to the airbag sensor triggers. The SA stated that there was a scratch long the side of the vehicle. The SA stated that the SM talked to the customer and completed an inspection. It was determined that the airbag was not defective.

\*\*\* NOTES 10/6/2005 3:01:48 PM, amunir, Action Type : Call to Customer

I called the customer to discuss his request for warranty coverage for his vehicle. The customer stated that he would like coverage from Honda because the airbags just deployed automatically. The customer stated that at the time the bags deployed there was no impact from any other objects. The customer stated that some time ago he did hit a rock. I advised that any impact to the rigger has to be significant enough to activate the deployment of the bag. I advised that it was discovered that there were signs of external damage specifically to the airbag sensor triggers. I advised that it was also confirmed that there was a scratch long the side of the vehicle. The customer stated that he knows that bag is defective and he'd like or help. I apologized and informed that I would have to decline his request for assistance with the repair. The customer stated that he called his insurance company and they refused him too. I advised that he always has the option of getting a second opinion. I provided my extension and name for future reference. The customer accepted my position.

\*\*\* SUBCASE N012005-10-0501089-1 CREATE 10/6/2005 3:02:01 PM, amunir

Created in WIP Default with Due Date 10/6/2005 3:02:01 PM.

\*\*\* SUBCASE N012005-10-0501089-1 CLOSE 10/6/2005 3:02:37 PM, amunir

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 10/6/2005 3:02:40 PM, amunir

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

**Case Details**

Case ID : N012009-09-2300090 Division : Honda - Auto Condition : Closed Open Date : 9/23/2009 6:52:56 AM  
 Case Originator : Allan Perez (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 10/20/2009 4:53:55 PM  
 Case Owner : Brian Magana (Team HH) Method : Phone Queue : Days Open : 27  
 Last Closed By : Brian Magana (Team HH) Point of Origin : Customer Wipbin :  
 Case Title : 03E [REDACTED] - AIRBAG DEPLOYED/NOT INVOLVED IN 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 : NEW ORLEANS, LA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGCM72263A [REDACTED]  
 Model / Year : ACCORD / 2003 [REDACTED]  
 Model ID / Product Line : CM7223PLW / A  
 Miles / Hours : 160,000  
 In Service Date : 05/21/2003  
 Months In Use : 76  
 Engine Number : K24A41081709  
 Originating Dealer No. / Name : 207350 / HONDA TOWN  
 Selling Dealer No. / Name : 207350 / HONDA TOWN  
 Trim : LX  
 No. Of Doors : 2  
 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 : 208342 / PREMIER HONDA  
 Phone No. : 504-245-1777  
 Address : 11801 E.J-10 SRVC.ROAD  
 City / State / Zip : NEW ORLEANS, LA 70128  
 Svc District / Sls District : 03D / E03  
 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
N012009-09-2300090-1 / [REDACTED]	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012009-09-2300090-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Magana	Type 1 : Product	Status : Subcase Close	Open Date : 10/6/2009 12:03:27 PM
Issue Owner : Brian Magana	Type 2 : Operation	Queue :	Close Date : 10/20/2009 4:53:54 PM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information, 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 : N012009-09-2300090

Case Title : 03E [REDACTED] - AIRBAG DEPLOYED/NOT INVOLVED IN ACCIDENT

\*\*\* CASE CREATE 9/23/2009 6:52:56 AM, aperez1

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/23/2009 6:55:49 AM, aperez1

WARRANTY CHECK 09/23/2009 06:55:49 AM aperez1

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/23/2009 6:55:52 AM, aperez1

CLAIM HISTORY CHECK 09/23/2009 06:55:52 AM aperez1

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/23/2009 6:55:59 AM, aperez1

CAMPAIGN CHECK 09/23/2009 06:55:59 AM aperez1

The following Campaign information was found

03-041; L98; 03 L4 ACCORD MULTIPLEX; 03/08/04; FX;  
03-042; L99; 03 L4 ACCORD A/T SOFTWARE UPDT; ; JX;  
03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 03/08/04;

\*\*\* CASE VSC LOOKUP 9/23/2009 6:56:05 AM, aperez1

VSC-CUC CHECK 09/23/2009 06:56:05 AM aperez1

No data found for VIN.

\*\*\* NOTES 9/23/2009 7:00:58 AM, aperez1, Action Type : Call from Customer

Updated customer's contact info, best contact # [REDACTED]

Situation: Airbag deployed in non-accident.

Request: Customer states that she would like to know if there is a recall for this problem.

Probing questions: Customer states that she stopped really hard at an intersection to prevent from hitting a vehicle in front of her and the passenger airbag went off. Customer states that this happened on Saturday evening 9/19/09 at 4:40 pm. Customer states that she called her insurance company (Geico Insurance) and was referred to AHM since she was not involved in an accident. Customer states that the front windshield was cracked by the airbag and a local body shop gave her an estimate of \$1,600 for the entire repairs. Customer feels that she should not have to pay for this.

Inbound summary: ACS advised the customer that there are no recalls or campaigns regarding a situation similar to what she experienced. ACS advised the customer that this case will be forwarded to a RCM for further review and she should receive a call within 1-2 business days. ACS advised the customer that no promises will be made at this time on what the outcome will be.  
Customer understood, call ended.

\*\*\* CASE MODIFY 9/23/2009 7:01:11 AM, aperez1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/23/2009 7:01:26 AM, aperez1

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/23/2009 7:01:33 AM, aperez1

into WIP default and Status of Solving.

Case History

Case ID : N012009-09-2300090

Case Title : 03E [REDACTED] - AIRBAG DEPLOYED/NOT INVOLVED IN ACCIDENT

\*\*\* CASE MODIFY 9/23/2009 7:01:45 AM, aperez1  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 9/23/2009 7:02:15 AM, aperez1  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 9/23/2009 7:02:40 AM, aperez1  
from WIP default to Queue Honda Team C.

\*\*\* CASE YANKED 9/23/2009 8:42:43 AM, bmagana  
Yanked by bmagana into WIPbin DEFAULT.

\*\*\* NOTES 10/6/2009 11:57:13 AM, bmagana, Action Type : Call to Dealer  
Spoke with SA on October 06 and requested to speak with Gary SM.

ACS was advised he's not available at this time and asked if ACS would like to leave a message.  
ACS agreed and requested Gary SM call back when he's available to go over the customers concerns.  
SA understood.

\*\*\* COMMIT 10/6/2009 12:00:43 PM, bmagana, Action Type : N/A

Cust response pending - Provide outcome (Deny) 10/20

\*\*\* CASE MODIFY 10/6/2009 12:01:26 PM, bmagana  
into WIP 24 HOUR and Status of Solving.

\*\*\* SUBCASE N012009-09-2300090-1 CREATE 10/6/2009 12:03:27 PM, bmagana  
Created in WIP Default with Due Date 10/6/2009 12:03:27 PM.

\*\*\* CASE MODIFY 10/6/2009 12:03:58 PM, bmagana  
into WIP 24 HOUR and Status of Solving.

\*\*\* NOTES 10/6/2009 2:52:12 PM, bmagana, Action Type : Call to Dealer  
ACS attempted to reach Gary SM once again however the dealer main service line continued to ring without an answer or voice message machine.  
ACS ended the call after allowing the phone to ring several times.

\*\*\* CASE MODIFY COMMITMENT 10/6/2009 3:03:38 PM, bmagana  
with [REDACTED] due 10/07/2009 02:03:00 PM.

\*\*\* CASE MODIFY 10/6/2009 3:03:47 PM, bmagana  
into WIP 03E - Daniel Fyffe and Status of Solving.

\*\*\* CASE MODIFY 10/6/2009 3:03:56 PM, bmagana  
into WIP 03E - Daniel Fyffe and Status of Solving.

\*\*\* NOTES 10/7/2009 8:48:32 AM, bmagana, Action Type : Call from Dealer  
Spoke with Gary SM on October 07 regarding the vehicle.

The dealer indicated the customer was last at the dealer on 08/26/09 with 96,820 with a request to replace the brake light switch. It had been indicated there isn't any information about the current air bag concern.

ACS understood and thanked the dealer for the information provided.

Case History

Case ID : N012009-09-2300090

Case Title : 03E [REDACTED] - AIRBAG DEPLOYED/NOT INVOLVED IN ACCIDENT

\*\*\* CASE MODIFY 10/7/2009 8:50:47 AM, bmagana  
into WIP 03E - Daniel Fyffe and Status of Solving.

\*\*\* NOTES 10/8/2009 2:46:24 PM, bmagana, Action Type : Call to Customer

Spoke with customer and advised Gary SM has been contacted and has indicated the vehicle hasn't been into the dealer regarding this current concern. ACS informed the customer due to the nature of the concern it will need to be inspected by the Honda dealer before ACS can further review the case file. Customer understood and indicated she will be able to take the vehicle in on Monday 10/12/09. ACS understood and advised if an update hasn't been received by Tuesday 10/13/09 then at that time ACS will follow up with her. Customer understood and thanked ACS.  
Call ended.

## NOTE:

ACS explained there isn't a guarantee towards assistance. Customer understood.

\*\*\* CASE MODIFY COMMITMENT 10/8/2009 2:47:03 PM, bmagana  
with [REDACTED] due 10/13/2009 11:07:00 AM.

\*\*\* CASE MODIFY 10/8/2009 2:47:26 PM, bmagana  
into WIP 03E - Daniel Fyffe and Status of Solving.

\*\*\* NOTES 10/14/2009 4:04:45 PM, bmagana, Action Type : Call to Customer

Spoke with customer and attempt to request an update. Customer immediately indicated she can't talk at this time however the customer requested ACS contact the dealer tomorrow 10/15/09 and advise them she will be bringing the vehicle in for diagnosis. ACS understood the request and advised the dealer will be contacted and relayed the information. Customer thanked ACS.  
Call ended.

\*\*\* CASE MODIFY COMMITMENT 10/14/2009 4:05:31 PM, bmagana  
with [REDACTED] due 10/15/2009 10:09:00 AM.

\*\*\* CASE MODIFY 10/14/2009 4:05:38 PM, bmagana  
into WIP 03E - Daniel Fyffe and Status of Solving.

\*\*\* CASE MODIFY 10/15/2009 2:12:35 PM, bmagana  
into WIP 03E - Daniel Fyffe and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 10/15/2009 3:10:18 PM, bmagana  
with [REDACTED] due 10/16/2009 10:09:00 AM.

\*\*\* NOTES 10/16/2009 2:46:55 PM, bmagana, Action Type : Call to Dealer  
Spoke with Debra SA on October 16 regarding the vehicle/customer.

The dealer indicated the customer brought the vehicle in on 10/15/09 with 163,000 miles regarding the air bag deployment. It had been indicated upon inspection the vehicle appeared to have suffered from some type of impact to the wheels/tires and at this time it had been indicated there is no defect and this was caused by an outside influence.

The dealer indicated the vehicle appearance isn't in good condition either as if it has been hit.

Case History

Case ID : N012009-09-2300090

Case Title : 03E [REDACTED] AIRBAG DEPLOYED/NOT INVOLVED IN ACCIDENT

ACS understood and thanked the dealer for the information provided. ACS advised the dealer at this time a call will be placed to the customer.

\*\*\* NOTES 10/16/2009 3:19:45 PM, bmagana, Action Type : Call to Customer

Left VM advising this call is an attempt to provide the gathered information also to provide the outcome.

ACS requested a return call when available.

ACS provided contact information.

Call ended.

\*\*\* CASE MODIFY COMMITMENT 10/16/2009 3:20:19 PM, bmagana

with [REDACTED] due 10/20/2009 10:09:00 AM.

\*\*\* CASE MODIFY 10/16/2009 3:20:25 PM, bmagana

into WIP 03E - Daniel Fyffe and Status of Solving.

\*\*\* NOTES 10/20/2009 4:49:44 PM, bmagana, Action Type : Note-General

ACS hasn't received a response from the customer. ACS will attempt the customer once again.

\*\*\* NOTES 10/20/2009 4:53:16 PM, bmagana, Action Type : Call to Customer

Spoke with customer and provided the gathered information from the dealer.

ACS explained per the information and review it appears there is no defect in the product also appears this has been caused by an outside influence/impact.

Customer was advised AHM isn't able to provide any assistance per the information gathered.

Customer understood and thanked ACS for the review.

Call ended.

\*\*\* CASE MODIFY 10/20/2009 4:53:53 PM, bmagana

into WIP 03E - Daniel Fyffe and Status of Solving.

\*\*\* SUBCASE N012009-09-2300090-1 CLOSE 10/20/2009 4:53:54 PM, bmagana

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 10/20/2009 4:53:55 PM, bmagana

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

**Case Details**

Case ID : N012007-04-1100248 Division : Honda - Auto Condition : Closed Open Date : 4/11/2007 8:07:28 AM  
 Case Originator : Vika Bryant (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/20/2007 3:44:38 PM  
 Case Owner : Liz Clogg (Team HC) Method : Phone Queue : Days Open : 9  
 Last Closed By : Liz Clogg (Team HC) Point of Origin : Customer Wipbin :  
 Case Title : 8D [REDACTED] PASSENGER SIDE AND CURTAIN AIRBAG DEPLOYMEN 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 : ADDISON, IL [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / THGCM82623A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM8263JNW / A  
 Miles / Hours : 58,000  
 In Service Date : 06/16/2003  
 Months In Use : 46  
 Engine Number : J30A41073787  
 Originating Dealer No. / Name : 207094 / VALLEY HONDA  
 Selling Dealer No. / Name : 207094 / VALLEY HONDA  
 Trim : EX-V6  
 No. Of Doors : 2  
 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 : 207262 / HONDA SUPERSTORE OF LISLE  
 Phone No. : 630-852-7200  
 Address : 4475 LINCOLN AVENUE  
 City / State / Zip : LISLE, IL 60532  
 Svc District / Sls District : 08D / B08  
 Warranty Labor Rate / Date : \$109.12 /  
 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
N012007-04-1100248-1 [REDACTED] - PRODUC	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

**Issue Details**

Issue ID : N012007-04-1100248-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 4/11/2007 5:16:02 PM
Issue Owner : Liz Clogg	Type 2 : Operation - "Safety"	Queue :	Close Date : 4/20/2007 3:44:35 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
Condition Code Desc : Side-Deployed 7511  
Campaign Code / Desc : /  
Temperament Code : Medium  
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

Case History

Case ID : N012007-04-1100248

Case Title : 8D - [REDACTED] - PASSENGER SIDE AND CURTAIN AIRBAG DEPLOYMENT

\*\*\* CASE CREATE 4/11/2007 8:07:28 AM, vbryant

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

\*\*\* CASE MODIFY 4/11/2007 8:07:43 AM, vbryant

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/11/2007 8:31:31 AM, vbryant

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 4/11/2007 8:31:41 AM, vbryant

WARRANTY CHECK 04/11/2007 08:31:41 AM vbryant

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 4/11/2007 8:31:45 AM, vbryant

CLAIM CHECK 04/11/2007 08:31:45 AM vbryant

The following Claim History information was found

0; 2004-09-13; 207094; 147735; 510; 835105 ; DOOR GLASS WEATHERSTRIP (OUTSIDE; LEFT FRONT) - REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 4/11/2007 8:31:47 AM, vbryant

CAMPAIGN CHECK 04/11/2007 08:31:47 AM vbryant

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-09-13; FX

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

04-027; Q32; 03-04 RADIO DISPLAY; 2007-04-09; FX

\*\*\* CASE VSC LOOKUP 4/11/2007 8:31:48 AM, vbryant

VSC-CUC CHECK 04/11/2007 08:31:48 AM vbryant

No data found for VIN.

\*\*\* CASE MODIFY 4/11/2007 8:31:51 AM, vbryant

into WIP default and Status of Solving.

\*\*\* NOTES 4/11/2007 8:38:00 AM, vbryant, Action Type : Call from Customer

ACS received call from customer who said that the passenger's side airbag deployed while he was driving to work on Friday, 4/6/07. Customer said that he was only traveling between 40-60mph on the highway when it happened. Customer said he pulled over and checked his car out. Customer then called his servicing dealership, Honda of Lisle, for advice. Customer was advised by dealership to bring his vehicle to them on Monday, 4/9/07, for inspection. Customer took vehicle to Honda of Lisle on 4/9/07 and the vehicle has remained at that dealership ever since.

Customer said on Tuesday, 4/10/07, that the dealership had noticed a ding under the framework, which they suspect could've caused the airbag to deploy. Customer said he went to the dealership that day to inspect the ding himself. Customer was then informed by the Service Manager (Ray) that a Honda representative (engineer) would have to inspect the vehicle, to determine if this was the cause of the airbag deployment. The SM then made arrangements to have an engineer inspect the vehicle on Tuesday (4/10/07).

Customer was contacted by SM yesterday (4/10/07) and was informed that the engineer had inspected his vehicle and that it was determined that the ding was not the cause of the airbag deployment. Customer says the SM told him the vehicle is ready for pick-up, however customer does not feel comfortable in driving it. Customer says that the airbag deployment had shaken him up pretty bad because he did not hit anything, nor did anything hit him. Customer said that the airbag deployment could've caused a serious accident and therefore he feels very uncomfortable in driving it. Customer's currently in a rental car and is paying for it out-of-pocket because the dealership was unable to get one for him. Customer has asked if ACS can contact him today because he's still without his

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Case Title : 8D - [REDACTED] PASSENGER SIDE AND CURTAIN AIRBAG DEPLOYMENT

vehicle and he feels that AHM should cover the rental fees. Customer said that he had intended to call ACS when the problem first occurred, however the SM asked him not to do so until the engineer had inspected the vehicle. Customer was informed by the SM yesterday (4/10/07) that there isn't anything that they can do about his problem.

ACS informed customer that the (safety) RCM is unavailable today and tomorrow (4/11/07 - 4/12/07) and that he will receive a call either Friday (4/13/07) or Monday (4/16/07) from the RCM. Customer then asked to speak with the RCM's supervisor or another RCM who can contact him TODAY. ACS informed customer that the RCM's supervisor is unavailable, however his case will be forwarded to RCM's supervisor for further follow-up. Customer then asked for (safety) RCM's name and extension, which ACS provided. ACS also provided case number to customer, my name, and extension, for reference. Customer stressed again that he would like a call back TODAY, because he has had to pay for a rental for a few days now. ACS informed customer that his has been noted, however I cannot make any guarantees. No further assistance requested at this time. Customer then ended call.

\*\*\* CASE MODIFY 4/11/2007 8:38:04 AM, vbryant  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/11/2007 8:46:03 AM, vbryant  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/11/2007 8:47:07 AM, vbryant  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/11/2007 8:50:02 AM, vbryant  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 4/11/2007 8:56:37 AM, vbryant  
from WIP default to Queue Safety.

\*\*\* CASE ACCEPT 4/11/2007 11:49:01 AM, eclogg  
from Queue Safety to WIP default.

\*\*\* NOTES 4/11/2007 12:32:21 PM, eclogg, Action Type : Call to Dealer

I contacted the service manager, Ray who advised that he and the DPSM, Bill McKee have been involved in this case, that they received codes 4-11 for the passenger's side seat and side curtain airbag deployment and also found a ding on the passenger's side frame rail. He advised that they contacted techline on reference# 20726210012 and they advised that they could not be 100% sure of the fact that the airbags could have deployed based on this ding and that it was up to the decision of the DPSM. The dealer advised that the DPSM declined assistance and referred the customer to his insurance company. The dealer advised that the customer claims that he has declined the assistance from his insurance company based on the fact that there was no damage. I asked the dealer what the customer was told and he advised that they informed the customer that although they were not 100% sure based on the amount of damage to the frame that this would have been enough to have deployed the airbags, but that they did not find any defect codes or any other information to show it being related to a defect and they referred the customer to his insurance company.

\*\*\* CASE DISPATCH 4/11/2007 12:32:33 PM, eclogg  
from WIP default to Queue Safety.

\*\*\* NOTES 4/11/2007 1:46:59 PM, smitchel, Action Type : Call from Customer

Customer called back to advise that he has yet to hear back from the person that is suppose to be handling his case while Ms. Clogg is out. Customer states that he was told that another RCM would be in contact with him as soon as possible and he is still waiting. Customer was advised that I would send this over to the supervisor to have it assigned to another RCM for follow up.

\*\*\* NOTES 4/11/2007 3:20:10 PM, qmiller, Action Type : Call from Customer

Customer called requesting to know who has been assigned to his case. ACS informed the customer that the case was opened this morning and I am unaware of who

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will be working the case as of yet. The customer stated that he was told that someone would be assigned the case today and someone would contact him today. ACS informed the customer that the typical turn around time is 24-48hrs; customer stated that his vehicle has been down since last Friday; ACS explained to the customer that he called AHM this today and made us aware of this issue so the turn around time would start from today. The customer thanked ACS and the call was ended.

\*\*\* CASE ACCEPT 4/11/2007 4:13:22 PM, eclogg  
from Queue Safety to WIP default.

\*\*\* CASE CAMPAIGN LOOKUP 4/11/2007 4:15:11 PM, eclogg  
CAMPAIGN CHECK 04/11/2007 04:15:11 PM eclogg  
The following Campaign information was found  
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-09-13; FX  
06-085; Q26; Vaughn Class Action Honda; ;  
04-027; Q32; 03-04 RADIO DISPLAY; 2007-04-09; FX

\*\*\* CASE VSC LOOKUP 4/11/2007 4:15:13 PM, eclogg  
VSC-CUC CHECK 04/11/2007 04:15:13 PM eclogg  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 4/11/2007 4:15:25 PM, eclogg  
CLAIM CHECK 04/11/2007 04:15:25 PM eclogg  
The following Claim History information was found  
0; 2004-09-13; 207094; 147735; 510; 835105 ; DOOR GLASS WEATHERSTRIP (OUTSIDE; LEFT FRONT) - REPLACE.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 4/11/2007 4:15:27 PM, eclogg  
WARRANTY CHECK 04/11/2007 04:15:27 PM eclogg  
No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 4/11/2007 4:23:28 PM, eclogg  
CAMPAIGN CHECK 04/11/2007 04:23:28 PM eclogg  
The following Campaign information was found  
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-09-13; FX  
06-085; Q26; Vaughn Class Action Honda; ;  
04-027; Q32; 03-04 RADIO DISPLAY; 2007-04-09; FX

\*\*\* NOTES 4/11/2007 4:45:32 PM, imoribio, Action Type : Call from Customer  
Customer called back requesting to speak with EClogg's supervisor. I called EClogg since I noticed that she had just gotten off the phone and asked her what I should do. She told me it would be fine to transfer customer. Call was transferred to ext 18121.

\*\*\* SUBCASE N012007-04-1100248-1 CREATE 4/11/2007 5:16:02 PM, eclogg  
Created in WIP Default with Due Date 4/11/2007 5:16:02 PM.

\*\*\* CASE MODIFY 4/11/2007 5:16:27 PM, eclogg  
into WIP default and Status of Solving.

\*\*\* NOTES 4/11/2007 5:31:36 PM, eclogg, Action Type : Call to Customer  
I contacted the customer about this case and advised that I have received his case and followed up with the service manager at the Honda Superstore of Lisle. I informed him that I have confirmed that techline, the DPSM, and the service manager have all been involved with the diagnosis of the vehicle. He confirmed and advised that the vehicle has been at the dealer since Friday 4/6/07. I advised him that the dealer had found there to be deployment codes stored in

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the system as well as damage done to the passenger side frame rail of the vehicle. He confirmed that he has seen the damage as well, however, he claims that the damage did not occur at the time of deployment. He advised that he feels that there was a malfunction of the SRS system and that the dealer has confirmed this. I advised him that with the SRS systems, it is designed to deploy the airbags based on a situation that had occurred, that amount of damage is not always the best indicator. I advised him that with the curtain airbags, it is based on the change in g-force of the vehicle, that if the change was rapid enough for the sensors to deem that there was a potentially life threatening situation based on the conditions the vehicle was involved in, it could deploy the airbags. The customer agreed, that it is based on this and the deceleration of the vehicle, that the airbags could have deployed based on the vehicle coming into contact with a pothole, that he understands this, however, nothing happened with the vehicle. I advised him that I do not doubt that he feels that this was the case. I informed him that the airbags instantaneously deploy based on an event, that the noise and the feeling from the impact could have masked an occurrence. He advised that this is not the case and therefore it was a defect that had occurred. I advised him that based on the fact that there was damage on the side of occurrence is an indicator that an event with the vehicle had occurred. I advised him that there was no indication by our review and diagnosis of the vehicle that what had occurred with the car was in fact related to a defect. I informed him that I was sorry, but based on this, we would not be in a position to cover the repairs. I advised him that this would be more of a matter for his insurance company, that if they felt that there was an abnormality, they would contact AHM directly. He advised that he has already contacted his insurance company and they have declined the coverage, since there was no accident. He advised that he feels that he should not be responsible for the \$2000 repair, that the dealer told him that it was AHM's determination and issue. I advised him that he should really be contacting his insurance company again, since this would be the premium and coverage that he should pay for. He advised that he would not, that he feels that AHM should cover the repair. I advised the customer that I was sorry that this is our decision, which he requested in writing, which I advised him that I could do that and would submit a letter within 1 business week. He asked if I could fax this information and I agreed and verified his contact information. He advised that he would not let this go and asked for a supervisor. I advised him that this case has already been reviewed with management and that this is our decision. He advised that he would speak with a supervisor. I apologized to him and advised that speaking to a supervisor would not change our position. The customer advised that he would have his lawyer contact our office, which I advised that he could send any claim to our corporate office in writing and we ended call.

\*\*\* NOTES 4/11/2007 5:37:05 PM. eclogg, Action Type : Call from Customer

The customer was transferred over to me and asked for supervisor, transferred to supervisor per request.

\*\*\* NOTES 4/11/2007 5:47:21 PM. bderbysh, Action Type : Call from Customer

Spoke with the customer and the customer is not accepting no for an answer. The customer states that he does not believe the small dent could cause an the airbags to deploy. The customer states that Ray the SM states that engineering could not determine if the airbags would deploy based on the damage. I advised the customer that the DPSM inspected the vehicle and determined that the customer would need to pursue the issue with his insurance company. However, the customer is not satisfied with this response. After intense conversation on why the customer needs to pursue the issue with his insurance company, it was agreed that AHM would review the photo and address the issue with the DPSM. The customer was advised that the decision may not change, and just because we are reviewing the case does not mean we will offer assistance. The customer understands. Advised the customer that I will follow-up on Friday to provide status.

\*\*\* NOTES 4/12/2007 6:57:14 AM. eclogg, Action Type : Call to Dealer

I left a message for the service manager, Ray asking if he had taken some pictures and if he could forward them to our office.

\*\*\* NOTES 4/12/2007 8:15:08 AM. eclogg, Action Type : Field/DSM

I contacted the DPSM, Bill McKee and he advised that he has not inspected the vehicle, but did speak to the service manager, Ray about this customer. He advised that he asked the dealer to contact techline and report back to him. He also advised that he had declined assistance based on the impact damage. The DPSM and I agreed that airbag deployment is related to specifics of the events that had occurred. I advised the DPSM that the customer thought that based on the location and size of the ding that the airbags maybe should not have deployed. I advised him that I was not sure what the customer was told by the dealer, but that the dealer and he indicated this to be the facts. He advised that he is going to the dealer today and would inspect the car. I advised him that the supervisor Brian Derbyshire is also involved and asked if he could take some pictures of the vehicle and e-mail them to our office. He confirmed that he would e-mail these to Brian. I thanked him and we ended call.

\*\*\* NOTES 4/12/2007 8:15:33 AM. eclogg, Action Type : Note-General

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I updated the supervisor about my conversation with the DPSM.

\*\*\* NOTES 4/12/2007 12:35:53 PM, eclogg, Action Type : Field/DSM

DPSM forwarded pictures and it appeared to be a large chunk of metal taken out of the passenger's side frame rail. The DPSM advised that he confirmed that there was no information as far as failure or fault codes.

Supervisor and DPSM agreed that this would be more of a matter for his insurance company. Supervisor advised that he would contact the customer tomorrow.

\*\*\* COMMIT 4/12/2007 12:36:02 PM, eclogg, Action Type : N/A

Did sup call? close if no contact

\*\*\* NOTES 4/13/2007 3:02:24 PM, bderbysh, Action Type : Field/DSM

Received the pictures from the DPSM, and damage is present in the frame rail. It is fresh looking, and the DPSM indicates that the issue should be pursued with the insurance company.

\*\*\* NOTES 4/13/2007 3:05:07 PM, bderbysh, Action Type : Call to Customer

Called the customer and reviewed the situation. The customer was advised that, based on the recent inspection, it was concluded that damage is present. Therefore, the issue should be pursued with his insurance company. The customer was traveling and states that he has further questions. Therefore, he will follow-up with ACS next week.

\*\*\* CASE MODIFY COMMITMENT 4/16/2007 1:43:46 PM, eclogg

with BRAD FELDOTT due 04/20/2007 12:00:00 AM.

\*\*\* NOTES 4/19/2007 7:50:35 AM, eclogg, Action Type : Note-General

Please note, all notes have erased. I have copied and pasted notes from activity log, however, the date and time stamp records are saved under this feature in case.

\*\*\* NOTES 4/19/2007 7:51:00 AM, eclogg, Action Type : Call from Customer

4/11/07 8:53 AM vbryant

ACS received call from customer who said that the passenger's side airbag deployed while he was driving to work on Friday, 4/6/07. Customer said that he was only traveling between 40-60mph on the highway when it happened. Customer said he pulled over and checked his car out. Customer then called his servicing dealership, Honda of Lisle, for advice. Customer was advised by dealership to bring his vehicle to them on Monday, 4/9/07, for inspection. Customer took vehicle to Honda of Lisle on 4/9/07 and the vehicle has remained at that dealership ever since.

Customer said on Tuesday, 4/10/07, that the dealership had noticed a ding under the framework, which they suspect could've caused the airbag to deploy. Customer said he went to the dealership that day to inspect the ding himself. Customer was then informed by the Service Manager (Ray) that a Honda representative (engineer) would have to inspect the vehicle, to determine if this was the cause of the airbag deployment. The SM then made arrangements to have an engineer inspect the vehicle on Tuesday (4/10/07).

Customer was contacted by SM yesterday (4/10/07) and was informed that the engineer had inspected his vehicle and that it was determined that the ding was not the cause of the airbag deployment. Customer says the SM told him the vehicle is ready for pick-up, however customer does not feel comfortable in driving it. Customer says that the airbag deployment had shaken him up pretty bad because he did not hit anything, nor did anything hit him. Customer said that the airbag deployment could've caused a serious accident and therefore he feels very uncomfortable in driving it. Customer's currently in a rental car and is paying for it out-of-pocket because the dealership was unable to get one for him. Customer has asked if ACS can contact him today because he's still without his vehicle and he feels that AHM should cover the rental fees. Customer said that he had intended to call ACS when the problem first occurred, however the SM asked him not do so until the engineer had inspected the vehicle. Customer was informed by the SM yesterday (4/10/07) that there isn't anything

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that they can do about his problem.

