

SEP 1 2018

Hello, my names [REDACTED] responding to your letter requesting a follow-up on my report about the recall and repairs to my 2007 Subaru Impreza

Included in this envelope is every email/interaction/receipt between myself and Subaru of America, Wallace Subaru of Bristol, TN, my local parts store and repair shop and alignment shop and also pictures of damages/parts failures.

VIN- JF1GG616X7G8 [REDACTED] (2007 Subaru Impreza 2.5i as stated in the recall "2002-2007 model year Subaru Impreza (except STI) or 2003-2008 model year Subaru Forester.")

I want to stress again that Subaru's active recall (WVX-34 linked below) was the only reason i went through the trouble of contacting Subaru and trying to get my car covered.

<http://www.wvx34.service-campaign.com/> And although they finally compromised with a \$500 OEM parts coupon after over a month of back and forth and multiple attempted de-escalations, i still had a significant amount of out of pocket expense for a known premature rust failure issue on an existing faulty recalled part of a major load bearing suspension part. Also i found it alarming at how a company like Subaru who markets themselves as a family friendly safety first brand can somehow change their protocol at will with every recall or safety issue even when its in black and white on a public recall record regardless of whatever technicality they wanted to leverage in their favor just to save a few company dollars, especially when its a major mechanical part that creates a serious KNOWN and documented safety issue. As i told them i had just gotten into my driveway from a 14 hour beach roadtrip. This critical suspension part couldve failed at any time during the trip, my last 2 years of ownership, or worse caused a potentially fatal accident involving more than myself with or without considering the existing TAKATA airbag recall. i baby this car and as i told Subaru ive had over 8 much older Subaru's and never had any problems with any of them and my others have had 150-250+, and my 95 with 300,000 miles on them in much worse cosmetic condition, which tells me my car cant be the only one out there unknowingly driving around with an inevitable control arm failure that again is a known publicized issue. I also had my fenders damaged by my girlfriends dad involvement while loading my car onto my trailer with skates under the wheels in order to haul it to my mechanic (which i understand that part is between myself and him however it still adds to the frustration since the reason it had to be loaded was for a faulty rusted broken control arm failure to begin with that i believe shouldve been covered in the first place)

Also upon repairs via my mechanic, it was discovered the left front knuckle/hub assembly had also halfway rusted around the mounting point creating a weak point where it would also have inevitably failed had it not been discovered. (also yet another rust prone critical subaru suspension part.)

If anything else can be provided i would be more than happy to do so.

AM  
09/19/18  
AS

i appreciate your investigation

Concerned consumer [REDACTED]



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



U.S. Department  
of Transportation  
  
National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET: www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

25-JUN-2018

Reference No.

**OWNER INFORMATION (Type or Print)**

Name

Address

City

ABINGDON

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JF1GG616X7G

Make

SUBARU

Model

IMPREZA

Model Year

2007

Date Purchased

Dealer's Name and Telephone Number

Parkway Auto of Bristol TN (used)

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐ No

Dealer's City

Bristol

State

TN

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Major Various susp. failures (wvx-34)

Incident Date(s)

23-JUN-2018

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 020000 SUSPENSION

control arms (recall wvx-34)  
knuckles, axles, endlinks, etc

Failure Mileage

110000

Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment  
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2007 SUBARU IMPREZA. WHILE PULLING INTO THE DRIVEWAY, THE CONTROL ARM FAILED AND THE WHEELS SEIZED. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE DEALER (WALLACE SUBARU, 320 VOLUNTEER PKWY, BRISTOL, TN 37620, (888)-859-0650) WAS CONTACTED, BUT THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 110,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

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ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**BUSINESS REPLY MAIL**

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:  
Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



E-mail

Chains from  
Subaru of  
America



Jul 23 (7 days ago)

to CustDlrServices

Received thanks again. Will be purchasing parts this week.

(Reads back to  
front,  
apologies)

On Friday, July 13, 2018 [Redacted] wrote:

Thanks I appreciate it. Will let you know when I receive it. I would still feel better if at least some kind of internal second look was given to this potential failure across all models 02-08 Impreza- Forester

On Friday, July 13, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:



I have requested to have the coupon mailed out and you should receive this within the next 7-10 business days.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: 1-33343557522

[THREAD ID:1-FUDH4ET]

-----Original Message-----

From:

Sent: 7/12/2018 06:22:14 PM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR #

Yes I would be interested in that.

On Thursday, July 12, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:

Dear

Thank you for your email. I am happy to provide you with a \$500.00 parts & service coupon which may be used to purchase Subaru Genuine Parts from your local Subaru Retailer. Please advise if you would like to take advantage of this offer. Thank you.

Gretchen Atkinson

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

[THREAD ID:1-FTXNWWNA]

-----Original Message-----

From: [REDACTED]

Sent: 7/11/2018 06:42:40 PM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR # [REDACTED])

I'm very curious to hear your explanation as to how else my car so quickly rusted apart the EXACT WAY the recall says it will even when it was previously registered outside of a salt state.

Clearly it didn't need to be in a salt state (my similar climate and equally harsh winter commute aside) to fail as drastically as it did which to me only further proves how faulty and dangerous of a design flaw Subaru had because by Subaru's logic my car shouldn't have rusted or failed in the exact same way outside of a salt state or else all 02-08 imprezas/foresters would have been inspected for the recall. I don't understand how something safety related could stand to be so subjective. Especially when mine failed the way it did. (I'll include pics if you haven't seen them yet)

I would even happily settle for a discount on the parts needed to fix my car as I said I've had 8 Subaru's so I'm used to working on them.

On Wednesday, July 11, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:



[REDACTED]

Thank you for your email. Caitlin forwarded your concerns to me. I am her manager. You're vehicle is not affected by the recall you are referring to. Simply registering your vehicle in a "salt belt" state for one day does not change the status of your vehicle.

Should you prefer to speak with me directly regarding your concerns please call me at 1.800.782.2783. Thank you.

Sincerely,

Gretchen Atkinson

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

[THREAD ID:1-FTJE0CJ]

-----Original Message-----

From: [REDACTED]

Sent: 7/10/2018 10:05:05 PM

To: "CustDirServices@subaru.com" <CustDirServices@subaru.com>

Subject: Re: (SR # [REDACTED])

I went out of my way to meet the oddly specific conditions of an extremely dangerous KNOWN faulty part issue in hopes of making it easier on your end and after months of discussion you're still trying to tell me that nothing is going to be done by Subaru?

I understand you're just the messenger but Subaru must realize that someone WILL get killed by this one day and it's only a matter of time.

