

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--------------------------------|----------------------------------------------------|------------------------------------------------------------------------|
| <b>DOT Auto Safety Hotline</b><br><b>Vehicle Owner's Questionnaire</b><br><b>To Report Vehicle Safety Defects</b><br><b>1-888-DASH-2-DOT</b><br><b>(1-888-327-4236)</b><br><b>INTERNET: www.nhtsa.dot.gov/hotline</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                 |                                | FOR AGENCY USE ONLY 100148                         |                                                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                     |                                                                                                 |                                | Date Received<br>07-MAR-2019<br><b>JUN 11 2019</b> | Repository <input type="checkbox"/><br><br>Reference No.<br>11184805   |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
| Name <span style="background-color: black; color: black;">[REDACTED]</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                     | Daytime Telephone Number <span style="background-color: black; color: black;">[REDACTED]</span> |                                | E-mail Address                                     |                                                                        |
| Address <span style="background-color: black; color: black;">[REDACTED]</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                     | Evening Telephone Number                                                                        |                                |                                                    |                                                                        |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ROSENDALE                                                                           | State                                                                                           | MA                             | Zip Code                                           | <span style="background-color: black; color: black;">[REDACTED]</span> |
| <small>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).</small>                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>4S3GTAM65H3 <span style="background-color: black; color: black;">[REDACTED]</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                     | Make<br>SUBARU                                                                                  | Model<br>IMPREZA               | Model Year<br>2017                                 |                                                                        |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Dealer's Name and Telephone Number                                                  |                                                                                                 | Engine:<br>No: Cylinders       | Fuel Type:                                         |                                                                        |
| Original Owner<br><input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Dealer's City                                                                       | State                                                                                           | Zip Code                       |                                                    |                                                                        |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control | Powertrain                                                                                      | Multiple Failure:              | Incident Date(s)<br>09-SEP-2017                    |                                                                        |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
| Vehicle Component Code: 060000 ENGINE (PWS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                     |                                                                                                 | Failure Mileage<br><b>1304</b> | Failure Speed                                      |                                                                        |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                     | Tire Model (Name or Number)                                                                     |                                | Tire Size (Example P215/65R15)                     |                                                                        |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                     | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair            | Failure Location:              |                                                    |                                                                        |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                     |                                                                                                 | Tire Failure Type:             |                                                    |                                                                        |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                     | Date Manufactured:                                                                              |                                | Model No./Name:                                    |                                                                        |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                     | Installation System:                                                                            |                                |                                                    |                                                                        |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                     | Failed Part:                                                                                    |                                |                                                    |                                                                        |
| <b>APPLICABLE INCIDENT INFORMATION</b><br><small>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</small>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No         | Number of Persons Injured                                                                       | Number of Deaths               | Reported to Police<br>N                            |                                                                        |
| <b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b><br><b>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).</b>                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
| <p>TL* THE CONTACT OWNS A 2017 SUBARU IMPREZA. THE CONTACT STATED THAT THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS SERVICED AT METRO WEST SUBARU (948 WORCESTER ST, NATICK, MA 01760, (508) 651-2000) PER NHTSA CAMPAIGN NUMBER: 17V216000 (FUEL SYSTEM GASOLINE); HOWEVER, THE REMEDY FAILED TO REPAIR THE VEHICLE. THE CONTACT MENTIONED THAT THE CHECK ENGINE INDICATOR ILLUMINATED AFTER THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 13,006. <i>Initial failure mileage was 1304</i></p> <p><i>It appears that the info I gave over the phone was misunderstood. I've crossed out what is incorrect. Please see attached for the rest of the info.</i></p> |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |
| <small>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.</small>                                                                                                                              |                                                                                     |                                                                                                 |                                |                                                    |                                                                        |

WTP  
75

I bought 2017 Subaru Impreza Sport in January of 2017. There are two main issues that came up after driving the car for several months. Subaru was first notified about these issues on 4/1/17 when the car was only at 1,304 miles.

#### 1st issue: Rough Idling

A recall was sent out for my car: WTP-75 — loss of fuel pressure from fuel vaporization. The issue with my car could cause the car to stall and also lead to rough idling. My car was serviced for this recall in April 2017. After this fix, I noticed that my car's idle was rougher than usual. This was not occurring when I bought the car at first, but started to occur slowly after the recall and then got progressively worse as I continued to drive the car. Now the car has an extreme rough idle when I drive it now and is very uncomfortable to drive.

I took the car into the dealership where I bought it to have this investigated, Metrowest Subaru of Natick. The idle would occur once the car was warmed up and driven for a short period of time. It idles very rough at 600 rpm, which is its idle rpm. I noticed that the fan control had an effect on the rough idle. When the fan was on, the rough idle decreased. When the fan was off, the rough idle came back. The rough idle was also occurring only when the car was in drive. In neutral, there was no rough idle. The idle was becoming extremely noticeable and unpleasant as I was driving the car over the next year. My teeth would chatter during the rough idle, and continue to do so as I still drive the car currently. Since I was driving the car every day into Boston during rush hour, the idle was making the commute very uncomfortable. I relayed all of this information to the service center at the dealership.

The service center at Metrowest performed an update to the car's computer to try and fix this issue, which they said helped. It did not. In fact, as I drove the car afterwards, the fix they did was worse since the fan control no longer had an impact on how rough the idle was.

I called Subaru of America and worked with a woman named Melanie. My claim number was SR # [REDACTED]. Melanie indicated I should try taking the car to a different Subaru dealership (but was told by Melanie, not to tell them I already had it looked at somewhere else) since Metrowest was being very unhelpful with diagnosing the issue. I ended up taking the car to 2 other dealerships, Clay Subaru of Norwood and Cityside Subaru of Belmont. Each time I took it to a new dealership to have the car looked at, I told the service team that the car needed to be driven and not just the computer checked. Each time I would take the car in, diagnostics would be run on the car, but the car wouldn't be physically driven or taken apart to diagnose the issue. I would just get a response that there was no issue and that the car was working as designed. The rough idle has just gotten worse and worse.

My final visit to get the car looked at was a second visit to Cityside Subaru in February 2019. My issue with how the car was being diagnosed was that each service center would only run diagnostics and check the car's computer, instead of physically looking at the car under the hood. I requested a tear down from Melanie of the car, since only corporate Subaru can

authorize a service center to perform a vehicle tear down. Melanie said she would make sure to contact Cityside and have them do this (see email chain). They never did the tear down. Instead, after leaving the car there for almost 2 weeks, and absolutely no contact from them, they had only driven the car and run diagnostics again. I didn't understand why they had the car for so long if they didn't do anything in depth. Up until this point, Melanie was very helpful, but after this last visit to Cityside, she was hard to reach, didn't respond to my emails, and when she did, she was very curt and unhelpful. After reaching out to Melanie finally, she said she couldn't have ever authorized a tear down. I ended communication with Melanie after this and decided to reach out to the NHTSA and Attorney General's office.

Researching the recall, I found others with the same car as mine had rough idle issues after a fix was implemented on the car for the recall mentioned above. The car was driving fine before the recall, but now has an extreme rough idle after the recall fix. I think that the fix that was done to the car didn't actually completely fix the issue since the recall was partly for a rough idle, and yet the car is now always doing a rough idle constantly. The car is no longer comfortable to drive, didn't have these issues at the beginning, and the car is only 2 years old. I think at the least this car is defective and extremely unpleasant to drive currently. At the worst, I think this car is dangerous to drive because I think the recall was never truly fixed and the car's idle is an indication of this.

Also, in September 2018, Subaru of America sent me a letter indicating that my vehicle now has an extended New Car Powertrain Limited Warranty, complimentary of Subaru. This makes me think that Subaru knows there's an issue with my vehicle, and is trying to placate owners of the car by extending this warranty since they know there is something defective about it.

Lastly, my partner drives the same make and model car as I do, except it's a year newer than mine, a 2018 Subaru Impreza Sport. His car does not have the same rough idling issues as mine. His car's natural idle is 700 rpm, whereas mine is 600 rpm and is problematic. When I took my car to dealerships to have it checked out, they always tell me there is no problem and that my car is working "as designed." Since my partner's newer model of the same car does not have the issues I'm having, it seems that Subaru designed my car model with a flaw and then corrected the issue when releasing the newer model.

## 2nd Issue: Advertised MPG

The second issue is the car's advertised MPG in the city. The car is advertised at 27 MPG city driving. I drove the car everyday from Roslindale to the South End, light to moderate traffic every day, and maybe the car would get 18 or fewer MPG. I brought this up several times to the Subaru rep and the dealerships where I had the car looked at for the idling issue. One response I received was that I was driving the car in "extreme city driving." City driving is city driving, so it doesn't make sense that the car was advertised as having a certain city MPG, but instead I'm getting 10 MPG or more below advertised for the vehicle. I would not have bought this car if the

MPG was listed at 18 or the idling was happening (which it wasn't at time of purchase).

I personally tested MPG by recording the amount of miles driven and gas put into car, not just what the car was telling me for gas mileage. I got the same results that the car showed after testing for several months (around 10 mpg below advertised).

When I was doing research online, I came across a report that Subaru falsified MPG data in Japan. I think this could be related to the low MPG I'm getting on the car vs. the advertised gas mileage.

If this car is up to specs, then I think there is something inherently wrong with the car, which is why I think this car is defective, and the idle was adjusted for the newer 2018-2019 models.

Timeline:

4/01/17 - Metrowest Subaru addresses WTP-75 recall. Also, told them about poor MPG, they told me the car needed to just be broken in and see how it was at 2000+ miles.

5/24/18 - Took the car to Metrowest to address rough idle and low MPG

6/19/18 - Took the car back to Metrowest about poor MPG/idle.

September 2018 - Subaru of America extends New Car Powertrain Limited Warranty

11/09/18 - Took the car back to Metrowest for rough idle and low MPG

12/03/18 - Took car to Clay Subaru for rough idle and low MPG

1/02/19 - Took car to Cityside Subaru for rough idle and low MPG

2/22/19 - Took car back to Cityside for rough idle and low MPG and to perform car tear down (which didn't happen).

See other emails and service documents for more information. I've also supplied an email from Subaru of America with the dates and times that I called them about this issue.

Dates of when I called Subaru of America  
about these issues

M Gmail

(SR # [REDACTED])

2 messages

**custdlrservices** <custdlrservices@subaru.com>  
Reply-To: custdlrservices <custdlrservices@subaru.com>  
To: [REDACTED]

Tue, Apr 30, 2019 at 1:49 PM

Dear [REDACTED]

Per your request, I have included the dates you communicated with Customer Service.

9/1/2017, 5/24/2018, 6/26/2018, 9/12/2018, 11/5/2018, 3/7/2019, 4/30/2019.

