

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

SUBARU

Complete SAMI Case Report

Tuesday, February 24, 2004 9:08 AM

INFORMATION

Case Number: 582024

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: 12/20/2001

VIN: 20 [REDACTED]

VIN Prefix: JF1GD2963

Current Mileage: 28000

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 10/217

Company: IRA SUBARU

Subject:

Fuel smell in cold weather

Closed By: dnun

Assigned To: Nunez-Bolden

Follow Up Date: 01/31/2004
16:57:45

Close Date: 01/26/2004
17:24:43

Contact Media Type: Phone

CS Impact:

Alert:

Created By: dnun

Date Created: 01/26/2004 16:57:46

Last Modify By: gcar

Last Modify Date: 02/05/2004 18:13:00

ISSUES

Case Number: 582024

Total - 1 item

ISSUE # 1

Category: Vehicle

Status: Closed

Reason: Odor/Smell

Resolution:

Customer States

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

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: dmun

Date Created: 01/26/2004 17:24:09

Last Modify By: dmun

Last Modify Date: 01/26/2004 17:24:09

NOTES

Case Number: 582024

Summary of Notes - 6 items

Action: Call

Visibility: Private

Subject: cust called

Note: he states that he has contacted Ira Subaru 2x over the phone to try and order the parts needed to have the fuel smell addressed - cust has been advised 2x that the part is on national back order and there is nothing that can be done for the cust until the parts come in - advised cust that the part would need to be ordered based on his specific (VIN) vehicle- Advised cust that in order for a part to come in for his concern the dir will need to open up a ticket for him and place an order againts it - cust understood all that and

Created By: dnun

Date Created: 01/26/2004 17:01:45

Action: Call

Visibility: Private

Subject: called dir

Note: there I spoke to Ken - explained the scenario to him - Ken advised that he will order the parts and put VOR in for cust - advised Ken that I would direct cust to him -

Created By: dnun

Date Created: 01/26/2004 17:06:33

Action: Call

Visibility: Private

Subject: called cust back

Note: advised that he should contact Ken tomorrow morning to make arrangements - cust asked how long before parts are made available advised cust that I didnt know but that I would find out

Created By: dnun

Date Created: 01/26/2004 17:19:07

Action: Call

Visibility: Private

Subject: reviewed with Adam

Note: he advised that the parts should be in for everyone and inventory by next week

Created By: dnun

Date Created: 01/26/2004 17:20:18

Action: Call

Visibility: Private

Subject: called cust

Note: again and advised of that info - still suggested that he talk to Ken tomorrow to make arrangements

Created By: dnun

Date Created: 01/26/2004 17:22:24

Action: Call

Visibility: Private

Subject: Update:

Note: Parts for this vehicle were released on 2/2/04.

Created By: gcar

Date Created: 02/05/2004 18:12:46

ADDRESSES

Case Number: 582024

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2: [REDACTED]

Address3:

City: Marblehead

State/Province: MA

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 26-JAN-04

Last Modify By: Vantive User

Last Modify Date: 26-JAN-04

SUBARU**Complete SAMI Case Report**

Tuesday, February 24, 2004 9:12 AM

INFORMATION**Case Number: 582148****CRIS Case Number:****Case Type: Vehicle Repair****Case Status: Closed****Priority: 2 - Medium****Last Name:****First Name:****Attachments: X****Day Phone:****Ext:**

cell

CRIS Letters:**Model: IMPREZA****Model Year: 2002.0****Manufactured Date: 03/01/2001****VIN: 2F****VIN Prefix: JF1GG2964****Current Mileage: 34000****RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer: 20/249****Company: GOLDSTEIN MOTORS, INC.****Subject:**

fuel smell WRX

Closed By: thav**Assigned To: Havas****Follow Up Date: 02/01/2004
09:46:39****Close Date: 02/24/2004
08:51:28****Contact Media Type: Phone****CS Impact:****Alert:****Created By: thav****Date Created: 01/27/2004 09:46:39****Last Modify By: thav****Last Modify Date: 02/24/2004 08:51:27**

ISSUES

Case Number: 582148
Total - 1 item

ISSUE # 1

Category: Vehicle
Reason:

Status: Closed
Resolution:

Customer States

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

Dealer States

Component Group:

Component Type:

Created By: thav
Last Modify By: thav

Date Created: 01/27/2004 10:13:50
Last Modify Date: 01/27/2004 10:13:50

NOTES

Case Number: 582148

Summary of Notes - 7 items

Action: Call

Visibility: Private

Subject: Cust called

Note: re fuel small in veh. Cust was adv by dealer that fuel rail on backorder and no rental provided. I adv cust that SOA WILL provide rental 30 a day till part is installed. Cust does not feel safe driving veh. Gave cust fax number to fax receipt once repairs are complete. I left msg for SM at dealer. I adv SM to have parts expediter indicate that veh is VOR and cust in rental to expediate. Adv SM to call me back.

