

October 2, 2024

Mr. Jeff Sukay, President  
Kirby Subaru of Ventura  
6404 Auto Center Drive  
Ventura, CA 93003

Regarding: Complaint about dangerous tires installed in a Certified Pre-Owned 2019 Outback.

Dear Mr. Jeff Sukay:

This letter is in follow-up to a distressful situation I experienced at your dealership, Kirby Subaru of Ventura ("Subaru Dealer" beginning on 9/28/2022, the date I purchased a Subaru Certified Pre-owned Vehicle 2019 Outback 3.6R LTD ("2019 Outback"), which had four new, but critically unsafe tires, and through the date of my recent conversation on 9/18/2024, with Maria Serrano, Kirby Subaru Manager Customer Relations.

**Sales details:**

2019 Subaru Outback 3.6R LTD "2019 Outback"

Purchase Date: 9/28/2022

Price: \$34,266.59

VIN: 4S4BSENC5K3 [REDACTED]

4 door wagon sport utility, 3.6L H6 DOHC 24V, all wheel drive

On 9/17/2024, we first discovered that the load index (95h) for the four new tires that the "Subaru Dealer" installed on my "2019 Outback" is less than the load index required (100h or higher) for the car's weight and safety. For nearly two years since my purchase, I have been driving an unsafe automobile because of the actions by the "Subaru Dealer" in mounting four tires with an insufficient load index, which means the tires have not been strong enough to carry the weight of my "2019 Outback," cargo and passengers. In hopes of resolving this dangerous situation, on 9/17 and 9/18/2024, I had several conversations with managers / employees at the "Subaru Dealer," including: Jordan Sales Manager, Mark Gili Service Manager, Maria (including Sergio Perez, Director, as a listener for a portion of Maria's call) as well as my parents, [REDACTED] to resolve the dangerous, unsafe tires that "Subaru Dealer" installed prior to my purchase on 7/8/2022. Up until the recent September 2024 conversations with the "Subaru Dealer" I had never heard of a tire load index measurement.

During our 9/18/2024 conversation, Maria confirmed that the "Subaru Dealer" made a mistake when it installed four new tires with an insufficient load index (95h instead of 100h or higher). Due to "Subaru Dealer's" neglect, failure to identify / correct the risk on numerous occasions and the resulting danger to my life and the lives of my passengers, we requested that *at the very least*, the "Subaru Dealer" replace the four unsafe tires (insufficient load of 95h) with four new tires (i.e., Michelin Defender Pro or tires sold by Subaru that have the highest mileage warrantee) with the correct, safe load index (100h or higher) as clearly and specifically stated on the driver side door panel in the "2019 Outback" and according to state/federal legal requirements. In addition, we asked for the following compensatory benefits: alignment of the new tires and installation of a new stereo with the highest quality that Subaru sells. The stereo broke shortly after the warrantee expired. My request, previously described, was rejected. Instead, Maria offered to cut me a check for \$350 as a "goodwill gesture." I declined "Subaru Dealer's" (via Maria) inadequate offer.

I asked the "Subaru Dealer" to replace the four improper, unsafe tires as stated above. However, because driving with these tires was dangerous and "Subaru Dealer's" offer (via Maria) was substantially deficient, I immediately purchased four new tires from America's Tires for \$920.30 (purchase receipt enclosed).

**Resolution:**

To resolve this issue today, I'm asking that the "Subaru Dealer" reimburse me \$920.30 for the tires I purchased. In addition, I'm asking the "Subaru Dealer" to align the new tires (or \$90) and install a new upgraded stereo (or \$400). These items do not compensate for "Subaru Dealer's" carelessness in not identifying/correcting and notifying me of this hazardous error nor the danger to my life and my passengers.

Note – there may be discrepancies between the information that Maria Serrano gathered vs. the information in this letter. During my conversation Maria would frequently attempt to “restate” some of my mother’s comments. Upon hearing what appeared to be Maria’s incorrect restatements, my mother indicated that we go back to correct the understanding. However as I recall, Maria did this a number of times and my mother did not go back to correct all of Maria’s statements. For instance, my mother tried to estimate the remaining tread on the “Subaru Dealer” installed tires (95h) at approximately 3 to 4 index. When Maria then stated a specific number as a firm tread rating, my mother stated that she didn’t specifically remember the tread on each tire. Update: The actual tread rating was 4 in two tires and 5 in two tires.

Aside from the dangerous insufficient 95h load on the existing tires, the “2019 Outback” could have been driven longer because the remaining tread depth (rated 4/32” on two tires and 5/32” on two tires) was adequate, however, the car was perilous to drive due to the 95h load index and the cracks in the tires showed signs of failure (picture available upon request). From the manual (pertinent pages enclosed) entitled “Your Limited Warranty Tire Care and Maintenance Guide” given to us by the “Subaru Dealer,” tires must be replaced when the remaining tread is 2/32” of an inch.

The “Subaru Dealer” has an inherent expertise in the auto industry and should have known the legal and safety requirements for tires. In addition, there were opportunities *in writing* that the “Subaru Dealer” could have used to identify the error. In my file there are a few sales documents (pertinent pages enclosed), which indicate that Kirby Subaru of Ventura had at least four clear opportunities in writing to identify the legally appropriate load index but failed to advise me of this dangerous situation, as follows:

- Certified Pre-Owned Vehicle Inspection Checklist dated 6/11/2022 and signed by Manager on 7/8/2022. Section F Tires: “Inspect and replace if damaged. Are all tires the same size/manufacture (tread pattern): **Check** tire pressure, tread depth, same orientation, condition and **meet OEM Speed and load rating.**” Is checked as “item is Yes/OK” and tires were replaced for the sale of the car.
- CarFax: that I received from Kirby Subaru of Ventura sales agent Tim Miller describing an item dated on 7/8/2022 which indicates: Vehicle serviced “...**Four tires mounted, Safety Inspection performed...**”
- Invoice [REDACTED] dated 11/22/2022 for Multi-Point and Express Service: Various descriptions in which customer requested and that Kirby Subaru checked the PSI on all tires. In addition, the “Subaru Dealer” indicates the **tires were set to the manufacture specification and they performed a multi-point inspection.** Since the multi-point inspection includes review of the tires for tread depth and PSI, other critical requirements should have been identified.
- Invoice [REDACTED] dated 1/25/2023 for Multi-Point and Express Service: Various descriptions that customer requested and that Kirby Subaru checked the PSI on all tires. In addition, the “Subaru Dealer” indicates the **tires were set to the manufacture specification and they performed a multi-point inspection.** Since the multi-point inspection includes review of the tires for tread depth and PSI, other critical requirements should have been identified.

