

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

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:12 AM

INFORMATION

Case Number: 575303

CRIS Case Number:
Case Status: ClosedCase Type: Vehicle Repair
Priority: 2 - MediumLast Name: XXXXXXXXXX
Day Phone: XXXXXXXXXXFirst Name: XXXXXXXXXX
Ext: XXXXXXXXXXAttachments:
CRIS Letters:Model: IMPREZA
VIN: 2GXXXXXXXXXX
RO Number:
Region/Dealer: 140/107Model Year: 2002.0
VIN Prefix: JF1GD2964
RO Date/Failure Date:
Company: NATE WADE SUBARUManufactured Date: 05/01/2001
Current Mileage: 43000
RO Mileage/Failure:

Subject: Fuel smell / Pts eta 2/1

Closed By: dwit
Close Date: 02/23/2004
14:57:38Assigned To: Daniels
Contact Media Type: EmailFollow Up Date: 01/14/2004
09:58:40CS Impact:
Alert:Created By: cdan
Last Modify By: lfouDate Created: 01/09/2004 09:58:40
Last Modify Date: 02/23/2004 17:38:30

ISSUES

Case Number: 575303

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: 01/09/2004 10:01:04

Last Modify By: cdan

Last Modify Date: 01/09/2004 10:01:04

NOTES**Case Number:** 575303**Summary of Notes - 32 items**

Action: Call **Visibility:** Private
Subject: Recvd email 612804
Note: when my car is cold, i get a very intense gasoline smell in the cab of the car cause by the fuel rail being too small for the fuel, so it leaks out of the rubber hose. If this is a factory defect, why the hell is there not a recall on this part? I WILL NOT pay for replacement of a defective part that you guys put on the car in the first place. If you would give me a call @ 801-721-8078 we will discuse this bullshit. [REDACTED] First name: [REDACTED] Last name: [REDACTED]
Created By: cdan **Date Created:** 01/09/2004 10:01:37

Action: Call **Visibility:** Private
Subject: Sent response
Note: Thank you for visiting the Subaru Web site and for your message. We are sorry to learn of the circumstances that prompted your message. Your frustration is understandable. We are currently researching your concerns. Once our research is completed we will contact you. Our records indicate that your number is 801-721-8078 . If this number is not correct please contact us with the correct phone numbers. Again, thank you for contacting Subaru of America, Inc. Should you have any questions regarding this reply please call us at 1-800-SUBARU3 (1-800-782-2783). Refer to the case number 575303 when calling as this will help expedite your call.
Created By: cdan **Date Created:** 01/09/2004 10:02:35

Action: Call **Visibility:** Private
Subject: Contacted dlr
Note: this before sending out response--spoke with Ron--said unsure of miles and having a problem ordering parts because no one has and neither does Fuji--adv will email DSOM
Created By: cdan **Date Created:** 01/09/2004 14:56:34

Action: Call **Visibility:** Private
Subject: emailed DSOM
Note: Hi Phil, This customer is having a problem with the fuel smell--the Service Bulletin where fuel is leaking from a hose under intake manifold. I have 2 questions--Can the customer be assisted with? I am unsure of mileage because the dealer did not have at the time I called and 2. When I called the dealer, I spoke with Rob, he stated that the parts are nowhere to be found--they need help locating them:
Created By: cdan **Date Created:** 01/09/2004 15:07:49

Action: Call **Visibility:** Private
Subject: Spoke with Linda & Gerilyn
Note: was adv to have cust put into rental and to speak to dlr to have URFCAs sent to us along with RO's
Created By: cdan **Date Created:** 01/09/2004 16:46:30

Action: Call **Visibility:** Private
Subject: Contacted dlr
Note: spoke to Jeff Watts--SM--he stated he had about 3 other cases of the same problem--adv to put them in rentals and fax over URPCA's with the repair orders--I asked if any parts been ordered yet and if so need Order #, Order date and if on VOR--PM stated has not been ordered because unsure of when parts will be in

Created By: cdan **Date Created:** 01/09/2004 16:48:41

Action: Call **Visibility:** Private
Subject: Contacted dlr
Note: spoke with Rob--PM--adv him to order parts

Created By: cdan **Date Created:** 01/09/2004 16:50:39

Action: Call **Visibility:** Private
Subject: Cldd cust
Note: adv him to bring in his vehicle to dlr so we can put him in a rental

Created By: cdan **Date Created:** 01/09/2004 16:50:59

Action: Call **Visibility:** Private
Subject: cust called / called dlr
Note: Chad was OTL - reviewed case - cust stated that he wouldnt want to work with Ogden - cust stated that he wanted to work with Nate Wade - cust stated that he was quoted \$ 450 for labor and \$350 for parts at Ogden and if he had to pay for some part of this he was not looking for an outrageous quote Advised cust that we would cover the rental while the vehicle was being diag and we would then review for goodwill on the repair - cust is to call Nate Wade and make appt - advised that the srvc mgr was Bill Payne - I offered to call dlr just as a Heads up - cust stated that he would like that - At the dlr Bill wasnt available - I spoke to Preston and explained situation - explained that we would be covering rental for diag and we would be looking at some goodwill for repair - Preston was ok with that - I advised cust and directed him to speak to Preston - I asked cust to either call us back or emails us - either way - we just would like to know when the vehicle will be going in so that we can continue follow up

Created By: dnum **Date Created:** 01/12/2004 15:18:56

Action: Call **Visibility:** Private
Subject: Cust called
Note: said vehicle is in shop now and he is being put into a rental--adv will follow up with dlr later

Created By: cdan **Date Created:** 01/14/2004 11:23:15

Action: Call **Visibility:** Private
Subject: Contacted dlr
Note: spoke with Bill Payne--SM--he said he just finished talking with DSOM--said he will tighten hoses till parts come in and wants they do he will replae the old parts--Bill said that SOA will take care of it

Created By: cdan **Date Created:** 01/14/2004 13:49:21

Action: Call **Visibility:** Private

Subject: cust called

Note: for Chad or Daisy if Chad not avail. Adv if he was looking for information I could give him an update. stated he would call back. Offer to trans to vmail. Cust OK with that. A/P Chad

Created By: ssam **Date Created:** 01/14/2004 16:03:19

Action: Call **Visibility:** Private

Subject: Cust called

Note: wanted to get update--adv of procedures for this fuel smell issue--cust wanted to know if he could drive his vehicle because dlr deeming it unsafe to drive--adv is up to him but SOA does not want to take that chance--cust asked how long parts would be--adv will have better ETA by tomorrow--cust understood

Created By: cdan **Date Created:** 01/14/2004 18:17:06

Action: Call **Visibility:** Private

Subject: Contacted dlr

Note: spoke to Michelle in Parts--said the order was placed 1/14/04, placed on VOR and order#160663

Created By: cdan **Date Created:** 01/15/2004 11:21:43

Action: Call **Visibility:** Private

Subject: Contacted ATL

Note: spoke with Bill Devane--he said 30 came in yesterday but because hold placed incorrectly they went out to oldest VORs--said they want to place on hold and send to cust that are in rentals first (parts that were placed on VOR)--he stated Japan is putting together kits and he is looking to get those parts by next week

Created By: cdan **Date Created:** 01/15/2004 11:22:20

Action: Call **Visibility:** Private

Subject: Cld cust

Note: adv of possible ETA--cust said he took vehicle back and is car pooling in the meantime--cust asked if would be a recall--adv nothing as of yet and that we are still watching situation and gathering info

Created By: cdan **Date Created:** 01/15/2004 17:28:59

Action: Call **Visibility:** Private

Subject: cust called for Chad

Note: conferenced call.

Created By: awoo **Date Created:** 01/19/2004 14:59:26

Action: Call **Visibility:** Private

Subject: Cust called

Note: said he heard from dlr that part will be delivered in amonth's time cld ATL--they said ther is no date and heard around the week of 19th--gave part coordinator's name Karen Garberino adv cust of previous notice--adv will try and contact part coordinator to find a more solid time frame

Created By: cdan **Date Created:** 01/19/2004 15:05:19

Action: Call **Visibility:** Private

Subject: Emailed Karen Garberino

Note:

Created By: cdan **Date Created:** 01/19/2004 15:07:45

Action: Call **Visibility:** Private

Subject: Cldd cust

Note: adv of ETA--cust wanted to know if recall being issued--adv not as of yet--adv still is being researched--cust felt it should--adv it takes time to gather info

Created By: cdan **Date Created:** 01/22/2004 16:24:43

Action: Call **Visibility:** Private

Subject: I called Bill Payne, Srv. mgr.

Note: They have vor'd parts. They understand the parts will hit the warehouse 1-28, 29 and 30th and will immediately air freight to the dealers. He double checked with his parts mgr. Customer is okay with this.....

Created By: dwit **Date Created:** 01/23/2004 16:54:26

Action: Call **Visibility:** Private

Subject: cust called for cdan

Note: I adv he is unavailable, offered to assist. Cust wtd to know if the parts were going to arrive soon. I adv cust the latest information we have is that the parts were due to arrive at the warehouse on the 28th, 29th, and 30th, and then ship air freight to the dealer. I adv cust that it was also placed on a VOR which is a priority order, will expedite. I adv we are expediting as much as possible. Cust was fine with that. Cust asked that we call the dealer to find out if the parts have arrived or are at least on their way? I adv I will forward request to cdan on his behalf.

Created By: shas **Date Created:** 02/02/2004 12:08:05

Action: Call **Visibility:** Private

Subject: Cldd dir

Note: spoke to parts dept--spoke with Michelle--said parts not in yet

Created By: cdan **Date Created:** 02/02/2004 12:22:20

Action: Call **Visibility:** Private

Subject: Cust called - Conferenced to Chad

Note:

Created By: rmed **Date Created:** 02/02/2004 16:46:27

Action: Call **Visibility:** Private

Subject: Cust called

Note: adv of previous notes and that i will call dir on 2/4 and give him an update then

Created By: cdan **Date Created:** 02/02/2004 16:51:19

Action: Call **Visibility:** Private

Subject: cust called

Note: reviewed notes, spoke to Chad adv me he would contact cust ltr. a/p

Created By: fric

Date Created: 02/04/2004 14:39:56

Action: Call

Visibility: Private

Subject: Contacted dlr

Note: spoke with Michelle in Parts--said they still have not received--order# 160663 nad it was on VOR originally placed on 1/13/04

Created By: cdan

Date Created: 02/04/2004 14:53:24

Action: Call

Visibility: Private

Subject: cust called

Note: connected to Chad -

Created By: dnun

Date Created: 02/04/2004 17:16:38

Action: Call

Visibility: Private

Subject: Cust called

Note: adv of the previous notes--adv I did forward to a supervisor about his parts--adv supervisor is going to track where parts are for cust--cust a little bothered that he did not have his vehicle for a month and has to pay for all of this--av I have to check but we may be covering repairs--adv once I have more info I will call back

Created By: cdan

Date Created: 02/04/2004 17:26:44

Action: Call

Visibility: Private

Subject: Cust called

Note: Asked to speak with Chad - adv that Chad was on another call but would like to me to let him know that he is still researching his parts concern and would be calling him back. Cust adv that it was 10:45 and if he does not hear back from him by 1:00 he will be calling back. A/P Chad

Created By: wclo

Date Created: 02/06/2004 12:46:55

Action: Call

Visibility: Private

Subject: Per Bill Payne, srv. mgr.

Note: Repair completed.

Created By: dwit

Date Created: 02/23/2004 14:56:12

Action: Call

Visibility: Private

Subject: Phil Rocco called me on this for closure

Note: repair was done under goodwill. Customer happy. Linda

Created By: lfou

Date Created: 02/23/2004 17:38:05

ADDRESSES

Case Number: 575303

Total - 1 Items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: N. Ogden

State/Province: UT

Zip Code: [REDACTED]

Created By: cdan

Date Created: 09-JAN-04

Last Modify By: cdan

Last Modify Date: 09-JAN-04

SUBARU

Complete SAMI Case Report

Wednesday, February 25, 2004 8:16 AM

INFORMATION

Case Number: 575316

CRIS Case Number:
Case Status: Closed

Case Type: Vehicle Repair
Priority: 2 - Medium

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

Model: IMPREZA **Model Year:** 2002.0 **Manufactured Date:** 06/01/2001
VIN: 2[REDACTED] **VIN Prefix:** JF1GG2966 **Current Mileage:** 42000
RO Number: **RO Date/Failure Date:** **RO Mileage/Failure:**
Region/Dealer: 140/0 **Company:** SUBARU OF AMERICA / WESTERN REGION

Subject: Fuel smell

Closed By: cdan **Assigned To:** Daniela **Follow Up Date:** 01/14/2004 10:27:08

Close Date: 02/03/2004 11:31:40 **Contact Media Type:** Mail **CS Impact:**
Alert:

Created By: cdan **Date Created:** 01/09/2004 10:27:08
Last Modify By: cdan **Last Modify Date:** 02/03/2004 11:31:32

ISSUES

Case Number: 575316

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: 01/09/2004 10:30:11

Last Modify By: cdan

Last Modify Date: 01/09/2004 10:30:11

NOTES

Case Number: 575316
Summary of Notes - 5 items

Action: Call **Visibility:** Private
Subject: Recvd email 612797
Note: Hello, I love my 2002 WRX and the previous subarus I have owned. However, I am very disappointed in the fuel rail failure on my WRX at 42,000 miles. I just spent \$300 getting it replaced and came to find out that this is not an isolated occurrence. It sounds like a recall may be in order. I would like the repair of my fuel rail to be considered for reimbursement by Subaru. I have a receipt for the repairs that I can send in. Please consider this. I have conveyed the attributes of Subaru to many folks in the past and hope to do so into the future. Thank You! [REDACTED] First name: [REDACTED] Last name: [REDACTED]
Created By: cdan **Date Created:** 01/09/2004 10:30:44

