

**PE04-002  
SUBARU  
3/4/2004  
ATTACHMENT  
PART 5 OF 6**

# SUBARU

## Complete SAMI Case Report

Tuesday, February 24, 2004 8:05 AM

### INFORMATION

**Case Number:** 578702

**CRIS Case Number:**

**Case Type:** Vehicle Repair

**Case Status:** Open

**Priority:** 2 - Medium

**Last Name:** [REDACTED]

**First Name:** [REDACTED]

**Attachments:**

**Day Phone:** [REDACTED]

**Ext:**

**CRIS Letters:**

**Model:** IMPREZA

**Model Year:** 2002.0

**Manufactured Date:** 01/31/2002

**VIN:** 2H [REDACTED]

**VIN Prefix:** JF1GG296X

**Current Mileage:** 9500

**RO Number:**

**RO Date/Failure Date:**

**RO Mileage/Failure:**

**Region/Dealer:** 140/107

**Company:** NATE WADE SUBARU

**Subject:**

? about part availability

**Closed By:**

**Assigned To:** Havas

**Follow Up Date:** 01/24/2004  
10:01:53

**Close Date:**

**Contact Media Type:** Phone

**CS Impact:**  
Alert:

**Created By:** thav

**Date Created:** 01/19/2004 10:01:54

**Last Modify By:** thav

**Last Modify Date:** 02/06/2004 10:44:40

# ISSUES

**Case Number: 578702**

**Total - 1 item**

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## ISSUE # 1

**Category: Corporate Issues**

**Status: Open**

**Reason:**

**Resolution:**

### *Customer States*

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**Topic: Parts/Accessory Issues**

**Topic Detail: Parts Availability**

**Occurrence:**

### *Dealer States*

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**Component Group:**

**Component Type:**

**Created By: thav**

**Date Created: 01/19/2004 10:21:18**

**Last Modify By: thav**

**Last Modify Date: 01/19/2004 10:21:18**

---

**NOTES****Case Number:** 578702**Summary of Notes - 5 items**

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

**Note:** veh vor due to fuel smell. TSB 09-36-03. Spoke with Jason, parts at dealer. He adv order is on backorder. Called Pic part. Spoke with John. He confirmed backorder status. He adv that part should arrive from FHI and be in cust hand by end of JAN, beginning of Feb. Also adv cust to remain in rental veh. I adv cust that we will reimburse only \$35 a day, NO MORE. Cust is in more expensive SUV. Cust understands that addtl cost is at his own expense.

**Created By:** thav**Date Created:** 01/19/2004 10:18:44

---

**Action:** Call**Visibility:** Private**Subject:** cust called**Note:** reviewed notes, confer call to Thomas.**Created By:** fric**Date Created:** 02/03/2004 12:15:29

---

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

**Note:** for updated status. Got from Michelle at dealer parts info. Forwarded to Gear for follow-up info. Will ctc cust back once have revised status. VIN-2H[REDACTED] Dealer code-140-107 (Nate Wade) Colangelo 578702 Order # 160770 PN# 17544AA134

**Created By:** thav**Date Created:** 02/03/2004 12:25:53

---

**Action:** Call**Visibility:** Private**Subject:** Update:**Note:** Parts were shipped for this vehicle on 2/5/04.**Created By:** gear**Date Created:** 02/05/2004 18:18:56

---

**Action:** Call**Visibility:** Private**Subject:** Called cust back**Note:** adv cust that parts shipped 2/5/04. Called dealer and adv.**Created By:** thav**Date Created:** 02/06/2004 10:37:18

---

## ADDRESSES

**Case Number: 578702**

**Total - 1 items**

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**Type: Mail To**

**Address1:** [REDACTED]

**Address2:**

**Address3:**

**City: Salt Lake City**

**State/Province: UT**

**Zip Code:** [REDACTED]

**Created By: Vantive User**

**Date Created: 19-JAN-04**

**Last Modify By: Vantive User**

**Last Modify Date: 19-JAN-04**

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

## Subaru Technical Services

### Case Report with Journals

02/23/2004 8:43 AM

<b>Case Number:</b>	578796	<b>Assigned To:</b>	Jack Meeks
<b>Contact Name:</b>	Lon Peshakamis	<b>Case Status:</b>	Closed
<b>Service Phone:</b>	(724) 287-0734	<b>Priority:</b>	2 - Medium
<b>Alert:</b>		<b>Date Closed:</b>	01/19/2004
<b>Region Dealer:</b>	30/121		
<b>Dealer Name:</b>	KERVEN ENTERPRISES, INC.		
<b>Dir Address:</b>	100 Barracks Road Butler, PA 16001		
<b>VIN:</b>	JF1GD2964 2G [REDACTED]	<b>Prod Date:</b>	04/25/2001
<b>Exclusion Spec:</b>	C		
<b>Model:</b>	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
<b>Engine Number:</b>		<b>Transmission:</b>	
<b>Engine Desc:</b>	2.0 LITRE ENGINE, 4 CYLINDERS,		
<b>RO Number:</b>	47495	<b>RO Date:</b>	01/16/04
<b>Failure Code/Description:</b>		<b>Current Mileage:</b>	51829
<b>Keyword:</b>	Fuel Smell,	<b>Occurrences:</b>	[None]
<b>Condition:</b>	fuel smell		
<b>Created By:</b>	jmas	<b>Date Created:</b>	01/19/2004
<b>Journals Total: - 1 Item:</b>			
	I referred tech to service 09-36-03 for proper repair.		
<b>Created By:</b>	jmas	<b>Date Created:</b>	01/19/2004

# SUBARU

## Complete SAMI Case Report

Tuesday, February 24, 2004 8:06 AM

### INFORMATION

**Case Number: 578890**

**CRIS Case Number:**

**Case Type:** Vehicle Repair

**Case Status:** Open

**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:** 08/13/2001

**VIN:** 2C[REDACTED]

**VIN Prefix:** JF1GD2965

**Current Mileage:** 44000

**RO Number:**

**RO Date/Failure Date:**

**RO Mileage/Failure:**

**Region/Dealer:** 90/468

**Company:** BEARDMORE SUBARU, INC.

**Subject:** Fuel Smell concerns/ 2-3 Cust. making dlr appt.

**Closed By:**

**Assigned To:** Witt

**Follow Up Date:** 01/24/2004  
13:46:13

**Close Date:**

**Contact Media Type:** EMail

**CS Impact:**  
**Alert:**

**Created By:** dma2

**Date Created:** 01/19/2004 13:46:16

**Last Modify By:** dwit

**Last Modify Date:** 02/04/2004 08:27:04

**NOTES****Case Number:** 578890**Summary of Notes - 10 items****Action:** Call**Visibility:** Private**Subject:** customer called to advise fuel smell

**Note:** Customer advised that he has a problem with a fuel smell concern. the vehicle currently has 44,000 miles and the dealer indicated that the problem may be related to a service bulletin. Customer is seeking assistance with the repairs.

**Created By:** dma2**Date Created:** 01/19/2004 13:48:00**Action:** Call**Visibility:** Private**Subject:** email 614824

**Note:** There is an overpowering raw fuel smell coming from my '02 WRX. Of course being a Sunday I am unable to get it in to be seen. So I decided to research the problem. After some brief searching on certain websites; www.nasioc.com and www.nebraska-subaru.com, I've found that this is a fairly common problem. I am hoping that Subaru recognizes this problem and has steps in place to correct the issue for the owners. I do feel that I need to mention that my vehicle is at 44k mi.

**Created By:** shas**Date Created:** 01/19/2004 16:46:16**Action:** Call**Visibility:** Private**Subject:** reply

**Note:** Dear [REDACTED] Thank you for visiting the Subaru Web site. I am sorry that your e-mail was prompted by a concern regarding your Subaru. We regret that we were unable to repond to you on the day of your concern as our normal business hours are Monday through Friday. Subaru has acknowledged the concern and has issued a specific repair procedure to address those individual vehicles that are affected by this condition. Our Subaru dealers are aware of these procedures. The affected parts fall under your three year, 36,000 mile warranty. If you are beyond the parameters of this warranty, a request for goodwill assistance can be evaluated at the dealership level by the Service Manager and our District Service Operations Manager (DSOM). The concern does not fall under the parameters of a recall at this time. I suggest that you speak to your dealership's Service Manager and explain your situation. He would be in a better position to evaluate your concerns. If you have any questions regarding this response, please call us at 1-800-SUBARU-3 (1-800-782-2783) and refer to Case #578890. Deloria Marshall is handling your case as of 1/19/2003. Best wishes! Samir Hasan

**Created By:** shas**Date Created:** 01/19/2004 16:53:54**Action:** Call**Visibility:** Private**Subject:** Cust. called**Notes:** trans call to Samir**Created By:** hmei**Date Created:** 02/03/2004 15:24:13**Action:** Call**Visibility:** Private

**Note:** cust stated he took veh to the dlr, they verified the concern, but said that they would not contact the dsom for gw assistance b/c he was not a servicing customer. I adv cust I will f/u with the dlr and get back to him.

**Created By:** shas **Date Created:** 02/03/2004 15:32:49

---

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

**Subject:** call to dlr

**Note:** lm for Chris svc mgr to call me back.

**Created By:** shas **Date Created:** 02/03/2004 15:55:24

---

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

**Subject:** Chris svc mgr called back

**Note:** lm on my voicemail advising that he rviewed w/ dsom Tim Nelson who denied assistance due to being OOW and also no svc history at the dealer.

