



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

SEP - 8 2006

400 Seventh Street, S.W.
Washington, D.C. 20590

[REDACTED]
Des Moines, IA [REDACTED]

NVS-216 pe
Ref. No. 10165863

Dear [REDACTED]

Thank you for your correspondence dated July 25, 2006, concerning your model year (MY) 2005 Subaru Outback vehicle. The Iowa State Department of Justice forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). ODI received your correspondence on August 14, 2006. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

Clearly, automatic climate control problems are frustrating. While frustrating, these types of problems are not related to motor vehicle safety. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Iowa Office of the Attorney General regarding your problems.

Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and

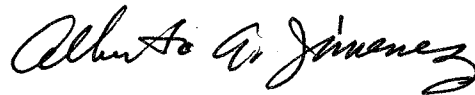


DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

You can contact our toll-free NHTSA Vehicle Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Sincerely,

A handwritten signature in cursive script that reads "Alberto A. Jimenez".

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement