

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

National Highway Traffic Safety Administration
 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Received 22-JAN-2021
 MAR 31 2021

Repository

Reference No. 11389369

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City MCKINNEY State TX ZIP Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
 Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4S4BSAFC4K32 [REDACTED]

MAKE SUBARU Model OUTBACK Model Year 2019

Date Purchased 11/26/2013 Dealer's Name and Telephone Number BRADON TOMES SUBARU 214-544-5100 Engine No. Cylinders 4 Fuel Type GAS

Original Owner Dealer's City MCKINNEY STATE TX ZIP Code 75070

Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure Incident Date(s) 26-NOV-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING, 274200 LANE DEPARTURE:LANE KEEP: STEERING ASSIST

Failure Mileage 3.0 Failure Speed ABOVE 40 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]

DOT No. (Example DOTM19ABC036) Original Requirement Prior Repair Failure Location: [REDACTED]

Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]

Seat Type: [REDACTED] Installation System: [REDACTED]

Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION
 (Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash Yes No Fire Yes No

Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(s), Crash(es), Injury(ies).
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL- THE CONTACT LEASES THE 2019 SUBARU OUTBACK. THE CONTACT STATED THAT THE STEERING LANE ASSIST WHILE DRIVING, WOULD THROUGH THE VEHICLE FROM ONE LANE TO ANOTHER VERY AGGRESSIVELY. THE VEHICLE WAS TAKEN TO BRANDON TOMES SUBARU, 1100 S CENTRAL EXPY, MCKINNEY, TX 75070, AND WAS DIAGNOSED BUT WAS NOT DISCLOSED WHAT WAS THE DIAGNOSTIC RESULT. THE CONTACT WAS INFORMED THAT THE STEERING WHEEL WAS SPEED SENSITIVE AND THAT HE WAS DRIVING THE VEHICLE TO FAST. THE VEHICLE WAS NOT REPAIRED. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO THE SAME DEALER FOR THE SAME FAILURE NUMEROUS TIMES AND THAT THE DEALER UNABLE TO FIND A SOLUTION FOR THE PROBLEM. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND OPEN THREE CASES. THE FAILURE MILEAGE WAS APPROXIMATELY 3. AW

From: [REDACTED]
To: [REDACTED]
Subject: FW: Brief Summary of Our Case
Date: Tue, Mar 16, 2021 3:15 pm

Sent from Mail for Windows 10

VIN 4S4B5AFC4K3 [REDACTED] [REDACTED]

From: [REDACTED]
Sent: Wednesday, March 10, 2021 8:51 PM
To: austin@patricklaw.com
Subject: Brief Summary of Our Case

I know that you are the Lawyer and know how to present our case to Subaru. I know you will get us the best settlement possible. I will not contact Subaru or NHTSA. You know about Brandon Tomes not giving use paper work for the many times we requested the steering to be adjusted or repaired. You also know about the service manager telling me that the department shredded our paper work for two years for our privacy. When we drove the loan car while our car was in the shop, that was when we really realized how bad our car drove. I contacted Anthony at Subaru Case [REDACTED]. Anthony contacted the dealership and then called me and said the Dealership wanted the loan car back ASAP and Anthony closed the case, I then contacted Tyler Wills Case [REDACTED]. Tyler Wills stalled us for about two weeks trying to see were our case would fit, then Tyler said the Subaru group knew that the 2019 Subaru Outback had steering problems and the problems had been corrected in the 2021 Outback. Tyler offered \$1,000.00 Subaru money toward the purchase of a new 2021 Outback. Tyler then closed the case. Wendy was Case [REDACTED]. Wendy stalled us about two weeks and the told us she would be on vacation for a week and start again on the Tuesday when she returned. I could send you some of her e-mails and you could see how she used Capitals Letters as a symbol of raising her voice. Next we had Case [REDACTED] and she stalled us for several weeks trying to see what group the case would fit in. We started contacting Subaru about December 19, 2020 and now March 10, 2021 Subaru still needs more time to see where our case fits. You have all the work invoices First battery 05/02/2019 5,773 miles / Second battery 08/08/2019 9,392 miles / Third battery 02/11/2021 20,300 miles and they drove the car over 100 miles and kept the car for 14 days at the dealership (we did not have a loan car). I can not count how many times the battery was dead and I had to charge the battery before we could drive the car. I have service reports where the dealership tested the battery and said the battery was good. Work Order [REDACTED] 01/02/2019 states that they checked the rear sensors, the car does not have that feature. You have the work orders that shows how many times they have worked on the tail gate electrical system. You have seen the scan report that showed the number of electrical problems that were active before and after the third battery. The service manager told me that his opinion was that Subaru did not use a strong enough battery for all the electronics that are in these cars. He made that statement while he watched me scan our car at Brandon Tomes Subaru. He saw that the codes were active. I offered to erase the codes and he said he wanted his shop foreman to look at the codes on Monday. That was my last contact with the service manager. The steering on our car is electric. Just look at all the electric problems we are having with our car. The car is dangerous to drive if you have the lane assist on. When you turn the lane assist off, the car drives totally different. The car has been in the shop 32 days not counting the 20 to 30 times they did not give us paper work and the lane assist is still intermediate. The total days would be more like 57 days if Brandon Tomes had not shredded the paper work for our privacy. If I can answer any questions just call or email. Thanks for all your help and work.

From: [REDACTED]
To: mperdue@brandontomessubaru.com,
Subject: Fwd: 2019 Subaru Outback Case # [REDACTED]
Date: Sun, Dec 27, 2020 3:34 pm

Last week when we picked up our car, I told you the car was driving better than it ever had, I now find out that the Lane Assist is not working. You hear the sound, see the alert, but the steering does not try to correct. You also said that I would have to reset the Lane Assist each time I started the car. I told you that I did not have to do that. The Steering does not correct in any mode. You have been very helpful and I Thank You for all your efforts and time. Our car has too many safety problems. We could just drive the car the way it is now, but what if the Lane Assist started working when we were meeting a big truck on a wet, dark, narrow road. We would be in the ditch or have a head on wreck. Please forward this to your supervisor. I'm not talking behind anyone's back. We need some help. I would like to see a report of any history of stored Codes and current codes when I bring the car in next week. Again you are very good at your job and very helpful, we just can not feel safe driving this car for 17 months or till the lease runs out.

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

From: [REDACTED] >
To: brtomes@tomesautogroup.com <brtomes@tomesautogroup.com>
Sent: Sat, Dec 26, 2020 11:51 pm
Subject: 2019 Subaru Outback Case # [REDACTED]

[REDACTED] and [REDACTED] leased a new 2019 Subaru Outback 11/26/2018. We had negative equity rolled into this lease. The car was unsafe to drive the day we started home. When meeting a large truck on a narrow two lane FM road the driver lane assist tried to steer the car off the road and we nearly oversteered into the truck. We have had the car at your dealership many times complaining about the steering. The write up representatives said that the steering problem was speed sensitive and that we were driving too fast. Most of the time they did not even write a report and I do not have a paper trail. We have had two batteries, a fuel pump, electrical problems, tail gate would not close, passengers window would not go up, etc, and mainly a car that is not safe to drive. Our windshield broke the other day and we had a loaner while our car was in your shop. The loaner made us aware of how the Subaru Outback should drive. The paint job is very bad, but your man said it was guaranteed for life. After the windshield was replaced in our car, the car drove good. Now I find out that the lane assist is not working. We have paid 24 months on a 42 month lease. I would request a meeting with you to discuss getting our \$500.00 deductible back for replacing a windshield that was defective from the factory, a bad paint job, and getting out of the lease without it effecting our credit rating. I think driving a car for 24 months at \$500.00 a month is enough. I hope we can reach an agreement. [REDACTED] or [REDACTED] This car is not safe to drive. Thank You for Your Time.

Notes

Owners may also contact the national highway traffic safety administration vehicle safety hotline at 1-888-327-4236 (tty 1-800-424-9153), or go to www.safercar.gov.

Recall Subject: Structure

Report Receipt Date: 06/26/2019

NHTSA Campaign: 19v493000

Summary

Subaru of America, Inc. (Subaru) is recalling certain 2019 Legacy and Outback vehicles. Spot welds located on the duct below the cowl panel may have been improperly applied, impacting the vehicle's body strength.

Consequence

In the event of a crash, the reduced strength of the vehicle body may increase the risk of injury.

Remedy

Subaru will notify owners, and dealers will inspect the vehicles and repair or repurchase the vehicle, as necessary, free of charge. The recall began July 26, 2019. Owners may contact Subaru Customer Service at 1-844-373-6614. Subaru's number for this recall is WUH-93.

Notes

Owners may also contact the national highway traffic safety administration vehicle safety hotline at 1-888-327-4236 (tty 1-800-424-9153), or go to www.safercar.gov.



Please call the National Highway Traffic and Safety Administration Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236) to report safety defects or to obtain information on cars, trucks, child seats, and highway or traffic safety. We do not review, validate, or edit the information provided by the NHTSA.

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Today's Refinance Rates

5-YR ARM
3.03%
APR | \$300,000

15-YR FIXED
2.13%
APR | \$300,000

2.27%



WELD DOES NOT
FILL SLOT



NOT A GOOD
WELD

I HAVE MANY BAD WELDS
UNOER THE DASH on DRIVERS
AN PASSANGER SIDE





Recalls & Defects



ebay

VIN Check Report: 2019 Subaru Outback

Vehicle Identification Number:

4S4BSAFC4K3 

Report Date:

2020-12-27

(/)



 VINCheckIntc



HOT

HOT

409



Recalls & Defects

Recall Subject: Fuel System, Gasoline:delivery:fuel Pump

Report Receipt Date: 04/16/2020

NHTSA Campaign: 20v218000

Summary

Subaru of America, Inc. (Subaru) is recalling certain 2019 Impreza, Outback, Legacy, and Ascent vehicles. The low pressure fuel pump may become inoperative.

Consequence

If the low pressure fuel pump fails, the engine may stall without the ability to restart the vehicle, increasing the risk of a crash.

Remedy

Subaru will notify owners, and dealers will replace the low pressure fuel pump, free of charge. the recall began june 4, 2020. owners may contact subaru customer service at 1-844-373-6614 (tel:1-844-373-6614), subaru's number for this recall is wrd-20.

Notes

Owners may also contact the national highway traffic safety administration vehicle safety hotline at 1-888-327-4236 (tel:1-888-327-4236) (tty 1-800-424-9153 (tel:1-800-424-9153)), or go to www.safercar.gov.

Recall Subject: Structure

Report Receipt Date: 06/26/2019

NHTSA Campaign: 19v493000

Summary

Subaru of america, inc. (subaru) is recalling certain 2019 legacy and outback vehicles. spot welds located on the duct below the cowl panel may have been improperly applied, impacting the vehicle's body strength.

Consequence

In the event of a crash, the reduced strength of the vehicle body may increase the risk of injury.

Remedy

Subaru will notify owners, and dealers will inspect the vehicles and repair or repurchase the vehicle, as necessary, free of charge. the recall began july 26, 2019. owners may contact subaru customer service at 1-844-373-6614 (tel:1-844-373-6614). subaru's number for this recall is wuh-93.

Notes

Owners may also contact the national highway traffic safety administration vehicle safety hotline at 1-888-327-4236 (tel:1-888-327-4236) (tty 1-800-424-9153 (tel:1-800-424-9153)), or go to www.safercar.gov.

Please call the National Highway Traffic and Safety Administration Auto Safety Hotline at 1-888-DASH-2-DOT (tel:1-888-DASH-2-DOT) (1-888-327-4236 (tel:1-888-327-4236)) to report safety defects or to obtain information on cars, trucks, child seats, and highway or traffic safety. We do not review, validate, or edit the information provided by the NHTSA.