Action: Call **Visibility:** Private
Subject: Sent response
Note: Thank you for visiting the Subaru Web site and for taking the time to e-mail us. We regret the circumstances that have prompted you to email us. Any defect with your vehicle is covered under the 3 year or 36,000 mile warranty. The repair that you had does not fit the criteria for a recall. However, I am interested in further researching your concerns. If you can please either fax your receipt to (856) 661-2035 or mail your receipt to Subaru of America, Inc., PO Box 6000, Cherry Hill, NJ 08034, then I will review for reimbursement. Please include my name and also reference Case #575316. If you have any further questions you can contact us at 1-800-782-2783.
Created By: cdan **Date Created:** 01/09/2004 11:08:19

Action: Call **Visibility:** Private
Subject: Rec'd cust letter & receipts
Note: placed file in Chad's mailbox
Created By: hwri **Date Created:** 01/12/2004 11:52:12

Action: Call **Visibility:** Private
Subject: Rvwd receipt
Note: will reimburse for fuel smell repair only not brake repair Submit check request for \$301.52-included \$10 tax
Created By: cdan **Date Created:** 01/23/2004 08:38:32

Action: Call **Visibility:** Private
Subject: Sent check
Note:
Created By: cdan **Date Created:** 02/03/2004 11:30:58

FINANCIAL INFO

Case Number: 575316

Financial Info - 1 item

Acct. Nbr:	Goodwill	Status:	Paid
First Name:	[REDACTED]	Last Name:	[REDACTED]
Amount:	301.52	Auth. Date:	01/23/2004 00:00:00
Check Type:	Check		
Created By:	01/23/2004 08:40:38	Date Created:	cdan

ADDRESSES

Case Number: 575316

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Park City

State/Province: UT

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 09-JAN-04

Last Modify By: Vantive User

Last Modify Date: 09-JAN-04

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:16 AM

INFORMATION**Case Number: 575316****CRIS Case Number:****Case Status:** Closed**Case Type:** Vehicle Repair**Priority:** 2 - Medium**Last Name:** [REDACTED]**First Name:** [REDACTED]**Attachments:** X**Day Phone:** [REDACTED]**Ext:** [REDACTED]**CRIS Letters:****Model:** IMPREZA**Model Year:** 2002.0**Manufactured Date:** 06/01/2001**VIN:** 2C [REDACTED]**VIN Prefix:** JF1GG2966**Current Mileage:** 42000**RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer:** 140/0**Company:** SUBARU OF AMERICA / WESTERN REGION**Subject:**

Fuel smell

Closed By: cdan**Assigned To:** Daniels**Follow Up Date:** 01/14/2004
10:27:08**Close Date:** 02/03/2004
11:31:40**Contact Media Type:** Mail**CS Impact:****Alert:****Created By:** cdan**Date Created:** 01/09/2004 10:27:08**Last Modify By:** cdan**Last Modify Date:** 02/03/2004 11:31:32

ISSUES

Case Number: 575316
Total - 1 item

ISSUE # 1

Category: Vehicle
Reason: Fluid Leaks

Status: Closed
Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System
Occurrences:

Topic Detail: ConsistentOdor/Smell-Fuel/Emissions

Dealer States

Component Group:

Component Type:

Created By: cdan
Last Modify By: cdan

Date Created: 01/09/2004 10:30:11
Last Modify Date: 01/09/2004 10:30:11

NOTES

Case Number: 575316

Summary of Notes - 5 items

Action: Call **Visibility:** Private
Subject: Recvd email 612797
Note: Hello, I love my 2002 WRX and the previous subarus I have owned. However, I am very disappointed in the fuel rail failure on my WRX at 42,000 miles. I just spent \$300 getting it replaced and came to find out that this is not an isolated occurrence. It sounds like a recall may be in order. I would like the repair of my fuel rail to be considered for reimbursement by Subaru. I have a receipt for the repairs that I can send in. Please consider this. I have conveyed the attributes of Subaru to many folks in the past and hope to do so into the future. Thank You! [REDACTED] First name: [REDACTED] Last name: [REDACTED]
Created By: cdan **Date Created:** 01/09/2004 10:30:44

Action: Call **Visibility:** Private
Subject: Sent response
Note: Thank you for visiting the Subaru Web site and for taking the time to e-mail us. We regret the circumstances that have prompted you to email us. Any defect with your vehicle is covered under the 3 year or 36,000 mile warranty. The repair that you had does not fit the criteria for a recall. However, I am interested in further researching your concerns. If you can please either fax your receipt to (856) 661-2035 or mail your receipt to Subaru of America, Inc., PO Box 6000, Cherry Hill, NJ 08034, then I will review for reimbursement. Please include my name and also reference Case #575316. If you have any further questions you can contact us at 1-800-782-2783.
Created By: cdan **Date Created:** 01/09/2004 11:08:19

Action: Call **Visibility:** Private
Subject: Rec'd cust letter & receipts
Note: placed file in Chad's mailbox
Created By: hwri **Date Created:** 01/12/2004 11:52:12

Action: Call **Visibility:** Private
Subject: Rvwd receipt
Note: will reimburse for fuel smell repair only not brake repair Submit check request for \$301.52--included \$10 tax
Created By: cdan **Date Created:** 01/23/2004 08:38:32

Action: Call **Visibility:** Private
Subject: Sent check
Note:
Created By: cdan **Date Created:** 02/03/2004 11:30:58

FINANCIAL INFO**Case Number: 575316****Financial Info - 1 item**

Acct. Nbr:	Goodwill	Status:	Paid
First Name:	██████████	Last Name:	██████████
Amount:	301.52	Auth. Date:	01/23/2004 00:00:00
Check Type:	Check		
Created By:	01/23/2004 08:40:38	Date Created:	cdan

ADDRESSES**Case Number: 575316****Total - 1 items**

Type: Mail To**Address1:** [REDACTED]**Address2:****Address3:****City:** Park City**State/Province:** UT**Zip Code:** 84098**Created By:** Vantive User**Date Created:** 09-JAN-04**Last Modify By:** Vantive User**Last Modify Date:** 09-JAN-04

SUBARU

Complete SAMI Case Report

Wednesday, February 25, 2004 8:16 AM

INFORMATION

Case Number: 535355

CRIS Case Number:

Case Status: Closed

Case Type: Vehicle Repair

Priority: 2 - Medium

Last Name:

Day Phone:

First Name:

Ext:

cell

Attachments:

CRIS Letters:

Model:

VIN:

RO Number:

Region/Dealer: 140/0

Model Year:

VIN Prefix:

RO Date/Failure Date:

Company: SUBARU OF AMERICA / WESTERN REGION

Manufactured Date:

Current Mileage:

RO Mileage/Failure:

Subject:

"mso" not recieved, Temp tags expired

Closed By: bhal

Assigned To: Hall

Follow Up Date:

09/13/2003

16:27:18

Close Date:

09/29/2003

12:01:30

Contact Media Type:

Phone

CS Impact:

Alert:

Created By:

bhal

Date Created:

09/08/2003 16:27:21

Last Modify By:

bhal

Last Modify Date:

09/29/2003 12:01:24

ISSUES

Case Number: 535355

Total - 1 Item

ISSUE # 1

Category: Information

Status: Closed

Reason:

Resolution: Direct cust to dir

Customer States

Topic: Corporate (SOA) Information

Topic Detail: Request for Corporate Information

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: bhal

Date Created: 09/29/2003 12:00:27

Last Modify By: bhal

Last Modify Date: 09/29/2003 12:00:27

NOTES**Case Number: 535355****Summary of Notes - 5 items**

-
- Action:** Call **Visibility:** Private
Subject: Cust. called
Note: and advised that she purchased her vehicle in Lake Tahoe and drove back to Md. where she resides. Customer stated that according to Maryland DMV she needs a "MSO" from the dealer in order to register and get tags for her vehicle. Cust. states that her dealer in Lake Tahoe accidentally sent "MSO" to Nevada DMV. Cust. states she needs the "MSO" as soon as possible because she is driving a vehicle with expired temp tags. Will call dealer
- Created By:** bhal **Date Created:** 09/09/2003 11:50:55
-
- Action:** Call **Visibility:** Private
Subject: Called customer
Note: L/M for her to return my call
- Created By:** bhal **Date Created:** 09/10/2003 09:12:59
-
- Action:** Call **Visibility:** Private
Subject: Ms. Kulle returning Barry's call
Note: passed call to rep..
- Created By:** bgil **Date Created:** 09/12/2003 10:35:01
-
- Action:** Call **Visibility:** Private
Subject: Called Dealer/ Called dealer
Note: Sales Manager Zach Salah advised that he has contacted his Regional office and spoke with Lucy Jenkins for a MSO "Manufactures Statement of Origin" Sales Manager advised that once they recieve the MSO they will Send it to customer ASAP. SM also advised that he has overnigheted a new Temp Tag to customer that is good for up to 10 days. Called customer and advised her that her MSO should be arriving at the dealer soon.
- Created By:** bhal **Date Created:** 09/12/2003 10:44:38
-
- Action:** Call **Visibility:** Private
Subject: Called customer
Note: L/M for customer to return my call Closing case pending customer callback
- Created By:** bhal **Date Created:** 09/27/2003 13:14:11
-

ADDRESSES**Case Number: 535355****Total - 1 items**

Type: Mail To**Address1:** **Address2:** **Address3:****City: Annapolis****State/Province: MD****Zip Code: 21401****Created By: bhal****Date Created: 08-SEP-03****Last Modify By: bhal****Last Modify Date: 08-SEP-03**

* Image not available. Please contact your administrator.

Subaru Technical Service**Case Report with Journals**

02/23/2004 8:41 AM

Case Number:	573375	Assigned To:	Jack Marks
Contact Name:	Bill Mueller	Case Status:	Closed
Service Phone:	(815) 741-5353	Priority:	2 - Medium
Alert:		Date Closed:	01/09/2004
Region Dealer:	70/483		
Dealer Name:	THOMAS SUBARU OF JOLIET		
Dir Address:	2525 W JEFFERSON STREET Joliet, IL 60435		
VIN:	JP1GD296X 2G [REDACTED]	Prod Date:	07/12/2001
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:	652938	RO Date:	01/06/04
		Current Mileage:	34874
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrences:	[None]
Condition:	fuel smell		
Created By:	jmas	Date Created:	01/09/2004
Journals Total: - 1 Item:			
i referred tech to service bulletin 09-36-03.			
Created By:	jmas	Date Created:	01/09/2004

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:17 AM

INFORMATION

Case Number: 575487

CRIS Case Number:

Case Status: Open

Case Type: Vehicle Repair

Priority: 2 - Medium

Last Name:

Day Phone:

First Name:

Ext:

Attachments:

CRIS Letters:

Model: IMPREZA

VIN: 2G

Model Year: 2002.0

VIN Prefix: JF1GD2965

Manufactured Date: 03/01/2001

Current Mileage: 49400

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 10/141

Company: BURLINGTON SUBARU, INC.

Subject:

Gas line

Closed By:

Assigned To: Bryant

Follow Up Date:

01/14/2004
13:11:35

Close Date:

Contact Media Type: Phone

CS Impact:

Alert:

Created By: pbry

Date Created: 01/09/2004 13:11:36

Last Modify By: pbry

Last Modify Date: 01/09/2004 15:51:20

ISSUES**Case Number: 575487****Total - 2 items****ISSUE # 1****Category: Vehicle**
Reason: Damaged**Status: Open**
Resolution: Directed Customer to Dealership**Customer States****Topic: Engine/ Fuel System or Cooling System** **Topic Detail: General - Fuel System**
Occurrence:**Dealer States****Component Group:****Component Type:****Created By: pbry**
Last Modify By: pbry**Date Created: 01/09/2004 13:12:56**
Last Modify Date: 01/09/2004 13:12:56**ISSUE # 2****Category: Information**
Reason:**Status: Closed**
Resolution: Put Request through**Customer States****Topic: Addresses/Telephone Numbers** **Topic Detail: Request for Change of Address/Ownership**
Occurrence:**Dealer States****Component Group:****Component Type:****Created By: pbry**
Last Modify By: pbry**Date Created: 01/09/2004 15:50:22**
Last Modify Date: 01/09/2004 15:50:22

NOTES

Case Number: 575487
Summary of Notes - 3 Items

Action: Call **Visibility:** Private
Subject: Cust father called
Note: he adv that son purchased the vehicle in 10/03 w/ around 36k miles. Adv that they are at the dlrshp now because of fuel smell. Dlr adv that the gas line would need to be replaced and that veh is oow for repair. He stated that the dlr SA Jason did tell him that they have done a few repairs like this before, there is a TSB from SOA. Cust stated that he feels that SOA should cover the repair because it is obviously a chronic problem. I adv that I need additional info from dlr... SW Asst SM Kevin Meadow he adv that this is the fist time the vehicle, and the fuel line repair coverage expired at 36k miles. He stated that he will contact DSOM John Hayes to review of possible asst. SW cust and reviewed comments. Confirmed that there is a TSB on the repair, however, that would be for repairs covered under wty. I adv that the Asst SM Kevin will let cust know decision of review. Father fine w/ that. Provided address for son to update owner info.

Created By: pbry **Date Created:** 01/09/2004 13:27:40

Action: Comment **Visibility:** Private
Subject: Recd call from Asst SM Kevin Meadow
Note: he adv that he did reach DSOM John Hayes by cell phone. Adv that DSOM declined asst; adv that the cust had the opportunity to purchase SAS and did not and no service history. He adv that he will let cust know.

