

MAR 23 2016

CL-10846402-9235

NHTSA

Complaint

ODI # 10846402

Mar. 14, 2016

THE CAR MODEL WAS RECALLED IN OCT 14
4 TRUCK 151N - DEALER TESTED SAID OK

On 26 Sept. 2015 prior to taking my 2015 Legacy to Gilman Subaru, Selma TX for one year maintenance, I decided to test the, "Collision Avoidance System". I had noticed the car would get very close to the garage wall and never alert or stop on it's own. There had already been two recall notices on the, "Collision Mitigation System" One from, "NHTSA", and one from Subaru. I set up a very large cardboard box in the street. First I simulated the garage wall test. From a stop about 6 feet from the box, I drove the Legacy into the box. I tried this test three times. The car never stopped. It collided with the box each time. The next test I started 20 yards away from the box and drove the car into the box three times at 15 MPH and three times at 20 MPH. The car collided with the box every time. It did sound the alarm one time.

I also had problems with the suspension system. The Legacy rode very hard. You could feel almost every imperfection in the road surface transferred to your bottom.

When I got to Gillman Subaru on 29 Sept. I met Brandon Robbins, the Service Manager. We took a ride in a 2016 Legacy with Brandon doing all the driving during the testing. We then compared the ride of the 2016 Legacy to my 2015. Brandon agreed my car rode much harder. We then took my Legacy, with Brandon driving behind Gillman's shop to test the Collision Avoidance. Brandon set up a very large cardboard barrier at leasers 6ft x 6 ft. Brandon tried the garage test from a stop about 6 feet away he drove into the barrier three time. The car did not alert or stop but collied each time. Then Brandon drove my Legacy into the barrier 4 times at 15mph and 3 times at 20 mph. The car sounded the alert three times and tried to stop twice but still collied with the barrier every time.

Gilman told me they would order me another car but they wold not tell me what it would cost me. I took my car back that day, 19 Nov. 2015, in order to video the problems.

After keeping my car 2 months a Subaru Field Tech showed up and declared my car to be working properly. Two days later I madde a video .

On 22 Nov. 2015 My son and I made a video in front of our house using the same test of the "Collision Avoidance System" . with the same results. My Legacy will not avoid collision with a wall from a stop. At 15 mph it never avoided collision with a barrier. It did sound the alarm twice and brakes applied and it tried to stop once. This video. is available on [REDACTED]

Please view on [REDACTED] Subaru proper operation:

- 1.Subaru Eyesight Driver Assist Technology, Pre collision Braking
2. Subaru EyesightCollision Test. Then
3. You can view my car's operation on [REDACTED] (private) if you give me your Email.

I like this car I would be satisfied if it could be repaired. Gillman had the car 2 months and didn't fix the collision or the suspension.

I would like a replacement. My car only has 1500 miles. I would want the same model, color, interior. and extras. The safety equipment must all work properly and be checked upon delivery.

I would accept ordering a new car, but it must be checked completely at delivery.

I only expect to pay my insurance, a two year inspection fee and my Bronze Star License fee.

I will be in Mexico from 8 Dec. to 8 Mar. 2016. You can reach me there via Email or cell

Thank You. I hope you can help me.

San Antonio, TX [REDACTED]

THE DEALER EITHER WON'T OR CAN'T
FIX MY CAR- WHICH IS ON RECALL SINCE OCT 2014
PLEASE HELP- I'M A RETIRED VETERAN 2745
+ CAN'T AFFORD TO BUY ANOTHER CAR
CAR ONLY 1745 1600 MILES

NM
4816
SMD

Gillman

SINCE 1938

Gillman Companies

BUYER'S ORDER

DATE: 09/18/14

NAME [REDACTED]		CO-PURCHASER N/A	
ADDRESS [REDACTED]			
CITY SAN ANTONIO		STATE TX	ZIP [REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	CELL PHONE [REDACTED]	E-MAIL [REDACTED]
BODY TYPE/PRIMARY COLOR/MODEL # FAD 4DR SON ISM			
STOCK NO.: [REDACTED]	NEW/USED/DEMO NEW	ODOMETER MILEAGE 13	
VIN 4S3BNBF63F3 [REDACTED]	SALESPERSON #1 MIKELS, GREGORY		
YR./MAKE/MODEL: 2015 GILMAN LEXUS	SALESPERSON #2 N/A		

*A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW. UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL. PERO ESTE PODRIA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACION EN RELACION CON LA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACION SE EXIGE POR LEY.

(**) The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.

Credit Life (J) N/A	Ext. Serv. Contract N/A
Credit Life (S) N/A	
Acc. & Health N/A	Deductible \$ N/A
	Months N/A
	Miles N/A
Amount N/A	Amount N/A

All items checked above are to be included in payments. This agreement does not include the sale of liability insurance.

TRADE-IN INFORMATION

YEAR	N/A	TRD2- N/A
MAKE	N/A	TRD2- N/A
MODEL	N/A	TRD2- N/A
MILEAGE	N/A	TRD2- N/A
ALLOWANCE	N/A	TRD2- N/A
VIN	N/A	TRD2- N/A
PAYOFF DUE TO:	N/A	TRD2- N/A
ADDRESS:	TRD2- N/A	
LIEN TO:	TRD2- N/A	
ADDRESS:		
TELEPHONE:		

LIST PRICE	\$ 24,597.00
MVA	N/A
-REBATE	N/A
NITRO	N/A
PDR	N/A
TIRE	N/A
THEFT/ID	N/A
LIMITED MAINT PLAN	N/A
XZILON	N/A
KEY REPLACEMENT	N/A
WINDSHIELD	N/A
ACCESSORIES	N/A
TRADE-IN ALLOWANCE	N/A
TRADE-IN PAYOFF	N/A
BALANCE	24,597.00
SALES TAX	1,537.31
DOCUMENTARY FEE (*)	189.00
TITLE	33.00
LICENSE PLATES	72.25
INSPECTION FEE	23.75
FULL DEPUTY FEE	N/A
DEALER'S INVENTORY TAX (**)	43.54
BALANCE	26,495.85
CASH DOWN	5,000.00
BALANCE	21,495.85
BALANCE	21,495.85
CASH ON DELIVERY REC. #	26,495.85
AMOUNT TO FINANCE OR DRAFT	\$

USED VEHICLE DISCLOSURE (PERTAINS TO USED VEHICLE SALE ONLY): The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

DISCLAIMER OF WARRANTIES:

Any warranties on the Vehicle are those of the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Seller neither assumes nor authorizes any person to assume for it any liability in connection with the sale of the Vehicle. The disclaimer of warranties made herein

Pre-Collision Braking System

When there is the risk of a rear-end collision with an obstacle in front, the EyeSight system helps to minimize or prevent a collision by warning the driver. If the driver still does not take evasive action to avoid a collision, the brakes can be automatically applied just before the collision in order to reduce impact damage, or if possible, prevent the collision. If the driver takes evasive action to avoid a collision, Pre-Collision Brake Assist will operate in order to help the driver to prevent the collision.

This system can be effective not only with direct rear-end collisions, but also with offset rear-end collisions. This function can be activated when the select lever is in the D, M or N positions.

WARNING

- Never use the Pre-Collision Braking System and Pre-Collision Brake Assist to stop your car or avoid a collision under ordinary conditions. These functions cannot prevent collisions under all conditions. If the driver relies only on the Pre-Collision Braking System for Brake operation, collisions may occur.
 - When a warning is activated, pay attention to the front of the vehicle and its surroundings, and operate the brake pedal and/or take other actions if necessary.
 - The EyeSight Pre-Collision Braking System is primarily designed to prevent rear-end collisions with other vehicles when possible and to minimize damage and injuries in the event of a collision. In addition to other vehicles, things such as motorcycles, bicycles and pedestrians can also be treated as obstacles. However, there may be cases when detection is not possible depending on a variety of conditions¹. For example, when a vehicle is viewed from the side, oncoming vehicle, vehicles approaching in reverse, small animals or children, or walls or doors are not likely to be detected.
 - The Pre-Collision Braking System will operate at the point when it determines that a collision cannot be avoided and is designed to apply strong braking force just before a collision. The result of this varies depending on a variety of conditions². Because of this, performance of this function will not always be the same.
 - When the Pre-Collision Braking System is activated, it will continue to operate even if the accelerator pedal is partially depressed. However, it will be canceled if the accelerator pedal is deeply depressed.
 - If the driver depresses the brake pedal or turns the steering wheel, the system may determine that this constitutes evasive action by the driver, and the automatic braking control may not activate in order to allow the driver full control.
 - When the difference in speed with the obstacle in front is the following figure¹ or more, it may not be possible to avoid a collision. Even if the speed difference is the following figure¹ or less, in cases such as when another vehicle cuts in front of you, or in other cases depending on visibility, the condition of road surface and other factors², the function may be unable to stop the vehicle or may not activate. Pre-Collision Brake Assist also may not activate depending on the conditions² listed below.
- *1: For vehicles: approximately 30 MPH (50 km/h),
For pedestrians: approximately 21 MPH (35 km/h)
- *2: Conditions
- Distance to obstacle in front of you, speed difference, proximity conditions, lateral displacement (the amount of offset)
 - Vehicle conditions (amount of load, number of occupants, etc.)
 - Road conditions (grade, slipperiness, shape, bumps, etc.)
 - When visibility ahead is poor (rain, snow, fog or smoke, etc.)

