

MAR 14 2018

March 6, 2018

CL-11079348-1836

Nashville TN

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

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington DC 20590

To Whom It May Concern;

This letter is to inform you that Downtown Subaru
Nashville at 1512 Broadway, Nashville TN has failed
or is unable to remedy my vehicle within a
reasonable amount of time for the "Takata-sourced
passenger side frontal air bag" recall in my 2004
Subaru Outback per NHTSA recall No. 16V-359, Subaru
Recall Campaign TK B16, VIN: 453BH67514 [REDACTED]

In response to the recall letter from Subaru of
America, Inc sent June 2017, I have taken my car
to the dealership on ① June 28, 2017, ② Oct 31-Nov 1, 2018, and
③ February 16, 2018. I also called Bill Lowman, manager,
on February 21, 2018 stating my concern, with no response.

Attached is my letter to Subaru of America, Inc. with
more detail.

Thank you.

AM
3.14.18
W

February 28, 2018

Nashville, TN

Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000

To Whom It May Concern:

I am writing to you to express my frustration to get the recalled "Takata-sourced passenger side frontal air bag" replaced in my 2004 Subaru Outback per NHTSA Recall No. 16V-359, Subaru Recall Campaign TKB16, VIN: 4S3BH67514. I have had three appointments with Downtown Subaru Nashville at 1512 Broadway, Nashville TN between June 28, 2017 and February 16, 2018, yet the issue is still unresolved.

On June 28, 2017 I took my Subaru for the appointment. However, upon arrival they said they needed the car overnight although the letter stated "approximately 45 minutes" to replace the air bag. I was not able to leave my car, so that was a wasted trip.

On October 31, 2017 I dropped my car off for the repair, to be picked up November 1, 2017. Later that day I called to check the status and he said it was ready for pick-up. However, upon arrival he said the technician broke a part in my car that they would need to order and replace. So that was a wasted trip.

On February 16, 2018 I once again dropped my car off in the morning to be picked up that afternoon. When I made the appointment they said they had the replacement part on reserve with my name on it. When I called to check the status of my car late that afternoon, Ashley said they were just finishing it up and I could come get it. However, upon arrival, she said they had the wrong replacement part, and they would have to reorder the correct part. So that was another wasted trip.

On February 20, 2018 we received an e-mail asking about this most recent service visit and gave the name Bill Lowman (b15) 329-2929 to call for any issues.

On February 21, 2018 I called and left a voice mail message for Mr. Lowman stating my three failed attempts to get the air bag replaced. As of today, I have yet to receive a reply from him.

While I have gone above and beyond to resolve this issue, Subaru has proven to be inept. This letter is for the purpose of documentation.

Thank you,



Subaru owner since 1984

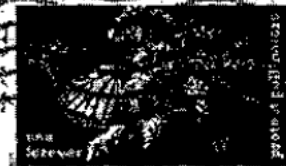
ASPCA



Nashville, TN

NASHVILLE TN 370

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National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington DC 20590

Attn: Administrator

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