Created By: pbry **Date Created:** 01/09/2004 13:37:37

Action: Research **Visibility:** Private
Subject: Emailed case to Carmine for review
Note:

Created By: pbry **Date Created:** 01/09/2004 15:51:09

ADDRESSES**Case Number: 575487****Total - 1 items**

Type: Mail To**Address1:** **Address2:****Address3:****City:** Burlington**State/Province:** VT**Zip Code:** 05401-2468**Created By:** pbry**Date Created:** 09-JAN-04**Last Modify By:** pbry**Last Modify Date:** 09-JAN-04

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

Subaru Technical Services

Case Report with Journals

02/23/2004 8:41 AM

Case Number:	575637	Assigned To:	Kari Stewart
Contact Name:	Karen Bishop	Case Status:	Closed
Service Phone:	(802) 775 1990	Priority:	2 - Medium
Alerts		Date Closed:	01/09/2004
Region Dealer:	10/125		
Dealer Name:	KINNEY SUBARU		
Dir Address:	POB 276, 287 S. MAIN ST. Rutland, VT 05702		
VIN:	JF1GD2968 3H[REDACTED]	Prod Date:	06/25/2002
Extension Spec:	C		
Model:	*2003 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE*		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
RO Number:	29399	RO Date:	01/09/04
		Current Mileage:	23286
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrence:	[None]
Condition:	Fuel odor when cold		
Created By:	kstu	Date Created:	01/09/2004
Journals (Total: - 1 Item)			
Referred to TSB 09-36-03			
Created By:	kstu	Date Created:	01/09/2004

* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

02/23/2004 8:43 AM

Case Number:	575740	Assigned To:	Jack Mackin
Contact Name:	Mike Barnes	Case Status:	Closed
Service Phone:	(717) 564 4545	Priority:	2 - Medium
Alert:		Date Closed:	01/12/2004
Region Dealer:	30/162		
Dealer Name:	FAULKNER SUBARU		
Dir Address:	3233 Paxton Street Harrisburg, PA 17111		
VIN:	JF1GD2964 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,		
RO Number:	10268	RO Date:	01/12/04
		Current Mileage:	28200
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrence:	[None]
Condition:	fuel smell on cold start		
Created By:	jmas	Date Created:	01/12/2004
Journals (Total: - 1 Item):			
	i referred tech to service bulletin 09-36-03 for proper repair.		
Created By:	jmas	Date Created:	01/12/2004

* Image not available. Please contact your administrator.

Subaru Technical Services**Case Report with Journals**

02/23/2004 8:42 AM

Case Number:	575746	Assigned To:	Jack Maske
Contact Name:	Sven Hoelbing	Case Status:	Closed
Service Phone:	(315) 471-3665	Priority:	2 - Medium
Alert:		Date Closed:	01/12/2004
Region Dealer:	20/290		
Dealer Name:	ROMANO SUBARU, INC.		
Dir Address:	1000 West Hiawatha Blvd. Syracuse, NY 13204		
VIN:	JF1GD2969 2H [REDACTED]	Prod Date:	03/01/2001
Emission Spec:	C		
Model:	**2002 SUBARU WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
RO Number:	140581	RO Date:	01/12/04
		Current Mileage:	49559
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrence:	[None]
Condition:	fuel smell		
Created By:	jmas	Date Created:	01/12/2004
Journals (Total: - 1 Item):			
	i referred tech to service bulletin 09-36-03 for proper repair.		
Created By:	jmas	Date Created:	01/12/2004

ISSUES**Case Number: 575748****Total - 2 Items****ISSUE # 1****Category:** Vehicle**Status:** Closed**Reason:** Fluid Leaks**Resolution:*****Customer States*****Topic:** Engine/ Fuel System or Cooling System**Topic Detail:** Fuel Tank**Occurrence:*****Dealer States*****Component Group:****Component Type:****Created By:** thav**Date Created:** 01/12/2004 09:03:53**Last Modify By:** thav**Last Modify Date:** 01/12/2004 09:03:53**ISSUE # 2****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:** thav**Date Created:** 01/16/2004 11:13:15**Last Modify By:** thav**Last Modify Date:** 01/16/2004 11:13:15

NOTES

Case Number: 575748
Summary of Notes - 12 items

Action: Call **Visibility:** Private
Subject: cust called
Note: re fuel smell in veh. Cust states that he gave a printed copy of TSB 09-36-03 to service tech at Farish. Adv. cust to callback if still concern. not showing any open recalls.
Created By: thav **Date Created:** 01/12/2004 09:00:21

Action: Call **Visibility:** Private
Subject: customer called in for Tom Havas...
Note: passed call to him.
Created By: bgil **Date Created:** 01/12/2004 14:42:33

Action: Call **Visibility:** Private
Subject: cust called
Note: with addtl questions. I adv cust that is covered for rental under 3/36. If dealer unable to provide loaner, will reimburse up to 30 day for 5 days.
Created By: thav **Date Created:** 01/12/2004 14:44:22

Action: Call **Visibility:** Private
Subject: dealer called
Note: states cust veh down since 1/10. In rental since 1/10. David service advisor states that need Hose pn 807707140 (overnight from Denver), Gasket (instock) and CPC Pipe (On order, none in country) pn 17544AA134. RO# 115284 Will call PIC PART for addtl info.
Created By: thav **Date Created:** 01/15/2004 16:20:14

Action: Call **Visibility:** Private
Subject: Called PIC PART
Note: they adv that they have 250 coming from FHI in Japan sometime next week. Not able to confirm exact arrival date.
Created By: thav **Date Created:** 01/15/2004 16:32:25

Action: Call **Visibility:** Private
Subject: cust called for Tom Havas
Note: transferred the call to Tom.
Created By: hohn **Date Created:** 01/16/2004 10:54:19

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

Note: Adv cust that he authorized to stay in veh due to SOA parts availability. Team Lead stated to code for parts.

Created By: thav **Date Created:** 01/16/2004 11:11:31

Action: Call **Visibility:** Private

Subject: Cust called for Tom H. - conferenced

Note:

Created By: pbry **Date Created:** 01/26/2004 11:03:55

Action: Call **Visibility:** Private

Subject: cust called

Note: adv cust to fax rental receipt once veh is repaired. Called dealer and verified part in on VOR status.

Created By: thav **Date Created:** 01/26/2004 11:13:37

Action: Call **Visibility:** Private

Subject: cust called

Note: gave him fax #.

Created By: thav **Date Created:** 02/04/2004 16:34:37

Action: Call **Visibility:** Private

Subject: Cust called

Note: confirmed receipt of fax. Requested draft.

Created By: thav **Date Created:** 02/06/2004 12:46:41

Action: Call **Visibility:** Private

Subject: Mailed draft

Note: to cust.

Created By: thav **Date Created:** 02/13/2004 10:46:16

FINANCIAL INFO**Case Number: 575748****Financial Info - 1 item**

Acct. Nbr:	Warranty Reserve	Status:	Paid
First Name:	██████████	Last Name:	██████████
Amount:	685.76	Auth. Date:	02/06/2004 00:00:00
Check Type:	Check		
Created By:	02/06/2004 12:39:48	Date Created:	thav

ADDRESSES**Case Number: 575748****Total - 1 Items**

Type: Mail To**Address1:** [REDACTED]**Address2:****Address3:****City: Fairfax****State/Province: VA****Zip Code:** [REDACTED]**Created By: Vantive User****Date Created: 12-JAN-04****Last Modify By: Vantive User****Last Modify Date: 12-JAN-04**

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:19 AM

INFORMATION**Case Number: 575807****CRIS Case Number:**
Case Status: Closed**Case Type:** Vehicle Repair
Priority: 2 - Medium**Last Name:**
Day Phone:**First Name:**
Ext: page him**Attachments:**
CRIS Letters:**Model:** IMPREZA**Model Year:** 2002.0**Manufactured Date:** 06/01/2001**VIN:** 2C**VIN Prefix:** JF1GD2961**Current Mileage:** 40000**RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer:** 40/575**Company:** HUNTER MOTORS INC.**Subject:** [SM Tom Adams LM] cust call re fuel leak / fuel smell in veh**Closed By:** hohn**Assigned To:** Ohnishi**Follow Up Date:** 01/17/2004
09:58:37**Close Date:** 02/11/2004
13:52:55**Contact Media Type:** Phone**CS Impact:****Alert:****Created By:** hohn**Date Created:** 01/12/2004 09:58:37**Last Modify By:** hohn**Last Modify Date:** 02/11/2004 13:52:52

ISSUES**Case Number: 575807****Total - 6 items****ISSUE # 1****Category: Vehicle**
Reason: Fluid Leaks**Status: Closed**
Resolution:**Customer States****Topic: Engine/ Fuel System or Cooling System** **Topic Detail: General - Engine**
Occurrence: Recurring**Dealer States****Component Group:****Component Type:****Created By: hohn**
Last Modify By: hohn**Date Created: 01/12/2004 10:07:20**
Last Modify Date: 01/12/2004 10:07:20**ISSUE # 2****Category: Vehicle**
Reason: Odor/Smell**Status: Closed**
Resolution:**Customer States****Topic: Body Interior** **Topic Detail: General - Body Interior**
Occurrence: Recurring**Dealer States****Component Group:****Component Type:****Created By: hohn**
Last Modify By: hohn**Date Created: 01/12/2004 10:07:57**
Last Modify Date: 01/12/2004 10:07:57**ISSUE # 3**

Category: Information**Status:** Closed**Reason:****Resolution:****Customer States****Topic:** Addresses/Telephone Numbers**Topic Detail:** Request for Change of Address/Ownership**Occurrence:** [None]**Dealer States****Component Group:****Component Type:****Created By:** hohn**Date Created:** 01/12/2004 10:08:32**Last Modify By:** hohn**Last Modify Date:** 01/12/2004 10:08:32**ISSUE # 4****Category:** Product Issues**Status:** Closed**Reason:** Flawed**Resolution:****Customer States****Topic:** Product Design**Topic Detail:** Product Design**Occurrence:** [None]**Dealer States****Component Group:****Component Type:****Created By:** hohn**Date Created:** 01/12/2004 10:08:56**Last Modify By:** hohn**Last Modify Date:** 01/12/2004 10:08:56**ISSUE # 5****Category:** Vehicle**Status:** Closed**Reason:****Resolution:****Customer States****Topic:** Recalls or Campaigns**Topic Detail:** General - Recalls or Campaigns

NOTES

Case Number: 575807

Summary of Notes - 22 items

Action: Call **Visibility:** Private

Subject: call summary

Note: cust stated that there is a bad fuel smell coming from his engine when he starts his veh cold. cust stated that on 11/03 he brought his veh to the dealer. cust stated that they tightened a clamp and stated that the problem is fixed. cust stated that he noticed on the internet that there is a technical bulletin that addresses this problem. cust inq as to why there isn't a recall issued on this veh problem since fuel leaks are a major safety issue? cust stated that his veh repair occured after his veh new car wty expired. cust stated that the technical bulletin came out during the summer, while his veh was under wty, but the technical bulletin addresses a veh problem that occurs when the outside temp is below 14 degrees farenheight, which is wasn't during the summer. cust stated that he's seen on-line that customers are being charged \$350 to \$400 to have the veh problem fixed out of wty. cust stated that he has seen several postings on the NHTSA website about the fuel leak issue. cust stated that he will bring his veh back to the dealer after he has spoken to SOA. i adv the cust that i will f/u w/ the dealer.

Created By: hohn **Date Created:** 01/12/2004 10:11:02

Action: Call **Visibility:** Private

Subject: LM for SM Randy McFalls

Note: summarized the cust's case and asked for f/u call.

Created By: hohn **Date Created:** 01/12/2004 10:38:04

Action: Call **Visibility:** Private

Subject: Customer called for Hiroshi

Note: Advised customer that Hiroshi is not available at this time and that his case is still being reviewed. Advised customer that Hiroshi will call him back after reviewing his case. A/P Hiroshi

Created By: bhal **Date Created:** 01/13/2004 10:25:27

Action: Call **Visibility:** Private

Subject: cust called

Note: he wanted to spk to hiroshi ---trans call

Created By: caug **Date Created:** 01/13/2004 16:57:11

Action: Call **Visibility:** Private

Subject: sw cust

Note: adv cust that i'm trying to f/u w/ SM at dealer. cust stated that dealer has serviced his veh except for the 30k service. cust inq whether SOA is willing to help out w/ his repair. cust stated that he feels the fuel smell / fumes are a safety issue. cust stated that he's seen online that the NTSB is looking into the problem as well. i adv the cust that i will f/u w/ the dealer.

Created By: hohn **Date Created:** 01/13/2004 17:00:16

Action: Call **Visibility:** Private
Subject: Cust called for Hiroshi
Note: I adv that he was not avail. Cust stated that he contacted the SM at Hunter Motors Subaru in Charlotte, NC and was told that SOA never called them about cust veh. I confirmed that the dlr info in case was incorrect. Case had Hunter Subaru (040-261), Hendersonville, NC. I apologized to cust and adv that I will update rep and ask that he contact the correct dlr regarding cust issue. Cust also stated that he had clutch shudder problem with the veh and last summer the dlr told him that it is normal for Subaru veh. Cust stated that he has since checked out internet info and knows that there is a TSB regarding clutch shudder. Cust states that veh is oow now but feels that repair should be reviewed from when he complained to dlr in the summer. He stated that they just spoke about it and dlr never did a repair order on it. I directed cust to dlr for diagnosis and recommended that he sw the SM regarding dlr inspection of concern from last summer. AP Hiroshi.

Created By: pbry **Date Created:** 01/14/2004 13:07:03

Action: Call **Visibility:** Private
Subject: SM Tom Adams from Hunter Subaru-Charlotte,NC called for Hiroshi
Note: I adv that he was out to lunch. Transferred to vm. AP Hiroshi.