- When the detected object is something other than a vehicle, motorcycle, bicycle or pedestrian
 - A domestic animal or other animal (a dog or deer, etc.)
 - A guardrail, telephone pole, tree, fence or wall, etc.
- Even if the obstacle is a motorcycle, bicycle or pedestrian, depending on the brightness of the surroundings as well as the relative movement, and aspect or angle of the object, there may be cases when the system cannot detect it.
- When the system determines that operation by the driver (based on accelerator pedal operation, braking, steering wheel angle, etc.) is intended as evasive action
- Vehicle maintenance status (brake systems, tire wear, tire pressure, whether a temporary spare tire is being used, etc.)
- When towing a trailer or another vehicle, etc.
- When the brakes are cold due to outside temperature being low or just after starting the engine.
- When the brakes are overheated on downhill grades (braking effectiveness is reduced)
- When driving in rain or after washing the vehicle (the brakes are wet and braking effectiveness is reduced)
- Recognition conditions of the stereo cameras

In particular, the function may be unable to stop the vehicle or may not activate in the following cases.

 - Bad weather (for example heavy rain, a blizzard or thick fog)
 - When visibility is poor due to sand, smoke or water vapor in the air or when the vehicle in front or oncoming traffic causes water, snow, dirt, dust or other substances to obscure the view through the windshield
 - When driving at night or in a tunnel without the headlights on
 - When driving at night or in a tunnel when there is a vehicle in front that does not have its taillights on
 - When approaching a motorcycle, bicycle or pedestrian at night
 - When ambient light is poor in the evening or early morning
 - When a vehicle, motorcycle, bicycle or pedestrian is outside the area illuminated by the headlights
 - When affected by strong light from the front (for example, sunlight at dawn, sunset or headlight beams, etc.)
 - When there is snow, frost, dirt or dust on the windshield or it is clouded
 - When fluid has not been fully wiped off the windshield during or after washer use
 - When the target cannot be correctly recognized because the stereo cameras' view is obstructed by water droplets from rain or the window washer, or by the wiper blades.
 - When the stereo cameras' field of view is obstructed (for example by a canoe on the roof of the vehicle)

Continued on next page =>

* GAUGE Braking CAN ON 19 NOV 2015 WITH
ALL TIRES AT 26 PSI INSTEAD OF 32-33 -

NHTSA COMPLAINT # 158464021

EXTRA AWARENESS FOR YOUR DAILY DRIVE.

Subaru EyeSight®

Subaru EyeSight® is one of the many things in the all-new Legacy that puts you at ease with more convenience and greater protection. Like a second pair of eyes for the road ahead, EyeSight® warns you when there's potential danger and can even apply brakes to help you avoid it. It's added comfort and peace of mind you can count on every day in your 2015 Legacy.



Pre-Collision Braking

A driver ahead unexpectedly hits the brakes or cuts you off. EyeSight® warns you, applies brakes to help avoid, and at lower speeds can even help you stop your Subaru.



Pre-Collision Throttle Management

If you put the car in Drive instead of Reverse and EyeSight® sees an object in your path, it cuts power to help you avoid accelerating into it.

NHTSA ~~Comp~~ ^{DOT} # 10846402

ADS ON TV SHOW LEGACY AVOIDING COLLISION EVERY TIME
MY CAR COLLIDES WITH A BARRIAR EVERY TIME

Big Difference in Brochure AND OWNER'S MANUAL - RFTB2
You get your CAR & PAY.

From Dealer 2015 Legacy Brochure

Home Mail Search News Sports Finance Weather Games Answers Screen Flickr Mobile More

Q Sent

Search

Search Mail

Search Web

Home

10



Compose

Delete Move More

Up Down X

Inbox (618)

Drafts (97)

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Re: \2015 Legacy "eyesight" and suspe...

People★

Today at 12:16 PM

To: CustDirServices@subaru.com

Gilman ordered me a new car however they would never tell me what it would cost me. It all depended on you. Your email makes it clear you accept no responsibility. I cancelled the car order. I can't pay for another car. Ms Thomas please send me a copy of the filed engineer's report. I would like to see what he tested and how did the tests I have returned the loaner and picked up my car. My car still would not avoid collision with a garage wall. The suspension rode better because the tire air pressure was lowered to 25 psi instead of the recommended pressure. It becomes more obvious your job is to get rid of me and the problems rather than correct them. I am very disappointed and sorry we could not work this out. i will video the Legacy's collision failings and turn this and all the paper work over to my attorney unless I hear exactly what you are prepare to do to help me ' by 26 Nov. 2015

Thank you

To:

Sent: Thursday, November 19, 2015 11:55 AM

Subject: RE: \2015 Legacy "eyesight" and suspension probems

ATTN: Ms Thomas

Hello

I appreciate your patience while your concerns were reviewed. The field engineer tested the operation of the Eyesight system using the required equipment, and the Eyesight system operated as intended. There is no recommendation for repair at this time. I am waiting to hear back from the sales manager to see if there are any identical models available, and if so, how much it will cost to get into the new vehicle. I will let you know how I am able to assist further as soon as I have the information.

Thanks,
Crystal Thomas
Subaru of America.

-----Original Message-----

From:

Sent: 11/18/2015 09:21:34 AM

To: "CustDirServices@subaru.com"

<CustDirServices@subaru.com>

Subject: \2015 Legacy "eyesight" and suspension probems ATTN: Ms Thomas

I still have not heard from you about the repair or replacement of my car. You have held my Legacy since 29 Sept. 2015. I will be leaving the Country on 6 Dec. 2015 and do plan on



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Navigation icons: back, forward, delete, move, spam, more

Inbox (618)

Drafts (141)

Sent

Spam (305)

Trash (120)

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Synced Me... (32)

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RE: \2015 Legacy "eyesight" and suspe...

Subaru of America, Inc. <CustDlrServices@subaru.com>

To [redacted] Nov 19 at 11:55 AM

Hello [redacted]

I appreciate your patience while your concerns were reviewed. The field engineer tested the operation of the Eyesight system using the required equipment, and the Eyesight system operated as intended. There is no recommendation for repair at this time. I am waiting to hear back from the sales manager to see if there are any identical models available, and if so, how much it will cost to get into the new vehicle. I will let you know how I am able to assist further as soon as I have the information.

Thanks,
Crystal Thomas
Subaru of America

-----Original Message-----

From: [redacted]

Sent: 11/18/2015 09:21:34 AM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: \2015 Legacy "eyesight" and suspension problems ATTN: Ms Thomas

I still have not heard from you about the repair or replacement of my car. You have held my Legacy since 29 Sept. 2015. I will be leaving the Country on 6 Dec. 2015 and do plan on returning until 8 Mar. 2016. If we can not resolve this matter by 28, Nov. 2015 I will need to pick up my Legacy and hire an attorney to represent me in my absence. I would rather settle this matter. Hiring an attorney is a waste of money for both of us. I like my Legacy but you have not been able to repair it. I would like a replacement that works properly. One could be ordered while I am away. Please help me. If my 2015 Legacy is this difficult to repair I am afraid to take it back.

Thank you [redacted]

Subaru Field Engineer WAS - Bill Davis From DALLAS





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Folders (32)

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Sent Messages

Synced Me... (32)

Recent

* Re: \2015 Legacy "eyesight" and suspe...

People*

Sent 20 NOV 2015

Today at 12:16 PM

To: CustDirServices@subaru.com

Gilman ordered me a new car however they would never tell me what it would cost me. It all depended on you. Your email makes it clear you accept no responsibility. I cancelled the car order. I can't pay for another car. Ms Thomas please send me a copy of the filed engineer's report. I would like to see what he tested and how did the tests I have returned the loaner and picked up my car. My car still would not avoid collision with a garage wall. The suspension rode better because the tire air pressure was lowered to 25 psi instead of the recommended pressure. It becomes more obvious your job is to get rid of me and the problems rather than correct them. I am very disappointed and sorry we could not work this out. i will video the Legacy's collision failings and turn this and all the paper work over to my attorney unless I hear exactly what you are prepare to do to help me ' by 26 Nov. 2015

Thank you

To:

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Subject: RE: \2015 Legacy "eyesight" and suspension proborms
ATTN: Ms Thomas

Hello

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Thanks,
Crystal Thomas
Subaru of America

-----Original Message-----

From:

Sent: 11/18/2015 09:21:34 AM

To: "CustDirServices@subaru.com"

<CustDirServices@subaru.com>

Subject: \2015 Legacy "eyesight" and suspension
proberms ATTN: Ms Thomas

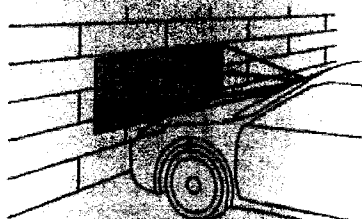
I still have not heard from you about the repair or replacement of my car. You have held my Legacy since 29 Sept. 2015. I will be leaving the Country on 6 Dec. 2015 and do plan on

