



**To:** All Subaru Retailers (WST, CEN, EST, SDC, SNE)  
**From:** Subaru of America, Inc. - Service Department  
**Date:** November 8, 2021  
**Re:** **2022MY Forester EyeSight Quality Monitoring Team Activity – Your Help is Needed**

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In addition to the current 2022MY BRZ Quality Monitoring Team, another Special SBR Quality Monitoring Team has begun for monitoring the launch of the much-anticipated all-new EyeSight System in the new FORESTER. The Team is uniquely focusing on EyeSight related concerns, conditions, issues, and feedback in the new FORESTER. They are looking for specific and detailed information on **EVERY** EyeSight condition identified. Naturally, this includes any and all repairs performed.

Even if a repair is not performed, we are still interested in 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 this new EyeSight System.

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 all related details.

The ALL NEW TechShare QMR is the best and preferred reporting method for communicating any feedback on this new EyeSight system. TechShare will allow you to quickly capture a photo or video of the concern that can help make the condition more easily understood. A picture is worth a thousand words.

When submitting an TechShare QMR, please remember to include any Freeze Frame Data (electronically, not a printout) or SSM data streams where applicable. Use the SDS Notebook TechShare Upload folder to share SSM data with the TechShare Cloud even before you submit your TechShare QMR.

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. If the Eyesight indicator is ON, please include any diagnostic details and findings on the reason the indicator was ON. This information will help us properly understand the situation. 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.

TechShare QMRs, Techline Cases, CAD 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, or other small bits and pieces. The rule of thumb is if you report it or claim it, save it. Please note, questions may come to you regardless if an TechShare QMR is submitted or not so, please keep detailed notes on all repairs.

**IMPORTANT:** Part collection requests will show up in your retailer Subarunet inbox. Please keep a routine eye on this inbox for part collection requests.

As a reminder, TechShare 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.

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