

CL-10625681-4797

AUG -6 2014

July 28, 2014

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

SUBJECT: 2010 SUBARU OUTBACK EXCESSIVE BRAKE WEAR
VID: 4S4BRBKCXA3 [REDACTED]

I purchased the above vehicle on March 6, 2010 from Belknap Subaru in Tilton, NH 03276. The vehicle is the first year of the style change for the Outback. My experience is that this vehicle has excessive rear brake wear for the mileage it had on the odometer at the time we had to replace the rear brakes. The attached letter to Subaru of America details the issue. We are sending this matter also to the NHTSA as a "heads up" of what may indeed be a design matter on the rear brakes of this model year Subaru Outback.

If you have any questions, please contact me directly.

Sincerely,

[REDACTED]

Thornton, NH [REDACTED]

NAM
81514
SMD

July 28, 2014

Subaru of America, Inc.
Attention: Customer-Retailer Services Department
PO Box 6000
Cherry Hill, NJ 08034-6000

SUBJECT: 2010 SUBARU OUTBACK EXCESSIVE BRAKE WEAR
VID: 4S4BRBKCXA3 [REDACTED]

I purchased the above vehicle on March 6, 2010 from Belknap Subaru in Tilton, NH 03276. The vehicle is the first year of the style change for the Outback. My experience is that this vehicle has excessive rear brake wear for the mileage it has on the odometer at the time we had to replace the rear brakes. We request that you review this situation and consider reimbursement of the costs of this premature wear.

As background, the vehicle had 36,906 miles on the odometer, of which at least 60% were highway miles, when we brought the vehicle in to the dealer for a brake inspection due to excessive noise coming from the rear brakes. We were told that the brake components had a lot of rust as well as being worn out. We proceeded with the recommended work at a cost of \$437.78 (See attached Belknap Invoice).

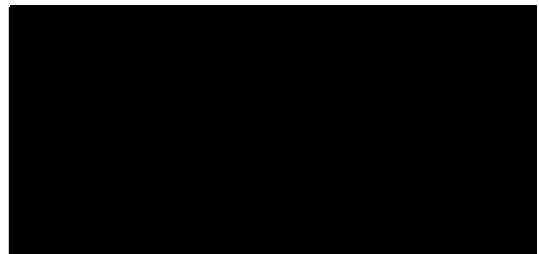
It appears that the following factors have contributed to the premature wear of these rear brakes:

1. The rear brake design is too small for the vehicle. We suspect that newer versions of the Outback have a more heavy-duty rear brake design than our vehicle.
2. The materials used in the original equipment installation were either improperly selected, installed, or defective.

We recently traded a vehicle that had 145,000 miles with the exact same driving style and this vehicle had never had to have any brake replacement of any part. We believe that the way we drive our vehicles is such that any normal wear or tear is minimal and should not require brake service until at least twice the mileage at which we had to replace the rear brakes on this Subaru 2010 Outback vehicle. This brake longevity has been our experience on every vehicle we have ever owned except this 2010 Outback.

We request that Subaru review this excessive wear situation on our vehicle and consider reimbursement of the premature expense of our correcting it.

Sincerely,



Thornton, NH

Cc: Administrator, NHTSA

CUSTOMER COPY



35 Tilton Rd
Tilton NH 03276

Phone: (603)-729-1300 / (800)-358-4029

02/25/2014 16:13:08

Customer No. 51441		License #	Stock #	Dealer # DEALER	Invoice Date 02/25/2014	Invoice # 90230
Customer Name & Address [REDACTED] CAMPTON, NH [REDACTED]		Mileage In 36906	Mileage Out 36907	Lot #/Hat #	Color GOLD	Delivery Date 03/06/2010
		Year/Make/Model 2010 SUBARU OUTBACK			Prod Date / /	R.O. Date 02/25/2014
		Vehicle ID # 4S4BRBKCXA3 [REDACTED]			Tech & #	P.O. #
		Override	Service Write Up MARK SULLIVAN		S.W. INT. EST.	Engine Hours 0
Extended Warranty Co.		Policy #	Deductible	Auth. #	Adjustor	
Residence Phone	Business Phone	Cellphone	Service Writer Delivery Signature			

Type: I JOB #1 Tech: CHARLES PETTENGILL

Complaint: BELKNAP SUBARU DIFFERENCE: PERFORM INTERNAL NEW HAMPSHIRE STATE INSPECTION.
IF VEHICLE FAILS STATE INSPECTION AND WORK IS PERFORMED ELSEWHERE A REINSPECTION FEE WILL APPLY.

Cause: DUE FOR YEARLY STATE INSPECTION

Correction: PASSED NH S.I.

Type: C JOB #2 Tech: CHARLES PETTENGILL

Complaint: CUSTOMER REQUESTS OIL CHANGE SERVICE (A SERVICE). **\$33.95**
Replace Engine Oil per specifications for your model • filter with Genuine Subaru Oil Filter • Check and Top Off all fluids • Inspect and set Tire Pressures • Complete Multi-point inspection • ***Wash and Vacuum vehicle. (FREE)***

**** BREAK PADS MAKING SCRATCHING NOISE PLEASE DAIG

Cause: This schedule is based on the recommendations found in the Subaru Maintenance Handbook. Additional services may be recommended based on local climate, road conditions, vehicle usage.

Correction: TECHNICIAN COMPLETED OIL CHANGE SERVICE (A SERVICE) WITH ALL LISTED ITEMS ABOVE.
MULTI-POINT INSPECTION PERFORMED.

Part:	15208AA12A	ELEM CP OIL FILTER	Qty:	1	\$5.93
Part:	803916010	GASKET	Qty:	1	\$1.08
Part:	SOA635000	MOTOR OIL	Qty:	5	\$13.45
Misc:		ENVIRONMENTAL FEES			\$1.00

JOB TOTALS Labor: \$12.49 Parts: \$20.46 Misc: \$1.00 TOTAL: 33.95

Type: C JOB #3 Tech: CHARLES PETTENGILL

Complaint: CUSTOMER REQUESTS REAR BRAKE PADS AND REAR ROTORS NEED TO BE REPLACED.

Cause: TECHNICIAN FOUND REAR BRAKE PADS BELOW SAFE LEVEL, ROTORS AT MINIMUM SPECIFICATIONS AND WILL NEED TO BE REPLACED.

Correction: REPLACED REAR BRAKE PADS AND ROTORS. CLEANED AND ADJUSTED CALIPERS. ROAD TEST CONFIRMED REPAIRS.

Part:	26696AG031	PAD KIT R	Qty:	1	\$80.96
Part:	26700AJ00A	BRAKE DISC R S	Qty:	2	\$179.92
Part:	05089	CRC BRAKLEEN		1	\$3.50
Misc:		ENVIRONMENTAL FEES			\$3.40

JOB TOTALS Labor: \$170.00 Parts: \$264.38 TOTAL: 437.78

Type: C JOB #4 Tech: CHARLES PETTENGILL

Complaint: CUSTOMER REQUEST FOUR (4) WHEEL ALIGNMENT.
WITH ROTATION

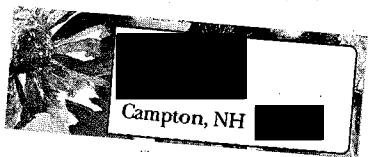
Correction: PERFORMED FOUR WHEEL ALIGNMENT. Consists of adjusting the angles of

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY SATISFIED", please contact our service team immediately.
Your satisfaction is our No. 1 concern
THANK YOU

Extended Warranty Pay		All labor charges are billed unless otherwise noted.	Total Customer Pay 553.28
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MANCHESTER NH 030

29 JUL 2014 PM 3 L



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Washington, DC 20590

20590