→ Continued from previous page

- When the rear aspect of the vehicle in front is low, small or irregular (the system may recognize another part of the vehicle as its rear and will determine operation from that)
 - When there is an empty truck or trailer with no rear and/or side panels on the cargo bed
 - With vehicles that have cargo protruding from their back ends
 - With non-standard shaped vehicles (vehicle transporters or vehicles with a sidecar fitted, etc.)
 - When the height of the vehicle is low, etc.
- When there is a wall, etc. in front of a stopped vehicle
- When there is another object near the vehicle
- When a vehicle, etc. has its side facing you
- With vehicles that are backing up or with oncoming vehicles, etc.
- When the size and height of an obstacle is smaller than the limitations of the stereo cameras' recognition capability
 - With small animals or children, etc.
 - With pedestrians who are sitting or lying down
- When the detected object is a fence or wall, etc. with a uniform pattern (a striped pattern or brick pattern, etc.)
- When there is a wall or door made of glass or a mirror in front
- When the vehicle in front suddenly swerves, accelerates, or decelerates.
- When a vehicle, motorcycle, bicycle or pedestrian suddenly cuts in from the side or suddenly runs in front of you.
- When you suddenly change lanes and your vehicle is immediately behind an obstacle
- When there is a vehicle, motorcycle, bicycle or pedestrian in a location close to your vehicle's bumper
- When the speed difference between your vehicle and an obstacle is 4 MPH (5 km/h) or less (As braking is performed only if the obstacle is in close proximity to your vehicle, depending on the shape and size of the obstacle, there may be some cases when the obstacle is outside the range of the cameras' field of vision.)
- When driving on sharp curves, steep uphill grades or steep downhill grades
- When driving on a bumpy or unpaved road



800654



800653

- When there are changes in brightness, such as at a tunnel entrance or exit
- Do not test Pre-Collision Braking System on its own. It may operate improperly and cause an accident.
- The system may not operate correctly under the conditions listed below. When these conditions occur, turn off the Pre-Collision Braking System.
 - The tire pressure is not correct.^{*1}
 - The temporary spare tire is installed on any wheel.^{*1}
 - Tires that are worn or have large variations in wear conditions are installed.^{*1}
 - Tires other than those of the designated size are installed.^{*1}
 - Flat tires have been fixed temporarily with a tire repair kit.
 - The suspension has been modified (including a genuine SUBARU suspension that has been modified).
 - Any object that disturbs the stereo cameras' view is installed on the vehicle.
 - The headlights are dirty or they have snow and ice or dirt on them. (Objects are not correctly illuminated and are difficult to detect.)
 - The optical axes are not aligned correctly. (Objects are not correctly illuminated and are difficult to detect.)
 - The lights including headlights and fog lamps have been modified.
 - Vehicle operation has become compromised due to an accident or malfunction.
 - The brake system warning light is illuminated in red.
 - A heavy cargo is loaded onto or inside the vehicle.
 - The maximum number of occupants is exceeded.
 - There is something wrong with the combination meter; such as when the lights do not illuminate, the beeps do not sound, the display is different from when it is normal, etc.^{*2}
- ^{*1}: The wheels and tires have functions that are critically important. Be sure to use the correct ones. For details, refer to the Owner's Manual for your vehicle.
- ^{*2}: For details about the combination meter, refer to the Owner's Manual for your vehicle.

NATSA Completion # 10846402

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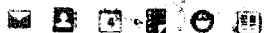
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RE: Re: Re: Re: Problems with 2015...

Subaru of America, Inc. <CustDirServices@subaru.com>

To

Today at 9:17 AM

Hello

I'm sorry if there was any confusion created regarding the date you took your car to the dealership. You sent Lisa an email on 9/19/15 stating that you have an appointment at Gillman on 10/6/15, so I had no way of knowing that the car arrived earlier than that (on 9/29/15). I returned your phone call on 11/2/15, and we agreed that I would update you again by Friday 11/6/15, as our field staff is currently working on resolution. I also received your message asking that I update my files to show the "date in" dealership to 9/29/15, which I did. I will get back to you by Friday 11/6/15 as previously promised. If you need anything else in the meantime, please do not hesitate to let me know.

Thanks,

Crystal Thomas | Customer Retailer Services | Subaru of America, Inc. | Tel 856-488-8730 | Fax 856-488-3016 |

-----Original Message-----

From:

Sent: 11/4/2015 09:35:08 AM

To: "CustDirServices@subaru.com"

<CustDirServices@subaru.com>

Subject: Re: Re: Re: Re: Problems with 2015 Legacy to Lisa S.

Lisa, I'm sorry you transfuse me to Ms. Thomas. She has no answers to when my car will be repaired or what I can count on Subaru to do. She gave me her phone number but she doesn't answer, goes to Voicemail and no return call. She didn't even have the correct date I took my car in. 29 Sept. 2015. more than a month ago. The car was taken in for one year maintenance. failure of. "EYESIGHT" to work and suspension problems. Have any of these thing been done / repaired in this month you have had my 2015 Legacy? I would prefer to communicate with Mr. Thomas via Email so I have a record of these problems, your failure to keep me informed of progress and the length of time you are taking to repair or replace my 2015 Legacy. The "Eyesight". system never worked despite my taking it in two times on recall notice. You never repaired it. Just sent me out twice in a dangerous car telling me it was working fine. I am keeping your loaner car garaged are you doing the same for my Legacy you have had over a month or is it sitting out in the weather until you get around to it? Subaru is not taking care of me. You have been very nice. Can't you get Subaru to get this car repaired or replaced? I'm getting many excuses, lot of I don't knows but no results. PLEASE HELP ME.

Thank you

From: "Subaru of America, Inc." <CustDirServices@subaru.com>

To:

Sent: Tuesday, October 13, 2015 11:27 AM

Subject: RE: Re: Re: Re: Problems with 2015 Legacy to Lisa S.

home
mobile

Mr THOMAS Subaru NT called @ 1:45, NOV,
 TO TELL ME THEIR EYES RRP ARRIVED @ GILMAN
 THIS AFTERNOON AND CHECKED MY CAR. BR SAYS
 THERE IS SOMETHING WRONG WITH THE EYE RIGHT -
 THE BRANDON - GILMAN SHOP SUPER - WAS DRIVING INTO
 A-~~STOP~~ INCOMPLETE TYPE POSITION. THE SUSPENSION
 PROBLEMS WOULD NOT ADDRESS. I TOLD HER THE
 GILMAN SHOP SUPER AGREED EYESIGHT DIDN'T WORK AT STOP
 OR AT 20, 30, 45 MPH - ALSO THERE WAS PROBLEM WITH THE
 SUSPENSION. I WANT CAR FIXED, A NEW CAR OR MONEY
 BACK - TOOK 29 SEP TO TODAY TO GET THIS CAR -
 I DO NOT WANT TO HIRE ATTORNEY - GILMAN + BRANDON
 HAVE BEEN NICE - BUT - SUBARU OF AM.
 IS NOT TAKING CARE OF ME -
 BR THOMAS SAYS SHE WOULD GET BACK
 ON MONEY BACK OR NEW CAR -

Fax Confirmation
 Include 1st Page
 Fax Error Report
 Auto Log Print
 Print 1-30 Pages
 Never
 - Every Error
 - On
 - Never
 Key-Press Volume
 Ring Volume
 Alarm Volume
 Phone Line Volume
 Forward Fax
 Block Junk Faxes
 Error Correction
 Fax Speed
 F/T Ring Time
 Print Duplex
 Allow Reprint
 Confirm Fax #
 Private Receive
 Stamp Faxes
 Extension Phone
 Billing Codes
 Detect Dial Tone
 Redial Comm Err.
 Redial-No Answer
 Redial if Busy
 Dialing Mode
 Glass Size
 Fit to Page
 Light/Dark
 Fax Resolution
 Dial Prefix
 Distinctive Ring
 Rings to Answer
 Answer Mode
 Automatic
 - 5
 - All Rings
 - Off

Config Report

HP LaserJet M1536dnf MFP

Fax

[REDACTED]
NHTSA Complaint # 10846402

From: [REDACTED]
Sent: 9/30/2015 10:21:22 AM
To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>
Subject: Problems with 2015 Legacy to Lisa S.

I took my 2015 Legacy to Gilman in Selma, TX. They are very nice. I had a test ride in a 2016 Legacy to compare to the ride in my 2015 Legacy. The 2016 rode better and smoother. I think I need the shocks in my car replaced, please, there is something wrong with the ride. The Service Manager agreed.

Gilman road tested the Collision System. The system that should prevent you from plowing into your garage wall if you are in the wrong gear when you accelerate failed every time. The Collision System that should stop the car at speeds below 30 MPH in start up traffic plowed into a cardboard barrier 4 of 6 tries. The brakes NEVER engaged at all, right through the barrier. at 30 MPH, 20 MPH, 15 MPH, 13 MPH. If I had demonstrated this feature to a friend a crash and injuries would have occurred. How would Subaru have settled that? Please remember I took the car into North Park in San Antonio twice for the Eyesight recall. Please Help me. My family or I could have been seriously injured by this car. Please either fix these problems with periodic safety checks, give me another car or just give me back my money. I really like my Legacy and want to keep it if you can solve these problems permanently. I only have 1400 miles on this car, fortunately. Lisa would you be afraid to drive it? Thank you

[REDACTED]

NATSA Co. # 10846402

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This Is What You Are
Up Against In Australia

Re: Re: Problems with 2015 Legacy to L... People ★

I just wanted to inform you that I am still actively working on this case for you and I am waiting to speak with the Service Manger to discuss what their next steps will be. I wanted to thank you for your patience while I review this for you.

All the best,

Lisa S.
Subaru of America Inc.

-----Original Message-----

From: [REDACTED]
Sent: 9/30/2015 07:37:57 PM
To: "CustDirServices@subaru.com"
<CustDirServices@subaru.com>
Subject: Re: Problems with 2015 Legacy to Lisa S.

thank you.

From: "Subaru of America, Inc."
<CustDirServices@subaru.com>
To: [REDACTED]
Sent: Wednesday, September 30, 2015 10:56 AM
Subject: RE: Problems with 2015 Legacy to Lisa S.

Hi [REDACTED]

I am waiting to hear back from the Service Manager about the details of your appointment. Once I speak with him I will touch base with you to give you an update.

Lisa S.
Subaru of America Inc.

-----Original Message-----

From: [REDACTED]
Sent: 9/30/2015 10:21:22 AM
To: "CustDirServices@subaru.com"
<CustDirServices@subaru.com>
Subject: Problems with 2015 Legacy to Lisa S.

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Mazda USA

Case # 10846402

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Mazda USA
Official Mazda3 Site

Re: Re: Problems with 2015 Legacy to L... People ★

Subject: RE: Re: Re: Problems with 2015 Legacy to Lisa S.

Hi [REDACTED]

Thank you again for your continued patience throughout this process. I have spoken with the service manager at Gillman and he informed me that he is using all the resources he has available to address the concerns you are having with your vehicle. He has been in contact with our Tech department here to look at and address the problem with the Collision Assist aspect in your vehicle. He is also looking into the struts on your vehicle to see if there is anything he can do in order to provide you and your wife a smoother ride. Once I hear from him about his findings I will be in touch.

Should you require any additional assistance, please do not hesitate to contact me at 800-782-2783.

Sincerely,

Lisa S.
Subaru Of America, Inc.

-----Original Message-----

From: [REDACTED]
Sent: 10/6/2015 04:44:49 PM
To: "CustDirServices@subaru.com"
<CustDirServices@subaru.com>
Subject: Re: Re: Problems with 2015 Legacy to Lisa S.

I am grateful for your help. [REDACTED]

From: "Subaru of America, Inc."
<CustDirServices@subaru.com>
To: [REDACTED]
Sent: Tuesday, October 6, 2015 9:41 AM
Subject: RE: Re: Problems with 2015 Legacy to Lisa S.

Hi [REDACTED]

I just wanted to inform you that I am still actively working on this case for you and I am waiting to speak with the Service Manager to discuss what their next steps will be. I wanted to thank you for your patience while I review this for you.

All the best,

Lisa S.
Subaru of America Inc.

State Farm

More Texas
homeowners
rely on us.

Combine
auto with home
and save.

Find An Agent

14
NADA CORP # 10846402

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Re: Re: Problems with 2015 Legacy to L...

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Lamson Institute
my.lamsonin...
What's Involved
In Our Training?

-----Original Message-----

From: [REDACTED]
Sent: 10/6/2015 04:44:49 PM
To: "CustDirServices@subaru.com"
<CustDirServices@subaru.com>
Subject: Re: Re: Problems with 2015 Legacy to Lisa S.

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All the best,

Lisa S.
Subaru of America Inc.

-----Original Message-----

From: [REDACTED]
Sent: 9/30/2015 07:37:57 PM
To: "CustDirServices@subaru.com"
<CustDirServices@subaru.com>
Subject: Re: Problems with 2015 Legacy to Lisa S.

thank you.

From: "Subaru of America, Inc."
<CustDirServices@subaru.com>
To: [REDACTED]
Sent: Wednesday, September 30, 2015 10:56 AM
Subject: RE: Problems with 2015 Legacy to Lisa S.

Hi [REDACTED]

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Lisa S.
Subaru of America Inc.

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Answers

 7 Historical
 Coincidences Too
 Crazy To Believe

• Re: Re: Problems with 2015 Legacy to L...

People ★

Today at 8:18 AM

To: CustDirServices@subaru.com

I spoke to Brandon at Gilman yesterday. Gilman has had my car for more than a month. They told me two weeks ago they did not know how to fix it. They are waiting on a Field Repair Rep. to come to town to help them. They nicely loaned me a Forrester, thanks to you. It is a SUV and rides better than my Legacy. The Eyesight works and shows me my Eyesight never worked inspite of two recall visits. My Legacy only has 1500 miles. I'm very disappointed in the way Subaru, not Gilman is taking care of me. You either have a large number of problems with Eyesight or you are in no hurry to repair my car. I am trying to be patient but Subaru is not taking care of me.

I do not want this car back, any more. I don't believe you can or will fix it. I would like to be treated honestly by Subaru. Please either give me another car or my money back. Thank you, Lisa for all your help

From: "Subaru of America, Inc." <CustDirServices@subaru.com>

To:

Sent: Wednesday, October 14, 2015 12:24 PM

Subject: RE: Re: Problems with 2015 Legacy to Lisa S.

Hi

I just spoke with Brandon the service manager at Gillman. He is more than happy to provide you a loaner vehicle while your car is at the dealership. All you have to do is call the service department at Gillman and ask for Ariel and she will be able to help you with getting that loaner vehicle.

 Lisa S.
 Subaru of America Inc.

-----Original Message-----

From:

Sent: 10/13/2015 03:08:31 PM

To: "CustDirServices@subaru.com"

<CustDirServices@subaru.com>

Subject: Re: Problems with 2015 Legacy to Lisa S.

Lisa, Thank you very much.

On Oct 13, 2015, at 11:27 AM, Subaru of America, Inc.

<CustDirServices@subaru.com> wrote:

Hi

I have just left a message for the service manager Brandon asking if he would be able to provide you with a loaner while the repairs are being made. I will let you know what

Today's Mortgage Rates

2.97% APR

5/1 ARM

30-Yr Fixed	3.62%	1.75% APR
15-Yr Fixed	2.75%	2.75% APR
5/1 ARM	2.97%	2.97% APR
Refinance	\$200,000 loan	\$904/mo
Prepayment	\$350,000 loan	\$1,452/mo



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Answers

10 Japanese Customs
That Confuse Us

Delete Move More

Re: Re: Problems with 2015 Legacy to L...

People

On Oct 13, 2015, at 11:27 AM, Subaru of America, Inc.

<CustDirServices@subaru.com> wrote:

Hi

I have just left a message for the service manager Brandon asking if he would be able to provide you with a loaner while the repairs are being made. I will let you know what he says when he contacts me back.

Lisa S.

Subaru of America Inc.

-----Original Message-----

From:

Sent: 10/13/2015 11:42:33 AM

To: "CustDirServices@subaru.com"

<CustDirServices@subaru.com>

Subject: Re: Re: Re: Problems with 2015 Legacy to Lisa S.

Could I have a loaner with safety features until they finish with my car. Thank you. Lisa.

From: "Subaru of America, Inc."

<CustDirServices@subaru.com>

To:

Sent: Tuesday, October 13, 2015 8:18 AM

Subject: RE: Re: Re: Problems with 2015 Legacy to Lisa S.

Hi

Thank you again for you continued patience throughout this process. I have spoken with the service manager at Gillman and he informed me that he is using all the resources he has available to address the concerns you are having with your vehicle. He has been in contact with our Tech department here to look at and address the problem with the Collision Assist aspect in your vehicle. He is also looking into the struts on your vehicle to see if there is anything he can do in order to provide you and your wife a smoother ride. Once I hear from him about his findings I will be in touch.

Should you require any additional assistance, please do not hesitate to contact me at 800-782-2783.

Sincerely,

Lisa S.

Subaru Of America, Inc.

-----Original Message-----

SELECT A LOAN	RATES	APR
30-Year Fixed	3.63%	3.75% APR
15-Year Fixed	2.75%	2.78% APR
5/1 ARM	2.63%	2.97% APR
OTHER OPTIONS	LOAN	MONTHLY
5/1 ARM	\$150k	\$632/mo
5/1 ARM	\$200k	\$830/mo
5/1 ARM	\$250k	\$1,037/mo
5/1 ARM	\$300k	\$1,245/mo
5/1 ARM	\$350k	\$1,452/mo

MORTGAGE RATES BY STATE

Click Your State

Calculate Payment

Terms & Conditions apply. NMLS#113

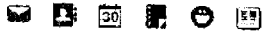
NHTSA Complaint # 10846402

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NationalEnergyReduction
New 2015 Home Solar
Rebates Available Now

• Re: Re: Problems with 2015 Legacy to L...

People ★

To Subaru of America Inc.

Today at 2:16 PM

Lisa please give me some real answers. Who is this Field Rep? When will he arrive? Will he fix both the Eyesight and the suspension? Can this be done in 2 more weeks? If he fails to repair both will you commit to giving me a new car or my money back? Thank you [REDACTED]

0.90

No Fees

FDIC Insured

No Minimum Balance



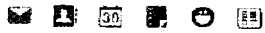
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MADE Complaint # 10846402

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Lamson Institute
my.lamsonin...
What's Involved
In Our Training?

Re: Re: Re: Problems with 2015 Legacy ...

