

Saturday, August 26, 2017

AutoNation Subaru Roseville  
100 Automall Dr  
Roseville, CA 95661

SEP 19 2017

Subaru of America, Inc. (SOA) / Fuji Industries Limited

This letter serves to communicate and memorialize the following owner observed defect:

The previously communicated rough idle continues to manifest itself, 08/26/2017.

Symptoms described as follows: the body (engine/drivetrain) uncomfortably and/or annoyingly vibrate(s) at all engine/motor/drivetrain or vehicle speeds when the HVAC system (air conditioning compressor) is on. The vibration is felt throughout the vehicle body, appurtenances, and seats under all conditions. Including but not limited to: acceleration, deceleration, idle, stop/(speed=0 mph), highway speed, uphill, downhill, flat level terrain on paved and/or smooth surfaces.

No noticeable (uncomfortable/annoying/unusual) vibration (previously described) is observed, felt, or otherwise discerned when the HVAC system (air conditioning compressor) is not running (off).

The odometer mileage shown/reading is less than 33,500 miles at this time.  
2015 Subaru Outback 2.5I Premium/FDD, VIN 4S4BSBFC2F3 [REDACTED]

I request service/repair under the provisions of the Subaru Limited Warranty for 2015 model year Subaru vehicles.

Sincerely [REDACTED]

[REDACTED]  
Orangevale CA [REDACTED]

Ph [REDACTED] cell  
Ph [REDACTED] home

RZ

NRJ  
10-3-17  
LF

Saturday, August 26, 2017

This is not a complaint.

This document serves to memorialize my request to:

**Subaru of America, Inc.**  
**Subaru Plaza**  
**P.O. Box 6000**  
**Cherry Hill, NJ 08034-6000**  
**Attn: Customer/Retailer Service**

I request corrective action for an excessively uneven "idle" or engine operation.

2015 Subaru Outback 2.5I Premium/FDD, VIN 4S4BSBFC2F3 [REDACTED]

It is my opinion that the "idle" or engine operation quality is substandard. The level of service for "idle" is below the expectations of the average consumer.

I request that Subaru of America, Inc. (SOA,I) select and reply with the the Best Answer below (A, B, C):

- A) SOA,I agrees to remedy the operation of the vehicle – permanently,
- B) SOA,I disagrees with William Greydanus II regarding the request,
- C) SOA,I finds the described condition to be normal for this vehicle.

In the event that Subaru of America, Inc. does not respond in writing, I will understand that SOA,I rejects my request for corrective action.

[REDACTED]

[REDACTED]

Orangevale CA [REDACTED]

Ph [REDACTED] cell  
Ph [REDACTED] home



**BUREAU OF AUTOMOTIVE REPAIR**  
Complaint Intake Unit  
10949 North Mather Boulevard  
Rancho Cordova, CA 95670  
(855) 837-7985, (916) 464-3405 Fax  
**COMPLAINT FORM**



PERSON FILING COMPLAINT [REDACTED]				COMPLAINT FILED AGAINST			LICENSE/REG. NO (IF KNOWN)	
ADDRESS (NUMBER) (STREET) (APT) Orangevale, CA [REDACTED]				ADDRESS (NUMBER) (STREET)				
(CITY) (STATE) (ZIP CODE)			(CITY) (STATE) (ZIP CODE)			Saturday, August 26, 2017		

This is not a complaint.  
 This document serves to memorialize my request to:  
**Subaru of America, Inc.**  
**Subaru Plaza**  
**P.O. Box 6000**  
**Cherry Hill, NJ 08034-6000**  
**Attn: Customer/Retailer Service**

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 2015 Subaru Outback 2.5i Premium/FDD, VIN 4S4BSBFC2F3 [REDACTED]

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I request that Subaru of America, Inc. (SOA,I) select and reply with the the Best Answer below (A, B, C):

- A) SOA,I agrees to remedy the operation of the vehicle -- permanently,
- B) SOA,I disagrees with William Greydanus II regarding the request,
- C) SOA,I finds the described condition to be normal for this vehicle.

In the event that Subaru of America, Inc. does not respond in writing, I will understand that SOA,I rejects my request for corrective action.

