



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

1011156

2005 JAN 14 PM 1:25

January 3, 2005

SUBARU OF AMERICA INC
PO BOX 6000
CHERRY HILL NJ 8034-6000

RE: File 448529 (Refer to this number when contacting our agency)

MADISON WI

Dear Sir/Madam:

I received a complaint from _____ concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to Gregory N Dutch and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

Andrea M. Olsher
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4939
E-mail: Andrea.Olsher@datcp.state.wi.us

Enc.:

Cc: Center for Auto Safety
National Highway Traffic Safety Administration

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

NAK
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1/8/05

Subaru of America, Inc.
Attn: Customer/Dealer Services
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000

Re: 1999 Subaru Legacy Outback
Vehicle No.: 4S3BG6854X7603221
Purchased From: Don Miller Subaru, Madison, WI
Mileage: 68,849
Request For Reimbursement

To whom it may concern:

Please be advised that we bought the above-referenced 1999 Subaru Legacy Outback new from the Subaru dealership, Don Miller in Madison, Wisconsin in 1999. Up to the point of October 2004, we had no problems with the car and had major warranty checks at the Subaru dealership.

On October 14, 2004 I was driving the above-referenced Subaru from Milwaukee to Madison at which time, on the interstate, I lost all engine functions and luckily was able to drift to the side of the interstate without causing an accident.

The car was towed approximately 60 miles from Milwaukee to Madison where it was determined that I needed a rebuilt or used engine because the head gasket was non-functioning.

In reviewing the Subaru website, I noted there had previously been a recall on the 1999 Subaru for the exact same problem, although for some reason my engine did not warrant the recall. However, I am extremely disappointed with my engine's head gasket faltering with only 68,000 miles. When I think of the problems that may have occurred, especially given the fact that I have younger children, I am at least happy that no one was hurt.

I know that Subaru stands by their product, and I also know that an engine should not give out with these few miles. Although there may be an anomaly, given the fact there was a recall based on faulty head gaskets, I can only think that this engine too was suspect to that problem.

Subaru of America, Inc.
Attn: Customer/Dealer Services
December 29, 2004
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Note that the total labor and parts was \$4,104.24. I am requesting this amount be reimbursed to me at your earliest possible convenience. I note that I have additional miscellaneous expenses, including the tow of vehicle, lost time, as well as a rental, but I am not claiming these fees at this time, I only wish to be reimbursed for the replaced engine.

Please respond at your earliest possible convenience. If you need any other information, and if I am in possession of such, I will be happy to forward it to you in a timely manner. Again, I know Subaru stands by its products and I would anticipate nothing less.

Very truly yours,

GND:jad
cc: Wisconsin Department of Agriculture, Trade & Consumer
Protection, 2811 Agriculture Drive, Madison, WI 53718
Don Miller, 823 East Mifflin Street, Madison, WI 53703