

PE04-002
SUBARU
3/4/2004
ATTACHMENT
PART 2 OF 6

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

Subaru Technical Services

Case Report with Journals

02/23/2004 9:31 AM

Case Number:	462646	Assigned To:	Don Egan
Contact Name:	JOHN FRANCEZ	Case Status:	Closed
Service Phone:	(847) 884-6000	Priority:	2 - Medium
Alert:		Date Closed:	01/10/2003
Region Dealer:	70/462		
Dealer Name:	SUBARU OF SCHAUMBURG		
Dir Address:	911 WEST HIGGINS ROAD SCHAUMBURG, IL 60195		
VIN:	JF1GD2963 2C	Prod Date:	06/03/2001
Exhaust Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**	Transmission:	
Engine Number:			
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
RO Number:	24677	RO Date:	01/10/03
		Current Mileage:	26953
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrence:	Cannot Duplicate
Condition:	'02 WRX, Cust. sts. there is a fuel odor.		
Created By:	dban	Date Created:	01/10/2003
Journals(Total - 1 Item):			
All evap. lines are secure, gas cap tight and no fluid leaks. Cannot verify complaint.			
Created By:	dban	Date Created:	01/10/2003

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

Subaru Technical Services

Case Report with Journals

02/23/2004 8:31 AM

Case Number:	443115	Assigned To:	Ross Sellers
Contact Name:	Dan Eldrige	Case Status:	Closed
Service Phone:	(815) 636 6600	Priority:	2 - Medium
Alert:		Date Closed:	01/13/2003
Region Dealer:	70454		
Dealer Name:	NAPLETON'S AUTO WERKS, INC.		
Dir Address:	505 N PERRYVILLE RD ROCKFORD, IL 51107		
VIN:	JF1GD2961 2G [REDACTED]	Prod Date:	06/01/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
EO Number:	EO Date:	Current Mileage:	29048
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrence:	[None]
Condition:	fuel smell		
Created By:	rsel	Date Created:	01/13/2003
Journals (Total: 1 Item):			
he contacted the DSOM and he gave him the updated numbers for new pipes.			
Created By:	rsel	Date Created:	01/13/2003

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 10:34 AM

INFORMATION

Case Number: 463619

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: [REDACTED] CRIS Letters:

Model: IMPREZA Model Year: 2002.0 Manufactured Date: 04/01/2001
VIN: 2C [REDACTED] VIN Prefix: JF1GD2962 Current Mileage: 14000
RO Number: RO Date/Failure Date: RO Mileage/Failure:
Region/Dealer: 70/223 Company: ELLACOTT-SHAKER VW, INC.

Subject: REOPENING: 3x's Fuel odor in cabin. 3/11: Rec'd Letter from Attorney, REVOKING CONTRACT. DO NOT CONTACT CUSTOMER. 5/14: Attorney accepted offer. Sent release and W-9 for completion. 6/9: Rec'd Response. Req'd check.

Closed By: gcar Assigned To: Carr Follow Up Date: 06/30/2003 00:00:00
Close Date: 06/23/2003 16:33:35 Contact Media Type: Mail CS Impact:
Alert: 2/10

Created By: dnm Date Created: 01/14/2003 18:06:32
Last Modify By: gcar Last Modify Date: 06/23/2003 16:33:33

ISSUES

Case Number: 463619
Total - 4 items

ISSUE # 1

Category: Vehicle
Reason: Odor/Smell

Status: Closed
Resolution: SOA Comments

Customer States

Topic: Engine/ Fuel System or Cooling System
Occurrences:

Topic Details: Consistent Leaks-Fuel/Emissions

Dealer States

Component Group:

Component Type:

Created By: dmun
Last Modify By: dmun

Date Created: 01/14/2003 18:08:21
Last Modify Date: 01/14/2003 18:08:21

ISSUE # 2

Category: Vehicle
Reason: Inaccurate

Status: Closed
Resolution:

Customer States

Topic: Accessories
Occurrences:

Topic Details: Radio

Dealer States

Component Group:

Component Type:

Created By: gear
Last Modify By: gear

Date Created: 03/11/2003 10:25:49
Last Modify Date: 03/11/2003 10:25:49

ISSUE # 3

Category: Vehicle
Reason: Erratic Operation

Status: Closed
Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System
Occurrences:

Topic Details: General - Engine



Dealer Status

Component Group:**Component Type:**

Created By: gear**Date Created:** 03/11/2003 10:26:54**Last Modify By:** gear**Last Modify Date:** 03/11/2003 10:26:54

ISSUE # 4**Category:** Vehicle**Status:** Closed**Reason:** Inaccurate**Resolution:****Customer Status**

Topic: Suspension/ Steering or Brake Systems**Topic Detail:** Emergency Brake Components**Occurrences:****Dealer Status**

Component Group:**Component Type:**

Created By: gear**Date Created:** 03/11/2003 10:27:20**Last Modify By:** gear**Last Modify Date:** 03/11/2003 10:27:20

NOTES

Case Number: 463619

Summary of Notes - 54 items

Action: Call **Visibility:** Private
Subject: email
Note: I have an '02 WRX that I am very unhappy with the amount of problems I have with it. The most disturbing is a 'gas' leak that can't be found. The dealer has been very help full and even sent the computer to Subaru to be reflashed. Yet the smell of gas fumes is still overwhelming. I have had the car less than two years and think I have a lemon. Want it back?v First name: [REDACTED] Last name: [REDACTED] 377317
Created By: drun **Date Created:** 01/14/2003 18:07:47

Action: Call **Visibility:** Private
Subject: reply
Note: Dear Mr. [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 further with you, but we require more information, such as your Vehicle Identification Number, the name of the Subaru facility that has inspected your vehicle ... etc. Please call us at 1-800-SUBARU-3 (1-800-782-2783) and refer to Case #463619. This will expedite the handling of your situation. Thank you! Daisy Nunez-Balden
Created By: drun **Date Created:** 01/14/2003 18:08:05

Action: Call **Visibility:** Private
Subject: Cust called
Note: and adv that he would like to SW Daisy. I adv that she was unavailable but see that she required additional info. Cust provided info and adv that he has sent a letter to the president of SOA and the vice-president of the central region and has contact his attorney general's office. Cust adv that the vehicle has experienced a hard start condition since 1/02 and that the fuel odor was always there. Cust adv that they reflashed the computer and that he has had the vehicle for only six days since they performed this refresh. Cust adv that the hard start has not occurred again but the fuel odor is still present. I adv that he fax over the letters he has sent and that Daisy will research and get back to him.
Created By: nram **Date Created:** 01/15/2003 10:14:48

Action: Call **Visibility:** Private
Subject: cust called
Note: cust called for Daisy...he wants to know if she received the faxes...and to discuss his concerns w/her.
Created By: dbak **Date Created:** 01/17/2003 15:06:15

Action: Call **Visibility:** Private
Subject: received cust letters - called Nathan S for review
Note: left a voicemail with some detail - asked that he call me to discuss cust concerns further
Created By: drun **Date Created:** 01/20/2003 09:08:53

Action: Call **Visibility:** Private
Subject: Nathan called back
Note: and left a voicemail - Nathan will call back when he's has made time to discuss case - Per Nathan he will be very busy today - but will call me today to review facts
Created By: drun **Date Created:** 01/20/2003 09:32:19

Action: Call **Visibility:** Private
Subject: Called dir
Note: and spoke with SM Art Katrine who provided the following info: 12/5/02 RO#23141 13461mi. Cust stated gas smell. SM adv that they performed LOP and tech readjusted the fuel line clamp. (loose). 7/8/02 RO#193194 11462mi. SM adv that they replaced the passenger side speaker. (6/11/02 concern). SM adv that they installed a spoiler. 6/11/02 RO#18991 11184mi. Cust requested LOP. Cust stated right door speaker concern. Cust stated that hand break would not hold car. SM adv that they adjusted the cable. 4/30/02 RO#17704 10266mi. SM adv that they replaced the wind valve cylinder. 4/22/02

RO#17489 9800mi. Cust stated CEL on. SM adv that they found PO1443 and ordered the cylind. 1/14/02 RO#15283 6717mi. Cust requested 7500 mi inspection. Cust stated hard to start when cold. SM adv that they could not duplicate. SM adv that no repairs were done regarding this. 10/30/01 RO#12928 4283mi. SM adv that they performed 3K oil change. SM adv that they only had the gas smell concern one time and hard start concern one time. A/P Daisy

Created By: pdou Date Created: 01/20/2003 09:37:32

Action: Call Visibility: Private

Subject: Cust called

Note: for Daisy. I adv that she was not available. Cust adv that he was wondering if Daisy has rec'd the boxes from him. I adv that she did receive them and that she has forwarded the info to the DSOM for the area and is awaiting a call back. I adv that as soon as she has the info she will be in contact with him.

Created By: nram Date Created: 01/20/2003 11:51:16

Action: Call Visibility: Private

Subject: Nathan called

Note: reviewed info with Nathan - he will call dir for additional info - Based on history in CDS and what the dir has provided vehicle has been repaired and at this point in time there isn't anything additional that we can provide or offer to cust -

Created By: dnun Date Created: 01/21/2003 09:42:34

Action: Call Visibility: Private

Subject: called Dene

Note: left voicemail asking that she call me back with additional info

Created By: dnun Date Created: 01/21/2003 09:44:23

Action: Call Visibility: Private

Subject: called dir

Note:

Created By: dnun Date Created: 01/22/2003 10:05:45

Action: Call Visibility: Private

Subject: cust called

Note: and asked why he has not rec'd any update as of yet. I adv that for general inquiries we ask 24-48 hrs but for his case which is very much involved with a lot of research it may take a little longer. I adv that Daisy has been actively working on the case for him and that I will conference over to Daisy for any additional info. Conferenced.

Created By: nram Date Created: 01/22/2003 10:06:50

Action: Call Visibility: Private

Subject: cust called with

Note: additional info - cust stated that there was a mother visit on January the 8th at approx 13,880 miles for the gas smell and the BCM was refashed - cust was without his vehicle for about a week - cust has an appointment Tuesday the 28th for the gas smell again - advised cust that at this point the case will be handled by Sr rep - cust is ok with that -

Created By: dnun Date Created: 01/22/2003 10:17:58

Action: Call Visibility: Private

Subject: Sent Email to DSOM Nathan Sernoffsky

Note: Asking him to review and advised.

Created By: gear Date Created: 01/22/2003 11:45:32

Action: Call Visibility: Private

Subject: Called dir

Note: SW SM Art Katrine. SM adv that he would fax all RO's to HRT floor, referencing case. A/P Geryln & Daisy

Created By: pdou Date Created: 01/22/2003 15:04:22

Action:	Call	Visibility:	Private
Subject:	DSOM Called		
Note:	Nathan left message advising that he does not think anything is wrong with this vehicle. Nathan stated that the customer uses the vehicle for short trips and the cat converter does not have enough time to heat up. Nathan asked that I contact him with any questions.		
Created By:	gear	Date Created:	01/24/2003 11:43:14
Action:	Call	Visibility:	Private
Subject:	Called DSOM		
Note:	LM for Nathan S. to return my call.		
Created By:	gear	Date Created:	01/24/2003 14:35:33
Action:	Call	Visibility:	Private
Subject:	RO Summary Complete		
Note:	Rtn to Gerilyn		
Created By:	jak	Date Created:	01/24/2003 15:44:56
Action:	Call	Visibility:	Private
Subject:	Cust called for gear.		
Note:	He requested her vmail. Upon req't, I transferred him to her vmail.		
Created By:	pwa2	Date Created:	01/27/2003 15:27:11
Action:	Call	Visibility:	Private
Subject:	Called DSOM		
Note:	Nathan advised that this customer's complaint is a fuel smell in his house—not cabin of the vehicle. DSOM is on vacation this week. Advised that I would follow-up with dealer and advise.		
Created By:	gear	Date Created:	01/27/2003 17:27:38
Action:	Call	Visibility:	Private
Subject:	Called Customer		
Note:	LM advising that I would contact dir tomorrow regarding vehicle.		
Created By:	gear	Date Created:	01/27/2003 17:45:03
Action:	Call	Visibility:	Private
Subject:	Cust called		
Note:	Cust requested to speak to Gerilyn. I advised that she was not avail, I advised cust of the case notes, I advised that she had been in contact with the DSOM and also has contacted the dir in regards to the veh but has not heard back from them as of yet. The cust was satisfied but requested Gerilyn's vrn. trans cust.		
Created By:	jdec	Date Created:	01/28/2003 12:59:22
Action:	Call	Visibility:	Private
Subject:	Cust called for Gerilyn		
Note:	conf. call.		
Created By:	pby	Date Created:	01/28/2003 15:08:48
Action:	Call	Visibility:	Private
Subject:	Called Dir		
Note:	Spoke with Art Katrine, SM. Art advise dhat the technician has been unable to duplicate fuel odor concern. Art indicated that with the customer's approval—tech will drive vehicle home in effort to duplicate. Advised Art that I would follow-up with customer tomorrow.		

