



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

Repository ☐

07-SEP-2018

Reference No.
11128069

07 2018

OWNER INFORMATION (Type or Print)

Name

Address

City

RODCHESTER

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

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

JF2SJAWC2JH

Make

SUBARU

Model

FORESTER

Model Year

2018

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Anti-lock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-DEC-2017

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL, 180000 VEHICLE SPEED CONTROL, 160000 STRUCTURE, 200000 WHEELS

Failure Mileage

2500

Failure Speed

40

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 2018 SUBARU FORESTER. WHILE DRIVING OVER 40 MPH, THE VEHICLE SHOOK VIOLENTLY AND VIBRATED. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (SUBURBAN SUBARU, 1821 MAPLELAWN DR, TROY, MI) WHERE IT WAS DIAGNOSED THAT THE FAILURE WAS CAUSED BY A BUILD UP OF DIRT AND DEBRIS IN THE WHEELS AND WHEEL WELLS. THE CONTACT WAS ADVISED TO POWER WASH THE WHEELS AND WHEEL WELLS TO PREVENT THE FAILURE FROM RECURRING. IN ADDITION, THE ENGINE IDLED WHILE THE VEHICLE WAS ON A SLIGHT INCLINE. SUDDENLY, THE ENGINE BEGAN TO REV HIGH AND THE VEHICLE ERRONEOUSLY DROVE FORWARD. THE FAILURE OCCURRED AS THE DRIVER WAS GETTING BACK INTO THE VEHICLE AND THE ACCELERATOR PEDAL HAD NOT BEEN DEPRESSED. ON SEVERAL OCCASIONS, WHILE ON A SLIGHT INCLINE WITH THE ENGINE IDLING, THE VEHICLE WOULD SUDDENLY ROLL BACKWARDS ONCE THE BRAKE PEDAL WAS RELEASED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHO FOUND NO FAILURES WITH THE VEHICLE. THE MANUFACTURER WAS INFORMED OF THE FAILURES AND DID NOT ASSIST. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 2,500.

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 to 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.

Fwd: (SR # [REDACTED])

8/28/2018 10:54 PM

To gpalanjian@subaru.com, jwalters@subaru.com and 3 others
4 attachments

- View
- Download

Dear Subaru Executives:

I am forwarding to you a history of safety complaints that I have with my 2018 Subaru Forester that I leased on 9/11/17 from Hodges Subaru in Ferndale, MI. I contacted the Subaru Customer Service Department after I got no results from either Hodges or Suburban Subaru dealerships. A field inspector examined my vehicle in May of 2018 and apparently found nothing wrong with the systems he checked. I am still having significant issues that have been documented with Customer Service that are safety related.

Subaru has built their reputation on safe and well performing, durable vehicles. It may be that I have leased the only lemon Subaru in existence, but my Forester is still not functioning as it should be and I do not feel safe driving it.

Here are examples of issues I experience with this Forester:

- Violent vibration and shaking at speeds of 45 MPH or greater during winter months with snow build up on wheels, or mud build up on wet gravel/dirt roads. I live in a rural area with dirt roads and hills. The Forester is not able to handle that type of terrain or conditions well. The steering wheel vibrates violently and the whole car shakes. This condition was duplicated when at Suburban Subaru for an inspection.

The vehicle is too sensitive to dirt/snow from driving on the road and it should not be sold and marketed for safe driving. It is impossible to constantly stop and power wash the wheels, which is what was suggested at the Subaru dealership service centers. Had I been advised that the Forester is this sensitive to snow and unable to function properly during normal Michigan winters, I would never have gotten this vehicle. Subaru has been falsely advertising the performance of the Forester.

- Frequently, the automatic brakes slam on when I am in reverse, even if nothing is there, whether the vehicle is clean or not. It is frightening when this occurs.

- On two occasions while at a stop sign, with the car in drive on an incline, the Forester engine started revving. I let my foot off the break and the vehicle went **backwards**. When I put my foot back on the brake, it stopped. Why would the Forester go backward while in drive? There is something desperately wrong with this car.

- The "high tensile steel" is easily dented, and the paint is easily scratched. I have had two incidents through which the body of the Forester sustained significant damage from what should have caused minor, if any, damage. I am concerned that should I have an accident I could be seriously injured or killed.

