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CL-10556703-9165

[REDACTED]

Bronx, New York [REDACTED]

December 6, 2013

EXECUTIVE SECRETARIAT

2013 DEC 13 A 9 26

re: 2011 Subaru Outback
VIN # 4S4BRBKCB3 [REDACTED]

RECEIVED - [REDACTED] DEC 16 2013

To Whom It May Concern:

I bought the above vehicle new in June, 2011 from Manfredi Subaru in Staten Island, NY.

During my ownership of the vehicle I was notified of several recalls. At the same time, I also became aware of several minor problems: the backup camera was crooked, the driver's side shoulder harness intermittently would not retract fully, thereby causing it to get stuck in the closing door, and the heat register at the driver's foot seemed to be partially blocked. As these were all minor problems I decided to wait until the end of the warranty period to bring the car to the dealer.

I called Manfredi Subaru on November 7th and was informed that for recalls I would have to make an appointment. I made an appointment for November 21st, 2013.

I brought the car in at 7:30AM that day and was soon called by service advisor Vinny. I gave him the list of defects and the recalls. I was incredulous when Vinny informed me that: 1) I would have to leave the car for "several days" and 2) there would be a \$99 "diagnostic charge" if the mechanic could not duplicate the condition.

I asked Vinny to at least do the recalls since I had an appointment for them. He then stated that he could not since "this is the first time we have seen the car". I asked him what could be done that day and he said the back up camera should be no problem.

Vinny called me later and stated the reason the back up camera was crooked was that it was hit and the charge was \$99 to repair it. The job was done before consulting me and without my authorization!

When I returned to pick up the car, I showed Vinny that, because the camera was recessed, the whole rear of the car would have to be damaged in order for the camera to be hit. Vinny said he would get the mechanic who did the job to explain it to me. This did not happen.

I then complained to the service manager, Mr. Pepi who reduced the bill to \$53.90.

If in truth that back up camera was hit, then it happened before I bought the car and Subaru sold me a damaged car.

I am now driving a car with several defects and outstanding recalls as well as having had to pay to repair a defect that came with the car.

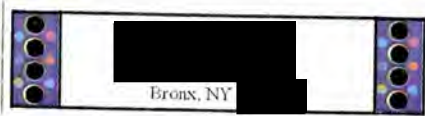
As you can imagine, I am totally disgusted with the service I have received from Subaru. I am assuming, and hoping, this is only true of Manfredi's dealership! I am therefore requesting that the \$53.90 that I paid for a defect that I could not possibly have been responsible for, be refunded to me and that my warranty be extended to allow me to bring the vehicle to another, more reputable dealer for the original repairs.

Thank you in advance for your attention to this letter. I hope to hear from you shortly.

Yours truly,

[REDACTED]

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SMD



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