

WILMINGTON, DE

CL-10621648-2607

July 25, 2014

Sheila Galluci-Davis, Esquire
Subaru of America, Inc.
2235 Marlton Pike, West
Cherry Hill, NJ 08002-3380

JUL 31 2014

RE: Subaru Recall WQK-47 (Brake Line Corrosion)
2010 Subaru Forrester VIN JF2SH6BC1AH
Reimbursement for Previously Paid Brake Repair

Dear General Counsel Galluci-Davis:

Enclosed is a courtesy copy of my letter submitted to Subaru's designated post office box for reimbursement of my costs for brake repairs arising from Subaru's brake line corrosion recall.

The enclosure provided everything necessary for Subaru to process my reimbursement in the amount of \$447.78.

Please advise me as to when I can expect my reimbursement.

Graciously,

Enclosures

Cc: David J. Friedman
NHTSA, Acting Administrator (w/ enc.)

ET
81114
SMD

[REDACTED]
WILMINGTON, DE [REDACTED]
[REDACTED]

July 23, 2014

Subaru of America, Inc.
Customer-Retailer Svcs. Dept.
Attention: WQK-47 Recall
P.O. Box 6000
Cherry Hill, NJ 08034-6000

**RE: Subaru Recall WQK-47 (Brake Line Corrosion)
2010 Subaru Forrester VIN JF2SH6BC1AH [REDACTED]
Reimbursement for Previously Paid Brake Repair**

To Whom It May Concern:

This letter is a response to the e-mail I received today at [REDACTED] regarding the above-cited recall for brake line corrosion.

That e-mail states that I may be eligible for reimbursement for repairs associated with this condition and for which I have already paid in the amount of \$447.78 (\$226.89 for front brakes plus \$220.89 for rear brakes).

Per the e-mail's instructions, I am now supplying the original service repair order, which contains the following requested information:

- (1.) the name of the repair facility (**AutoTeam Delaware**),
- (2.) date of repair (**July 3, 2014**),
- (3.) mileage at time of repair (**44,211**),
- (4.) complete 17-digit vehicle identification number (**JF2SH6BC1AH [REDACTED]**),
- (5.) correct mailing address and telephone number (**upper left corner of first page of service repair order**).

Graciously,
[REDACTED]

Enclosure (3-page original service order with credit card receipt stapled thereto)

CUSTOMER #: 344132

129420

AutoTeam Delaware™

The unique auto experience

INVOICE



PAGE 1

www.autoteamdelaware.com
Phone: (302) 656-3100

WILMINGTON, DE

NAME: [REDACTED] CONT: [REDACTED]

ADDRESS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1865 JAMES G RITTER

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
TIN-WHITE		10	SUBARU FORESTER		JF2SH6BC1AH			44211/44211		T712
DEL. DATE		PROD. DATE	WARR. EXP.		PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
OCT10 DD		20JUL10			19:00 03JUL14			0.00	CASH	03JUL14
R.O. OPENED			READY		OPTIONS: ENG:2.5 LITER TRN:4 SPD AUTOMATIC					

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:2.5 LITER TRN:4 SPD AUTOMATIC

NE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL
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PERFORM LUBE, OIL AND FILTER CHANGE, CHECK
FLUIDS-BRAKE-TRANSMISSION-WASHER-TRANSFER CASE-
DIFFERENTIAL-POWER STRG, INSPECT BELTS-HOSES-TIRES-AIR FLTR.
LOF PERFORM LUBE, OIL AND FILTER CHANGE, CHECK
FLUIDS-BRAKE-TRANSMISSION-WASHER-TRANSFER
CASE- DIFFERENTIAL-POWER STRG, INSPECT
BELTS-HOSES-TIRES-AIR FLTR.

1910 CSU		28.65	28.65
LOF Lubrication Service Supplies		5.00	5.00
1 15208AA12A OIL FILTER	7.90	7.90	7.90
1 11126AA000 GASKET	2.40	2.40	2.40
5 12345610T OIL CONVENTIONAL	2.70	2.20	11.00
RTS: 21.30 LABOR: 28.65 OTHER: 5.00	TOTAL LINE A:	54.95	

RATTLE WHEN SHARP LEFT IS MADE, SLOWER SPEEDS LESS THAN 10MPH ALMOST
MAKING U TURN
MISC BRAKES GETTING LOW, ADJUST BACKING PLATE
DURING BRAKE REPLACEMENT

1910 CSU		0.00	0.00
RTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE B:	0.00	

* REPLACE FRONT DISC PADS AND RESURFACE ROTORS
FRONTPADS REPLACE FRONT DISC PADS AND RESURFACE
ROTORS

1910 CSU		124.95	124.95
1 26296SC011 BRAKE PAD KIT FRONT	101.94	101.94	101.94
RTS: 101.94 LABOR: 124.95 OTHER: 0.00	TOTAL LINE C:	226.89	

* REPLACE REAR DISC PADS AND RESURFACE ROTORS
REARPADS REPLACE REAR DISC PADS AND RESURFACE
ROTORS

1910 CSU		124.95	124.95
1 26696AG031 BRAKE PAD KIT REAR	95.94	95.94	95.94
RTS: 95.94 LABOR: 124.95 OTHER: 0.00	TOTAL LINE D:	220.89	

DELAWARE CADILLAC	BODY SHOP	DELAWARE SAAB	DELAWARE SUBARU	KIA of WILMINGTON	DESCRIPTION	TOTALS
					LABOR AMOUNT	
Phone (302) 656-3100 606 Pennsylvania Ave. Wilmington, DE 19806	Phone (302) 633-1495 3408 Lancaster Ave. Wilmington, DE 19805	Phone (302) 656-3100 1606 Pennsylvania Ave. Wilmington, DE 19806	Phone (302) 656-1070 1015 N. Lincoln St. Wilmington, DE 19805	Phone (302) 656-3100 1603 Pennsylvania Ave. Wilmington, DE 19806	PARTS AMOUNT	
					GAS, OIL, LUBE	
					SUBLET AMOUNT	
					MISC. CHARGES	
					TOTAL CHARGES	
					LESS INSURANCE	
					SALES TAX	
					PLEASE PAY THIS AMOUNT	

UNPAID INVOICE SUBJECT TO 1.5% INTEREST PER MONTH PLUS ATTORNEY FEES
AND COSTS TO COLLECT.

Thank You. We appreciate your business!
SEE REVERSE SIDE FOR WARRANTY

CLIENT COPY

CUSTOMER #: 344132

129420

AutoTeam Delaware™

The unique auto experience

INVOICE

DELAWARE
CADILLACDELAWARE
SAABDELAWARE
SUBARUKIA
of WILMINGTON

PAGE 2

www.autoteamdelaware.com
Phone: (302) 656-3100

WILMINGTON, DE

NAME: [REDACTED] CONT: [REDACTED]
ADDRESS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1865 JAMES G RITTER

S:

CELL:

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TIN-WHITE	10	SUBARU FORESTER	JF2SH6BC1AH		44211/44211	T712	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
OCT10	DD20JUL10		19:00 03JUL14		0.00	CASH	03JUL14
R.O. OPENED	READY	OPTIONS: ENG:2.5_LITER TRN:4_SPD_AUTOMATIC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
* MOUNT AND BALANCE FOUR TIRES/WHEELS							
MB4 MOUNT AND BALANCE FOUR TIRES/WHEELS							
			1910	CSU		99.95	99.95
TIRE TIRE DISPOSAL FEE							
			4	15497230000 215/65R16 Continental		8.00	8.00
				TrueContact	116.83	116.83	467.32
RTS:			467.32	LABOR: 99.95	OTHER: 8.00	TOTAL LINE E:	575.27

* PERFORM FOUR ALIGNMENT INSPECTION - ADJUST FRONT TOE-IN MOUNT 4							
WHEEL SENSORS AND CHECK ALIGNMENT OF ALL WHEELS							
ALIGN PERFORM FOUR ALIGNMENT INSPECTION - ADJUST							
FRONT TOE-IN MOUNT 4 WHEEL SENSORS AND CHECK							
ALIGNMENT OF ALL WHEELS							
			1910	CSU		139.95	139.95
RTS:			0.00	LABOR: 139.95	OTHER: 0.00	TOTAL LINE F:	139.95

CUSTOMER PAY SUPPLY CHARGE FOR REPAIR ORDER							
							10.00

You may receive a Survey rating your Service Experience with us. It is our goal to receive "COMPLETELY SATISFIED" rating, or 10 on a numerical scale with 10 being the best. Please let us know if you feel you cannot give us Top Scores in all categories. Thank you for your business!