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From: [REDACTED]
Sent: Monday, December 28, 2020 8:23 PM
To: Edmond Elder
Subject: RE: 2019 Subaru Outback Problems

I will try to bring the car in tomorrow and leave it. When we first leased the car, a person could ride in the car with you. When you started to drift toward another lane the Assist would aggressively steer you back too far toward the other lane and than back an forth. The representatives said you are just fighting the Lane Assist System. I was use to driving a Corvette and a four door full size pickup. They said this is just the way these cars drive. My son has had two Outback and I have ridden in both of them and they ride good. This is the reason we leased an Outback. I just stopped driving the Outback and let my wife drive the Outback. We had several other problems with the Outback that Class Action Suites have been filed on Subaru. My wife told me about several accidents that she nearly had due to the Steering. I had her stop driving the car. We had the car at the Dealership several times and the representative said we were driving the car too fast and the steering was speed sensitive. If you check the car information system the average speed is 30 MPH and we have driven it 24 months and 19,000 miles. When the shop replaced the windshield and we had a loan car I saw how good the Outback drove and how dangerous our Outback is. When we got our car out of the shop, I told the representative that I could see were a small drop of paint had been put on the rock chip. I said I can see it because I know were it is. The representative said the paint job is guaranteed for life. When we got home I could see many little bubbles where the clear coat did not lay down good. Also the hood was not properly prepared before the clear coat was applied. The clear coat just made the scratches on the hood more noticeable than the other parts of the car. The scratches came from your car wash over a period of time. You saw how I got the scratches out of the loaner car. Back to the Main problem Steering. Your tech drove the car and said it was driving correctly. We started home and the car was driving correctly. I thought the windshield had been the problem the entire time. The Class Action Suite for windshields for ruled against Subaru December 24, 2020. Again, I thought the Lane Assist was working and the car was driving smooth. Our son was riding with us this weekend and he said your Lane Assist is not working. I tried letting the car drift out of the lane and the alert made a noise, but the steering assist did nothing. I tried it several times and my son said you are correct the Lane Assist is not working. If you set the cruise control on a speed, the car is continuously trying to adjust and it has a very dangerous feel. When the cruise control is set, is the only time the steering has any feel and it feels dangerous. I can drive the car now that the Lane Assist is not working, but what if it just starts working again without me doing anything. The car is not Safe to drive. Just look at the number of articles about the 2019 Subaru Outback being dangerous to drive. I'm not the only one having problems. I will never feel Safe in this car. We have paid 24 months on a 42 month lease and we paid a \$500.00 deductible on a windshield that was a factory defect and a poor paint job. I would like to get my \$500.00 back and turn the car in early with no out of pocket money and no negative effect on our credit ratings. I know you are just in service, please share this with the correct people at the Dealership. Thank You for Your Time. You have Always Been Very Helpful.

Sent from [Mail](#) for Windows 10

From: [Edmond Elder](#)
Sent: Monday, December 28, 2020 4:24 PM
To: [REDACTED]
Subject: Re: 2019 Subaru Outback Problems

From: [REDACTED]
To: twil@subaru.com,
Subject: Fwd: 2019 Subaru Outback Case # [REDACTED]
Date: Fri, Jan 1, 2021 9:24 am

I did not get any response.

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

From: [REDACTED]
To: brtomes@tomesautogroup.com <brtomes@tomesautogroup.com>
Sent: Sat, Dec 26, 2020 11:51 pm
Subject: 2019 Subaru Outback Case # [REDACTED]

[REDACTED] and [REDACTED] leased a new 2019 Subaru Outback 11/26/2018. We had negative equity rolled into this lease. The car was unsafe to drive the day we started home. When meeting a large truck on a narrow two lane FM road the driver lane assist tried to steer the car off the road and we nearly oversteered into the truck. We have had the car at your dealership many times complaining about the steering. The write up representatives said that the steering problem was speed sensitive and that we were driving too fast. Most of the time they did not even write a report and I do not have a paper trail. We have had two batteries, a fuel pump, electrical problems, tail gate would not close, passengers window would not go up, etc, and mainly a car that is not safe to drive. Our windshield broke the other day and we had a loaner while our car was in your shop. The loaner made us aware of how the Subaru Outback should drive, The paint job is very bad , but your man said it was guaranteed for life. After the windshield was replaced in our car, the car drove good. Now I find out that the lane assist is not working. We have paid 24 months on a 42 month lease. I would request a meeting with you to discuss getting our \$500.00 deductible back for replacing a windshield that was defective from the factory, a bad paint job, and getting out of the lease without it effecting our credit rating. I think driving a car for 24 months at \$500.00 a month is enough. I hope we can reach an agreement. [REDACTED] or [REDACTED] This car is not safe to drive. Thank You for Your Time.

From: [REDACTED]

To: twills@subaru.com,

Subject: Case [REDACTED] [REDACTED]

Date: Mon, Jan 4, 2021 7:08 am

Many negative things have happened since we last talked. Please give me a call before your group discusses our case.
Thanks for Your Time.

From: [REDACTED]
To: Dallas.Claims@RepublicGrouplicGroup.com,
Subject: Fwd: Case [REDACTED] Car Is IN The Body Shop To Repaint Again Per The Service Manager's Advise / POLICY CLAIM [REDACTED]
Date: Mon, Jan 4, 2021 8:23 am

We have not cashed the check and do not plan to pay anything until the car is painted correctly. Thank you for your quick response on the check for the Rental Car. I plan to discuss this with the Service Manager and Subaru.

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

From: [REDACTED]
To: twills@subaru.com <twills@subaru.com>
Sent: Fri, Jan 1, 2021 1:07 pm
Subject: Case [REDACTED] Car Is IN The Body Shop To Repaint Again Per The Service Manager's Advise

Customer NO. [REDACTED] Andrew Clark, Manager at the Body Shop 12/14/2020 asked if I needed a Rental Car. I said no. 12/19/2020 The Service Manager asked if I needed a FREE LOAN CAR since they would be working on our car after the body shop completed their work . The body shop work was completed on 12/21/2020. The 12/19/2020 till 12/21/2020 is three days that we had the car while our car was in the body shop. We where charged for seven days. Part of this time our car was at the body shop and the other part of the time was while our car was at the service shop. We where given the car as a FREE LOAN CAR by the service department and charged for the car as a RENTAL CAR by the body shop. I did not request a car, when we where offered a FREE LOAN CAR , I did take the FREE LOAN CAR and now our Insurance Company was charged for a Rental Car that we did not need. We may be charged the difference in the agreed rate for our insurance company on Rental cars. We were not contacted about the Rent vs FREE LOAN CAR. The car is back in the shop to have the hood painted again. The Service Manager recommended that we have the hood repainted due to the poor quality of the repair paint job. I'm [REDACTED] and have just had a Pacemaker installed. My wife is [REDACTED] I'm not going to let this issue cause me any more stress. I hope you can settle this issue as soon as possible.

From: [REDACTED]

To: twills@subaru.com,

Subject: Case [REDACTED] Service History

Date: Tue, Jan 5, 2021 6:17 pm

I have a complete print out of the Service History for our car. We have driven the car for over 24 months and we have carried the car into the Dealership more times than I can count in an effort to get the car Safe to Drive. Each time the Dealership would say we were fighting the LANE ASSIST and that the STEERING is SPEED Sensitive and we were driving too fast. Again I'm [REDACTED] and my wife is [REDACTED], check our driving records for speeding tickets. There is not ONE Service Record showing that the car was ever carried into the Dealership for STEERING PROBLEMS. I would think that the Service Department would turn in a record of the technician's time in for checking the STEERING PROBLEM so they could file a warranty claim and collect money from Subaru to pay the technician for his time. The Dealership never gave us any paper work when we carried the car in for STEERING PROBLEMS. Also when I asked for the reports on the Lane Assist, the Service Manager said we shred those READINGS. The Service Manager then said we may need to think about changing that POLICY. When the Dealership replaced the windshield and painted the hood. The paint job was bad, but the Steering was good for the first time in 24 months. Later I found out that the Lane Assist was turned off. I turned the Lane Assist on and it did not work. Then one day the Lane Assist just started working without anyone changing any settings or even looking at the car. We have been out \$500.00 for the windshield. Next when the Body Shop painted the hood for the second time we received a bill for a Rental Car. We do not trust this car to be Safe to drive above 45 MPH or take a trip out of town. I hope your group at Subaru can help us get our \$500.00 deductible back for a windshield that was defective from the factory and get us out of the Lease. We have paid 24 or 25 months on a 42 month Lease of a car that is not Safe to drive.

From: Edmond Elder
Sent: Tuesday, January 12, 2021 5:01 PM
To: [REDACTED]
Subject: Re: 2019 Subaru Outback Problems and Top Complaints - Is Your Car A Lemon? We Are Not Planning to use a Lawyer or the Lemon Law Case [REDACTED]

I have forwarded your information to our GSM

Edmond Elder

Service Director
214-544-5156



www.BrandonTomesSubaru.com

If you love the Brandon Tomes Subaru, we'd love to hear why! lovebrandon@brandonsubaru.com

From: [REDACTED]
Sent: Tuesday, January 12, 2021 4:04 PM
To: Edmond Elder <eelder@brandontomessubaru.com>
Subject: FW: 2019 Subaru Outback Problems and Top Complaints - Is Your Car A Lemon? We Are Not Planning to use a Lawyer or the Lemon Law Case [REDACTED]

Please forward this to someone in Management that can help get us out of the Lease. Ask them to follow the link and also Google 2019 Subaru Outback Steering Problems, and Google Is The 2019 Subaru Outback Safe to Drive. We have not contacted a law firm. We have been talking to Subaru and your Dealership. Someone called my wife about an hour ago and said our car did not qualify for the Lemon Law and they were rude to her and trying to get her to make a decision about our car. I do not appreciate the call and I'm trying to find out who talked to my wife in that tone. Thanks for all Your help and Time. We drove the car straight home from your Dealership and parked it in the garage at home and that is where it will stay until something is settled about the Lease.

Sent from [Mail](#) for Windows 10

From: [REDACTED]
Sent: Wednesday, January 6, 2021 8:15 AM
To: twills@subaru.com
Subject: 2019 Subaru Outback Problems and Top Complaints - Is Your Car A Lemon? We Are Not Planning to use a Lawyer or the Lemon Law Case [REDACTED]

From: [REDACTED]

To: zaida@brandontomesubaru.cmdr.com, dinfante@subaru.com

Subject: Fwd: 2019 Subaru Outback Case # [REDACTED]

Date: Thu, Jan 14, 2021 8:10 pm

[REDACTED] did not respond to the Safety Issue we were having with a car we leased from his dealership. When you Google Class Action Suites against Subaru on the 2019 Subaru Outback, our car has had issues with most of the common problems. (1) STEERING PROBLEMS WHICH Tyler Wills said Subaru knew they had Steering Problems with the 2019 Outback and the Problems had been corrected on the 2021 Outback, Tyler also said the 2021 drove real good (2) Battery Replaced (3) Fuel Pump Replaced (4) Sensors Replaced on the Tailgate and Adjusted (5) Found Wiring cut in Tailgate area on another trip to the shop (6) Passenger Window would not Operate Correctly (7) Replaced Windshield and tested all Electrical and now the Lane Assist works most of the time but not all the time and we paid a \$500.00 deductible. Was the windshield defective from the factory? There is a Class Action Suite on the 2019 Subaru Outback Windshield. Was the Lane Assist System not Set correctly from the factory? The car has been in the shop more than four times to correct the STEERING PROBLEMS, but the records have been shred per the Service Manager. The car may not qualify for the Lemon Law, but the car has been UNSAFE TO DRIVE SINCE THE DAY WE DROVE IT HOME. We just want out of the lease, we do not want a 2021 or any other car at this time. I hope we can settle this without Lawyers or Texas Lemon Law. The State Board would like to hear about some of the statements and record keeping. We have paid 24 or 25 months on a car that has never been safe to drive. We are ready to settle this one way or another.

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

From: [REDACTED]

To: brtomes@tomesautogroup.com <brtomes@tomesautogroup.com>

Sent: Sat, Dec 26, 2020 11:51 pm

Subject: 2019 Subaru Outback Case # [REDACTED]

[REDACTED] and [REDACTED] leased a new 2019 Subaru Outback 11/26/2018. We had negative equity rolled into this lease. The car was unsafe to drive the day we started home. When meeting a large truck on a narrow two lane FM road the driver lane assist tried to steer the car off the road and we nearly oversteered into the truck. We have had the car at your dealership many times complaining about the steering. The write up representatives said that the steering problem was speed sensitive and that we were driving too fast. Most of the time they did not even write a report and I do not have a paper trail. We have had two batteries, a fuel pump, electrical problems, tail gate would not close, passengers window would not go up, etc, and mainly a car that is not safe to drive. Our windshield broke the other day and we had a loaner while our car was in your shop. The loaner made us aware of how the Subaru Outback should drive. The paint job is very bad, but your man said it was guaranteed for life. After the windshield was replaced in our car, the car drove good. Now I find out that the lane assist is not working. We have paid 24 months on a 42 month lease. I would request a meeting with you to discuss getting our \$500.00 deductible back for replacing a windshield that was defective from the factory, a bad paint job, and getting out of the lease without it effecting our credit rating. I think driving a car for 24 months at \$500.00 a month is enough. I hope we can reach an agreement. [REDACTED] or [REDACTED] This car is not safe to drive. Thank You for Your Time.

