

**Vehicle**  
 VIN JF2SJAGC9H[REDACTED] Title Alert No Recall Status None Open  
 Description 2017 Forester 2.5i Premium - CVT - Quartz Blue Pearl/Gray Telematics Enabled Gen 1  
 Option Description All-Weather Package + EyeSight + BSD/RCTA + PRG Sold Order N  
 Model Option Ext/Int Spec Engine # Ign Key Trans # Sales Order Type Sale Type  
 HFF 15 QBP/GRA C [REDACTED] Wholesale L - SMF Special Low Rate Program  
 Production ETA Drafted Retail Delivery Warranty Start Retail Date Retailer Demo SOA Demo Coverages / Subscriptions  
 03/06/2017 04/26/2017 04/26/2017 05/19/2017 05/19/2017 05/19/2017 Telematics

**Claims Summary**

Claim Type R/O Job Reg- Job Retailer Mileage Entry Date Start Date Completed Proc Date Auth Posting Net Claim Claim Amount Status  
 Warranty Claim [REDACTED] A 060-402277 URD43 17997 09/04/2018 08/31/2018 09/04/2018 09/07/2018 870.07 Paid

**Credits/Debits**  
 Tax Amount SAS Deduct Paint/Mat Amount Towing Amount Rental Amount Original Claim Adjust Amount  
 0.00 0.00 0.00 0.00 0.00 870.07 0.00

**Labor**  
 Labor Oper # Technician ID Labor Hours Addl Hours Sublet Hours Sublet Amount Claim Labor Labor Description  
 820201 119560 0.90 0.00 0.00 0.00 92.21 AIR BAG SYSTEM TESTING  
 303708 119560 0.10 0.00 0.00 0.00 10.25 CVT TORQ CONV RELEARN AFTER BATTERY DISCONNECT  
 820496 119560 0.80 0.00 0.00 0.00 81.97 ODS C M, LOAD CELL &/OR HARNESS R&R  
**Totals:** 1.80 0.00 0.00 0.00 184.43

**Parts**  
 Part Number Unit Qty Unit Cost Extended Cost Handling Claim Parts Failed Part Return Code Part Description  
 64139SG060LL 1 685.64 685.64 0.00 685.64 Y CUSHION AY OCCUPANT RH  
**Totals:** 685.64 685.64

**Comments**  
 C/S AIR BAG WARNING LIT IS COMING ON WHEN PERSON IS SETS IN THE PASS SEAT INTERAL FAULT INSIDE PASS SIDE SEAT CUSHION SENSING MAT. ODS CONTROL MODULE, LOAD CELL &/OR HARNESS. PERFORMED DIAG CODES WERE CURRENT FOUND IN OCCUPANT DETECTION CODE B1760 OCCUPANT DETECTION MATT IN AIRBAG I FOUND CODE B1650 OCCUPANT DETECTION MATT WENT THROUGH DIAG TREE CHK CODES WERE CURRENT IN OCCUPANT DETECTION CHK PIN TENSION IN CONNECTOR BETWEEN AIRBAG MODULE AND OCCUPANT DETECTION MATT ALL GOOD THERE. CHK REAR AIRBAG HARNESS RESISTANCE IS LESS THAN 10 OHMS ALL GOOD THERE CHK RIGHT SIDE REAR AIRBAG HARNESS AND WAS LESS THAN 1 MEGA OHM ALL GOOD THERE. WENT AHAED AND CHK OCCUPANT DETEC. TEST DROVE FOR 3 MILES AND NO CODES ALL IS WORKING CLEARED CODES -

Claim Type R/O Job Reg- Job Retailer Mileage Entry Date Start Date Completed Proc Date Auth Posting Net Claim Claim Amount Status  
 09/12/2018 11:59:20

# Claims Summary (Cont...)

Warranty Claim 703739 A 060-402277 UYG00 17658 08/22/2018 08/21/2018 08/23/2018 70.74 Error

## Electrical Dash Light / Gauge

Credits/Debits	Tax Amount	SAS Deduct	Paint/Mat Amount	Towing Amount	Rental Amount	Original Claim	Adjust Amount	
	0.00	0.00	0.00	0.00	40.00	70.74	0.00	
Labor	Labor Oper #	Technician ID	Labor Hours	Addl Hours	Sublet Hours	Sublet Amount	Claim Labor	Labor Description
	100009	119560	0.30	0.00	0.00	0.00	30.74	CUSTOMER CONCERN NO REPAIR MADE
<b>Totals:</b>			0.30	0.00	0.00	0.00	30.74	

Parts	Part Number	Unit Qty	Unit Cost	Extended Cost	Handling Claim Parts	Failed Part	Return Code	Part Description
<b>Totals:</b>			0.00	0.00	0.00			