A. An "unintended acceleration" incident on 3/31/18 resulted in over \$2,000.00 of damage when the

Forester ran into my fence at 2-3 mph. The vehicle was at a complete stop at the top of my driveway (steep incline) . I exited the vehicle to open my padlocked gate. As I walked back to the driver door the Forester lurched forward up the hill and only stopped when it hit my fence. Had it moved while I was in front of the gate I would have been crushed and seriously injured.

B. On February 20, 2018, while at an automated carwash, the Forester sustained severe scratches and the whole body had to be repainted and the hood of the Subaru was dented. Other vehicles that went through the same auto wash on the same day had no damage from the wash. My insurance paid for the entire body to be repainted and the hood dents repaired. All that damage from a car wash.

I think this Subaru is made of inferior quality material. I fear for my safety while driving this vehicle. Should the vehicle be hit while it's being driven, it could be totaled and the driver and passengers injured or killed. If it cannot withstand a slight impact without significant damage, I fear what a significant impact would cause.

I was very excited to purchase/lease this vehicle. I researched the Subaru and chose this Forester based on the representations of your company. It was a good deal of money to spend on a vehicle that has proven to be of inferior quality. I could no longer, in good conscience, ever recommend this vehicle to anyone else. My experience with the Forester has been very poor.

Please make this right. I plan on filing a complaint with the Consumer Protection Division of the Michigan Attorney General's Office and others if I cannot resolve this issue with your office.

Thank you for your attention to this serious matter.

Respectfully,

[REDACTED]
Rochester, MI [REDACTED]
[REDACTED]

(SR #: [REDACTED])

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

7/13/2018 10:07 AM

To [REDACTED]

Dear [REDACTED]

Thank you for your patience while we investigated your 2018 Forester. We appreciate you doing the right thing by contacting Subaru of America, Inc. and allowing us to investigate your concerns.

I received the inspection results from EAA for your vehicle.

The EAA inspector verified the operation of the accelerator, throttle, and the brake system. All systems were operating as designed.

SUBARU
EXPRESS
SERVICE

HODGES IMPORTE



SUBARU ONLY DEAL

www.hodgessubaru.com

21425 Woodward Ave • Ferndale, MI

Phone: 248-547-8800 Fax: 248-547-0005 Wholes

CLAIM CHECK

PLEASE PRESENT THIS STUB TO CASHIER
WHEN CALLING FOR YOUR VEHICLE
THANK YOU

9345
JH

VIN	J F 2 S J A W C 2 J H	ROCHESTER MI	10:44
YEAR	2018	MODEL	FOR TRN-A
MAKE	SUBARU/32	COLOR	CRSTL WHITE N
MILES IN	9345	FIRST USE	09/11/17
MILES OUT		DATE	09/11/17
SERVICE CONTRACT		C:	
		H:	
		W:	
		W:	CHRIS\

(1) CLIENT STATES THAT WHILE DRIVING THAT THERE IS GRINDING, SQUEELING AND TICKING NOISES RANDOMLY, DOES NOTICE AT IDLE AS WELL CHECK AND ADVISE (C-02-)

(2) CLIENT STATES THAT ONE TIME WHEN VEHICLE WAS STOPPED AND WENT TO OPEN GATE VEHICLE HAS ACCELERATED ON ITS OWN AND CRASED INTO GATE CHECK AND ADVISE (C)

Client states eye sight comes on randomly when in reverse and brakes would engage on own Check and advise

ORIGINAL ESTIMATE SUMMARY				
LABOR RATE	PARTS AMOUNT	TOTAL (PLUS TAX)	APPROX. HOURS	
CUSTOMER ACCEPT.	AUTHORIZED ADDITIONS	HRS.	DATE	TIME
BY			CONTACT NAME - APPROVAL	
(INITIALS)			(INITIALS)	
			CONTACT ☐ IN PERSON ☐ BY PHONE	

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

R/O DATE MILES TECH TYPE DESCRIPTION

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. 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 garage keeper's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. A storage charge of \$10.00 per day will be

SHOP SUPPLIES: A 10% charge of labor with a maximum of \$20.00 is included for supplies used in the repair of your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, towels, solder battery cleaner, etc. ** Also, an environmental fee may be included for safe disposal of oil, coolant, and/or other toxic substances.