[REDACTED]  
 Orangevale CA [REDACTED]

Ph [REDACTED] cell  
 Ph [REDACTED] home

READ THE FOLLOWING BEFORE SIGNING BELOW

Please attach to this form copies of any papers involved in the repair/service transaction (estimates, invoices, contracts, bills received, correspondence, etc.). Paperwork received will not be returned.

I HEREBY CERTIFY THAT I AM THE OWNER OF CALIFORNIA THAT TO THE BEST OF MY KNOWLEDGE ALL OF THE

SIGNATURE  
 Rev 2/18/20

[REDACTED SIGNATURE]

DATE

8/26/2017

CUSTOMER #: [REDACTED]

\*INVOICE\*

# AutoNation

AutoNation Mazda Roseville  
AutoNation Subaru Roseville

ORANGEVALLE, CA [REDACTED]

PAGE 3

100 Automall Drive - Roseville, CA 95661

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

(916) 786-6611

SERVICE ADVISOR: 4994 JIM CAREY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	15	SUBARU OUTBACK	4S4BSBFC2F31[REDACTED]		32979/32981	TR2519
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
20NOV14 DD			17:00 04AUG17		145.00 CASH	04AUG17
R.O. OPENED	READY	OPTIONS	DLR [REDACTED] ENG:2.5_Liter			

07:39 04AUG17 18:03 04AUG17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
WEATHER PERMITS							
1555 CS						0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00

\*\*\*\*\*  
 H \*\*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.\*

MISC MISCELLANEOUS							
1555 CS						0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	0.00

I 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.

MISC MISCELLANEOUS							
1555 CS						0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE I:	0.00

EST: 0.00 04AUG17 07:39 SA: 4994

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.



ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	0.00
		ADJUSTMENTS	0.00
CUSTOMER INITIALS	X	SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR # ARD00248758/RC000248758

ERA # CAL000261149

CUSTOMER SIGNED TAKE

CUSTOMER #: [REDACTED]

# AutoNation

AutoNation Mazda Roseville  
AutoNation Subaru Roseville

\*INVOICE\*

ORANGEVILLE, CA [REDACTED]

PAGE 1

100 Automall Drive · Roseville, CA 95661

HOME: [REDACTED]

CONT: [REDACTED]

(916) 786-6611

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 4994 JIM CAREY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	15	SUBARU OUTBACK	4S4BSBFC2F32		32979/32981	TR2519
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
20NOV14 DD			17:00 04AUG17		145.00 CASH	04AUG17
R.O. OPENED		READY	OPTIONS: DLR [REDACTED]	ENG:2.5_Liter		

07:22 04AUG17 18:03 04AUG17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT THE CAR VIBRATES AT IDLE, ESPECIALLY WHEN AC IS ON. PLEASE DIAG AND ADVISE.							
MISC MISCELLANEOUS							
9491 WS							
1 82180AL00A BRACKET 1 (N/C)							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)							
32981 PERFORMED ROAD TEST AND NOT VERIFY AT THIS TIME CHECKED FOR ECM UPDATES AND TSBS RELATED TO CONCERN AND COULD NOT FIND ANYTHING, REC COSTUMER MONITOR CONCERN AND GOING ON A ROAD TEST WITH COSTUMER.							

B CUSTOMER STATES THAT HIS TAILGATE IS STUCK AND WILL NOT OPEN. PLEASE DIAG AND ADVISE.							
MISC MISCELLANEOUS							
9491 WS							
1 63032AL000 LATCH & ACTUATOR REAR GAT (N/C)							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)							

32981 VERIFIED REAR LIFT GATE IS STUCK, TRIED TO MANUALLY OPEN LIFT GATE AND FOUND THAT THE LATCH IS STUCK IN THE LOCKED POSITION AND WILL NOT UNLOCK, HAD TO PRI ON THE LATCH TO GET THE DOOR OPEN AND SCRATCHED THE REAR LOWER TRIM ORDERED A NEW TRIM,, FOUND REAR LATCH RELEASE BENT AND WOULD NOT LET THE DOOR TO OPEN, REC REPLACE DOOR LATCH, REMOVED AND REPLACED AND ADJUSTED REAR DOOR LATCH, PERFORMED A OPERATIONS CHECKED ON REAR DOOR LATCH AND FOUND THE DOOR LATCH AND LIFT GATE ARE OPERATING AS DESIGNED.