ACS informed customer that the (safety) RCM is unavailable today and tomorrow (4/11/07 - 4/12/07) and that he will receive a call either Friday (4/13/07) or Monday (4/16/07) from the RCM. Customer then asked to speak with the RCM's supervisor or another RCM who can contact him TODAY. ACS informed customer that the RCM's supervisor is unavailable, however his case will be forwarded to RCM's supervisor for further follow-up. Customer then asked for (safety) RCM's name and extension, which ACS provided. ACS also provided case number to customer, my name, and extension, for reference. Customer stressed again that he would like a call back TODAY, because he's had to pay for a rental for a few days now. ACS informed customer that his has been noted, however I cannot make any guarantees. No further assistance requested at this time. Customer then ended call.

\*\*\* NOTES 4/19/2007 7:51:45 AM, eclogg, Action Type : Call to Dealer  
4/11/07 12:53 AM

I contacted the service manager, Ray who advised that he and the DPSM, Bill McKee have been involved in this case, that they received codes 4-11 for the passenger's side seat and side curtain airbag deployment and also found a ding on the passenger's side frame rail. He advised that they contacted techline on reference# 20726210012 and they advised that they could not be 100% sure of the fact that the airbags could have deployed based on this ding and that it was up to the decision of the DPSM. The dealer advised that the DPSM declined assistance and referred the customer to his insurance company. The dealer advised that the customer claims that he has declined the assistance from his insurance company based on the fact that there was no damage. I asked the dealer what the customer was told and he advised that they informed the customer that although they were not 100% sure based on the amount of damage to the frame that this would have been enough to have deployed the airbags, but that they did not find any defect codes or any other information to show it being related to a defect and they referred the customer to his insurance company.

\*\*\* NOTES 4/19/2007 7:52:23 AM, eclogg, Action Type : Call from Customer  
4/11/07 1:47 PM

Customer called back to advise that he has yet to hear back from the person that is suppose to be handling his case while Ms. Clogg is out. Customer states that he was told that another RCM would be in contact with him as soon as possible and he is still waiting. Customer was advised that I would send this over to the supervisor to have it assigned to another RCM for follow up.

\*\*\* NOTES 4/19/2007 7:54:35 AM, eclogg, Action Type : Call to Customer  
4/11/07 5:35 PM

I contacted the customer about this case and advised that I have received his case and followed up with the service manager at the Honda Superstore of Lisle. I informed him that I have confirmed that techline, the DPSM, and the service manager have all been involved with the diagnosis of the vehicle. He confirmed and advised that the vehicle has been at the dealer since Friday 4/6/07. I advised him that the dealer had found there to be deployment codes stored in the system as well as damage done to the passenger side frame rail of the vehicle. He confirmed that he has seen the damage as well, however, he claims that the damage did not occur at the time of deployment. He advised that he feels that there was a malfunction of the SRS system and that the dealer has confirmed this. I advised him that with the SRS systems, it is designed to deploy the airbags based on a situation that had occurred, that amount of damage is not always the best indicator. I advised him that with the curtain airbags, it is based on the change in g-force of the vehicle, that if the change was rapid enough for the sensors to deem that there was a potentially life threatening situation based on the conditions the vehicle was involved in, it could deploy the airbags. The customer agreed, that it is based on this and the deceleration of the vehicle, that the airbags could have deployed based on the vehicle coming into contact with a pothole, that he understands this, however, nothing happened with the vehicle. I advised him that I do not doubt that he feels that this was the case. I informed him that the airbags instantaneously deploy based on an event, that the noise and the feeling from the impact could have masked an occurrence. He advised that this is not the case and therefore it was a defect that had occurred. I advised him that based on the fact that there was damage on the side of occurrence is an indicator that an event with the vehicle had occurred. I advised him that there was no indication by our review and diagnosis of the vehicle that what had occurred with the car was in fact related to a defect. I informed him that I was sorry, but based on this, we would not be

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in a position to cover the repairs. I advised him that this would be more of a matter for his insurance company, that if they felt that there was an abnormality, they would contact AHM directly. He advised that he has already contacted his insurance company and they have declined the coverage, since there was no accident. He advised that he feels that he should not be responsible for the \$2000 repair, that the dealer told him that it was AHM's determination and issue. I advised him that he should really be contacting his insurance company again, since this would be the premium and coverage that he should pay for. He advised that he would not, that he feels that AHM should cover the repair. I advised the customer that I was sorry that this is our decision, which he requested in writing, which I advised him that I could do that and would submit a letter within 1 business week. He asked if I could fax this information and I agreed and verified his contact information. He advised that he would not let this go and asked for a supervisor. I advised him that this case has already been reviewed with management and that this is our decision. He advised that he would speak with a supervisor. I apologized to him and advised that speaking to a supervisor would not change our position. The customer advised that he would have his lawyer contact our office, which I advised that he could send any claim to our corporate office in writing and we ended call.

\*\*\* NOTES 4/19/2007 7:56:03 AM, eclogg, Action Type : Call from Customer  
4/11/07 5:35 PM

The customer was transferred over to me and asked for supervisor, transferred to supervisor per request.

\*\*\* NOTES 4/19/2007 8:06:19 AM, eclogg, Action Type : Manager  
4/11/07 5:45 PM bderbyshire

Spoke with the customer and the customer is not accepting no for an answer. The customer states that he does not believe the small dent could cause an the airbags to deploy. The customer states that Ray the SM states that engineering could not determine if the airbags would deploy based on the damage. I advised the customer that the DPSM inspected the vehicle and determined that the customer would need to pursue the issue with his insurance company. However, the customer is not satisfied with this response. After intense conversation on why the customer needs to pursue the issue with his insurance company, it was agreed that AHM would review the photo and address the issue with the DPSM. The customer was advised that the decision may not change, and just because we are reviewing the case does not mean we will offer assistance. The customer understands. Advised the customer that I will follow-up on Friday to provide status.

\*\*\* NOTES 4/19/2007 8:06:55 AM, eclogg, Action Type : Field/DSM  
4/12/07 8:11 AM

I contacted the DPSM, Bill McKee and he advised that he has not inspected the vehicle, but did speak to the service manager, Ray about this customer. He advised that he asked the dealer to contact techline and report back to him. He also advised that he had declined assistance based on the impact damage. The DPSM and I agreed that airbag deployment is related to specifics of the events that had occurred. I advised the DPSM that the customer thought that based on the location and size of the ding that the airbags maybe should not have deployed. I advised him that I was not sure what the customer was told by the dealer, but that the dealer and he indicated this to be the facts. He advised that he is going to the dealer today and would inspect the car. I advised him that the supervisor Brian Derbyshire is also involved and asked if he could take some pictures of the vehicle and e-mail them to our office. He confirmed that he would e-mail these to Brian. I thanked him and we ended call.

\*\*\* NOTES 4/19/2007 8:08:03 AM, eclogg, Action Type : Manager  
4/13/07 bderbyshire

Received the pictures from the DPSM, and damage is present in the frame rail. It is fresh looking, and the DPSM indicates that the issue should be pursued with the insurance company.

\*\*\* NOTES 4/19/2007 8:08:33 AM, eclogg, Action Type : Manager  
4/13/07 3:30PM

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Called the cusotmer and reviewed the situation. The customer was advised that, based on the recent inspection, it was concluded that damage is present. Therefore, the issue should be pursued with his insurance company. The customer was traveling and states that he has further questions. Therefore, he will follow-up with ACS next week.

\*\*\* NOTES 4/20/2007 3:44:04 PM, eclogg, Action Type : Manager

Reviewed with supervisor and was advised that the customer did not call back and to close the case.

\*\*\* SUBCASE N012007-04-1100248-I CLOSE 4/20/2007 3:44:35 PM, eclogg

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/20/2007 3:44:38 PM, eclogg

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

**Case Details**

Case ID : N012007-06-0701027      Division : Honda - Auto      Condition : Closed      Open Date : 6/7/2007 12:58:32 PM  
 Case Originator : Jesse Cisneros (Team HB)      Sub Division : Customer Relations      Status : Closed      Close Date : 6/22/2007 10:44:19 AM  
 Case Owner : Sophie Scott (Team HI)      Method : Phone      Queue :      Days Open : 15  
 Last Closed By : Sophie Scott (Team HI)      Point of Origin : Customer      Wipbin :  
 Case Title : 5B - [REDACTED] AIR BAG      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 : MASSAPEQUA, NY [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGCM82653A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM8263JNW / A  
 Miles / Hours : 50,000  
 In Service Date : 07/15/2003  
 Months In Use : 47  
 Engine Number : J30A41105998  
 Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA  
 Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA  
 Trim : EX-V6  
 No. Of Doors : 2  
 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 : 206967 / HUNTINGTON HONDA  
 Phone No. : 631-423-6000  
 Address : 1055 E.JERICHO TRNPKE  
 City / State / Zip : HUNTINGTON, NY 11743  
 Svc District / Sls District : 05B / 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
N012007-06-0701027-1 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : N012007-06-0701027-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mawana Thomas	Type 1 : Product	Status : Subcase Close	Open Date : 6/8/2007 9:35:21 AM
Issue Owner : Mawana Thomas	Type 2 : Operation - "Safety"	Queue :	Close Date : 6/21/2007 7:50:28 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION - "SAFETY"		

**Coding Info :**

Labor Code / Desc : 752 / SRS  
Condition Code Desc : Single Deploy 7525  
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 : N012007-06-0701027

Case Title : 5B [REDACTED] AIR BAG

\*\*\* CASE CREATE 6/7/2007 12:58:32 PM, jcisnero

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

\*\*\* CASE MODIFY 6/7/2007 1:06:29 PM, jcisnero

into WIP default and Status of Solving.

\*\*\* CASE CAMPAIGN LOOKUP 6/7/2007 1:07:29 PM, jcisnero

CAMPAIGN CHECK 06/07/2007 01:07:28 PM jcisnero

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2005-04-22; FX

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

04-027; Q32; 03-04 RADIO DISPLAY; ;

\*\*\* CASE CLAIMS LOOKUP 6/7/2007 1:07:31 PM, jcisnero

CLAIM CHECK 06/07/2007 01:07:31 PM jcisnero

The following Claim History information was found

0; 2004-10-26; 206719; 462491; 510; 121171 ; OXYGEN SENSOR, LEFT AND/OR RIGHT REAR; 6 CYLINDER -  
REPLACE.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/7/2007 1:07:32 PM, jcisnero

WARRANTY CHECK 06/07/2007 01:07:32 PM jcisnero

No data found for VIN.

\*\*\* CASE VSC LOOKUP 6/7/2007 1:07:34 PM, jcisnero

VSC-CUC CHECK 06/07/2007 01:07:34 PM jcisnero

No data found for VIN.

\*\*\* NOTES 6/7/2007 1:10:31 PM, jcisnero, Action Type : Call from Customer

Customer said that around two months ago the air bags on the vehicle deployed while she was driving. She then took it HUNTINGTON HONDA the next morning and they taped up the material; and they said they will diagnose the vehicle and charged them \$100. The service representative said they will call her when the parts come in stock. He advised her to call her insurance company to cover the service but her insurance advised her that it would raise her insurance cost.

She then picked up the vehicle because she needs the vehicle to drive around locally. She wants American Honda to assist her in having this repaired (\$3000 estimated by HUNTINGTON HONDA). So now she is driving around with the air bag taped up and needs assistance because it looks like "garbage".

Customer wanted to add that she has been a long time Honda user and this has been the only problem she has had with a Honda. She also stated that her husband just past away about a week ago which is causing more stress for her and her daughter.

\*\*\* CASE MODIFY 6/7/2007 1:10:40 PM, jcisnero

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/7/2007 1:10:41 PM, jcisnero

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/7/2007 1:10:41 PM, jcisnero

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 6/7/2007 1:10:54 PM, jcisnero

Case History

Case ID : N012007-06-0701027

Case Title : 5B [REDACTED] AIR BAG

from WIP default to Queue Honda Team G.

\*\*\* CASE YANKED 6/8/2007 6:06:40 AM, mthomas

Yanked by mthomas into WIPbin default.

\*\*\* SUBCASE N012007-06-0701027-1 CREATE 6/8/2007 9:35:21 AM, mthomas

Created in WIP Default with Due Date 6/8/2007 9:35:21 AM.

\*\*\* NOTES 6/8/2007 9:38:31 AM, mthomas, Action Type : Contention

Cust states that there was no accident, her airbag deployed while she was driving.

\*\*\* NOTES 6/8/2007 9:39:15 AM, mthomas, Action Type : Call to Customer

I called the cust and left a voice message introducing myself as the case manager. I provided my contact information and welcomed a call back.

\*\*\* NOTES 6/8/2007 9:55:18 AM, mthomas, Action Type : Call to Dealer

I called the dlr for the SM Bob Carpenter he confirmed that the driver's side airbag deployed and the side airbag unit need replacing as well per the sensors reading. I asked Bob if they have documented that there was under body damage. Bob stated that it's not documented but there may be. Dlr quoted cust a price for repair and then referred her to her insurance company. Cust decided not to have the repair completed, car is back in cust's possession. Bob advised that the r/o was written up on 1/22/07. I thanked Bob for his time.

\*\*\* COMMIT 6/8/2007 9:55:23 AM, mthomas, Action Type : N/A

Made to [REDACTED] due 06/12/2007 09:56:37 AM.

call cust airbag deployed no impact

\*\*\* NOTES 6/13/2007 11:12:29 AM, mthomas, Action Type : Call to Customer

I called the cust at the daytime # provided, I was informed that the cust was not home and the person that answer the phone advised that she was on another call...and ended the call.

\*\*\* NOTES 6/13/2007 11:14:26 AM, mthomas, Action Type : Letter/Fax

June 13, 2007

[REDACTED]  
Massapequa, NY [REDACTED]

Dear [REDACTED]

Thank you for affording American Honda Motor Co., Inc. We have recently made several attempts to contact you by telephone we have been unable to reach you.

[REDACTED] we would like to hear from you. I may be reached at 1-800-999-1009 extension 118059 Monday through Friday, from 8:30 a.m. to 5:00 p.m., PST. If I do not hear from you within 10 days from the date of this letter, I will assume that all issues pertaining to your vehicle have been resolved, and you no longer require our assistance. Again, thank you for bringing your concerns to our attention.

Sincerely,

Mawana Thomas  
Automobile Customer Service  
N012007-06-0701027

Case History

Case ID : N012007-06-0701027

Case Title : 5B - [REDACTED] - AIR BAG

\*\*\* CASE FULFILL 6/13/2007 11:21:07 AM, mthomas

Fulfilled for [REDACTED] due 06/12/2007 09:56:37 AM.

\*\*\* COMMIT 6/13/2007 11:21:09 AM, mthomas, Action Type : N/A

Made to [REDACTED] due 06/25/2007 11:21:16 AM.

waiting for response to call me ltr

\*\*\* NOTES 6/18/2007 8:31:05 AM, mthomas, Action Type : Call from Customer

I received a call from the cust in response to my call me ltr. I confirmed the cust's contact information. Cust stated that she's very dissatisfied with the process of AHM. Cust stated that this is her 5th Honda product, and she can't understand why her airbags deployed. Cust stated that there was no collision, no impact she was just driving along, and the airbags deployed. Cust stated that she went to the dlr and they told her that they would contact her once the parts came in to complete the repair.

I informed the cust that I spoke with the SM Bob Carpenter and he advised that they inspected your vehicle and they recommended that you pursue this matter with your insurance company. Cust stated that she wasn't told this she was told that they would contact her once the part arrived. Cust stated that she was at the dlr on 1/22/07 and now it's June. Cust stated that she actually put this matter on the back burner because her husband became ill, he later died and she's just having the opportunity to address this concern. Cust stated that she feels that his a Honda problem, therefore AHM needs to do what's right and cover the cost of this repair. Cust stated that she's been forced to drive around with her airbags taped up.

I asked the cust if the dlr found any underbody damage to the vehicle. Cust stated that they did not however they told her to contact her insurance co. and say that she hit a pot hole. I informed the cust that so that we are both clear I prefer to do a conference call to the dlr to see what there findings are and the direction that she was given.

Cust SA was David Palmer.

\*\*\*I called the dlr for the SM Bob Carpenter, he wasn't available. I spoke with the SA David Palmer, he advised that the vehicle airbags deployed due to impact. Cust stated that wasn't the case. David stated that he would pull the technician notes and go over that with me. He asked that I call him back within an hour.

Cust agreed that this time frame was fine.

\*\*\* CASE FULFILL 6/18/2007 8:31:13 AM, mthomas

Fulfilled for [REDACTED] due 06/25/2007 11:21:16 AM.

\*\*\* COMMIT 6/18/2007 8:31:17 AM, mthomas, Action Type : N/A

Made to [REDACTED] due 06/18/2007 10:31:33 AM.

call SA David for technician notes...airbag deployed

\*\*\* NOTES 6/18/2007 1:10:34 PM, mthomas, Action Type : Call to Dealer

I called the dlr back and spoke to SA David, he advised that per tech notes, the vehicle was hit on front driver side and rear. This impact may have contributed to the airbag deployment. David stated that the dlr informed the cust of the items that needed replacing, Cust asked if they could tape her airbag up so that she could continue to drive the vehicle in that condition. Dlr honored the cust's request.

I spoke to the SM Jerome, he advised that the cust vehicle needs quite a few repairs. Dlr recommended that the cust pursue this matter with her insurance company. The vehicle currently needs a side impact sensor, front impact sensor, side airbag, driver's side airbag. SRS control unit, headliner and a replacement seat. Jerome stated that the dlr would not have placed an order for all these parts without having the cust leave a deposit for the parts or have a claim

Case History

Case ID : N012007-06-0701027

Case Title : 5B - [REDACTED] - AIR BAG

# through the insurance. Jerome stated that the cust concern is non warranty related. Cust would solely be responsible for the repairs or she can pursue this matter through her insurance company.

\*\*\* NOTES 6/18/2007 1:12:20 PM, mthomas, Action Type : Call to Customer

I called the cust and left a voice message requesting a call back.

\*\*\* CASE FULFILL 6/18/2007 1:12:27 PM, mthomas

Fulfilled for [REDACTED] due 06/18/2007 10:31:33 AM.

\*\*\* COMMIT 6/18/2007 1:12:29 PM, mthomas, Action Type : N/A

Made to [REDACTED] due 06/21/2007 01:12:38 PM.

call cust to relay accident info.

\*\*\* NOTES 6/19/2007 10:27:23 AM, mnguyen, Action Type : Call from Customer

Customer called in requesting to speak to case manager. Customer wishes for case manager to contact her today for any updates. Customer is getting impatient and does not feel safe driving around without any airbags.

\*\*\* NOTES 6/21/2007 7:41:20 AM, mthomas, Action Type : Call to Customer

I called the cust and relayed to her the information I rec'd from the dlr. I explained to the cust that from the dlr's technician notes, the vehicle had been involved in an accident, there was impact damage to the front driver's side and rear of the car. The dlr didn't confirm but stated that it was possible that this impact may have contributed to your airbag deployment. I informed the cust that the dlr inspected your vehicle and made you aware of all the items that needed replacing as a result of the airbag deployment. Per the dlr they also recommended that you contact our insurance company. The dlr advised that per your request, you had them tape your airbag up so that you can drive the vehicle in this condition which they did.

Cust questioned why on her invoice they documented that they would contact her once the parts came in. I informed the cust that unfortunately I can't answer that question and neither could the dlr. However, normally when a vehicle need such costly repairs after the warranty expired, the consumer would be responsible for paying for the parts in advance. I informed the cust that the dlr stated that you never paid for parts, you requested to have the airbag taped up and that was it. I informed the cust that there may have been some miscommunication at the dlr level and i again apologized to the cust for the inconvenience that this matter has caused her. I informed the cust that my recommendation is for her to work with her insurance company. I informed the cust that the dlr has stated that your current concern is not a result of a manufactures defect.

Cust stated that this is unacceptable, she will contact my supervisor as well as the president of Honda. Cust ended the call.

\*\*\* CASE FULFILL 6/21/2007 7:48:39 AM, mthomas

Fulfilled for [REDACTED] due 06/21/2007 01:12:38 PM.

\*\*\* NOTES 6/21/2007 7:50:05 AM, mthomas, Action Type : Note-Resolution

I reviewed the case with supervisor acaswell, cust's not satisfied with working with her insurance company on airbag case. Cust contends her airbag deployed without impact. Cust feels that AHM should be responsible for repair. AHM has denied her request at this time.

\*\*\* SUBCASE N012007-06-0701027-1 CLOSE 6/21/2007 7:50:28 AM, mthomas

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/21/2007 7:50:34 AM, mthomas

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

\*\*\* CASE REOPEN 6/22/2007 8:47:51 AM, abey

with Condition of Open and Status of Solving.

\*\*\* NOTES 6/22/2007 8:50:32 AM, abey, Action Type : Call from Customer

Case History

Case ID : N012007-06-0701027

Case Title : 5B - [REDACTED] AIR BAG

ACS received inbound customer from [REDACTED] requesting to speak to A. Caswell. I attempted to reach her at ext 14974 and received the voicemail. Customer states that she would like to leave VM, I provided the ext. and transferred call.

\*\*\* CASE CLOSE 6/22/2007 8:50:56 AM, abey

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

\*\*\* CASE REOPEN 6/22/2007 10:01:57 AM, sscott1

with Condition of Open and Status of Solving.

\*\*\* NOTES 6/22/2007 10:05:15 AM, sscott1, Action Type : Call to Customer

**VOICEMAIL:**

I called the customer and introduced myself as a supervisor on the safety team and stated that I was responding to a call for supervisor review. I stated that I understood she felt that the airbag had deployed due to some defect in materials or workmanship. I stated that in order to determine whether it had or not, her insurance company would need to investigate. I asked her to call me with any questions.

\*\*\* CASE CLOSE 6/22/2007 10:05:19 AM, sscott1

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

\*\*\* CASE REOPEN 6/22/2007 10:23:35 AM, sscott1

with Condition of Open and Status of Solving.

\*\*\* CASE MODIFY 6/22/2007 10:28:17 AM, sscott1

into WIP Today and Status of Solving.

\*\*\* NOTES 6/22/2007 10:44:14 AM, sscott1, Action Type : Call from Customer

The customer called back and stated that she had owned two Honda Civics during her marriage and her family had owned a lot of other Hondas otherwise. She stated that her daughter was driving on the expressway and all of a sudden the side and side curtain airbags deployed. She stated that the dealership charged her \$100 to look at the bags. She stated that the RO stated that they would call the customer when the parts came in but they never did. She stated that the dealership had just taped up the bags and then her husband died. She stated that she still needs to get them fixed. She stated that she went to her insurance company and they told her that her rates would go up if she had the repair. The insurance company has not looked at the car.

The customer stated that she did not have the money to fix the car.

I stated that I could understand the concerns. I stated that when the airbags are involved, customers have to go through the insurance company. I stated that if it were any other problem, AHM would likely consider assistance; however, we have special protocol with air bag cases. I stated that it may be true that AHM is at fault, but the people to make that determination are the insurance company. I advised her to call them and if Honda were at fault, they would work through our legal department. The customer thanked me and required no further assistance.

\*\*\* CASE CLOSE 6/22/2007 10:44:19 AM, sscott1

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

**Case Details**

Case ID : N032010-02-2400238      Division : Honda - Auto      Condition : Closed      Open Date : 2/24/2010 7:49:28 AM  
 Case Originator : Priscilla Samaniego (Team CA)      Sub Division : Satellite Center      Status : Closed      Close Date : 2/24/2010 7:58:28 AM  
 Case Owner : Priscilla Samaniego (Team CA)      Method : Phone      Queue :      Days Open : 0  
 Last Closed By : Priscilla Samaniego (Team CA)      Point of Origin : Customer      Wipbin :  
 Case Title : ██████████ - SRS RECALL EXPANSION      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 : MASSAPEQUA, NY ██████████  
 E Mail : ██████████  
 Svc District / SIs District : /

**Product Info :**

Unit Owner : ██████████  
 VIN Type / No. : US VIN / 1HGCM82653A ██████████  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM8263JNW / A  
 Miles / Hours : 50,000  
 In Service Date : 07/15/2003  
 Months In Use : 79  
 Engine Number : J30A41105998  
 Originating Dealer No. / Name : 206967 / HUNTINGTON HONDA  
 Selling Dealer No. / Name : 206967 / HUNTINGTON HONDA  
 Trim : EX-V6  
 No. Of Doors : 2  
 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 / SIs 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
N032010-02-2400238-1 ██████████	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : N032010-02-2400238-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/24/2010 7:58:22 AM
Issue Owner : Priscilla Samaniego	Type 2 : Eligibility	Queue :	Close Date : 2/24/2010 7:58:28 AM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc : Advanced SRS Sys7526  
 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

Case History

Case ID : N032010-02-2400238

Case Title : [REDACTED] SRS RECALL EXPANSION

\*\*\* CASE CREATE 2/24/2010 7:49:28 AM, psamanie

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

\*\*\* CASE CLAIMS LOOKUP 2/24/2010 7:49:32 AM, psamanie

CLAIM HISTORY CHECK 02/24/2010 07:49:32 AM psamanie

No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 2/24/2010 7:49:32 AM, psamanie

WARRANTY CHECK 02/24/2010 07:49:32 AM psamanie

The following Warranty Status information was found

; 1A ; 2008-01-03; F; 0; 0;

; 1B ; 2008-01-03; F; 0; 0;

; 1C ; 2008-01-03; F; 0; 0;

; 1G ; 2008-0

\*\*\* CASE CAMPAIGN LOOKUP 2/24/2010 7:49:37 AM, psamanie

CAMPAIGN CHECK 02/24/2010 07:49:37 AM psamanie

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 04/22/05; FX;

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

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

\*\*\* CASE VSC LOOKUP 2/24/2010 7:49:38 AM, psamanie

VSC-CUC CHECK 02/24/2010 07:49:38 AM psamanie

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 2/24/2010 7:49:55 AM, psamanie

CAMPAIGN CHECK 02/24/2010 07:49:55 AM psamanie

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 04/22/05; FX;

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

04-027; Q32; 03-04 RADIO DISPLAY; ; ;

08-010; Q74;

\*\*\* CASE MODIFY 2/24/2010 7:50:02 AM, psamanie

into WIP default and Status of Solving.

\*\*\* NOTES 2/24/2010 7:57:50 AM, psamanie, Action Type : Call from Customer

The customer called stating that she previously had a case in regards to her airbags deploying unexpectedly. (Reference case N012007-06-0701027).

The customer advised that she is still upset that she was not given any assistance back then. The customer advised that she just read about the recent recall

and would like information on it. I advised that the recent inflator recall includes some 2001 and 2002 Accords but not 2003 vehicles. I advised that

the issue is with the driver side airbag inflator possibly over pressurizing when it deploys. I advised that the issue is different than the one mentioned previously.

The customer advised that the vehicle was flooded and she no longer owns it but still feels that she should have been given something previously for her concern.

I advised that unfortunately her case has already been reviewed and a decision made. I advised that her concern would be documented. There were no further

questions. The customer was thanked and the call ended.

Case History

Case ID : N032010-02-2400238

Case Title : [REDACTED] SRS RECALL EXPANSION

Customer phone verified: 5167997946

\*\*\* CASE MODIFY 2/24/2010 7:57:58 AM, psamanie  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 2/24/2010 7:58:08 AM, psamanie  
into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-02-2400238-1 CREATE 2/24/2010 7:58:22 AM, psamanie  
Created in WIP Default with Due Date 2/24/2010 7:58:22 AM.

\*\*\* CASE MODIFY 2/24/2010 7:58:26 AM, psamanie  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 2/24/2010 7:58:28 AM, psamanie  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* SUBCASE N032010-02-2400238-1 CLOSE 2/24/2010 7:58:28 AM, psamanie  
Status = Solving, Resolution Code = Instruction Given

**Case Details**

Case ID : N032004-01-1900178      Division : Honda - Auto      Condition : Closed      Open Date : 1/19/2004 6:05:12 AM  
 Case Originator : Charlotte Bullock (Team CC)      Sub Division : Satellite Center      Status : Closed      Close Date : 1/23/2004 1:14:22 PM  
 Case Owner : Sabra Brinkley (Team HH)      Method : Phone      Queue :      Days Open : 4  
 Last Closed By : Sabra Brinkley (Team HH)      Point of Origin : Customer      Wipbin :  
 Case Title : ██████████ PRODUCT COMPLAINT AIRBAGS FRONT DRIVER SIDE      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 : OAK LAWN, IL ██████████  
 E Mail : ██████████  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : ██████████  
 VIN Type / No. : US VIN / 1HGCM82693A ██████████  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM8263JNW / A  
 Miles / Hours : 4,300  
 In Service Date : 07/30/2003  
 Months In Use : 6  
 Engine Number : J30A41115835  
 Originating Dealer No. / Name : 206841 / CONTINENTAL HONDA  
 Selling Dealer No. / Name : 206841 / CONTINENTAL HONDA  
 Trim : EX-V6  
 No. Of Doors : 2  
 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 : 206841 / CONTINENTAL HONDA  
 Phone No. : 708-352-6000  
 Address : 5901 SO. LA GRANGE RD.  
 City / State / Zip : COUNTRYSIDE, IL 60525  
 Svc District / Sls District : 08F / B08  
 Warranty Labor Rate / Date : \$124.36 /  
 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
N032004-01-1900178-1 / ██████████ - PRODU	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

Issue Details

Issue ID : N032004-01-1900178-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Charlotte Bullock	Type 1 : Product	Status : Subcase Close	Open Date : 1/19/2004 6:35:30 AM
Issue Owner : Charlotte Bullock	Type 2 : Operation - "Safety"	Queue :	Close Date : 1/19/2004 6:37:12 AM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - OPERATION - "SAFETY"		

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
Condition Code Desc Side-Deployed 7511  
Campaign Code / Desc : /  
Temperament Code :  
Resolutions : Updated Information, 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 : N032004-01-1900178

Case Title : [REDACTED] PRODUCT COMPLAINT AIRBAGS FRONT DRIVER SIDE

\*\*\* CASE CREATE 1/19/2004 6:05:12 AM, cbullock

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

\*\*\* NOTES 1/19/2004 6:27:01 AM, cbullock, Action Type : Call from Customer

The customer called because he is angry and terrified. Saturday the customer was driving on the express way alone and all of a sudden his airbags deployed. The side seat airbags, causing him to serve in three lanes. The seatbelt cramped down on him and the customer does not feel safe in this vehicle anymore. The customer lost his hearing in one ear. The customer has anxiety disorder, panic attacks. The customer was 40 feet above the ground. The customer could not see out of his left window. The airbags pushed his head. The customer does not have a reliable vehicle to drive. The customer did not hit any bumps or anything to cause this problem. The car is in front of his friends house near where the accident happened. The car is not drive able. The airbags are hanging out on the sides from the driver's panel and the seat. Also the seatbelt is broken, it does not work. The customer is off today and he wants a vehicle today. He is not able to get around without a vehicle. The customer indicated if he has to contact corporate, he will.

\*\*\* CASE MODIFY 1/19/2004 6:32:10 AM, cbullock

into WIP default and Status of Solving.

\*\*\* NOTES 1/19/2004 6:34:29 AM, cbullock, Action Type : Call from Customer

The customer was advised to contact a towing company to have his vehicle towed to the dealership so the problem can be diagnosed. The customer bought the car in August and he does not have Honda Care. The customer was advised he is more than welcome to call American Honda back.

\*\*\* CASE MODIFY 1/19/2004 6:34:52 AM, cbullock

into WIP default and Status of Solving.

\*\*\* NOTES 1/19/2004 6:35:09 AM, cbullock, Action Type : Call from Customer

The customer has no campaigns on his vehicle.

\*\*\* SUBCASE N032004-01-1900178-1 CREATE 1/19/2004 6:35:30 AM, cbullock

Created in WIP Default with Due Date 1/19/2004 6:35:30 AM.

\*\*\* SUBCASE N032004-01-1900178-1 CLOSE 1/19/2004 6:37:12 AM, cbullock

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/19/2004 6:37:15 AM, cbullock

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 1/19/2004 6:37:21 AM, cbullock

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

\*\*\* CASE REOPEN 1/21/2004 8:30:55 AM, mthomas

with Condition of Open and Status of Solving.

\*\*\* NOTES 1/21/2004 8:35:49 AM, mthomas, Action Type : Call from Customer

ACS received a call from the cust stating that he took his car to the dlr Continental Honda because his airbags deployed. The cust was advised that the airbags deployed due to impact. The cust stated that the DPSM Bill McKey inspected the vehicle and saw a gouge in the underbody. The cust states that he didn't hit anything in the road. I informed the cust that unfortunately if our factory rep inspected the vehicle and determined the cause of the failure was due to impact, AHM will not assist with this repair and this would be an insurance issue. The cust was also working with the service manager Bob.

\*\*\* CASE MODIFY 1/21/2004 8:36:22 AM, mthomas

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 1/21/2004 8:36:25 AM, mthomas

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

Case History

Case ID : N032004-01-1900178

Case Title : [REDACTED] - PRODUCT COMPLAINT AIRBAGS FRONT DRIVER SIDE

\*\*\* CASE REOPEN 1/23/2004 1:01:50 PM, sbrinkle  
with Condition of Open and Status of Solving.

\*\*\* NOTES 1/23/2004 1:06:47 PM, sbrinkle, Action Type : Call from Customer  
ACS received inbound call from customer referring to case number.

The customer requesting to forge a formal complaint. The customer states he will never purchase another Honda vehicle. The customer states he has been a loyal Honda owner and when the time came when the customer really needed assistance from AHM, AHM gave him the runaround. The customer states he is shocked by the treatment that he received.

The customer stated all he wanted was a vehicle that he felt safe in and that was not provided. The customer states this was his second vehicle.

\*\*\* CASE CLOSE 1/23/2004 1:14:22 PM, sbrinkle

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

Case Details

Case ID : N012011-08-0803692      Division : Honda - Auto      Condition : Closed      Open Date : 8/8/2011 3:42:44 PM  
 Case Originator : Jennell Fort (Team HA)      Sub Division : Customer Relations      Status : Closed      Close Date : 9/9/2011 1:06:04 PM  
 Case Owner : Michael Mendoza (Team HG)      Method : Phone      Queue :      Days Open : 32  
 Last Closed By : Michael Mendoza (Team HG)      Point of Origin : Customer      Wipbin :  
 Case Title : 1B - RIVERSIDE HONDA - [REDACTED] AIR BAG DEPLOYMENT      No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGCM81683A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM8163JNW / A  
 Miles / Hours : 162,179  
 In Service Date : 10/17/2003  
 Months In Use : 94  
 Engine Number : J30A41141301  
 Originating Dealer No. / Name : 208264 / FAMILY HONDA  
 Selling Dealer No. / Name : 207767 / HONDA WORLD  
 Trim : EX-V6  
 No. Of Doors : 2  
 Transmission Code : 6MT  
 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 : 208253 / RIVERSIDE HONDA  
 Phone No. : 951-509-6565  
 Address : 8330A INDIANA AVENUE  
 City / State / Zip : RIVERSIDE, CA 92504  
 Svc District / Sls District : 01B / D01  
 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 : 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
N012011-08-0803692-1 [REDACTED] - PRODU	Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012011-08-0803692-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 8/9/2011 10:41:50 AM
Issue Owner : Michael Mendoza	Type 2 : Operation	Queue :	Close Date : 8/26/2011 1:07:47 PM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> 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, Operates as Designed  
 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 : N012011-08-0803692

Case Title : 1B - RIVERSIDE HONDA - [REDACTED] - AIR BAG DEPLOYMENT

\*\*\* CASE CREATE 8/8/2011 3:42:44 PM, jfort

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

\*\*\* NOTES 8/8/2011 4:10:25 PM, jfort, Action Type : Call from Customer

Updated contact information.

[REDACTED]

The customer stated he was driving on the 60 freeway east bound in the carpool lane and it was around 9-10 pm in the evening. It was a clear warm night and his driver side airbag deployed without impact.

He said there were no injuries and no medical attention was sought. The customer was in the driver seat at the time of deployment.

He was wearing his seat belt. The vehicle is drivable and is currently at his home in Moreno Valley. No other vehicles were involved.

Road and weather conditions were very good. The vehicle was operating as designed before the air bag deployment and no police report was filed.

The customer notified his insurance carrier All State who referred him to AHM since there was no impact involved.

The vehicle was seen at the dealer in Riverside today and the DPSM inspected the vehicle.

The customer stated the DPSM took pictures and stated there is impact markings on the bottom of the vehicle. The customer is unsure where.

The customer is in the Marines but services with different Honda dealerships and recently had his timing belt service.

His main concern right now is the vehicle is not safe to drive because the driver seat belt locked, he has ordered one at the dealer for \$199. And he is very anxious to know what would make the airbag deploy.

I thanked the customer for the opportunity to review his concerns and informed him he will receive a return call from AHM in 1 -2 business days.

\*\*\* CASE MODIFY 8/8/2011 4:12:34 PM, jfort

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 8/8/2011 4:13:09 PM, jfort

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 8/8/2011 4:17:43 PM, jfort

from WIP default to Queue Honda Team D.

\*\*\* CASE ACCEPT 8/8/2011 4:20:23 PM, mmendoza

from Queue Honda Team D to WIP Default.

\*\*\* CASE MODIFY 8/9/2011 10:34:48 AM, mmendoza

into WIP Default and Status of Solving.

\*\*\* SUBCASE N012011-08-0803692-1 CREATE 8/9/2011 10:41:50 AM, mmendoza

Created in WIP Default with Due Date 8/9/2011 10:41:50 AM.

\*\*\* NOTES 8/9/2011 10:42:30 AM, mmendoza, Action Type : Call to Customer



Case History

Case ID : N012011-08-0803692

Case Title : IB - RIVERSIDE HONDA - [REDACTED] N - AIR BAG DEPLOYMENT

\*\*\* NOTES 8/15/2011 5:02:32 PM, mmendoza, Action Type : Field Service

I contacted the DPSM. He states that he did inspect the vehicle when it came in and spoke to the SM regarding the issue. He states he determined through inspection of the car that vehicle has had body work done. He states the front end has been replaced and or repainted. He states underneath there are obvious signs of impact damage. He states there is impact damage on the floor pan, the lower rocker area and all over the rest of the under carriage. He states that the pre-tensioners deployed and the SRS codes are reading that there for deployment fo the airbags. He states he feels the issue isn't a Honda issue and advised the DLR to have the customer contact his insurance company and if they felt AHM was responsible they could contact us with their evidence. He states he took pictures of the damage and would forward those to me.

\*\*\* CASE MODIFY COMMITMENT 8/16/2011 4:59:23 PM, mmendoza  
with [REDACTED] due 08/17/2011 08:43:15 AM.\*\*\* CASE MODIFY COMMITMENT 8/17/2011 2:53:35 PM, mmendoza  
with [REDACTED] due 08/18/2011 08:43:15 AM.\*\*\* CASE MODIFY COMMITMENT 8/19/2011 4:49:57 PM, mmendoza  
with [REDACTED] due 08/23/2011 08:43:15 AM.\*\*\* CASE MODIFY COMMITMENT 8/23/2011 4:56:38 PM, mmendoza  
with [REDACTED] due 08/24/2011 08:43:15 AM.

\*\*\* NOTES 8/24/2011 1:02:51 PM, mmendoza, Action Type : Note-General

I reviewed the findings with my RM who advised that if the DPSM has looked at the vehicle and determined that the issue is not a defect then to advised the customer of the DPSM's decision.

\*\*\* NOTES 8/24/2011 1:10:22 PM, mmendoza, Action Type : Call to Customer

I called the customer and left a message for Mr. Shelby. I advised that I was trying to reach him re: his case at AHM. I asked that he call me back and provided my name, number and business hours.

\*\*\* CASE FULFILL 8/24/2011 1:11:06 PM, mmendoza  
Fulfilled for [REDACTED] due 08/24/2011 08:43:15 AM.

\*\*\* COMMIT 8/24/2011 1:11:08 PM, mmendoza, Action Type : N/A

Made to [REDACTED] due 08/26/2011 01:11:10 PM.

Call customer regarding the case.

\*\*\* NOTES 8/24/2011 4:26:56 PM, mmillen, Action Type : Letter/Fax

On 8/24/11 ACS received 4-pages of supporting documentation from Riverside Honda.

\*\*\* CASE ADD ATTACHMENT 8/24/2011 4:30:22 PM, crmsuser

Added attatchment ScanDoc 1 with path \\ahmtor10\crms\_scandoc\ScanDoc\_Final\N012011-08-0803692\_1.PDF

\*\*\* NOTES 8/26/2011 12:39:57 PM, mmendoza, Action Type : Call from Customer

Customer called me back and left a voicemail asking that I follow up with him at [REDACTED]

\*\*\* NOTES 8/26/2011 1:07:15 PM, mmendoza, Action Type : Call from Customer

Customer called back and states he was looking for an update to his case. I advised that I had contacted the DLR and their DPSM. He states he inspected the vehicle and found that there was impact damage to the under carriage specifically to the rocker area and floor pan. I advised that based on these findings the DPSM felt the issue was not due to a defect from AHM. I advised that he suggested that he contact his insurance company to file a claim. I advised that if his insurance company inspects the vehicle they would contact AHM on his behalf to subrogate the claim. Customer states he would like the outcome of the inspection in writing. I referred him to the DLR and advised the DLR's should provide an R/O for their inspection and that it should include the

Case History

Case ID : N012011-08-0803692

Case Title : 1B - RIVERSIDE HONDA - [REDACTED] - AIR BAG DEPLOYMENT

results of the inspection. I advised if he did not receive a copy of the r/O he should contact the DLR. Customer thanked me for the information and said he would contact his Insurance Company.

\*\*\* CASE MODIFY 8/26/2011 1:07:40 PM, mmendoza  
into WIP 1B and Status of Solving.

\*\*\* SUBCASE N012011-08-0803692-1 CLOSE 8/26/2011 1:07:47 PM, mmendoza  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/26/2011 1:07:47 PM, mmendoza  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 8/31/2011 11:02:27 AM, kkim  
with Condition of Open and Status of Solving.

\*\*\* NOTES 8/31/2011 11:05:41 AM, kkim, Action Type : Call from Customer

The customer called ACS and asked to speak with RCM or RM, and stated that she is not happy with the result of the case.

ACS stated that the case would be redispached and a RCM would contact her within 1-2 business days, and stated that the request for escalation to speak with RM would also be fulfilled, and advised of the 24 hour call back period.

The customer understood and required no further assistance.

\*\*\* CASE MODIFY 8/31/2011 11:05:43 AM, kkim  
into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 8/31/2011 11:05:51 AM, kkim  
from WIP default to Queue Honda Team D.

\*\*\* CASE ACCEPT 8/31/2011 11:13:08 AM, mmendoza  
from Queue Honda Team D to WIP Default.

\*\*\* NOTES 9/1/2011 11:53:35 AM, mmendoza, Action Type : Note-General

I reviewed case with RM and was advised I am to contact customer as decision was made by DPSM and I provided their position on the case.

\*\*\* NOTES 9/1/2011 11:54:36 AM, mmendoza, Action Type : Call to Customer

I called [REDACTED] and left a voicemail for her. I advised I was following up with her to answer her questions regarding the outcome of her case. I asked that she call me back and provided my name, number and business hours. I advised if I didn't hear back I would call her again next week.

\*\*\* COMMIT 9/1/2011 11:54:44 AM, mmendoza, Action Type : N/A

Made to [REDACTED] due 09/06/2011 11:54:45 AM.  
customer call back?

\*\*\* CASE RULE ACTION 9/5/2011 2:42:44 PM, sa  
Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 9/6/2011 4:23:12 PM, mmendoza, Action Type : Call from Customer  
Customer ([REDACTED]) called back and asked that I follow up with her at [REDACTED]

\*\*\* NOTES 9/6/2011 4:25:34 PM, mmendoza, Action Type : Call to Customer

I called [REDACTED] and left a voicemail for her. I advised I was following up with her to answer her questions regarding the outcome of her case. I

asked that she call me back and provided my name, number and business hours. I advised if I didn't hear back I would call her again at the end of the week.

\*\*\* CASE FULFILL 9/6/2011 4:25:40 PM, mmendoza

Case History

Case ID : N012011-08-0803692

Case Title : 1B - RIVERSIDE HONDA - [REDACTED] AIR BAG DEPLOYMENT

Fulfilled for [REDACTED] due 09/06/2011 11:54:45 AM.

\*\*\* COMMIT 9/6/2011 4:25:42 PM, mmendoza, Action Type : N/A

Made to [REDACTED] due 09/09/2011 04:25:43 PM.

customer call back?

\*\*\* NOTES 9/9/2011 1:05:52 PM, mmendoza, Action Type : Call to Customer

I called the customer and spoke to [REDACTED]. She states that she is concerned with what she's being advised by her husband. She states that she feels the issue with the airbags is related to a mechanical issue and not an impact and would like to know what she should do. I advised that I had reviewed the case with my DPSM and he advised that there was evidence of impact underneath the vehicle. I advised that based upon that he felt the airbags were likely related to that impact. I advised that at this time I would have to review her to her insurance company for review. I advised that if her insurance company upon review determine the issue is related to AHM they are welcome to submit whatever evidence they have of this to us for review and we would determine if our position stands. Customer states she understands and would be contacting her insurance company.

\*\*\* CASE CLOSE 9/9/2011 1:06:04 PM, mmendoza

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

2003 Accord 2-Door  
Consumer Complaints  
Relevant

Case Details

Case ID : N032004-07-2300560 Division : Honda - Auto Condition : Closed Open Date : 7/23/2004 10:06:57 AM  
 Case Originator : Tammy Niles (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 9/27/2004 2:54:50 PM  
 Case Owner : Anthony Hill (Team HA) Method : Phone Queue : Days Open : 66  
 Last Closed By : Anthony Hill (Team HA) Point of Origin : Customer Wipbin :  
 Case Title : SPIRIT HONDA - 1E - TARIN, LAURA - AIR BAG CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / IHGCM82613A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM8263JNW / A  
 Miles / Hours : 21,744  
 In Service Date : 10/20/2002  
 Months In Use : 21  
 Engine Number : J30A41010318  
 Originating Dealer No. / Name : 206731 / NELSON HONDA  
 Selling Dealer No. / Name : 206731 / NELSON HONDA  
 Trim : EX-V6  
 No. Of Doors : 2  
 Transmission Code : 5AT  
 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 : 208352 / SPIRIT HONDA  
 Phone No. : 626-444-0321  
 Address : 3464 NORTH PECK ROAD  
 City / State / Zip : EL MONTE, CA 91731  
 Svc District / Sls District : 01D / D01  
 Warranty Labor Rate / Date : \$95.00 /  
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : 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
N032004-07-2300560-1 / [REDACTED] - PR	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N032004-07-2300560-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Anthony Hill	Type 1 : Product	Status : Subcase Close	Open Date : 7/28/2004 5:34:03 PM
Issue Owner : Anthony Hill	Type 2 : Operation	Queue :	Close Date : 9/27/2004 2:54:50 PM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code :  
 Resolutions : Documented Concern, Assist - AHM 100%, CR Generated Gdwill  
 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 : N032004-07-2300560

Case Title : SPIRIT HONDA - 1E - [REDACTED] - AIR BAG CONCERN

\*\*\* CASE CREATE 7/23/2004 10:06:57 AM, tniles

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

\*\*\* NOTES 7/23/2004 10:06:57 AM, tniles, Action Type :

[REDACTED] from Spirit Honda Customer care manager calling regarding customer's vehicle. He was driving down the free way and his airbag deployed. Dealership wants to know what to do.

\*\*\* NOTES 7/23/2004 10:13:55 AM, tniles, Action Type : Call from Customer

[REDACTED] from Spirit Honda Customer care manager calling regarding customer's vehicle. He was driving down the free way and his airbag deployed. The service manager turned him away and said that it was outside of warranty. The customer did not hit anything and feels a little ache because of the airbag hitting him. She said that it was the two side airbags from what the service report said. Laura is the customer care manager and told the customer she would call us for him. He was very upset and almost crying out of frustration. The service report also states that the light has been coming on and off for the last three days. I told Laura that it is covered under warranty as long as the customer did not hit anything. I told Laura that I would open up a case and send it over to a case manager to review and find out why the service manager turned him away. The customer can be reached on his cell phone at [REDACTED] [REDACTED] would also like to be contacted back with the result of this case. She can be reached at [REDACTED] I am dispatching this case.

\*\*\* CASE MODIFY 7/23/2004 10:25:44 AM, tniles

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/23/2004 10:27:52 AM, tniles

from WIP default to Queue Team E.

\*\*\* NOTES 7/23/2004 4:00:45 PM, sdanley, Action Type : Call from Customer

The customer Eduardo called. Laura is not the customer, she is the dealer's CS rep. I advised that he will be called back in 3-5 business days.

\*\*\* CASE RULE ACTION 7/24/2004 9:27:52 AM, sa

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

\*\*\* CASE RULE ACTION 7/25/2004 9:27:52 AM, sa

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

\*\*\* CASE FORWARD 7/26/2004 4:26:29 PM, bphilbin

from Queue Team E to Queue Team A.

\*\*\* CASE ASSIGN 7/26/2004 4:56:00 PM, ahill

N032004-07-2300560 to ahill, WIP

\*\*\* CASE RULE ACTION 7/26/2004 4:56:01 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N032004-07-2300560-1 CREATE 7/28/2004 5:34:03 PM, ahill

Created in WIP Default with Due Date 7/28/2004 5:34:03 PM.

\*\*\* NOTES 7/28/2004 5:35:38 PM, ahill, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

[REDACTED] from Spirit Honda Customer care manager calling regarding customer's vehicle. He was driving down the free way and his airbag deployed. The service manager turned him away and said that it was outside of warranty. The customer did not hit anything and feels a little ache because of the airbag hitting him. She

Case History

Case ID : N032004-07-2300560

Case Title : SPIRIT HONDA - 1E - [REDACTED] - AIR BAG CONCERN

said that it was the two side airbags from what the service report said. Laura is the customer care manager and told the customer she would call us for him. He was very upset and almost crying out of frustration. The service report also states that the light has been coming on and off for the last three days.

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

Thank you for your attention to this matter.

Anthony Hill  
Automobile Customer Service  
(800) 999-1009 ext. 118002

\*\*\* NOTES 7/28/2004 6:15:30 PM, ahill, Action Type : Call to Customer

TIM, Service Manager, advised that the left side-airbag, and both curtain air bags, just above the door glass, were deployed, however, there was no sign of any damage to the vehicle. Moreover, he advised that an adjustor for the customer's insurance company also inspected the vehicle, found no damage, and therefore referred this matter back to the manufacturer as he said that it appeared to be a factory defect.

Thus, I asked whether he had discussed this matter with DIANA MONTES, District Parts and Service Manager; and, he advised that he had done so, but was advised by the same that Honda does not do anything with air bags.

\*\*\* CASE MODIFY 7/29/2004 3:26:42 PM, ahill  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/29/2004 3:26:44 PM, ahill  
into WIP default and Status of Solving.

\*\*\* NOTES 7/30/2004 11:04:18 AM, ahill, Action Type : Call to Customer

Thus, I advised TIM that I would speak with John Casanova on this matter, and therefore left a message for him yesterday. He called me back today. JOHN advised that DIANA MONTES, District Parts and Service Manager, should inspect the underside of the vehicle for any impact damage at all. He said that the car should be lifted, and inspected to see whether it was hit by ant debris, etc., which might have caused the deployment.

He advised that the insurance companies designed the air bags, and therefore should step up if the deployment was caused by an impact. However, if there is no evidence of damage, then HONDA must cover the repair of the recall as it relates to the deployed air bags.

I called, and so advised TIM. Thereupon, I left a message for DIANA. TIM said that she might be at SPIRIT HONDA Monday, August 2, 2004.

\*\*\* COMMIT 7/30/2004 11:05:07 AM, ahill, Action Type : N/A

follow-up with SPIRIT HONDA

\*\*\* NOTES 8/3/2004 11:58:24 AM, ahill, Action Type : Call to Customer

TIM did not respond to any of his pages. Thus, I left a message for him to return my call.

\*\*\* CASE FULFILL 8/3/2004 11:58:52 AM, ahill

Fulfilled for EDUARDO PIMENTEL due 08/03/2004 12:00:00 AM.

\*\*\* COMMIT 8/3/2004 11:58:55 AM, ahill, Action Type : N/A

follow-up with SPIRIT HONDA

\*\*\* NOTES 8/5/2004 9:14:08 AM, ahill, Action Type : Call from Customer

DIANA called to advise that she was there today, and about to inspect the car. She said that she will do a visual of the undercarriage of the vehicle,

Case History

Case ID : N032004-07-2300560

Case Title : SPIRIT HONDA - 1E - [REDACTED] - AIR BAG CONCERN

and let me know what she finds.

\*\*\* NOTES 8/9/2004 4:30:15 PM, ahill, Action Type : Call to Customer

Gabriel of service advised that TIM was in a meeting. Thus, he assisted me. He advised that the other side air bag deployed while the car was being moved. He said that he would have TIM call me.

\*\*\* CASE FULFILL 8/9/2004 4:30:31 PM, ahill

Fulfilled for EDUARDO PIMENTEL due 08/09/2004 12:00:00 AM.

\*\*\* COMMIT 8/9/2004 4:30:34 PM, ahill, Action Type : N/A

follow-up with SPIRIT HONDA

\*\*\* NOTES 8/12/2004 4:41:05 PM, ahill, Action Type : Call to Customer

TIM advised that DIANA is handling this matter. He said that she advised that she would make some calls with regard to the car. TIM advised that the other side air bag deployed spontaneously when the car was being moved by his technicians. He said that his technicians are afraid to go near it; and, that he is waiting on DIANA's direction.

\*\*\* NOTES 8/13/2004 5:37:33 PM, ahill, Action Type : Call to Customer

Tim advised that he was directed by DIANA to notify Tech Line of the spontaneous deployment of the other side air bag. He said that he did so, and was advised by the same to take pictures, and upload the same to a RAY, which was done.

He said that he is just waiting for Tech Line's response. DIANA provided a facsimile of her inspection of the vehicle, and advised that she found impact damage on the right-rear rim, scuff marks, and a cut on the right-rear tire; and, that the door glasses have an after-market tint.

She said that she consulted tech Line, and was advised that the impact noted could have been enough to deploy the side, and curtain air bags. She said that she was told that it wouldn't take too much of an impact to effect deployment.

\*\*\* CASE FULFILL 8/13/2004 5:37:56 PM, ahill

Fulfilled for EDUARDO PIMENTEL due 08/13/2004 12:00:00 AM.

\*\*\* COMMIT 8/13/2004 5:37:58 PM, ahill, Action Type : N/A

follow-up with SPIRIT HONDA

\*\*\* NOTES 8/19/2004 4:00:36 PM, ahill, Action Type : Call to Customer

Tim advised that Tom of Tech Line had Diana take more pictures of the car yesterday, and send the same to him. He advised that he would forward them on to the factory. Tim advised that he seemed to have been washing his hands clean of this matter, and therefore passing it on to another party. But, he was not sure, and said he would call him tomorrow for an update.

Moreover, he said that he mentioned to Diana that the customer wants alternative transportation until Honda figures out what it is going to do. Thus, she told him to call me about it. Hence, I told Tim to put the customer in a rental car until he hears from Tech Line.

\*\*\* CASE FULFILL 8/19/2004 4:00:54 PM, ahill

Fulfilled for EDUARDO PIMENTEL due 08/19/2004 12:00:00 AM.

\*\*\* COMMIT 8/19/2004 4:00:57 PM, ahill, Action Type : N/A

follow-up with SPIRIT HONDA

\*\*\* CASE RULE ACTION 8/20/2004 9:06:58 AM, sa

Action owner - 30 days of rule Case Closure fired

Case History

Case ID : N032004-07-2300560

Case Title : SPIRIT HONDA - 1E - [REDACTED] - AIR BAG CONCERN

\*\*\* NOTES 8/24/2004 6:05:28 PM, ahill, Action Type : Call from Customer

DIANA, DPSM, forwarded a voice message to her from Tom Parker of Tech Line engineering. Tom advised that the photo evidence led to no decision. Thus, he was leaving it up to her as to whether to direct the customer back to his insurance company or have Honda repair the car. Diana asked in the message that I discuss this with legal in her stead.

She said that in addition to the slight impact mark, and cut on the right-rear wheel, which she did not notice until after her initial inspection, there were slight impact marks either side of the front bumper.

Thereupon, I discussed this with John Casanova; and, he advised that Honda repair the car. Tim of SPIRIT HONDA was so advised. He said that he would go forward with the repair, but expressed concern that it was not known, nor being researched, whether or not the air bags spontaneously deployed.

\*\*\* NOTES 8/25/2004 4:26:46 PM, ahill, Action Type : Call to Customer

TIM was in a meeting at the time of my call. Thus, LAURA took a message for him to return my call.

\*\*\* CASE FULFILL 8/25/2004 4:27:01 PM, ahill

Fulfilled for EDUARDO PIMENTEL due 08/25/2004 12:00:00 AM.

\*\*\* COMMIT 8/25/2004 4:27:03 PM, ahill, Action Type : N/A

follow-up with SPIRIT HONDA

\*\*\* NOTES 8/30/2004 3:28:48 PM, ahill, Action Type : Call to Customer

Tim advised that he would be done with repairs by the end of this week.

\*\*\* CASE FULFILL 8/30/2004 3:29:25 PM, ahill

Fulfilled for EDUARDO PIMENTEL due 08/30/2004 12:00:00 AM.

\*\*\* COMMIT 8/30/2004 3:29:27 PM, ahill, Action Type : N/A

follow-up with SPIRIT HONDA

\*\*\* NOTES 9/7/2004 4:43:51 PM, ahill, Action Type : Call to Customer

Tim was unavailable. Thus, I left a message for him to call.

\*\*\* CASE FULFILL 9/7/2004 4:46:29 PM, ahill

Fulfilled for EDUARDO PIMENTEL due 09/06/2004 12:00:00 AM.

\*\*\* COMMIT 9/7/2004 4:46:31 PM, ahill, Action Type : N/A

repair follow-up SPIRIT HONDA

\*\*\* NOTES 9/10/2004 3:36:45 PM, ahill, Action Type : Call to Customer

Tim advised that all repairs related to this matter were completed to day; and, that he would call with the numbers when they become available.

\*\*\* CASE MODIFY COMMITMENT 9/10/2004 3:37:27 PM, ahill

with EDUARDO PIMENTEL due 09/14/2004 12:00:00 AM.

\*\*\* NOTES 9/16/2004 2:22:34 PM, ahill, Action Type : Call to Customer

Tim advised that the car was delivered to the customer last week. He said that the goodwill detail is still being worked out; and, that he will call with it whenever it should become available.

\*\*\* CASE FULFILL 9/16/2004 2:22:47 PM, ahill

Fulfilled for EDUARDO PIMENTEL due 09/14/2004 12:00:00 AM.

Case History

Case ID : N032004-07-2300560

Case Title : SPIRIT HONDA - 1E - [REDACTED] AIR BAG CONCERN

\*\*\* COMMIT 9/16/2004 2:22:50 PM, ahill, Action Type : N/A

repair follow-up SPIRIT HONDA

\*\*\* NOTES 9/27/2004 2:54:02 PM, ahill, Action Type : Call to Customer

Tim advised that the repair order number was 387489; and, that the claim amount was 4,751.39.

\*\*\* SUBCASE N032004-07-2300560-1 CLOSE 9/27/2004 2:54:50 PM, ahill

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/27/2004 2:54:50 PM, ahill

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

**Case Details**

Case ID : N012007-03-2101337 Division : Honda - Auto Condition : Closed Open Date : 3/21/2007 11:47:41 AM  
 Case Originator : Sophia Bryant (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/3/2007 12:53:21 PM  
 Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 13  
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :  
 Case Title : PALM H 7M- [REDACTED] RT SIDE AIR CURTAIN/SRS LIGHT ON 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 : PALM HARBOR, FL [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / IHGCM82683A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM8263JNW / A  
 Miles / Hours : 75,000  
 In Service Date : 10/15/2002  
 Months In Use : 53  
 Engine Number : J30A41013270  
 Originating Dealer No. / Name : 208304 / PALM HARBOR HONDA  
 Selling Dealer No. / Name : 208304 / PALM HARBOR HONDA  
 Trim : EX-V6  
 No. Of Doors : 2  
 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 : 208304 / PALM HARBOR HONDA  
 Phone No. : 727-772-6600  
 Address : 31200 US HWY 19 NORTH  
 City / State / Zip : PALM HARBOR, FL 34682  
 Svc District / Sls District : 07M / F07  
 Warranty Labor Rate / Date : \$85.00 /  
 Agent Name : Comp Ind. :

**3rd Party Info :**

Party 1 : Not Applicable 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
N012007-03-2101337-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012007-03-2101337-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 3/22/2007 6:04:07 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 4/3/2007 12:53:17 PM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
Condition Code Desc : DriverCurtainSRS7515  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Assist - AHM Partial  
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 : N012007-03-2101337

Case Title : PALM H 7M- [REDACTED] - RT SIDE AIR CURTAIN/SRS LIGHT ON

\*\*\* CASE CREATE 3/21/2007 11:47:41 AM, sbryant

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

\*\*\* CASE MODIFY 3/21/2007 11:48:06 AM, sbryant

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 3/21/2007 11:48:10 AM, sbryant

WARRANTY CHECK 03/21/2007 11:48:10 AM sbryant

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 3/21/2007 11:48:14 AM, sbryant

CLAIM CHECK 03/21/2007 11:48:14 AM sbryant

The following Claim History information was found

0; 2004-02-10; 208304; 144654; 510; 851107 ; FRONT SEAT BASE (LEFT) - REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 3/21/2007 11:48:24 AM, sbryant

CAMPAIGN CHECK 03/21/2007 11:48:24 AM sbryant

The following Campaign information was found

03-029; L90; 2003 ACCORD V6 MULTIPLEX; 2003-07-10; FX  
04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-07-26; FX  
06-085; Q26; Vaughn Class Action Honda; ;

\*\*\* CASE VSC LOOKUP 3/21/2007 11:48:25 AM, sbryant

VSC-CUC CHECK 03/21/2007 11:48:25 AM sbryant

No data found for VIN.

