



Fuji Heavy Industries U.S.A., Inc.

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June 11, 2009
Ref. No.: GR09-029

Mr. Thomas Cooper
Chief, Vehicle Integrity Division,
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W48-314
Washington, DC 20590

Re: NVS-212jfa/EA09-007 Subaru Baja Turbo; Update Request

Dear Mr. Cooper,

This letter and enclosures are a response by Subaru of America, Inc. (Subaru, SOA) to your letter requesting an update on information to requests No.2 through 6 of ODI's November 20, 2008, information request letter for PE 08-064 from the last date information was collected for Subaru's January 15, 2009, response letter. The information is being provided in the same format as provided in Subaru's January 15, 2009 letter.

As requested in your letter, our response is provided after repeating, verbatim, the applicable request which is in bold text.

2. **State the number of each of the following, received by Subaru, or of which Subaru is otherwise aware, which relate to, or may relate to, the alleged defect including allegations of fuel leakage from the fuel system in the area of the fuel pump where the specific leak source has not been identified in the subject vehicles:**
 - a. **Consumer complaints, including those from fleet operators;**
 - b. **Field reports, including dealer field reports;**
 - c. **Police and Fire Department reports;**
 - d. **Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;**
 - e. **Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a**

- possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- f. Property damage claims; and
- g. Third-party arbitration proceedings where Subaru is or was a party to the arbitration; and
- h. Lawsuits, both pending and closed, in which Subaru is or was a defendant or codefendant.

For subparts "a" through "e," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "h," provide a summary description of the alleged problem and causal and contributing factors and mfg's short name's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "d" through "h," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

This information was gathered from current internal files and databases by several departments within Subaru.

a. Consumer complaints:	1
b. Field reports:	0
c. Police and Fire Department reports:	0
d. Reports including a crash:	0
injury:	0
fatality:	0
e. Fire	0
f. Property damage claims:	0
g. Third party arbitration proceedings:	0
h. Lawsuits:	0

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Subaru's file number or other identifier used;
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's model and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Type of warning or indication of the impending failure, if any, including but not limited to: "smoke," "fluid leak," "odor of gasoline," etc.;
- j. Whether a crash is alleged;
- k. Whether a fire is alleged;
- l. Whether property damage is alleged;
- m. Number of alleged injuries, if any; and
- n. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "COMPLAINT DATA."

Enclosed is an Access file named "COMPLAINT DATA" with the requested information for a. through m. listed by sequential VIN.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Subaru used for organizing the documents.

Enclosed in Appendix A are the copies of the documents which were extracted from the Subaru Customer Dealer Services data base (SR# 1-207990083, 090-754-36197-A-55107950 and 55109186). The first two are claims and the third is a consumer complaint.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Subaru to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Subaru's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Date of manufacture;
- e. Repair date;
- f. Vehicle mileage at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Replacement part number(s) and description(s);
- k. Concern stated by customer;
- l. Type of warning or indication of the impending failure, if any, including but not limited to: "smoke," "fluid leak," "odor of gasoline," etc.;
- m. Comment, if any, by dealer/technician relating to claim and/or repair;
- n. Whether there is an indication of a leak; and
- o. Whether Subaru re-purchased the vehicle.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA."

Enclosed is an Access file named "WARRANTY DATA" with the requested information for a. through o. listed by sequential VIN.

<u>Claim Category</u>	<u>2004 Baja Turbo</u>	<u>2005 Baja Turbo</u>	<u>2006 Baja Turbo</u>
Warranty claims	0	0	0
Extended warranty claims ("SAS")	0	1	0
Policy adjustments (Goodwill)	0	0	1

Definitions for h and i :

Labor operation # 869131- Fuel pump or sending unit R&R
 Labor operation # 475001- Fuel pump testing

6. Describe in detail the search criteria used by Subaru to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Subaru on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Subaru offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Initially, Subaru used a combination of failed part (3 letters) and trouble codes (2 numbers) to select applicable warranty claims by problem code. Enclosed are two sample pages from the Subaru Warranty Labor Time Guide manual to illustrate how dealers obtain failed part and trouble codes for warranty claims. For this response, the following problem codes were used:

<u>Problem Code</u>	<u>Failed Part Code Description</u>	<u>Trouble Code Description</u>
DBA37	Fuel Pump	Leaking- Fuel
DBC37	Fuel Tank Sending Unit	Cracked

For 2004, 2005 and 2006 Subaru Baja models, there are the following warranty coverages:

<u>Warranty</u>	<u>Years Limitation</u>	<u>Mileage Limitation</u>
New Car Warranty	3	36,000
Seat Belt Warranty*	Useful Life of Vehicle	Unlimited
Powertrain Warranty*	5	60,000
Rust Perforation Warranty*	5	Unlimited
Parts and Accessories*	1	Unlimited

*- Not applicable to the alleged defect

The only optional coverage offered by Subaru are extended service contract plans under the Subaru Added Security (SAS) Program. There are two general plan categories: "Classic" and "Gold Plus". Within each category, there are 3 possible deductibles (\$100, \$50, \$0) and eight (8) possible plan year/mileage terms (3/45000; 4/60,000; 6/60,000; 6/80,000; 5/100,000; 6/100,000; 7/100,000). This yields 24 possible plans.

"Classic plans cover nearly 1000 parts in all major component areas, including engine, transmission, drivetrains, front suspension, steering, brakes, electrical, cooling and fuel systems and air conditioning. Also provides towing and rental car reimbursement for covered repairs."

