



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



ANNE MILGRAM  
Attorney General

DAVID SZUCHMAN  
DIRECTOR

September 26, 2008

[Redacted]  
Seattle, WA [Redacted]

CL-10244870-4994

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

Re: Subaru of America  
File No.: [Redacted]

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

MC  
1-49  
2018/08  
NJ

[REDACTED]  
Seattle, WA [REDACTED]  
March 14, 2008

Attn: Customer / Dealer Services  
Subaru of America, Inc.  
Subaru Plaza  
PO Box 6000  
Cherry Hill, NJ 08034-6000

Dear Sir or Madam:

On December 15, 2007, I bought my second Subaru, a 2003 Impreza WRX Wagon from Mike Scarff Subaru in Auburn, WA. I bought this car because I wanted an all-wheel-drive wagon and know the dealer to be an honest person. When I bought the car, I also bought an extended warranty.

During January and February of 2008, I smelled a strong smell of fresh gas when the car was cold. The smell got progressively worse and sickened me several times. Becoming concerned for my and my passengers' health, I took the car in for service.

Mike Scarff Subaru told me the problem was a rubber connector between the main fuel lines. Because one of the parts contains rubber, the extended warranty company refused to cover me. The repair cost \$530 (see attached receipt).

I have owned this car for less than ninety (90) days and have just paid for a problem that likely didn't just occur during that period. I understand that a five-year old car will have repair costs, and that an extended warranty doesn't cover everything. But I am also a lawyer, know lawyers who do class action work, and have two other friends with 2002 or 2003 WRXs who also either smell gas when the car is cold or who have replaced their fuel lines for repairs of between \$500-700. I also know you have released a technical safety bulletin on this situation.

I believe this situation, occurring on pre-June 2003 engines, is ripe for a class action lawsuit or a recall. Alternatively, you could assist me and other loyal owners with the repair costs. I await your thoughts.

Sincerely,  
[REDACTED]  
[REDACTED]

cc: WRX owners Z.M. and P.M., Seattle  
Washington, New Jersey and Georgia Attorney General's Office, Cons. Pro. Div.  
APCO, PO Box 88230, Norcross, GA 30356-8230 re: EG8343727 - 800209  
Legal Dept., PO Box 88230, Atlanta, GA 30356  
D.A. Faber, 2218 Cedardale Rd., Mount Vernon, WA 98274



3025 Auburn Way North  
Auburn, Washington 98002  
(253) 737-1345  
(866) 528-5282

13998

88641

UNIT# G1466

\*INVOICE\*

SEATTLE, WA

PAGE 1

HOME [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 830 RANDY BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
YELLOW	03	SUBARU WRX STATION W	JF1GG29653G	[REDACTED]	74357/74360		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26AUG02 DD			WAIT 07MAR08			CASH	13MAR08
R.O. OPENED	READY	OPTIONS: STK:G1466					

14:32 07MAR08 08:58 13MAR08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
OWNER REPORTS A GAS SMELL INSIDE OF CAR							
500 MISC							
	846		CS			368.00	368.00
	2	14035AA421	GASKET INTAKE MANIFOLD		6.48	6.48	12.96
	1	17544AA135	PIPE CP-FUEL		73.90	73.90	73.90
	1	807707140	HOSE		17.24	17.24	17.24

74360 4.00 CHECKED AND CONFIRMED A GAS SMELL INSIDE OF CAR AFTER COLD START UP. FOUND THE PROBLEM TO BE FROM THE RUBBER HOSE CONNECTOR LOCATED UNDER THE INTAKE MANIFOLD, BETWEEN THE TWO DIRECT FUEL-FEED METAL LINES TO THE INJECTORS. REMOVED INTAKE MANIFOLD AND REPLACED THE PIPE ASSEMBLY AND RUBBER HOSE WITH THE UPDATED PARTS PER SERVICE BULLETIN #09-36-03, (WITH RELATED GASKETS) REINSTALLED AND RECHECKED THE NEXT A.M. GAS SMELL IS NOW GONE. CAR IS OPERATING FINE.  
\*\*\*\*\*THANK YOU\*\*\*\*\*

B FREE OIL AND FILTER SERVICE (THIS IS YOUR 5TH OIL AND FILTER SERVICE ON BUY 4 GET THE 5TH ONE FREE)

FREE OIL AND FILTER SERVICE (THIS IS YOUR 5TH OIL AND FILTER SERVICE ON BUY 4 GET THE 5TH ONE FREE)							
	846		INTS				(N/C)
	1	15208AA100	ELEM CP OIL FLTR				(N/C)
	1	11126AA000	GASKET				(N/C)
	9		OIL 5W30 BLEND				(N/C)

74357 0.40 PERFORMED OIL AND FILTER CHANGE 4.5QTS 5W30 CASTROL SYNTEC BLEND, CHECKED LIGHTS, BELTS, TIRES, BRAKES, FLUIDS.

C\*\* LC316

RENTAL LC							
	846		CS			0.00	0.00
	74357						

CUSTOMER PAY SUPPLIES/MISC FOR REPAIR ORDER 15.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.  
Subaru of Auburn warrants that every new and factory remanufactured part and accessory will be free from defects in material and workmanship under normal use and service for 1 year after the date of delivery of the part or accessory to the retail customer or until the vehicle in which the part or accessory is installed has been driven 12,000 miles, whichever occurs first.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	368.00
PARTS AMOUNT	104.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	487.10
LESS INSURANCE	0.00
SALES TAX	43.35
<b>PLEASE PAY THIS AMOUNT</b>	<b>530.45</b>

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE