

JUN - 5 2013

CL-10515268-6986

May 29, 2013


Fishersville VA

Administrator
NHTSA
499 Seventh St SW
Washington DC 20590

Dear Administrator,

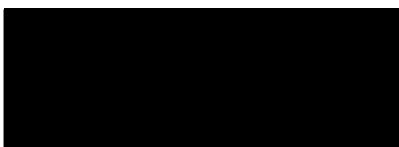
We own a 2010 Subaru Outback that developed a problem that we feel needs to be reported as specified in our owners manual Page 13-17.

The rear seat belts became frayed at the point they enter the car wall. We reported the defect at our last Virginia auto inspection. They were replaced by Subaru. The mechanic could not determine what caused the fraying. The dealership could not return the belts to me to send to you because they had to send them to Subaru.

I am enclosing what material that we have available.

Thank you for your work in keeping us safe in our automobiles.

Sincerely,



NAM
6513
SMD

CUSTOMER #: 79684

234680

297 LEE JACKSON HIGHWAY
STAUNTON, VA 24401
(540) 886-3465
(800) 296-3465
FAX (540) 213-2456
www.stauntonsubaru.com

INVOICE



PAGE 1

FISHERSVILLE, VA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 140 JEFF GARBER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GLD	10	SUBARU OUTBACK	4S4BRCCC8A3 [REDACTED]	[REDACTED]	33314/33314	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
26APR10 DD			WAIT 06MAY13			CASH
R.O. OPENED	READY	OPTIONS: STK:BB4031 DLR:3356 ENG:2.5_Liter				
06MAY13	06MAY13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A REPLACE BOTH REAR SEAT BELT STRAPS (FRAYED) PREV. DIAG. DURING INSPECTION							
CAUSE: YHT-16							
B913-933 REPLACE REAR SEAT BELT							
353 CLAVIN,RICH LIC#: 997353							
WS							
1 64661AJ10AWJ BELT ASSY R OUT UWR							
1 64661AJ11AWJ BELT ASSY R OUT UWL							
C913-934 ADDITIONAL REAR OR SECOND SEAT SHOULDER BELT							
353 CLAVIN,RICH LIC#: 997353							
WS							
FC: YHT-16 PART#: COUNT:							
CLAIM TYPE: WS							
AUTH CODE:							

B RE-INSPECT CAR

23 STATE INSPECTION

239 BARKER,JASON D LIC#: 997239

INS

(N/C)

The Staunton Auto Group Team wants you COMPLETELY SATISFIED. You may receive a survey concerning your experience here, EXCELLENT SERVICE is our only passing grade! If for any reason you are not COMPLETELY SATISFIED, please contact our Service Manager Cory Owens as soon as possible! Thank you!!

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	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 79684

234680

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297 LEE JACKSON HIGHWAY
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WARRANTY

PAGE 1

FISHERSVILLE, VA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 140 JEFF GARBER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GLD	10	SUBARU OUTBACK	4S4BRCCC8A3 [REDACTED]	[REDACTED]	33314/33314	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
26APR10 DD			WAIT 06MAY13			CASH
R.O. OPENED	READY	OPTIONS: STK:BB4031 DLR:3356 ENG:2.5_Liter				
06MAY13	06MAY13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A REPLACE BOTH REAR SEAT BELT STRAPS (FRAYED) PREV. DIAG. DURING INSPECTION							

CAUSE: YHT-16

B913-933 REPLACE REAR SEAT BELT

353 CLAVIN, RICH LIC#: 997353

WS 0.50

38.00 38.00

1 64661AJ10AWJ BELT ASSY R OUT UWR

44.23 44.23 44.23

1 64661AJ11AWJ BELT ASSY R OUT UWL

44.23 44.23 44.23

C913-934 ADDITIONAL REAR OR SECOND SEAT SHOULDER BELT

353 CLAVIN, RICH LIC#: 997353

WS 0.30

22.80 22.80

FC: YHT-16 PART#: COUNT:

5308

8846 TPARTS

CLAIM TYPE: WS

AUTH CODE:

2080

6080 TLABOR

The Staunton Auto Group Team wants you
COMPLETELY SATISFIED. You may receive a survey
concerning your experience here,
EXCELLENT SERVICE is our only passing grade!
If for any reason you are not COMPLETELY
SATISFIED, please contact our Service Manager
Cory Owens as soon as possible! Thank you!!

COST, SALE, & COMP TOTALS	7388	14926	0
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DESCRIPTION	TOTALS
LABOR AMOUNT	60.80
PARTS AMOUNT	88.46
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	149.26
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	149.26

WARRANTY CODE

REJECTION VIRGINIA STATE POLICE

Date: 04/29/2013

Sticker Number: [REDACTED]

Station: 8164 - STAUNTON SUBARU

Inspector: 20066 - BARKER, JASON D

License No: [REDACTED]

VIN: 4S4BRCCC8A3 [REDACTED]

Make: SUBARU

Year Built: 2010

Body Type: CAR 4 DOOR

Odometer Reading: 33561

Inspection Fee: \$ 16.00

Related Charges: \$ 0.00

Total Charges: \$ 16.00

Wheels Inspected:	RF X	LF	RR X	LR
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EQUIPMENT INSPECTED	FAILED
BRAKES	
HEADLIGHTS	
SIGNAL LIGHTS	
OTHER LIGHTS	
[REDACTED]	
FUEL SYSTEM	
TIRES	
HOOD LATCH	
EMISSION CONTROL	
WINDSHIELD	
WINDSHIELD WIPERS	
OTHER GLASS	
MIRROR	
DOORS	
SEATS	
SEAT BELTS	X
FLOOR PAN	
DEFROSTER	
HORN	

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THIS RECEIPT SHOULD BE KEPT IN THE VEHICLE AT ALL TIMES WHILE THE VEHICLE IS BEING OPERATED.

5/6/13

12:20



Cust Service

1-800-782-2783

12:30



Vin.

very difficult to service

at Subaru.

Ask to inform me about
what caused the freezing of
the seat belts. No obvious cause

Return damaged seat belts
for submission to US-NHTSA
Wash DC.

No - They return to Subaru -

[REDACTED]
Fishersville VA [REDACTED]

DICHMOND VA 22029

29 MAY 2013 PM 2



Administrator
NHTSA
499 Seventh St SW
Washington DC 20590

20590