"Gold Plus plans include all Classic plan coverage plus hundreds more parts. In fact they provide essentially the same "bumper-to-bumper" coverage as the basic factory warranty. Only a few maintenance items and body parts are not covered. The Gold Plus plan also reimburses for lodging and meals when a breakdown interrupts your out-of-town travel, plus: 24-hour emergency roadside assistance, \$100 allowance for "Sign & Drive" dispatched towing, jump start, tire change, gasoline delivery, locksmith service, road hazard tire protection, computerized trip routing, dealer locator service and travel assistance."

Of the vehicles mentioned in responses 3 and 4, one has an extended warranty (VIN 55107950):

Plan

Model Year 2004

Model Year 2005

Model Year 2006

72 mo./100,000 miles

0

1

0

If there are any questions, please contact me at (856)488-3115.

Sincerely,



Maurice Arcangeli
Government Relations
Fuji Heavy Industries USA, Inc.

Cc: Jerry Plante

Enclosures

Read Only

Claims

Claim Type	ID	Year	Class	Code	SAI	Code	Comp	Mileage	Amount	Adj	Claim Status	Auth	Posting Date
1	WC	51655	B	090	772	SBW68	07/13/07	26748	\$99.00	No	Paid		07/27/07
2	WC	51655	A	090	772	GAW10	07/13/07	26748	\$90.00	No	Paid		07/27/07
3	SA	61888	A	090	772	CCG01	10/16/08	37485	\$329.95	Yes	Debited		10/31/08
4	SA	62307	A	090	772	DBA37	11/07/08	37815	\$582.25	Yes	Debited		01/30/09

Labor Operations

	Code	Rate	Hours	Amount
1	914-511	0.50	0	\$0.00
1	914-531	0.50	0	\$0.00
2	511-114	1.00	0	\$0.00
3	228-001	0.30	0	\$0.00
3	228-451	2.20	0	\$0.00
4	471-001	0.50	0	\$0.00
4	475-001	0.50	0	\$0.00

Parts

Part No.	Part Qty	Description
092313102	2	CLIP
99078AA243	1	HOSE WATER
SCA635002	4	COOLANT
42021AE00A	1	PUMP ASSY FUEL

Vehicle Claim History Report
FOR USER: jdiv

VEHICLE DATA

VIN	MODEL YEAR	OPT CDE	MODEL CODE	DESCRIPTION	TRANS DEMO	TRIM TYPE	STYLE
4S4-BT63C8 55 [REDACTED]	2005.0	RH	5PD	2005 Baja T	4EAT	T	

ALLOC DEALER	SELLING DEALER	SALE DATE	WARRANTY START DATE	SPEC CODE	EXT/INT CLR/CLR
030247	030247	13-Jul-2004	13-Jul-2004	C	BPR/GRA

SAS CONTRACT INFORMATION

START DATE	EXPIRATION DATE	STATUS	OWNER
07/13/04	07/13/09	A	KIBBE, MARK W

CLAIM DETAIL

SEQ NUM	CLAIM TYPE	RO / JOB	REGION DEALER	FAIL CODE	DAMAGE CODE	MILEAGE	ENTRY DATE
1	WC	51655	A 090-772	QAW10		26749	07/16/07
2	WC	51655	B 090-772	SBW88		26749	07/16/07
3	SA	61888	A 090-772	CCG01		37485	10/27/08
4	SA	62307	A 090-772	DBA37		37815	11/10/08

SEQ NUM	START DATE	COMPLETE DATE	ORIG CODE	PROC DATE	PROC CODE	AUTH CODE	TECHNICIAN ID
1	07/12/07	07/13/07	D	07/16/07	CDS		#####7143
2	07/12/07	07/13/07	D	07/16/07	CDS		#####7143
3	10/16/08	10/16/08	D	11/24/08	CDS		#####7143
4	11/04/08	11/07/08	D	02/24/09	CDS		#####7143

CLAIM CREDITS / DEBITS

SEQ NUM	CLAIM STATUS	POSTING DATE	TAX AMOUNT	SAS DEDUCT	PNT/MAT AMOUNT	TOWING AMOUNT	RENTAL AMOUNT
1	CR	07/27/07	0.00	0.00	0.00	0.00	0.00
		Paid					
2	CR	07/27/07	0.00	0.00	0.00	0.00	0.00

Paid

3	DB	10/31/08	3.71	0.00	0.00	0.00	0.00
Debited							
4	DB	01/30/09	35.13	0.00	0.00	0.00	0.00
Debited							

SEQ NUM	ORIGINAL CLAIM	ADJUST AMOUNT	NET CLAIM
1	90.00	0.00	90.00
2	99.00	0.00	99.00
3	329.95	-329.95	0.00
4	582.25	-582.25	0.00

TOTAL CLAIMS FOR VEHICLE 55101186 189.00

LABOR INFORMATION

SEQ NUM	LABOR OPER #	LABOR HOURS	ADDT'L HOURS	SUBLET HOURS	SUBLET AMOUNT	CLAIM LABOR
1	511114	1.00	0.00	0.00	0.00	90.00
BOTH FRONT BRAKE ROTORS RESURFACE ON VEHICLE						
2	914511	0.60	0.00	0.00	0.00	54.00
DOOR GLASS R&R						
2	914531	0.50	0.00	0.00	0.00	45.00
DOOR GLASS REGULATOR R&R						
3	228001	0.30	0.00	0.00	0.00	33.75
COOLING SYSTEM PRESSURE TESTING & DIAGNOSIS						
3	228451	2.20	0.00	0.00	0.00	247.50
COOLANT BYPASS PIPE/CLAMPS R&R						
4	471001	0.50	0.00	0.00	0.00	60.62
FUEL PUMP R&R						
4	475001	0.50	0.00	0.00	0.00	60.62
FUEL SYSTEM - TESTING						
TOTALS		5.60	0.00	0.00	0.00	591.49