From: [REDACTED]
To: zaida@brandontomessubaru.cmdlr.com,
Subject: Fwd: Case [REDACTED] Customer NO [REDACTED] In Shop 15 Days
Date: Thu, Jan 14, 2021 7:28 pm

Why does the record show that we had a loan car 15 days?

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

From: [REDACTED]
To: twills@subaru.com <twills@subaru.com>
Sent: Fri, Jan 1, 2021 4:35 pm
Subject: Case [REDACTED] Customer NO [REDACTED] In Shop 15 Days

The Service Invoice has R.O. Date 06/11/20 and the Invoice Date 06/13/20. The RENTAL AGREEMENT Unit [REDACTED] RA# [REDACTED] has Date Out 06/11/2020 and Date In 06/26/2020. Why would I have the RENTAL CAR 15 days at \$0.00 if our car was in the Service Shop 3 days. I have copies of these documents , Ask the dealer to explain 3 days or 15 days. Also why would a Dealer ever SHRED Documents about the settings on the Safety SYSTEM for LANE ASSIST . This statement about SHRED Documents- came straight from the SERVICE MANAGER. He then said we may need to change this policy. I'm just asking for help getting out of a Leased Car that has never Steered Safely and the Records have been SHRED. Thank You For Your Time and Help.

From: [REDACTED]
To: zaida@brandontomessubaru.cmdlr.com,
Subject: Fwd: Case [REDACTED] Service History
Date: Thu, Jan 14, 2021 7:23 pm

I talked to a lawyer and he said this would be a claim for Failure to Properly Keep Records. I have not retained a lawyer at this time.

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

From: [REDACTED] >
To: twills@subaru.com <twills@subaru.com>
Sent: Tue, Jan 5, 2021 6:17 pm
Subject: Case [REDACTED] Service History

I have a complete print out of the Service History for our car. We have driven the car for over 24 months and we have carried the car into the Dealership more times than I can count in an effort to get the car Safe to Drive. Each time the Dealership would say we were fighting the LANE ASSIST and that the STEERING is SPEED Sensitive and we were driving too fast. Again I'm [REDACTED] and my wife is [REDACTED] check our driving records for speeding tickets. There is not ONE Service Record showing that the car was ever carried into the Dealership for STEERING PROBLEMS. I would think that the Service Department would turn in a record of the technician's time in for checking the STEERING PROBLEM so they could file a warranty claim and collect money from Subaru to pay the technician for his time. The Dealership never gave us any paper work when we carried the car in for STEERING PROBLEMS. Also when I asked for the reports on the Lane Assist, the Service Manager said we shred those READINGS. The Service Manager then said we may need to think about changing that POLICY. When the Dealership replaced the windshield and painted the hood. The paint job was bad, but the Steering was good for the first time in 24 months. Later I found out that the Lane Assist was turned off. I turned the Lane Assist on and it did not work. Then one day the Lane Assist just started working without anyone changing any settings or even looking at the car. We have been out \$500.00 for the windshield. Next when the Body Shop painted the hood for the second time we received a bill for a Rental Car. We do not trust this car to be Safe to drive above 45 MPH or take a trip out of town. I hope your group at Subaru can help us get our \$500.00 deductible back for a windshield that was defective from the factory and get us out of the Lease. We have paid 24 or 25 months on a 42 month Lease of a car that is not Safe to drive.

From: [REDACTED]

To: CustDirServices@subaru.com,

Subject: Re: [REDACTED]

Date: Fri, Jan 15, 2021 4:55 pm

Attachments: Scan_20210115 (2).jpg (70K), Scan_20210115 (8).jpg (33K), Scan_20210115 (9).jpg (145K), Scan_20210115 (10).jpg (126K), Scan_20210115 (11).jpg (170K), Scan_20210115 (12).jpg (139K), Scan_20210115 (13).jpg (120K), Scan_20210115 (14).jpg (174K), Scan_20210115.jpg (65K), Scan_20210115 (3).jpg (64K), Scan_20210115 (4).jpg (64K), Scan_20210115 (5).jpg (60K), Scan_20210115 (6).jpg (61K), Scan_20210115 (7).jpg (54K)

These are the records that I have. The Service Manager said "We shred all the readings and information about the settings on the Camera and Lane Assist System" . I said then we do not have any record of the number of times we have had the STEERING PROBLEM CHECKED. The Service Manager said "We may need to look at that policy". When the windshield was replaced, they did not make any record of the Lane Assist or Camera being checked. Thanks for your time and attention.

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

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

To: [REDACTED]

Sent: Fri, Jan 15, 2021 3:53 pm

Subject: (SR # [REDACTED])

Dear [REDACTED]:

Good Afternoon and thank you for speaking with me. Again, I am going to look into this matter and get back to you by Tues of next week.

If you could send me any repair orders that you have for my review as well.

Here also is my direct line, so that you have that, [REDACTED]

Sincerely,

Wendy Clough

Subaru of America, Inc.

Customer Advocacy Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

14 Attached Images:

COMPLAINT : PERFORM MULTIPOINT INSPECTION REPORT
CORRECTION : MULTIPOINT INSPECTION REPORT COMPLETE

R.O NO. : [REDACTED] R.O DATE : 01/02/2020 R.O TYPE : S
MILEAGE : 14419 ADVISOR NO. : 99256

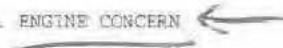
JOB NUMBER : 1 OPERATION 50SUZ07 OP. DESC. BATTERY
SALE TYPE : I TECHNICIAN NO(S) : 99197
COMPLAINT : CUSTOMER REQUESTS BATTERY TEST. PLEASE ADVISE
CAUSE :
CORRECTION :



X

BATTERY NOT STARTING CAR

JOB NUMBER : 2 OPERATION 11SUZ2 OP. DESC. ENGINE CONCERN
SALE TYPE : I TECHNICIAN NO(S) : 99197
COMPLAINT : CUSTOMER STATES OIL LEVEL IS LOW. PLEASE ADVISE
CAUSE :
CORRECTION :



JOB NUMBER : 3 OPERATION 00SUZMPI OP. DESC. MULTIPOINT INSP.
SALE TYPE : I TECHNICIAN NO(S) : 99197
COMPLAINT : PERFORM MULTIPOINT INSPECTION REPORT
CORRECTION : MULTIPOINT INSPECTION REPORT COMPLETE

R.O NO. [REDACTED] R.O DATE : 09/30/2019 R.O TYPE : S
MILEAGE : 11276 ADVISOR NO. : 99109

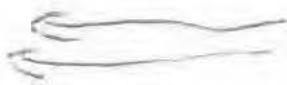
JOB NUMBER : 1 OPERATION 01SUZ012KCARE OP. DESC. SAS 2
SALE TYPE : W TECHNICIAN NO(S) : 99237
COMPLAINT : OIL & FILTER CHANGE, TIRE ROTATION
CORRECTION : PERFORMED SUBARU COURTESY 12,000 MILE SERVICE



LANE ASSIST

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] 100661

JOB NUMBER : 2 OPERATION 00SUZ OP. DESC. QUICK SERVICE
SALE TYPE : W TECHNICIAN NO(S) : 99237
COMPLAINT : CHECK BATTERY
CORRECTION : BATTERY PASSED THE PERFORMANCE TEST
237



BATTERY STILL NOT STARTING

JOB NUMBER : 3 OPERATION 00SUZMPI OP. DESC. MULTIPOINT INSP.
SALE TYPE : I TECHNICIAN NO(S) : 99237
COMPLAINT : PERFORM TECHNICIAN INSPECTION REPORT
CORRECTION : TECHNICIAN INSPECTION REPORT PERFORMED

MILEAGE : 17931

ADVISOR NO. : 99293

JOB NUMBER : 1 OPERATION 50SUZ04 OP. DESC. CHECK CHARGING SYS ←
 SALE TYPE : W TECHNICIAN NO(S). 99340 ←
 COMPLAINT : CUSTOMER REQUESTS CHARGING SYSTEM CHECK BATTERY KEEPS GOING
 DEAD CHECK AND ADVISE.
 CORRECTION : checked rear hatch found binding. adjusted rear ←
 hatch. checked charging system. system passed charging test.
 completed dark current testing. found at rest system was
 consuming 10 mA of power. system within spec. could not
 duplicate customer complaint at this time. 99340
 100-009 uyf00
 1.0



WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] [REDACTED]

JOB NUMBER : 2 OPERATION 00SUZMP1 OP. DESC. MULTIPOINT INSP.
 SALE TYPE : I TECHNICIAN NO(S). 99193 99340
 COMPLAINT : PERFORM MULTIPOINT INSPECTION REPORT
 CORRECTION : MULTIPOINT INSPECTION REPORT COMPLETE

ALSO STUCK IN REAR
 WHEEL WAS NOT WORKING

~~EXCESSIVE POWER
 THAT EFFECTIVELY DRIVES~~

JOB NUMBER : 3 OPERATION 05SUZWRD20 OP. DESC. FUEL PUMP RECALL ←
 SALE TYPE : W TECHNICIAN NO(S). 99340
 COMPLAINT : WRD20 FUEL PUMP RECALL
 CORRECTION : b186-941 0.9

17,931 MILES

WOULD CAUSE CAR TO STALL
 OR SPEED UP WITH NO
 CONTROL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 03/20/2020 R.O TYPE : 5
 MILEAGE : 16872 ADVISOR NO. : 99269



JOB NUMBER : 1 OPERATION 01SUZ018KCARE OP. DESC. SAS 3
 SALE TYPE : W TECHNICIAN NO(S). 99217
 COMPLAINT : OIL & FILTER CHANGE, TIRE ROTATION
 CORRECTION : PERFORMED SUBARU COURTESY 18,000 MILES SERVICE.

LANE ASSIST

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] [REDACTED]

JOB NUMBER : 2 OPERATION 90SUZ05 OP. DESC. WASH AND VACUUM
 SALE TYPE : I TECHNICIAN NO(S). 99217
 COMPLAINT : CUSTOMER REQUESTS WASH AND VACUUM ... asked to vacuum rear
 as well
 CORRECTION : PERFORMED WASH AND VACUUM

JOB NUMBER : 3 OPERATION 00SUZMP1 OP. DESC. MULTIPOINT INSP.
 SALE TYPE : I TECHNICIAN NO(S). 99217

JOB NUMBER : 1 OPERATION 51SUZ01 OP. DESC. BODY ELECT CONCERN ←
 SALE TYPE : W TECHNICIAN NO(S) : 99193
 COMPLAINT : CUSTOMER STATES AFTER OPENING REAR HATCH AND LEAVING IT OPEN ←
 FOR AROUND 5 MINUTES THE HATCH WILL NOT CLOSE WITH THE
 SWITCH. IT WILL GO DOWN HALFWAY AND STOP. HAVE TO MANUALLY
 OPEN OR CLOSE IT.
 CORRECTION : AFTER LETTING THE HATCH STAY OPEN FOR 5 MINUTES, TECHNICIAN
 GOT THE HATCH TO OPEN BACK UP. CONNECTED SCAN TOOL TO
 VEHICLE AND NOTICIED THAT WHEN THE HATCH WOULD GET HALF WAY
 THE TOUCH SENSOR PID WOULD ACTIVATE CAUSING THE HATCH TO ←
 STAY OPEN. AFTER INSPECTING THE TOUCH SENSOR WIRES
 TECHNICIAN NOTICED A SMALL CUT WITH EXPOSED WIRE ON THE ←
 DRIVER SIDE TOUCH SENSOR. REPLACED ALL FOUR SENSORS, PID NO ←
 LONGER CAME BACK ON, HATCH OPEN AND CLOSES AS INTENDED.
 C850950 99193
 0.4
 B850964-UOX06
 0.4

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] [REDACTED] [REDACTED] [REDACTED]