Created By: gear Date Created: 01/28/2003 15:04:50

Action: Call Visibility: Private

Subject: Customer Called

Note: Advised customer that the dealer has been unable to duplicate. Advised that with his permission, the tech can drive home tonight in effort to duplicate. Customer inquired about a rental. Advised that we would provide rental under terms of warranty up to \$30 per day. Advised customer that I would follow-up with the dealer tomorrow. Customer asked what would happen if the dealer could not duplicate? Advised customer that duplication is critical. Advised that we cannot initiate repairs unless the dealer could verify a concern.

Created By: gear Date Created: 01/28/2003 15:12:49

Action: Call Visibility: Private

Subject: customer calling for Gerlyn C

Note: when approval I put the call through.

Created By: hgil Date Created: 01/29/2003 12:28:59

Action: Call Visibility: Private

Subject: Customer Called

Note: Customer advised that the dealer did not offer him a rental vehicle so he did not let the dealer keep the vehicle overnight. Advised customer that I would follow-up with the dealer on this issue however it is likely that a rental was not offered because the dealer could not verify a warranty concern. Customer advised that he would like assistance from SOA either getting out of his lease early or with an extended warranty. Customer did state that he cannot smell any fuel at this time. Advised customer that his vehicle does not qualify for LL and we cannot provide assistance with early lease termination. Customer advised that he is in a 5 year lease and must drive this problematic vehicle when the warranty expires. Advised customer that he must have been aware of this at the time of purchase. Customer advised that he was. Declined SAS contract. Advised customer that we will work with him to repair his vehicle under the terms of the warranty. Advise customer to contact me with any future concerns. Customer advised that he would do so.

Created By: gear Date Created: 01/29/2003 12:38:46

Action: Call Visibility: Private

Subject: Called Dir

Note: Spoke with Art Katrine. Art advised that he did not offer a rental vehicle because they could not verify a warranty concern. Advised Art that customer did state that he does not smell fuel at this time. I advised Art that I directed the customer to contact him and SOA with any further concerns. Closing pending contact. Sent email to DSOM as FYI.

Created By: gear Date Created: 01/29/2003 13:45:03

Action: Call Visibility: Private

Subject: Customer Called

Note: Customer advised that there is another fuel smell from his vehicle. Customer advised that the dealer confirmed the smell and advised that something is leaking. Customer advised that the dealer does not have a rental available and there are no rental vehicles available in the city? Customer stated that he does not need a rental at that time. Customer advised that he does not feel safe in this car and is looking to get out of the lease. Advised customer that our obligation is to repair the vehicle under the terms of the warranty. Advised that I would follow-up with dealer and advise.

Created By: gear Date Created: 02/26/2003 11:30:38

Action: Call Visibility: Private

Subject: Called DSOM Nathan Sernoffsky

Note: Advised that customer has returned to dealer with another fuel odor in cabin complaint. Advised that I would contact dealer for update and advise.

Created By: gear Date Created: 02/26/2003 11:41:07

Action: Call Visibility: Private

Subject: Called Dir

Note: Spoke with John in service. John advised that they found a loose clamp at the fuel line. John stated that they re-torqued clamp with corrected concern. Vehicle was released back to customer on 2/26/03.

Created By:	gear	Date Created:	03/06/2003 10:05:40
Action:	Call	Visibility:	Private
Subject:	Sent Email to DSOM		
Note:	to advise that vehicle is repaired.		
Created By:	gear	Date Created:	03/06/2003 10:10:08
Action:	Call	Visibility:	Private
Subject:	Rec'd Letter From Attorney Mitchel E. Luxenburg		
Note:	Attorney states that the vehicle has the following non-conformities: 1) Defective fuel system, 2) Defective radio/sound system, 3) Defective braking system, 4) Defective engine, and 5) Any other complaints made by his client. Attorney is REVOKING CONTRACT and requests that we do not contact the customer. Attorney is seeking a full refund OR replacement vehicle OR repurchase of the vehicle OR payment to his client in the amount of \$7,000.		
Created By:	gear	Date Created:	03/11/2003 10:20:46
Action:	Call	Visibility:	Private
Subject:	Sent Email to DSOM Nathan Sernoffsky		
Note:	As FYI		
Created By:	gear	Date Created:	03/11/2003 10:44:54
Action:	Call	Visibility:	Private
Subject:	Called DSOM		
Note:	Advised that we have reviewed this case and will deny customer's request because this vehicle does not qualify for LL in Ohio.		
Created By:	gear	Date Created:	03/13/2003 11:55:27
Action:	Call	Visibility:	Private
Subject:	Sent Letter to Mitchel Luxenburg, Attorney		
Note:	Declining his client's request for a repurchase and or replacement vehicle as the car does not meet Ohio lemon law and is repaired at this time.		
Created By:	gear	Date Created:	03/13/2003 11:56:27
Action:	Call	Visibility:	Private
Subject:	DSOM Called		
Note:	Nathan advised that this vehicle is at the dealer for new hoses to address the fuel smell complaint.		
Created By:	gear	Date Created:	03/27/2003 10:53:14
Action:	Call	Visibility:	Private
Subject:	DSOM Called		
Note:	Nathan advised that this vehicle has been repaired. Dlr installed updated hoses.		
Created By:	gear	Date Created:	04/04/2003 16:02:45
Action:	Call	Visibility:	Private
Subject:	Rec'd ltr from cus' attny		
Note:			
Created By:	cdstamp	Date Created:	04/16/2003 11:49:32
Action:	Call	Visibility:	Private
Subject:	Rec'd Letter From Mitchel E. Luxenburg, Attorney		
Note:	Attorney advised that the vehicle returned to the dealer after our last contact for repairs related to a fuel odor. Attorney feels that the vehicle does qualify for LL as a gas leak would qualify as a condition that is likely to cause death or serious bodily		

injury. Attorney is seeking one of the following resolutions: 1) Cancellation of contract and refund of all funds paid toward the vehicle; 2) Substitution of collateral with an 2003 WRX; 3) Repurchase the vehicle; or 4) Refund \$7,000 directly to customer.

Created By: gear Date Created: 04/18/2003 11:31:01

Action: Call Visibility: Private

Subject: Called Dir

Note: Spoke with John Gingrich. Verified days down on most recent repair. Sent email to DSOM as FYI.

Created By: gear Date Created: 04/18/2003 11:46:59

Action: Call Visibility: Private

Subject: Reviewed:

Note: Dan recommended reviewing this matter with service. Ed G. is out of office until 4/28. Called Bob H. who recommended reviewing with J. Davis. Jeff will return to the office on 4/24/03.

Created By: gear Date Created: 04/23/2003 13:31:07

Action: Call Visibility: Private

Subject: Reviewed:

Note: with service. Service advised that code P01443 is highly unlikely to be related to fuel odor concerns. No way to verify relationship. Also, TSB regarding this issue is not a safety related issue of it would have been a recall. More crucial than safety.

Created By: gear Date Created: 04/28/2003 17:53:06

Action: Call Visibility: Private

Subject: Update:

Note: Will determine exact description associated with P01443 and respond to attorney.

Created By: gear Date Created: 04/28/2003 17:58:56

Action: Call Visibility: Private

Subject: Service Called

Note: Service advised that a Code P01443 is an Evaporative Emissions Control System Vent Function Problem.

Created By: gear Date Created: 04/29/2003 09:45:03

Action: Call Visibility: Private

Subject: Sent Letter to Attorney

Note: Advising that we do not feel that this vehicle qualifies for LL. Offered \$4,000 settlement with signed release. Awaiting response.

Created By: gear Date Created: 04/29/2003 17:11:26

Action: Call Visibility: Private

Subject: curt stty called

Note: mitch luxemburg conferenced to gertlyn

Created By: krid Date Created: 05/06/2003 10:51:55

Action: Call Visibility: Private

Subject: Mitchell E. Luxemburg, Attorney Called

Note: Mr. Luxemburg advised that he has received our offer \$4,000 w/ signed release. Mr. Luxemburg inquired if that was our final offer. Advised that it was. He stated he would review with his client and advise.

Created By: gear Date Created: 05/06/2003 10:53:06

Action: Call Visibility: Private

Subject: Rec'd ltr from cus' atty**Note:****Created By:** cdsterp**Date Created:** 05/12/2003 15:08:58**Action:** Call**Visibility:** Private**Subject:** Rec'd Letter from Mitchell E. Luxenburg, Attorney**Note:** Attorney advised that his client accepts our offer of \$4,000, inclusive of attorney's fees. [REDACTED] will retain ownership and financial responsibility for the Impreza and will sign a release if one is forwarded to his attention.**Created By:** gear**Date Created:** 05/13/2003 10:03:48**Action:** Call**Visibility:** Private**Subject:** Sent Email to DSOM**Note:** to update Nathan on the status of this matter.**Created By:** gear**Date Created:** 05/13/2003 10:09:16**Action:** Call**Visibility:** Private**Subject:** Sent Release to Attorney, Mitchell Luxenburg**Note:** And W-9 for completion. Included letter. See attached.**Created By:** gear**Date Created:** 05/14/2003 13:28:21**Action:** Call**Visibility:** Private**Subject:** Rec'd Signed Release and W-9 from Attorney Via Fax**Note:** Requested check in the amount of \$4,000 may payable to the attorney and the customer. Requested check manually and submitted. Also emailed ktra to pay the check request in the automated system so it does not go thru twice.**Created By:** gear**Date Created:** 06/10/2003 15:15:13**Action:** Call**Visibility:** Private**Subject:** Sent Check**Note:** # 1254261 in the amount of \$4,000 to Attorney Mitchell Luxenburg. Closing pending contact.**Created By:** gear**Date Created:** 06/23/2003 16:22:05

FINANCIAL INFO

Case Number: 463619
Financial Info - 1 Item

Acct. Nbr:	Settlement	Status:	Fold
First Name:	██████████	Last Name:	██████████
Amount:	4000	Auth. Date:	
Check Type:	Check		
Created By:	06/10/2003 15:17:48	Date Created:	gcar

ADDRESSES

Case Number: 463619
Total - 1 Items

Type: Mail To
Address1: [REDACTED]
Address2:
Address3:
City: Bedford State/Province: OH Zip Code: [REDACTED]
Created By: doun Date Created: 14-JAN-03
Last Modify By: doun Last Modify Date: 14-JAN-03

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

Subaru Technical Services

Case Report with Journals

01/15/2004 8:31 AM

Case Number:	464381	Assigned To:	Don Bangs
Contact Name:	Larry Kaldahl	Case Status:	Closed
Service Phone:	(651) 486 2775	Priority:	2 - Medium
Alert:		Date Closed:	01/16/2003
Region Dealer:	70370		
Dealer Name:	RUDY LUTHER'S WHITE BEAR MOTR		
Dir Address:	3525 North Highway 61 Vadnais Heights, MN 55110		
VIN:	JF1GD2962 20 [REDACTED]	Prod Date:	06/01/2001
Engine Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
EO Number:	140576	EO Date:	01/15/03
		Current Mileage:	27440
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrence:	Cannot Duplicate
Condition:	'02 WRX, Cust. sts. fuel odor when started cold.		
Created By:	dhan	Date Created:	01/16/2003
Journals (Total - 1 Item):			
Tech checked over the evap and fuel systems for leak and found nothing. He will try to get more info from the Customer when the car returns.			
Created By:	dhan	Date Created:	01/16/2003

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

Subaru Technical Services

Case Report with Journals

01/29/2004 9:32 AM

Case Number:	464888	Assigned To:	Ross Sellers
Contact Name:	David Pincuspy	Case Status:	Closed
Service Phone:	(630) 355-3900	Priority:	2 - Medium
Alert:		Date Closed:	01/17/2003
Region Dealer:	70/298		
Dealer Name:	GERALD OLDSMOBILE-SUBARU, INC.		
Dir Address:	Pob 856/1210 E. Ogden Ave Naperville, IL 60566		
VIN:	JP1GD296X 2C [REDACTED]	Prod Date:	07/01/2001
Engine Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
RO Number:	RO Date:	Current Mileage:	
Failure Code/Description:			
Keyword:	Fuel Small,	Occurrences:	[None]
Condition:	fuel smell in to cabin of vehicle when cold		
Created By:	rsol	Date Created:	01/17/2003

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

**Subaru Technical Services
Case Report with Journals**

01/23/2004 9:33 AM

Case Number:	446905	Assigned To:	Ram Sellers
Contact Name:	David Placuspy	Case Status:	Closed
Service Phone:	(630) 355-3900	Priority:	2 - Medium
Alert:		Date Closed:	01/17/2003
Region Dealer:	70/298		
Dealer Name:	GERALD OLDSMOBILE-SUBARU, INC.		
Dir Address:	Pob 856/1210 E. Ogden Ave Naperville, IL, 60566		
VIN:	JF1GD2969 2C [REDACTED]	Prod Date:	03/01/2001
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:	RO Date:	Current Mileage:	
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrences:	[None]
Condition:	fuel smell in cabin in cold weather		
Created By:	rsj	Date Created:	01/17/2003

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

Subaru Technical Services

Case Report with Journals

02/23/2004 9:37 AM

Case Number:	463375	Assigned To:	Tom Sellers
Contact Name:	Larry Bright	Case Status:	Closed
Service Phone:	(317) 848-8888	Priority:	2 - Medium
Alert:		Date Closed:	01/20/2003

Region Dealer: 70/141
Dealer Name: TOM WOOD NISSAN, INC.
Dir Address: 4610B E 96TH ST INDIANAPOLIS, IN 46240

VIN:	1F1GD2968 2 [REDACTED]	Prod Date:	07/12/2001
Exclusion Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	RO Date:	Current Mileage:	24858
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Failure Code/Description:

Keyword:	Fuel Smell,	Comments:	[None]
Condition:	fuel smell thru vents		
Created By:	rac	Date Created:	01/20/2003

Journals (Total: 1 Item):

he will order the part numbers for new lines. He called back to say the repair is difficult but he got it done.