As I said at 21 I've had over 8 Subaru's, and loved every one. I was at one point extremely supportive and enthusiastic of the brand. I've had several over 200k and a 95 that I still own with 320k all original no problems at all and this 07 being my nicest newest one that I take the most care of (Previous owners included as per the carfax dealership service records supports) and I don't want this one to be the one that finally breaks my faith and heart on the brand I've been loyal to for so many years of my life if nothing gets honored. I've spent thousands and thousands on Subaru's and Subaru parts both OEM and aftermarket supporting the brand and community that I loved. Even thinking back to every part time job I had back in highschool I was always shopping for that next part or the next wheels and tires, reading reviews, forums, following everything there was to follow involving the Subaru culture etc.

It's one thing to not stand behind your product but a whole other issue to not honor an extremely dangerous KNOWN PARTS FAILURE, especially one where a very public recall issue already exists. (Just check the forums and many popular social media enthusiast groups)

If I may, please allow me to explain myself and my situation once more..

I'm not even an hour from the West Virginia line where I frequently visit friends and family all throughout the year as well as travel through there for work over the past couple years that I've owned this Subaru for which I believe would be "sufficient time for it to be effected".

I understand you have to have your 'lines in the sand' so to speak however it's not like I'm out in California asking for this. Just a couple years ago my area of SOUTHWEST Virginia had record freezing and snowfall which means record amounts of salt and brine on the roads thus meaning my car was subjected to the very same salt state-like climates over its lifetime as stated in the recall. Virginia in a whole as a state may not be considered "salt state" material, but that's because of its heavily populated and much warmer climatized northern and entirely coastal eastern border, where as I live on the complete other narrow tipped western end directly in the path of winter storm currents right beside the majority of the West Virginia border, where like I said I frequently have traveled through over the years of owning my car.

You gave me hopes of Subaru using some intuition and understanding my situation with where my car gets driven most of the time and finally honoring their already active recall when you had said some time before "if I had record of it being registered in a salt state I'd be glad to take care of you" and me thinking of Subaru as the reputable, friendly, understanding, common sense,

safety first company that took care of its enthusiasts as I once remember it being, goes through the trouble of re-registering its title to meet the only remaining legal technicality of the existing recall because again, I may not live in an official 'salt state' but I do however live in 'salt state-conditions' in my particular area. I was certain Subaru could understand that and take care of a loyal multiple time repeat customer. Which makes sense to me because if my car is not in those extreme winter conditions, how else does my car literally RUST APART beneath me in less than 2 years and 20,000 miles of ownership if I don't live in such an area and climate?? Especially after having such a well taken care of and thoroughly inspected life by certified technicians?

I wouldn't have gone through the trouble of re registering it just less than an hour away if I thought it was that far-fetched of an issue to honor when it's the exact rust failure in the recall under the exact environmental conditions. Weather patterns don't just stop when they hit state lines.

Again this is a major safety defect that's going to get someone killed and it's already in public writing in the form of a recall and you know I'm not the only one driving an 02-08 Impreza/forester out there with potentially the same failure underneath hanging on by mere millimeters of rusted brittle metal. Albeit unknowingly just as I was at the time simply because they don't meet the technicality of having registered it in a salt state therefor they were never made aware of, all in the name of Subaru saving a few bucks,

eerily the same way in the 70s that Ford with faulty fuel tanks on the Pinto, and Chevrolet with the Corvair where they blatantly ignored KNOWN SAFTEY ISSUES all in the name of saving some corporate company money even when the known safety issues were already in writing. Even fairly recently the past couple years General Motors had their battle with their faulty ignitions killing people. I'd hate for the same known issue in writing coverup story to have a lasting effect on such a dedicated family and community oriented brand like Subaru.

It very easily could've killed or injured both me and my fiancé or anyone else driving around us on our way back 14 hours from the beach while going 75mph. Just think for a second If we had stopped ANYWHERE else just one more time that would've put just a half of a mile more on my car during that trip we would not have made it back alive and not just barely back into our driveway before it failed. And Subaru would've had blood on their hands because they have a known recall out on it however they refused to acknowledge the issue or issue a fix over a technicality that saved them a few \$ per car.

Not only that, because of my car being out of service due to this failure I'm unable to get it in for the Takata airbag recall (which creates a whole other liability) I do however applaud the way the Takata airbags have been handled, I've gotten numerous pieces of mail both paper and electronically, and I know of entire call center floors dedicated to notifying people about the issue because at the end of the day it is a potentially DEADLY FAILURE.

I really do not want to get legally involved but I can't help but know there are others out there in other unthought of, rust prone environments and, like me, along the borders of salt states in far worse condition and being treated much worse than mine. I simply would be unable to stand by knowing I could've hopefully prevented others and entire families from being inconvenienced the way I have with a technicality of a very subjective open recall or even worse having them hurt or killed. I would at least hope to make them aware, nothing wrong with having 02-08 Impreza's and foresters checked out, salt state or not. Because obviously my car proved it can and will happen outside of the official states because those exact conditions do in fact exist outside of those few official state lines.

I really really genuinely hope Subaru will understand my conditions and environment that my car had been commuting in over it's lifetime, and that they do the right thing for someone who's supported them for so long so enthusiastically.

Not just for me but for all the others unknowingly driving around in their 02-08 Impreza's and foresters with potential extremely dangerous rust failure.

Like I said I know you're only the messenger and if you read all this I greatly appreciate that, and again I don't want to get legally involved but if Subaru still says no to honoring my cars recall (that now meets the recalls conditions) it will unfortunately leave me no choice with the safety in mind for thousands upon thousands of other Subaru families and fellow enthusiasts to do so.

(I have included pictures of my house and from my cars and the snow and salt residue covered rural area roads that I travel frequently within 5-20 minutes of me over the last couple of winters to show what my cars endure)

On Tuesday, July 10, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:



I did review this further here and the records indicate that the vehicle was registered in WV for 1 day which would not be sufficient time for the vehicle to have been affected. After completing the review, Subaru of America would not be in a position to provide financial assistance towards the repair.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number [REDACTED]

[THREAD ID:1-FSTSUM5]

-----Original Message-----

From: [REDACTED]

Sent: 7/8/2018 08:26:01 PM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR # [REDACTED])

As you can tell the carfax is full of scheduled regular maintenance records so the car was very well taken care of and regularly inspected from certified techs which adds more liability that it failed so rapidly since it's last official dealer services from the original owner because of myself and obviously the previous owner frequently traveling southern west VA and WV itself with their heavy salt use.

I appreciate the responses overtime and as far as I'm aware the NHTSA still have their case opened on it along with the provided recall release as I was instructed to do from another Subaru rep over the phone.