**Created By:** shas **Date Created:** 02/03/2004 16:30:01

---

**Action:** Comment **Visibility:** Private

**Subject:** emailed Dene Witt

**Note:** for review

**Created By:** shas **Date Created:** 02/03/2004 16:34:35

---

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

**Subject:** Referred by CDS/ Per shas he reviewed with Ddal and SOA is

**Note:** Concerned about the possibility of these situations becoming a liability issue. I called Chris at the dealer. He said he reviewed with the Dsom and goodwill was denied because veh. is out of warranty and not a good service customer. I explained to Chris that CDS has reviewed this and we want the repair taken care of and will goodwill it. They have the part in already, they had ordered it 1-19. I called the customer and advised that after reviewing the situation we had reconsidered and we would be covering the repair under goodwill. He thanked us for our assist, says he has a letter written and was mailing it to our CEO, he didn't understand our position in this matter, especially when he read on the internet that it was a Subaru concern. He will call the dealer for appt.

**Created By:** dwit **Date Created:** 02/03/2004 17:29:25

---

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

**Subject:** Reviewed with Ron Grabinger.

**Note:** He will be reivewing with the Dsom.

**Created By:** dwit **Date Created:** 02/04/2004 10:22:16

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## ADDRESSES

**Case Number: 578890**

**Total - 1 items**

---

**Type:** Mail To

**Address1:** [REDACTED]

**Address2:**

**Address3:**

**City:** Omaha

**State/Province:** NE

**Zip Code:** [REDACTED]

**Created By:** Vantive User

**Date Created:** 19-JAN-04

**Last Modify By:** Vantive User

**Last Modify Date:** 19-JAN-04

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# SUBARU

## Complete SAMI Case Report

Tuesday, February 24, 2004 8:12 AM

### INFORMATION

**Case Number: 579322**

**CRIS Case Number:**

**Case Type: Vehicle Repair**

**Case Status: Closed**

**Priority: 2 - Medium**

**Last Name:**

**First Name:**

**Attachments:**

**Day Phone:**

**Ext:**

**CRIS Letters:**

**Model: IMPREZA**

**Model Year: 2002.0**

**Manufactured Date: 05/01/2001**

**VIN: 2G**

**VIN Prefix: JF1GD2968**

**Current Mileage: 36500**

**RO Number: 2g505239**

**RO Date/Failure Date:**

**RO Mileage/Failure:**

**Region/Dealer: 20/0**

**Company: SUBARU DIST CORP**

**Subject: fuel smell in vehicle customer aware of TSB will go to dlr to diagnose**

**Closed By: bgil**

**Assigned To: Gilmore**

**Follow Up Date: 01/25/2004  
10:54:28**

**Close Date: 01/20/2004  
11:04:05**

**Contact Media Type: Phone**

**CS Impact:**

**Alert:**

**Created By: bgil**

**Date Created: 01/20/2004 10:54:28**

**Last Modify By: bgil**

**Last Modify Date: 01/20/2004 11:04:04**

# ISSUES

**Case Number: 579322**

**Total - 2 items**

---

## ISSUE # 1

**Category: Vehicle**

**Status: Closed**

**Reason: Odor/Smell**

**Resolution:**

### *Customer States*

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**Topic: Body Interior**

**Topic Detail: General - Body Interior**

**Occurrence:**

### *Dealer States*

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**Component Group:**

**Component Type:**

**Created By: bgil**

**Date Created: 01/20/2004 10:59:06**

**Last Modify By: bgil**

**Last Modify Date: 01/20/2004 10:59:06**

---

## ISSUE # 2

**Category: Information**

**Status: Closed**

**Reason:**

**Resolution:**

### *Customer States*

---

**Topic: Technical Information**

**Topic Detail: Request for Technical Information**

**Occurrence:**

### *Dealer States*

---

**Component Group:**

**Component Type:**

**Created By: bgil**

**Date Created: 01/20/2004 10:59:42**

**Last Modify By: bgil**

**Last Modify Date: 01/20/2004 10:59:42**

---

## NOTES

**Case Number:** 579322

**Summary of Notes - 1 item**

---

**Action:** Call

**Visibility:** Private

**Subject:** customer calling

**Note:** there is a strong fuel smell in his vehicle... he understands that there is a TSB regarding this... customer asking for details regarding this matter and how it would be addressed in relationship to his vehicle. ... Advsd that the dlr must inspect the vehicle and determine if in fact the vehicle falls into the TSB.. I also advsd that we are not technicians so we do not release any info regarding the repairs especially if a dlr has not yet confirmed the matter. I suggested that he follow up with allowing the dlr to address this... Customer has SAS GOLD PLUS and this MAY be handled under the terms of the policy..

**Created By:** bgil

**Date Created:** 01/20/2004 11:00:02

---

## ADDRESSES

Case Number: 579322

Total - 1 items

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Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Slingerlands

State/Province: NY

Zip Code: [REDACTED]

Created By: bgil

Date Created: 20-JAN-04

Last Modify By: bgil

Last Modify Date: 20-JAN-04

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

Tuesday, February 24, 2004 8:15 AM

**INFORMATION**

Case Number: 579526

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: 03/01/2001

VIN: 2G

VIN Prefix: IF1GD2967

Current Mileage: 76000

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 30/140

Company: SUBURBAN BUICK-SUBARU

Subject: Fuel Line Leaking ////////// Part on back order /// Part # 17544AA134

Closed By: caug

Assigned To: August

Follow Up Date: 01/25/2004  
13:23:28Close Date: 02/05/2004  
09:20:43

Contact Media Type: Phone

CS Impact:

Alert:

Created By: caug

Date Created: 01/20/2004 13:23:32

Last Modify By: caug

Last Modify Date: 02/05/2004 09:20:36

**ISSUES****Case Number: 579526****Total - 2 items****ISSUE # 1****Category: Vehicle****Status: Closed****Reason:****Resolution:*****Customer States*****Topic: Engines/ Fuel System or Cooling System Topic Detail: General - Fuel System****Occurrence:*****Dealer States*****Component Group:****Component Type:****Created By: caug****Date Created: 02/05/2004 09:17:50****Last Modify By: caug****Last Modify Date: 02/05/2004 09:17:50****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: caug****Date Created: 02/05/2004 09:19:48****Last Modify By: caug****Last Modify Date: 02/05/2004 09:19:48**

## NOTES

**Case Number:** 579526

**Summary of Notes - 13 items**

---

**Action:** Call

**Visibility:** Private

**Subject:** cust called

**Note:** he stated that his fuel line is leaking & that the dlr ordered the part & it will be at least 3 weeks because the part is on back order he stated that he has a terrible fuel smell in the vehicle & stated fuel is leaking out advised I need to contact dlr

**Created By:** caug

**Date Created:** 01/20/2004 13:55:12

---

**Action:** Call

**Visibility:** Private

**Subject:** called dealership

**Note:** with cust on hold SM & parts Mgr's not available spoke to SA - Paul Robinson he stated the RO # 214301 1/20/04 he stated the fuel line is leaking he stated he advised the customer to NOT drive the car because it is a safety hazard he stated the order # 12004 - VOR part # 17549AA134

**Created By:** caug

**Date Created:** 01/20/2004 13:56:36

---

**Action:** Call

**Visibility:** Private

**Subject:** cust call con't

**Note:** advised customer that he should NOT be driving the vehicle in this condition suggested he get a rental advised I will research the order & will call him back

**Created By:** caug

**Date Created:** 01/20/2004 13:58:46

---

**Action:** Call

**Visibility:** Private

**Subject:** called dealership

**Note:** SM - Dave Bucklew not available left a detailed message left cust name / VIN & # requested he contact DSOM to review repair for assistance requested he contact me back advised that we would set up a rental for customer because fuel line is leaking

**Created By:** caug

**Date Created:** 01/20/2004 14:23:55

---

**Action:** Call

**Visibility:** Private

**Subject:** called cust

**Note:** left message with secretary advised that we want to pay for a rental till part comes in \$30 a day when he calls back advise him to get a rental provide fax # & mailing address to mail in receipt for rental

**Created By:** caug

**Date Created:** 01/20/2004 14:26:50

---

**Action:** Call

**Visibility:** Private

**Subject:** Customer called for Carolyn

**Note:** Advised customer that Carolyn is not available at this time. Customer stated that he would

like to know when this fuel line is coming in. Customer advised that he could have the repair performed at a speed shop if necessary. Advised customer that I will forward his message to Carolyn and that we do not recommend independent repair facilities. A/P Carolyn

**Created By:** bhal

**Date Created:** 01/20/2004 15:11:26

---

**Action:** Call

**Visibility:** Private

**Subject:** Parts Update

**Note:** PN# 807707140 - currently has 35 pieces in inventory, no back orders - 1/21/04 FHI shipping 100 pieces to Denver, CO (air mail) PN# 17544AA134 - currently has 0 pieces in inventory, 174 back orders - 1/21/04 FHI shipping 100 pieces to Denver, CO (air mail) - 1/26/04 FHI shipping 100 pieces to regional parts distribution locations and will continue daily shipments of 100 pieces through 1/30/04. Karen advised that all outstanding orders will be filled with in the next few weeks. Dealers should consult with Tech Line regarding question of diagnosis and repairs. Priority orders for disabled vehicles should be a "VOR" (Vehicle Off Road) status. Thanks Adam Woodhull Customer/Dealer Service

**Created By:** caug

**Date Created:** 01/21/2004 11:32:22

---

**Action:** Call

**Visibility:** Private

**Subject:** email# 615013

**Note:** I have a WRX that was bought as soon as they came out. I have been smelling gasoline fumes when it gets cold. This has been an issue with the car since I bought it. Subarban Subaru finally found the problem was a fuel line that runs over the engine. This particular is on BACK ORDER !!! Subarban Subaru informed me this part has been on back order for three weeks so they are unable to give me an approximate time to expect the part in. This has to be an extreme safety hazard. I am now afraid to use the car but since I use this for business (high milage ) I now have a problem. How soon is Subaru going to correct my problem. Thanks

**Created By:** bgil

**Date Created:** 01/21/2004 11:36:15

---

**Action:** Call

**Visibility:** Private

**Subject:** reply...

**Note:** Thank you for visiting our Website. I am sorry your email was prompted by concerns related to a delay in receiving parts for your 2002 WRX. Our records indicate that one of our representatives (Carolyn August) is looking into this matter for you. I will make her aware of the email you sent and she will continue to work on the matter. Your file# is 579526. Please refer to it in all future correspondence. We look forward to assisting you with regards to this concern.

