

Consolidated Report

VIN: [REDACTED]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Vehicle Inquiry Report



SUBARU

Vehicle Information	Attributes	Other Attributes	Sales Information
VIN: [REDACTED]	Trim: 2.5i Premium	Last Updated Miles: 10	Sales Date: 09/19/2016
Carline: Forester	Exterior Color: ISM	Production Date: 07/26/2016	Retail Delivery Date: 09/17/2016
Model Year: 2017	Interior Color: BLC	Warranty Start Date: 09/17/2016	Sale Type: L
Model Code: HFF	Option Code: 13	Status: Retail	Sales Order Type: Wholesale
Description: 2017 Forester 2.5i	Option Description: All-Weather Package	Manually Created: N	SOA Demo:
VIN Source:	Engine: 2.5	Created By: DADMIN	Dealer Demo:
Full VIN: [REDACTED]	Engine #: [REDACTED]	Last Updated Date: 01/20/2018 13:30:00	Fleet Flag: N
Product Name: [REDACTED]	Transmission: CVT	Last Updated Source: STR	Company:
Disposal Date:	Transmission #: [REDACTED]	Carrier Code: [REDACTED]	
	Body Style: SUV	Foreign VIN: N	
	Ignition Key: [REDACTED]		
	Spec: C		
	Turbo Indicator: N		
Dealer Information			
	Allocated: Lou Fusz Subaru - St Louis	Selling: Lou Fusz Subaru - St Louis	
	Dealer#: 070844	Dealer#: 070844	
	Region: 060	Region: 060	
	Zone: 01	Zone: 01	
	District: 03	District: 03	

Customer Pay Info - Retailer						
Dealer #	Dealer	RO Open Date	RO Closed Date	RO Mileage	Minacs Operation	Minacs Operation Description
070844	Lou Fusz Subaru - St Louis	04/17/2018	04/17/2018	17783	BG222	ADVANCED ENGINE/FUEL CLEANER
070844	Lou Fusz Subaru - St Louis	04/17/2018	04/17/2018	17783	LOF3	SYNTHETIC OIL CHANGE
070844	Lou Fusz Subaru - St Louis	04/17/2018	04/17/2018	17783	REC3	15,000 MILE RECOMMENDED SERVICE
070844	Lou Fusz Subaru - St Louis	09/15/2017	09/15/2017	12676	INSP1	PERFORM COMPLIMENTARY VEHICLE INSPECTION
070844	Lou Fusz Subaru - St Louis	09/15/2017	09/15/2017	12676	RENTAL1	COMPLIMENTARY RENTAL VEHICLE A \$35 A DAY VALUE

Report Generated on 08/12/2018

Vehicle Inquiry Report



070844	Louis Lou Fusz Subaru - St Louis	08/19/2017	08/19/2017	11697	REC1	RECOMMENDED SERVICES
070844	Lou Fusz Subaru - St Louis	08/19/2017	08/19/2017	11697	RENTAL1	COMPLIMENTARY RENTAL VEHICLE A \$35 A DAY VALUE
070844	Lou Fusz Subaru - St Louis	08/19/2017	08/19/2017	11697	TIRE4	ROTATE TIRES
070844	Lou Fusz Subaru - St Louis	08/19/2017	08/19/2017	11697	LOF3	SYNTHETIC OIL CHANGE
070844	Lou Fusz Subaru - St Louis	08/14/2017	08/14/2017	11583	ELT1	ELECTRICAL
070844	Lou Fusz Subaru - St Louis	08/14/2017	08/14/2017	11583	INSP1	PERFORM COMPLIMENTARY VEHICLE INSPECTION
070844	Lou Fusz Subaru - St Louis	08/14/2017	08/14/2017	11583	WASH1	COMPLIMENTARY CAR WASH \$12 VALUE
070844	Lou Fusz Subaru - St Louis	03/06/2017	03/06/2017	5977	LOF3	4 CYLINDER OIL CHANGE -SYNTHETIC OIL
070844	Lou Fusz Subaru - St Louis	03/06/2017	03/06/2017	5977	TIRE4	ROTATE TIRES
070844	Lou Fusz Subaru - St Louis	02/14/2017	02/14/2017	5387	ELT1	ELECTRICAL
070844	Lou Fusz Subaru - St Louis	09/15/2016	09/15/2016	10	NITRO	NITRO
070844	Lou Fusz Subaru - St Louis	09/15/2016	09/15/2016	10	PDI7	PDI FORESTER

