

CL-10851618-4381

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

[REDACTED]
Stamford, Ct., [REDACTED]

February 12, 2016

U. S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D. C.,
20590

MAR -9 2016

Gentlemen:

Enclosed are two letters which I have sent to Thomas Doll, President of Subaru of America.

I have never received a response.

Are there any statistics relating to accidents or injury due to this problem?

I would appreciate hearing from you.

Sincerely,

[REDACTED]

NM
32416
GMD

[REDACTED]
Stamford, Ct., [REDACTED]
[REDACTED]

January 6, 2016

Thomas J. Doll, President
Subaru of America
2235 Route 70 West
Cherry Hill, N. J., 08002

Dear Mr. Doll

I was very disappointed that I was not given the courtesy of a reply to my letter of December 10, 2015.

I would like to think it is because you have people working to correct the defect that I brought to your attention.

It just doesn't make sense to support a bumper with two clamps that can easily be dislodged without warning.

When the problem is solved, I would appreciate having my bumper repaired.

I look forward to hearing from you in the near future.

Sincerely,

[REDACTED]

[REDACTED]
Stamford, Ct., [REDACTED]
[REDACTED]

December 10, 2015

Subaru of America
2235 Route 70 West
Cherry Hill, N.J. 08002

I purchased a 2014 Legacy from Subaru of Stamford in July, 2013 and was delighted with my new car. Strangers approached me and asked what I thought of the car. I gave it a thumbs up.

Several months later, I noticed the bumper on one side had popped out. I managed to push it back in. The same thing happened on another occasion.

When I brought the car in for the first scheduled service, I questioned why this would happen. The service manager told me that a clamp that holds the bumper in place was missing and I could have gone over a bump in the road and loosened it and subsequently lost it!? A new clamp was put on and I did not have a problem until this fall. I took a 3 hour trip out to Eastern Long Island. About 2 hours into the trip, I heard a noise and assumed it was something rolling about in the trunk. When I made a stop, I was horrified to see that my bumper was hanging from the car. Evidently, I had been dragging it for several miles and the bottom was all scratched and it was torn. With the help of some tape, I managed to attach it back on the car and continued to my destination. Upon arrival, I had a technician check it. He did not have the clamp but he attached 2 wires and told me it was safe to drive.

On my return, I brought the car to Subaru of Stamford. I spoke with Mr. Ciccone, the Service Manager. He examined the car and pointed out a slight impression on the bumper. He felt the bumper had been hit at some point and caused the clamp to loosen and fall off? My car has never been in an accident I was told it would not be covered and would cost \$1,034.84 to replace.

I have owned many cars in my life and have never had a similar experience.

I consider this to be a defect and could have injured me or anyone following me if it had come completely off.

I also feel that Subaru should take responsibility for properly replacing the Legacy's bumper.

I would appreciate your input.

Sincerely,
[REDACTED]

Stamford, CT

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