**Created By:** bgil

**Date Created:** 01/21/2004 11:37:40

---

**Action:** Call

**Visibility:** Private

**Subject:** called cust

**Note:** left message with secretary advised her to have him call me I have parts update advised we want to put him in a rental till the part comes in \$30 a day

**Created By:** caug

**Date Created:** 01/22/2004 09:36:30

---

**Action:** Call **Visibility:** Private  
**Subject:** cust called  
**Note:** for Carolyn. Transferred cust to Caug.  
**Created By:** thav **Date Created:** 01/22/2004 10:39:51

---

**Action:** Call **Visibility:** Private  
**Subject:** cust called  
**Note:** advised that we want to put him into a rental till the part arrives he requested a Subaru if possible called dealership spoke to SM - Dave Bucklew advised him of situation he will put the customer in a loaner —he has Subaru available he stated to just have customer contact SA - Paul Robinson today & he will arrange it relayed info to cust he thanked me  
**Created By:** caug **Date Created:** 01/22/2004 10:44:15

---

**Action:** Call **Visibility:** Private  
**Subject:** called dealership  
**Note:** spoke to SA - Paul he stated vehicle was repaired RO# 214474 76,425 miles fuel line repaired  
**Created By:** caug **Date Created:** 02/05/2004 09:15:40

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## ADDRESSES

Case Number: 579526

Total - 1 Items

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Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Pittsburgh

State/Province: PA

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 20-JAN-04

Last Modify By: Vantive User

Last Modify Date: 20-JAN-04

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\* Image not available. Please contact your administrator.

**Subaru Technical Services****Case Report with Journals**

02/23/2004 8:43 AM

<b>Case Number:</b>	<b>579411</b>	<b>Assigned To:</b>	<b>Dan Bangs</b>
<b>Contact Name:</b>	Greg Sampley	<b>Case Status:</b>	Closed
<b>Service Phone:</b>	(616) 342 6600	<b>Priority:</b>	2 - Medium
<b>Alert:</b>		<b>Date Closed:</b>	01/20/2004
<b>Region Dealer:</b>	70458		
<b>Dealer Name:</b>	MAPLE HILL SUBARU		
<b>Dir Address:</b>	5622 West Main Kalamazoo, MI 49009		
<b>VIN:</b>	JF1GG2968 20 [REDACTED]	<b>Prod Date:</b>	07/24/2001
<b>Emission Spec:</b>	C		
<b>Model:</b>	**2002 SUBARU IMPREZA WRX SPORT WAGON ALL-WHEEL DRIVE**		
<b>Engine Number:</b>		<b>Transmission:</b>	
<b>Engine Desc:</b>	2.0 LITRE ENGINE, 4 CYLINDERS,		
<b>RO Number:</b>	154728	<b>RO Date:</b>	01/19/04
		<b>Current Mileage:</b>	38103
<b>Failure Code/Description:</b>			
<b>Keywords:</b>	Fuel Smell,	<b>Occurrences:</b>	Reproducible
<b>Condition:</b>	'02 WRX, Tech reports a fuel smell in the AM. Referred Tech to s/Bulletin for the hose & pipe replacement.		
<b>Created By:</b>	dben	<b>Date Created:</b>	01/20/2004

# SUBARU

## Complete SAMI Case Report

Tuesday, February 24, 2004 8:31 AM

### INFORMATION

**Case Number:** 579935

**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:** 06/01/2001

**VIN:** 2G

**VIN Prefix:** JF1GD2964

**Current Mileage:** 43570

**RO Number:**

**RO Date/Failure Date:**

**RO Mileage/Failure:**

**Region/Dealer:** 10/203

**Company:** SUBARU OF NASHUA

**Subject:**

Parts Delay - Fuel Hose

**Closed By:** awoo

**Assigned To:** Woodhull

**Follow Up Date:** 01/26/2004  
10:22:31

**Close Date:** 02/13/2004  
10:28:16

**Contact Media Type:** Phone

**CS Impact:**

**Alert:**

**Created By:** awoo

**Date Created:** 01/21/2004 10:22:33

**Last Modify By:** awoo

**Last Modify Date:** 02/13/2004 10:28:16

# ISSUES

**Case Number: 579935**

**Total - 1 Item**

---

## ISSUE # 1

**Category: Corporate Issues**

**Status: Closed**

**Reason:**

**Resolution:**

### *Customer States*

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**Topic: Parts/Accessory Issues**

**Topic Detail: Parts Order Filling**

**Occurrence:**

### *Dealer States*

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**Component Group:**

**Component Type:**

---

**Created By: awoo**

**Date Created: 01/21/2004 10:25:23**

**Last Modify By: awoo**

**Last Modify Date: 01/21/2004 10:25:23**

---

## ADDRESSES

**Case Number: 579935**

**Total - 1 items**

---

**Type:** Mail To

**Address1:** [REDACTED]

**Address2:** [REDACTED]

**Address3:**

**City:** Nashua

**State/Province:** NH

**Zip Code:** [REDACTED]

**Created By:** awoo

**Date Created:** 21-JAN-04

**Last Modify By:** awoo

**Last Modify Date:** 21-JAN-04

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# SUBARU

## Complete SAMI Case Report

Tuesday, February 24, 2004 8:31 AM

### INFORMATION

**Case Number: 579949**

**CRIS Case Number:**

**Case Type:** Vehicle Repair

**Case Status:** Closed

**Priority:** 2 - Medium

**Last Name:** [REDACTED]

**First Name:** [REDACTED]

**Attachments:**

**Day Phone:** [REDACTED]

**Ext:**

**CRIS Letters:**

**Model:** IMPREZA

**Model Year:** 2002.0

**Manufactured Date:** 05/01/2001

**VIN:** 2C [REDACTED]

**VIN Prefix:** JF1GD2962

**Current Mileage:** 39119

**RO Number:**

**RO Date/Failure Date:**

**RO Mileage/Failure:**

**Region/Dealer:** 10/203

**Company:** SUBARU OF NASHUA

**Subject:**

Parts Delay - Fuel Hose

**Closed By:** awoo

**Assigned To:** Woodhull

**Follow Up Date:** 01/26/2004  
10:40:36

**Close Date:** 02/13/2004  
10:33:02

**Contact Media Type:** Phone

**CS Impact:**

**Alert:**

**Created By:** awoo

**Date Created:** 01/21/2004 10:40:37

**Last Modify By:** awoo

**Last Modify Date:** 02/13/2004 10:33:02

# ISSUES

**Case Number: 579949**

**Total - 1 item**

---

## ISSUE # 1

**Category: Corporate Issues**

**Status: Closed**

**Reason:**

**Resolution:**

### *Customer States*

---

**Topic: Parts/Accessory Issues**

**Topic Detail: Parts Order Filing**

**Occurrence:**

### *Dealer States*

---

**Component Group:**

**Component Type:**

---

**Created By: awoo**

**Date Created: 01/21/2004 10:41:29**

**Last Modify By: awoo**

**Last Modify Date: 01/21/2004 10:41:29**

---

## NOTES

**Case Number: 579949**

**Summary of Notes - 8 items**

**Action:** Call

**Visibility:** Private

**Subject:** dealer contacted

**Note:** RO# 050561 1/9/04 39119 miles c/s check for fuel smell/leak

**Created By:** awoo

**Date Created:** 01/21/2004 10:41:46

**Action:** Call

**Visibility:** Private

**Subject:** called Parts

**Note:** SW Karen Garbarino who advised: P# 807707140 - currently has 35 pieces in inventory, no back orders - 1/21/04 FHI shipping 100 pieces to Denver, CO (air mail) P# 17544AA134 - currently has 0 pieces in inventory, 174 back orders - 1/21/04 FHI shipping 100 pieces to Denver, CO (air mail) - 1/26/04 FHI shipping 100 pieces to various location and will continue daily shipments of 100 pieces through 1/30/04. Karen advised that all outstanding orders will be filled with in the next few weeks.

**Created By:** awoo

**Date Created:** 01/21/2004 11:06:51

**Action:** Call

**Visibility:** Private

**Subject:** called dir.

**Note:** SW SM Bill Harris advised of part ETA. dir to contact tech line for alternative measures. dir to have all parts orders as VOR.

**Created By:** awoo

**Date Created:** 01/23/2004 15:42:44

**Action:** Call

**Visibility:** Private

**Subject:** Customer called to advise unhappy with the length of time it has taken

**Note:** The customer advised that the vehicle was seen January 12, 2004. the customer advised that 2 weeks or more to receive the parts is unacceptable. The customer advised that he would expect a rental vehicle or some other form of compensation. The customer advised that it is unacceptable to wait this long for a part. I advised the customer of the updated parts information and advised that parts will arrive the week of 2-1-04.

**Created By:** dma2

**Date Created:** 01/27/2004 16:20:15

**Action:** Call

**Visibility:** Private

**Subject:** called dir

**Note:** SW SM Bill Harris who advised that this customer was reviewed with Don Bisset and recieved a PAR for it. Bill advised that the repairs are being covered as PA and he is in a rental vehicle.

**Created By:** awoo

**Date Created:** 01/28/2004 08:33:22

**Action:** Call

**Visibility:** Private

**Subject:** called cust

**Note:** adv that we have reviewed with SM Bill Harris and the repairs will be performed as GW due to expiration of NCBW. adv that we apologize for the delay and are working with the dealer and vendor to expediate the parts. adv that we anticipate the dealer having those next week.