Sincerely,

Emmanuel A  
Subaru of America, Inc.  
Customer/Retailer Services Department  
1-800-SUBARU3 (1-800-782-2783)  
Service Request Number: [REDACTED]

To: [REDACTED]

Tue, Apr 30, 2019 at 2:25 PM

----- Forwarded message -----

From: **custdlrservices** <custdlrservices@subaru.com>  
Date: Tue, Apr 30, 2019, 1:49 PM  
Subject: (SR [REDACTED])  
To: [REDACTED] <[REDACTED]>

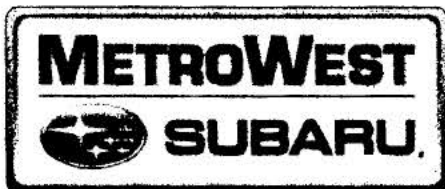
Dear [REDACTED]

Per your request, I have included the dates you communicated with Customer Service.

9/1/2017, 5/24/2018, 6/26/2018, 9/12/2018, 11/5/2018, 3/7/2019, 4/30/2019.

Sincerely,

Emmanuel A  
Subaru of America, Inc.  
Customer/Retailer Services Department  
1-800-SUBARU3 (1-800-782-2783)  
Service Request Number: 1-43321093298



948 Worcester Road  
Natick, MA 01760  
(508) 651-2000  
Service Direct (508) 315-5176  
www.metrowestsubaru.com

|                           |                   |                                     |            |                 |                |              |             |
|---------------------------|-------------------|-------------------------------------|------------|-----------------|----------------|--------------|-------------|
| [REDACTED]                |                   | VEHICLE ID                          | MILES IN   | MILES OUT       | DATE/TIME IN   | DATE OUT     | INVOICE NO. |
| [REDACTED]                |                   | 4S3GTAM65H3[REDACTED]               | 1304       | 1315            | 04/01/17 09:22 | 05/17/17     | [REDACTED]  |
| ROSLINDALE, MA [REDACTED] |                   | VEHICLE DESCRIPTION                 |            |                 | TAG NO.        | STATUS       |             |
| [REDACTED]                |                   | 2017 SUBARU IMPREZA SP (LAPIS BLUE) |            |                 | 00088          | COMPLETE     |             |
| CONTROL NO.               | LICENSE PLATE NO. | CUST. LABOR RATE                    | PROD. DATE | IN-SERV DATE    | DELIV. DATE    | DELIV. MILES | TERMS       |
| [REDACTED]                | [REDACTED]        | VAR                                 |            | 01/28/17        | 01/28/17       | 11           | No Charge   |
| HOME PHONE                | WORK PHONE        | CELL PHONE                          | STOCK NO.  | SERV. ADV.      |                | ENGINE       |             |
| [REDACTED]                | [REDACTED]        | [REDACTED]                          | [REDACTED] | DAN MURPHY (18) |                |              |             |

CASH [ ] CHECK [ ] CHECK # [ ] VISA [ ] MSTRCARD [ ]  
DISCOVER [ ] AMER EXPRESS [ ] OTHER [ ] CHARGE [ ]

THANK YOU FOR YOUR BUSINESS!!

| Line        | Op-Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Fail Code     | Tech | Hours | Type     | Amount |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------|-------|----------|--------|
| A *         | WTN-74                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |               | A23  |       | Warranty |        |
| Concern     | The rear view camera image may not display properly. More specifically, due to a software problem within the infotainment unit, the following may occur:<br>During initial boot-up, a memory error might result in a blank screen; or<br>If multiple processes occur at the same time, the screen might freeze.<br>If the rear view camera image is not displayed or the image freezes, it does not provide an additional view of the area behind the vehicle to the driver when the vehicle is in reverse. As a result, there is an increased risk of injury or a crash. |               |      |       |          |        |
| Correction  | HARMAN AUDIO / NAVI UNIT<br>REPROGRAMMING (INC. VERSION ID & OPERATION CHECKS)<br>A103-118 0.6<br>WTN-74 RC<br>**<br>WTN-74 RC<br>HARMAN AUDIO / NAVI UNIT, VERSION ID & OPERATION CHECKS ONLY A103-110 0.4                                                                                                                                                                                                                                                                                                                                                               |               |      |       |          |        |
| Part Number |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Description   |      |       | Qty.     |        |
| 52811FL00A  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ACTV G A SHTR |      |       | 1        |        |
| B *         | 00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |               | A23  |       | Warranty |        |
| Concern     | CUSTOMER STATES CHECK ENGINE LIGHT IS ON<br>CHECK AND ADVISE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |               |      |       |          |        |
| Cause       | SCANNED FOR FAULT CODES FOUND CODE U0824 GRILLE SHUTTER FAILURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |      |       |          |        |
| Correction  | TRSTED AND FAILED REMOVED AND INSTALLED NEW SHUTTER<br>GRILLE840001 .5 86001 .4 FCF42                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |      |       |          |        |
| C *         | WTP75                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               | A23  |       | Warranty |        |
| Concern     | PRODUCT CAMPAIGN ON MY2017 4DR AND 5DR IMPREZA ECU SOFTWARE UPDATE 145538 .4 WTP75 CID XH3J110D                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |      |       |          |        |





948 Worcester Road  
Natick, MA 01760  
(508) 651-2000  
Service Direct (508) 315-5176  
www.metrowestsubaru.com

|                                     |                   |                  |            |                |                        |              |
|-------------------------------------|-------------------|------------------|------------|----------------|------------------------|--------------|
| VEHICLE ID                          |                   | MILES IN         | MILES OUT  | DATE/TIME IN   | DATE OUT               | INVOICE NO.  |
| 4S3GTAM65H3                         |                   | 3167             | 3167       | 07/06/17 12:34 | 07/06/17               |              |
| VEHICLE DESCRIPTION                 |                   |                  |            | TAG NO.        | STATUS                 |              |
| 2017 SUBARU IMPREZA SP (LAPIS BLUE) |                   |                  |            | 00880          | COMPLETE               |              |
| CONTROL NO.                         | LICENSE PLATE NO. | CUST. LABOR RATE | PROD. DATE | IN-SERV DATE   | DELIV. DATE            | DELIV. MILES |
|                                     |                   | VAR              |            | 01/28/17       | 01/28/17               | 11           |
| HOME PHONE                          |                   | WORK PHONE       | CELL PHONE | STOCK NO.      | SERV. ADV.             | ENGINE       |
|                                     |                   |                  |            |                | SEAN FITZPATRICK (A38) |              |

CASH[ ] CHECK[ ] CHECK #[ ] VISA[ ] MSTRCARD[ ]  
DISCOVER[ ] AMER EXPRESS[ ] OTHER[ ] CHARGE[ ]

THANK YOU FOR YOUR BUSINESS!!

| Line       | Op-Code                                                                           | Fall Code | Tech | Hours | Type     | Amount |
|------------|-----------------------------------------------------------------------------------|-----------|------|-------|----------|--------|
| A *        | 6019                                                                              |           | A79  |       | Warranty |        |
| Concern    | CUSTOMER STATES THE THE SRS AIR BAG LIGHT COMES ON. REQUESTS CHECK ANDADVISE.     |           |      |       |          |        |
| Cause      | TECHNICIAN FINDS ALL SYSTEMS IN WORKING ORDER. ALL SYSTEMS CALIBERATEDPROPERLY.   |           |      |       |          |        |
| Correction | TECHNICIAN TESTED ALL FUSES, CHECKED CONNECTORS ETC, CUSTOMER ADVISED TO MONITOR. |           |      |       |          |        |
|            | UYG00                                                                             |           |      |       |          |        |
|            | .5 FOR TESTING AND DIAGNOSIS                                                      |           |      |       |          |        |

#### Technician Summary

| ID  | Technician | License | Lines |
|-----|------------|---------|-------|
| A79 | DIEN LE    |         | A     |

#### Customer Totals

| Charge Description | Amount    |
|--------------------|-----------|
| TOTAL CUSTOMER     | No Charge |

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. THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS

THANK YOU FOR YOUR BUSINESS!!

DAN MURPHY SERVICE MANAGER

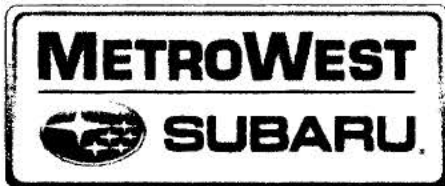
CUSTOMER SIGNATURE

07/06/17 13:35

INVOICE

CUSTOMER COPY

Page 1 of 1



948 Worcester Road  
Natick, MA 01760  
(508) 651-2000  
Service Direct (508) 315-5176  
www.metrowestsubaru.com

|                           |                   |                                     |            |                 |             |                |           |             |
|---------------------------|-------------------|-------------------------------------|------------|-----------------|-------------|----------------|-----------|-------------|
| [REDACTED]                |                   | VEHICLE ID                          |            | MILES IN        | MILES OUT   | DATE/TIME IN   | DATE OUT  | INVOICE NO. |
| [REDACTED]                |                   | 4S3GTAM65H3 [REDACTED]              |            | 10454           | 10454       | 05/24/18 12:55 | 05/25/18  | [REDACTED]  |
| ROSLINDALE, MA [REDACTED] |                   | VEHICLE DESCRIPTION                 |            |                 |             | TAG NO.        | STATUS    |             |
| [REDACTED]                |                   | 2017 SUBARU IMPREZA SP (LAPIS BLUE) |            |                 |             | 02235          | COMPLETE  |             |
| CONTROL NO.               | LICENSE PLATE NO. | CUST. LABOR RATE                    | PROD. DATE | IN-SERV DATE    | DELIV. DATE | DELIV. MILES   | TERMS     |             |
| [REDACTED]                | [REDACTED]        | VAR                                 |            | 01/28/17        | 01/28/17    | 11             | No Charge |             |
| HOME PHONE                | WORK PHONE        | CELL PHONE                          | STOCK NO.  | SERV. ADV.      |             |                | ENGINE    |             |
| [REDACTED]                | [REDACTED]        | [REDACTED]                          | [REDACTED] | DAN MURPHY (18) |             |                |           |             |

CASH[ ] CHECK[ ] CHECK #[ ] VISA[ ] MSTRCARD[ ]  
DISCOVER[ ] AMER EXPRESS[ ] OTHER[ ] CHARGE[ ]

THANK YOU FOR YOUR BUSINESS!!