JOB NUMBER : 2 OPERATION 52SUZ01 OP. DESC. TRIM ELECT CONCERN
 SALE TYPE : W TECHNICIAN NO(S) : 99193
 COMPLAINT : CUSTOMER STATES PASSENGER FRONT WINDOW WILL GO UP AND THEN ←
 COME BACK DOWN HALFWAY CHECK AND ADVISE.
 CORRECTION : FOUND WINDOW CHANNEL RUNNER TO BIND WHEN THE WINDOW WOULD ←
 FULLY CLOSE CAUSING THE WINDOW TO GO BACK DOWN
 INTERMITTENTLY. REPLACED DEFECTIVE CHANNEL WITH NEW PART. ←
 WINDOW DOES NOT BIND ANY LONGER.
 C915547- 99193
 0.1
 B914411-WAD06 99193
 0.3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] [REDACTED] [REDACTED] [REDACTED]

JOB NUMBER : 3 OPERATION 50SUZ05 OP. DESC. WASH AND VACUUM
 SALE TYPE : I TECHNICIAN NO(S) : 99193
 COMPLAINT : CUSTOMER REQUESTS WASH AND VACUUM
 CORRECTION : PERFORMED WASH AND VACUUM

JOB NUMBER : 4 OPERATION 00SUZMPI OP. DESC. MULTIPOINT INSP.
 SALE TYPE : I TECHNICIAN NO(S) : 99193
 COMPLAINT : PERFORM MULTIPOINT INSPECTION REPORT
 CORRECTION : MULTIPOINT INSPECTION REPORT COMPLETE

R.O NO. [REDACTED] R.O DATE : 06/11/2020 R.O TYPE : S

THE STEERING IS ELECTRIC
 X
ALL THESE ELECTRIC PROBLEMS ARE BATTERY FAILURE WITH EFFECT THE STEERING AND LADE ADJUST

11/23/2020

HISTORY LISTING

16:20:55

CUSTOMER NAME : [REDACTED] SERIAL NO. : 4S4BSAPC4K [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 11/27/2020 R.O TYPE : S
MILEAGE : 19589 ADVISOR NO. : 99246

JOB NUMBER : 1 OPERATION 00SUZ0BD OP. DESC. STATE INSPECTION OBD
SALE TYPE : C TECHNICIAN NO(S). 99315
COMPLAINT : CUSTOMER REQUEST STATE INSPECTION OBD
CAUSE : requested
CORRECTION : PERFORMED STATE INSPECTION OBD
315/0.4

← LANE ASSIST *

JOB NUMBER : 2 OPERATION 00SUZEMPI OP. DESC. MULTIPOINT INSP.
SALE TYPE : I TECHNICIAN NO(S). 99315
COMPLAINT : PERFORM MULTIPOINT INSPECTION REPORT
CORRECTION : MULTIPOINT INSPECTION REPORT COMPLETE

JOB NUMBER : 3 OPERATION 00SUZSESINSP OP. DESC. SESINSP
SALE TYPE : I TECHNICIAN NO(S). 99315
COMPLAINT : PERFORM EXPRESS SERVICE TECHNICIAN INSPECTION REPORT
CORRECTION : EXPRESS SERVICE TECHNICIAN INSPECTION REPORT PERFORMED

R.O NO. : [REDACTED] R.O DATE : 09/04/2020 R.O TYPE : S
MILEAGE : 18808 ADVISOR NO. : 99244

JOB NUMBER : 1 OPERATION 01SUZ024KCARE OP. DESC. SAS 4
SALE TYPE : W TECHNICIAN NO(S). 99363
COMPLAINT : OIL & FILTER CHANGE, TIRE ROTATION, PULL BOTH FILTERS AND
REPLACE THE ONE THAT NEEDS IT MOST
CORRECTION : PERFORMED SUBARU COURTESY 24,000 MILE SERVICE

← LANE ASSIST *

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] [REDACTED]

JOB NUMBER : 2 OPERATION 90SUZ02 OP. DESC. QUICK WASH
SALE TYPE : I TECHNICIAN NO(S). 99363
COMPLAINT : EXTERIOR WASH AND SHAMMY TOWEL DRY
CORRECTION : COMPLETE COURTESY EXTERIOR WASH

JOB NUMBER : 3 OPERATION 00SUZEMPI OP. DESC. MULTIPOINT INSP.
SALE TYPE : I TECHNICIAN NO(S). 99363
COMPLAINT : PERFORM MULTIPOINT INSPECTION REPORT
CORRECTION : MULTIPOINT INSPECTION REPORT COMPLETE

R.O NO. : [REDACTED] R.O DATE : 07/14/2020 R.O TYPE : S
MILEAGE : 18313 ADVISOR NO. : 99293



BrandonTomesSubaru.com

1100 S Central Expy
McKinney, TX 75070
(214) 544-5100
Fax: (214) 544-5195

SCANNED AFTER BATTERY
STILL ACTIVE CODES

DRIVE TO DEALERSHIP 02/10/21
CALL FOR STOWAGE 02/10/21

CELL: [REDACTED]

NAME	MIKE PERDUE	99293	6736	02/22/21
DATE			20,406	CRIMSON RED
YEAR MAKE MODEL	19/SUBARU/OUTBACK WAGON/4DR WGN 2.5I			
VEHICLE ID #	4S4B5AFC4K3 [REDACTED]			
FTP #				02/11/21
NO.				02/10/21 MO: 20406

JOB# 1 CHARGES
 LABOR
 J# 1 S0S0Z04 CHECK CHARGING SYS TECH(S):99259 WARRANTY
 CUSTOMER REQUESTS CHARGING SYSTEM CHECK BATTERY KEEPS GOING DEAD.
 VERIFIED CONCERN. FOUND BATTERY FAILED LOAD TEST REPLACED BATTERY

TERMS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's order is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

JOB# 1 TOTALS
 JOB# 2 CHARGES
 LABOR
 J# 2 00S0ZM2 MULTIPPOINT INSP. TECH(S):99259 INTERNAL
 PERFORM MULTIPPOINT INSPECTION REPORT
 MULTIPPOINT INSPECTION REPORT COMPLETE

DISCLAIMER OF WARRANTIES: Any warranties on the products used hereby are those made by the manufacturer. The seller hereby expressly disavows all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

TOTALS
 TOTAL LABOR 0.00
 TOTAL PARTS 0.00
 TOTAL SUBLET 0.00
 TOTAL C.O.D. 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

CUSTOMER SIGNATURE

X

SERVICE DEPARTMENT HOURS
 7:00 AM - 6:00 PM
 Monday - Friday
 7:00 AM - 1:00 PM
 Saturday

Bob Tomes Ford McKinney

950 S Central Expy
McKinney, TX, 75070
(214)544-5000

Batch #	[REDACTED]
Trans ID	000000162285
Order ID	[REDACTED]
Receipt #	[REDACTED]
Trans Type	Purchase
Date/Time	2020-12-21 16:16:00
Card Type	Visa
Card Number	XXXXXXXXXXXX [REDACTED]
Entry Method	MANUAL
Approval Code	411775
Total Amount	USD\$500.00

Approved - Thank You

X _____
Cardholder Signature

Buyer agrees to pay total amount above according to cardholder's agreement with issuer.



P.O. Box 596
 950 S. Central Expressway
 McKinney, TX 75072
 (214) 544-5000

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ANDREW CLARK	TAG NO. 99138	7878	INVOICE DATE 12/21/20	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 19,729	COLOR /	STOCK NO.
MCKINNEY, TX [REDACTED]	YEAR / MAKE / MODEL 19/SUBARU/OUTBACK/4DR WGN 2.5I PREMI			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 4 S 4 B S A F C 4 K 3 2 [REDACTED]			[REDACTED]	[REDACTED]
	F.T.E. NO.	P.O. NO.		R.O. DATE 12/14/20	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 19729

JOB# 1 CHARGES

LABOR
 J# 1 96FOZ BODY REPAIR TECH(S):99127 99144 0.00
 HOOD AND WINDSHIELD AMTRUST CLAIM# APV0371910

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	65009AL41A	WINDSHIELD	431.62	431.62	431.62
	1	65058AL01A	MOLDING F	82.95	82.95	82.95
	10	90814FC001	CLIPS	1.54	1.54	15.40
TOTAL - PARTS						529.97

JOB# 1 TOTALS PARTS 529.97

JOB# 1 JOURNAL PREFIX FOCB JOB# 1 TOTAL 529.97

JOB# 2 CHARGES

LABOR
 J# 2 95FOZ BODY SHOP PAINT TECH(S):99115 0.00
 REFINISH PER ESTIMATE.

G.O.G. & SUPPLIES
 1.0 PAINT & MTRLS @ 176.000 /UNIT TOTAL - GOG 176.00

JOB# 2 TOTALS G.O.G. 176.00

JOB# 2 JOURNAL PREFIX FOPB JOB# 2 TOTAL 176.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	529.97
TOTAL SUBLET	0.00
TOTAL G.O.G.	176.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	58.24
TOTAL INVOICE \$	764.21

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

SERVICE DEPARTMENT HOURS

7:00 AM - 7:00 PM
 Monday - Friday

7:00 AM - 5:00 PM
 Saturday



FACE PAGE RENTAL AGREEMENT

RO# [REDACTED] Unit# [REDACTED] RA# [REDACTED]

DEALER INFORMATION			
Name Brandon Tomes Subaru			
Address 1100 S Central Expv			
City McKinney	ST TX	Zip 75072	
Phone (214) 544-5100	Edmond Elder		
Email Address			
CUSTOMER VEHICLE INFORMATION			
Lic Plate No.	ST		
VIN			
Year/Make/Model/Color			
RENTAL VEHICLE INFORMATION			
Date and Time OUT	12/19/2020	01:58 PM	
Date and Time IN			
Date and Time DUE IN	12/26/2020	12:58 PM	
Vehicle VIN	4S4BTAFC3M3 [REDACTED]		
Vehicle Description	2021 Subaru WHC OUTBACK		
Lic Plate No.	TEMP	State TX	
Mileage IN	FUEL		
	OUT	IN	
Mileage OUT	1095	<input checked="" type="checkbox"/> F	
Miles Driven		3/4	3/4
Miles Allowed	0	1/2	1/2
Chargeable Miles	0	1/4	1/4
		E	E
RATES DO NOT INCLUDE FUEL		RENTAL CHARGES	
WEEKS: 0	\$ 0.00	0.00	
DAYS: 7	\$ 35.00	245.00	
MILES: 0	\$ 0.00	0.00	
NON-TAXABLE FUEL CHARGES 0.00 GAL. @ \$5.00 PER GAL.		0.00	
TOTAL CHARGES		245.00	
CUSTOMER CREDITS		0.00	
NET DUE OR (REFUND)		245.00	
METHOD OF PAYMENT		REFUNDED	
\$	<input type="checkbox"/> AMEX	\$	
CHECK	<input type="checkbox"/> MC		
_____/____/____ EXPIRES	<input type="checkbox"/> VISA	CUSTOMER INITIALS	
	<input type="checkbox"/> OTHER		
#		X	
<input type="checkbox"/> CARD VERIFIED			

CUSTOMER INFORMATION			
Name [REDACTED]			
Home Address [REDACTED]			
City MCKINNEY	ST TX	[REDACTED]	
Phone No.	ST TX	Exp 08/08/2024	
Telephone [REDACTED]			
Customer's Insurer SOUTHERN COUNTY MUTUAL INSURAN		Agent	
Policy No.	Exp 03/01/2021	Phone	
Additional Driver's Name NONE		Birth Date	
Driver's License No.		ST	Exp
Additional Driver's Name NONE		Birth Date	
Driver's License No.		ST	Exp
VEHICLE CONDITION OUT Preexisting damage? NO[] YES[] mark location and describe:			
		Customer Initials _____	
VEHICLE CONDITION IN New damage during Customer use? NO[] YES[] describe:			
<p>Any daily rate is based on a 24-hour period. The time the rental begins is noted on this Agreement. You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel, you will pay us a refueling fee of \$ 10.00 plus fuel @ \$ 5.00 per gallon.</p> <p>If the Vehicle is a temporary substitute for a Subaru vehicle that is being serviced by us during the Rental Period, I understand I may be assessed a \$50.00 per day surcharge if the Vehicle is not returned within 24-hours of notification of the completed work on my vehicle, and I authorize the use of the credit card provided for payment of any such fees.</p>			
<p>By signing below, each of you and the Additional Driver agree to the terms and conditions of this Agreement set forth on the Face Page and in the Rental Agreement Terms and Conditions attached; acknowledge that you had an opportunity to read the Agreement before signing; acknowledge that you understand that the Vehicle is equipped with telematics technology and affirmatively consent to the collection of data and monitoring by the Dealer and other parties as further described in Section 10 of the Terms and Conditions; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as described in Section 2 of the Terms and Conditions; agree that we may contact you about this rental by calling or texting you (including by pre-recorded/artificial voice or automatic dialing system) or by email at the number or email you provided; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our audit.</p>			
<p>UNLESS OTHERWISE REQUIRED BY LAW, THE RENTER'S VALID COLLECTABLE LIABILITY OR SELF-INSURANCE PROVIDING COVERAGE FOR ANY THIRD-PARTY CLAIMS SHALL BE PRIMARY.</p>			
<p>_____</p> <p>Customer Signature</p>			
<p>_____</p> <p>Additional Driver Signature</p>		<p>_____</p> <p>Additional Driver Signature</p>	



1100 South Central Expressway
 McKinney, TX 75070
 (214) 544-5100
 Fax: (214) 544-5195
 BrandonTomesSubaru.com

CELL [REDACTED]

CUSTOMER NO	ADVISOR MIKE PERDUE	TAG NO 99293 2936	INVOICE DATE 07/14/20
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 18,313
[REDACTED]	YEAR / MAKE / MODEL 19/SUBARU/OUTBACK WAGON/4DR WGN 2.5I	COLOR CRIMSON RED	DELIVERY DATE
MCKINNEY, TX	VEHICLE ID NO. 4S4BSAFC4K3	DELIVERY MILES 17	SELLING DEALER NO.
[REDACTED]	F.T.E. NO.	P.O. NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	07/14/20
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 18313

LABOR-----
 J# 3 90SUZ05 WASH AND VACUUM TECH(S):99193 INTERNAL
 CUSTOMER REQUESTS WASH AND VACUUM
 PERFORMED WASH AND VACUUM

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX SUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
 LABOR-----
 J# 4 00SUZMPI MULTIPOINT INSP. TECH(S):99193 INTERNAL
 PERFORM MULTIPOINT INSPECTION REPORT
 MULTIPOINT INSPECTION REPORT COMPLETE

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX SUCS JOB# 4 TOTAL 0.00

TOTALS-----

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 0.00
 TOTAL PARTS... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G... 0.00
 TOTAL MISC CHG... 0.00
 TOTAL MISC DISC... 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

SERVICE DEPARTMENT HOURS
 7:00 AM - 6:00 PM
 Monday - Friday
 7:00 AM - 1:00 PM
 Saturday



1100 South Central Expressway
 McKinney, TX 75070
 (214) 544-5100
 Fax: (214) 544-5195
 BrandonTomesSubaru.com

CELL: [REDACTED]

CUSTOMER NO	ADVISOR MIKE PERDUE	TAG NO. 99293 088G	INVOICE DATE 06/13/20	INVOICE NO
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 17,931	COLOR CRIMSON RED
[REDACTED]	YEAR / MAKE / MODEL 19/SUBARU/OUTBACK WAGON/4DR WGN 2.5I	DELIVERY DATE	DELIVERY MILES 17	STOCK NO
MCKINNEY, TX	VEHICLE ID NO. 4 S 4 B S A F C 4 K 3	SELLING DEALER NO	PRODUCTION DATE	
[REDACTED]	F.T.E. NO	P.O. NO	R.C. DATE 06/11/20	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 17931	

JOB# 1 CHARGES

LABOR
 J# 1 50SUZ04 CHECK CHARGING SYS TECH(S):99340
 CUSTOMER REQUESTS CHARGING SYSTEM CHECK BATTERY KEEPS GOING DEAD CHECK AND ADVISE.
 checked rear hatch found binding. adjusted rear hatch. checked charging system. system passed charging test. completed dark current testing. found at rest system was consuming 10 mA of power. system within spec. could not duplicate customer complaint at this time. 99340
 100-009 uyf00
 1.0

WARRANTY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

2 OR 3 TIMES IN SHOP BEFORE

JOB# 1 TOTALS JOB# 1 JOURNAL PREFIX SUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2 00SUZMPI MULTIPOINT INSP. TECH(S):99193 99340
 PERFORM MULTIPOINT INSPECTION REPORT
 MULTIPOINT INSPECTION REPORT COMPLETE

INTERNAL

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

JOB# 2 TOTALS JOB# 2 JOURNAL PREFIX SUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3+05SUZWRD20 FUEL PUMP RECALL TECH(S):99340
 WRD20 FUEL PUMP RECALL
 b186-941 0.9

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	TOTAL - PARTS
	1	X4202AL000	WRD-20 PUMP		
					0.00

WARRANTY

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

JOB# 3 TOTALS JOB# 3 JOURNAL PREFIX SUCS JOB# 3 TOTAL 0.00

X

SERVICE DEPARTMENT HOURS

7:00 AM - 6:00 PM
 Monday - Friday

7:00 AM - 1:00 PM
 Saturday

*MULTI-POINT INSPECTION
 DATED 6/16/2020
 SEE ATTACHED*

BRANDONTOMES SUBARU

*We strive to make your overall service experience **Extraordinary!***



Poor



Very Good



Extraordinary

Anything less we fail.....

If you would not rate your overall service experience **Extraordinary**, I want to know! Please contact me, Edmond Elder (Service Director), at 214-544-5156
Next Appointment: _____

Multi-Point Inspection

[REDACTED]
[REDACTED]
MCKINNEY, TX
[REDACTED]
[REDACTED]

Mike Perdue

Service Consultant

mperdue@brandontomessubaru.com

214-544-5102

YOUR VEHICLE

Year 2019	Make Subaru	Model Outback	Engine Type 2.5L H4-cyl DOHC (MFI)
Odometer 17,931	VIN # 4S4BSAFC4K3 [REDACTED]	License #	Date 6/16/2020



BrandonTomesSubaru.com

1100 S Central Expy
McKinney, TX 75070
(214) 544-5100
Fax: (214) 544-5195

LANE ASSIST

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAYANA LOYA	TAG NO. 99246	W041	INVOICE DATE 11/27/20
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 19,589	COLOR CRIMSON RED
[REDACTED]	YEAR / MAKE / MODEL 19/SUBARU/OUTBACK WAGON/4DR WGN 2.5I	DELIVERY DATE	DELIVERY MILES 17	STOCK NO. [REDACTED]
MCKINNEY, TX [REDACTED]	VEHICLE ID. NO. 4 S 4 B S A F C 4 K 3 2	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 11/27/20	
REFERENCE # [REDACTED]	COMMENTS [REDACTED]			

JOB# 1 CHARGES-----

LABOR-----

J# 1 00SUZ0BD STATE INSPECTION OBD TECH(S):99315 25.50
 CUSTOMER REQUEST STATE INSPECTION OBD requested
 PERFORMED STATE INSPECTION OBD 315/0.4

JOB# 1 TOTALS-----

LABOR 25.50

JOB# 1 JOURNAL PREFIX SUCS JOB# 1 TOTAL 25.50

JOB# 2 CHARGES-----

LABOR-----

J# 2 00SUZMPI MULTIPOINT INSP. TECH(S):99315 INTERNAL
 PERFORM MULTIPOINT INSPECTION REPORT
 MULTIPOINT INSPECTION REPORT COMPLETE

JOB# 2 TOTALS-----

LABOR 0.00

JOB# 2 JOURNAL PREFIX SUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 00SUZSESINSP SESINSP TECH(S):99315 INTERNAL
 PERFORM EXPRESS SERVICE TECHNICIAN INSPECTION REPORT
 EXPRESS SERVICE TECHNICIAN INSPECTION REPORT PERFORMED

JOB# 3 TOTALS-----

LABOR 0.00

JOB# 3 JOURNAL PREFIX SUCS JOB# 3 TOTAL 0.00

TOTALS-----

TOTAL LABOR ...	25.50
TOTAL PARTS ...	0.00
TOTAL SUBLET ...	0.00
TOTAL G.O.G. ...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 25.50

THANK YOU FOR YOUR BUSINESS!!

 CUSTOMER SIGNATURE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICE DEPARTMENT HOURS

7:00 AM - 6:00 PM
 Monday - Friday

7:00 AM - 1:00 PM
 Saturday

Summary

2019 SUBARU OUTBACK B4, 2.5L | VIN: 4S4BSAFC4K3 [REDACTED] Mileage: 19986

Additional Vehicle Information

Module #: N/A

CallID: EB4V000C | B8F24060

CVN: EF CE 58 E1 | 27 DB 6A CB

Customer Information

Date/Time: 01/28/2021 12:51 AM

First Name:

Last Name:

Phone:

Email:

Emission Readiness Monitor

Ready

Failed Modules

10

Battery Life

11.87V

Replace Battery

TPMS

34

35

35

33

Warranty

Active

Scheduled Maintenance

8

due at 24,000 miles

Predicted Failures

1

predictions

Passed Modules

12

Recalls

7

TSBs

20

Failed Modules

Powertrain

Emission Readiness (Ready)

Monitor Status

- MIS
- FUE
- CCM
- EGR
- CAT
- EVA
- O2S
- HTR

ABS

Active DTC
C1411
ECU

Power Rear Gate

Active DTC
B2524

B250F

Tire Pressure Monitoring System

Active DTC
C2024
Tire 4 Air Pressure Decrease Normal Mode

Meter

Active DTC
U0162
Lost Communication With AVN Control Module

U0127
Lost Communication With Tire Pressure Monitor Module

Heating Vent. and Air Conditioner

Active DTC
B14A1
Sunload Sensor Circuit Open

Eyesight

Active DTC
B2814

Power Supply Volt Error

B28B5
+B Circuit Abnormal

Telematics

Active DTC
B2A0E
Mute Line Circuit

Body Integrated Module

Active DTC
B1011
BATT P/supply Malfunction Cont.

B1407
M Communication Abnormal

B1012
BATT P/supply Malfunction Backup

U0127
Lost Communication With Tire Pressure Monitor Module

SUBARU Rear Vehicle Detection

Active DTC
B2320
RADAR ASSY B&S Low Voltage (less than 9V)

B2320
RADAR ASSY B&S Low Voltage (less than 9V)

AVN


Active DTC
B224D
XM / Satellite Digital Audio Radio Servie Antenna Faults (Shorted or Open)

B2253

U0074
Control Module Communication Bus 'B' Off

B2242
UART Communication

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: 



BrandonTomesSubaru.com

1100 S Central Expy
McKinney, TX 75070
(214) 544-5100
Fax: (214) 544-5195

SCANNED AFTER BATTERY
STILL ACTIVE CODES

DROPE TO DEALERSHIP 02/10/21
CALLER # IT WAS READY 02/24/21

CELL: [REDACTED]

CUSTOMER NO	ADVISOR MIKE PERDUE	TAG NO 99293	673G	INVOICE DATE 02/22/21	INVOICE NO
MCKINNEY, TX	LABOR RATE	LICENSE NO.	MILEAGE 20,406	COLOR CRIMSON RED	STOCK NO
	YEAR / MAKE / MODEL 19/SUBARU/OUTBACK WAGON/4DR WGN 2.5I			DELIVERY DATE	DELIVERY MILES 17
	VEHICLE I.D. NO. 4 S 4 B S A F C 4 K 3				
	P.T.E. NO.	P.O. NO.		R.O. DATE 02/11/21	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS 02/10/21 MO: 20406			

JOB# 1 CHARGES-----

LABOR-----

J# 1 50SU204 CHECK CHARGING SYS TECH(S):99259 WARRANTY
 CUSTOMER REQUESTS CHARGING SYSTEM CHECK BATTERY KEEPS GOING
 DEAD.
 VERIFIED CONCERN. FOUND BATTER FAILED LOAD TEST. REPLACED
 BATTERY

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX SUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 00SUZMPI MULTIPOINT INSP. TECH(S):99259 INTERNAL
 PERFORM MULTIPOINT INSPECTION REPORT
 MULTIPOINT INSPECTION REPORT COMPLETE

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX SUCS JOB# 2 TOTAL 0.00

TOTALS-----

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

THANK YOU FOR YOUR BUSINESS!!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

CUSTOMER SIGNATURE

X

SERVICE DEPARTMENT HOURS

7:00 AM - 6:00 PM
Monday - Friday

7:00 AM - 1:00 PM
Saturday

From: [REDACTED]

To: CustDirServices@subaru.com, [REDACTED]

Subject: Fwd: Steering Problems Case SR#: [REDACTED]

Date: Sat, Jan 16, 2021 6:34 pm

Attachments: IMG_0002.jpg (6500K), IMG_0003.jpg (4687K), IMG_0004.jpg (2564K), IMG_0005.jpg (6066K)

See Attached The Major Issue with our Subaru is the STEERING which makes the car UNSAFE TO DRIVE. We have carried the car to the Dealership between 20 and 30 times for the STEERING PROBLEM. This would average over once a month for two years. The Service Manager said the Dealership Shred the Documents about the STEERING PROBLEMS. Tyler Wills a Subaru Customer Representative on a recorded line told us that Subaru knew they had a problem with the Steering on the 2019 Subaru Outback and it had been corrected on the 2021 Outback and offered us \$1,000.00 customer cash toward a 2021 Outback. I'm [REDACTED] old and had a pacemaker for my heart in June of this year. Brandon Tomes Subaru has allowed us to drive a car that Subaru knows has STEERING SAFETY PROBLEMS and we carried the car to the Dealership to many times to count for the STEERING PROBLEM. At age [REDACTED] with heart problems (my father died at age [REDACTED] the fact that Brandon Tomes Subaru has wasted TWO YEARS of my life carrying the car to the Dealership for a SAFETY ISSUE that is well documented by Class Action Suites. This is causing my blood pressure to go up. Our car has had many of the problems on the 245 Technical Service Bulletins. Our car has had the same problems that are covered on the Class Action Suites. I hope you can help settle this issue. I have no respect for the way Tyler Wills handled this case and I have less respect for the way Brandon Tomes Dealership has allowed a [REDACTED] old man and a [REDACTED] old woman to drive a car for two years that was not safe to drive with us carrying the car in asking for help with the STEERING PROBLEM. Thanks for your time.

