

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

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 1:28 PM

INFORMATION

Case Number: 477467

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 Manufactured Date: 04/01/2001
VIN: 2H[REDACTED] VIN Prefix: JF1GG2968 Current Mileage: 22409
RO Number: RO Date/Failure Date: RO Mileage/Failure:
Region/Dealer: 40/610 Company: PATRIOT SUBARU

Subject: Fuel smell - dir setting up for DSOM appointment. Case entered by Barry and Patti

Closed By: bhal Assigned To: Hall Follow Up Date:
Close Date: 04/17/2003 08:51:21 Contact Media Type: Phone CS Impact:
Alerts

Created By: bhal Date Created: 03/03/2003 10:55:04
Last Modify By: bhal Last Modify Date: 04/17/2003 08:51:15

NOTES

Case Number: 477467
Summary of Notes - 4 items

Action: Call **Visibility:** Private
Subject: Customer called about a repeat concern
Note: with a new fuel smell. Customer is an ex-Service Manager for GM and does not think it is "normal". Dealer tried to fix this "normal" condition with the vent valve repair. After customer reported that the concern still existed, dr. advised that they never duplicated the condition. Not sure why the dealer repaired a condition that they could not duplicate. Dr. stated that they would review with DSOM on next visit. Customer is okay with this, but it needs to be under a cold start to duplicate. Advised customer that we would take care of a rental so the car can be dropped of the night before. Customer agreed. Advised we would call back once we know when the DSOM would be at the dealer.

Created By: bhal **Date Created:** 03/03/2003 11:00:13

Action: Call **Visibility:** Private
Subject: Called dr
Note: SW SM who provided the following info: I adv the SM that we would be providing the cust with a free rental so I adv him to call us to let us know when the cust will be coming in to meet the DSOM. SM agreed to call for Barry. SM adv that they have contacted the cust and DSOM. The SM is talking to the DSOM to set up a date for the cust to come in. SM adv that in the cold weather when the vehicle is just started there may be a fuel smell because the car runs rich. SM adv that the computer systems are not up and the actual repair RO has not been filed yet. This is the RO when the part was ordered, 12/27/02 RO#00453 19,760 miles Cust came in adv of a fuel smell - On this date the part was ordered to replace the purge canister underneath the rear of the vehicle because it was full of fuel and was not supposed to be. SM adv that the cust adv that he had been filling the vehicle w/ gas beyond when the pump stops. He kept pulling until he saw gas filled to the top. The cust was adv to stop doing this A/P Barry

Created By: rmc2 **Date Created:** 03/04/2003 15:40:12

Action: Call **Visibility:** Private
Subject: rec'd call from Leon Yates
Note: who said that he test drove the veh this date (13 miles), started it cold and only smelled the normal exhaust smell, DSOM also said that the cust complained of an odor while the veh was at idle. DSOM reported NPF and also that the cust admitted to starting the veh w/ the blower fan on and may just have been smelling the fuel as the veh runs rich when 1st started. DSOM said that he previously drove the veh for a turbo lag concern and is of the opinion that the cust is trying to find something wrong w/ the car. DSOM did not create a contact report but did take a note that he insp'd the veh this date and his findings.

Created By: rpoz **Date Created:** 03/12/2003 10:15:07

Action: Call **Visibility:** Private
Subject: Called dealer
Note: Spoke with SM JR Ramsey who states that dealer ordered parts to complete TSB for veh. TSB includes a upgraded fuel hose under vehicles intake manifold. SM states when parts are in he will call customer. If problem persists SM states he will call me back. Gave SM my direct extension. Closing case pending cust. or dealer callback.

Created By: bhal **Date Created:** 04/17/2003 08:46:25

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 1:29 PM

INFORMATION

Case Number: 477575

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: 05/14/2001
VIN: 2[REDACTED] VIN Prefix: JF1GD2964 Current Mileage: 26000
RO Number: RO Date/Failure Date: RO Mileage/Failure:
Region/Dealer: 140/552 Company: STEWART SUBARU

Subject: * Clutch chatter concern

Closed By: pdou Assigned To: Douglas Follow Up Date:
Close Date: 03/05/2003 Contact Media Type: Phone CS Impact:
09:33:34 Alert:

Created By: pdou Date Created: 03/03/2003 12:38:54
Last Modify By: drun Last Modify Date: 01/07/2004 14:43:01

ISSUES

Case Number: 477575
 Total - 3 Items

ISSUE # 1

Category: Dealer Issues
 Reason: Incorrect

Status: Closed
 Resolution: Advised Customer

Customer Status

Topic: Workmanship/Repairs/Service
 Occurrence:

Topic Detail: Servicing/Repair Did Not Correct Condition

Dealer Status

Component Group:

Component Type:

Created By: pdou
 Last Modify By: pdou

Date Created: 03/03/2003 12:59:14
 Last Modify Date: 03/03/2003 12:59:14

ISSUE # 2

Category: Vehicle
 Reason: Abnormal Noise

Status: Closed
 Resolution: Advised Customer

Customer Status

Topic: Transmission/ Differential and Clutch
 Occurrence: [None]

Topic Detail: General - Clutch Components

Dealer Status

Component Group:

Component Type:

Created By: pdou
 Last Modify By: pdou

Date Created: 03/03/2003 13:00:31
 Last Modify Date: 03/03/2003 13:00:31

ISSUE # 3

Category: Vehicle
 Reason: Odor/Smell

Status: Closed
 Resolution:

Customer Status

Topic: Engine/ Fuel System or Cooling System
 Occurrence:

Topic Detail: General - Fuel System

Dealer Status

Component Group:

Component Type:

Created By: dnun

Date Created: 01/07/2004 14:42:24

Last Modify By: dnun

Last Modify Date: 01/07/2004 14:42:24

NOTES

Case Number: 477575
 Summary of Notes - 5 items

Action: Call **Visibility:** Private
Subject: Cust called
Note: Cust stated that he has a clutch chatter concern. Cust stated that dlr did not tell him that this is a common concern and that there is a svce bulletin for that. Cust stated tw other dirships adv him that there is a svce bulletin for the concern. Cust stated that now he contacted dlr again and SW Clyde who adv he would research the concern and get back to him. Adv cust that I would contact dlr on his behalf. Cust wanted me to wait on that and see if dlr would call back. Provided case#. If cust calls back, call dlr and adv of svce bulletin "Cold Clutch Judder" dated 1/15/03 # 03-51-02. Adv cust to schedule appt to have repairs performed. A/P Lillian

Created By: pdou **Date Created:** 03/03/2003 12:51:10

Action: Call **Visibility:** Private
Subject: Cust called
Note: Cust requested to speak to Petra, I advised that she was nto avail. The requests a call back.

Created By: jdec **Date Created:** 03/04/2003 17:35:20

Action: Call **Visibility:** Private
Subject: Called cust
Note: Cust adv that Clyde called back and he is ordering clutch parts. Cust adv that everything was fine. Adv cust to call back if he needed any more assistance. Cust thanked.

Created By: pdou **Date Created:** 03/05/2003 09:30:34

Action: Call **Visibility:** Private
Subject: DSOM's email
Note: Hi, Petra, I followed up with the dealer on this case. A few facts that the customer very conveniently failed to tell you would make a difference. The reason the dealer did not tell the customer about the service bulletin on the subject was that the bulletin had not yet come out when the customer brought up the issue. The car has been declared a total, and has a salvage title. If the records do not already reflect this, I suggest that it be verified via CARFAX, and the records updated to so reflect that. The first clutch was replaced on a retail basis, once the dealer found out about the salvage title. When that one went bad, it was replaced under a parts warranty, at no cost to the customer. The customer has verbally advised the dealer that the latest clutch has a chatter concern, but has not brought the car in for the dealer to verify. If, and when, that occurs, I have told the dealer that there is to be no warranty coverage for that condition, if the latest parts are in the car. If not, the dealer will call me, so we can determine if any such coverage is in order. At this point, you can close the file. Thanks, Larry

Created By: pdou **Date Created:** 05/12/2003 08:38:38

Action: Call **Visibility:** Private
Subject: cust called
Note: asking why wont the dlr wont cover a TSB that is a known problem-09-36-03 - fuel smell cust did advise that his vehicle did have some conditions on his title - found in CDS that the vehicle was a salvaged vehicle - even though the cust was within 3/36 - the vehicle has had all of its warranties voided - had the vehicle not been flagged and the dlr would of been able to reproduce the concern - the dlr would of been able to address it under 3/36 warranty- explained that to cust and I think he understood - cust asked if the same applied for recalls - advised cust that with recalls we are required to do them regardless of warranties

Created By: dmun **Date Created:** 01/07/2004 14:32:16

ADDRESSES

Case Number: 477575

Total - 1 Items

| | | | | | |
|-----------------|---------|-------------------|----|-----------|-------|
| Type: | Mail To | | | | |
| Address1: | | | | | |
| Address2: | | | | | |
| Address3: | | | | | |
| City: | Yakima | State/Province: | WA | Zip Code: | 98902 |
| Created By: | pkou | Date Created: | | 03-MAR-03 | |
| Last Modify By: | pkou | Last Modify Date: | | 03-MAR-03 | |

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 1:30 PM

INFORMATION

Case Number: 478761

| | | | |
|---------------------|--|-----------------------|---------------------|
| CRIS Case Number: | | Case Type: | Vehicle Repair |
| Case Status: | Closed | Priority: | 2 - Medium |
| Last Name: | Lewis | First Name: | Daniel |
| Day Phone: | 0 | Ext: | |
| | | Attachments: | |
| | | CRIS Letters: | |
| Model: | IMPERZA | Model Year: | 2002.0 |
| VIN: | 2 | VIN Prefix: | JF1GG2966 |
| RO Number: | | RO Date/Failure Date: | |
| Region/Dealer: | 10/180 | Company: | MAINE MALL SUBARU |
| Manufactured Date: | | Manufactured Date: | 05/01/2001 |
| Current Mileage: | | Current Mileage: | 20000 |
| RO Mileage/Failure: | | RO Mileage/Failure: | |
| Subject: | Cust to call back with appt date 3/6 - Gas smell | | |
| Closed By: | jl2 | Assigned To: | LI |
| Close Date: | 07/19/2003 11:05:47 | Contact Media Type: | Phone |
| | | Follow Up Date: | |
| | | CS Impact: | |
| | | Alert: | |
| Created By: | jl2 | Date Created: | 03/06/2003 12:11:01 |
| Last Modify By: | jl2 | Last Modify Date: | 07/19/2003 11:05:40 |

NOTES

Case Number: 478761
Summary of Notes - 1 Item

| | | | |
|--------------------|--|----------------------|---------------------|
| Action: | Call | Visibility: | Private |
| Subject: | Cust old | | |
| Note: | Cust states he is experiencing a fuel smell. Cust states it seems to occur when it is cold out. Cust states the dir has not been able to find anything wrong. Cust states he has learn from the internet that other people had similar concerns. Cust states the fix was to tighten 4 clamps on the fuel lines where the rubber and metal meet. Adv cust to schedule another appt with the dir. Adv try to schedule on a cold day. Adv cust to contact me back with appt date and I will follow up with the dir. | | |
| Created By: | JH2 | Date Created: | 03/06/2003 12:18:43 |

ADDRESSES

Case Number: 478761
Total - 1 items

Type: Mail To
Address1: [REDACTED]
Address2: Unit C
Address3:
City: Portland State/Province: ME Zip Code: 04101
Created By: jli2 Date Created: 06-MAR-03
Last Modify By: jli2 Last Modify Date: 06-MAR-03

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 1:38 PM

INFORMATION

Case Number: 480569

| | | | |
|---------------------|--|-----------------------|---------------------|
| CRIS Case Number: | | Case Type: | Vehicle Repair |
| Case Status: | Closed | Priority: | 2 - Medium |
| Last Name: | [REDACTED] | First Name: | Donald |
| Day Phone: | [REDACTED] | Ext: | work |
| | | Attachments: | X |
| | | CRIS Letters: | |
| Model: | IMPREZA | Model Year: | 2002.0 |
| VIN: | 2G[REDACTED] | VIN Prefix: | JF1GD2969 |
| EO Number: | | EO Date/Failure Date: | |
| Region/Dealer: | 30/154 | Company: | NITTS SUBARU |
| Manufactured Date: | | Current Mileage: | 05/01/2001 16000 |
| EO Mileage/Failure: | | | |
| Subject: | 10/28 - req'd dir credit - various recurrent concerns - excessive down time & service visits - | | |
| Closed By: | sho2 | Assigned To: | Hopf |
| Close Date: | 10/29/2003 16:23:58 | Contact Media Type: | Mail |
| | | Follow Up Date: | 09/29/2003 00:00:00 |
| | | CS Impact: | |
| | | Alert: | 2/10 |
| Created By: | bhal | Date Created: | 03/13/2003 10:19:10 |
| Last Modify By: | drun | Last Modify Date: | 12/12/2003 15:18:00 |

2/23/04

Topic: Rear of Vehicle

Topic Detail: General - Rear of Vehicle

Occurrences:

Dealer Status

| | | | |
|------------------|-----------------|-----------------|---------------------------|
| Component Group: | Rear of Vehicle | Component Type: | General - Rear of Vehicle |
|------------------|-----------------|-----------------|---------------------------|

Created By: sho2

Date Created: 10/29/2003 16:12:36

Last Modify By: sho2

Last Modify Date: 10/29/2003 16:12:36

ISSUE # 4

Category: Vehicle

Status: Closed

Reason: Erratic Operation

Resolution: DTM met w/customer

Customer Status

Topic: Accessories

Topic Detail: Air Conditioner Compressor

Occurrences:

Dealer Status

| | | | |
|------------------|-------------|-----------------|----------------------------|
| Component Group: | Accessories | Component Type: | Air Conditioner Compressor |
|------------------|-------------|-----------------|----------------------------|

Created By: sho2

Date Created: 10/29/2003 16:13:33

Last Modify By: sho2

Last Modify Date: 10/29/2003 16:13:33

ISSUE # 5

Category: Vehicle

Status: Closed

Reason: Slipping

Resolution: DTM met w/customer

Customer Status

Topic: Transmission/ Differential and Clutch

Topic Detail: General - Clutch Components

Occurrences:

Dealer Status

| | | | |
|------------------|---------------------------------------|-----------------|-----------------------------|
| Component Group: | Transmission/ Differential and Clutch | Component Type: | General - Clutch Components |
|------------------|---------------------------------------|-----------------|-----------------------------|

Created By: sho2

Date Created: 10/29/2003 16:15:38

Last Modify By: sho2

Last Modify Date: 10/29/2003 16:15:38

ISSUE # 6

Category: Vehicle

Status: Closed

Reason: Odor/Smell

Resolution: DTM met w/customer

Customer Status

Topic: Engine/ Fuel System or Cooling System

Topic Detail: General - Fuel System

Occurrences:

Dealer Status

Component Group: Exhaust or Emission Control Systems

Component Type: General - Emission Control Systems

Created By: sho2

Date Created: 10/29/2003 16:16:48

Last Modify By: sho2

Last Modify Date: 10/29/2003 16:16:48

ISSUE # 7

Category: Vehicle

Status: Closed

Reason: Abnormal Noise

Resolution: DTM met w/customer

Customer Status

Topic: Body Interior

Topic Detail: Dash Assembly Components

Occurrences:

Dealer Status

Component Group: Body Interior

Component Type: Dash Assembly Components

Created By: sho2

Date Created: 10/29/2003 16:17:51

Last Modify By: sho2

Last Modify Date: 10/29/2003 16:17:51

ISSUE # 8

Category: Vehicle

Status: Closed

Reason:

Resolution: DTM met w/customer

Customer Status

Topic: Body Exterior

Topic Detail: Window - Side

Occurrences:

Dealer Status

Component Group: Body Exterior

Component Type: Window - Side

Created By: sho2

Date Created: 10/29/2003 16:20:12

Last Modify By: sho2

Last Modify Date: 10/29/2003 16:20:12

ISSUE # 9

Category: Product Issues
Reason: Poor

Status: Closed
Resolution: Customer Comments (Notification Only)

Customer Status

Topic: Product Quality
Occurrences:

Topic Detail: Product Quality

Dealer Status

Component Group:

Component Type:

Created By: sho2
Last Modify By: sho2

Date Created: 10/29/2003 16:24:05
Last Modify Date: 10/29/2003 16:24:05

ISSUE # 10

Category: Product Issues
Reason: Poor

Status: Closed
Resolution: Customer Comments (Notification Only)

Customer Status

Topic: Product Operation/Performance
Occurrences:

Topic Detail: Performance Below Expectations

Dealer Status

Component Group:

Component Type:

Created By: sho2
Last Modify By: sho2

Date Created: 10/29/2003 16:24:43
Last Modify Date: 10/29/2003 16:24:43

ISSUE # 11

Category: Information
Reason:

Status: Closed
Resolution: Repurchase (Voluntary)

Customer Status

Topic: Financial
Occurrences:

Topic Detail: Trade - financial assistance request

Dealer Status

Component Group:

Component Type:

Created By: sho2
Last Modify By: sho2

Date Created: 10/29/2003 16:25:21
Last Modify Date: 10/29/2003 16:25:21

NOTES

Case Number: 480569
 Summary of Notes - 84 items

| | | | |
|--------------------|--|----------------------|---------------------|
| Action: | Call | Visibility: | Private |
| Subject: | Cust. called | | |
| Note: | Cust. states he is filing for lemon law. Cust. states that veh. still grinds when shifting into 2nd gear, veh. still has clutch judder or chatter, and rear suspension pops when driving around the turn. Cust. wants to know what options he has. Cust. stated he is open to Extend warranty/ swap car with 2002/ | | |
| Created By: | bhal | Date Created: | 03/13/2003 10:20:48 |
| Action: | Call | Visibility: | Private |
| Subject: | called dir | | |
| Note: | SW Sm Jack Sbarbon who adv that he will fax out all RO's and Urfeaa. SM adv he always have trouble facing at # 856-661-2031, so I adv him to fax it to 856-488-3299 @ my atm. Sm adv he will try to get that to me by the end of business today. AP Barry | | |
| Created By: | altamp1 | Date Created: | 03/17/2003 12:21:13 |
| Action: | Call | Visibility: | Private |
| Subject: | cust called for Barry | | |
| Note: | conferenced call. | | |
| Created By: | awoo | Date Created: | 03/18/2003 09:37:31 |
| Action: | Call | Visibility: | Private |
| Subject: | Cust. called | | |
| Note: | Cust. called and advised if we had reviewed the case. Advised customer that I am still waiting on documents from Flemington Subaru. | | |
| Created By: | bhal | Date Created: | 03/18/2003 09:43:34 |
| Action: | Call | Visibility: | Private |
| Subject: | called dir | | |
| Note: | SW SA Nancy Dank who adv she will fax over cust RO info asap, Attn Barry Hall 856 661 2031 AP Barry | | |
| Created By: | altamp1 | Date Created: | 03/18/2003 11:46:58 |
| Action: | Call | Visibility: | Private |
| Subject: | Received all RO's | | |
| Note: | Received RO's | | |
| Created By: | bhal | Date Created: | 03/20/2003 10:09:19 |
| Action: | Call | Visibility: | Private |
| Subject: | cust called for Barry | | |
| Note: | cust adv that he was looking for an update, adv that he has indicated that the fixes are received. checked desk. adv unable to review. offered VM trans VM A/P Barry | | |
| Created By: | awoo | Date Created: | 03/25/2003 14:55:05 |
| Action: | Call | Visibility: | Private |
| Subject: | Cust. called | | |
| Note: | left message/ stating he is going to file for NJ lemon law. A/P Judy York | | |
| Created By: | bhal | Date Created: | 04/01/2003 16:13:04 |

| | | | |
|--------------------|--|----------------------|---------------------|
| Action: | Call | Visibility: | Private |
| Subject: | cust called asking for Barry | | |
| Note: | advised Barry is at lunch. A/P Barry | | |
| Created By: | hfm | Date Created: | 04/03/2003 13:31:17 |
| Action: | Call | Visibility: | Private |
| Subject: | cust call for Barry | | |
| Note: | Barry unavailable, transf to Barry's voicemail. AP to Barry. | | |
| Created By: | sha | Date Created: | 04/04/2003 14:13:38 |
| Action: | Call | Visibility: | Private |
| Subject: | Cust called for Barry | | |
| Note: | conf. call. | | |
| Created By: | pbry | Date Created: | 04/07/2003 10:50:43 |
| Action: | Call | Visibility: | Private |
| Subject: | Cust. called | | |
| Note: | asking for a update on the case. Advised him that I should have a update by the end of the day. Will call cust. back. | | |
| Created By: | bhal | Date Created: | 04/07/2003 11:00:29 |
| Action: | Call | Visibility: | Private |
| Subject: | Called customer | | |
| Note: | Left message for customer Will call customer | | |
| Created By: | bhal | Date Created: | 04/07/2003 17:18:18 |
| Action: | Call | Visibility: | Private |
| Subject: | More info will be gathered for review.. | | |
| Note: | based on info at this time cust complaints have been about interior trim and noise concerns. | | |
| Created By: | jyr | Date Created: | 04/09/2003 10:45:16 |
| Action: | Call | Visibility: | Private |
| Subject: | Cust called | | |
| Note: | for Barry, and we accidentally were disconnected. | | |
| Created By: | noor | Date Created: | 04/10/2003 09:29:00 |
| Action: | Call | Visibility: | Private |
| Subject: | Cust old for Barry - into VM | | |
| Note: | | | |
| Created By: | jl2 | Date Created: | 04/10/2003 09:31:06 |
| Action: | Call | Visibility: | Private |
| Subject: | Cust old for status | | |
| Note: | AP to Barry and Judy. | | |
| Created By: | jl2 | Date Created: | 04/10/2003 14:22:34 |
| Action: | Call | Visibility: | Private |
| Subject: | Reviewed & called cust | | |
| Note: | Reviewed ROs and compiled summary. Called cust to get addl info. He explained that the veh. has also been to Flemington, where a lot of work has been done. He claims that Flemington told him they can't do any further repairs to the veh. under goodwill because SOA won't reimburse them for it. However, he doesn't feel this is goodwill, this is wty work | | |

and has yet to be repaired. As per cust, current concerns include: clutch shudders all of time when released, trans grinds into all gears but most noticeable into 2nd gear (up or down), constant whine from driveline which is worse after veh. fluids are warmed (no change with engine speed but does change with wheel speed), clunking/popping sound from rear of veh. when turning one way then another, bang from driveline when clutch is let out and veh. is "pushed" - cust calls it "driveline lash" (also worse when veh. fluids are warm.) Cust advised that updated clutchassy was installed, which resolved the clutch shudder for about 1 wk. Middlesex replaced sway bar & related parts which resolved the noise when turning for approx. 3k. Cust said Middlesex refuses to perform any further work on the veh. unless he waives liability for any damage, which he won't do. He said he would prefer a replacement or refund, has considered filing LL but is willing to work with us. He said he would also consider some compensation instead. He will send all of his documentation to my atm for review. I told him I would also request docs from Flemington, would be back to him next week.

Created By: sho2 Date Created: 04/18/2003 13:42:10

Action: Call Visibility: Private

Subject: Called Flemington

Note: Spoke to Diane Berry, SM @ Flemington. She is sending all docs via FedEx, should have Mon. or Tues. She advised dir will no longer perform any work on this veh. because the cust accuses the dir of damaging the veh. every time they have it. She said the last time she spoke to cust, he accused the tech of causing the CEL to come on. Tech had been checking the suspension of the veh., trying to locate the cause of the clunking/popping sound. The CEL had nothing to do with the techs work but the cust insisted that Diane "just admit that the dir screwed up". Diane refused and advised the cust he was no longer welcome at the facility. Middlesex advised the cust the same unless he signed waiver of liability.

Created By: sho2 Date Created: 04/18/2003 14:39:00

Action: Call Visibility: Private

Subject: Called Middlesex

Note: Left msg requesting the SM contact me. I have cust copy of ROs from dir but need the tech notes.

Created By: sho2 Date Created: 04/18/2003 14:43:22

Action: Call Visibility: Private

Subject: Rec'd docs from cust

Note:

Created By: odstemp Date Created: 04/22/2003 12:31:35

Action: Call Visibility: Private

Subject: Rec'd ROs from Flemington

Note:

Created By: odstemp Date Created: 04/22/2003 12:31:49

Action: Call Visibility: Private

Subject: cust called

Note: asked for susan b. explained not avail but explained to cust she has rec his info. —explained she is putting info. into summary form and will get back to him by the end of the week.

Created By: caug Date Created: 04/28/2003 13:34:03

Action: Call Visibility: Private

Subject: Cust called

Note: for Susan; I conferenced call.

Created By: acctx Date Created: 05/05/2003 13:55:35

Action: Call Visibility: Private

Subject: Cust call

Note: Discussed for some time. I apologized for the delay in completing review of service history, explained that it was very lengthy and additional time was needed to process & review ROs. Cust very frustrated because dirs won't service veh. - feels this renders wry useless. I explained both dirs advised they aren't comfortable servicing veh. because they have been accused of causing damage or concerns requiring further repairs. Cust feels this is unfair, that dirs should have to address wry concerns they cause and shouldn't have right to refuse further service because they are asked to take responsibility for

their mistakes. I told cust I could document his concerns but couldn't force the dir to accept the veh. for service. Cust's primary concerns are: (1) a/c isn't working well - longer it is run on hot & humid day, the more it cycles and the warmer the air gets. (2) Popping noise when turning right then left and (3) high-pitch whines have never been explained to him. If normal, he wants to know what it is & would like to test drive another WRX to confirm same conditions. (Whine is affected by vehicle speed - can hear it all of the time but it is present "even if you put the car in neutral when you're driving 40 mph".) (4) vehicle grinds/is hard to get into 2nd gear. (5) clutch intermittently shudders/slips. Says he feels the dirs don't want to work with him and the DSOM that last inspected veh. (Don Allen or Randy Jiminez) "forced and/or intimidated" dir employees into denying that they heard certain noises. Advised cust I would call him back this week after completing review.

Created By: sho2 Date Created: 05/05/2003 14:36:39

Action: Call Visibility: Private

Subject: Cust called

Note: and claims that the DSOM for Flemington Subaru intimidated the mechanics. Advised customer that we are currently reviewing his case.

Created By: bbal Date Created: 05/05/2003 15:01:33

Action: Call Visibility: Private

Subject: Update

Note: After reviewing with SDC, DD & PJR, it was decided that John L. & John D. would offer to meet w/cust and inspect @ Nitti's. They advised that the only date they have available to meet w/cust is 5/22. Called cust to advise, requested return call to discuss.

Created By: sho2 Date Created: 05/12/2003 13:24:28

Action: Call Visibility: Private

Subject: Rec'd Cust ltr & docs

Note:

Created By: cdtemp Date Created: 05/12/2003 14:43:03

Action: Call Visibility: Private

Subject: Cust cid for Susan

Note: Opted for VM.

Created By: jli2 Date Created: 05/13/2003 14:40:04

Action: Call Visibility: Private

Subject: Cust called for Susan

Note: Called Susan. Mistakenly transferred cust into her vmail without asking him more info.

Created By: pwa2 Date Created: 05/14/2003 14:04:47

Action: Call Visibility: Private

Subject: Update

Note: Rec'd notification from cust advising he considers veh. a lemon and requesting final repair attempt be made under NJ state LL statute. Called cust and advised that DSOM & RSOM from PJR are willing to meet with him at Nitti's on 5/22 @ 10am to discuss concerns and attempt final repair. Cust agreed. Advised cust that he would need to demonstrate concerns and provide any answers/add'l details needed to assist in investigation. Advised rental would be provided for him if veh. will be kept for repairs. Sent email to advise DSOM & RSOM of confirmation. Will have file copied and sent to both of them for review. Asked them to advise me if I need to contact Nitti's or if they will be handling.

Created By: sho2 Date Created: 05/14/2003 16:35:18

Action: Call Visibility: Private

Subject: RSOM update

Note: Was advised that DSOM will be making all arrangements with Nitti's

Created By: sho2 Date Created: 05/14/2003 16:42:28

Action: Call **Visibility:** Private

Subject: cust call

Note: advised he would like to speak to Susan. I adv she is unavailable and should be returning on tuesday. Cust requested a call back, would like to discuss the appointment with the docm, and to find out what else can be done. Cust would not provide me with any details. I adv cust I will put in request for a callback from Susan. Cust happy with that.

Created By: shes **Date Created:** 05/23/2003 14:41:06

Action: Call **Visibility:** Private

Subject: DSOM/RSOM update

Note: Cust had advised them of following repairs and they had following response: (1) A/C icing up - will address as per service bulletin 10-72-02 (2) driveline lash/whine - normal condition (3) trans. grinding - normal "notchy" trans. (4) groan noise from front suspension - couldn't duplicate (5) noise from rear when making turns - couldn't duplicate, will try again when other repairs are completed. (6) clutch judder - will address as per service bulletin 03-51-02r (7) ABS - pedal goes to floor - normal condition due to short wheel base (8a) over-powering fuel smell - will address as per 09-36-03 (8b) excessive coolant - advised cust to check when cold (8c) rattles - couldn't duplicate rattle from b-pillar, buzz behind dash gauges or in rear-window/seat/trunk area but will try when picking up following other repairs (8d) passenger side front window getting streaked - will clean grease off of stabilizer pad or replace pad all together. (8e) water inside rear window - normal condensation build up based on cabin vs outside ambient temps. All parts needed to repair are on order. Veh. to return to dir 6/9 for repairs. John Dale will meet w/cust after repairs, when he comes to pick up veh. and they will try to duplicate some of the issues that couldn't be demonstrated when they met initially.

Created By: sho2 **Date Created:** 05/27/2003 15:20:51

Action: Call **Visibility:** Private

Subject: Called cust

Note: Cust advised he was very satisfied & impressed with the knowledge, professionalism & approach of John Dale & John Lucasenhop. He wanted to discuss compensation once the veh. was repaired. I explained possibilities: SAS, refund of payments (he owns veh./no payments), etc. Cust was interested in trade assist. Explained I would discuss with dir when veh. was in for repairs on 6/9 but stressed that we wouldn't be able to cover all costs and that the difference between current veh. & replacement value may be more significant than he expects. He understands, appreciates me checking into this. Said he is just worried about the number of times the rear of the veh. has been taken apart & rebuilt. Cust again expressed gratitude regarding the way DSOM & RSOM treated him and addressed his concerns, said they went a long way towards restoring his faith in SOA. Appreciates my attention to his case as well and looks forward to resolution.