PARTS INFORMATION

SEQ NUM	UNIT PART NUMBER	UNIT QTY	EXTENDED COST	HANDL- ING	CLAIM PARTS	FAILED PART	RETURN CODE
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1 No Parts Data
2 No Parts Data
3 092313102      2      0.84      1.68      0.00      1.68      N
                  CLIP
3 99078AA243     1      17.67     17.67     0.00     17.67     Y
                  HOSE WATER
3 SOA635002      4      6.41     25.64     0.00     25.64     N
                  COOLANT
                  TOTALS                44.99     0.00     44.99

4 42021AE08A     1      425.87   425.87    0.00    425.87    Y
                  PUMP ASSY FUEL
                  TOTALS                425.87    0.00    425.87
=====

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SEQ
NUM

CLAIM COMMENTS

- ```

=====
1 cust states vibration from front end when braking front rotors warped
 remachined to correct failure
2 cust states drivers window catches when opening door readjusted l/f wi
 ndow regulator
3 CUST STATES INSPECT COOLANT LEAK AND REPORT,DIAG AND FOUND COOLANT BYPA
 SS LEAKING A HOUSE AND CLAMP NEC TO REPLACE HOSE AND REPOSITION NEC CL
 AMP, PRESSURE TEST SYSTEM NO LEAKS AT THIS TIME
3 Dr. ██████████ called Subaru of America and stated he has owned this
 vehicle for two years. The vehicle is no longer owned by Mr. Kibbe th
 erefore there shouldn't be SAS claims submitted against this policy.
 Thank you, Deneen
4 DURING INSPECTION FOUND FUEL LEAKING FROM GAS TANK, NEC TO REPLACE PUM
 P ASSEMBLY
4 Dr. ██████████ called Subaru of America and stated he has owned this
 vehicle for two years. The vehicle is no longer owned by Mr. Kibbe th
 erefore there shouldn't be SAS claims submitted against this policy.
 Thank you, Deneen
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 vehicle for two years. The vehicle is no longer owned by Mr. Kibbe th
 erefore there shouldn't be SAS claims submitted against this policy.
 Thank you, Deneen 2/24/09
=====

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Vehicle Claim History Report  
FOR USER: jdiv

VEHICLE DATA

| VIN                      | MODEL YEAR     | OPT CDE     | MODEL CODE          | DESCRIPTION | TRANS DEMO      | TRIM TYPE | STYLE |
|--------------------------|----------------|-------------|---------------------|-------------|-----------------|-----------|-------|
| 4S4-BT63C8 55 [REDACTED] | 2005.0         | RH          | 5PD                 | 2005 Baja T | 4EAT            | T         |       |
| ALLOC DEALER             | SELLING DEALER | SALE DATE   | WARRANTY START DATE | SPEC CODE   | EXT/INT CLR/CLR |           |       |
| 030247                   | 030247         | 13-Jul-2004 | 13-Jul-2004         | C           | BPR/GRA         |           |       |

SAS CONTRACT INFORMATION

| START DATE | EXPIRATION DATE | STATUS | OWNER         |
|------------|-----------------|--------|---------------|
| 07/13/04   | 07/13/09        | A      | KIBBE, MARK W |

CLAIM DETAIL

| SEQ NUM | CLAIM TYPE | RO / JOB | REGION DEALER | FAIL CODE | DAMAGE CODE | MILEAGE | ENTRY DATE |
|---------|------------|----------|---------------|-----------|-------------|---------|------------|
| 1       | WC         | 51655    | A 090-772     | QAW10     |             | 26749   | 07/16/07   |
| 2       | WC         | 51655    | B 090-772     | SBW88     |             | 26749   | 07/16/07   |
| 3       | SA         | 61888    | A 090-772     | CCG01     |             | 37485   | 10/27/08   |
| 4       | SA         | 62307    | A 090-772     | DBA37     |             | 37815   | 11/10/08   |

| SEQ NUM | START DATE | COMPLETE DATE | ORIG CODE | PROC DATE | PROC CODE | AUTH CODE | TECHNICIAN ID |
|---------|------------|---------------|-----------|-----------|-----------|-----------|---------------|
| 1       | 07/12/07   | 07/13/07      | D         | 07/16/07  | CDS       |           | #####7143     |
| 2       | 07/12/07   | 07/13/07      | D         | 07/16/07  | CDS       |           | #####7143     |
| 3       | 10/16/08   | 10/16/08      | D         | 11/24/08  | CDS       |           | #####7143     |
| 4       | 11/04/08   | 11/07/08      | D         | 02/24/09  | CDS       |           | #####7143     |

CLAIM CREDITS / DEBITS

| SEQ NUM | CLAIM STATUS | POSTING DATE | TAX AMOUNT | SAS DEDUCT | PNT/MAT AMOUNT | TOWING AMOUNT | RENTAL AMOUNT |
|---------|--------------|--------------|------------|------------|----------------|---------------|---------------|
| 1       | CR           | 07/27/07     | 0.00       | 0.00       | 0.00           | 0.00          | 0.00          |
|         |              | Paid         |            |            |                |               |               |
| 2       | CR           | 07/27/07     | 0.00       | 0.00       | 0.00           | 0.00          | 0.00          |

Paid

3 DB 10/31/08 3.71 0.00 0.00 0.00 0.00

Debited

4 DB 01/30/09 35.13 0.00 0.00 0.00 0.00

Debited

| SEQ<br>NUM | ORIGINAL<br>CLAIM | ADJUST<br>AMOUNT | NET<br>CLAIM |
|------------|-------------------|------------------|--------------|
| 1          | 90.00             | 0.00             | 90.00        |
| 2          | 99.00             | 0.00             | 99.00        |
| 3          | 329.95            | -329.95          | 0.00         |
| 4          | 582.25            | -582.25          | 0.00         |

TOTAL CLAIMS FOR VEHICLE 55101186 189.00

LABOR INFORMATION

| SEQ<br>NUM                                   | LABOR<br>OPER # | LABOR<br>HOURS | ADDT'L<br>HOURS | SUBLET<br>HOURS | SUBLET<br>AMOUNT | CLAIM<br>LABOR |
|----------------------------------------------|-----------------|----------------|-----------------|-----------------|------------------|----------------|
| 1                                            | 511114          | 1.00           | 0.00            | 0.00            | 0.00             | 90.00          |
| BOTH FRONT BRAKE ROTORS RESURFACE ON VEHICLE |                 |                |                 |                 |                  |                |
| 2                                            | 914511          | 0.60           | 0.00            | 0.00            | 0.00             | 54.00          |
| DOOR GLASS R&R                               |                 |                |                 |                 |                  |                |
| 2                                            | 914531          | 0.50           | 0.00            | 0.00            | 0.00             | 45.00          |
| DOOR GLASS REGULATOR R&R                     |                 |                |                 |                 |                  |                |
| 3                                            | 228001          | 0.30           | 0.00            | 0.00            | 0.00             | 33.75          |
| COOLING SYSTEM PRESSURE TESTING & DIAGNOSIS  |                 |                |                 |                 |                  |                |
| 3                                            | 228451          | 2.20           | 0.00            | 0.00            | 0.00             | 247.50         |
| COOLANT BYPASS PIPE/CLAMPS R&R               |                 |                |                 |                 |                  |                |
| 4                                            | 471001          | 0.50           | 0.00            | 0.00            | 0.00             | 60.62          |
| FUEL PUMP R&R                                |                 |                |                 |                 |                  |                |
| 4                                            | 475001          | 0.50           | 0.00            | 0.00            | 0.00             | 60.62          |
| FUEL SYSTEM - TESTING                        |                 |                |                 |                 |                  |                |
| TOTALS                                       |                 | 5.60           | 0.00            | 0.00            | 0.00             | 591.49         |

PARTS INFORMATION

| SEQ<br>NUM | PART NUMBER | UNIT<br>QTY | UNIT<br>COST | EXTENDED<br>COST | HANDL-<br>ING | CLAIM<br>PARTS | FAILED<br>PART | RETURN<br>CODE |
|------------|-------------|-------------|--------------|------------------|---------------|----------------|----------------|----------------|
|------------|-------------|-------------|--------------|------------------|---------------|----------------|----------------|----------------|

```

=====
1 No Parts Data
2 No Parts Data
3 092313102 2 0.84 1.68 0.00 1.68 N
 CLIP
3 99078AA243 1 17.67 17.67 0.00 17.67 Y
 HOSE WATER
3 SOA635002 4 6.41 25.64 0.00 25.64 N
 COOLANT
 TOTALS 44.99 0.00 44.99

4 42021AE08A 1 425.87 425.87 0.00 425.87 Y
 PUMP ASSY FUEL
 TOTALS 425.87 0.00 425.87
=====

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SEQ

NUM

CLAIM COMMENTS

- ```

=====
1 cust states vibration from front end when braking front rotors warped
  remachined to correct failure
2 cust states drivers window catches when opening door readjusted l/f wi
  ndow regulator
3 CUST STATES INSPECT COOLANT LEAK AND REPORT,DIAG AND FOUND COOLANT BYPA
  SS LEAKING A HOUSE AND CLAMP NEC TO REPLACE HOSE AND REPOSITION NEC CL
  AMP, PRESSURE TEST SYSTEM NO LEAKS AT THIS TIME
3 Dr. [REDACTED] called Subaru of America and stated he has owned this
  vehicle for two years. The vehicle is no longer owned by Mr. Kibbe th
  erefore there shouldn't be SAS claims submitted against this policy.
  Thank you, Deneen
4 DURING INSPECTION FOUND FUEL LEAKING FROM GAS TANK, NEC TO REPLACE PUM
  P ASSEMBLY
4 Dr. [REDACTED] called Subaru of America and stated he has owned this
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4 Dr. [REDACTED] called Subaru of America and stated he has owned this
  vehicle for two years. The vehicle is no longer owned by Mr. Kibbe th
  erefore there shouldn't be SAS claims submitted against this policy.
  Thank you, Deneen 2/24/09

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04/02/09 04/09/09

\$0.00 \$0.00

461-331	FUEL/EVAPORATIVE PIPE/HOSE P&R	25	0.00	0.00	0.00	296.88
471-001	FUEL PUMP P&R	05	0.00	0.00	0.00	59.38
475-001	FUEL SYSTEM - TESTING	05	0.00	0.00	0.00	59.38

42074AE08A	TUBE	N	1	35.00	35.00	0.00	35.00
42021AE08A	PUMP ASSY FUEL	Y	1	425.87	425.87	0.00	425.87
42037AE110	CLAMP RETAINER	N	1	5.27	5.27	0.00	5.27
42074AE01A	TUBE	N	1	30.02	30.02	0.00	30.02
42128FC020	RETAINER	N	4	6.28	25.12	0.00	25.12
96077AE000	PACKING FUEL RH	N	1	6.93	6.93	0.00	6.93

72/100

Subaru Vehicle Vehicle Inquiry

VIN 55107950

GO

Clear

Help

Owner Modify

Previous Owner

Transaction History

Vin 4S4-BT63C5 55 [REDACTED]
Description (SPE C SIV) 2005 Baja 4EAT
Option Description Pw/Pl/Pny/Ac/Cc/Abs,Alwhls/Ke/Dab/Fl/Mr,Ltr/Am/Fm/Cd/Bedcvr

Model	Ext/Int Color	Spec	Ing Key	Transmission
SPE	SIV/GRA	C	32031	328753
Dlr Demo Date	Soa Demo	Sales Order Type	Sale Type	
		Wholesale	C	
Production Date	ETA Date	Warranty Start	Retail Date	Retail Delivery
31-MAR-2005	13-JUL-05	22-JUL-2005	26-JUL-2005	22-JUL-2005

Service Contract: SAS
Salesman: ###-##-0341

Retail Sales Mileage: 26
Engine Number: 432921

Case: **Ship:** **Port:** 020

Allocated To:

090682
 RANCHO SUBARU 090682
 8118 CLAIREMONT MESA BLVD
 SAN DIEGO, CA 92111

Sold By:

090682
 RANCHO SUBARU 090682
 8118 CLAIREMONT MESA BLVD
 SAN DIEGO, CA 92111

Promo Code	Accy Code	Accessory Description	Date Installed	Accy Type
	Q5L	Splash guard kit, Silver	27-JUN-2005	A
	X43	ROADSIDE ASSISTANCE LABEL	27-JUN-2005	A
	XGE	BAJA FLOOR MATS	27-JUN-2005	A
	XGF	BAJA CROSS BARS	27-JUN-2005	A
	XJC	BAJA ORG	27-JUN-2005	A
	XJE	BAJA OIK	27-JUN-2005	A
	XIJ	05 BAJA SMOG LABEL	27-JUN-2005	A
	XJR	2005 BAJA OIK SUPPLEMENT	27-JUN-2005	A
	XMM	Legacy/Baja Standard Mirror	27-JUN-2005	A

Owner TODD VERBICK
 30027 WILKES RD. VALLEY CENTER, CA 920825644
Co-Owner
Driver

Co-Driver

Note: Parties cannot be updated while vehicle is disposed.

43 ms

Vehicle Claim History Report
FOR DEALER: SOAnull null

VEHICLE DATA

VIN	MODEL YEAR	OPT CDE	MODEL CODE	DESCRIPTION	DEMO	TRANS TYPE	TRIM STYLE
4S4-BT63C5 55	2005.0	TC	5PE	(5PE C SIV) 2		4EAT	T

ALLOC DEALER	SELLING DEALER	SALE DATE	WARRANTY START DATE	SPEC CODE	EXT/INT CLR/CLR
090682	090682	22-Jul-2005	22-Jul-2005	C	SIV/GRA

SAS CONTRACT INFORMATION

START DATE	EXPIRATION DATE	STATUS	OWNER
07/22/05	07/22/11	A	VERBICK, TODD
07/22/05	07/22/08	C	VERBICK, TODD

CLAIM DETAIL

SEQ NUM	CLAIM TYPE	RO / JOB	REGION DEALER	FAIL CODE	DAMAGE CODE	MILEAGE	ENTRY DATE
1	WC	W08800	A 090-754	ZMH29		30798	12/08/06
2	WC	W10356	A 090-754	YKB02		33288	02/02/07
3	WC	W10356	B 090-754	YCU02		33288	02/02/07
4	WC	W12144	A 090-754	QCR04		35924	03/30/07
5	WC	W12144	B 090-754	QCC04		35924	03/30/07
6	WC	16825	A 090-754	CAL29		44794	09/05/07
7	WC	16825	B 090-754	LAE01		44794	09/05/07
8	SA	36197	A 090-754	DEB02		88080	04/10/09
9	WC	36197	B 090-754	VOR99		88080	04/10/09

SEQ NUM	START DATE	COMPLETE DATE	ORIG CODE	PROC DATE	PROC CODE	AUTH CODE	TECHNICIAN ID
1	12/07/06	12/07/06	D	12/12/06	USER		#####3593
2	01/30/07	01/30/07	D	02/02/07	CDS		#####3593
3	01/30/07	01/30/07	D	02/02/07	CDS		#####3593
4	03/27/07	03/27/07	D	03/30/07	CDS		#####3593
5	03/27/07	03/27/07	D	03/30/07	CDS		#####3593
6	08/17/07	08/30/07	D	09/05/07	CDS		#####9708
7	08/17/07	08/30/07	D	09/05/07	CDS		#####9708

8	04/02/09	04/09/09	D	04/13/09	USER	#####9708
9	04/02/09	04/09/09	D	04/10/09	CDS	#####9708

CLAIM CREDITS / DEBITS

SEQ NUM	CLAIM STATUS	POSTING DATE	TAX AMOUNT	SAS DEDUCT	PNT/MAT AMOUNT	TOWING AMOUNT	RENTAL AMOUNT
====	=====	=====	=====	=====	=====	=====	=====
1	CR	12/29/06	0.00	0.00	0.00	0.00	0.00
		Paid					
2	CR	02/23/07	0.00	0.00	0.00	0.00	0.00
		Paid					
3	CR	02/23/07	0.00	0.00	0.00	0.00	0.00
		Paid					
4	CR	03/30/07	0.00	0.00	0.00	0.00	0.00
		Paid					
5	CR	03/30/07	0.00	0.00	0.00	0.00	0.00
		Paid					
6	CR	09/28/07	0.00	0.00	0.00	0.00	100.00
		Paid					
7	RE		0.00	0.00	0.00	0.00	0.00
		Rejected					
8	CR	04/24/09	38.30	50.00	0.00	0.00	0.00
		Paid					
9	CR	04/24/09	0.00	0.00	0.00	0.00	0.00
		Paid					

SEQ NUM	ORIGINAL CLAIM	ADJUST AMOUNT	NET CLAIM
====	=====	=====	=====
1	103.81	0.00	103.81
2	34.74	0.00	34.74
3	120.69	0.00	120.69
4	120.56	0.00	120.56
5	107.36	0.00	107.36
6	363.83	0.00	363.83
7	1171.62	0.00	1171.62
8	932.13	0.00	932.13
9	7.77	0.00	7.77

TOTAL CLAIMS FOR VEHICLE 55107950 2962.51

LABOR INFORMATION

SEQ NUM	LABOR OPER #	LABOR HOURS	ADDT'L HOURS	SUBLET HOURS	SUBLET AMOUNT	CLAIM LABOR
====	=====	=====	=====	=====	=====	=====
1	068126	0.20	0.50	0.00	0.00	59.50

HARD BED COVER LOCK R&R ONE OR BOTH

2	911341	0.30	0.00	0.00	0.00	27.00
	HANDBRAKE COVER/LEVER SEAL/CONSOLE CUP HOLD R&R					
3	911431	0.40	0.00	0.00	0.00	36.00
	REAR CONSOLE R&R					
4	511101	0.50	0.00	0.00	0.00	45.00
	FRONT BRAKE PAD SET R&R					
5	521101	0.40	0.00	0.00	0.00	36.00
	REAR BRAKE PAD SET R&R					
6	228001	0.30	0.00	0.00	0.00	27.00
	COOLING SYSTEM PRESSURE TESTING & DIAGNOSIS					
6	451131	2.20	0.00	0.00	0.00	198.00
	COOLANT CROSS OVER MANIFOLD/O'RING R&R					
7	383001	0.70	0.00	0.00	0.00	63.00
	AUTOMATIC TRANSMISSION LINE PRESSURE TESTING					
7	393001	3.60	0.00	0.00	0.00	324.00
	4EAT/5EAT TRANSAXLE/TORQUE CONVERTER R&R					
7	393201	0.20	0.00	0.00	0.00	18.00
	4EAT/5EAT TORQUE CONVERTER DRIVE PLATE R&R					
7	393221	0.20	0.00	0.00	0.00	18.00
	4EAT INPUT SHAFT, OIL PUMP SHAFT/COVERTER SEAL R&R					
7	860701	0.60	0.00	0.00	0.00	54.00
	4EAT ELECTRICAL TESTING & DIAGNOSIS					
8	461331	2.50	0.00	0.00	0.00	296.88
	FUEL/EVAPORATIVE PIPE/HOSE R&R					
8	471001	0.50	0.00	0.00	0.00	59.38
	FUEL PUMP R&R					
8	475001	0.50	0.00	0.00	0.00	59.38
	FUEL SYSTEM - TESTING					
9	101105	0.00	0.00	0.00	7.77	0.00
	VOR Freight Costs - WC or PW Claim					
	TOTALS	13.10	0.50	0.00	7.77	1321.14

PARTS INFORMATION

SEQ NUM	PART NUMBER	UNIT QTY	UNIT COST	EXTENDED COST	HANDL- ING	CLAIM PARTS	FAILED PART	RETURN CODE
====	=====	====	=====	=====	=====	=====	=====	=====
1	91269AE00A	1	31.65	31.65	12.66	44.31	Y	
	KEY KIT SPARE							
	TOTALS			31.65	12.66	44.31		
2	66155AE02A	1	5.53	5.53	2.21	7.74	Y	
	CUP HOLDER SUPPORT							
	TOTALS			5.53	2.21	7.74		
3	64183AE00AML	1	60.49	60.49	24.20	84.69	Y	
	BOX ASSY R							
	TOTALS			60.49	24.20	84.69		
4	26296AE160	1	53.97	53.97	21.59	75.56	Y	
	PT080605 PAD KIT F							
	TOTALS			53.97	21.59	75.56		
5	26696AE060	1	50.97	50.97	20.39	71.36	Y	
	PAD KIT R							
	TOTALS			50.97	20.39	71.36		
6	14075AA161	2	5.91	11.82	4.73	16.55	N	
	GASKET INTAKE COLLECTOR							
6	806933010	1	2.28	2.28	0.91	3.19	Y	
	O-RING							
6	SOA635002	4	3.16	12.64	5.06	17.70	N	
	COOLANT							
6	SOA635071	1	0.99	0.99	0.40	1.39	N	
	COOLING SYS COND 1 BOTTLE							
	TOTALS			27.73	11.10	38.83		
7	11126AA000	1	0.58	0.58	0.23	0.81	N	
	GASKET							
7	14035AA421	2	3.24	6.48	2.59	9.07	N	
	GASKET INTAKE MANIFOLD							
7	31100AA841	1	400.75	400.75	160.30	561.05	Y	
	CONVERTER AY TORQUE							
7	38325AA032	1	18.95	18.95	7.58	26.53	N	
	ATF FILTER AY							
7	44022AA180	1	13.17	13.17	5.27	18.44	N	
	GASKET							
7	902370029	5	0.71	3.55	1.42	4.97	N	
	NUT							

7	SOA635040	12	4.39	52.68	21.07	73.75	N
			ATF HP				
			TOTALS	496.16	198.46	694.62	
8	42021AE08A	1	425.87	425.87	0.00	425.87	N
			PUMP ASSY FUEL				
8	42037AE110	1	5.27	5.27	0.00	5.27	N
			CLAMP RETAINER				
8	42074AE01A	1	30.02	30.02	0.00	30.02	N
			TUBE				
8	42074AE06A	1	35.00	35.00	0.00	35.00	Y
			TUBE				
8	42128FC020	4	6.28	25.12	0.00	25.12	N
			RETAINER				
8	96077AE000	1	6.93	6.93	0.00	6.93	N
			PACKING FUEL RH				
			TOTALS	528.21	0.00	528.21	

9 No Parts Data

SEQ
NUM

CLAIM COMMENTS

- ====
- 1 CUST STATES REAR BED COVER LOCK FAILING. FALLING OFF REPLACED COVER LOCK CYLINDER ADDITIONAL TIME FOR PUTTING PART TOGETHER-MIS PACKAGED, FIXED AND THEN REPLACED
 - 2 VERIFIED CENTER CONSOLE CUP HOLDER RUBBER HOLDDOWN BREAKING OFF REPLACED CENTER CONSOLE CUP HOLDER AND VERIFIED REPAIR
 - 3 VERIFIED REAR CONSOLE CUP HOLDER HOLD DOWN IS CRACKING REPLACED AND VERIFIED REPAIR
 - 4 DURING INSPECTION FOUND BRAKE PADS WORN VERY THIN, UNDER 3MM REPLACED FRONT PADS AND VERIFIED REPAIR
 - 5 REFER TO LINE A, FOUND REAR BRAKES WORN THIN UNDER 3MM REPLACED REAR BRAKE PADS AND VERIFIED REPAIR
 - 6 DEALER PERFORMED INSPECTION OF CAR FOR CUSTOMER CONCERN OF NOISE AND UPON INSPECTION FOUND WATER MANIFOLD LEAKING COOLANT AT TOP OF MOTOR. REPLACED O-RINGS AND GASKETS THAT WERE LEAKING COOLANT. REASSEMBLED AND RETESTED. NORMAL OPERATION. NO MORE LEAK.
 - 7 CUSTOMER STATES TICKING IN THE FRONT END. INSPECTED CAR FOR CUSTOMER CONCERN OF NOISE IN GEAR. FOUND TORQUE CONVERTER MAKING NOISE. FLUIDS IS BLACK AND VERY DIRTY. REPLACED CONVERTER FOR PROPER REPAIR AND CHANGED FLUID. REASSEMBLED CAR. TESTED CAR NOISE NOW GONE. NORMAL OPERATION AT THIS TIME.
 - 8 CUST STATES GAS FUMES IN THE CABIN. TROUBLESHOOT GAS FUMES IN CABIN LEAKING CRACKED PIPE FITTING TO FUEL PUMP OUTLET, LEAKING FUEL PIPES REPLACED PUMP/SENDER ASSY, REPLACED FUEL SUPPLY PIPE AND RETURN PIPES.

06/05/2009 12:56:52

SUBARU STAR SYSTEM

PAGE: 6

ROAD TESTED AND VERIFIED REPAIRS.

Complete Service Request Report



SUBARU

Information

SR # 1-207990083

Last Name

VIN 65

Status Closed

First Name

Source Phone

Primary Phone

Year 2006

Attachments N

Region # 090-669

SR Mileage 38000

Alert

Dealer Name Lancaster Subaru

Manufactured 01/18/2006

Description Car OOW, seeking assistance for a fuel dip/spacer repair. Left vm for SM

Case Creator JGRA