| Line                                                                                                                                                                                               | Op-Code                                                                                                                                                                                                                            | Fall Code | Tech | Hours | Type     | Amount |             |             |      |            |                |   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|-------|----------|--------|-------------|-------------|------|------------|----------------|---|
| A *                                                                                                                                                                                                | CS                                                                                                                                                                                                                                 |           | A58  |       | Warranty |        |             |             |      |            |                |   |
| Concern                                                                                                                                                                                            | CUSTOMER STATES BLOWER MOTOR MAKES A WINDING NOISE AND VEHICLE VIBRATES WHEN AC IS NOT ON WHEN STOPPED                                                                                                                             |           |      |       |          |        |             |             |      |            |                |   |
| Correction                                                                                                                                                                                         | TECH ORDER A NEW BLOWER MOTOR<br>A870241 .6 UAM                                                                                                                                                                                    |           |      |       |          |        |             |             |      |            |                |   |
| <table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Qty.</th> </tr> </thead> <tbody> <tr> <td>72223FL00A</td> <td>MOTOR ASSEMBLY</td> <td>1</td> </tr> </tbody> </table> |                                                                                                                                                                                                                                    |           |      |       |          |        | Part Number | Description | Qty. | 72223FL00A | MOTOR ASSEMBLY | 1 |
| Part Number                                                                                                                                                                                        | Description                                                                                                                                                                                                                        | Qty.      |      |       |          |        |             |             |      |            |                |   |
| 72223FL00A                                                                                                                                                                                         | MOTOR ASSEMBLY                                                                                                                                                                                                                     | 1         |      |       |          |        |             |             |      |            |                |   |
| B *                                                                                                                                                                                                | CS                                                                                                                                                                                                                                 |           | A58  |       | Warranty |        |             |             |      |            |                |   |
| Concern                                                                                                                                                                                            | CUSTOMER ALSO STATES SHE HAS AN ISSUE WITH THE AIRBAG SYSTEM TELLS HER THAT THE SYSTEM IS NOT WORKING SHE NOTICED IT WHEN IT IS REALLY HOT OR CLOSE TO 89 DEGREES. SHE ALSO STATES THE CITY DRIVING AND HIGHWAY DRIVING READS LOW. |           |      |       |          |        |             |             |      |            |                |   |
| Correction                                                                                                                                                                                         | TECH FOUND BULLETIN FOR AIRBAG AND ORDER NEW WARNING BOX ASSEMBLY. TECH INSTALL NEW WARNING BOX AND RECHECK - OK<br>A820-495 .7 URE-43                                                                                             |           |      |       |          |        |             |             |      |            |                |   |
| <table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Qty.</th> </tr> </thead> <tbody> <tr> <td>85271FL00B</td> <td>WARNING BOX AS</td> <td>1</td> </tr> </tbody> </table> |                                                                                                                                                                                                                                    |           |      |       |          |        | Part Number | Description | Qty. | 85271FL00B | WARNING BOX AS | 1 |
| Part Number                                                                                                                                                                                        | Description                                                                                                                                                                                                                        | Qty.      |      |       |          |        |             |             |      |            |                |   |
| 85271FL00B                                                                                                                                                                                         | WARNING BOX AS                                                                                                                                                                                                                     | 1         |      |       |          |        |             |             |      |            |                |   |
| C                                                                                                                                                                                                  | 00                                                                                                                                                                                                                                 |           | A58  |       | Warranty |        |             |             |      |            |                |   |
| Concern                                                                                                                                                                                            | CUSTOMER STATES VEHLCE VIBRATES AT IDLE BUT NOT WITH THE BLOWER MOTOR ON CHECK AND ADVISE                                                                                                                                          |           |      |       |          |        |             |             |      |            |                |   |
| Cause                                                                                                                                                                                              | QUICK SERVICE                                                                                                                                                                                                                      |           |      |       |          |        |             |             |      |            |                |   |
| Correction                                                                                                                                                                                         | TECH RESET ECM MEMORY AND LET VEHICLE RELEARN ITS IDLE.<br>A100-009 BZA-85                                                                                                                                                         |           |      |       |          |        |             |             |      |            |                |   |

#### Technician Summary

| ID  | Technician  | License | Lines |
|-----|-------------|---------|-------|
| A58 | Sang Nguyen |         | A B C |

|                                            |                   |                                     |            |                 |             |                |           |             |
|--------------------------------------------|-------------------|-------------------------------------|------------|-----------------|-------------|----------------|-----------|-------------|
| [REDACTED]<br>ROSLINDALE, MA<br>[REDACTED] |                   | VEHICLE ID                          |            | MILES IN        | MILES OUT   | DATE/TIME IN   | DATE OUT  | INVOICE NO. |
|                                            |                   | 4S3GTAM65H3 [REDACTED]              |            | 10454           | 10454       | 05/24/18 12:55 | 05/25/18  | [REDACTED]  |
|                                            |                   | VEHICLE DESCRIPTION                 |            |                 |             |                | TAG NO.   | STATUS      |
|                                            |                   | 2017 SUBARU IMPREZA SP (LAPIS BLUE) |            |                 |             |                | 02235     | COMPLETE    |
| CONTROL NO.                                | LICENSE PLATE NO. | CUST. LABOR RATE                    | PROD. DATE | IN-SERV DATE    | DELIV. DATE | DELIV. MILES   | TERMS     |             |
| [REDACTED]                                 |                   | VAR                                 |            | 01/28/17        | 01/28/17    | 11             | No Charge |             |
| HOME PHONE                                 | WORK PHONE        | CELL PHONE                          | STOCK NO.  | SERV. ADV.      |             |                | ENGINE    |             |
|                                            |                   |                                     |            | DAN MURPHY (18) |             |                |           |             |

**Totals**

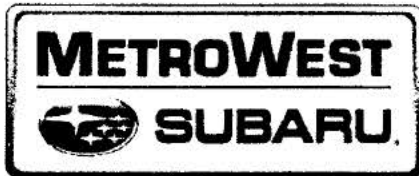
|                  | Amount    |
|------------------|-----------|
| Total Amount Due | \$0.00    |
| TOTAL CUSTOMER   | No Charge |

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. THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS

You may be selected by Subaru to leave feedback about your visit, we hope that we have FAR EXCEEDED YOUR EXPECTATION !!

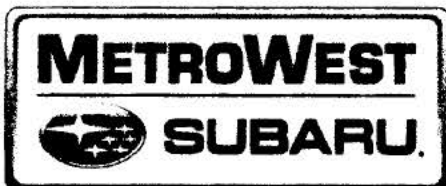
Thank You  
Chris Sousa  
Service Manager  
Metrowest Subaru

CUSTOMER SIGNATURE \_\_\_\_\_



948 Worcester Road  
Natick, MA 01760  
(508) 651-2000  
Service Direct (508) 315-5176  
www.metrowestsubaru.com

|                                                                                                                                                                                                                                                                                                                                                                                                                |                   |                                     |            |                                                                                                                                                                                                |             |                |           |             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------|-----------|-------------|
| [REDACTED]<br>ROSLINDALE, MA [REDACTED]<br>[REDACTED]                                                                                                                                                                                                                                                                                                                                                          |                   | VEHICLE ID                          |            | MILES IN                                                                                                                                                                                       | MILES OUT   | DATE/TIME IN   | DATE OUT  | INVOICE NO. |
|                                                                                                                                                                                                                                                                                                                                                                                                                |                   | 4S3GTAM65H3 [REDACTED]              |            | 10898                                                                                                                                                                                          | 10898       | 06/19/18 18:05 | 07/20/18  | [REDACTED]  |
|                                                                                                                                                                                                                                                                                                                                                                                                                |                   | VEHICLE DESCRIPTION                 |            |                                                                                                                                                                                                |             | TAG NO.        | STATUS    |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                |                   | 2017 SUBARU IMPREZA SP (LAPIS BLUE) |            |                                                                                                                                                                                                |             | 03304          | COMPLETE  |             |
| CONTROL NO.                                                                                                                                                                                                                                                                                                                                                                                                    | LICENSE PLATE NO. | CUST. LABOR RATE                    | PROD. DATE | IN-SERV DATE                                                                                                                                                                                   | DELIV. DATE | DELIV. MILES   | TERMS     |             |
| [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                     |                   | VAR                                 |            | 01/28/17                                                                                                                                                                                       | 01/28/17    | 11             | No Charge |             |
| HOME PHONE                                                                                                                                                                                                                                                                                                                                                                                                     | WORK PHONE        | CELL PHONE                          | STOCK NO.  | SERV. ADV.                                                                                                                                                                                     |             |                | ENGINE    |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                | [REDACTED]        | [REDACTED]                          | [REDACTED] | DAN MURPHY (18)                                                                                                                                                                                |             |                |           |             |
| CASH[ ] CHECK[ ] CHECK #[ ] VISA[ ] MSTRCARD[ ]<br>DISCOVER[ ] AMER EXPRESS[ ] OTHER[ ] CHARGE[ ]                                                                                                                                                                                                                                                                                                              |                   |                                     |            | THANK YOU FOR YOUR BUSINESS!!                                                                                                                                                                  |             |                |           |             |
| Line                                                                                                                                                                                                                                                                                                                                                                                                           | Op-Code           | Fail Code                           | Tech       | Hours                                                                                                                                                                                          | Type        | Amount         |           |             |
| A *                                                                                                                                                                                                                                                                                                                                                                                                            | CS                |                                     | A36        |                                                                                                                                                                                                | Customer    | \$0.00         |           |             |
| Concern CUSTOMER STATES VEHICLE IS GETTING VERY POOR FUEL MILEAGE.<br>CUSTOMER OBSERVED APPROX 18MPG IN THE LAST 200 MILES DRIVEN                                                                                                                                                                                                                                                                              |                   |                                     |            |                                                                                                                                                                                                |             |                |           |             |
| Correction no condition                                                                                                                                                                                                                                                                                                                                                                                        |                   |                                     |            |                                                                                                                                                                                                |             |                |           |             |
| Line Total...                                                                                                                                                                                                                                                                                                                                                                                                  |                   |                                     |            |                                                                                                                                                                                                |             | \$0.00         |           |             |
| Totals                                                                                                                                                                                                                                                                                                                                                                                                         |                   |                                     |            |                                                                                                                                                                                                |             |                |           |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                |                   |                                     |            |                                                                                                                                                                                                |             | Amount         |           |             |
| Total Amount Due                                                                                                                                                                                                                                                                                                                                                                                               |                   |                                     |            |                                                                                                                                                                                                |             | \$0.00         |           |             |
| TOTAL CUSTOMER                                                                                                                                                                                                                                                                                                                                                                                                 |                   |                                     |            |                                                                                                                                                                                                |             | No Charge      |           |             |
| 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. THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS |                   |                                     |            | You may be selected by Subaru to leave feedback about your visit, we hope that we have FAR EXCEEDED YOUR EXPECTATION !!<br><br>Thank You<br>Chris Sousa<br>Service Manager<br>Metrowest Subaru |             |                |           |             |
| CUSTOMER SIGNATURE _____                                                                                                                                                                                                                                                                                                                                                                                       |                   |                                     |            |                                                                                                                                                                                                |             |                |           |             |