Also, from the manual (pertinent pages enclosed) entitled “Your Limited Warranty Tire Care and Maintenance Guide” given to us by Subaru: “**Section:** “Don’t overload your Vehicle:”

Overloading vehicle: “...**Never** fit your vehicle with newer tires that have less load capacity than shown on the vehicle tire placard” (i.e. 100h)...”the optimum rim width is important for proper tire load distribution and function...”

“...Overloading a vehicle can cause poor handling or increased fuel consumption and may cause tire failure. Overloading your tires can result in sever cracking, component separation or “blowout.””

Insufficient load index can also impact the handling and lack of stability of the car.

In addition, a Certified Preowned ("CPO") used car is one that has been vetted and deemed to be in better operating condition than its peers. These vehicles are often cherry-picked, have lower miles and are cleaner vehicles with a clean history. They're also protected against defects and expensive repairs by an extended manufacturer warranty. CPO cars must pass a multi-point inspection to check for systems or components that may be in need of repair. Per the Consumer Report data of model years 2000-2021, Kelley Bluebook estimates that the price for a CPO vs. a non-CPO car is about 1.8 percent higher than for non CPO cars. That means I paid roughly \$600 more for *only* the "CPO" designation, which was ineffective for my purchase.

My research shows that the proper load index of tires can prevent blowouts, structural damage of the car and prevention of quickened wear and tear of the tires. My concern is that after approx. 2 years of driving on tires with insufficient load (95h), there is resulting damage to the car's life and proper operation (breaks, suspension, engine, etc...) as well as structural damage to my car because "Subaru Dealer" installed unsafe, improper tires.

The "Subaru Dealer" should not be free of liability because the tires didn't blow out or the consumer didn't have an accident while I was driving. Shouldn't the "Subaru Dealer" be responsible to protect the consumer by providing a safe product? Now it appears that improper tires have damaged the car that I'm still driving. Did I as the consumer need to have an accident or die in order for the "Subaru Dealer" to be responsible for its products? Will the "Subaru Dealer" be responsible for the future failure of my car? We as consumers trust that the automobile dealers are knowledgeable and have the expertise of the sales products (Subaru cars/sales of products) sold for a profit. I paid for a car warranted by the "Subaru Dealer" with assumption that I bought a safe car. It appears I'm driving an unsafe car, and I feel like the long-term victim of the "Subaru Dealer" negligence.

CC:

- FTC Federal Trade Commission 10990 Wilshire Blvd., #400, Los Angeles, CA 90024 [www.ftc.gov](http://www.ftc.gov)
- BBB Better Business Bureau
- Department of Consumer Affairs
- Consumer Reports
- Department of Motor Vehicles

**Complete and mail "Record of Complaint" form INV172A to DMV**

- *National Highway Traffic Safety Administration*

**Enclosures:** Pertinent pages from the following are enclosed (complete documents are available upon request):

- Certified Pre-Owned Vehicle Inspection Checklist dated 6/11/2022, manager signed 7/8/22
- CarFax received from Kirby Subaru of Ventura sales agent Tim Miller describing the dealer's mounting of four new tires and a safety inspection on 7/8/2022
- Invoice [redacted] dated 11/22/2022 for Multi-Point and Express Service
- Invoice [redacted] dated 1/25/2023 for Multi-Point and Express Service
- "Your Limited Warranty Tire Care and Maintenance Guide"
- America's Tire receipt of purchase dated 9/19/2024 for \$920.3

Note: Please respond to my letter within 10 business days from receipt

Sincerely,

[redacted]  
Camarillo, CA  
[redacted]

*Prior tires installed  
by "Subaru Dealer"  
on 7/2022  
Good year Tires  
DOT M678 JRZR 3021  
M+S 225 50R18  
95H*



Final  
\$34,266.59  
Car \$31,000

Car Fax  
from Kirby  
Subaru Dealer

Stock #: 220835SA

VIN 4S4BSENC5K3 [REDACTED]

Deal#: [REDACTED]

September 28, 2022

**2019 SUBARU OUTBACK 3.6 R LTD**

[REDACTED]

Salesperson:

Email:

**Sale Information**

MSRP	\$36,998.00
Selling Price	\$32,500.00
Accessories	\$399.00
Rebates	\$0.00
Service Contract	\$0.00
Gap	\$0.00
Net Trade	\$0.00
Fees	\$596.00

**Cash Option**

Balance Due Of Sales Tax \$2,391.34

\$35,886.34

**Finance Option**

Initial Investment	\$20,000.00	Sales Tax	\$2,391.34
36 mos. at 3.49% APR	\$466		
48 mos. at 4.99% APR	\$366		
60 mos. at 5.49% APR	\$304		
72 mos. at 5.99% APR	\$263		

**Lease Option**

Initial Investment \$20,000.00

**Trade Information**

Trade Allowance	\$0.00
Trade Payoff	\$0.00
Net Trade	\$0.00

Please submit this worksheet to management for review. I understand 1) This worksheet is neither an offer nor a contract and is not binding on the customer or the dealership. 2) No offer to purchase any vehicle is binding until accepted in writing by an authorized sales manager and 3) Sales consultants cannot obligate or bind the customer or the dealership.

I hereby authorize the dealership to conduct an investigation of my credit and employment history and release such information to banks, lenders and credit agencies.

Customer signature: \_\_\_\_\_

Dealership Approval: \_\_\_\_\_

♥ 16,610 Customer Favorites

05/05/2020 19,264 Hanlees VW / Subaru  
Napa, CA  
707-253-9100  
hanlees.net  
★ 4.9 / 5.0  
[123 Verified Reviews](#) ✓

✂ Vehicle serviced  
- Recommended maintenance performed  
- Maintenance inspection completed  
- Body electrical system checked

♥ 1,179 Customer Favorites

08/11/2020 Oregon  
Motor Vehicle Dept.  
Portland, OR  
Title # [REDACTED]

✂ Registration issued or renewed  
- Loan or lien reported

03/29/2021 28,679 Kirby Subaru  
Ventura, CA  
805-643-9259  
kirbysubaruofventura.com  
★ 4.5 / 5.0  
[108 Verified Reviews](#) ✓

✂ Vehicle serviced  
- Maintenance inspection completed  
- Recommended maintenance performed  
- Tire condition and pressure checked  
- Air filter replaced  
- Brakes checked  
- Tires rotated  
- Oil and filter changed  
- Vehicle washed/detailed

♥ 2,006 Customer Favorites

04/27/2021 30,294 Kirby Subaru  
Ventura, CA  
805-643-9259  
kirbysubaruofventura.com  
★ 4.5 / 5.0  
[108 Verified Reviews](#) ✓

✂ Vehicle serviced  
- Tire condition and pressure checked  
- Windshield replaced  
- Vehicle washed/detailed  
- Windshield calibrated

♥ 2,006 Customer Favorites

07/22/2021 33,697 Kirby Subaru  
Ventura, CA  
805-643-9259  
kirbysubaruofventura.com  
★ 4.5 / 5.0  
[108 Verified Reviews](#) ✓

✂ Vehicle serviced  
- Maintenance inspection completed  
- Recommended maintenance performed  
- Tire condition and pressure checked  
- Tires rotated  
- Oil and filter changed  
- Brakes checked

♥ 2,006 Customer Favorites

01/27/2022 40,297 Kirby Subaru  
Ventura, CA  
805-643-9259  
kirbysubaruofventura.com  
★ 4.5 / 5.0  
[108 Verified Reviews](#) ✓

✂ Vehicle serviced  
- Maintenance inspection completed  
- Air filter replaced  
- Tire condition and pressure checked  
- Brakes checked  
- Tires rotated  
- Oil and filter changed  
- Fuel pump replaced

♥ 2,006 Customer Favorites

07/08/2022 45,131 Kirby Subaru  
Ventura, CA  
805-643-9259  
kirbysubaruofventura.com  
★ 4.5 / 5.0  
[108 Verified Reviews](#) ✓

✂ Vehicle serviced  
- Pre-delivery inspection completed  
- Maintenance inspection completed  
- Four tires balanced  
- Four tires mounted  
- Safety inspection performed  
- Tires rotated  
- Oil and filter changed  
- Emissions inspection performed

♥ 2,006 Customer Favorites

07/08/2022 Subaru Certified Dealer  
Ventura, CA

✂ Offered for sale as a Subaru Certified Pre-owned Vehicle

- Ice Silver Metallic exterior  
- Black interior

Certification includes:

- 7-year/100,000-mile Powertrain Plan  
- 152-Point inspection and reconditioning  
- 24/7 Roadside assistance



**SUBARU**

# Certified Pre-Owned Vehicle Inspection Checklist

Check the  if the item is Yes/Okay. Check the  if item is No/Adjustments required and provide details on the repair order.

## Section A:

VN Number 4SUTSSEC5L3

Dealer Name Kirby Subaru

Dealer Code 40566

Inspector Name Peter Tavares

Date of inspection 6/11/22

Stock Number 220835SA

Model Year 2019

Model Outback

Mileage 45131

Original Warranty Start Date 08/20/2019 ✓

Immobilizer Key Code (if applicable) [REDACTED] ✓

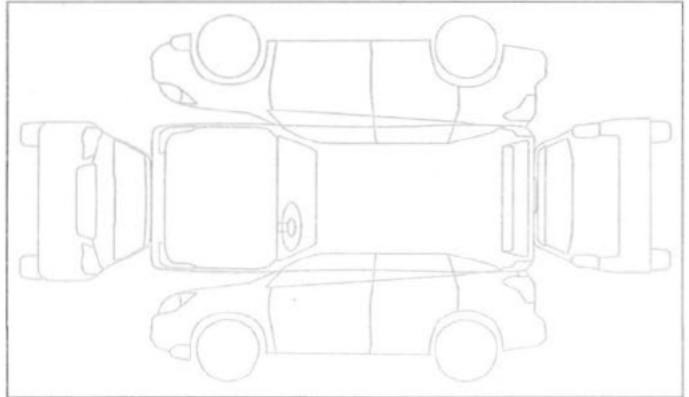
Complete any open recalls/campaigns: [REDACTED] ✓

Perform coverage inquiry check for exclusions  
 (Note: if there are warranty coverage exclusions, vehicle is not qualified as a Subaru Certified Pre-Owned.)

- 2.   Check spare/Mobility Kit
- 3.   Check tool kit (all tools in kit)
- 4.   Check jack

If 'N' note tires, tools, jack ordered \_\_\_\_\_

### Vehicle Exterior (note body panel needing repair)



All vin plates match (Door jams, dash and engine)

## Section B

- Two sets of keys/remotes
- Owners Manual in Glove compartment
- Warranty and Maintenance Booklet in Glove Compartment

If anything is noted as missing in Section 'B' date replacements ordered:

Item	Date Ordered
Item 1 _____	_____
Item 2 _____	_____
Item 3 _____	_____

## Section C

Carfax History Report Attached?  
 Carfax Indicates Clean Title (no total loss, Lemon Law, etc.)  
 Note - if not a clean title, or if being sold with a retail disclosure, is not qualified as a Subaru Certified Pre-Owned Vehicle.

## Section D

1.  A - Turbo models only: CID/CVN numbers from Techline: \_\_\_\_\_ / \_\_\_\_\_  
 Match  If 'no' stop here. Vehicle cannot be certified.
- ANY PERFORMANCE MODIFICATIONS DISQUALIFIES THE VEHICLE FROM CPO**
2.  Inspect vehicle for non-OEM parts. Vehicle must be returned to stock if non-OEM (non-performance enhancing) parts are evident. Is vehicle stock?  
 If 'N', note parts to be replaced on a separate sheet attached for the customer. Any modifications that cannot be returned to stock disqualify the vehicle.

Note: Nearest scheduled maintenance must be performed if within 3 months or 2500 miles of service interval or if no record of service exists.

If 'Y', note which service will be performed:

## Section E - Hybrid Only

- Verify service plug is in holder
- Check active grill shutter operation
- Check operation of start/stop system
- Verify MFD shows battery charging
- Check pedestrian approach system
- Check battery cooling fan and duct

## Section F

### Tires

1. a.  Inspect and replace if damaged. Are all tires the same size/manufacturer (tread pattern): Check tire pressure, tread depth, same orientation, condition and meet OEM Speed and load rating
- b.  Tires have at least 5/32 tread left:

- 5.   Check Section 'D2': repairs performed correctly
- 6.   Check body panels (scratches through paint to primer must be repaired)
- 7.   Check scratch free (scratches exceeding 1")
- 8.   No holes/cracks in body and/or bumpers
- 9.   Check paint. No chips larger than 1/4", no more than two chips (any size) per panel
- 10.   Rust free exterior
- 11.   Check door jams, rocker panels, hinges rust free, open/close smoothly-all doors
- 12.   Ding/dent free (none greater than 1/2" per body panel)
- 13.   Check windshield (no chips/cracks)
- 14.   Check side and rear glass (crack/chip free)
- 15.   Check wiper arms (front and back)
- 16.   Replace wiper blades (CPO requires replacement front and back (WA))
- 17.   Rear seat fold/rear center arm rest
- 18.   Check all door/window seals (excessive wear/damage)
- 19.   Check headlight lenses/covers
- 20.   Check tail light lenses/covers
- 21.   Check fuel door operation
- 22.   Check fuel cap/fuel cap operation
- 23.   Check hood release operation  
Turn ignition to acc
- 24.   Head light function (all settings), headlight alignment
- 25.   Tail light function/brake lights
- 26.   Emergency/fog lights (wa)/turn signals, hazards
- 27.   Check turn signals (front & rear)
- 28.   Check parking lamps
- 29.   Check license plate lamps
- 30.   Check brake and high mount stop lamps
- 31.   Check reverse lamps

### Interior inspection

- 32.   Ignition on, check chime
- 33.   Ignition "ON"/check dash warning lights/gauges
- 35.   Turn "ON" rear defogger/check indicator
- 36.   Check heat/ac controls on all settings
- 37.   Check for any abnormal smells/odors from vents
- 38.   Check/replace cabin air filter
- 39.   Check all vent operations (with heat or AC)
- 40.   Check AV inputs, rear AC
- 41.   Check headlight/cruise control/wiper stalk operation
- 42.   Check odometer/trip settings
- 43.   Check dash illumination control and display
- 44.   Check Navigation System (WA)
- 45.   Check head light leveler operation (WA)
- 46.   Check Power Outlet
- 47.   Turn headlights "off", check bulbs
- 48.   Turn "ON" hazard flashers

*DM*

- 49.  Set clock
- 50.  Check steering lock/tilt/telescope
- 51.  Check steering wheel cover, dash cover, SRS Covers
- 52.  Sound horn
- 53.  Check power window operation (driver's master control, each individual control)
- 54.  Check door locks (drivers master controls, each individual control)
- 55.  Check mirrors (side view and rear view along with adjustment controls)
- 56.  Check sunroof operation (WA)
- 57.  Check sunroof seals/gaskets/drains (WA)
- 58.  Check headliner (clean, no burns, tears, abnormal wear)
- 59.  Check both sunvisors (operation, stow clips, mirrors/vanity lights) (WA)
- 60.  Check Map/Dome lights
- 61.  Check radio/CD player (including all speakers/set stations), DVD player/headsets, Bluetooth, set SiriusXM to demo mode
- 62.  Check reverse lock out (WA) and back-up camera (WA)
- 63.  Shift transmission to reverse/set parking brake check adjustment if necessary
- 64.  Check clutch/brake pedal free play (WA)
- 65.  Check seat belt chimes/warning lights
- 66.  Check seat belt materials (fraying/twisting)
- 67.  Check for proper movement and operation of driver's seat (all settings)
- 68.  Check driver seat materials (clean, no burns, tears, abnormal wear)
- 69.  Check passenger seat movement and operation (all settings)
- 70.  Check passenger seat materials (clean, no burns, tears, abnormal wear)
- 71.  Sit in passenger seat to check airbag On/Off and passenger seatbelt warning light.
- 72.  Check front carpet and floor mats (clean, no burns, tears, abnormal wear, floor mat clips in place.
- 73.  Check front cup holder(s)
- 74.  Check cold weather package operation (heated seats, mirrors, and windshield)
- 75.  Check rear seat materials (clean, no burns, tears, abnormal wear)
- 76.  Check rear seatbelts (fraying, tears, abnormal wear)
- 77.  Check rear cupholder(s)
- 78.  Check child safety locks
- 79.  Check LATCH systems (anchors and belts)
- 80.  Check fuel filler release
- 81.  Check power outlet(s) (WA)
- 82.  Check trunk release (WA)
- 83.  Check rear defogger (warm)
- 84.  Check for DTC using Select Monitor/clear memory if necessary - leave connected for road test
- 85.  Check steering column parking lamp switch operation
- 86.  Check DCCD display and manual mode operation, "Reset to Automatic Mode" (WA)
- 87.  Check security system (WA)
- 88.  Check door entry lights (WA)
- 89.  Check puddle lights/interior illumination (WA)

**BEFORE ROAD TEST (cold engine)**

- 90.  Check primary and secondary hood latch operation
- 91.  Check radiator and cap
- 92.  Check coolant level and condition
- 93.  Check all hoses and clamps (condition)
- 94.  Check air filter
- 95.  Check drive belt tension and condition
- 100.  Check power steering fluid (fluid level and clean)
- 101.  Check brake fluid (fluid level and clean)
- 102.  Check clutch fluid (WA)
- 103.  Fill windshield washer fluid
- 104.  Check Transmission Fluid
- 105.  Check (mounting, and ground straps)
- 106.  Clean battery cables
- 107.  Complete Midtronics Battery Test
- 108.  Remote starter operation (must be SOA)

**Note: Any items with a checked 'N' must be repaired/replaced prior to this vehicle being offered as a Subaru Certified Pre-Owned. Attach the related repair order documenting repair(s)/replacement(s).**

**RAISE VEHICLE / VEHICLE ON LIFT**

UNDERCARRIAGE INSPECTION. UNDERCARRIAGE DAMAGE AND FLUID LEAKS (NOTE: REFER TO APPROPRIATE SERVICE MANUAL FOR SAFETY PRECAUTIONS, SPECIFICATIONS AND CORRECT LIFT POINTS)

- 109.  Check wheel, wheel cover, trim and lug nuts. (Damage free)
- 110.  Check brakes (rotors, and calipers for specified parameters)
- 111.  Check brake pads (50% or more left on pad)
- 112.  Check wheel cylinders (WA), Brake Master Cylinder
- 113.  Check axle seals
- 114.  Check lug nut torque
- 115.  Check for fluid leaks
- 116.  Check complete exhaust system
- 117.  Check steering linkage
- 118.  Check struts
- 119.  Check axles, check CV Boots
- 120.  Check bolts/bushings/fasteners
- 121.  Check front and rear differential fluid level and top off
- 122.  Other fluid leaks/damage: \_\_\_\_\_

**LOWER VEHICLE ROAD TEST**

- 123.  Check that the TPMS warning light is not on (WA)
- 124.  Check engine performance (cranking, idle, accel., unusual noises, etc.)
- 125.  Check transmission performance and warning lights
- 126.  Check clutch operation (WA)
- 127.  Check clutch safety switch operation (WA)
- 128.  Check steering wheel alignment and performance (return, free play, tracking)
- 129.  Check Eyesight System (WA)
- 130.  Check wheel balance (absence of vibration)
- 131.  Check brake operation, noise, vibration
- 132.  Check turn signal operation and cancellation
- 133.  Check cruise control operation
- 134.  Check vent/heater/A/C operation
- 135.  Check squeaks, rattles, vibrations, wind noises and other unusual noises
- 136.  Check tachometer alarm operation (reset to "00" when finished) (WA)
- 137.  Check Hill Holder operation (WA)
- 138.  Check VDC off switch (WA)
- 139.  Check all keys, keyless entry, pushbutton start

**POST ROAD TEST**

- 140.  Parking brake operation
- 141.  Check emissions as required by state or local laws
- 142.  Recheck coolant, power steering and ATF levels
- 143.  Recheck DTC & remove Select Monitor
- 144.  Check for unusual smells
- 145.  Check any fluid leaks under hood

**DETAIL AND FINAL PREPARATION**

- 146.  Engine compartment
- 147.  Trunk/cargo area
- 148.  Interior
- 149.  Exterior (Including decal removal)
- 150.  Glass
- 151.  Door sills and jambs
- 152.  License plates and frames

**Required Technician Signature**

\_\_\_\_\_  
 I certify that I have inspected this vehicle and that all items listed on this sheet have been inspected.