C CUSTOMER STATES BATTERY BRACKET HAS CORROSION ON IT. SOP HERE, PLEASE REPLACE.							
MISC MISCELLANEOUS							
9491 WS							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)							
32981 COMPLETED REPLACEMENT OF BATTERY TIE DOWN							

D CUSTOMER STATES CAR WOULD NOT START LAST WEEKEND AND HAD TO HAVE AAA JUMP START CAR. PLEASE DIAG AND ADVISE.



ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		PARTS AMOUNT	
		GAS, OIL, LUBE	
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.		SUBLET AMOUNT	
		MISC. CHARGES	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	
		ADJUSTMENTS	
CUSTOMER INITIALS		SALES TAX	
		PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR # AR000248758/RC000248758

ERA # CAL000261149

CUSTOMER SIGNED TAKE

CUSTOMER #: [REDACTED]

\*INVOICE\*

# AutoNation

AutoNation Mazda Roseville  
AutoNation Subaru Roseville

PAGE 2

100 Automall Drive - Roseville, CA 95661  
(916) 786-6611

RANGEVILLE, CA [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]  
US: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4994 JIM CAREY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	15	SUBARU OUTBACK	4S4BSBFC2F3 [REDACTED]		31707/31713	TR2122
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
0NOV14 DD			17:00 02JUN17		145.00 CASH	02JUN17
R.O. OPENED	READY	OPTIONS	DLR	ENG		
			[REDACTED]	2.5 Liter		
8:32 01JUN17	16:03 02JUN17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CUSTOMER STATES BATTERY BRACKET IS RUSTY. PLEASE CHECK AND ADVISE.							
MISC MISCELLANEOUS							
9642 WS							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
31713 VERIFIED BATTERY HOLD DOWN IS RUSTING. RECOMMEND NEW HOLD DOWN. PART IS NOT IN STOCK.							
*****							

EST: 0.00 01JUN17 08:32 SA: 4994

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.



ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	0.00
		ADJUSTMENTS	0.00
CUSTOMER INITIALS		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR # ARD00248758/RC000248758

ERA # CAL000261149

CUSTOMER STARTED TAKE

# AutoNation

WORKORDER

AutoNation Mazda Roseville  
AutoNation Subaru Roseville

ORANGEVILLE, CA

PAGE 1

100 Automall Drive · Roseville, CA 95661  
(916) 786-6611

HOME: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4994 CAREY, JIM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	15	SUBARU OUTBACK	4S4BSBFC2F3		31707/	TR2122
N SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
20NOV14 DD			17:00 01JUN17		145.00 CASH	
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: DLR: [REDACTED]		ENG: 2.5 Liter		
01JUN2017 08:32						

LINE	OP CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC	0.00		WS	CUSTOMER STATES THAT WHEN THE AIR CONDITIONING IS ON, THE CAR HAS A VIBRATION FELT THROUGH THE ENTIRE CAR. PLEASE CHECK AND ADVISE. MISCELLANEOUS
# B	MULTI-N	0.00		CS	MULTI POINT INSPECTION NOT COMPLETED THIS VISIT
	TI	0.00		CS	PERFORM TIRE TREAD AND PRESSURE INSPECTION-SET TIRES TO FACTORY SPECIFIED SUGGESTED PRESSURES. NOTE ALL TREAD DEPTHS AND IF ANY TIRES WERE NOT SET TO SPECS PRIOR TO YOUR INSPECTION.
	99P	0.00		CS	PERFORM MULTI POINT INSPECTION
# C	DRVPNK1	0.00		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 breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.* DRVPNK Charitable Donation
# D	AMPARTS	0.00		CS	AP*-Indicates you chose to use aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not

**THIS IS NOT AN INVOICE**

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint AUTONATION MAZDA ROSEVILLE AUTONATION SUBARU ROSEVILLE as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, of its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle, in the event that any work performed is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage if this situation does occur, then you will receive documentation of denied warranty for your records.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

SAVE PARTS  [REDACTED]

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY:	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
REASON				REVISED TOTAL
REASON				REVISED TOTAL

PRELIMINARY ESTIMATE \$ [REDACTED] WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF \$ [REDACTED]

AUTHORIZED BY: X

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

LOCATION: [REDACTED] QUALITY CONTROLLED BY: [REDACTED] MILES: [REDACTED]  
BAR # ARD00248758/RC000248758 ERA # CALD00261149

CUSTOMER # [REDACTED]

# AutoNation

\*INVOICE\*

AutoNation Mazda Roseville  
AutoNation Subaru Roseville

RANGEVILLE, CA

PAGE 1

100 Automall Drive · Roseville, CA 95661  
(916) 786-6611

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
		15	SUBARU OUTBACK	4S4BSBFC2F3 [REDACTED]		31707/31713	TR2122
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE	
0NOV14 DD			17:00 02JUN17		145.00 CASH	02JUN17	
R.O. OPENED		READY	OPTIONS:	DLR [REDACTED]	ENG:2.5_Liter		
8:32 01JUN17		16:03 02JUN17					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 CUSTOMER STATES THAT WHEN THE AIR CONDITIONING IS ON, THE CAR HAS A  
 VIBRATION FELT THROUGH THE ENTIRE CAR. PLEASE CHECK AND ADVISE.

MISC MISCELLANEOUS  
 9642 WS  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)  
 31713 TEST DROVE WITH CUSTOMER. COULD NOT DUPLICATE CONCERN.  
 CHECKED FOR CODES. NONE STORED RELATED TO CONCERN. CHECKED FOR UPDATES,  
 NONE FOUND. NO TSB RELATED TO CONCERN. NO UPDATES RELATED TO CONCERN.  
 CHECKED PID DATA. ALL DATA LOOKS NORMAL. VEHICLE OPERATING NORMAL AT  
 THIS TIME. IT IS NORMAL TO HAVE SOME VIBRATION WITH THE A/C ON AND IN  
 DRIVE.

3 MULTI POINT INSPECTION NOT COMPLETED THIS VISIT  
 MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS  
 VISIT  
 1555 CS  
 TI PERFORM TIRE TREAD AND PRESSURE INSPECTION. SET  
 TIRES TO FACTORY SPECIFIED SUGGESTED  
 PRESSURES. NOTE ALL TREAD DEPTHS AND IF ANY  
 TIRES WERE NOT SET TO SPECS PRIOR TO YOUR  
 INSPECTION.

99P PERFORM MULTI POINT INSPECTION  
 1555 CS  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 \*\*\*\*\*

C CUSTOMER REQUESTS WE CHECK BATTERY AREA. STATES THERE IS CORROSION.  
 MISC MISCELLANEOUS  
 9642 WS  
 1 82180AL01A BRACKET 2  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)  
 31713 VERIFIED POSITIVE BATTERY TERMINAL CORODING UP. RECOMMEND  
 REPLACING. REPLACED TERMINAL END OK.  
 \*\*\*\*\*

*DISAGREE  
 VERY MAJOR VIBRATION  
 PART 6M & 7M  
 NOT AT WORST CONDITIONS*



ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X		PARTS AMOUNT	
		GAS, OIL, LUBE	
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		SUBLET AMOUNT	
		MISC. CHARGES	
CUSTOMER INITIALS		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER STATED TAKE

Saturday, August 26, 2017

Subaru of America, Inc.  
Subaru Plaza  
P.O. Box 6000  
Cherry Hill, NJ 08034-6000  
Attn: Customer/Retailer Service

This letter serves to communicate and memorialize the following – please see the attached letter.

*5/25/2017  
letters*

The previously communicated rough idle continues to manifest itself, 08/26/2017.

I am working with Subaru of America, Inc. (SOA) and have requested repair(s) under the Subaru Limited Warranty for 2015 model year Subaru vehicles.

The outcome of the Subaru of America, Inc. (SOA) review and evaluation remains to be determined.