Case Owner JGRA

Closed By JGRA

Created Date 04/30/2009 03:09:20 PM

Last Modified Date 05/13/2009 04:38:41 PM

Last Modified By JGRA

Address

Primary Address

Last Modified By JGRA

City Palmdale

Created By DADMIN

State CA

Created Date 11/29/2007 02:24:42 PM

ZipCode

Last Modified Date 04/30/2009 03:11:42 PM

Complete Service Request Report



SUBARU.

Issues

Type Vehicle Last Modified Date 05/13/2009 04:38:37 PM Created By JGRA
Area Fuel System Last Modified By JGRA
Sub-Area General Created 04/30/2009 03:10:56 PM

Charges

Account Number [REDACTED] Created Date 05/08/2009 04:00:37 PM State CA
Charge Amount 465.26 Charge ID 1-214400241 Zip [REDACTED]
Payee/Payer [REDACTED] Region #/Dealer # 090-669 Authorized By JYOR
Status Paid Dealer Name Lancaster Subaru Authorized Date 05/11/2009 05:00:12 PM
Charge Method Check Address 37637 27th St E Processing Date 05/11/2009 00:00:00
Created By JGRA City Palmdale

Notes

Date Created 05/13/2009 04:38:06 PM
Created By JGRA
Notes The check was received and the letter was signed. Forwarded to Admin for mailing.

Complete Service Request Report



SUBARU.

Notes

Date Created 05/13/2009 02:46:12 PM
Created By DMOO
Notes recd check 465.26

Notes

Date Created 05/08/2009 03:57:23 PM
Created By JGRA

Notes
GW Check request issued 5-8-09. The customer paid for a fuel pump assembly he purchased from Lancaster Subaru. The total cost was \$465.26. A plastic clip which keeps the part in place was defective and it is not available separately. A parts photo of the tank assembly confirms this matter. I will issue a GW check in the full amt. of \$465.26 because the customer had to purchase the entire assy.

Notes

Date Created 05/08/2009 10:09:53 AM
Created By JGRA
Notes RO received

Complete Service Request Report



SUBARU.

Notes

Date Created 05/04/2009 02:31:22 PM

Created By JGRA

Notes

called the customer who will contact Lancaster Subaru about the fuel pump. The customer confirmed that the piece of the pump was defective and it cannot be replaced separately. The customer will mail me the RO and I will reimburse for the part and tax.

Notes

Date Created 05/04/2009 01:59:28 PM

Created By JGRA

Notes

The SM, Tim Valvidia called back stating that it sounds like the fuel pump would need to be replaced. Tim advised that the vehicle was not diagnosed by his dealer, the customer only spoke to a Service Writer about this concern. Tim advised that the customer does not service the dealer at the dealer and that he is not a candidate for Policy Adjustment. I advised Tim that I respect his decision. I will have the customer call Monica at the dealer to arrange an appt. I will offer GW.

Notes

Date Created 05/04/2009 12:28:50 PM

Created By JGRA

Notes

Called the dealer and asked for the SM, Tim Valvidia. had to leave another message. The operation stated that he was in today.

Complete Service Request Report



SUBARU.

Notes

Date Created 05/04/2009 12:26:32 PM

Created By JGRA

Notes

The customer called seeking an update. I advised that I left 2 messages with the SM, Tim Valdivia, I still have not heard back. I will call the dealer again. I will call the customer back later today.

Notes

Date Created 05/01/2009 04:03:10 PM

Created By JGRA

Notes

Followed up and called the dealer a second time. I left a second vm with the SM, Tim Valdivia at 4:10est.

Notes

Date Created 04/30/2009 03:16:33 PM

Created By JGRA

Notes

I called the SM, Timothy Valdivia at :3:15pm and had to leave a vm. I asked Tim to call me back on my directly line. I would like to ask the dealer to cover this as PA.