948 Worcester Road  
Natick, MA 01760  
(508) 651-2000  
Service Direct (508) 315-5176  
www.metrowestsubaru.com

11/12  
10:50 AM  
LM

|                                                       |                   |                                     |            |                   |                |              |             |
|-------------------------------------------------------|-------------------|-------------------------------------|------------|-------------------|----------------|--------------|-------------|
| [REDACTED]<br>ROSLINDALE, MA [REDACTED]<br>[REDACTED] |                   | VEHICLE ID                          | MILES IN   | MILES OUT         | DATE/TIME IN   | DATE OUT     | INVOICE NO. |
|                                                       |                   | 4S3GTAM65H3 [REDACTED]              | 13831      | 13831             | 11/09/18 17:30 | 11/12/18     | [REDACTED]  |
|                                                       |                   | VEHICLE DESCRIPTION                 |            | TAG NO.           | STATUS         |              |             |
|                                                       |                   | 2017 SUBARU IMPREZA SP (LAPIS BLUE) |            | 00398             | COMPLETE       |              |             |
| CONTROL NO.                                           | LICENSE PLATE NO. | CUST. LABOR RATE                    | PROD. DATE | IN-SERV DATE      | DELIV. DATE    | DELIV. MILES | TERMS       |
| [REDACTED]                                            |                   | VAR                                 |            | 01/28/17          | 01/28/17       | 11           | No Charge   |
| HOME PHONE                                            | WORK PHONE        | CELL PHONE                          | STOCK NO.  | SERV. ADV.        |                | ENGINE       |             |
|                                                       | [REDACTED]        | [REDACTED]                          | [REDACTED] | ALEX MCCRAE (A80) |                |              |             |

CASH[ ] CHECK[ ] CHECK #[ ] VISA[ ] MSTRCARD[ ]  
DISCOVER[ ] AMER EXPRESS[ ] OTHER[ ] CHARGE[ ]

THANK YOU FOR YOUR BUSINESS!!

| Line          | Op-Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Fail Code | Tech | Hours | Type     | Amount |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------|-------|----------|--------|
| A *           | MULTI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           | A58  |       | Customer | \$0.00 |
| Concern       | PERFORM METROWEST SUBARU MULTI POINT INSPECTION                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |      |       |          |        |
| Correction    | VISUAL INSPECTION PERFORMED SEE ATTACHED REPORT                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |      |       |          |        |
| Line Total... |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |      |       |          | \$0.00 |
| B *           | CS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |           | A58  |       | Customer | \$0.00 |
| Concern       | CUSTOMER STATES THE CAR GETTING 10 MILES BELOW WHAT IS ADVERTISED. SHE HAS HAD THIS ISSUE BEFORE.                                                                                                                                                                                                                                                                                                                                                                                         |           |      |       |          |        |
| Correction    | TECH INSPECT VEHICLE AND NOTICE TRIP METERS WERE NOT RESET TOGETHER AND THE MILEGES BETWEEN THEM WERE FAR APART WHICH WILL GIVE A LOWER NUMBER. THE NUMBER ON THE DASH IS JUST AN ESTIMATE OF THE VEHICLE SPEED AND MILEGES TOGETHER. NUMBER IS ALSO AFFECTED BY THE WAY THE CUSTOMER DRIVE VEHICLE AND WEATHER CONDITION, THE NUMBER ADVERTISED IS PREFORM IN PREFECT WEATHER AND FLAT GROUND. TECH RESET TRIP METERS AND ROADTEST VEHICLE, THE NUMBER IS ALREADY DIFFERENT FROM BEFORE. |           |      |       |          |        |
| Line Total... |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |      |       |          | \$0.00 |
| C *           | CS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |           | A58  |       | Warranty |        |
| Concern       | CUSTOMER STATES THE CAR HAS A ROUGH IDLE WHEN THE CAR IS STOPPED. IF THE FAN IS OFF THE CAR HAS A ROUGH IDLE WHEN ITS IN DRIVE, IT GOES AWAY WHEN THE FAN IS ON.                                                                                                                                                                                                                                                                                                                          |           |      |       |          |        |
| Correction    | TECH INSPECT AND FOUND ECM REFLASH FOR CONCERN, TECH PREFORM REFLASH AND ROADTEST VEHICLE WITH NO PROBLEM NEW CID - XH3J261D                                                                                                                                                                                                                                                                                                                                                              |           |      |       |          |        |

SEE ATTACHED  
Paperwork

#### Technician Summary

|     |             |         |       |
|-----|-------------|---------|-------|
| ID  | Technician  | License | Lines |
| A58 | Sang Nguyen |         | C     |

▼ Journey time (models without combination meter display (color LCD))

E/T  
2:58

301999

The journey time shows the time that has elapsed since the ignition switch was turned to the "ON" position.

E/T  
1:00

302000

The journey time indication flashes each time a complete hour has elapsed. If the display is giving a reading other than the journey time, the display switches to the journey time, flashes for 5 seconds, and returns to its original reading each time a complete hour has elapsed.

**NOTE**

The journey time is reset when the ignition switch is turned to the "ACC" or "LOCK"/"OFF" position.

▼ Average vehicle speed

1 63 <sup>A</sup> MPH  
AVG.  
2 102 <sup>A</sup> km/h

302001

- 1) When units in miles is selected
- 2) When units in km is selected

This display shows the average vehicle speed since the trip meter was last reset. Pressing the TRIP RESET switch toggles

the display between the average vehicle speed corresponding to the A trip meter display and the average vehicle speed corresponding to the B trip meter display. When either of the trip meter displays is reset, the corresponding average vehicle speed value is also reset.

**NOTE**

When either trip meter display is reset, the average vehicle speed corresponding to that trip meter display is not shown until the vehicle has subsequently covered a distance of 1 mile (or 1 km).

▼ Turn off display of driving information display

Select the blank space in the menu to exit the driving information display selection.

**NOTE**

- The average fuel consumption and average vehicle speed are calculated even while the driving information display is not displayed.
- Even if you turn off the driving information display, the display will automatically turn on when the battery voltage is disconnected and then reconnected for battery replacement or fuse replacement.

■ Outside temperature indicator

1 70°F  
2 21°C

301992

- 1) U.S.-spec. models
- 2) Except U.S.-spec. models

The outside temperature indicator shows.

**NOTE**

- The outside temperature indicator shows the temperature around the sensor. Therefore, the temperature indication may differ from the actual outside air temperature.
- The temperature unit cannot be changed.

# Clay Subaru

842 Providence Highway  
 Rt 1 North - Andover  
 Norwood, MA 02062  
 (781) 762-2400  
 www.claysubaru.com

|                |                   |                               |            |                           |                |              |             |
|----------------|-------------------|-------------------------------|------------|---------------------------|----------------|--------------|-------------|
| [REDACTED]     |                   | VEHICLE ID                    | MILES IN   | MILES OUT                 | DATE/TIME IN   | DATE OUT     | INVOICE NO. |
| [REDACTED]     |                   | 4S3GTAM65H3                   | 14010      | 14010                     | 12/03/18 12:52 | 12/04/18     | [REDACTED]  |
| ROSLINDALE, MA |                   | VEHICLE DESCRIPTION           |            |                           | TAG NO.        | STATUS       |             |
|                |                   | 2017 SUBARU IMPREZA SE (BLUE) |            |                           | 01226          | COMPLETE     |             |
| CONTROL NO.    | LICENSE PLATE NO. | CUST. LABOR RATE              | PROD. DATE | IN-SERV DATE              | DELIV. DATE    | DELIV. MILES | TERMS       |
| [REDACTED]     | [REDACTED]        |                               | 01/04/17   | 01/28/17                  | 01/28/17       |              | No Charge   |
| HOME PHONE     | WORK PHONE        | CELL PHONE                    | STOCK NO.  | SERV. ADV.                |                |              | RO COMMENT  |
| [REDACTED]     | [REDACTED]        | [REDACTED]                    | [REDACTED] | ROBERT MONTEPELLIER (639) |                |              | 2.0L L4 GAS |

| Line                                                                                                                                                             | Op-Code                                                                                                                                                                                            | Fail Code         | Tech | Hours | Type     | Amount |             |             |                   |  |                      |                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------|-------|----------|--------|-------------|-------------|-------------------|--|----------------------|----------------|
| A                                                                                                                                                                | 01MULTIP                                                                                                                                                                                           |                   |      |       | Internal |        |             |             |                   |  |                      |                |
| Concern                                                                                                                                                          | CLAY SUBARU TECHNICIAN WILL PERFORM A COMPLIMENTARY SUBARU MULTI POINT INSPECTION ON YOUR VEHICLE.                                                                                                 |                   |      |       |          |        |             |             |                   |  |                      |                |
| Correction                                                                                                                                                       | PERFORM SUBARU MULTI POINT INSPECTION COMPLETE MULTI POINT INSPECTION WORKSHEET FOR CUSTOMER DOCUMENT ANY RECOMMENDED ITEMS                                                                        |                   |      |       |          |        |             |             |                   |  |                      |                |
| B                                                                                                                                                                | 01VWALK                                                                                                                                                                                            |                   |      |       | Internal |        |             |             |                   |  |                      |                |
| Concern                                                                                                                                                          | CLAY SUBARU SERVICE ADVISOR PERFORMED VEHICLE WALKAROUND INSPECTION ON YOUR VEHICLE.                                                                                                               |                   |      |       |          |        |             |             |                   |  |                      |                |
| Cause                                                                                                                                                            | PERFORMED VEHICLE WALKAROUND INSPECTION.                                                                                                                                                           |                   |      |       |          |        |             |             |                   |  |                      |                |
| Correction                                                                                                                                                       | PERFORMED VEHICLE WALKAROUND INSPECTION.                                                                                                                                                           |                   |      |       |          |        |             |             |                   |  |                      |                |
| C                                                                                                                                                                |                                                                                                                                                                                                    | A01               |      |       | Internal |        |             |             |                   |  |                      |                |
| Concern                                                                                                                                                          | Customer states vehicle is getting 16 mpg city and 26 mpg and states that is beneath the factory standard for this vehicle; please advise                                                          |                   |      |       |          |        |             |             |                   |  |                      |                |
| Correction                                                                                                                                                       | TECH FOUND NO TROUBLE CODES IN SYSTEM IN MEMORY OR ACTIVE.ALL SYSTEMS ARE OPERATING PROPERLY AS DESIGNED. NO PROBLEMS FOUND<br>NOTE:CAR HAS A REMOTE START,GAS MILAGE CAN DROP AS CAR SITS AT IDLE |                   |      |       |          |        |             |             |                   |  |                      |                |
| D                                                                                                                                                                |                                                                                                                                                                                                    | A01               |      |       | Internal |        |             |             |                   |  |                      |                |
| Concern                                                                                                                                                          | Customer states vehicle is rough on idle intermittently                                                                                                                                            |                   |      |       |          |        |             |             |                   |  |                      |                |
| Correction                                                                                                                                                       | UNABLE TO DUPLICATE CUSTOMER CONCERN. NO TROUBLE CODES FOUND IN SYSTEM<br>ALL SYSTEMS ARE OPERATING PROPERLY AS DESIGNED<br>NO PROBLEMS FOUND                                                      |                   |      |       |          |        |             |             |                   |  |                      |                |
| E +                                                                                                                                                              | 47ENTERP                                                                                                                                                                                           |                   | A01  |       | Internal |        |             |             |                   |  |                      |                |
| Concern                                                                                                                                                          | SUBLET TO ENTERPRISE FOR RENTAL.                                                                                                                                                                   |                   |      |       |          |        |             |             |                   |  |                      |                |
| Cause                                                                                                                                                            | SUBLET TO ENTERPRISE FOR RENTAL.                                                                                                                                                                   |                   |      |       |          |        |             |             |                   |  |                      |                |
| Correction                                                                                                                                                       | SUBLET TO ENTERPRISE FOR RENTAL.                                                                                                                                                                   |                   |      |       |          |        |             |             |                   |  |                      |                |
| <table><tr><td>Sublet Code</td><td>Vendor Name</td><td>PO# / Description</td></tr><tr><td></td><td>ENTERPRISE RENT-A-CA</td><td>PO# [REDACTED]</td></tr></table> |                                                                                                                                                                                                    |                   |      |       |          |        | Sublet Code | Vendor Name | PO# / Description |  | ENTERPRISE RENT-A-CA | PO# [REDACTED] |
| Sublet Code                                                                                                                                                      | Vendor Name                                                                                                                                                                                        | PO# / Description |      |       |          |        |             |             |                   |  |                      |                |
|                                                                                                                                                                  | ENTERPRISE RENT-A-CA                                                                                                                                                                               | PO# [REDACTED]    |      |       |          |        |             |             |                   |  |                      |                |

