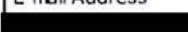
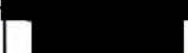


 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
			Date Received 03-OCT-2017 NOV 14 2017	Repository ☐ Reference No. 11031589
OWNER INFORMATION (Type or Print)				
Name 		Daytime Telephone Number 		E-mail Address 
Address 				
City PAYSON	State AZ	Zip Code 	Evening Telephone Number 	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4S4BSENC8H3 		Make SUBARU	Model OUTBACK	Model Year 2017
Date Purchased 4/10/17	Dealer's Name and Telephone Number Autonation Subaru Scottsdale 4804252800		Engine: Automatic No: Cylinders 6	Fuel Type: Gas
Original Owner ☐	Dealer's City Scottsdale	State AZ	Zip Code 85260	
Transmission Type CVT automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain AWD	Multiple Failure:	Incident Date(s) 01-APR-2017
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 030000 BRAKES (PWS)			Failure Mileage 2000	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE				
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE				
Make:	Date Manufactured:	Model No./Name:		
Seat Type:	Installation System:			
Child Seat Component Code:	Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)				
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).				
TL* THE CONTACT OWNS A 2017 SUBARU OUTBACK. THE CONTACT STATED THAT THE REVERSE AUTOMATIC BRAKING SYSTEM INDEPENDENTLY APPLIED ITSELF. THE CONTACT STATED THAT THIS WAS DUE TO THE ASPHALT BEING AT AN ANGLE WHERE IT WAS CLOSE TO THE SENSORS OF THE VEHICLE. AUTONATION SUBARU SCOTTSDALE (15678 N NORTHSIGHT BLVD, SCOTTSDALE, AZ) INFORMED THE CONTACT THAT THEY WOULD NEED TO TEMPORARILY DISABLE THE FEATURE TO PREVENT FUTURE FAILURES WHEN REVERSING THE VEHICLE. THE MANUFACTURER WAS CONTACTED AND STATED THAT THE BRAKING SYSTEM WAS OPERATING AS DESIGNED. THE FAILURE MILEAGE WAS APPROXIMATELY 2,000. <i>Please see attached note re: this description</i>				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY				
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.				

November 7, 2017

National Highway Traffic Safety Administration
Reference No. 11031589

To Whom It May Concern,

Thank you for acknowledging and accepting my safety concern regarding the Reverse Automatic Braking (RAB) system on the 2017 Subaru Outback.

I have reached out to the dealership - AutoNation Subaru of Scottsdale, AZ, AutoNation Corporate in Fort Lauderdale, FL, and Subaru of America in New Jersey. Their collective response to the issue with the RAB system is operating as designed. Subaru could disable the RAB only if disabling all the safety features. Please see the attached information which outlines what I must do each time I back out of my driveway.

Attached are the copies of correspondence and service records. A video of the brakes locking was included with the original complaint.

I believe almost all owners of this vehicle are not aware of the potential danger with the RAB. All advertisements laud the highest safety ratings by IIHS, KBB, Autotrader, and so forth and tout the off road capability due to the 8 inch clearance. When the videos and testimonials are reviewed, the RAB feature is demonstrated on a flat, dry surface. One does not see driving in snow, rain slick roads, fog, sun, black ice or downward slope of the driving surface. Apparently, off road driving would be at your own risk.

I have owned three previous Subaru's (I was asked if I had ever owned a Subaru as this would explain my short sightedness in understanding the vehicle) and have not experienced the number of issues I have had with this one. I am incensed over the dismissal of my concerns and the fact that I spent \$39,000 on a vehicle that I purchased specifically for the safety features.

Needless to say, this vehicle has numerous issues that I have asked the dealership to address. Most are related to the safety features that are tied into the software. The mechanics that have looked at the vehicle are unable to replicate the issues and the dealership recommended contacting the Subaru field engineer to arrange a meeting.

I met with Rob Wilkes, Subaru field engineer on October 31, 2017. I went over the issues I was experiencing with the vehicle - eyesight, navigation, adjustable cruise control, tires, and RAB. The following is a summary of our meeting:

- Eyesight - if the camera lens is obscured by heavy snow, rain, or fog the eyesight feature will be disabled. (When would a situation most likely present itself for a front end crash than when driving in the above conditions? And how does this feature provide additional safety?)
- Navigation - this checked out ok per the engineer. When driving I use the navigation often and program my destination. I have been in the turn lane before the navigation tells me I'll be making a turn off the highway. I have been in the far left lane and should be exiting on the far right. (When I have used loaner cars, I've had notification two exits before I need to leave the highway or a mile away.)
- Adjustable Cruise Control - setting the bars at two allows approximately 80 feet between vehicles. Should the vehicle in front slow down, and you switch lanes to the left, the vehicle will automatically resume to the set cruise control speed. Should the vehicle in the left lane be moving at a considerably slower speed and there is not ample time for the auto adjust to read the vehicle in front, it will not maintain a safe distance and you will need to

brake to avoid hitting the vehicle. According to Mr. Wilkes, tests show you will not hit the vehicle in front of you, though you are less than ten feet from the back of that car.

- Tires - in less than 6000 miles the tires have worn 2/32's. This would result in replacing these tires at 18000 miles. Mr. Wilkes stated that I should have the tires checked again at the next oil change - 12000 miles, since he could not explain the loss of this much tire tread.
- RAB - This feature engages when I back out of my driveway. Due to the angle of the driveway slope, the sensors pick up the street asphalt as an object that the vehicle will collide with, engages in a panic stop, and locks the brakes for three to five seconds. Even though the emergency brake light is lit, the emergency brake is not engaged, only the brakes have been applied.

Mr. Wilkes stated that all this disclaimer information is in the owner's manual and that Subaru is considering addressing the need to provide more instruction and guidance for owners of the new vehicles. I asked if there are all these disclaimers listed for the safety features, why didn't the sales person ask what the downward slope of my driveway was before I purchased the vehicle? Do I drive in heavy rain, snow, ice, sun, or fog that could disable the eyesight feature? There are conditions when using the adjustable cruise control where the safe distance between vehicles will not be maintained.

At the conclusion to my meeting with the Subaru engineer, Mr. Wilkes stated that I should give more time to adjusting to this vehicle as it is a good vehicle. I have driven more than 8500 miles, owned this car for six months, drove 4000 miles on a round trip from Arizona to Wisconsin and have experienced these problems more than once. How much time and mileage does one need to drive to become adjusted to a new vehicle? If I had any more concerns, I'm to call the Subaru national 800 number and ask for a Senior Subaru Rep.

If I may take one more step here - cars are now being tested where software/computer is being used to make driving decisions. If the auto manufacturers won't recognize the limitations of their current products and issues faced by consumers, how could anyone depend on a computer making a right driving decision 100% of the time? How does the insurance industry view computer driven vehicles?

As an assistance service manager said to me, "You can't rely on the computer."

I have contacted the Subaru national office and could not speak directly with a Senior Customer Representative as their protocols require establishing a complaint, retrieving service records, review, and then if found the complaint warrants escalation, it will be passed on to the Senior representative.

I will be out of town from November 11 - December 30, 2017. Should you need to communicate further, I will be out of the country for three of these weeks and email would be the best way for contact.

Thank you for your assistance with this matter.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED] Payson AZ [REDACTED]
[REDACTED]
[REDACTED]

Note:

I believe the narrative description of the complaint should be edited to reflect that the RAB may be manually turned off every time you place the vehicle in reverse to disable the feature. The RAB may not be permanently disabled unless you choose to disable all the safety features. It is an all or nothing choice for the safety features. (The 2019 models will allow the owner to choose individually which safety features they want on their vehicle)

I live approximately 90 miles from the dealership. I've actually been at the service department eight to ten times since I purchased the car. The first time was a couple weeks after delivery. When I bring in the vehicle for an issue they do not document the visit. The only documentation is when they actually schedule a service appointment.

The dealership ordered replacement of the wing windows. I experienced the RAB issue the first week I had the vehicle and reported this, though it is not documented. I continued to make notes of the issues I was experiencing. It was ten weeks for the parts to come in and then about ten days before I was able to schedule a time to drive down to the dealership to have the work completed. Therefore, documentation shows my first service visit was in July 2017.

This is to provide a timeline as to why the service records do not reflect the number of visits I have made to the dealership.

Reverse Automatic Braking (RAB) Safety Issue 2017 Subaru Outback 3.6 Limited

- The Reverse Automatic Braking (RAB) system is engaging in a panic stop due to the sensors reading an eminent danger of striking an object - the asphalt on the street.
- The angle of the rear bumper to the street surface has the sensors reading that it will strike the asphalt and results in the sound alert and locks the brakes and a steady sound that indicates the vehicle has hit an object and then locks the emergency brake. It takes approximately three to four seconds for the emergency brake to release before I can move forward. The sensors have also picked up the berm on the opposite side of the road and locked the brakes sensing I will hit the berm, which leaves the car broadside in the road and vulnerable to being hit by an oncoming vehicle.
- Attached are the email responses from Subaru of America, AutoNation Corporate, and AutoNation Subaru Scottsdale AZ regarding this issue. They have listed solutions to how I can avoid this happening, though do not see this as a safety issue.
- When you start up the vehicle, RAB off is indicated. When you place the car in reverse, there is a small icon on the left bottom corner of the navigation screen that shows RAB on. I am required to push this icon to turn it off, which takes five to 15 seconds for it to turn off. I can then proceed to back down the driveway without the RAB engaging in an emergency stop. The alert sound still comes on but it does not lock up the brakes. The RAB is now disabled until I turn off the vehicle. This results in a required action on my part every time I back out of my driveway. If I should not turn off the RAB, the brake will engage in a panic stop.
- The RAB will automatically engage when the vehicle is started the next time. This safety feature cannot be disabled per the dealership after consulting Subaru of America unless all safety features on the vehicle are disabled.
- The first time I backed out of my driveway the brakes locked and I almost hit my head on the steering wheel since it was an unexpected, abrupt, panic stop. Should you use the rear camera when backing up, there will be no object that you can see and the brake will be applied. I use the side view mirrors to ensure I keep positioned within three to four feet on the sides of the vehicle when backing out.
- All demonstrations of this safety feature show the vehicle backing up on a flat surface with a stationary object - garbage can, scooter, person, post, etc.
- Anyone that encounters backing out at an angle or on a slope, where the sensors pick up the surface as an object, the brakes will engage to prevent a collision. I do not believe drivers are aware that the sensors will read a surface as an object because of the angle and distance to the rear bumper sensor and it will result in the brakes engaging in a panic stop, which could result in injury or death.

2017 Outback

- Lost Eyesight- line through icon; showed icon of car crash with asterisk outside of Chicago
- When following vehicle with cruise control - two car distance between vehicle about 100 ft; when passing into left lane car accelerates up to next vehicle with less than 20 feet between vehicles
- Cancelled cruise control then accelerated and reset; slowed vehicle with car showing icon stopping and dropping speed
- Can hear wind from front driver window possibly the passenger window also
- Factory tires - loss of 2/32 with less than 6000 miles What is the life of these tires?
- Navigation - when selecting voice after initial request of navigation it continues to ask for a command but does not recognize that anything is being said
- States there is a traffic jam but no vehicles ahead or two vehicles
- Steering with or without use of lane centering feature is very tight and strains hands and arms to keep centered
- Constantly had "Keep hands on steering wheel" when I did have my hand on the steering wheel. Where is the sensor in the steering wheel that it believes I have no hands on the wheel? And those raised areas on the steering wheel are very uncomfortable to keep your hands on them for a long period of time. Maybe they didn't design this for long distance or hands my size.
- On incline when taking foot off the brake the car will roll back and not stop. I realize there is a hill holder, but it's not a steep hill so why is the car rolling backwards with the car in drive?
- Lift gate stayed open half way; then another incident where I ran into a store - gone for less than five minutes - came out and lift gate was open. There was nothing blocking the sensors.
- RAB-still a safety issue
- Excess heat causing front sensor to shut down all safety features including navigation and cruise control
- Appearance/Scratch & Dent protection packages/ tires Need to address this.
- Rattle in dashboard and right side of vehicle

Find messages, documents, photos or people

← Back ↶ ↷ → Archive Move Delete Spam ...

Jul 11 at 12:39 PM

Inbox

83

Unread

Starred

Drafts

123

Sent

Archive

Spam

Trash

Less

Views

Hide

Photos

Documents

Tutorials

Folders

Hide

+ New Folder

2012 Taxes

AARP

Africa 2017

2

All Clear

Amanda

American Air...

American Ex...

8

Ancient King...

Apple

4

Appliances ...

3

Barbara G

Benefeds

1

BH Md

5

Bilmore ENT

1

Booking.Com

Caremark Pr...

11

Christmas cr...

Consumer c...

1

CSID Report

22

Debra

3

Delta

Dianne

24

DISH

48

Dubai Trip

66

66

From To See Su

Email
Email
Mobile

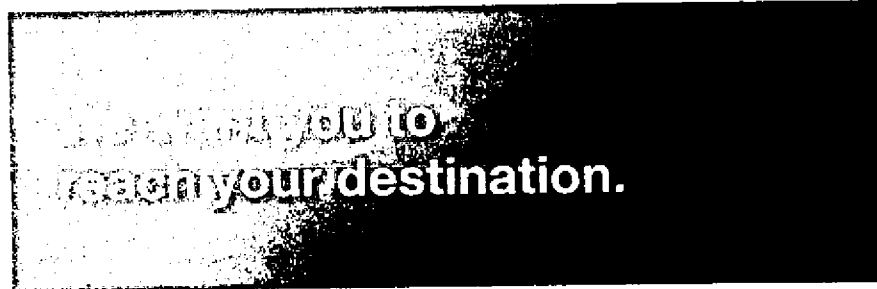
@subaru.com>
om>

Multiple STARLINK™ lights on.



SUBARU

STARLINK
YOUR SUBARU CONNECTED



We've been notified via STARLINK™ that multiple code lights are on in your 2017 Outback.

We can help you with that.

The multiple code lights displaying simultaneously indicate there may be a potential problem with your Outback. For your peace of mind, and ours, please log into MySubaru.com for an explanation of the multiple warning lights. Or visit your Subaru Retailer right away.

If you've already made a service appointment, please disregard this email.*

Keeping you connected,
Subaru of America, Inc.

*If you have recently had your vehicle serviced, the multiple code lights may have been triggered inadvertently. Please disregard this email.

If you have questions about this email, please contact your Subaru Retailer.

To obtain information on how to contact Subaru of America, Inc., visit our website at subaruusa.com/contact, or call (800) 782-2783. To view your Subaru Starlink information please visit MySubaru.com.

You received this message because you opted-in to receive STARLINK System communications from Subaru of America, Inc.

We respect your privacy. To manage your STARLINK System email communication preferences, go to MySubaru.com.

Subaru of America, Inc., 2235 Route 70 West, Cherry Hill, NJ 08002

Subaru of America, Inc. | [Company Info](#) | [Privacy Policy](#) | [California Privacy Notice](#) | [Subaru.com](#)

Your authorized Subaru Retailer:
AutoNation Subaru Scottsdale
15678 N. Northsight Blvd
Scottsdale, AZ 85260
(480) 420-3440
www.autonation-scottsdale.subaru.com

[Schedule Appointment Now](#)

Review your Vehicle Health Report:

[Login to MySubaru](#)



search your mailbox



Home



Compose

Inbox (11)

Drafts (35)

Sent

Archive

Spam

Trash

> Smart Views

> Folders (322)

> Recent

← Search results



Archive

Move ▾



Spam ▾

... More ▾

Customer Concern [REDACTED] Aut...

CustomerCare <customercare@autonation.com>

Jul 25 at 10:50 PM

T. [REDACTED]

Hello [REDACTED]

I just wanted to follow up with you to inform you that Bob, the Service Manager, will be arriving between 10:30am – 11:00am tomorrow depending on the traffic.

Please let me know if you have any questions.

Thank you,

Matthews R.
Corporate Customer Relations
AutoNation, Inc.
Fort Lauderdale, FL 33301

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AutoNation

AutoNation Subaru Scottsdale



15678 N. Northsight Blvd.
Scottsdale, AZ 85260
Main: (480) 425-2800
Service Dept. (480) 425-2900

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

PAYSON, AZ

HOME: [REDACTED]

BUS: [REDACTED]

CONT [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 7478 KYLE STRINGFELLOW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M	17	SUBARU OUTBACK	4S4BSENC8H3 [REDACTED]		2218/2218	T1755

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10APR17 DD			16:00 30JUL17			CASH	25JUL17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:H3 [REDACTED]	DLR:	[REDACTED]
15:08 17JUL17	10:13 25JUL17	ENG:3.6L_FLAT_6_CYL	TRN:A		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A	WIND NOISE COMING FROM BOTH FRONT QUARTE GLASS WINDOWS. ADVISE						
---	--	--	--	--	--	--	--

EL001 LABOR

9999 RECLASS LIC#: 9999

ISEPS

- 1 61011AL20A GLASS ASSY DR F RH (N/C)
- 1 61011AL21A GLASS ASSY DR F LH (N/C)
- 1 63527AL00B GLASS RUN FRONT DOOR RH (N/C)
- 1 63527AL01B GLASS RUN FRONT DOOR LH (N/C)

2218

REPLACED BOTH FRONT RUN CHANNELS AND QUARTER GLASSES WITH SEALS

B IS THE WIRING ON THIS VEHICLE SOY BASED?