On Friday, July 6, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:





I will review this further here and will be back in contact with you no later than 5PM EST Tuesday the 10th.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number:



[THREAD ID:1-FR8QGTI]

-----Original Message-----

From



Sent: 7/5/2018 07:04:05 PM

To: "CustDirServices@subaru.com" <CustDirServices@subaru.com>

Subject: Re: (SR #



On Thursday, July 5, 2018, Subaru of America, Inc. <CustDirServices@subaru.com> wrote:



I am sorry for the delayed reply, I was out of the office until today. Do you have a copy of the carfax that you could forward to me?

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

[THREAD ID:1-FQDA4DR]

-----Original Message-----

From: [REDACTED]

Sent: 7/3/2018 11:41:55 PM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR [REDACTED])

Just making sure you received my last one as it had been several days since I got a reply.

The lady I bought my car from in WV had title [REDACTED] and I had to purchase a carfax online just to get that for you.

On Friday, June 29, 2018, [REDACTED]

It would be under West Virginia title [REDACTED]

Check the car fax.

On Thursday, June 28, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:

Hi [REDACTED]

We do not have any documentation that this vehicle was ever registered in a salt-belt state. We did check our resources here for any previous registration. If you have documentation showing this please respond with a copy.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

[THREAD ID:1-FNJFHE7]

-----Original Message-----

From: [REDACTED]

Sent: 6/27/2018 05:42:54 PM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR [REDACTED])

The lady I bought it from was registered in West Virginia.

On Wednesday, June 27, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:

[REDACTED]

Please provide me with documentation showing the vehicle is registered in a salt-belt state and I would be happy to review this further.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

[THREAD ID:1-FN4AJ04]

-----Original Message-----

From: [REDACTED]

Sent: 6/26/2018 06:52:05 PM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR # [REDACTED])

I was told over the phone from the 800 number in your replies to open a case with the NHTSB, which I did. Explained to them my situation, how my car meets the recall requirements yet nothing is being done when there's a recall that already exists for my rust failure issues and how it could have killed me or others.

Currently awaiting to hear back from both sides.

On Monday, June 25, 2018, [REDACTED]

I got it registered in West Virginia. It meets the requirements now. May just not be in the system yet.

On Monday, June 25, 2018, Subaru of America, Inc. <CustDirServices@subaru.com> wrote:

[REDACTED]

Our records here still do not indicate this vehicle is apart of any recall for the lower control arms.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

[THREAD ID:1-FLB37Q4]

-----Original Message-----

From: [REDACTED]

Sent: 6/22/2018 07:07:43 PM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR [REDACTED])

Thanks for the reply. Do you know if she's just gone for the weekend or on a vacation?

On Friday, June 22, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:

[REDACTED]

Caitlin is currently out of the office. I will make her aware of your email and ask that she follow up with you when she is back in the office.

I apologize for any inconvenience this may cause.

Should you require any further assistance, please feel free to contact us at 800-782-2783.

Sincerely,

Martina

-----Original Message-----

From: [REDACTED]

Sent: 6/21/2018 05:10:58 PM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR [REDACTED])

Hello again, if you would give my VIN another look, it should now meet the recall requirements of being in a salt state.

On Thursday, June 7, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:

Hi [REDACTED]

I have updated our records here. Again, I am sorry for the concerns you are having with your vehicle and have documented this here. Should your VIN ever be added to a recall you will be notified.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

[THREAD ID:1-FE6G8WZ]



-----Original Message-----

From: [REDACTED]

Sent: 6/6/2018 05:19:40 PM

To: "CustDirServices@subaru.com" <CustDirServices@subaru.com>

Subject: Re: (SR # [REDACTED])

I understand the corrosion could cause such failure, my argument is that my car obviously didn't need such "salt state" conditions to corrode and fail thus making others equally susceptible to corrosion failure regardless of their environment as my car proved is possible. Had it been the other way around where the salt states weren't the ones being covered makes more sense to me because it's considered an abnormally harsh environment where every car in it sees rust in its life. Not the other way around.

My address is [REDACTED] Abingdon Va [REDACTED] my phone is [REDACTED]

On Wednesday, June 6, 2018, Subaru of America, Inc. <CustDirServices@subaru.com> wrote:

[REDACTED]

I am sorry for your frustration. I have documented the concerns here. The recall would only apply to the salt-belt states as the corrosion can occur if the vehicles are exposed to salt on the roads for a prolonged period of time.

Again, I have documented your concerns here. If there is any extensions to the recall you would be notified. Could you please provide me with your mailing address and I will update our records here.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

[THREAD ID:1-FDZ6MPA]

-----Original Message-----

From: [REDACTED]

Sent: 6/6/2018 06:59:22 AM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR # [REDACTED])

It's not like it's some faulty piece of trim or interior part, this is a dangerous major mechanical failure that's a known issue. The fine print should be irrelevant when it's a potentially fatal issue.

On Wednesday, June 6, 2018, [REDACTED]

I understand you have a protocol you have to follow (I used to work in cust service) but at some point should you not hear on the side of caution?

On Wednesday, June 6, 2018, [REDACTED]

It's a shame you're getting out of a potentially fatal faulty part due to some "fine print" issue. Especially to someone who's dedicated to the brand and have had multiple Subaru's.

My car with only 110k and not a spot of body rust can't be the only one that just so happened to not be in a salt state that's corroded this badly. There has to be plenty driving around with 150k+

on them and it's only a matter of time until it fails on them while driving and the paper trail leads back to Subaru where they find it was a known issue that could've been prevented.

On Tuesday, June 5, 2018, Subaru of America, Inc. <CustDirServices@subaru.com> wrote:

[REDACTED]

If you can provide documentation showing the vehicle has been registered in one of the salt belt states as identified by the National Highway Traffic Safety Administration I would be happy to review this here. Our records indicate that the vehicle was not ever registered in a salt belt state and is not apart of any recall for the lower control arm. Please respond with the proper documentation and I would be happy to continue the review.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number [REDACTED]

[THREAD ID:1-FDAU8Z6]

-----Original Message-----

From: [REDACTED]

Sent: 6/4/2018 07:03:59 PM

To: "CustDirServices@subaru.com" <CustDirServices@subaru.com>

Subject: Re: (SR # [REDACTED])

My VIN isn't showing because to my knowledge the car was never registered in a salt belt state prior to me. However when it's the same exact extreme rust failure on the same part I have a hard time understanding why it's not being honored in.

Had this faulty design failure happened anytime during my 14 hour road trip I had just finished exactly seconds before I made it to my driveway I could have been injured or killed. Not to mention the other motorists I would have collected when it failed.

This isn't an unrelated breakage failure of the same part, if you saw the attached picture it's clearly the exact RUST failure as what the recall states. Whether or not it was registered in a salt state should be irrelevant when it's clear by the damage that over its lifetime the car encountered the same severe weather and salt conditions as to what the recall was considering.