The odometer mileage shown/reading is less than 33,500 miles at this time.  
2015 Subaru Outback 2.5I Premium/FDD, VIN 4S4BSBFC2F3 [REDACTED]

I make reference to "The CarMax Limited 30-day Warranty", and an uncomfortable/annoying/unusual vibration associated with and occurring when the HVAC system (air conditioning compressor) is on.

CarMax Stock number [REDACTED]  
Purchased Saturday, May 20, 2017

Sincerely

[REDACTED]

[REDACTED]

Orangevale CA [REDACTED]

Ph [REDACTED] cell  
Ph [REDACTED] home

Saturday, August 26, 2017

AutoNation Subaru Roseville  
100 Automall Dr  
Roseville, CA 95661

Subaru of America, Inc. (SOA) / Fuji Industries Limited

This letter serves to communicate and memorialize the following owner observed defect:

The previously communicated rough idle continues to manifest itself, 08/26/2017.

Symptoms described as follows: the body (engine/drivetrain) uncomfortably and/or annoyingly vibrate(s) at all engine/motor/drivetrain or vehicle speeds when the HVAC system (air conditioning compressor) is on. The vibration is felt throughout the vehicle body, appurtenances, and seats under all conditions. Including but not limited to: acceleration, deceleration, idle, stop/(speed=0 mph), highway speed, uphill, downhill, flat level terrain on paved and/or smooth surfaces.

No noticeable (uncomfortable/annoying/unusual) vibration (previously described) is observed, felt, or otherwise discerned when the HVAC system (air conditioning compressor) is not running (off).

The odometer mileage shown/reading is less than 31,700 miles at this time.  
2015 Subaru Outback 2.5I Premium/FDD, VIN 4S4BSBFC2F3 [REDACTED]

I request service/repair under the provisions of the Subaru Limited Warranty for 2015 model year Subaru vehicles.

Sincerely

[REDACTED]

[REDACTED]

Orangevale CA [REDACTED]

Ph [REDACTED] cell  
Ph [REDACTED] home

Saturday, August 26, 2017

CarMax – Roseville (7147)  
1450 Eureka Rd  
Roseville, CA 95661  
1 800 519 1511

This letter serves to communicate and memorialize the following – please see the attached letter.

The previously communicated rough idle continues to manifest itself, 08/26/2017.

I am working with Subaru of America, Inc. (SOA) and have requested repair(s) under the Subaru Limited Warranty for 2015 model year Subaru vehicles.

The outcome of the Subaru of America, Inc. (SOA) review and evaluation remains to be determined.

The odometer mileage shown/reading is less than 33,500 miles at this time.  
2015 Subaru Outback 2.5I Premium/FDD, VIN 4S4BSBFC2F3 [REDACTED]

I make reference to “The CarMax Limited 30-day Warranty”, and an uncomfortable/annoying/unusual vibration associated with and occurring when the HVAC system (air conditioning compressor) is on.

CarMax Stock number [REDACTED]  
Purchased Saturday, May 20, 2017

Sincerely

[REDACTED]

[REDACTED]

Orangevale CA [REDACTED]

Ph [REDACTED] cell  
Ph [REDACTED] home

# JUNO Message Center

From: [REDACTED]

To: customer@subaru.com

Sent: Tue, Jun 06, 2017 09:28 AM

Subject: [REDACTED] Rough idle with HVAC on

[REDACTED].pdf (247KB)

The attached PDF and the text below should be identical.

[REDACTED] Hi, I have a technical question about my recently purchased, 2015 Outback 2.5i Premium/FDD, VIN: 4s4bsbfc2f3[REDACTED]

How much time/driving/engine operation is required for the engine/motor system(s) to stabilize? Is the following issue possibly related/caused by elevation-temperature-fuel?

Problem/symptoms described as follows: the body (engine/drivetrain) uncomfortably and/or annoyingly vibrate(s) at all engine/motor/drivetrain or vehicle speeds when the HVAC system (air conditioning compressor) is on and transmission in Drive/Reverse. The vibration is felt throughout the vehicle body, appurtenances, and seats under all conditions. Including but not limited to: acceleration, deceleration, idle, stop/(speed=0 mph), highway speed, uphill, downhill, flat level terrain on paved and/or smooth surfaces.