CS CUSTOMER STATES

4864ISEPS

2218 SOME OF THE WIRES IN THE ENGINE BAY ARE

C IF THE CUSTOMER LEAVES THE RADIO ON BEFORE SHUTING VEHICLE OFF, AND THEN GOES TO START THE VEHICLE LATER OR EVEN THE NEXT DAY THE RADIO WILL STILL BE ON... BUT WHEN THE CUSTOMER TRY'S TO TURN THE RADIO OFF IT WILL NOT DO SO. ITS LIKE THE POWER BUTTON IS INOP. ADVISE

CS CUSTOMER STATES

4864ISEPS

2218 UNABLE TO DUPLICATE CONCERN AT THIS TIME

D** WHEN THE CUSTOMER IS REVERSING OUT OF HER DRIVEWAY.. THE REAR BRAKE ASSIST WILL INTERMIT ENGAGE AND CAUSE THE VEHICLE TO HAULT. HAPPENS EVEN IF RAB IS TURNED OFF. C/S LEAVES HER IN A DANGEROUS SITUATION IF ANY CARS DRIVE BY WHEN THIS HAPPENS. MAYBE THIS FEATURE CAN BE DISABLED? ADVISE

CS CUSTOMER STATES

4864ISEPS

2218

LIMITED WARRANTY
AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

ENVIRONMENTAL SERVICE CHARGE - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items include but are not limited to the following items: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

TERMS: CASH OR ACCEPTABLE CREDIT CARD UNLESS PRIOR ARRANGEMENTS MADE.

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or any attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

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

X

CUSTOMER COPY

AutoNation

CUSTOMER #: [REDACTED]

AutoNation Subaru Scottsdale



15678 N. Northsight Blvd.
Scottsdale, AZ 85260
Main: (480) 425-2800
Service Dept. (480) 425-2900

INVOICE

PAGE 2

PAYSON, AZ [REDACTED]

HOME [REDACTED]

BUS: [REDACTED]

CONT [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 7478 KYLE STRINGFELLOW

BUS:		COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M		17	SUBARU OUTBACK		4S4BSENC8H3			2218/2218	T1755
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE
10APR17 DD			16:00 30JUL17					CASH	25JUL17
R.O. OPENED		READY		OPTIONS: SOLD-STK:H3 DLR:					
				ENG:3.6L_FLAT_6_CYL TRN:A					
15:08 17JUL17		10:13 25JUL17							
LINE OPCODE TECH TYPE HOURS				LIST		NET		TOTAL	

SYSTEM IS WORKING PROPERLY AT THIS TIME. THERE MAY BE CIRCUMSTANCES CAUSING THIS TO HAPPEN WE CANNOT DUPLICATE

E** CHEMICAL SMELL COMING FROM THE INTERIOR OF THE VEHICLE. MOST POTENT WHEN YOU ENTER THE VEHICLE AFTER IT HAS BEEN SITTING IN THE SUN. ADVISE

CS CUSTOMER STATES

4864ISEPS

2218 NORMAL WITH NEW VEHICLE

(N/C)

F** CHECK ENGINE LIGHT CAME ON WHEN IDELING IN A PARKING LOT. LIGHTS TURNED OFF A COUPLE HOURS LATER. C/S RECIEVED AN EMAIL FROM STARLINK/SUBARU THE FOLLOWING MORNING. C/S WHY DIDNT SHE RECIEVE EMAIL OR VOICE WHEN IT TURNED ON.

CS CUSTOMER STATES

4864ISEPS

2218 NOT HOW SYSTEM WORKS

(N/C)

G** RATTLE IN DASH. COMING MAINLY FROM THE DRIVERS SIDE... POSS DRIVERS WINDOW. HAPPENS INTERMIT DURING 45MPH SPEEDS. ADVISE

CS CUSTOMER STATES

4864ISEPS

2218 UNABLE TO DUPLICATE CONCERN AT THIS TIME

(N/C)

H** AUDIBLE DINGING NOISE COMING FROM INSIDE THE VEHICLE INTERMIT WHILE DRIVING. HAPPENS RANDOMLY. AND HAPPENS EVERY TIME THE VEHICLE IS DRIVIN. WHEN THE DING OCCURS C/S WOULD LIKE TO KNOW WHAT IT IS FOR. ADVISE

CS CUSTOMER STATES

4864ISEPS

2218

ONLY HEARD NORMAL EYESIGHT DING NOTIFICATIONS. NO ABNORMAL NOTIFICATIONS

(N/C)

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGED FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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TERMS: CASH OR ACCEPTABLE CREDIT CARD UNLESS PRIOR ARRANGEMENTS MADE.

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or any attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

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

AutoNation

CUSTOMER #:

AutoNation Subaru Scottsdale



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PAGE 3

PAYSON, AZ

HOME
BUS:

CONT:
CELL:

SERVICE ADVISOR: 7478 KYLE STRINGFELLOW

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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
10APR17 DD			16:00 30JUL17				CASH	25JUL17	
R.O. OPENED		READY		OPTIONS: SOLD-STK:H3		DLR:			
15:08 17JUL17		10:13 25JUL17		ENG:3.6L_FLAT_6_CYL TRN:A					
				LIST		NET		TOTAL	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
I**							

IF THE CUSTOMER IS DRIVING ON A STRAIGHT SURFACE WITH NO HILLS...
THE DIGITAL ODO WILL SHOW SHE IS DRIVING 70 MPH BUT THE NEEDLE
WILL SHOW THAT THE VEHICLE IS ONLY GOING 68MPH. ADVISE
CS CUSTOMER STATES

4864ISEPS

(N/C)

2218
SPEEDOMETER RUNS OFF OF TRANSMISSION SPEED, DIGITAL
GAUGE RUNS OFF OF WHEEL SPEED. DOES NOT SEEM TO BE OFF AT
THIS TIME

J** AROUND DRIVERS DOOR. OR ANY DOOR FOR THAT MATTER. C/S WHY ARE THE
TRIM PIECES/GUSSETS BROKEN UP INTO MULTIPLE PARTS. C/S COULD
POTENTIALLY HAVE ISSUES IN THE FUTURE WITH MULTIPLE SEAMS BEING
ASSOCIATED. ADVISE

CS CUSTOMER STATES

4864ISEPS

(N/C)

2218 DESIGN OF VEHICLE. POSSIBLE QUESTION FOR SOA

K** Customer requested to have Multi Point Inspection performed this
visit

CAUSE: PERFORMED MULTI POINT INSPECTION
MULTI-A Customer requested to have Multi Point
Inspection performed this visit
4864ISEPS

(N/C)

Dealer is not authorized to perform recall
repairs for non-Dealer brand vehicles and
Dealer's Vehicle Safety and Condition
Inspection and/or service does not include
a review of possible pending recalls or
service campaigns issued by manufacturers
of other makes and models.