On Monday, June 4, 2018, Subaru of America, Inc. <CustDirServices@subaru.com> wrote:



While it may be the same part number, recalls will be for a specific part at a specific time which is why they are VIN specific. The part in your vehicle was not affected by the recall. Therefore, this is only something that would have been covered under the first 3 year or 36,000 mile warranty on your vehicle.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number: [REDACTED]

[THREAD ID:1-FBZKNN8]

-----Original Message-----

From: [REDACTED]

Sent: 6/1/2018 07:38:49 PM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR #: [REDACTED])

Basically I'm saying I had the same exact part with the same exact rust breakage failure as to those recalled. I understand Subaru trying to minimize their losses with specific vins but it's hard for me to understand how I'm not being honored when it's the exact same failure and condition. If you saw the pictures (which I'll attach again) you'd see how obviously it's the same MAJOR RUST failure.

On Friday, June 1, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:

[REDACTED]

Your vehicle was not affected by a recall for the lower control arm. Each recall is VIN specific and our records indicate that this VIN does not have any recalls related to the lower control arms.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number [REDACTED]

[THREAD ID:1-FBK0VF2]

-----Original Message-----

From: [REDACTED]

Sent: 6/1/2018 01:00:03 AM

To: "CustDlrServices@subaru.com" <CustDlrServices@subaru.com>

Subject: Re: (SR # [REDACTED])

Thanks for the reply. My repair coverage was not inquiring about the original 3 year/36k warranty, obviously that's long gone by now.

I was instead following up after being informed in numerous forums of a past recall pertaining to the exact part failure in which I had occur on my car. Here is the recall

<http://www.wvc34.service-campaign.com/>

I will also attach the images of my exact parts failure that I had occur that the recall states will eventually happen due to premature rust failure.

My car is loaded on my personal trailer right now and I will gladly save cost on your all's end if you choose to honor your recall by not requiring a tow to the dealer nor will a rental/loaner be needed as I have a couple of Subaru's for now.

On Thursday, May 31, 2018, Subaru of America, Inc. <CustDlrServices@subaru.com> wrote:

[REDACTED]

Thank you for contacting Subaru of America, Inc. We appreciate you taking time out of your day to contact us.

Your message to us on social media was forwarded to me for further handling, and I would be happy to be of service.

I am sorry to hear of the concerns you had with the vehicle. I did double check here for any recalls for the concern and it does not look like that is something that did apply to your vehicle. The warranty that would have covered this was good through the first 3 years or 36,000 miles. With the vehicle being well outside of any warranty coverage we would not be in a position to provide financial assistance towards the repairs.

Should you have any additional questions please feel free to contact me.

Sincerely,

Caitlin B.

Subaru of America, Inc.

Customer/Retailer Services Department

1-800-SUBARU3 (1-800-782-2783)

Service Request Number [REDACTED]

AttachmentsJun 7

to steven

Looks like they're not gonna be doing anything for me even though it's the same failure listed in the recalls. Just for a rough reference would you be able to give me a very broad ballpark estimate for everything in the pics? (I'll attach them to this email again)

Axle shaft, control arm (both sides not taking chances), sway bar link, alignment, anything else you could think of that was damaged.

\* Never received  
any further response

↳ But was verbally quoted  
at parts counter approx \$1,500  
↑  
wallace's

parts  
\$  
approx \$1,300  
Labor...

On Tuesday, May 29, 2018, steven dingus <sding331@yahoo.com> wrote:

I completely understand. With a recall not attached to your VIN there is nothing we can do. I would suggest contacting Subaru directly.

Steve Dingus

Sent from my iPhone

On May 29, 2018, at 5:15 PM



I included 4 screenshots of the rusted recall damage. Here again is the link to the official recall that I was informed of in many professional Subaru groups after suffering this failure. I had just made it home from a 14 hour road trip and it failed luckily the second I arrived in my driveway. I have since loaded the car onto skates and onto my trailer so if any further inspection is needed before servicing this particular recall I can bring it by. Thanks for informing me of the other recalls past and present and I do plan on getting those serviced in the future however for obvious reasons this one is my primary concern.

<http://www.vv34-service-campaign.com/>

On Tuesday, May 29, 2018, <steved@wallaceauto.com> wrote:

[REDACTED]

I ran your VIN and it has an open campaign for the Takata air bag inflator and has two campaigns that were performed already for an ECM update and a fuel tank one way valve. Let me know if you have any questions.

Steve Dingus

-----Original Message-----

From: [REDACTED]

Sent: Tuesday, May 29, 2018 4:05pm

To: Steved@wallaceaauto.com

Subject: [REDACTED] impreza recall

JF1 GG616X 7G [REDACTED]

(2007 Impreza 2.5i wagon manual maroon)

<F3127F8E-1DB3-49F6-A028-29D71AF3F8C5.jpeg>

<7759C4B4-DAB3-4AB6-8D53-D6AE75CADA54.jpeg>

<B997DAEB-9A00-4530-9A92-B84517375137.jpeg>

<787EE347-3557-4F71-BA90-25C1B64C2D9A.jpeg>

4 Attachments

# WALLACE IMPORTS



of Bristol

320 Volunteer Parkway - Bristol, TN 37620

(423) 764-1145 - Fax: (423) 652-6852

Toll Free: 1(800) 652-6882

\$\$

parts

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SHIPPED

ABINGDON, VA

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| YOUR PURCHASE ORDER                                                                                                                                          |                                         | TERMS                    |      | INVOICE DATE       |        | INVOICE NUMBER |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|--------------------------|------|--------------------|--------|----------------|--|
|                                                                                                                                                              |                                         | Payment Due Upon Receipt |      | 8/02/18            |        | 1              |  |
| SHIP VIA                                                                                                                                                     |                                         |                          |      | SALESPERSON'S NAME |        |                |  |
| Will Call                                                                                                                                                    |                                         |                          |      | Abbey Marshall     |        |                |  |
| QTY                                                                                                                                                          | DESCRIPTION                             | SOURCE                   | DISC | NET                | AMOUNT |                |  |
| 1                                                                                                                                                            | 28015AA080 : OIL SEAL                   | 18                       |      | 16.60              | 16.60  | 16.6           |  |
| 1                                                                                                                                                            | 28015AA0708A : OIL SEAL                 | 92                       |      | 15.27              | 15.27  | 15.2           |  |
|                                                                                                                                                              | Part interchanges with part# 28015AA070 |                          |      |                    |        |                |  |
| 1                                                                                                                                                            | 28313AE030 : HOUSING F LH               | 92                       |      | 274.22             | 240.21 | 240.2          |  |
| 1                                                                                                                                                            | 28316FE0008A : BEARING F AXLE           | 92                       |      | 84.75              | 76.27  | 76.2           |  |
|                                                                                                                                                              | Part interchanges with part# 28316FE000 |                          |      |                    |        |                |  |
|                                                                                                                                                              | JF1GG616X7G VIN                         |                          |      |                    |        |                |  |
| DATE PRINTED                                                                                                                                                 |                                         | 8/02/18                  |      | TIME               |        | 9:48:28        |  |
| <b>PARTS DEPARTMENT HOURS</b><br>8:00 a.m. to 5:00 p.m. Mon - Fri<br><br><b>Thank You!</b><br><br>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS. |                                         | SERVICES OR EQUIPMENT    |      |                    |        | 348.35         |  |
|                                                                                                                                                              |                                         | SHIPPING                 |      |                    |        |                |  |
|                                                                                                                                                              |                                         | C.O.D. CHARGE            |      |                    |        |                |  |
|                                                                                                                                                              |                                         | SALES TAX OR TAX I.D.    |      |                    |        | 33.27          |  |
|                                                                                                                                                              |                                         | DEPOSIT ON CONTRACT      |      |                    |        | -381.62        |  |
| X                                                                                                                                                            |                                         | TOTAL                    |      |                    |        | .00            |  |