Created By: thav

Date Created: 01/27/2004 10:10:27

Action: Call

Visibility: Private

Subject: Customer called to obtain an update

Note: I advised that the concerns are being researched. AP Tom To contact dlr for the following info: last 8 of VIN# dealer code cust's last name order # parts needed, 1 or both

Created By: dma2

Date Created: 02/03/2004 09:27:21

Action: Call

Visibility: Private

Subject: Spoke to Mike SM

Note: Obtained from parts dept. PN 17544AA134 Order # 1895105 Forwarded info to GCar. Called cust back and LM. VIN-2H [REDACTED] Dealer code-20-249 Hadden 582148 Order # 1895105 PN# 17544AA134

Created By: thav

Date Created: 02/03/2004 13:33:44

Action: Call

Visibility: Private

Subject: Update:

Note: Parts for this vehicle shipped on 2/50/04.

Created By: gear

Date Created: 02/05/2004 18:16:25

Action: Call

Visibility: Private

Subject: cust called for Tom (Kristen)

Note: conferenced call.

Created By: swoo

Date Created: 02/09/2004 10:36:12

Action: Call

Visibility: Private

Subject: Cust called

Note: for update. Dealer states that LM for cust on 2/06/04 indicating parts in and that cust needs to make appt to bring veh in for work. Adv cust of this. Cust states that was aware of message. Adv cust that needs to have work done ASAP since in SOA pay rental.

Created By: thav

Date Created: 02/09/2004 10:43:40

Action: Call

Visibility: Private

Subject: Called cust

Note: and confirm receipt of rental. Reviewed with team lead Shirly. Veh returned to cust 2/11.
Rental returned 2/10, \$350.71

Created By: thav

Date Created: 02/12/2004 13:47:52

FINANCIAL INFO**Case Number: 582148****Financial Info - 1 item**

Aect. Nbr: Goodwill**Status:** Paid**First Name:** [REDACTED]**Last Name:** [REDACTED]**Amount:** 350.71**Auth. Date:** 02/17/2004 00:00:00**Check Type:** Check**Created By:** 02/12/2004 13:49:16**Date Created:** thav

ADDRESSES

Case Number: 582148

Total - 1 items

Type: Mail To

Address1: [REDACTED]

Address2:

Address3:

City: Albany

State/Province: NY

Zip Code: [REDACTED]

Created By: Vantive User

Date Created: 27-JAN-04

Last Modify By: Vantive User

Last Modify Date: 27-JAN-04

SUBARU

Complete SAMI Case Report

Tuesday, February 24, 2004 9:13 AM

INFORMATION

Case Number: 582560

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: 03/01/2001

VIN: 2H [REDACTED]

VIN Prefix: JF1GD296X

Current Mileage: 24000

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 10/141

Company: BURLINGTON SUBARU, INC.

Subject:

fuel smell

Closed By: thav

Assigned To: Havas

Follow Up Date: 02/01/2004
15:21:32

Close Date: 01/27/2004
15:42:12

Contact Media Type: Phone

CS Impact:

Alert:

Created By: thav

Date Created: 01/27/2004 15:21:31

Last Modify By: thav

Last Modify Date: 01/27/2004 15:42:13

NOTES

Case Number: 582560

Summary of Notes - 1 item

Action: Call

Visibility: Private

Subject: cust called

Note: re fuel smell in WRX. VOR for 5 days now. Spoke to Kevin at dealer. Kevin states that they have part on order with VOR and rental status . States has 5 kits inbound. Cust currently in rental. Cust ok with this.