LIMITED WARRANTY

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING
DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF
MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO
RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGED FOR LOSS OF USE, LOSS
OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

ENVIRONMENTAL SERVICE CHARGE - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on
your vehicle. Applicable supply items include but are not limited to the following items: Nuts, bolts, washers, tape, pins,
aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

TERMS: CASH OR ACCEPTABLE CREDIT CARD UNLESS PRIOR ARRANGEMENTS MADE.

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate
vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to
secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left
therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a
collection agency or any attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable
attorney's fee and/or collection agency fee.

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

X



R/O# _____ Customer Name _____ ASM _____ /# _____

Mileage _____ Vehicle Description _____ Tech _____ /# _____

	N/A	Checks O.K.	Needs Attention	Needs Immediate Attention		N/A	Checks O.K.	Needs Attention	Needs Immediate Attention	TIRE AND BRAKE INSPECTION:	
Operation of Lights & Inspect Lens		☒			Battery & Cable Inspection					LF	RF
Condition of Wiper Inserts		☒			Fluid Leaks					☒ Brake Lining <u>9</u> mm	☒ Brake Lining <u>9</u> mm
Condition of Suspension		☒			Engine Oil					☒ Tire Tread <u>9</u> 32nds	☒ Tire Tread <u>9</u> 32nds
Condition of Drive Axles/Boots		☒			Brake Fluid					☒ Wear Pattern _____	☒ Wear Pattern _____
AC & Heating Inspection		☒			Transmission Fluid					☒ Tire Pressure <u>35</u> psi	☒ Tire Pressure <u>35</u> psi
Exhaust System Inspection		☒			Differential Fluid					Lowest Brake Lining - mm: _____ BK_(2,3,4,5,6,8,10,12)	
Condition of Hoses		☒			Power Steering Fluid					Lowest Tread Depth - 32nds: _____ TRT_(1,2,3,4,5,6,7,8,10,12)	
Condition of Drive Belts		☒			Windshield Washer Fluid					LR	RR
Condition of Air Filter		☒			Engine Coolant					☒ Brake Lining <u>9</u> mm	☒ Brake Lining <u>9</u> mm
Condition of Fuel System		☒			Cabin Filter					☒ Tire Tread <u>9</u> 32nds	☒ Tire Tread <u>9</u> 32nds
										☒ Wear Pattern _____	☒ Wear Pattern _____
										☒ Tire Pressure <u>35</u> psi	☒ Tire Pressure <u>35</u> psi

PRIMARY ITEM CONCERNS

Item, Description & Part Number				Total \$\$	SOP	Authorized	
						Y	N
						Y	N
						Y	N
						Y	N
						Y	N
						Y	N
						Y	N

ADDITIONAL SERVICE RECOMMENDED

Item, Description & Part Number				Total \$\$	SOP	Authorized	
☐ ☐ ☐						Y	N
☐ ☐ ☐						Y	N
☐ ☐ ☐						Y	N
☐ ☐ ☐						Y	N
☐ ☐ ☐						Y	N
☐ ☐ ☐						Y	N
☐ ☐ ☐						Y	N
TOTALS							

Method of Customer Approval: _____	Time and Date of Approval: _____	Est. Tax & Misc. _____
The Vehicle Safety and Condition Inspection ("VSCI") is provided as a complimentary service to you and is limited in scope. There may be mechanical, equipment or system issues which were not detected by the VSCI. A complete vehicle diagnostic/inspection is available for an additional charge.		GRAND TOTAL: _____

CUSTOMER #:

sommer's
automotive

INVOICE

7211 W. Mequon Rd.
Mequon, WI 53092
262-242-0100

www.sommerscars.com

PAGE 1

MASON, AZ

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 442 JASON WALKER

COLOR	YEAR	MAKE/	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	17	SUBARU OUTBACK	4S4BSENC8H3		5688/5688	T4931
DEL DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN17 DD			WAIT 14SEP17	LP	CASH	14SEP17
DATE VEHICLE RECEIVED	DATE OFFERED BACK	OPTIONS: DLR: ENG:3.6_Liter				

09:25 14SEP17 09:48 14SEP17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A LOF AND TIRE ROTATION

CAUSE: MAINT

100661 ADDED SECURITY MAINTENANCE-6,000-SYNTHETIC

553WMMAS 0.60

(N/C)

1 15208AA031 OIL FILTER

(N/C)

1 11126AA000 GASKET

(N/C)

7 SOA427V1410 SYNTHETIC 5W-30 OIL QT

(N/C)

FC: JQA90

PART#: 803916010

COUNT: 1

CLAIM TYPE: SA

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B EXPRESS SERVICE MULTI-POINT INSPECTION

SESINSP EXPRESS SERVICE MULTI-POINT INSPECTION

553CPSQL 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 89.90 14SEP17 09:25 SA: 497

EST: 89.90 14SEP17 09:25 SA: 497

CREATED BY:
JGULOTTA@SOMMERSCARS.COM,
CREAT ED ON: 09-11-2017,
STATUS: SCHEDULED, TRANSPORT
TYPE: WAITER

SCHEDULE YOUR NEXT SERVICE APPOINTMENT ONLINE
AT SOMMERSCARS.COM

Service, Parts, and Body Shop Hours:

Mon - Tues - Thurs - Fri

7:00 am - 6:00 pm

Wednesday

7:00 am - 8:00 pm

Saturday

8:00 am - 12:00 pm

Sales Dept. Hours:

Monday - Friday

8:30 am - 9:00 pm

Saturday

8:30 am - 5:00 pm

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. 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/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS/OIL AMOUNT	0.00
ADJUSTMENTS	0.00
RENTAL/SUBLET	0.00
MISC.	0.00
TOTAL CHARGES	0.00
LESS CO-PAY/OTHER	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

