

CL-10564122-6140

June 1, 2014

THIRD REQUEST – VIA CERTIFIED MAIL – RETURN RECEIPT REQUESTED

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

JUN 10 2014

ATTN: Robert Holden, Customer/Dealer Services – Service Request Number 1-5016778020

Re: 1999 Subaru Legacy/Outback 30yr Anniversary Limited Edition

Vin # 4S3BG6853X7 [REDACTED] – Plate New York State [REDACTED]

Registered Owner: [REDACTED]

[REDACTED]
Briarcliff Manor, N.Y. [REDACTED]

Dear Subaru:

As of this date I have not received your advices, and therefore, I am again writing to ask you to explain the cause of my car to roll backwards, when on July 13, 2013, it lurched back and threw me down, and hit into two other cars.

On July 13, 2013, I parked front end facing the curb, in front of Dunkin' Donuts at the mall on North State Rd., in Briarcliff Manor, Westchester County, New York, where I intended to purchase some donuts.

I am an experienced driver for more than 50 years, and I securely put the gear in PARK, kept the keys in the ignition while the engine was running, and exited to be sure the front beams were working. I had recently installed halogen bulbs and wanted to check to be sure they were lit, as it was a dark and misty morning, and I was especially cautious because I was on my way to pickup my grandson.

In about 1 minute I had confirmed the front beams were fine, and then walked back to the driver's side of the car, and while that door was open, and I stood outside, I thought, to reach for the keys, when the car suddenly began to lurch and rolled backwards and the open door pushed me to the ground.

I was subsequently taken to the hospital by ambulance, with severe head, back, and neck injuries and spent 2 days in hospital, with a brain injury as revealed by a CT scan. I am still suffering and being medically treated in Physical Therapy to this date.

I am very concerned about the safety of my car and ask your explanation and response, as soon as possible, as to how to check and repair this problem.

Please contact and address your response to me as follows:

[REDACTED]
BRIARCLIFF MANOR, N.Y. [REDACTED]

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

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Briarcliff Manor, NY

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

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