Created By: thav

Date Created: 01/27/2004 15:28:27

SUBARU

Complete SAMI Case Report

Wednesday, February 25, 2004 8:37 AM

INFORMATION

Case Number: 582591

CRIS Case Number:

Case Status: Closed

Case Type: Vehicle Repair

Priority: 2 - Medium

Last Name:

First Name:

Attachments:

Day Phone:

Ext:

CRIS Letters:

Model: IMPREZA

Model Year: 2002.0

Manufactured Date: 02/05/2000

VIN: 2H

VIN Prefix: JF1GD296K

Current Mileage: 30000

RO Number:

RO Date/Failure Date:

RO Mileage/Failure:

Region/Dealer: 20/167

Company: SMITH CAIRNS BREWSTER

Subject: [f/u w/ cust] cust's mother Linda called re B/O'd part

Closed By: hohn

Assigned To: Ohnishi

Follow Up Date: 02/01/2004
15:55:53

Close Date: 02/04/2004
15:46:24

Contact Media Type: Phone

CS Impact:

Alert:

Created By: hohn

Date Created: 01/27/2004 15:55:58

Last Modify By: hohn

Last Modify Date: 02/10/2004 08:35:22

ISSUES**Case Number: 582591****Total - 3 items****ISSUE # 1****Category: Vehicle****Status: Closed****Reason: Odor/Smell****Resolution:*****Customer States*****Topic: Body Interior****Topic Detail: General - Body Interior****Occurrence: Recurring*****Dealer States*****Component Group:****Component Type:****Created By: hohn****Date Created: 01/27/2004 16:00:28****Last Modify By: hohn****Last Modify Date: 01/27/2004 16:00:28****ISSUE # 2****Category: Dealer Issues****Status: Closed****Reason: Difficult****Resolution:*****Customer States*****Topic: Parts Ordering/Delivery****Topic Detail: Parts not Instock Receipt Delay****Occurrence: [None]*****Dealer States*****Component Group:****Component Type:****Created By: hohn****Date Created: 01/27/2004 16:00:54****Last Modify By: hohn****Last Modify Date: 01/27/2004 16:00:54****ISSUE # 3**

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

Topic: Financial**Topic Detail:** Repair - financial assistance request**Occurrence:** [None]***Dealer States***

Component Group:**Component Type:****Created By:** hohn**Date Created:** 01/27/2004 16:01:31**Last Modify By:** hohn**Last Modify Date:** 01/27/2004 16:01:31

NOTES

Case Number: 582591
Summary of Notes - 5 Items

Action: Call **Visibility:** Private

Subject: [REDACTED] call summary

Note: Cust stated that her daughter's veh has a terrible gas odor. Cust stated that the veh was taken to the dealer for diag and no problem was found w/ the veh. Cust stated the dealer f/u w/ the cust and stated that they were going to order some parts to see if they can fix the veh problem, but in the meantime, do not use the heater in the veh. Cust stated that her daughter has not driven the veh for the past few weeks bec it's been so cold recently. Cust stated that the parts are on back order. Cust wanted to know if SOA can assist w/ getting the parts, and since the parts are on B/O, if we can assist w/ the cust getting a loaner veh. Adv the cust that i will f/u w/ the dealer.

Created By: hohn **Date Created:** 01/27/2004 16:02:13

Action: Call **Visibility:** Private

Subject: cust called for Hiroshi

Note: adv cust that Hiroshi on phone. Cust expressed concern about backorder on part. I did the following. -Call dealer and spoke with Parts Manager Chris. Chris states that parts were ordered on 13JAn, but states that he did not know that vehicle was off road. Chris states that will reclassify order as VOR and Cust in rental to expediate parts. dealer error. -Adv cust that is covered for rental under 3/36 policy. Adv cust that is 30 day up to 5 days max. Adv cust that better if can obtain from dealer, if not to ctc car rental directly. Adv cust that due to parts backorder status, SOA may approve beyond 5 days if rental not available (adv cust to check with Hiroshi for permission beyond 5days-safety concern).-Cust states that she is scared to drive car with fuel smell. Adv cust that veh does include towing under 3/36 and if feels safety risk, then tow to dealer. AP Hiroshi.

Created By: thav **Date Created:** 01/28/2004 16:09:47

Action: Call **Visibility:** Private

Subject: sw SM Anthony Simone

Note: SM stated that the part is still on B/O, but their status has been increased to VOR. SM stated that the cust got a loaner veh last thurs, and they are covered for 5 days for the loaner veh. SM stated that if the dealer does not have the part by tm (which is the 5th day), the SM will f/u w/ their DSOM for financial assist w/ the loaner veh and the SM will f/u w/ the cust. Adv the SM that i will f/u w/ the cust.

Created By: hohn **Date Created:** 02/02/2004 16:51:33

Action: Call **Visibility:** Private

Subject: sw SM Anthony

Note: SM stated that the B/O'd part did not arrive yest, and he f/u w/ his DSOM re fin assist w/ the loaner veh. SM stated that his DSOM authorized fin assist w/ the loaner veh. SM stated that he f/u w/ the cust yest to adv them of this. Adv the SM to f/u w/ me after the veh repair is done.

Created By: hohn **Date Created:** 02/04/2004 09:28:59

Action: Call **Visibility:** Private

Note: SM stated that the part arrived today and they're installing it. SM stated that he will f/u w/ the cust.

Created By: hohn

Date Created: 02/04/2004 15:44:50

ADDRESSES**Case Number: 582591****Total - 1 items**

Type: Mail To**Address1:** Georgetown House**Address2:****Address3:****City:** Bethany Beach**State/Province:** DE**Zip Code:** XXXXXXXXXX**Created By:** Vantive User**Date Created:** 27-JAN-04**Last Modify By:** Vantive User**Last Modify Date:** 27-JAN-04

NOTES

Case Number: 583008

Summary of Notes - 2 items

Action:	Call	Visibility:	Private
Subject:	Samir brought over a claim and a bill from acct for TSB		
Note:	concern for fuel smell. Samir asked if this would be considered for goodwill since we do them as goodwill for customers that call in for this concern. Advised that I would look into and let him know.		
Created By:	rlar	Date Created:	01/28/2004 14:07:58

Action:	Call	Visibility:	Private
Subject:	Checked with Charlie McEntee, Patti Mickel		
Note:	and explained above, they advised to cover as goodwill.		
Created By:	rlar	Date Created:	01/28/2004 14:09:28

FINANCIAL INFO

Case Number: 583006

Financial Info - 1 item

Acct. Nbr:	Goodwill	Status:	Paid
First Name:	[REDACTED]	Last Name:	[REDACTED]
Amount:	100.05	Auth. Date:	
Check Type:	Check		
Created By:	01/28/2004 15:55:12	Date Created:	CDS Admin

ADDRESSES

Case Number: 583008

Total - 1 Items

Type: Mail To
Address1: [REDACTED]
Address2: [REDACTED]
Address3:
City: Blackwood State/Province: NJ Zip Code: [REDACTED]
Created By: rdar Date Created: 28-JAN-04
Last Modify By: rdar Last Modify Date: 28-JAN-04

SUBARU**Complete SAMI Case Report**

Tuesday, February 24, 2004 9:14 AM

INFORMATION**Case Number: 583137****CRIS Case Number:****Case Type: Vehicle Repair****Case Status: Open****Priority: 2 - Medium****Last Name:****First Name:****Attachments:****Day Phone:****Ext:****CRIS Letters:****Model: IMPREZA****Model Year: 2002.0****Manufactured Date: 01/25/2002****VIN: 2G****VIN Prefix: JF1GG2961****Current Mileage: 26000****RO Number:****RO Date/Failure Date:****RO Mileage/Failure:****Region/Dealer: 30/145****Company: ROBERTS AUTOMOBILES, INC.****Subject:****Fuel Smell - Part Delay****Closed By:****Assigned To: Woodhull****Follow Up Date: 02/02/2004
15:33:51****Close Date:****Contact Media Type: Phone****CS Impact:
Alert:****Created By: awoo****Date Created: 01/28/2004 15:33:56****Last Modify By: awoo****Last Modify Date: 01/28/2004 16:31:12**

ISSUES

Case Number: 583137

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

Occurrences:

Dealer States

Component Group:

Component Type:

Created By: awoo

Date Created: 01/28/2004 15:36:02

Last Modify By: awoo

Last Modify Date: 01/28/2004 15:36:02

NOTES**Case Number: 583137****Summary of Notes - 3 items**

Action: Call**Visibility: Private****Subject: cust called (Mi-Yung Sontag)**

Note: cust adv that her husband took the vehicle in on 1/7/04 for a fuel smell. cust adv that they have picked up the vehicle and were told that the part is being held by SOA. cust adv that they are worried to be driving the vehicle. cust wants more info. explained that there is a national back order and orders will begin to fill next week. explained that I can contact the dealer to get more info on visit and what was done.

