

NEF-010

[Redacted]  
[Redacted] Rancho Cucamonga CA [Redacted]  
[Redacted]

To Whom It May Concern

February 18, 2019

Re: Complaint - Brand New Subaru with Brake Failure to VIN #4S4WMARD3K [Redacted]

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

CL-11185230-3334

Dear Sirs,

I am writing to file a complaint on Subaru of Ontario, 1195 Auto Center Drive, Ontario Ca, and Subaru of America In.

On December 8, 2018, my wife and I purchased a **BRAND NEW** 2019 Subaru Ascent (VIN #4S4WMARD3K [Redacted]) from Subaru of Ontario's dealership. Only a month later, on January 19, 2019, the brake light turned on when the car was not on "Park". Luckily, I was still inside of my driveway when I began to drive and the brake light suddenly turned on. The car was no longer on its "Park" position, but the brake was still operating. I felt unsafe to drive the vehicle and immediately contacted Subaru of Ontario and told them what was going on with the brake. They suggested that I drive it to the dealership for service that day. Because the vehicle was not safe to drive, I called Roadside Assistance and it was towed to Subaru of Ontario.

On January 19, 2019, my brand new vehicle - with approximately 40 miles on it - was towed 5.9 miles from my residence to Subaru of Ontario. I called Subaru of Ontario and the service department said that due to the Martin Luther King holiday weekend, they would not be able to service my vehicle. On January 21, 2019, my vehicle was serviced. The service technician called me for an update and stated that the brakes in my brand new vehicle were leaking and the brake fluid line in the left front area needed to be repaired. Two days later, on January 23, 2019, I received an additional call from Subaru of Ontario's service technician. He stated that the service on the brake fluid line failed and that an additional problem was encountered. The part that was replaced by Subaru of Ontario has caused additional leaks to different areas in my brand new vehicle.

On January 24, 2019 I spoke with Chuck Kimble, Sales Manager for Subaru of Ontario. I expressed my concern with this vehicle (VIN #4S4WMARD3K [Redacted]). It now has a leak in several places even after the initial concern of the brake fluid line being replaced.

After researching this specific problem, I have learned that this problem occurred on several Subarus in the past. From 2005 to 2015, Subaru has had several recalls (including recall # WQK-47), where brake lines have been affected, including the Subaru Forrester, Subaru Impreza, Subaru Legacy and the Subaru Outback. I believe that the product malfunction was not due to neglect or error on my part.

I asked Subaru of Ontario to replace my vehicle with a new one OR refund my purchase of this vehicle. They disregarded my requests. On January 25, 2019, I wrote a letter and emailed Michael Korman, Manager of Subaru of Ontario. My letter and email went unanswered.

On January 28, 2019 I wrote an email to customerservices@subaru.com (Corporate) who did reply and indicated they would research.

On February 18, 2019 Corporate Customer Service apologized and offered me extended warranty, via email. That same day, I went to pick up my vehicle and the manager, Daniel H Granados, unaware that Corporate had offered me a warranty. Rather than try research my case and concern, Daniel abruptly told to deal directly with Corporate. As a result, and after all this, they have refused to replace my vehicle or refund my money. I was also unable to pick up the vehicle as Daniel was unaware of any warranty offered and didn't bother to call Corporate.

I am utterly disgusted at the lack of accountability on anyone's part. I want you to know how negligent and nonchalant the dealer and company has been in handling this issue. **Please investigate this matter and hold these people accountable.** A life could have been lost had I chosen to drive the car on January 10th.

Sincerely,

[Redacted Signature]

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