

NAR

NVS-200
Pittsfield, MA

CL-10202669-8216

SUBARU OF AMERICA, INC.
SUBARU PLAZA
P.O. BOX 6000
CHERRY HILL, NJ 08034-6000

SEP 5 2007

Pittsfield, MA
AUG. 28, 2007

ATTN: CUSTOMER/ DEALER SERVICES

RE: VIN JF1SG636H

LADIES & GENTLEMEN:

I PURCHASED A NEW 2006 SUBARU FORESTER IN OCTOBER OF 2005 FROM PETE'S MOTORS IN PITTSFIELD, MA & BOUGHT AN EXTENDED WARRANTY. I HAVE ENJOYED OWNING IT HOWEVER IN AUGUST 2007 SOMEONE GRAZED MY FRONT FENDER CAUSING DEEP SCRATCHES (NO DENTS) WHILE IT WAS PARKED AND LEFT ME NO INFORMATION. SINCE I HAVE A \$500. DEDUCTIBLE ON MY INSURANCE POLICY, I AM FORCED TO PAY FOR THE DAMAGE MYSELF

I TOOK MY CAR TO BE REPAIRED TO MAGRI AUTOBODY, PITTSFIELD, A CERTIFIED AUTOBODY BUSINESS, BECAUSE HE DOES QUALITY WORK AND HIS ESTIMATE WAS ONE HALF OF THE DEALER'S, PETE'S MOTOR'S.

HE ATTEMPTED TO REPAIR THE BUMPER. AS HE SANDED IT AND USED AN AIR GUN, ALL THE PAINT FLEW OFF IN BIG CHUNKS. HE IMMEDIATELY CALLED ME AND ASKED IF I HAD PURCHASED THIS AS A NEW VEHICLE AND I ANSWERED YES BECAUSE PETE'S MOTOR'S REPRESENTED THIS VEHICLE AS A BRAND NEW VEHICLE. TOBY SAID THAT THE EVIDENCE SHOWED THAT IT HAD BEEN REPAIRED BEFORE. (I HAD NEVER HAD AN ACCIDENT WITH THIS CAR BEFORE SO IT IS CLEAR THAT EITHER IN YOUR FACTORY THERE WAS A PROBLEM WITH THIS CAR OR WHILE IT WAS IN THE POSSESSION OF PETE'S MOTORS AND ONE OF YOU REPAIRED IT AND REPRESENTED IT TO ME AS BRAND NEW. SOUNDS LIKE FRAUD TO ME. TOBY, THE AUTOBODY MAN AT MAGRI'S ALSO SAID THAT PAINT WOULD NOT STICK TO THE BUMPER, INDICATING THAT IT HAD NOT BEEN SANDED CORRECTLY AND THE BOLTS WERE NOT FASTENED CORRECTLY THAT IS A DEFINITE SAFETY HAZARD.

I BROUGHT IT BACK TO THE DEALER. HIS AUTOBODY PEOPLE TOLD ME THAT THERE WAS NOTHING THEY COULD DO EVEN THOUGH I HAVE AN EXTENDED WARRANTY. THEY ALSO MADE THE FOOLISH STATEMENT THAT IF I ONLY HAD 10,000 OR 12,000 MILES ON THE SPEEDOMETER MAYBE THEY COULD HAVE. HOW CONVENIENT, I HAVE 13,000.. I THEN TALKED WITH THE OWNER, BOB QUATTROCHI, AND HIS ANSWER WAS "I WOULDN'T KNOW WHAT TO TELL THE COMPANY". IT'S PRETTY SAD THAT AN EXPERIENCED AUTO DEALER DOESN'T KNOW HOW TO TALK WITH

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A SUPPLIER. HE ALSO SAID THAT THE BOLTS COULD HAVE BEEN JARRED LOOSE WHEN THE HIT AND RUN DRIVER HIT MY VEHICLE IN THE PARKING LOT. MY AUTOBODY MAN SAID," NO WAY BECAUSE I HAD NO DENTS ONLY SCRATCHES WHICH SHOWS THAT THE DRIVER COULD NOT HAVE BEEN GOING FAST ENOUGH TO KNOCK BOLTS OUT OF THE FENDER"..

MAGRI'S AUTOBODY HAS PUT A NEW BUMPER ON MY CAR BUT I HAVE SAVED THE OLD SUBSTANDARD BUMPER. IF YOUR REPRESENTATIVE WOULD LIKE TO LOOK AT IT. I AM ALSO ENCLOSING PHOTOS TAKEN BY MAGRI'S. PLEASE NOTE THE MASKING TAPE LEFT FROM THE FIRST REPAIR MAY I REMIND YOU THAT IN THE STATE OF MASSACHUSETTS DEFRAUDING A SENIOR CITIZEN HAS MORE SEVERE PENALTIES THAN A YOUNGER PERSON. I AM 73 YEARS OLD.

I WAS TOLD BY ONE OF THE NEIGHBORS THAT THEY NEVER BUY VEHICLES FROM PETE'S MOTORS BECAUSE THE IDENTICAL THING HAPPENED TO THEM THAT HAPPENED TO ME.

I AM ALSO SENDING A COPY OF THIS LETTER AND PHOTOS TO NHTSA BECAUSE THIS IS CLEARLY A SAFETY ISSUE.

IF YOU OR YOUR DEALER DO NOT DO THE RIGHT THING, I WILL NEVER BUY A SUBARU PRODUCT AND NEVER BRING MY BUSINESS TO PETE'S MOTOR'S NOT EVEN LUBE JOBS.

SINCERELY,

[REDACTED]

[REDACTED]

CC: NHTSA

ENC. - PHOTOS