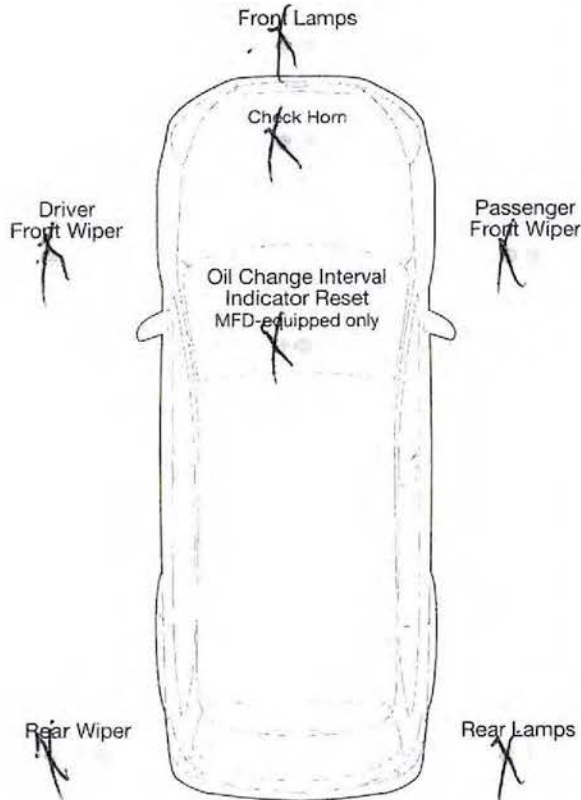
CUSTOMER COPY

DATE OF SERVICE _____ TAG NUMBER _____
 CUSTOMER NAME _____ PHONE _____ R.O. NUMBER _____
 MODEL/YEAR _____ MILEAGE _____ VIN NUMBER _____

Checked and OK
 Will need future attention
 Requires immediate attention
 Not applicable

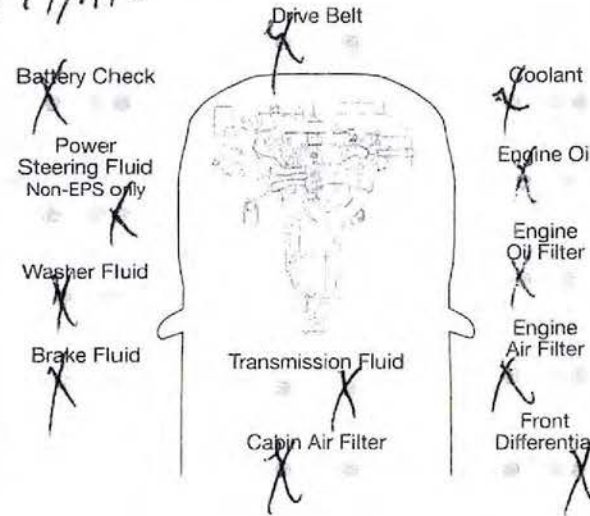
**EXPRESS
SERVICE**

EXTERIOR CHECKUP



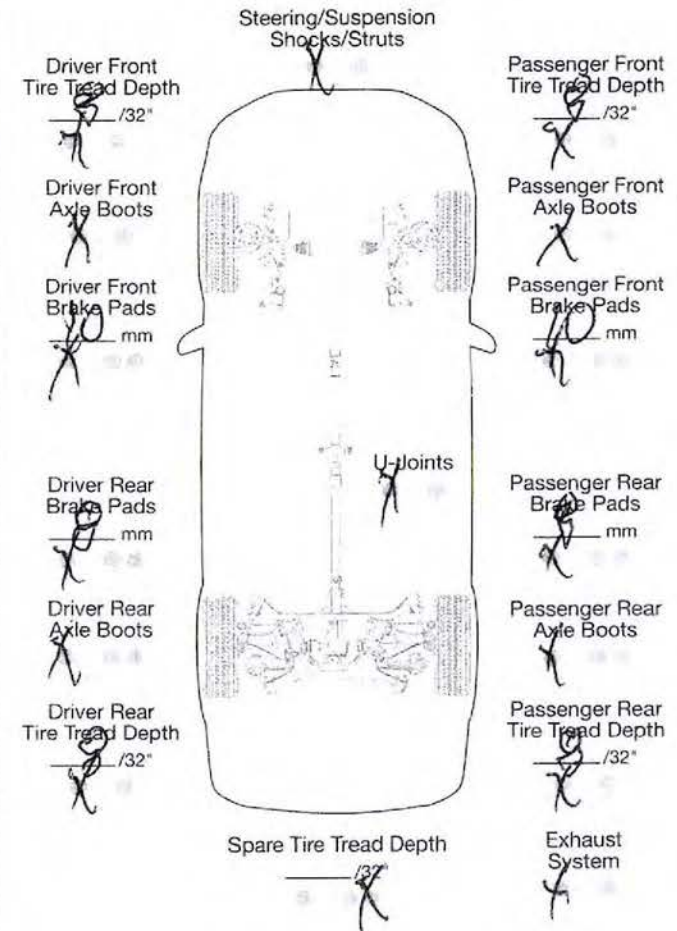
UNDER-HOOD CHECKUP

573/1490



- ☐ Oil change ☐ Synthetic
☐ Oil filter _____
☐ Tire rotation ☐ Bulbs
☐ Wiper inserts ☐ Wiper blades
☐ Other _____

UNDER-VEHICLE CHECKUP



Tire Pressure

Driver Front	Tire pressure set to 35 PSI
Passenger Front	Tire pressure set to 35 PSI
Passenger Rear	Tire pressure set to 35 PSI
Driver Rear	Tire pressure set to 35 PSI

Notes/Comments: LUF RATED

Recall Check: _____ Next Service Due: _____

Customer Signature: _____ Date: _____



AutoNation

AutoNation Subaru Scottsdale

15678 N. Northsight Blvd.

Scottsdale, AZ 85260

Main: (480) 425-2800

Service Dept. (480) 425-2900



CUSTOMER #

INVOICE

PAGE 2

PAYSON, AZ

HOME

BUS:

CONT:

CELL:

SERVICE ADVISOR: 7478 KYLE STRINGFELLOW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M	17	SUBARU OUTBACK	4S4BSENC8H		8340/8340	T5950

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30OCT17 DL			11:11 02FEB20			CASH	31OCT17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:H3	DLR:
11:10 11OCT17	16:06 31OCT17	ENG:3.6L_FLAT_6_CYL	TRN:A	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
8340	NO	PROBLEM	FOUND				

