

Subaru Service
 Quality Monitoring Reports

Record ID 9155	Created By vxap	Report Date 2/19/02	Last Update Date	Region 550	Dealer 101	District
Section Brakes			Section ABS			
Vin # [REDACTED]	Engine #	Trans #	Mileage 9600			
Failure Code UCD43	Failure Date 2/15/02	Technician Duplicated Condition Yes				
Part #	R/O Number	Job	Picture included No			
Reporter's First Name	Reporter's Last Name	Reporter's Email				

Customer's Description of Complaint

SRD22015; HQjd219b; ABS system activates when applying brakes slowing down.

Technician's Description of condition

Customer applying light brake pedal pressure slowing vehicle down on dry clean road and can feel vibration in brake pedal. Few reports around 35-40 mph. See attached excel file for list.

Vehicle Speed MPH	Ambient Temperature F	No of Passengers	Total lbs
Altitude Ft	Humidity %	Cold Soak Hrs Min	Hot Soak Hrs Min

Weather Conditions**Other****Type of Road**

VIN Remainder [REDACTED]	Sale Date 20011005	Warranty Start Date 20011003	Production Date 20010601
Original Engine # 280583	Trans Type Desc SSPD	Model Year 2002	Model 2JC
Color WHM	Option PG	Spec C	



Subaru Service
 Quality Monitoring Reports

Record ID	Created By	Report Date	Last Update Date	Region	Dealer	District
9180	vxap	7/18/02		550	101	

Section
Brakes

Section
ABS

Vin #

Engine #

Trans #

Mileage
5201

Failure Code
QCP43

Failure Date
6/7/02

Technician Duplicated Condition
Yes

Part #

R/O Number

Job

Picture Included
No

Reporter's First Name

Reporter's Last Name

Reporter's Email

Customer's Description of Complaint
QSS27006; ABS premature operation.

Technician's Description of condition
ABS oper when slow braking

Vehicle Speed MPH

Ambient Temperature F

No of Passengers

Total lbs

Altitude Ft

Humidity %

Cold Soak Hrs Min

Hot Soak Hrs Min

Weather Conditions

Other

Type of Road

VIN Remainder [REDACTED]	Sale Date 20020315	Warranty Start Date 20020313	Production Date 20020111
Original Engine # 500434	Trans Type Desc SSPD	Model Year 2002	Model 21C
Color BLB	Option FG	Spec C	

Subaru Service
 Quality Monitoring Reports

Record ID 9304	Created By vxap	Report Date 5/2/02	Last Update Date	Region 550	Dealer 101	District
Section Brakes			Section ABS			
Win # [REDACTED]	Engine #	Trans #	Mileage 6039			
Failure Code QCP43	Failure Date 5/1/02	Technician Duplicated Condition Yes				
Part #	R/O Number	Job	Picture included No			
Reporter's First Name	Reporter's Last Name	Reporter's Email				

Customer's Description of Complaint

HQJd219b; ABS system activates when applying brakes slowing down.

Technician's Description of condition

As soon as you put your foot on the brake pedal the ABS activates for short time and then the pedal will drop a little. There is no noticeable problem with the vehicle stopping just the feeling in the pedal.

Vehicle Speed MPH	Ambient Temperature F	No of Passengers	Total lbs
Altitude Ft	Humidity %	Cold Soak Hrs Min	Hot Soak Hrs Min

Weather Conditions**Other**

Type of Road

VIN Remainder [REDACTED]	Sale Date 20010731	Warranty Start Date 20010726	Production Date 20010113
Original Engine # 164439	Trans Type Desc	Model Year 2002	Model 2JC
Color RSP	Option FG	Spec C	

Subaru Service
 Quality Monitoring Reports

Record ID 9515	Created By adew	Report Date 9/5/03	Last Update Date	Region 550	Dealer 101	District
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Section
 Brakes

Section
 ABS
Vin #**Engine #****Trans #**
Mileage
 22896

Failure Code
 QCP43

Failure Date
 9/2/03

Technician Duplicated Condition
 No
Part #
R/O Number
 496162
Job
Picture Included
 No

Reporter's First Name
 Albert

Reporter's Last Name
 DeWalt

Reporter's Email
 adewalt@subaru.com
Customer's Description of Complaint

Customer stated that the brake pedal dropped, there was no stopping power and that the brake pedal may drop and brakes than start to grab.

Technician's Description of condition

The conditions as described by the customer were not duplicated. The base brake and ABS systems were inspected and tested and were found to be functionally properly.

Vehicle Speed MPH
 35

Ambient Temperature F
 75

No of Passengers
 4
Total lbs**Altitude Ft****Humidity %**
Cold Soak Hrs **Min**
Hot Soak Hrs **Min**
Weather Conditions

Sun

Other Uneven road surface (broken concrete)

Type of Road

Concrete, Suburban

VIN Remainder
Sale Date
 20020325

Warranty Start Date
 20020325

Production Date
 20011213

Original Engine #
 481297

Trans Type Desc
 SSPD

Model Year
 2002

Model
 2JC

Color
 BLB

Option
 FG

Spec
 C

Subaru Service
 Quality Monitoring Reports

Record ID	Created By	Report Date	Last Update Date	Region	Dealer	District
9979	Itan	10/15/03		140	279	2

Section
 Brakes

Section
 Miscellaneous
Vin #**Engine #****Trans #****Mileage**

[REDACTED]

371758

625209

24699

Failure Code**Failure Date****Technician Duplicated Condition**

QZF85

10/14/03

Yes

Part #**R/O Number****Job****Picture Included**

124690

No

Reporter's First Name**Reporter's Last Name****Reporter's Email**

Larry

Tanzer

ltanzer@subaru.com

Customer's Description of Complaint

Intermittantly, when braking, the pedal will sink and go to the floor, or close to it.

Technician's Description of condition

At request of Karl Stuart, from the SOA Tech Helpline, I arranged to drive the car to experience the condition. I did so, on this date. Once the technician showed me how to duplicate the condition, I could do so almost every time. While I have never experienced anything quite like this, and do not know what is causing this phenomenon, I believe the hydraulics are working properly and the condition is the result of changes in engine vacuum affecting the power brake booster. There is not enough room to fully describe things on this QMR form. Full details will be supplied in a separate e-mail message, which will reference this QMR.

Vehicle Speed MPH**Ambient Temperature F****No of Passengers****Total lbs**

50

2

Altitude Ft**Humidity %****Cold Soak Hrs Min****Hot Soak Hrs Min**

500

75

Weather Conditions

Cloudy

Other

Type of Road

Asphalt, Highway

VIN Remainder**Sale Date****Warranty Start Date****Production Date**

[REDACTED]

20020102

20011231

20011002

Original Engine #**Trans Type Desc****Model Year****Model**

371758

5SPD

2002

2LC

Color**Option****Spec**

BLU

NG

C



* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

04/05/2004 4:00 PM

Case Number: 527958 Assigned To: Karl Stuart
Contact Name: Chuck Spisak Case Status: Closed
Service Phone: (248) 519-9807 Priority: 2 - Medium

Alert: Date Closed: 08/14/2003

Region Dealer: 70/469
Dealer Name: SUBURBAN SUBARU
Dir Address: 1790 MAPLELAWN DR TROY, MI 48069

VIN: [REDACTED] Prod Date: 12/13/2001
Emission Spec: C
Model: **2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**
Engine Number: Transmission:
Engine Desc: 2.0 LITRE ENGINE, 4 CYLINDERS,

RO Number: 487347 RO Date: 08/03/03 Current Mileage: 21697
Failure Code/Description:
Keyword: Pedal Feel, Occurrence: [None]
Condition: pedal drop over bump.
Created By: kstu Date Created: 08/14/2003

Journals(Total: - 2 items):

Customer states that when going over small bumps while braking that pedal drops to floor. Tech has not duplicated. Customer has been out to Internet. Advised tech to thoroughly inspect brake system and attempt to duplicate. Also call DSOM and make him aware.

Created By: kstu Date Created: 08/14/2003

FHI investigation revealed that the ABS was being activated when the customer conducted aggressive braking maneuvers on uneven road surfaces. The system was operating as designed.

Created By: adew Date Created: 09/16/2003

** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:01 PM

Case Number: 529740	Assigned To: Don Bangs
Contact Name: Art Azzarito	Case Status: Closed
Service Phone: (203) 744-8383	Priority: 2 - Medium
Alert:	Date Closed: 08/20/2003

Region Dealer: 10/157
Dealer Name: COLONIAL SUBARU, INC.
Dlr Address: 120 FEDERAL ROAD Danbury, CT 06811

VIN: JF1GG2963 [REDACTED]	Prod Date: 02/04/2002
Emission Spec: C	
Model: **2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**	
Engine Number:	Transmission:
Engine Desc: 2.0 LITRE ENGINE, 4 CYLINDERS,	

RO Number: 189182	RO Date: 08/20/03	Current Mileage: 13629
Failure Code/Description:		
Keyword: Erratic,	Occurrence: Intermittent	
Condition: '02 Impreza, Cust. sts. the ABS will activate at times for no reason on its own when braking.		
Created By: dban	Date Created: 08/20/2003	

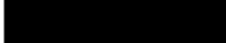
Journals(Total: - 1 Item):
 Referred Tech to the S/Bulletin for replacement of the ABS ECU.
Created By: dban **Date Created:** 08/20/2003

* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

04/05/2004 4:02 PM

Case Number:	535487	Assigned To:	Ross Sellers
Contact Name:		Case Status:	Closed
Service Phone:		Priority:	2 - Medium

Alert:	Date Closed:	09/09/2003
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Region Dealer: 70/298
Dealer Name: GERALD OLDSMOBILE-SUBARU, INC.
Dir Address: Pob 856/1210 E. Ogden Ave Naperville, IL 60566

VIN:	JF1GD2962 	Prod Date:	12/19/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

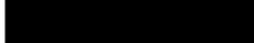
RO Number:	149820	RO Date:	09/04/03	Current Mileage:	23885
Failure Code/Description:	UCD40 ABS Electronic Control Unit-Meter Incorrect or Inoperative				
Keyword:	Erratic,	Occurrence:	[None]		
Condition:	ABS activates when slowing down with you foot slightly on the pedal				
Created By:	rsel	Date Created:	09/09/2003		

** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:04 PM

Case Number:	548970	Assigned To:	Norman Humalinger
Contact Name:		Case Status:	Closed
Service Phone:		Priority:	2 - Medium

Alert:	Date Closed:	10/20/2003
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Region Dealer: 70/481
Dealer Name: EAST SUBARU
Dlr Address: 4430 28TH ST S E Kentwood, MI 49512

VIN:	JF1GG2960 	Prod Date:	03/29/2002
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	68635	RO Date:	10/20/03	Current Mileage:	18000
Failure Code/Description:					
Keyword:	Pedal Feel,	Occurrence:	[None]		
Condition:	PEDAL DROPS WITH BRAKES APPLIED ON BUMPY ROAD SURFACES.				
Created By:	nhun	Date Created:	10/20/2003		

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Subaru Technical Services

Case Report with Journals

04/05/2004 4:22 PM

Case Number:	540236	Assigned To:	Don Bangs
Contact Name:		Case Status:	Closed
Service Phone:		Priority:	2 - Medium

Alert:	Date Closed:	09/23/2003
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Region Dealer: 140/671
Dealer Name: SUBARU OF PUYALLUP
Dir Address: 800 RIVER ROAD Puyallup, WA 98371

VIN:	JF1GG2969	Prod Date:	06/19/2002
Emission Spec:	C		
Model:	*2003 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE*		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	123735	RO Date:	09/19/03	Current Mileage:	9550
Failure Code/Description:	QCP43 ABS / TCS Hydraulic Control Unit-Erratic Operation				
Keyword:	DTC,	Occurence:	Intermittent		
Condition:	'03 WRX, ABS Code 51.				
Created By:	dban	Date Created:	09/23/2003		

Journals(Total: - 1 item):

Suggested going over the relater I/O signals at the HCU and making sure the power and ground connections are clean and tight.

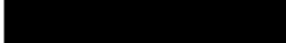
Created By:	dban	Date Created:	09/23/2003
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Subaru Technical Services

Case Report with Journals

04/05/2004 4:04 PM

Case Number: 548018 Assigned To: Jack Maska
Contact Name:  Case Status: Closed
Service Phone:  Priority: 2 - Medium

Alert: Date Closed: 10/16/2003

Region Dealer: 40/623
Dealer Name: SUBARU OF RICHMOND
Dir Address: 9177 W BROAD STREET RICHMOND, VA 23294

VIN: JF1GD2969  Prod Date: 04/25/2002
Emission Spec: C
Model: **2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**
Engine Number: Transmission:
Engine Desc: 2.0 LITRE ENGINE, 4 CYLINDERS,

RO Number: 290603 RO Date: 10/16/03 Current Mileage: 21702
Failure Code/Description:
Keyword: Erratic, Occurrence: [None]
Condition: early abs activation
Created By: jmas Date Created: 10/16/2003

Journals(Total: - 1 Item):

tech will ask customer if they ever had the spare tire on the vehicle. he will then replace the abs control unit only.

Created By: jmas Date Created: 10/16/2003

** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:23 PM

Case Number:	548970	Assigned To:	Norman Hunsinger
Contact Name:		Case Status:	Closed
Service Phone:		Priority:	2 - Medium

Alert:	Date Closed:	10/20/2003
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Region Dealer: 70/481
Dealer Name: EAST SUBARU
Dlr Address: 4430 28TH ST S E Kentwood, MI 49512

VIN:	JF1GG2960	Prod Date:	03/29/2002
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	68635	RO Date:	10/20/03	Current Mileage:	18000
Failure Code/Description:					
Keyword:	Pedal Feel,	Occurrence:	[None]		
Condition:	PEDAL DROPS WITH BRAKES APPLIED ON BUMPY ROAD SURFACES.				
Created By:	nhum	Date Created:	10/20/2003		

** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:05 PM

Case Number: 554045 Assigned To: Jack Maska
Contact Name: [REDACTED] Case Status: Closed
Service Phone: [REDACTED] Priority: 2 - Medium

Alert: Date Closed: 11/04/2003

Region Dealer: 10/241
Dealer Name: SUBARU OF MILFORD, INC.
Dlr Address: Nashua Street, Rte 101a Milford, NH 03055

VIN: JF1GG2963 [REDACTED] Prod Date: 07/01/2001
Emission Spec: C
Model: **2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**
Engine Number: Transmission:
Engine Desc: 2.0 LITRE ENGINE, 4 CYLINDERS,

RO Number: 61718 RO Date: 11/04/03 Current Mileage: 32611

Failure Code/Description:

Keyword: Erratic, Occurrence: [None]

Condition: premature abs activation

Created By: jmas Date Created: 11/04/2003

Journals(Total: - 1 item):

tech will find out if the customer had the spare tire on the vehicle. he will replace the abs ecu to correct the concern.

Created By: jmas Date Created: 11/04/2003

** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:03 PM

Case Number: 554565 Assigned To: Karl Stuart
 Contact Name: XXXXXXXXXX Case Status: Closed
 Service Phone: XXXXXXXXXX Priority: 2 - Medium

Alert: Date Closed: 11/05/2003

Region Dealer: 70/486
 Dealer Name: SUBARU OF MICHIANA
 Dlr Address: 51176 US HIGHWAY 33 SOUTH BEND, IN 46637

VIN: JF1GD2960XXXXXXXXXX Prod Date: 01/24/2002
 Emission Spec: C
 Model: **2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**
 Engine Number: Transmission:
 Engine Desc: 2.0 LITRE ENGINE, 4 CYLINDERS,

RO Number: 200601 RO Date: 11/05/03 Current Mileage: 33849
 Failure Code/Description:
 Keyword: Erratic, Occurrence: [None]
 Condition: ABS activates on stop
 Created By: kstu Date Created: 11/05/2003

Journals(Total: - 1 item):

Car has aftermarket wheels and tires. There were spacers installed at one time and studs were broken off of one wheel. This was advised at end of conversation. What I advised was check for installation of spare, check wheel speed signals is one wheel faster than others? Check wave patterns with scope. Check air gap. Look for cracks in tone wheel or distorted tone wheel, Contact DSOM. Take pictures if looks like not a matter for warranty.

