

MAY - 7 2014

April 30, 2014

Subaru of America, Inc
Subaru Plaza
P O Box 6000
Cherry Hill, N.J. 08034-6000

VIA CERTIFIED MAIL

Attn: Amber Anglin – Service Request Number: 1-5016778020

Dear Ms. Anglin:

On March 3, 2014, I sent you copy of my car VIN number per request in your letter of February 25, 2014.

To date I have not received your advises regarding the problem that caused my car to roll backward on its own.

I would appreciate and thank you in advance for your prompt response and assistance regarding the problem with my car.

Sincerely,

[REDACTED]
BRIARCLIFF MANOR, NY [REDACTED]

CC: National Highway Traffic Safety Administration (NHTSA) ✓
U. S. Department of Transportation
Washington, D. C. 20590

NHTSA: To date - no assistance.

4/30/14 [REDACTED]

NM
51314
SMD

February 1, 2014
Subaru of America Inc.
P. O.Box 6000
Cherry Hill, N.J. 08034-9830

Dear Subaru,

On July 13, 2013, I parked my '99 Subaru Legacy Outback, 30th LTD Edition, in front of Dunkin' Donuts at the mini-mall on N. State Rd., Briarcliff Manor, N.Y.

I parked front end facing the curb, and in order to check the new Halogen Bulbs that were installed in my front beams, after I put the car in park, I exited leaving the keys in so I could check these lights.

When I returned to remove the keys, while the door was open, the car began to roll backwards, and the open door pushed me to the ground.

I had carefully checked that the car was securely in park before I exited to check the lights, and did not touch anything when I returned, and suddenly my car began to roll backwards.

I was subsequently taken to the hospital by ambulance suffering severe head, back, and neck injuries and spent 2 days in hospital. I am still suffering and being medically treated, and in Physical Therapy, for these injuries up to this time.

My car rolled into two other parked cars and caused damage to the cars, and my car had more than \$3,000 of body damage.

Please let me have your advises as to what is the problem that caused my car to roll backward on its own, and how it can be repaired.

Thank you for your attention and timely response.

Yours very truly,


BRIARCLIFF MANOR, NY 

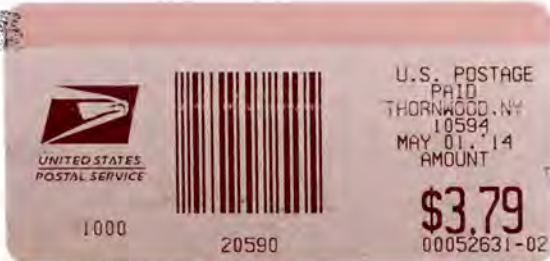
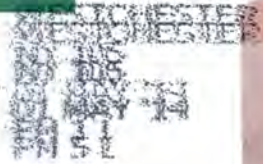
CC: National Highway Traffic Safety Administration (NHTSA)
U. S. Department of Transportation
Washington, D.C. 20590



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National Highway Traffic Safety Admin
U. S. Dept of Transportation
Washington, D.C 20590

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