Created By: pbry **Date Created:** 01/14/2004 13:40:25

Action: Call **Visibility:** Private
Subject: SM Tom Adams LM
Note: SM wanted to f/u w/ me re this case.

Created By: hohn **Date Created:** 01/14/2004 15:11:25

Action: Call **Visibility:** Private
Subject: LM for SM Tom
Note:

Created By: hohn **Date Created:** 01/14/2004 15:15:30

Action: Call **Visibility:** Private
Subject: sw SM Tom
Note: SM stated that he wanted to know what they should do re this case.

Created By: hohn **Date Created:** 01/14/2004 16:27:30

Action: Call **Visibility:** Private
Subject: Customer called to obtain an update.
Note: I advised the customer that his concerns are being researched

Created By: dma2 **Date Created:** 01/16/2004 14:14:47

Action: Call **Visibility:** Private
Subject: Cust cld
Note: Cust inquiring about case. Adv cust I will have Hiroshi look into this and contact him back. AP to Hiroshi.

Created By: jli2 **Date Created:** 02/03/2004 13:56:14

Action: Call **Visibility:** Private
Subject: sw SM Tom
Note: SM stated that he'll sw his DSOM re having the repair done under wtty. Adv the SM to f/u w/ me after he's spoken w/ his DSOM.

Created By: hohn **Date Created:** 02/04/2004 08:38:40

Action: Call **Visibility:** Private
Subject: sw cust's fiance Bonnie
Note: Apologized for the delay in f/u w/ his case. Adv cust's fiance that the SM is f/u w/ his DSOM and i hope to have an answer later today.

Created By: hohn **Date Created:** 02/04/2004 09:59:24

Action: Call **Visibility:** Private
Subject: sw SM Tom
Note: SM stated that he'll f/u w/ his DSOM and call me right back.

Created By: hohn **Date Created:** 02/05/2004 10:31:53

Action: Call **Visibility:** Private
Subject: SM Tom LM
Note:

Created By: hohn **Date Created:** 02/05/2004 14:18:06

Action: Call **Visibility:** Private
Subject: sw SM Tom
Note: SM stated that their DSOM app'd paying for the parts (\$75 retail) if the cust pays for the labor (\$240 retail). Asked the SM if they could do the labor at their wtty rates (\$168). SM stated that they could do that. Adv the SM to contact the cust re the offer and f/u w/ me.

Created By: hohn **Date Created:** 02/05/2004 14:18:58

Action: Call **Visibility:** Private
Subject: sw cust
Note: Cust stated that SM Tom contacted him w/ the offer to cover the cost of parts, and the cust would have to cover the cost of labor. Cust wanted to know why he has to pay for anything if it is a wtty issue. Cust wanted to know why this is the case, and also if he pays for the repair, if this becomes a recall item, will he be reimbursed?

Created By: hohn **Date Created:** 02/05/2004 15:31:28

Action: Call **Visibility:** Private
Subject: sw SM Tom Adams
Note: Asked SM why was only part of the repair authorized? SM stated that the cust first reported this veh prob at 37k miles, so the cust was OOW for this repair. SM stated that these cases are a policy adjustment at the discretion of the DSOM. Adv the SM to contact his DSOM since the cust requested that we cover the full

amount of the repair and f/u w/ me.

Created By: hohn **Date Created:** 02/05/2004 15:36:28

Action: Call **Visibility:** Private

Subject: sw SM Tom

Note: F/u w/ SM re cust req for fin assist for the full repair. SM stated that he will contact his DSOM this morning and f/u w/ me later today.

Created By: hohn **Date Created:** 02/10/2004 08:42:58

Action: Call **Visibility:** Private

Subject: LM for SM Tom

Note: F/u re cust req for fin assist w/ repair.

Created By: hohn **Date Created:** 02/11/2004 11:55:28

Action: Call **Visibility:** Private

Subject: SM Tom Adams LM

Note: SM stated that he f/u w/ his DSOM re the cust's req. SM stated that the DSOM agreed to do the repair if the cust pays a \$100 deductible. SM stated that he f/u w/ the cust and the cust agreed to have the repair done. SM stated that they've ordered the parts, and that at this point, it isn't necessary for me to f/u w/ the cust.

Created By: hohn **Date Created:** 02/11/2004 13:50:56

ADDRESSES**Case Number: 575807****Total - 1 items**

Type: Mail To**Address1:** [REDACTED]**Address2:****Address3:****City:** Matthews**State/Province:** NC**Zip Code:** [REDACTED]**Created By:** hohn**Date Created:** 12-JAN-04**Last Modify By:** hohn**Last Modify Date:** 12-JAN-04

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:34 AM

INFORMATION**Case Number: 576008**

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:** 01/11/2002
VIN: 2G [REDACTED] **VIN Prefix:** JF1GD2966 **Current Mileage:** 57000
RO Number: **RO Date/Failure Date:** **RO Mileage/Failure:**
Region/Dealer: 30/179 **Company:** BECKER WAGONMASTER, INC.

Subject: Fuel smell

Closed By: pbry **Assigned To:** Bryant **Follow Up Date:** 01/17/2004
12:16:53

Close Date: 01/12/2004 **Contact Media Type:** Phone **CS Impact:**
12:30:13 **Alert:**

Created By: pbry **Date Created:** 01/12/2004 12:16:53
Last Modify By: pbry **Last Modify Date:** 01/12/2004 12:39:11

ISSUES

Case Number: 576008

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

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: pbry

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

Last Modify By: pbry

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

NOTES**Case Number: 576008****Summary of Notes - 1 item**

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

Note: he adv that he experienced a strong fuel smell inside of the vehicle this weekend, so bad that he threw up. He adv that he did call dlr for appt and they told him Wednesday is the soonest they can get him in. Adv that is kind of far away for appt date. Adv that it seems the vehicle is falling apart, repair by repair. Adv that he just recently had clutch repair done. I apologized to cust for the circumstance. Asked if fuel smell, he adv that the fuel smell is more noticeable when cold but he thought it may have happened before. He stated that this will be the first time taking the veh to the dlr for this problem. Adv that before, he took to dlr for the brakes and clutch. I offered to reimburse rental to cust for couple of days if he did not feel comfortable driving the veh. Cust adv that he does not have to work for the next couple of days, whatever, traveling he needs to do he will get a ride. I adv of TSB for Fuel Smell in Cold Weather - 09-36-03. Reassured cust that dlr would have info and be aware of repair that may be necessary. Cust stated that he has SAS Gold Plus Plan and adv that dlr did tell him that they would have loaner vehicle avail. I provided case number and asked cust to call us if further asst is needed.

Created By: pbry**Date Created:** 01/12/2004 12:30:14

ADDRESSES

Case Number: 576008

Total - 1 items

Type: Mail To
Address1: [REDACTED]
Address2:
Address3:
City: Hellertown State/Province: PA Zip Code: [REDACTED]
Created By: Vantive User Date Created: 26-NOV-03
Last Modify By: Last Modify Date:

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:35 AM

INFORMATION**Case Number: 576043**

CRIS Case Number:
Case Status: Open **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:** 03/01/2001
VIN: 2G **VIN Prefix:** JF1GD2966 **Current Mileage:** 35500
RO Number: **RO Date/Failure Date:** **RO Mileage/Failure:**
Region/Dealer: 10/157 **Company:** COLONIAL SUBARU, INC.

Subject: TSB - Please let Patti know about any future calls from this customer. Thanks.

Closed By: **Assigned To:** Woodhull **Follow Up Date:** 01/17/2004 12:42:44
Close Date: **Contact Media Type:** Phone **CS Impact:**
Alert:

Created By: awoo **Date Created:** 01/12/2004 12:42:45
Last Modify By: awoo **Last Modify Date:** 01/14/2004 16:31:41

ISSUES**Case Number: 576043****Total - 1 item**

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

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

Component Group:**Component Type:****Created By: awoo****Date Created: 01/12/2004 12:50:04****Last Modify By: awoo****Last Modify Date: 01/12/2004 12:50:04**

NOTES

Case Number: 576043
Summary of Notes - 5 items

Action: Call **Visibility:** Private

Subject: cust called

Note: cust asked if a dealer can perform a TSB with out duplication of the concern, adv no. cust adv that he has had no problems with the fuel system on his vehicle, but has read of the TSB for the fuel hose. cust adv that he is approaching the expiration of the NCBW and is worried about a failure outside of warr. explained taht a TSB varies from a recall in that it is simply a change in the repair procedure. adv taht this doesn't speak for the frequency of failure. adv that we would not knowingly place him in harms way. adv to contact us if he should have a failure OOW>

Created By: awoo **Date Created:** 01/12/2004 12:51:09

Action: Call **Visibility:** Private

Subject: cust called

Note: cust adv that he did smell the fuel on Sat evening (1/10/04) but only told me that he had never had the occurance for research purposes. cust adv that he was having a discussion online with other people who had not had a problem. cust adv that he took the vehicle into Colonial and was told that the intake manifold was removed and the hose clamps on the fuel lines were tightened. cust adv that he doesn't understand why the TSB was not performed. explained that the technician will use his discession in observing the vehicle to determine if it is the same concern as the TSB. adv that the dlr would initiate the appropriate repair to resolve the concern observed. adv that I will contact the dlr to review and get more info.

Created By: awoo **Date Created:** 01/14/2004 15:52:59

Action: Call **Visibility:** Private

Subject: called dlr

Note: SW SM Art Azzarito who advised that the vehicle was brought in and the customer stated he observed a fuel smell. Art advised that in removing the intake manifold the clamps on the fuel hose was loose to the touch. Art advised that no fuel smell was observed by the technician. Art advised that there was no failure of the fuel line but rather that the clamps were not properly tightened. Art advised that he has a few kits on order but no parts in stock. Art advised that he reviewed with Paul @ SNE who advised that if he doesn't have the parts that the clamps should be tightened. dir Art to review with DSOM Brian Giffen and see if we should have the customer return when parts are available in order to have the TSB performed. Art advised that he will call Brian and contact the cust.

Created By: awoo **Date Created:** 01/14/2004 16:04:17

Action: Call **Visibility:** Private

Subject: called dlr

Note: SW SM Art who advised that he has discussed the concerns with the customer. Art advised that he has notified the customer of the techs findings and the repair performed. Art advised that he has asked the cust to monitor the vehicle's operation for a fuel smell. Art advised that if it continues they will perform the TSB. Art advised that they feel the repair performed will correct the condition. Art advised that he has

also discussed the verbage of the RO and reviewing OOW.

Created By: awoo **Date Created:** 01/14/2004 16:24:22

Action: Call **Visibility:** Private

Subject: called cust

Note: L/M indicating if he has any questions or concerns to contact me.

Created By: awoo **Date Created:** 01/14/2004 16:29:37

ADDRESSES**Case Number: 576043****Total - 1 items**

Type: Mail To**Address1:** **Address2:****Address3:****City:** New Fairfield**State/Province:** CT**Zip Code:** 06812-2528**Created By:** mde2**Date Created:** 12-SEP-02**Last Modify By:** mde2**Last Modify Date:** 12-SEP-02

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:35 AM

INFORMATION**Case Number:** 576462**CRIS Case Number:**
Case Status: Closed**Case Type:** Vehicle Repair
Priority: 2 - Medium**Last Name:** Goldberg
Day Phone: [REDACTED]**First Name:** Michael
Ext:**Attachments:**
CRIS Letters:**Model:** IMPREZA
VIN: 2G [REDACTED]
RO Number: [REDACTED]
Region/Dealer: 10/107**Model Year:** 2002.0
VIN Prefix: JF1GG2964
RO Date/Failure Date:
Company: CHASE PARKWAY VOLVO-SUBARU**Manufactured Date:** 10/17/2001
Current Mileage: 62000
RO Mileage/Failure:**Subject:** fuel smell in passenger cabin in frigid temps 1/16 dlr adjusting price for customer portion**Closed By:** bgil
Close Date: 01/16/2004
15:34:20**Assigned To:** Gilmore
Contact Media Type: Phone**Follow Up Date:** 01/18/2004
10:00:08**CS Impact:**
Alert:**Created By:** bgil
Last Modify By: bgil**Date Created:** 01/13/2004 10:00:08
Last Modify Date: 01/16/2004 15:36:44

ISSUES**Case Number: 576462****Total - 2 items****ISSUE # 1****Category: Vehicle****Status: Closed****Reason: Odor/Smell****Resolution:*****Customer States*****Topic: Engine/ Fuel System or Cooling System****Topic Detail: General - Engine****Occurrence:*****Dealer States*****Component Group:****Component Type:****Created By: bgil****Date Created: 01/13/2004 10:02:19****Last Modify By: bgil****Last Modify Date: 01/13/2004 10:02:19****ISSUE # 2****Category: Information****Status: Closed****Reason:****Resolution:*****Customer States*****Topic: Financial****Topic Detail: Repair - financial assistance request****Occurrence:*****Dealer States*****Component Group:****Component Type:****Created By: bgil****Date Created: 01/13/2004 10:06:03****Last Modify By: bgil****Last Modify Date: 01/13/2004 10:06:03**

NOTES

Case Number: 576462
Summary of Notes - 7 items

Action: Call **Visibility:** Private
Subject: customer calling w/ a concern
Note: in the very frigid temps (specifically this past weekend) the customer experienced a fuel smell in his vehicle. Customer took the vehicle to the dlr who has determined that the vehicle needs repair directly related to a tech service bulletin. Customer now believes that this is a defect or a design flaw and that he should not have to pay for the needed repairs. Explained the purpose of TSB, recalls and Campaigns...advsd that this is not a design flaw but it is in fact info that that has been looked into by the engineers and they have come back with what would be causing the problem and as well as what can be done to eliminate the concern... Customer indicated that he was seeking asst on the needed repair.. I asked if he had rev'd this with the Sm at the dlrshp and he said that he had not.. explained how matters are rev'd by the dlrshp Sm in circumstances where the customer is seeking financial asst... Customer had spoken to the GM of the dlr he bought the vehicle from not the dlr looking at the vehicle now... the selling dlr GM suggested the call to us... customer said that he sw the SM at the dlr checking the vehicle out and if there is a need for us to become involved then he will call us back..