Created By: kstu Date Created: 11/05/2003

** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:06 PM

Case Number: 563763 Assigned To: Karl Stuart
 Contact Name: [REDACTED] Case Status: Closed
 Service Phone: [REDACTED] Priority: 2 - Medium

Alert: Date Closed: 12/03/2003

Region Dealer: 20/166
 Dealer Name: BILL RAPP PONTIAC, INC.
 Dir Address: 3451 Burnet Avenue Syracuse, NY 13206

VIN: JF1GG2962 [REDACTED] Prod Date: 10/01/2001
 Emission Spec: C
 Model: **2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**
 Engine Number: Transmission:
 Engine Desc: 2.0 LITRE ENGINE, 4 CYLINDERS,

RO Number: 387061 RO Date: 12/03/03 Current Mileage: 51865
 Failure Code/Description:
 Keyword: DTC, Occurrence: [None]
 Condition: ABS light on, no communication
 Created By: kstu Date Created: 12/03/2003

Journals(Total: - 1 item):

ABS light is on. Cannot access system either with NSM or diagnosis connector. Advised to troubleshoot for "Communication For Initializing Impossible." Page ABS 96

Created By: kstu Date Created: 12/03/2003

** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:15 PM

Case Number:	567822	Assigned To:	Don Bangs
Contact Name:		Case Status:	Closed
Service Phone:		Priority:	2 - Medium

Alert:	Date Closed:	12/15/2003
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Region Dealer: 140/409
Dealer Name: WENTWORTH CHEVROLET COMPANY
Dlr Address: 107 S.E. Grand Avenue Portland, OR 97214

VIN:	JF1GD296X	Prod Date:	01/24/2002
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	231389	RO Date:	12/15/03	Current Mileage:	26067
Failure Code/Description:					
Keyword:	DTC,	Occurrence:	Intermittent		
Condition:	'02 WRX, ABS light was on, Code 41 in memory.				
Created By:	dban	Date Created:	12/15/2003		

Journals(Total: - 1 item):

Car has a/market tires, wheels, calipers and rotors installed. F/Frame data showed 158 MPH. Referred TEch to the S/Bulletin 06-31-03 for separate component availability.

Created By:	dban	Date Created:	12/15/2003
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** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:16 PM

Case Number:	570039	Assigned To:	Norman Hunsinger
Contact Name:		Case Status:	Closed
Service Phone:		Priority:	2 - Medium

Alert:	Date Closed:	12/22/2003
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Region Dealer: 140/668
Dealer Name: RIMROCK SUBARU
Dlr Address: 324 S 24th W/Pob 80208 Billings, MT 59108

VIN:	JF1GD296X	Prod Date:	05/13/2002
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	6027390	RO Date:	12/22/03	Current Mileage:	11678
Failure Code/Description:					
Keyword:	DTC,	Occurence:	Reproducible		
Condition:	ABS CODES 21,23				
Created By:	nhun	Date Created:	12/22/2003		

Journals(Total: - 1 item):

Hard codes. Can't clear them. No modifications to vehicle. Has done checks in manual. Circuits check good. Recommended he change ABS/ECU.

Created By:	nhun	Date Created:	12/22/2003
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** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:16 PM

Case Number: 584930
Contact Name: 
Service Phone: 
Assigned To: Jack Maske
Case Status: Closed
Priority: 2 - Medium

Alert:
Date Closed: 02/02/2004

Region Dealer: 140/266
Dealer Name: AUBURN SUBARU
Dlr Address: 3025 Auburn Way North Auburn, WA 98002

VIN: JF1GG2966
Emission Spec: C
Model: **2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**
Engine Number:
Engine Desc: 2.0 LITRE ENGINE, 4 CYLINDERS,
Prod Date: 06/27/2001
Transmission:

RO Number: 21974
RO Date: 02/02/04
Current Mileage: 24095
Failure Code/Description:
Keyword: Driveability,
Condition: early abs activation
Created By: jmas
Occurrences: [None]
Date Created: 02/02/2004

Journals(Total: - 1 item):
tech will replace the abs ecu as per service bulletin 6-31-03

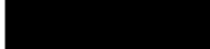
Created By: jmas
Date Created: 02/02/2004

** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:17 PM

Case Number:	591962	Assigned To:	Ross Sellers
Contact Name:		Case Status:	Closed
Service Phone:		Priority:	2 - Medium

Alert:	Date Closed:	02/20/2004
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Region Dealer: 40/661
Dealer Name: RIVER CITY SUBARU
Dir Address: 5223 US HWY 60 E Huntington, WV 25705

VIN:	JF1GD2961 	Prod Date:	10/03/2002
Emission Spec:	C		
Model:	*2003 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE*		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	RO Date:	Current Mileage:	15646
Failure Code/Description:			
Keyword:	DTC,	Occurrence:	[None]
Condition:	ABS light code 27		
Created By:	rscl	Date Created:	02/20/2004

Journals(Total: - 1 item):

he replaced the harness because of a wiring problem. the wheel sensor is still setting a code. he will check the signal at the sensor and then go closer to the control unit to see where he looses it.

Created By:	rscl	Date Created:	02/20/2004
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** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:18 PM

Case Number:	592438	Assigned To:	Jack Maske
Contact Name:		Case Status:	Closed
Service Phone:		Priority:	2 - Medium

Alert:	Date Closed:	02/23/2004
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Region Dealer: 10/296
Dealer Name: SUBURBAN SUBARU
Dlr Address: 24 Hartford Turnpike Vernon, CT 06066

VIN:	JF1GG2967	Prod Date:	05/01/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	271879	RO Date:	02/23/04	Current Mileage:	32779
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Failure Code/Description:

Keyword:	Erratic,	Occurrences:	[None]
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Condition: premature abs activation

Created By:	jmas	Date Created:	02/23/2004
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Journals(Total: - 1 item):

tech will find out if the customer ever the the spare tire on the vehicle. if so he will replace the abs ecu as per the service bulletin.

Created By:	jmas	Date Created:	02/23/2004
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** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:18 PM

Case Number:	600162	Assigned To:	Karl Stuart
Contact Name:	[REDACTED]	Case Status:	Closed
Service Phone:	[REDACTED]	Priority:	2 - Medium

Alert:	Date Closed:	03/10/2004
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Region Dealer:	40/651
Dealer Name:	ROYAL SUBARU-ISUZU
Dlr Address:	1580 CHURCH STREET DECATUR, GA 30033

VIN:	JF1GG2961 [REDACTED]	Prod Date:	01/11/2002
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	20266	RO Date:	03/05/04	Current Mileage:	35699
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Failure Code/Description:

Keyword:	Erratic,	Occurance:	[None]
Condition:	ABS activates anytime you apply brakes		
Created By:	kstu	Date Created:	03/10/2004

Journals(Total: - 3 items):

Tech states all wheel speed sensors read the same. Anytime you apply brakes ABS activates. Customer just had brand new tires installed on car. Started after new tires were installed. Advised to find out if different size tire was on. Could need ABSCM.

Created By:	kstu	Date Created:	03/10/2004
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Customer drove 7 miles on flat and 10 on spare. George has overnighted new ABSCM.

Created By:	kstu	Date Created:	03/10/2004
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New ABS/HCU fixed the vehicle.

Created By:	nhum	Date Created:	03/12/2004
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** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:18 PM

Case Number:	604471	Assigned To:	Don Bangs
Contact Name:		Case Status:	Closed
Service Phone:		Priority:	2 - Medium

Alert:	Date Closed:	03/19/2004
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Region Dealer: 140/667
Dealer Name: SIERRA SUBARU OF MONROVIA
Dir Address: 1450 S SHAMROCK AV/POB 60 MONROVIA, CA 91016

VIN:	JF1GG2963	Prod Date:	05/13/2002
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	777214	RO Date:	03/18/04	Current Mileage:	13493
Failure Code/Description:	QCP43 ABS / TCS Hydraulic Control Unit-Erratic Operation				
Keyword:	Erratic,	Occurrence:	Reproducible		
Condition:	'02 WRX, ABS activates un-necessarily.				
Created By:	dban	Date Created:	03/19/2004		

Journals(Total: - 1 Item):

Recommended replacement of the ABS ECU and referred Tech to the S/Bulletin for parts availability.

Created By:	dban	Date Created:	03/19/2004
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** Image not available. Please contact your administrator.*

Subaru Technical Services

Case Report with Journals

04/05/2004 4:18 PM

Case Number: 609013 Assigned To: Tony Saban
Contact Name:  Case Status: Closed
Service Phone:  Priority: 3 - Low

Alert: Date Closed: 03/30/2004

Region Dealer: 140/511
Dealer Name: MAITA HYUNDAI, INC.
Dir Address: 2436 Auburn Boulevard Sacramento, CA 95821

VIN: JF1GG2967  Prod Date: 05/01/2001
Emission Spec: C
Model: **2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**
Engine Number: Transmission:
Engine Desc: 2.0 LITRE ENGINE, 4 CYLINDERS,

RO Number: 160577 RO Date: 03/30/04 Current Mileage: 30391
Failure Code/Description:
Keyword: Pedal Feel, Occurrence: Intermittent
Condition: customer complaint of pedal feel when stopping from about 40 mph.
Created By: tsab Date Created: 03/30/2004

Journals(Total: - 1 item):

tech will check vehicle history for prior abs repairs. if none then will ask customer if spare tire has ever been on car. if so the directed him towards service bulletin 06-31-03 for proper ordering. >>> toby reports that after speaking with the customer she did recall the spare tire being on for about 45 minutes. this happened as the customer was on her way to have the tires replaced.

Created By: tsab Date Created: 03/30/2004

** Image not available. Please contact your administrator.*

Complete SAMI Case Report

Monday, April 5, 2004 1:32 PM

INFORMATION

Case Number: 531966

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Pending

Priority: 2 - Medium

Last Name:

First Name:

Attachments:

Day Phone:

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2002.0

Manufactured Date: 12/13/2001

VIN:

VIN Prefix: JF1GD2963

Current Mileage: 22000

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 70/331

Company: SUBURBAN MOTOR CO

Subject: ABS vehicle - available for inspection by FHI/cust sending in fax/pending check

Closed By:

Assigned To: Mickel

Follow Up Date: 09/01/2003
12:53:55

Close Date:

Contact Media Type: Phone

CS Impact:
Alert:

Created By: pmic

Date Created: 08/27/2003 12:53:54

Last Modify By: wclo

Last Modify Date: 02/05/2004 15:31:09

ISSUES

Case Number: 531966
Total - 1 item

ISSUE # 1

Category: Vehicle
Reason: Erratic Operation

Status: Open
Resolution:

Customer States

Topic: Suspension/ Steering or Brake Systems **Topic Detail:** ABS System Components
Occurrence: Intermittent

Dealer States

Component Group:

Component Type:

Created By: pmic

Date Created: 08/27/2003 13:01:39

Last Modify By: pmic

Last Modify Date: 08/27/2003 13:01:39

NOTES

Case Number: 531966

Summary of Notes - 12 items

Action: Call

Visibility: Private

Subject: Called customer related to Bob case 527958

Note: Customer states that he is willing for our engineers to check his vehicle. Customer states that it hasn't happened since last week when new tires were installed. Prior to that, it did happen fairly often, but no discernable pattern. There are some roads near him that it occurs on (but not every time). Customer has never had to use his donut spare. Asked when he first noticed it. When he picked up his car after a servicing (1,200 miles) the "brake pressure felt different". A day or so later he experienced the problem. He contacted the dealer and they advised that they did not do anything to the brakes, only "checked" them during the service. Customer is very agreeable to have us inspect his vehicle. Next Monday, he is having an aftermarket exhaust put on. I advised that this should not impact that. He is available all week other than that. Compensation - offered an accessory (up to \$500) or to pay for the 30K service. Customer will think about it and advise.

Created By: pmic

Date Created: 08/27/2003 13:02:26

Action: Call

Visibility: Private

Subject: I've left two messages for this customer to schedule the vehicle.

Note:

Created By: pmic

Date Created: 08/29/2003 10:50:18

Action: Call

Visibility: Private

Subject: Customer called back. His modification to the exhaust

Note: appointment has been changed to Tuesday and they want the car for a "few days". Tried to sway him to change the appointment. He's not compelled to do that since he's had to wait so long. Advised that I would try to get \$1350 for him (1/2 the cost of the exhaust modification), would he be swayed then - note - I explained that it would be flat out goodwill because we cannot condone the mod. He understands and states that he might be swayed with that kind of offer. Spoke to Ed Oriending - I'm concerned because we're not even sure this customer can duplicate it. Ed is checking with FHI to see if they would be willing to pay.

Created By: pmic

Date Created: 08/29/2003 10:57:14

Action: Call

Visibility: Private

Subject: Got the customer to agree to work with us.

Note: He will bring the vehicle into the dealership on Tuesday morning. Customer will need a decent loaner. He will be available by cell phone - [REDACTED]. We will issue the customer a goodwill reimbursement in the amount of \$1350 once the meeting is over. Customer will be bringing his old tires for the dealer to put on so they are able to duplicate the problem.

Created By: pmic

Date Created: 08/29/2003 12:05:03

Action: Call **Visibility:** Private
Subject: Called the dealer - the Service Manager is Dave Knolls - he will
Note: will set everything up. Agreed to give him a PA number for the rental and the time to put the original tires back on the car, then off again once the testing is done.

Created By: pmic **Date Created:** 08/29/2003 12:10:10

Action: Call **Visibility:** Private
Subject: Cust cld
Note: wanted to speak to Patti--conferenced to vmail A/P Patti
Created By: cdan **Date Created:** 10/28/2003 12:30:49

Action: Call **Visibility:** Private
Subject: Cld cust
Note: adv to fax over receipt for exhaust so Patti can process--cust agreed email Patti
Created By: cdan **Date Created:** 10/31/2003 15:20:14

Action: Call **Visibility:** Private
Subject: cust called
Note: Was following up on Fax that was sent in . Adv cust that I did not see a note that the fax was ever received. Adv to please resend and that I would let Patti be aware that the fax was coming. Would follow up with Patti that she rec'd the fax.
Created By: wclo **Date Created:** 01/26/2004 11:28:43

Action: Call **Visibility:** Private
Subject: Will await fax and process.
Note:
Created By: pmic **Date Created:** 01/26/2004 12:24:42

Action: Call **Visibility:** Private
Subject: Called Cust
Note: To confirm that he sent the fax. Cust stated he had sent it last night to the following: [REDACTED] fax line. Adv cust to resend to my fax number and also provided cust with the address to send hard copy. Cust stated he would try both. A/P Patti M
Created By: wclo **Date Created:** 01/27/2004 15:35:17

Action: Call **Visibility:** Private
Subject: Will check for the fax in the AM
Note:
Created By: pmic **Date Created:** 01/27/2004 17:24:12

Action: Call **Visibility:** Private

Subject: Called Cust

Note: Adv cust that check is being cut for \$1350 per P. Mickel and he should rec within the next 2 weeks.

Created By: wolo

Date Created: 02/05/2004 15:30:25

FINANCIAL INFO**Case Number: 531966****Financial Info - 1 Item**

Acct. Nbr:	Goodwill	Status:	1350
First Name:	[REDACTED]	Last Name:	Paid
Amount:	For assistance with an investigation - parts goodwill	Auth. Date:	pmic
Check Type:	Check		
Created By:	Edward	Date Created:	02/05/2004 12:46:06

ADDRESSES

Case Number: 531966
Total - 1 Items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Birmingham

State/Province: MI

Zip Code: [REDACTED]

Created By: pmic

Date Created: 27-AUG-03

Last Modify By: pmic

Last Modify Date: 27-AUG-03

** Image not available. Please contact your administrator.*

Complete SAMI Case Report

Monday, April 5, 2004 1:33 PM

INFORMATION

Case Number: 532724

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Closed

Priority: 2 - Medium

Last Name: [REDACTED]

First Name: [REDACTED]

Attachments: X

Day Phone: [REDACTED]

Ext:

cell

CRIS Letters:

Model: IMPREZA

Model Year: 2002.0

Manufactured Date: 04/01/2001

VIN: [REDACTED]

VIN Prefix: JF1GD2963

Current Mileage: 32000

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 20/160

Company: SALERNO DUANE SUBARU KIA

Subject: Veh. Regs. Survey - e-mail sent. Awaiting response: gave Dominick at dlr PAR#13P102 see notes

Closed By: rpoz

Assigned To: Pozniak

Follow Up Date: 09/03/2003
09:47:03

Close Date: 11/21/2003
15:07:33

Contact Media Type: In House

CS Impact:

Alert:

Created By: pmic

Date Created: 08/29/2003 09:47:03

Last Modify By: rpoz

Last Modify Date: 11/21/2003 15:08:37

ISSUES

Case Number: 532724

Total - 2 Items

ISSUE # 1

Category: Corporate Issues

Status: Closed

Reason: Dislike

Resolution:

Customer States

Topic: Vehicle

Topic Detail: Vehicle Model Line

Occurrence: [None]

Dealer States

Component Group:

Component Type:

Created By: pmic

Date Created: 08/29/2003 09:48:02

Last Modify By: pmic

Last Modify Date: 08/29/2003 09:48:02

ISSUE # 2

Category: Vehicle

Status: Closed

Reason: Erratic Operation

Resolution:

Customer States

Topic: Suspension/ Steering or Brake Systems

Topic Detail: ABS System Components

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: rpoz

Date Created: 11/21/2003 15:08:11

Last Modify By: rpoz

Last Modify Date: 11/21/2003 15:08:11

NOTES

Case Number: 532724

Summary of Notes - 111 Items

Action: Call

Visibility: Private

Subject: Sent the following e-mail to the customer

Note: Good Morning! Some time ago (October, 2001) you contacted our office about a concern you had with the brakes on your WRX. Believe it or not, we're still gathering information about this concern. I'm hoping you can assist us by answering a few questions. Do you still have a concern with the ABS in your WRX? Have you been able to duplicate the concern for your dealer? How many miles do you currently have on your WRX? Do you still have the original equipment tires on the vehicle? Have you ever had to use your "donut" spare? Who maintains your WRX? If you could provide a response to these questions, I would greatly appreciate it! If you have any questions, please feel free to contact me at 1-800-SUBARU3! Have a wonderful, safe holiday weekend!

Created By: pmic

Date Created: 08/29/2003 09:48:38

Action: Call

Visibility: Private

Subject: Customer called me:

Note: Has had two braking concerns. 1st - at 80MPH - severe vibration throughout the vehicle when "steady" firm braking on an off ramp. No longer a problem. Hasn't occurred for over a year. No dealer diag. 2nd - Brake pedal "drops". Customer can readily duplicate this. He has adjusted his driving habits to accommodate the problem. "At lower speeds (10/20/30 mph) and braking on a "rough" surface, the brake pedal will drop. There is a feeling of slight brake pedal resistance just prior to the drop of the pedal". Braking distance is increased. Customer is still running on original OEM tires (front showing some wear). Has not used the donut spare ever. Mileage is 32K. Will be going to the dealer for service soon. Asked him to have the dealer Service Manager call us when the car goes in to see if we can help in any way.

Created By: pmic

Date Created: 08/29/2003 10:13:47

Action: Call

Visibility: Private

Subject: Customer is best reached through e-mail.

Note:

Created By: pmic

Date Created: 08/29/2003 10:17:59

Action: Call

Visibility: Private

Subject: Spoke to Ed G. - would like to have the team

Note: look at this vehicle next Thurs. and Fri. (9/4, 9/5) at Salerno Duane.

Created By: pmic

Date Created: 08/29/2003 11:23:44

Action: Call

Visibility: Private

Subject: Spoke to the customer. He's fine with this.

Note: Offering to pay for 30K service and up to \$500 towards tires. Customer is very happy. Loves

Subaru and considers this an "honor" to help us.

Created By: pmic

Date Created: 08/29/2003 11:24:24

Action: Call

Visibility: Private

Subject: Spoke to Rich Guadagno, Service Manager at Salerno Duane

Note: he's fine with this. Will set up the loaner and call me for the PA for the service/tires. I advised him that Ed G. in Svc. will take care of notifying Barry and Don Allen.

Created By: pmic

Date Created: 08/29/2003 11:28:34

Action: Call

Visibility: Private

Subject: Per Gregg Federer

Note: got to dlr at 11am. Generated RO. Customer stated "brake pedal drops when braking over bumps. Then when pressing brake pedal second time, brake pedal feel too hard, this is normally during dry conditions at 20-30 MPH....The dlr, Gregg, and engineers from Subaru inspected vehicle. Vehicle was deemed not to be modified, or in any accidents etc. Cust stated it happened on roads that were like washboard. Vehicle has 36,000 miles on it about now and it is the original brakes. So they did find a similar road and did feel the sensation but all tests and monitoring found condition normal, abs normal all within specs and running as designed. Cust is in car now and was told that reports would be sent to FUJI and if anything negative was found they would contact him. Also, I advised Gregg that I will call dlr and advise them that Patti's offer of 30k and \$500 towards new tires is standing and I can issue aPA.

Created By: lfou

Date Created: 09/08/2003 14:51:42

Action: Call

Visibility: Private

Subject: I spoke to Dominick as Rich G was not avail

Note: Told him we will pay for our 30k in book and 4 new tires up to \$500. He took my name and number and will get back to me with info on prices etc. He will call customer and set up appt. I will then give PAR.

Created By: lfou

Date Created: 09/08/2003 16:13:03

Action: Call

Visibility: Private

Subject: rec'd e-mail from Dan Dalton

Note: where we are to trade the cust out of this veh and into an '03 WRX (vin 3G500123) which is from the demo fleet.

Created By: rpoz

Date Created: 09/22/2003 08:30:32

Action: Call

Visibility: Private

Subject: called DSOM Donald Allen

Note: to discuss this veh and that the cust is to be traded out of the veh. DSOM said he was not involved in the decision to trade the cust out of this vehicle and the last time that he spoke to the cust, he explained the operation of the braking system which cust accepted and was fine w/ it. DSOM said it took a follow-up call to the cust a year later from SOA when the brake issue resurfaced.

Created By: rpoz

Date Created: 09/22/2003 10:54:53

Action: Call **Visibility:** Private
Subject: reviewed w/ Dan Dalton
Note: where we are working on repurchase of this veh and putting the cust into a demo veh. Once the transaction is complete, the cust veh will be going back to Fuji and hope to do so on 9/26. Presently, we are awaiting auth from SDC to proceed w/ the trade assist. Upon my getting the auth to proceed, I will call the cust to explain about the trade assist and once he agrees to it, I will request payment to the lienholder and make arrangements to get the replacement vehicle to the customer and bring his veh back to SOA.

Created By: rpoz **Date Created:** 09/23/2003 08:33:12

Action: Call **Visibility:** Private
Subject: rec'd auth that SDC
Note: has agreed to proceed w/ the transaction. I wil notify the cust and then call the dlr..

Created By: rpoz **Date Created:** 09/23/2003 09:39:34

Action: Call **Visibility:** Private
Subject: called dlr, spoke to Chico in Sales
Note: and asked if he could please provide me the BOS and lienholder info for this veh? Chico said he will look for it and give me a call. I then tried to call the cust but the # in the case is a wrong #. I will send the cust an e-mail and ask that he call me directly.

Created By: rpoz **Date Created:** 09/23/2003 09:45:02

Action: Call **Visibility:** Private
Subject: called the dlr,
Note: spoke to Dominic in Srvc to ask if he had any other contact #'s for the cust? Dominic said he has 2 other #'s [REDACTED] Dominic also added that the veh was recently at the dlr after the cust complained it spun out. Also, Dominic said that a window regulator has to be replaced and also the veh has to go to the body shop as the movement inside the door panel (of the regulator) caused the holes to secure the regulator become enlarged. I called the cust at the 212 # but the person who answered said there is no such person w/ that name at the #. I then called the 201 # and left a message requesting a call back on my direct line.

Created By: rpoz **Date Created:** 09/23/2003 10:16:56

Action: Call **Visibility:** Private
Subject: rec'd call from Chito in Sales
Note: who said that he was unable to find the BOS and said the dlr only keeps the sales records for one year after the sale.

Created By: rpoz **Date Created:** 09/23/2003 11:50:41

Action: Call **Visibility:** Private
Subject: rec'd v/m from cust
Note: who provided a cell # to call him at. I corrected the # in the case and called cust where I left him a v/m.

Created By: rpoz

Date Created: 09/23/2003 12:47:34

Action: Call

Visibility: Private

Subject: cust called back

Note: where I explained we would like to replace his veh w/ one from our demo fleet and that we will take his veh back for testing. Cust was agreeable to that. I provided info on the replacement vehicle and then asked who the lienholder is w/ his veh? Cust said Capital One and he will e-mail me later the account info. I also asked cust to call the lienholder and give them authorization for me to discuss the account which is required due to privacy laws.

Created By: rpoz

Date Created: 09/23/2003 12:56:52

Action: Comment

Visibility: Private

Subject: cust e-mailed

Note: the following lienholder info: Capital 1 Auto Finance Payment Processing 3905 Dallas Parkway Plano, TX 75093 acct # 5491154 1-800-946-0332

Created By: rpoz

Date Created: 09/23/2003 14:37:23

Action: Call

Visibility: Private

Subject: called the lienholder 800-946-0332

Note: spoke to CS Rep named Barbara who said the payoff on this veh is \$19,161.86 good thru 10/3/03. I asked about how long it would take to get the title after we paid the veh off? Barbara said 3-7 calendar days and there is no way to expedite that.

Created By: rpoz

Date Created: 09/23/2003 14:42:05

Action: Call

Visibility: Private

Subject: called lienholder

Note: spoke to Keith in the Titles Dept to ask if a sub of collateral could be done and if that would get us the title quicker? Keith said a sub of collateral is not possible as the cust as already been making payments on the veh. Keith also added that if that was at all possible, it would have to be reviewed and that process would take a longer time. I asked about expediting the title back to SOA after we paid the lien off? Keith said that after they receive a payoff, it takes 1-2 days to show the balance as \$0 and then takes a business day to get the title released and then there is the shipping time period. Keith said if we sent the check this date via overnight, the earliest we would get the title would be 9/27.

Created By: rpoz

Date Created: 09/23/2003 15:41:15

Action: Call

Visibility: Private

Subject: rec'd v/m from Dan Dalton

Note: that we will anticipate taking the replacement vehicle to 020-160 9/26, sell that veh to the dlr for \$20k and then we will purchase the cust veh from the dlr for \$20k and give the dlr \$250 for doing the paperwork. This date I prepared all the docs we are requiring the cust to sign which I will take w/ me to switch the cars.

Created By: rpoz

Date Created: 09/24/2003 09:34:18

Action: Call

Visibility: Private

Subject: called accounting

Note: spoke to John Carney who said that the check did not "come out" this am and suggested I call back tomorrow and speak to Debbie Wood?

Created By: rpoz

Date Created: 09/24/2003 13:25:43

Action: Call

Visibility: Private

Subject: rec'd call from Dan Dalton

Note: who said that acctg needs a W-9 form in order to process a check to Capital One. I will call Capital One to get that document.

Created By: rpoz

Date Created: 09/24/2003 15:15:36

Action: Call

Visibility: Private

Subject: called Capital One

Note: spoke to Eddie in Cust Srvc, explained that I am in need of a W-9, he wasn't familiar w/ such a form and then checked w/ someone named Carl Williams in the Title Dept. Carl said that he was aware of such a form, I then left a message for Mr Williams asking that he call me back and to fax me a W-9.

Created By: rpoz

Date Created: 09/24/2003 15:39:53

Action: Call

Visibility: Private

Subject: rec'd info from acctg

Note: that I will have the payoff check tomorrow.

Created By: rpoz

Date Created: 09/24/2003 16:26:48

Action: Call

Visibility: Private

Subject: called Capital One this date,

Note: spoke to Liz i the Title Dept, advised of the W-9 I needed to be completed so we can pay off the lien. Liz asked that I fax the W-9 to her at 888-722-5117? I faxed the doc this date.

Created By: rpoz

Date Created: 09/25/2003 10:15:36

Action: Call

Visibility: Private

Subject: I called DSOM

Note: and asked who I should speak to at the dlr to discuss this transaction? DSOM said he wasn't sure a there have been many personnel changes and suggested I speak directly to the DSM Jack Young. I called SDC and left a v/m for DSM Jack Young requesting he call me back.

Created By: rpoz

Date Created: 09/25/2003 10:18:15

Action: Research

Visibility: Private

Subject:

Note:

Created By: rpoz

Date Created: 09/25/2003 10:23:39

Action: Call

Visibility: Private

Subject: Jack Young called back

Note: and suggested I speak to David Kasliner, but he is off this date and suggested I speak to his assistant Chito.

Created By: rpoz

Date Created: 09/25/2003 10:27:13

Action: Call

Visibility: Private

Subject: called the dlr

Note: spoke to Chito in Sales to discuss this situation. I explained the #'s and that we need the BOS to reflect the dlr selling the veh to the cust for the loan balance of \$19.2k and then SOA would fund the tax and registration to the dlr and also give \$250 for doing the paperwork. Chito was fine w/ that and then asked about the cust financing the \$19.2k as he said he won't release the new car w/out cust receiving the financing? I explained the cust has to get financing for that amount for either thru the dlr or his own financial organization. I explained to Chito that presently the cust is financed thru Capital One. To that, Chito explained there must have been a problem w/ the customer's credit by going thru that financial institution. I said to Chito I just wanted to, preliminarily, explain how we would like to proceed and I would call back later to confirm.

Created By: rpoz

Date Created: 09/25/2003 10:38:59

Action: Call

Visibility: Private

Subject: rec'd both the

Note: lienholdedr payoff check and the W-9 from the lienholder. I will send the payoff check this date and will enclose the W-9 in the case file folder.

Created By: rpoz

Date Created: 09/25/2003 12:02:36

Action: Call

Visibility: Private

Subject: cust called

Note: where he asked if we could make the transaction time a little earlier (closer to 11am) as he has to be at work at 2pm? I explained I don't foresee that being a problem..Cust also asked for the vin # for the replacement vehicle so he can contact his insurance agent? I provided the vin. Also, I explained that he will have to secure financing for the loan amount of approx \$19.2k. Cust said no problem.

Created By: rpoz

Date Created: 09/25/2003 12:54:08

Action: Call

Visibility: Private

Subject: rec'd the UPS invoice

Note: of the payoff sent to the lienholder and having tracking # 1Z9AW3940197496007.

Created By: rpoz

Date Created: 09/25/2003 14:08:44

Action: Call

Visibility: Private

Subject: rec'd call from Chito asking for cust #

Note: as he wants to call cust to "get the ball rolling" regarding a credit check. I provided Chito the cust cell #.

Created By: rpoz

Date Created: 09/25/2003 15:13:45

Action: Call**Visibility:** Private**Subject:** took replacement veh to the dlr

Note: on 9/26 to exchange w/ cust after I spoke to Chito in Sales on 9/25 who said that he had all the necessary paperwork in order and also had the financing secured. When I arrived at the dlr, I was advised that Chito was off and that the transaction would be completed thru Sales Manager Bill Khiserin. Bill advised that all of the paperwork was not completed and Mr Santillana purchased his veh w/ his mother securing the financing, whose name appears on the title and she must also be present to sign the docs and secure financing for the replacement vehicle as [REDACTED] was denied financing on his own... [REDACTED] originally said he was to bring his mother w/ him but she was suddenly unavailable. I waited at the dlr until approx 4:30pm in the event Ms. Santillana was able to come to the dlr to co sign the loan. The cust never called the dlr and I returned the replacement vehicle back to SOA. Also, after I left the dlr, the DSOM Donald Alled waited until approx 5:30 pm and the cust still hadn't called back. Donald did call the cust who said that he couldn't make it but said he probably could on 9/27. I then agreed that I would return to the dlr 9/27 w/ both the cust and his mother being present after first ensuring that they had insurance as well.

Created By: rpoz**Date Created:** 09/29/2003 15:06:38

Action: Call**Visibility:** Private**Subject:** called the dlr 10am on 9/27

Note: spoke to Chito who said that he is waiting on a return call from the cust regarding insurance after leaving several messages for him. I then called DSOM who said it is improbable this transaction would happen this date. I then called Chito back around noon who said that the cust said he was unable to contact his insurance as their office closed at 4pm on 9/26 and asked to move the transaction until the evening of 9/30? I explained to Chito that I cannot commit to that date but I would be back in touch w/ him.

Created By: rpoz**Date Created:** 09/29/2003 15:22:28

Action: Call**Visibility:** Private**Subject:** called cust

Note: to ask if he has rec'd the insurance info as requested? Cust said he has not as the insurance company is giving him a hard time for switching veh's already after just getting a policy w/ them. I then asked if he was approved for financing the new veh? Cust said he believes so as the dlr hasn't mentioned anything and are just focusing on the insurance part of it. I asked cust to please call me once he hears from the insurance company.

Created By: rpoz**Date Created:** 09/29/2003 15:26:35

Action: Call**Visibility:** Private**Subject:** left v/m for Chito asking that he call me back

Note: to discuss if the cust was approved for financing and the current status of the replacement?

Created By: rpoz**Date Created:** 09/29/2003 15:33:57

Action: Call**Visibility:** Private**Subject:** called DSOM Donald Allen

Note: who said that the last he heard from the dlr was that the cust was approved for financing, w/

a cosigner, and the monthly payment is roughly \$500/month. DSOM said he is not sure if the dir communicated that to the cust yet? I explained I am awaiting a call from Chito to discuss that.

Created By: rpoz

Date Created: 09/29/2003 15:34:41

Action: Call

Visibility: Private

Subject: called Captial One Auto Finance,

Note: spoke to Noreen in Cust Srvc and asked that she put a hold on the payoff. Noreen said the payoff was already applied to the payoff 9/26. I asked if there was any way to reverse that transaction? Noreen said that she has to speak w/ the Payoff Manager and would have to get back to me in 72 hours.

Created By: rpoz

Date Created: 09/29/2003 16:13:06

Action: Call

Visibility: Private

Subject: called accounting

Note: and requested a stop pay be issued on check # 1283805.

Created By: rpoz

Date Created: 09/29/2003 16:22:28

Action: Call

Visibility: Private

Subject: left a v/m for cust

Note: on his cell phone offering the option, in lieu of the replacement vehicle, to pay off his veh, SOA will take possession of his veh. I asked cust to call me back ASAP w/ his decision.

Created By: rpoz

Date Created: 09/29/2003 16:45:18

Action: Call

Visibility: Private

Subject: rec'd call from acctg

Note: who issued a stop pay on the lienholder check.

Created By: rpoz

Date Created: 09/30/2003 08:50:31

Action: Call

Visibility: Private

Subject: rec'd call from cust

Note: returning my call pertaining to just paying off the veh and cust would be free of the lien and able to purchase the veh of his choosing. Cust said he is not really interested in that as he needs a car but said that it would be nice not to have the loan. I asked cust if he has any add'l info regarding the insurance? Cust said not yet but the insurance company is upset as they would have to rewrite the policy as his mom now has to be listed on the policy. I asked cust to let me know ASAP what his intentions are? Cust said he would.

Created By: rpoz

Date Created: 09/30/2003 12:38:34

Action: Call

Visibility: Private

Subject: rec'd call from Chito

Note: who said the cust stopped in this date, his mother will be on the insurance policy and to trade into the new veh will be in approx 1 week.

Created By: rpoz Date Created: 09/30/2003 14:05:37

Action: Call Visibility: Private

Subject: Gave Dominick at the dlrship PAR#

Note: #13P102 for Tires and oil change etc. total \$589.45. Put in cds today.

Created By: lfou Date Created: 09/30/2003 14:53:17

Action: Call Visibility: Private

Subject: rec'd call from cust

Note: who said there is another "hiccup" and that his mother had let her license expire and is not able to get insurance. Cust also asked if there was any way we could finance him directly thru SOA? I explained that is not possible as Chase is the finance co. working w/ Subaru and finance those w/ only A or B credit and his credit is not at that level. Cust then commented that he knows we need his car and what he was asking was to give us his car back and have us arrange the dlr to give him a loaner Mitsubishi Lancer? I explained that would not be possible.

Created By: rpoz Date Created: 10/01/2003 12:37:45

Action: Call Visibility: Private

Subject: reviewed the case w/ Dan Dalton

Note: where I explained the cust most recent contact. we agreed to advise cust we would be unable to accomodate his request for financing thru Chase because of his credit rating and cannot take his veh and have the dlr provide him w/ a loaner veh. Also, we discussed advising the cust that this just won't work out, we have to move on and approach the next cust and present our offer of a vehicle exchange. I will give cust a last offer of allowing SOA to repurchase the veh and giving him an add'l \$1k.

Created By: rpoz Date Created: 10/01/2003 12:45:21

Action: Call Visibility: Private

Subject: called the cust

Note: and advised that we would be unable to proceed w/ the replacement of his veh and that we would not be able to finance him thru Chase due to his credit rating. Cust said he understands. Furthermore, I explained I would present the offer one final time that, if he is interested, would pay off his veh, give him \$1k, SOA would take possession of his veh and he would be free of the lien and can choose his next means of transportation. Cust said he would ask his mother and call me back by the end of the day.

Created By: rpoz Date Created: 10/02/2003 10:41:47

Action: Call Visibility: Private

Subject: rec'd call from cust

Note: who said that he declines our offer and will just keep his car. Cust said that he doesn't want to go any further in to debt by taking the replacement car.

Created By: rpoz Date Created: 10/02/2003 16:17:28

Action: Call Visibility: Private

Subject: called dir

Note: spoke to Chito in Sales to advise that the replacement will not take place. Chito said he knew it wouldn't and said there are even more recent issues w/ the customer's insurance in that the insurance provided a policy to the cust in error.

Created By: rpoz

Date Created: 10/02/2003 16:18:22

Action: Call

Visibility: Private

Subject: called Capital One

Note: to speak to the Payoff Manager. I was transferred to someone named Tom who said they aren't allowed to give out their last name but his initials are TJA. I asked about reversing the payoff? TJA said that is not possible. I asked if there are any other options? He said no.

Created By: rpoz

Date Created: 10/02/2003 16:24:48

Action: Call

Visibility: Private

Subject: left message

Note: w/ cust asking if he would reconsider the replacement vehicle? Furthermore I discussed his comment of 10/02/03 that he didn't wanted to go into debt even further. I left on the message that this transaction would not increase the debt as the loan for the replacement vehicle is the loan balance of the present vehicle and not requiring any additional \$ from him. I then added that the monthly payments on the new loan are actually less than what he is paying now. I asked cust to call me ASAP w/ his decision.

Created By: rpoz

Date Created: 10/06/2003 12:12:01

Action: Call

Visibility: Private

Subject: spoke to the cust

Note: who is still interested in the replacement vehicle. I asked if his mother had addressed the expired driver license issue? Cust said yes and that and the insurance should be taken care of today. I asked cust to call me as soon as it is taken care of? Cust said he would.

Created By: rpoz

Date Created: 10/06/2003 14:32:19

Action: Call

Visibility: Private

Subject: cust left a v/m

Note: that the license and insurance has been taken care of and he is interested in trading into the new car.

Created By: rpoz

Date Created: 10/08/2003 08:56:59

Action: Call

Visibility: Private

Subject: called the Sales Manager Dave K

Note: and explained that the trade assist deal is back on. I explained I would follow-up w/ him once I confirm a date and time for this transaction to take place.

Created By: rpoz

Date Created: 10/08/2003 09:08:25

Action: Call

Visibility: Private

Subject: rec'd faxed BOS from the Sales Manager

Note: which shows SOA's contribution of \$3,907.66. I will draft a letter to the dlr confirming SOA's contribution.

Created By: rpoz

Date Created: 10/08/2003 10:21:22

Action: Call

Visibility: Private

Subject: called cust to follow-up

Note: regarding the insurance? Cust said that he will have the quote by the end of the day and believes he should have coverage by tomorrow. I asked cust to call me as soon as he has add'l info and then we can schedule a date and time to complete the transaction. I did explain to the cust that he has to notify the dlr of the insurance so they could verify the insurance w/ the carrier of the policy. Cust said he is aware of that.

Created By: rpoz

Date Created: 10/08/2003 14:57:45

Action: Call

Visibility: Private

Subject: left v/m for both cust

Note: and Chito. The message I left for Chito is in response to a message he left on my personal cell phone.

Created By: rpoz

Date Created: 10/09/2003 15:48:08

Action: Call

Visibility: Private

Subject: called cust to ask about insurance?

Note: He said he is still working on it and should know something by tomorrow.

Created By: rpoz

Date Created: 10/09/2003 15:52:19

Action: Call

Visibility: Private

Subject: called cust

Note: who said that he spoke to the insurance company and they policy has been accepted but the approval takes a week. I asked cust to provide me the name of the insurance co, agent name, phone # policy # he said he didn't have that and I asked that he call me back w/ that info? Cust said he would.

Created By: rpoz

Date Created: 10/10/2003 14:54:38

Action: Call

Visibility: Private

Subject: left message for the cust

Note: asking that he call me back and provide insurance info as I would like to have that ASAP so maybe we could complete the transaction 10/17.

Created By: rpoz

Date Created: 10/13/2003 15:29:19

Action: Call

Visibility: Private

Subject: left another message for cust

Note: asking if has any further info regarding insurance? I stressed the importance of gaining that info as we would like to schedule the replacement transaction by the end of this week.

Created By: rpoz

Date Created: 10/14/2003 11:27:32

Action: Call **Visibility:** Private
Subject: rec'd call from cust
Note: who said that he has insurance thru Prudential, the agents name is Linda and can be reached at 201-964-1030. Cust said the agent was looking for some type of "buyer's slip"? I explained I do have a copy of the Monroney label and I could photocopy that if that is what the agent needs. Cust said he would call the dlr, speak to Dave Kasliner and see if he knows what the agent is looking for and then have him speak directly to the agent.
Created By: rpoz **Date Created:** 10/14/2003 15:53:07

Action: Call **Visibility:** Private
Subject: left a v/m for Linda (the insurance agent)
Note: asking that she call me back to discuss the insurance for the replacement vehicle and what document she is seeking from Subaru?
Created By: rpoz **Date Created:** 10/14/2003 16:12:19

Action: Call **Visibility:** Private
Subject: rec'd call from cust
Note: who said that he spoke to his insurance agent and all she needed was the vin # of the replacement veh, which he provided. I then asked what date he could make it to the dlr to do the exchange? Cust asked for Saturday? I explained that is not possible and this would have to occur during the week. Cust said that his mom does get off some Friday's and she may be able to go to the dlr this Friday. I asked that he ask her if she can make it and then let me know.
Created By: rpoz **Date Created:** 10/14/2003 16:49:26

Action: Call **Visibility:** Private
Subject: left message for cust
Note: asking if he has spoken to his mother and if they can make it to the dlr 10/17?
Created By: rpoz **Date Created:** 10/15/2003 11:57:40

Action: Call **Visibility:** Private
Subject: cust called back
Note: and he said he should know tonight if his Mother can make it to the dlr Friday. I asked cust to please call me tomorrow. Cust asked for the vin # of the replacement veh, which I provided.
Created By: rpoz **Date Created:** 10/15/2003 13:58:16

Action: Call **Visibility:** Private
Subject: rec'd call after hours last night
Note: fro the customer's insurance agent. The agent was seeking a buyers order which has the replacement vehicle vin # on it? I explained the dlr has it and she could get that document from them. The agent also explained that [REDACTED] was in her presence at the insurance agency when I asked if I could speak to her? I asked [REDACTED] if she could go to the dlr 10/17 at 10 am , w/ her son, to sign the necessary docs so the veh transfer can take place? [REDACTED]

██████████ said she would clear it w/ her boss and would be able to be there at 10 am on 10/17. I asked if I needed to confirm w/ her 10/16 that we are still on for the 17th? ██████████ said that is not necessary as she will be there.

Created By: rpoz **Date Created:** 10/16/2003 09:17:56

Action: Call **Visibility:** Private

Subject: I called DSOM

Note: and explained that the transaction is on for tomorrow. DSOM said he would meet me at the dr.

Created By: rpoz **Date Created:** 10/16/2003 09:22:56

Action: Call **Visibility:** Private

Subject: rec'd call from Chito (Sales)

Note: who said that he spoke to the insurance agent last night (after I did) and she said the insurance policy won't be effective until 10/22. I said I was advised the policy would be in force by weeks end. Chito said he would call the insurance agent and call me back.

Created By: rpoz **Date Created:** 10/16/2003 14:56:19

Action: Call **Visibility:** Private

Subject: Mr Santillana called

Note: and said that he heard from the insurance agent and there won't be a policy for tomorrow and it will take a couple of more days. Cust said the problem is that his brother is also on the insurance policy and the insurance company has to verify some vital info for the brother.

Created By: rpoz **Date Created:** 10/16/2003 14:58:54

Action: Call **Visibility:** Private

Subject: called the customer's insurance agent

Note: and left a v/m asking for a call back as to the status of the policy?

Created By: rpoz **Date Created:** 10/17/2003 11:09:54

Action: Call **Visibility:** Private

Subject: called Insurance Agent,

Note: spoke to Linda and asked for the status of the insurance policy? Linda said that she is waiting for the cust to come back in w/ a check to pay for the policy and after getting the check, there would be a 7 day waiting period for the policy. Linda said it had been difficult getting this cust to come in and also getting info from her. Linda said that she has all the info now but the cust was only giving it to her in "drips and drabs".

Created By: rpoz **Date Created:** 10/20/2003 10:41:14

Action: Call **Visibility:** Private

Subject: left v/m for the cust

Note: asking that he call me back w/ regards to the insurance policy..

Created By: rpoz **Date Created:** 10/20/2003 11:37:26

Action: Call **Visibility:** Private
Subject: left v/m for Insurance Agent
Note: asking if she has heard from the cust? Upon the agent's call back, I will ask what amount of funding is required to activate the insurance policy? Upon getting that amount, I will consider funding that amount either by check or credit card to get the policy activated.
Created By: rpoz **Date Created:** 10/21/2003 09:58:21

Action: Call **Visibility:** Private
Subject: spoke to insurance agent (Linda)
Note: who said that they have all the info for the policy except for the customer's other son's date of birth and also a payment. Linda said his name has to appear on the policy as he resides at [redacted] residence. I asked Linda how much the payment is that is required and if SOA could fund that by either a check or credit card? Linda said she doesn't yet know the amount of the policy until she gets the other son's date of birth to enter into the system and they would not be able to accept payment from SOA as it can only come from the policy holder. Linda also commented "wait till they get the price of the policy having such a young person also on the policy and the cost of the policy were most likely be doubled".
Created By: rpoz **Date Created:** 10/21/2003 10:17:55

Action: Call **Visibility:** Private
Subject: left message for cust
Note: asking that he call me back to give an update to the insurance situation?
Created By: rpoz **Date Created:** 10/21/2003 11:01:03

Action: Call **Visibility:** Private
Subject: rec'd v/m from cust
Note: who said that they are seeking other alternatives for insurance as the quote they rec'd from Prudential is 3x what they were previously paying. Cust also said that Prudential is looking for a \$2k downpayment. Cust said he would keep me updated.
Created By: rpoz **Date Created:** 10/21/2003 15:51:48

Action: Call **Visibility:** Private
Subject: spoke to [redacted]
Note: where I asked about the status of the insurance? [redacted] said that Prudential was too expensive and she is now trying to get insurance thru Acord Insurance. I asked when does she anticipate knowing if she will get insurance thru that company? Cust said she didn't know yet as she still has to send a copy of her license to the Insurance company. Cust said she will fax that document to the insurance company tomorrow. I asked cust to please call me as soon as she gets add'l info? She said she would.
Created By: rpoz **Date Created:** 10/22/2003 14:56:45

Action: Call **Visibility:** Private
Subject: reviewed w/ Dan Dalton
Note: where we discussed that this transaction has to take place by 10/27 or the deal is off. We

further discussed that we can offer to increase the contribution to activate the insurance policy to \$2k.

Created By: rpoz

Date Created: 10/22/2003 17:00:44

Action: Call

Visibility: Private

Subject: I called [REDACTED]

Note: and explained the urgency of the situation and that it has to occur by 10/27 or the deal is off. [REDACTED] said the insurance info has all been sent to the agent and they are waiting for a call back. I asked [REDACTED] to have the insurance agent call me first thing in the a.m. so I can discuss w/ her what it would take to activate the policy ASAP.

Created By: rpoz

Date Created: 10/22/2003 17:07:01

Action: Call

Visibility: Private

Subject: called [REDACTED]

Note: and also explained to him the urgency of the situation and that I need to hear by tomorrow, the status of the insurance policy and if I don't have an answer by Friday 10/24 then the transaction is off.

Created By: rpoz

Date Created: 10/22/2003 17:09:05

Action: Call

Visibility: Private

Subject: called [REDACTED]

Note: to ask if she has heard anything from the Insurance agent? Cust said that her son took all of the required docs to the agent yesterday and the agent (Paula) said she would call me this date. I said that I have not heard from her yet when [REDACTED] assured me she would call today.

Created By: rpoz

Date Created: 10/23/2003 11:23:36

Action: Call

Visibility: Private

Subject: called [REDACTED]

Note: and said that I haven't heard from the insurance agent yet. [REDACTED] said she would call the agent and call me right back.

Created By: rpoz

Date Created: 10/23/2003 16:18:24

Action: Call

Visibility: Private

Subject: rec'd call from [REDACTED]

Note: who said that all of the paperwork has been dropped off to the insurance company and his mom is to go there this evening to sign the policy. He said that he spoke to the agent and expressed that this has to be done ASAP.

Created By: rpoz

Date Created: 10/23/2003 16:34:35

Action: Call

Visibility: Private

Subject: called [REDACTED] at the work #

Note: but she wasn't in this date. I called the home [REDACTED] but there was no answer nor answering machine. I then left a v/m for [REDACTED] on his cell phone.

Created By: rpoz

Date Created: 10/24/2003 09:45:05

Action: Call

Visibility: Private

Subject: rec'd call from [REDACTED]

Note: who said that he took all the paperwork (the DMV file) to the insurance agent last night, he and his mother are going to the agency tomorrow to sign all the docs and anticipates having the policy by either 10/27 or 10/28. The agents name is Paula and the agency phone # is 973-589-2300.

Created By: rpoz

Date Created: 10/24/2003 11:42:30

Action: Call

Visibility: Private

Subject: called Paula (Insurance Agent)

Note: who said that she just rec'd the application and is waiting for the DMV reports, after getting that it normally takes 5 business days for the policy to become effective. I asked for the time frame? Paula anticipates the first or second week of 11/03.

Created By: rpoz

Date Created: 10/24/2003 11:48:49

Action: Call

Visibility: Private

Subject: called cust

Note: where I presented the following offer: 1) I meet him at the dlr, w/ his Mother, 10/25; they sign the POA, Release and Odometer Disc Statement 2) I take possession of his car 3) he will be return to the dlr once he verifies insurance to sign the note for the new car 4) I will provide \$1000.00 for his use of alternate transportation Cust agreed to those terms and said he could be at the dlr approx 12:30 or 1pm tomorrow.

Created By: rpoz

Date Created: 10/24/2003 16:21:30

Action: Call

Visibility: Private

Subject: cust veh

Note: returned to SOA 10/25 by myself. The cust signed the release, Power of Attorney and Ododmeter Disclosure Statement which is included in the case file folder. Also, I am requesting a check this date, to the cust for \$1000.00 for transportation. The reason this amount is being requested is that the cust agreed to release his veh to SOA prior to his ownership of the replacement veh and needs transportation until he gets insurance and signs the note for the replacement veh. Cust said it should take approx 2 weeks to purchase the new vehicle.

Created By: rpoz

Date Created: 10/27/2003 08:46:49

Action: Call

Visibility: Private

Subject: rec'd call from Chito

Note:

who said there is another problem as he just heard from [REDACTED] that she wanted to come in tomorrow to pick up her new car. However, Chito learned that [REDACTED] has lost her job. He asked her about her employment and she said she was laid off 10/30. [REDACTED] asked to still come in and purchase the car but Chito advised that would not be possible as the finance company would have to verify her employment before accepting financing. [REDACTED] said that her son would pay the loan when Chito reiterated that her

name is primary on the financing and she has to verify employment.

Created By: rpoz

Date Created: 11/04/2003 10:39:25

Action: Call

Visibility: Private

Subject: called DSOM

Note: and advised of the call I rec'd from the dlr.

Created By: rpoz

Date Created: 11/04/2003 10:42:58

Action: Call

Visibility: Private

Subject: rec'd call from Chito

Note: who said that the [REDACTED] just showed up at the dlr asking Chito to call me and ask how we are going to assist them into the replacement car. I explained to Chito that presently I do not have add'l info but I would have to call me back and suggest that he ask the cust to leave as the answer would not be immediate.

Created By: rpoz

Date Created: 11/04/2003 11:52:39

Action: Call

Visibility: Private

Subject: rec'd check from acctg

Note: sending to cust this date.

Created By: rpoz

Date Created: 11/04/2003 11:57:30

Action: Call

Visibility: Private

Subject: spoke to Dan Dalton

Note: to advise that [REDACTED] has lost her job and unable to get financing and we were asked what we are going to do about it? We agreed that there is nothing further that we can do as it is the cust responsibility to secure financing. Dan explained that the dlr has not yet been charged for the replacement veh and if they are not interested in keeping the veh for the agreed upon price, then we would bring that veh back to SOA.

Created By: rpoz

Date Created: 11/05/2003 10:06:56

Action: Call

Visibility: Private

Subject: left message for Chito Encarnacion

Note: of the dlr after he left a message for me.

Created By: rpoz

Date Created: 11/05/2003 10:12:28

Action: Call

Visibility: Private

Subject: rec'd call from Chito

Note: who asked what the status of this issue is? I explained the cust was sent the \$1k as offered and that there is nothing further we can do. Also, I asked if they are interested in keeping the veh we sent up there? Chito said no as Dave Kasliner said \$19.2k is too high. I explained that we would make arrangements to bring that car back to SOA. I then left a v/m for DSOM advising that we are bringing the veh back to SOA.

Created By: rpoz

Date Created: 11/05/2003 10:25:44

Action: Call**Visibility:** Private**Subject:** [REDACTED] called

Note: and said that he did receive the check this date but he is in a "panic-y" situation as he said her mother has lost her job. [REDACTED] said that also he spoke to the insurance company who said the policy went into effect yesterday for the new veh and he spoke to the agent about cancelling it and she said that in order to do so, they would get a pro-rated refund that changes daily.

Created By: rpoz**Date Created:** 11/05/2003 14:09:09**Action:** Call**Visibility:** Private**Subject:** rec'd call from Greg Federer

Note: who asked me to explain this situation when it began until we brought the veh back to SOA. This is being asked as the veh is now at Fuji and the brakes appear to have been contaminated. Greg said that the veh was test driven by him and a couple of engineers 9/4/03 and 9/5/03 and they were unable to verify the complaint of the ABS activating. However, Greg noted that the brakes operated as designed. I explained that when I drove the veh back to SOA, the brake pedal went to the floor, the steering wheel pulsed and the veh veered to the left. Greg asked if I knew of the veh being serviced between the time he and the engineers drove the veh (9/5) and the date I brought the veh back to SOA (10/25)? I explained not that I am aware of but I did leave a message w/the cust where I asked that he provide brake history and also to elaborate when I left the dlr w/ his car and his comments about the brakes not functioning properly. Greg and I reviewed the case and of our offer of the 30k service and tires. Gregg called the dlr, spoke to Rich and Dominic in Srvc who said that they did indeed perform the 30k service on 9/4. Gregg explained to them that when he was at the dlr 9/4 and 9/5, the 30k service was not done nor were there new tires on the veh. The dlr said the r/o is noted 9/4 but that may have been the date they opened the r/o but completed the service after the engineers left.

Created By: rpoz**Date Created:** 11/10/2003 09:51:40**Action:** Call**Visibility:** Private**Subject:** called cust

Note: to inquire when he first noticed the brakes went to the floor? Cust said about the second week of 10/03 when he noticed "some play" and they (the brakes) began getting worse "slowly progressive" and thought that maybe a brake line was the cause. I asked the cust if he contacted the dlr? Cust said no as he knew he was getting into a replacement car. I asked if anyone serviced the brakes or if anyone added fluid? Cust said no as he only went to the dlr for service except for one time when Pep Boys performed a LOF but that was well before the engineers drove his car.

Created By: rpoz**Date Created:** 11/10/2003 10:55:21**Action:** Call**Visibility:** Private**Subject:** called the dlr,

Note: spoke to Rich in Srvc and asked that he send me the back of the r/o having the punch times and tech comments? Rich said he would send those but it may take a day or so as the Srvc shop is moving and he will have to search thru boxes to find this r/o. Rich said he would call me once he gets it.

Created By: rpoz

Date Created: 11/11/2003 09:28:31

Action: Call

Visibility: Private

Subject: called dlr spoke to Rich

Note: and asked if he located the r/o yet? Rich said he has not yet but has to go thru several boxes as they are in the process of moving. I then asked Rich what type of brake fluid is used by the dlr? Rich said DOT4.

Created By: rpoz

Date Created: 11/13/2003 09:06:48

Action: Call

Visibility: Private

Subject: spoke to Donald Allen

Note: where I asked if he would be able to call the dlr and find out what brand of brake fluid they use? Donald said he would and call me back by the end of the day. Also, DSOM commented that he was called by SOA Service and they said the brake system was definitely contaminated.

Created By: rpoz

Date Created: 11/14/2003 10:45:46

Action: Call

Visibility: Private

Subject: rec'd the following e-mail from FHI Srvc Rep

Note: Thank you for your information about investigation schedule at Salerno Duane in NJ. Will you ask the DSOM of SDC to take a digital photo of the fluid bottle, which was replenished in the repurchased 2002 WRX vehicle as well? We have found that the fluid which was collected from the master cylinder was oil in which mineral ingredient was contained in our investigation. In the left bottle shown in the attached photo, liquid separation can be seen. The liquid was collected from brake master cylinder of the repurchased 2002MY WRX. The lower substance is confirmed to be brake fluid and the upper liquid was confirmed mineral oil. We are not able to specify what the mineral oil is but at least the mineral oil is not contained in brake fluid. (Generally speaking, mineral oil is contained in power steering oil, engine oil, etc.) We presume that different fluid (mineral oil) was replenished in brake fluid reservoir tank during service or maintenance job."

Created By: rpoz

Date Created: 11/17/2003 09:17:59

Action: Call

Visibility: Private

Subject: called Donald Allen

Note: who said that he will be at the dlr this date around noon and will take digital photo's of the fluid the dlr added to the brake reservoir when the fluids were topped-off.

Created By: rpoz

Date Created: 11/17/2003 09:19:18

Action: Call

Visibility: Private

Subject: rec'd call from Donald Allen

Note: who was at the dlr this date. Donald said he went directly to the Technician and said he needed brake fluid. The Tech took out a 1/2 full bottle of Subaru brake fluid. The DSOM then checked the parts dept and they had 4 bottles of Subaru brake fluid. DSOM then checked the trunk of the replacement veh where cust put the fluid bottles from his car into that veh. The fluids in that vehicle were a container of antifreeze and a 1/2 full bottle of

power steering fluid which ingredients include "petroleum oil". DSOM said he took the power steering fluid from the veh in the event we need it for analysis. DSOM also explained that he got a clear glass jar, filled it w/ brake fluid, added the power steering fluid from the container that was in the customer's veh and the fluid seperated. DSOM said the brake fluid was on the bottom and the power steering fluid was a clear liquid that stayed at the top. I asked DSOM to take a digital photo of the test he conducted? DSOM said he will this date.

Created By: rpoz

Date Created: 11/17/2003 14:08:31

Action: Call

Visibility: Private

Subject: the following is the e-mail [REDACTED] sent to

Note: [REDACTED] FHI Overseas Service Sec: "Upon entering the dealership today the SDC DSOM, Don Allen, asked the dealer technician who worked on the car, to provide him with brake fluid for a WRX and it was correctly provided. Additionally the DSOM looked at the dealer's parts inventory and only Subaru brake fluid was on the shelves. In discussing this with the DSOM, our CDS rep. Rick Pozniak, who originally picked-up the car, remembered that when the customer brought their car in to be exchanged the customer had two bottles of liquid in the trunk. These were transferred by the dealer sales manager from the customers car trunk to the SOA demo trunk that was to be used for the "swap". This demo is still at the dealership as the customer has yet to secure financing and insurance on this car. At this point the demo is still owned by SOA. Rick conveyed this to the DSOM and asked that he investigate the liquids. Without supplying the DSOM with additional background information, Don Allen obtained the liquids from the trunk of the demo. In one bottle there was antifreeze, and in the second bottle labeled "petroleum oil", the DSOM identified Power Steering Fluid. It was half full. We asked the DSOM to combine brake fluid and the power steering fluid and it separated immediately ---similar to your description below. The DSOM will be able to supply us a digital photo tomorrow. The vehicle service history in the CDS system indicates that a power steering pump was replaced on 9/19 at the dealership. It would appear that the liquid added to the brake fluid, was power steering fluid. The DSOM believes the dealer technician who worked on the vehicle is experienced, and it would be unlikely that the technician mixed the fluids. We will forward you the photos as soon as available."

Created By: rpoz

Date Created: 11/18/2003 09:07:52

Action: Call

Visibility: Private

Subject: the following is the e-mail from

Note: N. Inoue, FHI Overseas Service Sec: "Thank you very much for your information of the investigation result at the dealer. I think that the bottle of power steering fluid will be self-explanatory to the question we are encountering now although we still do not know by whom it was injected to the brake fluid reservoir tank. We really appreciate you entire cooperation and assistance in this important issue."

Created By: rpoz

Date Created: 11/18/2003 09:09:09

Action: Call

Visibility: Private

Subject: rec'd notice that the replacement

Note: veh will be picked up from the dlr tomorrow and be brought back to SOA. I called the DSOM and asked that he meet the rep from SOA at the dlr around midday to give him the fluids that were removed from the veh. DSOM said he will get to the dlr about 11 or 11:30, he can't wait at the dlr but he would leave the fluids in a plastic bag and leave those w/ Dave

Kashner.

Created By: rpoz

Date Created: 11/20/2003 09:33:56

Action: Call

Visibility: Private

Subject: brought the replacement veh back to SOA this date

Note: along w/ the power steering fluid that was removed from the cust veh which is the product believed to have contaminated the brake system of the cust veh. Closing case.

Created By: rpoz

Date Created: 11/21/2003 15:06:13

FINANCIAL INFO

Case Number: 532724

Financial Info - 2 Items

Acct. Nbr:	Repurchase	Status:	19161.86
First Name:	Capital One Auto Finance	Last Name:	Paid
Amount:	repurchase as Fuji is requesting to inspect this vehicle.	Auth. Date:	rpoz
Check Type:	Check		
Created By:		Date Created:	09/23/2003 15:48:13

Acct. Nbr:	Repurchase	Status:	1000
First Name:	[REDACTED]	Last Name:	Paid
Amount:	\$ is for cust transportation expenses prior to his purchase of the replacement vehicle.	Auth. Date:	rpoz
Check Type:	Check		
Created By:	[REDACTED]	Date Created:	10/27/2003 08:59:49

ADDRESSES

Case Number: 532724

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: East Rutherford

State/Province: NJ

Zip Code: [REDACTED]

Created By: gcuc

Date Created: 26-OCT-01

Last Modify By: gcuc

Last Modify Date: 26-OCT-01

* Image not available. Please contact your administrator.

Complete SAMI Case Report

Monday, April 5, 2004 1:44 PM

INFORMATION

Case Number: 532730

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Closed

Priority: 2 - Medium

Last Name: [REDACTED]

First Name: [REDACTED]

Attachments:

Day Phone: 0

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2002.0

Manufactured Date: 07/01/2001

VIN: [REDACTED]

VIN Prefix: JF1GG2964

Current Mileage:

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 10/0

Company: SUBARU OF NEW ENGLAND INC

Subject:

Veh. Regs. Survey

Closed By: pmic

Assigned To: Mickel

Follow Up Date: 09/03/2003
10:04:22

Close Date: 08/29/2003
10:36:39

Contact Media Type: In House

CS Impact:

Alert:

Created By: pmic

Date Created: 08/29/2003 10:04:22

Last Modify By: pmic

Last Modify Date: 08/29/2003 10:41:25

ISSUES

Case Number: 532730**Total - 1 item**

ISSUE # 1**Category: Corporate Issues****Status: Closed****Reason: Dislike****Resolution:*****Customer States***

Topic: Vehicle**Topic Detail: Vehicle Model Line****Occurrence:*****Dealer States***

Component Group:**Component Type:**

Created By: pmic**Date Created: 08/29/2003 10:05:32****Last Modify By: pmic****Last Modify Date: 08/29/2003 10:05:32**

NOTES

Case Number: 532730

Summary of Notes - 1 item

Action: Call

Visibility: Private

Subject: Sent an e-mail to the customer

Note: Good Morning! Some time ago (October, 2001) you contacted our office about a concern you had with the brakes on your WRX. Believe it or not, we're still gathering information about this concern. I'm hoping you can assist us by answering a few questions. Do you still have a concern with the ABS in your WRX? Have you been able to duplicate the concern for your dealer? How many miles do you currently have on your WRX? Do you still have the original equipment tires on the vehicle? Have you ever had to use your "donut" spare? Who maintains your WRX? If you could provide a response to these questions, I would greatly appreciate it! If you have any questions, please feel free to contact me at 1-800-SUBARU31. Have a wonderful, safe holiday weekend!

Created By: pmic

Date Created: 08/29/2003 10:36:47

ADDRESSES

Case Number: 532730**Total - 1 items**

Type: Mail To**Address1:** [REDACTED]**Address2:****Address3:****City:** Tiverton**State/Province:** RI**Zip Code:** [REDACTED]**Created By:** wear**Date Created:** 11-FEB-02**Last Modify By:** wear**Last Modify Date:** 11-FEB-02

* Image not available. Please contact your administrator.

Complete SAMI Case Report

Monday, April 5, 2004 1:58 PM

INFORMATION

Case Number: 545943

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Closed

Priority: 2 - Medium

Last Name: [REDACTED]

First Name: [REDACTED]

Attachments:

Day Phone: 0

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2002.0

Manufactured Date: 03/01/2001

VIN: [REDACTED]

VIN Prefix: JF1GD296X

Current Mileage: 50000

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 90/345

Company: JOHN ELWAY SUBARU WEST

Subject: ABS concern - email - cust to call back with appt

Closed By: dnun

Assigned To: Nunez-Bolden

Follow Up Date: 10/15/2003
12:53:12

Close Date: 10/10/2003
13:07:23

Contact Media Type: Phone

CS Impact:

Alert:

Created By: dnun

Date Created: 10/10/2003 12:53:11

Last Modify By: dnun

Last Modify Date: 10/10/2003 13:27:23

NOTES

Case Number: 545943

Summary of Notes - 3 Items

Action: Call

Visibility: Private

Subject: cust called

Note: per cust he has had an ongoing issue with his ABS brakes not responding when driving over bumpy pavement - per cust he has gone Shortline Subaru and they were not able to really duplicate - cust stated that the last time he was at any auth Subaru dlr for this concern was about 2 years ago - advised cust that we would 1. need to have an auth Subaru dlr diagnose and duplicate his concerns - 2. advised cust that there is a possibility that there is a TSB that might address his concerns - however we would need for the dlr to make that assessment - 3. advised cust that a TSB is just that a TSB - its not a recall - advised cust that he has 50K miles on his vehicle - if there was something defective found within his ABS system at this point his vehicle is OOW - suggested that he bring in with him all documentation that would support that this was an ongoing issue - specifically the r/o's from the Shortline visits - cust will call us back with appt date and time - he may be going to John Elway West- cust admits to not pressing the issue as much as he should have -

Created By: dmun

Date Created: 10/10/2003 13:08:06

Action: Call

Visibility: Private

Subject: email

Note: I am copying my posting on www.nasioc.com concerning Subaru's failure to fix the defective ABS braking system on my 2002 WRX that has endangered me for 50,000 miles. When can I expect a fix? What's taking so long? The car has been out nearly three years. I have had 5-6 cases of ABS/brake failure over bumpy pavement, several of which almost resulted in rearending another car at 30 mph. I have pulled my ABS fuse until a fix is provided, because the WRX ABS reduces my safety instead of enhancing it. Yet, I know that I am less safe than I would be with properly functioning ABS. Subaru should have initiated a fix voluntarily. If Subaru can develop a new car model in three years, they can fix a defective ABS system in less time. The problem is easily repeatable. I invite Subaru's engineers to join me over a bumpy stretch near my home tomorrow and show them the problem! I will spare them the terror of a near accident. Why does Subaru wait until the NHTSA investigates? Subaru/GM needs to be less shortsighted and show more responsibility. The buck stops with Subaru/GM corporate leadership. One 20 minute item on the management committee agenda could change the policy from one of foot dragging and cost avoidance to one of proactive safety and delivery of promised value. Of course, the rally car marketing association is a complete joke when the car loses its brakes going over a pavement seam! CC: SOA, NHTSA
Superg First name: [REDACTED] Last name: [REDACTED] null 604388

Created By: dmun

Date Created: 10/10/2003 13:22:53

Action: Call

Visibility: Private

Subject: reply

Note:

Dear [REDACTED] Thank you for contacting Subaru of America, Inc. We are sorry to learn of the circumstances that have prompted your message. Our records indicate that your concerns

are being addressed in case# 545943. Should you have any additional questions or concerns, feel free to call our Customer/Dealer Services Department at 1-800-SUBARU-3 (1-800-782-2783) and refer to the case number that was provided. This will expedite the handling of your situation. Thank you for giving us the opportunity to be of service, Subaru of America, Inc.

Created By: dnun

Date Created: 10/10/2003 13:27:07

ADDRESSES

Case Number: 545943

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Denver

State/Province: CO

Zip Code: [REDACTED]

Created By: dnun

Date Created: 10-OCT-03

Last Modify By: dnun

Last Modify Date: 10-OCT-03

** Image not available. Please contact your administrator.*

Complete SAMI Case Report

Monday, April 5, 2004 1:57 PM

INFORMATION

Case Number: 549376

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Closed

Priority: 1 - High

Last Name:

First Name:

Attachments:

Day Phone:

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2003.0

Manufactured Date: 06/24/2002

VIN:

VIN Prefix: JF1GG2962

Current Mileage: 15500

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 20/124

Company: BELTWAY BUICK SUBARU

ABS concern 3x at dlr where the dlr has been unable to verify the concern. Cust said that
Subject: while on a bumpy road, the ABS activates and brake effectiveness lessens. 11/21-appt at
Beltway

Closed By: rpoz

Assigned To: Pozniak

Follow Up Date: 11/24/2003
00:00:00

Close Date: 11/21/2003
14:36:55

Contact Media Type: Field
Personnel

CS Impact: X

Alert: 2/10

Created By: rpoz

Date Created: 10/21/2003 13:41:29

Last Modify By: rpoz

Last Modify Date: 11/24/2003 10:56:18

ISSUES

Case Number: 549376**Total - 3 items**

ISSUE # 1

Category: Vehicle**Status: Closed****Reason:****Resolution:*****Customer States***

Topic: Suspension/ Steering or Brake Systems Topic Detail: ABS System Components**Occurrence:*****Dealer States***

**Component Group: Suspension/ Steering or
Brake Systems****Component Type: ABS System Components**

Created By: rpoz**Date Created: 10/21/2003 13:45:22****Last Modify By: rpoz****Last Modify Date: 10/21/2003 13:45:22**

ISSUE # 2

Category: Product Issues**Status: Closed****Reason: Poor****Resolution:*****Customer States***

Topic: Product Features**Topic Detail: Product Feature****Occurrence:*****Dealer States***

Component Group:**Component Type:**

Created By: rpoz**Date Created: 10/21/2003 13:45:49****Last Modify By: rpoz****Last Modify Date: 10/21/2003 13:45:49**

ISSUE # 3**Category:** Dealer Issues**Status:** Closed**Reason:****Resolution:*****Customer States*****Topic:** Workmanship/Repairs/Serviceing**Topic Detail:** Service Unable to Duplicate Problem**Occurrence:*****Dealer States*****Component Group:**

Workmanship/Repairs/Serviceing

Component Type:

Service Unable to Duplicate Problem

Created By: rpoz**Date Created:** 10/21/2003 13:46:48**Last Modify By:** rpoz**Last Modify Date:** 10/21/2003 13:46:48

NOTES

Case Number: 549376

Summary of Notes - 12 items

Action: Call

Visibility: Private

Subject: rec'd call from DSOM Steve Trook

Note: who said that the veh has been to the dlr 3x, is coming in again 10/23 for the complaint of the ABS activating while on a bumpy road, travelling approx 30 mph and the brake power is ineffective and the veh brakes as though attempting to stop on ice. The dlr has driven the veh and unable to verify the concern. DSOM said that where this happens is a on a very bumpy asphalt road.

Created By: rpoz

Date Created: 10/21/2003 13:47:13

Action: Call

Visibility: Private

Subject: spoke to Steve Trook

Note: who said that he personally drove the veh, w/ the SM, approx 14 miles in conditions the cust said the concern happens (on rough roads, some cobblestone) at approx 30-40 mph, applied the brakes, the ABS did activate and the stopping power was diminished as though braking on ice. Steve said that condition occurred because the brakes had nothing to "grab onto" when braking on a bumpy surface. Steve is of the opinion that the brakes are operating as designed. Also, Steve said the cust complained of a difficulty downshifting into 1st and a loud noise from the rear of the veh. Steve said he downshifted into 1st gear several times w/out a problem and is of the opinion that the cust is trying to downshift into 1st at too high a speed. For the concern of a noise from the rear, Steve was unable to verify the concern because there was a lot of items in the trunk of the veh that were rolling around and making a noise. Steve said the veh is ready for cust pick-up and he knows, as the cust told him, the veh is not safe. DSOM suggested offering the cust an OLI.

Created By: rpoz

Date Created: 10/23/2003 13:59:39

Action: Call

Visibility: Private

Subject: called the # in the case [REDACTED]

Note: but a recording came on that the # has been disconnected. I then called the dealer and rec'd other contact #'s, a work and cell #.

Created By: rpoz

Date Created: 10/23/2003 14:09:23

Action: Call

Visibility: Private

Subject: called cust and DSOM on conference call

Note: where we discussed all 3 concerns. Cust referred to a complaint on NHTSA's website regarding the ABS. Steve said he is aware of the complaint and I told cust I wasn't which cust found peculiar. Steve explained he drove the veh on the same road as the cust said the concern happened and the ABS did activate when driven on the bumpy road and Steve said it (the ABS) was operating as its design intent. We then discussed the difficulty downshifting into 1st. Steve said he downshifted into 1st gear at 3-4 mph and never had a problem shifting into 1st. Cust disputed that and said he could make it happen, is progressively getting worse

and made sure the dlr typed that onto the r/o as previously they hand wrote it on the r/o and now the cust has no record of those handwritten notes. Steve said that the concern has been documented both by the dlr and SOA and if something happens w/in a reasonable time after the warranty, we could address it. We discussed the noise from the rear of the car when Steve noted about all the items in the car rolling around but he didn't hear any unusual sounds. Steve asked the cust to describe the noise? Cust said it sounds like a 'click' and he can make it happen by hitting a bump on either the pass side or driver side but not when hitting a bump when both sides hit at the same time. Cust said he would be happy to demonstrate that to Steve. Steve said that he would schedule an appt w/ a Tech Rep where he and the rep will go to the dlr, in approx 10 days and test drive the veh. Steve also said that they will pick the cust up from work so he can demonstrate the concerns.

Created By: rpoz **Date Created:** 10/23/2003 14:34:31

Action: Call **Visibility:** Private

Subject: rec'd call form DSOM

Note: who said that he and Ron Ward will be at the dlr to test drive this veh and will also pick the cust up from work and have him attempt to demonstrate the concern.

Created By: rpoz **Date Created:** 10/23/2003 16:27:27

Action: Call **Visibility:** Private

Subject: rec'd call from DSOM who said that

Note: the cust called the dlr and cancelled the 10/31 appt.

Created By: rpoz **Date Created:** 10/23/2003 17:12:47

Action: Call **Visibility:** Private

Subject: URFCA Recv'd

Note: Knocking noise in rear over bumps, ABS engages on bumpy roads, tech rep to come and drive with customer. 3x's in DSOM Notified.

Created By: cbez **Date Created:** 10/27/2003 10:34:15

Action: Call **Visibility:** Private

Subject: rec'd e-mail from DSOM Steve Trook

Note: that the concern could not be duped and is trying to make an appt w/ the cust after the cust cancelled the 10/31 appt.

Created By: rpoz **Date Created:** 11/03/2003 08:33:25

Action: Call **Visibility:** Private

Subject: rec'd e-mail from Steve Trook

Note: that the cust has an appt 11/21 at Beltway.

Created By: rpoz **Date Created:** 11/10/2003 08:33:03

Action: Call **Visibility:** Private

Subject: e-mailed case to SOA Service

Note: for review.

Created By: rpoz**Date Created:** 11/11/2003 09:39:22**Action:** Call**Visibility:** Private**Subject:** rec'd call from DSOM**Note:** who said that he and Ron Ward test drove this veh w/ the cust 25-30 miles and there is nothing wrong w/ this veh. Steve said he added today's test drive to QMR # 10139.**Created By:** rpoz**Date Created:** 11/21/2003 14:35:19**Action:** Call**Visibility:** Private**Subject:** rec'd the following e-mail from DSOM Steve Trook:**Note:** "ABS concern 3x at dlr where the dlr has been unable to verify the concern. Cust said that while on a bumpy road, the ABS activates and brake effectiveness lessens. 11/21--appt at Beltway. 11/21--Steve Trook and Ron Ward test drove the veh w/ the cust this date and were unable to verify a concern w/ the ABS and found the veh to be operating as designed. Steve added today's test drive to QMR #10139"**Created By:** rpoz**Date Created:** 11/24/2003 10:55:50

ADDRESSES

Case Number: 549376

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Brooklyn

State/Province: NY

Zip Code: [REDACTED]

Created By: rpoz

Date Created: 21-OCT-03

Last Modify By: rpoz

Last Modify Date: 21-OCT-03

** Image not available. Please contact your administrator.*

Complete SAMI Case Report

Monday, April 5, 2004 1:59 PM

INFORMATION

Case Number: 555603

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Closed

Priority: 2 - Medium

Last Name: [REDACTED]

First Name: [REDACTED]

Attachments:

Day Phone: [REDACTED]

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2002.0

Manufactured Date: 05/10/2002

VIN: [REDACTED]

VIN Prefix: JF1GD2967

Current Mileage:

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 30/0

Company: SUBARU OF AMERICA / PENN JERSEY REGION

Subject:

Complaints about WRX Design

Closed By: vxtnpmkee

Assigned To: Keefe

Follow Up Date: 11/12/2003
12:03:24

Close Date: 11/07/2003
12:03:49

Contact Media Type: EMail

CS Impact:

Alert:

Created By: vxtnpmkee

Date Created: 11/07/2003 12:03:24

Last Modify By: vxtnpmkee

Last Modify Date: 11/07/2003 12:14:26

ISSUES

Case Number: 555603

Total - 4 Items

ISSUE # 1

Category: Product Issues

Status: Closed

Reason: Flawed

Resolution: Customer Comments (Notification Only)

Customer States

Topic: Product Design

Topic Detail: Product Design

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: vxtmpmkee

Date Created: 11/07/2003 12:05:33

Last Modify By: vxtmpmkee

Last Modify Date: 11/07/2003 12:05:33

ISSUE # 2

Category: Vehicle

Status: Closed

Reason: Poor Economy

Resolution: Customer Comments (Notification Only)

Customer States

Topic: Transmission/ Differential and Clutch

Topic Detail: General - Transmission

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: vxtmpmkee

Date Created: 11/07/2003 12:09:52

Last Modify By: vxtmpmkee

Last Modify Date: 11/07/2003 12:09:52

ISSUE # 3

Category: Vehicle
Reason: Erratic Operation

Status: Closed
Resolution: Advised Customer

Customer States

Topic: Suspension/ Steering or Brake Systems **Topic Detail:** ABS System Components
Occurrence:

Dealer States**Component Group:****Component Type:**

Created By: vxtmnmkee
Last Modify By: vxtmnmkee

Date Created: 11/07/2003 12:10:28
Last Modify Date: 11/07/2003 12:10:28

ISSUE # 4

Category: Corporate Issues
Reason: Dislike

Status: Closed
Resolution: Customer Comments (Notification Only)

Customer States

Topic: Promotions/Sponsorships
Occurrence:

Topic Detail: Promotions

Dealer States**Component Group:****Component Type:**

Created By: vxtmnmkee
Last Modify By: vxtmnmkee

Date Created: 11/07/2003 12:11:13
Last Modify Date: 11/07/2003 12:11:13

NOTES

Case Number: 555603

Summary of Notes - 7 Items

Action: Call

Visibility: Private

Subject: CSEmail # 606932

Note: Subject SPT - Question About SPT Name [REDACTED] Email Address [REDACTED]
 Date/Time Received Nov 5 2003 12:57:42 VIN Number Address [REDACTED]
 City/State/Zip w. collingswood NJ [REDACTED] Phone null Dealer Contact Code null Brochure
 Description null Message Please start selling more of the "real" sti performance parts! I'm a
 wrx owner that wants more performance the can't go and get a sti. Please bring to market a
 warrantied performance package. Or sell us sti engines or a gearset to replace the worthless
 one the car has in it now. First name: jesse Last name: lorenz null

Created By: vxtmnmkee

Date Created: 11/07/2003 12:11:48

Action: Call

Visibility: Private

Subject: Reply from John

Note: Replied on Nov 6 2003 6:58:00 Dear Jesse: Thank you for your e-mail with suggestions for
 offering more performance parts for the WRX models. Feedback from Subaru owners is our
 best source for improvements needed and/or wanted in our vehicles. If you have any future
 suggestions, please pass them along. They are very helpful to us!! We appreciate that you
 took the time to give us your comments. We will forward them to our Product Planning
 Department for their future consideration. In the past, input from our owners has been
 helpful in initiating changes to our newer models. We hope to continually improve our
 products and appreciate your recommendations. Thanks again for your time and comments.
 Best wishes, John J. Mergen Subaru of America, Inc.