Created By: awoo**Date Created: 01/28/2004 15:36:55**

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

Note: SW SA Jack Davis who advised that SM Bob Alexander is out of the office. Jack advised that the vehicle was brought in on 1/7/04 (26403 miles) for a fuel smell. Jack advised that he is unaware of the order status. Jack couldn't provide info about any repairs performed at apt. SW PA Jack Smith who advised that it has been VOR since 1/7/04 and SW PIC Bill on monday and was told that they should see it the end of this week. L/M for SM Bob Alexander to return my call.

Created By: awoo**Date Created: 01/28/2004 15:42:01**

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

Note: SW SM Bob Alexander who advised that he thought that tech Jimmy called tech line and they didn't have any recommendations. Bob advised that he will have Jimmy call tech in the AM and see if they should try some alternative repair. Bob advised that he will contact teh cust and follow up with me.

Created By: awoo**Date Created: 01/28/2004 16:30:17**

ADDRESSES**Case Number: 583137****Total - 1 items**

Type: Mail To**Address1:** [REDACTED]**Address2:****Address3:****City:** Downingtown**State/Province:** PA**Zip Code:** [REDACTED]**Created By:** Vantive User**Date Created:** 28-JAN-04**Last Modify By:** Vantive User**Last Modify Date:** 28-JAN-04

ISSUES

Case Number: 583812

Total - 1 item

ISSUE # 1

Category: Vehicle

Status: Open

Reason:

Resolution:

Customer States

Topic: Engine/ Fuel System or Cooling System

Topic Detail: General - Engine

Occurrence:

Dealer States

Component Group:

Component Type:

Created By: thav

Date Created: 01/29/2004 17:42:50

Last Modify By: thav

Last Modify Date: 01/29/2004 17:42:50

NOTES

Case Number: 583812

Summary of Notes - 8 items

-
- Action:** Call **Visibility:** Private
Subject: cust called
Note: reports fuel smell in WRX. Cust states that dealers in NJ initially told him that their were no issues with fuel smells in WRX. At this point customer took fuel rail apart. I adv cust to reassemble engine or dealer will be unable to assist. Cust will call dealer once engine is reassembled Spoke with Don service advisor at dealer. I adv Don of fuel smell concern. Also adv Don that cust has disassembled fuel rail which may affect SOA ability to assist.
- Created By:** thav **Date Created:** 01/29/2004 17:30:01
-
- Action:** Call **Visibility:** Private
Subject: called Don
Note: service adviser at dealer. Adv Don that per team lead, cust must reassemble engine prior to taking to dealer. Cust will be out of pocket for towing and rental till dealer diagnoses and determines that this is in fact an SOA issue LM for cust on cell phone
- Created By:** thav **Date Created:** 01/30/2004 10:37:42
-
- Action:** Call **Visibility:** Private
Subject: Cust called for Thomas
Note: I adv that he was not avail. Cust requests call back. Adv that he can be reached on cell phone. AP Thomas.
- Created By:** pbry **Date Created:** 01/30/2004 11:41:37
-
- Action:** Call **Visibility:** Private
Subject: Lm for cust
Note: to call me back.
- Created By:** thav **Date Created:** 01/30/2004 12:02:31
-
- Action:** Call **Visibility:** Private
Subject: Cust called
Note: he adv that Tom just LM on his cell phone. I adv cust that Tom was not avail. Cust said that Tom told him to get the veh back together at cust expense and the Subaru dlr would need to diagnose. Cust commented that the dlr will not be able to diagnose this concern..at that point his cell phone cut off. AP Thomas.
- Created By:** pbry **Date Created:** 01/30/2004 12:15:20
-
- Action:** Call **Visibility:** Private
Subject: Cust called
Note: for Thomas. Adv he is not avail and would make sure he gets message. Cust stated he will call back. A/P Thomas.
- Created By:** ssam **Date Created:** 01/30/2004 14:09:59

ADDRESSES**Case Number: 583812****Total - 1 items**

Type: Mail To**Address1:** [REDACTED]**Address2:****Address3:****City:** Lebanon**State/Province:** NJ**Zip Code:** [REDACTED]**Created By:** Vantive User**Date Created:** 29-JAN-04**Last Modify By:** Vantive User**Last Modify Date:** 29-JAN-04