Created By: sho2 **Date Created:** 05/27/2003 15:50:25

Action: Call **Visibility:** Private

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

Subaru Technical Services
Case Report with Journals

02/23/2004 2:38 AM

| | | | |
|----------------------------------|---|-------------------------|-------------|
| Case Number: | 481236 | Assigned To: | Ram Sellers |
| Contact Name: | Bill Vogl | Case Status: | Closed |
| Service Phone: | (215) 885-8282 160 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 03/17/2003 |
| Region Dealer: | 30169 | | |
| Dealer Name: | GLANZMANN SUBARU | | |
| Dir Address: | 95 Old York Road Jenkintown, PA 19046 | | |
| VIN: | JF1GD2966 20 [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, | | |
| BO Number: | BO Date: | Current Mileage: | 22000 |
| Failure Code/Description: | | | |
| Keyword: | Fuel Smell, | Occurrences: | [None] |
| Condition: | fuel smell with the heat on | | |
| Created By: | red | Date Created: | 03/17/2003 |

* Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals**

02/23/2004 9:36 AM

| | | | |
|------------------------|---|----------------------|-------------|
| Case Number: | 486786 | Assigned To: | Ross Bolars |
| Contact Name: | Jr. Last | Case Status: | Closed |
| Service Phone: | (304) 255-1406 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 04/07/2003 |
| Region Code: | 40/660 | | |
| Dealer Name: | HOMETOWN SUBARU | | |
| Dir Address: | 109 APPALACHIAN DRIVE Beckley, WV 25801 | | |
| VIN: | JP1GG2968 2H [REDACTED] | Prod Date: | 04/01/2001 |
| Exclusion Spec: | C | | |
| Model: | **2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE** | | |
| Engine Number: | 216755 | Transmission: | |
| Engine Desc: | 2.0 LITRE ENGINE, 4 CYLINDERS, | | |

| | | | |
|-------------------|-----------------|-------------------------|-------|
| RD Number: | RD Date: | Current Mileage: | 23562 |
|-------------------|-----------------|-------------------------|-------|

Failure Code/Description:

| | | | |
|--------------------|-----------------------------|----------------------|------------|
| Keywords: | Fuel Smell, | Occurrences: | [None] |
| Condition: | fuel smell when extrem cold | | |
| Created By: | rsel | Date Created: | 04/07/2003 |

Journals (Totals - 1 Item):

the tech called because the engine number on his car is not even close to the bulletin. Tom will check on the engine number with FHI.

| | | | |
|--------------------|------|----------------------|------------|
| Created By: | rsel | Date Created: | 04/07/2003 |
|--------------------|------|----------------------|------------|

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 1:53 PM

INFORMATION

Case Number: 511029

CRIS Case Number:

Case Type:

Vehicle Repair

Case Status: Closed

Priority:

2 - Medium

Last Name:

First Name:

Attachments:

Day Phone:

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2002.0

Manufactured Date: 08/01/2001

VIN: 2C

VIN Prefix: JF1GD2961

Current Mileage:

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 10/0

Company: SUBARU OF NEW ENGLAND INC

Subject: Raw Fuel Odor Sent Response 6/24/03 Email 593087

Closed By: kcla

Assigned To: Clerk

Follow Up Date:

Close Date: 06/24/2003
15:06:20

Contact Media Type: Email

CS Impact:

Alert:

Created By: kcla

Date Created: 06/24/2003 14:49:32

Last Modify By: kcla

Last Modify Date: 06/24/2003 15:06:36

ISSUES

Case Number: 511629
 Total - 1 Item

ISSUE # 1

Category: Vehicle
 Reason: Odor/Smell

Status: Closed
 Resolution: Direct To Dlr

Customer Status

Topic: Engine/ Fuel System or Cooling System
 Occurrences:

Topic Detail: General - Engine

Dealer Status

Component Group:

Component Type:

Created By: kcia
 Last Modify By: kcia

Date Created: 06/24/2003 15:05:14
 Last Modify Date: 06/24/2003 15:05:14

NOTES

Case Number: 511029
 Summary of Notes - 2 Items

Action: Call **Visibility:** Private
Subject: Email 593087:
Note: "I had my vehicle in for the raw fuel smell problem last feb. It happened once after but I didn't complain again. Now I see a service bulletin about it. This should be a recall. this is very dangerous and I should have been notified of the "correct" fix for this problem.. the bulletin is 09-36-03 "
Created By: kcla **Date Created:** 06/24/2003 15:05:44

Action: Call **Visibility:** Private
Subject: Sent Response:
Note: "Dear [REDACTED] Thank you for your recent message to Subaru of America, Inc. We are sorry to learn of the difficulty you are experiencing with your 2002 Subaru WRX. Since we cannot perform a hands on inspection of your vehicle, we are not in a position to diagnose your fuel odor concern. 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 issue. Upon inspection, the dealer should be able to determine what is happening with your vehicle, and initiate a repair. The dealer would also have access to any service bulletins pertaining any verifiable condition and your Subaru vehicle. Service bulletins are not recalls or voluntary service campaigns. Service bulletins provide technical advice and repair techniques to authorized Subaru dealerships for a wide variety of Subaru vehicles and situations. We do understand your frustration with being faced with an unexpected repair, and appreciate your feedback. Your comments are valuable to us, and have been documented in our customer service database. Such information from customers is used in our continued efforts to improve products and services. If you do return to the dealership or have further questions, please contact our Customer/Dealer Services Center either by email or telephone (1-800-SUBARU3) and refer to case number 511029. Thank you again for allowing us the opportunity to address this matter. Sincerely, Kate Clark Subaru of America, Inc."

Created By: kcla **Date Created:** 06/24/2003 15:05:56

ADDRESSES

Case Number: 511029

Total - 1 items

| | | | | | |
|-----------------|-------------|-------------------|-----------|-----------|-------|
| Type: | Mail To | | | | |
| Address1: | [REDACTED] | | | | |
| Address2: | [REDACTED] | | | | |
| Address3: | [REDACTED] | | | | |
| City: | Londonderry | State/Province: | NH | Zip Code: | 03053 |
| Created By: | hfa | Date Created: | 06-NOV-01 | | |
| Last Modify By: | hfa | Last Modify Date: | 06-NOV-01 | | |

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 1:53 PM

INFORMATION

Case Number: 515215

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: 02/16/2001
VIN: 2G [REDACTED] VIN Prefix: JF1GG296X Current Mileage: 30100
RO Number: RO Date/Failure Date: RO Mileage/Failure:
Region/Dealer: 90/528 Company: SILVERTHORNE MOTORS

Subject: Parts Delay - Product Problems

Closed By: swoo Assigned To: Woodhull Follow Up Date: 08/12/2003 12:38:52
Close Date: 02/23/2004 10:26:42 Contact Media Type: Phone CS Impact:
Alert:

Created By: swoo Date Created: 08/07/2003 12:38:54
Last Modify By: swoo Last Modify Date: 02/23/2004 10:26:42

ISSUES

Case Number: 325215
 Total - 2 Items

ISSUE # 1

Category: Product Issues
 Reason:

Status: Closed
 Resolution: Logged Complaint

Customer States

Topic: Product Quality
 Occurrences:

Topic Detail: Premature Failure

Dealer States

Component Group:

Component Type:

Created By: nwoo

Date Created: 08/07/2003 12:41:52

Last Modify By: nwoo

Last Modify Date: 08/07/2003 12:41:52

ISSUE # 2

Category: Vehicle
 Reason: Fluid Leaks

Status: Closed
 Resolution: Noted Comments

Customer States

Topic: Engine/ Fuel System or Cooling System
 Occurrence: [None]

Topic Detail: General - Fuel System

Dealer States

Component Group:

Component Type:

Created By: hnel

Date Created: 01/27/2004 12:53:13

Last Modify By: hnel

Last Modify Date: 01/27/2004 12:53:13

NOTES

Case Number: 525215
Summary of Notes - 9 Items

Action: Call **Visibility:** Private
Subject: cust called
Note: cust adv that he previously owned a 98 Impreza Outback Sport. cust adv that the vehicle was sold to purchased this WRX with 1K miles on it pre-owned. cust adv that he has had numerous repairs to his vehicle which seem below Subaru quality. cust adv that the glove box broke. cust adv that the center consol has repeatedly had issues, cust adv that the seat cover fell apart and was replaced, cust adv of vibration in steering wheel at 65-75 mph. cust adv that he has experienced this with two sets of wheels and tires and had numerous dlr involved in addressing it with no resolution. cust adv that 10/02 the vehicle began grinding into 1st gear, cust adv that the synco was replaced in warr and the vehicle was done for 2 wks, cust adv that 5/03 the dlr replaced the synco and gear under warr 1.5 wks out of service. cust adv that he is now home in WI and is working with Somers (070-456) in having an axle seal and clutch judder concern addressed. adv that I will document his concerns. adv that if on his upcoming apt he needs assistance with the dlr to contact me.

Created By: awon **Date Created:** 08/07/2003 12:44:27

Action: Call **Visibility:** Private
Subject: Cust. called
Note: stated he has smelled a fuel smell from his veh. Cust. stated his veh is at the dlrshp. Cust. stated he was advised by the dlrshp that he should not drive the veh b/c of a major fuel leak and the veh. could catch on fire. Cust. stated the dlrshp advised him there is a TSB on this concern. I advised the cust. I would have Adam contact the dlrshp and speak w/ the SM. Cust. request why the dlr. need to be contact. I advised the cust. that we need to discuss the issues with the dlrshp and if need the DSOM would get involved. Cust. stated that he wants to know what action will be taken. I advised the cust. that we need to contact the dlr. to find out what is occurring with the veh. I advised the cust. his concern will be forward to Product Development. Cust. request what is his next step, cust. request if he could seek L.L. I advised the cust. I am not a L.L. expert and that we have people who specialize in L.L. I advised the cust. L.L. is different from state to state. I advised the cust. I would forward the info to Adam and have him contact the dlrshp and contact cust. back. Cust. supplied his cell number. I supplied cust with case number. up adam

Created By: hmei **Date Created:** 01/27/2004 12:55:12

Action: Call **Visibility:** Private
Subject: cust called
Note: reviewed notes, cust stated that his unit has been down a total of six weeks and wanted to know what will SOA do for him, adv cust that he would need to speak to Adam, trans call to vm, w/p

Created By: rfc **Date Created:** 01/29/2004 15:45:13

Action: Call **Visibility:** Private
Subject: called dlr (090-173)
Note: SW SM Tim who advised that the vehicle was brought in last 5/19/03 for trans repairs.

Created By: awoo **Date Created:** 01/29/2004 16:20:02

Action: Call **Visibility:** Private
Subject: called dlr (070-456)
Note: SW SM Gary Montag who advised that the vehicle was last in on 8/12/03 (30709 miles) axle seals leaking.

Created By: awoo **Date Created:** 01/29/2004 16:31:44

Action: Call **Visibility:** Private
Subject: called cust
Note: cust adv that he took the vehicle into 090-328 Silverthorne on Tuesday 1/27/04 (38000 miles) for a concern with fuel smells. cust adv that the dealer has stated that there are more leaks than originally suspected. cust adv that the repairs will be covered by the SAS that he has. cust adv that the dealer has told him that the vehicle has a major fuel leak which could be a potential fire hazard. cust adv that he wants to know if SOA would do anything to get him into another Subaru. adv that we would prefer to pursue every avenue in repairs to his vehicle. adv that is when the repairs are completed he would consider trading the vehicle than I can consider a small gesture as a loyalty incentive. advised that he should discuss trade and

purchase prices with the dir.

Created By: awo0 **Date Created:** 01/29/2004 16:34:41

Action: Call **Visibility:** Private

Subject: called dir (090-528)

Note: L/M for SM Brian Hartman to return my call.

Created By: awo0 **Date Created:** 02/03/2004 11:40:17

Action: Call **Visibility:** Private

Subject: dir called (090-528)

Note: SW SM Brian Hartman who advised that he has reviewed with SA Joba and found that the vehicle was brought in on 1/27/04 -1/30/04 completed. Brian advised that they found a fuel line leaking in accordance with a TSB. Brian advised that there was an issue with a part delay and the cust was provided with a loaner vehicle for 3 days. Brian advised that the cust was satisfied with the repairs to his knowledge. Brian advised that the repairs were performed as GW under PAR.

Created By: awo0 **Date Created:** 02/03/2004 12:03:47

Action: Call **Visibility:** Private

Subject: called cust

Note: # disconnected, closing case pending contact.

Created By: awo0 **Date Created:** 02/23/2004 10:26:05

ADDRESSES

Case Number: 523215

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Elm Grove

State/Province: WI

Zip Code: [REDACTED]

Created By: kcla

Date Created: 23-FEB-00

Last Modify By: kcla

Last Modify Date: 23-FEB-00

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 10:13 AM

INFORMATION**Case Number: 543592****CRIS Case Number:**
Case Status: Pending**Case Type:** Vehicle Repair
Priority: 2 - Medium**Last Name:** [REDACTED] **First Name:** [REDACTED] **Attachments:** X
Day Phone: [REDACTED] **Ext:** cell **CRIS Letters:****Model:** IMPREZA **Model Year:** 2002.0 **Manufactured Date:** 12/04/2001
VIN: 2 [REDACTED] **VIN Prefix:** JF1GG2964 **Current Mileage:** 39000
RO Number: **RO Date/Failure Date:** **RO Mileage/Failure:**
Region/Dealer: 70/218 **Company:** RAMSEY SUBARU-PONTIAC**Subject:** 6x's for CEL. Misfire on #1 cylinder. Alternator make buzzing noise. Awaiting ROs. DSOM to contact dealer and advise. 10/27: CEL on again. Customer no longer wants vehicle. No fix available. Under review.**Closed By:** **Assigned To:** Carr **Follow Up Date:** 11/15/2003 11:06:05
Close Date: **Contact Media Type:** Phone **CS Impact:**
Alert: Excessive Downtime**Created By:** when **Date Created:** 10/03/2003 11:06:05
Last Modify By: dnun **Last Modify Date:** 01/29/2004 14:27:45

ISSUES**Case Number: 543592****Total - 1 item**

ISSUE # 1**Category: Vehicle****Status: Open****Reason:****Resolution:*****Customer States***

Topic: Engine/ Fuel System or Cooling System**Topic Detail: General - Engine****Occurrence:*****Dealer States***

Component Group:**Component Type:**

Created By: when**Date Created: 10/03/2003 11:11:34****Last Modify By: when****Last Modify Date: 10/03/2003 11:11:34**

NOTES

Case Number: 543592
Summary of Notes - 26 items

Action: Call **Visibility:** Private
Subject: Customer called
Note: Customer states since his 35K service his car has been to the dealer 6 times because of problems with the car. Customer is not happy at this current service that he is going to have to pay his \$50 deductible for SAS. Customer states he has lost all faith in the car at this point. The car is at the dealer right now and he has been working with Cory - SA. Called dealer - spoke to Cory - SA. He did confirm the customers story and provided the following information; RO# 516991 Date of service - 08-08-03 Miles - 35K Completed 35K service, CEL was on. Code for cylinder misfire #1. Test drove. Could not duplicate. Cleared codes. RO# 517267 Date of service - 08-12-03 Miles - 35429 CEL - #1 misfire code, replaced fuel injectors and a coil. Test drove no issues. RO# 518474 Date of service - 08-27-03 Miles - 36067 CEL - per tech line reprogrammed ECM. RO# 519222 Date of service - 09-05-03 Miles - 36208 CEL - cylinder #1 is not carrying properly, fuel regulator problem, did repair and test drove for 2 days. No more problems. RO# 519885 Date of service - 09-12-03 Miles - 36435 Cruise control. Did not work. Replaced a switch. Waived SAS deductible. RO# 521253 Date of service - 10-03-03 Miles - 37400 Customer complains of a whining noise coming from the car. They have ordered a new alternator and will be replacing it today. Reviewed with Karen. She told me to get the RO's and A/P the case to her. Cory is going to fax over the RO's to my attention. Advised customer that we are waiting to get the RO's from the dealer and one of our SR Reps would be looking at the issue. Told him it might take us a few days. Provided case number.