People

Today at 1:20 PM

To: CustDirServices@subaru.com

The field rep has NEVER arrived. Nothing is getting done. This car could have KILLED my family! I have lost confidence in this car. You can't fix it and are not even trying. I am afraid to take it back because of the way you have handled this problem. PLEASE get me new car that works properly. not some fix up. Or please give me my money back. Please stop the run around. Thank you

From: "Subaru of America, Inc." <CustDirServices@subaru.com>
To:
Sent: Friday, October 30, 2015 1:00 PM
Subject: RE: Re: Re: Problems with 2015 Legacy to Lisa S.

Hi

I apologize for this lengthy process and that it is taking so long for your vehicle concerns to be addressed. I can assure you that the dealership is reaching out to all of their resources to correct these concerns. I am sorry that I don't have an update for you at this time and I am waiting to hear back from the dealership and the field representative on what they are going to do next. I will keep you update once I receive more information.

Lisa S.
Subaru of America Inc.

-----Original Message-----

From:
Sent: 10/30/2015 09:18:08 AM
To: "CustDirServices@subaru.com"
<CustDirServices@subaru.com>
Subject: Re: Re: Problems with 2015 Legacy to Lisa S.

I spoke to Brandon at Gilman yesterday.

Gilman has had my car for more than a month. They told me two weeks ago they did not know how to fix it. They are waiting on a Field Repair Rep. to come to town to help them. They nicely loaned me a Forrester, thanks to you. It is a SUV and rides better than my Legacy. The Eyesight works and shows me my Eyesight never worked inspite of two recall visits. My Legacy only has 1500 miles. I'm very disappointed in the way Subaru, not Gilman is taking care of me. You either have a large number of problems with Eyesight or you are in no hurry to repair my car. I am trying to be patient but Subaru is not taking care of me. i do not want this car back, any more. I don't believe you can or will fix it. I would like to be treated honestly by

Zip Code

Get a Quote

6 July 15

2nd visit for Recall - 1 hr

checked a computer and said OK



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Navigation icons: back, forward, delete, move, spam, more

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AT&T High Speed Internet for \$30/mo for 12 mos. with 1-year term. See offer details

North Park Subaru Appointment Confirm...

North Park Subaru <snackels@nolincn.com> Jul 1 at 8:17 AM

To [redacted] Complaint # 10846402



Your appointment has been confirmed

Thank you for scheduling an appointment with North Park Subaru. We look forward to seeing you on 7/6/2015 7:30:00 AM. If you have any questions, please contact us at +1 (888) 859-2731. You may also schedule an appointment online. You will receive an appointment reminder closer to your appointment date.

Click [here](#) to add your appointment to your Outlook calendar.
Sincerely,
John Sanchez
jsanchez@npsubaru.com
North Park Subaru
9207 San Pedro Ave.
San Antonio, TX
+1 (888) 859-2731

Appointment Summary:

Name: [redacted]
Date & Time: 7/6/2015 7:30:00 AM
Service By: John Sanchez
Transportation Type: Drop Off
Vehicle

Requested Services:

Open recall or service program

[Review or Edit Appointment](#)



XELJANZ is used to treat adults with moderately to severely active

XELJANZ
(tofacitinib citrate)
5 mg tablets

LEARN MORE

XELJANZ is available by prescription only.

IMPORTANT SAFETY INFORMATION
XELJANZ may cause serious side effects, including:
Serious infections. XELJANZ can lower the ability of your immune system to fight infections. Some people have serious infections while taking XELJANZ, including tuberculosis (TB), and infections caused by bacteria, fungi, or viruses that can spread throughout the body. Some people have died from these infections. Your healthcare provider should test you for TB before starting XELJANZ, and monitor you closely for signs and symptoms of TB infection during treatment. You should not start taking XELJANZ if you have any kind of infection unless your healthcare provider

Response to Subaru Recall Notice



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AT&T High Speed
Internet for
\$30/mo for 12 mos.
with 1-year term
See offer details

Important Safety Recall Info About Your ...

U.S. DOT National Highway Traffic Safety Administration <donotreply@nhtsa.gov>

Aug 25 at 4:01 AM

To: [Redacted]

Your vehicle may be involved in a safety recall and may create a safety risk for you or your passengers. Safety defects must be repaired by a certified dealer at no cost to you. However, if left unrepaired, a potential safety defect in your vehicle could lead to injury or even death. Read this entire email to find out more and learn what you should do next.

What is a recall?

When a manufacturer or the National Highway Traffic Safety Administration (NHTSA) determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment at no cost to the consumer. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

Why am I getting this email?

You are receiving this message because you requested to be notified by NHTSA if there is a safety recall affecting your vehicle. The following recall may apply to one or more of your vehicles. Click on the NHTSA Campaign ID number below to read more about the safety issue and the reason for the recall.

To find out if your vehicle is included in the recall, use our [VIN Lookup Tool](#).

NHTSA Campaign ID Number : 15V502

Manufacturer : Subaru of America, Inc.

Make / Model Years : SUBARU / 2015-2016

Subject : Transmission Oil Leak

What should I do if my vehicle is included in this recall?

If your vehicle is included in this recall, it is very important that you get it fixed as soon as possible given the potential danger to you and your passengers if it is not addressed. You should receive a separate letter in the mail from the vehicle manufacturer, notifying you of the recall and explaining when the remedy will be available, whom to contact to repair your vehicle or equipment, and to remind you that the repair will be done at no charge to you. If you believe your vehicle is included in the recall, but you do not receive a letter in the mail from the vehicle manufacturer, please call NHTSA's Vehicle Safety Hotline at 888-327-4236 or contact your vehicle manufacturer or dealership.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

Need to change your information on file or unsubscribe from NHTSA-ODI recall alerts? Click to update your [profile](#) or [unsubscribe](#).

To find out more about NHTSA, visit [SaferCar.gov](#), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

XELJANZ is used to treat adults with moderately to severely active

XELJANZ
[tofacitinib citrate]
5mg tablets

LEARN MORE

After XELJANZ is available by prescription only.

SEEK FOR IMPORTANT SAFETY INFORMATION AND NOTIFICATION

IMPORTANT SAFETY INFORMATION

XELJANZ may cause serious side effects, including:

Serious infections. XELJANZ can lower the ability of your immune system to fight infections. Some people have serious infections while taking XELJANZ, including tuberculosis (TB), and infections caused by bacteria, fungi, or viruses that can spread throughout the body. Some people have died from these infections. Your healthcare provider should test you for TB before starting XELJANZ, and monitor you closely for signs and symptoms of TB infection during treatment. You should not start taking XELJANZ if you have any kind of infection unless your healthcare provider

SEEK FOR IMPORTANT SAFETY INFORMATION AND NOTIFICATION

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Yahoo Search

These Are The Best
Tablets For The Money

• Recall notice from NHTSA's Office of De... ★

US DOT NHTSA <donotreplyodi@dot.gov>

Jun 25 at 4:05 AM

To [REDACTED]

You are receiving this message because you have requested to be notified if there is a safety recall regarding Vehicles from NHTSA's Office of Defects Investigation. Please click on the following NHTSA Campaign ID links to view the recall information.

NHTSA Campaign ID

Number : 15V366

Manufacturer : Subaru of America, Inc.

Make / Model Years : SUBARU / 2015-2016

Subject : Collision Mitigation Braking may not Function

Thank you,
Recalls Subscription Team
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Please follow one of these links to update your profile or unsubscribe.
To file a vehicle safety-related complaint, please go online to our File a Complaint web page, or call us toll-free at 1-888-327-4236.
To find out more about NHTSA, please go to the Safecar.gov website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.
Our Privacy Policy can be found at this web page.
If you have questions regarding these e-mails, please go to the NHTSA Contact web page.
This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

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North Park Subaru ~~Coop~~ # 108 46402

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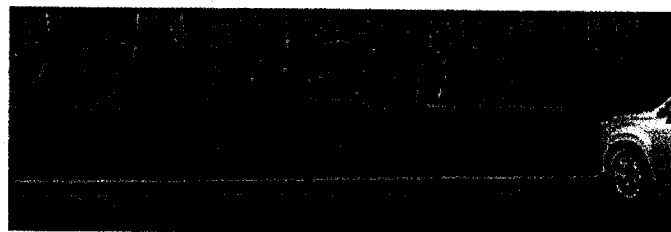
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MOBILIZING
YOUR
WORLD



Phones starting at
FREE from AT&T w/
2 yr agmt. Qual svc,
fees, restr's apply.
Shon now

North Park Subaru <gackels@nplincn.com> Jun 25 at 9:01 AM
To



Your appointment has been c

Thank you for scheduling an appointment with North Park Subaru. We look f
Subaru Legacy on 6/30/2015 8:00:00 AM.
If you have any questions, please contact us at +1 (888) 859-2731. You may
appointment online. You will receive an appointment reminder closer to your
to serving you soon.

Click [here](#) to add your appointment to your Outlook calendar.

Sincerely,

Abel Aguirre

aaguirre@npsubar.com

North Park Subaru
9207 San Pedro Ave.

San Antonio, TX
+1 (888) 859-2731

Appointment Summary:

Name: [REDACTED]
Date & Time: 6/30/2015 8:00:00
AM
Service By: Abel Aguirre
Transportation Type: Shuttle
Service

Requested Services:

Open recall or service program

Review or Edit
Appointment

Go more places. Get more done with online service scheduling.