Created By: vxtmnmkee

Date Created: 11/07/2003 12:12:11

Action: Call

Visibility: Private

Subject: Reply from Cust., Part 1

Note: Ok, Well while I have you attention I think its unfair the way SOA is marketing the wrx. I'm
 in the advertising field and know the target market you went after with the wrx. And the way
 you sold the car, with its performance qualites etc....Then on all the subaru boards on the net
 and from people I have talked to I hear that SOA and the dealer network treats the owners of
 these cars as criminal almost if they have any issues with them. I've heard about the racing or
 abuse flag from too many people in too many different regions of the country. And I think its
 wrong and in my mind criminal to market the car the way you do then slap the hands of the
 owners that use the car for those things. Now I know if you race the car then you are on your
 own but it seems that the dealers and soa have gone too far about the tranny and other issues.
 I've had issues with my 5spd for almost 3k now. I've never raced my car and haven't done
 any modifications that would alter its power output. And I'm terrified to take the car in for
 warranty work because I have a gut feeling that I'll be taken advantage of because I have 17
 wheels and the sti suspension on my car. Now I don't think that speaks highly of your
 warranty OR dealer network at all. And I'm NOT the only person in this boat. I know you
 guys search the boards like nasicc, and clubwrx so you hear all about it. I would think it

would be in your best interest to stop treating the wrx owners this way, or this will be my last subaru. And I've LOVED the brand for years, and may buy a turbo legacy down the road. But if this treatment continues I'll go to another company that understands that you should treat the customer as good as you did before they purchased the car.

Created By: vxtmpmkee

Date Created: 11/07/2003 12:12:30

Action: Call

Visibility: Private

Subject: Reply from Cust., Part 2

Note: Oh and the wrx tranny is the weak link on the car, this is my third standard transmission and the first that I bought new and the syncros are shot in it. And there is A SERIOUS issue with the abs on the wrx also please adress it rather then deny it like you currently are. The us spec wrx uses a abs system that is different then one used in any other market, and that is the issue. I live and work within 10 minutes of soa headquarters and would love to demonstrate this issue to any engineer. I've had a few too many close calls because as I was slowing down the car hit uneven pavement and I lost the brakes. You could feel that the car was no longer slowing down. I'm sorry for my rant but I hope this shows the passion that people like myself have for this car and subaru's in general and I hope that SOA steps up and turns a new leaf on these issues before they start loosing customers.

Created By: vxtmpmkee

Date Created: 11/07/2003 12:13:08

Action: Call

Visibility: Private

Subject: Reply from John, Part 1

Note: ---Original Message--- From: Mergen, John Sent: Friday, November 07, 2003 11:42 AM To: [REDACTED] Subject: RE: SPT - Question About SPT (E-mail #606932)
Hello Jesse: Thank you for your message below. I have deleted our other emails so that this is more easily reviewed by yourself. First, your comments below will be noted in our Customer/Dealer Services database. We use such information to track the performance of our products with the intentions of improving upon them. We truly do value your opinion as well as that of all Subaru owners. Now, if you have a concern with your WRX, you should not just assume that we would deny warranty coverage for your concern. If you have not raced your vehicle, then your vehicle's components should not indicate that the vehicle has been abused. As with aftermarket products, we do not recommend them and will not provide warranty coverage for any problems that are caused by an aftermarket product. As for the STi suspension, this does not affect your warranty at all. The only warranty issue is that this accessory is sold as is without any warranty coverage. This is because it may take the vehicle out of compliance with government safety and emissions standards. It has no warranty coverage because of this reason only. It is not because it may cause problems that we do not want to warrant. The following was provided to us by the Technical Services Department with respect to the ABS concern with WRX vehicles: ABS can activate on any surface where the coefficient of friction of the tires is different from one wheel to another. In simpler terms, if one wheel has more or less traction when braking than the others, the ABS will activate.

Created By: vxtmpmkee

Date Created: 11/07/2003 12:13:31

Action: Call

Visibility: Private

Subject: Reply from John, Part 2

Note: The major benefit of ABS is that it keeps the wheels from locking up, thus enabling the

driver to maintain steering control. On a bumpy surface or loose gravel, the wheels may have a tendency to lock up when braking because of the differences in traction caused by the bumps or loose gravel. When this occurs, the ABS will control the braking, and actually stop the vehicle safely. It may feel as if the braking is less effective to some people, especially if they do not have experience with 4 wheel ABS, but in reality it is working efficiently and safely. □ As a company, we carefully monitor warranty claims and quality survey comments to watch for any trends or concerns that can lead to customer dissatisfaction. Because of the number of various web sites out there, we cannot monitor the activity in them or report on anything we may see there. The process we have established works well for us and in turn, it is helpful to our customers. Please remember that Subaru is a small company. While the information presented at Internet sites, our needs are a bit more specific than what is supplied there. For example, we would need to track vehicle identification numbers (for production dates, etc.). An open posting forum is not the best place for a customer to keep this information in the interest of safety and privacy. Subaru is very committed to customer satisfaction. Since the vehicle has only recently been released, we do not have a lot of data. We do take a very proactive position if we become aware of a concern via our tracking methods. Should you have a specific problem with your own WRX, please call our Customer/Dealer Services Department at 1-800-782-2783 for a one-on-one discussion and resolution. We appreciate your offer to demonstrate your concerns to us. But, you can only do this at a Subaru dealership, as we rely on their technical expertise to assist owners and inspect Subaru vehicles.

Created By: vxtnpmkee

Date Created: 11/07/2003 12:14:01

Action: Call

Visibility: Private

Subject: Reply from John, Part 3

Note: Thanks for the opportunity to be of assistance. If you need any future assistance, please feel free to contact us again. Best wishes, John J. Mergen Subaru of America, Inc.

Created By: vxtnpmkee

Date Created: 11/07/2003 12:14:19

ADDRESSES

Case Number: 555603

Total - 1 Items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: West Collingswood State/Province: NJ

Zip Code: [REDACTED]

Created By: vxtmpmkee

Date Created: 07-NOV-03

Last Modify By: vxtmpmkee

Last Modify Date: 07-NOV-03

* Image not available. Please contact your administrator.

Complete SAMI Case Report

Monday, April 5, 2004 1:54 PM

INFORMATION

Case Number: 571761

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Closed

Priority: 2 - Medium

Last Name:

First Name:

Attachments:

Day Phone:

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2003.0

Manufactured Date: 06/18/2002

VIN:

VIN Prefix: JF1GG2961

Current Mileage:

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 70/0

Company: SUBARU OF AMERICA / MID AMERICA

Subject:

ABS question/complaint

Closed By: ssam

Assigned To: Sampson

Follow Up Date: 01/03/2004
18:58:06

Close Date: 12/29/2003
19:14:20

Contact Media Type: Phone

CS Impact:

Alert:

Created By: ssam

Date Created: 12/29/2003 18:58:09

Last Modify By: ssam

Last Modify Date: 12/29/2003 19:14:17

ISSUES

Case Number: 571761

Total - 1 item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason:

Resolution:

Customer States

Topic: Suspension/ Steering or Brake Systems Topic Detail: ABS System Components

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: ssam

Date Created: 12/29/2003 18:59:50

Last Modify By: ssam

Last Modify Date: 12/29/2003 18:59:50

NOTES

Case Number: 571761

Summary of Notes - 2 items

Action: Call

Visibility: Private

Subject: email #611463

Note: I have had several scary incidents with my WRX because the ABS caused my vehicle to overshoot 4 way stop signs and traffic lights when braking on bumpy/irregular road surfaces. This has happened when the road surfaces have been in good and condition. The sensation is that the vehicle is gliding with the brake pedal firmly depressed. I know the vehicle would have stopped if the ABS had not intervened. This is my 4th Subaru (previously 97Outback, 91Legacy turbo and 92SVX) with ABS and I can say that I am not too impressed with the WRX braking system. My Range Rover with ABS does not do this when I am driving the same roads under similar conditions. The system is working correctly (i.e. no malfunction) but the ABS action appears too sensitive. I am seriously thinking of pulling the fuse on the ABS and running without. Any comments? Please don't suggest a visit to the dealer because I know the system is functional, I think the factory ABS program is incorrect. Are there any SERVICE updates that can be performed to eliminate/reduce this problem? I love the car but I am considering selling it because of this problem. Thanks...Peter

Created By: ssam

Date Created: 12/29/2003 19:02:24

Action: Call

Visibility: Private

Subject: email reply

Note: Dear [REDACTED] Thank you for visiting the Subaru Web site and for taking the time to e-mail us. We regret the circumstances that have prompted you to email us. Please be assured that we are sincerely interested in assuring that all customers receive the best possible service from all Subaru dealers. We are unable to diagnose your vehicle via email. We rely on authorized Subaru dealerships to handle technical matters. Your Subaru dealer would be in the best position to offer technical information regarding your vehicles ABS system, as he can perform a hands-on inspection and give you a more precise answer to your question. Please feel free to contact us with any future comments, questions and concerns at 1-800-SUBARU3. When calling, refer to case number 571761. This will expedite the handling of your situation. Thank you for giving us the opportunity to be of service. Sincerely Steve Sampson

Created By: ssam

Date Created: 12/29/2003 19:14:02

ADDRESSES

Case Number: 571761

Total - 1 Items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Minnetonka

State/Province: MN

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 29-DEC-03

Last Modify By: Vantive User

Last Modify Date: 29-DEC-03

** Image not available. Please contact your administrator.*

Complete SAMI Case Report

Monday, April 5, 2004 1:43 PM

INFORMATION

Case Number: 583321

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Closed

Priority: 2 - Medium

Last Name: [REDACTED]

First Name: [REDACTED]

Attachments:

Day Phone: [REDACTED]

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2003.0

Manufactured Date: 08/02/2002

VIN: [REDACTED]

VIN Prefix: JF1GD2965

Current Mileage:

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 30/0

Company: SUBARU OF AMERICA / PENN JERSEY REGION

Subject: EM 615313:Dealer appointment

Closed By: pbry

Assigned To: Bryant

Follow Up Date: 02/03/2004
09:16:54

Close Date: 01/29/2004
09:20:23

Contact Media Type: EMail

CS Impact:

Alert:

Created By: pbry

Date Created: 01/29/2004 09:16:53

Last Modify By: pbry

Last Modify Date: 01/29/2004 09:22:57

ISSUES

Case Number: 583321**Total - 1 Item**

ISSUE # 1

Category: Vehicle**Status:** Closed**Reason:** Erratic Operation**Resolution:** Directed Customer to Dealership

Customer States

Topic: Suspension/ Steering or Brake Systems **Topic Detail:** ABS System Components**Occurrence:**

Dealer States

Component Group:**Component Type:****Created By:** pbry**Date Created:** 01/29/2004 09:18:52**Last Modify By:** pbry**Last Modify Date:** 01/29/2004 09:18:52

NOTES

Case Number: 583321

Summary of Notes - 2 items

Action: Call

Visibility: Private

Subject: Email 616313

Note: I would like to schedule an appointment for my WRX regarding it's ABS. After a few snow storms I've noticed my ABS kicking in way too prematurely. When it kicks in I loose all breaking ability unless i get off the brake and reapply it. This problem also happens on any 'washboard' type road. It's a scary feeling and it's not something I noticed ever in my MY02 WRX. Please let me know what dates are available for me to bring my car in. Thanks.

Created By: pbry

Date Created: 01/29/2004 09:20:24

Action: Call

Visibility: Private

Subject: Reply

Note: Dear [REDACTED] Thank you for visiting the Subaru Web site and for your message. We are sorry to learn of the circumstances that prompted your message. Your frustration is understandable, but we are not in a position to diagnose your vehicle via e-mail. We rely on authorized Subaru dealerships to handle technical matters. If you wish to contact our Customer/Dealer Services Department and provide further information regarding your concerns, please call us at 1-800-SUBARU-3 (1-800-782-2783) and refer to Case #583321. Best wishes! Patricia Bryant Subaru of America, Inc.

Created By: pbry

Date Created: 01/29/2004 09:22:50

ADDRESSES

Case Number: 583321

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Allentown

State/Province: PA

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 29-JAN-04

Last Modify By: Vantive User

Last Modify Date: 29-JAN-04

** Image not available. Please contact your administrator.*

Complete SAMI Case Report

Monday, April 5, 2004 1:43 PM

INFORMATION

Case Number: 585281

CRIS Case Number:

Case Status: Closed

Case Type: Vehicle Repair

Priority: 2 - Medium

Last Name: [REDACTED]

First Name: [REDACTED]

Attachments:

Day Phone: [REDACTED]

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2002.0

Manufactured Date: 05/08/2002

VIN: [REDACTED]

VIN Prefix: JF1GD2964

Current Mileage: 30327

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 70/370

Company: RUDY LUTHER'S WHITE BEAR MOTR

Subject: Fuel Leak/ABS Concerns Sent Response 2/3, 2/4, & 2/10/04

Closed By: kcla

Assigned To: Clark

Follow Up Date: 02/08/2004
14:40:36

Close Date: 02/10/2004
13:01:48

Contact Media Type: EMail

CS Impact:

Alert:

Created By: kcla

Date Created: 02/03/2004 14:40:36

Last Modify By: kcla

Last Modify Date: 02/10/2004 13:01:43

ISSUES

Case Number: 585281**Total - 2 Items**

ISSUE # 1

Category: Vehicle**Status: Closed****Reason: Inoperative****Resolution: Direct To Dlr*****Customer States*****Topic: Engine/ Fuel System or Cooling System Topic Detail: General - Fuel System****Occurrence:*****Dealer States*****Component Group:****Component Type:****Created By: kcla****Date Created: 02/03/2004 14:43:26****Last Modify By: kcla****Last Modify Date: 02/03/2004 14:43:26**

ISSUE # 2

Category: Vehicle**Status: Closed****Reason: Inoperative****Resolution: Direct To Dlr*****Customer States*****Topic: Suspension/ Steering or Brake Systems Topic Detail: ABS System Components****Occurrence:*****Dealer States*****Component Group:****Component Type:****Created By: kcla****Date Created: 02/03/2004 14:44:03****Last Modify By: kcla****Last Modify Date: 02/03/2004 14:44:03**

NOTES

Case Number: 585281

Summary of Notes - 7 items

Action: Call

Visibility: Private

Subject: Email:

Note: "Email: [REDACTED] Owner: Y Model: Name: [REDACTED] Street: [REDACTED] Address: [REDACTED] City: St. Paul State: MN Zip: [REDACTED] Phone: Brochure: Contact: VIN: JF1GD29642G [REDACTED] Comment: I would like to report two problems with my vehicle (2002 WRX). First is a gas leakage problem which the dealer is aware of and promises to fix as soon as the part arrives. I am VERY leery of driving my vehicle under its present condition. In addition, I have complained to the dealer about the ABS brakes not working properly when going over a bumpy road. The vehicle is a beauty, and I love to drive it, but the brakes must work under all conditions, and the gas must not leak. I am appalled that Subaru nor the dealership is contacting customers to warn them about the gas problem. I was told by the dealer that the mfr recommends not driving the car more than 100 miles at a time. I am very displeased that something this dangerous is hush/hush..."

Created By: kcla

Date Created: 02/03/2004 14:44:40

Action: Call

Visibility: Private

Subject: Sent Response:

Note: "Dear [REDACTED], Thank you for your recent message to Subaru of America, Inc. We are sorry to learn of the difficulty you are experiencing with your 2002 Subaru WRX. Since we cannot perform a hands on inspection of your vehicle, we would not be in a position to diagnose your vehicle concerns. We rely on the expertise of the factory trained technicians at authorized Subaru dealerships to inspect, diagnose, and repair our vehicles, and would like to follow up with your dealer to see what his diagnosis revealed. Please let us know the name of the servicing Subaru dealership and the date of the inspection, so that we may contact the Service Manager on your behalf. Again, we are sorry for any inconvenience you may be encountering. If you have additional questions, please contact our Customer/Dealer Services Center either by email or telephone (1-800-SUBARU3) and refer to case number 585281. Thank you for allowing us the opportunity to address this matter. Sincerely, Kate Clark Subaru of America, Inc."