No noticeable (uncomfortable/annoying/unusual) vibration (previously described) is observed, felt, or otherwise discerned when the HVAC system (air conditioning compressor) is not running (off). Transmission in Park or Neutral.

The odometer shows approximately 31,700 miles.  
The vehicle was trailered from Colorado Springs to Sacramento.

Assumptions: last significant vehicle operation in January 2017 (prior to next use).  
Climate Colorado Springs – Colorado.  
Temperature average high 43 °F, average low 18 °F.  
Altitude - Elevation: 6178 feet.

Conditions when the vibration was observed at Sacramento, CA in May 2017. Assumption, less than five miles of vehicle operation since last significant vehicle operation (in Colorado Springs).  
Sacramento – CA  
Ambient temperature 80 °F.  
Altitude - Elevation: 13 feet.

I am a Civil Engineer and have maintained my own vehicles. I originally suspected a bad spark plug, ignition wire, air/fuel ratio issue, etc. The vibration problem seems to have subsided. I remain concerned about the undiagnosed/uncorrected vibration. I felt it before my wife voiced her concern about the vibration. My wife is not a technical person. The car went to the Roseville, CA, AutoNation Subaru dealer for inspection. They could not reproduce the problem we observed. I thought about the vehicle/equipment/environmental re-location/change for the first time today.

The service person Jim and the technician John were easy to work with. Thank you.

[REDACTED] phone [REDACTED]  
Orangevale, CA [REDACTED] email [REDACTED]

 JUNO Message Center

From: [REDACTED]

To: customer@subaru.com

Sent: Tue, Jun 06, 2017 09:41 AM

Subject: [REDACTED] Mssg 2 - Rough idle with HVAC on

---

Hi

PS, I don't believe the temperature shown on the dashboard (HVAC). It seems to read too high. Is this temperature sensor used for engine control?

Please note: forwarded message attached

From: [REDACTED]

To: customer@subaru.com

Subject: [REDACTED] Rough idle with HVAC on

Date: Tue, 6 Jun 2017 16:28:05 GMT

The attached PDF and the text below should be identical.

[REDACTED] Hi, I have a technical question about my recently purchased, 2015 Outback 2.5i Premium/FDD, VIN: 4s4bsbfc2f3[REDACTED]

How much time/driving/engine operation is required for the engine/motor system(s) to stabilize? Is the following issue possibly related/caused by elevation-temperature-fuel?

Problem/symptoms described as follows: the body (engine/drivetrain) uncomfortably and/or annoyingly vibrate(s) at all engine/motor/drivetrain or vehicle speeds when the HVAC system (air conditioning compressor) is on and transmission in Drive/Reverse. The vibration is felt throughout the vehicle body, appurtenances, and seats under all conditions. Including but not limited to: acceleration, deceleration, idle, stop/(speed=0 mph), highway speed, uphill, downhill, flat level terrain on paved and/or smooth surfaces.

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[REDACTED]

Thursday, May 25, 2017

CarMax – Roseville (7147)  
1450 Eureka Rd  
Roseville, CA 95661  
1 800 519 1511

This letter serves to communicate and memorialize the following – please see the attached letter.

I am working with Subaru of America, Inc. (SOA) and have requested repair(s) under the Subaru Limited Warranty for 2015 model year Subaru vehicles.

The outcome of the Subaru of America, Inc. (SOA) review and evaluation remains to be determined.

The odometer mileage shown/reading is less than 31,700 miles at this time.  
2015 Subaru Outback 2.5i Premium/FDD, VIN 4S4BSBFC2F3 [REDACTED]

I make reference to "The CarMax Limited 30-day Warranty", and an uncomfortable/annoying/unusual vibration associated with and occurring when the HVAC system (air conditioning compressor) is on.