Created By: bgil **Date Created:** 01/13/2004 10:06:39

Action: Call **Visibility:** Private
Subject: Customer called for Barb G.
Note: Advised customer that Barb is not available at this time. customer stated that he has spoke with his dealer and the SM stated that they could not repair vehicle because it is outside of it's 3 year/ 36,000 mile warranty. Customer upset because his problem fits the discription of the TSB and he feels Subaru should assist him in the repairs. Customer stated that he has a aftermarket extended warranty that will pay for a portion of the repair leaving only approx. 200 dollars for customer pay. Customer stated that he would like to see Subaru help him finanicaly with the remainder of the repair. A/P Barb

Created By: bhal **Date Created:** 01/13/2004 11:09:31

Action: Call **Visibility:** Private
Subject: cust called for Barb
Note: conferenced call.
Created By: awoo **Date Created:** 01/14/2004 12:12:33

Action: Call **Visibility:** Private
Subject: [REDACTED] called in again..
Note: he said that the dlr has told him that "corporate" will not asst with this matter. Customer has been provided a copy of the bulletin... he said that he feels that he should not be penalized for buying a vehicle that is demonstrating this concern (spelled out in bulletin) Customer stated, if he does not get asst on this repair then he will not consider purchasing our vehicles again. Told the customer that I would have to talk to the dlr.

Created By: bgil **Date Created:** 01/14/2004 12:13:41

Action: Call **Visibility:** Private

Subject: called the dlr to discuss sw Mike Hinds the SM...

Note: asked about the customer being given a copy of this Bulletin... he said that they did give it to him and that they found the same bulletin out on the web which the customer could have gotten that way if the dlr did not supply it. I rev'd the repair with the dlr... dlr is charging the customer \$440 for the repair... asked for the break down on this... dlr is chrging 5 hours labor we suggest 2.2 hours for labor and the total cost for the repair is \$227.73 according to us. I suggested that Mike talk to his DSOM to see what can be done for the customer. I also suggested that if he wants to review the labor time that they are charging and back it down then that would cut the cost somewhat. Mike will review this further and then let me know how it will be handled.

Created By: bgil **Date Created:** 01/14/2004 12:34:06

Action: Call **Visibility:** Private

Subject: rec'd VM from Mike

Note: he is going to adjust price do the customer only has to pay \$53.00 for the repair.. he said that he is tired of dealing with this and he will do this BUT we have to supply the parts to the dlr. Called Mike @ the dlrshp back...LM for him to call me.

Created By: bgil **Date Created:** 01/14/2004 16:13:43

Action: Call **Visibility:** Private

Subject: As per Mike Hinds

Note: parts have been ordered VOR... they are due to the dlr early next week. Closing case..

Created By: bgil **Date Created:** 01/16/2004 15:33:12

ADDRESSES

Case Number: 576462

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Washington

State/Province: CT

Zip Code: [REDACTED]

Created By: bgil

Date Created: 13-JAN-04

Last Modify By: bgil

Last Modify Date: 13-JAN-04

* Image not available. Please contact your administrator.

Subaru Technical Service

Case Report with Journals

02/23/2004 9:42 AM

Case Number:	576769	Assigned To:	Don Buege
Contact Name:	Phil McCooy	Case Status:	Closed
Service Phone:	(313) 671-2750 275	Priority:	2 - Medium
Alert:		Date Closed:	01/13/2004
Region Dealer:	70/477		
Dealer Name:	JEFF WYLER SUBARU		
Dir Address:	12105 OMNIFLEX CT FOREST PARK, OH 45240		
VIN:	1F1GG2969 2G [REDACTED]	Prod Date:	06/01/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
RO Number:	58815	RO Date:	01/13/04
		Current Mileage:	56416
Failure Code/Description:			
Keyword:	Fuel Smell,	Occurrence:	Reproducible
Condition:	'02 WRX, fuel smell when started cold. Referred tech to the Service Bulletin. He also has a misfire situation and will call back w/ the CID for possible re-flash.		
Created By:	dbart	Date Created:	01/13/2004

SUBARU**Complete SAMI Case Report**

Wednesday, February 25, 2004 8:36 AM

INFORMATION**Case Number: 576863****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:
Region/Dealer: 10/157**Model Year:** 2002.0
VIN Prefix: JF1GG2968
RO Date/Failure Date:
Company: COLONIAL SUBARU, INC.**Manufactured Date:** 04/01/2001
Current Mileage: 37000
RO Mileage/Failure:**Subject:** TSB 09-36-03 Fuel smell**Closed By:** caug
Close Date: 01/13/2004
15:41:20**Assigned To:** August
Contact Media Type: Phone**Follow Up Date:** 01/18/2004
15:23:56**CS Impact:**
Alert:**Created By:** caug
Last Modify By: caug**Date Created:** 01/13/2004 15:23:55
Last Modify Date: 01/13/2004 15:41:14

ISSUES**Case Number: 576863****Total - 1 item**

ISSUE # 1**Category: Vehicle**
Reason: Odor/Smell**Status: Closed**
Resolution: Direct cust to dlr***Customer States***

Topic: Entire Vehicle
Occurrence:**Topic Detail: General - Entire Vehicle*****Dealer States***

Component Group:**Component Type:**

Created By: caug
Last Modify By: caug**Date Created: 01/13/2004 15:36:16**
Last Modify Date: 01/13/2004 15:36:16

NOTES

Case Number: 576863
Summary of Notes - 3 items

Action: Call **Visibility:** Private
Subject: cust called
Note: he stated that he took his car in for a fuel smell he stated that he thinks it's related to TSB - 09-36-03 he stated he took the car to the dlr & they don't know if this will be covered asked if he spoke to SM --he stated no put cust on hold called SM Cked CDS no open recalls
Created By: caug **Date Created:** 01/13/2004 15:37:04

Action: Call **Visibility:** Private
Subject: called dealership
Note: spoke to SM - Art Azzarito he stated he is aware of cust he stated cust will not have to pay for repair
Created By: caug **Date Created:** 01/13/2004 15:40:11

Action: Call **Visibility:** Private
Subject: cust call con't
Note: advised cust of info from SM he thanked me for help
Created By: caug **Date Created:** 01/13/2004 15:40:52

ADDRESSES**Case Number: 576863****Total - 1 items**

Type: Mail To**Address1:** [REDACTED]**Address2:****Address3:****City:** Danbury**State/Province:** CT**Zip Code:** [REDACTED]**Created By:** caug**Date Created:** 13-JAN-04**Last Modify By:** caug**Last Modify Date:** 13-JAN-04

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

Subaru Technical Services

Case Report with Journals

01/23/2004 8:43 AM

Case Number:	577075	Assigned To:	Ken Sellers
Contact Name:	Ron Dillingham	Case Status:	Closed
Service Phone:	(802) 649-2727	Priority:	2 - Medium
Alert:		Date Closed:	01/14/2004
Region Dealer:	10/266		
Dealer Name:	THE CAR STORE, INC.		
Dir Address:	PO B 160, 191,E13,5 S NORWICH, VT 05055		
VIN:	JF1GD2961 2G [REDACTED]	Prod Date:	07/01/2001
Emission Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		
RO Number:		RO Date:	
		Current Mileage:	33167
Failure Code/Description:			
Keywords:	Fuel Smell,	Occurrences:	[None]
Condition:	fuel smell when cold temps have been in the teens and below		
Created By:	rsal	Date Created:	01/14/2004
Journals Total: - 1 Item:			
	he will look at the S/Bulletin 09-36-03		
Created By:	rsal	Date Created:	01/14/2004

SUBARU**Complete SAMI Case Report**

Tuesday, February 24, 2004 7:37 AM

INFORMATION**Case Number: 577201****CRIS Case Number:****Case Type: Vehicle Repair****Case Status: Pending****Priority: 2 - Medium****Last Name:** [REDACTED]**First Name:** [REDACTED]**Attachments:****Day Phone:** 0**Ext:****CRIS Letters:****Model: IMPREZA****Model Year: 2002.0****Manufactured Date: 09/01/2001****VIN: 2H** [REDACTED]**VIN Prefix: JF1GD296X****Current Mileage:****RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer: 20/249****Company: GOLDSTEIN MOTORS, INC.****Subject:**

Fuel smell

Closed By:**Assigned To: Daniels****Follow Up Date: 01/19/2004
11:26:32****Close Date:****Contact Media Type: EMail****CS Impact:
Alert:****Created By: cdan****Date Created: 01/14/2004 11:26:32****Last Modify By: cdan****Last Modify Date: 01/14/2004 12:13:00**

ISSUES

Case Number: 577201

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Open

Reason: Fluid Leaks

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System **Topic Detail:** ConsistentLeaks-Fuel/Emissions

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: cdan

Date Created: 01/14/2004 11:27:27

Last Modify By: cdan

Last Modify Date: 01/14/2004 11:27:27

NOTES**Case Number:** 577201**Summary of Notes - 2 Items**

Action: Call**Visibility:** Private**Subject:** Recvd email 613758

Note: I live in New York State and around the 1st of January the weather became extremely cold. The temperature dropped to -15 degrees. Since then the temperature has been very low, most times in the negatives. On January 8th, I started to smell a strong gas smell in my car. The fuel wa also dropping very fast. I opened the hood and saw fuel leaking. I set up an appointment with Goldstein Subaru and they could not get me in for service till Jan 12th. They were very difficult to deal with and then the mechanic said that the problem was that all my fuel clamps were loose. He said it is a common problem with the WRX when it gets cold out. He tightened the clamps and I was charged \$86.55. I do not understand how i could be charged for this. If there is a 'common' problem with any car, it is called a manufacturers defect. I should not have to pay because clamps came loose. When I bought this car in 2002, brand new, I never thought a parts that were as vital as keeping my fuel in the lines would come loose. I am very dissappointed and I would like some answers if possible. I just had a full tune up about 10,000 miles ago, and that included inspecting the entire fule system. So a change in temperature should not be affecting my car to the point where it becomes a safety hazard to me, leaking fuel, waiting to ignite. I would appreciate it if you could tell me if the clamps have been recalled or what I can do about this problem and unwarrented charge. Thank you very much. First name: [REDACTED] Last name: [REDACTED]

Created By: cdan**Date Created:** 01/14/2004 11:33:16

Action: Call**Visibility:** Private**Subject:** Sent response

Note: Thank you for visiting the Subaru Web site and for taking the time to e-mail us. We regret the circumstances that have prompted you to email us. We are interested in reviewing your concerns. If you can please fax your receipt to 856-661-2035 or mail it to Subaru of America, Inc., PO Box 6000, Cherry Hill, NJ 08034 so we can further examine your request for reimbursement. If you do encounter a fuel smell again, please do not hesitate to take it back to an authorized Subaru dealership and contact us at 1-800-782-2783 and refer Case #577201.

Created By: cdan**Date Created:** 01/14/2004 11:53:56

ADDRESSES

Case Number: 577201

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Troy

State/Province: NY

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 14-JAN-04

Last Modify By: Vantive User

Last Modify Date: 14-JAN-04

SUBARU**Complete SAMI Case Report**

Tuesday, February 24, 2004 7:38 AM

INFORMATION**Case Number: 577667****CRIS Case Number:****Case Type: Vehicle Repair****Case Status: Open****Priority: 2 - Medium****Last Name:****First Name:****Attachments:****Day Phone:****Ext:**

work

CRIS Letters:**Model: IMPREZA****Model Year: 2002.0****Manufactured Date: 07/12/2001****VIN: 2C****VIN Prefix: JF1GG296X****Current Mileage: 38100****RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer: 20/179****Company: WAPPINGERS FALLS SUBARU****Subject:**

fuel smell/ coolant leak

Closed By:**Assigned To: Nunez-Bolden****Follow Up Date: 01/20/2004
10:17:50****Close Date:****Contact Media Type: Phone****CS Impact:****Alert:****Created By: dnm****Date Created: 01/15/2004 10:17:50****Last Modify By: rpoz****Last Modify Date: 02/13/2004 12:15:52**

ISSUES

Case Number: 577667

Total - 1 item

ISSUE # 1

Category: Vehicle

Status: Open

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: 01/20/2004 14:59:17

Last Modify By: dnun

Last Modify Date: 01/20/2004 14:59:17

NOTES

Case Number: 577667

Summary of Notes - 34 items

Action: Call

Visibility: Private

Subject: cust called

Note: he has as of Friday a strong fuel smell as well as a coolant leak - the dlr quoted him \$180 to repair - the cust co-worker spoke to Patti Mickel about this and suggested that the cust call us to create a case and proceed from there - Cust is concerned because his vehicle doesnt even have 40K miles and this the 2nd major thing that has happened - advised cust that we would review and contact him back

Created By: dnun

Date Created: 01/15/2004 10:22:13

Action: Call

Visibility: Private

Subject: called dlr

Note: They disconnected call

Created By: dnun

Date Created: 01/15/2004 10:26:04

Action: Call

Visibility: Private

Subject: called dlr back

Note: there I spoke to Walt (srvc manager) - He wasnt aware of the cust and was currently in a meeting I asked he could research and call me back - Walt took my info and advised that he would -

Created By: dnun

Date Created: 01/15/2004 10:29:54

Action: Call

Visibility: Private

Subject: called dlr

Note: spoke to Walt in srvc who was to contact me back if additional info and didnt - They have advised that the parts are on national back-order and that they were ordered VOR - Walt will have Judith call me back to arrange loaner for the cust -