Complete Service Request Report



SUBARU

Notes

Date Created 04/30/2009 03:11:55 PM

Created By JGRA

Notes

The customer called stating that Lancaster Subaru diagnosed a fuel smell to be comming from a plastic spacer at the fuel line which crystalized. This spacer is not avaiable separately, the fuel tank plate would have to be purchased as an assembly at a cost of \$450.00 to \$500.00. The customer believes that this part should not fail this quickly and that it may be a safety related issue. I advised the customer that I woul need to call the dealer and speak with the SM to ssk more info. I will call him back within 24hrs. The customer has the car.

Letters

Draft Name	Goodwill Letter	Created	05/08/2009 04:02:04 PM
Draft Type	doc	Created By	JGRA
Status	Completed	Updated	05/14/2009 11:21:53 AM
Fulfirmment Status	Sent	Updated By	MWVOR
Comments	check		

LANCASTER SUBARU

43244 DRIVERS WAY LANCASTER, CA. 93534 (661)-949-3535 www.avsubaru.com

B.A.R. # ARD223282

E.P.A. # CAD981670095

Page 1

	P.O. #.	Invoice #.	45108
	A/R Cust #	Date	MAY 4 09
		Sales Person	SE

Part Number	Mfg	Description	Bin	AW/OH	List	Price	QtyOrd	QtyShp	Amount
42021AE08A	SUB	PUMP ASSY FUEL		0 / 0	425.87	425.87	1	1	425.87

Payment Distributions

Account	Description	Amount	Control	Payment Description
2219C	P&S Cr Card Clearing	465.26	45108	

Sub-Total	425.87
Sales Tax	39.39
Special Tax	0.00
HazMat Charge	0.00
Freight	0.00
Freight Tax	0.00
Charges/Discounts	0.00
TOTAL	465.26

Customer Signature

Distribution: 2219C P&S Cr Card Clearing 45108

Notes

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from selling dealer any consequential damages, damages to property, damages for loss.

RETURN POLICY

All claims are returned parts must be received within 15 days. All returns must be preapproved. All returned parts must not have been installed, be in original undamaged package, and accompanied by this invoice. 20% handling charge on all returned parts. No returns on electrical or special order parts. Prepay on all special ordered parts.

Subaru Vehicle Vehicle Inquiry

VIN 65102968

GO

Clear

Help

Owner Modify

Previous Owner

Transaction History

Vin 454-BT63C8 65102968
Description (6PE C BPR) 2006 Baja 4EAT
Option Description Pw/Pl/Pm/Ac/Cc/Abs,Alwhls/Ke/Dab/Fl/Mr,Ltr/Am/Fm/Cd/Bedcvr

Model	Ext/Int Color	Spec	Ing Key	Transmission
6PE	BPR/GRA	C	35987	511357
Dir Demo Date	Soa Demo	Sales Order Type	Sale Type	
		Wholesale	C	
Production Date	ETA Date	Warranty Start	Retail Date	Retail Delivery
18-JAN-2006	15-FEB-06	19-MAR-2006	20-MAR-2006	19-MAR-2006

Service Contract: NONE
Salesman: ###-##-3038

Retail Sales Mileage: 33
Engine Number: 631265

Case: **Ship:** **Port:** 020

Allocated To:

090669
 LANCASTER SUBARU 090669
 43244 DRIVERS WAY
 LANCASTER, CA 93534

Sold By:

090669
 LANCASTER SUBARU 090669
 43244 DRIVERS WAY
 LANCASTER, CA 93534

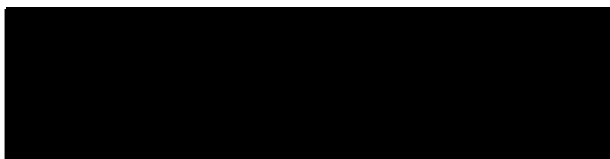
Promo Code	Accy Code	Accessory Description	Date Installed	Accy Type
	M3L	CARGO NET BED	18-JAN-2006	A
	Q5I	SPLASH GUARD KIT, BLUE	18-JAN-2006	A
	XAA	PDI	18-JAN-2006	A
	XDN	HANDLING	18-JAN-2006	A
	XMT	2006 Smog Label	18 JAN-2006	P
L6L	K5G	Auto Dim Mirror/Compass Homelink	18-JAN-2006	A
L6L	M3H	CARGO NET VERTICAL	18-JAN-2006	A
L6L	M3I	CARGO NET HORIZONTAL	18-JAN-2006	A
L6L	R6L	Security Shock Sensor	18-JAN-2006	A
X76	X43	ROADSIDE ASSISTANCE LABEL	18-JAN-2006	A
X76	XGE	BAJA FLOOR MATS	18-JAN-2006	A
X76	XGF	BAJA CROSS BARS	18-JAN-2006	A
X76	XKA	2006 BAJA ORG	18-JAN-2006	A
X76	XKF	2006 BAJA OIK	18-JAN-2006	A

Owner

Co-Owner

Driver

Co-Driver



Note: Parties cannot be updated while vehicle is disposed.

42 ms