SR Details

SR#	[REDACTED]	Failure Date	09/15/2017	Escalated	
Created Date	09/15/2017	Priority		Section	NDF - Specified Area
Created By	DJO1	RO#	[REDACTED]	Subsection	Electrical
SR Owner	DJO1	Issue ID		Fail Code	UYF
Last Modified Date	10/28/2017	Research Dept		Fail Code Description	Electrical System Performance
Last Modified By	DJO1	Counter Measures		Tread	Electrical System
Status	Closed-Resolved	Closed By	DJO1		
Alert	Not Applicable	Closed Date	10/28/2017		
Condition	CS airbag system needs inspection on display at times when driving.				

Dealer Information

Dealer Number	070844	Dealer Address	900 N. Lindbergh Blvd.	Dealer Phone	(314) 993-5200
Dealer Name	Lou Fusz Subaru - St Louis	Dealer City	Creve Coeur	Technician First Name	KEVIN
Region	060	Dealer State	MO	Technician Last Name	DOWLER
Zone	01	Dealer Zip	63141	Account Name	
District	03				

Vehicle Information

VIN	[REDACTED]	Model Code	HFF	SR Miles	12676
Full VIN	[REDACTED]	Engine Description	2.5	Emission Spec	C
Model Year	2017	Engine #	[REDACTED]	Turbo Indicator	N
Carline	Forester	Transmission Description	Continuously Variable Transmission	Production Date	07/26/2016
Trim	2.5i Premium	Transmission #	[REDACTED]	Warranty Start Date	09/17/2016

Symptoms

Primary	Symptom Type	Symptom	Reported On	Reported By
Y	DTC	B1650	09/15/2017	DJO1

SR Notes

Created Date 09/15/2017 **Created By** DJO1
Note Tech states code is not current. He cleared and no further issues. I advised to check the ODS for a code and explained the system. tech will check for current codes in ODS. If none he will discuss the possibility of a wet seat with the customer.

Attachments

SR Details

SR#	[REDACTED]	Failure Date	07/30/2018	Escalated	Y
Created Date	07/30/2018	Priority		Section	Electrical
Created By	DSEL	RO#	[REDACTED]	Subsection	SRS Airbag & Pretentioners
SR Owner	PMELKO	Issue ID		Fail Code	URC
Last Modified Date	07/31/2018	Research Dept		Fail Code Description	Occupant Detection Control Module
Last Modified By	PMELKO	Counter Measures		Tread	Airbag
Status	Open-Escalated	Closed By			
Alert	2/10 Alert	Closed Date			
Condition	customer states airbag light coming on				

Dealer Information

Dealer Number	070844	Dealer Address	900 N. Lindbergh Blvd.	Dealer Phone	(314) 993-5200
Dealer Name	Lou Fusz Subaru - St Louis	Dealer City	Creve Coeur	Technician First Name	DAN
Region	060	Dealer State	MO	Technician Last Name	Pestka
Zone	01	Dealer Zip	63141	Account Name	
District	03				

Vehicle Information

VIN	[REDACTED]	Model Code	HFF	SR Miles	20146
Full VIN	[REDACTED]	Engine Description	2.5	Emission Spec	C
Model Year	2017	Engine #	[REDACTED]	Turbo Indicator	N
Carline	Forester	Transmission Description	Continuously Variable Transmission	Production Date	07/26/2016
Trim	2.5i Premium	Transmission #	[REDACTED]	Warranty Start Date	09/17/2016

Symptoms

Primary	Symptom Type	Symptom	Reported On	Reported By
Y	DTC	B1650	07/30/2018	DSEL
	DTC	B1760	07/30/2018	DSEL
	DTC	B1821	07/30/2018	DSEL

SR Notes

Created Date 07/30/2018 **Created By** DSEL

Note The tech states that 8/19/17 the vehicle came in and found the passenger front seat was wet. They dried the seat overnight and released the vehicle. The vehicle came back on 9/15/17 with the same dtc so he replaced the seat. Now the vehicle is back with the same dtc and the B1821. The tech did the diag for the 1821 and didnt come up with any failures I asked for his results he doesnt have them. The tech states that the passenger seat had a bunch of stuff under the seat. I asked if there is any signs of moisture on the seat he states no. I advised him to double check with the customer and verify they are not putting any electrical devices on the seat and no aftermarket electrical devices are being used in the vehicle. The tech states that the customer is a lawyer and he is talking about lemon law the tech requests the case gets escalated to the fse.