# COLONIAL

## AUTOMOTIVE GROUP

**CITYSIDE SUBARU**  
 790 PLEASANT STREET  
 BELMONT, MA 02478  
 (781) 641-1900  
 www.citysidesubaru.com

|                                                                               |                                 |                          |                                 |                 |
|-------------------------------------------------------------------------------|---------------------------------|--------------------------|---------------------------------|-----------------|
| CUSTOMER NO.                                                                  | ADVISOR<br><b>MATTHEW LYNCH</b> | TAG NO.<br><b>382</b>    | INVOICE DATE<br><b>01/02/19</b> | INVOICE NO.     |
| LABOR RATE                                                                    | FINANCE NO.                     | MILEAGE<br><b>14,519</b> | COLOR<br><b>BLUE/</b>           | STOCK NO.       |
| YEAR / MAKE / MODEL<br><b>17 / SUBARU / IMPREZA / 5DR SPT MR / ES / CTA /</b> | DELIVERY DATE                   | DELIVERY MILES           | SELLING DEALER NO.              | PRODUCTION DATE |
| VEHICLE I.D. NO.<br><b>4 S 3 G T A M 6 5 H 3</b>                              | REPRINT# <b>1</b>               |                          |                                 |                 |
| RESIDENCE PHONE                                                               | BUSINESS PHONE                  | COMMENTS                 |                                 |                 |

**LABOR & PARTS**  
**J# 1 11SUZ** **ENGINE** **TECH(S):422** **WARRANTY**  
 CUSTOMER STATES THAT THE CAR GETS BELOW 28 STATED MPG IN CITY  
 GETS MORE LIKE 10MPG BELOW CITY MPG. CHECK AND ADVISE  
 CAR OPERATING AS DESIGNED IN EXTREME CITY CONDITIONS  
 COULD BE LOWER DUE TO WINTER FUEL BLEND BEING USED IN CAR.  
 ALSO NEED TO CHECK SCREEN SETTINGS TO MAKE SURE THEY ARE ON  
 CORRECT SETTING.  
 CANNOT CHANGE FUEL ECONOMY FOR VEHICLE IN BOSTON DRIVING  
 CONDITIONS, VEHICLE OPERATING AS DESIGNED  
 NO CORRECTION CAN BE MADE AT THIS TIME.

**JOB # 1 TOTAL LABOR & PARTS 0.00**

**J# 2 11SUZDIAG1** **ENGINE DIAGNOSIS** **TECH(S):422** **WARRANTY**  
 CUSTOMER STATES VEHICLE HAS A ROUGH IDLE WHEN SITTING IN  
 IN DRIVE OR REVERSE. COMPARED WITH ANOTHER 18 IMPREZA  
 NOT THE SAME. VIBRATION GOES AWAY WHEN STARTING TO DRIVE  
 VEHICLE.  
 COULD NOT DUPLICATE CUSTOMER CONCERN  
 TECH SCANNED PCM/TCM FOR ANY CODES, NONE PRESENT. TECH  
 CLEANED THROTTLE BODY TO SEE IF THAT WOULD HELP. DID NOT  
 CHANGE, TECH PERFORMED TRANSMISSION RELEARN TO SEE IF THAT  
 WOULD CHANGE ANYTHING, DID NOT. RECOMMEN TRYING TO USE TOP  
 GRADE FUEL TO SEE IF THAT CHANGES ANYTHING. NO OTHER  
 PROBLEMS FOUND.  
 CAR OPERATING AS DESIGNED. NO ABNORMAL VIBRATIONS FROM  
 VEHICLE.

**JOB # 2 TOTAL LABOR & PARTS 0.00**

**J# 3 90SUZRENTAL** **DAILY RENTAL** **TECH(S):422** **WARRANTY**  
 SERVICE DAILY RENTAL

**JOB # 3 TOTAL LABOR & PARTS 0.00**

| SUBLET  | PO# | VEND | INV# | INV DATE | DESCRIPTION      | TOTAL - SUBLET |
|---------|-----|------|------|----------|------------------|----------------|
| JOB # 1 |     |      |      | 01/02/19 | STATE INSPECTION | 35.00          |

| MISC    | CODE | DESCRIPTION       | CONTROL NO | TOTAL - MISC |
|---------|------|-------------------|------------|--------------|
| JOB # 3 |      | RENT DAILY RENTAL |            | 0.00         |

**COMMENTS**  
 LOANER

**DISPOSAL OF HAZARDOUS WASTE**  
 The State of Massachusetts requires that all  
 hazardous waste (Oil, Solvents, Anti-Freeze,  
 etc.) must be disposed of by a licensed con-  
 tractor in an environmentally safe manner.  
 Any charges for disposal of hazardous waste  
 reflects our conformity to state law in addition  
 to our concern for the preservation of the  
 environment.

**THESE REPAIRS ARE COVERED  
 BY A LIMITED WARRANTY**

SEE DEALER FOR  
 WARRANTY COVERAGE

**ALL PARTS ARE  
 NEW UNLESS  
 SPECIFIED  
 OTHERWISE**

**TERMS:**

☐ CASH ☐ CHECK  
☐ OTHER ☐ CREDIT CARD  
☐ WARRANTY

*Thank You*  
**WE APPRECIATE  
 YOUR CONFIDENCE  
 IN OUR DEALERSHIP**

# COLONIAL

AUTOMOTIVE GROUP

**CITYSIDE SUBARU**  
790 PLEASANT STREET  
BELMONT, MA 02478  
(781) 641-1900  
www.citysidesubaru.com

CELL: [REDACTED]

|                |                                      |              |            |
|----------------|--------------------------------------|--------------|------------|
| CUSTOMER NO    | MATTHEW LYNCH                        | 382          | 03/08/19   |
| [REDACTED]     | [REDACTED]                           | 15,581 BLUE/ | [REDACTED] |
| ROSLINDALE, MA | 17/SUBARU/IMPREZA/5DR SPT MR/ES/CTA/ | 01/28/17     | [REDACTED] |
| [REDACTED]     | 4 S 3 G T A M 6 5 H 3                | 422          | 02/22/19   |
| [REDACTED]     | [REDACTED]                           | [REDACTED]   | REPRINT# 1 |

## LABOR & PARTS

**J# 1 11SUZ** **ENGINE** **TECH(S):422** **INTERNAL**  
CUSTOMER STATES: ROUGH IDLE SINCE LAST SERVICE. SOA APPROVED  
BREAK DOWN OF ENGINE. PLEASE INSPECT AND ADVISE  
COULD NOT DUPLICATE CUSTOMER CONCERN, VEHICLE IDLING AS  
NORMAL, COULD NOT DUPLICATE CUSTOMER CONCERN OVER IDLING AT  
ALL. PERFORMED IDLE INSPECTION WHEN VEHICLE COLD, WARM,  
BEFORE AND AFTER DRIVEN. VEHICLE IS IDLING AS DESIGNED  
AT THIS TIME. NO CORRECTION NEEDED. WILL NOT TEAR ENGINE  
DOWN DUE TO VEHICLE OPERATING NORMAL.  
NO CORRECTION PERFORMED. COMPLETED

**DISPOSAL OF HAZARDOUS WASTE**  
The State of Massachusetts requires that all  
hazardous waste (Oil, Solvents, Anti-Freezer,  
etc.) must be disposed of by a licensed con-  
tractor in an environmentally safe manner.  
Any charges for disposal of hazardous waste  
reflects our conformity to state law in addition  
to our concern for the preservation of the  
environment.

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 1 TOTAL PARTS         |     |           |             | 0.00       |
| JOB # 1 TOTAL LABOR & PARTS |     |           |             | 0.00       |

THESE REPAIRS ARE COVERED  
BY A LIMITED WARRANTY

**J# 2 99SUZ** **HARMON AUDIO UPDATE** **TECH(S):422** **WARRANTY**  
CUSTOMER STATES PERFORM SERVICE PROGRAM TO UPDATE HARMON  
AUDIO UNIT SOFTWARE  
AUDIO UNIT NEEDS SOFTWARE UPDATED.  
UPDATE AUDIO UNIT SOFTWARE PER TSB WUA-86.  
128928 (.4) WUA86  
TO CHECK SOFTWARE VERSION ONLY:  
128920 (.2) WUA86

SEE DEALER FOR  
WARRANTY COVERAGE

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 2 TOTAL PARTS         |     |           |             | 0.00       |
| JOB # 2 TOTAL LABOR & PARTS |     |           |             | 0.00       |

ALL PARTS ARE  
NEW UNLESS  
SPECIFIED  
OTHERWISE

**J# 3 90SUZ** **DAILY RENTAL** **TECH(S):422** **INTERNAL**  
SERVICE DAILY RENTAL  
#34

TERMS:

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 3 TOTAL PARTS         |     |           |             | 0.00       |
| JOB # 3 TOTAL LABOR & PARTS |     |           |             | 0.00       |

☐ CASH ☐ CHECK  
☐ OTHER ☐ CREDIT CARD  
☐ WARRANTY

**J# 4+00SUZ018** **18,000 MILE SERVICE** **TECH(S):422** **52.00**  
PERFORM 18,000 MILE/18 MONTH SERVICE  
\$95.00 + TAX  
NO ENGINE OR CABIN AIR FILTER  
CHANGED OIL AND FILTER, ROTATE TIRES, PERFORM WALK AROUND  
INSPECTION AND MPI MULTI POINT INSPECTION, INSTALL OIL  
TREATMENT, INSPECT TIRES AND BRAKES.

| PARTS               | QTY | FP-NUMBER  | DESCRIPTION        | UNIT PRICE |
|---------------------|-----|------------|--------------------|------------|
| JOB # 4             | 1   | PK7.5KS4   | 7500 SERVICE       | 21.00      |
| JOB # 4             | 1   | 303916010  | GASKET             | ****       |
| JOB # 4             | 1   | MOCH1      | MOA/ADDITIVE       | ****       |
| JOB # 4             | 1   | 15208AA15A | OIL FILTER COMPLET | ****       |
| JOB # 4 TOTAL PARTS |     |            |                    | 21.00      |

*Thank You*  
•WE APPRECIATE  
YOUR CONFIDENCE  
IN OUR DEALERSHIP

VIN: 4S3GTAM65H3



**SUBARU**

Subaru of America, Inc.  
PO Box 9103  
Camden, NJ 08103-9877  
1-844-373-6622  
www.subaru.com



\*\*\*\*\*ALITO\*\*ALL FOR AADC 021 00124875

ROSLINDALE, MA



September 2018

**Important Notice:**

**Warranty Extension for Continuously Variable Transmission (CVT) 2016-2017 Legacy/Outback, Impreza, WRX, Crosstrek, and Forester**

Dear Subaru Owner:

As part of Subaru's dedication to customer satisfaction, this letter is to inform you of an extension to the New Car Powertrain Limited Warranty for your vehicle's Continuously Variable Transmission (CVT). Subaru is implementing a CVT Warranty Extension program which extends warranty coverage for the CVT on the models listed above that were sold or leased in the United States.

Please note that this is not a recall, and it does not impact the safety of your vehicle. If your vehicle is operating as expected, you do not need to take your vehicle to a Subaru retailer for repairs.

**NOTE: No action is required by you to receive the benefit of this warranty extension. The extension has been automatically applied to your vehicle.**

**CVT Warranty Extension**

The CVT Warranty Extension extends the affected vehicle's original New Car Powertrain Limited Warranty as it applies to the CVT.

**For all vehicles listed above:**

- A one-year coverage period is available for all eligible vehicles listed above **regardless of mileage and warranty start date** and is effective now through September 30, 2019.
- For vehicles that are more than ten (10) years old or have more than one hundred thousand (100,000) miles, inspections or repairs under this one-year coverage period must be completed on or before September 30, 2019.

**For vehicles less than 10 years old with 100,000 miles or less after September 30, 2019:**

- The coverage period extends the vehicle's New Car Powertrain Limited Warranty as it applies to the CVT to ten (10) years or one hundred thousand (100,000) miles (whichever occurs first).
- Inspections or repairs under this coverage period must be completed prior to the expiration of that ten-year or one-hundred-thousand mile period (whichever occurs first).

inspections or repairs under this coverage period must be completed prior to the expiration of that ten-year or one-hundred-thousand mile period (whichever occurs first).

Only if you have a concern with your CVT would you need to schedule an appointment with an authorized Subaru retailer for a free inspection. The inspection will take approximately forty (40) minutes. However, it may be necessary to leave your vehicle for a longer time on the day of your scheduled appointment to allow your retailer flexibility in scheduling.

a subsidiary of SUBARU CORPORATION

- You may be eligible for reimbursement if you paid to have your vehicle's CVT repaired or replaced following the expiration of the original New Car Powertrain Limited Warranty period of five (5) years or sixty thousand (60,000) miles, but before the newly extended warranty period of ten (10) years, one hundred thousand (100,000) miles.
- You must have paid an out-of-pocket expense for a repair or replacement of the CVT that would have been covered had it occurred during the newly extended warranty coverage period. This includes any deductible expense or partial reimbursement for repairs.
- If you have been previously reimbursed by SOA or one of its retailers for partial coverage of this repair, only the portion that has not been reimbursed is eligible for reimbursement.
- You are not eligible to recover any repair costs previously reimbursed or paid for by any third party including Subaru Added Security, other extended warranty providers, or an authorized Subaru retailer.

#### **To Apply for Reimbursement**

Please apply for reimbursement online at: [www.subaru.com/soa](http://www.subaru.com/soa). Complete the online claim form and attach the required documentation listed below:

- **Attach a copy of the receipt or invoice for the repair.** A copy of the repair invoice or work order showing CVT repair and/or replacement will meet this requirement. The invoice must show your vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed.
- **Attach proof of payment**, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.

If you prefer to apply for reimbursement by mail, please send a completed *Claim Reimbursement Form* and copies of the required documentation listed above to:

**Subaru of America Inc.  
CVT Warranty Extension  
Customer Retailer Services  
P.O. Box 9103  
Camden, NJ 08103-9877**

Your request for reimbursement must be postmarked no later than **December 31, 2018**.

Please allow 6-8 weeks for the reimbursement to be processed. Failure to include proper documentation may delay your reimbursement.

If you have questions about this notice or need help contacting an authorized Subaru retailer, please contact the CVT Extension Hotline at 844-373-6622.

Sincerely,

Subaru of America, Inc.



(SR # [REDACTED])

3 messages

**custdlrservices** <custdlrservices@subaru.com>  
Reply-To: custdlrservices <custdlrservices@subaru.com>  
To: [REDACTED]

Mon, Nov 5, 2018 at 11:42 AM

Dear [REDACTED]

Please send me the date and time of your appointment and where you are taking the vehicle. I will then be able to follow up with you after your appointment.

Sincerely,

Melanie Crane  
Subaru of America, Inc.  
Customer/Retailer Services Department  
1-800-SUBARU3 (1-800-782-2783)  
Service Request Number: [REDACTED]

[REDACTED]  
To: custdlrservices@subaru.com

Mon, Nov 5, 2018 at 1:05 PM

Hi Melanie,

Thanks for talking with me earlier. We decided to still take the car to Metrowest Subaru in Natick, MA. It's scheduled to be dropped off on November 9th at 5:45pm.

[REDACTED]  
[Quoted text hidden]

**custdlrservices** <custdlrservices@subaru.com>  
Reply-To: custdlrservices <custdlrservices@subaru.com>  
To: [REDACTED]

Mon, Nov 5, 2018 at 1:51 PM

Great. I will follow up with you after your appointment.

Melanie

[THREAD ID:1-HCVIYWN]

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

[Quoted text hidden]



(SR #: [REDACTED])

13 messages

custdlrservices <custdlrservices@subaru.com>  
Reply-To: custdlrservices <custdlrservices@subaru.com>  
To: [REDACTED]

Thu, Nov 15, 2018 at 5:24 PM

Dear [REDACTED]

How did you make out at your appointment on 11/09? Did they give you any good insight as to why you are not getting the gas mileage as predicted?

Sincerely,

Melanie Crane  
Subaru of America, Inc.  
Customer/Retailer Services Department  
1-800-SUBARU3 (1-800-782-2783)  
Service Request Number [REDACTED]

Thu, Nov 15, 2018 at 7:48 PM

To: custdlrservices <custdlrservices@subaru.com>

Hi Melanie!

Apologies for not getting back sooner. Getting someone to talk to me about the car took longer than expected.

Unfortunately, they did not have any good insight about the gas mileage, and I largely found them to be very unhelpful. Today was the first day I drove the car again in the city since picking it up. Just today to work and back I'm still getting <18 mpg.

I would like to talk with you again over the phone about this, and also the issue with the rough idle (also unresolved from the car appointment, feels worse now), but I'd like to gather some more city driving data to give you. Could we set up a call early next week? Does Monday work?

Thanks  
[REDACTED]

[Quoted text hidden]

custdlrservices <custdlrservices@subaru.com>  
Reply-To: custdlrservices <custdlrservices@subaru.com>  
To: [REDACTED]

Fri, Nov 16, 2018 at 7:58 AM

[REDACTED]

Monday's here are crazy especially this coming week as we are closed Thursday and Friday. How about late Tuesday.

Melanie

[THREAD ID:1-HHYUKI9]

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

[Quoted text hidden]

---

Fri, Nov 16, 2018 at 8:07 AM

To: custdlrservices <custdlrservices@subaru.com>

Late Tuesday works, what time is good for you?

[Quoted text hidden]

---

Fri, Nov 16, 2018 at 8:28 AM

**custdlrservices** <custdlrservices@subaru.com>

Reply-To: custdlrservices <custdlrservices@subaru.com>

To: [REDACTED]

How about 4:00.

Melanie

[THREAD ID:1-HHYVHK5]

[Quoted text hidden]

---

Fri, Nov 16, 2018 at 8:50 AM

To: custdlrservices <custdlrservices@subaru.com>

Works for me, talk to you then!

[Quoted text hidden]

---

Thu, Nov 29, 2018 at 12:45 PM

To: custdlrservices <custdlrservices@subaru.com>

Hi Melanie,

Just wanted to let you know that I couldn't get an appointment for my car until 12/3. I'm taking it to Clay Subaru in Norwood, MA. Let's touch base sometime that week.

Thanks,

[REDACTED]

[Quoted text hidden]

Tue, Dec 4, 2018 at 4:38 PM

To: custdlrservices <custdlrservices@subaru.com>

Hi Melanie,

I took the car the Clay Subaru. Would you be able to call me at some point this week to discuss next steps?

[Quoted text hidden]

Sun, Dec 9, 2018 at 8:42 PM

To: custdlrservices <custdlrservices@subaru.com>

Hi Melanie,

The earliest appointment I could get with Cityside Subaru of Belmont is 12/26. This dealership is right near the city, and I'm expecting them to drive the vehicle in Boston.

I spoke to a service rep on the phone and explained both of the issues in depth. Just a heads up, I again got a dismissive response regarding the gas mileage issue from the rep, even though I explained that I've been in contact with you and that 10 mpg below the listed city mileage is an issue. I did not mention that I've taken the car to 2 other dealerships.

I appreciate you taking the time to contact Cityside about these issues, and to emphasize that the car needs to be driven extensively to figure these out. Just to recap what we've discussed so far:

- The car has been consistently getting 10 miles (or more) below the listed 27mpg for city driving for my vehicle. I drive almost exclusively in the city of Boston, so this seems very odd and disconcerting. I explained to the rep at Cityside that the car has to be driven in the city, but I'm hoping that you can emphasize this as well. I think the car should be driven extensively in the city so someone else can validate what I've been experiencing.
- The car has an extreme rough idle when it's stopped in traffic or stop lights, after the car is warmed up. At first, the fan control seemed to have an effect on the the rough idle. If the fan was on, the idle was reduced; off and the idle was worse. After taking it to Metrowest Subaru for a second time in last month, the service department there did some kind of software update and said that the idle was improved, even though they barely tested it. Since this software update, the fan control does nothing and the car has a terrible rough idle regardless of the fan being on or off. My boyfriend also drives the car on his own and experiences the rough idle constantly. Now there's a new development: we've noticed that putting the car from Drive to Neutral, the idle is significantly reduced in Neutral, so it could be an issue with the transmission. Again, the car needs to be driven to experience the idle since it occurs more after the car is warmed up.

Billy and I have done some research on the issue and found a couple of interesting articles to share. The first link below is specific to cars having a rough idle when warmed up. Something that stood out to us is possible dirty fuel injectors, which could cause both issues I've described above. The second is about 33k 2017 Imprezas being recalled for stalling and rough idle problems. We've established that my car hasn't been recalled, but perhaps it might be related to that recall. I know at Metrowest Subaru, the techs there performed an "ECM reflash" supposedly fixing the rough idle in their eyes (though this did not fix the issue at all, and I would argue whatever they did in fact made it worse). Hope you find this info helpful. I'm doubtful that any of the techs from the 2 dealerships I've visited so far have actually checked for most of these issues described in these articles.

[https://](#)

[https://](#)

I'm really hoping that you'll be able to emphasize these issues, I'm very appreciative of your help! Please let me know if I can provide any more info.

Best,

[Quoted text hidden]

---

**custdlrservices** <custdlrservices@subaru.com>

Mon, Dec 10, 2018 at 8:08 AM

Reply-To: custdlrservices <custdlrservices@subaru.com>

To: [REDACTED]

I will follow up with you on Dec 27 and see how the appointment went. I will also wait until the morning of your appointment to call and speak to the Sm and let him know what we are expecting them to do and look for. I will not let them dismiss you and your thoughts on what could be causing the rough idle and the gas mileage.

Melanie

[THREAD ID:1-HKUXRD5]

[Quoted text hidden]

---

Wed, Dec 26, 2018 at 10:35 AM

To: custdlrservices <custdlrservices@subaru.com>

Hi Melanie!

Hope you're doing well. I just dropped my car off at Cityside. The guy I talked to is nice, but he's already being dismissive about the idle and the gas mileage. He said that he sees people all the time come in with city driving that's 10mpg below listed for the car, and that it's a normal occurrence where nothing is found wrong with anyone's vehicles. He said that I do "extreme city driving", which accounts for the low gas mileage. He did notice the rough idle, but was unconcerned about it, though my boyfriend and I are driving a loaner Impreza with no rough idle, and my boyfriend also drives the same car as I do, and also has no rough idle. Just wanted to keep you up to date with all info, you may have better luck when you talk to them.

Thanks,

[Quoted text hidden]

---

Wed, Dec 26, 2018 at 10:38 AM

To: custdlrservices <custdlrservices@subaru.com>

Sorry, one other thing I was curious about regarding the idle -- all the places I've visited have just checked the computer of my car and run diagnostics, instead of actually physically looking at my car to find the issue. Are there tests that can be done on my car that physically check for this kind of issue?

[Quoted text hidden]

---

**custdlrservices** <custdlrservices@subaru.com>

Wed, Dec 26, 2018 at 12:14 PM

Reply-To: custdlrservices <custdlrservices@subaru.com>

To: [REDACTED]

I am not sure of tests except for driving the vehicle and experiencing the idle themselves.

Melanie

[THREAD ID:1-HZ5ZTTP]

[Quoted text hidden]



(SR # [REDACTED])

11 messages

**custdlrservices** <custdlrservices@subaru.com>

Fri, Dec 28, 2018 at 1:17 PM

Reply-To: custdlrservices <custdlrservices@subaru.com>

To: [REDACTED]

Dear [REDACTED]

Did you pick up your vehicle? What are your thoughts?

Let me know.

Sincerely,

Melanie Crane  
Subaru of America, Inc.  
Customer/Retailer Services Department  
1-800-SUBARU3 (1-800-782-2783)  
Service Request Number: [REDACTED]

Fri, Dec 28, 2018 at 1:31 PM

To: custdlrservices <custdlrservices@subaru.com>

Hi Melanie,

Not yet, I received a status update call Wednesday, but nothing else since.

[REDACTED]  
[Quoted text hidden]

**custdlrservices** <custdlrservices@subaru.com>

Fri, Dec 28, 2018 at 2:07 PM

Reply-To: custdlrservices <custdlrservices@subaru.com>

To: [REDACTED]

Sounds good. Happy New Year

Melanie

[THREAD ID:1-I0V74RQ]

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

[Quoted text hidden]

5pm?

[Quoted text hidden]

**custdlrservices** <custdlrservices@subaru.com>

Reply-To: custdlrservices <custdlrservices@subaru.com>

To: [REDACTED]

Thu, Jan 3, 2019 at 12:00 PM

Perfect

[THREAD ID:1-I5QEP2S]

[Quoted text hidden]

Hi Melanie,

Hope you had a nice holiday. Would you be available for a call tomorrow night or Monday night? [REDACTED] and I would like to update you on the most recent visit to Cityside. We also wanted to ask you about a possible recall for my car, WTP-75. Thanks!

[REDACTED]  
[Quoted text hidden]

Thu, Jan 3, 2019 at 9:04 AM

To: custdlrservices <custdlrservices@subaru.com>

**custdlrservices** <custdlrservices@subaru.com>

Reply-To: custdlrservices <custdlrservices@subaru.com>

To: [REDACTED]

Thu, Jan 3, 2019 at 9:24 AM

Monday night would be a better time for me. I can tell you that you did have recall WTP-75 and it was completed on 05/17/17.

Melanie

[THREAD ID:1-I5PITTK]

[Quoted text hidden]

To: custdlrservices <custdlrservices@subaru.com>

Thu, Jan 3, 2019 at 9:26 AM

Thanks for the info. What time Monday night would work for you?

[Quoted text hidden]

**custdlrservices** <custdlrservices@subaru.com>

Reply-To: custdlrservices <custdlrservices@subaru.com>

To: [REDACTED]

Thu, Jan 3, 2019 at 9:47 AM

Yes. What is a good time

[THREAD ID:1-I5PIU4A]

[Quoted text hidden]

To: custdlrservices <custdlrservices@subaru.com>

Thu, Jan 3, 2019 at 9:49 AM

custdlrservices <custdlrservices@subaru.com>  
Reply-To: custdlrservices <custdlrservices@subaru.com>  
To: "[REDACTED]"  
[REDACTED]

Mon, Jan 7, 2019 at 8:33 AM

I have to postpone our call today as I am not feeling well and do not have a voice and will be leaving the office. I will reschedule when return to the office.

Melanie

[Quoted text hidden]

[REDACTED]  
To: custdlrservices <custdlrservices@subaru.com>

Mon, Jan 7, 2019 at 8:51 AM

I'm sorry to hear that! Hope you get plenty of rest and feel better soon.

[REDACTED]  
[Quoted text hidden]



(SR # [REDACTED])

15 messages

custdlrservices <custdlrservices@subaru.com>  
Reply-To: custdlrservices <custdlrservices@subaru.com>  
To: "[REDACTED]"

Thu, Jan 17, 2019 at 1:06 PM

Dear [REDACTED]

When is a goodtime to reschedule our conversation.

Let me know.

Sincerely,

Melanie Crane  
Subaru of America, Inc.  
Customer/Retailer Services Department  
1-800-SUBARU3 (1-800-782-2783)  
Service Request Number: [REDACTED]

Thu, Jan 17, 2019 at 2:55 PM

To: custdlrservices <custdlrservices@subaru.com>

Hi Melanie,

Hope you're feeling better. Could we reschedule to next Wednesday 1/23 at 5pm?

[Quoted text hidden]

custdlrservices <custdlrservices@subaru.com>  
Reply-To: custdlrservices <custdlrservices@subaru.com>  
To: [REDACTED]

Thu, Jan 17, 2019 at 3:03 PM

I am feeling better. I will schedule you for 1/23 at 5 PM  
[THREAD ID:1-IDHSH60]

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

[Quoted text hidden]

Wed, Jan 23, 2019 at 6:31 PM

To: custdlrservices <custdlrservices@subaru.com>

Hi Melanie,

We didn't hear from you today, is there another day this week that works for you?

[Quoted text hidden]

---

custdlrservices <custdlrservices@subaru.com>

Thu, Jan 24, 2019 at 8:10 AM

Reply-To: custdlrservices <custdlrservices@subaru.com>

To: [REDACTED]  
[REDACTED]

I am so sorry. I had a family issue yesterday and had to leave. Is today at 5:00 good for you?

Melanie

[THREAD ID:1-IGO6E6I]

[Quoted text hidden]

---

Thu, Jan 24, 2019 at 8:20 AM

To: custdlrservices <custdlrservices@subaru.com>

Sorry to hear that, hope everything is alright! Yes, today at 5pm works. Thank you.

[Quoted text hidden]

---

Sun, Feb 3, 2019 at 10:27 AM

To: custdlrservices <custdlrservices@subaru.com>

Hi Melanie,

Sorry I totally forgot to mention that I made an appointment this month at Cityside Subaru for a teardown of the vehicle. The appointment is Friday, 02/22/2019 at 7:15 AM. The person I spoke to wasn't too sure what would be involved with the teardown -- I gave some context about what you and I have spoken about, but I think it will be good for you to have a conversation with them about it. Please let me know if you need any more info, thank for the help!

[Quoted text hidden]

---

custdlrservices <custdlrservices@subaru.com>

Mon, Feb 4, 2019 at 11:21 AM

Reply-To: custdlrservices <custdlrservices@subaru.com>

To: [REDACTED]

I will send a communication to Cityside Subaru a day or two before your appointment and I will follow up with you by end of business 5:30 EST on 02/22.

[THREAD ID:1-IM2KCE9]

[Quoted text hidden]

---

Fri, Feb 22, 2019 at 7:25 AM

To: custdlrservices <custdlrservices@subaru.com>

Hi Melanie, I'm dropping my car off now. They don't seem to remember hearing from you, you might need to give them another call. Their number is 781 641 1900. Thanks!

[Quoted text hidden]

custdlrservices <custdlrservices@subaru.com>  
Reply-To: custdlrservices <custdlrservices@subaru.com>  
To: "[REDACTED]"

Sat, Feb 23, 2019 at 9:02 AM

Hi [REDACTED]

I was not at work yesterday. How did you make out at your appointment?