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

From: [REDACTED]

To: [REDACTED]

Sent: Sat, Jan 16, 2021 5:50 pm

Subject: Fwd: Steering Problems

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

From: [REDACTED]

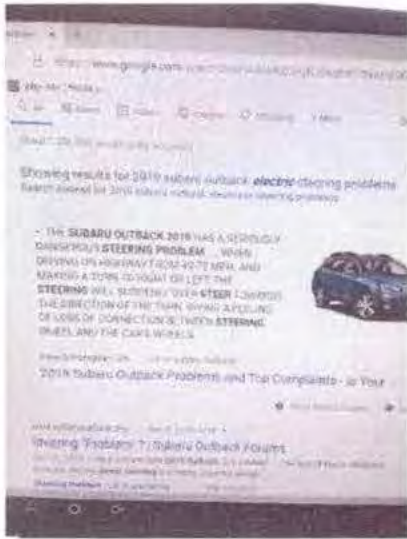
To: [REDACTED]

Sent: Sat, Jan 16, 2021 5:30 pm

Subject: Steering Problems

Sent from my iPhone

4 Attached Images



From: [REDACTED]

To: [REDACTED]

Subject: Fwd: Case SR# [REDACTED]

Date: Sun, Jan 17, 2021 8:36 pm

Attachments:

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]

Date: January 17, 2021 at 8:34:50 PM CST

To: CustDlrServices@subaru

Subject: Case SR#: [REDACTED]

I can't check the Spot Welds and I have no record of Brandon Tomes checking the Spot Welds. The Fuse Box Cover next to the battery is loose. It appears that the Clip on the side of the Fuse Box next to the inter fender is damaged. The Fuse Box may need to be replaced. The part is molded in to the side of the Fuse Box. The front and back clips are not secure. When the Dealership performs the Multipoint Inspection, what do they check? I could see that the cover was not setting level on the Fuse Box.

From: [REDACTED]
To: dinfante@subaru.com, danton@subaru.com,
Subject: Fwd: Case [REDACTED]
Date: Wed, Jan 20, 2021 5:26 pm

I have worked with three Customer Service Representatives for a long time and still no results, I just get put off day by day. Can anyone at Subaru help us. We have driven a 2019 Subaru Outback for over two years that was not Safe to drive. After a rock hit the windshield , and we paid \$500.00 deductible the car drives much better. We carried the car in many times for the DRIVING PROBLEMS and the Brandon Tomes Subaru Dealership SHRED the Documents.

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

From: [REDACTED] >
To: CustDirServices@subaru.com <CustDirServices@subaru.com>
Sent: Wed, Jan 20, 2021 10:39 am
Subject: Case SR# [REDACTED]

01/19/2021 Mustafa (Ozzy) Sungec from Brandon Tomes called us about 3:00 PM and gave us the impression that he was part owner of the Dealership Group. Ozzy said "I have looked at your payoff and if you will come to the Dealership , I can settle this today". We drove the car and Ozzy said he would get the dealership to buy our car for the payoff and they would pay the bank and I could walk away. When we went to his office, he said let me talk to my boss a minute. When Ozzy returned, he said you will not like this. The Dealership offered \$14,000 or \$15,000. We would have to pay the difference to the bank. Ozzy just wasted my time and another drive to the dealership. Ozzy misrepresented his position at the dealership to get me there in and try to trade cars.

From: CustDlrServices@subaru.com,

To: [REDACTED]

Subject: RE: Case [REDACTED]

Date: Thu, Jan 21, 2021 9:55 am

Dear [REDACTED]:

Good Morning. I know you have been calling me and e-mailing me. I want to ASSURE you I am looking into you issues. HOWEVER, I need your patience while I am reviewing this. I need some technical assistance from our field personnel who I am on the phone with at present.

That said, I will be calling you today. I will hopefully have some news I can share but I am most definitely not ignoring you or avoiding you.

Thanks for your patience a bit longer.

Sincerely,

Wendy Clough

Subaru of America, Inc.

Customer Advocacy Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

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

From: [REDACTED]

Sent: 1/20/2021 11:39:44 AM

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

Subject: Case 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.

01/19/2021 Mustafa (Ozzy) Sungec from Brandon Tomes called us about 3:00 PM and gave us the impression that he was part owner of the Dealership Group. Ozzy said "I have looked at your payoff and if you will come to the Dealership, I can settle this today". We drove the car and Ozzy said he would get the dealership to buy our car for the payoff and they would pay the bank and I could walk away. When we went to his office, he said let me talk to my boss a minute. When Ozzy returned, he said you will not like this. The Dealership offered \$14,000 or \$15,000. We would have to pay the difference to the bank. Ozzy just wasted my time and another drive to the dealership. Ozzy misrepresented his position at the dealership to get me there in and try to trade cars.

From: [REDACTED]
To: craig@patricklaw.com
Subject: Fwd: Case SR# [REDACTED]
Date: Thu, Jan 21, 2021 11:06 pm

Wendy did call today, after I called her many times. Wendy said she would be on vacation next week and would try to contact me on the following Tuesday. Wendy said another one of the Subaru Representatives may call me next week. I would like to sign the paperwork necessary for your law firm to represent us in filing a suite against Subaru and also against Brandon Tomes for Improper Record Keeping and not repairing the Dangerous Steering Problem. You may only think we need to file against Subaru. Tyler Wills is the Subaru Customer Advocate that said on a recorded line "Subaru knew that they had a steering problem on the 2019 Subaru Outback and it has been corrected on the 2021 Subaru Outback which drives good and he offered us \$1,000.00 Subaru Cash toward the purchase of a 2021 Subaru Outback. I have the name of the Service Manager at Brandon Tomes Subaru that told me that they shred the records of the Lane Assist Systems settings. I have examples of the check list that they perform, but they shred the lane assist records. I have all the Case Numbers that I filed with the Subaru Customer Care Department. I think a good lawyer can make some easy money and get us some money. We are looking forward to working with your firm.

—Original Message—

From: [REDACTED]
To: CustDirServices@subaru.com
Sent: Thu, Jan 21, 2021 9:58 am
Subject: Re: Case SR# [REDACTED]

Thanks

Sent from my iPhone

> On Jan 21, 2021, at 9:55 AM, Subaru of America, Inc. <CustDirServices@subaru.com> wrote:

>

>

>

> Dear [REDACTED]

> Good Morning. I know you have been calling me and e-mailing me. I want to ASSURE you I am looking into you issues HOWEVER, I need your patience while I am reviewing this. I need some technical assistance from our field personnel who I am on the phone with at present.

> That said, I will be calling you today. I will hopefully have some news I can share but I am most definitely not ignoring you or avoiding you.

> Thanks for your patience a bit longer.

>

> Sincerely,

>

> Wendy Clough

> Subaru of America, Inc.

> Customer Advocacy Department

> 1-800-SUBARU3 (1-800-782-2783)

> Service Request Number: [REDACTED]

>

> [THREAD ID:1-TSV06YY]

>

>

>

> —Original Message—

>

> From [REDACTED]

> Sent: 1/20/2021 11:39:44 AM

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

> Subject: Case 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.

>

> 01/19/2021 Mustafa (Ozzy) Sungec from Brandon Tomes called us about 3:00 PM and gave us the impression that he

was part owner of the Dealership Group. Ozzy said "I have looked at your payoff and if you will come to
> the Dealership , I can settle this today". We drove the car and Ozzy said he would get the dealership to buy our car for
the payoff and they would pay the bank and I could walk away. When we went to his office, he said let me talk to my boss
a minute. When
> Ozzy returned, he said you will not like this. The Dealership offered \$14,000 or \$15,000. We would have to pay the
difference to the bank. Ozzy just wasted my time and another drive to the dealership. Ozzy misrepresented his position at
the dealership to get
> me there in and try to trade cars.
>

From: [REDACTED]
To: dinfante@subaru.com
Subject: Fwd: (SR # [REDACTED])
Date: Sun, Jan 24, 2021 4:35 pm

Wendy put us off all week and now she will not be in the office till February 3. Today we drove the car on wet road to the local store. The Lane Assist did not work on the drive to town, but the Lane Assist worked on the way home. We now have a Law Firm that will handle the case. They have mailed the proper Letter and will be doing all the future communication.

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: January 22, 2021 at 12:06:09 PM CST
To: CustDirServices@subaru.com
Subject: Re: ([REDACTED])

We have a lawyer writing up the paperwork now. If you want to make an offer before we sign with the lawyer, we'll look at the offer.

Sent from my iPhone

On Jan 22, 2021, at 11:56 AM, Subaru of America, Inc.
<CustDirServices@subaru.com> wrote:

Dear [REDACTED]

Good Afternoon. I just wanted to thank you for you and your wife speaking with me last night.

Per our conversation, you advised that you did not feel it was necessary to meet with our field rep at this time. I advised that our review of your repair orders is underway. I will be out of the office until Feb 2nd and will follow up with you upon my return.

Thanks for your patience!

Sincerely,

Wendy Clough

Subaru of America, Inc.

Customer Advocacy Department

From: [REDACTED]

To: [REDACTED]

Subject: FW: Weld on top left.jpg NHTSA Complaint Number 11398219

Date: Wed, Mar 17, 2021 9:10 am

Attachments: Weld on top left.jpg (341K)

Sent from [Mail](#) for Windows 10

From: [REDACTED]

Sent: Saturday, February 27, 2021 5:49 PM

To: dinfante@subaru.com; danton@subaru.com; [Edmond Elder](#)

Subject: Weld on top left.jpg NHTSA Complaint Number 11398219

I sent six pictures of different welds under the dash of our 2019 Subaru Outback . The welds do not look correct and safe. I know the Recall is for Spot Welds in a different location, but these welds are under the dash of our car and the welds would not prevent injury in the case of an accident. I have a Law Firm working on this case, but Subaru returned the Letter that my Law Firm mailed to Subaru. We will see what the NHTSA THINKS ABOUT THE QUALITY OF THE SPOT WELDS.

Sent from [Mail](#) for Windows 10

1 Attached Images



BAD WELDS

CONTACTED SUBARU + BRANDON TOMES SUBARU

FEB. 27

NO REPLY

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Recall Subject: Structure 19v493000
Date: Tue, Mar 9, 2021 7:49 pm

Attachments:

Get Outlook for OUS

From: [REDACTED]
Sent: Wednesday, March 3, 2021 11:21:30 PM
To: austin@patricklaw.com <austin@patricklaw.com>
Subject: FW: Recall Subject: Structure 19v493000

Sent from Mail for Windows 10

From: [REDACTED]
Sent: Tuesday, March 2, 2021 7:44 AM
To: Edmond Elder <eelder@brandontomesubaru.com>; dinfante@subaru.com <dinfante@subaru.com>; danton@subaru.com <danton@subaru.com>
Subject: Re: Recall Subject: Structure 19v493000

Thanks for all your help. I understand.