320 Volunteer Parkway - Bristol, TN 37620  
(423) 764-1145 - Fax: (423) 652-6852  
Toll Free: 1(800) 652-6882

SOLD TO

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ABINGDON, VA

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|                                                                                                                                                              |                                                                      |                          |        |                   |        |                     |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------|--------|-------------------|--------|---------------------|--|
| YOUR PURCHASE ORDER                                                                                                                                          |                                                                      | TERMS                    |        | INVOICE DATE      |        | INVOICE NUMBER / PG |  |
|                                                                                                                                                              |                                                                      | Payment Due Upon Receipt |        | 7/27/18           |        | 1                   |  |
| SHIP VIA                                                                                                                                                     |                                                                      |                          |        | SALESPERSONS NAME |        |                     |  |
| Will Call                                                                                                                                                    |                                                                      |                          |        | Abbey Marshall    |        |                     |  |
| QTY                                                                                                                                                          | DESCRIPTION                                                          | SOURCE                   | LIST   | NET               | AMOUNT |                     |  |
| 1                                                                                                                                                            | 20202FE451 : ARM AY FRONT<br>Part interchanges with part# 20202FE450 | 92                       | 299.95 | 299.95            | 299.95 |                     |  |
| 1                                                                                                                                                            | 20202FE851 : ARM AY F<br>Part interchanges with part# 20202FE850     | 92                       | 299.95 | 299.95            | 299.95 |                     |  |
| ✓                                                                                                                                                            |                                                                      |                          |        |                   |        |                     |  |
| DATE PRINTED                                                                                                                                                 |                                                                      | 7/27/18                  |        | TIME              |        | 9:26:08             |  |
| <b>PARTS DEPARTMENT HOURS</b><br>8:00 a.m. to 5:00 p.m. Mon - Fri<br><br><b>Thank You!</b><br><br>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS. |                                                                      | SERVICES OR EQUIPMENT    |        |                   |        | 599.90              |  |
|                                                                                                                                                              |                                                                      | SHIPPING                 |        |                   |        |                     |  |
|                                                                                                                                                              |                                                                      | C.O.D. CHARGE            |        |                   |        |                     |  |
|                                                                                                                                                              |                                                                      | SALES TAX OR TAX I.D.    |        |                   |        | 57.29               |  |
|                                                                                                                                                              |                                                                      | DEPOSIT ON CONTRACT      |        |                   |        | -657.19             |  |
|                                                                                                                                                              |                                                                      | TOTAL                    |        |                   |        | .00                 |  |

|                                                                                                                                                                                 |            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| SOLD TO                                                                                                                                                                         | SHIPPED TO |
| <div style="background-color:black; width:100%; height:100%; position:relative;"> <span style="position:absolute; top:10px; left:10px; color:white;">ABINGDON, VA</span> </div> |            |

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|                                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|----------------------------------|--------|-----------------------|---------|-------------------|--|
| YOUR PURCHASE ORDER                                                                                                                               |                                   | TERMS                            |        | INVOICE DATE          |         | INVOICE NUMBER PG |  |
|                                                                                                                                                   |                                   | Payment Due Upon Receipt         |        | 7/30/18               |         | 1                 |  |
| SHIP VIA                                                                                                                                          |                                   |                                  |        | SALESPERSON'S NAME    |         |                   |  |
| Will Call                                                                                                                                         |                                   |                                  |        | Abbey Marshall        |         |                   |  |
| QTY                                                                                                                                               | DESCRIPTION                       | SOURCE                           | LIST   | NET                   | AMOUNT  |                   |  |
| 1                                                                                                                                                 | 28015AA080 : OIL SEAL             | 18                               | 16.60  | 16.60                 | Ordered |                   |  |
| 1                                                                                                                                                 | 28052AA010 : HUB COMPLETE FRONT A | 19                               | 152.58 | 133.66                | 133.66  |                   |  |
| Part interchanges with part# 28052AA000                                                                                                           |                                   |                                  |        |                       |         |                   |  |
| 1                                                                                                                                                 | 28015AA0708A : OIL SEAL           | SPORD                            | 15.27  | 15.27                 | Ordered |                   |  |
| Part interchanges with part# 28015AA070                                                                                                           |                                   |                                  |        |                       |         |                   |  |
| 1                                                                                                                                                 | 28313AE030 : HOUSING F LH         | NO BIN                           | 274.22 | 240.21                | Ordered |                   |  |
| 1                                                                                                                                                 | 28316FE0008A : BEARING F AXLE     | NO BIN                           | 84.75  | 76.27                 | Ordered |                   |  |
| Part interchanges with part# 28316FE000                                                                                                           |                                   |                                  |        |                       |         |                   |  |
| JF1GG616X7G VIN                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
|                                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
|                                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
|                                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
|                                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
|                                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
|                                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
|                                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
|                                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
|                                                                                                                                                   |                                   |                                  |        |                       |         |                   |  |
| DATE PRINTED                                                                                                                                      |                                   | 7/30/18                          |        | TIME                  |         | 17:14:10          |  |
| PARTS DEPARTMENT HOURS                                                                                                                            |                                   | 8:00 a.m. to 5:00 p.m. Mon - Fri |        | SERVICES OR EQUIPMENT |         | 133.66            |  |
| <h1 style="margin:0;">Thank You!</h1> <p style="font-size:small; margin-top:10px;">NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.</p> |                                   | SHIPPING                         |        |                       |         |                   |  |
|                                                                                                                                                   |                                   | C.O.D. CHARGE                    |        |                       |         |                   |  |
|                                                                                                                                                   |                                   | SALES TAX OR TAX I.D.            |        |                       |         | 12.77             |  |
|                                                                                                                                                   |                                   | DEPOSIT ON CONTRACT              |        |                       |         | 381.62            |  |
|                                                                                                                                                   |                                   | TOTAL                            |        |                       |         | 528.05            |  |
|                                                                                                                                                   |                                   | Visa/MC/Disc                     |        |                       |         | 528.05            |  |



Service is our best part.