**Created By:** awoo

**Date Created:** 01/28/2004 08:53:58

---

**Action:** Call

**Visibility:** Private

**Subject:** called PICS

**Note:** SW Lou Ann who advised that this order was released on 1/28/04.

**Created By:** awoo

**Date Created:** 01/30/2004 09:56:51

---

**Action:** Call

**Visibility:** Private

**Subject:** reviewed claim history

**Note:** repair completed 2/5/04

**Created By:** awoo

**Date Created:** 02/13/2004 10:31:59

---

## ADDRESSES

Case Number: 579949

Total - 1 Items

---

Type: Mail To

Address1: [REDACTED]

Address2: [REDACTED]

Address3:

City: Chelmsford

State/Province: MA

Zip Code: [REDACTED]

Created By: dma2

Date Created: 27-JAN-04

Last Modify By: dma2

Last Modify Date: 27-JAN-04

---

# SUBARU

## Complete SAMI Case Report

Tuesday, February 24, 2004 8:32 AM

### INFORMATION

**Case Number:** 579960

**CRIS Case Number:**  
**Case Status:** Pending

**Case Type:** Vehicle Repair  
**Priority:** 2 - Medium

**Last Name:** [REDACTED]  
**Day Phone:** [REDACTED]

**First Name:** [REDACTED]  
**Ext:** [REDACTED]

**Attachments:**  
**CRIS Letters:**

**Model:** IMPREZA  
**VIN:** 2G[REDACTED]  
**RO Number:**  
**Region/Dealer:** 20/166

**Model Year:** 2002.0  
**VIN Prefix:** JF1GD2967  
**RO Date/Failure Date:**  
**Company:** BILL RAPP PONTIAC, INC.

**Manufactured Date:** 08/01/2001  
**Current Mileage:** 40000  
**RO Mileage/Failure:**

**Subject:** Fuel smell-cust faxing receipt

**Closed By:**

**Assigned To:** Bryant

**Follow Up Date:** 01/26/2004  
10:45:31

**Close Date:**

**Contact Media Type:** Mail

**CS Impact:**  
**Alert:**

**Created By:** pbry  
**Last Modify By:** pbry

**Date Created:** 01/21/2004 10:45:31  
**Last Modify Date:** 02/23/2004 17:12:44

# ISSUES

**Case Number: 579960**

**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**

**Occurrences:**

### *Dealer States*

---

**Component Group:**

**Component Type:**

---

**Created By: pbry**

**Date Created: 01/21/2004 10:52:37**

**Last Modify By: pbry**

**Last Modify Date: 01/21/2004 10:52:37**

---

**NOTES****Case Number:** 579960**Summary of Notes - 14 items**

---

**Action:** Call**Visibility:** Private**Subject:** Email 614586

**Note:** I have a fuel leak on top of my engine. I took it to Subaru Svc 1/16/04 and was told I needed Fuel line and intake gaskets and there was a national shortage of these parts and the repair costs \$354. The car cannot be driven because it too dangerous. So I have no car to drive back and forth to work. I assume that because parts are not available, my car is not the only car with this problem. This is definitely a safety and environmental issue. I believe that Subaru should repair my car at no cost for the reasons listed above. Thank you.

**Created By:** pbry**Date Created:** 01/21/2004 10:47:27

---

**Action:** Call**Visibility:** Private**Subject:** Reply

**Note:** Dear Ms. Doupe: Thank you for visiting the Subaru Web site and for taking the time to email us with your concerns. We would like to discuss your concerns about the fuel line and intake gasket, but we require more information, such as the name of the Subaru dealership repairing your vehicle. Please call us at 1-800-782-2783 and refer to Case #579960. This will expedite the handling of your situation. Thank you. Patricia Bryant Subaru of America, Inc.

**Created By:** pbry**Date Created:** 01/21/2004 17:15:43

---

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

**Note:** she adv that the dealership is Bill Rapp Subaru. I apologized for the parts delay. I adv that SOA is aware of national b/o. I adv that I will be contacting dlr tomorrow to confirm and will call her back.

**Created By:** pbry**Date Created:** 01/21/2004 17:15:57

---

**Action:** Call**Visibility:** Private**Subject:** customer called for an update...

**Note:** advsd that the text notes have not been updated as of yet.. however to elaborate on this further there are parts arriving from FHI very soon and then there will 100 pieces coming in on a daily basis until 1/31... Customer said that she has been without a vehicle for 1 week... advsd that we can asst with a rental @ an amt of up to \$35 a day.. customer said that she will speak to Jeff the SM about that and she asked that we talk to him as well... I told her that we are still going to call him to confirm the order and be sure that the dlr has done all of that correctly given the nature of this matter. I advsd that we will also speak to the dlr regarding the rental being paid for. Rental will start today and go till the part arrives. Customer said that for the last week she was renting a vehicle from her son @ \$100 a week... explained that we can't asst with that because it is not a licensed rental facility. Customer understood. AP TO PATRICIA... **Note:** Patricia I believe that the DFOM are handling the rentals and if they do not then we can, just and FYI for you.

Created By: bgil

Date Created: 01/23/2004 12:07:35

Action: Call

Visibility: Private

Subject: SW SM Jeff

Note: I confirmed that the parts for fuel smell repair are ordered as VOR. He adv that there are 4 other customers ahead of this one. He adv that cust said that SOA authorized rental. I confirmed that on 1/23 cust called and we said that she could get rental. I asked if he would review w/ DSOM Frank Farkas if he would like to asst because of parts delay and asked that SM call me back. \*\*\*\*\* If DSOM does not want to asst with rental cost, goodwill will be provided on rental because of parts delay.

Created By: pbry

Date Created: 01/28/2004 08:54:51

Action: Call

Visibility: Private

Subject: Email 616270

Note: Case #579960—I took my 2002 WRX to Bill Rapp Subaru on 1/16/04 with a fuel leak problem. As of today, my car is still not repaired & cannot be driven because it both dangerous to me & the environment. On 12/23 Barb told me Subaru would assist with a rental car up to \$35/da. I am driving my sons car for \$100/wk. As of today, I still have no car, no rental, and I'm out \$200 plus \$354 for repair charges if it is ever repaired. Will Subaru let me take my car and pay them in two or three weeks when I get the money? This is my 4th Subaru, I hope it won't be my last. PLEASE HELP ME!

Created By: pbry

Date Created: 02/01/2004 08:12:59

Action: Call

Visibility: Private

Subject: Reply

Note: Dear Ms. Doupe: Thank you for contacting our website. I am sorry that a part delay issue prompted your email. I will be contacting the Bill Rapp Subaru dealership to follow up on the status of the part shipment for your vehicle. I will be calling you afterward to discuss your rental concerns. I apologize for any inconvenience this matter has caused you. If you would like to discuss further, please call me at 1-800-782-2783 and refer to case 579960. Best wishes. Patricia Bryant Subaru of America, Inc.

Created By: pbry

Date Created: 02/01/2004 11:08:05

Action: Call

Visibility: Private

Subject: cust called

Note: for status on case. adv her Pbry sent her an email reply yesterday and is in the process of following up on her concerns. Trans to vmail a/P Patricia.

Created By: ssam

Date Created: 02/02/2004 09:22:52

Action: Call

Visibility: Private

Subject: SW SM Jeff

Note: he adv that he is still awaiting parts for cust veh. Adv that he did SW DSOM Frank Farkas and he okayed rental for upto \$30 per day. He said when he sw cust on Friday, she was not happy, cust requests an AWD veh. He said that he explained to cust that Enterprise only had a select group of vehicles at \$30 per day. Cust declined the rental. SM adv that cust vehicle

is the 4th in line for parts. He adv that he is still waiting on both parts. He stated that all orders are on VOR order. I asked for order info: Order date: 1/16/04 Order# pipe - #1896120 hose - #1884561 Emailed Gerilyn C. dlr part order info.. \*\*\*\*\* SW Carmine about cust request for rental increase to AWD or SUV rental. He adv that we would not authorize increase in goodwill rental. Adv to make sure that the dealer is able to get rental through Enterprise at \$30/day.

**Created By:** pbry **Date Created:** 02/02/2004 11:11:47

---

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

**Subject:** SW Cust

**Note:** adv that we are still working to get the parts to dlrshp. Cust stated that she is still driving her sons veh. She adv that on Friday the SM told her that there were no rentals avail through Enterprise. She said that she told SM that SOA told her that she can get rental for up to \$35 per day. She said that SM told her if she could find a rental for \$30 per day and if the rental company would accept a dlr invoice for payment, then dlr can work with her. She adv that SM was not helpful at all. Conferenced cust w/ SM. SM adv that he will call Enterprise to confirm that they have rental for \$30 per day. He adv cust that Enterprise did not have rental for \$35 per day. Cust said that he is changing his tune from Friday. SM told her that he will call her back to confirm rental. Cust sw me and asked to sw Supervisor. She stated that she would like asst on repair costs because of the inconvenience she has gone through. She stated that if SOA were paying for a rental veh for her all this time, the cost would not be as great. I apologized to cust for the delay in part delivery and adv that as goodwill SOA would asst w/ cust cost if she had to rent a veh. I adv cust that she would have had to pay for repair costs because the veh is oow. Cust said that she understood but still wanted a manager to call her back. I adv that I would make request and call will be returned in 48hrs. Emailed Shirley.

**Created By:** pbry **Date Created:** 02/02/2004 11:56:04

---

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

**Subject:** Rec'd cust letter regarding part delay

**Note:** placed file in Pat's mailbox

**Created By:** hwri **Date Created:** 02/12/2004 13:06:07

---

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

**Subject:** SW Rich in service

**Note:** he advised that repair order was closed out on 2/12/04.

**Created By:** pbry **Date Created:** 02/23/2004 12:03:30

---

**Action:** Comment **Visibility:** Private

**Subject:** Reviewed cust letter w/ Shirley

**Note:** letter from cust requests reimbursement on the cost of the repair \$354 plus \$200 for the inconvenience to her son while cust drove his vehicle. Will reimburse cust for the repair cost because of part delay. No reimbursement for use of son's vehicle.