SUBARU**Complete SAMI Case Report**

Monday, February 23, 2004 1:57 PM

INFORMATION

Case Number: 584019

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: 09/19/2001
 VIN: 2G [REDACTED] VIN Prefix: JF1GD2963 Current Mileage: 50642
 RO Number: RO Date/Failure Date: RO Mileage/Failure:
 Region/Dealer: 70/475 Company: JOSEPH SUBARU

Subject: Fuel smell concern

Closed By: rmed Assigned To: Medina Follow Up Date: 02/04/2004 11:56:48
 Close Date: 02/18/2004 17:06:44 Contact Media Type: Phone CS Impact:
 Alert:

Created By: rmed Date Created: 01/30/2004 11:56:48
 Last Modify By: rmed Last Modify Date: 02/18/2004 17:06:42

2/23/04

ISSUES

Case Number: 584019

Total - 2 Items

ISSUE # 1

Category: Vehicle
Reason: Odor/Smell

Status: Closed
Resolution:

Customer Status

Topic: Engine/ Fuel System or Cooling System
Occurrences:

Topic Detail: General - Fuel System

Dealer Status

Component Group:

Component Type:

Created By: rmed
Last Modify By: rmed

Date Created: 01/30/2004 12:14:10
Last Modify Date: 01/30/2004 12:14:10

ISSUE # 2

Category: Information
Reason:

Status: Closed
Resolution:

Customer Status

Topic: Financial
Occurrences:

Topic Detail: Repair - financial assistance request

Dealer Status

Component Group:

Component Type:

Created By: rmed
Last Modify By: rmed

Date Created: 01/30/2004 12:14:40
Last Modify Date: 01/30/2004 12:14:40

NOTES

Case Number: 584819
Summary of Notes - 17 Items

Action: Call **Visibility:** Private
Subject: Cust called
Note: Cust adv that he has a fuel smell concern when it is 30 degrees or less. Cust adv that the dir told him that it would be \$400 to fix and that they cannot guarantee that the problem will be resolved. Cust claims that SOA should stand behind there product and pay for this and he feels that the dir should be able to guarantee that the repair will take care of his concern.
Created By: rmed **Date Created:** 01/30/2004 11:58:36

Action: Call **Visibility:** Private
Subject: Called dir
Note: SW Kevin Tyree (SA) who provided the following info: SA adv that the cust comes in occasionally for wty issues (noises and CEL). Briefly experienced a gas concern 12/15/03. SA adv that he would SW his DSOM to see if he will assist with this repair. 12/15/03 RO#70401 48,000 miles Cust came for gas smell concern - Could not experience the concern - Adv cust of TSB and ordered parts as per the cust who was given an estimate \$392.07 P&L & LOF
Created By: rmed **Date Created:** 01/30/2004 11:58:45

Action: Call **Visibility:** Private
Subject: SW Cust
Note: Cust adv that he believes that we should assist with this repair because we manufactured the car with a hose that shrinks to the point that there is gas leaking. I adv that the wty is what it is and I dont know that gas is leaking. I adv that from SW the SA ther is not gas leaking. I adv that we have the procedure in place where he can request goodwill assistance and I adv Kevin to get the procedure started. I adv that Kevin will call me back when he gets an answer and I adv that I will be back in touch. I adv that it can take up to 48 Hrs.
Created By: rmed **Date Created:** 01/30/2004 12:10:08

Action: Call **Visibility:** Private
Subject: Called dir
Note: Tom Huelsman (SM) who directed me to his Subaru (SA) who adv that he has not heard back from his DSOM. SA adv that he will call me back and adv of outcome when he does hear back from his DSOM Bob Wiseman.
Created By: rmed **Date Created:** 02/02/2004 15:58:34

Action: Call **Visibility:** Private
Subject: Emailed DSOM Bob Wiseman
Note: Hi Bob, I have a customer working through Joseph Subaru (070-475) with a fuel smell in the car. The customer has 50,642 miles on his 2002 WRX Sedan. The dealer has suggested performing the TSB for a gas smell. The customer feels that SOA should assist him financially because he claims that the car was manufactured "with a hose that shrinks to the point that there is gas leaking." I have asked the dir to reach out to you to discuss goodwill assistance. I just want to give you a heads-up on this one. Thanks, Ramon Medina Customer/Dealer Service Department
Created By: rmed **Date Created:** 02/02/2004 16:08:49