\*\*\* CASE MODIFY 3/21/2007 11:49:06 AM, sbryant

into WIP default and Status of Solving.

\*\*\* NOTES 3/21/2007 12:03:52 PM, sbryant, Action Type : Call from Customer

Customer called to advise the right side air curtain short. Customer stated that the SRS light is continuously on because the right side air curtain has a short in it or air bag is bad or something. Customer stated that the vehicle was at Palm Harbor Honda last week. Customer stated that he was advised that the curtain was jumped out now and needs to be replaced. Customer stated that he was advised by Palm Harbor that the repair would be approximately \$900. Customer stated that he knows that this is a safety related issue and should be covered under warranty. Customer knows that his warranty period has ended, but he also knows that SRS is safety related and should be covered. Customer is requesting assistance from ACS at this time. I advised Customer that I would open a case and pass it on to a regional CM for review. I gave Customer the case # and advised that the CM would contact him. Customer thanked me for my assistance and ended the call.

\*\*\* CASE MODIFY 3/21/2007 12:04:38 PM, sbryant

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 3/21/2007 12:04:41 PM, sbryant

WARRANTY CHECK 03/21/2007 12:04:41 PM sbryant

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 3/21/2007 12:04:45 PM, sbryant

CLAIM CHECK 03/21/2007 12:04:45 PM sbryant

The following Claim History information was found

0; 2004-02-10; 208304; 144654; 510; 851107 ; FRONT SEAT BASE (LEFT) - REPLACE.

Case History

Case ID : N012007-03-2101337

Case Title : PALM H 7M- [REDACTED] - RT SIDE AIR CURTAIN/SRS LIGHT ON

\*\*\* CASE CAMPAIGN LOOKUP 3/21/2007 12:04:48 PM, sbryant

CAMPAIGN CHECK 03/21/2007 12:04:48 PM sbryant

The following Campaign information was found

03-029; L90; 2003 ACCORD V6 MULTIPLEX; 2003-07-10; FX

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2004-07-26; FX

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

\*\*\* CASE VSC LOOKUP 3/21/2007 12:04:49 PM, sbryant

VSC-CUC CHECK 03/21/2007 12:04:49 PM sbryant

No data found for VIN.

\*\*\* CASE DISPATCH 3/21/2007 12:05:02 PM, sbryant

from WIP default to Queue Honda Team E.

\*\*\* CASE ASSIGN 3/21/2007 12:08:54 PM, wzitter

N012007-03-2101337 to kogawa, WIP -21 06:27:02

\*\*\* CASE RULE ACTION 3/21/2007 12:08:55 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* COMMIT 3/22/2007 6:03:17 AM, kogawa, Action Type : N/A

Made to [REDACTED] due 03/22/2007 08:03:19 AM.

initial

\*\*\* SUBCASE N012007-03-2101337-1 CREATE 3/22/2007 6:04:07 AM, kogawa

Created in WIP Default with Due Date 3/22/2007 6:04:07 AM.

\*\*\* CASE MODIFY 3/22/2007 6:04:13 AM, kogawa

into WIP Default and Status of Solving.

\*\*\* NOTES 3/22/2007 8:05:51 AM, kogawa, Action Type : Call to Customer

Customer on the road, requests call back in 10-15mins when he should be home with his records.

\*\*\* NOTES 3/22/2007 8:14:07 AM, kogawa, Action Type : Call to Dealer

ASM Johnny advises SM Kevin is no longer with dealer, unsure if parts manager tom Duvall would have contacted DLogan on this. Johnny advises excellent servicing customer, and spouse has a 1998 Honda as well. Repair would have been covered had car been under 3/36. ACS suggested it appears we should be stepping up, should I discuss with parts manager Tom? Johnny will consult Tom, will see if DPSM was ever contacted on this.

\*\*\* NOTES 3/22/2007 8:50:43 AM, kogawa, Action Type : Call to Customer

Called customer, has the car at present. Claims 5th Honda. Spouse currently has a 1998 with 113k miles, also serviced at Palm Harbour. Dealer contact Johnny Cabezudo. Dealer tech Mike Reeves. A few months ago SRS light kep coming on, dealer rest, would come back on shortly afterwards. Dealer has pinpointed to SRS curtain resistor to be at fault. ACS advised we are hopeful of our assistance, of whihc the extent we do not know yet. Dealer to be contacted for review.

\*\*\* CASE FULFILL 3/22/2007 8:50:57 AM, kogawa

Fulfilled for [REDACTED] due 03/22/2007 08:03:19 AM.

\*\*\* COMMIT 3/22/2007 8:50:59 AM, kogawa, Action Type : N/A

dlr cb?

\*\*\* NOTES 3/23/2007 7:41:52 AM, kogawa, Action Type : Call to Dealer

Case History

Case ID : N012007-03-2101337

Case Title : PALM H 7M-- [REDACTED] RT SIDE AIR CURTAIN/SRS LIGHT ON

SM Tom advises is waiting for DPSM to reply.

\*\*\* CASE MODIFY 3/23/2007 7:54:02 AM, kogawa  
into WIP Other Districts and Status of Solving.

\*\*\* NOTES 3/28/2007 8:08:57 AM, kogawa, Action Type : Call to Customer  
Customer has not heard yet from ACS, nor from dealer, as to whether we are assisting or not.

\*\*\* NOTES 3/28/2007 8:09:29 AM, kogawa, Action Type : Call to Dealer  
Tom advises he recontacted Don Logan DPSM yesterday, anticipates response today.

\*\*\* NOTES 3/29/2007 1:21:50 PM, kogawa, Action Type : Call to Dealer  
Still no call back from DLogan, per Tom.

\*\*\* CASE FULFILL 3/29/2007 1:21:57 PM, kogawa  
Fulfilled for [REDACTED] due 03/28/2007 12:00:00 AM.

\*\*\* COMMIT 3/29/2007 1:21:59 PM, kogawa, Action Type : N/A  
dlr cb?

\*\*\* CASE MODIFY 3/29/2007 1:41:36 PM, kogawa  
into WIP Other Districts and Status of Solving.

\*\*\* NOTES 4/2/2007 9:19:22 AM, kogawa, Action Type : Call from Customer  
Voicemail from customer advises he has not heard yet from dealer. Looking for an update.

\*\*\* NOTES 4/2/2007 9:30:51 AM, kogawa, Action Type : Call to Dealer  
Left message on PM Tom Duvall's voicemail for call back to review.

\*\*\* NOTES 4/2/2007 9:40:11 AM, kogawa, Action Type : Call to Customer  
Advised to customer am hopeful for a reply from dealer.

\*\*\* NOTES 4/3/2007 9:59:44 AM, kogawa, Action Type : Call to Dealer  
Was transferred again to parts manager's voicemail. Left message on Tom Duvall's voicemail for call back to review.

\*\*\* NOTES 4/3/2007 10:59:28 AM, kogawa, Action Type : Call to Dealer  
SM Tom will contact customer with offer to reduce \$800 expense to \$184 (Essentially 75% off). Tom has my discretion to cover entire repair depending on customer's response.

\*\*\* CASE FULFILL 4/3/2007 12:05:42 PM, kogawa  
Fulfilled for [REDACTED] due 04/02/2007 12:00:00 AM.

\*\*\* COMMIT 4/3/2007 12:05:47 PM, kogawa, Action Type : N/A  
dlr call cust?

\*\*\* NOTES 4/3/2007 12:45:51 PM, kogawa, Action Type : Call from Customer  
Customer called to express his appreciation for the assistance.

\*\*\* SUBCASE N012007-03-2101337-I CLOSE 4/3/2007 12:53:17 PM, kogawa  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/3/2007 12:53:21 PM, kogawa  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : N012010-12-0101287      Division : Honda - Auto      Condition : Closed      Open Date : 12/1/2010 2:01:57 PM  
 Case Originator : Michelina Terzoli (Team HA)      Sub Division : Customer Relations      Status : Closed      Close Date : 12/3/2010 12:16:29 PM  
 Case Owner : Ron Robbins (Team SM)      Method : Phone      Queue :      Days Open : 2  
 Last Closed By : Ron Robbins (Team SM)      Point of Origin : Customer      Wipbin :  
 Case Title : 8F - [REDACTED] - AIRBAG DEPLOYED NO IMPACT      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 : TINLEY PARK, IL [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGCM72653A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM7263JNW / A  
 Miles / Hours : 166,430  
 In Service Date : 10/14/2002  
 Months In Use : 98  
 Engine Number : K24A41019863  
 Originating Dealer No. / Name : 206993 / ED NAPLETON HONDA  
 Selling Dealer No. / Name : 206993 / ED NAPLETON HONDA  
 Trim : EX-L  
 No. Of Doors : 2  
 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 : 207001 / COMMUNITY HONDA OF ORLAND  
 Phone No. : 708-364-2600  
 Address : 8340 W. 159TH STREET  
 City / State / Zip : ORLAND PARK, IL 60462  
 Svc District / Sls District : 08E / B08  
 Warranty Labor Rate / Date : \$125.00 /  
 Agent Name :      Comp Ind. :

**3rd Party Info :**

Party 1 : Not Applicable      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
N012010-12-0101287-1 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	752	SRS

**Issue Details**

Issue ID : N012010-12-0101287-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 12/2/2010 8:53:40 AM
Issue Owner : Ron Robbins	Type 2 : Operation - "Safety"	Queue :	Close Date : 12/3/2010 12:16:25 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 : 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 : N012010-12-0101287

Case Title : 8F - [REDACTED] - AIRBAG DEPLOYED NO IMPACT

\*\*\* CASE CREATE 12/1/2010 2:01:57 PM, mterzoli

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

\*\*\* CASE MODIFY 12/1/2010 2:02:33 PM, mterzoli

into WIP default and Status of Solving.

\*\*\* NOTES 12/1/2010 2:25:52 PM, mterzoli, Action Type : Call from Customer

ACS updated customer info.

Best number [REDACTED]

Customer advised that she was driving with no passengers in the vehicle. Customer advised that she was applying her brakes for a red light and the passenger airbags deployed NO IMPACT. Customer advised that this happened today around 1pm and she filed an insurance claim with Infinity insurance. Customer advised that there were NO injuries and no inspection has been done yet. Customer states that her insurance company advised her that this will be Hondas responsibility. Customer advised that the only damage done to the vehicle is the front windshield was shattered. Customer is concerned to drive the vehicle because she can get a ticket for the windshield cracked but it is her only transportation. Customer feels that AHM should cover all repair costs as this was something she did not cause and could not prevent.

ACS advised customer that her case will be forwarded to a Case manager for review. ACS advised that she would be contacted within 1 to 2 business days.

ACS advised that there is no guarantee that assistance can be provided however the RCM will discuss those details upon review. ACS advised customer to continue working with her insurance company with the claim process.

\*\*\* CASE MODIFY 12/1/2010 2:26:06 PM, mterzoli

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/1/2010 2:26:22 PM, mterzoli

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/1/2010 2:26:30 PM, mterzoli

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 12/1/2010 2:26:30 PM, mterzoli

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 12/1/2010 2:26:36 PM, mterzoli

from WIP default to Queue Honda Team F.

\*\*\* CASE YANKED 12/1/2010 2:28:09 PM, rrobbins

Yanked by rrobbins into WIPbin Default.

\*\*\* SUBCASE N012010-12-0101287-1 CREATE 12/2/2010 8:53:40 AM, rrobbins

Created in WIP Default with Due Date 12/2/2010 8:53:40 AM.

\*\*\* CASE MODIFY 12/2/2010 8:54:05 AM, rrobbins

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 12/2/2010 8:54:26 AM, rrobbins

into WIP Default and Status of Solving.

\*\*\* CASE MODIFY 12/2/2010 10:03:12 AM, rrobbins

Case History

Case ID : N012010-12-0101287

Case Title : 8F - [REDACTED] - AIRBAG DEPLOYED NO IMPACT

into WIP Default and Status of Solving.

\*\*\* NOTES 12/2/2010 11:06:24 AM, robbins, Action Type : Call to Customer

Per RM, I called customer to advise that I'd like to try to arrange for our DPSM to inspect the vehicle at a Honda dealership

Customer states that would be great, and is pleased that we want to see the car.

I advised that I am not certain what responsibility we would take at this timeframe, but we would appreciate the opportunity to look at the car.

Customer is pleased.

Customer advised that she purchased the vehicle used 4-5 months ago, and doesn't know if maybe this was something that was due to the previous owner or something already wrong with the car. The car is currently at her house.

Customer advised that she would be able to have the vehicle taken to either Community Honda 207001 or Planet Honda 208281 for inspection.

I advised I will look into this further and contact her back by Monday 12/6/10

Customer thanked me.

\*\*\* CASE MODIFY 12/2/2010 11:11:03 AM, robbins

into WIP Default and Status of Solving.

\*\*\* NOTES 12/2/2010 11:14:53 AM, robbins, Action Type : Field Service

I notified DPSM of this case and asked if/when she'd be able to meet the customer and inspect the vehicle at either of the customer's selected dealers.

\*\*\* COMMIT 12/2/2010 11:15:03 AM, robbins, Action Type : N/A

Made to [REDACTED] due 12/05/2010 11:15:27 AM.

DPSM 8F inspection update

\*\*\* NOTES 12/2/2010 11:15:29 AM, robbins, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer contacted AHM regarding an airbag deployment.

We may arrange an inspection with the DPSM at your dealership.

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

Thank you for your attention to this matter.

Ron Robbins

Automobile Customer Service

\*\*\* CASE MODIFY COMMITMENT 12/2/2010 11:15:56 AM, robbins

with [REDACTED] due 12/06/2010 11:15:27 AM.

\*\*\* CASE MODIFY 12/2/2010 11:16:03 AM, robbins

into WIP Default and Status of Solving.

\*\*\* NOTES 12/2/2010 11:36:56 AM, robbins, Action Type : Field Service

Case History

Case ID : N012010-12-0101287

Case Title : 8F - [REDACTED] - AIRBAG DEPLOYED NO IMPACT

DPSM advised that she is at Community Honda right now and welcomed the customer to come in today if she can make it by 2:30 CST. She also reviewed this vehicle's history with the dealer -- the previous owner was in multiple accidents.

She will inspect the car and speak with the customer

I advised I will confirm if the customer can bring the car in today within the hour.

\*\*\* NOTES 12/2/2010 11:37:45 AM, robbins, Action Type : Call to Customer

Customer advised that she actually can bring the car there today within the hour and will do so.

I advised that she can pull the car into the service drive and ask for Tia, the DPSM  
Customer thanked me.

\*\*\* NOTES 12/2/2010 11:38:21 AM, robbins, Action Type : Field Service

I advised DPSM that the customer will be there within the hour and will be asking for her  
DPSM ok

\*\*\* CASE MODIFY COMMITMENT 12/2/2010 11:39:13 AM, robbins

with [REDACTED] due 12/03/2010 11:15:27 AM.

\*\*\* CASE MODIFY 12/2/2010 11:39:22 AM, robbins

into WIP Dist 8F and Status of Solving.

\*\*\* NOTES 12/3/2010 12:00:34 PM, robbins, Action Type : Field Service

DPSM provided CARFAX report to customer and advised her that her vehicle has been in multiple accidents and is not covered by warranty. The dealer offered to give her a discount on the diagnosis to find out which sensor failed, and she could give that info to her insurance company to pay for it.

DPSM advised that I can close the case.

\*\*\* NOTES 12/3/2010 12:09:29 PM, robbins, Action Type : Call to Customer

I followed up with customer

Customer feels that if all accident related repairs were performed by Community Honda, this issue should be their fault. Customer also advised that she sees the last reference to an accident was in 2008.

I advised customer that it would not necessarily be the dealers fault, as any repairs they perform have a warranty of 12 mos or 12K miles, whichever occurs first.

I encouraged customer to speak further with her insurance company and welcomed a call back with any additional questions.

\*\*\* CASE FULFILL 12/3/2010 12:09:53 PM, robbins

Fulfilled for [REDACTED] due 12/03/2010 11:15:27 AM.

\*\*\* COMMIT 12/3/2010 12:10:21 PM, robbins, Action Type : N/A

Close per DPSM

\*\*\* CASE MODIFY 12/3/2010 12:10:42 PM, robbins

into WIP Dist 8F and Status of Solving.

\*\*\* NOTES 12/3/2010 12:16:08 PM, robbins, Action Type : Note-General

RM advised that case can be closed

\*\*\* SUBCASE N012010-12-0101287-1 CLOSE 12/3/2010 12:16:25 PM, robbins

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012010-12-0101287

Case Title : 8F - [REDACTED] - AIRBAG DEPLOYED NO IMPACT

\*\*\* CASE CLOSE 12/3/2010 12:16:29 PM, rrobbins

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

**Case Details**

Case ID : N012004-06-1000720      Division : Honda - Auto      Condition : Closed      Open Date : 6/10/2004 11:15:06 AM  
 Case Originator : Nikki Stephens (Team AB)      Sub Division : Customer Relations      Status : Closed      Close Date : 6/15/2004 1:10:47 PM  
 Case Owner : Sean Danley (Team HB)      Method : Phone      Queue :      Days Open : 5  
 Last Closed By : Sean Danley (Team HB)      Point of Origin : Customer      Wipbin :  
 Case Title : [REDACTED] AIRBAGS DEPLOYED/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 : KEY BISCAWAYNE, FL [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGCM82683A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM8263JNW / A  
 Miles / Hours : 30,000  
 In Service Date : 11/04/2002  
 Months In Use : 19  
 Engine Number : J30A41021526  
 Originating Dealer No. / Name : 207367 / BRAMAN HONDA  
 Selling Dealer No. / Name : 207367 / BRAMAN HONDA  
 Trim : EX-V6  
 No. Of Doors : 2  
 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
N012004-06-1000720-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012004-06-1000720-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Nikki Stephens	Type 1 : Product	Status : Subcase Close	Open Date : 6/10/2004 11:19:40 AM
Issue Owner : Nikki Stephens	Type 2 : Operation	Queue :	Close Date : 6/10/2004 11:20:33 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT COMPLAINT - OPERATION			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : DriverCurtainSRS7515  
 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 : N012004-06-1000720

Case Title : [REDACTED] AIRBAGS DEPLOYED/NO ACCIDENT

\*\*\* CASE CREATE 6/10/2004 11:15:06 AM, hstephen

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

\*\*\* NOTES 6/10/2004 11:15:07 AM, hstephen, Action Type :

Customer stated on Monday, 6/7 at 12:30 in the afternoon, while driving on I-75, the left side and side curtain airbags deployed. Customer stated he took the vehicle to Braman Honda for an inspection. Customer stated the dealership told him that the repair would not be covered under warranty and advised him to call his insurance company. Customer stated he spoke with a salesperson at the dealership and the salesperson advised him to call ACS to request assistance.

\*\*\* CASE MODIFY 6/10/2004 11:16:04 AM, hstephen

into WIP default and Status of Solving.

\*\*\* NOTES 6/10/2004 11:19:15 AM, hstephen, Action Type : Call from Customer

I assured customer that I have documented his concerns and advised him to contact his insurance. I informed customer that the insurance company should inspect the vehicle to determine if the vehicle malfunctioned. I informed customer that the insurance company will subrogate with our legal department, if the airbags deployed as the result of a malfunction. Customer understood and thanked me for assisting him.

\*\*\* SUBCASE N012004-06-1000720-1 CREATE 6/10/2004 11:19:40 AM, hstephen

Created in WIP Default with Due Date 6/10/2004 11:19:40 AM.

\*\*\* SUBCASE N012004-06-1000720-1 CLOSE 6/10/2004 11:20:33 AM, hstephen

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/10/2004 11:20:33 AM, hstephen

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

\*\*\* CASE REOPEN 6/15/2004 12:59:26 PM, sdanley

with Condition of Open and Status of Solving.

\*\*\* NOTES 6/15/2004 1:10:42 PM, sdanley, Action Type : Call from Customer

The customers insurance rep, Kenneth from Progressive Insurance called back to state that his customers vehicle did not strike anything so he does not understand why the customer is being sent to AHM. He said that it is a product liability. I asked if he had inspected the vehicle and he said that he has not inspected the vehicle. I asked how he can make a determination if he has not inspected the vehicle. He asked to speak with a supervisor.

Per EJ, I advised that AHM does not have investigators and advised that the insurance company does, as they have to physically inspect the car in order to determine an estimate of damages. He said that 99% of the time airbags do not deploy without some physical contact to the vehicle, be it an accident or mere road hazard. I informed the insurance rep that if the insurance company determines an abnormality in the SRS system, they should contact AHM's legal department. He was not satisfied and demanded to speak with the supervisor. I advised that the call does not warrant a supervisor and that he should inspect the vehicle before making final determinations. He said that the side airbag deployed which the customer was traveling on the highway at about 70-75MPH. He asked for my name and extension which I provided and he ended the call.

\*\*\* CASE CLOSE 6/15/2004 1:10:47 PM, sdanley

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

\*\*\* NOTES 6/15/2004 1:33:25 PM, Ttheard, Action Type : Call from Customer

Kenneth called from progressive insurance and stated that he was speaking to someone in the Legal department who was very rude. He asked if it is true that he has to pay the claim for the customer then bill AHM. I informed him that the proper procedure is to inspect the vehicle and if the insurance company feels that there is a defect he would subrogate with AHM. He asked for the address and I provided him with: 1919 Torrance Blvd., Torrance, CA 90501. He thanked me and I thanked him for calling.

**Case Details**

Case ID : N012005-06-0301220 Division : Honda - Auto Condition : Closed Open Date : 6/3/2005 2:39:49 PM  
 Case Originator : Jamahl Brown (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 6/6/2005 4:06:11 PM  
 Case Owner : Ron Robbins (Team SM) Method : Phone Queue : Days Open : 3  
 Last Closed By : Ron Robbins (Team SM) Point of Origin : Customer Wipbin :  
 Case Title : 02J [REDACTED] - URGENT-AIRBAG REPAIR REQUEST 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 : LARAMIE, WY [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / IHGCM71643A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM7163JW / A  
 Miles / Hours : 30,000  
 In Service Date : 01/29/2003  
 Months In Use : 29  
 Engine Number : K24A41059038  
 Originating Dealer No. / Name : 207651 / FRONTIER HONDA LTD.  
 Selling Dealer No. / Name : 206960 / MARKLEY HONDA  
 Trim : EX  
 No. Of Doors : 2  
 Transmission Code : 5MT  
 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 : 206840 / TYRRELL-DOYLE HONDA  
 Phone No. : 307-634-1924  
 Address : 1919 WESTLAND ROAD  
 City / State / Zip : CHEYENNE, WY 82001  
 Svc District / Sls District : 02F / F02  
 Warranty Labor Rate / Date : \$96.00 /  
 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
N012005-06-0301220-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation - "Safety"	752	SRS

Issue Details

Issue ID : N012005-06-0301220-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 6/6/2005 4:04:38 PM
Issue Owner : Ron Robbins	Type 2 : Operation - "Safety"	Queue :	Close Date : 6/6/2005 4:06:09 PM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> - 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

Case History

Case ID : N012005-06-0301220

Case Title : 02J- [REDACTED] - URGENT-AIRBAG REPAIR REQUEST

\*\*\* CASE CREATE 6/3/2005 2:39:49 PM, jbrown

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

\*\*\* NOTES 6/3/2005 2:39:49 PM, jbrown, Action Type :

\*\*\* CASE MODIFY 6/3/2005 2:44:21 PM, jbrown

into WIP default and Status of Solving.

\*\*\* NOTES 6/3/2005 2:45:43 PM, jbrown, Action Type : Call from Customer

dealer: 206840

service advisor: Gary Jensen

The customer contacted AHM stating that the airbag deployed last week after what sounded like a rock flipping up and hitting the vehicle while his son was driving on a dirt road. The customer is requesting that AHM repair the vehicle. I advised the customer that I would forward his case to a case manager for review. I explained to the customer that there is no guarantee that AHM will cover the cost of the repair and that all decisions are made on a case-by-case basis. The customer understood and required no further assistance. The customer thanked me for my help and the call ended.

The customer stated that the dealership has not advised what caused the airbag to deploy.

the vehicle is at the dealership now

\*\*\* CASE MODIFY 6/3/2005 2:45:48 PM, jbrown

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/3/2005 2:45:51 PM, jbrown

WARRANTY CHECK 06/03/2005 02:45:51 PM jbrown

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 6/3/2005 2:45:58 PM, jbrown

CLAIM CHECK 06/03/2005 02:45:58 PM jbrown

The following Claim History information was found

0; 2005-04-01; 207799; 093337; 510; 212101 ; GEAR SHIFT LEVER - REPLACE. S/B# 02-039

\*\*\* CASE CAMPAIGN LOOKUP 6/3/2005 2:46:01 PM, jbrown

CAMPAIGN CHECK 06/03/2005 02:46:01 PM jbrown

The following Campaign information was found

03-041; L98; 03 L4 ACCORD MULTIPLEX; 2003-11-17; FX

03-040; P00; 03 L4 ACCORD CANISTER DRAIN; 2003-11-17; FX

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2003-1

\*\*\* CASE VSC LOOKUP 6/3/2005 2:46:02 PM, jbrown

VSC-CUC CHECK 06/03/2005 02:46:02 PM jbrown

No data found for VIN.

\*\*\* CASE MODIFY 6/3/2005 2:46:09 PM, jbrown

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 6/3/2005 2:46:18 PM, jbrown

from WIP default to Queue Honda Team G.

Case History

Case ID : N012005-06-0301220

Case Title : 02J- [REDACTED] URGENT-AIRBAG REPAIR REQUEST

\*\*\* CASE ASSIGN 6/3/2005 3:23:53 PM, mvarre

N012005-06-0301220 to rrobbins, WIP □!Jë@

\*\*\* CASE RULE ACTION 6/3/2005 3:23:55 PM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* SUBCASE N012005-06-0301220-1 CREATE 6/6/2005 4:04:38 PM, rrobbins

Created in WIP Default with Due Date 6/6/2005 4:04:38 PM.

\*\*\* NOTES 6/6/2005 4:04:52 PM, rrobbins, Action Type : Note-General

Reviewed case with Sup

\*\*\* NOTES 6/6/2005 4:05:53 PM, rrobbins, Action Type : Call to Customer

Advised customer that we would need to refer him to his insurance company and allow them to make the determination as to whether or not there was cause for the deployment of the airbags. I adv that if they believe that AHM is responsible, they will subrogate.

Customer thanked me for the information and said goodbye.

\*\*\* SUBCASE N012005-06-0301220-1 CLOSE 6/6/2005 4:06:09 PM, rrobbins

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/6/2005 4:06:11 PM, rrobbins

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

Spool Report

Run Date : 09/07/2012

Case Details

Case ID : N012011-07-2900467 Division : Honda - Auto Condition : Closed Open Date : 7/29/2011 9:13:19 AM  
 Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/17/2011 4:59:32 PM  
 Case Owner : Todd Yamatsuka (Team HC) Method : Phone Queue : Days Open : 19  
 Last Closed By : Todd Yamatsuka (Team HC) Point of Origin : Customer Wipbin :  
 Case Title : 03H [REDACTED] - AIRBAG UNINTENDED 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 : MONROE, LA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGCM726X3A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM7263JW / A  
 Miles / Hours : 131,560  
 In Service Date : 02/17/2003  
 Months In Use : 101  
 Engine Number : K24A41059820  
 Originating Dealer No. / Name : 208172 / MCDAVID HONDA  
 Selling Dealer No. / Name : 208172 / MCDAVID HONDA  
 Trim : EX  
 No. Of Doors : 2  
 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 : 208568 / RYAN HONDA  
 Phone No. : 318-998-4510  
 Address : 2001 STUBBS AVENUE  
 City / State / Zip : MONROE, LA 71201  
 Svc District / Sls District : 03J / D03  
 Warranty Labor Rate / Date : \$80.00 /  
 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
N012011-07-2900467-1 / [REDACTED]	Subcase Close	Product	Operation	751	Side Airbag
N012011-07-2900467-2 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	751	Side Airbag

**Issue Details**

Issue ID : N012011-07-2900467-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisa Youngblood	Type 1 : Product	Status : Subcase Close	Open Date : 7/29/2011 9:17:08 AM
Issue Owner : Marlisa Youngblood	Type 2 : Operation	Queue :	Close Date : 7/29/2011 1:38:44 PM
Issue Title : ██████████ - 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 Dealer, 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 : N012011-07-2900467-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Smith	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2011 9:01:39 AM
Issue Owner : Jessica Smith	Type 2 : Operation - "Safety"	Queue :	Close Date : 8/5/2011 11:12:35 AM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc : Side-Deployed 7511  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern, Sent Letter  
 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 : N012011-07-2900467

Case Title : 03H (RYAN) [REDACTED] - AIRBAG UNINTENDED DEPLOY

\*\*\* CASE CREATE 7/29/2011 9:13:19 AM, myoungbl

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

\*\*\* SUBCASE N012011-07-2900467-1 CREATE 7/29/2011 9:17:08 AM, myoungbl

Created in WIP Default with Due Date 7/29/2011 9:17:08 AM.

\*\*\* CASE MODIFY 7/29/2011 9:17:37 AM, myoungbl

into WIP default and Status of Solving.

\*\*\* NOTES 7/29/2011 9:22:03 AM, myoungbl, Action Type : Note-General

Case coded by mistake.

\*\*\* NOTES 7/29/2011 9:22:49 AM, myoungbl, Action Type : Call from Customer

Verified Customer's Info.

Best Contact # [REDACTED]

Probing questions: Customer states that the passenger side seat airbag deployed after her daughter went over a railroad track about 1 mile earlier. Customer states that she would like to know if there is a recall on the airbags. Customer states that her daughters car is currently at RYAN HONDA.

ACS informed customer that her concerns are documented. ACS informed customer that in interest of customer satisfaction her case will be dispatched to a RCM for assistance. ACS explained to the customer that each case is reviewed on a case by case basis; therefore, no guarantees can be made. ACS informed customer that a RCM will contact her within 1-2 business days.

Customer needed no further assistance.

\*\*\* CASE MODIFY 7/29/2011 9:23:29 AM, myoungbl

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/29/2011 9:23:38 AM, myoungbl

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/29/2011 9:56:30 AM, myoungbl

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 7/29/2011 9:56:47 AM, myoungbl

from WIP default to Queue Honda Team C.

\*\*\* CASE ACCEPT 7/29/2011 10:16:53 AM, jsmith02

from Queue Honda Team C to WIP default.

\*\*\* CASE MODIFY 7/29/2011 10:36:27 AM, jsmith02

into WIP default and Status of Solving.

\*\*\* SUBCASE N012011-07-2900467-1 CLOSE 7/29/2011 1:38:44 PM, myoungbl

Status = Solving, Resolution Code = Instruction Given

\*\*\* COMMIT 8/1/2011 8:59:50 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 08/01/2011 05:00:00 PM.

03H (Ryan)- Call cust for 24hr call- Airbag deployed/No accident 8/1

Case History

Case ID : N012011-07-2900467

Case Title : 03H (RYAN) [REDACTED] - AIRBAG UNINTENDED DEPLOY

\*\*\* COMMIT 8/1/2011 9:00:15 AM, jsmith02, Action Type :

Made to [REDACTED] due 08/01/2011 05:00:18 PM.