**Comments** CUSTOMER STATES THE AIR BAG WARNING LIGHT HAS COME ON WHEN DRIVING WHEN SOMEONE WAS SETTING IN THE PASSENGER SEAT WITH SEAT BELT ON CAUSE: CUSTOMER CONCERN NO REPAIR MADE. CUSTOMER CONCERN NO REPAIR MADE, PERFORMED CONNECTOR AND RESISTANCE CHECKS ON CONNECTORS TO SENSING MAT AND ALL ARE WITHIN PROPER SPECS. PERFORMED DIAGNOSIS AND FOUND CODE B1760 OCCUPANT DETECTION MATT HISTORY CODE WITH THROUGH AND FOUND NO LOOSE CONNECTORS EVERYTHING PLUGGED IN NO WIRES CLIPPED PIN TENSION IN CONNECTORS TO SENSOR MATTARE GOOD. SINCE ITS NOT CURRENT NO FURTHER DIAGNOSIS IS REQUIRED. TEST DROVE TO VERIFY CONCERN FOR 3 MILES COULD NOT DUPLICATE AT THIS TIME. OUT MILEAGE 17661. SSLP SUBARU SERVICE LOANER VEHICLE 1 DAY 40.00

Claim Type	R/O	Job	Reg-Retailer	Claim Code	Mileage	Entry Date	Start Date	Completed Date	Proc Date	Auth Code	Posting Date	Net Claim Amount	Claim Status
Warranty Claim		A	060-402277	UPB43	6743	11/13/2017	11/10/2017	11/10/2017	11/13/2017		11/17/2017	153.93	Paid

## Valve, TPMS Transmitter

Credits/Debits	Tax Amount	SAS Deduct	Paint/Mat Amount	Towing Amount	Rental Amount	Original Claim	Adjust Amount	
	0.00	0.00	0.00	0.00	0.00	153.93	0.00	
Labor	Labor Oper #	Technician ID	Labor Hours	Addl Hours	Sublet Hours	Sublet Amount	Claim Labor	Labor Description
	880002	117219	0.50	0.00	0.00	0.00	51.23	TPMS DIAGNOSIS
	880210	117219	0.40	0.00	0.00	0.00	40.98	VALVE, TPMS TRANSMITTER ONE R&R
<b>Totals:</b>			0.90	0.00	0.00	0.00	92.21	

Parts	Part Number	Unit Qty	Unit Cost	Extended Cost	Handling Claim Parts	Failed Part	Return Code	Part Description
	28103AJ00A	1	61.72	61.72	0.00	61.72	Y	VALVE TPMS AY
<b>Totals:</b>			61.72	61.72	0.00	61.72		

**Comments** CUSTOMER STATES THE TIRE PRESSURE LIGHT IS COMING ON CAUSE: VALVE WORKING INTERMITTENTLY. INSTALLED TPMS SENSOR DUE TO NOT BEING ABLE TO BE RELEARNED. RELEARNED TPMS SENSOR ALL OKAY AT THIS TIME.

# Claims Summary (Cont...)

Claim Type	R/O	Job	Reg-Retailer	Claim Code	Mileage	Entry Date	Start Date	Completed Date	Proc Date	Auth Code	Posting Date	Net Claim Amount	Claim Status
Warranty Claim		A	060-070291	ZQQ42	1337	06/09/2017	06/07/2017	06/07/2017	06/09/2017		06/09/2017	715.63	Paid

Credits/Debits	Tax Amount	SAS Deduct	Paint/Mat Amount	Towing Amount	Rental Amount	Original Claim	Adjust Amount
	0.00	0.00	0.00	0.00	0.00	715.63	0.00

Labor	Labor Oper #	Technician ID	Labor Hours	Addl Hours	Sublet Hours	Sublet Amount	Claim Labor	Labor Description
	67900	117219	0.40	0.00	0.00	0.00	37.20	TELEMATICS
	67901	117219	0.50	0.00	0.00	0.00	46.50	SYSTEM TESTING & DIAGNOSIS
			0.90	0.00	0.00	0.00	83.70	TELEMATICS DATA COMMUNICATION MODULE R&R
<b>Totals:</b>								

Parts	Part Number	Unit Qty	Unit Cost	Extended Cost	Handling	Claim Parts	Failed Part	Return Code	Part Description
	86229SG001	1	631.93	631.93	0.00	631.93	Y		TELEMATICS UNIT
<b>Totals:</b>				631.93	0.00	631.93			AY

**Comments** A CUSTOMER STATES THE STARLINK IS SHOWING RED LIGHT ALL THE TIME. SOR PARTS CAUSE: ITEM 4 MODULE NOT RETGISTERING PROPERLY. REPLACED DCM BECAUSE OFPRIOR DIAGNOSIS ALL OKAY AT THIS TIME IT CAN TAKE UP TO 2 HOURS FOR TRANSFER OF SUBSCRIPTION.

A CUSTOMER STATES THE STARLINK IS SHOWING RED LIGHT ALL THE TIME. SOR PARTS CAUSE: ITEM 4 MODULE NOT RETGISTERING PROPERLY. REPLACED DCM BECAUSE OFPRIOR DIAGNOSIS ALL OKAY AT THIS TIME IT CAN TAKE UP TO 2 HOURS FOR TRANSFER OF SUBSCRIPTION.OLD #SAB2161B8D

Labor Totals			Part Totals		
Labor Hours	Addl Hours	Sublet Hours	Cost	Claim Parts	Total Claims
3.90	0.00	0.00	1379.29	1379.29	1810.37
				0.00	0.00
				0.00	0.00