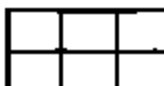


**PE04-002  
SUBARU  
3/4/2004  
ATTACHMENT  
PART 1 OF 6**

## ATTENTION:

 GENERAL MANAGER  PARTS MANAGER   
 CLAIMS PERSONNEL  SERVICE MANAGER 

IMPORTANT - All Service Personnel Should Read and Follow


**SUBARU**
**SERVICE BULLETIN**
**APPLICABILITY:** 2002MY Impreza WRX  
**SUBJECT:** Fuel Smell in Cold Weather

**NUMBER:** 09-36-03  
**DATE:** 04/01/03

**INTRODUCTION**

Some 2002 model Impreza WRX (2.0L Turbo) may experience a fuel smell in cold weather (temperature < 14°F) from the rubber hose connector, located under the intake manifold, between two direct fuel-feed metal lines to the injectors.

**REPAIR**

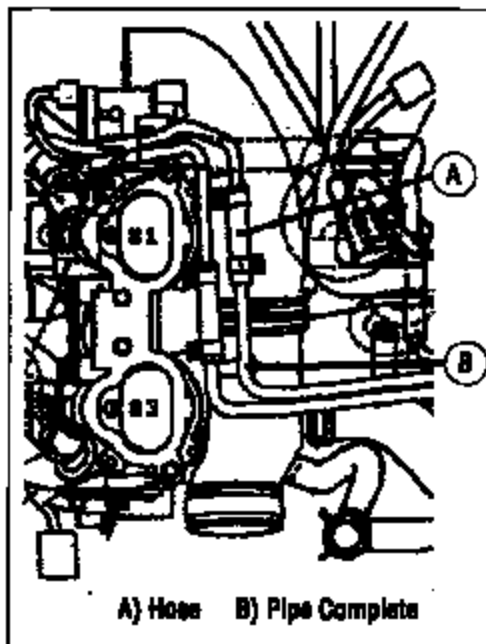
The changing of the pipe and hose size was adopted, starting with engine number 673467 to better align the two fuel lines. This was accomplished by shortening the fuel pipe and lengthening the hose both by 30mm. To complete this service procedure, you must replace the fuel pipe assembly and hose as a set.

Follow the service procedure in the appropriate service manual to remove the intake manifold from the vehicle.

**PARTS**

Replace the pipe and hose as a set.

PART NUMBER	DESCRIPTION
17544AA134	Pipe complete (30mm shorter than Old one)
807707140	Hose (30mm longer than Old one)



A) Hose B) Pipe Complete



**CAUTION: VEHICLE SERVICING PERFORMED BY ENTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.



Don Bearden, Director  
Governmental Affairs Department  
Direct Dial: (856) 488-8644  
Fax: (856) 488-8669  
E-mail: [dbearden@subaru.com](mailto:dbearden@subaru.com)

Subaru of America, Inc.  
Subaru Plaza  
PO Box 6000  
Cherry Hill, NJ 08034-6000  
856-488-8500  
[www.subaru.com](http://www.subaru.com)

March 4, 2004  
Ref. No.: GA04-013

Ms. Jacqueline Glassman  
Chief Counsel  
National Highway Traffic Safety Administration  
(NCC-110), Room 5219  
400 Seventh St., S.W.  
Washington, D.C. 20590

**RE: Request for Confidential Treatment: PE04-002**

Dear Ms. Glassman:

In accordance with 49 CFR Part 512.4, enclosed is the confidential information that is submitted for PE04-002, NVS-214pco, of allegations of fuel line leakage in 2002MY Subaru Impreza WRX vehicles. These Appendices contain materials for which we request confidential treatment. As required, we are herewith requesting confidential treatment of those documents in accordance with 49 CFR 512.15 (b).

We claim that these materials contain confidential information, specifically internal company operating procedures that would aid Subaru's competitors in learning details of such procedures, which are closely guarded information in the motor vehicle industry. As required, a certificate supporting our claim is also enclosed.

We have enclosed two complete copies of the confidential materials and a "redacted" copy in which the confidential information has been removed.

If you have any questions concerning this issue, please contact me directly at (856) 488-8644.

Sincerely,



Don Bearden, Director  
Governmental Affairs Department

Enclosures

cc: Tom Cooper, NVS-214

Minutes of 12<sup>th</sup> Specific Safety Meeting In 2002

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**2002MY North-American WRX Model  
Specific Safety Meeting Handout on Fuel Seepage**

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Appendix B1

(1/1)

02安全類別-02018

2002年 7月 27日

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44S北米ターボ 燃料漏み安全個別資料  
'02. 7. 26 ESSY

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44S北米ターボ 燃料漏み安全個別資料  
'02. 7. 28 ESSY

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Minutes of 7<sup>th</sup> Sectional Safety Meeting

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Proposal documents to Customer Safety Meeting

August 30, 2002  
Quality Assurance Section

Fuel leakage in cold start of engine of Impress turbo model for North America

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Appendix 8b2

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(S-1)

02安全部全-011

2002年 0月 2日

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安全部全機票資料

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平成14年 8月30日  
品質保証書

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Meeting minutes of Recall Committee of September 2002

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Handout Document for Recall Committee  
September 2, 2002

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平成 14 年 9 月 4日
高麗品本 02 NO. 018

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Documents to recall committee  
September 2, 2002  
平成14年9月2日 リコール委員会資料

(1/1)

Quality Assurance Dept. 品質保証部

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\*\*\*\*\* FACSIMILE COVER SHEET \*\*\*\*\*

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[The following was prepared by FHI.]

Supplementary information on Appendix B(I)F1: Measurement Data of Amount of Fuel Scavenged

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\*\*\*\*\* FACSIMILE COVER SHEET \*\*\*\*\*

送信日 (DATE)
2002年8月26日

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Fuel Vapor Density in Engine Compartment

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Appendix 8f2

No. SF15 CP 4-e

02-06

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Appendix 11a

**Fuel Odor – Parts Demand History**

PN 17544AA133 Original Fuel Delivery/Return Pipe- Part established 01-17-2001

Total demand between 01-17-2001 and 12-09-2002 9 pieces

PN 807707130 Original Fuel Delivery Hose-Part established 09-01-1985

Total demand between 01-01-2001 and 12-09-2002 10 pieces

PN 17544AA134 Modified Fuel Delivery/Return Pipe- Part established as spare part on 12-09-2002.

PN 807707140 Modified Fuel Delivery Hose-Part established in mid-1985 for another application. Part specified for WRX on 12-09-2002.

**Demand History by Month**

<u>MONTH</u>	<u>17544AA134</u>	<u>807707140</u>
Jan03	46	41
Feb03	34	38
Mar03	58	55
Apr03	33	46
May03	14	19
Jun03	1	7
Jul03	1	1
Aug03	9	9
Sep03	1	1
Oct03	6	6
Nov03	29	32
Dec03	90	82
Jan04	803	826
Feb04 to date (2-19-04)	235	286 to date (2-19-04)

**PE04-002**

**Table Question Two Data**

**Field Reports  
Consumer Complaints**

**In**

**VIN Sequence**

FieldID	Category	OwnerFleet Name	OwnerFleetAddress	OwnerFleetPhone	VIN
1090	Field Report	NA	NA	NA	JF1GG29622G
1092	Field Report	NA	NA	NA	JF1GG29682G
11396	Field Report	NA	NA	NA	JF1GD29602G
11877	Field Report	NA	NA	NA	JF1GD29642G
12004	Field Report	NA	NA	NA	JF1GD29642G
352790	Consumer Com				JF1GD29682G
358728	Consumer Com				JF1GD29682G
388511	Consumer Com				JF1GD29692G
413189	Consumer Com		N/A		JF1GG29622H
448092	Consumer Com				JF1GD29642G
454622	Consumer Com				JF1GD29672G
455747	Field Report	NA	NA	NA	JF1GD29602G
459134	Field Report	NA	NA	NA	JF1GD29652G
461683	Consumer Com				JF1GG29612G
462646	Field Report	NA	NA	NA	JF1GD29632G
463115	Field Report	NA	NA	NA	JF1GD29612G
463619	Consumer Com				JF1GD29622G
464302	Field Report	NA	NA	NA	JF1GD29622G
464888	Field Report	NA	NA	NA	JF1GD296X2G
464905	Field Report	NA	NA	NA	JF1GD29682G
465375	Field Report	NA	NA	NA	JF1GD29682G
465800	Consumer Com		N/A	N/A	JF1GD29682G
466179	Field Report	NA	NA	NA	JF1GD29682G
466460	Field Report	NA	NA	NA	JF1GG29602H
466466	Field Report	NA	NA	NA	JF1GD29602G
466541	Field Report	NA	NA	NA	JF1GD29652H
466826	Field Report	NA	NA	NA	JF1GG29672G
466722	Field Report	NA	NA	NA	JF1GG29682G
466771	Consumer Com				JF1GD29602G
466862	Consumer Com		N/A		JF1GD296X2G
466886	Field Report	NA	NA	NA	JF1GD29682G
466887	Field Report	NA	NA	NA	JF1GG29672H
467418	Consumer Com			N/A	JF1GG29672H

MakeModelMY	Mileage	IncidentDate	DateReported	Crash	PropertyDamage	Injuries	Fatalities	Summary
2002 Subaru W	28420	37844	1/23/2003	No	No	0	0	Fuel smell whe
2003 Subaru W	11371	37845	1/24/2003	No	No	0	0	Fuel smell after
2005 Subaru W	63378	37991	1/14/2004	No	No	0	0	Fuel leak - sme
2006 Subaru W	17284	37991	2/10/2004	No	No	0	0	Fuel smell - TS
2007 Subaru W	51829	38002	2/13/2004	No	No	0	0	Fuel leak at inj
2002 Subaru W	8000	N/A	3/7/2002	No	No	0	0	Fuel smell - pri
2002 Subaru W	12456	N/A	3/13/2002	No	No	0	0	Fuel smell whe
2002 Subaru W	7400	N/A	5/15/2002	No	No	0	0	Fuel smell whe
2002 Subaru W	62867	N/A	7/12/2003	No	No	0	0	Fuel smell - hot
2002 Subaru W	46000	N/A	1/24/2003	No	No	0	0	Fuel smell - no
2002 Subaru W	28000	N/A	12/9/2002	No	No	0	0	Fuel smell - loo
2002 Subaru W	23750	NA	12/11/2002	No	No	0	0	Fuel smell - dia
2002 Subaru W	47787	NA	12/27/2002	No	No	0	0	Fuel smell- In e
2002 Subaru W	37000	N/A	1/8/2003	No	No	0	0	Fuel smell - tur
2002 Subaru W	28953	NA	1/10/2003	No	No	0	0	Fuel smell - dia
2002 Subaru W	29048	NA	1/13/2003	No	No	0	0	Fuel smell - rep
2002 Subaru W	14000	N/A	1/27/2003	No	No	0	0	Fuel smell - ho
2002 Subaru W	27440	NA	1/16/2003	No	No	0	0	Fuel smell whe
2002 Subaru W		NA	1/17/2003	No	No	0	0	Fuel smell whe
2002 Subaru W		NA	1/17/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	24888	NA	1/20/2003	No	No	0	0	Fuel smell from
2002 Subaru W		N/A	1/21/2003	No	No	0	0	Fuel smell - no
2002 Subaru W		NA	1/22/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	16880	NA	1/23/2003	No	No	0	0	Fuel smell near
2002 Subaru W	8882	NA	1/23/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	12973	NA	1/23/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	20088	NA	1/23/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	24377	NA	1/23/2003	No	No	0	0	Fuel leak under
2002 Subaru W	58000	N/A	1/23/2003	No	No	0	0	Fuel smell - ho
2002 Subaru W	37949	N/A	1/23/2003	No	No	0	0	Fuel smell - cla
2002 Subaru W	26971	NA	1/24/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	27000	NA	1/24/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	28989	N/A	1/27/2003	No	No	0	0	Fuel smell - pri

FieldID	Category	OwnerFleet Name	OwnerFleetAddress	OwnerFleetPhone	VIN
467540	Field Report	NA	NA	NA	JF1GG29812G
467594	Consumer Com			N/A	JF1GD29882G
468647	Consumer Com				JF1GG29882G
469293	Consumer Com		N/A	N/A	JF1GG29842G
469306	Field Report	NA	NA	NA	JF1GG29852H
469340	Field Report	NA	NA	NA	JF1GD29822G
470384	Field Report	NA	NA	NA	JF1GD29842G
470384	Field Report	NA	NA	NA	JF1GD29842G
470384	Field Report	NA	NA	NA	JF1GD29842G
472209	Field Report	NA	NA	NA	JF1GD29812G
472558	Field Report	NA	NA	NA	JF1GD29802G
472601	Field Report	NA	NA	NA	JF1GD29842G
472779	Consumer Com			N/A	JF1GD29872G
473126	Consumer Com			N/A	JF1GD29882G
474038	Field Report	NA	NA	NA	JF1GD29832G
475847	Consumer Com		N/A		JF1GD29872H
475848	Consumer Com			N/A	JF1GD298X2G
476381	Field Report	NA	NA	NA	JF1GG29892G
476381	Field Report	NA	NA	NA	JF1GG29892G
476514	Field Report	NA	NA	NA	JF1GD29822G
476701	Field Report	NA	NA	NA	JF1GD29882G
476862	Consumer Com			N/A	JF1GD29832G
477051	Field Report	NA	NA	NA	JF1GD29832G
477467	Consumer Com		N/A	N/A	JF1GG29882H
477575	Consumer Com				JF1GD29842G
478761	Consumer Com			N/A	JF1GG29882G
480589	Consumer Com				JF1GD29892G
481236	Field Report	NA	NA	NA	JF1GD29882G
488786	Field Report	NA	NA	NA	JF1GG29882H
511029	Consumer Com				JF1GD29812G
526215	Consumer Com				JF1GG298X2G
543592	Consumer Com				JF1GG29842G
555763	Field Report	NA	NA	NA	JF1GD29832G
561362	Consumer Com				JF1GD29822G

MakeModelMY	Mileage	IncidentDate	DateReported	Crash	PropertyDamage	Injuries	Fatalities	Summary
2002 Subaru W	12704	NA	1/27/2003	No	No	0	0	Fuel smell - par
2002 Subaru W		N/A	1/27/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	11000	N/A	2/20/2003	No	No	0	0	Fuel smell whe
2002 Subaru W		N/A	4/17/2003	No	No	0	0	Fuel smell - col
2002 Subaru W	17711	NA	1/31/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	14427	NA	1/31/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	45681	NA	2/4/2003	No	No	0	0	Fuel smell from
2002 Subaru W	45681	NA	2/4/2003	No	No	0	0	Fuel smell from
2002 Subaru W	28383	NA	2/11/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	25242	NA	2/12/2003	No	No	0	0	Fuel smell from
2002 Subaru W	24874	NA	2/12/2003	No	No	0	0	Fuel smell from
2002 Subaru W	29058	N/A	2/12/2003	No	No	0	0	Fuel smell - col
2002 Subaru W		N/A	3/10/2003	No	No	0	0	Fuel smell - ex
2002 Subaru W		NA	2/19/2003	No	No	0	0	Fuel smell - par
2002 Subaru W	21000	N/A	2/25/2003	No	No	0	0	Fuel smell - ex
2002 Subaru W		N/A	2/25/2003	No	No	0	0	Fuel smell - no
2002 Subaru W	31653	NA	2/28/2003	No	No	0	0	Fuel smell - par
2002 Subaru W	31653	NA	2/28/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	39885	NA	2/27/2003	No	No	0	0	Fuel smell - TS
2002 Subaru W	27158	NA	2/27/2003	No	No	0	0	Fuel smell whe
2002 Subaru W		N/A	2/27/2003	No	No	0	0	Fuel smell - no
2002 Subaru W	49768	NA	2/28/2003	No	No	0	0	Fuel smell - TS
2002 Subaru W	22409	N/A	3/3/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	26000	N/A	1/7/2004	No	No	0	0	Fuel smell - wa
2002 Subaru W	20000	N/A	3/6/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	16000	N/A	5/27/2003	No	No	0	0	Fuel smell - will
2002 Subaru W	22000	NA	3/17/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	23582	NA	4/7/2003	No	No	0	0	Fuel smell whe
2002 Subaru W		N/A	8/24/2003	No	No	0	0	Fuel smell -raw
2002 Subaru W	30100	N/A	1/27/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	39000	N/A	1/29/2004	No	No	0	0	Inquiry on fuel s
2002 Subaru W	38835	NA	11/7/2003	No	No	0	0	Fuel smell - TS
2002 Subaru W	37000	N/A	11/24/2003	No	No	0	0	Fuel leak - after



FieldID	Category	OwnerFleet Name	OwnerFleetAddress	OwnerFleetPho	VIN
584875	Consumer Com				JF1GD29892G
585840	Field Report	NA	NA	NA	JF1GD29842G
587284	Field Report	NA	NA	NA	JF1GD29832G
588235	Consumer Com				JF1GG298X2G
589079	Field Report	NA	NA	NA	JF1GG29872G
589325	Consumer Com				JF1GD29872G
570787	Consumer Com				JF1GD29872G
570791	Field Report	NA	NA	NA	JF1GG298X2G
571025	Consumer Com				JF1GG29882G
571034	Consumer Com				JF1GD29882G
571883	Consumer Com		N/A	N/A	JF1GG29822G
573452	Field Report	NA	NA	NA	JF1GG298X2G
573776	Field Report	NA	NA	NA	JF1GG29882G
573875	Field Report	NA	NA	NA	JF1GD29872G
574025	Consumer Com				JF1GD29832G
574147	Consumer Com				JF1GD29882G
574171	Field Report	NA	NA	NA	JF1GD29802G
574408	Consumer Com			N/A	JF1GD29822G
574589	Consumer Com			N/A	JF1GD29882G
574874	Consumer Com				JF1GG29832G
574812	Field Report	NA	NA	NA	JF1GD298X2H
574995	Consumer Com				JF1GD29842G
575087	Consumer Com				JF1GG29842H
575303	Consumer Com				JF1GD29842G
575316	Consumer Com				JF1GG29852G
575355	Consumer Com				JF1GG29882G
575375	Field Report	NA	NA	NA	JF1GD298X2G
575487	Consumer Com				JF1GD29852G
575627	Field Report	NA	NA	NA	JF1GD29883H
575740	Field Report	NA	NA	NA	JF1GD29842G
575748	Field Report	NA	NA	NA	JF1GD29892H
575748	Consumer Com				JF1GD29872G
575807	Consumer Com				JF1GD29812G

MakeModelMY	Mileage	IncidentDate	DateReported	Crash	PropertyDamage	Injuries	Fatalities	Summary
2002 Subaru W	30000	N/A	12/5/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	32973	NA	12/8/2003	No	No	0	0	Fuel smell - TS
2002 Subaru W	28018	NA	12/12/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	50895	N/A	12/16/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	28605	NA	12/17/2003	No	No	0	0	Fuel smell whe
2002 Subaru W	99000	N/A	12/18/2003	No	No	0	0	Fuel smell - wa
2002 Subaru W	47032	N/A	12/23/2003	No	No	0	0	Fuel smell - wa
2002 Subaru W	34333	NA	12/23/2003	No	No	0	0	Fuel leak under
2002 Subaru W	44000	N/A	12/24/2003	No	No	0	0	Inquiry on deal
2002 Subaru W	32000	N/A	12/24/2003	No	No	0	0	Fuel smell - mu
2002 Subaru W	42000	N/A	1/12/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	24880	NA	1/5/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	21422	NA	1/5/2004	No	No	0	0	Fuel smell - en
2002 Subaru W	28285	NA	1/8/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	35000	N/A	1/8/2004	No	No	0	0	Fuel smell - tow
2002 Subaru W	28500	N/A	1/8/2004	No	No	0	0	Fuel smell - va
2002 Subaru W	45774	NA	1/8/2004	No	No	0	0	Fuel smell whe
2002 Subaru W	82000	N/A	1/7/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	41000	N/A	1/7/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	43000	N/A	1/8/2004	No	No	0	0	Fuel smell - str
2002 Subaru W	42328	NA	1/8/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	33866	N/A	1/8/2004	No	No	0	0	Fuel smell whe
2002 Subaru W	59000	N/A	1/8/2004	No	No	0	0	Fuel smell whe
2002 Subaru W	43000	N/A	1/9/2004	No	No	0	0	Fuel leak - hos
2002 Subaru W	42000	N/A	1/23/2004	No	No	0	0	Fuel smell - rep
2002 Subaru W	44972	N/A	1/30/2004	No	No	0	0	Fuel smell - wal
2002 Subaru W	34874	NA	1/9/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	48400	N/A	1/9/2004	No	No	0	0	Fuel smell - TS
2003 Subaru W	23286	NA	1/9/2004	No	No	0	0	Fuel smell whe
2002 Subaru W	28200	NA	1/12/2004	No	No	0	0	Fuel smell whe
2002 Subaru W	49559	NA	1/12/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	27000	N/A	1/12/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	40000	N/A	1/12/2004	No	No	0	0	Fuel smell whe

FieldID	Category	OwnsFleet Name	OwnerFleetAddress	OwnerFleetPho	VIN
578008	Consumer Com				JF1GD29862G
578043	Consumer Com				JF1GD29862G
578482	Consumer Com				JF1GG29842G
578789	Field Report	NA	NA	NA	JF1GG29882G
578883	Consumer Com			NA	JF1GG29882G
577075	Field Report	NA	NA	NA	JF1GD29812G
577201	Consumer Com			NA	JF1GD298X2H
577667	Consumer Com				JF1GG298X2G
578110	Consumer Com				JF1GD29812H
578207	Consumer Com				JF1GD29822G
578228	Consumer Com			NA	JF1GD29882G
578388	Consumer Com			NA	JF1GG29882G
578425	Consumer Com				JF1GD29872G
578534	Consumer Com			NA	JF1GG29802G
578589	Consumer Com				JF1GD29812H
578613	Consumer Com				JF1GG29862H
578702	Consumer Com				JF1GG298X2H
578788	Field Report	NA	NA	NA	JF1GD29842G
578890	Consumer Com				JF1GD29852G
579322	Consumer Com				JF1GD29882G
579411	Field Report	NA	NA	NA	JF1GG29882G
579526	Consumer Com				JF1GD29872G
579835	Consumer Com				JF1GD29842G
579849	Consumer Com				JF1GD29822G
579880	Consumer Com				JF1GD29872G
580023	Consumer Com				JF1GD29822G
580195	Consumer Com		NA		JF1GG298X2G
580413	Consumer Com				JF1GD29842G
581109	Consumer Com				JF1GD29882G
581435	Consumer Com				JF1GD29802G
581560	Consumer Com		NA	NA	JF1GG29822G
581718	Consumer Com				JF1GD29862G
582024	Consumer Com				JF1GD29832G

MakeModelMY	Mileage	IncidentDate	DateReported	Crash	PropertyDamage	Injuries	Fatalities	Summary
2002 Subaru W	57000	N/A	1/12/2004	No	No	0	0	Fuel smell - col
2002 Subaru W	35500	N/A	1/14/2004	No	No	0	0	Fuel smell - ho
2002 Subaru W	62000	N/A	1/13/2004	No	No	0	0	Fuel smell whe
2002 Subaru W	58416	NA	1/13/2004	No	No	0	0	Fuel smell whe
2002 Subaru W	37000	N/A	1/13/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	33167	NA	1/14/2004	No	No	0	0	Fuel smell whe
2002 Subaru W		N/A	1/14/2004	No	No	0	0	Fuel smell - no
2002 Subaru W	38100	N/A	1/15/2004	No	No	0	0	Fuel smell - str
2002 Subaru W	27000	N/A	1/15/2004	No	No	0	0	Fuel smell - no
2002 Subaru W	49202	N/A	1/16/2004	No	No	0	0	Fuel smell - fue
2002 Subaru W	38000	N/A	1/16/2004	No	No	0	0	Fuel smell - str
2002 Subaru W	32000	N/A	1/16/2004	No	No	0	0	Fuel smell - ser
2002 Subaru W	57000	N/A	1/16/2004	No	No	0	0	Fuel smell whe
2002 Subaru W	36500	N/A	1/16/2004	No	No	0	0	Fuel smell - wa
2003 Subaru W	62000	N/A	1/16/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	37000	N/A	1/28/2004	No	No	0	0	Fuel smell - rep
2002 Subaru W		N/A	1/19/2004	No	No	0	0	Fuel smell - par
2002 Subaru W	51829	NA	1/19/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	38100	N/A	1/18/2004	No	No	0	0	Fuel smell - wa
2002 Subaru W	27000	N/A	1/20/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	38103	NA	1/20/2004	No	No	0	0	Fuel smell - TS
2002 Subaru W	49202	N/A	1/20/2004	No	No	0	0	Fuel leakage -
2002 Subaru W	38000	N/A	1/21/2004	No	No	0	0	Fuel smell - no
2002 Subaru W	32000	N/A	1/21/2004	No	No	0	0	Fuel smell/leak
2002 Subaru W	40000	N/A	1/28/2004	No	No	0	0	Fuel smell - par
2002 Subaru W	70000	N/A	1/21/2004	No	No	0	0	Fuel smell whe
2002 Subaru W	16000	N/A	1/21/2004	No	No	0	0	Fuel smell - par
2002 Subaru W	51829	N/A	1/22/2004	No	No	0	0	Fuel smell - par
2002 Subaru W	38984	N/A	1/23/2004	No	No	0	0	Fuel smell - par
2002 Subaru W	85000	N/A	1/23/2004	No	No	0	0	Fuel smell - dia
2003 Subaru W	44000	N/A	1/28/2004	No	No	0	0	Fuel smell - ser
2002 Subaru W	26979	N/A	1/28/2004	No	No	0	0	Fuel smell - par
2002 Subaru W	28000	N/A	1/28/2004	No	No	0	0	Fuel smell - par

FieldID	Category	OwnerFleet Name	OwnerFleetAddress	OwnerFleetPhone	VIN
582148	Consumer Com				JF1GG29842H
582560	Consumer Com		N/A		JF1GD298X2H
582591	Consumer Com				JF1GD298X2H
583008	Consumer Com				JF1GD298X2G
583137	Consumer Com				JF1GG29812G
583812	Consumer Com				JF1GD29802G
584019	Consumer Com				JF1GD29832G
584857	Field Report	NA	NA	NA	JF1GD29802G
588805	Field Report	NA	NA	NA	JF1GD29832G
9284	Field Report	NA	NA	NA	JF1GD29802G

MakeModelMY	Mileage	IncidentDate	DateReported	Crash	PropertyDamag	Injuries	Fatalities	Summary
2002 Subaru W	34000	N/A	1/27/2004	No	No	0	0	Fuel smell - par
2002 Subaru W	24000	N/A	1/27/2004	No	No	0	0	Fuel smell - par
2002 Subaru W	30000	N/A	1/28/2004	No	No	0	0	Fuel smell - par
2002 Subaru W	38013	N/A	1/28/2004	No	No	0	0	Fuel smell - wa
2002 Subaru W	26000	N/A	1/28/2004	No	No	0	0	Fuel smell - par
2002 Subaru W	73801	N/A	1/29/2004	No	No	0	0	Fuel smell - ow
2002 Subaru W	52662	N/A	1/30/2004	No	No	0	0	Fuel smell whe
2002 Subaru W		NA	2/2/2004	No	No	0	0	Fuel smell whe
2002 Subaru W	31046	NA	2/11/2004	No	No	0	0	Fuel smell whe
2004 Subaru W	12710	37318	3/7/2002	No	No	0	0	Fuel leak when

Subaru Service  
Quality Monitoring Reports

<b>Record ID</b>	<b>Created By</b>	<b>Report Date</b>	<b>Last Update Date</b>	<b>Region</b>	<b>Dealer</b>	<b>District</b>
1090 1090	vxap	1/23/03		10	217	
<b>Section</b>			<b>Section</b>			
Fuel and Emissions			Fuel Delivery and Evaporative System			
<b>Vin #</b>	<b>Engine #</b>		<b>Trans #</b>	<b>Mileage</b>		
2G	B298473		582299	28420		
<b>Failure Code</b>	<b>Failure Date</b>		<b>Technician Duplicated Condition</b>			
DEV37	1/23/03		Yes			
<b>Part #</b>	<b>R/O Number</b>		<b>Job</b>	<b>Picture Included</b>		
				No		

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

**Customer's Description of Complaint**  
STRONG FUEL SMELL IN VEHICLE AFTER COLD START.

**Technician's Description of condition**  
LEAKING FUEL LINES UNDER INTAKE MANIFOLD. CLAMPS ON FUEL LINE IN A POSITION THAT  
REQUIRED REMOVAL OF INTAKE MANIFOLD TO TIGHTEN LOOSE CLAMPS ON FUEL LINES.

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

**Weather Conditions**

**Other**  
**Type of Road**

<b>VIN Remainder</b>	<b>Sale Date</b>	<b>Warranty Start Date</b>	<b>Production Date</b>
JF1GG2982	20010731	20010731	20010701
<b>Original Engine #</b>	<b>Trans Type Desc</b>	<b>Model Year</b>	<b>Model</b>
298473	5SPD	2002	2LC
<b>Color</b>	<b>Option</b>	<b>Spec</b>	
SIL	NG	C	

<a href="#">Print</a>	<a href="#">QMR Lookup</a>	<a href="#">Add New</a>
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# Subaru Service

## Quality Monitoring Reports

Record ID	Created By	Report Date	Last Update Date	Region	Dealer	District
11395	140646	1/16/04		140	646	9

Section		Section	
Fuel and Emissions		Fuel Delivery and Evaporative System	
Vin #	Engine #	Trans #	Mileage
2G			53378
Failure Code	Failure Date	Technician Duplicated Condition	
DET02	1/5/04	Yes	
Part #	R/O Number	Job	Picture Included
807707130	62634	A	No
Reporter's First Name	Reporter's Last Name	Reporter's Email	

### Customer's Description of Complaint

CUSTOMER STATES THAT THERE IS A RAW FUEL SMELL FOR THE ENGINE AREA - SMELL IS WORSE WITH HEATER ON.

### Technician's Description of condition

TRACED FUEL LINE AND FOUND THAT THE FUEL DELIVERY HOSE AROUND CLAMP WAS BRITTLE AND CLAMPING ARE OF THE HOSE WAS FOUND TO BE HARD

Vehicle Speed MPH	Ambient Temperature F	No of Passengers	Total lbs		
0	32	0	0		
Altitude Ft	Humidity %	Cold Soak Hrs	Min	Hot Soak Hrs	Min
7200	15				

### Weather Conditions

SUN  
Other

### Type of Road

VIN Remainder	Sale Date	Warranty Start Date	Production Date
JF	20011023	20011013	20010401
Original Engine #	Trans Type Desc	Model Year	Model
234360	5SPD	2002	2JC
Color	Option	Spec	
SIL	FG	C	

[QMR Lookup](#) | [Add New](#)

# Subaru Service

## Quality Monitoring Reports

Record ID	Created By	Report Date	Last Update Date	Region	Dealer	District
11877	140377	2/10/04		140	377	1
<b>Section</b>		<b>Section</b>				
Fuel and Emissions		Fuel Injection				
<b>Vin #</b>	<b>Engine #</b>	<b>Trans #</b>	<b>Mileage</b>			
2G			17284			
<b>Failure Code</b>	<b>Failure Date</b>	<b>Technician Duplicated Condition</b>				
DEU28	1/5/04	Yes				
<b>Part #</b>	<b>R/O Number</b>	<b>Job</b>	<b>Picture Included</b>			
17544AA134	260752	A	No			
<b>Reporter's First Name</b>	<b>Reporter's Last Name</b>	<b>Reporter's Email</b>				

**Customer's Description of Complaint**  
CUST STATES FUEL SMELL

**Technician's Description of condition**  
RON BRADY INVOLVED WARR FUEL SMELL FROM THE FUEL RAIL. SUBARU HAS A COLD WEATHER REPAIR FOR THIS PROBLEM. PARTS ARE CURRENTLY ON BACKORDER. REMOVED ENGINE INTAKE MANIFOLD, RAIN COOLING SYSTEM AND REPLACED FUEL RAIL. REINSTALLED ALL COMPONENTS. NO MORE FUEL SMELL. CUSTOMER WAS IN RENTAL FOR A LONG TIME. FAXED URPCA TO SOA

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	Sale Date	Warranty Start Date	Production Date
JF1	20010716	20010711	20010601
Original Engine #	Trans Type Desc	Model Year	Model
285102	5SPD	2002	2C
Color	Option	Spec	
WHM	FG	C	

[QMR Lookup](#) [Add New](#)

Subaru Service  
Quality Monitoring Reports

Record ID	Created By	Report Date	Last Update Date	Region	Dealer	District
12004	030121	2/13/04		30	121	4
Section	Engine #	Section	Trans #	Mileage		
Fuel and Emissions		Fuel Delivery and Evaporative System		61829		
Vin #	Failure Date	Technician Duplicated Condition				
2G	1/16/04	Yes				
Failure Code	R/O Number	Job	Picture Included			
DEU48	47495	A	No			
Part #	Reporter's Last Name	Reporter's Email				
17544AA134						
Reporter's First Name						

Customer's Description of Complaint  
GAS SMELL WHEN HEATER IS ON

Technician's Description of condition

AS PER BULLITIN 03803/FUEL PIPE HOSE INJECTOR LEAKING ALSO BY ORING

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	Sale Date	Warranty Start Date	Production Date
JF	20011010	20011010	20010425
Original Engine #	Trans Type Desc	Model Year	Model
248798	SSPD	2002	2JC
Color	Option	Spec	
WHM	FG	C	

Print	QMR Lookup	Add New
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# SUBARU

## Complete SAMI Case Report

Monday, February 23, 2004 10:21 AM

### INFORMATION

Case Number: 353790

CRIS Case Number: Case Type: Vehicle Repair  
Case Status: Closed Priority: 1 - High

Last Name: [REDACTED] First Name: [REDACTED] Attachments:  
Day Phone: [REDACTED] Ext: [REDACTED] CRIS Letters:

Model: IMPREZA Model Year: 2002.0 Manufactured Date: 04/01/2001  
VIN: 2C[REDACTED] VIN Prefix: JF1GD2966 Current Mileage: 8000  
RO Number: RO Date/Failure Date: RO Mileage/Failure:  
Region/Dealer: 70/174 Company: YARK SUBARU

Subject: DSOM advises car should be ready on Thurs 12/13 - Called dir 12/28

Closed By: jycr Assigned To: York Follow Up Date:  
Close Date: 12/31/2001 Contact Media Type: Phone CS Impact:  
08:14:36 Alert: 2/10

Created By: hfu Date Created: 12/06/2001 16:38:28  
Last Modify By: hfu Last Modify Date: 03/07/2002 17:08:17



## NOTES

Case Number: 352790

Summary of Notes - 21 items

<b>Action:</b>	Call	<b>Visibility:</b>	Private
<b>Subject:</b>	customer e-mail		
<b>Note:</b>	MY CHECK ENGINE LIGHT HAS COME ON FOR A THIRD TIME. THE DEALER HAS EXPLAINED THAT THE FAULT LIES IN THE PCM. THEY HAVE REMOVED THE PCM AND SENT IT TO TECH SERVICE. MY QUESTION IS THUS, WILL I CONTINUE TO HAVE PROBLEMS RELATED TO THE CHECK ENGINE/OBD2'S? THE REASON I ASK THIS IS MY PERSONAL EXPERIENCE (10 YRS AS AN SERVICE ADVISOR AND MANAGER). SOMETIMES YOU JUST HAVE A PROBLEM CAR, OR ARE THERE OTHERS WITH THE SAME PROBLEMS? THANK-YOU CHRIS DUNBAR		
<b>Created By:</b>	hfnu	<b>Date Created:</b>	12/06/2001 16:48:15
<b>Action:</b>	Call	<b>Visibility:</b>	Private
<b>Subject:</b>	reply		
<b>Note:</b>	Thank you for contacting Subaru of America, Inc. I am sorry that you are having a concern with the check engine light on your car. As you are likely aware the OBDII system in all car lines is much more sensitive than the previous generation diagnostics that came on cars. It appears the concern that you have has been related to the PCM which controls many of the OBDII functions and diagnostics. As a result of the re-programming you should no longer have any concerns related to PCM error. It is possible that the system will set a code for other reasons. We do feel that on a whole we build a high quality car and although a check engine light concern is not unusual it is not a common occurrence. I hope this information is helpful to you. Should you have any questions about this response please contact us at 1-800-SUBARU3.		
<b>Created By:</b>	hfnu	<b>Date Created:</b>	12/06/2001 16:56:39
<b>Action:</b>	Call	<b>Visibility:</b>	Private
<b>Subject:</b>	customer e-mail		
<b>Note:</b>	well, i just got my wrx back from the dealer yesterday and 21 hrs. and 34 miles later not only is the check engine light back on but now it's blinking! When I purchased this car I believed I was purchasing a quality car, apparently I was mistaken. I will now do all I can to rid myself of this vehicle. chris dunbar p.s. the history doesn't show it but this is the fourth time in six months.		
<b>Created By:</b>	hfnu	<b>Date Created:</b>	12/10/2001 09:35:59
<b>Action:</b>	Call	<b>Visibility:</b>	Private
<b>Subject:</b>	reply		
<b>Note:</b>	I am sorry to hear that you the check engine light has returned on your car. I would recommend contacting the facility that installed the PCM. It is possible that an adjustment is required. We would also like to follow up with the facility when your car is seen by them again. Please call us at 1-800-SUBARU3 when your car is in for service again. Reference case #352790 when calling. Thank you for visiting Subaru.com.		
<b>Created By:</b>	hfnu	<b>Date Created:</b>	12/10/2001 10:02:32
<b>Action:</b>	Call	<b>Visibility:</b>	Private
<b>Subject:</b>	Car back at dlr, 2nd time, ck engine light...		
<b>Note:</b>	cust called to adv his vehicle was at the dlr for a check engine light, cust adv the dlr had the BCM reprogrammed, he picked the car up Thursday last week, by Thursday night the light was flashing, vehicle went back to the dlr, cust adv our e-mail stated we wanted to follow-up with the dlr, cust adv the svc mgr's name is Dave Emerine.		
<b>Created By:</b>	lyor	<b>Date Created:</b>	12/10/2001 11:04:43
<b>Action:</b>	Call	<b>Visibility:</b>	Private
<b>Subject:</b>	Pls call dlr service manager...		
<b>Note:</b>	find out the results of today's diagnosis, this is a 2/10. Thanks.		
<b>Created By:</b>	lyor	<b>Date Created:</b>	12/10/2001 11:08:28
<b>Action:</b>	Call	<b>Visibility:</b>	Private

**Subject:** Called dir numerous times  
**Notes:** can not get a hold of anyone in service. Will try back. Called dir again, left msg w/ Theresa for Dave Emerine, SM to call back. SM called back after hours. Left a msg asking to call him back.

**Created By:** hba2 **Date Created:** 12/10/2001 15:59:48

**Action:** Call **Visibility:** Private

**Subject:** Called dir  
**Notes:** Left Dave Emerine a msg asking to call back.

**Created By:** hba2 **Date Created:** 12/11/2001 09:22:31

**Action:** Call **Visibility:** Private

**Subject:** Dir called back  
**Notes:** SM, Dave Emerine called back. He stated veh was first in on 11/30 at 8,699mi, cust compl of CEL on, RO#418364 #3 engine misfire code (this was the third WRX for dir w/ this code). Tech line was aware of this problem w/ WRXs, told dir to send ECM to have reprogrammed. Cust rescheduled for 12/4 at 8,807mi, RO#418946 reprogrammed ECM installed. Cust returned 12/8 at 8,866mi stating CEL is on again, RO#419383 #3 engine misfire code again; tech line told dir to replace #3 fuel injector. Veh should be repaired by 12/13. Dir did not notify DSOM since this was only 2nd concern, and tech line was helpful. (Dir also stated the other two WRXs worked fine after ECM was replaced.)

**Created By:** hba2 **Date Created:** 12/11/2001 14:06:50

**Action:** Call **Visibility:** Private

**Subject:** Cust calling  
**Notes:** I advd teh cust that Judy is out to lunch and I offered to assist. Cust advd that he has had recurring CEL issues. Cust advd that the dir ordered a part and it has come in, but their tech is in abscol this week so they cannot install it. Cust advd that they are in a rental vehicle but is not convenient. Cust advd that they have a seat with the latch system and they cannot install the seat in the rental. Cust advd that he has to take his wife's car to drop their daughter off at school and then go home and switch cars. Cust advd that this is not right. Cust asking for Judy to call him back at work at 419-887-8047.

**Created By:** gcuc **Date Created:** 12/12/2001 13:59:39

**Action:** Call **Visibility:** Private

**Subject:** Left msg for cust w/c/b  
**Notes:**

**Created By:** jyor **Date Created:** 12/12/2001 15:50:15

**Action:** Call **Visibility:** Private

**Subject:** Called DSOM (Dave Edwards)  
**Notes:** he happened to be at this dir, the tech will return to the dir tomorrow, the dir will install a fuel injector tomorrow morning. Dave adv the dir if for some reason this does not work, they are to contact him tomorrow and he will return to the dir. I adv Dave of cust's concern regarding the rental, Dave adv if cust need an upgrade that is fine, but he thinks the cust will probably be out of the rental tomorrow.

**Created By:** jyor **Date Created:** 12/12/2001 15:54:30

**Action:** Call **Visibility:** Private

**Subject:** Cust called  
**Notes:** and asked for jyor. I advised him of the previous notes. He states that he has no confidence in the fuel injector being installed tomorrow. He used to work in the automotive service and he does not think that this will work. Cust thanked me for the info. Will s/p jyor.

**Created By:** pwe2 **Date Created:** 12/12/2001 15:57:17

**Action:** Call **Visibility:** Private

**Subject:** Call dir.  
**Notes:** find out if vehicle has been repaired.

**Created By:** jyor **Date Created:** 12/27/2001 16:53:20

**Action:** Call **Visibility:** Private  
**Subject:** Called dlr numerous times  
**Note:** No one was available. Will try back later. Called dlr again. Spoke w/ Theresa in serv. She stated veh has been repaired and picked up on 12/13.

**Created By:** bba2 **Date Created:** 12/28/2001 11:53:12

**Action:** Call **Visibility:** Private  
**Subject:** customer e-mail  
**Note:** HELLO, FIRST LET ME SAY THE DEALER (YARK) HAS BEEN VERY HELPFUL. NOW LET ME TELL YOU HOW UNHAPPY I AM WITH MY WRX. TODAY IT BEGAN TO LEAK GASOLINE, I HAD TO HAVE IT TOWED TO THE DEALER. THEY WON'T BE ABLE TO GET TO IT TILL TOMORROW WHICH MEANS, MOST LIKELY I WON'T SEE IT TILL THURSDAY OR FRIDAY. I'VE TALKED TO OTHER WRX OWNERS WHO ARE ALSO UNHAPPY WITH THEIR CARS RELIABILITY. CAN YOU OFFER ANY INSIGHT AS TO WHY I'M HAVING SO MANY PROBLEMS? IN LESS THAN A YEARS TIME IT HAS SPENT TWO WEEKS TOTAL AT THE DEALER.

**Created By:** hftu **Date Created:** 02/06/2002 16:34:54

**Action:** Call **Visibility:** Private  
**Subject:** Called John Williamson  
**Note:** he advised the car was brought in last night and they have been backed up and will not look at the car until tomorrow. He advised customer is in a loaner. Customer had complained about a fuel smell. They did previously replaced a fuel injector according to john. I advised that they should contact their DSOM and submit an urica if they are going to keep the car.

**Created By:** hftu **Date Created:** 02/06/2002 16:40:11

**Action:** Call **Visibility:** Private  
**Subject:** reply  
**Note:** Thank you for visiting the Subaru Web site. I am sorry that your e-mail was prompted by a concern regarding a fuel smell in your Subaru. I contacted John Williamson at Yark Subaru. He informed me that they will be looking at your car tomorrow due to a delay in the shop. He advised me that they have placed you in a loaner as goodwill due to this delay. We are not in a position to diagnose your vehicle without a hands-on inspection. I suggest that you speak to your dealership's Service department for any explanations of concerns that you may be having. They would be in a better position to evaluate your concern. If you have any questions regarding this response, please call us at 1-800-SUBARU-3 (1-800-782-2783) and refer to Case #352790. This will expedite the handling of your call. Best wishes!

**Created By:** hftu **Date Created:** 02/06/2002 16:46:11

**Action:** Call **Visibility:** Private  
**Subject:** email  
**Note:** WELL, I TOLD THE DEALER IT HAD TO CHECKED COLD (BELOW 30/32 DEGREES). THE SAID THEY FOUND NOTHING BUT THIS MORNING IT STILL SMELLED LIKE RAW FUEL. MY WIFE WON'T LET OUR CHILDREN IN THE CAR NOW WHICH MEANS I HAVE TO DRIVE THEM TO SCHOOL, RETURN HOME, WITH HER CAR AND THEN DEPART FOR WORK! BASICALLY I HAVE A VEHICLE THAT IS USELESS! 544632

**Created By:** doun **Date Created:** 02/13/2002 10:21:46

**Action:** Call **Visibility:** Private  
**Subject:** customer e-mail  
**Note:** HELLO, I WAS WONDERING IF THERE IS A UPDATE FOR A 'RAW FUEL' SMELL PROBLEM I HAVE. IT ONLY DOES IT ON VERY COLD DAYS BUT WILL LAST WELL BEYOND WARM-UP. THE PROBLEM HAS BECOME SO BAD THAT I CAN NO LONGER STAY IN THE VEHICLE DURING WARM-UP. I HAVE TO ALLOW THE CAR TO IDLE FOR 20 TO 30 MINUTES OUTSIDE OF THE GARAGE WITH THE WINDOWS DOWN BEFORE I CAN GET IN. THANKS, [REDACTED]

**Created By:** hftu **Date Created:** 03/07/2002 16:20:33

**Action:** Call **Visibility:** Private  
**Subject:** reply  
**Note:** Thank you for contacting Subaru of America, Inc. I was sorry to learn that you are having a concern with a fuel smell in your Subaru. I contacted Mr. John Williamson at Yark Subaru. He advised me that he is familiar with your concern and would very much like to duplicate and resolve your concern. In order to make an appropriate diagnosis and repair for your



car - the condition should present itself to the service department. John asked that you call him regarding your concern so that they can make an attempt at duplicating your concern. Thank you again for contacting Subaru of America, Inc. Should you have any further questions, please call us at 1-800-SUBARU3.

Created By: hfu

Date Created:

03/07/2002 16:24:14

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**ADDRESSES**

Case Number: 352790

Total - 1 items

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Type:	Mail To				
Address1:	2314 Goddard Rd				
Address2:					
Address3:					
City:	Toledo	State/Province:	OH	Zip Code:	43606
Created By:	hfsu	Date Created:	06-DEC-01		
Last Modify By:	hfsu	Last Modify Date:	06-DEC-01		

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# SUBARU

## Complete SAMI Case Report

Monday, February 23, 2004 10:23 AM

### INFORMATION

Case Number: 358728

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: work CRIS Letters:

Model: IMPREZA Model Year: 2002.0 Manufactured Date: 05/01/2001  
VIN: 2C[REDACTED] VIN Prefix: JF1GD2968 Current Mileage: 12456  
RO Number: RO Date/Failure Date: RO Mileage/Failure: 960  
Region/Dealer: 7W462 Company: SUBARU OF SCHAUMBURG

Subject: CEL problems... 3-05 awaiting RO's

Closed By: dwit Assigned To: Witt Follow Up Date: 03/07/2002 00:00:00  
Close Date: 03/13/2002 13:25:58 Contact Media Type: EMail CS Impact:  
Alert: 2/10

Created By: drun Date Created: 01/10/2002 15:02:35  
Last Modify By: dwit Last Modify Date: 04/06/2002 06:43:31

**ISSUES**

Case Number: 338728

Total - 3 Items

**ISSUE # 1**

Category: Vehicle  
Reason: Erratic Operation

Status: Closed  
Resolution: SOA Comments

**Customer Status**

Topic: Transmission/ Differential and Clutch  
Occurrence:

Topic Detail: General - Clutch Components

**Dealer Status**

Component Group:

Component Type:

Created By: dnun  
Last Modify By: dnun

Date Created: 01/10/2002 15:05:31  
Last Modify Date: 01/10/2002 15:05:31

**ISSUE # 2**

Category: Dealer Issues  
Reason: Poor

Status: Closed  
Resolution: SOA Comments

**Customer Status**

Topic: Customer Focus Comments  
Occurrence:

Topic Detail: Customer Treatment

**Dealer Status**

Component Group:

Component Type:

Created By: dnun  
Last Modify By: dnun

Date Created: 01/10/2002 15:06:03  
Last Modify Date: 01/10/2002 15:06:03

**ISSUE # 3**

Category: Vehicle  
Reason: Inoperative

Status: Closed  
Resolution: Advised Customer

**Customer Status**

Topic: Electrical  
Occurrence: Recurring

Topic Detail: Warning Lights

**Dealer Status**

---

**Component Group:****Component Type:****Created By:** dmi**Date Created:** 01/16/2002 16:21:05**Last Modify By:** dmi**Last Modify Date:** 01/16/2002 16:21:05

---

## NOTES

Case Number: 358728  
Summary of Notes - 10 items

**Action:** Call **Visibility:** Private  
**Subject:** email  
**Note:** I have just purchased my first Subaru Impreza WRX. Until this purchase I have have owned numerous Acuras, Mitsubishiis and Toyotas. I couldnt wait for the Subaru Impreza WRX to come to North America when it did I bought it. I like the car but I am very upset with a couple of areas. The dealerships I go to do not cater to the customer at all not like Honda or Toyota. I usually service my car at Schaumburg Subaru in Illinois and I think this dealership is complete joke. I dont want to mention everything that I am concerned about with the dealership because it would take to long. I will just jump to what is upsetting me with the car mechanically. First off the transmission is very clunky and hard to shift into first gear anything above 20mph problem devolped after 5000 miles 'dealer says it is normal and cannot be fixed'. Second when starting from a dead stop the car will chatter and stutter when engaging the clutch, this usually goes away after the car is thoroughly warmed up 'very annoying'. Third I have taken the car in to get the ECU reprogrammed twice already. I now also smell raw fuel once in while when I start up my car smells like a fuel bursted or came undone. Took Subaru to the dealership could not find any problems. I know the issues I am having are not mythical I am very mechanically inclined when it comes to automobiles. I used to own a service shop for five years. These are just some issues I wanted to address. Unless these problems can get cleared up I do not think I will be buying another Subaru. Thanks, Terry Kloutas area of interest: Drive Magazine, New Models, Special Notices, first name: [REDACTED] last name: [REDACTED] 540470

**Created By:** dnun **Date Created:** 01/10/2002 15:03:43

**Action:** Call **Visibility:** Private  
**Subject:** reply  
**Note:** Dear [REDACTED]: Thank you for visiting the Subaru Web site and for taking the time to e-mail us with your concerns. We would like to discuss your concerns with you, but we require more information, such as your Vehicle Identification Number, etc. Please call us at 1-800-SUBARU-3 (1-800-782-2783) and refer to Case #358728. This will expedite the handling of your situation. Thank you! Thank you for visiting subaru.com! Daley Nunez

**Created By:** dnun **Date Created:** 01/10/2002 15:04:04

**Action:** Call **Visibility:** Private  
**Subject:** if cust calls back  
**Note:** get VIN# - get milcage - also direct case to Dene Witt  
**Created By:** dnun **Date Created:** 01/10/2002 15:04:57

**Action:** Call **Visibility:** Private  
**Subject:** cust called  
**Note:** cust called to give vin# and to req update on case. Cust adv that CEL problems arved twice, ECU reprogrammd twice, and transmission srved once with no duplication. Transmission still grinds when shifting into first gear beyond 1 mph, dir stated condition is normal. I adv that I would follow up w/ dir and call cust back with update.

**Created By:** drui **Date Created:** 01/11/2002 15:06:45

**Action:** Call **Visibility:** Private  
**Subject:** called dir  
**Note:** sw John in service: John adv that veh in 2x for CEL... 5/23/01: CEL reset per techline instructions. 12/20/01: CEL reset John adv that cust should not downshift at high speeds, no transmission issues were serviced. John will fax RO's 1/17.

**Created By:** drui **Date Created:** 01/16/2002 16:16:37

**Action:** Call **Visibility:** Private  
**Subject:** cust called  
**Note:** and requested update. I stated that Dene is not available. A/P Dene for review. I stated that we are awaiting RO's from dealer. Cust stated CEL is on again. I directed to dir for inspection.

**Created By:** rnde2 **Date Created:** 01/21/2002 11:49:49

**Action:** Call **Visibility:** Private  
**Subject:** recvd fax of RO's  
**Note:** recvd fax of RO's from John Giacalone in service. I am faxing them now to Deac for review.  
**Created By:** drai **Date Created:** 01/22/2002 14:58:15

---

**Action:** Call **Visibility:** Private  
**Subject:** cust called  
**Note:** asking for follow up - reviewed with Deac - she will give cust call as soon as review is complete- cust stated that the work number would be best at this point to call him back- cust asked that I forward his request for a callback - cust also stated that he might be contacting a lawyer -  
**Created By:** daun **Date Created:** 03/04/2002 10:27:40

---

**Action:** Call **Visibility:** Private  
**Subject:** Customer called  
**Note:** Angry about the continual fuel leak and transmission problem / and service from the dealer. See text on 1-22-02. I don't find the repair orders. I left msg for Deai to see if she still has the copies and can fax to me asap. I advised cust. I will get back to him this afternoon.  
**Created By:** dwit **Date Created:** 03/05/2002 08:50:22

---

**Action:** Call **Visibility:** Private  
**Subject:** Received 3 r/o's from dealer  
**Note:** None of them hit trans concern, chatter when engaging clutch, raw fuel smell. Shows one ECM reprogramming (cust. says twice. I called the customer. Deam will be at this dealer on the 27th. Customer says he was back to the dealer Friday and they took care of everything. Only thing left is the fuel smell and it only happens when it is cold. He is satisfied and will call me if the conditions re-occur. CC to Daom.  
**Created By:** dwit **Date Created:** 03/13/2002 13:20:17

---

**ADDRESSES**

Case Number: 358728

Total - 1 Items

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Type:	Mail To				
Address1:	1508 Peterham Ln.				
Address2:					
Address3:					
City:	Schaumburg	State/Province:	IL	Zip Code:	60173
Created By:	dmm	Date Created:	10-JAN-02		
Last Modify By:	dmm	Last Modify Date:	10-JAN-02		

---



# SUBARU

## Complete SAMI Case Report

Monday, February 23, 2004 10:25 AM

### INFORMATION

Case Number: 396511

CRIS Case Number:   
 Case Status: Closed   
 Case Type: Vehicle Repair   
 Priority: 2 - Medium

Last Name:   
 Day Phone:   
 First Name:   
 Ext: work   
 Attachments: X   
 CRIS Letters:

Model: IMPREZA   
 VIN: 20   
 RO Number:   
 Region/Dealer: 20/184   
 Model Year: 2002.0   
 VIN Prefix: JF1GD2969   
 RO Date/Failure Date:   
 Company: FLEMINGTON SUBARU/ISUZU LLC   
 Manufactured Date: 05/01/2001   
 Current Mileage: 7400   
 RO Mileage/Failure:

Subject: concern: slight pop noise from the rear on turns and approx 18 other concerns cust has sought legal rep from Kimmel & Silverman

Closed By: rpoz   
 Class Date: 12/21/2002 11:35:24   
 Assigned To: Pomiak   
 Contact Media Type: Phone   
 Follow Up Date:   
 CS Impact: X   
 Alert: 2/10

Created By: hga2   
 Last Modify By: rpoz   
 Date Created: 05/14/2002 12:08:14   
 Last Modify Date: 12/21/2002 11:34:51



**Dealer Status**

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<b>Component Group:</b>	<b>Corporate (SOA) Information</b>	<b>Component Type:</b>	<b>Alert - URFCR notification</b>
<b>Created By:</b>	rpoz	<b>Date Created:</b>	08/26/2002 14:03:23
<b>Last Modify By:</b>	rpoz	<b>Last Modify Date:</b>	08/26/2002 14:03:23

---

## NOTES

Case Number: 386911  
Summary of Notes - 10 Items

**Action:** Call **Visibility:** Private  
**Subject:** cust called  
**Note:** adv that he has been in contact with this office before (see previous cases) for dr workmanship errors that he had resolved with SOA and the dson. He adv that he is still having problems with the vibration inside his veh coming from the back he thinks. His previous dr had to disassemble the back of his veh twice - once to replace a valve on top of the gas tank and the second time was to replace the gas tank. Every since these repairs were made, cust adv that the back has vibrated and he can't stand it any more. He said that his last dr made him sign a waiver every time he was in that he wouldn't sue them or hold them responsible for damage. I adv cust that I was unsure what he was talking about since I am not familiar with his previous cases. Cust wants to make sure that Flemington knows the situation with his veh and that its fixed right. He adv that they have been very professional and very nice with him as well and likes the dr, its just far away from him to travel (about an hour). I told cust that I would call the dr on his behalf and just /u on the repairs (if any) that are being made. Cust didn't want me to call because he felt that they would think he was telling big brother on them. I adv that I would hold off until cust wanted me to. Cust just wants them to be aware of his previous cases. I adv that he could speak directly with the serv manger himself and adv him. Cust said he might do that. I said that I would call later on just as a /u.

**Created By:** bgs2 **Date Created:** 05/14/2002 12:15:04

**Action:** Call **Visibility:** Private  
**Subject:** Spoke with Don Johnson in service  
**Note:** Cust had many complaints, up to line 8 on the RO: Rattling in rear door, readjusted trim panel and sheetmetal. Hesitation when shifting. No hesitation felt. Clunking when turning. never heard noise Overheated trunk, advised normal Hard shift into Third. Shifts into gear fine Burns all, haven't proved that Loud sounds coming from rear when accelerating, nothing heard Brake pedal does not go to floor. No problem found. Dashboard rattles, heard noise and installed foam block under trim plate by VIN number on dash, Said it uses too much coolant. System fine Front struts making noise, noise found No hanging noise heard Window rattle, no abnormal noises found Steering wheel not wrapped right, no problem found Overpowering fuel smell on start up, nothing abnormal found Checked trans and its fine. Provided a rental. Did an oil change. 12/31/01 105029 replaced a clesh and subwoofer. Cust always has a list of complaints when he arrives at dr. Dr seems to think that he no longer wants the veh and didn't realize that it was a rally vehicle with a rally feel. Thanked Don for all of his help.

**Created By:** bgs2 **Date Created:** 05/15/2002 14:48:16

**Action:** Call **Visibility:** Private  
**Subject:** Spoke with cust  
**Note:** very frustrated with the repairs not being made. I tried to adv cust that they couldn't duplicate most of his concerns. Cust wants out of his vehicle and feels that this veh drives him crazy with all of these rattles. Cust wants meeting with dson. I adv that the dr can not that up for him and directed him back to dr. Apologized but adv that I will /u with him to see when his appt will be made. Asked him to call back when this appt is made.

**Created By:** bgs2 **Date Created:** 05/15/2002 15:18:57

**Action:** Call **Visibility:** Private  
**Subject:** rec'd URPCA  
**Note:** as there are multiple complaints w/ the veh that Subaru reps have hrep'd and several of the complaints were not able to be duped. Along w/ the URPCA is a list of the veh concerns totaling 19.

