

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10455703
Date: Friday, May 04, 2012 11:40:46 AM

eq-10455703-2977

-----Original message-----

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
To: "Wells, Cynthia CTR (NHTSA)" <Cynthia.Wells.CTR@dot.gov>
Sent: Fri, May 4, 2012 15:00:28 GMT+00:00
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10455703

From: [REDACTED]
Sent: Tuesday, May 01, 2012 3:18 PM
To: EVOQ (NHTSA)
Subject: Re: FW: NHTSA: Follow up to ODI Complaint: 10455703

Dear Sir or Madam:

I downloaded the PDF file you sent me, but was unable to make corrections. The document did not allow me to make edits of any kind.

Basically, the info. in the document you sent looks fine. However, the correct spelling of my last name is [REDACTED]

As for additional info.....my sub-frame (undercarriage) is rusting away and if that part should happen to give way while I am driving, it would obviously cause a serious safety issue. I contacted my local dealer as well as the Subaru national service department and was basically told "too bad, but we are not doing anything." However, I was also told that the sub-frame problem is directly tied to a recent recall issue involving the "control arm." IF the control arm failed a "punch test," then the dealer also automatically replaced the sub-frame. However, if the control arm passed the "punch test" (as was the case when I took my car in for the recall), then nothing at all was done with the sub-frame.....even if it was rusting and rotting away as mine is. This hardly seems fair, prudent or safe.

If you can add this info. to my report, I would appreciate it.

Thank you.

[REDACTED]

On Tue, May 1, 2012 at 7:58 AM, <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint. NHTSA/Office of Defects Investigation