Created By: kcla

Date Created: 02/03/2004 14:49:52

Action: Call

Visibility: Private

Subject: 2nd Email from Cust:

Note: "Hi, Kate, Thanks for your reply. I have been instructed to take my car to the dealership tomorrow (2/4) and leave the car there until the parts arrive and the problem is resolved. Subaru is picking up the charges for the loaner. The dealership is White Bear Acura/Subaru (651-481-7000). I am happy to see that the dealership and Subaru are giving this problem serious attention. I am very worried about the people who have not contacted their dealers, though. Shouldn't there be a recall?? I would also suggest that you go to the NHTSA website and read the 45 complaints about the 2002/2003 WRX ABS brakes. Please check out NHTSA Action Number PE03029. I printed out the 45 complaints and will give them to

the dealer tomorrow when I take my car in. Thanks...I absolutely love my car. I want to be able to drive it aggressively and confidently! [REDACTED]

Created By: kcla

Date Created: 02/04/2004 12:14:46

Action: Call

Visibility: Private

Subject: Sent Response:

Note: "Dear [REDACTED], Thank you for your second message. We appreciate the information. I will follow up with the dealer regarding your concerns. I am not aware of this concern being a recall at this time. The information I have received is that there is a service bulletin pertaining to a fuel hose repair. A service bulletin is not a recall, but rather technical information provided to our service technicians to assist in specific repairs and possible situations. It is not an indication that this is a common concern with this model, but rather a suggestion to address concerns that may arise. I will forward your comments on to a Supervisor for review and we thank you for your feedback. If you have additional questions, please contact us again. Thanks for taking the time to write. Sincerely, Kate Clark Subaru of America, Inc."

Created By: kcla

Date Created: 02/04/2004 12:20:37

Action: Call

Visibility: Private

Subject: Dlr Will Call Back:

Note: I talked to Ken in svc. He says the veh is still there. He says the fuel leak concern is being addressed as per the svc bulletin. He is not sure what is happening in ref to her ABS concern, but will have John in svc call me back (since John is working on the veh). 2/6/04 John in svc at the dlr left me a VM message advising that the veh is there for the fuel line concern and should be completed today. He asked that I call him back. 2/6/04 I tried to call John back, but he was not there yet today. Chris asked me to try back later.

Created By: kcla

Date Created: 02/05/2004 13:02:04

Action: Call

Visibility: Private

Subject: 3rd Email from Cust:

Note: "Hi, Kate, The fuel line repair was completed on Friday 2/6, and it appears to have solved the problem. I really appreciate being able to have the loaner car for 3 days. I will keep an eye on the ABS brakes. My friend who is a car expert and owns an Audi TT (which we have both driven at the racetrack at Road America) test drove my car over a series of railroad tracks. We were not able to stop the car on the tracks because the ABS brakes engage and then increase the stopping distance. His TT, however, had no problems stopping on the tracks with his ABS brakes engaged. I have asked the dealership to please inform me if any service repair bulletins regarding this issue are issued and would ask you to please do the same for me. Thanks, again, for your responsiveness. [REDACTED]"

Created By: kcla

Date Created: 02/10/2004 12:54:52

Action: Call

Visibility: Private

Subject: Sent Response:

Note: "Dear [REDACTED], Thank you for the update. I am glad that the fuel line concern has been resolved. Please let me know if you will be returning to the dealer for the brake concern, and I will follow up with the Service Manager while your vehicle is there. We are not aware of

this being a common concern with this model, and can only suggest that you ride along with the dealer to help point out the condition you are experiencing. We appreciate you taking the time to tell us about your concerns, and giving us the chance to follow up on these issues. Please contact me again if you have further questions or concerns. Thanks again for writing. Sincerely, Kate Clark Subaru of America, Inc."

Created By: kcla

Date Created: 02/10/2004 12:59:19

ADDRESSES

Case Number: 585281

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: St. Paul

State/Province: MN

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 03-FEB-04

Last Modify By: Vantive User

Last Modify Date: 03-FEB-04

** Image not available. Please contact your administrator.*

Complete SAMI Case Report

Monday, April 5, 2004 1:27 PM

INFORMATION

Case Number: 587830

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Closed

Priority: 2 - Medium

Last Name:

First Name:

Attachments:

Day Phone:

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2003.0

Manufactured Date: 10/08/2002

VIN:

VIN Prefix: JF1GG2967

Current Mileage: 21187

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 140/530

Company: TIMMONS SUBARU

Subject: URFCA: 1x brakes fade. DSOM notified. 3/8: Per dlr, no problem with brakes on veh. Dlr compared to like veh in stock & cust is satisfied.

Closed By: kqui

Assigned To: Quinn

Follow Up Date: 03/26/2004
00:00:00

Close Date: 03/09/2004
11:55:13

Contact Media Type: Dealer

CS Impact: X

Alert: 2/10

Created By: kqui

Date Created: 02/10/2004 12:38:00

Last Modify By: kqui

Last Modify Date: 03/09/2004 11:56:12

ISSUES

Case Number: 587830

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Erratic Operation

Resolution:

Customer States

Topic: Suspension/ Steering or Brake Systems **Topic Detail:** Brake Pedal

Occurrence: One time occurrence

Dealer States

Component Group:

Component Type:

Created By: kqui

Date Created: 02/10/2004 12:49:53

Last Modify By: kqui

Last Modify Date: 02/10/2004 12:49:53

NOTES

Case Number: 587830

Summary of Notes - 6 items

Action: Call **Visibility:** Private
Subject: URFC A: 1x brakes fade.
Note:
Created By: kqui **Date Created:** 02/10/2004 13:35:50

Action: Call **Visibility:** Private
Subject: Sent e-mail to DSOM.
Note: Hi Mark, URFC A from dealer, 1x brakes fade. Pls confirm vehicle status/repairs. Thanks, Karen Quinn
Created By: kqui **Date Created:** 02/10/2004 13:41:50

Action: Call **Visibility:** Private
Subject: a/p Sophia for status of repairs.
Note:
Created By: kqui **Date Created:** 03/04/2004 19:03:32

Action: Call **Visibility:** Private
Subject: Called dlr
Note: Left message with Pete Evenshen (SM) @ 2:44pm (eastern time) requesting cust update. In the message I asked him to call me back at my directline.
Created By: smun **Date Created:** 03/05/2004 14:45:24

Action: Call **Visibility:** Private
Subject: Called dlr- again
Note: Left message again @3:12pm with Pete Evenshen (SM) who was with a customer and could not answer the phone. Left message asking him to call me back at my directline ASAP.
Created By: smun **Date Created:** 03/08/2004 15:10:47

Action: Call **Visibility:** Private
Subject: Dlr called
Note: spoke with Pete--SM--he said the URFC A was sent back in January--said they saw cust on 1/26 because they could not duplicate problem--Pete said cust was a brake technician so he asked cust to duplicate concern since they could not--cust got in vehicle and showed with ruler how close brake pedal going to floor--Pete said it is normal--Pete said to prove he tried another vehicle that was identical to customers and it did the same thing--cust asked to try another one, Pete told cust to pick one and cust did--cust witnessed it did the same thing and apologize because he thought something was wrong--Pete said has not heard from cust since A/P Sophia

Created By: cdan

Date Created: 03/09/2004 11:44:55

ADDRESSES

Case Number: 587830

Total - 1 Items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Lomita

State/Province: CA

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 10-FEB-04

Last Modify By: Vantive User

Last Modify Date: 10-FEB-04

** Image not available. Please contact your administrator.*

Complete SAMI Case Report

Monday, April 5, 2004 1:18 PM

INFORMATION

Case Number: 589395

CRIS Case Number:

Case Status: Closed

Case Type: Vehicle Repair

Priority: 2 - Medium

Last Name: [REDACTED]

First Name: Alex

Attachments: X

Day Phone: [REDACTED]

Ext: work

CRIS Letters:

Model: IMPREZA

Model Year: 2003.0

Manufactured Date: 07/04/2002

VIN: [REDACTED]

VIN Prefix: JF1GD2962

Current Mileage: 15000

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 90/493

Company: GALLES DAVIS SUBARU

Subject: Accident / ABS Concern.3-11 To Galles Sub. / traded into STI /3-22-4 Cr. Requested /

Closed By: dwit

Assigned To: Witt

Follow Up Date: 03/31/2004
10:36:43

Close Date: 03/20/2004
09:44:31

Contact Media Type: Phone

CS Impact:

Alert: Accident

Created By: dnun

Date Created: 02/13/2004 10:36:43

Last Modify By: CDS Admin

Last Modify Date: 03/23/2004 15:46:20

ISSUES

Case Number: 589395

Total - 1 item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Erratic Operation

Resolution:

Customer States

Topic: Suspension/ Steering or Brake Systems **Topic Detail:** General - Brake System

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: dmun

Date Created: 02/13/2004 10:55:15

Last Modify By: dmun

Last Modify Date: 02/13/2004 10:55:15

ACCIDENT REPORT

Case Number: 589395

Topic:	Suspension/ Steering or Brake Systems	Death Nbr:	0
Topic Detail:	General - Brake System	Inj Nbr:	0
Acc. Date:	02/12/2004 00:00:00	State:	NM

Paralysis:	0	Loss of Hearing:	0	Child Inj:	0
Brain Inj:	0	Eye Inj:	0	BRAT Inj:	0
Amputations:	0	Burn Inj:	0	Other Inj:	0

Created By:	dnun	Date Created:	02/13/2004 10:55:58
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NOTES

Case Number: 589395

Summary of Notes - 13 items

Action: Call

Visibility: Private

Subject: cust called

Note: Cust called - he was involved in an accident just yesterday - Cust stated that the light had turned green and he and the car in front proceeded to move - Suddenly the vehicle in front of him stopped - cust pressed on the brake and the brake pedal went to the floor - there was no stopping power and the cust rear ended the vehicle in front of them - Cust has been on internet sites and there have been postings of 2002-2003 Subaru with the same concern - Cust also found a letter from NHTSA with 45 cases reported - Cust is just concerned because he found himself in a scary situation - The vehicle is at a body shop now - but will be going to Garcia once the body work is completed - advised that I would forward case to Sr rep for handling - cust will call us back with date and time of appt at the dlr -

Created By: drun

Date Created: 02/13/2004 10:42:50

Action: Call

Visibility: Private

Subject: Accident info

Note: Where did the accident occur? Alb, NM Who was driving the vehicle? Cust When did it occur? 8:30 am - 2.12.2004 Were there any passengers? Alone Were there any other vehicles involved? Yes - buick Were there any injuries to the driver(s) or passengers of either car? If so, no injuries Were they treated for any injuries? Or, no Was there any property damage (i.e. telephone poles, light poles, fences, houses, buildings, etc.) caused as a result of the accident? no What were the weather conditions? (wet, dry, foggy, icy, windy)? cold, windy - dry - visibility was ok Was the incident reported to the police? If yes, Yes- Is there a police report? Yes - Was the incident reported to the insurance companies of the driver(s) or owner (s) of the vehicles (agency name, contact name, policy #, phone#)? Liberty Mutual Where is the vehicle now? Body Shop - Foothills Collision Has anything on the car been repaired since the accident? nothing Were the occupants of the car(s) wearing seatbelts? Yes Did the airbags deploy? no At approximately what speed was the car moving when the impact occurred? 10-15 mph What part of the car received the major impact (i.e. front, rear, side)? The front end - the hood folded up - the front bumper Did you contact the dealership? Cust called them informally but will be going in as soon the body work is done - 20. Has the dealer seen the vehicle? Not yet

Created By: drun

Date Created: 02/13/2004 10:52:22

Action: Call

Visibility: Private

Subject: Customer called

Note: His email is [REDACTED] He is asking that our letter be sent to him thru the email. He is also emailing me a letter re our ABS system that he got from NHTSA. He has learned that NHTSA is investigating this and sent a letter to Don Beardon with our company. The lady in front of him was not injured, nor was he, but now he is apprehensive about driving this car when it's finished. It was a scary experience.

Created By: dwit

Date Created: 02/17/2004 11:24:31

Action: Call **Visibility:** Private
Subject: Letter faxed to the customer.
Note: The letter from NHSTA appears to be from about last July. He also emailed a separate complaint sheet from all 45 WRX owners.

Created By: dwit **Date Created:** 02/17/2004 18:37:19

Action: Call **Visibility:** Private
Subject: Customer to meet Dsom
Note: March 1st at 11am. Alert to Dsom

Created By: dwit **Date Created:** 02/25/2004 15:27:19

Action: Call **Visibility:** Private
Subject: Dsom, Alex Portillo, met with customer and
Note: inspected the vehicle. He found ABS Module Code 56 / G Sensor Signal. Dsom says sub code of 7500. Per customer, he did run over a small manhole cover just before the accident happened. Dsom put customer in rental for now. I just called the Dsom back and he was attempting to research further. The tech. manual asks if the car was lifted off the ground at any time and the wheels spun. He called Pat (owner of the body shop). He checked with his tech and confirmed that it was. They had it on a 4 jack stand, off the ground, and could have easily spun the wheels at any time during the repairs. Per Dsom, it's possible the body shop set the code. Alert to Gear.

Created By: dwit **Date Created:** 03/01/2004 19:10:00

Action: Call **Visibility:** Private
Subject: Alex sent copy of page from
Note: the Tech info. I called and asked about CEL or ABS lights being on. The r/o the dlr generated yesterday says the Customer complaint was that the ABS light was on. Dsom says there have not been any lights on / dlr maybe just assuming that was the complaint. They didn't actually talk to the customer. I left msg for customer to call me and clear up this issue.

Created By: dwit **Date Created:** 03/02/2004 09:15:35

Action: Call **Visibility:** Private
Subject: Customer called back.
Note: No lights have ever come on / not the CEL or the ABS. Alert to Gear. He did mention that his Ins. Co. has contacted him. Sounds like they may subrogate. He will scan and email me the police report tomorrow, plus the body shop repair is in the car, and it's okay if the dlr faxes it to me. I called the dealership, John Day, srv. mgr., not available. SA (didn't get his name) is faxing it to me. Per Gear, she will be sending email out to Jim Sinclair, Ron, Dan Dalton, Don Beardon etc. re this case just as soon as we are sure we have all the information together. CC to Ron Grabinger.

Created By: dwit **Date Created:** 03/02/2004 11:20:14

Action: Call **Visibility:** Private
Subject: Sent Email to RSOM/DSOM/Service

Note: Pending response.

Created By: gear

Date Created: 03/03/2004 16:08:31

Action: Call

Visibility: Private

Subject: I called and talked to the customer

Note: Explained our position is that this does not match the description of the vehicles that NHSTA is investigating. He states he is disappointed because we obviously just don't see what he sees. He believes his situation matches it perfectly except that he probably was going only about 20 or 25mph / he had just accelerated. He ran over the ripples in the road and the manhole cover. He is going to send us a supplemental report that he sent to the police report. He will pick up his car in the morning from Garcia and will meet with Ken Kepler at Galles Subaru. He accepted \$2500 trade assist and will see what they can do. He is going to try to go into an STI because their brakes are larger. He will get back to me.

Created By: dwit

Date Created: 03/11/2004 18:21:33

Action: Call

Visibility: Private

Subject: Per Dsom / Customer used

Note: our assist and traded into an STI. Went to Galles. Ken Kepler is to fax new buyers order / I faxed him the Disclosure notice for new owner.

Created By: dwit

Date Created: 03/18/2004 15:23:50

Action: Call

Visibility: Private

Subject: Credit requested.

Note: Traded into 4L523066

Created By: dwit

Date Created: 03/20/2004 09:43:11

Action: Comment

Visibility: Private

Subject: Dealer Credit

Note: submitted to region

Created By: hwri

Date Created: 03/23/2004 10:34:07

FINANCIAL INFO**Case Number: 589395****Financial Info - 1 item**

Acct. Nbr:	Goodwill Loyalty	Status:	2500
First Name:	Galles & Davis Subaru	Last Name:	Paid
Amount:	Traded into STI / 4L523066	Auth. Date:	dwit
Check Type:	Dealer Credit		
Created By:		Date Created:	03/20/2004 09:44:34

ADDRESSES

Case Number: 589395

Total - 1 Items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Albuquerque

State/Province: NM

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 13-FEB-04

Last Modify By: Vantive User

Last Modify Date: 13-FEB-04