XELJANZ is used to treat adults
with moderately to severely active



Helps relieve RA joint pain and
reduce further joint damage.

XELJANZ is available by
prescription only.

SCROLL FOR IMPORTANT SAFETY INFORMATION AND EDUCATION

IMPORTANT SAFETY INFORMATION

XELJANZ may cause serious side
effects, including:
Serious infections. XELJANZ can lower
the ability of your immune system to fight
infections. Some people have serious
infections while taking XELJANZ,
including tuberculosis (TB), and infections
caused by bacteria, fungi, or viruses that
can spread throughout the body. Some
people have died from these infections.
Your healthcare provider should test you
for TB before starting XELJANZ, and
monitor you closely for signs and
symptoms of TB infection during
treatment. You should not start taking

PRESCRIBING INFORMATION INCLUDING
BOXED WARNING AND MEDICATION GUIDE

I WAS SENT HOME - NO RECALL
RETURNED - 6 JULY FOR RECALL

MAINTENANCE #

10844402

30-Jun-2015 08:42:50

DEALER VEHICLE INQUIRY
FOR DEALER: 040833 North Park Subaru

Vin 4S3-BNBF63 F3
Description (FAD F ISM) 2015 Legacy 2.5i Premium
Option Description EyeSight + Blind Spot Detection & Rear Cross Traffic Alert

Model Code	Option Code	Ext/Int	Spec	Engine #	Ign Key	Trans #
FAD	14	ISM/BLC	F	338372	38491	

Dlr Demo	Soa Demo	Service Contract	Case	Ship	Port
		SAS			020

Production Date	ETA Date	Warranty Start	Retail Date	Retail Delivery
14-Aug-2014	12-Sep-2014	18-Sep-2014	19-Sep-2014	18-Sep-2014

Salesman: ###-##-4936 Sales Order Type: Wholesale Sale Type: A Sold Order: Y

ALLOCATED:

SOLD BY:

GILLMAN SUBARU 040910
16048 INTERSTATE 35 N

040910

GILLMAN SUBARU 040910 040910
16048 INTERSTATE 35 N

SELMA TX 78154

SELMA TX 78154

PORT ACCESSORIES

PROMO CODE	ACCY CODE	ACCESSORY DESCRIPTION	DATE INSTALLED	ACCY TYPE
	X43	Roadside Assistance Label	17-Aug-2014	A
	X6Z	2015 Eyesight OM Leg & OB	17-Aug-2014	A
	XAA	PDI	17-Aug-2014	A
	XZK	Accy Promo Sticker	17-Aug-2014	A
X0H	X0D	Legacy Floor Mats	17-Aug-2014	A
X0H	X9X	2015 Legacy OIK	17-Aug-2014	A
X0H	XDN	Handling	17-Aug-2014	A

OWNER:

CO-OWNER:

SAN ANTONIO TX

(F)

(H)

(W)

(F)

DRIVER:

CO-DRIVER:

(H)

(W)

(F)

(H)

(W)

(F)

NH ~~10846402~~ ~~10846402~~ #
10846402

26

06/30/2015 08:42:50 SUBARU STAR SYSTEM

PAGE: 2

WC New Car Adj 09/18/14 09/18/17 36000 N
New Car Adjustment Coverage

WC Fed Defect 09/18/14 09/18/17 36000 N
Federal Emissions Defect Warranty

SA Maint Maintenance 09/18/14 09/18/16 N
2yr/24,000 6,000 Mile Intervals

EXTENSIONS

COVERAGE	REASON	ADDT'L MONTHS	ADDT'L MILES	EFFECTIVE DATE	EXPIRATION DATE	UPDATE DATE	USER
=====	=====	=====	=====	=====	=====	=====	=====

EXCLUSIONS

EXCLUSION TYPE	EXCLUSION	EFFECTIVE DATE	EXPIRATION DATE	UPDATE DATE
=====	=====	=====	=====	=====

SAS CONTRACT

CONTRACT NUMBER	PLAN NUMBER	DEDUCT- STATUS	IBLE	START MILEAGE	CONTRACT OWNER
=====	=====	=====	=====	=====	=====
		Active		13	
Effective Date 09/18/14					
Expr Date 09/18/16 Expr Mileage 24000					San Antonio TX
Transfer Date Cancel Date					No Tire Protection

VEHICLE COMMENTS

***** NO COMMENTS*****

06/30/2015 08:42:50

SUBARU STAR SYSTEM

PAGE: 1

Vehicle Claim History Report
FOR DEALER: 040833 North Park Subaru

VEHICLE DATA

VIN	MODEL YEAR	OPT CDE	MODEL CODE	DESCRIPTION	TRANS DEMO	TRIM TYPE	STYLE
4S3-BNBF63 F3 [REDACTED]	2015.0	14	FAD	(FAD F ISM) 2	CVT	2.5i Premium	

ALLOC DEALER	SELLING DEALER	SALE DATE	WARRANTY START DATE	SPEC CODE	EXT/INT CLR/CLR
040910	040910	18-Sep-2014	18-Sep-2014	F	ISM/BLC

SAS CONTRACT INFORMATION

START DATE	EXPIRATION DATE	STATUS	OWNER
09/18/14	09/18/16	Active	[REDACTED]

CLAIM DETAIL

SEQ NUM	CLAIM TYPE	RO / JOB	REGION DEALER	FAIL CODE	DAMAGE CODE	MILEAGE	ENTRY DATE
1	PA	[REDACTED] A	060-040833	WAA02		354	01/19/15
2	SA	[REDACTED] A	060-040910	JQA90		500	03/19/15

SEQ NUM	START DATE	COMPLETE DATE	ORIG CODE	PROC DATE	PROC CODE	AUTH CODE	TECHNICIAN ID
1	01/08/15	01/09/15	D	01/20/15	USER	COP071	81662
2	03/18/15	03/18/15	D	03/19/15	USER		100486

CLAIM CREDITS / DEBITS

SEQ NUM	CLAIM STATUS	POSTING DATE	TAX AMOUNT	SAS DEDUCT	PNT/MAT AMOUNT	TOWING AMOUNT	RENTAL AMOUNT
1	CR Paid	01/23/15	0.00	0.00	0.00	0.00	0.00
2	CR Paid	03/20/15	0.00	0.00	0.00	0.00	0.00

SEQ NUM	ORIGINAL CLAIM	ADJUST AMOUNT	NET CLAIM
===	=====	=====	=====

28

PAGE: 2

TOTAL CLAIMS FOR VEHICLE 4S3BNBF63F3 [REDACTED] 678.30

TOTALS	0.50	0.00	0.00	155.00	192.50
--------	------	------	------	--------	--------

1 CUSTOMER STATES THE FRONT WINDSHILED HAS SCRATCH- CONFIRMED CUSTOMER C
ONCERN. FOUND WINDSHIELD SCRATCHED ABOUT 12 INCHES LONG IN FRONT DRIVE
RS VIEW. SUBLET TO REPLACE WINDSHILED - ONE TIME GOODWILL AS PER HECTO
R FLORES. NOTE SUBLET AMOUNT ENTERD FOR SUBLET LABOR.

2 lof, rotate, 27 pt

NH 175A 0004 29 Sept 15
10846402

20



Gillman

SINCE 1938
SUBARU/MITSUBISHI OF SAN ANTONIO

16044 IH-35 NORTH
SCHERTZ, TEXAS 78154

DIRECT SERVICE LINE (210) 564-3415

1 (800) 284-4918

www.gillmanauto.com



Authorized Dealer

All bills due and payable in Schertz, Guadalupe County, Texas.

Adv: 247 CHRISTOPHER REYES		Tag	License	453BNBF63 F3	Page 1 (Last)	Invoice
Invoice to		Driver/Owner Information				
SAN ANTONIO, TX		SAN ANTONIO, TX				
Work:		Work:				
For Office Use		Vehicle Information				
Odometer in: 1439	Out:	Dist: OFI INT X W I	Prelim	15 SUBARU LEGACY 2.5i PREM 4DR SDN SILVER		
MFG: 065001		Stocks:	Inv Acct:			
Begin: 09/29/15	Date: 11/04/15	Invoiced: 11/04/15 09:55 AD	Inservice: 09/19/14	Production: 09/19/14	Sold: 09/18/14	
Customer Concern						
Concern	51	CUSTOMER STATES SHOCK ABSORBERS DO NOT SEEM TO BE WORKING PROPERLY. STATES VEHICLE IS HANDLING ROUGH. CAN FEEL EVERYTHING ON THE ROAD, CHECK AND ADVISE			Operation Tech Units Amount	
Cause		CUSTOMER STATES SHOCK ABSORBERS DO NOT SEEM TO BE WORKING PROPERLY. STATES VEHICLE IS HANDLING ROUGH. CAN FEEL EVERYTHING ON THE ROAD, CHECK AND ADVISE			0 140 0.0 0.00	
Correction		CUSTOMER STATES SHOCK ABSORBERS DO NOT SEEM TO BE WORKING PROPERLY. STATES VEHICLE IS HANDLING ROUGH. CAN FEEL EVERYTHING ON THE ROAD, CHECK AND ADVISE				
Type: I		Tech 140 SUBLET, SUBLET			Subtotal	
Summary of Charges for Invoice			Payment Distribution for Invoice			
TOTAL CHARGE 0.00			INTERNAL TOTAL CHARGE 0.00			
BILL DAVIS FROM SUBARU OF AMERICA WILL BE HERE ON WEDNESDAY 4TH						
Attention: The following Invoices also exist						
EXT - EXTND ED WAR WAR - WARRANTY						
BILL DAVIS FROM SUBARU OF AMERICA WILL BE HERE ON WEDNESDAY THE 4TH						
If you have any questions - please see CHRISTOPHER REYES						

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED: X

"STILL THE ONLY WAY TO GO!"

UCS02004

1001001 P

WARRANTY

USU / GILLMAN MITSUBISHI PARTS SA

10846402

SINCE 1938 Gillman

SUBARU/MITSUBISHI OF SAN ANTONIO

16044 IH-35 NORTH
SCHERTZ, TEXAS 78154

DIRECT SERVICE LINE (210) 564-3415

1 (800) 284-4918

www.gillmanauto.com



SUBARU
Authorized
Dealer



MITSUBISHI
Authorized
Dealer

All bills due and payable in Schertz, Guadalupe County, Texas.

Adv: 247 CHRISTOPHER REYES		Tag	License	493BNBF63 F3	Page 1 (Last)	Invoice
Invoice to				Driver/Owner Information		
SAN ANTONIO, TX Work:				SAN ANTONIO, TX Work:		
For Office Use				Vehicle Information		
Odometer in: 1439		Out:	Dist: JFI INT X W I Prelim		15 SUBARU LEGACY 2.5i PREM 4DR SDN SILVER	
MFG: 066001		Stock#:		Inv Acct:		
Begin: 09/29/15	Done: 11/04/15	Invoicecd: 11/04/15 09:11 AD		Inservice: 09/19/14	Production: 09/15/14	Sold: 09/18/14
Customer Concern						
Concern 52	COLLISION AVOIDANCE SYSTEM NOT WORKING CUSTOMER STATES RECALL LONG AGO, WANTS A TEST DRIVE WITH CUSTOMER TO MAKE SURE CAR IS WORKING				Operation Tech Units Amount	
Cause	COLLISION AVOIDANCE SYSTEM NOT WORKING CUSTOMER STATES RECALL LONG AGO, WANTS A TEST DRIVE WITH CUSTOMER TO MAKE SURE CAR IS WORKING				MPI 140 0.0 0.00	
Correction	COLLISION AVOIDANCE SYSTEM NOT WORKING CUSTOMER STATES RECALL LONG AGO, WANTS A TEST DRIVE WITH CUSTOMER TO MAKE SURE CAR IS WORKING					
Type: I	Tech 140 SUBLET, SUBLET				Subtotal	
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice				Payment Distribution for Invoice		
TOTAL CHARGE 0.00				INTERNAL TOTAL CHARGE 0.00		
BILL DAVIS FROM SUBARU OF AMERICA WILL BE HERE ON WEDNESDAY 4TH Attention: The following Invoices also exist EXT - EXTENDED WAR WAR - WARRANTY BILL DAVIS FROM SUBARU OF AMERICA WILL BE HERE ON WEDNESDAY THE 4TH If you have any questions - please see CHRISTOPHER REYES						

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED: X

"STILL THE ONLY WAY TO GO!"

~~15 Sept~~
15 Sept 15
Shocks

SAN ANTONIO, TX

INVOICE

PAGE 1

NORTH PARK
LINCOLN
Mercury

9207 SAN PEDRO • SAN ANTONIO, TEXAS 78216
SERVICE DIRECT: (210) 341-8811
TOLL FREE: (800) 285-9016
E-MAIL: service@nplm.com

SERVICE ADVISOR: 68627 ABEL AGUIRRE

BUS:		CELL:		SERVICE ADVISOR:		68627 ABDE		MILEAGE IN / OUT		TAG	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG	
	15	SUBARU LEGACY		4S3BNBF63F3				1312/1312			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		RATE		PAYMENT		INV. DATE	
18SEP14 DD		18SEP2014	17:00 15SEP15					CASH		15SEP15	
R.O. OPENED		READY		OPTIONS: ENG:2.5_Liter							
07:34 15SEP15		08:03 15SEP15									
				LIST				NET		TOTAL	

LINE	OPCODE	TECH	TYPE	HOURS	DESCRIPTION
1					A CUSOMER STATES THEY CAN FEEL EVERY BUMOP ON THE ROAD AND THAT THE

SHOCK ABSORBERS ARE NOT WORKING PROPERLY.

SHOCK ABSORBERS ARE NOT WORKING PROPERLY.
1 CUSTOMER STATES ISSUES WITH THE SHOCK ABSORBERS

(N/C)
0.00

PARTS: 101268 WS 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
inspect suspension and everything is good check tire pressure and
found all tires at 42 psi of air, low the air to 35 psi test drove the
car and feels normal/good

CREATED BY: ADIPRONIO,
CREATED ON: 09-14-20 15,
STATUS: SCHEDULED, TRANSPORT
TYPE: DROP OFF

NHTS duplicate #
10846402

STATEMENT OF DISCLAIMER

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms. Payable in Bexar County, Texas.
PARTS AND LABOR WARRANTED
I have read, understand and accept all provisions of the Warranty Statement covering this vehicle and/or service parts. **12,000 MILES OR 12 MONTHS. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.**
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE VEHICLE MANUFACTURER. X

X _____
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

NOTICE PURSUANT TO TEXAS PROPERTY CODE §70.001

NOTICE PURSUANT TO TEXAS PROPERTY CODE §70.001
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE § 9.69 FOR IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY CHECK, MONEY ORDER, OR CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X

X _____
SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT
RESPONSIBLE FOR PAYMENT

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



NATSA CO-OP #
10846402

36

SINCE 1938
Gillman

SUBARU/MITSUBISHI OF SAN ANTONIO

16044 IH-35 NORTH
SCHERTZ, TEXAS 78154

DIRECT SERVICE LINE (210) 564-3415

1 (800) 284-4918

www.gillmanauto.com



Authorized
Dealer

All bills due and payable in Schertz, Guadalupe County, Texas.

Adv: 247 CHRISTOPHER REYES		Tag	License	4S3BNBF63 F3	Page 3 (Last)	Invoice
Invoice to:			Driver/Owner:			
Invoiced: 11/19/15 17:28:16 DB			15 SUBARU LEGACY 2.5I PREM 4DR SDN SILVER			
BILL DAVIS FROM SUBARU OF AMERICA WILL BE HERE ON WEDNESDAY THE 4TH						
If you have any questions - please see CHRISTOPHER REYES						

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED: X

"STILL THE ONLY WAY TO GO!"

CUSTOMER #:

North Park Report

INVOICE

NORTH PARK

LINCOLN

Mercury

SAN ANTONIO, TX

PAGE 1

9207 SAN PEDRO · SAN ANTONIO, TEXAS 7821

SERVICE DIRECT: (210) 341-8811

TOLL FREE: (800) 285-9016

E-MAIL: service@nplm.com

BUS:		CELL:		SERVICE ADVISOR: 39921 JOHN ANTHONY SANCHE	
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
	15	SUBARU LEGACY	4S3BNBF63F3		859/859
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE
18SEP14 DD	18SEP2014	19:00	06JUL15		
R.O. OPENED		READY	OPTIONS: ENG:2.5_Liter		
07:20 06JUL15		08:08 06JUL15			
LIST		NET		TOTAL	
A CUSTOMER STATES TO PERFORM EYESIGHT CAMPAIGN WQS-54					
1 Customer states					
56149 WS				(N/C)	
PARTS: 0.00		LABOR: 0.00		OTHER: 0.00	
TOTAL LINE A:				0.00	
COMPLETED CAMPAIGN CODE WQS-54. REFLASHED EYESIGHT PROGRAM ON					
VEHICLE FOR Driver Assist System Delay in Warning Indicator. LABOR OPP					
CODE A106-778					

LINE OPCODE TECH TYPE HOURS		LIST		NET		TOTAL	
A CUSTOMER STATES TO PERFORM EYESIGHT CAMPAIGN WQS-54							
1 Customer states							
56149 WS						(N/C)	
PARTS: 0.00		LABOR: 0.00		OTHER: 0.00		TOTAL LINE A:	
						0.00	
COMPLETED CAMPAIGN CODE WQS-54. REFLASHED EYESIGHT PROGRAM ON							
VEHICLE FOR Driver Assist System Delay in Warning Indicator. LABOR OPP							
CODE A106-778							

B PERFORM SUBARU MULTI POINT INSPECTION							
SU99P PERFORM SUBARU MULTI POINT INSPECTION							
56149 WS						(N/C)	
PARTS: 0.00		LABOR: 0.00		OTHER: 0.00		TOTAL LINE B:	
						0.00	

NHTSA Complaint #
108 464 02

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item. Payable in Bexar County, Texas.

I have read, understand and accept all provisions of the Warranty Statement covering this vehicle and/or service parts. PARTS AND LABOR WARRANTED 12,000 MILES OR 12 MONTHS. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE VEHICLE MANUFACTURER.

