



To: All Subaru Retailers
Attn: Service, Parts, and Warranty Personnel
From: Subaru of America, Inc.

New Required Fields in Quality Monitoring Report (QMR)

Recently you may have noticed that some new fields were added to the Electronic Quality Monitoring Report (E-QMR) form submission. These are part of a new enhanced reporting program implemented by SOA to allow retailers to report concerns that significantly affect our customers with greater urgency and consistency. These are new required fields for any quality monitoring report submitted to SOA.

Quality Monitoring Reports

Create Report

Please fill out this form in detail to submit to Subaru of America, Inc. * Indicates Required Information

Dealer Number*

Section* **Sub Section***

VIN* (Last 8 or Full 17 Digits) **Engine #** **Trans #** **Mileage***

Fail Code* (ABC#) **Failure Date (MM/DD/YYYY)** **Technician Duplicated Condition?***

Failed Part # **R/O Number** **Rollover*** **Fire*** **Accident*** **Injury*** **Death***

DTC Codes # (Enter upto 10 DTC Codes)

Reporter First Name* **Reporter Last Name*** **Reporter Email**

Customer's Description of Complaint* (use customer's words, max 4000 characters)

Technician's Findings and Repair* (Be specific and detailed, max 4000 characters)

Due to the significance of each of these area, it is critical that each be marked correctly with a simple YES or NO indicating if they apply or not. To address these in each case, the reporter only needs to ask themselves a few simple questions.
What did the customer report or say?

Did the customer report an accident occurred **as a result of this condition**? The accident box must be marked as YES.

Did the customer report a fire **as a result of this condition**? The fire box must be marked as YES.

Did the customer report an injury **as a result of this condition**? The injury box must be marked as YES.

Did the customer report that the vehicle rolled over **as a result of this condition**? The rollover box must be marked as YES.

Has a human death been reported **as a result of this condition**? The death box must be marked as YES.

If you submit a QMR with any of these boxes marked as YES, you **MUST** open a case with Subaru Customer Retailer Services (CRS) by submitting an Urgent Request for Customer Assistance (URFCA) at the same time to ensure official notification of SOA has occurred. The URFCA form may be entered online or printed and faxed. It is found in the Customer-Retailer Services area of Subarunet. If you cannot access the URFCA form then immediately call 1-800-SUBARU3 (782-2783).

If the answers to all the questions listed here are NO, then these boxes must be marked as NO.

It's that simple. If any of these boxes are marked incorrectly through mistake, omission, or as a result of later information, update your QMR submission with the new details immediately. Please direct any questions to your Field Service Engineer (FSE)