Get Outlook for OUS

From: Edmond Elder <eelder@brandontomesubaru.com>
Sent: Tuesday, March 2, 2021 7:38:54 AM
To: [REDACTED] <dinfante@subaru.com>; danton@subaru.com <danton@subaru.com>
Subject: Re: Recall Subject: Structure 19v493000

[REDACTED]
attached is a copy of your vehicles report from Subaru, you do not have any open recalls.
Also, now that you have attorney's involved, I have to respectfully step away and can no longer assist you with this vehicle, all communication needs to be between you and Subaru.

Vehicle										
VIN	[REDACTED]					W/Aster	00	Recalls Status	N/A	
Description	2018 Subaru - 4 - Premium - EVT - Onstar Red Paint Ivory							Vehicle Disabled	Gen 1	
Option Description	Blind Spot Detection - Rear Cross Traffic Alert - Power Rear Gate					Sale Order	N	Fuel Type	Gas	
Make	Lotus	Color	Spec	Engine	Ign Key	Trans	Sales Order Type	Sale Type		
ROD	11	CP1/W1	C	5351251	32751	6374011	Wholesale	C - SMF Special Lease Program		
Production	12A	Default	Retail Delivery	Warranty Start	Return Date	Return Date	Return Date	SCA Order	Commission	Subscriptions
03/2018	11/25/2018	11/21/2018	11/26/2018	11/26/2018	11/27/2018					

Edmond Elder
Service Director
214-544-5156

www.BrandonTomesSubaru.com

If you love the Brandon Tomes Subaru, we'd love to hear why! www.subaru.com/brandontomes

From: [REDACTED]
Sent: Monday, March 1, 2021 10:20 PM
To: dinfante@subaru.com <dinfante@subaru.com>; danton@subaru.com <danton@subaru.com>; Edmond Elder <eelder@brandontomesubaru.com>
Subject: Recall Subject: Structure 19v493000

I have asked several times for our car to be checked for the Structure Recall. The Service Advisor at Brandon Tomes Subaru has told us several times that our car was not in that Recall. I have checked several sources and they all include our car VIN in the Structure Recall. I have found many Faulty Welds and Incomplete Welds. I have pictures of many welds and I have not checked the entire car. I just checked areas near the location of the Faulty Weld Structure Recall. There are too many Faulty Welds in areas that would be too difficult to repair. Also the entire car needs to be inspected by an Independent Inspector. See Attached

Sent from Mail for Windows 10

From: [REDACTED]

To: eelder@brandontomessubaru.com,

Subject: Tailgate will not Close and Car Will not Always Start

Date: Tue, Jun 23, 2020 6:30 pm

When I arrived at my appointment today for a factory recall on the fuel pump, Mike explained that they had already change the fuel pump and they tried to call me. I agreed that my phone was having problems. I told Mike that the Tailgate was not working correctly. I later told Mike that I had three videos of the tailgate not working since the car was in the shop several days for that problem. The tailgate did not work the first time we tried it after the car had been in the shop for several days for that problem. After having an appointment for the fuel pump, tailgate, and bad battery, Mike said (in a very nice way) that the fuel pump had already been changed and they could not contact me my phone. Again I agreed about the phone problems, but Mike did not offer to work on the tailgate. Mike also explained that the newer batteries have less lead than batteries had in the past. I have owned many cars in the last few years and this is the only car that I have had starting problems. I guess the other new cars and trucks had old style batteries with more lead. I believe Mike knows what he is talking about, but I have a car that is not dependable. I want to know what options I have. I would like to turn the lemon lease car in without it effecting my credit. I do not want to trade. I will just pay on this lease or file on the Texas Lemon Law. The Safety of my wife is very important to me and I do not feel comfortable with my wife driving this car. I will be glad to show you the dated videos of the tailgate not working after being in your shop for that problem.

R.O. NO. : [REDACTED] R.O. DATE : 08/08/2019 R.O. TYPE : S
MILEAGE : 9392 ADVISOR NO. : 1999267

JOB NUMBER : 1 OPERATION 50SUZ07 OP. DESC. BATTERY ←
SALE TYPE : I TECHNICIAN NO(S) : 99113
COMPLAINT : CUSTOMER STATES CAR WOULDN'T START AGAIN... ALREADY HAD
BATTERY REPLACED... PLEASE CHECK
CAUSE : TESTED BATTERY AND FOUND IT TO BE IN GOOD HEALTH. THEN
NOTICED REAR HATCH LIGHT IS IN THE ON POSITION ←
CORRECTION : SHUT OFF LIGHT AND RETURNED VEHICLE

*BATTERY
STILL WOULD NOT
START CAR*

JOB NUMBER : 2 OPERATION 00SUZMPI OP. DESC. MULTIPOINT INSP.
SALE TYPE : I TECHNICIAN NO(S) : 99113
COMPLAINT : PERFORM MULTI-POINT INSPECTION.
CORRECTION : MULTI-POINT INSPECTION PERFORMED.

COMMENTS : ### Created By: Tconn7, Created On: 08-08-2019, Status: Scheduled,
Transport Type: DROP OFF

R.O. NO. : [REDACTED] R.O. DATE : 07/16/2019 R.O. TYPE : S
MILEAGE : 8670 ADVISOR NO. : 1999267

JOB NUMBER : 1 OPERATION 00SUZALIGN OP. DESC. 4 WHEEL ALIGNMENT ←
SALE TYPE : W TECHNICIAN NO(S) : 99315
COMPLAINT : CUSTOMER REQUESTS WE CHECK THE ALIGNMENT
CAUSE : ALIGNMENT OUT OF SPEC ←
CORRECTION : PERFORMED 4 WHEEL ALIGNMENT ←

LANE ASSIST

5611008
NBS88
315/1.0
C611018
315/0.4

*- SHOWED READINGS FOR ALIGNMENT
BUT SHRED LANE ASSIST
EYE SIGHT
SETTINGS*

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

[REDACTED] [REDACTED] [REDACTED] [REDACTED]

JOB NUMBER : 2 OPERATION 00SUZMPI OP. DESC. MULTIPOINT INSP.
SALE TYPE : I TECHNICIAN NO(S) : 99315
COMPLAINT : PERFORM MULTI-POINT INSPECTION.
CORRECTION : MULTI-POINT INSPECTION PERFORMED.

R.O. NO. : [REDACTED] R.O. DATE : 05/02/2019 R.O. TYPE : S
MILEAGE : 5773 ADVISOR NO. : 1999267

JOB NUMBER : 1 OPERATION 01SUZ006KCARE OP. DESC. SAS 1
SALE TYPE : W TECHNICIAN NO(S) : 99367

6

COMPLAINT : OIL & FILTER CHANGE
TIRE ROTATION
CORRECTION : PERFORMED SUBARU COURTESY 6,000 MILE SERVICE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

[REDACTED] [REDACTED]

JOB NUMBER : 2 OPERATION 00SUZMPI OP. DESC. MULTIPOINT INSP.
SALE TYPE : I TECHNICIAN NO(S). 99367
COMPLAINT : PERFORM MULTI-POINT INSPECTION.
CORRECTION : MULTI-POINT INSPECTION PERFORMED.

JOB NUMBER : 3 OPERATION 50SUZ07 OP. DESC. BATTERY ←
SALE TYPE : W TECHNICIAN NO(S). 99367
COMPLAINT : CUSTOMER STATES BATTERY DEAD. REPLACE BATTERY ←
CAUSE : VERIFIED BAD BATTERY
CORRECTION : C82KFS0-2PQ1890
B800001
FAA42

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

[REDACTED] [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 01/02/2019 R.O TYPE : S
MILEAGE : 1136 ADVISOR NO. : 1999267

JOB NUMBER : 1 OPERATION 10SUZ OP. DESC. DRIVEABILITY ←
SALE TYPE : W TECHNICIAN NO(S). 99999
COMPLAINT : REAR SENSORS ARE NOT GOING OFFF WHEN GETTING CLOSE TO
OBJECTS

JOB NUMBER : 2 OPERATION 00SUZMPI OP. DESC. MULTIPOINT INSP.
SALE TYPE : I TECHNICIAN NO(S). 99999
COMPLAINT : PERFORM MULTI-POINT INSPECTION.
CORRECTION : MULTI-POINT INSPECTION PERFORMED.

R.O NO. : [REDACTED] R.O DATE : 11/21/2018 R.O TYPE : P
MILEAGE : 3 ADVISOR NO. : 89284

JOB NUMBER : 1 OPERATION 75SUZ01 OP. DESC. PDI
SALE TYPE : I TECHNICIAN NO(S). 99187
COMPLAINT : PERFORM NEW VEHICLE INSPECTION
CORRECTION : NEW VEHICLE PREF COMPLETED

JOB NUMBER : 2 OPERATION 75SUZ2YEAR OP. DESC. ST INSPECTION 2 YEAR
SALE TYPE : I TECHNICIAN NO(S). 99187

ROTATION OF TIRES

REAR SENSORS
HAVE NEVER WORKED
CAR IS NOT EQUIPPED
WITH REAR SENSORS



BrandonTomesSubaru.com

1100 S Central Expy
McKinney, TX 75070
(214) 544-5100
Fax: (214) 544-5195

LANE ASSIST

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	RUSSELL LILLY	TAG NO.	99244 R275	INVOICE DATE	09/04/20	
		LABOR RATE		LICENSE NO		COLOR	CRIMSON RED	
				MILEAGE	18,808	DELIVERY DATE		
MCKINNEY, TX		YEAR / MAKE / MODEL	19/SUBARU/OUTBACK WAGON/4DR WGN 2.5I			DELIVERY MILES	17	
		VEHICLE I.D. NO.	4 S 4 B S A F C 4 K 3 2			SELLING DEALER NO.		
		F.T.E. NO.		P.O. NO.		R.O. DATE	09/04/20	
	BUSINESS PHONE	COMMENTS						

MO: 18808

JOB# 1 CHARGES-----

LABOR-----

J# 1 01SUZ024KCARE SAS 4 TECH(S):99363 WARRANTY
OIL & FILTER CHANGE, TIRE ROTATION, PULL BOTH FILTERS AND
REPLACE THE ONE THAT NEEDS IT MOST
PERFORMED SUBARU COURTESY 24,000 MILE SERVICE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1	72880A00A	FILTER	WARRANTY
1	PKSUB2011W	OW-20 WARRANTY	WARRANTY
1	803916010	GASKET	WARRANTY
6	50A635045	SYNTHETIC OW	WARRANTY
1	15208AA15A	OIL FILTER C	WARRANTY
TOTAL - PARTS			0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX SUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 90SUZ02 QUICK WASH TECH(S):99363 INTERNAL
EXTERIOR WASH AND SHAMMY TOWEL DRY
COMPLETE COURTESY EXTERIOR WASH

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX SUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 00SUZMPI MULTIPOINT INSP. TECH(S):99363 INTERNAL
PERFORM MULTIPOINT INSPECTION REPORT
MULTIPOINT INSPECTION REPORT COMPLETE

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX SUCS JOB# 3 TOTAL 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICE DEPARTMENT HOURS

7:00 AM - 6:00 PM
Monday - Friday
7:00 AM - 1:00 PM
Saturday

800-782-2783 -
SUBARU
SERVICE NUMBER
1-63767571947
1-64016344305



BrandonTomesSubaru.com

1100 S Central Expy
McKinney, TX 75070
(214) 544-5100
Fax: (214) 544-5195

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAYANA LOYA	99246	TAG NO. W041	INVOICE DATE 11/27/20	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 19,589	COLOR CRIMSON RED	[REDACTED]
MCKINNEY, TX [REDACTED]	YEAR / MAKE / MODEL 19/SUBARU/OUTBACK WAGON/4DR WGN 2.5I			DELIVERY DATE	DELIVERY MILES 17
[REDACTED]	VEHICLE I.D. NO. 4 S 4 B S A F C 4 K 3 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.C. DATE 11/27/20		
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 19589

RECEIPT

RECEIPT DATE: 11/27/20
CUSTOMER NUMBER: [REDACTED]
CUSTOMER NAME: [REDACTED]

DATE/TIME: 2020-11-27 10:46:51 CARD: VISA XXXXXXXXXXXX [REDACTED]
APP: 027112
PAY TYPE: VISA
APPROVED TOTAL: \$25.50 ORDER ID: [REDACTED]

CARDHOLDER AUTHORIZATION

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICE DEPARTMENT HOURS

7:00 AM - 6:00 PM
Monday - Friday
7:00 AM - 1:00 PM
Saturday



FACE PAGE RENTAL AGREEMENT

RO# PENDING

Unit# [REDACTED]

