

(ODI Number) is: 10128579

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My 1996 Subaru Outback experienced an Air Bag malfunction on 6/14/2005 while driving down our locale highway at 55mph with the closed car in front of me more then 100 ft my air bags deployed without warning. This sudden deployment also killed the car's engine and the electrical system for a good five minutes. I drove the car home with no further problems. I called Doyle Subaru and explained to them what had happened and asked what I could do until they could see me which not until 6/17/2005. They told me to fold the airbags up as best I can and TAPE over the openings to hold them. I took the car to the dealer for advice. They told me because of the mileage of the car they would not call the Manufacturer. A Geico insurance inspector came to my home on Tuesday June 21st. The inspector Todd Nelson (585-202-7442) took pictures of the inside and outside of my vehicle. He told me that due to the damage of the center steering wheel, passenger dashboard and windshield that they only cause for the airbags to go off was due to a malfunction. As there is no damage to the front of my vehicle to indicate a collision at 55mph. I have made several phone calls to Subaru of America (case number 770489) and have spoken to John Li. The last time I spoke to John Li. Was 4 days after I had instructed Todd Nelson to call. John Li stated that he has not heard for Todd Nelson. I called Todd Nelson right after that and told him what John Li had said, he told me that he has called and left messages for John Li every day since the 25th of June.

Here is the e-mail for Subaru of America received on 7/14/2005

Dear [REDACTED]

Geico Insurance had contacted us on 7/13/05 and I had spoken to Mr. Todd Nelson.

They have advised me they would not be pursuing this incident any further and without sufficient information regarding the incident we would not be in a position to further investigate the situation.

If you have any further questions you may contact us at 1-800-782-2783 and reference your case number.

Sincerely,

John Li
Subaru of America, Inc.

John Li
10/27/05

Customer/Dealer Services Department
Called and left message. As of 7/20/2005 I have not heard from Subaru.

Message received on 7/26/2005

Dear [REDACTED]

Thank you for your additional correspondence.

Subaru of America, Inc. is not in a position to assist with the needed Repairs to your airbags or windshield as the vehicle is significantly out of Warranty.

Based upon the information that you have supplied and contact from your Insurance company, we would not be investigating this incident any further. Any repairs that are needed would be your responsibility at this point.

I am sorry this is not the response you were expecting.

Please feel free to contact us if you have any further questions.

Sincerely,

John Li
Subaru of America, Inc.

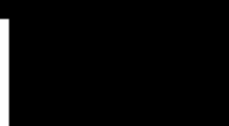
I replaced the Windshield on 7/29/2005



Front-end damage caused during winter months of 2004 and 2005

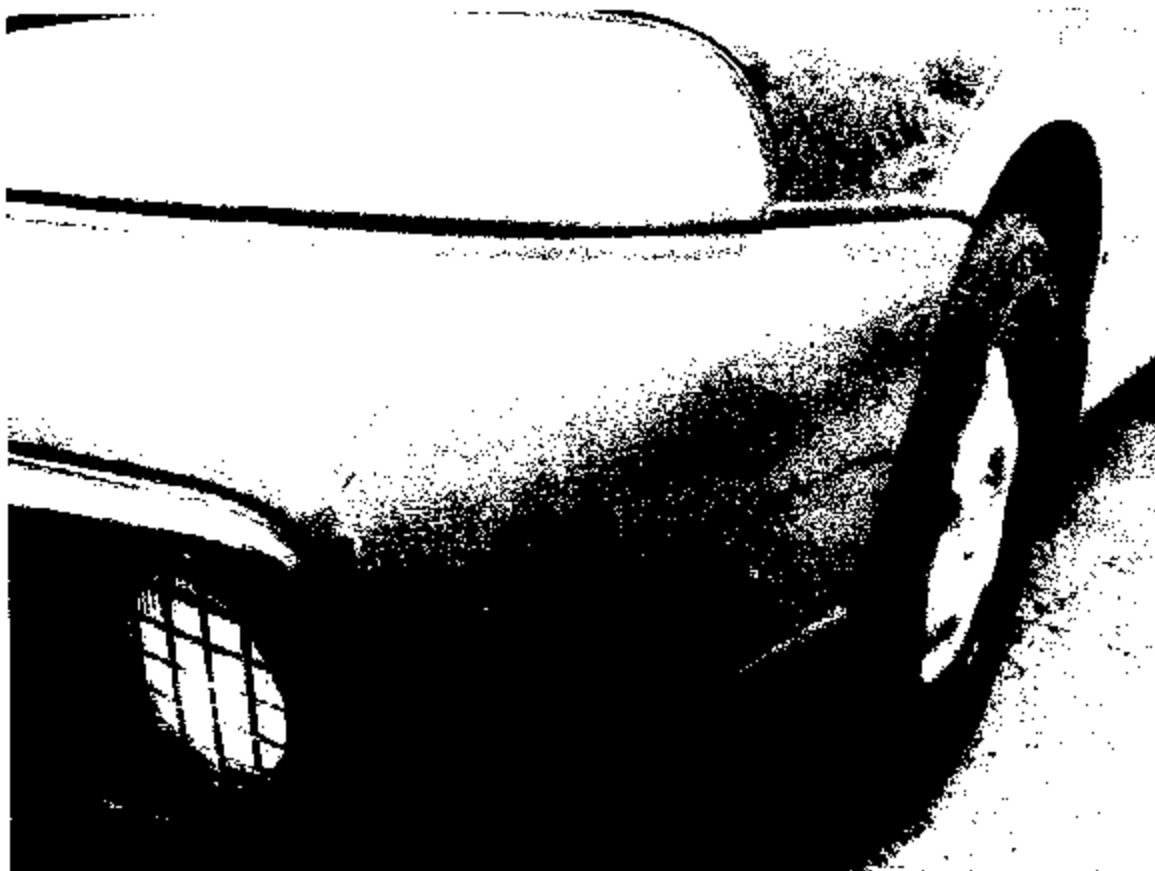


Rochester NY





This other front-end damage that was caused during winter months this one took place sometime between January 15th 2005 and March 30th 2005



this is the damage that Doyle said was responsible for the Airbags to deploy. Please not that the damage does not represent any damage caused by a 55 mph collision. This one happen in 2004 at a Walmart parking lot damage caused while backing out of parking space and swipping yellow cement pole.



This is the area of the main damage when Airbags went off. Please note driver side air bag had to be cut out so vehicle can be driven