Created By:	rac	Date Created:	01/20/2003
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SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 10:40 AM

INFORMATION

Case Number: 465409

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 Manufacture Date: 07/12/2001
 VIN: 2G VIN Prefix: JF1GD2968 Current Mileage:
 RO Number: RO Date/Failure Date: RO Mileage/Failure:
 Region/Dealer: 40/0 Company: SUBARU OF AMERICA / SOUTHEAST REGION

Subject: fuel smell

Closed By: Assigned To: Rookko Follow Up Date:
 Close Date: 01/21/2003 12:21:32 Contact Media Type: Email CS Impact:
 Alert:

Created By: froc Data Created: 01/21/2003 11:50:58
 Last Modify By: froc Last Modify Date: 01/21/2003 12:20:45

ISSUES

Case Number: 465600

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason:

Resolution: Direct To Dlr

Customer Status

Topic: Engine/ Fuel System or Cooling System

Topic Detail: General - Fuel System

Occurrences:

Dealer Status

Component Group:

Component Type:

Created By: froc

Date Created: 01/21/2003 12:17:03

Last Modify By: froc

Last Modify Date: 01/21/2003 12:17:03

NOTES

Case Number: 465600

Summary of Notes - 2 Items

Action: Call **Visibility:** Private**Subject:** email 578342

Note: I have a WRX that has 30,000 miles on it. this past week I've been away and the car has sat in my garage. I took it out this morning, the temp. was about 25 degrees. I drove the car about two miles once it had warmed up. About two and a half hours later I came out to the car to find that it smelt heavily of gas. Warmed the car up and thought it could have been another car parked close by. i parked the car back in the garage with no smell of gas. went back to the garage to check about an hour later to find that the entire garage smelt heavy of gas. i checked to see if there was any leaks, but wasn't able to find any. The car is parked outside tonight, as I am to worried to park it inside. I'll take the car in on monday, but i'd like to know what is wrong tonight if I could. Thanks, Greg

Created By: froc **Date Created:** 01/21/2003 12:18:02**Action:** Call **Visibility:** Private**Subject:** email reply

Note: Dear [REDACTED] Thank you for taking the time to contact Subaru of America, Inc. We regret to learn of the problems you are experiencing with your 2002 WRX. Unfortunately we're not able to determine what may be causing the fuel smell, as we can not experience it directly. An authorized Subaru dealership is in the best position to address your concern. The dealership personnel are factory trained, and they have access to technical assistance if necessary. We appreciate the time you took to notify us of your concerns. If you have any additional questions, please call at 1-800-SUBARU3 and refer to case #465600.

Created By: froc **Date Created:** 01/21/2003 12:18:11

* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

02/23/2004 9:32 AM

Case Number:	666179	Assigned To:	Russ Sellers
Contact Name:	Shawn Olson	Case Status:	Closed
Service Phone:	(219) 938 8000	Priority:	2 - Medium
Alert:		Date Closed:	01/22/2003

Region Dealer:	70/443
Dealer Name:	NIELSEN SUBARU
Dir Address:	5020 U S HWY 6 PORTAGE, IN 46368

VIN:	JF1GD2966 2G [REDACTED]	Prod Date:	06/01/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

EO Number:	7077	EO Date:	01/22/03	Current Mileage:	
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Failure Code/Description:

Keyword:	Fuel Smell,	Occurrence:	[None]
Condition:	fuel smell when cold outside, the tech verified the condition		
Created By:	roel	Date Created:	01/22/2003

Journals (Total: - 1 Item)

Journal:	suggested to park the car until the parts arrive.
Created By:	roel
Date Created:	01/22/2003

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

Subaru Technical Services

Case Report with Journals

01/23/2004 9:33 AM

Case Number:	466460	Assigned To:	Ram Sellers
Contact Name:	Travis Johnson	Case Status:	Closed
Service Phone:	(605) 330 7499	Priority:	2 - Medium
Alert:		Date Closed:	01/23/2003
Region Dealer:	90/510		
Dealer Name:	LITHIA SUBARU OF SIOUX FALLS		
Dir Address:	1011 SOUTH MINNESOTA SIOUX FALLS, SD 57105		
VIN:	JF1GG2960 2H [REDACTED]	Prod Date:	09/06/2001
Exhaust 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:		Current Mileage:	16980
Failure Code/Description:			
Keyword:	Fuel Smell,	Openness:	[None]
Condition:	gas smell from the right side of the alternator		
Created By:	rsel	Date Created:	01/23/2003

* Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals**

02/23/2004 8:33 AM

Case Number:	466466	Assigned To:	Ben Ballan
Contact Name:	Travis Johnson	Case Status:	Closed
Service Phone:	(605) 330 7499	Priority:	2 - Medium
Alert:		Date Closed:	01/23/2003
Region Dealer:	90/310		
Dealer Name:	LITHIA SUBARU OF SIOUX FALLS		
Dir Address:	1011 SOUTH MINNESOTA SIOUX FALLS, SD 57105		
VIN:	JF1GD2960 2G [REDACTED]	Prod Date:	07/01/2001
Exclusion Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
EO Number:	EO Date:	Current Mileage:	8862
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrences:	[None]
Condition:	fuel smell in cold weather from the right of the alternator		
Created By:	rac	Date Created:	01/23/2003

* Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals**

02/23/2004 8:33 AM

Case Number:	466541	Assigned To:	Jack Morka
Contact Name:	Matt Zawada	Case Status:	Closed
Service Phone:	(952) 881-6200 233	Priority:	2 - Medium
Alert:		Date Closed:	01/23/2003

Region Dealer:	70/420
Dealer Name:	BLOOMINGTON SUBARU
Dir Address:	7801 Lyndale Avenue South Bloomington, MN 55420

VIN:	JF1GD2965 2[REDACTED]	Fred Date:	03/01/2001
Exclusion Spec:	C		
Model:	**2002 SUBARU WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

EO Number:	170332	EO Date:	01/13/03	Current Mileage:	12973
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Failure Code/Description:

Keyword:	Fuel Smell,	Occurrences:	[None]
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Condition:	fuel smell on start up
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Created By:	jmas	Date Created:	01/23/2003
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Journals (Total: - 1 Item):

tech was able to verify the concern. he also stated that it is about 11 degrees below zero. I told tech we are aware of the concern and are waiting for some counter measure parts to address this.

Created By:	jmas	Date Created:	01/23/2003
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* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

02/23/2004 6:33 AM

Case Number: 466626 **Assigned To:** Jack Maska

Contact Name: John Boerter **Case Status:** Closed
Service Phone: (262) 542-5711 **Priority:** 2 - Medium

Alert: **Date Closed:** 01/23/2003

Region Dealer: 70/195
Dealer Name: DON JACOBS SUBARU
Dir Address: W226 S1700 HIGHWAY 164 WAUKESHA, WI 53186

VIN: JFIGG2967 2C [REDACTED] **Prod Date:** 09/17/2001

Emission Spec: C
Model: **2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**

Engine Number: **Transmission:**

Engine Desc: 2.0 LITRE ENGINE, 4 CYLINDERS,

EO Number: 29783 **EO Date:** 01/23/03 **Current Mileage:** 20088

Failure Code/Description:

Keywords: Fuel Smell, **Occurrence:** [None]

Condition: fuel smell on cold start

Created By: jmas **Date Created:** 01/23/2003

Journals (Total: - 1 items)

i gave tech part numbers for updated fuel line and hose.

Created By: jmas **Date Created:** 01/23/2003

* Image not available. Please contact your administrator.

Subaru Technical Service**Case Report with Journals**

01/23/2004 8:34 AM

Case Number:	468722	Assigned To:	Don Hays
Contact Name:	Ron Soelling	Case Status:	Closed
Service Phone:	(402) 420 3333	Priority:	2 - Medium
Alert:		Date Closed:	01/23/2003
Region Dealer:	90/441		
Dealer Name:	DUTBAU CHEVROLET COMPANY		
Dir Address:	7300 SOUTH 27TH STREET LINCOLN, NE 68512		
VIN:	JF1GG2966 24 [REDACTED]	Prod Date:	07/12/2001
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:	278855	RO Date:	01/23/03
		Current Mileage:	24377
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrence:	Reproducible
Condition:	'02 WRX Fuel leak under intake.		
Created By:	dban	Date Created:	01/23/2003
Journals (Total: - 1 Item):			
Gave Tech the part numbers for the lines and recommended a VOR order be placed for them.			
Created By:	dban	Date Created:	01/23/2003

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 10:41 AM

INFORMATION

Case Number: 466771

CRIS Case Number:		Case Type:	Vehicle Repair
Case Status:	Closed	Priority:	2 - Medium
Last Name:		First Name:	
Day Phone:		Ext:	
		Attachments:	
		CRIS Letters:	
Model:	IMPREZA	Model Year:	2002.0
MANUFACTURED DATE:		MANUFACTURED DATE:	03/01/2001
VIN:	2G	VIN Prefix:	JF1GD2960
CURRENT MILEAGE:		CURRENT MILEAGE:	56000
RO Number:		RO Date/Failure Date:	
RO MILEAGE/FAILURE:		RO MILEAGE/FAILURE:	
Region/Dealer:	70/459	Company:	HATFIELD SUBARU
Subject:	fuel odor		
Closed By:	nam	Assigned To:	Ramirez
Follow Up Date:		Follow Up Date:	
Close Date:	01/23/2003 16:18:40	Contact Media Type:	Phone
CS Impact:		CS Impact:	
Alert:		Alert:	
Created By:	nam	Date Created:	01/23/2003 16:01:00
Last Modify By:	pdcu	Last Modify Date:	01/24/2003 15:57:09

ISSUES

Case Number: 466771
Total - 1 item

ISSUE # 1

Category: Vehicle **Status:** Closed
Reason: Odor/Smell **Resolution:**

Customer Status

Topic: Engine/ Fuel System or Cooling System **Topic Detail:** General - Fuel System
Occurrences: One time occurrence

Dealer Status

Component Group:

Component Type:

Created By: nram **Date Created:** 01/23/2003 16:05:17
Last Modify By: mmm **Last Modify Date:** 01/23/2003 16:05:17

NOTES

Case Number: 466771
 Summary of Notes - 2 Items

Action: Call **Visibility:** Private
Subject: Cust called
Note: and adv that he has been getting a fuel smell from the vents when driving. Cust adv that he went to the dlr and they adv that they contacted techline and that they adv that this is a common concern and gave the dlr the part numbers to order to correct the concern. Cust adv that the technician adv him that there are parts available but that his vehicle is OOW and would have to pay for the repair. Cust adv that the technician adv that he contact us. I adv that I would have to research and get back to him. I adv that I can not guarantee any amt but would have to review.
Created By: nram **Date Created:** 01/23/2003 16:06:13

Action: Call **Visibility:** Private
Subject: Called dlr
Note: and SW SM Dan Kirk who provided the following info: 1/23/03 RO#75247 56401mi. Cust stated gas smell. SM adv that they found that the fuel line and hose needed to be replaced and they ordered parts for cust. SM adv that cust has the veh at this point. 1/17/03 RO#74968 55850mi. Cust stated gas smell inside veh. SM adv that they found the fuel line loose under the intake. SM adv that they tightened the fuel line. SM adv that he does not have any other RO's regarding fuel smell concerns. SM adv that he would contact DSOM for possible assistance. A/P Noel
Created By: pdou **Date Created:** 01/24/2003 15:47:13

ADDRESSES

Case Number: 466771

Total - 1 Items

Type:	Mail To				
Address1:	1380 Worthington Park Blvd				
Address2:					
Address3:					
City:	Westerville	State/Province:	OH	Zip Code:	43081
Created By:	ITMAN	Date Created:	23-JAN-03		
Last Modify By:	ITMAN	Last Modify Date:	23-JAN-03		

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 10:41 AM

INFORMATION

Case Number: 466853

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

Last Name:	First Name: Nadeem	Attachments:
Day Phone:	Ext:	CRIS Letters:

Model: IMPREZA	Model Year: 2002.0	Manufactured Date: 04/01/2001
VIN: 2	VIN Prefix: JF1GD296X	Current Mileage: 37949
RO Number:	RO Date/Failure Date:	RO Mileage/Failure:
Region/Dealer: 70/844	Company: LOU FUSZ MOTOR COMPANY, INC.	

Subject:	Injector hose
----------	---------------

Closed By: pbry	Assigned To: Bryant	Follow Up Date:
Close Date: 01/23/2003 18:44:35	Contact Media Type: Phone	CS Impact:
		Alert:

Created By: pbry	Date Created: 01/23/2003 17:41:08
Last Modify By: pbry	Last Modify Date: 01/23/2003 18:43:51

ISSUES

Case Number: 466853

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Erratic Operation

Resolution: Noted Comments

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: Hose Clamp

Occurrences:

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

Created By: phry

Date Created: 01/23/2003 17:48:27

Last Modify By: phry

Last Modify Date: 01/23/2003 17:48:27

NOTES

Case Number: 466853
 Summary of Notes - 3 Items

Action:	Call	Visibility:	Private
Subject:	Cust called		
Note:	he stated that he took the veh to the dlr today for fuel smell concern. He stated that the dlr told him that the injector hose needs to be replaced and that the wty has expired for that part. Cust stated that this is not right and he believes that SOA should pay for the repair. I adv cust that I will need to contact the dlr with his request and will call him back.		
Created By:	pby	Date Created:	01/23/2003 17:51:46
Action:	Call	Visibility:	Private
Subject:	SW SA Ralph Grote		
Note:	he confirmed that veh came in for the fuel smell concern @ 37,945 miles. He stated that the dlr diagnosed and tightened a loose clamp and charged cust \$98 for labor and diag. He stated that cust has already p/u the veh.		
Created By:	pby	Date Created:	01/23/2003 18:38:09
Action:	Call	Visibility:	Private
Subject:	LM for cust		
Note:	confirming conversation w/ dlr.		
Created By:	pby	Date Created:	01/23/2003 18:44:39

ADDRESSES

Case Number: 466852
Total - 1 Items

Type: Mail To

Address1:

Address2:

Address3:

City:

State/Province: MO

Zip Code:

Created By: pby

Date Created: 23-JAN-03

Last Modify By: pby

Last Modify Date: 23-JAN-03

* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

02/23/2004 8:34 AM

Case Number:	466886	Assigned To:	Ron Sellers
Contact Name:	Tim Himer	Case Status:	Closed
Service Phone:	(814) 723-5080 151	Priority:	2 - Medium
Alert:		Date Closed:	01/24/2003
Region Dealer:	30/165		
Dealer Name:	KEYSTONE SUBARU, INC.		
Dir Address:	700 Pennsylvania Avenue E Warren, PA 16365		
VIN:	JF1GD2969 2C [REDACTED]	Prod Date:	06/01/2001
Exhaust Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
RO Number:	RO Date:	Current Mileage:	25971
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrence:	[None]
Condition:	fuel smell when cold		
Created By:	rsel	Date Created:	01/24/2003
Journals (Total: 1 item):			
will order lines			
Created By:	rsel	Date Created:	01/24/2003

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

Subaru Technical Services

Case Report with Journals

02/23/2004 8:34 AM

Case Number:	466887	Assigned To:	Ken Sifers
Contact Name:	Tim Blumber	Case Status:	Closed
Service Phone:	(814) 723-5080 151	Priority:	2 - Medium
Alert:		Date Closed:	01/24/2003
Region Dealer:	30/165		
Dealer Name:	KEYSTONE SUBARU, INC.		
Dir Address:	700 Pennsylvania Avenue E Warren, PA 16365		
VIN:	JF1GC2967 2H	Prod Date:	02/05/2000
Exclusion Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**		
Engine Number:	B168644	Transmission:	2888431
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
RO Number:	RO Date:	Current Mileage:	27000
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrence:	[None]
Condition:	fuel smell when cold		
Created By:	red	Date Created:	01/24/2003

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 10:42 AM

INFORMATION

Case Number: 467418

CRIS Case Number:		Case Type:	Vehicle Repair
Case Status:	Closed	Priority:	2 - Medium
Last Name:	Florence	First Name:	Casey
Day Phone:	0	Ext:	
		Attachments:	CRIS Letters:
Model:	IMPREZA	Model Year:	2002.0
VIN:	2H	VIN Prefix:	JFIGG2967
RO Number:		RO Date/Failure Date:	
Region/Dealer:	140/112	Company:	LARRY H. MILLER SUBARU
Manufactured Date:		Current Mileage:	04/30/2001 28989
RO Mileage/Failure:			
Subject: Fuel smell in cabin. Parts delay. ETA for parts is mid March. LM for DSOM to have dir contact tech. 2/17: Part # 17544AA134 still on backorder. Offered 30,000 mile service as goodwill. 3/11: Parts arrived. Dir in process of repairing.			
Closed By:	gcar	Assigned To:	Carr
Close Date:	03/28/2003 10:23:12	Contact Media Type:	Field Personnel
		Follow Up Date:	03/25/2003 00:00:00
		CS Impact:	X
		Alert:	2/10
Created By:	gcar	Date Created:	01/27/2003 11:59:08
Last Modify By:	gcar	Last Modify Date:	01/02/2004 16:01:33

ISSUES

Case Number: 46741B

Total - 1 item

ISSUE # 1Category: Vehicle
Reason: Odor/SmellStatus: Closed
Resolution:

Customer Status

Topic: Body Interior
Occurrence:Topic Detail: General - Body Interior

Dealer Status

Component Group:**Component Type:**

Created By: gcar
Last Modify By: gcarData Created: 03/28/2003 10:22:43
Last Modify Date: 03/28/2003 10:22:43

NOTES

Case Number: 467418
Summary of Notes - 30 items

Action:	Call	Visibility:	Private
Subject:	DSOM Called		
Note:	Spoke with Phil Rocco. Phil advised that this vehicle is at the dealer for fuel odor in the cabin. Phil advised that there is a parts delay 17544AA134 (fuel return) and 807707140 (hose). Phil stated that the dealer was advised to hold the car until parts become available? Advised that I would research and advise.		
Created By:	gear	Date Created:	01/27/2003 12:05:50
Action:	Call	Visibility:	Private
Subject:	Called DSOM		
Note:	LM for Phil to have technician contact tstr regarding this matter.		
Created By:	gear	Date Created:	01/27/2003 12:14:59
Action:	Call	Visibility:	Private
Subject:	URPCA revd 1/22/03		
Note:	States 2X for same repair- Fuel smell; RO included A/P Gerilyn		
Created By:	jak	Date Created:	01/27/2003 13:37:28
Action:	Call	Visibility:	Private
Subject:	DSOM Called		
Note:	Phil Rocco advised that he directed the tech to contact tstr directly regarding this issue.		
Created By:	gear	Date Created:	01/27/2003 16:18:14
Action:	Call	Visibility:	Private
Subject:	Tech Called		
Note:	Tech advised that they have reviewed this matter with the dealer technician. The technician will tighten clamps near intake manifold. This should resolve the concern. Dir will contact customer when parts are available.		
Created By:	gear	Date Created:	01/28/2003 09:58:45
Action:	Call	Visibility:	Private
Subject:	Dir Called		
Note:	Spoke with Mike Coulter. Advised that there is an owner discrepancy with this vehicle. Mike advised that according to his records—the vehicle was sold used to Casey Florence about 500 miles ago. Advised Mike that I would update the records. Mike advised that this customer wants a letter in writing from SOA advising that we will accept all responsibility for the fuel concern. Advised Mike that we cannot provide such a letter. Advised Mike that I will research parts situation and contact him back. Mike also asked that touch base with DSOM.		
Created By:	gear	Date Created:	01/28/2003 11:13:23
Action:	Call	Visibility:	Private
Subject:	Called Tech		
Note:	LM for Norm to contact me.		
Created By:	gear	Date Created:	01/28/2003 11:40:18
Action:	Call	Visibility:	Private
Subject:	Called DSOM		
Note:	Advised Phil that this vehicle is beyond LL. Advised that we should treat this vehicle as a parts delay. Advised that I will verify parts status with tech and provide rental vehicle if necessary.		

Created By:	gcar	Date Created:	01/28/2003 11:43:20
Action:	Call	Visibility:	Private
Subject:	Called Tech		
Note:	Spoke with Tom S. Tom advised to verify that the dealer order all parts VOR. Tom expects parts to be released shortly.		
Created By:	gcar	Date Created:	01/28/2003 11:53:35
Action:	Call	Visibility:	Private
Subject:	Called Dir		
Note:	Spoke with Mike Coutlee. Advised Mike that this vehicle does not qualify for LL. Verified that dir has parts ordered VOR. Advised that parts should arrive shortly. Advised Mike that if customer does not feel safe driving vehicle we will provide rental at \$30.00 per day. Mike advised that he will contact me when the parts arrived.		
Created By:	gcar	Date Created:	01/28/2003 11:55:25
Action:	Call	Visibility:	Private
Subject:	Called dir		
Note:	Spoke to SM Mike Coutlee- Still waiting for parts; expecting the later part at the earliest; cust has been offered rental but owner is IH so cannot rent out; Dir explained this to Dad, who is aware of case but refused as Dad does NOT want to drive rental. Dir believes they have enough private vehs that rental was not an issue.		
Created By:	jak	Date Created:	02/05/2003 12:36:11
Action:	Call	Visibility:	Private
Subject:	DSOM Called		
Note:	Phil advised that they are still waiting on parts for this vehicle.		
Created By:	gcar	Date Created:	02/14/2003 15:46:09
Action:	Call	Visibility:	Private
Subject:	dir called for Gordlyn		
Note:	conferenced Mike		
Created By:	rwdd	Date Created:	02/19/2003 11:07:39
Action:	Call	Visibility:	Private
Subject:	Dealer Called		
Note:	Spoke with Mike Coutlee, service manager. Mike advised that the Part # 17544AA134 still has not arrived. Dir contacted Bill Devane in Atlanta who did not have an ETA. Mike advised that the customer is getting very impatient. Discussed offering SAS as goodwill to this customer. Advised Mike that I will research parts status with planner and contact him back.		
Created By:	gcar	Date Created:	02/19/2003 11:17:06
Action:	Call	Visibility:	Private
Subject:	Called Parts Pic		
Note:	Spoke with Bill D. Bill advised that he received new info from planner this morning. 100 parts to be released on 2/24 from Japan. ETA is week of March 10th.		
Created By:	gcar	Date Created:	02/19/2003 11:25:50
Action:	Call	Visibility:	Private
Subject:	Called Dir		
Note:	Spoke with Mike C. Advised that ETA on part is week of 3/10/03. Advised that I will contact planner and see if we can do anything additional to expedite this part.		
Created By:	gcar	Date Created:	02/19/2003 11:27:59
Action:	Call	Visibility:	Private
Subject:	Sent Email to Planner		

Note: Hi Karen- I have been working with Larry H. Miller Subaru regarding a parts delay for Part # 17544AA134. As per Atlanta, the ETA on the part is week of March 10th. The vehicle has been down since 1/27/02. Although this is not a lemon law situation, is there anything we can do to expedite this part? Thanks for your help.

Created By: gear **Date Created:** 02/19/2003 11:38:12

Action: Call **Visibility:** Private

Subject: Sent Email to DSOM Phil Roscoo

Note: To update him on this case.

Created By: gear **Date Created:** 02/19/2003 11:38:34

Action: Call **Visibility:** Private

Subject: DSOM Phil Roscoo Called

Note: Updated Phil on this matter. Advised that I did offer SAS to dealer as compensation for inconvenience. Also advised that I did contact planner who has contacted FUJI to expedite order. As per planner, Fuji advised that part will ship on 2/28 via air.

Created By: gear **Date Created:** 02/19/2003 12:24:22

Action: Call **Visibility:** Private

Subject: Mike from Larry Miller

Note: called for Gerilyn. I adv that she was not available. Conferenced to VM.

Created By: nran **Date Created:** 02/20/2003 11:47:36

Action: Call **Visibility:** Private

Subject: Dir Called

Note: Mike Coulee left message advising that the customer does not want an SAS but wants to be reimbursed for rental at \$25 a day. Will contact Mike to review.

Created By: gear **Date Created:** 02/20/2003 14:00:45

Action: Call **Visibility:** Private

Subject: Called Dir

Note: Spoke with Mike Coulee. Advised Mike that we cannot reimburse for a rental that the customer does not have. Mike stated that the customer has a dealer aftermarket service contract and will not accept an SAS. Advised Mike that I would cover a 30,000 mile service as goodwill. Mike stated that a dealer service with tax is \$599.13 with tax. Advised that would be fine. Mike also advised that he is going to pull parts of a stock car and repair this car until new parts become available. Mike advised that he needs to get this customer on the road. Advised that I would update DSOM.

Created By: gear **Date Created:** 02/20/2003 14:09:28

Action: Call **Visibility:** Private

Subject: Called DSOM

Note: Spoke with Phil. Advised that customer has declined SAS because they have dealer extended warranty. Advised Phil that we declined to reimburse for rental vehicle that the customer does not have—but did offer to cover 30,000 mile service.

Created By: gear **Date Created:** 02/20/2003 14:14:13

Action: Call **Visibility:** Private

Subject: Mike from Larry Miller

Note: called asking for Gerilyn - advised she was not available. He advised she can call him back at 801-553-5251

Created By: hfu **Date Created:** 02/21/2003 15:51:37

Action: Call **Visibility:** Private

Subject: Called Dir

Note: LM for Mike Coulee to return my call.

Created By: gear **Date Created:** 02/24/2003 13:48:22

Action: Call **Visibility:** Private
Subject: Dlr Called
Note: Spoke with Mike Coutlee, SM. Mike advised that the dealer did swap parts from a stock car and released vehicle. Customer advised that fuel smell is worse since the repair. Mike stated that the customer will be bringing the vehicle back in for inspection. Mike also advised that the customer asked if he could apply the 30,000 mile service we goodwilled to his other Subaru vehicle. Advised that would be fine.

Created By: gear **Date Created:** 02/24/2003 13:51:16

Action: Call **Visibility:** Private
Subject: DSOM Phil Rocco Called
Note: Phil advised that this vehicle is now leaking fuel. Vehicle is at dlr awaiting parts.

Created By: gear **Date Created:** 03/03/2003 14:17:29

Action: Call **Visibility:** Private
Subject: Called Dlr
Note: Spoke with Mike Coutlee. Mike advised that they received parts and are in the process of repairing. Dlr expects vehicle to be ready today. Sent email to DSOM to advise.

Created By: gear **Date Created:** 03/12/2003 11:21:59

Action: Call **Visibility:** Private
Subject: Called Dlr
Note: Vehicle is repaired. Closing.

Created By: gear **Date Created:** 03/28/2003 10:21:47

Action: Call **Visibility:** Private
Subject: Dlr Called
Note: Spoke with Mike Coutlee. Provided two auth for service as agreed to in above notes. Customer opted to have both of his Subarus serviced. Vin on 2000 is: Y7618211. 2H806232: 66P075 for \$293.44 Y7618211: 66P076 for \$303.69

Created By: gear **Date Created:** 01/02/2004 15:59:42

ADDRESSES

Case Number: 467418
Total - 1 Items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: West Jordan

State/Province: UT

Zip Code: [REDACTED]

Created By: gcar

Date Created: 28-JAN-03

Last Modify By: gcar

Last Modify Date: 28-JAN-03

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

Subaru Technical Services

Case Report with Journals

02/23/2004 9:34 AM

Case Number:	467548	Assigned To:	Tom Sellers
Contact Name:	Chuck Zahod	Case Status:	Closed
Service Phone:	(317) 848-8888	Priority:	2 - Medium
Alert:		Date Closed:	01/27/2003
Region Dealer:	70/141		
Dealer Name:	TOM WOOD NISSAN, INC.		
Dir Address:	4610B E 96TH ST INDIANAPOLIS, IN 46240		
VIN:	JF1GG2961 2G [REDACTED]	Print 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:	RO Date:	Current Mileage:	12704
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrence:	[None]
Conditions:	has parts on order for the fuel smell		
Created By:	rsd	Date Created:	01/27/2003

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 10:45 AM

INFORMATION

Case Number: 467594

CRIS Case Number:		Case Type:	Vehicle Repair
Case Status:	Closed	Priority:	2 - Medium
Last Name:	Leonori	First Name:	Steven
Day Phone:	()	Ext:	
		Attachments:	
		CRIS Letters:	
Model:	IMPREZA	Model Year:	2002.0
VIN:	2C	VIN Prefix:	JF1GD2969
RO Number:		RO Date/Failure Date:	
Region/Dealer:	30/0	Company:	SUBARU OF AMERICA / PENN JERSEY REGION
		Manufactured Date:	06/27/2001
		Current Mileage:	
		RO Mileage/Failure:	
Subject:	PA - fuel smell in car		
Closed By:	hfu	Assigned To:	Fauce
Close Date:	01/27/2003 15:30:18	Contact Media Type:	Phone
		Follow Up Date:	
		CS Impact:	
		Alert:	
Created By:	hfu	Date Created:	01/27/2003 15:25:56
Last Modify By:	hfu	Last Modify Date:	01/27/2003 15:29:19

ISSUES

Case Number: 467594

Total - 1 Item

ISSUE # 1

Category: Vehicle
Reason: Odor/Smell

Status: Closed
Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail:

General - Fuel System

Occurrences:

Dealer States

Component Group:

Component Type:

Created By: hfac

Date Created: 01/27/2003 15:27:18

Last Modify By: hfac

Last Modify Date: 01/27/2003 15:27:18

NOTES

Case Number: 467394
Summary of Notes - 1 item

Action:	Call	Visibility:	Private
Subject:	cust called		
Note:	advising that he has a fuel smell in his car when starting cold in the morning. He advised that he has seen this on the internet. Advised I was not aware of anything and the dealer should inspect. He is planning on having dealer have car overnight.		
Created By:	bfu	Date Created:	01/27/2003 15:27:49

ADDRESSES

Case Number: 467594

Total - 1 Items

Type:	Mail To			
Address1:	11 Waldorf Lane			
Address2:				
Address3:				
City:	Scranton	State/Province:	PA	Zip Code: [REDACTED]
Created By:	hfu	Date Created:	27-JAN-03	
Last Modify By:	hfu	Last Modify Date:	27-JAN-03	

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 10:46 AM

INFORMATION

Case Number: 468647

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

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

Model: IMPREZA Model Year: 2002.0 Manufactured Date: 05/01/2001
VIN: 2C[REDACTED] VIN Prefix: JF1GG2968 Current Mileage: 11000
RO Number: RO Date/Failure Date: RO Mileage/Failure:
Region/Dealer: 40/651 Company: ROYAL SUBARU-ISUZU

Subject: Part Delay

Closed By: awoo Assigned To: Woodhull Follow Up Date:
Close Date: 02/20/2003 09:26:13 Contact Media Type: Phone CS Impact:
Alert:

Created By: awoo Date Created: 01/29/2003 16:13:30
Last Modify By: awoo Last Modify Date: 02/20/2003 09:24:59

ISSUES

Case Number: 468647
Total - 1 Item

ISSUE # 1

Category: Vehicle
Reason: Odom/Smell

Status: Closed
Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: Fuel Injection System

Occurrences:

Dealer States

Component Group:

Component Type:

Created By: swoo

Date Created: 01/29/2003 16:19:11

Last Modify By: swoo

Last Modify Date: 01/29/2003 16:19:11

NOTES

Case Number: 468647
Summary of Notes - 11 items

Action: Call **Visibility:** Private
Subject: cust called
Note: cust adv that he went to start his vehicle on 1/24/03 (11000) and the vehicle smelled badly of fuel. cust adv that he has taken the vehicle to the dir for repairs. cust adv that originally they said that the vehicle would need an intake gasket. cust adv that the dir has been waiting for a fuel line. cust adv that originally they said that they should have it in a few days. cust adv that now they have said that the vehicle will be down for another 14 days in order to get the part. cust adv that I should contact George SM. cust adv that there is an abundance of problems with this on the internet. cust adv that he would like subaru to reimburse him for a pmt on his vehicle because it will be down. adv that I will contact the dir for more information.

Created By: swoo **Date Created:** 01/29/2003 16:20:28

Action: Call **Visibility:** Private
Subject: Called dir
Note: and SW SA Pete Bergo who provided the following info: 1/24/03-opee RO#13261 110371ml. Cust stated fuel leak. SA adv that they confirmed the concern and found the fuel hose leaking. SA adv that they ordered the fuel hose and gaskets. SA adv that they rec'd the gaskets from Denver but the fuel hose is on national backorder. SW PM Thomas who provided the following info: PN# PN#807707130, ordered two fuel hoses for cust. Order#: dir order #C254, SDC order#1573775 Order date: 1/27/03. ordered VOR. ETA: 7-10 days from 1/29/03. A/P ADAM

Created By: pdou **Date Created:** 01/30/2003 14:53:23

Action: Call **Visibility:** Private
Subject: called Pic
Note: SW John who adv that both orders for this dir were recieved on 1/31/03 Friday.

Created By: swoo **Date Created:** 02/05/2003 10:18:32

Action: Call **Visibility:** Private
Subject: called dir
Note: SW SA Pete who adv that the parts arrived 1/31/03 and the vehicle was completed 2/3/03. Pete adv that when they thought that the parts were going to be far out they put the cust in a rental with Enterprise. Pete adv that the cust returned the vehicle and got another because he was displeased with the first. Pete adv that he has been trying to get Enterprise to give him an invoice so that he can close the ticket. Pete adv that they have not done so and he is going to close ticket and they will not be paid. Pete adv that the cust was OK.

Created By: swoo **Date Created:** 02/13/2003 09:40:29

Action: Call **Visibility:** Private
Subject: called cust
Note: L/M for cust to return my call.

Created By: swoo **Date Created:** 02/13/2003 09:44:30

Action: Call **Visibility:** Private
Subject: Cust called
Note: for Adam; I adv cust that Adam's at huch and fw cust to his VM. A/P Adam

Created By: ncor **Date Created:** 02/13/2003 13:27:54

Action: Call **Visibility:** Private
Subject: cust called
Note: L/M to return his call at 401-659-2705 or tomorrow at 404-688-9800.

Created By: swoo **Date Created:** 02/13/2003 14:34:58

Action: Call **Visibility:** Private
Subject: called cust
Note: recieved recording at 1rst #. L/M at second #.
Created By: awoo **Date Created:** 02/13/2003 14:37:51

Action: Call **Visibility:** Private
Subject: customer calling for Adam
Note: dropped call in VM and AP rep as FYI.
Created By: bgll **Date Created:** 02/13/2003 16:58:37

Action: Call **Visibility:** Private
Subject: cust called
Note: cust called, requested call back 404-429-1678 cell 9-2 @ 404-688-9800
Created By: awoo **Date Created:** 02/14/2003 07:51:00

Action: Call **Visibility:** Private
Subject: called cust
Note: cust adv that the parts arrived promptly. cust adv that he still gets a fuel smell when the vehicle is at a stop and the fan is pulling air from the outside. cust adv that he has noticed an abundance of these on the internet with the passenger side fuel rail leaking in cold temps. cust adv that he has not notified the dlr and has already put a \$1000 deposit on the STI 2004. cust adv that he doesn't want to be bothered anymore. cust adv that he will remain with Subaru and probably would have traded it anyway. cust adv that he buys a new Subaru every 2 yrs. 98 Forester, 2001 Forester, 2002 WRX, 2004 WRX STI
Created By: awoo **Date Created:** 02/20/2003 09:23:14

ADDRESSES

Case Number: 468607
Total - 1 Items

Type: Mail To
Address1: [REDACTED]
Address2:
Address3:
City: Atlanta State/Province: GA Zip Code: 30307
Created By: swcc Date Created: 29-JAN-03
Last Modify By: swcc Last Modify Date: 29-JAN-03

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 10:47 AM

INFORMATION

Case Number: 469293

CRIS Case Number:		Case Type:	Vehicle Repair
Case Status:	Closed	Priority:	2 - Medium
Last Name:	Hatem	First Name:	Michael
Day Phone:	0	Ext:	
		Attachments:	
		CRIS Letters:	
Model:	IMPREZA	Model Year:	2002.0
VIN:	2G [REDACTED]	VIN Prefix:	JF1GG2964
RO Number:		RO Date/Failure Date:	
Region/Dealer:	10/0	Company:	SUBARU OF NEW ENGLAND INC
Manufactured Date:		Current Mileage:	03/01/2001
		RO Mileage/Failure:	
Subject:	EMAIL: WRX Concerns		
Closed By:	pwa2	Assigned To:	Walker
Close Date:	01/31/2003 10:08:54	Contact Media Type:	Email
		Follow Up Date:	
		CS Impact:	
		Alert:	
Created By:	pwa2	Date Created:	01/31/2003 10:05:58
Last Modify By:	JE2	Last Modify Date:	04/17/2003 15:13:11

ISSUES

Case Number: 469293
Total - 1 Item

ISSUE # 1

Category: Vehicle
Reason:

Status: Closed
Resolution: Direct cast to dir

Customer Status

Topic: Engine/ Fuel System or Cooling System
Occurrences:

Topic Detail: General - Engine

Dealer Status

Component Group:

Component Type:

Created By: pwa2
Last Modify By: pwa2

Date Created: 01/31/2003 10:09:11
Last Modify Date: 01/31/2003 10:09:11

NOTES

Case Number: 469293
Summary of Notes - 6 Items

Action: Call **Visibility:** Private
Subject: EMAIL:
Note: My 2002 WRX has ~26,000 miles on it. It has 2 problems that the dealer was unable to diagnose and fix: 1. Extreme gas smell from under hood when cold (<20 deg F). The gas fumes emanate from the engine and enter cockpit via ventilation. I checked the engine when just started, and the fumes are worst just to starboard of the alternator. The car is also getting what I consider poor gas mileage (23 mpg highway) over the past few weeks. Note that it has been colder than normal during this period. 2. Occasionally, upon trying to start, the starter does not engage the flywheel. This only happens once; the second try works. Please explain. Otherwise I love my WRX. If there are any Tech bulletins on 2002 WRX, please advise. Thank, Mike Hatern First name: [REDACTED] last name: [REDACTED]

Created By: pwa2 **Date Created:** 01/31/2003 10:10:04

Action: Call **Visibility:** Private
Subject: SOA:
Note: Message 579120 has been updated and the following reply returned to insight@aol.net: 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. Your Subaru dealership may want to contact the Subaru dealer technical line for assistance. You may even ask to schedule an appointment to meet with tech District Subaru Representative. 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 #469293. Sephy Walker

Created By: pwa2 **Date Created:** 01/31/2003 10:11:06

Action: Comment **Visibility:** Private
Subject: Email 587051
Note: I own a 2002 WRX. Two questions: Turbo Cool Down: I understand there is a TSB or other document on this. Please provide your recommendations. Tech Service Bulletins: I would like to be able to access these, as I have had several niggling problems with this car, including occasional starter malfunction (no start and grinding on first try, which fortunately doesn't repeat), clutch linkage rubber stopper disintegrates (dealer fixed twice), 5 speed trans grinds especially going into 1st and 3rd, chirping noise in power train. Dealer has been unable to address some of this. Thanks, [REDACTED]

Created By: jll2 **Date Created:** 04/17/2003 14:51:25

Action: Comment **Visibility:** Private
Subject: Email 587053
Note: My car also has a severe fuel smell during cold weather. I would like to read this TSB without having to pay a subscription fee. Can you please send it by e-mail?

