

CL-158 52640-4771

February 17, 2016

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

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

RE: VIN 454BP61C887 [REDACTED]
Subaru Recall Campaign WCR53
NHTSA Recall No. 15V-323

Dear Sir or Madam:

MAR 14 2016

I want to file a complaint against Subaru for an inadequate response to a serious safety hazard involved in the above recall. I have an undated letter that I received yesterday, informing me that while my 2014 Forester is dangerous, the remedy is that I should not permit any person to ride in the front passenger seat, and that Subaru is unable to fix this dangerous condition because it lacks parts – and has no date for resolving this dangerous situation.

The only reason that I bought this car is for long distance trips with my grandchildren. I maintain an older Subaru for local trips. A four-seat passenger car without the use of one of the front seats is unsuitable for the purpose for which it was sold. This notice effectively makes the car unusable for this purpose. There is no remedy proposed in this letter, no time frame, and it leaves me without any idea of when I can use the car. My loss is also entirely uncompensated. A real remedy, for example, would be the use of another Subaru until the defect can be fixed.

I also believe that an instruction not to use the front passenger seat for some unknown period is so impractical that it cannot be followed by many – or most people. So it leaves the dangerous condition unremedied. Indeed, the entire notice smacks of a simple legal fiction designed to shield Subaru from legal liability should serious injuries follow.

To the extent that the NHTSA has jurisdiction over the safety of new cars, this remedy is inadequate and will likely result in future injury.

Sincerely,

[REDACTED]
Mayfield, NY [REDACTED]

NAM
3/28/16
SMD

NEW YORK NY 100

20 FEB 2005 PM 11



W48-226 National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington, D.C.
20590

20590