PARTS RETURNED STATUS:

☐ SAVE
☐ DISCARD

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

Page 1 of 1

Job

WE ACCEPT





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



SUBURBAN COLLISION OF TROY

1759 MAPLELAWN DR, TROY, MI 48084

Phone: (248) 649-6100

FAX: (248) 649-6017

Workfile ID:

State ID:

B 38 270 1053

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Written By: TERRY HINMAN

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact:

Owner: [REDACTED]

Inspection Location:

Insurance Company:

SUBURBAN COLLISION OF TROY

1759 MAPLELAWN DR

TROY, MI 48084

Repair Facility

(248) 649-6100 Day

VEHICLE

2018 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI White

VIN: JF2SJAWC2JH [REDACTED]

Interior Color:

Mileage In:

Vehicle Out:

License: [REDACTED]

Exterior Color: White

Mileage Out:

State:

Production Date:

Condition:

Job #:

TRANSMISSION

Automatic Transmission

4 Wheel Drive

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

Heated Mirrors

Power Driver Seat

DECOR

Dual Mirrors

Privacy Glass

Console/Storage

Overhead Console

CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Message Center

Steering Wheel Touch Controls

Rear Window Wiper

Telescopic Wheel

Climate Control

Navigation System

Backup Camera w/Parking Sensors

Intelligent Cruise

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

Premium Radio

Satellite Radio

Equalizer

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Traction Control

Stability Control

Front Side Impact Air Bags

Head/Curtain Air Bags

Communications System

Hands Free Device

Xenon Headlamps

Blind Spot Detection

Lane Departure Warning

ROOF

Luggage/Roof Rack

Electric Glass Sunroof

SEATS

Bucket Seats

Reclining/Lounge Seats

Leather Seats

Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

Rear Spoiler

Signal Integrated Mirrors

TRUCK

Power Trunk/Gate Release

Preliminary Estimate

Customer

Job Number:

2018 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI White

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER & GRILLE					
2		O/H front bumper				1.9	
3	Repl	Bumper cover	57704SG030	1	299.95	Incl.	2.8
4		Add for Clear Coat					1.1
5		Add for fog lamps				0.3	
6		FRONT LAMPS					
7	Repl	RT Headlamp assy	84001SG280	1	419.96	0.5	
8		Aim headlamps				0.5	
9	R&I	LT R&I headlamp assy				0.3	
10		FENDER					
11	Repl	RT Fender	57120SG0209P	1	259.95	1.9	2.0
12		Add for Clear Coat					0.8
13		Add for Edging					0.5
14	R&I	RT Fender liner				Incl.	
15	R&I	RT Upper trim black/chrome				0.1	
16	R&I	RT Lower molding				Incl.	
17		FRONT DOOR					
18	Blnd	RT Door shell					1.0
19	* R&I	RT Belt w/strip chrome				0.3	
20	* R&I	RT Molding black				0.4	
21	R&I	RT R&I mirror				0.3	
22	R&I	RT Handle, outside w/o smart key paint to matc				0.4	
23	R&I	RT R&I trim panel				0.5	
24	#	Repl Flex additive		1	10.00		
25	#	Color tint		1			1.0
26	#	Subl Hazardous waste removal		1	2.00 X		
SUBTOTALS					991.86	7.4	9.2

Preliminary Estimate

Customer

Job Number:

2018 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI White

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				989.86
Body Labor	7.4 hrs	@	\$ 52.00 /hr	384.80
Paint Labor	9.2 hrs	@	\$ 52.00 /hr	478.40
Paint Supplies	9.2 hrs	@	\$ 34.00 /hr	312.80
Miscellaneous				2.00
Subtotal				2,167.86
Sales Tax	\$ 1,302.66	@	6.0000 %	78.16
Grand Total				2,246.02
Deductible				0.00
CUSTOMER PAY				0.00
INSURANCE PAY				2,246.02

Preliminary Estimate

Customer [REDACTED]

Job Number:

2018 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI White

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide ARL7604, CCC Data Date 4/9/2018, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blend=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Prepaid
Services Program



Purchaser / Vehicle / Dealer Information		
Purchaser Name:	Email Address:	Telephone:
Street Address:	City, State, ZIP:	
VIN:	Deal:	Year, Make, and Model of Vehicle:
JF2SJAWC2JH		2018 Subaru Forester
Dealer Name:	Telephone:	Dealer Address:
Suburban Subaru of Troy		1821 Maplelawn Dr Troy MI 48084
Lienholder Name:	Telephone:	Lienholder Address:
Prepaid Services Plan Information		
Plan Name:	Plan Expiration:	Number of Services:
Suburban - 3 Maintenance Services \$139	02/13/2021	3
Contract Sale Date:	Contract Sale Price:	1st Service Appointment Date:
02/13/2018	\$139.00	