Store # 02111  
3124 LEE HIGHWAY  
BRISTOL VA 24201 (276) 669-3763  
7/24/18 REG 04 TRN# 1684 Michael W.  
CV AXLE ASSY 1 EA CQCUS 20871023  
NCV66503 1 \$69.99 \$69.49

Location GASTONIA DC PDQ-P00125  
Est. Arrival: WED 4:17 AM  
Control #: 00010744 Qty: 1

Amount + Tax \$73.43  
Total Paid \$73.43  
Balance \$0.00

Customer:

Rec'd:

Scan to perform S.O.D. Pickup



\*504-015757-18\*

Claim Check Only

NOT A VALID RECEIPT FOR RETURNS

STORE COPY



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Store # 02111  
3124 LEE HIGHWAY  
BRISTOL VA 24201 (276) 669-3763  
7/25/18 REG 02 TRN# 9989 Eric L.  
CV AXLE ASSY 1 EA CQCUS 20871023  
NCV66503 1 \$69.99 \$69.99 11  
LIMITED LIFETIME REPLACEMENT \$69.99  
Sub Total \$3.71  
11 Tax @ 5.3000% \$73.70  
Total 70  
Deposit Applied



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advanceautoparts.com/survey  
Enter code: 211102 09989 8206



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Store # 02111

3124 LEE HIGHWAY

BRISTOL VA 24201 (276) 669-3763

7/02/18 REG 03 TRN# 5121 Michael W.

SUSPCNTRLAMBMPR 1 EA E 10159657

29101R 1 \$22.99 \$22.99 11

Shipping Method: STANDARD

Shipping Cost: \$6.00

Est. Arrival: 07/12/2018

\* Ship to Store

|            |         |
|------------|---------|
| Amount     | \$22.99 |
| Shipping   | \$6.00  |
| Tax        | \$1.22  |
| Total Paid | \$30.21 |
| Balance    | \$0.00  |

Customer:

Acct #

Scan to perform SOLD Pickup



\*503-015712-18\*

Claim Check Only

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# Advance Auto Parts

Service is our best part.

Store # 02111  
3124 LEE HIGHWAY  
BRISTOL VA 24201 (276) 669-3763  
7/24/18 REG 04 TRN# 1683 Michael W  
WAY BAR LINK KIT 1 EA 10194753  
(80693 2 \$11.79 \$23.58

Location: GASTONIA NC PDQ-P00125  
L. arrival: WED 4:17 AM  
Control #: 00010737 Qty: 2  
2007 Subaru Impreza  
2.5L H4 4-cyl 245Bcc

|              |         |
|--------------|---------|
| Amount + Tax | \$24.56 |
| Total Paid   | \$24.56 |
| Balance      | \$0.00  |

Customer:

Acct #

Scan to perform S.O.L.D. Pickup



\*504-015756-18\*

Claim Check Only

NOT A VALID RECEIPT FOR RETURNS

STORE COPY



GR3870  
09-15



**PIONEER CHEVROLET OLDSMOBILE  
GEO INC.\_CF**

1135 W MAIN ST., ABINGDON, VA 24210  
Phone: (276) 525-4966

Workfile ID: [REDACTED]  
Federal ID: [REDACTED]

54-1570029

**Preliminary Estimate**

**Customer:** [REDACTED]

**Job Number:**

Written By: JD MORRIS

**Insured:** [REDACTED]

**Policy #:**

**Claim #:**

**Type of Loss:**

**Date of Loss:**

**Days to Repair:** 0

**Point of Impact:** 11 Left Front

**Owner:**

**Inspection Location:**

**Insurance Company:**

ABINGDON, VA

Cell

PIONEER CHEVROLET OLDSMOBILE GEO  
INC.\_CF  
1135 W MAIN ST.  
ABINGDON, VA 24210  
Repair Facility  
(276) 525-4966 Business

**VEHICLE**

2007 SUBA Impreza Wagon Manual 4D WGN 4-2.5L Gasoline MFI RED

**VIN:** JF1GG616X7G [REDACTED]

**Interior Color:** GRAY

**Mileage In:** 110,998

**Vehicle Out:**

**License:** [REDACTED]

**Exterior Color:** RED

**Mileage Out:**

**State:** VA

**Production Date:** 8/2006

**Condition:** Good

**Job #:**

**TRANSMISSION**

Overdrive  
5 Speed Transmission  
4 Wheel Drive

**POWER**

Power Steering  
Power Brakes  
Power Windows  
Power Locks

Power Mirrors

**DECOR**

Dual Mirrors

**CONVENIENCE**

Air Conditioning  
Intermittent Wipers  
Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Rear Window Wiper