Action: Call **Visibility:** Private
Subject: Reply from DSOM Bob Wiseman
Note: I have declined assistance.
Created By: rmed **Date Created:** 02/03/2004 14:10:20

Action: Call **Visibility:** Private
Subject: Dir called - LM
Note: Kevin Tyree (SA) adv that he heard back from his DSOM and he is declined assistance. Kevin asked that I call him back at 859-525-2500

Created By: rmed **Date Created:** 02/03/2004 14:25:59

Action: Call **Visibility:** Private

Subject: SW Gerilyn

Note: Gerilyn adv that we can PAR the repair at wty rates.

Created By: rmed **Date Created:** 02/04/2004 09:47:54

Action: Call **Visibility:** Private

Subject: Called dir

Note: SW Kevin Tyree (SA) and I adv that I am going to PAR this repair. SA adv that he will check to see if they have the parts still. I adv that if there is a problem with the parts he should call me back. I adv that once he gets an RO he can call me back and I will exchange info with him to get the PAR done at wty rates. SA adv that he will call me back after he has an appointment for the cust.

Created By: rmed **Date Created:** 02/04/2004 09:50:09

Action: Comment **Visibility:** Private

Subject: Dir called - LM

Note: Kevin adv that the parts did not get to the dir.

Created By: rmed **Date Created:** 02/04/2004 11:31:25

Action: Call **Visibility:** Private

Subject: Called dir

Note: (SA) Kevin Tyree adv that they ordered the parts and used them. SA adv that they reordered the parts @ 1/4/04. SA transferred me to Jay Turner from parts. PA adv that he will put an order in now because they have a VIN# and milage. I adv that I will work on this issue from my end as well last 8 of VIN#: 2C[REDACTED] dealer code: (070-475) cust's last name: Krumme PO#: 8009 Order#: 1877845 Entered 1/9/04 P#: 807707140 (base) & 17544AA134 (pipe) - 3 of each on order (1 of each would allow this repair to be done)

Created By: rmed **Date Created:** 02/04/2004 11:31:54

Action: Call **Visibility:** Private

Subject: Emailed (TL) Gerilyn

Note: Hi Gerilyn, Here is the info on the customer that we discussed. The cust is driving the car currently. last 8 of VIN#: 2C[REDACTED] dealer code: (070-475) cust's last name: Krumme PO#: 8009 Order#: 1877845 Entered 1/9/04 P#: 807707140 (base) & 17544AA134 (pipe) - 3 of each on order (1 of each would allow this repair to be done) Thank You, Ramon Medina Customer/Dealer Service Department

Created By: rmed **Date Created:** 02/04/2004 11:40:40

Action: Call **Visibility:** Private

Subject: Called dir

Note: SW (SA) Jeremy who adv that the part came in yesterday. SA adv that the SA, Kevin Tyree, working with this cust will call the cust and adv of the status.

Created By: rmed **Date Created:** 02/06/2004 15:30:26

Action: Call **Visibility:** Private

Subject: Called dir

Note: SW Kevin Tyree (SA) who adv that he got the parts and has left a message for the cust.

Created By: rmed **Date Created:** 02/09/2004 16:41:43

Action: Call **Visibility:** Private

Subject: Dir called - LM

Note: Kevin Tyree (SA) LM adv that he has not been successful in reaching the cust.

Created By: rmed **Date Created:** 02/11/2004 15:35:22

Action: Call **Visibility:** Private
Subject: Called cust - LM
Note: LMs on bouth #s. I SW his wife and adv that the dir has the parts and they are ready to schedule an appointment to fix the problem at no cost to the cust. I left the 800# and the case#.
Created By: rmed **Date Created:** 02/11/2004 15:39:16

Action: Call **Visibility:** Private
Subject: Called dir
Note: SW Kevin Tyrce (SA) who adv that the cust did not show up today. I adv that I will still be willing to cover if the cust gets in for the repair in a timely manner.
Created By: rmed **Date Created:** 02/18/2004 16:16:49

ADDRESSES

Case Number: 594019
Total - 1 Items

Type: Mail To

Address1:

Address2:

Address3:

City: Lakeside Park

State/Province: KY

Zip Code:

Created By: med

Date Created: 30-JAN-04

Last Modify By: med

Last Modify Date: 30-JAN-04

* Image not available. Please contact your administrator.