Attachments

CLAIM DETAIL REPORT

Region: 060 Zone: 01 Service District: 03
 Dealer: Lou Fusz Subaru - St Louis Dealer #: 070844
 900 N. Lindbergh Blvd.
 Creve Coeur MO 63141

VIN: [REDACTED] Append: N
 RO/Job: [REDACTED] Resulting Damage: N
 Claim Type: Warranty Claim
 Status Code: CR Paid
 Reason Code: 200 Reason Code Desc: Claim Posted To Parts Statement Files
 Technician Name: KEVIN DOWLER SA Name: Christopher Petersen
 Labor Rate: \$132.25 Retail Rate: \$155.00
 Misc Detail: Installed Serial#: [REDACTED]
 Removed Serial#: [REDACTED]

Rep Start Date	Rep End Date	Fail Code	Recall Code	Entry Date	Orig Code	Proc Date	Proc By	Auth Code
09/15/2017	10/10/2017	URD43		10/10/2017	DADMIN	10/10/2017	SADMIN	

Last Name	Zipcode	Carrier Code	Trans Mode	Delivery Date	Damage Code	Misc Detail	Mileage
				09/17/2016			12,677

Prev RO Number	Prev RO Date	Prev RO Mlg	Cust Amt	Dir Amt	SOA Amt
		0	\$0.00	\$0.00	\$0.00

LABOR INFORMATION

Operation Number	Labor Hours	Additional Hours	Sublet Hours	Sublet Amount	Total Amount
820201 AIR BAG SYSTEM TESTING	0.9	0.0	0.0	\$0.00	\$113.85
820496 ODS C M, LOAD CELL &/OR HARNESS R&R	0.8	0.0	0.0	\$0.00	\$101.20

PART INFORMATION

Part Number	Qty	Unit Cost	Extended Cost	Handling	Total Amount	Failed Part	Error Code	Return Code
64139SG002VH	1	685.73	685.73	0.00	\$685.73	Y		

COMMENTS

Created By: SADMIN Note: air bag system replaced ods

CLAIM DETAIL REPORT

Region: 060 Zone: 01 Service District: 03
 Dealer: Lou Fusz Subaru - St Louis Dealer #: 070844
 900 N. Lindbergh Blvd.
 Creve Coeur MO 63141

VIN: [REDACTED] Append: N
 RO/Job: [REDACTED] Resulting Damage: N
 Claim Type: Warranty Claim
 Status Code: CR Paid
 Reason Code: 200 Reason Code Desc: Claim Posted To Parts Statement Files
 Technician Name: DAN Pestka SA Name: Brian Eaton
 Labor Rate: \$132.25 Retail Rate: \$155.00
 Misc Detail: Installed Serial#: [REDACTED]
 Removed Serial#: [REDACTED]

Rep Start Date	Rep End Date	Fail Code	Recall Code	Entry Date	Orig Code	Proc Date	Proc By	Auth Code
07/30/2018	07/30/2018	URD43		08/07/2018	DADMIN	08/07/2018	SADMIN	

Last Name	Zipcode	Carrier Code	Trans Mode	Delivery Date	Damage Code	Misc Detail	Mileage
				09/17/2016			20,146

Prev RO Number	Prev RO Date	Prev RO Mlg	Cust Amt	Dir Amt	SOA Amt
		0	\$0.00	\$0.00	\$0.00

LABOR INFORMATION

Operation Number	Labor Hours	Additional Hours	Sublet Hours	Sublet Amount	Total Amount
820201 AIR BAG SYSTEM TESTING	0.9	0.0	0.0	\$0.00	\$119.03
820496 ODS C M, LOAD CELL &/OR HARNESS R&R	0.8	0.0	0.0	\$0.00	\$105.80

PART INFORMATION

Part Number	Qty	Unit Cost	Extended Cost	Handling	Total Amount	Failed Part	Error Code	Return Code
64139SG002VH	1	685.73	685.73	245.49	\$931.22	Y		

COMMENTS

Created By: SADMIN Note: CUSTOMER STATES AIR BAG LIGHT IS COMING ON. TECH SCANNED FOR CODES - B1760, B1821, B1650. PERFORMED TSB 07-108-16R. REPLACED LOWER

SEAT BOTTOM AS NEEDED. TESTED - LIGHT IS NOW OFF.