**RADIO**

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

**SAFETY**

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Front Side Impact Air Bags

Head/Curtain Air Bags

**ROOF**

Luggage/Roof Rack

**SEATS**

Cloth Seats

Bucket Seats

**WHEELS**

Aluminum/Alloy Wheels

**PAINT**

Clear Coat Paint

**OTHER**

Fog Lamps

Body Damage  
Surface during loading  
car after initial failure

# Preliminary Estimate

**Customer:** [REDACTED]

**Job Number:**

2007 SUBA Impreza Wagon Manual 4D WGN 4-2.5L Gasoline MFI RED

| Line | Oper | Description                        | Part Number | Qty | Extended Price \$ | Labor | Paint |
|------|------|------------------------------------|-------------|-----|-------------------|-------|-------|
| 1    |      | <b>FRONT BUMPER</b>                |             |     |                   |       |       |
| 2    | R&I  | R&I bumper cover                   |             |     |                   | 1.0   |       |
| 3    |      | <b>FRONT LAMPS</b>                 |             |     |                   |       |       |
| 4    | R&I  | RT Combo lamp assy                 |             |     |                   | 0.4   |       |
| 5    | R&I  | LT Combo lamp assy                 |             |     |                   | 0.4   |       |
| 6    |      | <b>HOOD</b>                        |             |     |                   |       |       |
| 7    | Blnd | Hood w/o WRX model                 |             |     |                   |       | 1.4   |
| 8    |      | <b>FENDER</b>                      |             |     |                   |       |       |
| 9    | Repl | RT Fender wagon                    | 57110FE240  | 1   | 272.95            | 2.0   | 2.0   |
| 10   |      | Add for Clear Coat                 |             |     |                   |       | 0.8   |
| 11   |      | Add for Edging                     |             |     |                   |       | 0.5   |
| 12   |      | Deduct for Overlap                 |             |     |                   | -0.4  |       |
| 13   | Repl | LT Fender wagon                    | 57110FE250  | 1   | 272.95            | 2.0   | 2.0   |
| 14   |      | Overlap Major Non-Adj. Panel       |             |     |                   |       | -0.2  |
| 15   |      | Add for Clear Coat                 |             |     |                   |       | 0.4   |
| 16   |      | Add for Edging                     |             |     |                   |       | 0.5   |
| 17   |      | Deduct for Overlap                 |             |     |                   | -0.4  |       |
| 18   |      | <b>PILLARS, ROCKER &amp; FLOOR</b> |             |     |                   |       |       |
| 19   | *    | Blnd LT Hinge pillar all           |             |     |                   |       | 1.0   |
| 20   | R&I  | LT Rocker molding garnet red       |             |     |                   | 0.7   |       |
| 21   |      | <b>FRONT DOOR</b>                  |             |     |                   |       |       |
| 22   | Blnd | RT Door shell w/o Outback          |             |     |                   |       | 1.0   |
| 23   | Blnd | LT Door shell w/o Outback          |             |     |                   |       | 1.0   |
| 24   | R&I  | RT Belt w'strip                    |             |     |                   | 0.3   |       |
| 25   | R&I  | LT Belt w'strip                    |             |     |                   | 0.3   |       |
| 26   | R&I  | RT Mirror assy black               |             |     |                   | 0.3   |       |
| 27   | R&I  | LT Mirror assy black               |             |     |                   | 0.3   |       |
| 28   | R&I  | RT Handle, outside garnet red      |             |     |                   | 0.3   |       |
| 29   | R&I  | LT Handle, outside garnet red      |             |     |                   | 0.3   |       |
| 30   | R&I  | RT R&I trim panel                  |             |     |                   | 0.4   |       |
| 31   | R&I  | LT R&I trim panel                  |             |     |                   | 0.4   |       |
| 32   |      | <b>REAR DOOR</b>                   |             |     |                   |       |       |
| 33   | Blnd | LT Door shell wagon, w/o Outback   |             |     |                   |       | 1.0   |
| 34   | R&I  | LT Belt w'strip                    |             |     |                   | 0.3   |       |
| 35   | R&I  | LT Handle, outside garnet red      |             |     |                   | 0.3   |       |
| 36   | R&I  | LT R&I trim panel                  |             |     |                   | 0.4   |       |
| 37   |      | <b>QUARTER PANEL</b>               |             |     |                   |       |       |
| 38   | *    | Rpr LT Quarter panel all           |             |     |                   | 8.0   | 2.2   |
| 39   |      | Overlap Major Non-Adj. Panel       |             |     |                   |       | -0.2  |
| 40   |      | Add for Clear Coat                 |             |     |                   |       | 0.4   |
| 41   |      | <b>REAR LAMPS</b>                  |             |     |                   |       |       |
| 42   | R&I  | LT Combo lamp assy                 |             |     |                   | Incl. |       |

## Preliminary Estimate

**Customer:** [REDACTED]

**Job Number:**

2007 SUBA Impreza Wagon Manual 4D WGN 4-2.5L Gasoline MFI RED

|                  |                    |      |                      |   |               |             |
|------------------|--------------------|------|----------------------|---|---------------|-------------|
| 43               | <b>REAR BUMPER</b> |      |                      |   |               |             |
| 44               |                    | R&I  | R&I bumper cover     |   |               | 1.8         |
| 45               | #                  | Subl | COVER VEHICLE        | 1 | 10.00 T       |             |
| 46               | #                  | Rpr  | CORROSION PROTECTION |   |               | 0.2         |
| 47               | #                  | Repl | PINSTRIPE TAPE       | 1 | 39.00 X       |             |
| 48               |                    |      | OTHER CHARGES        |   |               |             |
| 49               | #                  |      | E.P.C.               | 1 | 5.00          |             |
| <b>SUBTOTALS</b> |                    |      |                      |   | <b>599.90</b> | <b>19.3</b> |
|                  |                    |      |                      |   |               | <b>13.8</b> |

