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



JUL 31 2013

ATTORNEY GENERAL OF MISSOURI

JEFFERSON CITY

65102

CHRIS KOSTER
ATTORNEY GENERAL

P.O. Box 899
(573) 751-3321

July 22, 2013

[REDACTED]
St. Louis, MO [REDACTED]

RE: Complaint No. CF-2013-03856

Subaru of America Inc

Dear [REDACTED]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the NHTSA Headquarters, 1200 New Jersey Av, SE, West Bld, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.ago.mo.gov.

Sincerely,

CHRIS KOSTER
Attorney General

Kelly Maddox

Kelly Maddox
Consumer Advocate
Consumer Protection Division

ET
8513
SMD



SUBARU.

Subaru of America, Inc.
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
1-800-SUBARU3 (1-800-782-2783)
www.subaru.com

June 17, 2013

Mr. Chris Koster
Attorney General of Missouri
P.O. Box 899
Jefferson City, MO 65102

RECEIVED
JUN 24 2013

MO. ATTORNEY GENERAL

Reference: [REDACTED] **2006 Subaru Tribeca**

Dear Mr. Koster:

This letter is in response to your correspondence dated May 29, 2013, concerning the referenced consumer.

Subaru of America, Inc. is aware of the customer's circumstances. While we regret the incident reported, we did recommend that the customer pursue this matter with their insurance carrier. We are unable to offer any financial compensation towards the repairs.

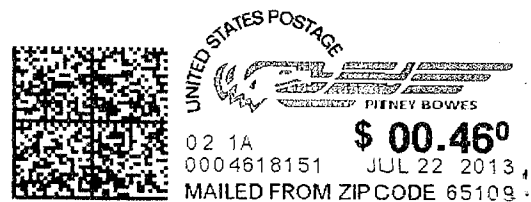
I appreciate the opportunity to be of service. Should you have any additional questions, please contact me directly at 856-488-3441.

Sincerely,

Gerilyn Carr
Team Leader
Customer/Dealer Services

Service Request Number: 1-4105854131

CHRIS KOSTER
ATTORNEY GENERAL OF MISSOURI
SUPREME COURT BUILDING
PO BOX 899
JEFFERSON CITY, MISSOURI 65102



NATL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AV
SE, WEST BLD
WASHINGTON, DC 20590

Defects
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