X

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

NOTICE PURSUANT TO TEXAS PROPERTY CODE §70.001

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X

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT RESPONSIBLE FOR PAYMENT

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



CUSTOMER COPY

new work had
been done

OK Returned a request

Rec 19 - NOV - 2015

Gillman

SUBARU/MITSUBISHI OF SAN ANTONIO

16044 IH-35 NORTH
SCHERTZ, TEXAS 78154

DIRECT SERVICE LINE (210) 564-3415

1 (800) 284-4918

www.gillmanauto.com



SUBARU
Authorized
Dealer



Authorized
Dealer

NHIS 1042 int #
10846402

All bills due and payable in Schertz, Guadalupe County, Texas.

Adv: 247 CHRISTOPHER REYES		Tag	License	483BNBF63 F3	Page 1	Invoice
Invoice to				Driver/Owner Information		
SAN ANTONIO, TX				SAN ANTONIO, TX		
Work:				Work:		
For Office Use				Vehicle Information		
Odometer in: 1439		Out:	Dist: JF1 INT I	Prelim	15 SUBARU LEGACY 2.5I PREM 4DR SDN SILVER	
MFG: 066001		Stock#: Inv Acct:				
Begin: 09/29/15	Done: 11/19/15	Invoiced: 11/19/15 17:28 DB	Inservice: 09/19/14	Production: 09/19/14	Sold: 09/18/14	
Customer Concern						
Concern 51	CUSTOMER STATES SHOCK ABSORBERS DO NOT SEEM TO BE WORKING PROPERLY. STATES VEHICLE IS HANDLING ROUGH. CAN FEEL EVERYTHING ON THE ROAD, CHECK AND ADVISE				Operation	Tech Units Amount
Cause	CUSTOMER STATES SHOCK ABSORBERS DO NOT SEEM TO BE WORKING PROPERLY. STATES VEHICLE IS HANDLING ROUGH. CAN FEEL EVERYTHING ON THE ROAD, CHECK AND ADVIS				0	140 0.0 0.00
Correction	SUBARU REP CAME TO INSPECT VEHICLE. VEHICLE IS OPERATING NORMAL AT THIS TIME AS PER SUBARU REP					
Type: I	Subaru Tech came 11/13/15				Subtotal	
					TOTAL CHARGE FOR CONCERN 0.00	
Concern 52	COLLISION AVOIDANCE SYSTEM NOT WORKING CUSTOMER STATES RECALL LONG AGO, WANTS A TEST DRIVE WITH CUSTOMER TO MAKE SURE CAR IS WORKING				Operation	Tech Units Amount
Cause	COLLISION AVOIDANCE SYSTEM NOT WORKING CUSTOMER STATES RECALL LONG AGO, WANTS A TEST DRIVE WITH CUSTOMER TO MAKE SURE CAR IS WORKING				MPI	140 0.0 0.00
Correction	COLLISION AVOIDANCE SYSTEM NOT WORKING CUSTOMER STATES RECALL LONG AGO, WANTS A TEST DRIVE WITH CUSTOMER TO MAKE SURE CAR IS WORKING. SUBARU REP CAME TO INSPECT VEHICLE. FOUND THE EYESIGHT SYSTEM TO BE FUNCTIONING PROPERLY AT THIS TIME.					
Type: I					Subtotal	
					TOTAL CHARGE FOR CONCERN 0.00	
Concern 53	JOB				Operation	Tech Units Amount
Correction	SYNTHETIC OIL CHANGE NO WORK PERFORMED				0	140 0.0 0.00

ARBITRATION AGREEMENT

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AGREED: X

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

"STILL THE ONLY WAY TO GO!"

Gillman

SUBARU/MITSUBISHI OF SAN ANTONIO

16044 IH-35 NORTH
SCHERTZ, TEXAS 78154

DIRECT SERVICE LINE (210) 564-3415

1 (800) 284-4918

www.gillmanauto.com



Authorized Dealer

All bills due and payable in Schertz, Guadalupe County, Texas.

A/C: 48 DONALD BUCKLES		Tag: [REDACTED]	License: [REDACTED]	433BNBF63 F3 [REDACTED]	Page 1 (Last)	Invoice [REDACTED]
Invoice to [REDACTED] SAN ANTONIO, TX Work: [REDACTED]			PO#: [REDACTED] Driver/Owner Information [REDACTED] SAN ANTONIO, TX Work: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 1710 Out:		Dist: JF1 INT X I Prelim		15 SUBARU LEGACY 2.5I PREM 4DR SDN SILVER		
MEG: 066001		Stock#: [REDACTED]		Inv Acct: [REDACTED]		
Begin: 03/15/16	Done: 03/15/16	Invoiced: 03/15/16 09:29 DB		Inservice: 09/19/14	Production: 09/19/14	Sold: 09/18/14
Customer Concern						
Concern #52	CHECK ALIGNMENT CUSTOMER STATES THAT HE HAS HIT A CURB AND WANTS ALIGNMENT CHECKED			Operation Tech Units Amount		
Correction	FOUND ALIGNMENT WITHIN SPECS OBSERVED NORMAL OPERATION AT THIS TIME NO DISCERNABLE PULL DRIVES STRAIGHT			MPI 263 0.0 0.00		
Type: I	Tech 263 MELGAR-ALVAREZ,			Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern #54	CUSTOMER STATES THAT THE EYESIGHT IS NOT WORKING PROPERLY. WHEN PULLING INTO GARAGE			Operation Tech Units Amount		
Cause	DROVE VEHICLE THRU CARWASH EYESIGHT WORKED TWO OUT OF FOUR TIMES			MPI 263 0.0 0.00		
Correction	MASTER TECH NOT IN TO DIAGNOSE SYSTEM			Subtotal		
Type: I	Tech 263 MELGAR-ALVAREZ,			TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice [REDACTED]				Payment Distribution for Invoice [REDACTED]		
TOTAL CHARGE 0.00				INTERNAL TOTAL CHARGE 0.00		
DMS R020049						
Attention: The following Invoices also exist EXT - EXTENDED WAR						
If you have any questions - please see DONALD BUCKLES						

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED: X

"STILL THE ONLY WAY TO GO!"

SINCE 1938 Gillman

SUBARU/MITSUBISHI OF SAN ANTONIO

 16044 IH-35 NORTH
SCHERTZ, TEXAS 78154

DIRECT SERVICE LINE (210) 564-3415
1 (800) 284-4918
www.gillmanauto.com

SUBARU
Authorized
Dealer

**Authorized
Dealer**

All bills due and payable in Schertz, Guadalupe County, Texas.

Adv: 247 CHRISTOPHER REYES		Tag	License	4S3BNBF63 F3	Page 2	Invoice
Invoice to:				Driver/Owner:		
Invoiced: 11/19/15 17:28:16 DB				15 SUBARU LEGACY 2.5I PREM 4DR SDN SILVER		
Parts	Part Number	PO#	Note	Description	Qty	Sell
	SUB KIT13010			OIL/FILTER CHANGE	1	++.00 ++.00
	SUB 15208AA130			PB001133 ELEM CP OIL	1 B	8.10 8.10
	SUB 803916010			GASKET	1 B	1.25 1.25
	SUB SOA635045			SYNTHETIC 0W-20 OIL	6 B	6.53 39.18
	Tech 140 SUBLET, SUBLET					
					Subtotal	
Type: I					PARTS 48.53	
					TOTAL CHARGE FOR CONCERN 48.53	
Concern 54	JQB			Operation	Tech Units	Amount
Correction	TIRE ROTATION			0	140 0.0	0.00
	NO WORK PERFORMED					
	Tech 140 SUBLET, SUBLET					
Type: I					Subtotal	
					TOTAL CHARGE FOR CONCERN 0.00	
Concern 55	JQB			Operation	Tech Units	Amount
Correction	CABIN FILTER			0	140 0.0	0.00
	NO WORK PERFORMED					
Parts	Part Number	PO#	Note	Description	Qty	Sell
	SUB 72880AJ00A			FILTER	1 S	26.95 26.95
	Tech 140 SUBLET, SUBLET					
					Subtotal	
Type: I					PARTS 26.95	
					TOTAL CHARGE FOR CONCERN 26.95	
Concern 56	CUSTOMER STATES INSULATED CONTAINER FOR CUP HOLDER IS			Operation	Tech Units	Amount
Correction	MISSING, CHECK AND ADVISE			0	140 0.0	0.00
	VEHICLE IS BEING BOUGHT BACK...CUSTOMER HAS ORDERED NEW					
	VEHICLE					
	Tech 140 SUBLET, SUBLET					
Type: I					Subtotal	
					TOTAL CHARGE FOR CONCERN 0.00	
Summary of Charges for Invoice				Payment Distribution for Invoice		
PARTS 75.48				TOTAL CHARGE 75.48		
TOTAL CHARGE 75.48				INTERNAL 75.48		
BILL DAVIS FROM SUBARU OF AMERICA WILL BE HERE ON WEDNESDAY 4TH						

ARBITRATION AGREEMENT

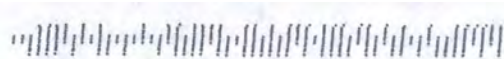
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"STILL THE ONLY WAY TO GO!"

SAN ANTONIO TX



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U.S. DEPT. OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION
1200 NEW JERSEY AVE S.E.
WEST BUILDING
WASHINGTON D.C. 20590

W48-2