Created By: jll2 **Date Created:** 04/17/2003 14:52:05

Action: Comment **Visibility:** Private
Subject: Reply
Note: Dear [REDACTED]: Thank you for contacting Subaru of America, Inc. through our website. We rely on authorized Subaru dealerships to diagnose and repair our vehicles. All technical questions should be directed towards them to address. If you are currently experiencing problems with your vehicle - I would suggest to have an authorized Subaru dealership look at your vehicle. Please feel free to contact us if you have any further questions or concerns. We can be reached at 1-800-SUBARU3 (1-800-782-2783). Your Case # is 469293. Sincerely, John Li Customer Dealer Services/Subaru of America, Inc.

Created By: jll2 **Date Created:** 04/17/2003 15:03:11

Action: Comment **Visibility:** Private
Subject: Reply
Note: Dear [REDACTED] Thank you for contacting Subaru of America, Inc. Unfortunately, we are not able send out the TSB via email to customers. We utilize an order line (1-800-428-2278) to handle those requests. Please feel free to contact us if you

have any further questions or concerns. Sincerely, John LI Customer Dealer Services/Subaru of America, Inc.

Created By: jli2

Date Created: 04/17/2003 15:13:04

*Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

01/21/2004 8:35 AM

Case Number:	469306	Assigned To:	Don Hange
Contact Name:	Jason Lagger	Case Status:	Closed
Service Phone:	(419) 842-7845	Priority:	2 - Medium
Alert:		Date Closed:	01/31/2003
Region Dealer:	70/174		
Dealer Name:	YARK SUBARU		
Dir Address:	6019 W. Central Avenue Toledo, OH 43615		
VIN:	JP1GG2965 2H [REDACTED]	Prod Date:	04/25/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
EO Number:	470787	EO Date:	01/29/03
		Current Mileage:	17711
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrence:	Reproducible
Condition:	'02 WRX, Cust. sta. there is a strong fuel smell in the AM.		
Created By:	dban	Date Created:	01/31/2003
Journals (Total: - 1 item):			
	Gave Tech the part numbers for the hose & line and recommended lifting the intake to tighten the hose clamps on the return line.		
Created By:	dban	Date Created:	01/31/2003

* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

02/23/2004 8:35 AM

Case Number:	4675-00	Assigned To:	Tony Baban
Contact Name:	Dale Rosman	Case Status:	Closed
Service Phone:	(317) 848 8888	Priority:	3 - Low
Alert:		Date Closed:	01/31/2003

Region Dealer: 78/141
Dealer Name: TOM WOOD NISSAN, INC.
Dir Address: 4610B E 96TH ST INDIANAPOLIS, IN 46240

VIN: JF1GD2962 2C [REDACTED] **Prod Date:** 03/01/2001

Exclusion Spec: C
Model: **2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**
Engine Number: **Transmission:**

Engine Desc: 2.0 LITRE ENGINE, 4 CYLINDERS,

RO Number: 110528 **RO Date:** 01/16/03 **Current Mileage:** 14427

Failure Code/Description:

Keyword: Fuel Smell, **Occurrence:** Reproducible
Condition: cust complaint of fuel smell on cold start.

Created By: tsab **Date Created:** 01/31/2003

Journals (Total: 1 item):

tech is reporting he has received the replacement parts for this repair and they have been installed. the parts installed were a pipe and hose. he will be returning the car to the cust (salesman) and will evaluate.

Created By: tsab **Date Created:** 01/31/2003

* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

02/23/2004 9:35 AM

Case Number:	478384	Assigned To:	Jack Miska
Contact Name:	Dave Summers	Case Status:	Closed
Service Phone:	(714) 871-9300	Priority:	2 - Medium
Alert:		Date Closed:	02/04/2003
Region Dealer:	140/651		
Dealer Name:	RENICK SUBARU		
Dir Address:	1100 SOUTH EUCLID FULLERTON, CA 928322817		
VIN:	JF1GD2964 20 [REDACTED]	Prod Date:	04/01/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
EO Number:	104651	EO Date:	02/04/03
Failure Code/Description:		Current Mileage:	45681
Keywords:	Fuel Smell,	Occurrence:	[None]
Condition:	fuel smell from eng compartment		
Created By:	jmas	Date Created:	02/04/2003
Journals (Total: 3 Items):			
	i gave tech updated part numbers for the fuel return pipe and hose, also told him to have parts for them		
Created By:	jmas	Date Created:	02/04/2003
	spoke with kirk, dir is having trouble getting paid for this vehicle's repair. directed him to eds and deom for possible assistance.		
Created By:	tsab	Date Created:	03/11/2003

* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

02/13/2004 8:55 AM

Case Number:	472209	Assigned To:	Tony Saban
Contact Name:	Bob Maier	Case Status:	Closed
Service Phone:	(573) 443-0481	Priority:	3 - Low
Alert:		Date Closed:	02/11/2003
Region Dealer:	70/100		
Dealer Name:	SUBARU OF COLUMBIA		
Dir Address:	1200 I-70 Dr. Sw, Pab 1528 Columbia, MO 65203		
VIN:	JF1GD2961 2G308970	Prod Date:	06/05/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
EO Number:	95480	EO Date:	02/11/03
		Current Mileage:	28383
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrence:	Recurring
Condition:	cust complaint of cold temp, air fuel smell.		
Created By:	tsab	Date Created:	02/11/2003
Journals (Total: 1 Item):			
dlr sta the y ambient temps got warmer for a couple of days when they first got the car.they returned ti the cust and the temps got colder (low teens) again and he smelled the fuel again. will advise dlr of new parts, if not available then tighten the clamps until the new parts arrive.			
Created By:	tsab	Date Created:	02/11/2003

* Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals**

02/23/2004 9:36 AM

Case Number:	471558	Assigned To:	Jack Maske
Contact Name:	Jason Green	Case Status:	Closed
Service Phone:	(901) 373 2700	Priority:	2 - Medium
Alert:		Date Closed:	02/12/2003
Region Dealer:	40/229		
Dealer Name:	JIM KERAS BUICK SUBARU		
Dir Address:	Bx 280809/2080 Covington Pk Memphis, TN 38128		
VIN:	JF1GD2960 2 [REDACTED]	Prod Date:	03/01/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
EO Number:	234503	EO Date:	02/11/03
		Current Mileage:	25242
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrences:	[None]
Conditions:	fuel smell from eng compartment		
Created By:	jmas	Date Created:	02/12/2003
Journals (Total: 1 Item):			
I gave tech updated part numbers for the fuel return pipe and the hose. also told tech as a temp fix he can remove the intake and tighten the clamps.			
Created By:	jmas	Date Created:	02/12/2003

* Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals**

02/23/2004 8:36 AM

Case Number:	473681	Assigned To:	Jack Maske
Contact Name:	Nick Dykstra	Case Status:	Closed
Service Phone:	(616) 942-8040	Priority:	2 - Medium
Alert:		Date Closed:	02/12/2003
Region Dealer:	70/465		
Dealer Name:	GO SUBARU		
Dir Address:	4430 28th Street Se Kentwood, MI 49512		
VIN:	JF1GD2964 2G000000	Prod Date:	05/01/2001
Exclusion Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
EO Number:	53802	EO Date:	02/12/03
		Current Mileage:	24874
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrence:	[None]
Condition:	fuel smell from eng compartment		
Created By:	jmas	Date Created:	02/12/2003
Journals(Total: - 1 Item):			
	I gave tech updated part number for fuel return pipe and hose, also told him as a temp fix he can remove the intake and tighten the clamps.		
Created By:	jmas	Date Created:	02/12/2003

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 10:47 AM

INFORMATION

Case Number: 472779

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

Last Name: [REDACTED] First Name: [REDACTED] Attachments:
Day Phone: 0 Ext: [REDACTED] CRIS Letters:

Model: IMPREZA Model Year: 2002.0 Manufacture Date: 09/10/2001
VIN: 2C [REDACTED] VIN Prefix: JF1GD2967 Current Mileage: 29058
RO Number: RO Date/Failure Date: RO Mileage/Failure:
Region/Dealer: 70/470 Company: BACHMAN SUBARU-VOLKSWAGEN LLC

Subject: Sent Response 2/12/03 Webmaster Email

Closed By: kela Assigned To: Clark Follow Up Date:
Close Date: 02/20/2003 13:42:52 Contact Media Type: Email CS Impact:
Alert:

Created By: kela Date Created: 02/12/2003 14:27:15
Last Modify By: kela Last Modify Date: 02/20/2003 13:41:35

ISSUES

Case Number: 472779
 Total - 1 Item

ISSUE # 1

Category: Vehicle
 Reason: Odor/Smell

Status: Closed
 Resolution: Direct To Dtr

Customer States

Topic: Engine/ Fuel System or Cooling System
 Occurrence:

Topic Detail: General - Engine

Dealer States

Component Group:

Component Type:

Created By: kcla
 Last Modify By: kcla

Date Created: 02/12/2003 14:30:19
 Last Modify Date: 02/12/2003 14:30:19

NOTES

Case Number: 472779
 Summary of Notes - 6 items

Action: Call **Visibility:** Private
Subject: Email
Notes: "VIN: JF1GD29672K [REDACTED] Comment: I'm experiencing a raw fuel smell coming from the A/c. This happens in the mornings, on nights when it has been extremely cold (below 40 F). The A/C is turned on and the Vent is on the 'Fresh air' setting. The smell is very strong. If I switch the vent to 'recirculate' or switch the a/c off, the smell dissipates. Once I have driven for a 10-15 minutes, the smell disappears. I have spoken to quite a few WRX owners and they have reported experiencing the same. I would like to know if there has been any action for this/ similar problems. I was not able to replicate the problem at the dealer because by the time I get there, the car has been running for a good 30- 40 minutes. Please advise. Your help is greatly appreciated. Thanks, George"

Created By: kcls **Date Created:** 02/12/2003 14:35:40

Action: Call **Visibility:** Private
Subject: Sent Responses
Notes: "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. We would not know why you may be encountering an odor concern, since we are not actually inspecting the vehicle. We do rely on the expertise of the factory trained technicians at authorized Subaru dealerships to inspect, diagnose, and repair our vehicles, and would have to refer you to a dealer for this concern. The dealer must be able to duplicate the condition you describe to make a proper diagnosis and initiate a repair. Without duplicating the concern, the dealer cannot guess as to what may be the cause. If you do go to a dealer and would like us to follow up with the Service Manager while your vehicle is there, please let us know the name of the servicing Subaru dealer and the date of the appointment. If you have further questions, please contact our Customer/Dealer Services Center either by email or telephone (1-800-SUBARU3) and refer to case number 472779. Thank you again for allowing us the opportunity to address this matter. Sincerely, Kate Clark Subaru of America, Inc."