GENERAL CONDITIONS

DEFINITIONS: Throughout this Contract, "You" and "Your" mean the Contract Holder named above in the Purchaser Information Section. "We," "Us," and "Our" refers to Kornerstone Administrative Services. "Selling Dealer" shall mean the dealership identified in the Dealer Information Section or an affiliated company as specified by Us. "Covered Vehicle" means the vehicle identified in the Vehicle Information Section above.

REDEMPTION PROCEDURES: To receive the services and benefits provided under this Program, You must return to the Selling Dealer for service.

CONTRACT PERIOD: Services under this Contract are available on or after the Contract Sale Date shown above and terminate on the earlier of (i) Plan Expiration date above, (ii) the cancellation of this Agreement in accordance with the cancellation terms outlined below, or (iii) receipt of all Services offered under this plan.

WHAT IS COVERED: The plan includes prepayment for the cost of changing your vehicle's engine oil with the oil type as shown in Plan Name above, change of oil filter, tire rotation, and tire pressure check services each at a quantity specified as Number of Services. The Selling Dealer will provide to You a schedule of services for the specified plan and Covered Vehicle.

LIMITATIONS: All services must be performed by the Selling Dealer. Failure to return to the Selling Dealer for scheduled services will result in forfeiture of the specific service and/or maintenance. This agreement shall only apply to services performed on Covered Vehicle. The agreement does not include any additional cost to service, maintain, or repair Covered Vehicle beyond what is listed on the schedule of services.

EXCLUSIONS: Incidental or consequential damage or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, and/or commercial loss and punitive damage is expressly excluded.

TRANSFER/SALE OF COVERED VEHICLE: This Contract may be transferred to a new, private individual owner, provided the Contract has not terminated, has not been cancelled, or previously transferred. To transfer, submit the transfer request, in writing, to Kornerstone Administrative Services within thirty (30) days of the change in ownership, along with: 1) transfer fee of twenty-five dollars (\$25); 2) a copy of this Contract; 3) the bill of sale for the Covered Vehicle; and 4) the name and address of both You and the new owner of the Covered Vehicle.

CANCELLATION: You may cancel this Contract by submitting a written request, along with a copy of Your Contract, to the Selling Dealer. We or the Selling Dealer will refund You 100% of the Contract Sale Price, less full retail cost of the covered services provided, less a twenty-five dollar (\$25) cancellation fee.

We may cancel this Contract for material misrepresentation at time of sale, fraud, non-payment of Contract Sale Price, the odometer has been disconnected or altered, or a substantial breach of duties under this Contract by You. In the event We cancel this Contract, We will provide written notice to You by mail at Your last address in Our records at least thirty (30) days prior to the effective date of the cancellation.

The lienholder shall have no rights under this Contract except that the lienholder may cancel this Contract and receive a refund as defined above provided the lienholder's contract includes the purchase price for this Contract, the request is made in writing, and the lienholder has succeeded to Your interests by reason of repossession, lienholder charge-off, or a total loss occurs. If the Covered Vehicle is repossessed, stolen, or declared a total loss, You authorize the lienholder listed on the Application Form to cancel this Contract.

If any portion of this Contract, or any form attached to it, conflicts with the statutes in the state where this Contract was issued, such portions shall be amended to conform to such statutes.

ACKNOWLEDGEMENTS

- 1) This Prepaid Services Program Contract ("Contract") is between You and Kornerstone Administrative Services ("Us") and is subject to all the terms and conditions contained herein. This is not an insurance policy.
- 2) You and the Selling Dealer confirm that the information contained on this form is accurate and complete.
- 3) This Contract is a package of specific, discounted dealer-provided Products and Services. It is not a warranty, mechanical breakdown coverage, or a Service Contract.
- 4) THE PURCHASE OF THIS PREPAID SERVICES PROGRAM IS NOT REQUIRED IN ORDER TO PURCHASE OR OBTAIN FINANCING FOR THIS VEHICLE.
- 5) An electronic copy of the Contract will be saved and used as the Original Binding Document
- 6) You agree that You have received a copy of this Contract, have read it, and agree to all terms and conditions within it.