### NOTES

Prior Damage Notes:  
LOWER FRONT SPOILER

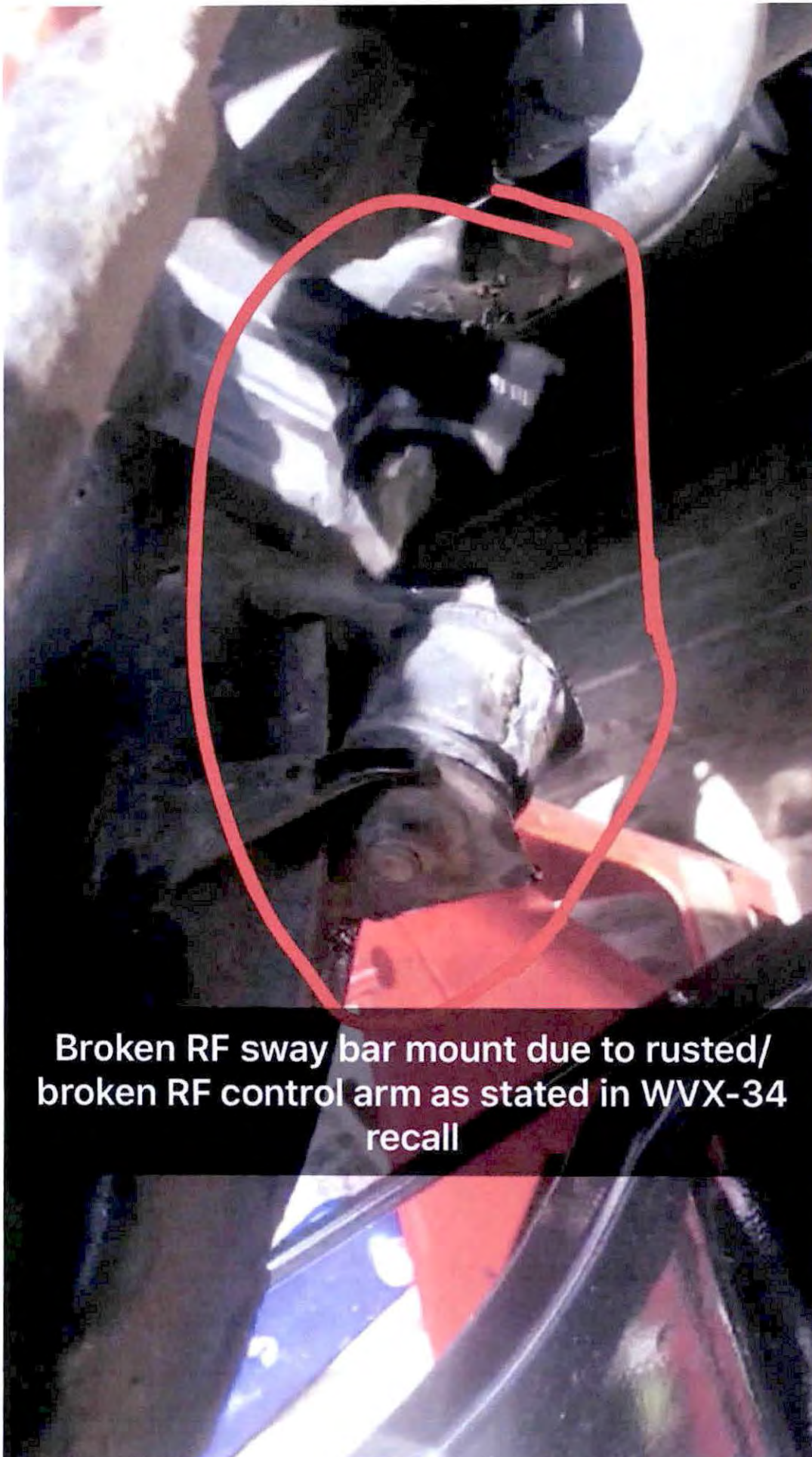
### ESTIMATE TOTALS

| Category             | Basis         | Rate         | Cost \$         |
|----------------------|---------------|--------------|-----------------|
| Parts                |               |              | 545.90          |
| Body Labor           | 19.3 hrs @    | \$ 46.00 /hr | 887.80          |
| Paint Labor          | 13.8 hrs @    | \$ 46.00 /hr | 634.80          |
| Paint Supplies       | 13.8 hrs @    | \$ 34.00 /hr | 469.20          |
| Miscellaneous        |               |              | 49.00           |
| Other Charges        |               |              | 5.00            |
| Subtotal             |               |              | 2,591.70        |
| Sales Tax            | \$ 1,025.10 @ | 5.3000 %     | 54.33           |
| <b>Grand Total</b>   |               |              | <b>2,646.03</b> |
| Deductible           |               |              | 0.00            |
| <b>CUSTOMER PAY</b>  |               |              | <b>0.00</b>     |
| <b>INSURANCE PAY</b> |               |              | <b>2,646.03</b> |

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS BEEN STARTED, WORN OR DAMAGED PARTS WHICH WERE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED, NATURALLY, THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES.

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.





**Broken RF sway bar mount due to rusted/  
broken RF control arm as stated in WVX-34  
recall**

\* All  
following  
images were  
originally provided  
to Subaru of  
America's chain of  
emails (includes)





**Rusted and now Broken right front control arm**









**Deteriorated/broken/rusted LEFT front hub assembly (discovered while replacing LF control arm)**



**Old rust line proving existing premature rust failure damage to LF hub assembly relating to Subaru control arm recall WVX-34**



More premature  
Rust related  
failure



Deteriorated/broken/rusted LEFT front hub assembly (discovered while replacing LF control arm)



**Old rust line proving existing premature rust failure damage to LF hub assembly relating to Subaru control arm recall WVX-34**



\* Damages suffered while loading car via  
manual winch & wheel dollies onto trailer  
after initial control arm, etc failures after  
arrival in girlfriend's driveway.

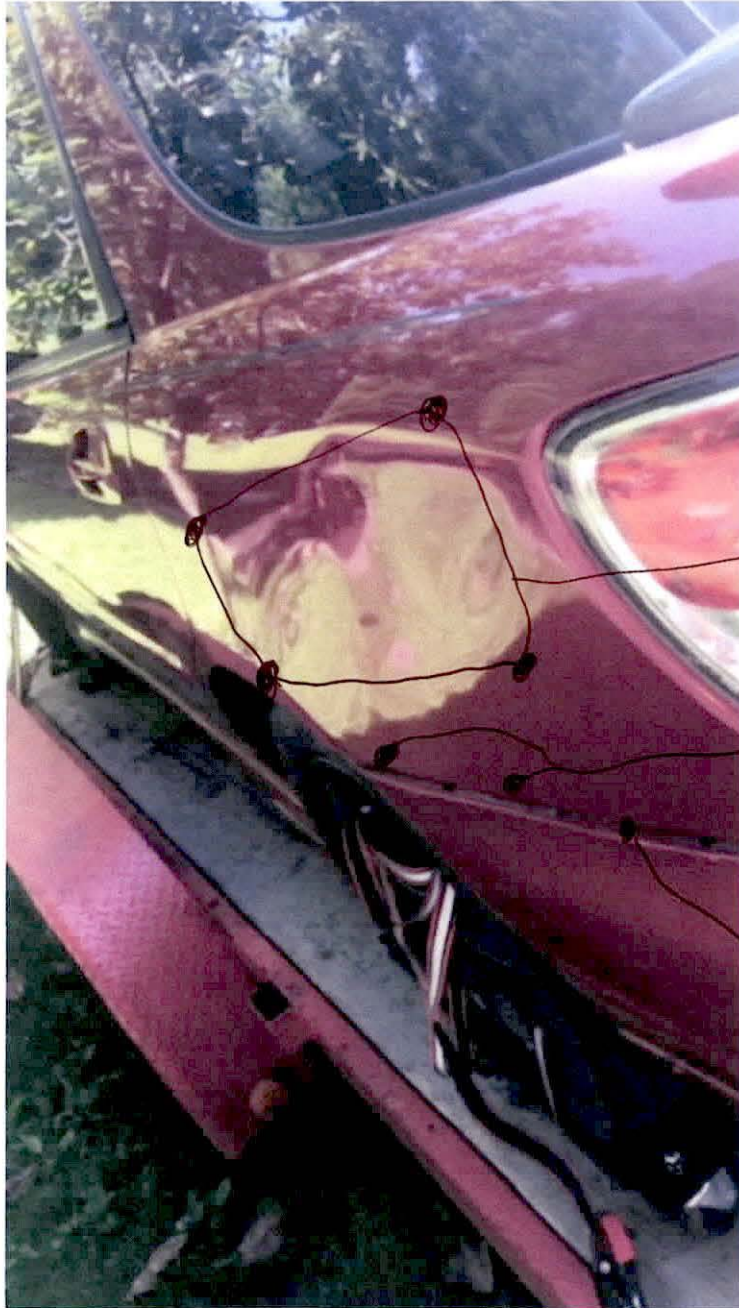
Crushed  
fender



overall fender  
collapse/cave/  
crush

fender Binded into  
pass door gap  
- Preventing  
opening/closing





crushed  
fender

cracked  
fender

broken  
bumper  
clips



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