

October 14, 2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Mr. Thomas J. Doll, President  
Subaru America  
P.O. Box 6,000  
Cherry Hill, NJ 08034-6000

CERTIFIED MAIL – RETURN RECEIPT REQUESTED

OCT 21 2014

Dear Mr. Doll:

It is with heavy heart that I write to advise you of my extreme disappointment and frustration in recently purchasing defective and poorly designed Subaru products, and my experience seeking remedies from your Subaru representatives.

Five months ago, I bought a new 2014 Subaru Crosstrek as a gift. I fell in love with this car the moment I saw it. Having purchased four trouble-free Subaru's over recent years and knowing and experiencing first-hand Subaru's impeccable record of quality and service, I bought this car largely on faith expecting no less in the future.

In the short time since buying this car, it has consumed over five quarts of oil before reaching 9,000 miles of use. In seeking a remedy, we took the car to two Subaru dealers, the first immediately upon indication by the car's indicator light that the oil was low.

In following Subaru's process that these dealers told me is required before Subaru will consider addressing the matter, I have been given implausible, absurd and indefensible excuses as to the cause of the problem; such as my failure to change the oil before the first 9,000 miles had been reached. This car effectively changed its own oil during this period by burning five quarts in 9,000 miles. These first five quarts were replaced by a Subaru dealer immediately upon indication by the car's own instruments that the oil was low.

During this same period, I also unwittingly purchased an ill-designed Subaru kayak rack for this car. After a month of unsuccessful efforts to install it in a manner in which it could be safely used, with the dealer that sold me the merchandise refusing to believe we were following Subaru's instructions for installation, a second dealer failed in their attempt. A third finally installed it just as we had. After installation by that dealer precisely as Subaru instructs, the racks still flop hopelessly and dangerously on the car's roof. They are clearly unsafe, with or without a kayak secured to them. Nevertheless, Subaru refused to accept their return because the company's 30-day return policy had expired.

In seeking help from Subaru America's customer support center, I was offered nothing more than an offer to facilitate communications; that is, to ask that dealer to call me back. After our first conversation, I could never get another return call.

I refuse to proceed further with Subaru's lengthy and unreasonable process that you require before you will consider remedying this oil consumption/burning situation, yet another such process this year. It's clear that Subaru has aligned its dealers to participate in implementing a strategy

designed to stiff-arm and wear down its customers in hopes that Subaru can avoid fixing this problem.

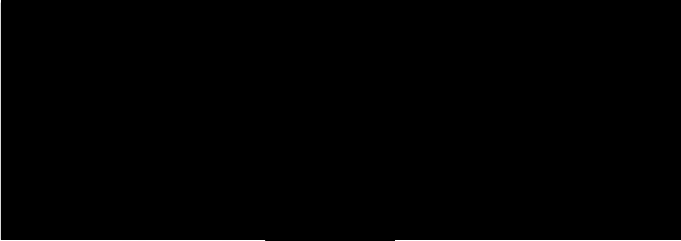
In researching the matter, I quickly and easily found that Subaru is embroiled in a significant class-action lawsuit over this very oil consumption issue. The suit also alleges the same complaints as to Subaru's handling of the matter with your customers that I am experiencing.

It's sad, surprising and disturbing that Subaru is falling from its iconic record of quality and service.

Given the seriousness of this oil burning problem in your new and late model cars, and Subaru's response to the matter, I fear that this Crosstrek I purchased is destined for an early demise, and that soon it will have no more value than its value as scrap. I certainly wouldn't in good conscience sell this car to anyone else.

In hopes that I might prevent others from befalling this fate by purchasing a Subaru, I am copying some family, friends, government officials and others who may take interest in this matter on my letter to you.

Sincerely,



Homer, NY



Copy to:

Ann Moore, Homer, NY

Rebecca Wilcox, Cole & Burd Subaru, Mansfield, PA

Terry Yoder, Cole & Burd Subaru, Mansfield, PA

Anthony Natale, Subaru 46, Hackettstown, NJ

Russ Schwartzman, Subaru 46, Hackettstown, NJ

Steven Rivers, Subaru 46, Hackettstown, NJ

Phil Hess, Royal Subaru, Cortland, NY

PA Office of Attorney General, Bureau of Consumer Protection

US Consumer Product Safety Commission, Bethesda, MD

US Department of Transportation, Washington DC

NYS Department of State, Division of Consumer Protection

Honorable Richard Hanna, US Representative, NYS Congressional District 22

Honorable James L. Seward, NYS Senate District 51

Honorable Gary Finch, NYS Assembly District 126

Honorable Michael F. Nozzolio, NYS Senate District 54

Honorable Joseph B. Scarnati III, PA Senate District 25

Honorable Matthew E. Baker, PA Legislative District 68

Honorable John DiMario, NJ Assembly District 23

Honorable Michael J. Doherty, NJ Senate District 23

Better Business Bureau, Complaints Department

John Humphrey, VP & GM, Global Automotive Operations, J. D. Power & Associates

Eric Gibbs, Girard Gibbs LLP

Consumer Reports, Yonkers, NY

Road & Track Magazine

Mysubie.com

Kelly Blue Book

Don & Kim Kudrick, Coudersport Service Center, Coudersport, PA

Arnie Troutman, Stoltz of Coudersport, Coudersport, PA

Dan Green, Green Agency, Pittsburgh, PA

Dayle Youngfleish, Coudersport, PA

George & Sandie Doran, Moravia, NY

Jason Moore, Homer, NY

Zac Moore, Homer, NY

Tara Atwater, Homer, NY

Charlie & Lisa Atwater, Homer, NY

Sharon Strojnowski, Little York, NY

Nancy Legler, Pittsburgh, PA

Kathy Alcorn, Westport, CT

Alex & Charlotte Iacobucci, Mooresville, NC

Ted Hill, Pickerington, OH



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