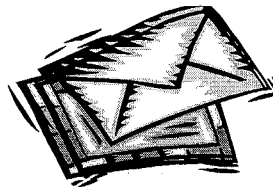


NHTSA ccmMercury Routing Slip



CL 10514219-9300

Printed: 7/2/2013

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

NHTSA #: ES13-002887

XREF #:

Delivery: EXP

Rec'd Date: 7/2/2013

Doc Type: GEN

Address To: NOA010

Referred By: NPO-011

Doc Date: 6/26/2013

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: SUBMISSION FROM [REDACTED] RE SUBARU TRIBECA 2006

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: AS APPROPRIATE

Cleared By:

XREF File:

Modified By: Chris. Butler

Signed For:

Cleared For:

Closed Date: 7/2/2013

Most Recent Comment:

Author:

[REDACTED]

[REDACTED]

HUNTINGDON VALLEY, PA [REDACTED]

Tel: [REDACTED] Fax: E-mail: [REDACTED]

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	7/2/2013		7/2/2013
NVS-010	INFORMATION	7/2/2013		7/2/2013

JUL - 3 2013

NAM
7313
SMD

[REDACTED]
[REDACTED], Huntingdon Valley, PA [REDACTED]

Phone [REDACTED]
[REDACTED]

June 26, 2013

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED
AND FIRST CLASS MAIL

Subaru of America, Inc.
Attn: CDS Department,
P.O. Box 6000,
Cherry Hill, NJ 08034-6000

Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Ave. SE, West Building,
Washington, DC 20590

RE: SUBARU TRIBECA 2006, VIN 4S4WX86C364 [REDACTED]

Dear Sir or Madam:

Since my first scheduled appointment with Colonial Subaru located at 200 W. Street Road, Feasterville, PA 19053 at 02/27/2013 and despite numerous assurances by the Subaru dealer, I have been unable to get applicable service procedures as defined in the PRODUCT CAMPAIGN BULLETIN Number WQE-41 IAW NHTSA Recall No. 12V-602 February 2013 to correct my vehicle equipped with Genuine Subaru Puddle Lights due to "lack of the repair parts." The most recent assurances were that the repairs be completed "in the beginning of June."

It is now the end of June. As of today, my official position is that the Subaru's continuous failure to rectify the problem amounts to an unfair and deceptive trade practice, which is prohibited by law. As such, if the problem is not fixed within twenty (20) days from the day of this letter (which would be approximately five (5) months after the company identified the problem and promised to rectify it), I will have no choice but to pursue a legal action against Subaru, asking for punitive damages and legal fees. Additionally, the action of the company will, of course, be reported to the Better Business Bureau and a complaint will be filed with the Pennsylvania Attorney General / Bureau of Consumer Protection.

I look forward to your prompt response.

Sincerely,
[REDACTED]

cc: Pennsylvania Attorney General, Bureau of Consumer Protection
15th Floor, Strawberry Square, Harrisburg, PA 17120

ES13-002887



Huntingdon Valley, PA



PHILADELPHIA PA 190

27 JUN 2013 PM 6 L



National Highway Traffic Safety Administration,
1200 New Jersey Ave. SE, West Building,
Washington, DC 20590

Attn: Administrator

20590





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