Subaru Technical Services

Case Report with Journals

02/23/2004 8:43 AM

Case Number:	064857	Assigned To:	Don Bangs
Contact Name:	Al Weisenbeck	Case Status:	Closed
Service Phone:	(715) 834-0701	Priority:	2 - Medium
Alert:		Date Closed:	02/02/2004
Region Dealer:	70233		
Dealer Name:	CHILSON, INC.		
Dir Address:	3443 Highway 93 S. Eau Claire, WI 54701		
VIN:	JF1GD2960 2G [REDACTED]	Prod Date:	03/01/2001
Exhaust Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS,		

RO Number:	RO Date:	Current Mileage:
Failure Code/Description:		
Keyword:	Fuel Smell,	Occurrence: Recurring
Condition:	'02 WRX, Fuel smell in AM when cold. Referred Tech to S/Bulletin.	
Created By:	dban	Date Created: 02/02/2004

* Image not available. Please contact your administrator.

**Subaru Technical Services
Case Report with Journals**

02/23/2004 8:43 AM

Case Number:	585685	Assigned To:	Don Range
Contact Name:	Kevin Wong	Case Status:	Closed
Service Phone:	(650) 365-6390	Priority:	2 - Medium
Alert:		Date Closed:	02/11/2004
Region Dealer:	140/140		
Dealer Name:	CARLSEN SUBARU		
Dir Address:	480 Veterans Boulevard Redwood City, CA 94063		
VIN:	JF1GD2963 2G [REDACTED]	Prod Date:	04/25/2001
Exhaust Spec:	C		
Model:	**2002 SUBARU IMPREZA WRX SEDAN ALL-WHEEL DRIVE**		
Engine Number:		Transmission:	
Engine Desc:	2.0 LITRE ENGINE, 4 CYLINDERS.		
EO Number:	72493	EO Date:	02/10/04
Failure Code/Description:		Current Mileage:	31045
Keywords:	Fuel Smell,	Occurrence:	Reproducible
Conditions:	'02 WRX, Fuel smell cold. Referred Tech to the S/Bulletin for this issue.		
Created By:	dbun	Date Created:	02/11/2004

Subaru Service
Quality Monitoring Reports

Record ID	Created By	Report Date	Last Update Date	Region	Dealer	District
8284 9264	vzap	3/7/02	10/14/03	550	101	
Section			Section			
Fuel and Emissions			Fuel Delivery and Evaporative System			
Vin #	Engine #		Trans #	Mileage		
2G				12710		
Failure Code	Failure Date		Technician Duplicated Condition			
DED37	3/1/02		Yes			
Part #	R/O Number		Job	Picture Included		
				No		
Reporter's First Name	Reporter's Last Name	Reporter's Email				

Customer's Description of Complaint

HQTS0307; Fuel leaking from the hose clamps in extreme cold weather.

Technician's Description of condition

Strong smell of gas in vehicle when cold. We are going to open a project on this issue

PROJECT NUMBER 02GS-003

MODEL YEAR(S) 2002 Impreza

FAILCODE DET-37

DATE OPENED 3-7-02

SUBJECT Fuel leaking from the hose clamps in extreme cold weather

SYMPTOMS There is a strong smell of gas in the vehicle when the temperature is below -4' F. There is also wet fuel at the clamp under the intake manifold.

Very strong smell of gasoline in vehicle when cold.

Fuel leaking from hoses, under intake manifold in cold weather.

In most cases, the temperature has to be lower than -20degrees C for this condition to occur. The only vehicle that this did not apply to was the SCI Toronto vehicle VIN: 802088. It had the condition with an ambient temperature of -8C.

Some customers also complain of hard start and fuel smell. It may be that the vehicle has a hard time starting due to the drop of fuel pressure.

Vehicle Speed MPH	Ambient Temperature F	No of Passengers	Total lbs		
			Min	Hot Soak Hrs	Min

Weather Conditions

Other

Type of Road

VIN Remainder	Sale Date	Warranty Start Date	Production Date
JF10	20010320	20010320	20010301
Original Engine #	Trans Type Desc	Model Year	Model
193465	5SPD	2002	2JC
Color	Option	Spec	
YEL	FG	C	