

[Redacted]
Lakewood, NJ [Redacted]

APR - 2 2013

March 24, 2013

Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000
Attn: Customer Complaint Services

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RECEIVED

Subject: Excessive Front End Vibration 2011 Subaru Outback
NHTSA Case Number 522349

Dear Customer Representative:

I purchased my 2011 Subaru Outback (Vin # 4S4BRBKCB3 [Redacted]) in February 2011 through Freehold Subaru in Freehold, NJ. The purpose of this letter is to seek your assistance in resolving a design defect. The defect is a vibration in the front end of the vehicle. I have unsuccessfully sought assistance from Freehold Subaru on two recent occasions.

The history is as follows:

- (1) On a trip from New Jersey to North Carolina in November 2012, I developed a sinusoidal vibration in what appeared to be the driver's side front wheel. I assumed that I had lost a wheel weight and I had the single wheel rebalanced when I arrived in North Carolina. The problem persisted. The vehicle mileage was 35,200 miles.
- (2) Upon my return to New Jersey, I had all four wheels rotated and balanced. The mileage was 36,381. The problem persisted.
- (3) At 36,914 miles, I had a wheel alignment performed. The problem persisted.
- (4) At 37,420 miles, I requested a diagnostic inspection at the garage that had performed the alignment. They identified abnormal wear on the tire that had been on the driver's side front tire prior to the last wheel rotation. They suggested that this tire might be the root cause of the vibration and suggested a new set of four tires.
- (5) On February 4, 2013, I replaced the original Continental tires with four new Michelin Defenders and had all four wheels balanced. The problem persisted.
- (6) On February 27th, I took the vehicle to the Freehold Subaru Service Department for diagnosis of the problem. The Technician reported that he could not detect the problem, but that the problem could have been masked

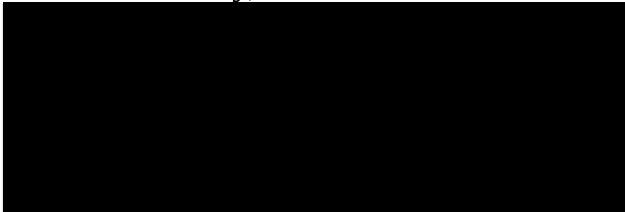
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by the presence of rain and wet roads during his test drive. The Dealer Service Representative suggested that I rebalance the tires. The problem persisted.

- (7) On March 1, 2013, I returned to the Tire Dealer and had the wheels rebalanced. The problem persisted.
- (8) On March 21, 2013, I returned to Freehold Subaru for another diagnostic check. I had performed an internet search to investigate whether a similar problem had been reported by other Outback owners. I discovered prior complaints to the NHTSC for similar problems and an identified service correction by Subaru. The Service Representative reported that both the Technician and The Service Manager had driven the vehicle and found that "The ride was similar to like vehicles with similar mileage." The mileage was 39,108.

My wife and I are both able to easily detect the pulsation in the front end of the vehicle. I cannot prove that the abnormal wear on the previous tire was caused by this pulsation, but I do know that the vibrations will eventually result in component wear and also that they detract from a comfortable ride. I am requesting your assistance in resolving this problem.

Sincerely,

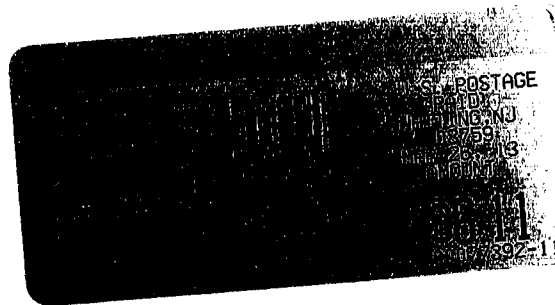


CC: NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

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Woodwood, NJ

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