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CONSUMER PROTECTION DIVISION



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Department of Justice

August 2, 2006

[Redacted]
Des Moines, Iowa [Redacted]

Re: Subaru Outback climate control defects

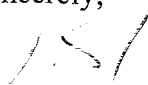
Dear [Redacted]

Thank you for your July 25, 2006 follow-up letter about your Subaru Outback climate control problems. We had previously sent you information about the Iowa Lemon Law, which included a zone office address for Subaru for you to contact. We appreciate knowing that address is no longer valid. We will correct that address in our packet of information.

As well, by copy of this letter we are sharing your concerns with representatives of the National Highway Traffic Safety Administration (NHTSA). NHTSA is the federal agency responsible for looking into complaints about motor vehicle manufacturing defects and safety concerns. We anticipate that a representative of NHTSA will respond to you after reviewing the information.

In any event, with the aim of resolving your individual situation, we suggest to you that your options in this matter are to continue working with representatives of Subaru, consider filing a lemon law claim, and consider contacting a private attorney of your choice for legal advice and assistance. As it appears the "Motor Vehicle Defect Notification" form you enclosed with your follow-up letter is your original, we return it with this letter, making a photocopy for our reference. Thank you for contacting us with your concerns.

Sincerely,


Stephen Switzer
Investigator

cc: National Highway Traffic Safety Administration (w/enclosures) ✓
United States Department of Transportation
Office of Defects Investigation
NSA-10.01, 400 7th Street, S.W.
Washington, D.C. 20590

NSA
8/14/06

[REDACTED]
Des Moines
Iowa
[REDACTED]

July 25, 2006

Consumer Protection Division
State of Iowa

File [REDACTED]

Dir Sir I have tried all of the places you said to in you letter. Please note that the address for you zone office in IL is incorrect and the letter returned to me. Also the Better business Auto line will not arbitrate in Iowa. I called there 800 number again and refried to the case number and the letter I sent to the C.E.O. But I have had no results.

I found a web site that tells me that all of the Subaru's with auto climate control don't work very well. Check out the forms for yourself. See the attached web sites.

Sincerely,

[REDACTED]

ar . . . dx . org

Subaru Outback

(<http://www.subaruoutback.org/forums/index.php>)
<http://www.subaruoutback.org/forums/forumdisplay.php?forumid=66>
<http://www.subaruoutback.org/forums/showthread.php?threadid=3742>

Posted by richferg on 12-06-2005 09:11 AM:

Heater issues - 2005 Outback

My 2005 Outback, with auto climate control, provides too much initial heat on cold days. The computer heating profile seems too aggressive and provides max heat until the cabin is fully warmed. At that point it modulates itself and runs properly. Obviously getting this hot blast right in the face (if the system is allowed to do what it wants) is uncomfortable, and less than desirable. Other vehicles I have owned with the same type of auto climate control manage the process better. I can certainly go complain to the dealer, but first want to know if any other owners have this issue.

Thanks,
Richferg

Posted by FMGreen on 12-06-2005 09:17 AM:

Ah, I see you've met HAL.

Do a board search for HAL (in the upper right hand corner) and you'll find endless discussion about the ACC (automatic climate control) with a mind of it's own.

Do it quick though, he's watching and he's not happy with you. Next time you get in the car and it won't start, don't be surprised to hear a gentle voice that says "I'm sorry Rich, but I can't let you do that."

Posted by jazzynt on 12-06-2005 09:31 AM:

Actually, when it's decently cold out like it is today, my 05 XT goes full blast heat until **long after** the cabin is sufficiently warm. For example, my heat setting is 70 & it's probably over 80 before it will pull back the reins.

Something that should help you out though - HAL, or the ACC will only turn the controls manual one setting at a time. So, if you set your temps & hit auto, then adjust the fan manually, the rest of the system is still auto (temp control, AC use, vent setting) and you can set the fan to whatever you find most comfortable.

Alternatively, you could adjust something else like the vent setting to feet or defrost manually & let it try it's darnest to warm the car up quickly.

If it weren't for the last minute, nothing would get done.

Posted by FastSly on 12-06-2005 08:31 PM:

Yep, been complaining about that for about a year. And then after it finally settles down it actually gets too cold. So I find myself lowering the temp setting to trigge it to settle down, then I have to increase it beyond the initial setting to keep the temperature I really want. the ACC is the single most infuriating feature of this car.

There are several issues with this ACC, but the main culprit behind this temperature overshoot is the poorly designed temp sensor. It relies on a ventury to flow air through the sensor, problem is when the air in the sensor is cold, the less dense warm air just doesn't flow.

Someone came up with a fix that you can find right

<http://www.subaruoutback.org/forums/printthread.php?s=f71648222f969e3a9ac6b010344db73f&thr...> 7/20/2006

MOTOR VEHICLE DEFECT NOTIFICATION
(Please print clearly in ink)

Pursuant to the Iowa Lemon Law, notice is given to the manufacturer as follows: (check all that apply)

- The vehicle has been out of service at least 20 cumulative days to repair one or more malfunctions or conditions that cause the vehicle not to conform to the warranty.
- 3 Three or more repair attempts have been made to repair the same defect or condition.
- The vehicle has been in the shop one time by reason of a defect likely to cause death or substantial bodily injury.

Description of continuing defect(s) or condition(s):
The Climate control still works very poorly.

(Note To The Manufacturer: this may not be a complete description; the manufacturer should ascertain all appropriate information).

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Veh. Make Subaru Model Outback LL bean Year 2005
Vehicle Identification Number 4S3BH80

Name and City/State of selling dealer of leasing co. RAMSEY
9625 HICKMAN RD DES MOINES IA 50322

Date of Delivery 3/28/2005 Odometer reading at delivery 2,892

Today's date 7/25/2006 Current odometer reading 30,522

Name and City/State of authorized service agent(s) attempting previous repairs: RAMSEY

Consumer [REDACTED] Home phone [REDACTED]
Address [REDACTED] Work phone (none)
Signature [REDACTED]