DCS Follow-Up

\*\*\* NOTES 8/1/2011 9:00:59 AM, jsmith02, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/4/2011 9

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

The customer is calling regarding a concern where the airbag deployed while going over railroad tracks.

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:

I will contact you for more info.

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.

Jessica Smith

Automobile Customer Service

\*\*\* CASE MODIFY 8/1/2011 9:01:02 AM, jsmith02

into WIP default and Status of Solving.

\*\*\* SUBCASE N012011-07-2900467-2 CREATE 8/1/2011 9:01:39 AM, jsmith02

Created in WIP Default with Due Date 8/1/2011 9:01:39 AM.

\*\*\* CASE MODIFY 8/1/2011 9:01:40 AM, jsmith02

into WIP default and Status of Solving.

\*\*\* NOTES 8/1/2011 11:30:40 AM, jsmith02, Action Type : Call to Dealer

I left a VM for SM-Joey.

\*\*\* CASE MODIFY 8/1/2011 11:31:51 AM, jsmith02

into WIP 24 Hr Contact and Status of Solving.

\*\*\* CASE FULFILL 8/1/2011 11:31:55 AM, jsmith02

Fulfilled for [REDACTED] due 08/01/2011 05:00:18 PM.

\*\*\* COMMIT 8/1/2011 11:31:57 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 08/02/2011 05:00:00 PM.

03H (Ryan)- Dlr call back regard Airbag deployment 8/2

\*\*\* NOTES 8/1/2011 11:50:36 AM, jsmith02, Action Type : Call to Dealer

I spoke with SM-Joey.

Date: 7/28/11

Mileage: 131,560

RO#: 50177

Case History

Case ID : N012011-07-2900467

Case Title : 03H (RYAN) [REDACTED] - AIRBAG UNINTENDED DEPLOY

Notes: The airbag in the passenger's seat deployed. There was no physical damage anywhere. The right side impact sensor activated. The DPSM wasn't contacted and no photos were taken. The customer just wanted an estimate and didn't request anything further.

## CP Quote:

Parts: \$947.52

Labor: \$450

Total: \$1397.52

\*\*\* CASE FULFILL 8/1/2011 11:51:16 AM, jsmith02

Fulfilled for [REDACTED] due 08/02/2011 05:00:00 PM.

\*\*\* CASE MODIFY 8/1/2011 11:52:41 AM, jsmith02

into WIP 24 Hr Contact and Status of Solving.

\*\*\* NOTES 8/1/2011 12:07:03 PM, jsmith02, Action Type : Field Service

The DPSM advised he will be at Ryan Honda Wednesday 8/3 around mid-morning. He is on a tight schedule so he will have to leave around lunch time.

\*\*\* NOTES 8/1/2011 3:13:16 PM, jsmith02, Action Type : Call to Customer

I called the customer at [REDACTED] and left a VM.

I introduced myself as a CM with AHM. I provided my contact info/business hrs and requested a call back. I explained that given the time constraints I'll leave some info on her VM. Our field rep will be at Ryan Hondas on Wednesday 8/3 and can inspect her vehicle if she's able to drop it off that morning.

I asked her to contact me back to advise if that's something she's interested in doing.

\*\*\* CASE FULFILL 8/1/2011 3:13:20 PM, jsmith02

Fulfilled for [REDACTED] due 08/01/2011 05:00:00 PM.

\*\*\* COMMIT 8/1/2011 3:13:21 PM, jsmith02, Action Type : N/A

Made to [REDACTED] due 08/03/2011 05:00:00 PM.

03H (Ryan)- Cust call back regard airbag deployment 8/3

\*\*\* NOTES 8/5/2011 11:11:50 AM, jsmith02, Action Type : Call to Customer

I called the customer at [REDACTED] and left a VM.

I provided my contact info/business hrs and requested a call back.

\*\*\* NOTES 8/5/2011 11:12:22 AM, jsmith02, Action Type : Note-General

Sending a 10 day letter.

If the customer calls back, please forward to the correct district. Ryan Honda was initially 3H but has since changed to 3J.

\*\*\* CASE MODIFY 8/5/2011 11:12:32 AM, jsmith02

into WIP 03H-Eric Pizeck and Status of Solving.

\*\*\* SUBCASE N012011-07-2900467-2 CLOSE 8/5/2011 11:12:35 AM, jsmith02

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 8/5/2011 11:12:35 AM, jsmith02

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

\*\*\* CASE REOPEN 8/9/2011 12:04:56 PM, mterzoli

with Condition of Open and Status of Solving.

Case History

Case ID : N012011-07-2900467

Case Title : 03H (RYAN [REDACTED]) - AIRBAG UNINTENDED DEPLOY

\*\*\* NOTES 8/9/2011 12:35:09 PM, mterzoli, Action Type : Call from Customer

SM Joey from ryans Honda called in to advise that he has pictures taken of the vehicle just for the records. Customer advised that the customer has been coming into the DLR and he would like to know what to do with her situation at this point. SM has followed all necessary steps to document the issue but there has been no decision given by AHM so he does not know what to advise the customer.

ACS advised that the customer has not returned any calls to the RCM. ACS advised that if she does come into the DLR again to please advise her to call her RCM.

\*\*\* NOTES 8/9/2011 12:43:35 PM, jgudino, Action Type : Call from Customer

Verified customer information.

Best contact number is [REDACTED]

The customer stated that she would like to speak with her CM.

ACS informed the customer that her CM is not in the office this week. ACS informed the customer that her CM attempted to contact her many times and was not able to get a hold of her. ACS informed the customer that her case is having to be re dispatched. ACS informed the customer that a CM will contact her in 1-2 business days.

The customer stated that if this issue is not resolved soon she will contact her attorney. The customer had no further concerns.

\*\*\* CASE DISPATCH 8/9/2011 12:53:41 PM, mterzoli  
from WIP default to Queue Honda Team C.\*\*\* CASE ASSIGN 8/9/2011 12:54:55 PM, lvaughn  
N012011-07-2900467 to tyamatsu, WIP D\*\*\* CASE RULE ACTION 8/9/2011 12:54:55 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* COMMIT 8/9/2011 3:58:33 PM, tyamatsu, Action Type : N/A

Ryans Honda- review case for appropriate case handling

\*\*\* NOTES 8/10/2011 11:30:25 AM, tyamatsu, Action Type : Field Service

I reviewed case with Bill Kirk (DPSM). Bill stated he will be the DPSM of district 3J. Bill did not have any knowledge of Ms. Simmons case and recommended I contact Eric Pizzeck (DPSM) to see if he has been involved. Bill stated that if Eric has not been involved, he will review matter with Ryan Honda.

\*\*\* NOTES 8/10/2011 11:44:13 AM, tyamatsu, Action Type : Field Service

I reviewed case with Eric Pizzeck (DPSM). He was aware of Ms. Simmons 'airbag deployment' concern. He had scheduled an appt to inspect the vehicle but the customer failed to show up. Eric was aware of Ryan Honda's inspection of the vehicle. Eric stated they were unable to retrieve any Diagnostic Trouble Codes and they have pictures on file. Eric stated he advised Ryan Honda to prepare to address matter with customers insurance company.

\*\*\* NOTES 8/10/2011 11:50:54 AM, tyamatsu, Action Type : Call to Dealer

I left a voice message for Joey @ Ryan Honda providing an update on the case. I left my contact information for Joey to call me if needed.

\*\*\* NOTES 8/10/2011 11:59:11 AM, tyamatsu, Action Type : Call to Customer

I called [REDACTED] to discuss case. She wanted to know what she should do to have her daughters vehicle repaired. I recommended she enlist the assistance of her insurance company. [REDACTED] understood and thanked me for the reply.

Case History

Case ID : N012011-07-2900467

Case Title : 03H (RYAN) [REDACTED] - AIRBAG UNINTENDED DEPLOY

\*\*\* CASE FULFILL 8/10/2011 11:59:22 AM, tyamatsu

Fulfilled for [REDACTED] due 08/10/2011 12:00:00 PM.

\*\*\* COMMIT 8/10/2011 11:59:25 AM, tyamatsu, Action Type : N/A

Ryan Honda- ok to close if no further contact from customer.

\*\*\* CASE MODIFY 8/10/2011 12:00:10 PM, tyamatsu

into WIP other districts and Status of Solving.

\*\*\* CASE CLOSE 8/17/2011 4:59:32 PM, tyamatsu

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

**Case Details**

Case ID : N012006-11-1700584	Division : Honda - Auto	Condition : Closed	Open Date : 11/17/2006 9:55:51 AM
Case Originator : Tekeisha Nelson (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/30/2006 11:46:02
Case Owner : Brian Derbyshire (Team HD)	Method : Phone	Queue :	Days Open : 13
Last Closed By : Brian Derbyshire (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] AIR BAGS DEPLOYED W/O 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 :	VILLA PARK, CA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

**Product Info :**

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / IHGCM82753A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM8273JNW / A
Miles / Hours :	65,000
In Service Date :	08/11/2003
Months In Use :	39
Engine Number :	J30A41078131
Originating Dealer No. / Name :	207325 / DCH GARDENA HONDA
Selling Dealer No. / Name :	208253 / RIVERSIDE HONDA
Trim :	EX-V6NV
No. Of Doors :	2
Transmission Code :	5AT
Exterior Color :	GN
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

**Current Dealer Info :**

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

**3rd Party Info :**

Party 1 : Not Applicable	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
N012006-11-1700584-1 / [REDACTED]	- PRODUC Subcase Close	Product	Operation - "Safety"	751	Side Airbag
N012006-11-1700584-2 / [REDACTED]	- PRODUC Subcase Close	Product	Operation - "Safety"	751	Side Airbag
N012006-11-1700584-3 / [REDACTED]	- PRODUC Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012006-11-1700584-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tekeisha Nelson	Type 1 : Product	Status : Subcase Close	Open Date : 11/17/2006 10:36:09
Issue Owner : Tekeisha Nelson	Type 2 : Operation - "Safety"	Queue :	Close Date : 11/17/2006 10:42:04
Issue Title : ██████████ PRODUCT - OPERATION - "SAFETY"			

**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 : NA - Please Specify  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012006-11-1700584-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tekeisha Nelson	Type 1 : Product	Status : Subcase Close	Open Date : 11/17/2006 10:36:58
Issue Owner : Tekeisha Nelson	Type 2 : Operation - "Safety"	Queue :	Close Date : 11/17/2006 10:41:50
Issue Title : ██████████ PRODUCT - OPERATION - "SAFETY"			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
 Condition Code Desc DriverCurtainSRS7515  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern  
 Component Category : NA - Please Specify  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012006-11-1700584-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 11/22/2006 12:32:36
Issue Owner : Brian Derbyshire	Type 2 : Operation	Queue :	Close Date : 11/30/2006 11:45:58
Issue Title : [REDACTED] - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 751 / Side Airbag  
Condition Code Desc Side-No Deploy 7512  
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 : N012006-11-1700584

Case Title : [REDACTED] AIR BAGS DEPLOYED W/O ACCIDENT

\*\*\* CASE CREATE 11/17/2006 9:55:51 AM, tnelson

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 11/17/2006 9:56:12 AM, tnelson

WARRANTY CHECK 11/17/2006 09:56:12 AM tnelson

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 11/17/2006 9:56:29 AM, tnelson

CLAIM CHECK 11/17/2006 09:56:29 AM tnelson

The following Claim History information was found

0; 2006-08-31; 208263; 768831; 510; 222110 ; SAFETY RECALL: ACCORD V6 AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION - VEHICLES WITH MORE THAN 15,000 MILE

\*\*\* CASE CAMPAIGN LOOKUP 11/17/2006 9:56:32 AM, tnelson

CAMPAIGN CHECK 11/17/2006 09:56:32 AM tnelson

The following Campaign information was found

04-037; P38; 03-04 ACCORD AUTO TRANS RECALL; 2006-09-01; FX

\*\*\* NOTES 11/17/2006 10:33:29 AM, tnelson, Action Type : Call from Customer

Customer advised air bags driver side and driver side curtain (air bags from ceiling s and seat) deployed and seat belt in locked without accident on 11/15/06 around 2 pm while customer was merging on north bound on 55 freeway. Sun visor mirror is shattered and visor is dangling down. Customer advised sustained physical damage to eyes from the dust and damage to right hand from sun visor swinging, customer advised probably will not need medical attention.

Customer advised vehicle is currently at residence, customer has not driven vehicle since incident. Customer advised vehicle may be driven but customer does not want to take any chances. Provided customer with case number and supervisor name and advised should receive return call within 1-2 business days. Customer would like expedited service since he is with out vehicle.

\*\*\* NOTES 11/17/2006 10:34:15 AM, tnelson, Action Type : Contention

Air bags Deployed without accident

\*\*\* SUBCASE N012006-11-1700584-1 CREATE 11/17/2006 10:36:09 AM, tnelson

Created in WIP Default with Due Date 11/17/2006 10:36:09 AM.

\*\*\* SUBCASE N012006-11-1700584-2 CREATE 11/17/2006 10:36:58 AM, tnelson

Created in WIP Default with Due Date 11/17/2006 10:36:58 AM.

\*\*\* SUBCASE N012006-11-1700584-2 CLOSE 11/17/2006 10:41:50 AM, tnelson

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N012006-11-1700584-1 CLOSE 11/17/2006 10:42:04 AM, tnelson

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 11/17/2006 10:42:08 AM, tnelson

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 11/17/2006 10:42:18 AM, tnelson

N012006-11-1700584 to dpippin, WIP -17 07:31:38

\*\*\* CASE RULE ACTION 11/17/2006 10:42:19 AM, sa

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N012006-11-1700584

Case Title : [REDACTED] AIR BAGS DEPLOYED W/O ACCIDENT

\*\*\* CASE MODIFY 11/17/2006 10:44:31 AM, tnelson  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/17/2006 10:44:40 AM, tnelson  
into WIP default and Status of Solving.

\*\*\* CASE CLOSE 11/17/2006 10:44:46 AM, tnelson  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 11/22/2006 11:51:29 AM, ks Schroed  
with Condition of Open and Status of Solving.

\*\*\* NOTES 11/22/2006 11:58:03 AM, ks Schroed, Action Type : Call from Customer  
Customer called to find the status of his case. I advised customer that the case was closed, and that in the situation of airbags deploying, the customer would notify the insurance company, and the insurance company would do an investigation and if AHM is found to be at fault, the insurance company and AHM would resolve the issue on the side. Customer wanted to speak with a supervisor. I advised customer that I would forward the case to a supervisor, and someone would call her back. Customer agreed. I thanked customer for calling and ended call.

\*\*\* CASE CLOSE 11/22/2006 11:59:40 AM, ks Schroed  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 11/22/2006 12:27:16 PM, ks Schroed  
with Condition of Open and Status of Solving.

\*\*\* NOTES 11/22/2006 12:28:17 PM, ks Schroed, Action Type : Note-General  
Dispatched case to have case manager follow-up and make sure the customer calls his insurance company.

\*\*\* SUBCASE N012006-11-1700584-3 CREATE 11/22/2006 12:32:36 PM, ks Schroed  
Created in WIP Default with Due Date 11/22/2006 12:32:36 PM.

\*\*\* SUBCASE N012006-11-1700584-3 ASSIGN 11/22/2006 12:33:09 PM, ks Schroed  
N012006-11-1700584-3 to bderbysh, WIP

\*\*\* SUBCASE N012006-11-1700584-3 RULE ACTION 11/22/2006 12:33:10 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 11/22/2006 12:33:19 PM, ks Schroed  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 11/22/2006 12:33:26 PM, ks Schroed  
N012006-11-1700584 to bderbysh, WIP

\*\*\* CASE RULE ACTION 11/22/2006 12:33:27 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* CASE ASSIGN 11/22/2006 1:42:01 PM, bderbysh  
N012006-11-1700584 to ks Schroed, WIP Applicable

\*\*\* CASE RULE ACTION 11/22/2006 1:42:03 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 11/22/2006 1:54:51 PM, ks Schroed, Action Type : Call to Customer  
Contacted customer regarding the airbags deploying. I apologized for no one getting back to him regarding his issue, and explained that he needed to contact his

Case History

Case ID : N012006-11-1700584

Case Title : [REDACTED] AIR BAGS DEPLOYED W/O ACCIDENT

insurance company, and the insurance company would do an investigation. I advised customer that if he wished, he could take his vehicle to the dealer but he would have to pay for an inspection. Customer stated that he does not want his insurance rates to go up based on something he did not do. I advised customer he would still need to check with his insurance company to make sure his rates are going up. I advised him that AHM does not investigate accidents or any type of concerns of vehicle. I again advised customer that he could take vehicle to the dealer for an inspection if he wanted to pay for the inspection. Customer had no further concerns. I thanked customer for calling and ended call.

\*\*\* CASE MODIFY 11/22/2006 1:55:04 PM, kschoed  
into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 11/22/2006 1:55:18 PM, kschoed  
N012006-11-1700584 to bderbysh, WIP Ò

\*\*\* CASE RULE ACTION 11/22/2006 1:55:19 PM, sa  
Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 11/30/2006 11:44:35 AM, bderbysh, Action Type : Note-General  
Reviewed case for coding and content. This case can be closed.

\*\*\* CASE MODIFY 11/30/2006 11:44:38 AM, bderbysh  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012006-11-1700584-3 CLOSE 11/30/2006 11:45:58 AM, bderbysh  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/30/2006 11:46:02 AM, bderbysh  
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012006-12-1400648      Division : Honda - Auto      Condition : Closed      Open Date : 12/14/2006 11:15:24  
 Case Originator : Andrew Ndungu (Team MA)      Sub Division : Customer Relations      Status : Closed      Close Date : 12/14/2006 4:46:23 PM  
 Case Owner : Ana Farias (Team CF)      Method : Phone      Queue :      Days Open : 0  
 Last Closed By : Ana Farias (Team CF)      Point of Origin : Customer      Wipbin :  
 Case Title : 07G [REDACTED] AIRBAGS DEPLOYED/ INJURIES      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 : BIRMINGHAM, AL [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 1HGCM72623A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM7263JW / A  
 Miles / Hours : 44,000  
 In Service Date : 09/06/2003  
 Months In Use : 39  
 Engine Number : K24A41134967  
 Originating Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOCK  
 Selling Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOCK  
 Trim : EX  
 No. Of Doors : 2  
 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 : 208215 / PENSACOLA HONDA  
 Phone No. : 850-479-9091  
 Address : 5600 PENSACOLA BLVD.  
 City / State / Zip : PENSACOLA, FL 32505  
 Svc District / Sls District : 07D / G07  
 Warranty Labor Rate / Date : \$90.00 /  
 Agent Name :      Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-12-1400648-1 / [REDACTED] - PR	Subcase Close	Product	Accident/Injury	752	SRS

Issue Details

Issue ID : N012006-12-1400648-1	Disposition: Suggestion	Condition : Closed	Wipbin :
Issue Originator : Ana Farias	Type 1 : Product	Status : Subcase Close	Open Date : 12/14/2006 4:40:44 PM
Issue Owner : Ana Farias	Type 2 : Accident/Injury	Queue :	Close Date : 12/14/2006 4:46:23 PM
Issue Title : ██████████ - PRODUCT - ACCIDENT/INJURY			

**Coding Info :**

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

**Solution / Linked Resolution Info :**

Solution ID :  
 Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

**Deaths And Injuries Info :**

Deaths Or Injuries Reported Flag On / By : 12/14/2006 / afarias  
 Method : Verbal only  
 Date Method Updated On / By : 12/14/2006 / afarias  
 Incident Location : AL  
 Incident Date : 12/11/2006  
 # 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 : N012006-12-1400648

Case Title : 07G [REDACTED] - AIRBAGS DEPLOYED/ INJURIES

\*\*\* CASE CREATE 12/14/2006 11:15:24 AM, andungu

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

\*\*\* NOTES 12/14/2006 11:35:48 AM, andungu, Action Type : Call from Customer

Customer called to request assistance with the airbags on his vehicle. He states they apparently went off for no reason as he was driving and that he had not hit anything.

The incident happened on Monday 11th December 2006 at around 10am on the I-10E just outside Pensacola, Florida. It was sunny and dry and no debris on the road with no car in sight according to him. He states that he was alone when the airbags went off suddenly and he had to pull off the road going around 70mph the speed limit. He states that the front airbags deployed only and that he was wearing a seat belt at the time. He states that there was no external damage to the vehicle only a cracked windshield from the airbag deploying. He states that the only injury was an arm burn where he was holding the steering wheel. He had his father, a doctor look at it and described it as a second degree burn. He stated that he called his insurance company who advised that he should contact us regarding this matter. His insurance agent is Joseph Standiser (205-664-3200) from Allstate Insurance but the customer did not have his policy number with him. He contacted the State highway department at the time who issued him a report but he does not have that information on him since he left it in his other vehicle. His vehicle is at Pensacola Honda and he is dealing with Service Manager Jerry Tyler regarding this issue. The service manager advised him that they could see nothing that would set the airbag off.

Customer main concern at this time is to have Honda repair the vehicle which includes his deployed airbag and cracked windshield as he is leasing the vehicle and would like to buy as he has invested a lot of money into the vehicle.

Customer stated that he would be out of town on Friday and would be back on the 30th of December. I advised him that would document his case and forward to a Case manager who would review it. I provided him with the case number. Customer understood the information and ended the call after declining further

\*\*\* CASE CAMPAIGN LOOKUP 12/14/2006 11:36:01 AM, andungu

CAMPAIGN CHECK 12/14/2006 11:36:00 AM andungu

The following Campaign information was found

03-043; P01; 03 L4 ACCORD ENGINE VENT PIPE; 2004-03-15; FX

\*\*\* CASE VSC LOOKUP 12/14/2006 11:36:02 AM, andungu

VSC-CUC CHECK 12/14/2006 11:36:02 AM andungu

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 12/14/2006 11:36:12 AM, andungu

CLAIM CHECK 12/14/2006 11:36:12 AM andungu

The following Claim History information was found

0; 2006-02-27; 208330; 026475; 510; 742130 ; WASHER NOZZLE (ANY) - REPLACE.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 12/14/2006 11:36:14 AM, andungu

WARRANTY CHECK 12/14/2006 11:36:14 AM andungu

No data found for VIN.

\*\*\* CASE MODIFY 12/14/2006 11:36:25 AM, andungu

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 12/14/2006 11:36:41 AM, andungu

N012006-12-1400648 to afarias, WIP  úÚ`

\*\*\* CASE RULE ACTION 12/14/2006 11:36:42 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 12/14/2006 3:46:51 PM, afarias, Action Type : Note-General

Case History

Case ID : N012006-12-1400648

Case Title : 07G [REDACTED] AIRBAGS DEPLOYED/ INJURIES

I attempted to contact the customer to advise him that his insurance company would need to investigate the incident. I was unable to reach the customer. I left the customer a message indicating that he would need to follow up with his insurance company. I explained that at this time the insurance company would need to investigate the matter and they will follow the necessary procedures if they believe this to be a defect.

Copy of the case will be sent to HNA Legal.

\*\*\* CASE MODIFY 12/14/2006 3:47:38 PM, afarias  
into WIP Default and Status of Solving.

\*\*\* SUBCASE N012006-12-1400648-1 CREATE 12/14/2006 4:40:44 PM, afarias  
Created in WIP Default with Due Date 12/14/2006 4:40:44 PM.

\*\*\* SUBCASE N012006-12-1400648-1 INJURIES/DEATH CHANGES 12/14/2006 4:41:56 PM, afarias  
Initial setting of Injuries/Death method to Verbal only

\*\*\* SUBCASE N012006-12-1400648-1 MODIFY 12/14/2006 4:42:42 PM, afarias  
into WIP Default and Status of Solving.

\*\*\* SUBCASE N012006-12-1400648-1 INJURIES/DEATH CHANGES 12/14/2006 4:42:43 PM, afarias  
Changed Injuries/Death Reported from No to Yes

\*\*\* NOTES 12/14/2006 4:43:42 PM, afarias, Action Type : Note-General  
Case reviewed. Copy of the case will be sent to HNA Legal.

\*\*\* CASE MODIFY 12/14/2006 4:46:17 PM, afarias  
into WIP Accident cases and Status of Solving.

\*\*\* SUBCASE N012006-12-1400648-1 CLOSE 12/14/2006 4:46:23 PM, afarias  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 12/14/2006 4:46:23 PM, afarias  
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012004-11-2900472      Division : Honda - Auto      Condition : Closed      Open Date : 11/29/2004 8:32:11 AM  
 Case Originator : Summer Wheaton (Team HF)      Sub Division : Customer Relations      Status : Closed      Close Date : 11/29/2004 8:58:05 AM  
 Case Owner : Summer Wheaton (Team HF)      Method : Phone      Queue :      Days Open : 0  
 Last Closed By : Summer Wheaton (Team HF)      Point of Origin : Customer      Wipbin :  
 Case Title : [REDACTED] PRODUCT COMPLAINT / AIR BAGS      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 : COSTA MESA, CA [REDACTED]  
 E Mail :  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / IHGCM82713A [REDACTED]  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM8273JNW / A  
 Miles / Hours : 25,000  
 In Service Date : 06/09/2003  
 Months In Use : 17  
 Engine Number : J30A41113845  
 Originating Dealer No. / Name : 207471 / HONDA CARS OF CORONA  
 Selling Dealer No. / Name : 208030 / NORM REEVES HONDA SPRSTR HUN  
 Trim : EX-V6NV  
 No. Of Doors : 2  
 Transmission Code : 5AT  
 Exterior Color : RE  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 208058 / POWER HONDA COSTA MESA  
 Phone No. : 714-436-5050  
 Address : 2888 HARBOR BLVD.  
 City / State / Zip : COSTA MESA, CA 92626  
 Svc District / Sls District : 01G / C01  
 Warranty Labor Rate / Date : \$102.00 /  
 Agent Name :      Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.
208030	NORM REEVES HONDA SPR		

**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
N012004-11-2900472-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012004-11-2900472-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Summer Wheaton	Type 1 : Product	Status : Subcase Close	Open Date : 11/29/2004 8:57:49 AM
Issue Owner : Summer Wheaton	Type 2 : Operation	Queue :	Close Date : 11/29/2004 8:58:03 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 : Referred to Dealer, 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 : N012004-11-2900472

Case Title : [REDACTED] PRODUCT COMPLAINT / AIR BAGS

\*\*\* CASE CREATE 11/29/2004 8:32:11 AM, swheaton

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

\*\*\* CASE MODIFY 11/29/2004 8:33:15 AM, swheaton

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/29/2004 8:34:46 AM, swheaton

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/29/2004 8:35:59 AM, swheaton

into WIP default and Status of Solving.

\*\*\* NOTES 11/29/2004 8:55:27 AM, swheaton, Action Type : Call from Customer

Customer called stating the following -

Dlr: Power Honda of Costa Mesa

Where is the vehicle: with the customer.

Concern: Customer states that she was driving and the passenger side and side curtain airbags deployed (there was not a passenger in the front seat). Customer further explains that she contacted Power Honda of Costa Mesa and was told (rudely) that it's not covered and that it was probably due to her having her purse on the seat. Customer was upset by the way that she was handled by the dealership. I apologized to her on behalf of Honda and assured her that Honda cares about their customers. Customer appreciated gesture. I advised the customer that the vehicle needs to go to the local Honda dealership and that she is not limited to going to Power if she does not feel comfortable. Customer understood. Customer advised that she might take the vehicle to her purchasing dlr (Norm Reeves of Huntington Beach). Customer thanked me for listening and for providing information.

Request: None.

I provided her with the case number and advised that should she have a question she may call us back and reference the case number. Case closed.

\*\*\* CASE MODIFY 11/29/2004 8:55:29 AM, swheaton

into WIP default and Status of Solving.

\*\*\* NOTES 11/29/2004 8:57:02 AM, swheaton, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer may bring vehicle to your location for diagnosis of the SRS system (customer states that the passenger side and side curtain airbags deployed while driving, there was not a passenger in the vehicle).

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

Thank you for your attention to this matter.

Summer Wheaton

Case History

Case ID : N012004-11-2900472

Case Title : [REDACTED] PRODUCT COMPLAINT / AIR BAGS

Automobile Customer Service

\*\*\* CASE MODIFY 11/29/2004 8:57:04 AM, swheaton  
into WIP default and Status of Solving.

\*\*\* NOTES 11/29/2004 8:57:13 AM, swheaton, Action Type : Dealer Communication  
ATTN: SERVICE MANAGER

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

Customer may bring vehicle to your location for diagnosis of the SRS system (customer states that the passenger side and side curtain airbags deployed while driving, there was not a passenger in the vehicle).

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

Thank you for your attention to this matter.

Summer Wheaton

Automobile Customer Service

\*\*\* CASE MODIFY 11/29/2004 8:57:14 AM, swheaton  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/29/2004 8:57:21 AM, swheaton  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012004-11-2900472-1 CREATE 11/29/2004 8:57:49 AM, swheaton  
Created in WIP Default with Due Date 11/29/2004 8:57:49 AM.

\*\*\* SUBCASE N012004-11-2900472-1 CLOSE 11/29/2004 8:58:03 AM, swheaton  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 11/29/2004 8:58:05 AM, swheaton  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : N012006-04-1000893 Division : Honda - Auto Condition : Closed Open Date : 4/10/2006 9:39:42 AM  
 Case Originator : Philicia Walker (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/26/2006 12:16:45 PM  
 Case Owner : Patricia Zambrano (Team HD) Method : Dealer Referred Queue : Days Open : 16  
 Last Closed By : Patricia Zambrano (Team HD) Point of Origin : Customer Wipbin :  
 Case Title : ██████████ - ACCIDENT/AIRBAG 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 : CINCINNATI, OH ██████████  
 E Mail : ██████████  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : ██████████  
 VIN Type / No. : US VIN / IHGCM72693A ██████████  
 Model / Year : ACCORD / 2003  
 Model ID / Product Line : CM7263JNW / A  
 Miles / Hours : 50,000  
 In Service Date : 12/10/2003  
 Months In Use : 28  
 Engine Number : K24A41181549  
 Originating Dealer No. / Name : 208236 / JEFF WYLER HONDA OF COLERAIN  
 Selling Dealer No. / Name : 208236 / JEFF WYLER HONDA OF COLERAIN  
 Trim : EX-L  
 No. Of Doors : 2  
 Transmission Code : 5AT  
 Exterior Color : RE  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 208236 / JEFF WYLER HONDA OF COLERAIN  
 Phone No. : 513-741-3700  
 Address : 8950 COLERAIN AVENUE  
 City / State / Zip : CINCINNATI, OH 45251  
 Svc District / Sls District : 04J / B04  
 Warranty Labor Rate / Date : \$90.00 /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-04-1000893-1 / ██████████	PRODU Subcase Close	Product	Accident/Injury	752	SRS
N012006-04-1000893-2 / ██████████	PRODU Subcase Close	Product	Operation	752	SRS

Issue Details

Issue ID : N012006-04-1000893-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Philicia Walker	Type 1 : Product	Status : Subcase Close	Open Date : 4/10/2006 10:03:06 AM
Issue Owner : Gabriela Albu	Type 2 : Accident/Injury	Queue :	Close Date : 4/11/2006 7:24:00 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - ACCIDENT/INJURY			

**Coding Info :**

Labor Code / Desc : 752 / SRS  
 Condition Code Desc Front-Deploy 7521  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 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

Issue Details

Issue ID : N012006-04-1000893-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sophie Scott	Type 1 : Product	Status : Subcase Close	Open Date : 4/19/2006 9:00:42 AM
Issue Owner : Sophie Scott	Type 2 : Operation	Queue :	Close Date : 4/19/2006 9:01:02 AM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> - 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, 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 : N012006-04-1000893

Case Title : [REDACTED] - ACCIDENT/AIRBAG DEPLOYMENT

\*\*\* CASE CREATE 4/10/2006 9:39:42 AM, pwalker

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

\*\*\* CASE CAMPAIGN LOOKUP 4/10/2006 9:39:45 AM, pwalker

CAMPAIGN CHECK 04/10/2006 09:39:45 AM pwalker

No data found for VIN

\*\*\* CASE VSC LOOKUP 4/10/2006 9:39:49 AM, pwalker

VSC-CUC CHECK 04/10/2006 09:39:49 AM pwalker

No data found for VIN.

\*\*\* NOTES 4/10/2006 10:00:46 AM, pwalker, Action Type : Call from Customer

The customer called stating that his wife was driving down the street one day last week (date unknown) and the passenger airbag deployed. He states that the weather was around 58 degrees, and that it was sunny. He states that she was traveling at approximately 35 mph. His wife was the only person in the vehicle at the time. He states that he contacted the dealership and spoke to Ash Mala the service manager and David Hughes the service director. He states that he contacted their insurance carrier State auto Insurance. The agent name is Tammy Poling 513 489-3700 2077. He states that he does not have the Policy number available. He states that the airbag has not been repaired. He states that he would like to know why this deployment occurred. I asked the customer if the insurance company inspected the vehicle, and he answered no. I advised the customer that the insurance company is the primary investigating agent that will be able to provide information of the deployment of the airbags. I advised that if the insurance company determines that the cause was due to a product issue, they will contact AHM. The customer was provided with the SRS operation info per the booklet, and stated that he will contact his insurance company. He had no other questions or concerns.

\*\*\* CASE MODIFY 4/10/2006 10:01:05 AM, pwalker

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 4/10/2006 10:01:19 AM, pwalker

into WIP default and Status of Solving.

\*\*\* NOTES 4/10/2006 10:02:14 AM, pwalker, Action Type : Call from Customer

I offered to send the customer the air bag operation guide, and he declined.

\*\*\* SUBCASE N012006-04-1000893-1 CREATE 4/10/2006 10:03:06 AM, pwalker

Created in WIP Default with Due Date 4/10/2006 10:03:06 AM.

\*\*\* CASE MODIFY 4/10/2006 10:03:26 AM, pwalker

into WIP default and Status of Solving.

\*\*\* CASE ASSIGN 4/10/2006 10:03:44 AM, pwalker

N012006-04-1000893 to galbu, WIP

\*\*\* CASE RULE ACTION 4/10/2006 10:03:46 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* CASE MODIFY 4/11/2006 7:16:29 AM, galbu

into WIP Default and Status of Solving.

\*\*\* NOTES 4/11/2006 7:22:50 AM, galbu, Action Type : Note-General

Case has been reviewed.

\*\*\* SUBCASE N012006-04-1000893-1 YANKED 4/11/2006 7:23:22 AM, galbu

Yanked by galbu into WIPbin Default.

Case History

Case ID : N012006-04-1000893

Case Title : [REDACTED] - ACCIDENT/AIRBAG DEPLOYMENT

\*\*\* SUBCASE N012006-04-1000893-1 MODIFY 4/11/2006 7:23:45 AM, galbu  
into WIP Default and Status of Solving.

\*\*\* SUBCASE N012006-04-1000893-1 CLOSE 4/11/2006 7:24:00 AM, galbu  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/11/2006 7:24:03 AM, galbu  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 4/19/2006 8:54:16 AM, sscott1  
with Condition of Open and Status of Solving.

\*\*\* NOTES 4/19/2006 9:00:11 AM, sscott1, Action Type : Call from Customer

The customer called back and stated that he had contacted his insurance company as instructed previously by ACS.

The insurance company inspected the car and they stated that there was no reason that the airbag deployed.

They stated that they felt it was a manufacturer's defect.

They estimated a cost of \$892.10, less deductible, \$792.10 to repair the vehicle.

I stated that he would need to have his insurance company contact us in order to get coverage on the repair.

He stated that he would do that.

\*\*\* SUBCASE N012006-04-1000893-2 CREATE 4/19/2006 9:00:42 AM, sscott1  
Created in WIP Default with Due Date 4/19/2006 9:00:42 AM.

\*\*\* SUBCASE N012006-04-1000893-2 CLOSE 4/19/2006 9:01:02 AM, sscott1  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/19/2006 9:01:02 AM, sscott1  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* CASE REOPEN 4/26/2006 12:12:02 PM, pzambran  
with Condition of Open and Status of Solving.

\*\*\* NOTES 4/26/2006 12:16:16 PM, pzambran, Action Type : Call from Customer

Customer called concerned if the insurance company has contacted out office regarding his case, Based on notes, I told customer there was no type of documentation that we have received a call from his insurance company, I advised customer to call his insurance company back and to request them to call our legal department.

Customer thanked me and no further assistance was needed.

\*\*\* CASE CLOSE 4/26/2006 12:16:45 PM, pzambran  
Status = Closed, Resolution Code = Instruction Given, State = Open

**Case Details**

Case ID : N012009-06-2301258	Division : Honda - Auto	Condition : Closed	Open Date : 6/23/2009 2:24:26 PM
Case Originator : April Horton (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/23/2009 2:29:52 PM
Case Owner : April Horton (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : April Horton (Team HA)	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 :	LONDON, OH [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

**Product Info :**

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / IHGCM81733A [REDACTED]
Model / Year :	ACCORD / 2003
Model ID / Product Line :	CM8173JNW / A
Miles / Hours :	135,000
In Service Date :	07/25/2003
Months In Use :	71
Engine Number :	J30A41137102
Originating Dealer No. / Name :	809954 / HONDA OF AMERICA MFG INC
Selling Dealer No. / Name :	207358 / IMMKE NORTHWEST HONDA
Trim :	EX-V6NV
No. Of Doors :	2
Transmission Code :	6MT
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 :	208374 / HONDA MARYSVILLE
Phone No. :	937-645-4080
Address :	640 COLEMANS CROSSING
City / State / Zip :	MARYSVILLE, OH 43040
Svc District / Sls District :	04F / F04
Warranty Labor Rate / Date :	\$89.50 /
Agent Name :	Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-06-2301258-1 / [REDACTED]	Subcase Close	Product	Operation	751	Side Airbag

Issue Details

Issue ID : N012009-06-2301258-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : April Horton	Type 1 : Product	Status : Subcase Close	Open Date : 6/23/2009 2:25:32 PM
Issue Owner : April Horton	Type 2 : Operation	Queue :	Close Date : 6/23/2009 2:29:52 PM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**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 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 : N012009-06-2301258

Case Title : [REDACTED] AIRBAG DEPLOYED

\*\*\* CASE CREATE 6/23/2009 2:24:26 PM, ahorton  
Contact = [REDACTED] Priority = N/A, Status = Solving.

\*\*\* CASE VSC LOOKUP 6/23/2009 2:24:32 PM, ahorton  
VSC-CUC CHECK 06/23/2009 02:24:32 PM ahorton  
No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 6/23/2009 2:24:43 PM, ahorton  
CAMPAIGN CHECK 06/23/2009 02:24:43 PM ahorton  
The following Campaign information was found  
08-010; Q74; 03-07 ACCORD LOW BEAM HDLGH; ; ;

\*\*\* CASE CLAIMS LOOKUP 6/23/2009 2:24:46 PM, ahorton  
CLAIM HISTORY CHECK 06/23/2009 02:24:46 PM ahorton  
No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/23/2009 2:24:48 PM, ahorton  
WARRANTY CHECK 06/23/2009 02:24:48 PM ahorton  
No data found for VIN.

\*\*\* CASE MODIFY 6/23/2009 2:24:59 PM, ahorton  
into WIP default and Status of Solving.

\*\*\* CASE MODIFY 6/23/2009 2:25:03 PM, ahorton  
into WIP default and Status of Solving.

\*\*\* SUBCASE N012009-06-2301258-1 CREATE 6/23/2009 2:25:32 PM, ahorton  
Created in WIP Default with Due Date 6/23/2009 2:25:32 PM.

\*\*\* NOTES 6/23/2009 2:29:45 PM, ahorton, Action Type : Call from Customer  
Verified Customer's Information

**Situation**

Customer contacted AHM because he was driving this vehicle today and as he made a left turn, the passenger side airbags deployed. The curtain airbags and seat airbags deployed. Customer did not hit anything and does not understand why this happened.

He would like to know if there is a Recall for this issue and he would like the issue to be investigated.

**Request**

Recall and inspection

**Probing Questions**

The curtain airbag and set airbag deployed  
He did not come in contact with anything

**Inbound Summary**

Customer was informed that there are no recalls for this issue. If he wishes to have issue inspected, he would have to contact his local Honda dealer.

Case History

Case ID : N012009-06-2301258

Case Title : [REDACTED] - AIRBAG DEPLOYED

No further assistance necessary.

\*\*\* CASE CLOSE 6/23/2009 2:29:52 PM, ahorton

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

\*\*\* SUBCASE N012009-06-2301258-1 CLOSE 6/23/2009 2:29:52 PM, ahorton

Status = Solving, Resolution Code = Instruction Given

2003 Accord 2-Door

Field Reports

Possible Cause

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1580636	GARYR	05/27/2005	GARYR	1

Code	Original Complaint	Probable Cause/Solution
P 8781	PASS SIDE BAG DEPLOYED	ROCK HIT THE FLOOR PAN?; CAN HAPPEN
		ResIn Source: None
		Status: N/A
		Remarks / Requestor:
		Date: 31,710
		Mileage: 31,710
		FE Status:

<b>Dealer #:</b> <b>Dir Cont:</b> TRAVIS WADE <b>Serv Ph:</b> (307) 745-8921 <b>Serv Mgr:</b> <b>Parts Mgr:</b> TIMOTHY SCHERMERHORN <b>Dir Name:</b> GREG MCCARTY HONDA 2102 SOUTH 15TH STREET LARAMIE WY 82070 <b>Phone:</b> (307) 745-8921 <b>DPSM:</b> RYAN WEIDAUER <b>Previous Dealer/Contact</b>	<b>TZ:</b> MST <b>Training %:</b> <b>Extn:</b> <b>Fax #:</b> (307) 745-8865 <b>Zone/Dist:</b> 02F <b>Date</b>	<b>VIN:</b> 1HGCM71643A [REDACTED] <b>Year:</b> 2,003 <b>Tran:</b> 5MT <b>Doors:</b> 2DR <b>Fact:</b> MARYSVILLE <b>Desc:</b> ACCORD 2DR EX 4CYL 160.0HP 2.4L <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA <b>Engine #:</b> <b>Em Type:</b> KA <b>RO #:</b> <b>Case Type:</b> Technical <b>W.O. #:</b>
		<b>Err:</b> <b>Model:</b> ACCORD <b>Trim:</b> EX <b>WD:</b> <b>Country:</b> USA <b>Trans #:</b>

### Tech Line Suggests

- 5/27/2005 GARYR
- 1 05/27/05 10:13:49 ISIS:----->
  - 2
  - 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
  - 4 THIS PROBLEM?----->
  - 5 05/27/05 10:14:13 GARYR:----->
  - 6 CAN HAPPEN, SENSOR CAN'T TELL THE DIFFERENCE
  - 7 BETWEEN A CAR AND A ROCK. REFER TO INSURANCE

### Information from Dealer

PASSENGER SIDE AIRBAG DEPLOYED AFTER A ROCK HIT THE FLOOR PAN

NO

2003 Accord 4-Door

Field Reports

Possible Cause

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2788870	DAVIDK	03/12/2009	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY SIDE BAG	UNDERCARRAGE DAMMAGE?; DPSM REVIEW
	<b>ResIn Source:</b> None	<b>Date:</b>
	<b>Status:</b> N/A	<b>Mileage:</b> 61,146
	<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> 1HGCM56683A [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> CARLOS TOMAS	<b>Training %:</b>		<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (850) 576-5165	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX
<b>Serv Mgr:</b> DON MONDA			<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> JOSEPH FREELAND			<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dlr Name:</b> PROCTOR HONDA 2373 W. TENNESSEE ST. TALLAHASSEE FL 32304			<b>Desc:</b> ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA	
			<b>Engine #:</b> K24A41006649	<b>Trans #:</b> BCLA5006780
<b>Phone:</b> (850) 576-5165	<b>Fax #:</b> 8505761660		<b>Em Type:</b> KA	
<b>DPSM:</b> GEORGE OPPEL	<b>Zone/Dist:</b> 07F		<b>RO #:</b> 695842	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 3/12/2009 11:00:49 AM DAVIDK
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 UNDERCARRAGE SCRAPED
  - 4 DPSM REVIEW. SOUNDS LIKE HE HIT SOMETING

### Information from Dealer

CUST. STATES AIR BAG ON PASS. SIDE DEPLOYED WHILE VEHICLE WAS PARKED IN THE DRIVEWAY, KEY OFF. NO TIRES BAD UNDER CARRAGE SCRAPED UP

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3012080	CHRISV	05/27/2010	CHRISV	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	SIDE AIRBAG DEPLOYED	FBF: DAMAGE ON UNDERSIDE OF CAR		
		<b>ResIn Source:</b>	Feedback forms	<b>Date:</b> 05/27/2010
		<b>Status:</b>	N/A	<b>Mileage:</b> 75,791
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 1HGCM56433A [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> RICK BAILEY	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (614) 882-1535	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> LX SSRS
<b>Serv Mgr:</b> KENT WILLIAMS		<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> CHRIS NORZ		<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dlr Name:</b> ROUSH HONDA 100 WEST SCHROCK ROAD WESTERVILLE OH 43081		<b>Desc:</b> ACCORD 4DR LX SSRS 4CYL 160.0 HP	
		<b>WhtBdy:</b> POWER STEERING, ABS, SRS AIRBAG,	
		<b>Engine #:</b> K24A41069020	<b>Trans #:</b> BCLA5067786
<b>Phone:</b> (614) 882-1535	<b>Fax #:</b> 6148955737	<b>Em Type:</b> KA	
<b>DPSM:</b> OPEN POSIT 7/13/12	<b>Zone/Dist:</b> 04F	<b>RO #:</b> 84544	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

<b>5/27/2010 6:10:29 AM</b> CHRISV	
1 ORIGINAL COMPLAINT	WE HAVE A 2003 ACCORD THAT CUSTOMER SAYS THE SIDE AIR-BAG DEPLOYED WHILE DRIVING DOWN THE ROAD.  [MODEL: ACCORD][YEAR: 2003][PUBID: ][SUBJECT: ] [KEYWORD: SRS] THERE IS A 4" GOUGE ON THE UNDER SIDE OF THE DRV AREA. LOOKS LIKE THEY RAN OVER SOMETHING
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	
4 INSPECT THE UNDER SIDE	
5 HAVE THE CUST REFER TO THEIR INSURANCE COMPANY	
<b>5/27/2010 6:56:26 AM</b> CHRISV	
6 FBF	COMMENTS: CHECKED CODES AND CHECKED CAR FOR DAMAGE FOUND SLIGHT DAMAGE TO BOTTOM OF FLOOR BOARD ORDERED PARTS NEEDED FOR DEPLOYMENT DTCS

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1934258	CHRISV	09/22/2006	CHRISV	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	RT SIDE AIRBAG DEPLOYED	IMPACT; CUST REFER TO INSURANCE COMPANY		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 29,833
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 1HGCM56623A [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> TRAVIS RHODES	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (724) 632-6854	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX
<b>Serv Mgr:</b>		<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b>		<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dir Name:</b> RAINBOW HONDA 3153 NATIONAL PIKE RICHEYVILLE PA 15358		<b>Desc:</b> ACCORD 4DR EX 4CYL 160.0HP 2.4L	
<b>Phone:</b> (724) 632-6854	<b>Fax #:</b> (724) 632-6535	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA	
<b>DPSM:</b> ART ESPINOZA	<b>Zone/Dist:</b> 05N	<b>Engine #:</b>	<b>Trans #:</b>
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b>	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

9/22/2006 CHRISV

- 1 09/22/06 11:35:27 ISIS:----->
- 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
- 3 THIS PROBLEM?----->
- 4 09/22/06 11:35:29 CHRISV:----->
- 5
- 6
- 7 WHAT DID THE CUST SAY----->
- 8 NO WARRANTY, REFER TO CUST INSURANCE COMPANY

### Information from Dealer

SIDE AIRBAG DEPLOYED FOR NO REASON.

NO

FOUND THE RT RR LOWER CONTROL ARM BENT AND SOME IMPACT MARKS ON THE UNDER SIDE OF THE BODY

THEY SAID THEY DID NOT HIT ANYTHING

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2978492	RUDYG	03/08/2010	RUDYG	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	LOW THRESHLD DEPLOY	IMPACT?; DPSM DECISION-REFER TO INSUR CO.		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 94,187
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 1HGCM56633A [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> MARK	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (915) 544-9100	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX
<b>Serv Mgr:</b> CARLYLE MEEKS		<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> RUBEN ALVARADO		<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dlr Name:</b> RUDOLPH HONDA		<b>Desc:</b> ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
5655 SOUTH DESERT BLVD		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA	
EL PASO TX 79932		<b>Engine #:</b> K24A41202570	<b>Trans #:</b> BCLA5197383
<b>Phone:</b> (915) 544-9100	<b>Fax #:</b> 9152980363	<b>Em Type:</b> KA	
<b>DPSM:</b> CHRISTIAN CRUZ	<b>Zone/Dist:</b> 10E	<b>RO #:</b> 059229	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 3/8/2010 1:54:22 PM RUDYG
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4 WHICH AB?
  - 5 SO SEAT A/B IS FULLY OUT?
  - 6 THEN I WOULD REFER TO HIS INSURANCE CO. WE HAVE NO KNOWN ISSUES WITH AIRBAGS GOING OFF BY THEMSELVES

### Information from Dealer

(JIM, SERVICE MANAGER) PASS SIDE AIRBAG DEPLOYED ON ITS OWN

[MODEL: ACCORD][YEAR: 2003][PUBID: ][SUBJECT: ]  
 [KEYWORD: AIRBAG]  
 PASS SEAT AB. C/S THAT IT JUST FELL OUT, DIDN'T DEPLOY YES, I DON'T BELIEVE THAT IT WASN'T A DEPLOYMENT. OUR DPSM WAS HERE AND SAW A AREA ON RIGHT SIDE WHERE IT HIT SOMETHING. CUST EVEN ADMITS HE HIT A CURB THERE  
 OK, DPSM SAID TO HAVE HIM CONTACT HIS INSURANCE CO TOO.

2003 Odyssey  
Field Reports  
Possible Cause

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2430439	GARYR	08/24/2007	GARYR	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 8781	LOW THRESHLD DEPLOY	08/23: SUBFRAME HAS IMPACT MARKS	
		<b>Resin Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 85,271
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNRL185X3B [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> DAVID WATSON	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ODYSSEY
<b>Serv Ph:</b> (864) 585-5344	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> LX
<b>Serv Mgr:</b> MIKE LANCASTER		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> ALEC ROSENBERGER		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> VIC BAILEY HONDA 500 E. DANIEL MORGAN SPARTANBURG SC 29302		<b>Desc:</b> ODYSSEY 5DR LX 6CYL 240.0 HP 3.5 L	
<b>Phone:</b> (864) 585-5344	<b>Fax #:</b> (864) 594-6830	<b>WhtBdy:</b> P/S, ABS, AIR BAG, USA	
<b>DPSM:</b> PER BOLLNER	<b>Zone/Dist:</b> 06J	<b>Engine #:</b> J35A42012794	<b>Trans #:</b> BYBA5015444
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 034980	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 8/24/2007 11:15:00 AM GARYR
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 WHICH BAGS DEPLOYED
  - 4 C/R CONTACT SAYS THE SIDE BAGS DEPLOYED
  - 5 CHK THE UNDER CARRAGE FOR IMPACT.
  - 6 TAKE PHOTOS AND REFER CUSTOMER TO INSURANCE COMPANY

### Information from Dealer

AIR BAG DEPLOYED WHILE DRIVING. CODES 51-20 AND 54-60. YELLOW DUST/SHAVINGS IN CABLE REEL.  
NO  
THE DRIVERS AIR BAG

THE LOWER CENTER OF THE BUMPER HAS A WHITE SCRAPE MAKER AND THE SUBFRAME SHOWS A FRESH ASPHALT IMPACT IN THE CENTER.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3168275	HANKS	07/06/2011	HANKS	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8780	AIR BAG DEPLOYED IN DRIVEWAY	CONTACT MARKES ON FRAME - REFER TO DPSM		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 159,359
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNRL18013B [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> RICHARD BYRD	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ODYSSEY
<b>Serv Ph:</b> (817) 696-4000	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> KENT FERGUSON		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> TOM VAN DYNE		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> FRANK KENT HONDA 3400 WEST LOOP 820 SOU FORT WORTH TX 76116		<b>Desc:</b> ODYSSEY 5DR EX-LRES 6CYL 240.0	
<b>Phone:</b> (817) 696-4000	<b>Fax #:</b> (817) 696-4188	<b>WhtBdy:</b> P/S, ABS, AIR BAG, USA	
<b>DPSM:</b> LD ANDRUS	<b>Zone/Dist:</b> 03E	<b>Engine #:</b> J35A42015859	<b>Trans #:</b> BYBA5019757
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 071265	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

7/6/2011 7:53:57 AM HANKS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 ANY IMPACT DAMAGE
- 7 At this time we do not have any vehicle side problems that cause low threshold or no threshold airbag deployment. Refer the dealer to their DPSM and/or Customer Relations representative.

### Information from Dealer

CUSTOMER STATES THAT THE DRIVER'S AIRBAG AND PASSENGER SIDE AIRBAG WENT OFF IN DRIVEWAY  
 [MODEL: ODYSSEY][YEAR: 2003][PUBID: 0][SUBJECT: ]  
 [KEYWORD: SRS]  
 Y  
 N  
 N  
 YES, THERE ARE MARKS ON THE FRAME LIKE THE VEHICLE WAS BOTTOMED OUT. I WAS TOLD TO CALL AND DOCUMENT / CONFIRM WITH YOU

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2634349	LANCEK	06/18/2008	LANCEK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8782	PASS SIDE AIR BAG DEPLOYED	ACCIDENT; CHECK UNDER CARRAGE FOR DAMAGE		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 112,768
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 5FNRL18653E [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> EDWARD	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ODYSSEY
<b>Serv Ph:</b> (904) 389-8614	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX
<b>Serv Mgr:</b>		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEVEN DENBY		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> DUVAL HONDA 1325 CASSAT AVENUE JACKSONVILLE FL 32205		<b>Desc:</b> ODYSSEY 5DR EX 6CYL 240.0 HP 3.5 L	
<b>Phone:</b> (904) 389-8614	<b>Fax #:</b> 9043893767	<b>WhtBdy:</b> P/S, ABS, AIR BAG, USA	
<b>DPSM:</b> DAVID CATHCART	<b>Zone/Dist:</b> 07H	<b>Engine #:</b> J35A42039816	<b>Trans #:</b> BYBA5047491
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 49585	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

6/18/2008 9:44:57 AM LANCEK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 CHECK UNDER CARRAGE FOR DAMAGE

### Information from Dealer

GOT A CUST. THAT SAYS SHE WAS JUST DRIVING DOWN THE ROAD AND THE PASS. SIDE AIR BAG JUST DEPLOYED THERE IS SOME VERY SLIGHT DAMAGE TO BUMPER BUT NO REAL INDICATION OF A HARD IMPACT  
NO  
CAN THIS OCCUR?

2004 TSX  
Field Reports  
Possible Cause

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1521289	TOMP	02/16/2005	TOMP	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	SIDE AIRBAGS DEPLOYED	MSG: I DID FIND IMPACT DAMAGE UNDER CAR ON DR SIDE		
		<b>Resln Source:</b>	Message center	<b>Date:</b> 09/18/2009
		<b>Status:</b>	N/A	<b>Mileage:</b> 8,947
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b> JH4CL96874C	<b>Err:</b>
<b>Dir Cont:</b> PAOLA JOSEPH	<b>Training %:</b>		<b>Year:</b> 2,004	<b>Model:</b> TSX
<b>Serv Ph:</b> (718) 253-8400	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> BASE
<b>Serv Mgr:</b> MARK LANGSTON			<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> JOHN KOENIG			<b>Fact:</b> SAYAMA	<b>Country:</b> JPN
<b>Dir Name:</b> ACURA OF BROOKLYN 2729 NOSTRAND AVENUE BROOKLYN NY 11210			<b>Desc:</b> TSX 4DR 4CYL 200.0 HP 2.4 L	
<b>Phone:</b> (718) 692-0500	<b>Fax #:</b> 7182538713		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA	
<b>DPSM:</b> KEN NORD	<b>Zone/Dist:</b> 05F		<b>Engine #:</b>	<b>Trans #:</b>
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b>	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

2/16/2005 TOMP

1 02/16/05 06:00:44 ISIS:----->

2

3 02/16/05 06:00:56 TOMP:----->

4 WHICH SIDE?----->

5 WHICH AIRBAG DEPLOYED?

6

7 REFER CUSTOMER TO THEIR INS/CO, UNLESS INSPECTION

8 REVEALS NO APPARENT CAUSE. IN THAT CASE CONTACT

9 DSM.

10

11

12 THERE YOU GO... I'LL STILL TAKE PHOTOS OF

13 RIGHT SIDE OF CAR, TIRES, UNDERCARRAIGE, ETC.

14 REFER TO SERVICE MANUAL, REPAIR AS NEEDED

15 02/24/05 08:12:59KENTO:-----(MSG CENTER)---->

16

### Information from Dealer

WHILE DRIVING VECHILE SIDE AIR BAGS DEPLOYED FOR NO REASON

JOE:

PASSENGER SIDE.

PASSENGER SIDE CURTAIN AND SIDE AIRBAG.

DSM IS HERE, HE SAID CUSTOMER SHOULD CONTACT INS/CO.

I DID FIND IMPACT DAMAGE UNDER CAR ON DR SIDE A 5" GASH IN UNDERCARIGE, REF CUST TO INS.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3290241	JOHNB	05/23/2012	JOHNB	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	LOW THRESHLD DEPLOY	PLEASE REFER TO YOUR DPSM/ZONE/C.R.		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 200,134
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	CST	<b>VIN:</b>	JH4CL968X4C [REDACTED]	<b>Err:</b>	
<b>Dir Cont:</b>	MICHAL	<b>Training %:</b>		<b>Year:</b>	2,004	<b>Model:</b>	TSX
<b>Serv Ph:</b>	(708) 403-7770	<b>Extn:</b>		<b>Tran:</b>	5AT	<b>Trim:</b>	BASE
<b>Serv Mgr:</b>	TED JURICK			<b>Doors:</b>	4DR	<b>WD:</b>	
<b>Parts Mgr:</b>	BRAD DODGE			<b>Fact:</b>	SAYAMA	<b>Country:</b>	JPN
<b>Dir Name:</b>	JOE RIZZA ACURA 8150 WEST 159TH STREET ORLAND PARK IL 60462			<b>Desc:</b>	TSX 4DR 4CYL 200.0 HP 2.4 L		
<b>Phone:</b>	(708) 403-7770	<b>Fax #:</b>	(708) 364-2374	<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG, USA		
<b>DPSM:</b>	WILLIAM	<b>Zone/Dist:</b>	03F	<b>Engine #:</b>	K24A21048034	<b>Trans #:</b>	1082058
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Em Type:</b>	KA		
				<b>RO #:</b>	130040		
				<b>Case Type:</b>	Technical		
				<b>W.O. #:</b>			

### Tech Line Suggests

- 5/23/2012 2:00:50 PM      JOHNB
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 PLEASE REFER TO YOUR DPSM/ZONE/C.R.
  - 8 LOW OR NO THRESHOLD AIRBAG DEPLOY (POLICY)  
Tech Line Knowledge Base Name: 7282 Issue Date:  
07-Dec-1995 Source: ATL-INFO

### Information from Dealer

SIDE SRS DEPLOYED NO COLISION  
 [[MODEL: TSX]][YEAR: 2004]][PUBID: 0]][SUBJECT: ]][KEYWORD:  
 SRS]  
 YES  
 NONE  
 NONE  
 SIDE DEPLOYMENT;ROCKER PANEL/FRAME SHOWS SOME  
 IMPACT UNDERNEATH;SRS CODE F4-11

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2899045	RUDYG	9/17/2009	PAULI	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 8781	LOW THRESHLD DEPLOY, LFT SIDE	NO IMPACT DAMAGE?; REFER TO DPSM FOR DECISION	
		<b>Resolution:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 85453
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b> 251102	<b>TZ:</b> EST	<b>VIN:</b> JH4CL96874C	
<b>Dir Cont:</b> JAMES VANDERPOOL	<b>Training %:</b> 0	<b>Year:</b> 2004	<b>Err</b>
<b>Serv Ph:</b> (317) 846-3800	<b>Extn:</b>	<b>Trans:</b> 5AT	<b>Model:</b> TSX
<b>Serv Mgr:</b> JAMES VANDERPOOL		<b>Doors:</b> 4DR	<b>Trim:</b> BASE
<b>Parts Mgr:</b> TIM ESTRIDGE		<b>Fact:</b> SAYAMA	<b>WD:</b> 2
<b>Dir Name:</b> ED MARTIN ACURA 3800 E. 96TH ST. INDIANAPOLIS IN 46240		<b>Desc:</b> TSX 4DR 4CYL 200.0 HP 2.4 L	<b>Country:</b> JPN
<b>Phone:</b> 317-846-3800	<b>Fax #:</b> (317) 581-7339	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA	<b>Engine</b> K24A21048804
<b>DPSM:</b> BILL WATSON	<b>Zone/Dist:</b> 03B	<b>Em</b> KA	<b>Trans #:</b> 1082934
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO</b> 349363	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 09/17/2009 11:37:19 AM RUDYG
- 1 ORIGINAL COMPLAINT
  
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 WHAT DEPLOYED?
  
  - 4 ANY PHYSICAL DAMAGE ON LEFT SIDE OF VEH?
  
  - 5 NO KNOWN ISSUES WITH SELF DEPLOY, REFER TO DPSM FOR DECISION.

### Information from Dealer

DRIVERS SIDE CURTAIN AIRBAG DEPLOYED UNEXPECTEDLY WHILE DRIVING OVER A SMALL BUMP. THE SAME BUMP CUSTOMER DRIVERS OVER EVERY DAY. CUSTOMER STATED THAT HIS EARS WERE RINGING FOR 15 MINUTES AFTER DEPLOYMENT.

