

CL-10212811-6598



JON S CORZINE
Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102

DEC 20 PM 1:13



ANNE MILGRAM
Attorney General

LAWRENCE DEMARZO
ACTING DIRECTOR

December 6, 2007

[Redacted]
Waccabue, NY [Redacted]

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: Subaru Of America
File No.: 07-17233

Dear Sir/Madam:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents should be addressed to them.

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center

PDP:aro
CSC11B.Frm

12/20/07
LW
LB



STATE OF CONNECTICUT
DEPARTMENT OF CONSUMER PROTECTION

8/09/2007

[REDACTED]
WACCABUC, NY [REDACTED]

File [REDACTED]
Re: SUBARU OF AMERICA

Dear [REDACTED]:

I wish to acknowledge receipt of your correspondence concerning the above referenced company and to thank you for thinking of this office in connection with this matter. However, the nature of your complaint appears to fall under the jurisdiction of:

Department of Law and Public Safety
New Jersey Consumer Affairs Division
P.O. Box 45025
Newark, New Jersey 07101
(973) 504-6200

By copy of this letter, I have taken the liberty of forwarding your correspondence to the above agency. Please contact that agency directly if you have any questions or concerns regarding your complaint.

Sincerely,


Dorothy A. Morytko
~~Inspector Aide~~
Trade Practices Division

CC: Ref.
FILE

#2007-5529

RECEIVED

2007 JUL 31 A 10:44

STATE OF CONNECTICUT
CONSUMER PROTECTION
TRADE PRACTICES DIV

Waccabuc, New York

July 27, 2007

COLONIAL SUBARU, INC.
120 Federal Road
Danbury, Ct 06810
Attn: Subaru President

Dear Subaru President,

On July 26, 2007 my wife took our 2005 Subaru Outback to Colonial Subaru, Inc. 120 Federal Road, Danbury, Connecticut for service. The car presently has 56,700 miles on the odometer and has regularly been serviced. She carefully explained to the service representative what had occurred to us on July 13, 2007. When she picked up the car she received the enclosed invoice No. 252871. Under section "A" the invoice states that "customer states cruise control turns off on its own". It should be corrected to state "that the customer states that the cruise control turns on on its own" It is difficult to understand how anybody after hearing what happened to us on July 13, 2007 could indicate under primary complaint "A" that the "cruise control turns off on its own." Therefore, I am writing this letter to correct the invoice and to memorialize what the facts are.

On July 13, 2007 my wife and I drove our 2005 Subaru Outback from South Salem, New York to Latrobe, Pennsylvania. During the course of our 360 mile trip, we used our cruise control. When we arrived at St. Vincent Seminary, we entered the parking area and pulled into a parking spot. Suddenly and unexpectedly the car lunged forward at a high rate of speed, jumping a 10 inch curb, striking a pine tree, then down a grassy slope and off a second curb into the lower parking area.

Thank God, my wife and I were not seriously injured, nor was there extensive damage to the car. Fortunately, there were no people or cars in the lower parking area and I was able to bring our car to a safe stop.

However, because of the nature of the events and the questionable cause of the acceleration, we wanted to make sure both Subaru and the proper authorities are notified. Hopefully, if there is a defect in the cruise control, it will be corrected before someone is seriously injured.

Yours truly,



encl.

cc: John Chaber
Service Advisor

Federal Trade Commission
New York State Consumer Protection Board
Department of Consumer Protection, State of Connecticut

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).