Created By: when **Date Created:** 10/03/2003 11:12:18

Action: Call **Visibility:** Private
Subject: Sent e-mail to Scott Milhous
Note: Hi Scott, This case was forwarded to me for review, as Gerilyn is out of the office today. Based on the vehicle history, the first CEL repair was done outside of the LL period. The customer is stating 6x's CEL on. Would you please review this case with the dealer & advise. Thanks, Karen Quinn

Created By: kqui **Date Created:** 10/03/2003 11:45:29

Action: Call **Visibility:** Private
Subject: Rec'd e-mail from DSOM.
Note: Karen, Even though this repair seems unrelated to any of the others why don't we waive the SAS deductible again for the customer. Then make sure we follow up with the dealer and customer after the repair is done. Scott.

Created By: kqui **Date Created:** 10/03/2003 13:09:26

Action: Call **Visibility:** Private
Subject: cust called
Note: advised the new alternator that was replaced by Ramsey still makes noise when cold (buzzing). Cust adv he does not want to go back to the same dealer so he has not notified them. I suggested to cust to notify them since they did the repairs or at least contact any subaru dlr. I adv cust we are currently awaiting RO's from the dlr so that we can review the svc history on the vehicle. Cust was ok with and adv he will wait

for us to get back to him post-review

Created By: shas **Date Created:** 10/06/2003 14:09:37

Action: Call **Visibility:** Private

Subject: Called DSOM

Note: Spoke with Scott Milhous. Advised that the customer is still not satisfied with the alternator noise coming from the vehicle. DSOM advised that he would review this vehicle with the service manager and advise.

Created By: gear **Date Created:** 10/07/2003 14:42:37

Action: Call **Visibility:** Private

Subject: Called DSOM

Note: LM asking Scott to contact me.

Created By: gear **Date Created:** 10/08/2003 17:25:28

Action: Call **Visibility:** Private

Subject: cust called

Note: to get update. Adv Gerilyn is doing follow up and should have answer or update later today. Put to VM

Created By: ssam **Date Created:** 10/14/2003 11:22:05

Action: Call **Visibility:** Private

Subject: A/P Gerilyn

Note:

Created By: saam **Date Created:** 10/14/2003 11:23:14

Action: Call **Visibility:** Private

Subject: Called Dir

Note: Spoke with Dave Davis, Service Manager. Dave advised that the dealer replaced the alternator for a buzzing type noise on 9/30/03 at 37,400 miles. Dave advised that the customer has not indicated that he is not happy with the repairs. Advised that I would contact the customer and ask him to bring the vehicle in for inspection.

Created By: gear **Date Created:** 10/14/2003 11:24:03

Action: Call **Visibility:** Private

Subject: Callec Customer

Note: Advised customer that he needs to bring the vehicle back to the dealer for inspection. Customer indicated that he is hearing a buzzing noise which does go away when the car is warm. Customer also expressed disappointment with the overall performance of this vehicle. Customer advised that he will contact the dealer and set up an appointment and let me know when the appointment will be. Advised that I would follow-up with the dealer on that day. Customer was okay at this time.

Created By: gear **Date Created:** 10/14/2003 11:34:29

Action: Call **Visibility:** Private

Subject: Cust called

Note: conferenced to Gerilyn.

Created By: pdou **Date Created:** 10/27/2003 10:26:34

Action: Call **Visibility:** Private

Subject: Customer Called

Note: Customer advised that his CEL came on again over the weekend. Customer advised that the light came on and went off. Customer advised that he has not contacted the dealer. Recommended that he do so and advised that we would follow-up with the dealer. Customer indicated that he no longer wants this vehicle. Advised that we would review his service history and respond with our position.

Created By: gcar **Date Created:** 10/27/2003 10:29:02

Action: Call **Visibility:** Private

Subject: Sent Email to DSOM/RSOM

Note: Hi Scott- This customer contacted us this morning. His CEL came on again over the weekend. He is looking to get out of the vehicle. I directed him to the dealer to verify the code and advised that we would review his complete service history and respond with our position. Please review with the dealer and advise.

Created By: gcar **Date Created:** 10/27/2003 10:54:47

Action: Call **Visibility:** Private

Subject: DSOM Called

Note: Scott advised that he has contacted the dealer regarding this vehicle. Dlr will inspect and advise.

Created By: gcar **Date Created:** 10/27/2003 11:57:18

Action: Call **Visibility:** Private

Subject: Cust called

Note: Subaru technical is telling him that he will have to live with the concern. Cust would like to trade in the car for something else that Ramsey Subaru has on their lot. Wants Subaru to make sure the customer doesn't get he short end of the stick. A/P Gerilym

Created By: wclo **Date Created:** 10/28/2003 17:38:25

Action: Call **Visibility:** Private

Subject: Called dlr

Note: SW Jim in service asking him to fax over remaining ro's on vch.

Created By: cbez **Date Created:** 10/29/2003 11:48:05

Action: Call **Visibility:** Private

Subject: Cust called

Note: Transferred into Gerilyn's voice mail.

Created By: wclo **Date Created:** 11/03/2003 10:39:07

Action: Call **Visibility:** Private

Subject: Cust called

Note: for Gerilyn. Cust asked for call back. AP Gerilyn

Created By: pdou **Date Created:** 11/03/2003 17:05:37

Action: Call **Visibility:** Private

Subject: Cust called

Note: Transferred to Gerilyn

Created By: wclo **Date Created:** 11/04/2003 10:52:13

Action: Call **Visibility:** Private

Subject: Customer Called

Note: Customer advised that Ramsey again found a misfire on the # one cylinder. Customer advised that the dealer did not perform any repairs. Advised that we are in the process of reviewing his service history and wil contact him with our position. Customer was okay at this time.

Created By: gcar **Date Created:** 11/04/2003 10:54:20

Action: Call **Visibility:** Private

Subject: Called DSOM

Note: Spoke with Scott Milhous. Advised Scott that the customer is looking to get our of this vehicle. Scott is not aware of a fix at this time. Will review with ddal.

Created By: gcar **Date Created:** 11/05/2003 13:53:15

Action: Call **Visibility:** Private

Subject: cust called

Note: asking for Gerilyn advised cust that Gerilyn was not available - cust opted for voicemail

Created By: dnun **Date Created:** 11/10/2003 11:51:19

Action: Call **Visibility:** Private

Subject: Reviewed:

Note: with ddal. Dan recommended reviewing this file with service. Sent email to service for review.

Created By: gcar **Date Created:** 11/12/2003 11:14:00

Action: Call **Visibility:** Private

Subject: Called DSOM

Note: Spoke with Scott Milhous. Asked for an update on the status of this vehicle. Scott advised that he is working with service and will let me know as he gets more information.

Created By: gcar **Date Created:** 11/19/2003 18:42:34

Action: Call **Visibility:** Private

Subject:

Note: Per DSOM, this customer has not contacted the dlr. Pending customer contact.

Created By: gcar **Date Created:** 01/02/2004 15:18:04

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

Note: about TSB about the fuel smell - cust stated that the dlr advised that he was out of warranty and that SOA would not cover this repair - cust has Gold Plus SAS with a \$50 deductible - I placed cust on hold and researched if this would be covered under his policy - Joe M advised that if this is coded as it should be which is DEU - then SAS Gold Plus would cover it - and the cust would be entitled to the rental allowance - advised cust of this - directed cust to dlr - suggested that he speak to srvc mgr - if he had any problems they or he is to call us to further discuss - Cust asked about the TSB - cust stated that when he went to the dlr and asked they were very defensive - I apologized to cust for the impression that he might of gotten - advised that When SOA sends out a TSB it is not publicly announced - its meant for the dlr as a tool - however if a cust would be interested in attaining it they can contact our publications office and buy it - cust understood -

Created By: dnun**Date Created:** 01/29/2004 14:22:33

ADDRESSES

Case Number: 543592

Total - 1 Items

Type: Mail To

Address1: [REDACTED]

Address2: [REDACTED]

Address3:

City: Ames

State/Province: IA

Zip Code: [REDACTED]

Created By: when

Date Created: 03-OCT-03

Last Modify By: when

Last Modify Date: 03-OCT-03

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

Subaru Technical Services

Case Report with Journals

02/23/2004 9:38 AM

| | | | |
|-----------------------------------|---|-------------------------|------------|
| Case Number: | 55763 | Assigned To: | Jack Moska |
| Contact Name: | Mike Fahey | Case Status: | Closed |
| Service Phone: | (815) 363-3038 1 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 11/07/2003 |
| Region Dealer: | 70/101 | | |
| Dealer Name: | GARY LANG SUBARU-PONTIAC-CADIL | | |
| Dir Address: | 1103 S. Route 31 McHenry, IL 60050 | | |
| VIN: | JF1GD2963 2G [REDACTED] | Fred 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, | | |
| RO Number: | 206698 | RO Date: | 11/07/03 |
| | | Current Mileage: | 38835 |
| Failure Code/Description: | | | |
| Keywords: | Fuel Smell, | Occurrences: | [None] |
| Condition: | fuel smell | | |
| Created By: | jmas | Date Created: | 11/07/2003 |
| Journals(Total: - 1 Item): | | | |
| | i referred tech to service bulletin 09-36-03 for replacement of the fuel pipe and hose. | | |
| Created By: | jmas | Date Created: | 11/07/2003 |

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 3:26 PM

INFORMATION**Case Number: 561362****CRIS Case Number:****Case Status:** Closed**Case Type:** Vehicle Repair**Priority:** 2 - Medium**Last Name:****Day Phone:****First Name:****Ext:****Attachments:****CRIS Letters:****Model:** IMPREZA**VIN:** 2G**RO Number:****Region/Dealer:** 90/182**Model Year:** 2002.0**VIN Prefix:** JF1GD2962**RO Date/Failure Date:****Company:** STEVEN IMPORTS**Manufactured Date:** 01/18/2002**Current Mileage:** 30000**RO Mileage/Failure:****Subject:**

email

Closed By: dnun**Assigned To:** Nunez-Bolden**Follow Up Date:** 11/29/2003
14:26:54**Close Date:** 11/24/2003
14:59:59**Contact Media Type:** EMail**CS Impact:****Alert:****Created By:** dnun**Date Created:** 11/24/2003 14:26:52**Last Modify By:** dnun**Last Modify Date:** 11/24/2003 15:00:01

ISSUES

Case Number: 561362

Total - 1 item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Odor/Smell

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: General - Fuel System

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: dmun

Date Created: 11/24/2003 14:55:38

Last Modify By: dmun

Last Modify Date: 11/24/2003 14:55:38

NOTES**Case Number: 561362****Summary of Notes - 3 items****Action:** Call **Visibility:** Private**Subject:** email

Note: It was 22 degrees f today here in Wichita, Ks. My car sat outside for 2.5 hours while I attended church. After starting and warming it up for a few minutes, I proceeded to drive to the interstate highway and the 5 miles to our exit. When exiting the highway, I noticed a very strong raw gasoline smell in the cabin, heater on, fresh air selected. I thought it was another vehicle until I got home and parked in the garage and still smelled a strong gasoline odor. After looking in vain for a leak or evidence of one, I tried the internet. I found many posts on the NAIOC website and others about this problem. I looked in the area of the engine block on the passenger's side and there was a puddle of fuel. I will visit my dealer in the morning on the way to work for them to look at the problem. Has a permanent fix for this recurring problem been identified?" 608646

Created By: dnun **Date Created:** 11/24/2003 14:29:21**Action:** Call **Visibility:** Private**Subject:** called dlr

Note: there I spoke to James - he advised that the cust dropped off the vehicle about an hour ago and they are not disregarding anything the cust said -they are going to look at all of the areas that the cust mentioned

Created By: dnun **Date Created:** 11/24/2003 14:54:15**Action:** Call **Visibility:** Private**Subject:** reply

Note: Dear [REDACTED]: Thank you for contacting Subaru of America, Inc. We are sorry to learn of the circumstances with your 2002 Impreza WRX that have prompted your message. At this point in time, there are no technical service bulletins, service campaigns, or recalls have been issued in response to the condition you have described. Therefore, we must rely on the technical expertise of your local Subaru Dealership to duplicate and service this concern. I have taken the liberty of contacting James of the service department at Steven Imports Subaru and he has advised that they are currently diagnosing your concerns. James has advised that he would continue working towards resolving this matter for you. Thank you for taking the time to email Subaru of America, Inc. Should you have any additional questions or concerns, feel free to call our Customer/Dealer Services Department at 1-800-SUBARU3 (1-800-782-2783). Daisy Nunez-Bolden

Created By: dnun **Date Created:** 11/24/2003 14:55:22

ADDRESSES

Case Number: 561362

Total - 1 Items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Wichita

State/Province: KS

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 24-NOV-03

Last Modify By:

Last Modify Date:

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 3:27 PM

INFORMATION**Case Number: 564875****CRIS Case Number:**
Case Status: Closed**Case Type:** Vehicle Repair
Priority: 2 - Medium**Last Name:**
Day Phone:**First Name:**
Ext: Bus.**Attachments:**
CRIS Letters:**Model:** IMPREZA
VIN: 2G
RO Number:
Region/Dealer: 30/112**Model Year:** 2002.0
VIN Prefix: JF1GD2969
RO Date/Failure Date:
Company: MINOOKA MOTOR SALES, INC.**Manufactured Date:** 06/27/2001
Current Mileage: 37000
RO Mileage/Failure:**Subject:** Strong fuel smell // Cust may call back with appt info 12/5**Closed By:** wclo
Close Date: 12/19/2003
15:24:50**Assigned To:** Clough
Contact Media Type: Phone**Follow Up Date:** 12/10/2003
12:02:53**CS Impact:**
Alert:**Created By:** ncox
Last Modify By: wclo**Date Created:** 12/05/2003 12:02:54
Last Modify Date: 12/19/2003 15:23:32

ISSUES

Case Number: 564875

Total - 1 item

ISSUE # 1

Category: Vehicle
Reason: Odor/Smell

Status: Closed
Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System
Occurrence:

Topic Detail: General - Fuel System

Dealer States

Component Group:

Component Type:

Created By: ncox

Date Created: 12/05/2003 12:59:55

Last Modify By: ncox

Last Modify Date: 12/05/2003 12:59:55

ADDRESSES**Case Number: 564875****Total - 1 items**

Type: Mail To**Address1:** [REDACTED]**Address2:** [REDACTED]**Address3:****City:** Scranton**State/Province:** PA**Zip Code:** [REDACTED]**Created By:** ncox**Date Created:** 05-DEC-03**Last Modify By:** ncox**Last Modify Date:** 05-DEC-03

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 3:28 PM

INFORMATION**Case Number: 568235**

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: 2G [REDACTED] **VIN Prefix:** JF1GG296X **Current Mileage:** 50895
RO Number: **RO Date/Failure Date:** **RO Mileage/Failure:**
Region/Dealer: 10/141 **Company:** BURLINGTON SUBARU, INC.

Subject: Fuel hose - Supervisor call requested 12/17

Closed By: mgit **Assigned To:** Bryant **Follow Up Date:** 12/21/2003
10:23:10

Close Date: 12/18/2003 **Contact Media Type:** Phone **CS Impact:**
10:32:48 **Alert:**

Created By: pbry **Date Created:** 12/16/2003 10:23:10
Last Modify By: mgit **Last Modify Date:** 12/18/2003 10:33:04

ISSUES**Case Number: 568235****Total - 2 Items**

ISSUE # 1**Category: Vehicle**
Reason: Inoperative**Status: Closed**
Resolution:***Customer States***

Topic: Engine/ Fuel System or Cooling System
Occurrence: [None]**Topic Detail: Fuel Injection System*****Dealer States***

Component Group:**Component Type:****Created By: mgit**
Last Modify By: mgit**Date Created: 12/18/2003 10:28:07**
Last Modify Date: 12/18/2003 10:28:07

ISSUE # 2**Category: Dealer Issues**
Reason: Poor**Status: Closed**
Resolution:***Customer States***

Topic: Service Pricing and Convenience
Occurrence: One time occurrence**Topic Detail: Servicing Charges*****Dealer States***

Component Group:**Component Type:****Created By: mgit**
Last Modify By: mgit**Date Created: 12/18/2003 10:30:17**
Last Modify Date: 12/18/2003 10:30:17

NOTES**Case Number: 568235****Summary of Notes - 11 items****Action:** Call**Visibility:** Private**Subject:** Cust called

Note: he adv that the veh is at the dlrshp now; took in because of fuel smell in extremely cold temps. Adv that dlr told him repair is for the fuel pipes and that he is oow. He asked for review if parts would be covered under his SAS Gold Plus plan. I adv that I will contact dlr and will call back.

Created By: pbry**Date Created:** 12/16/2003 10:25:55**Action:** Call**Visibility:** Private**Subject:** SW Asst SM Sean Provose

Note: he adv that the veh came in yesterday and read tech notes; fuel injector hose under the intake manifold needs to be replaced. Must removed intake manifold to complete repair. I asked for PN to confirm coverage. He adv that the tech is out today and no part number has been assigned to the repair order yet. Adv that he would need to check w/ another tech for PN and will call back.

 SW Noel regarding coverage He adv that if the part is for the air asst fuel injector (small hose that runs under fuel injector pipe assembly) then covered under 3yr/36k, SAS Classic, Gold and Gold Plus.

Created By: pbry**Date Created:** 12/16/2003 10:35:43**Action:** Call**Visibility:** Private**Subject:** Sean Provose called

Note: provided part#'s 807707130 - hose 805913050 - clamp I adv that I will check PN and will call back.
 ***** Reviewed w/ Dawn Morris in claims. She adv that the part number for hose is not covered under SAS plans.

Created By: pbry**Date Created:** 12/17/2003 15:16:41**Action:** Call**Visibility:** Private**Subject:** Customer called to obtain an update**Note:** Emailed rep to provide a callback**Created By:** dma2**Date Created:** 12/17/2003 15:39:07**Action:** Call**Visibility:** Private**Subject:** Called cust

Note: reviewed that the hose pn being replaced in his veh is not covered by SAS plan. Cust stated that in his SAS plan it is noted that the fuel clamp is covered and he wanted me to check again about coverage. I put cust on hold to review w/ claims... *****

Reviewed in detail w/ Dawn Morris she adv that the fuel injector delivery hose is not covered under plan.

Created By: pbry**Date Created:** 12/17/2003 16:00:27

Action: Call **Visibility:** Private
Subject: SW SM Bill Hunter
Note: he reviewed repair of fuel hose and adv that cust has no service history w/ the dlrshp; that is why he did not offer goodwill.
Created By: pbry **Date Created:** 12/17/2003 16:24:45

Action: Call **Visibility:** Private
Subject: Cust called
Note: I reviewed part for fuel injector hose is not covered under plan. Cust stated that he is not satisfied w/ answer and wanted to go higher for response. He stated that he is aware that there is a TSB for the fuel injector repair on the veh. He stated that he does not believe the dlr did the repair properly and would like this issue addressed. I adv that TSB are for the dlr service department to instruct on specific repair issues. I adv that, the dlr would need to diagnose the veh first to determine the repair. I adv that the service dept has technical expertise to determine failure and appropriate repair. Cust requested supervisor call back. I adv call would be returned in 24-48hrs.
Created By: pbry **Date Created:** 12/17/2003 16:27:43

Action: Research **Visibility:** Private
Subject: Reviewed w/ TL Mark Gitto
Note: he asked that I call dlr to get pricing for parts and labor.
Created By: pbry **Date Created:** 12/17/2003 16:33:29

Action: Call **Visibility:** Private
Subject: SW Asst SM Sean
Note: he adv that part costs \$18.75 and labor \$131.35. Emailed Mark w/ update.
Created By: pbry **Date Created:** 12/17/2003 16:33:56

Action: Call **Visibility:** Private
Subject: called
Note: dealer, Burlington and spoke to Sean in service, He advised the repair will be made unter warranty at no charge to customer.
Created By: mgit **Date Created:** 12/18/2003 10:25:27

Action: Call **Visibility:** Private
Subject: called customer
Note: he is satisfied resolution to his concern and thanked me for following up with him. case closed
Created By: mgit **Date Created:** 12/18/2003 10:26:48

ADDRESSES

Case Number: 568235

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2: [REDACTED]

Address3:

City: Huntington

State/Province: VT

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 16-DEC-03

Last Modify By: Vantive User

Last Modify Date: 16-DEC-03

* Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals**

02/23/2004 8:39 AM

| | | | |
|----------------------------------|--|-------------------------|--------------|
| Case Number: | 563640 | Assigned To: | Don Hoops |
| Contact Name: | Darrell Madison | Case Status: | Closed |
| Service Phone: | (712) 366-9411 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 12/08/2003 |
| Region Dealer: | 90/446 | | |
| Dealer Name: | EDWARDS-ARCHER OLDS-CAD, INC. | | |
| Dir Address: | 1029 32nd Ave. Council Bluffs, IA 51501 | | |
| VIN: | JF1GD2964 2G [REDACTED] | Prod Date: | 06/01/2001 |
| 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: | 128598 | EO Date: | 12/08/03 |
| Failure Code/Description: | | Current Mileage: | 32973 |
| Keyword: | Fuel Smell, | Occurrence: | Reproducible |
| Condition: | '02 WRX, Tech reports a fuel smell. | | |
| Created By: | dban | Date Created: | 12/08/2003 |
| Journals (Total: 1 Item): | | | |
| | Referred Tech to the S/Bulletin for the fuel line. | | |
| Created By: | dban | Date Created: | 12/08/2003 |

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

Subaru Technical Services

Case Report with Journals

02/23/2004 8:39 AM

| | | | |
|-----------------------------------|---|-------------------------|-------------------|
| Case Number: | 567264 | Assigned To: | Jack Mehta |
| Contact Name: | Randy Adams | Case Status: | Closed |
| Service Phone: | (651) 481 0230 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 12/12/2003 |
| Region Dealer: | 70/370 | | |
| Dealer Name: | RUDY LUTHER'S WHITE BEAR MOTR | | |
| Dir Address: | 3525 North Highway 61 Vadasis Heights, MN 55110 | | |
| VIN: | JF1GD2963 2G | 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, | | |
| BO Number: | 157072 | BO Date: | 12/12/03 |
| | | Current Mileage: | 28018 |
| Failure Code/Description: | | | |
| Keywords: | Fuel Smell, | Occurrences: | [None] |
| Condition: | fuel smell on start up | | |
| Created By: | jmas | Date Created: | 12/12/2003 |
| Journals (Total - 1 Item): | | | |
| | I referred tech to service bulletin 09-36-03 for replacement of fuel pipe and hose. | | |
| Created By: | jmas | Date Created: | 12/12/2003 |

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 3:30 PM

INFORMATION**Case Number: 569325****CRIS Case Number:**
Case Status: Closed**Case Type:** Vehicle Repair
Priority: 2 - Medium**Last Name:**
Day Phone:**First Name:** Mike
Ext:**Attachments:**
CRIS Letters:**Model:** IMPREZA**Model Year:** 2002.0**Manufactured Date:** 04/30/2001**VIN:** 2**VIN Prefix:** JF1GD2967**Current Mileage:** 99000**RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer:** 140/674**Company:** NORM REEVES SUBARU**Subject:** fuel smell in cold weather**Closed By:** shas**Assigned To:** Hasan**Follow Up Date:** 12/23/2003
11:08:09**Close Date:** 12/18/2003
11:26:07**Contact Media Type:** Phone**CS Impact:****Alert:****Created By:** shas**Date Created:** 12/18/2003 11:08:09**Last Modify By:** shas**Last Modify Date:** 12/18/2003 11:26:00

ISSUES

Case Number: 569325

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Odor/Smell

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: General - Fuel System

Occurrence: Recurring

Dealer States

Component Group:

Component Type:

Created By: shas

Date Created: 12/18/2003 11:19:24

Last Modify By: shas

Last Modify Date: 12/18/2003 11:19:24

NOTES

Case Number: 569325

Summary of Notes - 1 item

Action: Call

Visibility: Private

Subject: cust called

Note: wtd to know if there is a bulletin or recall regarding fuel smell in cold weather. I adv cust there is a TSB on the subject. Cust wtd to know why a recall was not issued on it. I adv cust recalls are based on frequency of failure and other factors. I adv the mfr cannot avoid a recall if a concern meets a certain criteria. I adv cust that the concern must be verified according to the terms of the bulletin and then can be reviewed by dsom for gw assist, but with the high mileage i adv cust that it may not be possible. I adv cust fuel system defects are covered up to 3/36. Cust understood. I adv cust to have concern verified by dlr as a first step and to contact me if he needs further assist.

Created By: shas

Date Created: 12/18/2003 11:21:02

ADDRESSES

Case Number: 569325

Total - 1 items

Type: Mail To

Address1:

Address2:

Address3:

City: Fullerton

State/Province: CA

Zip Code: 92833

Created By: Vantive User

Date Created: 18-DEC-03

Last Modify By: Vantive User

Last Modify Date: 18-DEC-03

* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

12/23/2004 9:39 AM

| | | | |
|------------------------------------|---|-------------------------|--------------------|
| Case Number: | 569879 | Assigned To: | Jack Maslin |
| Contact Name: | Bob Thrower | Case Status: | Closed |
| Service Phone: | (970) 945-7447 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 12/17/2003 |
| Region Dealer: | 90/173 | | |
| Dealer Name: | RED MOUNTAIN SUBARU-NISSAN INC | | |
| Dir Address: | 2602 Glen Avenue Gletwood Springs, CO 81601 | | |
| VIN: | JF1GQ2967 2 [REDACTED] | Prod Date: | 01/10/2002 |
| Exclusion 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: | 43421 | RO Date: | 12/17/03 |
| | | Current Mileage: | 26605 |
| Failure Code/Description: | | | |
| Keyword: | Fuel Smell, | Occurrences: | [None] |
| Conditions: | fuel smell on start up | | |
| Created By: | jmas | Date Created: | 12/17/2003 |
| Journals (Total: - 1 Item): | | | |
| | i referred tech to service bulletin 09-36-03 for proper repair procedure. | | |
| Created By: | jmas | Date Created: | 12/17/2003 |

SUBARU

Complete SAMI Case Report

Monday, February 23, 2004 3:30 PM

INFORMATION

Case Number: 570767

CRIS Case Number:

Case Status: Closed

Case Type: Vehicle Repair

Priority: 2 - Medium

Last Name:

Day Phone:

First Name: Malis

Ext:

Attachments:

CRIS Letters:

Model: IMPREZA

VIN: 2

RO Number:

Region/Dealer: 40/506

Model Year: 2002.0

VIN Prefix: JF1GD2967

RO Date/Failure Date:

Company: BILL BRYAN SUBARU/WINTER PARK

Manufactured Date: 03/01/2001

Current Mileage: 47032

RO Mileage/Failure:

Subject:

Fuel Smell - TSB - Warr Coverage

Closed By: awoo

Close Date: 12/23/2003
13:56:27

Assigned To: Woodhull

Contact Media Type: Phone

Follow Up Date: 12/28/2003
13:48:35

CS Impact:

Alert:

Created By: awoo

Last Modify By: awoo

Date Created: 12/23/2003 13:48:38

Last Modify Date: 12/23/2003 13:58:20

ISSUES

Case Number: 570767

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Odor/Smell

Resolution: Directed Customer to Dealership

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: General - Fuel System

Occurrences:

Dealer States

Component Group:

Component Type:

Created By: awoo

Date Created: 12/23/2003 13:51:49

Last Modify By: awoo

Last Modify Date: 12/23/2003 13:51:49

NOTES

Case Number: 570767

Summary of Notes - 1 Item

Action: Call

Visibility: Private

Subject: cust called

Note: cust adv that he has read of a TSB for a fuel smell. cust adv that he has taken his vehicle to a dlr and they have advised him that there will be a diagnosis fee for inspecting the vehicle and he may be responsible for charges. cust asked if there is any coverage avail. explained that a TSB doesn't provide any additional coverage, explained that the dlr will diagnose the problem. explained that he is still with in PTW, Fed Ext Emis and Lifetime Seat belt. adv that the dlr will determine the coverage avail based on the failed part.

Created By: awoo

Date Created: 12/23/2003 13:52:32

ADDRESSES

Case Number: 570767

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Orlando

State/Province: FL

Zip Code: 32808

Created By: Vantive User

Date Created: 23-DEC-03

Last Modify By: Vantive User

Last Modify Date: 23-DEC-03

*Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals****01/23/2004 8:48 AM**

| | | | |
|----------------------------------|--|-------------------------|---------------------|
| Case Number: | 570791 | Assigned To: | Don Bangs |
| Contact Name: | Michael Boberg | Case Status: | Closed |
| Service Phone: | (775) 885-0400 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 12/23/2003 |
| Region Dealer: | 140486 | | |
| Dealer Name: | MICHAEL HOHL SUBARU | | |
| Dir Address: | 4444 North Carson Street Carson City, NV 89701 | | |
| VIN: | JF1GG296X 20 [REDACTED] | Prod Date: | 09/12/2001 |
| Emission Spec: | C | | |
| Model: | **2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE** | | |
| Engine Number: | | Transmission: | |
| Engine Desc: | 2.0 LITRE ENGINE, 4 CYLINDERS, | | |
| EO Number: | 106923 | EO Date: | 12/22/03 |
| | | Current Mileage: | 34333 |
| Failure Code/Description: | | One-time: | Reproducible |
| Keywords: | Fuel Smell, | | |
| Condition: | WRX, Tech reports a fuel leak under the intake. | | |
| Created By: | dban | Date Created: | 12/23/2003 |
| Journals (Total: 1 Item): | | | |
| | Referred Tech to the S/Bulletin for this condition, 09-36-03. | | |
| Created By: | dban | Date Created: | 12/23/2003 |

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 3:31 PM

INFORMATION**Case Number: 571025****CRIS Case Number:**
Case Status: Closed**Case Type: Vehicle Repair**
Priority: 2 - Medium**Last Name:**
Day Phone:**First Name: Jonathan**
Ext:**Attachments:**
CRIS Letters:**Model: IMPREZA**
VIN: 2
RO Number:
Region/Dealer: 70/421**Model Year: 2002.0**
VIN Prefix: JF1GG2968
RO Date/Failure Date:
Company: MID CITY NISSAN, INC.**Manufactured Date: 05/01/2001**
Current Mileage: 44000
RO Mileage/Failure:**Subject:****Fuel smell****Closed By: fric****Assigned To: Rice****Follow Up Date: 12/29/2003**
10:01:15**Close Date: 01/12/2004**
15:59:40**Contact Media Type: Phone****CS Impact:****Alert:****Created By: fric**
Last Modify By: fric**Date Created: 12/24/2003 10:01:16**
Last Modify Date: 01/12/2004 15:59:38

ISSUES

Case Number: 571025

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Inoperative

Resolution: Directed to dealer

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: ConsistentOdor/Smell-Fuel/Emissions

Occurrence: One time occurrence

Dealer States

Component Group:

Component Type:

Created By: fric

Date Created: 12/24/2003 10:03:40

Last Modify By: fric

Last Modify Date: 12/24/2003 10:03:40

NOTES**Case Number: 571025****Summary of Notes - 3 items****Action:** Call**Visibility:** Private**Subject:** cust called

Note: stated that he has a pre existing odor coming from his fuel, cust stated that in march of 03 he reported to dlr, cust also stated that he voiced his concerns to another dlr back in 2001 and 2002, I asked cust if he had any doc stating this problem cust adv only the one 2003, I then adv cust that he would have to have his unit inspected by dlr and that he would be respo for diagonse fee, adv cust after inspection we can explore options. gave cust case # to f/u if have questions or concerns.

Created By: fric**Date Created:** 12/24/2003 10:06:56**Action:** Call**Visibility:** Private**Subject:** Cust cld

Note: Cust states he has an appt on Tuesday (12/30) at the dlr. Adv cust I will let Fred know so he can followup with the dlr for the diagnosis. Cust states the dlr is not aware of the bulletin about the fuel smell. Adv cust Fred can contact the dlr on the appt date to verify the diagnosis and what type of action should take place. AP to Fred.

Created By: jli2**Date Created:** 12/24/2003 10:15:50**Action:** Call**Visibility:** Private**Subject:** cust called

Note: asking for Fred - advised cust that Fred was not available - I offered to assist - cust stated that he has the vehicle at the dlr today - he will be paying \$98 for the diag - The dlr has advised that the tsb will be able to address the concern and that they will be contacting their rep to request financial assistance - the repair will not take place till next week or so - Cust feels that he is getting the run around and that he tried while under warranty to have this addressed and feels that he shouldnt be penalized for the concern! Advised cust that I would forwd his concerns to Fred - advised that I would suggest to Fred that he give the rep an FYI about this case - advised cust that he has an open ongoing case with us and that he should in no way feel that he is getting the run around

Created By: dnun**Date Created:** 12/31/2003 11:04:00

ADDRESSES

Case Number: 571025

Total - 1 items

Type: Mail To

Address1:

Address2:

Address3:

City: Chicago

State/Province: IL

Zip Code: 60647

Created By: Vantive User

Date Created: 24-DEC-03

Last Modify By: Vantive User

Last Modify Date: 24-DEC-03

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 3:32 PM

INFORMATION**Case Number: 571034****CRIS Case Number:**
Case Status: Closed**Case Type: Vehicle Repair**
Priority: 2 - Medium**Last Name:** [REDACTED] **First Name:** [REDACTED] **Attachments: X**
Day Phone: [REDACTED] **Ext:** [REDACTED] **CRIS Letters:****Model: IMPREZA** **Model Year: 2002.0** **Manufactured Date: 05/01/2001**
VIN: 2[REDACTED] **VIN Prefix: JF1GD2968** **Current Mileage: 32000**
RO Number: **RO Date/Failure Date:** **RO Mileage/Failure:**
Region/Dealer: 90/525 **Company: MIKE SHAW SUBARU INC.****Subject: 4x's CEL / 12-24 Fax to dlr for addtl information.****Closed By: dwit** **Assigned To: Witt** **Follow Up Date: 01/15/2004 00:00:00****Close Date: 12/24/2003 10:41:40** **Contact Media Type: Phone** **CS Impact: X**
Alert: 2/10**Created By: dwit** **Date Created: 12/24/2003 10:17:35**
Last Modify By: dwit **Last Modify Date: 12/24/2003 08:59:33**

ISSUES

Case Number: 571034

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Fluid Leaks

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: Fuel Injection System

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: dwit

Date Created: 12/24/2003 10:20:30

Last Modify By: dwit

Last Modify Date: 12/24/2003 10:20:30

NOTES**Case Number: 571034****Summary of Notes - 1 item**

Action: Call**Visibility:** Private**Subject:** Alert from dealer

Note: 4x's in for fuel smell. Final repair appears to be 5-29-03 when they found seepage fro intake manifold fuel rail and hoses. Replaced lower intake manifold fuel rail and hoses per service bulletin. 4X's in for CEL (5/29/3, 6/12/3, 8/18/3 and 9/22/3) Codes have been P0442, P0171, P1443 and P1086. Appears they just cleared the codes in Sept. and returned the veh. Nothing came with the repair orders, so I have no idea if the light is back on again or what. I called the dealer and Al Rochaw, srv. mgr., is out today. SA not available right now. Nothing indicates why the file was sent to us. I'm sending a fax to Al to contact me soon as he gets back to work. CC to Dsom

Created By: dwit**Date Created:** 12/24/2003 10:21:26

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 3:34 PM

INFORMATION**Case Number: 571663**

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:** 04/01/2001
VIN: 2 [REDACTED] **VIN Prefix:** JF1GG2962 **Current Mileage:** 42000
RO Number: **RO Date/Failure Date:** **RO Mileage/Failure:**
Region/Dealer: **Company:**

Subject: vehicle complaint

Closed By: pdou **Assigned To:** Douglas **Follow Up Date:** 01/03/2004
16:09:44

Close Date: 12/29/2003 **Contact Media Type:** Phone **CS Impact:**
16:45:47 **Alert:**

Created By: pdou **Date Created:** 12/29/2003 16:09:44
Last Modify By: ssam **Last Modify Date:** 01/12/2004 10:33:58

ISSUES

Case Number: 571663

Total - 1 item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason:

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: General - Engine

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: pdou

Date Created: 12/29/2003 16:45:27

Last Modify By: pdou

Last Modify Date: 12/29/2003 16:45:27

NOTES

Case Number: 571663
Summary of Notes - 4 items

Action: Call **Visibility:** Private

Subject: Email#611494

Note: Despite the many problems I have had with my 2002 WRX, I have enjoyed being a Subaru owner. Until now. Today I detected a strong odor of fuel in the passenger compartment, and found your TSB #0936-03, dated 04/01/03, online. My local dealer wants to charge me \$250+ to correct a design flaw that has resulted in a safety issue because my vehicle is now at 42K miles and out of the bumper to bumper warranty period. If I had been notified of this safety issue in a timely manner, I would have been covered. Please respond with a resolution to this issue. Sincerely, [REDACTED] First name: [REDACTED] Last name: Shultz

Created By: pdou **Date Created:** 12/29/2003 16:10:30

Action: Call **Visibility:** Private

Subject: CDS

Note: no recalls, NCB 4/17/04

Created By: pdou **Date Created:** 12/29/2003 16:42:24

Action: Call **Visibility:** Private

Subject: Reply email

Note: Dear Mr. Shultz: 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 Impreza WRX. We rely on the expertise of the factory trained technicians at authorized Subaru dealerships to inspect, diagnose, and repair our vehicles. In order to follow up regarding your situation, we would need to know the name of your local Subaru dealership. Please understand that Technical Service Bulletins (TSBs) provide updated repair procedures to be distributed to authorized Subaru dealerships. They do not constitute recalls that would be performed on vehicles regardless of age and mileage. The New Car Basic Warranty provides coverage for a period of three years or 36,000 miles, whichever comes first. Regardless of this information, we would like to further review your situation and would need the dealership's information that has inspected your vehicle. Please contact our Customer/Dealer Services Center either by email or telephone (1-800-SUBARU3) and refer to case number 571663, if you have further questions. Thank you again for allowing us the opportunity to address this matter. Sincerely, Petra Douglas Subaru of America, Inc.

Created By: pdou **Date Created:** 12/29/2003 16:45:13

Action: Call **Visibility:** Private

Subject: Cust called

Note: to revisit issue of the leaking fuel smell and TSB and why recalls have not been issued on this problem. Restated info from email reply and adv him that TSB are repair procedures for dealers and do not dictate recall status. Adv parameters for recalls are very firm and that if the issue is deemed severe enough, NHTSA or SOA will issue recall or service program. He may send receipts in for repairs as he feels he is not spending a great deal of money on repairs on a 1st year model. He may purchase another Subaru in the future but would probably wait until the bugs are out of it. A/P Petra.

Created By: asam

Date Created: 01/12/2004 10:28:04

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

Subaru Technical Services

Case Report with Journals

02/23/2004 11:48 AM

| | | | |
|----------------------------------|--|-------------------------|--------------------|
| Case Number: | 973453 | Assigned To: | Jack Minkin |
| Contact Name: | Chris Bowie | Case Status: | Closed |
| Service Phone: | (847) 884-6000 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 01/05/2004 |
| Region Dealer: | 70/462 | | |
| Dealer Name: | SUBARU OF SCHAUMBURG | | |
| Dir Address: | 911 WEST HIGGINS ROAD SCHAUMBURG, IL 60195 | | |
| VIN: | JF1GG296X 2 | Prod Date: | 01/08/2002 |
| Exclusion Spec: | C | | |
| Model: | **2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE** | | |
| Engine Number: | | Transmission: | |
| Engine Desc: | 2.0 LITRE ENGINE, 4 CYLINDERS, | | |
| BO Number: | 33880 | BO Date: | 01/05/04 |
| | | Current Mileage: | 24880 |
| Failure Code/Description: | | | |
| Keyword: | Fuel Smell, | Occurrence: | [None] |
| Condition: | fuel smell | | |
| Created By: | jmas | Date Created: | 01/05/2004 |
| Journals(Total - 1 Item): | | | |
| | i referred tech to service bulletin D9-36-03 for proper repair. | | |
| Created By: | jmas | Date Created: | 01/05/2004 |

* Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals**

02/23/2004 9:48 AM

| | | | |
|-----------------------|---|----------------------|--------------|
| Case Number: | 513776 | Assigned To: | Ross Sellers |
| Contact Name: | Sam Pocket | Case Status: | Closed |
| Service Phone: | (503) 661 1200 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 01/06/2004 |
| Region Dealer: | 140/275 | | |
| Dealer Name: | GRESHAM SUBARU | | |
| Dir Address: | POB 33, 1925 E. Powell Gresham, OR 97030 | | |
| VIN: | JF1GG2968 20 [REDACTED] | Prod Date: | 07/24/2001 |
| Estimate 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: | EO Date: | Current Mileage: | 21422 |
| Failure Code/Description: | | | |
| Keywords: | Fuel Smell, | Occurrence: | [None] |
| Condition: | fuel smell from engine area, outside temps near 0 | | |
| Created By: | rscl | Date Created: | 01/06/2004 |
| Journals (Total - 1 Item): | | | |
| will do s/bulletin 09-36-03 | | | |
| Created By: | rscl | Date Created: | 01/06/2004 |

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

Subaru Technical Services

Case Report with Journals

02/23/2004 8:40 AM

| | | | |
|--|--|-------------------------|-------------------|
| Case Number: | 973873 | Assigned To: | Tony Sakem |
| Contact Name: | Jim Frazier | Case Status: | Closed |
| Service Phone: | (360) 757 2000 | Priority: | 3 - Low |
| Alert: | | Date Closed: | 01/06/2004 |
| Region Dealer: | 140/279 | | |
| Dealer Name: | SKAGIT RIVER FORD-SUBARU | | |
| DR Address: | Pob 1377, 680 Auto Blvd, Burlington, WA 98233 | | |
| VIN: | JF1GD2967 2G [REDACTED] | 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: | 129037 | EO Date: | 01/05/04 |
| | | Current Mileage: | 28265 |
| Failure Code/Description: | | | |
| Keywords: | Fuel Smell, | Occurrence: | Recurring |
| Conditions: | customer complaint of fuel smell | | |
| Created By: | tsab | Date Created: | 01/06/2004 |
| Journals (Total: - 1 items): | | | |
| tech is asking if service bulletin for hose replacement applies. engine number is 235395, this is before the listed number. advising the bulletin applies and he should repair accordingly. overnight temps are down to around 20F. | | | |
| Created By: | tsab | Date Created: | 01/06/2004 |

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 3:34 PM

INFORMATION**Case Number: 574025****CRIS Case Number:**
Case Status: Closed**Case Type:** Vehicle Repair
Priority: 2 - Medium**Last Name:**
Day Phone:**First Name:**
Ext:**Attachments:**
CRIS Letters:**Model:** IMPREZA
VIN: 2G
RO Number:
Region/Dealer: 90/119**Model Year:** 2002.0
VIN Prefix: JF1GD2963
RO Date/Failure Date:
Company: HUFFINES SUBARU**Manufactured Date:** 04/25/2001
Current Mileage: 35000
RO Mileage/Failure:**Subject:**

Piston slap

Closed By: dnun**Assigned To:** Nunez-Bolden**Follow Up Date:** 01/11/2004
14:51:48**Close Date:** 01/06/2004
15:20:11**Contact Media Type:** Phone**CS Impact:****Alert:****Created By:** dnun
Last Modify By: fric**Date Created:** 01/06/2004 14:51:50
Last Modify Date: 01/09/2004 11:38:54

ISSUES**Case Number:** 574025**Total - 3 items****ISSUE # 1****Category:** Vehicle**Status:** Closed**Reason:** Abnormal Noise**Resolution:*****Customer States*****Topic:** Engine/ Fuel System or Cooling System**Topic Detail:** General - Engine**Occurrence:*****Dealer States*****Component Group:****Component Type:****Created By:** dnun**Date Created:** 01/06/2004 15:18:32**Last Modify By:** dnun**Last Modify Date:** 01/06/2004 15:18:32**ISSUE # 2****Category:** Vehicle**Status:** Closed**Reason:** Odor/Smell**Resolution:*****Customer States*****Topic:** Engine/ Fuel System or Cooling System**Topic Detail:** General - Fuel System**Occurrence:*****Dealer States*****Component Group:****Component Type:****Created By:** dnun**Date Created:** 01/06/2004 15:19:45**Last Modify By:** dnun**Last Modify Date:** 01/06/2004 15:19:45**ISSUE # 3**

Category: Vehicle
Reason: Inaccurate

Status: Closed
Resolution: Advised Customer

Customer States

Topic: Engine/ Fuel System or Cooling System
Occurrence: One time occurrence

Topic Detail: Piston

Dealer States

Component Group:

Component Type:

Created By: fric

Date Created: 01/09/2004 11:17:36

Last Modify By: fric

Last Modify Date: 01/09/2004 11:17:36

NOTES

Case Number: 574025

Summary of Notes - 2 items

Action: Call **Visibility:** Private

Subject: cust called

Note: asking to have the vehicle towed - advised cust that we were not RSA -gave cust the number to RSA - cust asked who were we - advised that we were SOA' CDS dept- we handled related issues ...etc- cust stated that besides needing the vehicle towed to the dlr for a fuel smell he was also awaiting a DSOM meeting - per cust he has an engine knocking noise and an engine tapping sound from one side -cust wanted to know how to expedite that - advised cust that the dlr would arrange those - Placed cust on hold - called Bill Davis - he advised that he was aware of this cust and that he was 90% sure that he was to go to the dlr tomorrow - if not tomorrow then thursday - Bill asked that email case to him as an FYI advised cust of the probability of a DSOM being there in the next few days - suggested that he speak to Buzz Kelley the svrc mgr - connected caller to RSA - there Brian assisted

Created By: dnum **Date Created:** 01/06/2004 15:03:08

Action: Call **Visibility:** Private

Subject: Cust called

Note: stated that his unit has an piston slap when cold, cust also stated that when unit is hot he have a loud ticking noise, cust stated that dsom Bill Davis adv that he would cover after warr for piston slap if cust has future problems. cust stated that dlr was unable to dup ticking noise when unit is hot, I adv cust that dlr must dup ticking noise before they could began repairs, I adv cust that we would have to wait for dlr to dup concerns. cust understood.

Created By: fric **Date Created:** 01/09/2004 11:34:33

ADDRESSES

Case Number: 574025

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: LEWISVILLE

State/Province: TX

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 06-JAN-04

Last Modify By: Vantive User

Last Modify Date: 06-JAN-04

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 4:05 PM

INFORMATION**Case Number: 574147****CRIS Case Number:**
Case Status: Pending**Case Type: Vehicle Repair**
Priority: 2 - Medium**Last Name:**
Day Phone:**First Name:**
Ext:**Attachments:**
CRIS Letters:**Model: IMPREZA****Model Year: 2002.0****Manufactured Date: 09/21/2001****VIN: 20****VIN Prefix: JF1GD2968****Current Mileage: 26500****RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer: 10/261****Company: DAN PERKINS SUBARU, INC.****Subject: [LM for cust to f/u w/ dealer] cust call re clutch shudder and fuel smell inside veh****Closed By:****Assigned To: Ohnishi****Follow Up Date: 01/11/2004
16:55:57****Close Date:****Contact Media Type: OLP Survey CS Impact:
Alert:****Created By: hohm****Date Created: 01/06/2004 16:56:02****Last Modify By: ssam****Last Modify Date: 02/17/2004 17:30:48**

ISSUES

Case Number: 574147
Total - 5 Items

ISSUE # 1

Category: Vehicle **Status: Closed**
Reason: Erratic Operation **Resolution:**

Customer States

Topic: Transmission/Differential and Clutch **Topic Detail: General - Clutch Components**
Occurrence: Recurring

Dealer States

Component Group: **Component Type:**

Created By: hohn **Date Created: 01/06/2004 16:58:27**
Last Modify By: hohn **Last Modify Date: 01/06/2004 16:58:27**

ISSUE # 2

Category: Dealer Issues **Status: Closed**
Reason: **Resolution:**

Customer States

Topic: Workmanship/Repairs/Serviceing **Topic Detail: Service Unable to Duplicate Problem**
Occurrence: One time occurrence

Dealer States

Component Group: **Component Type:**

Created By: hohn **Date Created: 01/06/2004 17:00:57**
Last Modify By: hohn **Last Modify Date: 01/06/2004 17:00:57**

ISSUE # 3

Category: Vehicle
Reason: Odor/Smell

Status: Closed
Resolution:

Customer States

Topic: Body Interior
Occurrence: Recurring

Topic Detail: General - Body Interior

Dealer States

Component Group:

Component Type:

Created By: hohn
Last Modify By: hohn

Date Created: 01/06/2004 17:01:57
Last Modify Date: 01/06/2004 17:01:57

ISSUE # 4

Category: Dealer Issues
Reason: Poor

Status: Closed
Resolution:

Customer States

Topic: Service Staff
Occurrence: [None]

Topic Detail: Greeting/Overall Courtesy

Dealer States

Component Group:

Component Type:

Created By: hohn
Last Modify By: hohn

Date Created: 01/06/2004 17:09:18
Last Modify Date: 01/06/2004 17:09:18

ISSUE # 5

Category: Corporate Issues
Reason:

Status: Open
Resolution:

Customer States

Topic: Owner Loyalty/OIS/CustomerSatisfaction
Occurrence:

Topic Detail: Customer Survey Complaint

Dealer States

Component Group:

Component Type:

Created By: bhal

Date Created: 02/02/2004 13:46:16

Last Modify By: bhal

Last Modify Date: 02/02/2004 13:46:16

NOTES**Case Number:** 574147**Summary of Notes - 6 items****Action:** Call **Visibility:** Private**Subject:** call summary

Note: cust stated that he has two problems w/ his veh. cust stated that he brought his veh to the dealer 12/03 to have his clutch shudder problems addressed. cust stated that the dealer was unable to duplicate the veh problem. cust stated that he took his veh to the dealer and left it there overnight, since the clutch shudder issues seem to occur when the veh is cold. cust stated that he is aware of this being a known subaru veh issue. cust stated that a loaner veh was not offered or made available for him. cust stated that he will not bring his veh to the dealer unless he has confirmed that he has a veh available. cust stated that there is a fuel smell inside the cabin - when the climate control is set to vent in outside air. cust stated that this happens mostly in moderate outside temps. cust stated that he is aware of this being a known subaru veh issue. i adv the cust that i will f/u w/ the dealer. cust prefers to be contacted via email, since he is a physician and it will be very difficult to contact him during the day, or for him to return our call.

Created By: hohn **Date Created:** 01/06/2004 17:14:02**Action:** Call **Visibility:** Private**Subject:** sw SM Pete Fox

Note: SM stated that the cust brought in his veh in 12/03 bec the cust stated that he had difficult getting the veh into 1st gear. SM stated that he test drove the veh and there was nothing wrong w/ the veh. SM stated that the cust had brought in the veh in 7/03 bec the cust had stated that the clutch is not working properly. i adv the SM that the cust had stated that his veh has a clutch shudder and that there was a fuel smell. i adv the SM that the cust was not able to get a loaner veh when he had brought in his veh for service. SM stated that the dealer does have loaner veh, but none were available when the cust came to the dealer. i asked the SM if the cust schedules his veh diagnosis, will the cust be able to get a loaner veh? SM stated that the cust should f/u w/ him and that they will take care of him.

Created By: hohn **Date Created:** 01/12/2004 08:57:34**Action:** Call **Visibility:** Private**Subject:** LM for cust

Note: Adv the cust to f/u w/ SM Pete Fox and schedule a service appoint to diag his veh and confirm the availability of a loaner veh.

Created By: hohn **Date Created:** 01/15/2004 15:28:14**Action:** Call **Visibility:** Private**Subject:** Service Survey SNE Week of 1/16/04

Note: Dealership: 010-261 DAN PERKINS SUBARU, INC Brought car in for "clutch judder" as described in TSB (03-51-02R). Went to extra inconvenience to drop car off overnight so cold conditions could be reproduced. Despite several phone conversations with service personnel, they were unable/unwilling to fix clutch as described in above TSB. Customer: [REDACTED] Phone: [REDACTED] Address: [REDACTED] Aspen Glen Dr., Hamden, CT [REDACTED] VEH: IMPREZA SEDAN AWD Model Code: 2JC VIN: JF1GD29682C [REDACTED] Repair Order: 119343 A Repair Date: 12/09/03 Service Advisor: MESIDOR

MARC Alert ID: 20040116539

Created By: bhal **Date Created:** 02/02/2004 13:45:36

Action: Call **Visibility:** Private

Subject: cust called

Note: for status of loaner vehicle. was understanding that he was supposed to be waiting for us to get back to him on loaner availability. Adv him our notes indicate the exact same thing that he was supposed to do. Adv there had been no progress due to mis understanding. adv I would call dlr. He does not want to leave veh in for another diagnostic, wants veh fixed per TSB. Adv would need to check with dlr to get approval. Placed on hold to Call dlr.

Created By: ssam **Date Created:** 02/17/2004 16:07:14

Action: Call **Visibility:** Private

Subject: Called dlr 010-261

Note: Pete Fox is gone for the day but should be in tomorrow. A would have Hiroshi call tomorrow and confirm whether dlr can perform work from TSB under wty or if they need to get approval or have problem diagnosed. A/P Hiroshi

Created By: ssam **Date Created:** 02/17/2004 16:12:15

ADDRESSES

Case Number: 574147

Total - 1 items

Type: Mail To

Address1:



Address2:

Address3:

City: Hamden

State/Province: CT

Zip Code: 06518

Created By: Vantive User

Date Created: 06-JAN-04

Last Modify By: Vantive User

Last Modify Date: 06-JAN-04

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

Subaru Technical Services

Case Report with Journals

02/23/2004 8:41 AM

| | | | |
|-----------------------|--|----------------------|--------------|
| Case Number: | 574171 | Assigned To: | Ross Sellers |
| Contact Name: | Tom Fowler | Case Status: | Closed |
| Service Phone: | (530) 541-4070 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 01/06/2004 |
| Region Dealer: | 140/155 | | |
| Dealer Name: | SOUTH SHORE MOTORS | | |
| Dir Address: | 1875 Lake Tahoe, Pox 8495 South Lake Tahoe, CA 96158 | | |
| VIN: | JP1GD2960 2C [REDACTED] | Prod Date: | 04/01/2001 |
| 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: | 45774 |
|-------------------|-----------------|-------------------------|-------|

Failure Code/Description:

| | | | |
|--------------------|---|----------------------|------------|
| Keyword: | Fuel Smell, | Occurrences: | [None] |
| Condition: | fuel smell during cold temps 20 degrees and lower | | |
| Created By: | rscj | Date Created: | 01/06/2004 |

Journals (Total: 1 Item)

will have him follow bulletin 09-36-03

| | | | |
|--------------------|------|----------------------|------------|
| Created By: | rscj | Date Created: | 01/06/2004 |
|--------------------|------|----------------------|------------|

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:09 AM

INFORMATION**Case Number: 574408****CRIS Case Number:****Case Status:** Closed**Case Type:** Vehicle Repair**Priority:** 2 - Medium**Last Name:** [REDACTED]**Day Phone:** ()**First Name:** [REDACTED]**Ext:****Attachments:****CRIS Letters:****Model:** IMPREZA**VIN:** 2G [REDACTED]**RO Number:****Region/Dealer:** 70/0**Model Year:** 2002.0**VIN Prefix:** JF1GD2962**RO Date/Failure Date:****Company:** SUBARU OF AMERICA / MID AMERICA**Manufactured Date:** 05/01/2001**Current Mileage:** 92000**RO Mileage/Failure:****Subject:**

Fuel smell

Closed By: cdan**Close Date:** 01/07/2004
12:44:54**Assigned To:** Daniels**Contact Media Type:** Phone**Follow Up Date:** 01/12/2004
12:24:51**CS Impact:****Alert:****Created By:** cdan**Last Modify By:** cdan**Date Created:** 01/07/2004 12:24:50**Last Modify Date:** 01/07/2004 12:44:49

ISSUES

Case Number: 574408

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Fluid-Leaks

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: ConsistentOdor/Smell-Fuel/Emissions

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: cdan

Date Created: 01/07/2004 12:37:56

Last Modify By: cdan

Last Modify Date: 01/07/2004 12:37:56

NOTES

Case Number: 574408

Summary of Notes - 1 item

Action: Call

Visibility: Private

Subject: Cust called

Note: said that he is experiencing a raw fuel smell in his vehicle--said has to deal with TSB 9-36-3 cust was looking for assistance--adv vehicle is too far out of warranty for assistance to be provided--cust said it is a safety issue--adv not according to TSB and no way of knowing if this pertains to TSB if vehicle has not been inspected by dlr--cust said he is 99.5% sure--adv only way to find out is to have dlr inspect--adv but even if this bulletin then assistance cannot be provided--cust said wanted to file a complaint--adv will document in system

Created By: cdan

Date Created: 01/07/2004 12:39:34

ADDRESSES

Case Number: 574408

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2: [REDACTED]

Address3:

City: Ypsilanti

State/Province: MI

Zip Code: [REDACTED]

Created By: cdan

Date Created: 07-JAN-04

Last Modify By: cdan

Last Modify Date: 07-JAN-04

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:10 AM

INFORMATION**Case Number: 574589****CRIS Case Number:**
Case Status: Closed**Case Type:** Vehicle Repair
Priority: 2 - Medium**Last Name:** [REDACTED]
Day Phone: 0**First Name:** [REDACTED]
Ext: [REDACTED]**Attachments:**
CRIS Letters:**Model:** IMPREZA
VIN: 2G [REDACTED]
RO Number: [REDACTED]
Region/Dealer: 90/0**Model Year:** 2002.0
VIN Prefix: JF1GD2968
RO Date/Failure Date:
Company: SUBARU OF AMERICA / CENTRAL REGION**Manufactured Date:** 10/03/2001
Current Mileage: 41000
RO Mileage/Failure:**Subject:** Fuel smell**Closed By:** cdan**Assigned To:** Daniels**Follow Up Date:** 01/12/2004
15:02:54**Close Date:** 01/07/2004
15:05:19**Contact Media Type:** Phone**CS Impact:**
Alert:**Created By:** cdan
Last Modify By: ssam**Date Created:** 01/07/2004 15:02:54
Last Modify Date: 01/16/2004 12:05:18

ISSUES

Case Number: 574589

Total - 1 item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason:

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: ConsistentOdor/Smell-Fuel/Emissions

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: cdan

Date Created: 01/07/2004 15:03:51

Last Modify By: cdan

Last Modify Date: 01/07/2004 15:03:51

NOTES

Case Number: 574589

Summary of Notes - 2 items

Action: Call

Visibility: Private

Subject: Cust called

Note: wanted to know if fuel smell problem was a recall--adv no just a service bulletin--cust asked what to do if he wants assistance--adv SM needs to speak with DSOM--cust said dlr adv that DSOM will be in 1/8

Created By: cdan

Date Created: 01/07/2004 15:04:13

Action: Call

Visibility: Private

Subject: cust called back

Note: stated that veh is at Huffines and has been there for about 2 weeks waiting for parts to come in as he was told not to drive veh. GV TSB #09-06-03. Adv cust these are repair instructions should they come across a veh needing this repair and not all vehicles are going to have the same problem. Stated he is aware of some people who have had this covered in full and his DSOM has only offered 50%. Adv they may have still been under wtty and DSOM would not have had to step in. would like to get higher lever of assistance. adv to contact dlr to advise DSOM.

Created By: ssam

Date Created: 01/16/2004 11:54:24

ADDRESSES**Case Number: 574589****Total - 1 items****Type: Mail To****Address1:** [REDACTED]**Address2:****Address3:****City: Flower Mound****State/Province: TX****Zip Code:** [REDACTED]**Created By: Vantive User****Date Created: 07-JAN-04****Last Modify By: Vantive User****Last Modify Date: 07-JAN-04**

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:10 AM

INFORMATION**Case Number: 574874**

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:** 09/01/2001
VIN: 2 [REDACTED] **VIN Prefix:** JF1GG2963 **Current Mileage:** 43000
RO Number: **RO Date/Failure Date:** **RO Mileage/Failure:**
Region/Dealer: 140/596 **Company:** CAMP SUBARU

Subject: TSB - fuel smell when cold Sent Response 1/8/04

Closed By: dnun **Assigned To:** Nunez-Bolden **Follow Up Date:** 01/13/2004
11:18:25

Close Date: 01/08/2004 **Contact Media Type:** Phone **CS Impact:**
15:12:54 **Alert:**

Created By: dnun **Date Created:** 01/08/2004 11:18:25
Last Modify By: dnun **Last Modify Date:** 01/08/2004 15:12:52

ISSUES

Case Number: 574874

Total - 1 item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Odor/Smell

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: General - Fuel System

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: dnun

Date Created: 01/08/2004 15:12:24

Last Modify By: dnun

Last Modify Date: 01/08/2004 15:12:24

NOTES

Case Number: 574874

Summary of Notes - 6 items

-
- Action:** Call **Visibility:** Private
Subject: cust called
Note: asking for assistance - cust stated that at 43K miles there is a strong fuel smell - The cust went to the dlr and they have diagnosed the concern as needing a fuel hose adjustment per TSB 09-36-03- cust has been quoted \$300 approx - cust is hoping that SOA will cover the repair advised cust that I would review and call him back cust is in a rental because the Portland airport is shut down due to the weather -so the part has not gotten there just yet
Created By: dnun **Date Created:** 01/08/2004 11:23:47
-
- Action:** Call **Visibility:** Private
Subject: called Dlr
Note: there I spoke to Ron in serv - who suggested that we charge cust a \$100 deductible and we cover the rest advised Ron that I would review it and call him back - Per Ron - he has never been there for any srvc
Created By: dnun **Date Created:** 01/08/2004 11:29:57
-
- Action:** Call **Visibility:** Private
Subject: called Jerry Spadt
Note: he agreed with Ron's suggestion - He asked that I tell Ron to have Angela put the rest through their PAR-
Created By: dnun **Date Created:** 01/08/2004 11:31:06
-
- Action:** Call **Visibility:** Private
Subject: Email from Cust:
Note: "Email: kurwadastan@cs.com Owner: Y Model: Name: [REDACTED] Street: Address: [REDACTED]
City: Spokane State: WA Zip: [REDACTED] Phone: Brochure: Contact: VIN: JF1GG296320 [REDACTED] Comment:
Im a little dissappointed in Camp Chevrolet / Subaru.. We are having miserable weather here in the Northwest and inside the car I was smelling raw gas fumes.. So took the car in and they said there was a bulletin to fix the problem but since my car has over 36k miles that Subaru would not pay for fixing the problem. I was not happy with that as that is not only a safety issue, I felt Subaru would stand behind their product. I am in Spokane Washington.. They couldnt get the part in Portland because of the bad weather.. I just started my vacation and will have to rent a car for my ski trips. Any help with this matter would be appreciated.. Any questions my number is [REDACTED] Camp Subaru (Lithia Group) I think is [REDACTED]
[REDACTED]
- Created By:** kcla **Date Created:** 01/08/2004 15:02:34
-
- 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. Our records show that you contacted our Customer/Dealer Services Center via telephone today in regards to your fuel odor concerns. The

Customer Service Representative handling the case is reviewing this matter with the Service Manager at Camp Subaru and with our District Service Operations Manager. Once she has the chance to thoroughly review the situation, she will contact you. Again, we are sorry for any inconvenience you may be encountering. If you have questions prior to us getting back to you, please contact us at 1-800-SUBARU3 and refer to case number 574874. Thank you for allowing us the opportunity to address this issue. Sincerely, Kate Clark Subaru of America, Inc."

Created By: kcla **Date Created:** 01/08/2004 15:08:41

Action: Call **Visibility:** Private

Subject: called Rohn

Note: and advised that Jerry agreed with his suggestion - Rohn advised that he will call the cust and let him know -

Created By: dnun **Date Created:** 01/08/2004 15:11:44

ADDRESSES

Case Number: 574874

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Spokane

State/Province: WA

Zip Code: 99203-3526

Created By: dnm

Date Created: 08-JAN-04

Last Modify By: dnm

Last Modify Date: 08-JAN-04

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

Subaru Technical Services

Case Report with Journals

02/23/2004 8:41 AM

| | | | |
|----------------------------------|--|-------------------------|--------------|
| Case Number: | 574812 | Assigned To: | Don Range |
| Contact Name: | Knoe Hullinger | Case Status: | Closed |
| Service Phone: | (970) 241-2414 | Priority: | 2 - Medium |
| Alert: | | Date Closed: | 01/08/2004 |
| Region Dealer: | 90471 | | |
| Dealer Name: | ROCKY MOUNTAIN SUBARU | | |
| Dir Address: | 2496 Highway 6 & 50 Grand Junction, CO 81505 | | |
| VIN: | JF1GD296X2H [REDACTED] | Prod Date: | 04/01/2001 |
| Exclusion Spec: | C | | |
| Model: | **2002 SUBARU WRX SEDAN ALL-WHEEL DRIVE** | | |
| Engine Number: | | Transmission: | |
| Engine Desc: | 2.0 LITRE ENGINE, 4 CYLINDERS. | | |
| RO Number: | 72804 | RO Date: | 01/07/04 |
| | | Current Mileage: | 42326 |
| Failure Code/Description: | | | |
| Keywords: | Fuel Smell, | Occurrence: | Reproducible |
| Conditions: | '02 WRX, Fuel smell. Referred Tech to the S/Bulletin for the intake manifold fuel hose update, 09-36-03. | | |
| Created By: | dben | Date Created: | 01/08/2004 |

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:11 AM

INFORMATION**Case Number: 574995**

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:** 06/01/2001
VIN: 2C[REDACTED] **VIN Prefix:** JF1GD2964 **Current Mileage:** 33855
RO Number: **RO Date/Failure Date:** **RO Mileage/Failure:**
Region/Denier: 90/446 **Company:** EDWARDS-ARCHER OLDS-CAD, INC.

Subject: Gas smell inside the vehicle

Closed By: rmed **Assigned To:** Medina **Follow Up Date:** 01/13/2004
13:22:43

Close Date: 01/15/2004 **Contact Media Type:** Phone **CS Impact:**
16:25:23 **Alert:**

Created By: rmed **Date Created:** 01/08/2004 13:23:07
Last Modify By: rmed **Last Modify Date:** 01/15/2004 16:25:22

ISSUES**Case Number: 574995****Total - 3 items****ISSUE # 1****Category: Vehicle****Status: Closed****Reason: Odor/Smell****Resolution:*****Customer States*****Topic: Engine/ Fuel System or Cooling System****Topic Detail: Intermittent Odor/Smell-Fuel/Emissions****Occurrence:*****Dealer States*****Component Group:****Component Type:****Created By: rmed****Date Created: 01/08/2004 13:32:28****Last Modify By: rmed****Last Modify Date: 01/08/2004 13:32:28****ISSUE # 2****Category: Dealer Issues****Status: Closed****Reason:****Resolution:*****Customer States*****Topic: Dealer Quality****Topic Detail: Dealer Responsiveness to Customer****Occurrence:*****Dealer States*****Component Group:****Component Type:****Created By: rmed****Date Created: 01/08/2004 13:33:23****Last Modify By: rmed****Last Modify Date: 01/08/2004 13:33:23****ISSUE # 3**

Category: Corporate Issues**Status:** Closed**Reason:****Resolution:*****Customer States***

Topic: Parts/Accessory Issues**Topic Detail:** Parts Availability**Occurrence:*****Dealer States***

Component Group:**Component Type:****Created By:** rmed**Date Created:** 01/13/2004 15:14:09**Last Modify By:** rmed**Last Modify Date:** 01/13/2004 15:14:09

NOTES

Case Number: 574995
 Summary of Notes - 7 items

Action: Call Visibility: Private

Subject: Cust called

Note: Cust adv that 2 weeks ago he took his car to the dlr for a fuel odor concern inside the cabin. Cust claims that they performed a TSB. Cust claims that when he went to pick up his car he noticed the smell was still there. Cust claims that he called the dlr back and was trying to SW the SM and it took a while. Cust claims that in the meantime the weather changed and it got warmer. Cust claims that the smell also went away. Cust claims that now that it has gotten cold again the smell came back. Cust claims that he dropped the car off yesterday at the dlr. Cust claims that they put him into a rental. Cust claims that the dlr called today and adv that it will take a few days to get parts to perform this repair and they want him to come pick up the car until the parts come in. Cust adv that he feels that this is a safety issue and he does not want to pick the car up. I asked the cust to hold-on while I called the dlr.

Created By: rmed Date Created: 01/08/2004 13:34:44

Action: Call Visibility: Private

Subject: Called dlr

Note: SW SM Lou Anne Chochran who provided the following info: I adv that the cust indicated that he feels that this is a safety issue. I suggested that she can call her DSOM to adv that because they have to order parts the cust may be in a rental for over 5 days. I asked the SM to call me back to adv of the DSOM's decision. 1/7/04 RO#129806 33,855 miles Cust came in for a fuel smell in cold weather - SM adv that the TSB related to this issue was previously performed - SM adv that the tech is going to pull the intake - SM adv that they have ordered parts for the TSB in case they need them - SM adv that the tech indicated that they can smell fuel faintly

Created By: rmed Date Created: 01/08/2004 13:38:47

Action: Call Visibility: Private

Subject: SW Cust

Note: I adv that I SW the dlr and that the SM will reach out to the DSOM to look into keeping him in a loaner/rental longer. I adv that he will hear back from either the SM or me.

Created By: rmed Date Created: 01/09/2004 14:39:15

Action: Call Visibility: Private

Subject: Called dlr

Note: SW SA Josh who is the SA working with this cust. SA adv that he does not know the outcome of this situation and he adv that the SM is out sick. SA adv that the cust is in a loaner and that the car is at the dlr so he thinks that it must have been resolved.

Created By: rmed Date Created: 01/09/2004 14:40:28

Action: Call Visibility: Private

Subject: Called dlr

Note: SW (SM) Lou Anne Chochran who adv that at this point the part will not be into the dlr until 1/23/04. SN adv that from the info that she has gotten there have been 175 orders and they are just sending them out in batches. P# 17544AA134 I adv that I would do some research and see what info I can get. I adv that I may not be able to get it to her any sooner but I will look into it. SM adv that the cust is in a loaner currently.

Created By: rmed **Date Created:** 01/13/2004 15:10:26

Action: Call **Visibility:** Private

Subject: Called PIC

Note: SW Mike Lowry who adv that they have these parts at Fuji ready to ship. Mike adv that I should make sure that they have the part ordered VOR and he adv that they will get it.

Created By: rmed **Date Created:** 01/13/2004 15:30:59

Action: Call **Visibility:** Private

Subject: Called dlr - LM

Note: LM for (SM) Lou Anne Chochran adv that the info that she got on the part was pretty much correct. I adv that PIC suggested that the dlr make sure that it is a VOR order and that they will get it. I adv that if she has any problems she can give me a call back.

Created By: rmed **Date Created:** 01/15/2004 16:22:07

ADDRESSES

Case Number: 574995

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2: [REDACTED]

Address3:

City: Omaha

State/Province: NE

Zip Code: [REDACTED]

Created By: rmed

Date Created: 08-JAN-04

Last Modify By: rmed

Last Modify Date: 08-JAN-04

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:12 AM

INFORMATION**Case Number: 575067****CRIS Case Number:****Case Status:** Open**Case Type:** Vehicle Repair**Priority:** 2 - Medium**Last Name:****First Name:** Glenn**Attachments:****Day Phone:****Ext:****CRIS Letters:****Model:** IMPREZA**Model Year:** 2002.0**Manufactured Date:** 03/01/2001**VIN:** 2H**VIN Prefix:** JF1GG2964**Current Mileage:** 59000**RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer:** 10/107**Company:** CHASE PARKWAY VOLVO-SUBARU**Subject:**

Fuel Injector concerns

Closed By:**Assigned To:** Marshall**Follow Up Date:** 01/13/2004
14:22:17**Close Date:****Contact Media Type:** Mail**CS Impact:**
Alert:**Created By:** dma2**Date Created:** 01/08/2004 14:22:19**Last Modify By:** awoo**Last Modify Date:** 02/09/2004 16:48:40

ISSUES

Case Number: 575067

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Open

Reason:

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: Fuel Injection System

Occurrences:

Dealer States

Component Group:

Component Type:

Created By: dma2

Date Created: 01/08/2004 14:28:41

Last Modify By: dma2

Last Modify Date: 01/08/2004 14:28:41

NOTES**Case Number: 575067****Summary of Notes - 7 items****Action:** Call **Visibility:** Private**Subject:** Customer called regarding a gas smell

Note: Customer states that she has smelled a gas smell or fuel smell problem in the vehicle's interior. The customer advised that she previously reported the concern to the dealer, the dealer never inspected. The customer advised that she researched information on the internet and found similar cases of this problem. The dlr directed the customer to the dealer for an inspection. The customer took her vehicle to the dealer facility to have the fuel injector repair performed. The customer advised that the dlr told her that there was no cost for the service. The dealer later called the customer to go over the charges. The customer is disputing the charge from the dealer.

Created By: dma2 **Date Created:** 01/08/2004 14:22:25**Action:** Call **Visibility:** Private**Subject:** Called the dealership

Note: Spoke to Mike in service who advised that the customer contacted the dealership. With her own diagnosis and they ordered the parts, related to Service Bulletin, relating to experiencing a fuel smell in cold weather bulletin date 04/01/03. The dealer ordered the parts over the phone and called the customer today to install. The customer advised that she was told that it would be a matter for warranty, the dealer indicates that the customer was never told this. Repair history PDI 3-15-01 30,000 8-502 Four wheel brakes customer declined customer had 30 service performed front and rear brakes badly worn 10-02 33,538 Customer requests snow tires balanced and installed drivers side window loose, repaired under warranty. 09-30-03 54530 miles Towed in with blown transmission covered under warranty. 60k service 58,341 12-26-03 Customer complained of fuel smell. Parts were ordered based on the bulletin. Dealer contacted SOa and confirmed with John that there is no warranty for this part.

Created By: dma2 **Date Created:** 01/08/2004 14:28:28**Action:** Call **Visibility:** Private**Subject:** Called the dealership

Note: Mike advised that he does not want to assist. I advised that the customer should have been afforded an inspection and an estimate before the parts were ordered for service, The dealer advised that the dealership will order parts on a retail basis without an inspection.

Created By: dma2 **Date Created:** 01/08/2004 15:17:51**Action:** Call **Visibility:** Private**Subject:** Called the customer

Note: I advised that the repair is not a matter for warranty, in the interest of customer satisfaction SOa would reimburse the customer for the repair costs incurred.

Created By: dma2 **Date Created:** 01/08/2004 15:19:25**Action:** Call **Visibility:** Private

Subject: Customer's Ltr & RO rec'd

Note: Put in Deloria's mail box.

Created By: lbru

Date Created: 01/14/2004 16:21:41

Action: Call

Visibility: Private

Subject: cust called for Deloria

Note: wanted to know status of check and if letter received. Adv cust that letter received and that would req Deloria follow-up on check request. AP Deloria

Created By: thav

Date Created: 02/06/2004 11:43:26

Action: Call

Visibility: Private

Subject: cust called for status

Note: reviewed with Deloria, adv that she recieved docs and is reimbursing in full for repairs as GW. Deloria adv of ETA 3wks. adv cust of Deloria's comments. cust is frustrated with delay, explained this is as GW above warr and we request her patience. cust OK with that. A/P Deloria

Created By: awoo

Date Created: 02/09/2004 16:46:17

FINANCIAL INFO**Case Number: 575067****Financial Info - 1 Item**

| | | | |
|--------------------|---------------------|----------------------|---------------------|
| Acct. Nbr: | Goodwill | Status: | Paid |
| First Name: | ██████████ | Last Name: | ██████████ |
| Amount: | 349.66 | Auth. Date: | 02/11/2004 00:00:00 |
| Check Type: | Check | | |
| Created By: | 02/09/2004 16:44:11 | Date Created: | dma2 |

ADDRESSES**Case Number: 575067****Total - 1 items**

Type: Mail To**Address1:** [REDACTED]**Address2:****Address3:****City: Oxford****State/Province: CT****Zip Code:** [REDACTED]**Created By: Vantive User****Date Created: 08-JAN-04****Last Modify By: Vantive User****Last Modify Date: 08-JAN-04**