NO

DRVR CURTAIN A/B, AND SEAT A/B AND BELT PRETENSIONER.

VERY MINOR DAMAGE TO TOW HOOK. NOT ENOUGH FOR US TO BELIEVE IT WOULD CAUSE AB DEPLOYMENT

OK

- 09/21/2009 10:33:36 AM PAULI
- 6 FRWD COPY TLC>HNA



2003 Accord 2-Door

Field Reports

Relevant

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3237000	RUDYG	12/29/2011	ROBS	2

Code	Original Complaint	Probable Cause/Solution
P 8781	C/S DRVR AB DPLY BY SELF	IMPACT?; INSPECT VEH
		Resln Source: None
		Status: N/A
		Remarks / Requestor:
		Date: Mileage: 115,191
		FE Status:

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 1HGCM72623A [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> BRANDON	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (337) 364-3258	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JOHN KERRIDGE		<b>Doors:</b> 2DR	<b>WD:</b>
<b>Parts Mgr:</b> TOM LOUGHLIN		<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dir Name:</b> J. P. THIBODEAUX HONDA 2511 HIGHWAY 90 WEST NEW IBERIA LA 70560		<b>Desc:</b> ACCORD 2DR EX-L 4CYL 160.0 HP 2.4	
		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
		<b>Engine #:</b> K24A41045338	<b>Trans #:</b> BCLA5045312
<b>Phone:</b> (337) 364-3258	<b>Fax #:</b> 3373652321	<b>Em Type:</b> KA	
<b>DPSM:</b> DANIEL FYFFE	<b>Zone/Dist:</b> 03D	<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

12/29/2011 10:55:03 AM RUDYG	
1 12/29/2011 10:56:15 AM RUDYG	(BRANDON) THE DRIVERS AB IS DEPLOYED, CUST CLAIMS IT WENT OFF BY ITSELF. STR WHL A/B
2	DO WE HAVE SET PROCESS FOR DETERMINING IF IMPACT OR NOT
3 INSPECT FRONT AND UNDERCARRIAGE, RIMS FOR WITNESS MARKS FROM IMPACT.	OK
4 IF NONE FOUND REFER TO DPSM OR CUST INSURANCE CO.	OK
5 NO KNOWN ISSUES WITH A/B DEPLOYING BY SELF	OK
1/9/2012 1:10:34 PM ROBS	
6	FRONT IMPACT SENSORS; REPLACE ONE OR BOTH?
7 SEE S/M PG. 23-196. BOTH FRONT SEAT BELT TENSIONERS, BOTH FRONT IMPACT SENSORS GET REPLACED. ONLY THE DRIVER'S BAG IS TO BE REPLACED. INSPECT THE UNDER SIDE OF THE CAR FOR IMPACT, GROUNDING EVIDENCE.	3D DPSM IS INVOLVED.
8 VERY GOOD.	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1581950	GARYR	05/31/2005	GARYR	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	PASS SIDE BAG DEPLOYED	CHK FOR UNDER BODY IMPACT DAMAGE		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 32,024
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	MST	<b>VIN:</b> 1HGCM71643A	<b>Err:</b>
<b>Dlr Cont:</b> ROBERT	<b>Training %:</b>		<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (307) 634-1924	<b>Extn:</b>		<b>Tran:</b> 5MT	<b>Trim:</b> EX
<b>Serv Mgr:</b> DAVID MCWAIN			<b>Doors:</b> 2DR	<b>WD:</b>
<b>Parts Mgr:</b> ROBERT LARSON			<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dlr Name:</b> TYRRELL-DOYLE HONDA 1919 WESTLAND ROAD CHEYENNE WY 82001			<b>Desc:</b> ACCORD 2DR EX 4CYL 160.0HP 2.4L	
			<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA	
			<b>Engine #:</b>	<b>Trans #:</b>
<b>Phone:</b> (307) 634-1924	<b>Fax #:</b> (307) 634-9722		<b>Em Type:</b> KA	
<b>DPSM:</b> RYAN WEIDAUER	<b>Zone/Dist:</b> 02F		<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

5/31/2005 GARYR

- 1 05/31/05 13:29:32 ISIS:----->
- 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
- 3 THIS PROBLEM?----->
- 4 05/31/05 13:32:50 GARYR:----->
- 5 REFER TO REF# 1580636
- 6 THIS CUSTOMER WAS AT ANOTHER DLR AND THE
- 7 CUSTOMER WAS ON A DIRTS ROAD AND HIT A ROCK
- 8 UNDER THE PASS SEAT.
- 9 CHK FOR UNDER BODY IMPACT DAMAGE

PASSENGER SIDE AIR BAG BLEW ON A DIRT ROAD

NO





2003 Accord 4-Door

Field Reports

Relevant

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1901372	JIMH	08/16/2006	JIMH	1

Code	Original Complaint	Probable Cause/Solution									
P 8781	LOW THRESHLD DEPLOY IMPACT	IMPACT DAMAGE, REFER TO INS									
		<table style="width: 100%;"> <tr> <td style="width: 33%;">ResIn Source:</td> <td style="width: 33%;">None</td> <td style="width: 33%;">Date:</td> </tr> <tr> <td>Status:</td> <td>N/A</td> <td>Mileage: 61,399</td> </tr> <tr> <td>Remarks / Requestor:</td> <td></td> <td>FE Status:</td> </tr> </table>	ResIn Source:	None	Date:	Status:	N/A	Mileage: 61,399	Remarks / Requestor:		FE Status:
ResIn Source:	None	Date:									
Status:	N/A	Mileage: 61,399									
Remarks / Requestor:		FE Status:									

<b>Dealer #:</b> <b>Dlr Cont:</b> ROBERT REED <b>Serv Ph:</b> (609) 386-2600 <b>Serv Mgr:</b> JOHN SCHUCK <b>Parts Mgr:</b> WILLIAM HOWARD <b>Dlr Name:</b> WILLIS HONDA 1201 ROUTE 130 NORTH BURLINGTON NJ 08016  <b>Phone:</b> (609) 386-2600 <b>Fax #:</b> (609) 386-7535 <b>DPSM:</b> ANDREW MCGOWAN <b>Zone/Dist:</b> 05J <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> EST <b>Training %:</b> <b>Extn:</b>	<b>VIN:</b> 1HGCM56613A [REDACTED] <b>Err:</b> <b>Year:</b> 2,003 <b>Model:</b> ACCORD <b>Tran:</b> 5AT <b>Trim:</b> EX <b>Doors:</b> 4DR <b>WD:</b> <b>Fact:</b> MARYSVILLE <b>Country:</b> USA <b>Desc:</b> ACCORD 4DR EX 4CYL 160.0HP 2.4L <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA <b>Engine #:</b> <b>Trans #:</b> <b>Em Type:</b> KA <b>RO #:</b> <b>Case Type:</b> Technical <b>W.O. #:</b>
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### Tech Line Suggests

### Information from Dealer

- 8/16/2006 JIMH
- 1 08/16/06 06:39:48 ISIS:----->
  - 2
  - 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
  - 4 THIS PROBLEM?----->
  - 5 08/16/06 06:57:02 JAMESH:----->
  - 6 PHOTOS?----->
  - 7 REVIEWED THE PHOTOS, REFER TO INS
  - 8 1HGCM56613A001 [REDACTED]\_207223\_P\_1HGCM5661 [REDACTED]  
91\_00\_01.JPG
  - 9 1HGCM56613A001 [REDACTED]\_207223\_P\_1HGCM5661 [REDACTED]  
9102\_02.JPG
  - 10 1HGCM56613A001 [REDACTED]\_207223\_P\_1HGCM5661 [REDACTED]  
9103\_03.JPG

CUST. STATES P/S SIDE AIRBAG DEPLOYED WHILE DRIVING.

NO  
HAVE A GOUGE IN THE RT ROCKER PANEL  
YES, JUST SENT THEM IN

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2606100	JOHNB	05/02/2008	JOHNB	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY-ST	INSPECT VEHICLE;CONTACT DPSM
	<b>Resln Source:</b> None	<b>Date:</b>
	<b>Status:</b> N/A	<b>Mileage:</b> 97,781
	<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 1HGCM56613A [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> GARY	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (704) 552-2639	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> TOM LAPOINTE		<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> ROBERT THOMAS		<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dir Name:</b> HENDRICK HONDA 8901 SOUTH BOULEVARD CHARLOTTE NC 28273		<b>Desc:</b> ACCORD 4DR EX-L 4CYL 160.0 HP 2.4	
<b>Phone:</b> (704) 552-2639	<b>Fax #:</b> (704) 552-3461	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> MARK SIMPSON	<b>Zone/Dist:</b> 06K	<b>Engine #:</b> K24A41002234	<b>Trans #:</b> BCLA5002652
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 616586	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 5/2/2008 6:32:38 AM      JOHNB
- 1 ORIGINAL COMPLAINT
  
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3
  
  - 4 NO OTHER CODES
  - 5 INSPECT VEHICLE CAREFULLY;DOCUMENT ALL FINDINGS;CONTACT DPSM;NO KNOWN ISSUES

### Information from Dealer

CUSTOMER WAS DRIVING DOWN INTERSTATE AND FELT THE SEATBELT TIGHTEN UP AND THEN THE SRS LIGHT CAME ON. UPON INSPECTION, BOTH SEAT BELT TENSIONERS HAVE DEPLOYED AND CODE 51-20 IS STORED. THERE IS NO VISUAL IMPACT DAMAGE.

NO

CUSTOMER CLAIMS JUST DRIVING DOWN THE ROAD AND THE SRS SEAT BELTS DEPLOYED;SEAT BELTS ARE DEPLOYED ONLY;HAVE ONLY ONE CODE IN SRS FOR A 51-20

NONE

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3136913	ROBS	04/06/2011	ROBS	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 8700	SEATS,S/BLT,SRS	LWR IMPACT; REPL PARTS AS PER DEPLOY LIST	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 161,401
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 1HGCM56653A [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> MATT SHELTON	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (703) 934-8500	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX
<b>Serv Mgr:</b> OSCAR ORTIZ		<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> JAMES HERMANN		<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dir Name:</b> ROSENTHAL FAIRFAX HONDA 11020 MAIN STREET FAIRFAX VA 22030		<b>Desc:</b> ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
<b>Phone:</b> (703) 934-8500	<b>Fax #:</b> (703) 273-4036	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA	
<b>DPSM:</b> RAFIK ABDULLAHI	<b>Zone/Dist:</b> 06B	<b>Engine #:</b> K24A41005922	<b>Trans #:</b> BCLA5006200
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 857554	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 4/6/2011 10:15:57 AM ROBS
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6 ANY UNDERSIDE DAMAGE, LWR SILL DAMAGE?
  - 7 NO DEPLOY OF STEERING WHEEL OR PASS DASH SRS UNITS
  - 8 IS CAR THERE NOW?
  - 9 OK; COMPONENTS TO BE REPL AS PER SM PG. 23-193. INSPECT FLOOR WIRE HARNESS FOR PHYSICAL DAMAGE. ASSURE NO SHORTS TO GRND OF WIRES FROM SRS CONN 'B'. IF PROBLEM, FLOOR WIRE HARNESS NEEDS TO BE REPL'D.
  - 10 NONE SHOWN.

### Information from Dealer

CUSTOMER SAID THE DRIVER SIDE AIRBAG DEPLOYED WITHOUT THE CAR HITTING ANYTHING.  
 [MODEL: ACCORD][YEAR: 2003][PUBID: 0][SUBJECT: ]  
 [KEYWORD: AIRBAG]  
 Y  
 N  
 BOTH FRONT JACK POINTS ARE BENT OVER AND METAL AROUND THEM.  
 NO  
 NO CUST HAS LEFT THE DEALER  
 ANY RECORDS OF L SIDE SRS DEPLOYMENT FOR NO REASON?

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3021538	JOHNB	06/21/2010	PAULI	2

Code	Original Complaint	Probable Cause/Solution									
P 8781	LOW THRESHLD DEPLY-PASS	WILL NEED SRS DEPLOYMENT REPAIR;CONTACT DPSM									
		<table style="width: 100%;"> <tr> <td style="width: 33%;">ResIn Source:</td> <td style="width: 33%;">None</td> <td style="width: 33%;">Date:</td> </tr> <tr> <td>Status:</td> <td>N/A</td> <td>Mileage: 108,692</td> </tr> <tr> <td>Remarks / Requestor:</td> <td></td> <td>FE Status:</td> </tr> </table>	ResIn Source:	None	Date:	Status:	N/A	Mileage: 108,692	Remarks / Requestor:		FE Status:
ResIn Source:	None	Date:									
Status:	N/A	Mileage: 108,692									
Remarks / Requestor:		FE Status:									

<b>Dealer #:</b> <b>Dir Cont:</b> JAMIE RAY <b>Serv Ph:</b> (919) 774-8864 <b>Serv Mgr:</b> JAMIE HOLCOMB <b>Parts Mgr:</b> CARLOS GARCIA <b>Dir Name:</b> SANFORD HONDA 3130 SOUTH HORNER BLVD SANFORD NC 27330 <b>Phone:</b> (919) 774-8864 <b>DPSM:</b> ELIZABETH CLOGG <b>Previous Dealer/Contact</b>	<b>TZ:</b> EST <b>Training %:</b> <b>Extn:</b> <b>Fax #:</b> 9197746693 <b>Zone/Dist:</b> 06M <b>Date</b>	<b>VIN:</b> 1HGCM566X3A [REDACTED] <b>Year:</b> 2,003 <b>Tran:</b> 5AT <b>Doors:</b> 4DR <b>Fact:</b> MARYSVILLE <b>Desc:</b> ACCORD 4DR EX 4CYL 160.0 HP 2.4 L <b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA <b>Engine #:</b> K24A41005181 <b>Em Type:</b> KA <b>RO #:</b> 49160 <b>Case Type:</b> Technical <b>W.O. #:</b>	<b>Err:</b> <b>Model:</b> ACCORD <b>Trim:</b> EX <b>WD:</b> <b>Country:</b> USA <b>Trans #:</b> BCLA5005237
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### Tech Line Suggests

- 6/21/2010 6:34:30 AM      JOHNB
- 1 ORIGINAL COMPLAINT
  - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
  - 3 ISIS SEARCH CRITERIA
  - 4
  - 5 VEHICLE WILL NEED SRS DEPLOYMENT REPAIR;PLEASE SEE SERVICE MANUAL FOR DEPLOYMENT REPAIR SCHEDULE;PLEASE CONTACT YOUR DPSM/ZONE/C.R.
  - 6 LOW OR NO THRESHOLD AIRBAG DEPLOY (POLICY)  
Tech Line Knowledge Base Name: 4133 Issue Date: 07-Dec-1995 Source: HTL-INFO
  - 7 PENDED TO GARYS, RICHARDK

### Information from Dealer

PASS SEAT AIRBAG DEPLOY WHILE DRIVING

[MODEL: ACCORD][YEAR: 2003][PUBID: ][SUBJECT: ]  
 [KEYWORD: AIR BAG]  
 PASS AIRBAG DEPLOYED WHEN CUSTOMER WAS JUST DRIVING ALONG;F411 CODE IN SYSTEM

6/21/2010 11:41:02 AM      PAULI

- 8 (FRWD COPY TLC>PRO)

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2555360	KENE	02/14/2008	KENE	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	LOW THRESHLD DEPLOY	SUSPENSION HIT; CONTACT INS		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 159,956
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 1HGCM56693A [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> PAUL WARD	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (302) 452-2709	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX
<b>Serv Mgr:</b> ANDREW PRIVETT		<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> JOE ST JOHN		<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dir Name:</b> MARTIN HONDA		<b>Desc:</b> ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
298 EAST CLEVELAND AVE	DE 19711	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA	
NEWARK		<b>Engine #:</b> K24A41033055	<b>Trans #:</b> BCLA5033074
<b>Phone:</b> (302) 452-2709	<b>Fax #:</b> (302) 894-1264	<b>Em Type:</b> KA	
<b>DPSM:</b> ANDREW MCGOWAN	<b>Zone/Dist:</b> 05J	<b>RO #:</b> 385651	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

2/14/2008 9:57:56 AM KENE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 HAVE CUST CONTACT INS

### Information from Dealer

L/F SEAT SIDE AIRBAG DEPLOYED WHILE DRIVING DOWN ROAD. NO SIGN OF IMPACT ON BODY, FRAME OR SUSPENSION.  
NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1518934	KENE	02/11/2005	KENE	1

Code	Original Complaint	Probable Cause/Solution												
P 8781	RT SIDE AIR BAG DEPLOYED	IMPACT; HAVE DPSM TAKE PHOTOS												
		<table style="width: 100%;"> <tr> <td><b>Resln Source:</b></td> <td>None</td> <td><b>Date:</b></td> <td></td> </tr> <tr> <td><b>Status:</b></td> <td>N/A</td> <td><b>Mileage:</b></td> <td>22,428</td> </tr> <tr> <td><b>Remarks / Requestor:</b></td> <td></td> <td><b>FE Status:</b></td> <td></td> </tr> </table>	<b>Resln Source:</b>	None	<b>Date:</b>		<b>Status:</b>	N/A	<b>Mileage:</b>	22,428	<b>Remarks / Requestor:</b>		<b>FE Status:</b>	
<b>Resln Source:</b>	None	<b>Date:</b>												
<b>Status:</b>	N/A	<b>Mileage:</b>	22,428											
<b>Remarks / Requestor:</b>		<b>FE Status:</b>												

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 1HGCM56673A [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> MIKE MEEKS	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (770) 993-2805	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> ALAN WATSON		<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> DON JONES		<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dlr Name:</b> HONDA CARLAND 11085 ALPHARETTA HWY ROSWELL GA 30076		<b>Desc:</b> ACCORD 4DR EX-L 4CYL 160.0HP 2.4L	
<b>Phone:</b> (770) 993-2805	<b>Fax #:</b> (770) 998-4880	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	<b>Engine #:</b>
<b>DPSM:</b> CORY ROMONOSKY	<b>Zone/Dist:</b> 07E	<b>Trans #:</b>	<b>Em Type:</b> KA
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b>	<b>Case Type:</b> Technical
		<b>W.O. #:</b>	

### Tech Line Suggests

- 2/11/2005 KENE
- 1 02/11/05 10:14:23 ISIS:----->
  - 2
  - 3
  - 4 02/11/05 10:16:35 KENE:----->
  - 5 HAVE YOU LOOKED AT CAR UP ON LIFT?----->
  - 6 YOU CHECK ALL OF UNDER CARIAGE?----->
  - 7 HAVE DPSM COME OUT AND TAKE DIGITAL PHOTOS  
OR
  - 8 CAR AND EMAIL TO US?----->

### Information from Dealer

PASSENGER SIDE AIRBAG DEPLOYED FOR NO REASON,  
( NO DAMAGE TO CAR FOUND ALL VIN PLATES  
INSTALLED)  
CANT SEE ANY CAUSE  
YES AND ALL LOOKS GOOD  
YES  
  
OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1481050	PETERL	12/07/2004	PETERL	1

Code	Original Complaint	Probable Cause/Solution						
P 8781	LOW THRESHLD DEPLOY	POT HOLE/ROAD DEBRIS; INSPECT UNDER CARRIAGE						
		<table style="width: 100%;"> <tr> <td><b>ResIn Source:</b> None</td> <td><b>Date:</b></td> </tr> <tr> <td><b>Status:</b> N/A</td> <td><b>Mileage:</b> 20,203</td> </tr> <tr> <td><b>Remarks / Requestor:</b></td> <td><b>FE Status:</b></td> </tr> </table>	<b>ResIn Source:</b> None	<b>Date:</b>	<b>Status:</b> N/A	<b>Mileage:</b> 20,203	<b>Remarks / Requestor:</b>	<b>FE Status:</b>
<b>ResIn Source:</b> None	<b>Date:</b>							
<b>Status:</b> N/A	<b>Mileage:</b> 20,203							
<b>Remarks / Requestor:</b>	<b>FE Status:</b>							

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 1HGCM566X3A [REDACTED]
<b>Dlr Cont:</b> ALEXANDER	<b>Training %:</b>	<b>Year:</b> 2,003
<b>Serv Ph:</b> (856) 983-2626	<b>Extn:</b>	<b>Tran:</b> 5AT
<b>Serv Mgr:</b> STEVE JENSEN		<b>Doors:</b> 4DR
<b>Parts Mgr:</b> ELVING GUZMAN		<b>Fact:</b> MARYSVILLE
<b>Dlr Name:</b> BURNS HONDA		<b>Desc:</b> ACCORD 4DR EX 4CYL 160.0HP 2.4L
325 NORTH ROUTE 73		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA
MARLTON NJ 08053		<b>Engine #:</b>
		<b>Trans #:</b>
<b>Phone:</b> (856) 983-2626	<b>Fax #:</b> (856) 983-6221	<b>Em Type:</b> KA
<b>DPSM:</b> ANDREW MCGOWAN	<b>Zone/Dist:</b> 05J	<b>RO #:</b>
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical
		<b>W.O. #:</b>

### Tech Line Suggests

### Information from Dealer

<b>12/7/2004</b>	<b>PETERL</b>
<p>1 12/07/04 12:36:54 ISIS:-----&gt;</p> <p>2</p> <p>3</p> <p>4</p> <p>5 12/07/04 12:36:59 PETERL:-----&gt;</p> <p>6 WHAT HAVE YOU CHECKED SO FAR-----&gt;</p> <p>7 INSPECT UNDERCARRIAGE FOR DAMAGE TO TOW HOOKS</p> <p>8 OR SCRAPES ON CHASIS/SUSPENSION</p> <p>9 SPIN BALANCE WHEELS AND LOOK FOR A BENT RIM</p> <p>10 OR BULDGE IN THE TIRE</p> <p>11 INSPECT FOR ANY DEBRIS THAT WAS RUN OVER</p> <p>12 AND HIT THE UNDERCARRIAGE.</p> <p>13 QUESTION THE CUSTOMER TO WHAT ROAD THEY WHERE</p> <p>14 DRIVING ON WHEN THIS OCCURED</p> <p>15 CONTACT DPTSM</p>	<p>PASS SIDE (SIDE) AIR BAG DEPLOYED WHILE DRIVING DOWN THE ROAD. NO CONTACT WITH ANYTHING ELSE. CODE</p> <p>STORED IS #F4-11. WANT TO KNOW WHAT I SHOULD REPLACE BECAUSE THE CAUSE IS UNKNOWN.</p> <p>NOTHING YET.</p>

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2753019	RUDYG	01/07/2009	RUDYG	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	PASS SIDE A/B DEPLYD BY SELF	IMPACT?; NO KNOWN ISSUES OTHERWISE		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 76,247
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	CST	<b>VIN:</b> 1HGCM56613A [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> GARY OLSON	<b>Training %:</b>		<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (815) 439-2222	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> EX
<b>Serv Mgr:</b> KEVIN STRATTON			<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> ED RANDA			<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dir Name:</b> THE HONDA SUPERSTORE OF JOLIET 3225 PLAINFIELD ROAD JOLIET IL 60435			<b>Desc:</b> ACCORD 4DR EX 4CYL 160.0 HP 2.4 L	
<b>Phone:</b> (815) 439-2222	<b>Fax #:</b> 8154392380		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA	
<b>DPSM:</b> WILLIAM MCKEE	<b>Zone/Dist:</b> 08D		<b>Engine #:</b> K24A41160175	<b>Trans #:</b> BCLA5163660
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 334452	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

1/7/2009 4:10:34 PM RUDYG	
1 ORIGINAL COMPLAINT	SIDE AIRBAG DEPLOYED WHILE DRIVING
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 THIS IS WHAT CUSTOMER CONTENDS?	YES
4 WHICH AIR BAG?	RIGHT SIDE SEAT A/B
5 INSPECTED FOR DAMAGE?	I FOUND 2 PUNCTURE MARKS IN MUFFLER.
6 DESCRIBE?	TOWARD THE FRONT OF MUFFLER AT THE BOTTOM.
7 DON'T THINK THAT WILL DO IT, NO KNOWN ISSUES FOR A/B GOING OFF BY THEMSELVES	OK
1/27/2009 12:42:51 PM RUDYG	
8 01/27/2009 12:42:58 PM RUDYG	(CARL FROM HONDACARE) WANTED TO DISCUSS THIS WITH YOU
9 (REVIEWED CONTACT WITH CARL) WE HAVE NO KNOWN ISSUES WITH A/B'S GOING OFF BY THEMSELVES. DPSM USUALLY MAKES THE DECISION ON THESE BUT GENERALLY IF WE CAN'T PROVE IMPACT WE COVER IT.	WHAT ABOUT IMPACT SENSORS AND OTHER ITEMS THAT ARE USUALLY REPLACED DURING A/B REPLACEMENT
10 I WOULD DO THEM. EVEN THOUGH WE CANNOT PROVE IMPACT, I BELIEVE THAT IMPACT DID OCCUR, WE JUST CAN'T PROVE IT. SO IF REPAIRED, REPLACE ALL COMPONENTS AS LISTED IN S/M UNDER ITEMS TO BE REPLACED AFTER A/B DEPLOYMENT	OK

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1569546	GARYR	05/10/2005	GARYR	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	SIDE BAG DEPLOYED	CHK FOR UNDER CHASSIS IMPACT		
		<b>Resin Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 44,964
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b>	EST	<b>VIN:</b>	1HGCM56693A [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> PETE	<b>Training %:</b>		<b>Year:</b>	2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (813) 935-8585	<b>Extn:</b>		<b>Tran:</b>	5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b> JEFFREY KING			<b>Doors:</b>	4DR	<b>WD:</b>
<b>Parts Mgr:</b>			<b>Fact:</b>	MARYSVILLE	<b>Country:</b> USA
<b>Dir Name:</b> TAMPA HONDA LAND 11000 NO. FLORIDA AVE. TAMPA FL 33612			<b>Desc:</b>	ACCORD 4DR EX-L 4CYL 160.0HP 2.4L	
<b>Phone:</b> (813) 935-8585	<b>Fax #:</b> (813) 935-2488		<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> DONALD LOGAN	<b>Zone/Dist:</b> 07K		<b>Engine #:</b>		<b>Trans #:</b>
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b>	KA	
			<b>RO #:</b>		
			<b>Case Type:</b>	Technical	
			<b>W.O. #:</b>		

Tech Line Suggests	Information from Dealer
5/10/2005	GARYR
1 05/10/05 09:45:26 ISIS:----->	SIDE AIR BAG DEPLOYED NO IMPACT CODE F411
2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
3 THIS PROBLEM?----->	NO
4 05/10/05 09:45:43 GARYR:----->	
5 CHK FOR UNDER CHASSIS IMPACT	
6 E-MAIL PHOTOS	
7 CONTACT DPSM PER FAX 10277	

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1660958	PETERL	10/10/2005	PETERL	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	LOW THRESHLD DEPLOY	BENT WHEEL; CHECK IF OK THEN CONTACT THE DPTSM		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 27,036
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 1HGCM56653A [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> MARIO SANCHEZ	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ACCORD
<b>Serv Ph:</b> (718) 507-5000	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-L
<b>Serv Mgr:</b>		<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> PAUL ACCIARITO		<b>Fact:</b> MARYSVILLE	<b>Country:</b> USA
<b>Dlr Name:</b> PARAGON HONDA		<b>Desc:</b> ACCORD 4DR EX-L 4CYL 160.0HP 2.4L	
57-02 NORTHERN BLVD.		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
WOODSIDE NY 11377		<b>Engine #:</b>	<b>Trans #:</b>
<b>Phone:</b> (718) 507-5000	<b>Fax #:</b> (718) 426-0299	<b>Em Type:</b> KA	
<b>DPSM:</b> OPEN POSIT 9/5/12	<b>Zone/Dist:</b> 05A	<b>RO #:</b>	
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

### Information from Dealer

- 10/10/2005 PETERL
- 1 10/10/05 12:29:00 ISIS:----->
  - 2
  - 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
  - 4 THIS PROBLEM?----->
  - 5 10/10/05 12:29:06 peter!:----->
  - 6
  - 7
  - 8 NO MARKS ON SUBFRAME AT ALL----->
  - 9 CUSTOMER HAVE A FLAT TIRE----->
  - 10 CHECK FOR BENT WHEELS----->
  - 11 CHECK FOR BENT WHEELS IF OK CONTACT THE DPTSM
  - 12

C/S PASSNGR SIDE AIR BAG DEPLOYEDWHILE DRIVING OVER BUMPS

NO

I INSPECTED THE VEHICLE AND I DID NOT SEE ANYTHING. I ALOS INSPECTED UNDER CARRAIGE AND I CANT SEE ANTTTHING.