CarMax Stock number [REDACTED]  
Purchased Saturday, May 20, 2017

Sincerely,

[REDACTED SIGNATURE]

5/25/2017

[REDACTED ADDRESS]

Orangevale CA [REDACTED]

Ph ( [REDACTED] ) cell  
Ph ( [REDACTED] ) home

Thursday, May 25, 2017

AutoNation Subaru Roseville  
100 Automall Dr  
Roseville, CA 95661

Subaru of America, Inc. (SOA) / Fuji Industries Limited

This letter serves to communicate and memorialize the following owner observed defect:

Symptoms described as follows: the body (engine/drivetrain) uncomfortably and/or annoyingly vibrate(s) at all engine/motor/drivetrain or vehicle speeds when the HVAC system (air conditioning compressor) is on. The vibration is felt throughout the vehicle body, appurtenances, and seats under all conditions. Including but not limited to: acceleration, deceleration, idle, stop/(speed=0 mph), highway speed, uphill, downhill, flat level terrain on paved and/or smooth surfaces.

No noticeable (uncomfortable/annoying/unusual) vibration (previously described) is observed, felt, or otherwise discerned when the HVAC system (air conditioning compressor) is not running (off).

The odometer mileage shown/reading is less than 31,700 miles at this time.

2015 Subaru Outback 2.5i Premium/FDD, VIN 4S4BSBFC2F3 [REDACTED]

I request service/repair under the provisions of the Subaru Limited Warranty for 2015 model year Subaru vehicles.

Sincerely

[REDACTED]

5/25/2017

[REDACTED]

Orangevale CA [REDACTED]

Ph [REDACTED] cell  
Ph [REDACTED] home

Tuesday, June 6, 2017

Hi, I have a technical question about my recently purchased, 2015 Outback 2.5i Premium/FDD, VIN: 4s4bsbfc2f3

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Temperature average high 43 °F, average low 18 °F.

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Assumption, less than five miles of vehicle operation since last significant vehicle operation (in Colorado Springs).

Sacramento – CA

Ambient temperature 80 °F.

Altitude - Elevation: 13 feet.

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The service person Jim and the technician John were easy to work with. Thank you.

phone

Orangevale, CA

email

# JUNO Message Center

From: [REDACTED]

To: customer@subaru.com

Sent: Tue, Jun 06, 2017 09:28 AM

Subject: [REDACTED] Rough idle with HVAC on

[REDACTED].pdf (247KB)

The attached PDF and the text below should be identical.

[REDACTED] Hi, I have a technical question about my recently purchased, 2015 Outback 2.5i Premium/FDD, VIN: 4s4bsbfc2f3[REDACTED]

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[REDACTED]

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

\*\*\*\*\* DO NOT DETACH - REGISTERED OWNER INFORMATION \*\*\*\*\*



REGISTRATION CARD VALID FROM: 05/20/2017, TO: 05/22/2018

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
SUBA	2015	2016	FK	2017	130	11	[REDACTED]
BODY TYPE MODEL	NP	HO	VEHICLE ID NUMBER				
UT	G	YT	4S4BSBFC2F3 [REDACTED]				
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED		
AUTOMOBILE	06/22/17	34	06/16/17	5	[REDACTED]		

REGISTERED OWNER

[REDACTED]  
ORANGEVALE  
CA

AMOUNT PAID  
\$ 265.00

AMOUNT DUE	AMOUNT RECVD
\$ 265.00	CASH :
	CHCK :
	CRDT : 265.00

LIENHOLDER



Saturday, August 26, 2017

Copies to:

Subaru of America, Inc.  
Subaru Plaza  
P.O. Box 6000  
Cherry Hill, NJ 08034-6000  
Attn: Customer/Retailer Service

CarMax – Roseville (7147)  
1450 Eureka Rd  
Roseville, CA 95661

AutoNation Subaru Roseville  
100 Automall Dr  
Roseville, CA 95661

Administrator, NHTSA,  
200 New Jersey Avenue, SE, West  
Building, Washington, DC 20590.

Bureau of Automotive Repair  
Complaint Intake Unit  
10949 North Mather Boulevard  
Rancho Cordova, CA 95670

  
Orangevale CA 

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

**CERTIFIED MAIL®**



Orangevale, CA

W41  
306

ADMINISTRATOR  
205 New Jersey  
WASHINGTON

RETURN RECEIPT  
REQUESTED

**Company Name**

To: W41 - 306

Mailstop: 4 West

Department: NEC, NOA, NIA

Phone:

Purchase Order **PRIORITY**  
(ItemVarName4)

Route

BUDG