**Created By:** pbry **Date Created:** 02/23/2004 14:34:23

---

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

**Subject:** SW cust

**Note:** offered to pay for the repair costs. Cust appreciative for the offer. She said that she would fax the receipt to my attention. Fax 856-488-3041.

**Created By:** pbry

**Date Created:** 02/23/2004 17:11:29

---

## ADDRESSES

Case Number: 579960

Total - 1 items

---

Type: Mail To

Address1:

Address2:

Address3:

City: La Fayette

State/Province: NY

Zip Code:

Created By: Vantive User

Date Created: 21-JAN-04

Last Modify By: Vantive User

Last Modify Date: 21-JAN-04

---

# SUBARU

## Complete SAMI Case Report

Tuesday, February 24, 2004 8:38 AM

### INFORMATION

**Case Number:** 580023

**CRIS Case Number:**

**Case Type:** Vehicle Repair

**Case Status:** Pending

**Priority:** 2 - Medium

**Last Name:** [REDACTED]

**First Name:** [REDACTED]

**Attachments:**

**Day Phone:** [REDACTED]

**Ext:**

home

**CRIS Letters:**

**Model:** IMPREZA

**Model Year:** 2002.0

**Manufactured Date:** 04/01/2001

**VIN:** 2G [REDACTED]

**VIN Prefix:** JF1GD2962

**Current Mileage:** 70000

**RO Number:**

**RO Date/Failure Date:**

**RO Mileage/Failure:**

**Region/Dealer:** 20/227

**Company:** BILL MCBRIDE CHEVROLET, INC.

**Subject:**

Fuel Smell ///

**Closed By:**

**Assigned To:** August

**Follow Up Date:**

01/26/2004

12:05:47

**Close Date:**

**Contact Media Type:** Phone

**CS Impact:**

**Alert:**

**Created By:** caug

**Date Created:** 01/21/2004 12:05:48

**Last Modify By:** caug

**Last Modify Date:** 02/12/2004 09:23:59

# ISSUES

**Case Number: 580023**

**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 - Engine**

**Occurrence:**

### *Dealer States*

---

**Component Group:**

**Component Type:**

---

**Created By: caug**

**Date Created: 01/22/2004 09:13:29**

**Last Modify By: caug**

**Last Modify Date: 01/22/2004 09:13:29**

---

## NOTES

**Case Number: 580023**

**Summary of Notes - 8 items**

**Action:** Call

**Visibility:** Private

**Subject:** cust called

**Note:** he stated that he has a fuel smell in his vehicle when it's cold outside he stated he has been on the internet & is aware that there is a service bulletin on this he stated he took his car to Bill Mc Bride he stated he dealt with SA - Harold & he was told that there is no such bulletin he stated that the dealer told him if he wanted the parts replaced that he would be charged he stated that he feels this is an issue Subaru should take care of advised customer that dealer has to duplicate condition advised that he that he has SAS Classic if condition is duplicated - repair would be performed under SAS Classic advised I need to contact dlr & discuss with them then I will contact him back Cked CDS no open recalls

**Created By:** caug

**Date Created:** 01/21/2004 12:26:29

**Action:** Call

**Visibility:** Private

**Subject:** called dealership

**Note:** spoke to Sm - Todd Rabideau he stated he is aware of customer he stated that they were not able to duplicate the condition & advised customer to bring vehicle back on a cold day RO# 23899 1/19/04 70174 miles he stated cust never told them that he had a SAS Classic policy he stated they didn't check engine #

**Created By:** caug

**Date Created:** 01/21/2004 12:32:27

**Action:** Call

**Visibility:** Private

**Subject:** called dealership

**Note:** spoke to SM - Todd Rabideau advised him that we should complete repair if engine # is within the range advised I will call cust & have him call to schedule an appt gave Todd my #

**Created By:** caug

**Date Created:** 01/22/2004 09:16:56

**Action:** Call

**Visibility:** Private

**Subject:** called cust

**Note:** work # — not in today

**Created By:** caug

**Date Created:** 01/22/2004 09:19:11

**Action:** Call

**Visibility:** Private

**Subject:** called alt #

**Note:** # not in service

**Created By:** caug

**Date Created:** 01/22/2004 09:19:26

**Action:** Call

**Visibility:** Private

**Subject:** called home #

**Note:** woman said to call him on his cell # [REDACTED]

**Created By:** caug

**Date Created:** 01/22/2004 09:27:06

---

**Action:** Call

**Visibility:** Private

**Subject:** called cell #

**Note:** spoke to cust advised him that he should contact the dlr & speak to SM - Todd advised they have to check engine # to verify listed in Bulletin range suggested he show SM or tech where he feels the line is leaking (dlr wasn't able to duplicate) advised him the dlr can tighten the clamps till the part comes in he thanked me for calling back today

**Created By:** caug

**Date Created:** 01/22/2004 09:27:44

---

**Action:** Call

**Viability:** Private

**Subject:** called dealership

**Note:** spoke to SM - Todd Rabideau he stated customer has never brought the vehicle over to be looked at to verify the engine # he stated customer claimed I told him they would just order the parts advised I never said that SEE cust notes 1/22/04 he stated he spoke to him 2/9/04 he stated he is supposed to bring the vehicle over soon but didn't state what date

**Created By:** caug

**Date Created:** 02/12/2004 09:19:11

---

## ADDRESSES

**Case Number: 580023**

**Total - 1 items**

---

**Type:** Mail To

**Address1:** [REDACTED]

**Address2:**

**Address3:**

**City:** Commack

**State/Province:** NY

**Zip Code:** [REDACTED]

**Created By:** Vantive User

**Date Created:** 21-JAN-04

**Last Modify By:** Vantive User

**Last Modify Date:** 21-JAN-04

---

# SUBARU

## Complete SAMI Case Report

Tuesday, February 24, 2004 8:42 AM

### INFORMATION

**Case Number: 580195**

**CRIS Case Number:**

**Case Type:** Vehicle Repair

**Case Status:** Closed

**Priority:** 2 - Medium

**Last Name:** [REDACTED]

**First Name:** [REDACTED]

**Attachments:**

**Day Phone:** [REDACTED]

**Ext:**

**CRIS Letters:**

**Model:** IMPREZA

**Model Year:** 2002.0

**Manufactured Date:** 02/06/2002

**VIN:** 2G [REDACTED]

**VIN Prefix:** JF1GG296X

**Current Mileage:** 16000

**RO Number:**

**RO Date/Failure Date:**

**RO Mileage/Failure:**

**Region/Dealer:** 10/212

**Company:** STEVE LEWIS SUBARU INC

**Subject:** fuel smell///waiting for cust to fax receipt for rental reimburse

**Closed By:** thav

**Assigned To:** Havas

**Follow Up Date:** 01/26/2004  
14:56:53

**Close Date:** 01/23/2004  
09:18:47

**Contact Media Type:** Phone

**CS Impact:**

**Alert:**

**Created By:** thav

**Date Created:** 01/21/2004 14:56:56

**Last Modify By:** thav

**Last Modify Date:** 01/23/2004 09:18:46

## ISSUES

**Case Number: 580195**

**Total - 1 item**

---

### ISSUE # 1

**Category: Vehicle**

**Status: Closed**

**Reason: Odor/Smell**

**Resolution:**

#### *Customer States*

---

**Topic: Engine/ Fuel System or Cooling System Topic Detail: Fuel Injection System**

**Occurrence:**

#### *Dealer States*

---

**Component Group:**

**Component Type:**

---

**Created By: thav**

**Date Created: 01/23/2004 09:18:05**

**Last Modify By: thav**

**Last Modify Date: 01/23/2004 09:18:05**

---

**NOTES****Case Number: 580195****Summary of Notes - 3 items**

---

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

**Note:** reports fuel smell in cabin. Cust states dealer adv part on backorder. Reviewed with team lead Mark G and Barb G, both adv, that due to 2 yr old child and that owner indicates does not feel safe driving to do the following. -Give immediate ok to enter rental for initial 3 day at 30 day (review after 3 days) 30 a day for 5 day max. -Verify with dealer that part is on VOR status -Notify DSOM through senior rep of VOR status

**Created By:** thav**Date Created:** 01/21/2004 15:18:15

---

**Action:** Research**Visibility:** Private**Subject:** Email senior rep

**Note:** Jody C to research with parts expedieter for this veh.

**Created By:** thav**Date Created:** 01/21/2004 15:38:22

---

**Action:** Call**Visibility:** Private**Subject:** Called SM Joe

**Note:** Adv him that I had spoke with Barb G. Adv him to notify his parts expedieter that nds to indicate that not only is veh VOR but cust is also in rental SOA pay, which will increase the priority. SM said he will take care of .

**Created By:** thav**Date Created:** 01/22/2004 09:50:46

---

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

Tuesday, February 24, 2004 8:50 AM

**INFORMATION****Case Number: 590413****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: 04/25/2001****VIN: 2G****VIN Prefix: JF1GD2964****Current Mileage: 51829****RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer: 30/121****Company: KERVEN ENTERPRISES, INC.****Subject:****Email 614912****Closed By: awoo****Assigned To: Woodhull****Follow Up Date: 01/27/2004  
08:31:41****Close Date: 02/05/2004  
11:37:25****Contact Media Type: EMail****CS Impact:****Alert:****Created By: awoo****Date Created: 01/22/2004 08:31:42****Last Modify By: awoo****Last Modify Date: 02/09/2004 09:09:48**

# ISSUES

**Case Number: 580413**

**Total - 1 item**

---

## ISSUE # 1

**Category: Corporate Issues**

**Status: Closed**

**Reason:**

**Resolution:**

### *Customer States*

---

**Topic: Parts/Accessory Issues**

**Topic Detail: Parts Order Filling**

**Occurrence:**

### *Dealer States*

---

**Component Group:**

**Component Type:**

---

**Created By: awoo**

**Date Created: 01/22/2004 08:33:24**

**Last Modify By: awoo**

**Last Modify Date: 01/22/2004 08:33:24**

---

## NOTES

**Case Number:** 580413

**Summary of Notes - 15 items**

**Action:** Call

**Visibility:** Private

**Subject:** Email 614912

**Note:** I have had nothing but great experiences with my subaru dealer, Kerven in Butler PA. These guys go the extra mile. However I do have a concern about your product...now my car. Several days ago I began smelling fuel inside my Impreza WRX. My dealer was very accomadating in gettin me in that same day. However it was discovered that a fuel line leakage was unveiled by a dealer rep when contacted by my dealer. There are two issues. It seem that the fuel leakage that is smelled strongly inside the vehicle is caused when the temperatures are cold by a malfunctioning fuel line. 1. The parts take several weeks to get to correctly repair this. 2. Why is this not a recall? That's it. Rox Serrao

**Created By:** awoo

**Date Created:** 01/22/2004 08:33:45

**Action:** Call

**Visibility:** Private

**Subject:** called dlr

**Note:** SW SM Lou Pashacarnis who advised that the vehicle was brought in on 1/16/04 (51829 miles) with a concern of a fuel smell. Lou advised that they confirmed that the vehicle complied with a TSB. Lou advised that the parts are on national back order. Lou advised that they have contacted PICs who provided an auth for rental. Lou advised that they plan to cover the repairs as PA and the extended rental with auth from PICs. Lou advised that Pics advised that they should recieve the parts next week and they are on a VOR status. Lou advised that all of this has been discussed with the cust.

**Created By:** awoo

**Date Created:** 01/22/2004 08:50:34

**Action:** Call

**Visibility:** Private

**Subject:** Replied

**Note:** Dear [REDACTED] 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 had an opportunity to contact Mr. Lou Pashacarnis, the Service Manager of Kerven Enterprises. Mr. Pashacarnis advised that measures have been taken to expedite the parts required to repair your vehicle, and additional accommodations for alternative transportation have been extended to you. At this time the concerns you have experienced are not included with any service campaign. We are pleased that Kerven Enterprises and Subaru of America, Inc. could be of assistance with your concerns. If you have any additional questions or concerns please contact me by calling 1-800-SUBARU3 (800-782-2783) Best Wishes, Adam Woodhull Customer/Dealer Services

**Created By:** awoo

**Date Created:** 01/22/2004 09:05:52

**Action:** Call

**Visibility:** Private

**Subject:** Cust Replied

**Note:** Okay. Please understand that I am responding to your comments. Kerven Subaru has

responded and taken the appropriate, in my opinion, needs and action. Their efforts will keep me being a Subaru customer with them. Your communication with them and me is helpful. However you need to remember dealers like this keep customers returning for not only service but sales. Isn't that what it's really about? Hopefully customers with the fuel leak that is occurring in this particular vehicle will have Kerven type service managers that avoid any serious consequences to its customers and innocent loved ones.

**Created By:** awoo **Date Created:** 01/23/2004 08:27:58

---

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

**Subject:** Replied

**Note:** [REDACTED] Thank you for your prompt reply. We appreciate the efforts of Kerven Subaru in contacting Subaru of America, Inc. for review of the repairs to your vehicle. The circumstances of each repair are different and are reviewed on a case by case basis. We take the safety of our customer very seriously and would not knowingly place you or any owner in harms way. If you are speaking on behalf of other owners we would encourage them to contact us by calling 1-800-SUBARU3 (800-782-2783). Best Wishes, Adam Woodhull Customer/Dealer Service

**Created By:** awoo **Date Created:** 01/23/2004 08:42:10

---

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

**Subject:** Cust Replied

**Note:** The following message was received by SOAMail: From: [REDACTED] The longer I reflected on your response the more concerned I became. To begin, it is not my responsibility to speak, represent, or contact other Subaru customers. That's your obligation and responsibility. However it greatly relieves me that safety is your concern. That being so, something should be done to alert Impreza owners that this fuel leakage problem might occur. Anyway I do not want to get into a contest. I love Subarus and look forward to the purchase of one or two in the next year. Hopefully we have the same intent, that being safety, increased sales, and a common sense approach/solution to a potential safety issue. Sincerely, [REDACTED] By the way ...go back to the big round fog lights. All the kids love them.

**Created By:** awoo **Date Created:** 01/26/2004 09:11:28

---

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

**Subject:** Dealer, Kerwin Subaru's SM, Ken Venmar

**Note:** stating that the customer has been in a rental car for 2 weeks awaiting for the hose to arrive due to the fuel smell issue. The customer was in an accident and called the dealer asking them to call us because he believes that SOA should be somewhat responsible because the accident would not have occurred if he was driving his own car. The SM stated that the customer backed into a fence coming from a driveway. I advised the SM, that I spoke to a Sr. CS rep. who advised that this is an insurance matter between the customer and the rental agency.

**Created By:** jgra **Date Created:** 01/30/2004 10:52:35

---

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

**Subject:** Cust called

**Note:** adv me of story i previous notes and wanted us to consider covering it—adv this is an insurance matter—cust felt that he should not of been in loaner in first place—adv do apologize but that is being resolved—cust not sure if he will recommend a Subaru again A/P Adam

**Created By:** cdan

**Date Created:** 01/30/2004 13:17:23

---

**Action:** Call

**Visibility:** Private

**Subject:** Cust Replied

**Note:** The following message was received by SOAMail: From: [REDACTED].net This message is regarding the fuel line leakage problem with my 2002 WRX. I am asking again for your reconsideration of splitting the \$2400.00 in damages to a loner car from Kerven Subaru. I agree, I drove the car. I had the accident. However, the loaner car's tires were not near as capable in the ice and snow as are the ones on mine (Nokian Hakks). The car slid helplessly down a driveway in slush snow conditions at 5 to 8 mph. My car never performs in that way on the same type of surface. 3 years vs. 2 weeks of driving on the same surface in the same conditions. The other issue is the vehicle problem itself. First, a leaking fuel line with extremely strong gasoline vapors is to me a major concern. Second, three weeks to gets parts is unacceptable for a car to be a reliable vehicle. Third, no notification of this problem that Subaru is well aware of this problem is another concern. Plus the fact the longer I had to have the loaned the chances are in favor of an accident. I plan to keep this issue between us. As a lover of your cars, supporter of your dealership, and being a future purchaser of Subarus, I again ask, as a partner, for your consideration of splitting the differences in damages to the loaner vehicle. Sincerely, [REDACTED]

**Created By:** swoo

**Date Created:** 02/02/2004 08:48:00

---

**Action:** Call

**Visibility:** Private

**Subject:** Cust Replied

**Note:** Sent: Saturday, January 31, 2004 10:56 AM Subject: Re: Vehicle Problem (E-mail #614912)  
> This message is regarding the fuel line leakage problem with my 2002 WRX. I > am asking again for your reconsideration of splitting the \$2400.00 in > damages to a loner car from Kerven Subaru. I agree, I drove the car. I had > the accident. However, the loaner car's tires were not near as capable in > the ice and snow as are the ones on mine (Nokian Hakks). The car alid > helplessly down a driveway in slush snow conditions at 5 to 8 mph. My car > never performs in that way on the same type of surface. 3 years vs. 2 weeks > of driving on the same surface in the same conditions. The other issue is > the vehicle problem itself. First, a leaking fuel line with extremely strong > gasoline vapors is to me a major concern. Second, three weeks to gets parts > is unacceptable for a car to be a reliable vehicle. Third, no notification > of this problem that Subaru is well aware of this problem is another > concern. Plus the fact the longer I had to have the loaned the chances are > in favor of an accident. > I plan to keep this issue between us. As a lover of your cars, supporter of > your dealership, and being a future purchaser of Subarus, I again ask, as a > partner, for your consideration of splitting the differences in damages to > the loaner vehicle. > Sincerely, [REDACTED]

**Created By:** swoo

**Date Created:** 02/05/2004 09:07:45

---

**Action:** Call

**Visibility:** Private

**Subject:** called dir

**Note:** SW SM Lou who provided a daytime contact # for the cust. Lou advised that the vehicle was completed and picked up yesterday 1/4/03. Lou advised that the cust didn't notify his insurance co of the damages to the loaner and instead paid \$2400 cash for the body repairs.

**Created By:** awoo

**Date Created:** 02/05/2004 09:10:07

---

**Action:** Call

**Visibility:** Private

**Subject:** called cust

**Note:** L/M for cust to return my call.

**Created By:** awoo

**Date Created:** 02/05/2004 09:16:10

---

**Action:** Call

**Visibility:** Private

**Subject:** cust called

**Note:** warm transferred to Adam.

**Created By:** thav

**Date Created:** 02/05/2004 11:24:28

---

**Action:** Call

**Visibility:** Private

**Subject:** cust called

**Note:** explained that we cannot participate in repairs related to an accident. adv that he should review with his insurance co. cust adv that he did and felt that he should not claim it. cust adv that he has different equipment on his vehicle to better handle those situations but was not able to drive his vehicle due to a parts delay. adv that the parts delay was addressed with the GW provided toward the repair and loaner vehicle. adv that SOA cannot participate with teh accident. cust adv that he is considering the 2005 Legacy GT because this vehicle reliability is questionable. dir cust to call back when considering purchasing a new vehicle. adv that there is a possibility of a loyalty gesture.