Created By: dnun

Date Created: 01/20/2004 14:44:00

Action: Call

Visibility: Private

Subject: called Parts Pic

Note: John advised that 250 parts are being flown in on Friday - so there will be about another weeks delay - The main thing is that the dlr has the part on a VOR

Created By: dnun

Date Created: 01/20/2004 14:54:15

Action: Call

Visibility: Private

Subject: called DSOM

Note: left voicemail for Joe S - asked that he call me to discuss this case

Created By: dnun

Date Created: 01/20/2004 15:01:56

Action: Call **Visibility:** Private
Subject: rec'd request to review this case
Note: and the parts delay. I ran the part # thru partsvoice.com and found a dlr (040-650), spoke to Lisa in Parts, they have the part and are willing to sell it.
Created By: rpoz **Date Created:** 01/20/2004 15:32:13

Action: Call **Visibility:** Private
Subject: called Wappingers Falls Subaru
Note: and left a message for Aaron (PM) and advised who has the part and that I would agree to fund whatever add'l expense it will take to get the part to the dlr.
Created By: rpoz **Date Created:** 01/20/2004 15:34:34

Action: Call **Visibility:** Private
Subject: rec'd call from Aaron in Parts
Note: where we discussed the b/o part. I explained who has it and that I would pay for the priority shipping as well as any increase in price the dlr (040-650) may charge. I provided the phone # for the dlr who has the part and the contact in Parts. Aaron said he would call and order the part. I suggested he order it overnight delivery.
Created By: rpoz **Date Created:** 01/20/2004 15:45:50

Action: Call **Visibility:** Private
Subject: called Judith
Note: at the dlr - she will make loaner arrangements for the cust - advised that we are willing to go up to \$50 a day till vehicle is repaired
Created By: dnun **Date Created:** 01/20/2004 16:01:02

Action: Call **Visibility:** Private
Subject: called cust
Note: and left voicemail directing him to the dlr for a loaner - advised that Judith has been instructed to provide loaner until their vehicle is repaired also advised that the part should be in within a few days - asked that he call me back if he had any other questions -
Created By: dnun **Date Created:** 01/20/2004 16:18:03

Action: Call **Visibility:** Private
Subject: note-
Note: Will call dlr tomorrow as an FYI
Created By: dnun **Date Created:** 01/20/2004 16:19:14

Action: Call **Visibility:** Private
Subject: left message for the cust
Note: advising that I am working on getting a part sooner from another resource and that I will follow-up w/ him tomorrow.

Created By: rpoz **Date Created:** 01/20/2004 16:56:15

Action: Call **Visibility:** Private

Subject: Joe S called

Note: we reviewed cust concerns - Joe will call Judith and give PAR for repairs

Created By: dnm **Date Created:** 01/20/2004 17:00:05

Action: Call **Visibility:** Private

Subject: left v/m for Lisa of Subaru of Gwinnett

Note: to confirm that she shipped the part to Wappinger's Falls.

Created By: rpoz **Date Created:** 01/21/2004 08:45:09

Action: Call **Visibility:** Private

Subject: rec'd a call from Lisa (040-650)

Note: who said that Aaron from Wappinger's Falls did call but he did not order the part as he needed the hoses as well. Lisa said she did not have the hoses (807707140) in stock. I checked the hose part # in inventory and found an ample supply of those parts. I will call Aaron at Wappingers Falls, advise of such and ask that he call Lisa at 040-650, order the other part and then order the hoses VOR. I left a v/m for Aaron suggesting he contact Lisa, order the one part and then VOR the hoses.

Created By: rpoz **Date Created:** 01/21/2004 09:11:31

Action: Call **Visibility:** Private

Subject: called SDC

Note: L/M for Eric Alvira to return my call, adv that we need to see about getting this order on a VOR status, requested call back.

Created By: awoo **Date Created:** 01/21/2004 09:50:06

Action: Call **Visibility:** Private

Subject: SDC called

Note: SW Eric Alvira who advised that he has spoken with the PM at this dlr about their two stock orders. Eric advised that they have been instructed to enter a VOR order and ref the VIN#. Eric advised that they expect to begin filling orders the middle to end of next week. Eric advised that VOR orders and VOR with rental will take priority.

Created By: awoo **Date Created:** 01/21/2004 11:39:22

Action: Call **Visibility:** Private

Subject: called dlr,

Note: spoke to Aaron in Parts who said that he spoke to Eric in Parts at SDC and that as he couldn't cancel the original order, the order was upgraded to VOR. Aaron also said that he did not order the part from Subaru of Gwinnett.

Created By: rpoz **Date Created:** 01/22/2004 13:30:19

Action: Call **Visibility:** Private

Note: status of parts. Spoke with Rick. Cust order is on VOR/rental priority.

Created By: thav **Date Created:** 01/26/2004 12:41:17

Action: Call **Visibility:** Private

Subject: still has been received -

Note: Called dlr there I spoke to Aaron - he advised that the part has still not been shipped it is on VOR

Created By: dnun **Date Created:** 01/27/2004 10:51:32

Action: Call **Visibility:** Private

Subject: forwarded info to Gerilyn

Note: in an attempt to expedite the repair parts (for the fuel odor) for this veh

Created By: rpoz **Date Created:** 01/29/2004 16:22:48

Action: Call **Visibility:** Private

Subject: Sent Email to Parts (Atlanta)

Note: Requesting that parts for this vehicle be released. Pending response.

Created By: gcar **Date Created:** 01/29/2004 16:40:15

Action: Call **Visibility:** Private

Subject: rec'd the following e-mail from Gerilyn

Note: that was sent to her from PIC in SER: "Order 1894372 released for Next Day Air out of Denver, may not ship today"

Created By: rpoz **Date Created:** 01/30/2004 09:49:06

Action: Call **Visibility:** Private

Subject: called cust

Note: left a voicemail advising that the part was released and should be received at the dlr by Monday or so- advised that I would call the dlr again on MOnday to make sure that it was received

Created By: dnun **Date Created:** 01/30/2004 16:05:11

Action: Call **Visibility:** Private

Subject: called dlr

Note: spoke to Rob in Srvc who said the parts have arrived this date and he will call the cust to get him in and have the parts installed.

Created By: rpoz **Date Created:** 02/02/2004 10:00:38

Action: Call **Visibility:** Private

Subject: Rob called me

Note: in error thinking that I was the cust - I will call cust and advise

Created By: dnun **Date Created:** 02/02/2004 10:08:23

Action: Call **Visibility:** Private
Subject: called cust
Note: and left a voicemail directing cust to dlr for appt
Created By: dmun **Date Created:** 02/02/2004 10:09:16

Action: Call **Visibility:** Private
Subject: Left message for cust at the work #
Note: advising that the dlr has rec'd the parts and they are to call him to make an appt to bring the veh in. I welcomed the cust to call if he had any ?'s.
Created By: rpoz **Date Created:** 02/02/2004 10:14:28

Action: Call **Visibility:** Private
Subject: rec'd the following e-mail from Patti Mickel that the cust
Note: sent to her: "Patti, First I'd like to thank you for the effort you and the others at Subaru put forth on my behalf. While I didn't take advantage of the loaner vehicle you arranged for due to a variety of reasons I greatly appreciated being given the option. The fuel leak was finally repaired yesterday, although the dealership neglected to repair my coolant leak-it apparently never made it into their invoice system-and I will have to do without my car again tomorrow while that is addressed. The dealership informed me that as my fuel leak repair was not covered by my warranty I would have to pay for the repair. As this type of repair does not strike me as a normal wear and tear or a vehicle maintenance type of fix I was wondering if there was anything you and Subaru might be able to do.
Created By: rpoz **Date Created:** 02/04/2004 11:16:12

Action: Call **Visibility:** Private
Subject: I called the dealer,
Note: spoke to Denis in Srvc where I verified the veh coming in tomorrow for a coolant leak. I explained to Dennis that if the concern is not a matter for warranty, to call me and I would cover it thru PAR.
Created By: rpoz **Date Created:** 02/04/2004 11:23:05

Action: Call **Visibility:** Private
Subject: called Dennis to follow-up w/ the repair
Note: but the cust never showed nor called.
Created By: rpoz **Date Created:** 02/05/2004 15:55:25

Action: Call **Visibility:** Private
Subject: called dlr
Note: spoke to Judy to ask if the cust brought the veh back for a coolant leak? Judy said no nor is there a record of an appointment.
Created By: rpoz **Date Created:** 02/09/2004 15:35:13

Action: Call **Visibility:** Private

Subject: called dlr

Note: spoke to Judy in Srvc to ask if the cust has been in recently? Judy said not since 2/3.

Created By: rpoz

Date Created: 02/13/2004 11:58:51

ADDRESSES

Case Number: 577667

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Fishkill

State/Province: NY

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 15-JAN-04

Last Modify By: Vantive User

Last Modify Date: 15-JAN-04

SUBARU**Complete SAMI Case Report**

Tuesday, February 24, 2004 7:44 AM

INFORMATION**Case Number: 578110****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: 02/09/2001****VIN: 2H****VIN Prefix: JF1GD2961****Current Mileage: 27000****RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer: 30/220****Company: MILLER SUBARU****Subject:**

Fuel smell? Dir complaint?

Closed By: jli2**Assigned To: Li****Follow Up Date:**01/20/2004
16:59:57**Close Date: 01/20/2004
15:47:01****Contact Media Type: Phone****CS Impact:****Alert:****Created By: jli2****Date Created: 01/15/2004 16:59:58****Last Modify By: jli2****Last Modify Date: 01/20/2004 15:46:51**

ISSUES

Case Number: 578110
Total - 3 items

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: jli2	Date Created: 01/15/2004 17:02:12
Last Modify By: jli2	Last Modify Date: 01/15/2004 17:02:12

ISSUE # 2

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

Customer States

Topic: Sales/Service Staff **Topic Detail: Dealer Responsiveness to Customer**
Occurrence:

Dealer States

Component Group:	Component Type:
Created By: jli2	Date Created: 01/15/2004 17:02:59
Last Modify By: jli2	Last Modify Date: 01/15/2004 17:02:59

ISSUE # 3

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

Topic: Recalls/Campaigns**Topic Detail:** Request for Recall/Campaign
Information**Occurrence:** [None]***Dealer States***

Component Group:**Component Type:****Created By:** jli2**Date Created:** 01/15/2004 17:03:41**Last Modify By:** jli2**Last Modify Date:** 01/15/2004 17:03:41

NOTES**Case Number: 578110****Summary of Notes - 2 Items**

Action: Call**Visibility:** Private**Subject:** Cust cld

Note: Cust upset with the dlr. Cust states his daughter adv of a fuel smell. Cust states they contacted the dlr and was told they could not see it until 2 days. Cust states this could be a safety issue. Cust states the dlr should have at least looked at the vehicle to determine if it is a safety issue. Cust states they could have left the vehicle with the dlr and he could have picked up his daughter. Adv cust I will contact the dlr to discuss this.

Created By: jli2**Date Created:** 01/15/2004 17:03:57

Action: Call**Visibility:** Private**Subject:** Cld dlr

Note: Spoke to Dan (SM). Adv of the situation of the cust concern with the fuel smell. Inquired if the cust has brought in the vehicle yet - adv last time they say the vehicle was in November. Adv to have someone call the cust to schedule an appt.

Created By: jli2**Date Created:** 01/20/2004 15:44:46

ADDRESSES

Case Number: 578110

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2: [REDACTED]

Address3:

City: Mount Holly

State/Province: NJ

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 15-JAN-04

Last Modify By: Vantive User

Last Modify Date: 15-JAN-04

SUBARU

Complete SAMI Case Report

Tuesday, February 24, 2004 7:45 AM

INFORMATION

Case Number: 578207

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: 05/01/2001

VIN: 2G [REDACTED]

VIN Prefix: JF1GD2962

Current Mileage: 49202

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 10/107

Company: CHASE PARKWAY VOLVO-SUBARU

Subject:

Email 614269

Closed By: awoo

Assigned To: Woodhull

Follow Up Date: 01/21/2004
09:48:43

Close Date: 01/16/2004
14:54:25

Contact Media Type: EMail

CS Impact:

Alert:

Created By: awoo

Date Created: 01/16/2004 09:48:43

Last Modify By: awoo

Last Modify Date: 01/16/2004 15:28:57

ISSUES**Case Number: 578207****Total - 2 items**

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

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

Component Group:**Component Type:****Created By: awoo****Date Created: 01/16/2004 09:50:46****Last Modify By: awoo****Last Modify Date: 01/16/2004 09:50:46**

ISSUE # 2**Category: Information****Status: Closed****Reason:****Resolution:*****Customer States***

Topic: Financial**Topic Detail: Repair - financial assistance request****Occurrence:*****Dealer States***

Component Group:**Component Type:****Created By: awoo****Date Created: 01/16/2004 09:51:33****Last Modify By: awoo****Last Modify Date: 01/16/2004 09:51:33**

NOTES

Case Number: 578207

Summary of Notes - 8 items

Action: Call

Visibility: Private

Subject: Email 614269

Note: I own a 2002 WRX, with 49,000 miles, with its check engine light on and a strong gas smell coming into the car. I took it to my local dealer (Chase-Parkway Subaru) and they said I have a fuel leak and will need to replace some fuel lines at a cost of \$430. Upon further research I discovered that this is a very common problem with the WRX and that Subaru has issued TSB 09-36-03 documenting this issue. Since fuel is leaking and pooling in the engine, it seems to me that this is a significant safety issue and should not be a TSB, rather a recall. I do not feel that I should have to pay to have this issue corrected, especially from such a safety conscious carmaker. Is Subaru planning on taking any responsibility for this issue?