RA# [REDACTED]

DEALER INFORMATION			
Name Brandon Tames Subaru			
Address 1100 S Central Expy			
City McKinney	ST TX	Zip 75072	
Phone (214) 544-5100		Edmond Elder	
Email Address			
CUSTOMER VEHICLE INFORMATION			
Lic Plate No.		ST	
VIN			
Year/Make/Model/Color			
RENTAL VEHICLE INFORMATION			
Date and Time OUT	05/11/2020	03:45 PM	
Date and Time IN	06/26/2020	02:46 PM	
Vehicle VIN	4S4BTAEC2L3 [REDACTED]		
Vehicle Description	2020 Subaru CRD OUTBACK		
Lic Plate No.	State TX		
Mileage IN	FUEL		
	OUT	IN	
Mileage OUT	1781	F	F
Miles Driven		<input checked="" type="checkbox"/>	3/4
Miles Allowed	0	1/2	1/2
Chargeable Miles	0	3/4	3/4
		E	E
RATES DO NOT INCLUDE FUEL		RENTAL CHARGES	
WEEKS: 0	\$ 0.00	0.00	
DAYS: 15	\$ 35.00	0.00	
MILES: 0	\$ 0.00	0.00	
NON-TAXABLE FUEL CHARGES 0.00 GAL @ \$5.00 PER GAL		0.00	
TOTAL CHARGES		0.00	
CUSTOMER CREDITS		0.00	
NET DUE OR (REFUND)		0.00	
METHOD OF PAYMENT		REFUNDED	
\$ _____ <input type="checkbox"/> AMEX <input type="checkbox"/> CHECK <input type="checkbox"/> IMC ____ / ____ EXPIRES <input type="checkbox"/> VISA <input type="checkbox"/> OTHER # _____ <input type="checkbox"/> CARD VERIFIED		\$ _____ CUSTOMER INITIALS X _____	

CUSTOMER INFORMATION			
Name [REDACTED]			
Home Address [REDACTED]			
City MCKINNEY	ST TX	Zip [REDACTED]	
Driver's License No.	ST TX	Exp 08/08/2024	
Customer's Insurer SOUTHERN COUNTY MUTUAL		Agent	
Policies [REDACTED]	Exp 03/01/2021	Phone	
Additional Driver's Name NONE		Birth Date	
Driver's License No.		ST	Exp
Additional Driver's Name NONE		Birth Date	
Driver's License No.		ST	Exp
VEHICLE CONDITION OUT Preexisting damage? NO[] YES[] mark location and describe:			
		Customer Initials	
VEHICLE CONDITION IN New damage during Customer use? NO[] YES[] describe:			
<p>Any daily rate is based on a 24-hour period. The time the rental begins is noted on this Agreement. You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ 10.00 plus fuel @ \$ 5.00 per gallon.</p> <p>If the Vehicle is a temporary substitute for a Subaru vehicle that is being serviced by us during the Rental Period, I understand I may be assessed a \$50.00 per day surcharge if the Vehicle is not returned within 24-hours of notification of the completed work on my vehicle, and I authorize the use of the credit card provided for payment of any such fees.</p>			
<p>By signing below, each of you and the Additional Driver agree to the terms and conditions of this Agreement set forth on the Face Page and in the Rental Agreement Terms and Conditions attached; acknowledge that you had an opportunity to read the Agreement before signing; acknowledge that you understand that the Vehicle is equipped with telematics technology and affirmatively consent to the collection of data and monitoring by the Dealer and other parties as further described in Section 10 of the Terms and Conditions; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as described in Section 2 of the Terms and Conditions; agree that we may contact you about this rental by calling or texting you (including by pre-recorded/artificial voice or automatic dialing system) or by email at the number or email you provided; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our audit.</p>			
<p>UNLESS OTHERWISE REQUIRED BY LAW, THE RENTER'S VALID COLLECTABLE LIABILITY OR SELF-INSURANCE PROVIDING COVERAGE FOR ANY THIRD-PARTY CLAIMS SHALL BE PRIMARY.</p>			
_____ Customer Signature			
_____ Additional Driver Signature		_____ Additional Driver Signature	

From: [REDACTED]
Sent: Tuesday, February 9, 2021 10:19 PM
To: Edmond Elder
Subject: RE: Warranty on 2019 Subaru Outback

Thank You. Any Day and any time will be OK. Just set a day and time that is good for you.

Sent from Mail for Windows 10

From: Edmond Elder
Sent: Tuesday, February 9, 2021 3:19 PM
To: [REDACTED]
Subject: Re: Warranty on 2019 Subaru Outback

[REDACTED]
Your vehicle is under the factory bumper to bumper 3 yr 36,000 mile warranty still, therefore if there is infact an issue it would be covered. If you would like I can schedule a loaner vehicle for you and have someone drop it off and pickup your vehicle for you. Let me know if you would like to take advantage of this.

Thanks

Edmond Elder

Service Director

214-544-5156



www.BrandonTomesSubaru.com

If you love the Brandon Tomes Subaru, we'd love to hear why! <https://www.brandontomes-iaia.com>

WE HAD TO CHARGE THE BATTERY BEFORE THE CAR WOULD EVEN CLICK. WE DROVE THE CAR TO BRANDON TOMES SUBARU. WE DID NOT GET A LOAN CAR. OUR CAR WAS AT BRANDON TOMES FOR 14 DAYS.

From: [REDACTED]
Sent: Tuesday, February 9, 2021 1:00 PM

To: Edmond Elder <elder@brandontomessubaru.com>

Subject: Warranty on 2019 Subaru Outback

I used a INNOVA 7111 Scanner on our car. I would like to bring the car to Brandon Tomes Subaru and have the Car checked for Warranty Problems. I only want to have the Problems repaired that are covered by Warranty. You may want to schedule the appointment for a time when the Regional Representative can look at the car. I would like to schedule an appointment for after this cold front is over. I know your Subaru Scanners will read different. I'm sending you a copy of the Report that I have. If the items are not covered by warranty, just reply by email and we will not schedule an appointment. I cleaned the battery terminals and charged the battery. The voltage at the battery is 12.47 as it should be, but I used two different brand scanners and the voltage on is 11.74 on the Reports. I will send report from [REDACTED]

Sent from [Mail](#) for Windows 10

From: [REDACTED]

To: custdlrservices@subaru.com,

Subject: Fwd: INNOVA 7111 Case SR# [REDACTED]

Date: Fri, Feb 12, 2021 3:56 pm

Attachments: Scan With INNOVA 7111.pdf (39K)

The car would not start again and it has been in the shop for two days. Please open the attachment and see all the problems our car has.

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

From: [REDACTED]

To: dinfante@subaru.com

Sent: Fri, Feb 12, 2021 12:20 pm

Subject: INNOVA 7111

The Scan Tool only Scans 10 Modules and all 10 Failed with Active Codes. Do we have a quality car or a LEMON?

Sent from my iPhone

From: [REDACTED]

To: eelder@brandontomessubaru.com,

Subject: Fwd: Report From INNOVA 7111 Scanner

Date: Sat, Feb 13, 2021 11:53 am

Attachments: Scan With INNOVA 7111.pdf (39K)

Look at the Failed Codes from today and they show to be Active just like the old reports..

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

From: [REDACTED]

To: eelder@brandontomessubaru.com <eelder@brandontomessubaru.com>

Sent: Tue, Feb 9, 2021 1:02 pm

Subject: Report From INNOVA 7111 Scanner

Review Attached Report

Summary

2019 SUBARU OUTBACK B4, 2.5L | VIN: 4S4BSAFC4K [REDACTED] | Mileage: 19986

Additional Vehicle Information

Module #: N/A

CallID: EB4V000C | B8F24060

CVN: EF CE 58 E1 | 27 DB 6A CB

Customer Information

Date/Time: 01/28/2021 12:51 AM

First Name:

Last Name:

Phone:

Email:

Emission Readiness Monitor

Ready

Failed Modules

10

Battery Life

11.87V

Replace Battery

TPMS

- RECOMMEND

34

35

35

33

Warranty

Active

Scheduled Maintenance

8

due at 24,000 miles

Predicted Failures

1

predictions

Passed Modules

12

Recalls

7

TSBs

20

THE STEERING IS ELECTRIC. HOW COULD THE ELECTRIC STEERING OPERATE CORRECTLY WILL ALL THESE ELECTRICAL PROBLEMS ?

Failed Modules

Powertrain

Emission Readiness (Ready)

Monitor Status

- MIS
- FUE
- CCM
- EGR
- CAT
- EVA
- O2S
- HTR

ABS

Active DTC
C1411
ECU

Power Rear Gate

Active DTC
B2524

B250F

Tire Pressure Monitoring System

Active DTC
C2024
Tire 4 Air Pressure Decrease Normal Mode

Meter

Active DTC
U0162
Lost Communication With AVN Control Module

U0127
Lost Communication With Tire Pressure Monitor Module

Heating Vent. and Air Conditioner

Active DTC
B14A1
Sunload Sensor Circuit Open

Eyesight

← PART OF THE AGGRESSIVE LANE ASSIST

Active DTC
B2814

Power Supply Volt Error

B28B5

+B Circuit Abnormal

Telematics

Active DTC

B2A0E

Mute Line Circuit

Body Integrated Module

Active DTC

B1011

BATT P/supply Malfunction Cont.

B1407

M Communication Abnormal

B1012

BATT P/supply Malfunction Backup

U0127

Lost Communication With Tire Pressure Monitor Module

SUBARU Rear Vehicle Detection

Active DTC

B2320

RADAR ASSY B&S Low Voltage (less than 9V)

B2320

RADAR ASSY B&S Low Voltage (less than 9V)

AVN

Active DTC

B224D

XM / Satellite Digital Audio Radio Service Antenna Faults (Shorted or Open)

B2253

U0074

Control Module Communication Bus 'B' Off

B2242

UART Communication

Passed Modules

Scanned Module Results

Powertrain

Passed

- MIS
- FUE
- CCM
- EGR
- CAT
- EVA
- O2S
- HTR

SRS

Passed

From: [REDACTED]
To: CustDirServices@subaru.com,

Subject: Re: Case SR# [REDACTED]

Date: Thu, Mar 4, 2021 7:43 pm

Attachments: The day the car would not start and we carried it to Brandon Tomes Subaru.JPG (67K),
After 14 days at Brandon Tomes Subaru for Replacing the Battery Again.jpg (149K)

Please look at the before and after pictures of our car. I hope you can see all the bird drooping on our car. Our car was at the dealership for 14 days to replace the Battery and no one contacted us to tell us the car was ready. I drove to the dealership twice, emailed, and called. I know only the Lawyers can talk and I will not bother you any more. Just look at the before and after pictures. Thank You.

—Original Message—

From: [REDACTED]
To: CustDirServices@subaru.com
Sent: Thu, Jan 21, 2021 9:58 am
Subject: Re: Case SR# [REDACTED]

Thanks

Sent from my iPhone

> On Jan 21, 2021, at 9:55 AM, Subaru of America, Inc. <CustDirServices@subaru.com> wrote:

>
>
>

> Dear [REDACTED]

> Good Morning. I know you have been calling me and e-mailing me. I want to ASSURE you I am looking into you issues. HOWEVER, I need your patience while I am reviewing this. I need some technical assistance from our field personnel who I am on the phone with at present.

> That said, I will be calling you today. I will hopefully have some news I can share but I am most definitely not ignoring you or avoiding you.

> Thanks for your patience a bit longer.

>

> Sincerely,

>

> Wendy Clough

> Subaru of America, Inc.

> Customer Advocacy Department

> 1-800-SUBARU3 (1-800-782-2783)

> Service Request Number: [REDACTED]

>

> [REDACTED]

>

>

>

> —Original Message—

>

> From: [REDACTED]

> Sent: 1/20/2021 11:39:44 AM

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

> Subject: Case SR# [REDACTED]

>

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>

> 01/19/2021 Mustafa (Ozzy) Sungec from Brandon Tomes called us about 3:00 PM and gave us the impression that he was part owner of the Dealership Group. Ozzy said "I have looked at your payoff and if you will come to

> the Dealership , I can settle this today". We drove the car and Ozzy said he would get the dealership to buy our car for the payoff and they would pay the bank and I could walk away. When we went to his office, he said let me talk to my boss a minute. When

> Ozzy returned, he said you will not like this. The Dealership offered \$14,000 or \$15,000. We would have to pay the