6/11/22  
 DATE

**Required Manager Signature**

\_\_\_\_\_  
 I certify that all items listed on this sheet have been met.

7-8-22  
 DATE

**Customer Signature**

I acknowledge that I have received a copy of both pages of this 152-Point Inspection Check Sheet, the Carfax History Report, the application for coverage and that I understand the terms and conditions of this form.

\_\_\_\_\_  
 CUST

19-28  
 DATE

ABBREVIATIONS: WA — Where applicable DTC — Diagnostic Trouble Code



SUBARU OF VENTURA

KIRBY SUBARU OF VENTURA
6404 AUTO CENTER DRIVE
VENTURA, CA 93003
805-643-9259
WWW.KIRBYSUBARUOFVENTURA.COM

Vehicle information form including fields for Vehicle ID (4S4BSENC5K3), Miles In/Out (51388), Date/Time In/Out (11/22/22 09:05), Vehicle Description (2019 SUBARU OUTBACK 3. (SILVER)), Tag No. (01479), Status (COMPLETE), Control No., License Plate No. (0), Cust. Labor Rate, Prod. Date, In-Serv Date, Deliv. Date (09/28/22), Deliv. Miles (45172), Terms (Cash), Phone 1, Phone 2, Cell, Stock No. (220835SA), Serv. Adv. (MONIKA CONTRERAS (156)), and RO Comment.

Table with columns: Line, Op-Code, Fail Code, Tech, Hours, Type, Amount. Row A: ARF, A25, Customer, \$21.50. Includes concern, cause, and correction details for Advantage Rewards oil/filter change & tire rotation. Includes a parts list table with columns: Part Number, Description, Qty., Unit Price, Ext. Price.

Table with columns: Line, Op-Code, Fail Code, Tech, Hours, Type, Amount. Row B: 01SUZCAP, A25, Internal. Includes concern, cause, and correction details for checking tire PSI and setting to manufacturer specifications.

Table with columns: Line, Op-Code, Fail Code, Tech, Hours, Type, Amount. Row C: SESINSP, A25, Internal. Includes concern, cause, and correction details for express service multi-point inspection.

Notice to Consumer: Please read important information on back.

INVOICE

CUSTOMER COPY

Handwritten note: Clp \$0

**MULTI-POINT INSPECTION FORM**

DATE OF SERVICE \_\_\_\_\_

TAG NUMBER \_\_\_\_\_

CUSTOMER NAME \_\_\_\_\_

PHONE \_\_\_\_\_

R.V. # \_\_\_\_\_

MILEAGE 51,388

VIN KJ3

MODEL/YEAR \_\_\_\_\_

PERMISSION TO ACCESS \_\_\_\_\_

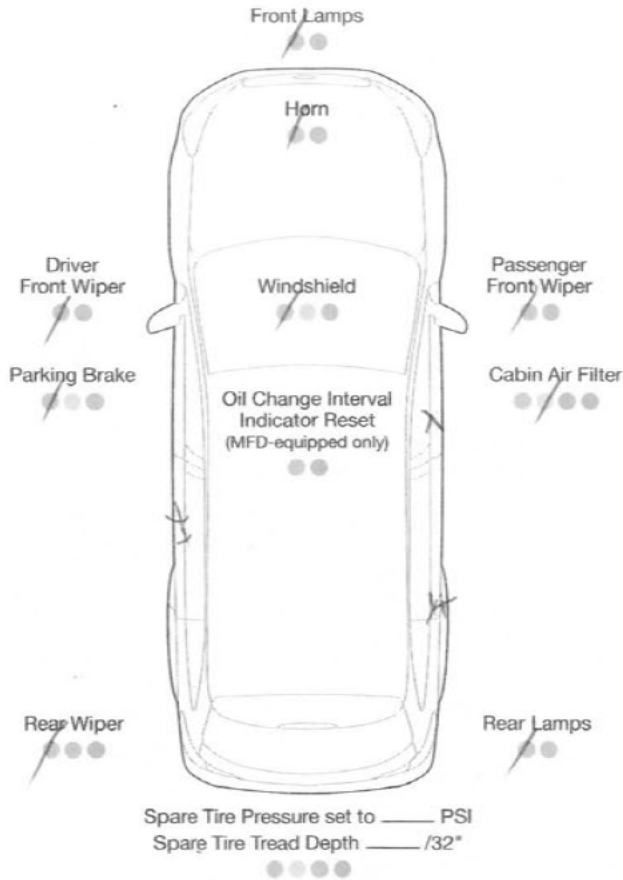
GLOVE BOX\*  YES  NO  TRUNK\*  YES  NO

DATE 11/22/22

- Checked and OK
- Requires further attention
- Requires immediate attention
- Not applicable

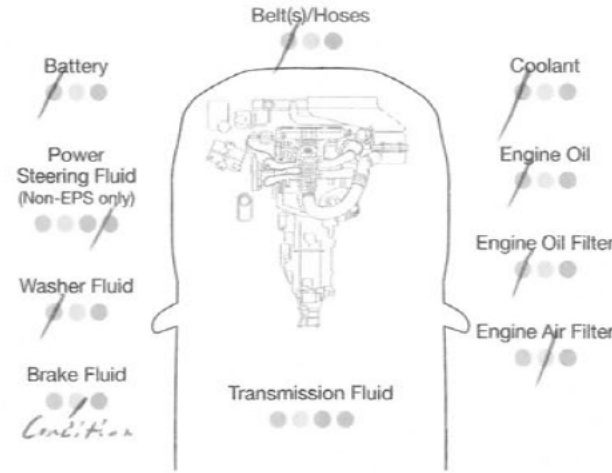


**INTERIOR/EXTERIOR CHECKUP**



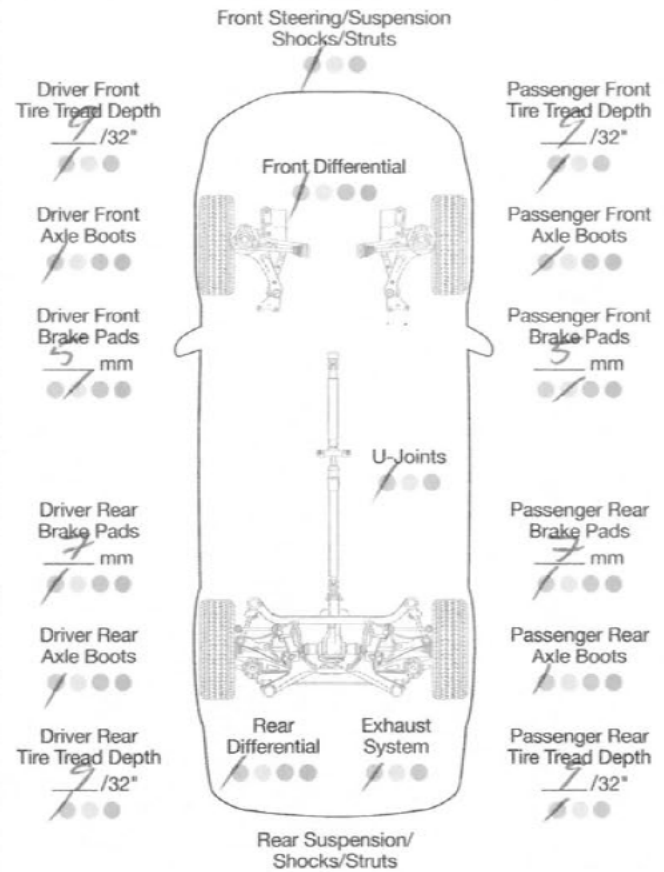
Spare Tire Pressure set to \_\_\_\_\_ PSI  
Spare Tire Tread Depth \_\_\_\_\_ /32"

**UNDER-HOOD CHECKUP**



- Oil Change  Synthetic
- Oil Filter \_\_\_\_\_
- Tire Rotation  Bulbs
- Wiper Inserts  Wiper Blades
- Other \_\_\_\_\_

**UNDER-VEHICLE CHECKUP**



**Tire Pressure\*\***  
Front Tire Pressure set to 35 PSI  
Rear Tire Pressure set to 37 PSI

**Tread Depth Key**  
● 6/32" remaining    ● 3/32" to 5/32" remaining    ● Under 3/32" remaining

**Brake Pad Thickness Key**  
● Over 5 mm    ● 3 mm - 5 mm    ● Less than 3 mm

Notes/Comments: \_\_\_\_\_

Recall Check: \_\_\_\_\_ Next Service Due: \_\_\_\_\_

\*Technician requires access to the glove box to check the cabin air filter (if applicable), and the trunk to check the spare tire. \*\*Factory recommended specifications.





SUBARU OF VENTURA

KIRBY SUBARU OF VENTURA
6404 AUTO CENTER DRIVE
VENTURA, CA 93003
805-643-9259
WWW.KIRBYSUBARUOFVENTURA.COM

UICU

Table with vehicle details: VEHICLE ID (4S4BSENC5K3), MILES IN (58599), MILES OUT (58599), DATE/TIME IN (01/25/23 10:02), DATE OUT (01/25/23), CAMARILLO, CA, VEHICLE DESCRIPTION (2019 SUBARU OUTBACK 3. (SILVER)), TAG NO. (01146), STATUS (COMPLETE), LICENSE PLATE NO. (0), DELIV. DATE (09/28/22), DELIV. MILES (45172), TERMS (Cash), STOCK NO. (220835SA), SERV. ADV. (MONIKA CONTRERAS (156)), RO COMMENT.

Line A: Op-Code ARF, Fail Code, Tech A21, Hours, Type Customer, Amount \$21.50. Concern: Customer requests an Advantage Rewards oil/filter change & tire rotation. Cause: Advantage Rewards scheduled maintenance. Correction: We have completed the Advantage Rewards oil/filter change & tire rotation. FRONT TIRES:9/32", REAR TIRES:9/32", FRONT BRAKES:5MM, REAR BRAKES:7MM. Includes parts list: SOA635044 (SYNTHETIC 5W-30 OIL), 15208AA031 (OIL FILTER), 11126AA000 (GASKET). Total: \$51.50.

Line B \*: Op-Code 01SUZCAP, Tech A21, Type Internal. Concern: CHECK TIRE PSI AND SET TO MANUFACTURE SPECIFICATIONS ALSO INDICATE THE PSI THAT EACH TIRE WAS SET TO: LT/FT: RT/FT: LT/R: RT/R:. Cause: X Customer requested tires to be set to vehicle psi spec. Correction: SET TIRE PSI TO VEHICLE SPECS. Fr and Fl : 35, Rr and Rl : 33.

Line C \*: Op-Code SESINSP, Tech A21, Type Internal. Concern: EXPRESS SERVICE -- CUSTOMER REQUESTS A MULTI POINT INSPECTION FOR THEIR SUBARU VEHICLE. Cause: SCHEDULED MAINTENANCE. Correction: WE PERFORMED A MULTI POINT INSPECTION ON YOUR SUBARU VEHICLE. Includes a signature.

Notice to Consumer: Please read important information on back.

INVOICE

CUSTOMER COPY

**MULTI-POINT INSPECTION FORM**

DATE OF SERVICE

TAG NUMBER

CUSTOMER NAME

PHONE

58599

MODEL/YEAR

MILEAGE

PERMISSION TO ACCESS

GLOVE BOX:  YES  NO TRUNK:  YES  NO

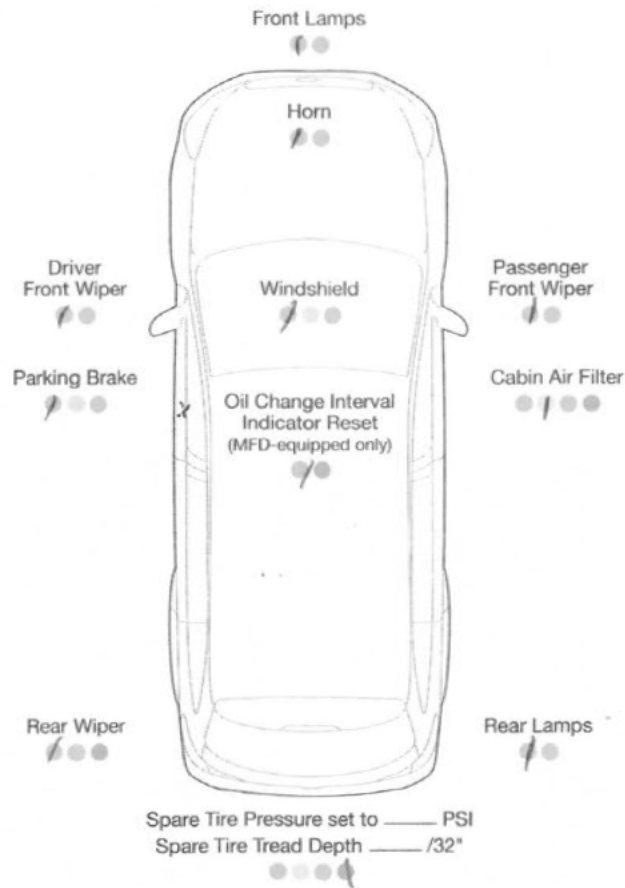
DATE

1/25/23

- Checked and OK
- Requires further attention
- Requires immediate attention
- Not applicable