Created By: awoo

Date Created: 01/16/2004 09:51:07

Action: Call

Visibility: Private

Subject: called dlr

Note: SW SM Mike Hinds who advised that the vehicle was in yesterday 1/15/04 (49202 miles) c/s perform LOF, c/s CEL is on, c/s raw fuel smell. Mike advised that they found that the fuel line was failed as per TSB, the ECM will need reflash @ SNE. dir Mike to contact Brian Giffen for review of TSB repair as GW. Mike advised that he will and follow up with me and the cust.

Created By: awoo

Date Created: 01/16/2004 10:11:18

Action: Call

Visibility: Private

Subject: Replied

Note: Dear Mr. Debowaky: Thank you for your recent message to Subaru of America, Inc. I apologize that your message was prompted by difficulties with your 2002 Subaru Impreza WRX. I have contacted Chase Parkway Subaru and spoken with Mr. Mike Hinds, the Subaru Service Manager. Mr. Hinds advised that parts have been ordered to complete repairs to your vehicle at a later date. Though your vehicle has exceeded the manufacturer's new car basic warranty of 3 years or 36,000 miles which ever comes first, we will review for possible assistance. Mr. Hinds will be contacting his regional representative for review and then reply. If we can be of further assistance please contact us by calling 1-800-SUBARU3 (800-782-2783). Best Wishes, Adam Woodhull Customer/Dealer Services

Created By: awoo

Date Created: 01/16/2004 10:18:21

Action: Call

Visibility: Private

Subject: dlr called

Note: SM Mike Hinds L/M stating that he did review with DSOM Brian and the repairs to the fuel lines will be covered as PAR. Mike advised that he has attempted to contact the cust with no success. Mike suggested that I try the cust's email.

Created By: awoo

Date Created: 01/16/2004 13:10:58

Action: Call **Visibility:** Private
Subject: called cust
Note: L/M advising that I contacted and reviewed with SM Mike. adv that our regional rep elected to provide GW assistance for the repair of the fuel lines to his vehicle. adv that he should contact teh dir regardind the unrelated repairs being performed to his vehicle.
Created By: awoo **Date Created:** 01/16/2004 14:53:14

Action: Call **Visibility:** Private
Subject: Cld cld for Adam
Note: Adv cust Adam was not available. Cust adv he could leave a msg. Put into VM.
Created By: jli2 **Date Created:** 01/16/2004 15:21:10

Action: Call **Visibility:** Private
Subject: cust called
Note: cust L/M requesting call back @ 203-740-3650 ext 613
Created By: awoo **Date Created:** 01/16/2004 15:27:38

Action: Call **Visibility:** Private
Subject: called cust
Note: adv of difference between TSB and recall, adv that because he is close to NCBW we elected to provide GW for fuel line repair. adv the ECM reflash would be his responsibility. dir to dir for pricing and repair details.
Created By: awoo **Date Created:** 01/16/2004 15:27:58

ADDRESSES**Case Number:** 578207**Total - 1 items**

Type: Mail To**Address1:** [REDACTED]**Address2:****Address3:****City:** Watertown**State/Province:** CT**Zip Code:** 06795**Created By:** awoo**Date Created:** 16-JAN-04**Last Modify By:** awoo**Last Modify Date:** 16-JAN-04

SUBARU**Complete SAMI Case Report**

Tuesday, February 24, 2004 7:46 AM

INFORMATION**Case Number: 578228****CRIS Case Number:**
Case Status: Pending**Case Type: Vehicle Repair**
Priority: 2 - Medium**Last Name:** [REDACTED]
Day Phone: ()**First Name:** [REDACTED]
Ext:**Attachments:**
CRIS Letters:**Model: IMPREZA**
VIN: 2C [REDACTED]
RO Number:
Region/Dealer: 20/0**Model Year: 2002.0**
VIN Prefix: JF1GD2969
RO Date/Failure Date:
Company: SUBARU DIST CORP**Manufactured Date: 03/01/2001**
Current Mileage: 38000
RO Mileage/Failure:**Subject: [waiting for date of service appt] cust call re gas smell inside his veh****Closed By:****Assigned To: Ohnishi****Follow Up Date: 01/21/2004**
10:44:19**Close Date:****Contact Media Type: Phone****CS Impact:**
Alert:**Created By: hohm**
Last Modify By: hohm**Date Created: 01/16/2004 10:44:17**
Last Modify Date: 01/16/2004 10:52:26

ISSUES

Case Number: 578228

Total - 2 items

ISSUE # 1

Category: Vehicle

Status: Open

Reason: Odor/Smell

Resolution:

Customer States

Topic: Body Interior

Topic Detail: General - Body Interior

Occurrence: One time occurrence

Dealer States

Component Group:

Component Type:

Created By: hohn

Date Created: 01/16/2004 10:48:30

Last Modify By: hohn

Last Modify Date: 01/16/2004 10:48:30

ISSUE # 2

Category: Information

Status: Closed

Reason:

Resolution:

Customer States

Topic: Warranty Information

Topic Detail: Request for Warranty Information

Occurrence: [None]

Dealer States

Component Group:

Component Type:

Created By: hohn

Date Created: 01/16/2004 10:49:29

Last Modify By: hohn

Last Modify Date: 01/16/2004 10:49:29

NOTES

Case Number: 578228

Summary of Notes - 1 item

Action: Call

Visibility: Private

Subject: call summary

Note: Cust stated that he noticed a strong fuel smell in his veh interior this morning. Cust stated that he did some research on the internet and learned of a Technical Service Bulletin on his veh. Cust stated that he wanted to know if the TSB repair would be covered under wty. Adv the cust to take his veh to a dealer for diag. Adv the cust to f/u w/ me re the date of the service appt so that i can f/u w/ the dealer re his veh diag.

Created By: hohn

Date Created: 01/16/2004 10:49:55

ADDRESSES

Case Number: 578228

Total - 1 Items

Type: Mail To

Address1:

Address2:

Address3:

City: Brightwaters

State/Province: NY

Zip Code: 11718

Created By: hohn

Date Created: 16-JAN-04

Last Modify By: hohn

Last Modify Date: 16-JAN-04

SUBARU

Complete SAMI Case Report

Tuesday, February 24, 2004 7:47 AM

INFORMATION

Case Number: 578369

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Closed

Priority: 2 - Medium

Last Name: [REDACTED]

First Name: [REDACTED]

Attachments:

Day Phone: ()

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2002.0

Manufactured Date: 06.01.2001

VIN: 2G[REDACTED]

VIN Prefix: JF1GG2968

Current Mileage: 32000

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 30/112

Company: MINOOKA MOTOR SALES, INC.

Subject:

Call dlr 1/25 - Fuel smell?

Closed By: jli2

Assigned To: Li

Follow Up Date: 01.21.2004
12:58:57

Close Date: 01/27/2004
15:32:02

Contact Media Type: Phone

CS Impact:

Alert:

Created By: jli2

Date Created: 01/16/2004 12:58:53

Last Modify By: jyor

Last Modify Date: 01/28/2004 14:19:39

SUBARU

Complete SAMI Case Report

Tuesday, February 24, 2004 7:48 AM

INFORMATION

Case Number: 578425

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: 2G [REDACTED]

VIN Prefix: JF1GD2967

Current Mileage: 66500

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 10/165

Company: MOUNTAIN VIEW SUBARU, INC.

Subject:

Fuel Smell concern

Closed By: bhal

Assigned To: Hall

Follow Up Date: 01/21/2004
13:51:30

Close Date: 01/16/2004
14:05:57

Contact Media Type: Phone

CS Impact:

Alert:

Created By: bhal

Date Created: 01/16/2004 13:51:32

Last Modify By: bhal

Last Modify Date: 01/19/2004 10:55:54

ISSUES**Case Number: 578425****Total - 2 items**

ISSUE # 1**Category: Vehicle****Status: Closed****Reason:****Resolution: Directed Customer to Dealership*****Customer States***

Topic: Engine/ Fuel System or Cooling System **Topic Detail: Consistent Odor/Smell-
Fuel/Emissions****Occurrence:*****Dealer States***

Component Group:**Component Type:****Created By: bhal****Date Created: 01/16/2004 13:59:27****Last Modify By: bhal****Last Modify Date: 01/16/2004 13:59:27**

ISSUE # 2**Category: Information****Status: Closed****Reason:****Resolution: Put Request through*****Customer States***

Topic: Addresses/Telephone Numbers **Topic Detail: Request for Change of
Address/Ownership****Occurrence:*****Dealer States***

Component Group:**Component Type:****Created By: bhal****Date Created: 01/16/2004 14:00:03****Last Modify By: bhal****Last Modify Date: 01/16/2004 14:00:03**

NOTES

Case Number: 578425

Summary of Notes - 3 items

Action: Call

Visibility: Private

Subject: Customer called

Note: and advised that he purchased his 2002 Subaru used in Oct. 2003 and it now has 66,500 miles. Customer understands that it now has a fuel smell when it is cold outside and that he would like to have it repaired at his local Subaru dealership. Customer stated that he has researched his concern and he advises that he believes that it is a problem caused by fuel hoses as documented in a SOA TSB. Advised customer that TSB's are not recalls and that we would recommend that he have his vehicle taken to the dealer for diagnosis. At that time I advised customer his concern will be diagnosed and repaired at his expense. Customer Ok with paying for repair and advised that he has a appt. date for next week. Asked customer to call back if he has any questions or concerns. Closing case pending cust. callback

Created By: bhal

Date Created: 01/16/2004 14:00:58

Action: Call

Visibility: Private

Subject: cust called for Barry

Note: conferenced call.

Created By: awoo

Date Created: 01/19/2004 10:45:28

Action: Call

Visibility: Private

Subject: Customer called

Note: and advised that he went to the dealer today (without a appt.) and asked how much it would be to replace the fuel hose on the vehicle. Customer stated that the mechanic advised customer that it would be around 400 dollars. Cust. stated that he did not speak with a SA. Advised customer to make a formal appt. date in which he discusses his concerns and has them diagnosed by his Auth. Subaru dealer. I will then follow up with dealer. Customer stated that he will call customer dealer and make a appt. Waiting on cust. callback

Created By: bhal

Date Created: 01/19/2004 10:52:22

ADDRESSES**Case Number: 578425****Total - 1 items**

Type: Mail To**Address1:** [REDACTED]**Address2:****Address3:****City: Springfield****State/Province: VT****Zip Code:** [REDACTED]**Created By: bhal****Date Created: 16-JAN-04****Last Modify By: bhal****Last Modify Date: 16-JAN-04**

SUBARU**Complete SAMI Case Report**

Tuesday, February 24, 2004 7:52 AM

INFORMATION**Case Number: 578534****CRIS Case Number:****Case Type: Vehicle Repair****Case Status: Closed****Priority: 2 - Medium****Last Name:** [REDACTED]**First Name:** [REDACTED]**Attachments:****Day Phone:** ()**Ext:****CRIS Letters:****Model: IMPREZA****Model Year: 2002.0****Manufactured Date: 06/01/2001****VIN: 2C** [REDACTED]**VIN Prefix: JF1GG2960****Current Mileage: 45000****RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer: 70/117****Company: HODGES IMPORTED CARS, INC.****Subject:** Cust is interested in purchasing this used WRX - Cust wants SOA to cover a repair before he buys it so that it is not passed on to him**Closed By: rmed****Assigned To: Medina****Follow Up Date: 01/21/2004
15:37:41****Close Date: 01/16/2004
15:49:45****Contact Media Type: Phone****CS Impact:****Alert:****Created By: rmed****Date Created: 01/16/2004 15:37:41****Last Modify By: rmed****Last Modify Date: 01/16/2004 15:49:45**

ISSUES

Case Number: 578534

Total - 1 Item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason:

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System Topic Detail: General - Fuel System

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: rmed

Date Created: 01/16/2004 15:45:55

Last Modify By: rmed

Last Modify Date: 01/16/2004 15:45:55

NOTES

Case Number: 578534

Summary of Notes - 1 item

Action: Call

Visibility: Private

Subject: Potential cust called

Note: He adv that he testdrove this car with his wife. He claims that they noticed a fuel smell and the dlr told him that to fix it will cost \$350 because it is OOW. Cust claims that as the manufacturer we should step-up and repair this for him at no cost. I adv that he is negotiating with the dlr on the price of a used vehicle. I adv that we cannot get involved in that negotiation. I adv that if he does elect to buy this car he should look into a SAS Plan for additional peace of mind if it is OOW.

Created By: rmed

Date Created: 01/16/2004 15:46:21

ADDRESSES**Case Number: 578534****Total - 1 items**

Type: Mail To**Address1:****Address2:****Address3:****City:****State/Province: MI****Zip Code:****Created By: rmd****Date Created: 16-JAN-04****Last Modify By: rmd****Last Modify Date: 16-JAN-04**

SUBARU

Complete SAMI Case Report

Tuesday, February 24, 2004 7:55 AM

INFORMATION

Case Number: 578569

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: 01/23/2002

VIN: 2

VIN Prefix: JF1GD2961

Current Mileage: 34200

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 10/186

Company: CAR MART SUBARU

Subject:

Fuel smell - TSB 09-36-03

Closed By: pbry

Assigned To: Bryant

Follow Up Date: 01/21/2004
16:05:54

Close Date: 01/16/2004
16:10:44

Contact Media Type: Phone

CS Impact:

Alert:

Created By: pbry

Date Created: 01/16/2004 16:05:55

Last Modify By: pbry

Last Modify Date: 01/16/2004 16:26:25

ISSUES

Case Number: 578569

Total - 1 item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Odor/Smell

Resolution: Advised Customer

Customer States

Topic: Engine/ Fuel System or Cooling System Topic Detail: General - Fuel System

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: pbry

Date Created: 01/16/2004 16:09:19

Last Modify By: pbry

Last Modify Date: 01/16/2004 16:09:19

NOTES**Case Number: 578569****Summary of Notes - 1 item**

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

Note: he adv that he took the veh to dlr for fuel smell odor; adv that the dlr told him about TSB on the issue and has parts on order. He stated that he is still driving the veh but is concerned about his safety. I confirmed the recall on the fuel smell for cust and offered to reimburse him for rental expense til the parts for repair come into the dlrshp. Cust declined, he adv that he can get a ride or would only be traveling a short distance in the veh. Cust appreciative for the offer to asst. I adv cust that if he changes his mind this weekend, the offer would be to reimburse cust upto \$30/ day for rental.