**Created By:** rpoz **Date Created:** 08/12/2002 17:18:09

**Action:** Call **Visibility:** Private  
**Subject:** rec'd another URPCA dated 8/23/02  
**Note:** for a slight pop noise from the rear on turns.  
**Created By:** rpoz **Date Created:** 08/26/2002 14:02:01

**Action:** Call **Visibility:** Private  
**Subject:** rec'd letter of representation from K & S

**Notes:** which doesn't state any add'l info other than they are representing this cust. I will respond asking they provide supporting docs

**Created By:** rpoz **Date Created:** 08/30/2002 11:21:42

---

**Action:** Call **Visibility:** Private

**Subject:** Diane Berry from 020-184

**Notes:** called to advise she is calling the cust and telling him they will not work on his car due to the customers treatment of the dealership personnel. Diane advised the customer comes in with 15 complaints every time and then complains that they caused damage to the vehicle. Customer complained they dealership put 250 miles on the car for noise concerns. The customer was present for 2.5 hrs of that driving with a technician. The customer has insulted every technician. Currently the vehicle has a check engine light for P01443 and a noise concern. Diane feels the ECM needs to be reprogrammed.

**Created By:** rpoz **Date Created:** 09/03/2002 14:36:11

---

**Action:** Call **Visibility:** Private

**Subject:** rec'd call from DSOM

**Notes:** who explained that the cust has been asked to leave Flemington and Middlesex Subaru and asked not to return. DSOM also explained that when cust was asked to leave Flemington Subaru after discrediting the tech expertise of the dlr personnel and not being able to repair the veh concerns, cust asked to come back and that he would no longer discredit the dlr personnel. The dlr remained w/ the decision to not work on this vehicle after the SM explained to the cust that it appears the cust has no confidence in the dealer and maybe the cust could try another dlr.

**Created By:** rpoz **Date Created:** 09/04/2002 16:53:32

---

**Action:** Call **Visibility:** Private

**Subject:** will send a follow-up letter to atty

**Notes:** asking for supporting documentation.

**Created By:** rpoz **Date Created:** 09/18/2002 12:52:14

---

**Action:** Call **Visibility:** Private

**Subject:** have not rec'd supporting documentation to date, from K & S

**Notes:** sending closing case letter to K & S.

**Created By:** rpoz **Date Created:** 12/21/2002 11:30:53

---

**ADDRESSES**

Case Number: 386511

Total - 1 items

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Type: Mail To

Address1: 18 Grist Mill Lane

Address2:

Address3:

City: Franklin Park

State/Province: NJ

Zip Code: 08823

Created By: CDS Conversion Prod

Date Created: 10-DEC-98

Last Modify By: CDS Conversion Prod

Last Modify Date: 10-DEC-98

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# SUBARU

## Complete SAMI Case Report

Monday, February 23, 2004 10:25 AM

### INFORMATION

Case Number: 413189

CRIS Case Number: Case Type: Vehicle Repair  
Case Status: Pending Priority: 2 - Medium

Last Name: [REDACTED] First Name: [REDACTED] Attachments: X  
Day Phone: [REDACTED] Ext: [REDACTED] CRIS Letters:

Model: IMPREZA Model Year: 2002.0 Manufactured Date: 03/01/2001  
VIN: 2H [REDACTED] VIN Prefix: JF1GG2962 Current Mileage: 62867  
RO Number: RO Date/Failure Date: RO Mileage/Failure:  
Region/Dealer: 90/194 Company: BURT SUBARU, INC.

Subject: JX's Fuel Smell / Reopen / Retained Attorney. Inspection /9-11 Waiting for Fuel Test Results / 10/8 Re-doing test

Closed By: Assigned To: Witt Follow Up Date: 11/25/2003 00:00:00  
Close Date: Contact Media Type: Mail CS Impact:  
Alert: 2/10

Created By: drun Date Created: 07/30/2002 17:40:10  
Last Modify By: dwit Last Modify Date: 01/05/2004 12:56:49





## NOTES

Case Number: 413189  
Summary of Notes - 23 Items

---

**Action:** Call **Visibility:** Private  
**Subject:** cust called  
**Note:** as per cust this is his 2nd time into dlr for this fuel smell in the cabin the cust stated that the dlr attempted a repair the first time and it didn't work they called tech and they advised that this is normal the cust just wants this fixed cust has been on websites and stated that he found this to be a common problem advised cust that I would forward case to Sr for review vehicle is at the dlr requested info to be faxed to Dene

**Created By:** dnun **Date Created:** 07/30/2002 17:58:34

---

**Action:** Call **Visibility:** Private  
**Subject:** Called Dlr  
**Note:** SW SM Jeff Tossi who adv that he will fax the front and back of those RO to 303-373-8995 ATTN Dene REF# 413189. Jeff adv that the vehicle is in today and that he found the charcoal canister full of fuel likely due to the customer over filling/topping off the tank. Jeff adv that they have replaced it and believe that it will fix condition. Jeff adv he will include that RO as well. A/P Dene and Dene

**Created By:** swoo **Date Created:** 08/01/2002 13:01:39

---

**Action:** Call **Visibility:** Private  
**Subject:** Cust called  
**Note:** Cust called he was expecting a call back and has not received one. He had to take back to dlr again. He is getting frustrated and is going to file L.L. I placed customer in Dene's vm. A/P Dene.

**Created By:** dbak **Date Created:** 08/08/2002 13:43:52

---

**Action:** Call **Visibility:** Private  
**Subject:** Customer called  
**Note:** Car has been in about 5 times and has only owned it about a month. Main issue is the fuel smell. Car is there now for the fuel smell (3rd time) Has been talking to Tony in Finance about the possibility of trading into a 5speed WRX. He is very displeased with the overall performance of this car. It also has a hesitation when taking off from a dead stop. You can put the RPM's to over 3000 and it just sits there for seconds. He's actually had people behind him honk at him. He is convinced that the fuel smell is because the automatic doesn't burn the fuel fast enough and it builds up in the canister. Advised I will get the file / alert the Dcom and get back to him. I reviewed this with Jeff Tossie when he was in the office on the 6th, he thought the condition had been resolved, will check and get back to me.

**Created By:** dwit **Date Created:** 08/08/2002 15:35:46

---

**Action:** Call **Visibility:** Private  
**Subject:** I called Jeff Tossie  
**Note:** Vehicle is back at the dealership. Dcom has been working with him and also the Tech Line. He will fax me a copy of all repair orders. Alert to Dcom, Asom and Atm

**Created By:** dwit **Date Created:** 08/09/2002 16:11:19

---

**Action:** Call **Visibility:** Private  
**Subject:** Per Jeff Tossie  
**Note:** Have been working with Tom Kenner and Tech line. Disconnected exh. retainer and let the car run. It was dumping raw fuel out the exhaust. With the retainer connected it would have gone straight into the Canister. Norm at Tech line has suggested they clean out the tack, etc. and return veh. to the customer requesting that he drive the car for about a week. He will get back to me.

**Created By:** dwit **Date Created:** 08/16/2002 13:43:52

---

**Action:** Call **Visibility:** Private  
**Subject:** Per Jeff

**Note:** Followed instructions and it helped. Still has some smell, but Jeff thinks it's caused by fuel. Customer went to the station he uses and they verified Jeff's information. Advised they have complaints from other customers. The blend changes from time to time and causes this. Cust. not happy but accepting decision. Jeff thinks he will wait for the hesitation modification, he will call me to ask after talking to the customer.

**Created By:** dwt **Date Created:** 09/04/2002 18:30:12

**Action:** Call **Visibility:** Private

**Subject:** Jeff Tossie called

**Note:** He will call tomorrow and get follow up and get back to me.

**Created By:** dwt **Date Created:** 09/11/2002 18:44:13

**Action:** Call **Visibility:** Private

**Subject:** Per Jeff Tossie

**Note:** Everything appears to be okay, per the cust. He will call Jeff if it re-occurs.

**Created By:** dwt **Date Created:** 10/28/2002 12:11:14

**Action:** Call **Visibility:** Private

**Subject:** Cust called

**Note:** and adv that he never heard any info as of last October. Cust adv that the vehicle did not have the concern while it was cold out but adv that the temp was warm last week and the fuel odor is back. I adv that the case was left with the SM adv us that the vehicle was OK and no other concerns were present. I adv that at this point we would need the dlr to duplicate the concern and have them contact techline for any info. Cust is at the dlr and put SM Jeff Tossie on the line. Jeff adv that he has contacted Tom Kener and that he has adv that they start again with it being a fuel concern and not a matter for warranty. I adv that at this point he should duplicate and diag and call tech line and involve Dene in the case. Sm adv that he will do so.

**Created By:** nram **Date Created:** 03/17/2003 16:09:03

**Action:** Call **Visibility:** Private

**Subject:** Customer called. Odor is back

**Note:** He says the smell was so bad when the weather got up in the 70's that he became ill and woke up the next morning with a bloody nose. I talked to Jeff Tossie, he will call and get cust. back in to check this out. Jeff asked that I email this case to Tech for review. This was discussed in the last Service & Parts meeting here in the CTR office. Emailing case.

**Created By:** dwt **Date Created:** 03/24/2003 15:47:00

**Action:** Call **Visibility:** Private

**Subject:** Rec'd ltr from cus atiny & ROs - fixed to Dene

**Note:**

**Created By:** cdstemp **Date Created:** 04/28/2003 15:21:50

**Action:** Call **Visibility:** Private

**Subject:** I reviewed case with Ron Grabinger and Tom Kener

**Note:** Letter to attorney explaining it is our position this condition is due to the fuels being used, not a defect in materials or workmanship. Asking for an indepth inspection to be performed by Tom Kener and Dene.

**Created By:** dwt **Date Created:** 05/05/2003 15:03:22

**Action:** Call **Visibility:** Private

**Subject:** I received a letter from the attorney

**Note:** advising they are accepting our offer to inspect [redacted] vehicle, but want the inspection to be at Elway Subaru of Shortline Subaru. They will not go to Burt Subaru..... [redacted] to call and arrange the appt. with us.

**Created By:** dwt **Date Created:** 05/10/2003 12:58:35

**Action:** Call **Visibility:** Private

**Subject:** No response from the customer

**Note:** I called the main number in the case / no voice mail. I called the secondary number and left msg for [REDACTED] to call me so that we can arrange the inspection. I emailed the attorney and advised I had not heard from the customer.

**Created By:** dwit **Date Created:** 05/17/2003 11:37:33

**Action:** Call **Visibility:** Private

**Subject:** I talked to the customer

**Note:** Weather has turned cold (40 degrees) and this condition only happens in warm weather. He will call me in a week or so when the weather gets warmer and he can demonstrate the condition.

**Created By:** dwit **Date Created:** 05/19/2003 15:29:40

**Action:** Call **Visibility:** Private

**Subject:** I talked to Jeff Tossie 7/3.

**Note:** He had a message to call the customer. He will get word of him and get back to me with possible road test data. Previously customer refused to deal with Burts any longer. ??

**Created By:** dwit **Date Created:** 07/08/2003 11:54:21

**Action:** Call **Visibility:** Private

**Subject:** Dsom & Srv. Mgr.

**Note:** Inspected and drove the veh. Tom Kerner, ATM, was at the dealer at this time and reviewed with Jeff Tossie. Per Dsom email " Subject: [REDACTED] customer complaint Vin #2F [REDACTED] Dealer, Burt Subaru, Dene, the Service manager and the DSOM test drove this vehicle on 7/8/02. The temp. was 95 degrees. During the 30 minute drive we did not notice any fuel smell inside the vehicle. After the drive we walked around the vehicle and at the right rear of the vehicle we noticed a stale fuel smell. This is normal because the charcoal canister is located in that area which vents fuel vapors to the Atmosphere. The fuel tank pressure was 2.17 KPA which was the same as another vehicle that was tested Make note the outside temp. was 95-degrees. Fuel level in tank was <. The subject vehicle has an after market hitch and Muffler".

**Created By:** dwit **Date Created:** 07/12/2003 11:24:41

**Action:** Call **Visibility:** Private

**Subject:** Jeff Tossie was calling Tech line to review again.

**Note:** Said you can smell fuel if you go around towards the outside rear of the car / by the charcoal canister, nothing inside the veh. He called tech line (added to case 416366 which was opened August of 02 and updated 3-17-03) Jeff will get back and let me know what info he gets. He would like to replace the charcoal canister and a precaution, but will review with Tech and with Tom Kerner.

**Created By:** dwit **Date Created:** 07/12/2003 11:27:34

**Action:** Call **Visibility:** Private

**Subject:** Update

**Note:** Dsom and Area Tech Mgr. never able to duplicate the odor inside the veh. Dealer took the car in on July 8th and 24th. Ran tests etc. never able to duplicate inside the car. Did experience odor at the outside rear of the veh. near the purge canister. On the 24th at 62870 miles the installed new clamps and hoses per Dsom. (Intake manifold fuel lines. ), I called and left msg for Jeff Tossie to call me re decision / what we will offer the customer.

**Created By:** dwit **Date Created:** 08/26/2003 12:59:06

**Action:** Call **Visibility:** Private

**Subject:** Jeff Tossie called.

**Note:** He believes we should offer customer some sort of goodwill, but doesn't really know what to suggest. Customer has complained of this condition since shortly after purchase, they have made many repairs in attempt to get rid of the odor outside the car / but have not duplicated an inside odor. I called and left msg for cust. to call me. Will review with him and also find out if he has still retained the attorney (haven't heard from him since May)..

**Created By:** dwit **Date Created:** 08/26/2003 15:24:23

**Action:** Call **Visibility:** Private

**Subject:** Ron Grabinger & Tom Kerner

**Note:** were at the dealer week before last. The car was there and both experience a very severe odor in the vehicle. Fuel had strange color to it, Jeff Tossie sent out to have sampled, hasn't received the test back yet. Also had veh. on the lift and

found large hole near the wire harness where cust. had evidently installed an access. They plugged up the hole, but dir believes some of the odor could have been coming from outside to inside thru the whole. He will get back to me when the test comes back and we will make a final decision on this veh.

**Created By:** dwit **Date Created:** 09/11/2003 18:15:09

---

**Action:** Call **Visibility:** Private

**Subject:** Per Jeff Touss.

**Note:** Got the fuel test this morning. He will review and get back to me with it.

**Created By:** dwit **Date Created:** 10/02/2003 14:24:26

---

# SUBARU

## Complete SAMI Case Report

Monday, February 23, 2004 10:28 AM

### INFORMATION

Case Number: 448092

CRIS Case Number:   
 Case Status: Closed   
 Case Type: Vehicle Repair   
 Priority: 2 - Medium

Last Name: [REDACTED] First Name: [REDACTED] Attachments: X   
 Day Phone: [REDACTED] Ext: [REDACTED] CRIS Letters:

Model: IMPREZA Model Year: 2002.0 Manufactured Date: 06/27/2001   
 VIN: 2C[REDACTED] VIN Prefix: JF1GD2964 Current Mileage: 46000   
 RO Number: RO Date/Failure Date: RO Mileage/Failure:   
 Region/Dealer: 70/456 Company: SOMMER'S BUICK-PONTIAC-SUBARU

Subject: W1 - clutch shudder concern.... fuel odor from leak - Goodwill (5/5/03) - Mailed letter (5/5/03)

Closed By: rmed Assigned To: Medina Follow Up Date:   
 Close Date: 05/05/2003 16:55:03 Contact Media Type: Mail CS Impact:   
 Alert:

Created By: hfm Date Created: 11/14/2002 15:32:01   
 Last Modify By: rmed Last Modify Date: 05/05/2003 16:55:02





**Note:** Cust stated that the veh has had a fuel smell in the veh. He states he took the veh to the dlr and they advised that the repair was not covered under warranty. The cust states that the dlr advised that he would need to rent a veh at a cost of \$20.00 per day. The cust states that he feels he should not bear the brunt of the cost of this repair because the veh is so new. The cust states he has had other issues with the vehicle also. The cust states there was a clutch chatter issue and the dealer just told him there was nothing that they could do. The cust states he can not afford the rental veh. I advised the cust that we could contact the dlr and review the situation but it would take 24-48 hours to review. I advised the cust that he would need to rent the veh and have us review for asst. The cust stated was there any way the parts could get there sooner. I advised that he could contact the dlr and order the parts on a VOR order but there would be an increased cost on parts. The cust stated he would contact the dlr in regards to this.

**Created By:** jdec **Date Created:** 01/24/2003 10:45:52

**Action:** Call **Visibility:** Private

**Subject:** Contacted the dlr

**Note:** Contacted the dlr, I spoke to the SM Gary Montag. He stated that he contacted the Parts PIC and was advised that the parts were on back order. He stated that there would be a delay in getting the part. I advised that I would contact the cust to see if we could offer any rental asst. The dlr advised that the veh could not be driven for safety reasons.

**Created By:** jdec **Date Created:** 01/24/2003 10:55:58

**Action:** Call **Visibility:** Private

**Subject:** Contacted the cust

**Note:** Contacted the cust, I advised that the part was on back order which is why it will take long to reach the dlr. I advised that I would review with my manager for rental asst.

**Created By:** jdec **Date Created:** 01/24/2003 11:00:13

**Action:** Call **Visibility:** Private

**Subject:** Spoke to Shirley

**Note:** Spoke to Shirley because Linda was gone. I advised that the cust could not drive the veh due the fuel leak and the part was on back order. I requested rental asst for the cust. Shirley authorized.

**Created By:** jdec **Date Created:** 01/24/2003 15:25:28

**Action:** Call **Visibility:** Private

**Subject:** Contacted the cust

**Note:** Contacted the cust, advised that we would allow asst up to \$30.00 a day.

**Created By:** jdec **Date Created:** 01/24/2003 15:26:41

**Action:** Call **Visibility:** Private

**Subject:** email 578957... from 1/23

**Note:** I have a 2002 WRX and the past couple days it smells very badly like gasoline in the cabin. I have 46000 miles on the car and I have taken it in to a dealer to have it looked at. I have also heard many other owners talk about having this problem. I was just thinking that if so many people are having this problem shouldn't this constitute a recall? The gas smell in the cabin of my car was causing me to get lightheaded. Now I may have to pay how many hundreds of dollars to have this fixed! I have also probably wasted gasoline that has been leaking out of my engine bay. I believe this is a very big safety issue. Especially on a turbo charged car that runs so hot. Please consider this a very important issue so customers with the same problem in the future do not have to deal with this.

**Created By:** dral **Date Created:** 01/28/2003 12:01:39

**Action:** Call **Visibility:** Private

**Subject:** email response

**Note:** [REDACTED] Thank you for visiting the Subaru Web site and for your message. We also appreciate the time you have taken to call us and discuss your concerns. We are sorry to learn that repairs for your 2002 Subaru Impreza WRX have prompted your contact. Unfortunately, the life expectancy of any mechanical component is indefinite. As a result, we issue the Subaru Basic Warranty with the hopes that any problems you may experience will be taken care of without expense to you. As that warranty has expired, and no one expects to face the inconvenience and expense caused by mechanical failures, we certainly understand your frustration. As Juan Decruz has advised you, we will gladly review the receipts for your rental vehicle, for reimbursement. We hope this helps in some way. We appreciate your feedback, and will document your concerns. In the past, feedback from our customers has been very effective in aiding the introduction of recalls. In the event that a recall is ever issued for this concern, we will contact you by mail. 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). Best wishes!  
Dawn Rainier Customer/Dealer Services Case #448092

Created By: dal Date Created: 01/28/2003 12:17:12

Action: Call Visibility: Private

Subject: Contacted the dlr

Note: Contacted the dlr, I spoke to gary, he stated that the part was still on back order. I requested to speak to the parts dept to see if I could get the part sent soon. Spoke to Kevin in parts he states the part numbers are, 17544AA134 and the second 807707140 the order number for both parts is 156-9061.

Created By: jdeo Date Created: 01/28/2003 12:24:40

Action: Call Visibility: Private

Subject: Close Case

Note: We offered \$30.00 a day rental reimbursement for the repair. The cust has never contacted us for reimbursement. Close case until cust contact.

Created By: jdeo Date Created: 03/18/2003 11:44:11

Action: Call Visibility: Private

Subject: Cust called

Note: Cust adv that he has a \$300 rental bill related to a back order delay. Cust adv that he had the car from 1/23 - 2/11. I gave the cust the HRT FAX# 656-661-2034, adv him to FAX it to my attn (Ramon), and reference the case number.

Created By: rmed Date Created: 04/16/2003 15:19:24

Action: Call Visibility: Private

Subject: Called dlr

Note: SW SA Tom Petrovic who adv that the car was down from 1/23 - 2/11.

Created By: rmed Date Created: 04/16/2003 15:28:03

Action: Call Visibility: Private

Subject: Rec'd rental receipt

Note:

Created By: edatmp Date Created: 04/17/2003 13:38:44

Action: Call Visibility: Private

Subject: Cust called

Note: Adv that we rec'd receipt. Adv that Ramon is reviewing it and would call back on Friday. Cust understood. AP Ramon

Created By: pdou Date Created: 04/21/2003 17:25:22

Action: Call Visibility: Private

Subject: Called cust @ 262-338-0494 - LM 4/22

Note: I adv cust that the receipt he sent me did not clearly show a total and from what he sent me I would take the 19.95/day x the number of days 19 = \$379.05. I adv the cust that I would wait 1 week to request reimbursement to let him get the receipt to me.

Created By: rmed Date Created: 04/22/2003 17:41:22

Action: Call Visibility: Private

Subject: Called cust on his cell

Note: I adv the cust that I need some verification of the total that he claims in his letter @ \$430. Cust adv that he would contact his Credit Card Co. and get back to me. I adv that I would hold off requesting reimbursement until I hear from him. Cust agreed.

Created By: rmed Date Created: 04/22/2003 17:50:31

**Action:** Call **Visibility:** Private  
**Subject:** cust called  
**Note:** advising he has a credit card receipt that he would like to send to Ramon - advised he can fax. A/P Ramon.  
**Created By:** hfa **Date Created:** 04/23/2003 12:41:20

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**Action:** Call **Visibility:** Private  
**Subject:** cust called  
**Note:** conferenced to ramon  
**Created By:** lkid **Date Created:** 04/28/2003 10:26:00

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**Action:** Call **Visibility:** Private  
**Subject:** Cust called  
**Note:** Cust wanted to know about his reimbursement. I adv cust that I would submit a check request. Cust was satisfied.  
**Created By:** msd **Date Created:** 04/28/2003 10:27:55

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**FINANCIAL INFO****Case Number: 448092**  
**Financial Info - 1 Item**

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<b>Acct. Nbr:</b>	Goodwill	<b>Status:</b>	Paid
<b>First Name:</b>	[REDACTED]	<b>Last Name:</b>	[REDACTED]
<b>Amount:</b>	434.02	<b>Auth. Date:</b>	04/29/2003 00:00:00
<b>Check Type:</b>	Check		
<b>Created By:</b>	04/28/2003 11:42:39	<b>Date Created:</b>	med

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**ADDRESSES**

Case Number: 448092

Total - 1 items

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Type:	Mail To		
Address1:	[REDACTED]		
Address2:	[REDACTED]		
Address3:	[REDACTED]		
City:	Kewaskum	State/Province:	WI
		Zip Code:	[REDACTED]
Created By:	hfsu	Date Created:	14-NOV-02
Last Modify By:	hfsu	Last Modify Date:	14-NOV-02

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**SUBARU****Complete SAMI Case Report**

Monday, February 23, 2004 10:32 AM

**INFORMATION**

Case Number: 454622

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: 2002.0	Manufactured Date: 05/01/2001
VIN: [REDACTED]	VIN Prefix: JF1GD2967	Current Mileage: 28000
RO Number:	RO Date/Failure Date:	RO Mileage/Failure:
Region/Dealer: 20/286	Company: SUBARU OF MORRISTOWN	

Subject:

Closed By: ewoo	Assigned To: Woodnull	Follow Up Date:
Close Date: 12/09/2002 13:02:28	Contact Media Type: Phone	CS Impact:
		Alert:

Created By: ewoo	Date Created: 12/09/2002 12:31:08
Last Modify By: ewoo	Last Modify Date: 12/09/2002 13:02:04



**NOTES**

Case Number: 454622

Summary of Notes - 1 item

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<b>Action:</b>	Call	<b>Visibility:</b>	Private
<b>Subject:</b>	cust called		
<b>Note:</b>	cust adv that he has experienced a fuel smell with his vehicle. cust adv that he took it to the dlr and they have found that the lower intake fuel clamp was loose and have tightened it. cust adv that they have told him that they aren't sure that it will be warr. cust asked why it wouldn't be warr. I adv that if the failure was caused by tampering or workmanship or if the failure was caused by a modification to the vehicle than it wouldn't be a matter for warr. I adv that only a dlr can verify the warr of a repair. cust asked what his recourse is. I adv that the dlr can reveiw with the regional rep for a second opinion if questioned.		
<b>Created By:</b>	rw00	<b>Date Created:</b>	12/09/2002 12:59:46

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**ADDRESSES**

Case Number: 454622

Total - 1 Items

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Type:	Mail To				
Address1:	81 Mountain Ct.				
Address2:					
Address3:					
City:	Bedminster	State/Province:	NJ	Zip Code:	07921
Created By:	guc	Date Created:		28-JUN-01	
Last Modify By:	guc	Last Modify Date:		28-JUN-01	

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

## Subaru Technical Services

### Case Report with Journals

02/23/2004 8:50 AM

<b>Case Number:</b>	453747	<b>Assigned To:</b>	Jack Masika
<b>Contact Name:</b>	Jason Green	<b>Case Status:</b>	Closed
<b>Service Phone:</b>	(901) 373 2700	<b>Priority:</b>	2 - Medium
<b>Alert:</b>		<b>Date Closed:</b>	12/11/2002
<b>Region Dealer:</b>	40/229		
<b>Dealer Name:</b>	JIM KERAS BUICK SUBARU		
<b>Dir Address:</b>	Ex 280809/2080 Covagin Pk Memphis, TN 38128		
<b>VIN:</b>	JP1GD2960 2 [REDACTED]	<b>Prod Date:</b>	03/01/2001
<b>Emission Spec:</b>	C		
<b>Model:</b>	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
<b>Engine Number:</b>		<b>Transmission:</b>	
<b>Engine Desc:</b>	2.0 LITRE ENGINE, 4 CYLINDERS,		
<b>EO Number:</b>	231993	<b>EO Date:</b>	12/10/02
		<b>Current Mileage:</b>	23750
<b>Failure Code/Description:</b>		<b>Occurrence:</b>	[None]
<b>Keywords:</b>	Fuel Smell,		
<b>Condition:</b>	fuel smell		
<b>Created By:</b>	jmas	<b>Date Created:</b>	12/11/2002
<b>Journals (Total: 1 Item):</b>	tech can not duplicate at this time. I asked him to squirt some soapy water around the fuel line and injectors to see if he can detect any leaks.		
<b>Created By:</b>	jmas	<b>Date Created:</b>	12/11/2002

\* Image not available. Please contact your administrator.

## Subaru Technical Services

### Case Report with Journals

02/23/2004 8:31 AM

<b>Case Number:</b>	489134	<b>Assigned To:</b>	Tony Salton
<b>Contact Name:</b>	[REDACTED]	<b>Case Status:</b>	Closed
<b>Service Phone:</b>	[REDACTED]	<b>Priority:</b>	3 - Low
<b>Alert:</b>		<b>Date Closed:</b>	12/27/2002
<b>Region Dealer:</b>	140/181		
<b>Dealer Name:</b>	FINDLAY SUBARU		
<b>Dir Address:</b>	210 N GIBSON RD HENDERSON, NV 89104		
<b>VIN:</b>	JF1GD2965 2 [REDACTED]	<b>Prod Date:</b>	04/01/2001
<b>Emission Spec:</b>	C		
<b>Model:</b>	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
<b>Engine Number:</b>		<b>Transmission:</b>	
<b>Engine Desc:</b>	2.0 LITRE ENGINE, 4 CYLINDERS,		
<b>RO Number:</b>	109472	<b>RO Date:</b>	12/26/02
		<b>Current Mileage:</b>	47787
<b>Failure Code/Description:</b>			
<b>Keywords:</b>	Fuel Smell,	<b>Occurrence:</b>	Reproducible
<b>Conditions:</b>	cust complaint of car smokes,		
<b>Created By:</b>	tsab	<b>Date Created:</b>	12/27/2002
<b>Journals(Total: - 2 items):</b>			
tech is reporting that at idle the car has a "gray" fuel smelling smoke from the tailpipe. he sts the car has an after market cold air intake system on it. it also has an aftermarket larger exhaust system and some sort of boost/turbo timer mechanism on it. would like tech to compare fuel system mangint on this vehicle with another non modified vehicle.			
<b>Created By:</b>	tsab	<b>Date Created:</b>	12/27/2002
tech relates that this car has two dtc's, one is for the wastegate solenoid (completely disconnected) and one for cam sensor. the wastegate seems to be delaying the bypass. there is also a sensor in the aftermarket exhaust system which is monitoring the temp but isn't in the oem location. the exhaust gas temp is also at 720 degrees vs. normal temps. advised tech to inform deom and also have cust remove the modifications for proper diagnosis.			
<b>Created By:</b>	tsab	<b>Date Created:</b>	01/02/2003

# SUBARU

## Complete SAMI Case Report

Monday, February 23, 2004 10:33 AM

### INFORMATION

Case Number: 461563

CRIS Case Number: Case Type: Vehicle Repair  
Case Status: Closed Priority: 2 - Medium

Last Name: [REDACTED] First Name: [REDACTED] Attachments:  
Day Phone: [REDACTED] Ext: home CRIS Letters:

Model: IMPREZA Model Year: 2002.0 Manufactured Date: 03/01/2001  
VIN: 2 [REDACTED] VIN Prefix: JF1GG2961 Current Mileage: 37000  
RO Number: RO Date/Failure Date: RO Mileage/Failure:  
Region/Dealer: 140/240 Company: GENTRY FORD-SUBARU

Subject: 01-09-03 : Fuel smell inside vehicle. Awaiting service history from dealer. Sent email to DSOM as FYI.

Closed By: gear Assigned To: Carr Follow Up Date: 01/15/2003 00:00:00  
Close Date: 01/10/2003 Contact Media Type: Phone CS Impact:  
17:00:36 Alert: 2/10

Created By: when Date Created: 01/07/2003 18:08:17  
Last Modify By: jdcc Last Modify Date: 01/14/2003 15:23:41



## NOTES

Case Number: 461563  
 Summary of Notes - 10 items

**Action:** Call **Visibility:** Private  
**Subject:** Customer called  
**Notes:** He states he has been to dealers three times for the same problem. The problem is that when the temperature is below freezing there is a really strong gas smell inside the car. 5/02 - He does not remember the exact date. He took the car to Larry Miller Subaru (140-265). They were not able to duplicate the problem. Customer does not feel the dealer cared about his issue and states he will never take the car back to the dealer. 12/11/02 - 12/18/02 - Took to Gentry Subaru (140-240). Customer has been dealing with David. Customer states the dealer has been really good and trying to duplicate his issue. Unfortunately the dealer is located at a lower altitude and he thinks that is why they might not be able to duplicate the issue. They did find a leak in the turbo. They replaced the turbo. They could not duplicate the problem. 1/4/03 - Dealer has requested customer leave the car at the dealer for a few days to see if they can duplicate the issue. They are covering a rental for the customer. A/P Gerilyn for review.

**Created By:** when **Date Created:** 01/07/2003 18:18:23

**Action:** Call **Visibility:** Private  
**Subject:** A/P Petra for follow-up  
**Notes:** Need RO information from both dealers for the gas info. Requested they fax the information to us.

**Created By:** when **Date Created:** 01/07/2003 18:27:10

**Action:** Call **Visibility:** Private  
**Subject:** Sent Email to DSOM Phil Rocco  
**Notes:** As FYI.  
**Created By:** gear **Date Created:** 01/08/2003 10:30:20

**Action:** Call **Visibility:** Private  
**Subject:** Called Dfr  
**Notes:** 1. Gentry Subaru Spoke w/ SM Bob Thorstad who provided the following info: 11/30/02 RO#65741 36,314mi. Cust stated CEL "on". Cust stated gas smell concern. SM adv that no codes were found. SM adv that they found the turbo exhaust waste gate lever leaking. SM adv that they replaced the defective turbo assembly causing the leaking. SM adv they performed LOF. SM adv of no further RO's. Asked SM to fax RO to WER fax#, attention Bill, referencing case#. 2. Larry Miller Subaru Called dfr and spoke with SM Don Coatsworth who provided the following info: 3/8/2002 RO#115766 20,177mi Cust stated rattling noise in transmission. Cust stated that when clutch is pushed in the noise quits. Cust also stated a gas fuel smell when the outside temperature is cold. SM adv that no codes were found. SM adv that no leaks were found. SM adv that concern could not be duplicated. SM adv that no repairs were performed. SM adv that they had a note regarding this cust being abusive and argumentative. SM adv that note said they do not wish to see this cust. Asked SM to fax RO to WER fax#, attention Bill, referencing the case#. A/P Bill, A/P Gerilyn

**Created By:** pdou **Date Created:** 01/09/2003 13:03:33

**Action:** Call **Visibility:** Private  
**Subject:** Customer called  
**Notes:** He states that he has talked to the dealer and they can't recreate. The dealer has been able to get a slight smell of gas but not to the extent that the customer gets when it is cold out. Customer feels this is because of the differences in altitude and elevation between his home and the dealer. Advised the customer that we have notified our rep in the area about his case so that he could review it. He requested to speak to him. Advised that I could take a message and have the SR. Rep working the case get back to him. He feels that if the dealer does not fix the problem he is going to sell the car and will purchase another car that will not be a Subaru. He gave me his work number. After putting it into the case my computer shut down. It did not save the work number. Called him back and left a message on his home phone requesting he call back with the work number. He is at work the next two days until 3PM mountain time. A/P Gerilyn.

**Created By:** when **Date Created:** 01/09/2003 13:29:32

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

**Note:** while reviewing with Gerilyn - cust disco'd call

**Created By:** drun **Date Created:** 01/10/2003 16:02:00

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**Action:** Call **Visibility:** Private

**Subject:** DSOM Called

**Note:** Spoke with Phil Rocco regarding this vehicle. Phil advised that it may be normal for the vehicle to run rich at high elevations when cold. Advised Phil that the dealer had been unable to duplicate the concern. Advised that I would contact the customer and review his concerns.

**Created By:** gar **Date Created:** 01/10/2003 16:23:42

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**Action:** Call **Visibility:** Private

**Subject:** Customer Called

**Note:** Advised customer that dealer has been unable to duplicate concern. Advised customer that we must be able to duplicate in order to initiate a repair. Customer advised that he will sell the vehicle. Customer terminated the call.

**Created By:** gar **Date Created:** 01/10/2003 16:54:33

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**Action:** Call **Visibility:** Private

**Subject:** Sent Email to DSOM

**Note:** to advise. Closing pending customer contact.

**Created By:** gar **Date Created:** 01/10/2003 16:59:43

---

**Action:** Call **Visibility:** Private

**Subject:** Cust called

**Note:** Cust stated that the veh is currently experiencing the condition with the fuel smell. I advised the cust that the veh should be taken to the dlr. The cust stated that he lives 100 miles from the dlr and can not take it to them currently. The cust then stated that he wants to take the veh to an independent. I advised the cust that we do not authorize independents to repair our vehs. The cust requests a call from Gerilyn regarding the case.

**Created By:** jdc **Date Created:** 01/14/2003 15:21:08

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**ADDRESSES**

Case Number: 461563  
Total - 1 Items

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Type: Mail To  
Address1: [REDACTED]  
Address2:  
Address3:  
City: Mocal State/Province: ID Zip Code: [REDACTED]  
Created By: when Date Created: 07-JAN-03  
Last Modify By: when Last Modify Date: 07-JAN-03

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