

NOV 06 2018

CL-11152709-4688

[REDACTED]
Howes Cave, NY
October 26, 2018

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

Re: Subaru Impreza Complaint

To Whom It May Concern:

I purchased my 2014 Subaru Impreza new in 2014, at Goldstein Subaru in Albany, NY.
On October 23, 2018, I brought it to Goldstein to have several issues resolved, including:

- Remedy faint metallic squeal on left side of vehicle, not affecting vehicle performance.

You will note from the enclosures that Goldstein found it necessary to replace the front and rear brakes on the vehicle, which has **less than 22,000 miles** on it!

Enclosures, for your information:

1. Goldstein's October 23, 2018 bill for services, including explanation of repairs.
2. Goldstein's "Feedback" form.
3. The full text of my feedback to Goldstein.

This is my third Subaru, and I find it quite unusual and unsettling that my 2014 Impreza would need this kind of work at such a "young age."

Sincerely,

[REDACTED]

Ph.: [REDACTED]

Email: [REDACTED]

Enclosures

NM
11.15.18
W

SERVICE/PARTS HOURS:
Monday-Friday: 7am-8pm
Saturday: 8am-6pm
Sunday: Closed



1754 Central Ave., Albany, 12205
(518) 869-1250 • GoldsteinAuto.com

SALES HOURS:
Monday-Friday: 8am-8pm
Saturday: 8am-6pm
Sunday: 11am-4pm

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		JF1GJAC63E [REDACTED]		21493	21493	10/23/18 08:06	10/23/18	[REDACTED]
HOWES CAVE, NY [REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
[REDACTED]		2014 SUBARU IMPREZA (JASMINE GR)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARIE		06/30/14	06/30/14		Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	KYLE O'BRIEN (171)				

WE APPRECIATE YOUR BUSINESS. IF YOU LIKED OUR SERVICE TELL A FRIEND. IF YOU DIDN'T PLEASE TELL US. WE WANT YOU SATISFIED.

LABOR WARRANTIED FOR 90 DAYS OR 3000 MILES.
*****DO WE HAVE YOUR EMAIL ADDRESS?*****
NYS DMV REG REPAIR SHOP # 3420306

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A			A18		Customer	\$0.00
Concern	Customer states Correct faint squeal, left side; noticeable at very low speed / crawl. Unaffected by braking/ foward and reverse seems to stop at higher speeds happens all the time check and advise					
Correction	verified customer concern and found the squealing noise to be caused by bad front and rear brakes. for correction see lines D and E					
Line Total...						\$0.00
B *			A18		Customer	\$0.00
Concern	Customer states May or may not be related: car often SOUNDS like wheels are out of balance / alignment, barely felt inside/ thumping noise on smoth roads					
Correction	VERIFIED CUSTOMER CONCERN AND FOUND ROCKS INSIDE OF THE TIRE TREAD BEING TOSSED UP INTO THE WHEEL WELLS, THIS WAS CAUSING A THUMPING NOISE.					
Line Total...						\$0.00
C *			A18		Customer	\$0.00
Concern	Customer states tire pressure light came on today check and advise					
Cause	VERIFIED CUSTOMER CONCERN AND FOUND THE TPMS LIGHT TO BE ON DUE TO ALL FOUR TIRES BEING AT 26PSI.					
Correction	FILLED ALL TIRES TO 33PSI. THE RECOMMENDED TIRE PRESSURE. NO LIGHT ON AT THIS TIME. ALL OK					
Line Total...						\$0.00
D +	22R		A18		Customer	\$115.00
Concern	Customer requests REPLACE REAR BRAKE PADS AND REPLACE ROTORS \$420+TX					
Correction	REPLACED REAR BRAKE PADS OR BRAKE SHOES AND REPLACED ROTORS OR DRUMS. SERVICE CALIPERS IF EQUIPPED, AND APPLY BG BRAKE ADDITIVE					

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		JF1GJAC63E [REDACTED]		21493	21493	10/23/18 08:06	10/23/18	[REDACTED]
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2014 SUBARU IMPREZA (JASMINE GR)							COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	VARIE		06/30/14	06/30/14		Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]			[REDACTED]	KYLE O'BRIEN (171)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
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D + Continued

Part Number	Description	Qty.	Unit Price	Ext. Price
26696FJ000	PAD KIT R	1	\$85.95	\$85.95
26700FJ000	BRAKE DISC R	2	\$89.95	\$179.90
Parts Total...				\$265.85
Line Total...				\$380.85

E + 21R A18 Customer \$115.00

Concern Customer requests REPLACE FRONT BRAKE PADS AND ROTORS \$420+TX
 Correction REPLACED FRONT BRAKE PADS AND REPLACED ROTORS. CLEAN AND SERVICE CALIPER SLIDES APPLY BG BRAKE ADDITIVE

Part Number	Description	Qty.	Unit Price	Ext. Price
26296SC011	PAD KIT FRONT	1	\$89.95	\$89.95
26300AE071	BRAKE DISC F	2	\$99.95	\$199.90
Parts Total...				\$289.85
Line Total...				\$404.85

Totals

	Amount
Labor	\$230.00
Parts	\$555.70
SalesTax	\$62.86
Total Amount Due	\$848.56
TOTAL CASH	\$848.56

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

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We'd love to know, did we provide the service you were hoping for?

- ☐ Yes
- ☒ No

Comments

I requested an appointment online, stating that I would *have to remain with the car. (Shuttle service not feasible as I live minutes away.) My 2014 Impreza has only 21,493 miles on it, and passed NYS inspection in June.
- PROBLEM: Slight metallic squeal left side at very low speed, car's performance unaffected.

If you fill this section out, your comments will be emailed to customer service

e Appointment

re 205

 Directions

103
einauto.com

er

October 26, 2018 - FEEDBACK

I requested an appointment online, stating that I would *have to remain with the car. (Shuttle service not feasible as I live 40 minutes away.) My 2014 Impreza has only 21,493 miles on it, and passed NYS inspection in June.

- PROBLEM: Slight metallic squeal left side at very low speed, car's performance unaffected.
REMEDY: Replace front and rear brakes, @ \$848! TOTALLY unexpected. In order to return home, my only option was to have the work done.
- PROBLEM: Tires sound like they're shimmying, as if out of balance; most noticeable on smooth roadway. The higher the speed, the faster the shimmying noise.
REMEDY: "Rocks inside of the tire tread being tossed up into the wheel wells" causing thumping noise. (Really? I'm [REDACTED] years old, not six.) The noise was still evident when I left. The miles in / miles out are identical, which seems to indicate that the car wasn't actually road-tested for this issue.
- 1.5 hours (9:30 to 11:00) wasted. Tech was trying to reach me by phone to okay work, as I sat just feet away *in the customer waiting room. (I might still be there if I hadn't gone to check on the car's status.) Meanwhile, other waiting customers were routinely visited by techs, being discharged. My total wait was six hours.
- Why are new brakes ALL AROUND necessary at 21,493 miles?! Tech was at a loss to explain, especially considering that I bought the car new at Goldstein.

PS – For your records, my correct home phone number is [REDACTED], as shown on my appointment request.

Cc: Subaru of America, w/ bill

NHSTA, w/ bill

Howes Cave, NY

ALBANY NY 120

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NHTSA HEADQUARTERS
1200 NEW JERSEY AVE SE
WEST BUILDING
WASHINGTON, DC

20590

CONSUMER COMPLAINT

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