**Created By:** awoo

**Date Created:** 02/05/2004 11:31:55

---

**Action:** Call

**Visibility:** Private

**Subject:** Cust Replied

**Note:** The following message was received by SOAMail: From: [REDACTED] net I want to thank you for keeping a positive relationship and partnership with Subaru and myself. I will continue to support and purchase Subaru automobiles. As per your directions I will contact you when I am ready to purchase a new Subaru Legacy, Outback, or Impreza. I really like all three cars. Decisions decisions. I must admit Adam that you job is a demanding one, especially with guys like me. However I love your cars and wish that I could purchase them even more often. If you are ever in the Pittsburgh area I would be more than happy to have lunch with you, on me of course! Please let me know if this is possible. Again, thank you for all your efforts. [REDACTED] PS When I retire from being a Middle School Principal I really would like to cars. Wouldn't it be fun dealing with me on a regular basis?

**Created By:** awoo

**Date Created:** 02/09/2004 09:08:10

---

**ADDRESSES****Case Number: 580413****Total - 1 items**

---

**Type: Mail To****Address1:** [REDACTED]**Address2:****Address3:****City: Kittanning****State/Province: PA****Zip Code:** [REDACTED]**Created By: awoo****Date Created: 22-JAN-04****Last Modify By: awoo****Last Modify Date: 22-JAN-04**

---

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

Tuesday, February 24, 2004 8:59 AM

**INFORMATION****Case Number: 581109****CRIS Case Number:****Case Type: Vehicle Repair****Case Status: Closed****Priority: 1 - High****Last Name:****First Name:****Attachments: X****Day Phone:****Ext:****CRIS Letters:****Model: IMPREZA****Model Year: 2002.0****Manufactured Date: 04/01/2001****VIN: 2G****VIN Prefix: JF1GD2968****Current Mileage: 36984****RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer: 20/244****Company: NORTH COUNTRY IMPORTS, INC.**

URFCA rec'd 2x in 9 days out of service concern: gas smell dlr has ordered parts as per Srvc  
**Subject:** Bulletin. The parts were ordered 1/16 (#s 17544aa134, 14035aa421, 1886401, 807707140 &  
 1886392)

**Closed By: rpoz****Assigned To: Pozniak****Follow Up Date: 02/06/2004  
11:41:03****Close Date: 02/23/2004  
15:24:38****Contact Media Type: Field  
Personnel****CS Impact: X****Alert: 2/10****Created By: rpoz****Date Created: 01/23/2004 11:41:03****Last Modify By: rpoz****Last Modify Date: 02/23/2004 15:24:39**

**ISSUES****Case Number: 581109****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: Engine/ Fuel System or Cooling System****Component Type: General - Fuel System****Created By: rpoz****Date Created: 01/23/2004 11:43:51****Last Modify By: rpoz****Last Modify Date: 01/23/2004 11:43:51**

---

**ISSUE # 2****Category: Information****Status: Closed****Reason:****Resolution: Dealer Alert (Notification Only)*****Customer States***

---

**Topic: Corporate (SOA) Information****Topic Detail: Alert - URFC A notification****Occurrence:*****Dealer States***

---

**Component Group: Corporate (SOA) Information****Component Type: Alert - URFC A notification****Created By: rpoz****Date Created: 01/23/2004 11:44:21****Last Modify By: rpoz****Last Modify Date: 01/23/2004 11:44:21**

---

**ISSUE # 3****Category:** Information**Status:** Closed**Reason:****Resolution:** Fulfilled***Customer States***

---

**Topic:** Financial**Topic Detail:** Monthly payment - financial assist request**Occurrence:*****Dealer States***

---

**Component Group:****Component Type:****Created By:** rpoz**Date Created:** 02/11/2004 08:50:35**Last Modify By:** rpoz**Last Modify Date:** 02/11/2004 08:50:35

---

## NOTES

**Case Number:** 581109

**Summary of Notes - 14 Items**

**Action:** Call

**Visibility:** Private

**Subject:** rec'd URFCAs

**Note:** as the veh was in 2x and 9 days out of arvc for a fuel smell. The dlr has ordered parts. DSOM has been notified.

**Created By:** rpoz

**Date Created:** 01/23/2004 11:44:46

**Action:** Call

**Visibility:** Private

**Subject:** called DSOM Frank Farkas

**Note:** who is aware of the situation, the cust is in a rental thru goodwill (as the veh is OOW) and the repair will be covered thru goodwill once the parts arrive.

**Created By:** rpoz

**Date Created:** 01/23/2004 11:45:45

**Action:** Call

**Visibility:** Private

**Subject:** called dlr

**Note:** spoke to SM Scott Stickle to ask if the repair parts were rec'd yet? Scott said not yet and said the cust is getting upset as he in a Dodge Neon as a rental veh.

**Created By:** rpoz

**Date Created:** 02/02/2004 09:52:35

**Action:** Call

**Visibility:** Private

**Subject:** email# 616998

**Note:** I am just wondering when i will be getting my car back? It has been almost a month because of leaking fuel. The part that is needed to fix my car is held up they are now saying it will be in next week. yet another week without my car and tonight we are saposed to get 8-10' of snow. and this weekend 1-2feet of snow. North Country Imports has been out standing with me. they call me almost daily with any updates they may have. Best service i have ever had but the fact is they are trying to get the part and you keep telling them next week, next week. so when is it? again i have nothing but the upmost respect for northcountry imports. I will be buying my STI there as soon as i can.

**Created By:** bgil

**Date Created:** 02/05/2004 16:33:59

**Action:** Call

**Visibility:** Private

**Subject:** reply...

**Note:** Thank you for visiting our Website. I am sorry your email was prompted by a concern related to a delay in parts getting to North Country Subaru for your 2002 WRX. Our records indicate that one of our Senior Representatives (Rick Pozniak) is working on your case. Your contacts have been noted in case# 581109. I will make Rick aware of your email coming into our offices and he will continue to work on the matter. If you would like to speak with him please call us at 800 782 2783 and refer to your case# as it will expedite the handling of the contact. AP to Rick as an FYI that the customer sent an email,

**Created By:** bgil **Date Created:** 02/05/2004 16:38:26

---

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

**Subject:** rec'd a/p to advise that cust e-mailed us.

**Note:** I requested an update for the countermeasure parts for this veh.

**Created By:** rpoz **Date Created:** 02/05/2004 16:54:58

---

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

**Subject:** Sent Email to Parts

**Note:** Pending response.

**Created By:** gcar **Date Created:** 02/05/2004 18:28:26

---

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

**Subject:** Cust called

**Note:** he adv that he got response to email and wanted to call to get status. I adv cust that the case is assigned to Sr. Rep Rick P. Adv that he is in the process of getting update on the status of parts order. Cust requests call back today. He provided 2 contact phone numbers. AP Rick.

**Created By:** pbry **Date Created:** 02/09/2004 09:44:40

---

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

**Subject:** called Joe of SDC Parts

**Note:** to ask for a status of the order? Joe said that his notes show the fuel pipe is being release by SDC. I asked what date? Joe said it only said the part is being released. Joe suggested to follow-up w/ LouAnn Brickey-Vega of SER.

**Created By:** rpoz **Date Created:** 02/09/2004 14:58:14

---

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

**Subject:** called cust

**Note:** and advised that

**Created By:** rpoz **Date Created:** 02/09/2004 15:57:08

---

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

**Subject:** called cust to follow-up.

**Note:** Cust said that he spoke to the dlr this date and they have rec'd the necessary parts and the repair should be completed by tomorrow. Cust said that he has been w/out the veh for about a month and he didn't call Subaru sooner as he knows how Subaru takes customer comments to heart and he didn't want to get the dealer in trouble. Cust also commented how great the dealer has been thru this. I thanked cust for his kind comments and offered to revimburse him a month's payment as an apology and for his patience during the repair delay.

**Created By:** rpoz **Date Created:** 02/09/2004 16:03:35

---

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

**Subject:** called dlr

**Note:** to confirm w/ Scott that the parts have arrived..Scott said they did and the repair will be complete tomorrow.

**Created By:** rpoz

**Date Created:** 02/09/2004 16:09:43

---

**Action:** Call

**Visibility:** Private

**Subject:** rec'd car payment invoice

**Note:** along w/ a cover letter which states "Please let it be known North Country Imports is the best!".

**Created By:** rpoz

**Date Created:** 02/11/2004 08:47:07

---

**Action:** Call

**Visibility:** Private

**Subject:** rec'd check from acctg

**Note:** and sent to cust this date.

**Created By:** rpoz

**Date Created:** 02/23/2004 15:18:45

---

**ADDRESSES****Case Number: 581109****Total - 1 items**

---

**Type: Mail To****Address1:** [REDACTED]**Address2:** [REDACTED]**Address3:****City: Saratoga Springs****State/Province: NY****Zip Code:** [REDACTED]**Created By: kcla****Date Created: 25-JAN-02****Last Modify By: kcla****Last Modify Date: 25-JAN-02**

---

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

Tuesday, February 24, 2004 9:01 AM

**INFORMATION****Case Number: 581435****CRIS Case Number:****Case Type: Vehicle Repair****Case Status: Closed****Priority: 2 - Medium****Last Name:****First Name:****Attachments:****Day Phone:****Ext:****CRIS Letters:****Model: IMPREZA****Model Year: 2002.0****Manufactured Date: 05/01/2001****VIN: 2G****VIN Prefix: JF1GD2960****Current Mileage: 65000****RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer: 20/225****Company: NEW COUNTRY SUBARU****Subject: Fuel Smell /// OOW /// Looking for assistance with repair****Closed By: caug****Assigned To: August****Follow Up Date: 01/28/2004  
16:17:16****Close Date: 02/19/2004  
10:25:05****Contact Media Type: Phone****CS Impact:****Alert:****Created By: caug****Date Created: 01/23/2004 16:17:19****Last Modify By: caug****Last Modify Date: 02/19/2004 10:24:58**

**ISSUES****Case Number: 581435****Total - 3 Items**

---

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

---

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

---

**Component Group:****Component Type:**

---

**Created By: caug****Date Created: 01/23/2004 16:25:50****Last Modify By: caug****Last Modify Date: 01/23/2004 16:25:50**