NO

NO

NO

2003 MDX  
Field Reports  
Relevant

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3321788	CHRISR	08/20/2012	TROYS	7

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	AIRBAGS DEPLOYED @ 15	REPAIR;AHM WANTS PARTS		
		<b>Resln Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	P HCM	<b>Mileage:</b> 82,275
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	EST	<b>VIN:</b> 2HNYD18263H5	<b>Err:</b>
<b>Dir Cont:</b>	PAUL MCDONALD	<b>Training %:</b>		<b>Year:</b>	2,003
<b>Serv Ph:</b>	(910) 864-2277	<b>Extn:</b>		<b>Model:</b>	MDX
<b>Serv Mgr:</b>	WILLIAM JONES			<b>Tran:</b>	5AT
<b>Parts Mgr:</b>	BOBBY WILLIAMS			<b>Doors:</b>	5DR
<b>Dir Name:</b>	LEITH ACURA OF FAYETTEVILLE			<b>Fact:</b>	ALLISTON
	2022 SKIBO ROAD			<b>Desc:</b>	MDX 5DR 6CYL 260.0 HP 3.5 L
	FAYETTEVILLE	NC 28314		<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
<b>Phone:</b>	(910) 864-2277	<b>Fax #:</b>	9108674783	<b>Engine #:</b>	J35A51000495
<b>DPSM:</b>	SERGIO SUAREZ	<b>Zone/Dist:</b>	04B	<b>Trans #:</b>	MDKA1000861
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Em Type:</b>	KA
				<b>RO #:</b>	15543
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

**Tech Line Suggests**

**Information from Dealer**

8/20/2012 10:05:15 AM	CHRISR	
1 ORIGINAL COMPLAINT		CUSTOMER STATES WHILE DRIVING DOWN THE ROAD WAS GOING ABOUT 15 MPH THE AIRBAGS DEPLOYED. NO SIGN OF DAMAGE TO VEHICLE, BUT CUSTOMER STATES HEARD A POP NOISE AND THEN AIRBAGS DEPLOYED.
2 ISIS SEARCH CRITERIA		[MODEL: MDX][YEAR: 2003][PUBID: 0][SUBJECT: ALL SUBJECTS][KEYWORD: 53-42]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		Y
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		N
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6 LOOK CAREFULLY FOR ANY DAMAGE BEHIND BUMPER, CORE SUPPORT, FLOOR AREA		1ST BRACKET FOR RUNNING BOARDS IS BENT
7 IMPACT ON FLOOR? OR JUST BENT		BENT. YOU SHOULD KNOW THAT CUST HAD CONTACTED CUST RELATIONS
8 OK, JUST TAKE PICS OF ANY SUSPECT AREA		OK
9 NO KNOWN ISSUES, IF C/R HAS BEEN CONTACTED, THE DPSM SHOULD ALSO BE MADE AWARE		OK
8/24/2012 3:13:28 PM	JIMH	
10 08/24/2012 03:14:51 PM JIMH		MIKE SEEBA IS ACTING DPSM REPORTS DTC IS 53-42, 54-50
11 AFTER SPEAKING WITH HCM, REPAIR THE VEHICLE AND AHM WANTS SRS C/U AND FRONT AND SIDE IMPACT SENSORS		
12 08/24/2012 03:18:23 PM JIMH PAULI, PLEASE PICK UP SRS RELATED PARTS FROM THIS DELAER AND SEND SRS C/U, FRONT AND SIDE IMPACT SENSORS TO HCM LORIN STEVENS		
8/24/2012 3:41:46 PM	PAULI	
13 (sas)		
14 WILL P/U & FFWD>HCM		
8/30/2012 12:20:31 PM	PAULI	
15 251311 RO Date: 2012-08-20 Claim Number: 015543		R&R
16		04814-S3V-305ZA OTR ST, R. *NH167L*
17		04818-S3V-305ZA OTR ST, L. *NH167L*
18		06770-S3V-A10ZA AIRBAG *NH167L*
19		06780-S3V-A10ZA AIRBAG *NH167L*
20		77900-S3V-A01 REEL ASSY., CABLE
21 SRS PRTS RCVD--WILL FRWD SRS C/U, SNSRS >HCM		
22 (UPDATED CLM 015543		
8/30/2012 2:56:24 PM	PAULI	
23 FRWD SRS C/U (4) SNSRS>HCM, LORIN STEVENS		A/B 443786281637
8/31/2012 1:24:04 PM	TROYS	
24 PLACED IN TS AND KA INBOX		

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2384142	TOMP	06/28/2007	TOMP	3

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 8782	PASSENGER AIRBAG DEPLOYED	IT HAPPENS!; REPAIR AS NEEDED	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 77,838
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> EST	<b>VIN:</b> 2HNYD18903H [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> GEORGE	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> MDX
<b>Serv Ph:</b> (561) 243-3618	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> TOURR&N
<b>Serv Mgr:</b> BRIAN SINGH		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> JAMAINE KNIGHT		<b>Fact:</b> ALLISTON	<b>Country:</b> CAN
<b>Dlr Name:</b> DELRAY ACURA 655 NE 6TH AVENUE DELRAY BEACH FL 33483		<b>Desc:</b> MDX 5DR TOURR&N 6CYL 260.0 HP	
<b>Phone:</b> (561) 243-3618	<b>Fax #:</b> 5612433632	<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG,	
<b>DPSM:</b> DALE MEEKS	<b>Zone/Dist:</b> 04G	<b>Engine #:</b> J35A51012917	<b>Trans #:</b> MDKA1013471
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 141640	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

6/28/2007 6:19:53 AM TOMP

- 1
- 2
- 3
- 4 I HAVE NO FURTHER INFORMATION OR INSIGHT BEYOND WHAT THE S/M SAYS. MAKE A REPAIR ESTIMATE AND FIX THE CAR.
- 5 THE DEPLOYMENT IS AS IT PRESENTS ITSELF TO YOU. YOUR JOB DOES NOT INVOLVE JUDGEING THE DEPLOYMENT EVENT.
- 6 YOUR JOB IS TO FIX THE CAR; THAT IS REPLACE THE DEPLOYED PARTS.
- 7 YOU CAN DO AN INSPECTION AND DOCUMENT WHAT YOU FIND IF YOU LIKE.
- 8 OTHERWISE MAKE A REPAIR ESTIMATE AND REFER TO CUSTOMER'S INSURANCE OR YOU CAN CONTACT THE DSM.

6/28/2007 11:09:31 AM CHRISV

- 9
- 10 WELL EITHER THE CUST IS NOT BEING TRUTHFUL OR CARMAX WITHHELD INFO FROM THE CUST.

### Information from Dealer

PASSENGER AIR BAG DEPLOYED AND BOTH PRETENSIONERS ARE LOCKED. SRS CODES 5120 AND 5341 INTERNAL FAILURE OF SRS UNIT. CUSTOMER STATES NO IMPACT OF ANY KIND. IS THIS POSSIBLE??  
 GEORGE:  
 DSM SAID TO CALL AND ASK IF THE CODES STORED COULD HAVE CAUSED THE DEPLOYMENT, OR DID THE DEPLOYMENT CAUSE THE CODES?  
 THE CUSTOMER WANTS US TO TELL THEM WHY THE AIRBAG WENT OFF.

ANDREW COLEMAN DPSM, I CAN SEE THERE SOME RECENT BODY WORK ON THE FRONTEND. CUST SAYS THEY HAVE ONLY HAD THIS CAR FOR 3 WEEKS, THEY BOUGHT IT FROM CAR MAX

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1625111	DAVEK	08/09/2005	DAVEK	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	LOW THRESHLD DEPLOY	IMPACT?, INSPECT, REPAIR AS PER S/M		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 39,105
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	PST	<b>VIN:</b> 2HNYD18803H [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b>	NICK VALLERGA	<b>Training %:</b>		<b>Year:</b>	2,003
<b>Serv Ph:</b>	(925) 463-4700	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	NICK SHAFFER			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>	MITCH CASH			<b>Fact:</b>	ALLISTON
<b>Dlr Name:</b>	ACURA OF PLEASANTON			<b>Desc:</b>	MDX 5DR TOURNAV 6CYL 260.0HP
	4355 ROSEWOOD DRIVE			<b>WhtBdy:</b>	P/S, SUN ROOF, ABS, AIR BAG,
	PLEASANTON	CA 94588		<b>Engine #:</b>	
				<b>Trans #:</b>	
<b>Phone:</b>	(925) 463-4700	<b>Fax #:</b>	(925) 463-8672	<b>Em Type:</b>	KA
<b>DPSM:</b>	GARY_B BARR	<b>Zone/Dist:</b>	01E	<b>RO #:</b>	
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

### Tech Line Suggests

- 8/9/2005 DAVEK
- 1 08/09/05 15:47:07 ISIS:----->
  - 2
  - 3
  - 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
  - 5 THIS PROBLEM?----->
  - 6 08/09/05 15:47:26 DAVEK:----->
  - 7
  - 8
  - 9 IF CUST IS STATING IT WENT OF ON OWN. HAVE DPSM
  - 10 CK OUT CAR AND PHOTOGRAPH

### Information from Dealer

SRS LAMP ON, BELTS DEPLOYED BUT NOT AIR BAGS. SRS SHOWS BELTS AND BAGS DEPLOYED. BAGS APPEAR TO BE ORIGINAL. CUST. NOT STATING IMPACT AT THIS TIME.

NO  
CUST DID NOT SAY THAY HIT ANY THING. THER IS NOT HEAVY DAMMAGE. FEW SCRAPES ON THE BUMPER BUT NO BROKEN GLASS OR FT END DAMMAGE

2003 Odyssey

Field Reports

Relevant

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3260777	LINDSEYA	02/27/2012	LINDSEYA	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 8700	AIRBAG DEPLOYED	IMPACT; REFER TO DPSM	
		<b>ResIn Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 155,270
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	CST	<b>VIN:</b> 5FNRL18993B [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b>	ROBERT BUDDY	<b>Training %:</b>		<b>Year:</b>	2,003
<b>Serv Ph:</b>	(713) 948-1900	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	GREG BERNARD			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>				<b>Fact:</b>	LINCOLN
<b>Dir Name:</b>	MCDavid HONDA			<b>Country:</b>	USA
	11200 GULF FREEWAY			<b>Desc:</b>	ODYSSEY 5DR EX-L 6CYL 240.0 HP
	HOUSTON TX 77034			<b>WhtBdy:</b>	P/S, ABS, AIR BAG, USA
<b>Phone:</b>	(713) 948-1900	<b>Fax #:</b>	7139481949	<b>Engine #:</b>	J35A42014178
<b>DPSM:</b>	VERNON SAGE	<b>Zone/Dist:</b>	03C	<b>Trans #:</b>	BYBA5014743
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Em Type:</b>	KA
				<b>RO #:</b>	529798
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

## Tech Line Suggests

2/27/2012 3:33:55 PM

LINDSEYA

1 ORIGINAL COMPLAINT

2 ISIS SEARCH CRITERIA

3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?

4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?

5 ANY AFTER MARKET ACCESSORIES INSTALLED?

6

7 EVERYTHING TURNED GREEN?

8 DTC 11-Ax ("x" can be 0 thru 9 or A thru F): Short to Power in the Driver's Airbag Second Inflator DTC 51-xx, 52-xx, 53-xx, 54-xx, 55-xx, 57-xx, 58-xx ("x" can be 0 thru 9 or A thru F): Internal Failure of the SRS Unit

9 HAVE YOU EVER SEEN THIS CAR BEFORE?

10 OK. WELL, NEED TO REFER TO YOUR DPSM ON THIS ONE. THOSE CODES MAY BE JUST BECAUSE THE BAGS DEPLOYED.

## Information from Dealer

THE CUSTOMER CLAIMS SHE WAS DRIVING DOWN THE FREEWAY IN THE SLOW (RIGHT) LANE OF THE FREEWAY AND THE DRIVERS SIDE AIR BAG DEPLOYED IN HER FACE. SHE DROVE HERE AND THE ONLY CODES FOUND ARE, 11-A0 AND 54-60. THERE IS A SLIGHT SCRAPE ON THE SUB FRAME ON THE RIGHT SIDE THATS NOT RUSTED BUT NOT CAVED IN IN ANY WAY. THE SCRAPE ON THE SUB FRAME ON THE DRIVERS SIDE IS RUSTY LOOKING. NO OTHER OBVIOUS DAMAGE CAN BE FOUND ON THE CAR ANYWHERE.... DIAGNOSTIC WISE , NOT SURE WHERE TO GO.

[MODEL: ODYSSEY][YEAR: 2003][PUBID: 0][SUBJECT: ]  
[KEYWORD: 11-A0]

GREG - SERVICE MANAGER - CUSTOMER STATES THAT SHE WAS GOING 60 MPH, SHE LOOKED DOWN AT THE SPEEDO AND THEN EVERYTHING TURNED GREEN.

YES, GREEN AIRBAG. I GUESS, ACTUALLY, SHE HAD SEEN A COP UP AHEAD AND THAT'S WHY SHE CHECKED HER SPEED, AND THEN THE BAG WENT OFF. SHE SAYS SHE NEVER HIT ANYTHING.

YES. IT'S BEEN IN BEFORE FOR SRS LIGHT, BUT I DON'T HAVE ANY INFO THERE. I DON'T HAVE ANYTHING CURRENT. OK.

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3104332	DAVIDK	01/11/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY	IMPACT?; INSPECT FOR SIGN
		ResIn Source: None
		Date:
		Status: N/A
		Mileage: 67,345
		Remarks / Requestor:
		FE Status:

<b>Dealer #:</b> <b>Dir Cont:</b> KERRY BRANAN <b>Serv Ph:</b> (941) 923-3413 <b>Serv Mgr:</b> <b>Parts Mgr:</b> TIMOTHY ADDISON <b>Dir Name:</b> WILDE HONDA 7333 S. TAMIAMI TRAIL SARASOTA FL 34231 <b>Phone:</b> (941) 923-3413 <b>Fax #:</b> (941) 924-8569 <b>DPSM:</b> LEE BRADLEY <b>Zone/Dist:</b> 07J <b>Previous Dealer/Contact</b> <b>Date</b>	<b>TZ:</b> EST <b>Training %:</b> <b>Extn:</b>	<b>VIN:</b> 5FNRL18943B [REDACTED] <b>Err:</b> <b>Year:</b> 2,003 <b>Model:</b> ODYSSEY <b>Tran:</b> 5AT <b>Trim:</b> EX-L <b>Doors:</b> 5DR <b>WD:</b> <b>Fact:</b> LINCOLN <b>Country:</b> USA <b>Desc:</b> ODYSSEY 5DR EX-L 6CYL 240.0 HP <b>WhtBdy:</b> P/S, ABS, AIR BAG, USA <b>Engine #:</b> J35A42016312 <b>Trans #:</b> BYBA5020231 <b>Em Type:</b> KA <b>RO #:</b> 304491 <b>Case Type:</b> Technical <b>W.O. #:</b>
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### Tech Line Suggests

- 1/11/2011 7:17:34 AM      DAVIDK
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 NO. INSPECT UNDER CAR FOR SIGN OF IMPACT. COULD BE RE TREAD TIRES. BOTTOM ON DIPS ECT. IF CUST WANTS WARR THEN CONTACT DPSM

### Information from Dealer

CUSTOMER STATES WHILE DRIVING BOTH AIRBAGS DEPLOYED FOR NO REASON  
 [MODEL: ODYSSEY][YEAR: 2003][PUBID: 0][SUBJECT: ]  
 [KEYWORD: SRS]

TRAILER HITCH AND HARNESS.  
 CAN THIS GO OFF ON IT'S OWN

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3162862	JOHNB	06/20/2011	TROYS	4

Code	Original Complaint	Probable Cause/Solution
P 8781	LOW THRESHLD DEPLOY>PASS	CONTACT DPSM AND/OR C.R.
		<b>Resln Source:</b> None <b>Status:</b> N/A <b>Remarks / Requestor:</b>
		<b>Date:</b> <b>Mileage:</b> 53,538 <b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNRL18913B [REDACTED]
<b>Dir Cont:</b> JOHN WEISS	<b>Training %:</b>	<b>Year:</b> 2,003
<b>Serv Ph:</b> (847) 884-6632	<b>Extn:</b>	<b>Model:</b> ODYSSEY
<b>Serv Mgr:</b> KEN WAHL		<b>Tran:</b> 5AT
<b>Parts Mgr:</b> KEVIN KELLEY		<b>Doors:</b> 5DR
<b>Dir Name:</b> SCHAUMBURG HONDA AUTOMOBILES		<b>Fact:</b> LINCOLN
750 EAST GOLF ROAD		<b>Desc:</b> ODYSSEY 5DR EX-L 6CYL 240.0 HP
SCHAUMBURG IL 60173		<b>WhtBdy:</b> P/S, ABS, AIR BAG, USA
		<b>Engine #:</b> J35A42021252
<b>Phone:</b> (847) 884-6632	<b>Fax #:</b> 8478438733	<b>Trans #:</b> BYBA5025705
<b>DPSM:</b> GEORGE MARIS	<b>Zone/Dist:</b> 08E	<b>Em Type:</b> KA
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b> 902181
		<b>Case Type:</b> Technical
		<b>W.O. #:</b>

### Tech Line Suggests

- 6/20/2011 12:02:19 PM      JOHNB
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 At this time we do not have any vehicle side problems that cause low threshold or no threshold airbag deployment. Refer the dealer to their DPSM and/or Customer Relations representative
  - 8 LOW OR NO THRESHOLD AIRBAG DEPLOY (POLICY)  
Tech Line Knowledge Base Name: 4133 Issue Date: 07-Dec-1995 Source: HTL-INFO

### Information from Dealer

CUSTOMER STATES PASSENGER FRONT AIRBAG DEPLOYED ONITS OWN WHILE SITTING IN DRIVEWAY. HAS 2 CODES IN SRS SYSTEM - 12-10 AND 43-11. NO SIGNS OF SIGNIFI CANT IMPACT.  
 [MODEL: ODYSSEY][YEAR: 2003][PUBID: 0][SUBJECT: ]  
 [KEYWORD: 12-10]  
 YES,AIRBAG IS DEPLOYED  
 NONE  
 NONE  
 CUSTOMER CLAIMS PASSENGER FRONT AIRBAG DEPLOYED WHILE SITTING IN THEIR DRIVEWAY;SYSTEM AT LEAST NOW HAS CODES 12-10,43-11

6/20/2011 12:09:28 PM	JOHNB	9 PENDED FYI TO TROYS
6/23/2011 2:25:14 PM	TROYS	10 PENED AND HANDED TO GG

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3113637	JOHNB	02/02/2011	STEVEN	2

Code	Original Complaint	Probable Cause/Solution						
P 8780	SRS;WHAT DO WE	FOLLOW THE RELATIVE SRS DEPLYMENT SCHEDULE IN SM						
		<table style="width: 100%;"> <tr> <td><b>ResIn Source:</b> None</td> <td><b>Date:</b></td> </tr> <tr> <td><b>Status:</b> N/A</td> <td><b>Mileage:</b> 56,577</td> </tr> <tr> <td><b>Remarks / Requestor:</b></td> <td><b>FE Status:</b></td> </tr> </table>	<b>ResIn Source:</b> None	<b>Date:</b>	<b>Status:</b> N/A	<b>Mileage:</b> 56,577	<b>Remarks / Requestor:</b>	<b>FE Status:</b>
<b>ResIn Source:</b> None	<b>Date:</b>							
<b>Status:</b> N/A	<b>Mileage:</b> 56,577							
<b>Remarks / Requestor:</b>	<b>FE Status:</b>							

<b>Dealer #:</b>	<b>TZ:</b> PST	<b>VIN:</b> 5FNRL18053E [REDACTED]
<b>Dir Cont:</b> SCOTT BINNING	<b>Training %:</b>	<b>Year:</b> 2,003
<b>Serv Ph:</b> (425) 271-3131	<b>Extn:</b>	<b>Tran:</b> 5AT
<b>Serv Mgr:</b> PETER CALLAHAN		<b>Doors:</b> 5DR
<b>Parts Mgr:</b> RICHARD GOLD		<b>Fact:</b> LINCOLN
<b>Dir Name:</b> RENTON HONDA 200 SW GRADY WAY RENTON WA 98055		<b>Desc:</b> ODYSSEY 5DR EX-LRES 6CYL 240.0
<b>Phone:</b> (425) 271-3131	<b>Fax #:</b> 4252282193	<b>WhlBdy:</b> P/S, ABS, AIR BAG, USA
<b>DPSM:</b> PHIL HEINZMAN	<b>Zone/Dist:</b> 02B	<b>Engine #:</b> J35A42021822
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Trans #:</b> BYBA5026485
		<b>Em Type:</b> KA
		<b>RO #:</b> 444453
		<b>Case Type:</b> Technical
		<b>W.O. #:</b>

### Tech Line Suggests

2/2/2011 12:12:10 PM JOHN B

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 ALL ITEMS ON THE RELATIVE DEPLOYMENT SCHEDULE IN THE S/M MUST BE PERFORMED;SO YES ALL ITEMS YOU MENTIONED MUST BE REPLACED FOR A PROPER SERVICE REPAIR OF THE SRS,AND THIS FRONT AIRBAG DEPLOYMENT

2/15/2011 2:49:34 PM STEVEN

- 8
- 9 SWS CALIBRATE?
- 10 HAVE A KG VEHICLE?
- 11 REPLACE THE OPDS UNIT

### Information from Dealer

A. TOW-IN---CUSTOMER SAYS WHILE DRIVING BOTH FRONT AIRBAGS JUST DEPLOYED. CUSTOMER HAS CONTACTED AMERICAN HONDA ABOUT THIS. PLEASE CHECK AND ADVISE  
 [MODEL: ODYSSEY][YEAR: 2003][PUBID: 0][SUBJECT: ]  
 [KEYWORD: SRS DEPLOYMENT]  
 YES  
 NONE  
 NONE  
 DPSM TOLD ME TO CALL YOU;THIS CAR HAS BOTH FRONT AIRBAGS FROM DASH/STEERING WHEEL DEPLOYED;THE S/M REPAIR STATES TO REPLACE THE DEPLOYED FRONT AIRBAGS,SRS ECM,FRONT IMPACT SENSORS,AND SEAT BELT TENSIONERS;DPSM WANTS ME TO FIND OUT IF SOME OR ALL HAVE TO BE DONE  
 OK,THANKS

EVERYTHING IS REPLACED NOW BUT I CANT INITIALIZE THE OPDS UNIT  
 YES  
 NO

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3285634	LINDSEYA	05/09/2012	TROYS	2

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>	
P 8780	SRS AIRBAG DEPLOY	IMPACT; REPLACE PARTS	
		<b>Resln Source:</b> None	<b>Date:</b>
		<b>Status:</b> N/A	<b>Mileage:</b> 45,649
		<b>Remarks / Requestor:</b>	<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNRL18003B [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> DYLAN LUTHER	<b>Training %:</b>	<b>Year:</b> 2,003	<b>Model:</b> ODYSSEY
<b>Serv Ph:</b> (601) 582-8261	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX-LRES
<b>Serv Mgr:</b> ROD JENKINS		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> TREMAYNE DORE		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dir Name:</b> VARDAMAN HONDA 802 BROADWAY DRIVE HATTIESBURG MS 39401		<b>Desc:</b> ODYSSEY 5DR EX-LRES 6CYL 240.0	
<b>Phone:</b> (601) 582-8261	<b>Fax #:</b> 6015825230	<b>WhtBdy:</b> P/S, ABS, AIR BAG, USA	
<b>DPSM:</b> OPEN POSIT 7/17/12	<b>Zone/Dist:</b> 03J	<b>Engine #:</b> J35A42036839	<b>Trans #:</b> BYBA5043788
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>Em Type:</b> KA	
		<b>RO #:</b> 055046	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

5/9/2012 1:57:57 PM LINDSEYA

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 IT IS LIKELY THAT THEY WERE CREATED WHEN THE BAGS DEPLOYED, BUT NEITHER OF US CAN SAY WHETHER THEY WERE THERE BEFORE OR NOT. SO MOST LIKELY, YES.
- 8 I UNDERSTAND. AND IT IS POSSIBLE. BUT WE DON'T HAVE ANY WAY OF KNOWING IF CODES EXISTED BEFORE. THERE ARE NO DEFINITIVE "DEPLOYMENT" CODES.

5/9/2012 2:22:57 PM TROYS

- 9
- 10 THE CODES ARE INTERNAL FAILURE NOT DEPLOYMENT HAVE NOT SEEN THESE CODES FROM A DEPLOYMENT AB CAN GO OFF FROM A DOOR SLAM REF TO DPSM FOR EVALUATION

### Information from Dealer

CUSTOMER STATES BOTH FRONT AIRBAGS DEPLOYED WHILE PARKED. 53-41 AND 54-50 STORED IN SRS UNIT.  
 [MODEL: ODYSSEY][YEAR: 2003][PUBID: 0][SUBJECT: ]  
 [KEYWORD: DEPLOY]  
 Y  
 N  
 N  
 I DO SEE SOME FRESH SCRAPES ON THE CRADLE, AND I HAVE SOME CODES FOR THE SRS. I WANT TO KNOW IF THESE CODES ARE DEPLOYMENT CODES.  
 I DON'T THINK WE'RE ON THE SAME PAGE, HERE. I JUST WANT TO KNOW IF THESE CODES WERE CREATED BECAUSE OF THE DEPLOYMENT.

(TECH TERMINATED CALL)

THIS IS ROD JENKINS THE CUST STATES THEY WERE SITTING IN THE CAR USING THEIR IPAD AND THE AB JUST WENT OFF I HAVE NOT SPOKEN TO HER AS SHE IS AT DR GETTING CARE BECAUSE THE IPAD HIT HER IN FACE

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3320827	PAULI	08/16/2012	PAULI	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8780	AIRBAGS DEPLOYED ;53-41,54-50	8/16: R&R AIRBAGS,SRS C/U		
		<b>ResIn Source:</b>	Spoke w/ Dealer	<b>Date:</b> 08/16/2012
		<b>Status:</b>	P RCVD	<b>Mileage:</b> 45,649
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>		<b>TZ:</b>	CST	<b>VIN:</b> 5FNRL18003B [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b>	PAULI	<b>Training %:</b>		<b>Year:</b>	2,003
<b>Serv Ph:</b>	(601) 582-8261	<b>Extn:</b>		<b>Tran:</b>	5AT
<b>Serv Mgr:</b>	ROD JENKINS			<b>Doors:</b>	5DR
<b>Parts Mgr:</b>	TREMAYNE DORE			<b>Fact:</b>	LINCOLN
<b>Dlr Name:</b>	VARDAMAN HONDA 802 BROADWAY DRIVE HATTIESBURG		MS 39401	<b>Desc:</b>	ODYSSEY 5DR EX-LRES 6CYL 240.0
<b>Phone:</b>	(601) 582-8261	<b>Fax #:</b>	6015825230	<b>WhtBdy:</b>	P/S, ABS, AIR BAG, USA
<b>DPSM:</b>	OPEN POSIT 7/17/12	<b>Zone/Dist:</b>	03J	<b>Engine #:</b>	J35A42036839
<b>Previous Dealer/Contact</b>		<b>Date</b>		<b>Trans #:</b>	BYBA5043788
				<b>Em Type:</b>	KA
				<b>RO #:</b>	
				<b>Case Type:</b>	Technical
				<b>W.O. #:</b>	

### Tech Line Suggests

8/16/2012 11:27:43 AM PAULI

- 1
- 2
- 3
- 4
- 5 PLSE SEND TO AHM IF NOT REQUESTED BY CUST
- 6 FAXED SHIP REQ.
- 7 AIRBAGS,C/U RCVD--FFWD>GARY G
- 8
- 9

### Information from Dealer

E/M FROM BARRY MUEHL  
 PLSE P/U DEPLOYED AIRBAGS, SRS C/U FOR GARY G  
 ROD, S/A  
 PRTS RPLCD AS CUST PAY (RO #111353  
 OK  
 (PER DLR RO)  
 CUST. STATES SHE WAS IN VEHICLE ON AN IPAD  
 W/VEHICLE RUNNING & IN PARK)  
 CODES; 53-41 & 54-50

2004 Odyssey

Field Reports

Relevant

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1752039	JIMH	02/23/2006	JIMH	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	DRIVERS SEATBELT TENSNR	IMPACT, REF TO INS, GET PICTURES		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 31,647
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	<b>TZ:</b> CST	<b>VIN:</b> 5FNRL18654B [REDACTED]	<b>Err:</b>
<b>Dlr Cont:</b> JAVIER LUCIO	<b>Training %:</b>	<b>Year:</b> 2,004	<b>Model:</b> ODYSSEY
<b>Serv Ph:</b> (972) 437-4145	<b>Extn:</b>	<b>Tran:</b> 5AT	<b>Trim:</b> EX
<b>Serv Mgr:</b> TOBY CLARK		<b>Doors:</b> 5DR	<b>WD:</b>
<b>Parts Mgr:</b> STEVEN KREMPP		<b>Fact:</b> LINCOLN	<b>Country:</b> USA
<b>Dlr Name:</b> LUTE RILEY HONDA 1331 N. CENTRAL EXPWY. RICHARDSON TX 75080		<b>Desc:</b> ODYSSEY 5DR EX 6CYL 240.0HP 3.5L	
<b>Phone:</b> (972) 437-4145	<b>Fax #:</b> (972) 437-9769	<b>WhtBdy:</b> P/S, ABS, AIR BAG, USA	<b>Engine #:</b>
<b>DPSM:</b> OLEN CURL	<b>Zone/Dist:</b> 03A	<b>Em Type:</b> KA	<b>Trans #:</b>
<b>Previous Dealer/Contact</b>	<b>Date</b>	<b>RO #:</b>	
		<b>Case Type:</b> Technical	
		<b>W.O. #:</b>	

### Tech Line Suggests

- 2/23/2006 JIMH
- 1 02/23/06 12:39:57 ISIS:----->
  - 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
  - 3 THIS PROBLEM?----->
  - 4 02/23/06 12:47:44 JAMESH:----->
  - 5
  - 6
  - 7 REFER TO INSURANCE, GET PICTURES OF FRONT END AND UNDERCARRAGE

### Information from Dealer

SRS LIGHT ON CODE E2-11 F1-11

NO

CUSTOMER SAY THEY WERE NOT IN A ACCIDENT. THEY SAID THE LIGHT JUST CAME ON. I CAN SEE THE POWDER FROM THE DRIVERS TENSIONER DEPLOYING

2004 TSX  
Field Reports  
Relevant

## Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3108937	DAVEM	01/21/2011	DAVEM	1

<b>Code</b>	<b>Original Complaint</b>	<b>Probable Cause/Solution</b>		
P 8781	R CURTAIN & A/B	UNKNOWN?; REFER TO THE DPSM AND THE CUST INSURANCE		
		<b>ResIn Source:</b>	None	<b>Date:</b>
		<b>Status:</b>	N/A	<b>Mileage:</b> 104,273
		<b>Remarks / Requestor:</b>		<b>FE Status:</b>

<b>Dealer #:</b>	TZ:	EST	<b>VIN:</b> JH4CL96884C [REDACTED]	<b>Err:</b>
<b>Dir Cont:</b> BRYAN WALKER	<b>Training %:</b>		<b>Year:</b> 2,004	<b>Model:</b> TSX
<b>Serv Ph:</b> (757) 886-7060	<b>Extn:</b>		<b>Tran:</b> 5AT	<b>Trim:</b> BASE
<b>Serv Mgr:</b> KEITH BRADSHAW			<b>Doors:</b> 4DR	<b>WD:</b>
<b>Parts Mgr:</b> TIMOTHY YOUNGER			<b>Fact:</b> SAYAMA	<b>Country:</b> JPN
<b>Dir Name:</b> HALL ACURA NEWPORT NEWS 12501 JEFFERSON AVE. NEWPORT NEWS VA 23602			<b>Desc:</b> TSX 4DR 4CYL 200.0 HP 2.4 L	
<b>Phone:</b> (757) 886-7060	<b>Fax #:</b> 7578867089		<b>WhtBdy:</b> P/S, SUN ROOF, ABS, AIR BAG, USA	
<b>DPSM:</b> SETH KING	<b>Zone/Dist:</b> 02H		<b>Engine #:</b> K24A21040623	<b>Trans #:</b> 1074981
<b>Previous Dealer/Contact</b>	<b>Date</b>		<b>Em Type:</b> KA	
			<b>RO #:</b> 202913	
			<b>Case Type:</b> Technical	
			<b>W.O. #:</b>	

### Tech Line Suggests

- 1/21/2011 6:12:29 AM DAVEM
- 1 ORIGINAL COMPLAINT
  - 2 ISIS SEARCH CRITERIA
  - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
  - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
  - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
  - 6
  - 7 ANY IMPACT MARKS?
  - 8 TIRES/WHLS HAVE PICNH/DENTS?
  - 9 POSS SOMEINE SLAMMED THE PASS SIDE DOOR/S?
  - 10 REFER TO THE DPSM AND THE CUST INSURANCE CO

### Information from Dealer

CUST STATES PASS SIDE CURTIAN AIRBAG AND PASS SEATAIRBAG DEPLOYED WHILE TAKING A RIGHT TURN IN A PA RKING LOT IN THE RAIN  
 [MODEL: TSX][YEAR: 2004][PUBID: 0][SUBJECT: ][KEYWORD: AIR BAG]  
 Y  
 N  
 N  
 F411. CUST STATES THEY WERE IN A P-LOT MAKING A RIGHT TURN IN THE RAIN AND THE AIR BAGS WENTS OFF  
 NONE  
 NONE  
 ????