E STEERING WITH OR WITHOUT USE OF LANE CENTERING FEATURE IS VERY TIGHT
AND STRAINS HANDS AND ARMS TO KEEP CENTERED. ADVISE
CS CUSTOMER STATES

9999 RECLASS LIC#: 9999

ISEPS

(N/C)

8340 NO PROBLEM FOUND

F CONSTANTLY HAD "KEEP HANDS ON STEERING WHEEL" WHEN CUST HAD HER HANDS
ON THE WHEEL THE WHOLE TIME. ADVISE
CS CUSTOMER STATES

9999 RECLASS LIC#: 9999

ISEPS

(N/C)

G ON INCLINE WHEN TAKING FOOT OFF THE BRAKE THE CAR WILL ROCK BACK WITH
THE CAR IN DRIVE. ADVISE
CS CUSTOMER STATES

9999 RECLASS LIC#: 9999

ISEPS

(N/C)

8340 NORMAL CHARACTERISTICS

H LIFT GATE STAYED OPEN HALF WAY. THEN ANOTHER TIME THE LIFT GATE WAS
RANDOMLY OPEN WHEN COMING OUT TO THE CAR FROM THE STORE.
CS CUSTOMER STATES

9999 RECLASS LIC#: 9999

WS

(N/C)

1 63370AL00A SENSOR TOUCH ASSEMBLY RIG

(N/C)

1 63370AL01A SENSOR TOUCH ASSEMBLY LEF

(N/C)

8340 NO PROBLEM FOUND

I EXCESS HEAT CAUSING FRONT SENSOR TO SHUT DOWN ALL FEATURES INCLUDING
NAV AND CRUISE. ADVISE
CS CUSTOMER STATES

LIMITED WARRANTY

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGED FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

ENVIRONMENTAL SERVICE CHARGE - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items include but are not limited to the following items: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

TERMS: CASH OR ACCEPTABLE CREDIT CARD UNLESS PRIOR ARRANGEMENTS MADE.

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or any attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

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

X

AutoNation

AutoNation Subaru Scottsdale



15678 N. Northsight Blvd.

Scottsdale, AZ 85260

Main: (480) 425-2800

Service Dept. (480) 425-2900

CUSTOMER #:

INVOICE

PAGE 3

PAYSON, AZ

HOME:

CONT

BUS:

CELL:

SERVICE ADVISOR: 7478 KYLE STRINGFELLOW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M	17	SUBARU OUTBACK	4S4BSENC8H		8340/8340	T5950

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30OCT17 DD			11:11 02FEB20			CASH	31OCT17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:H3	DLR
11:10 11OCT17	16:06 31OCT17	ENG:3.6L_FLAT_6_CYL	TRN:A	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

9999 RECLASS LIC#: 9999

ISEPS

(N/C)

8340 FIX COMING SOON

J Customer requested to have Multi Point Inspection performed this visit

CAUSE: PERFORMED MULTI POINT INSPECTION

MULTI-A Customer requested to have Multi Point Inspection performed this visit

9999 RECLASS LIC#: 9999

ISEPS

(N/C)

GTIRE TIRES CHECKED GOOD

9999 RECLASS LIC#: 9999

CS

0.00 0.00

GBK BRAKES CHECKED GOOD

9999 RECLASS LIC#: 9999

CS

0.00 0.00

GBATT BATTERY TESTED GOOD AT THIS TIME

9999 RECLASS LIC#: 9999

CS

0.00 0.00

K RE-CALIBRATION OF EYESIGHT AFTER WINDSHIELD REPLACEMENT

DDRV AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thank you for your support!

9999 RECLASS LIC#: 9999

ISEPS

(N/C)

8340 DONE

L AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

LIMITED WARRANTY
AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGED FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

X

CUSTOMER #:

AutoNation

AutoNation Subaru Scottsdale



15678 N. Northsight Blvd.

Scottsdale, AZ 85260

Main: (480) 425-2800

Service Dept. (480) 425-2900

INVOICE

PAGE 4

PAYSON 27

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7478 KYLE STRINGFELLOW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M	17	SUBARU OUTBACK	4S4BSENC8H3		8340/8340	T5950

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30OCT17 DD			11:11 02FEB20			CASH	31OCT17

R.O. OPENED	READY	OPTIONS:	SOLD-STK:H3	DLR:
11:10 11OCT17	16:06 31OCT17	ENG:3.6L_FLAT_6_CYL	TRN:A	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

MISC Misc Items

9999 RECLASS LIC#: 9999

ISEPS

(N/C)

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

AutoNation

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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

X

Repair Order Detail - Internal Copy

*Drivers busset
Seat bottom
Drivers side.*

RO Number: [REDACTED]

RO Status: OPENED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Click to View Cust Copy

Vehicle: 4S4BSENC8H3 [REDACTED]

2017 OUTB

TUNGSTEN -
METALLIC

Cell:

Mileage: 8,340

Service advisor: 7478

Tag number: T5950

Payment type: CASH

Promised time: 11:11 AM

Promised date: 02/02/2020

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~					
	WITH THE CAR IN DRIVE. ADVISE				
CS	WS	CUSTOMER STATES	0.00		0.00
	Tech(s):				
Pts:	0.00	Lbr:	0.00	Other:	0.00
	Total Line G:				
	~~~~~				
H	LIFT GATE STAYED OPEN HALF WAY. THEN ANOTHER TIME THE LIFT GATE WAS RANDOMLY OPEN WHEN COMING OUT TO THE CAR FROM THE STORE.				
CS	WS	CUSTOMER STATES	0.00		0.00
	Tech(s):				
	63370AL00A	1 SENSOR TOUCH ASSEMBLY RIG			66.42
	63370AL01A	1 SENSOR TOUCH ASSEMBLY LEF			66.42
Pts:	132.84	Lbr:	0.00	Other:	0.00
	Total Line H:				
	~~~~~				
I	EXCESS HEAT CAUSING FRONT SENSOR TO SHUT DOWN ALL FEATURES INCLUDING NAV AND CRUISE. ADVISE				
CS	CS	CUSTOMER STATES	0.00		0.00
	Tech(s):				
Pts:	0.00	Lbr:	0.00	Other:	0.00
	Total Line I:				
	~~~~~				
J	Customer requested to have Multi Point Inspection performed this visit				
MULTI-A	CS	Customer requested to have Multi Point Inspection performed this visit	0.00		0.00
	Tech(s):				
Pts:	0.00	Lbr:	0.00	Other:	0.00
	Total Line J:				
	~~~~~				
K	**Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.***				
DRVPNK1	CS	**Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate	0.00		0.00