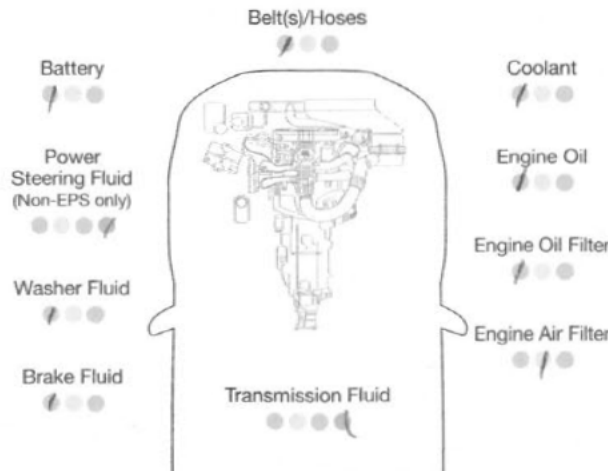


**INTERIOR/EXTERIOR CHECKUP**



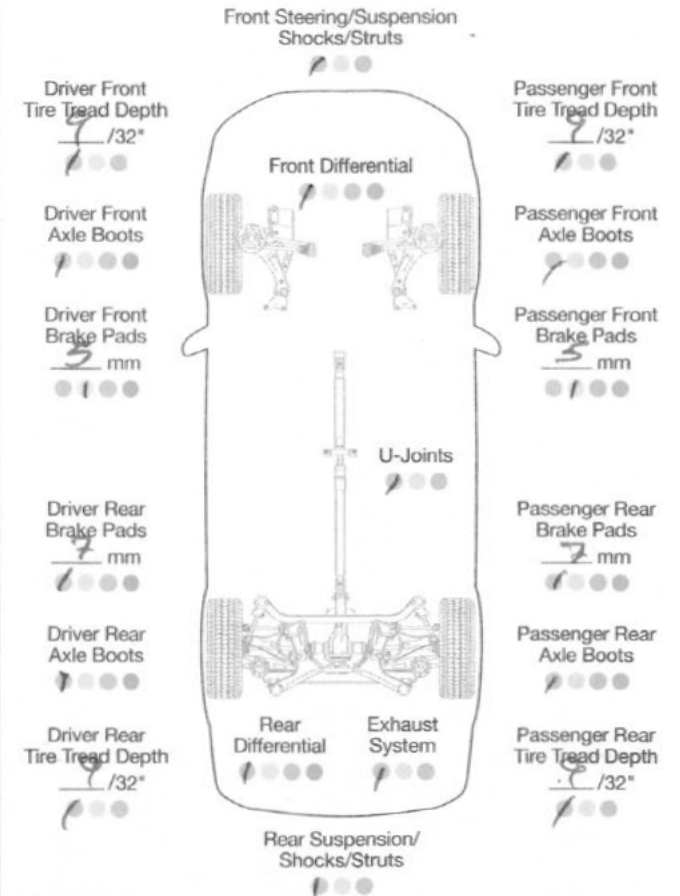
Spare Tire Pressure set to \_\_\_\_\_ PSI  
Spare Tire Tread Depth \_\_\_\_\_ /32"

**UNDER-HOOD CHECKUP**



- Oil Change  Synthetic
- Oil Filter \_\_\_\_\_
- Tire Rotation  Bulbs
- Wiper Inserts  Wiper Blades
- Other \_\_\_\_\_

**UNDER-VEHICLE CHECKUP**



**Tire Pressure\*\***  
Front Tire Pressure set to 35 PSI  
Rear Tire Pressure set to 33 PSI

**Tread Depth Key**

- 6/32" remaining
- 3/32" to 5/32" remaining
- Under 3/32" remaining

**Brake Pad Thickness Key**

- Over 5 mm
- 3 mm - 5 mm
- Less than 3 mm

Notes/Comments: \_\_\_\_\_

Recall Check: \_\_\_\_\_ Next Service Due: \_\_\_\_\_

Technician requires access to the glove box to check the cabin air filter (if applicable), and the trunk to check the spare tire. \*\*Factory recommended specifications.



# Limited Warranty, Tire Care and Maintenance Guide

ORIGINAL  
EQUIPMENT

Highway Auto Tires  
Light Truck Tires  
Temporary Spare

**GOOD YEAR**

**DUNLOP**  
TIRES

You must submit your claim on an approved claim form supplied by an authorized Goodyear or Dunlop service facility. The form must be filled out completely and signed, where you, the owner, or your authorized agent presented the tire for adjustment.

You must go to an authorized Goodyear or Dunlop outlet for replacement tires and all warranty service.

## SAFETY WARNINGS

Property damage, serious injury or death may result from:

- **TIRE FAILURE DUE TO UNDERINFLATION/OVERLOADING/MISAPPLICATION.** Follow the vehicle owner's manual or tire placard in vehicle.
- **TIRE FAILURE DUE TO IMPACT DAMAGE/IMPROPER MAINTENANCE.** Tires should be inspected regularly by a qualified technician for signs of damage, such as punctures or impacts.
- **TIRE FAILURE DUE TO IMPROPER REPAIRS.** See Rubber Manufacturers Association (RMA) established repair procedures at [www.rma.org](http://www.rma.org) and/or go to [www.goodyear.com](http://www.goodyear.com) for information on proper repair procedures.
- **EXPLOSION OF TIRE/RIM ASSEMBLY DUE TO IMPROPER MOUNTING.** Only specially trained persons should mount tires.
- **FAILURE TO MOUNT RADIAL TIRES ON APPROVED RIMS.**
- **FAILURE TO DEFLATE SINGLE OR DUAL ASSEMBLIES COMPLETELY BEFORE DEMOUNTING.**
- **TIRE SPINNING.** On slippery surfaces such as snow, mud, ice, etc., do not spin tires in excess of 35 mph (55 kph), as indicated on the speedometer.
- **EXCESSIVE WHEEL SPINNING.** This can also result in tire disintegration or axle failure.