Created By: pbry**Date Created:** 01/16/2004 16:10:45

ADDRESSES

Case Number: 578369

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Marlborough

State/Province: MA

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 16-JAN-04

Last Modify By: Vantive User

Last Modify Date: 16-JAN-04

SUBARU

Complete SAMI Case Report

Tuesday, February 24, 2004 7:57 AM

INFORMATION

Case Number: 578613

CRIS Case Number:

Case Type: Vehicle Repair

Case Status: Closed

Priority: 2 - Medium

Last Name:

First Name: Ted

Attachments:

Day Phone:

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2002.0

Manufactured Date: 04/01/2001

VIN: 2H

VIN Prefix: JF1GG2966

Current Mileage: 25000

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 140/596

Company: CAMP SUBARU

Subject:

fuel smell/parts delay/recall questions

Closed By: ssam

Assigned To: Sampson

Follow Up Date: 01/21/2004
17:31:42

Close Date: 02/05/2004
13:24:45

Contact Media Type: EMail

CS Impact:

Alert:

Created By: ssam

Date Created: 01/16/2004 17:31:43

Last Modify By: ssam

Last Modify Date: 02/09/2004 15:53:15

ISSUES**Case Number: 578613****Total - 2 items**

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

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

Component Group:**Component Type:****Created By: ssam****Date Created: 01/16/2004 17:36:11****Last Modify By: ssam****Last Modify Date: 01/16/2004 17:36:11**

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

Topic: Parts Ordering/Delivery**Topic Detail: Parts not Instock Receipt Delay****Occurrence:***Dealer States*

Component Group:**Component Type:****Created By: ssam****Date Created: 01/16/2004 17:40:41****Last Modify By: ssam****Last Modify Date: 01/16/2004 17:40:41**

NOTES**Case Number: 578613****Summary of Notes - 23 items**

Action: Call **Visibility:** Private**Subject:** email # 614045

Note: January 14, 2004 Subaru of America: I have a 2002 WRX (built in '01). It has an extremely strong gas odor coming through the vents when < 20 deg outside. The car has 25K miles, and has had all scheduled maintenance. I have notified my local dealers Camp Subaru in Spokane, and Select Subaru in Idaho, and they say they cannot get the parts per the TSB to fix my car. I know that folks in Portland and Seattle are getting their cars fixed, so why can the parts not be shipped quickly to Eastern Washington? Should this not be a recall issue with raw gasoline vapors in the engine compartment seeping into the cabin??? Please contact me ASAP, Sincerely, Ted Matsumura 509-533-0942 cc: tedm@tedm.com

Created By: ssam **Date Created:** 01/16/2004 17:43:49

Action: Call **Visibility:** Private**Subject:** email reply located

Note: Replied on Jan 16 2004 6:04:00 Dear Mr. Matsumura: Thank you for visiting the Subaru Web site and for your message. We are sorry to learn of the circumstances that prompted your message. Your frustration is understandable. We will contact Camp Subaru about your concerns. Once our research is completed we will contact you. Our records indicate that your address of [REDACTED] Sunnyvale Ca. If this address is not correct please contact us with the correct address. With regard to your recall question, Subaru will actively seek to notify customers in the event that a component is found to be sub-standard in the form of a Service Program. Recalls are issued by the National Highway Traffic Safety Administration (NHTSA) once a component, after thorough investigation, is found to create a safety hazard. We appreciate the opportunity to explain our position. Should you have any questions regarding this reply please call us at 1-800-SUBARU3 (1-800-782-2783). Refer to the case number 578613 when calling as this will help expedite your call. Steve Sampson

Created By: ssam **Date Created:** 01/23/2004 09:08:42

Action: Call **Visibility:** Private**Subject:** called dir**Note:** left vmail for Ron in service to check on status of veh.**Created By:** ssam **Date Created:** 01/26/2004 12:46:21

Action: Call **Visibility:** Private**Subject:** rec'd vmail from**Note:** Ron at Camp 140-596. according to system, cust in question has never been there. Left message to call back.**Created By:** ssam **Date Created:** 01/26/2004 13:13:41

Action: Call **Visibility:** Private

Note: at dltr Stated he ran cust vin and did not see where cust had ever been into his dlr. adv cust indicated he made some calls and was verbally told parts were not in stock. Ron stated he did run out of parts when they had the string of extremely cold days. Stated he thinks he does now have enough parts to do another veh. asked him to call cust to advise. he will. gv phone number.

Created By: ssam

Date Created: 01/26/2004 13:18:58

Action: Call

Visibility: Private

Subject: email to customer

Note: [REDACTED] this is to confirm completion of the research regarding your case number 578613. I have contacted Camp Subaru and confirmed availability of the parts needed for the repair of the fuel smell you have experienced. I have spoken to Ron in service. He assures me he will be calling you shortly to schedule an appointment for you. Please call him at [REDACTED] if you do not hear from him within 48 hours. At this time, I will consider your case closed. Should you need our assistance in the future, please feel free to write us again or to call us at 800-SUBARU3 (800-782-2783). Thank you and Best wishes! Steve Sampson Subaru of America, Inc. Customer/Dealer Services

Created By: ssam

Date Created: 01/26/2004 13:24:39

Action: Call

Visibility: Private

Subject: closing case

Note:

Created By: ssam

Date Created: 01/26/2004 13:33:51

Action: Call

Visibility: Private

Subject: email reply from cust

Note: January 26, 2004 11:19am PST Subaru of America: Hi Steve, Please do not close this case yet on my 2002 WRX with raw fuel leak in low temps. I did speak with Ron at Camp Subaru this morning, but we have not confirmed yet that the parts will be available at the time I can bring my car in (he has only 1 set of parts for this TSB and cannot hold them for me). Also, please confirm that this is covered fully under warranty. (Car has 25K miles, AND I have SOA 100K/6 year extended coverage!) Sincerely, Ted Matsumura 4226 E 33rd Ave Spokane, WA 99223

Created By: ssam

Date Created: 01/28/2004 15:19:56

Action: Call

Visibility: Private

Subject: reply to customer

Note: [REDACTED] Thank you for your recent reply. We have confirmed that your vehicle is covered under the original 3/36 New Car Basic Warranty and the 5/60 Powertrain Warranty. In addition, you are also covered under the 6/100,000 Subaru Added Security (SAS) Classic Plan. All of these coverages are based on time or mileage, whichever comes first. Please do not hesitate to call or write us with any other comments, questions or concerns. Sincerely, Steve Sampson Subaru of America, Inc. Customer/Dealer Services

Created By: ssam

Date Created: 01/28/2004 15:28:48

Action: Call **Visibility:** Private
Subject: cust called
Note: about vehicle. dlr has confirmed parts may be delayed a couple of days but dlr does not have rental or loaner program and adv him to call us for rental. adv would call dlr.
Created By: ssam **Date Created:** 02/03/2004 13:24:21

Action: Call **Visibility:** Private
Subject: called dlr 140-596
Note: Called for David James who was not available and Spoke to Ron in service. Checked dlr profile. Dlr is not part of the SSLP Program. Adv him of rental reimbursement of \$25 per day that can be billed into claim and is for when veh is ready for repairs meaning when all parts are in. Adv max 5 days. Adv to call 800-SUBARU3, option 2 for claims assistance. adv to check SM David James if more info is needed.
Created By: ssam **Date Created:** 02/03/2004 13:31:42

Action: Call **Visibility:** Private
Subject: adv cust
Note: of Rental procedure. he is OK with this. also asked if there has been a new TSB issued. Adv him no.
Created By: ssam **Date Created:** 02/03/2004 13:39:32

Action: Call **Visibility:** Private
Subject: Cust called
Note: Asked to speak further with Steve Sampson. Adv cust that Steve was away from his desk and asked to be put into his voice mail. Transferred call to Steve. A/P Steve Sampson
Created By: wclo **Date Created:** 02/03/2004 15:18:46

Action: Call **Visibility:** Private
Subject: cust called
Note: in regards to fuel smell TSB. Wtd to know if it is just one pipe and one hose that needs to be replaced. I adv that is correct, there is an "A" and a "B" but there is no "C". It is a qty 1 of each part that is to be replaced according to the TSB. Cust adv he has heard of some people having to go back b/c the repair was not successful. Cust wtd to know why that would be? I adv cust that may be due to workmanship but I could not address cases other than his own. I adv that so far we have found the repair to be successful, but if we see a pattern of unsuccessful repair attempts we would address it at that time. Cust was fine with that.
Created By: shas **Date Created:** 02/03/2004 18:11:11

Action: Call **Visibility:** Private
Subject: Closing Case
Note:
Created By: ssam **Date Created:** 02/04/2004 10:43:42

Action: Call **Visibility:** Private
Subject: cust called
Note: asking for Steve - connected to Steve
Created By: dnum **Date Created:** 02/04/2004 13:18:38

Action: Call **Visibility:** Private
Subject: cust called
Note: b/c he will probably be taking veh in tomorrow to get work done. also asked about parts that will be used. Wanted to make sure that new gaskets are used when manifold is pulled to do work. would like me to advise them so they have adequate parts used.
Created By: ssam **Date Created:** 02/04/2004 13:20:08

Action: Call **Visibility:** Private
Subject: Called dir
Note: to adv per last note to make sure new gaskets are used on manifold. Left vmail for Service manager
Created By: ssam **Date Created:** 02/04/2004 13:25:27

Action: Call **Visibility:** Private
Subject: rec'd called back
Note: from Ron at Camp Subaru. Adv him of customer's concern. He stated that the Manifold is a two-piece design that only requires pulling the upper plenum which has reusable metal gaskets. He stated originally techs were pulling the lower plenum which does have to have gaskets replaced. Stated he does not stock uppers as they are not normal maintenance and cust will have to wait if he insists on upper gaskets being replaced.
Created By: ssam **Date Created:** 02/04/2004 14:03:43

Action: Call **Visibility:** Private
Subject: Called customer to advise of comments
Note: from Dir. Had another question about veh taking veh in for TSB and have returned and seeing the 03 are also having same issue and is 5K from 30K service and wanting to know if he should wait for more information. adv he needs to perform work done while parts are available and cannot confirm internet reports until verified here as the same issues.
Created By: ssam **Date Created:** 02/04/2004 14:07:05

Action: Call **Visibility:** Private
Subject: Cust called
Note: said that 3 of his friends had to go in twice in order to have fuel smell corrected because the dlrs have to replace gaskets on manifold when the remove and then place it back on according to service manual and they would only replace the pipe and hose the first time—cust said the service manual states "when replacing the intake manifold you need to replace 2 part#14035AA421-gasket intake and 2 part#14075AA160—cust said he will cancel his appt tomorrow but wants to know what to do about it—adv will let Steve know A/P Steve
Created By: cdan **Date Created:** 02/04/2004 18:34:33

Action: Call **Visibility:** Private

Subject: email from customer

Note: The following message was received by SOAMail: From: [REDACTED].com February 5, 2004 8:13am PST Subaru of America Case # 578613 / TSB 09-36-03 / 2002 WRX VIN: JF1GG29662H [REDACTED] Attn.: Steve Samson Steve, Thank you very much for working with me on the fuel leak in cold temperatures case and talking with me yesterday on the phone. Today we are snowed in here in Spokane, but after my last call with you yesterday, after you had left for the day, I chatted with Chet there in customer service, and he also agreed that it is safest to perform this TSB fix by the book. In other words, the shortcut method proposed by Rohn Eldridge at Camp Subaru to remove only part of the intake manifold assembly to perform the TSB is may not be a proper solution. The service manual specifies that the gaskets between the tumble generator valve (TGV) assemblies and the intake manifold should not be reused. Reusing any gaskets in the intake manifold may create vacuum leaks, either immediately, or in the future. Other WRX owners who have had this TSB performed have had these gaskets replaced along with the parts specified in the TSB: *** required for removal/replacement of intake manifold: 14035AA421 GASKET INTAK quantity 2 14075AA160 GASKET INTAK quantity 2 As you know, Camp Subaru does not stock the gaskets, and did not plan to follow the procedures specified in the service manual to remove the intake manifold from the vehicle per the TSB. Please escalate this issue to your management. I look forward to your prompt response so we can close this issue. I would like to be directed to a dealer who understands the removal and reassembly procedures of the intake manifold, AND has the parts in stock to replace any gaskets that require replacement during reassembly. Sincerely, Ted Mataumura (509) 533-0942

Created By: ssam **Date Created:** 02/05/2004 13:08:06

Action: Call **Visibility:** Private

Subject: called customer

Note: and did confence call with Ron at Camp Subaru to determine method of repairs that will be used. Wants certain parts new and not reused. Stated he is referring to the TSB and Service Manual for this type of repair. Service dept will order all parts as customer is requesting and repair car per his instructions.

Created By: ssam **Date Created:** 02/05/2004 13:10:28

ADDRESSES

Case Number: 578613

Total - 1 items

Type: Mail To

Address1:

Address2:

Address3:

City: Spokane

State/Province: WA

Zip Code:

Created By: ssam

Date Created: 16-JAN-04

Last Modify By: ssam

Last Modify Date: 16-JAN-04