02/13/2018

Contract Holder Signature and Date

02/13/2018

Selling Dealer's Representative Signature and Date

This Prepaid Services Program is administered by Kornerstone Administrative Services LLC.
Toll-free 1-877-536-4545 / 405 South Main Street, Suite 1200 / Salt Lake City, Utah 84111
www.kornerstoneadmin.com

KAS1500 6/15

R.O. NO'S.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG#

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL	VEHICLE I.D. NO. JF2SJAWC2JH		YEAR/MAKE/MODEL 18/SUBARU/FORESTER/4DR 2.5I TOUR CV		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	ROCHESTER HILLS, MI		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 02/13/18
	RESIDENCE PHONE		BUSINESS PHONE	CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 3584
	TIME RECEIVED 02:13pm		DATE/TIME PROMISED 03/21/18 06:00pm	PRIORITY 50	TURBO N	MMIC SUZZ	AIR COND. Y	P.S. Y
	LABOR RATE 130.00		APPROVED BY		CLAIM NUMBER		MILEAGE 5,923	

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL
139.00

X

COMMENTS :

Created By: mjankowski@suburbancollection.com, Created On: 02-08-2018, Modified By: mjankowski@suburbancollection.com, Modified On : 02-09-2018, Status: Scheduled, Transport Type: DROP OFF

1 **W 08SUZ SUSPENSION**
CUSTOMER STATES THE CAR IS VIOLENTLY SHAKING WHEN DRIVING 55+ MPH

2 **W 09SUZ ENGINE MECHANICAL**
CUSTOMER STATES THE CAR MAKES LOUD GRINDING NOISE WHEN STARTING AND DRIVING.

3 **C 55SUZ110REDEEM SCARE REDEEM \$139**
SUBURBAN CARE SYNTHETIC
XOFCM Express OEM Oil & Filter Change
PERFORM SUBURBAN CARE OIL AND FILTER CHANGE SERVICE,
PERFORM TIRE ROTATION, MULTIPOINT INSPECTION AND CAR WASH.

4 **C 55SUZ110SUBCARE SCARE \$139 SALE**
SUBURBAN CARE 3 VISIT MAINTENANCE PACKAGE THAT INCLUDES:
3 OIL AND FILTER CHANGE SERVICES WITH OEM PARTS, 3 TIRE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY: X

REVISED ESTIMATE (1) \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by seller include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: 2/13/2018 SIGNED: X

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X

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.

SERVICE WORK ORDER



SUBURBAN
make the choice

SUBURBAN SUBARU
1821 MAPLELAWN DR.
TROY, MI 48084
PHONE: (248) 979-9000

R.O. NO'S. _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. _____

S E R V I C E

STATE REG# _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL	VEHICLE ID NO. JF2SJAWC2JH		YEAR/MAKE/MODEL 18/SUBARU/FORESTER/4DR 2.5I TOUR CV		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	ROCHESTER HILLS, MI		CUSTOMER NO. _____		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
			COLOR		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. DATE
			TURBO N M/MC SUZZ AIR COND. Y P.S. Y TRANS A		MILEAGE 5,923	ADVISOR NO. 23931	ADVISOR STEVEN LESH	TAG NO. 3584
	RESIDENCE PHONE		BUSINESS PHONE		INSURANCE COMPANY			
CALL WHEN READY ☐ YES ☐ NO	TIME RECEIVED 02:13pm	DATE/TIME PROMISED 03/21/18 06:00pm	PRIORITY 50	APPROVED BY				
APPOINTMENT ☒ Yes ☐ No	CELL: _____	LABOR RATE 130.00	CLAIM NUMBER					

JOB

ROTATION SERVICE, 3 CAR WASHES AND 3 MULTI POINT VEHICLE INSPECTIONS.

5 **C 01SUB CAR WASH**
CUSTOMER REQUESTS CAR WASH AND MINOR INTERIOR DETAIL

6 **C 01SUZZ TECHNICAL INSPECTION**
PLEASE PERFORM THE SUBARU TECHNICAL VEHICLE INSPECTION

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or 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 above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY: **X**

REVISED ESTIMATE (1) \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that seller makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by seller include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: **2/13/2018** SIGNED: **X**

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X

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SERVICE WORK ORDER