Created By: kcls **Date Created:** 02/12/2003 14:36:20

Action: Call **Visibility:** Private
Subject: 2nd Email from Cust
Notes: "Thank you for your response. I have been in discussion with many of other '02 and '03 WRX owners across the US, and a fair number of them have experienced this phenomenon. <http://forums.nasoc.com/forums/showthread.php?threadid=131755> The link above would take you to the North American Subaru Impreza Owners Club and directly to a discussion on this topic. It seems a lot of owners have come forward with this, and it has been acknowledged for some of them and fixed. I hope you will go through most of the messages on this link. The reason my dealer cannot replicate this is cause after driving 50 miles to get to the dealership, any traces of leaked fuel would have been vaporized. I haven't been able to leave my car overnight at the dealer because of distance and my job hours. I hope this helps you and you will look into the matter thoroughly. Thanks, George"

Created By: kcls **Date Created:** 02/19/2003 15:21:47

Action: Call **Visibility:** Private
Subject: TLs Reviewed
Notes: Denise S. sent this to be reviewed by Patti M. and Linda F. They suggested that we offer him a rental/loaner so the dealer can check it out. 1st, we should check the claims history and call the dealer to see if that would put us into any kind of a LI. situation. Once the car is at the dealer, we can call them and ask them to contact the techline once they have information from examining the vehicle. I see one claim in wty for 2/10/03 at 29058 miles for a cam belt tensioner and pulley adjustment. I will call the dir.

Created By: kcls **Date Created:** 02/19/2003 15:24:41

Action: Call **Visibility:** Private
Subject: Dir Info
Notes: I talked to Jim Carter in svc. He adv the cust was there on 2/10/03 for the cam belt concern, and then mentioned the intermittent burning fuel smell. Dir wasn't able to dupe the condition, and wasn't aware of this being a common concern. This was the only time the cust was there for this concern. Dir says the cust goes by George Matthews. I told the dir that we may offer to cover a rental while the cust leaves the veh overnight for inspection.

Created By: kcla Date Created: 02/19/2003 15:35:02

Action: Call Visibility: Private

Subject: Sent Response:

Note: "Dear [REDACTED] Thank you for your second message to Subaru of America, Inc. We appreciate you taking the time to write, and providing additional information regarding your 2002 Subaru WRX. We did contact the Service Manager at Bachman Subaru on your behalf. He confirmed that you were there on February 10, 2003 at 29058 miles for the intermittent burning fuel smell. As you had said, the dealer was not able to duplicate the condition, and found no problems with the vehicle regarding this concern. Because you state that this occurs in the morning (after a cold night), we would have to suggest that you leave your vehicle at the dealership overnight, so that they can try to duplicate the concern. As a gesture of goodwill, Subaru of America, Inc. will cover the cost of a rental for two days (at \$30 per day) while the dealer inspects your vehicle. You may either get the rental vehicle on your own, and then send us the bill for reimbursement (for two days at \$30 per day), or ask the dealer to arrange the rental and contact us for authorization. Please let us know when you will be returning to the dealership, so that we can follow up with the Service Manager while your vehicle is there. If you have further questions, please contact our Customer/Dealer Services Center at 1-800-SUBARU3 or via email and refer to case number 472779. Thank you again for contacting us regarding this matter. Sincerely, Kate Clark Subaru of America, Inc."

Created By: kcla Date Created: 02/20/2003 13:41:06

ADDRESSES

Case Number: 471779
Total - 1 items

Type: Mail To
Address1: [REDACTED]
Address2:
Address3:
City: Elizabethtown State/Province: KY Zip Code: [REDACTED]
Created By: kcla Date Created: 12-FEB-03
Last Modify By: kcla Last Modify Date: 12-FEB-03

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 11:53 AM

INFORMATION

Case Number: 473126

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

Last Name: Phillips First Name: Rick Attachments:
Day Phone: () Ext: CRIS Letters:

Model: IMPREZA Model Year: 2002.0 Manufactured Date: 06/27/2001
VIN: 2C VIN Prefix: JFIGD2968 Current Mileage:
RO Number: RO Date/Failure Date: RO Mileage/Failure:
Region/Dealer: 70/370 Company: RUDY LUTHER'S WHITE BEAR MOTR

Subject: email 580636... fuel smell...advised dr to work with Tech (new parts may be avail)

Closed By: drai Assigned To: Raiscar Follow Up Date:
Close Date: 05/01/2003 Contact Media Type: Phone CS Impact:
12:27:14 Alert:

Created By: drai Date Created: 02/13/2003 13:24:22
Last Modify By: drai Last Modify Date: 05/01/2003 12:27:16

ISSUES**Case Number:** 473126Total - 1 item

ISSUE # 1**Category:** Vehicle
Reason: Odor/Smell**Status:** Closed
Resolution: Advised Customer**Customer Status**

Topic: Engine/ Fuel System or Cooling System
Occurrence: One time occurrence**Topic Detail:** General - Fuel System**Dealer Status**

Component Group:**Component Type:**

Created By: drai
Last Modify By: drai**Date Created:** 02/13/2003 13:39:48
Last Modify Date: 02/13/2003 13:39:48

NOTES

Case Number: 473126
 Summary of Notes - 4 Items

Action:	Call	Visibility:	Private
Subject:	cust email		
Note:	Two weeks ago I had my 2002 WRX towed into Rudy Luther's Subaru in Bloomington, MN with a strong smell of fuel both in the car and under the hood. They rerouted some fuel lines under the manifold, and said a 'kit' would be available soon to fix the problem. What is the time frame for the availability of this kit?		
Created By:	dral	Date Created:	02/13/2003 13:39:09
Action:	Call	Visibility:	Private
Subject:	email 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 contact. Please understand that Subaru Dealerships obtain technical information and updates from a Subaru Technical Hotline that is restricted to dealer contact. Therefore, I will have to research this matter with Rudy Luther's Subaru in order to provide additional information about this fix. Once I follow-up with the dealership, I will update you by phone. We have documented your concerns in our Customer/Dealer Services Database. Should you wish to provide any additional information about this or any other matter, feel free to contact our Customer/Dealer Services Department at 1-800-SUBARU-3 (1-800-782-2783) and refer to the case number listed below. This will expedite the handling of your situation. Thank you for giving us the opportunity to be of service. Dawn Rainear Customer/Dealer Services Your Case Number: 473126		
Created By:	dral	Date Created:	02/13/2003 13:39:33
Action:	Call	Visibility:	Private
Subject:	called dir		
Note:	advised dir to work with Tech to get updated info, and call cust in if necessary. Advised SM, Bill Leigh to call me to confirm.		
Created By:	dral	Date Created:	03/10/2003 13:59:01
Action:	Call	Visibility:	Private
Subject:	emailed cust		
Note:	[REDACTED] Dear [REDACTED] have contacted Rudy Luther's White Bear Motors Subaru about your fuel smell concern. Though I am currently awaiting a return call from the Service Manager, I can provide you an update. The Subaru Technical Hotline works directly with each Subaru Dealership to provide updates on Subaru's latest technical bulletins and technical assistance, whenever necessary. Subaru of America, Inc. is aware of the concerns customers have expressed about a fuel smell from the exhaust of the Impreza WRX. We have been looking into the cause of this concern, and would like you to return to your local dealership for another repair attempt. I have advised the dealership to work with the Subaru Technical Hotline to resolve your problem, once you return for service. We hope to repair this problem expeditiously, and we apologize for any inconvenience you have suffered. Should you require additional assistance, feel free to contact us again. Thank you for this opportunity to be of assistance. Best wishes, Dawn Rainear Subaru of America, Inc. Customer/Dealer Services Case Number: 475847		
Created By:	dral	Date Created:	03/10/2003 14:16:51

ADDRESSES

Case Number: 473126
Total - 1 items

Type:	Mail To				
Address1:	[REDACTED]				
Address2:	[REDACTED]				
Address3:	[REDACTED]				
City:	Plymouth	State/Province:	MN	Zip Code:	55402
Created By:	dmi	Date Created:	13-FEB-03		
Last Modify By:	dmi	Last Modify Date:	13-FEB-03		

* Image not available. Please contact your administrator.

Subaru Technical Services
Case Report with Journals

02/23/2004 9:27 AM

Case Number:	474838	Assigned To:	Don Bangs
Contact Name:	Eric Hicks	Case Status:	Closed
Service Phone:	(804) 378 0260	Priority:	2 - Medium
Alert:		Date Closed:	02/19/2003
Region Dealer:	40/573		
Dealer Name:	PENCE SUBARU		
Dir Address:	11901 MIDLOTHIAN TURNPIKE MIDLOTHIAN, VA 23113		
VIN:	JF1GD2963 2G[REDACTED]	Prod Date:	05/01/2001
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:	RO Date:	Current Mileage:	
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrences:	Reproducible
Condition:	02 WRX, Tech reports raw fuel smell.		
Created By:	dban	Date Created:	02/19/2003
Journals (Totals - 1 Item)			
Provided Tech the part numbers for the hose and line and also discussed tightening the hose clamps.			
Created By:	dban	Date Created:	02/19/2003

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 1:25 PM

INFORMATION

Case Number: 475847

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

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: 2F[REDACTED] VIN Prefix: JF1GD2967 Current Mileage: 21000
RO Number: RO Date/Failure Date: RO Mileage/Failure:
Region/Denior: 20/244 Company: NORTH COUNTRY IMPORTS, INC.

Subject: webmaster email.... fuel smell WRX

Closed By: drai Assigned To: Rainear Follow Up Date:
Close Date: 05/01/2003 12:50:17 Contact Media Type: Phone CS Impact:
Alert:

Created By: drai Date Created: 02/25/2003 12:44:40
Last Modify By: drai Last Modify Date: 05/01/2003 12:51:16

ISSUES

Case Number: 475847
Total - 2 Items

ISSUE # 1

Category: Vehicle Status: Closed
Reason: Odor/Smell Resolution: Directed Customer to dk.

Customer Status

Topic: Exhaust or Emission Control Systems Topic Details: General - Exhaust System
Occurrences: Intermittent

Dealer Status

Component Group:	Component Type:
Created By: dral	Date Created: 02/25/2003 12:59:47
Last Modify By: dral	Last Modify Date: 02/25/2003 12:59:47

ISSUE # 2

Category: Dealer Issues Status: Closed
Reason: Resolution:

Customer Status

Topic: Quality of Service Topic Details: Ability to Diagnose Problem
Occurrences:

Dealer Status

Component Group:	Quality of Service	Component Type:	Ability to Diagnose Problem
Created By: dma2	Date Created: 02/26/2003 09:52:03		
Last Modify By: dma2	Last Modify Date: 02/26/2003 09:52:03		

NOTES

Case Number: 475847
Summary of Notes - 7 items

Action: Call **Visibility:** Private
Subject: cust email
Note: From [REDACTED] Friends, I was driving my 2002 wrx (21,000 miles on it) in extreme cold -20f in a very remote area, and got a bad smell of gas in the car. I was in a remote location so had to wait the weekend till dealers opened. I called two & they professed they never heard of such a thing. When weather was warmer 0 degeees I tied again and the smell had gone so I drove it home. I will call my dealer today. Very annoying as we had to make an unplanned layover of two days and the town had no car rental. I called Subaru roadside assistance and they did offer to tow the car. The Subaru WRX forums are full of threads/complaints on this specific problem <http://forums.nasIOC.com/forums/showthread.php?s=&threadid=314310&highlight=wrx+cold+gas+smell> <http://forums.nasIOC.com/forums/showthread.php?s=&threadid=138069&perpage=10&pagenumber=1>

Created By: drai **Date Created:** 02/25/2003 12:49:02

Action: Call **Visibility:** Private
Subject: email reply
Note: Dear [REDACTED] Thank you for visiting the Subaru Web site and for your message. I am sorry to learn of the circumstances that prompted your contact. Your local Subaru Dealership has access to the Subaru Technical Hotline, which updates dealerships on Subaru's latest technical bulletins and provides technical assistance, when necessary. Subaru of America, Inc. is aware of the concerns customers have expressed about a fuel smell from the exhaust of the Impreza WRX. When you speak with your dealership, please request the Service Manager review your concern with the Subaru Technical Hotline. If there are any technical updates on this matter, the hotline representatives are in the best position to inform the dealership. I would gladly make this request for you, but I do not have the necessary information about your vehicle. If you would like me to document or further research your concerns, I would need the VIN number of your Subaru, as well as its current mileage. Also, please be aware that aftermarket components can alter the odor and performance of your vehicle. Just as a reminder, if you have installed an aftermarket part that causes this odor, please understand that the repair would not be covered under warranty. If you wish to provide information or further discuss your concerns, feel free to reply to this message or call 1-800-SUBARU-3 (1-800-782-2783). Best wishes, Dawn Rainear Subaru of America, Inc. Customer/Dealer Services Case Number: 475847

Created By: drai **Date Created:** 02/25/2003 12:58:05

Action: Call **Visibility:** Private
Subject: Customer called to advise that he feels that he has a fuel concern
Note: The customer advised that that he is concerned that he has a possible fuel leak. The customer has seen so many contacts on the internet regarding this issue. The customer advised that he would like the specific service bulletin relating to this matter. I repeatedly directed the customer to the authorized dealership. The customer would like the specific bulletin information. I advised the customer to schedule an appt with the authorized dlr and we would follow up with the dealership regarding his concerns. The customer is the second owner of this vehicle. He purchased the vehicle used w/ approx 10,000 miles. I could not locate info in OIS the ownership records need to be updated.

Created By: dma2 **Date Created:** 02/26/2003 09:39:03

Action: Call **Visibility:** Private
Subject: Called dlr
Note: SW SA Vicky Durkin who provided the following info: I updated the VIN. The cust name is [REDACTED] I did not updated because I was worried I'd delete the phone numbers. 2/19/03 RO19963 18,854 When cool cust adv a raw gas smell outside the vehicle. - Dlr CND concern - Inspected all the fuel lines - Checked and tightened all fuel line clamps. January 2003 was the first time this dlr saw this vehicle 15k mile service A/P Deforia

Created By: rmd **Date Created:** 02/27/2003 11:19:07

Action: Call **Visibility:** Private
Subject: called dlr
Note: SM, Scott Stickle assisting cust, no vcmpl. Left detailed message with receptionist. Requested Scott call tech for customer's concern. Will call dlr again.

Created By: drai **Date Created:** 02/28/2003 10:57:11

Action: Call **Visibility:** Private
Subject: called cust
Note: left message on day phone advising that we do not release tech info to customers, but rely on dealer to retrieve updates from our Tech Dept. so that they will be able to locate, diagnose, and fix concern. I advised I recommend customer schedule appt, and in meantime I will alert SM to research matter with Techline, in order to be prepared for visit. I adv I will also have SM call him in after researching with Tech.
Created By: dm1 **Date Created:** 02/28/2003 11:07:24

Action: Call **Visibility:** Private
Subject: called dir
Note: sw Scott Sickle. Scott advised customer told them he will be going to a closer dir, so Scott will not call tech until customer actually makes appt, as cust may not be back. If customer calls, transfer to me... or find out where customer wants to make appt., and I will call dir to have them work with tech on potential fix.
Created By: dm1 **Date Created:** 02/28/2003 15:06:10

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 1:24 PM

INFORMATION

Case Number: 475848

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

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

Model: IMPREZA Model Year: 2002.0 Manufactured Date: 05/01/2001
VIN: 2G [REDACTED] VIN Prefix: JF1GD296X Current Mileage:
RO Number: RO Date/Failure Date: RO Mileage/Failure:
Region/Dealer: 90/182 Company: STEVEN IMPORTS

Subject: Send Response 2/23/03 Email 182243

Closed By: kcla Assigned To: Clark Follow Up Date:
Close Date: 02/25/2003 12:53:12 Contact Media Type: Email CS Impact:
Alert:

Created By: kcla Date Created: 02/25/2003 12:44:48
Last Modify By: kcla Last Modify Date: 02/25/2003 13:01:43

NOTES

Case Number: 475848
Summary of Notes - 5 Items

Action: Call **Visibility:** Private
Subject: Email 582243:
Note: "I own a WRX, which when it gets cold the heater blows gas fumes into the passenger compartment. Last winter I have my car serviced at Steven Subaru to correct this problem. Last summer I have added some part to the exhaust the performance of my WRX. Today is a cold day in Wichita and my heater started blowing gas fumes again. I took my WRX into Steven Subaru again and they want to charge me \$90.00 to look at it. I don't feel that there should be any charge for two reasons, 1. My WRX is still under warranty, 2. They did not fix the problem the first time so they should repair the problem at their expense. They claim that because my WRX has modifications that they say voids the warranty I have to pay to have my WRX fixed. I have read where several other people have this same problem. What is Subaru North America going to do about this? If this problem is not resolved I will be taking other actions. Please resolve this issue quickly. Thank you."

Created By: kcla **Date Created:** 02/25/2003 12:48:08

Action: Call **Visibility:** Private
Subject: Dir info:
Note: I talked to Gary Schaffer in svc. He says the cust (& wife) were there yesterday w/the fuel smell concern. Dir adv that if the fuel smell is due to modifications, then repairs would not be covered under wty. He stated that if smell was not related to modifications, then repairs would be covered. The cust became angry and left (took the veh w/o inspection). The wife stayed and was verbally abusive to the dir. Wife went home then called the GM at the dir to express her dissatisfaction. Dir wasn't allowed the opportunity to inspect and diagnose, and doesn't know the cause of the cust's concern at this time. I will send a response.

Created By: kcla **Date Created:** 02/25/2003 12:53:13

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. We would not know why you may be encountering a fuel smell concern, since we are not actually inspecting the vehicle. We do rely on the expertise of the factory trained technicians at authorized Subaru dealerships to inspect, diagnose, and repair our vehicles, and have contacted the Service Manager at [REDACTED] Subaru on your behalf. He advised that you were there yesterday for this concern, but did not allow the dealer the chance to inspect or diagnose the concern. The Service Manager stated that he did explain to you that if the concern was a result of any modification to the vehicle, then it would not be covered under warranty, but if it was not related to the modifications to the vehicle, it may be covered (depending on what specifically is happening and why). For more information regarding the warranty for your vehicle, please refer to your 2002 Warranty and Maintenance Booklet. If you do return to a dealer for inspection and would like us to follow up, please let us know when the appointment is scheduled. Please contact our Customer/Dealer Services Center either by email or telephone (1-800-SUBARU3) and refer to case number 475848, if you have further questions. Thank you again for allowing us the opportunity to address this matter. Sincerely, Kate Clark Subaru of America, Inc."

Created By: kcla **Date Created:** 02/25/2003 13:02:51

Action: Call **Visibility:** Private
Subject: cust called
Note: and adv that the vehicle has this smell but adv that it only does it when it is cold out. Cust adv that it has been getting warm out and that it does not do it when it is warm out. Cust adv that he has been on the internet and that the concern seems to be a common concern. I adv that we can not rely on the internet forums but adv that we can rely on our dirs to duplicate a concern first and then repairing it accordingly. I adv cust that I will look for a DSOM schedule and set up an appt where the DSOM can meet with him and try to duplicate the concern. Cust adv that this is fine but adv that it is getting warmer and that it is not doing it as much. I adv that this would be the next step.

Created By: nram **Date Created:** 03/05/2003 17:19:22

Action: Call **Visibility:** Private
Subject: email DSOM/ adv cust that dir must duplicate first!!!!
Note: Hi Jim, I have a customer who has a fuel odor concern with his vehicle when it is cold. Customer is concerned because it is getting warmer out and the odor is only when cold. Would you be willing to see customer and also when would be your

next visit to the dealer Steven Imports. Customers name is [REDACTED] and he owns a 2002 WRX. Thanks for your help.
Noel Ramirez Customer/Dealer Service Department 1-800-SUBARUJ 856-488-3172 856-661-2034 Fax

Created By:

nam

Date Created:

04/05/2003 10:55:44

ADDRESSES

Case Number: 475848
Total - 1 items

Type: Mail To
Address1: [REDACTED]
Address2: [REDACTED]
Address3:
City: Wichita State/Province: KS Zip Code: [REDACTED]
Created By: kcia Date Created: 25-FEB-03
Last Modify By: kcia Last Modify Date: 25-FEB-03



* Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals**

02/21/2004 8:57 AM

Case Number:	476881	Assigned To:	Tony Saban
Contact Name:	John Alvarado	Case Status:	Closed
Service Phone:	(512) 651 5922	Priority:	3 - Low
Alert:		Date Closed:	02/26/2003
Region Dealer:	90496		
Dealer Name:	GILLMAN SUBARU		
Dir Address:	6809 S Ih 35 Austin, TX 78744		
VIN:	JF1GG2969 20 [REDACTED]	Prod Date:	08/06/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
EO Number:	33102	EO Date:	02/26/03
Failure Code/Description:		Current Mileage:	31653
Keywords:	Fuel Small,	Occurrence:	One time occurrence
Condition:	cust complaint of fuel smell.		
Created By:	tsab	Date Created:	02/26/2003
Journals (Total: - 3 Items)			
cust experienced this yesterday am, it was below freezing. providing tech with part numbers for update hose and pipe.			
Created By:	tsab	Date Created:	02/26/2003
rec'd call from tech sts that part number ofr pipe is wrong, advised him to have his parts dept contact atlanta rd.			
Created By:	tsab	Date Created:	02/27/2003

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

Subaru Technical Services

Case Report with Journals

02/23/2004 8:37 AM

Case Number:	476514	Assigned To:	Jack Maslin
Contact Name:	TIM EVANS	Case Status:	Closed
Service Phone:	(513) 677 1800 320	Priority:	2 - Medium
Alert:		Date Closed:	02/27/2003
Region Dealer:	70/159		
Dealer Name:	BORCHERDING SUBARU		
Dir Address:	9542 KINGS AUTO MALL ROAD CINCINNATI, OH 45249		
VIN:	JF1GD2962 2G [REDACTED]	Prod Date:	07/01/2001
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:	6356	RO Date:	02/20/03
		Current Mileage:	39885
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrences:	[None]
Condition:	fuel smell		
Created By:	jmas	Date Created:	02/27/2003
Journals (Total: - 1 item):			
	i gave tech updated part numbers for new fuel line and hose		
Created By:	jmas	Date Created:	02/27/2003

* Image not available. Please contact your administrator.

Subaru Technical Services Case Report with Journals

02/23/2004 8:37 AM

Case Number:	476781	Assigned To:	Tony Sahen
Contact Name:	Chris Bowie	Case Status:	Closed
Service Phone:	(847) 884-6000	Priority:	3 - Low
Alert:		Date Closed:	02/27/2003
Region Dealer:	70/462		
Dealer Name:	SUBARU OF SCHAUMBURG		
Dir Address:	911 WEST HIGGINS ROAD SCHAUMBURG, IL 60195		
VIN:	JF1GD2966 2G [REDACTED]	Prod Date:	04/29/2000
Estimate Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
RO Number:	25902	RO Date:	02/25/03
		Current Mileage:	27156
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrence:	Recurring
Condition:	out complaint of fuel smell.		
Created By:	tsab	Date Created:	02/27/2003
Journals (Total: 1 item):			
tech sta this has been happening more recently with the colder weather in their area. he sta it has been below the 20's, advising tech of part numbers for the modified pipe and hose.			
Created By:	tsab	Date Created:	02/27/2003

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 1:26 PM

INFORMATION

Case Number: 476862

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: 07/12/2001
VIN: 2G [REDACTED] VIN Prefix: JF1GD2963 Current Mileage:
RO Number: RO Date/Failure Date: RO Mileage/Failure:
Region/Dealer: 900 Company: SUBARU OF AMERICA / CENTRAL REGION

Subject: CO - concern with fuel smell in car

Closed By: hfu Assigned To: Faunce Follow Up Date:
Close Date: 02/27/2003 16:22:13 Contact Media Type: Phone CS Impact:
Alert:

Created By: hfu Date Created: 02/27/2003 16:12:28
Last Modify By: hfu Last Modify Date: 02/27/2003 16:21:35

ISSUES

Case Number: 476862
 Total - 1 Item

ISSUE # 1

Category: Vehicle
 Reason: Odor/Smell

Status: Closed
 Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: General - Fuel System

Occurrences:

Dealer States

Component Group:

Component Type:

Created By: hfu

Date Created: 02/27/2003 16:14:09

Last Modify By: hfu

Last Modify Date: 02/27/2003 16:14:09

NOTES

Case Number: 476862
 Summary of Notes - 2 Items

Action: Call **Visibility:** Private
Subject: out e-mail
Note: Dear Subaru, I'm a very concerned WRX owner. When the outside temperature gets below freezing, I get a very strong gas smell in the cabin. After doing some research on the internet, I've found out this is a very well documented problem. I checked the my.subaru.com website to look for a recall or service program about it and found nothing. Why hasn't Subaru alerted their consumers about this? Very concerned customer, [REDACTED]
Created By: bifu **Date Created:** 02/27/2003 16:14:34

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 with your Subaru. 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 Manager and explain your situation. He would be in a better position to evaluate your concerns. We rely on our dealer network to diagnose any concerns with our vehicles. Thank you again for contacting Subaru of America, Inc.
Created By: bifu **Date Created:** 02/27/2003 16:16:55

ADDRESSES

Case Number: 476862
Total - 1 Items

Type: Mail To
Address1: [REDACTED]
Address2: [REDACTED]
Address3:
City: Denver State/Province: CO Zip Code: 80211
Created By: hfu Date Created: 27-FEB-03
Last Modify By: hfu Last Modify Date: 27-FEB-03

* Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals**

02/28/2004 8:57 AM

Case Number:	477851	Assigned To:	Jack Maska
Contact Name:	Ben Sabelhaus	Case Status:	Closed
Servicing Fleet:	(248) 547-8800	Priority:	2 - Medium
Alert:		Data Closed:	02/28/2003
Region Dealer:	70117		
Dealer Name:	HODGES IMPORTED CARS, INC.		
Dir Address:	23100 Woodward Avenue Ferndale, MI 48220		
VIN:	JF1GD2963 20 [REDACTED]	Prod Date:	07/02/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
EO Number:	37814	EO Date:	02/26/03
		Current Mileage:	49768
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrences:	[None]
Condition:	fuel leak		
Created By:	jmas	Date Created:	02/28/2003
Journals (Total: 1 Item):			
Created By:	jmas	Date Created:	02/28/2003

i gave tech updated part number for the fuel return pipe and the hose.