

December 7, 2014

Subaru of America Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000
Attn. Customer/Dealer Service

To Whom It May Concern:
Re: Brake Failure/Warning Light Icon
VIN 4S4BRBCC7B3 [REDACTED]

I have enclosed a copy of a recent receipt detailing the problem with my 2011 Outback. The left rear wheel brake showed a locked caliper, damaged rotor and a totally absent pad. The Technician stated that "it had never seen such damage" He wouldn't let us off the lot. He was very concerned that driving might cause an accident and injure someone. Throughout the episode DID NOT activate the brake warning light on the dash board. Shouldn't the brake icon activate given such a severe problem?

Submit a check for \$1048.09 to cover the necessary repairs- PROMPTLY

[REDACTED]
Kodiak, Alaska [REDACTED]

Cc: NHTSA

Consume Protection Agency

Continental Subaru, Anchorage

Midtown Auto Repair Services, Inc.

Invoice

2181 Mill Bay Road
 KODIAK, AK 99615
 Shop Phone: (907) 486-4008
 Fax: (907) 486-4102
 Email: midtownautorepair@gmail.com
 Web Address: www.midtownautorepairservices.com

Estimate Ref #0
 Date Printed: 12/05/2014
 Printed Time: 8:37 am

Estimate Ref: [REDACTED] WELCOME TO MIDTOWN AUTO REPAIR SERVICES Time Promised: [REDACTED]

2011 SUBARU OUTBACK 2.5I H4 2.5L 2458CC FI GAS N EJ253
 VIN: 4S4BRBCC7B3 [REDACTED]
 License [REDACTED] Mileage In: 25,680 Date Written: 12/01/2014
 Home: [REDACTED] Work: [REDACTED] Unit # Mileage Out: 25,680 Written By: Chris Pascua
 Cell: [REDACTED] DOM 08/10 Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	CUSTOMER STATES VEHICLE BRAKES SQUEAK	Justin Huling			
Labor A	Work Requested - CUSTOMER STATES VEHICLE BRAKES SQUEAK		0.40	95.00	38.00
Work Performed - TECHNICIAN TEST DROVE AND CONFIRMED CUSTOMERS CONCERN. BELIEVE BOTH NOISE CONCERNS COMMING FROM BRAKES. HEARD NOISE FROM BRAKES WHEN APPLYING, WHEN NOT APPLYING BRAKES AND WHEN COASTING. SCRAPING AND SQUEALING NOISE HEARD. INSPECTED BRAKES. FRONT AT 60-65% OR BETTER WITH NO CONCERNS. REARS ARE METAL TO METAL, LEFT REAR OUTER PAD IS MISSING, CALIPER FULLY EXTENDED AND MAKING CONTACT WITH ROTOR. ROTOR SEVERELY DAMAGED. RECOMMEND NOT DRIVING UNTILL BRAKES CAN BE REPAIRED. RECOMMEND REPLACING REAR BRAKE CALIPERS, PADS AND ROTORS.					
				<i>Job Total:</i>	38.00
Job #2	DURING ACCELERATION VEHICLE CREATES NOISE FRO...	Justin Huling			
Labor A	Work Requested - DURING ACCELERATION VEHICLE CREATES NOISE FROM FRONT TO MIDDLE OF VEHICLE.		0.00	95.00	0.00
Work Performed - SEE ABOVE NOTES.					
				<i>Job Total:</i>	0.00
Job #3	REMOVE AND REPLACE REAR BRAKE PADS, ROTORS AN...	Justin Huling			
Labor A	Work Requested - REMOVE AND REPLACE REAR BRAKE PADS, ROTORS AND CALIPERS.		2.80	95.00	266.00
Part	PXD1114H REAR BRAKE PADS		1.00	84.87	84.87
Part	31509 REAR ROTORS		2.00	60.23	120.46
Part	SE6628A REAR LEFT CALIPER		1.00	206.10	206.10
Part	SE6827A REAR RIGHT CALIPER		1.00	206.10	206.10
Misc	USPS Work Requested - SHIPPING / HANDLING		1.00	59.06	59.06
				<i>Job Total:</i>	942.59
Job #4		Justin Huling			
Misc	MAX TAX Work Requested - City of Kodiak MAX TAX, effective Oct 2012		1.00	52.50	52.50
				<i>Job Total:</i>	52.50

Effective October 1, 2012 City of Kodiak Sales Tax, 7% up to \$750.00 max \$52.50

Midtown Auto Repair Services offers limited warranty on parts and labor. Warranty is for a period not to exceed 12 months, or 12,000 miles which ever comes first. Warranty on parts and labor are only for parts that are purchased through Midtown. No Warranty on parts or labor for customer supplied parts. Vehicle shall be inspected prior to performing any Warranty claim. and all Warranty work shall be performed at our shop, by our Technicians. No Exceptions.

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VIN: 4S4BRBCC7B3

License:

Mileage In: 25,680

Date Written: 12/01/2014

Unit #

Mileage Out: 25,680

Written By: Chris Pascua

DOM 08/10

Save Old Parts: No

KODIAK, AK

Home:

Cell:

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$617.50
 Labor: \$304.00
 Sublet: \$0.00
 Misc: \$111.50
 Hazmat: * \$5.00
 Supplies: * \$10.00

Tax Total: \$0.00
Invoice Total: \$1,048.00

THANKS FOR CHOOSING MIDTOWN AUTO REPAIR SERVICES, KEEPING YOUR RIDE ON THE ROAD!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____ Date _____ Time _____



Kodiak, Alaska



NHTSA
1200 New Jersey Ave. ,SE West Bldg
Washington, DC 20590