Let me know.

Melanie

[THREAD ID:1-IW6E2C9]

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

From: [REDACTED]  
Sent: 2/22/2019 07:25:56 AM  
To: custdlrservices <custdlrservices@subaru.com>  
Subject: Re: Re: Re: Re: (SR # [REDACTED])

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[Quoted text hidden]

[REDACTED]  
To: custdlrservices <custdlrservices@subaru.com>

Sat, Feb 23, 2019 at 12:45 PM

Hi Melanie,

We told them that we're having the same problems with the rough idle, and that now we're hearing issues with the fan whining again, which was an issue supposedly fixed already at a different dealership. We told them they were authorized to do a teardown of the car, but they didn't seem to remember hearing about that in advance -- you may need to give them a call if you're available at all. We haven't heard from them yet though. Please let me know if you need any more info!

Thanks  
[REDACTED]

[Quoted text hidden]

[REDACTED]  
To: custdlrservices <custdlrservices@subaru.com>

Tue, Mar 5, 2019 at 12:52 PM

Hi Melanie,

Wrote you a novel, but wanted to get this all down in writing:

I just got off the phone with the services manager at Cityside. They had the car for a very long time (over a week), but he told me that they never broke the car down like you and I had discussed they would do. Here's what I talked about with the manager at Cityside:

- After he said that they didn't break the car down, I said that I'd already talked to you about it and that it was authorized. He said that a Subaru representative was supposedly physically at Cityside to look at my car, and that that rep told them not to break down the vehicle to check for why the rough idle is occurring. Did Cityside Subaru contact you, or did you reach out to them? I'm confused about what is transpiring here since you and I have been discussing breaking down the car for a while now and that you would be in contact with them to have them break down the vehicle (so why didn't the breakdown happen at Cityside?). I'm not sure why this other Subaru rep would tell them not to break it down.
- The manager also said that breaking down the car would cause more issues down the line. I'm not sure what this means, since I'd already brought up breaking down the car was authorized. Why would breaking down the car cause more problems if they can put it back together properly?
- When I brought up that I'd already been talking to you about breaking down the car, he said that I'd actually have to take the car back to the original dealership that I bought the car from (Metrowest), and they would actually have to be ones to break the car down. Honestly, I'm getting fed up here – I'm on a wild goose chase, where one person tells me one thing, and another tells me something different. No one told me up front that I'd need to bring the car back to the original dealership to break it down.
- Have you been in contact with Cityside at all? There seems to be some miscommunication with the car during this recent visit, and nothing with the car has been diagnosed or fixed except for a recall on the audio system.

I need some other help getting some info from Cityside. Whenever we get a breakdown of what was done to the car, it's not specific. Could you contact Cityside Subaru and ask them to provide the following information? Could this info be sent to me before I pick up the car at the end of the week?

- Why did they have the car for so long if they didn't break it down, what exactly did they do to the car to test it?
- Provide a complete breakdown of the tests they did, names of the tests, and the results.
- Why did another Subaru rep who was at the dealership tell them to not break the car down if it was authorized by you? What was their name, did they contact you?
- We told the dealership to contact you, they said they would, did they? If they have contacted you, are they ignoring you? Is there someone higher up at Subaru who can also talk to them?
- Why would we have to take the car back to Metrowest to have it broken down?
- To do a true check on the rough idle, did Cityside warm up the car first and do a side by side comparison to other vehicles? We've done this with my car and Billy's car, and the difference between the idles is extremely noticeable.
- The manager at Cityside said the car meets Subaru specs. What does this mean exactly? When they run a test, like on a rough idle, are they just looking for a computer code?
- I brought up a whine in the fan at the time I dropped the car off. I now know for certain that there is something wrong with the car because of this fan noise since this issue was already addressed previously at Metrowest, yet it is now happening again. Was this checked out by Cityside?

I really don't want to pick the car up yet if it's possible you can talk to them and have them look at the car again, instead of me having to schedule an appointment out another month with them. Also, could we explore taking the car to a neutral party, a car service place that isn't a part of Subaru, so they can check out the car and tell me what's wrong with it? After taking the car to several Subaru dealerships, and then getting authorized to have the car broken down at Cityside, only to have them not break the car down after all this time, I'm thinking that no one at these dealerships wants to deal with this car and figure out what's wrong because it's too much of a hassle.

I've brought this up already, but there was a recall on my car called WTP-75, which was for the exact issues I've been bringing up on the car now (rough idle, among other things). I know my car was supposedly fixed regarding this recall, but the same issues are still occurring. This leads me to believe that there is inherently something wrong with the car by design, and that this issue was never really "fixed," or maybe this fix is not working on my car. I'm at the end of my rope with this. I'm ready to call the Attorney General's office and the National Highway Traffic Safety Administration and start discussing the issues I've been having with the car in depth. It's been another whole month (getting an appointment, taking the car in, waiting a week and a half), with no actual progress, and everyone telling me completely different and

contradictory things. Since nothing was actually found, the rough idle/gas mileage issues are still going to be there. The Cityside manager said they ran some other "tests" on the car, but found nothing, and that the car is working as designed by Subaru. I'm getting the impression that if the car is working as designed, then there is something inherently wrong with the design of the car to be causing these issues since nothing can be found, yet I'm still experiencing issues. I'm fairly certain now that I've been duped by Subaru into buying a poorly designed model, and now I'm stuck with it, which is extremely frustrating.

If you can shed any light on this, that would be great. I'm available for a call if you'd like to set one up.

[Quoted text hidden]

Tue, Mar 5, 2019 at 12:52 PM

To: [REDACTED]

[Quoted text hidden]

custdlrservices <custdlrservices@subaru.com>  
Reply-To: custdlrservices <custdlrservices@subaru.com>  
To: [REDACTED]

Wed, Mar 6, 2019 at 5:16 PM

After speaking with the retailer they were told by the DPSM he is a person that works for Subaru who goes to the retailer and looks at cars that since they could not duplicate the issue they were not allowed to tear down the vehicle. It did not matter what I said. No matter what retail if they cannot duplicate the issue, they will not tear down the vehicle.

Melanie

[THREAD ID:1-J2ALYGZ]

[Quoted text hidden]

Wed, Mar 6, 2019 at 5:53 PM

To: custdlrservices <custdlrservices@subaru.com>

Melanie,

I know my last email was a little long, but I'm not sure why none of my questions have been addressed. I'm also confused about the course of events with this, there seems to be a breakdown or miscommunication with what was supposed to happen with the car. When we spoke, I was completely under the impression that you would be in contact with Cityside to authorize a tear down of the car. I didn't know this was contingent on replicating the issue with the rough idle, etc., outside of a tear down since the point for requesting the tear down was to delve deeper into the problem I'm continually having with the vehicle. This scenario is a catch-22. I waited another month for an appointment under this impression, and another week and a half only to find that the waiting was for nothing. After more than a year with this issue, and four dealerships ignoring my concerns with the car, I'm taking this up with the Attorney General and the NHTSA. The recall on my car for the rough idle and stalling issues was obviously never fixed (and is in fact worse because of it), and now isn't being addressed, and now has become a major safety concern for me driving the car.



[Quoted text hidden]



## - 2017 Impreza Questions

3 messages

Wed, Mar 6, 2019 at 10:38 AM

To: mlynch@citysidesubaru.com

Hi Matt,

Thanks for taking the time to answer these questions about the car:

- Could you provide a breakdown of the tests done to the car, and the results?
- As I was dropping the car off, I mentioned that there was another new fan whine in the car that could be related to the issues with the rough idle (I told the rep who was handling the drop-off, and I wrote it on the car service sheet). This noise had been happening before, was fixed, but is now happening again when the fan control is turned on and up. Was this looked at and if so, was this fixed or diagnosed?
- Was the car driven for some period of time? The issue with the rough idle is more prominent when the car is driven and warmed up. I commute into Boston every day, so the idle is progressively more noticeable and worse as I drive my commute.
- My car was recalled and a fix was put in place for the WTP-75 recall in 2017. The recall had to do with loss of fuel pressurization and rough idling. After this fix, I noticed the car was having an even more noticeable rough idle. I've researched this issue, and found others are having the same problems as I am with this recall fix, that the car continues to have an extreme rough idle. For example: [REDACTED] - could this have anything to do with my car having the rough idle still? These two things seem connected, and I drive the car every day and have noticed the idle getting worse.
- Was the Subaru rep I've been talking to about this issue, Melanie, in contact with you about breaking down the car? I know you mentioned a different rep came down and physically looked at the car. If possible, could I have that representative's name and if they contacted Melanie?
- You mentioned on the phone yesterday that if the car needed to get broken down, I would need to take it back to the original dealership where I bought the car. I'm curious why this as I had requested a teardown with Cityside, but taking it back to the original dealership wasn't indicated to me.

Thanks, Matt!

Wed, Mar 6, 2019 at 10:38 AM

To: [REDACTED]

[Quoted text hidden]

**Matt Lynch** <mlynch@citysidesubaru.com>

Thu, Mar 7, 2019 at 4:49 PM

To: [REDACTED]

Sorry for the delay in getting back to you.

Pretty much the only testing that has been done on the vehicle is to drive it and try to replicate the concern you are having with a rough idle. So far we have not been able to duplicate a rough idle on the vehicle. The vehicle is operating as it is designed by Subaru and we are not finding any rough idle. We have let the car sit and idle, driven the vehicle and let idle. got vehicle warm and left cold. All these options produced the same result of nothing wrong with the idle. As far as the fan whine, we as well cannot duplicate any concern with the fan. That is working as designed. I do not believe that the recall is causing any concern in the vehicle because once again, we are not duplicating a rough idle. The vehicle is idling as it should from the factory. The Subaru rep you have been dealing with, Melanie has been in contact with us at the dealership and we have told her what we have found which is nothing at this time and we would not be breaking down the engine. I must have misspoke about a rep coming in to look at the vehicle. No rep has not done so. My head tech has looked at the vehicle and double checked all work and cannot find any concern with the idle of the vehicle. We will not break the engine down as we feel there is no reason to do so at this time since we cannot duplicate the concern. I do not know why Subaru Of America instructed you to come here to request a tear down of the motor, more than likely because your last visit was with us. I do not believe there is anything wrong with the vehicle at this time and vehicle is operating as designed from the manufacturer. I would not recommend tearing down an engine for something that is operating as designed. I do apologize and if there is something that we do find, we will gladly try and help you out but my recommendation would be to return to where the vehicle was purchased. Thank you for your time.

Matt Lynch  
Service Manager  
CitySide Subaru  
617-826-5005

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

From: [REDACTED]  
Sent: Wednesday, March 6, 2014 10:36am  
To: mlynch@cityside Subaru.com  
Subject: [REDACTED] 2017 Impreza Questions

[Quoted text hidden]