---

**ISSUE # 2****Category: Information****Status: Closed****Reason:****Resolution: Direct cust to dlr*****Customer States***

---

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

---

**Component Group:****Component Type:**

---

**Created By: caug****Date Created: 01/23/2004 16:28:01****Last Modify By: caug****Last Modify Date: 01/23/2004 16:28:01**

---

**ISSUE # 3**

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

---

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

---

**Component Group:****Component Type:****Created By:** caug**Date Created:** 01/23/2004 16:48:10**Last Modify By:** caug**Last Modify Date:** 01/23/2004 16:48:10

---

**NOTES****Case Number: 581435****Summary of Notes - 3 items**

---

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

**Note:** he stated he took his vehicle to Goldstein Subaru for a fuel smell he stated they weren't able to duplicate he stated he smelled it again so he took it to New Country Subaru he stated they had him order the parts to repair the fuel smell he stated he has been on the internet & is now aware of the TSB for this he stated he already paid for the parts but wants this taken care of by SOA he stated he called Goldstein & they are taking care of the repair as goodwill for customers advised I can contact the dlr that he ordered the parts from to have the repair reviewed for assistance OOW Cked CDS no open recalls Updated ownership in OIS - vehicle was bought used

**Created By: caug****Date Created: 01/23/2004 16:28:18**

---

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

**Note:** SM - Bob Reespmeier not available left a detailed message regarding this customer left case # / VIN & cust name & my info suggested he contact DSOM for review of assistance or contact me back to discuss

**Created By: caug****Date Created: 01/23/2004 16:36:33**

---

**Action: Call****Visibility: Private****Subject: vehicle history**

**Note:** indicates repair performed under PAR RO# 199712 1/30/04 54,671 miles

**Created By: caug****Date Created: 02/19/2004 10:23:09**

---

## ADDRESSES

**Case Number: 581435**

**Total - 1 Items**

---

**Type:** Mail To

**Address1:** [REDACTED]

**Address2:**

**Address3:**

**City:** Schuylarville

**State/Province:** NY

**Zip Code:** [REDACTED]

**Created By:** caug

**Date Created:** 23-JAN-04

**Last Modify By:** caug

**Last Modify Date:** 23-JAN-04

---

# SUBARU

## Complete SAMI Case Report

Tuesday, February 24, 2004 9:02 AM

### INFORMATION

**Case Number: 581560**

**CRIS Case Number:**

**Case Type: Vehicle Repair**

**Case Status: Closed**

**Priority: 2 - Medium**

**Last Name:** [REDACTED]

**First Name:** [REDACTED]

**Attachments:**

**Day Phone:** ()

**Ext:** [REDACTED]

**CRIS Letters:**

**Model: IMPREZA**

**Model Year: 2002.0**

**Manufactured Date: 03/01/2001**

**VIN: 2G [REDACTED]**

**VIN Prefix: JF1GG2962**

**Current Mileage: 44000**

**RO Number:**

**RO Date/Failure Date:**

**RO Mileage/Failure:**

**Region/Dealer: 10/217**

**Company: IRA SUBARU**

**Subject:**

fuel smell

**Closed By: thav**

**Assigned To: Havas**

**Follow Up Date: 01/31/2004  
09:54:46**

**Close Date: 01/26/2004  
10:14:56**

**Contact Media Type: Phone**

**CS Impact:**

**Alert:**

**Created By: thav**

**Date Created: 01/26/2004 09:54:47**

**Last Modify By: thav**

**Last Modify Date: 01/26/2004 10:14:56**

## ISSUES

**Case Number: 581560**

**Total - 1 item**

---

### ISSUE # 1

**Category: Vehicle**

**Status: Closed**

**Reason: Fluid Leaks**

**Resolution:**

#### *Customer States*

---

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

**Occurrence:**

#### *Dealer States*

---

**Component Group:**

**Component Type:**

---

**Created By: thav**

**Date Created: 01/26/2004 10:14:15**

**Last Modify By: thav**

**Last Modify Date: 01/26/2004 10:14:15**

---

## NOTES

**Case Number: 581560**

**Summary of Notes - 1 item**

---

**Action:** Call

**Visibility:** Private

**Subject:** cust called

**Note:** re fuel smell. Has not actually taken veh to dealer. Called SM at dealer. He adv to have cust bring veh in to confirm. Will place order for cust at that time. Also adv cust that SOA will provide rental 30/ 5 days in needed while veh being serviced.

**Created By:** thav

**Date Created:** 01/26/2004 10:12:45

---



# ISSUES

**Case Number: 581716**  
**Total - 1 Item**

---

## ISSUE # 1

**Category: Vehicle**  
**Reason:**

**Status: Open**  
**Resolution:**

### *Customer States*

---

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

### *Dealer States*

---

**Component Group:**

**Component Type:**

---

**Created By: when**

**Date Created: 01/26/2004 11:52:52**

**Last Modify By: when**

**Last Modify Date: 01/26/2004 11:52:52**

---

**NOTES****Case Number: 581716****Summary of Notes - 12 items****Action:** Call**Visibility:** Private**Subject:** Received URFCAs**Note:** DSOM - Bob Wiseman has been notified. Parts on back order - 17544AA134**Created By:** when**Date Created:** 01/26/2004 11:53:14**Action:** Call**Visibility:** Private**Subject:** Sent email to DSOM - Bob Wiseman**Note:** Hi Bob, We received an URFCAs for this customer. The URFCAs was dated 01-26-03. Dealer indicated you have been notified and the car has been down for 21 days. This is the first URFCAs we received from them for this customer. They are waiting for parts (17544AA134 - fuel smell TSB) that are on back order. Attached are the case notes. Thank you, Bill Hendrickson Senior Customer Service Representative**Created By:** when**Date Created:** 01/26/2004 11:58:13**Action:** Call**Visibility:** Private**Subject:** Received update from DSOM - Bob Wiseman**Note:** He is aware of the situation and the back order concern. He advised the customer is looking for a car payment. He advised he is okay with offering him a payment.**Created By:** when**Date Created:** 01/26/2004 15:23:24**Action:** Call**Visibility:** Private**Subject:** cst called**Note:** to voice concerns over vehicle being down for 30 days. adv we have already been notified here and case has been opened and assigned to Sr. Rep. Trans to Bill H.**Created By:** ssam**Date Created:** 01/29/2004 12:05:25**Action:** Call**Visibility:** Private**Subject:** Customer called**Note:** He advised that he is frustrated with the parts delay issues and without having his vehicle for almost 30 days. Customer advised that he really likes are products and how they are built but because of this parts delay issue would question ever purchasing another Subaru again. Apologized to him. He told me his car payment is in the amount of \$330. He stated he purchased two Subarus at the same time because of his research with Subaru. Verified in OIS. He is looking to possibly trade out of this vehicle but is having a hard time considering another Subaru. Asked him what can I do to reinstall his faith in Subaru. He would like an OLI. Advised that I could offer him an OLI in the amount of \$1000 towards the purchase of a new untitled, unregistered Subaru. Expires in one year. Told him once we know the car is repaired we will send out the OLI offer in writing. He will fax me documentation on his car payment.

**Created By:** when **Date Created:** 01/29/2004 12:16:44

---

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

**Subject:** Sent Email to Parts (Atlanta)

**Note:** Requesting parts release. Pending response.

**Created By:** gcar **Date Created:** 01/29/2004 16:26:54

---

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

**Subject:** Received fax from lien holder

**Note:** The amount of the customers car payment is \$336.20.

**Created By:** when **Date Created:** 02/02/2004 11:10:04

---

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

**Subject:** cust called to verify

**Note:** receipt fo the fax. I adv cust that Bill has received the fax from the leinholder. Cust wtd to know when he would receive written confirmation of the OLI offer? I adv cust according to the notes, we would send the offer in a writing once the vehicle is repaired and returned to him. Cust was fine w/ that and adv he will contact us once the vehicle has been returned to him. AP Bill.

**Created By:** shas **Date Created:** 02/02/2004 11:16:59

---

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

**Subject:** Called dealer

**Note:** Spoke to SM - Jim Schultz. He advised that the customer picked up the car over the weekend and that they have not heard back from him.

**Created By:** when **Date Created:** 02/03/2004 12:21:28

---

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

**Subject:** LM for customer

**Note:** Spoke to customers wife. She advised the customer is on his way to pick up the vehicle today. She will have him call me back. If I am not available when the customer calls please ask when it would be good to call him back and the best number to call.

**Created By:** when **Date Created:** 02/03/2004 12:24:45

---

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

**Subject:** Cust. called

**Note:** trans to Bill

**Created By:** hmei **Date Created:** 02/03/2004 13:43:10

---

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

**Subject:** Customer called

**Note:** He was calling from his car. He picked it up and everything is fine. Told him I would process the check request for the car payment. He said sending out the OLI at the same time

as the check would be fine. Told him it would be about 2 to 3 weeks. Processed check request for \$336.20.

**Created By:** when

**Date Created:** 02/03/2004 13:46:08

---

**FINANCIAL INFO****Case Number: 581716****Financial Info - 1 item**

---

**Acct. Nbr:** Goodwill**Status:** Paid**First Name:** Robert**Last Name:** Ermenaker**Amount:** 336.2**Auth. Date:** 02/19/2004 00:00:00**Check Type:** Check**Created By:** 02/03/2004 13:47:38**Date Created:** when

---

## ADDRESSES

**Case Number: 581716**

**Total - 1 items**

---

**Type:** Mail To

**Address1:** 2747 College Ave.

**Address2:**

**Address3:**

**City:** Terre Haute

**State/Province:** IN

**Zip Code:** 47803

**Created By:** Vantive User

**Date Created:** 26-JAN-04

**Last Modify By:** Vantive User

**Last Modify Date:** 26-JAN-04

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