DELAWARE
CADILLAC

Phone (302) 656-3100
1606 Pennsylvania Ave.
Wilmington, DE 19806

BODY SHOP



Phone (302) 633-1495
3408 Lancaster Ave.
Wilmington, DE 19805

DELAWARE
SAAB

Phone (302) 656-3100
1606 Pennsylvania Ave.
Wilmington, DE 19806

DELAWARE
SUBARU

Phone (302) 656-1070
1015 N. Lincoln St.
Wilmington, DE 19805

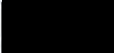
KIA
of WILMINGTON

Phone (302) 656-3100
1603 Pennsylvania Ave.
Wilmington, DE 19806

DESCRIPTION	TOTALS
LABOR AMOUNT	518.45
PARTS AMOUNT	686.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	23.00
TOTAL CHARGES	1227.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1227.95

UNPAID INVOICE SUBJECT TO 1.5% INTEREST PER MONTH PLUS ATTORNEY FEES
AND COSTS TO COLLECT.

Thank You. We appreciate your business!
SEE REVERSE SIDE FOR WARRANTY

Name: 

Date: 7/3/14

Mileage: 44211



SUBARU

VIN: 

Year / Model:

RO #: 129420

☒ Requires Immediate Attention☐ Requires Further Attention☒ Inspection Result Acceptable

Maintenance Schedule

OK

Check Factory- Scheduled Maintenance Schedule

State Inspection



N/A

Due in the
next 30 daysDue in the next
30-90 daysDue > 90
days

Date Due _____

Recalls



Yes



No

Open Recalls / Campaigns

Interior & Underhood Inspection



Instruments & Gauges / Warning Lights



Seat Belt Inspection



Heating & AC / Performance / Hoses / Lines



Brake Pedal Operation



Parking Brake Operation



Electrical Inspection (horns, signals, lights)



Glass / Power Window Operation



Mirror Operation - Side / Auto-dimming



Door Latches / Power Lock Operation



Master Cylinder / Brake Lines



Air Filter



Radiator / Coolant System / Hoses



Windshield Wiper / Washer Operation



Engine Oil Level & condition / Leaks



Transmission Fluid Level & Condition / Leaks



Brake Fluid Level & Condition / Leaks



Cabin Air Filter



Accessory Drive Belts

Exterior, Suspension and Drive Components



Shocks / Struts and Suspension Components



Steering System / Rack / Pump / Lines



Exhaust system (leaks, damage, loose parts)



Transmission / Linkages / Clutch Operation (if equipped)



Engine / Transmission Mounts



Axles & Boots



Front & Rear Differential Fluid Level & Condition

Tire Wear Inspection

* Tire Pressure set to:



L Front



R Front



L Rear



R Rear



Spare



34

PSI

PSI

PSI

PSI

PSI

☒ Under 3/32" remaining ☐ 3/32" to 5/32" remaining ☐ 6/32" remaining

*Factory-recommended specifications.

Brake Pad Wear / Rotor Condition



L Front Pads



R Front Pads



L Rear Pads



R Rear Pads



Front Rotors



Rear Rotors



Brake Pad Thickness



Less than 3mm



3mm - 5mm



Over 5mm

Battery Condition - See Attached Printout



Battery



Terminals/ Cables



Bad



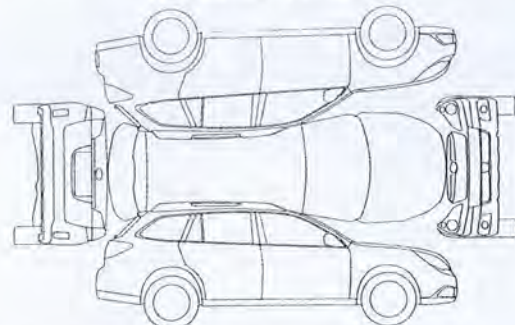
Recharge



Good

Pre-Existing Damage

X- Existing Damage



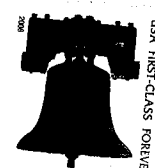
Tech Comments / Additional Recommendations

(4) Tires + Alignment

Front pads + resurface rotors

Rear pads + resurface rotors

Wilm DE



Dr. David J. Friedman
NHTSA (West Bldg.)
1200 New Jersey Ave, SW
Washington, D.C. 20590