*1-800-782-2783  
Rob Wilkes engineer  
request for Sr. Service Rep*

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: OPENED

Customer: [REDACTED]

Phone(s): Contact [REDACTED]

Vehicle: 4S4BSENC8H [REDACTED]

Main: [REDACTED]

2017 OUTB

[Click to View Cust Copy](#)

Cell:

TUNGSTEN_-  
METALLIC

Mileage: 8,340

Service advisor: 7478

Tag number: T5950

Payment type: CASH

Promised time: 11:11 AM

Promised date: 02/02/2020

Waiter: No

Estimate: 0.00

Customer Comments: No

- ✓ A LOST EYESIGHT - LINE THROUGH ICON. SHOWED ICON OF CAR CRASH WITH  
ASTERICK OUTSIDE OF CHICAGO WHEN FOLLOWING VEHICLE WITH CRUISE  
CONTROL (TWO CAR DISTANCE BETWEEN VEHICLE ABOUT 100 FT WHEN  
PASSING INTO LEFT LANE CAR ACCELERATES UP TO NEXT VEHICLE WITH  
LESS THAN 20 FEET BETWEEN VEHICLE. CANCELLED CRUISE CONTROL THEN  
ACCELERATED AND RESET. SLOWED VEHICLE WITH CAR SHOWING ICON  
STOPPING AND DROPPING SPEED.
- |               |       |                 |             |                      |
|---------------|-------|-----------------|-------------|----------------------|
| CS            | WS    | CUSTOMER STATES | 0.00        | 0.00                 |
| Tech(s): 9999 |       |                 |             |                      |
| SUBL          | ISEPN | REPAIRS         |             | 251.00               |
| Pts:          | 0.00  | Lbr:            | 0.00 Other: | 251.00 Total Line A: |
- ✓ B CAN HEAR WIND FROM FRONT DRIVER WINDOW. POSS THE PASS WINDOW  
ALSO. ADVISE
- |               |      |                 |             |                    |
|---------------|------|-----------------|-------------|--------------------|
| CS            | WS   | CUSTOMER STATES | 0.00        | 0.00               |
| Tech(s): 9999 |      |                 |             |                    |
| Pts:          | 0.00 | Lbr:            | 0.00 Other: | 0.00 Total Line B: |
- ✓ C FACTORY TIRES, LOSS OF 2/32NDS WITH LESS THAN 6,000 MILES. ADVISE
- |          |      |                 |             |                    |
|----------|------|-----------------|-------------|--------------------|
| CS       | WS   | CUSTOMER STATES | 0.00        | 0.00               |
| Tech(s): |      |                 |             |                    |
| Pts:     | 0.00 | Lbr:            | 0.00 Other: | 0.00 Total Line C: |
- ✓ D NAVIGATION - WHEN SELECTING VOICE AFTER INTIAL REQUEST OF NAV IT  
CONTINUES TO ASK FOR A COMMAND BUT DOES NOT RECONGNIZE THAT  
ANYTHING IS BEING SAID. STATES THAT THERE IS A TRAFFIC JAM... BUT  
NO VEHICLES AHEAD.
- |          |      |                 |             |                    |
|----------|------|-----------------|-------------|--------------------|
| CS       | WS   | CUSTOMER STATES | 0.00        | 0.00               |
| Tech(s): |      |                 |             |                    |
| Pts:     | 0.00 | Lbr:            | 0.00 Other: | 0.00 Total Line D: |
- E STEERING WITH OR WITHOUT USE OF LANE CENTERING FEATURE IS VERY  
TIGHT AND STRAINS HANDS AND ARMS TO KEEP CENTERED. ADVISE
- |          |      |                 |             |                    |
|----------|------|-----------------|-------------|--------------------|
| CS       | WS   | CUSTOMER STATES | 0.00        | 0.00               |
| Tech(s): |      |                 |             |                    |
| Pts:     | 0.00 | Lbr:            | 0.00 Other: | 0.00 Total Line E: |
- F CONSTANTLY HAD "KEEP HANDS ON STEERING WHEEL" WHEN CUST HAD HER  
HANDS ON THE WHEEL THE WHOLE TIME. ADVISE
- |          |      |                 |             |                    |
|----------|------|-----------------|-------------|--------------------|
| CS       | WS   | CUSTOMER STATES | 0.00        | 0.00               |
| Tech(s): |      |                 |             |                    |
| Pts:     | 0.00 | Lbr:            | 0.00 Other: | 0.00 Total Line F: |
- G ON INCLINE WHEN TAKING FOOT OFF THE BRAKE THE CAR WILL ROCK BACK

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: OPENED

Customer: [REDACTED]

Click to View Cust Copy

Phone(s): Contact [REDACTED]

Main: [REDACTED]

Cell:

Vehicle: 4S4BSENC8H3 [REDACTED]

2017 OUTB

TUNGSTEN_-  
METALLIC

Mileage: 8,340

Payment type: CASH

Waiter: No

Service advisor: 7478

Promised time: 11:11 AM

Estimate: 0.00

Tag number: T5950

Promised date: 02/02/2020

Customer Comments: No

breast cancer. 100%  
of your donation goes  
to BCRF. Please visit  
DrivePink.com for  
more info.***

Tech(s):							
DRVPNK		Charitable Donation				2.00	
Pts:	0.00	Lbr:	0.00	Other:	2.00	Total Line K:	2.00

L AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

Tech(s):		CS		DEFAULT		0.00		0.00	
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line L:	0.00		

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	2.00
Deductible	0.00
Total Charges	2.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	2.00