

To: All Subaru Retailers (WST, CEN, EST, SDC, SNE)

From: Subaru of America, Inc. - Service Department

Date: September 3, 2019

Re: 2020MY Legacy/Outback Launch Quality Monitoring Team Activity - Your Help is Needed

A Special SBR Quality Monitoring Team is currently in the USA monitoring the launch of these much-anticipated new models. The Team is very interested in **EVERYTHING** related to these new vehicles. They are looking for specific and detailed information on **EVERY** condition identified. Naturally, this includes any and all repairs performed. It also includes cases when a customer comments on a function or condition considered to be a normal operational characteristic. This includes any improvement opportunities where some feature or function could be made even better. We are asking you to be our eyes and ears with these new models.

For high priority, unusual, or serious concerns, we ask that you call SOA's Technical Helpline and open a new case. Be sure to get a case number and communicate include all related details.

E-QMRs are the best and preferred reporting method for communicating any new model feedback. When submitting an E-QMR, please remember to include any Freeze Frame Data (electronically, not a printout) or SSM data streams where applicable. It is crucial to also include troubleshooting tree results from the Service Manual found during diagnosis. Including photos and videos, where practical, of the condition prior to repair are also extremely helpful for the team to fully understanding the condition. Provide as much detail as possible on the customer complaint, the actual condition found, and all findings. Your detailed feedback is strongly requested and greatly appreciated. All of these items are crucial so the team can accurately understand the condition and how to address it.

While there is no guarantee a change will occur based upon any individual report, we *can* guarantee nothing will happen if we don't know about it. Our request is to report **EVERYTHING**, even if it seems to be just a small or straightforward repair.

E-QMRs, Techline Cases, CRS Cases and Warranty Claims are being reviewed daily. Team Members may contact Retailer personnel for additional details, photos, videos, part collections, or to arrange an on-site inspection. We ask for your cooperation in quickly responding to these requests for additional information. Please save any and all removed parts no matter how small including gaskets, clips, fasteners, any filtered sediments, or other small bits and pieces. The rule of thumb is if you report it or claim it, save it (including any drained fluids).

Please note, questions may come to you regardless if an E-QMR is submitted or not so, please keep detailed notes on all repairs.

To facilitate these launch activities with the new 20MY Legacy/Outback, all parts replaced under warranty will have a 90 day hold period instead of the normal 30 day hold period. This change will automatically be reflected on your scrap reports so retailers can continue to use them for scrapping identification purposes.

As a reminder, E-QMRs must never be used to request escalation of a repair, request information, or for any other purpose than to notify SOA of a new or trending condition. Authorization or Repair Escalation Requests must always go through normal channels for the fastest, most efficient handling. Paint or Glass Authorization requests must go through the Techline Authorization System on Subarunet. All other authorizations must be reviewed in advance with your DPSM.

We THANK YOU all in advance for your great support and assistance in making this launch successful.