**WARNING:** Vehicle handling, traction, ride comfort and other performance parameters may be significantly affected by a change in tire size or type. Before replacing tires, always consult and follow the vehicle owner's manual because some vehicle manufacturers prohibit changing tire size. When selecting tires that are different from the original equipment size make certain: (1) The tires have adequate load-carrying capacity based on the vehicle placard, (2) The tires have sufficient inflation pressure to carry the load and (3) There is proper clearance with no interference points between the tire and vehicle. The consumer must be aware to always drive safely and obey all traffic laws. Avoid sudden, sharp turns or aggressive lane changes. Failure to follow any of these warnings may result in loss of control of the vehicle, leading to an accident and serious injury or death.

## TIRE CARE AND MAINTENANCE GUIDE

The easiest way to help ensure satisfactory mileage and performance from your Goodyear or Dunlop tires is to give them a simple but frequent (at least monthly) inspection for proper inflation, even treadwear and the presence of any damage.

## DO MAINTAIN PROPER INFLATION PRESSURE IN YOUR TIRES

Proper inflation pressure is necessary for optimum tire performance, safety and fuel economy. Check inflation pressures

at least once a month and before long trips. Use an accurate tire pressure gauge. Always check pressures when the tires are cold (when the vehicle has been driven less than one mile). If you must check inflation when the tires are hot, add 4 psi (27 kPa) to the recommended cold inflation pressure. It is difficult to tell just by looking at radial tires whether they are underinflated.\*

Furthermore, when operating a vehicle equipped with radial tires, it is difficult to notice when a tire has gone flat or nearly flat since the "feel" of the vehicle does not change significantly.

**\*Evidence of air loss or repeated underinflation always requires expert inspection to determine the source of leakage and tire removal to determine repairability.** To avoid injury, NEVER attempt to reinflate a tire that has been run severely underinflated. Progressive air loss may result from punctures, cuts, curbing, impacts or partial bead unseating. Some fitment causes for air loss are (1) incomplete bead seating and (2) bead tearing caused by a machine tool due to insufficient lubrication or improper adjustment. Leaking valve core or rubber valve components should be replaced when problems are detected and whenever tires are replaced.

**Always maintain inflation pressure at the level recommended by the vehicle manufacturer as shown on the vehicle placard, vehicle certification label or in the vehicle owner's manual:**

Underinflation is the leading cause of tire failure and may result in severe cracking, component separation or "blowout." It reduces tire load capacity, allows excessive sidewall flexing and increases rolling resistance, resulting in heat and mechanical damage. Maintaining proper inflation pressure is the single most important thing you can do to promote tire durability and maximize tread life.

Overinflation increases stiffness, which may deteriorate ride and generate unwanted vibration. Overinflation also increases the chances of impact damage.

## DON'T OVERLOAD YOUR VEHICLE

Check your vehicle owner's manual to determine the load limits. Overloading your vehicle places stress on your tires and other critical vehicle components. Overloading a vehicle can cause poor handling or increased fuel consumption and may cause tire failure. Overloading your tires can result in severe cracking, component separation or "blowout."

Never fit your vehicle with new tires that have less load capacity than shown on the vehicle tire placard and remember that optimum rim width is important for proper tire load distribution and function. The maximum load capacity stamped on the sidewalls of P-Metric & European Metric tires is reduced by 10% when used on a light truck, utility vehicle or trailer. Never fit P-Metric or European Metric tires to light trucks that specify LT-type replacement tires.

## DON'T SPIN YOUR TIRES EXCESSIVELY

Avoid excessive tire spinning when your vehicle is stuck in snow, ice, mud or sand. The centrifugal forces generated by a free-spinning tire/wheel assembly may cause sudden tire

[REDACTED]  
CAMARILLO, CA  
[REDACTED]

2019 SUBARU  
OUTBACK  
18"BASE 2.5I

Miles: 122,678  
Torque Specs: 90

CAL 13 CA/  
[REDACTED]  
CAMARILLO, CA  
[REDACTED]

Invoice #  
[REDACTED]

Salesperson 018  
BRANDON A  
Estimated Completion Time 01:40 PM

Article	Qty	Description	FET	Price	Amount
109574	4	225 /60 R18 100H SL BSW		204.00	816.00
NRM		MCH DEFENDER 2			
TIRE MILEAGE WARRANTY: 80000					
price match					
BOLT PATTERN: 5-114.3					
INFLATION F:035 R:033					
80017	4	CERTIFICATES FOR		38.48	153.92
NRM		REFUND, REPLACEMENT			
For tire certificate details, see					
<a href="http://www.americastire.com/customer-service/certificates">www.americastire.com/customer-service/certificates</a>					
80075	4	STATE REQUIRED		1.75	7.00
NRM		TIRE FEE			
80224	0	WASTE TIRE		3.60	.00
NRM		DISPOSAL FEE			
80219	4	INSTALLATION &		22.00	88.00
NRM		LIFE OF TIRE MAINTENANCE			
Terms and Conditions can be found at					
<a href="http://www.americastire.com/customer-service/invoice-terms">www.americastire.com/customer-service/invoice-terms</a>					
87201	1	FOUND IT LOWER		-110.00	-110.00
NRM		08/06/10-XX/XX/XX			
91558	-1	MICHELIN \$80 INSTANT SAVINGS!		80.00	-80.00
NRM		VALID FOR MICHELIN TIRES \$899.99+			
APPOINTMENT: 09-19-2024 1:15 PM					

Michelin Flat Tire Assistance - 1-888-553-4327

Sub Total: 874.92  
Sales Tax: 45.38  
Sales Total: 920.30

Tendered: 920.30 (MSC)  
Tendered Today: 920.30

Tendered Total: 920.30

Please register your new tires.  
Be sure to mail in the tire registration card  
OR go online

[www.americastire.com/tire-registration](http://www.americastire.com/tire-registration)

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

**CERTIFIED MAIL**



**Retail**



U.S. POSTAGE PAID  
FCM LG ENV  
CAMARILLO, CA 93010  
OCT 09, 2024

20590

**\$11.26**

S2324D501401-16

RDC 99

**Department of Transportation**

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender: DOT

10/18/2024 10:58:02 AM



NEC  
10/18/24

National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
Washington DC. 20590

W41-306

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

National Highway Traffic Safety Admin  
1200 New Jersey Ave SE  
Washington DC 20590

2. Article Number (transfer from service label)

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  Agent

B. Received by (Printed Name)  Addressee

C. Date of Delivery

D. Is delivery address different from item 1?  Yes  
If YES, enter delivery address below:  No

3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail
- Certified Mail Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Insured Mail
- Priority Mail Express
- Registered Mail
- Registered Mail Restricted Delivery
- Signature Confirmation
- Signature Confirmation Restricted Delivery