

JUL 09 2019

NEF-010

Albany, NY

CL-11231295-1871

June 29, 2019

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

RE: Subaru Safety Recall WUE-90, NHTSA Recall ID 19V-149 April 2019

Dear Sir or Madame,

I received an Urgent Important Safety Recall notice for my Subaru Crosstrek (VIN: JF2GPAWC2E8 [REDACTED]). In May 2019 I called Goldstein Subaru in Albany NY to schedule the repair. The earliest appointment I could get is August 5, 2019.

On June 28th the ABS, Vehicle Dynamics Control and Hill Street Assist warning lights all came on. I parked and shut the vehicle off. A little while later, I restarted the vehicle and drove a short distance and all the warning lights came back on again. As directed by your Safety Recall notice, I immediately contacted my Subaru retailer. I was told that they had no appointments available and to call back the next morning at 8:00. I asked the woman in the service department if it was OK to drive the car and she said "yes".

Also on June 28th, I sent Subaru of America an email to confirm that it was OK to continue to drive the vehicle with the 3 warning lights on. They have not yet responded to my email.

On June 29th, I called Goldstein Subaru at 8:00 AM as instructed by their own staff. I was told by the receptionist that the service department did not answer their phones until after 10:00 AM (their service hours are 8:00 AM to 6:00 PM). I asked to speak to a manager. My call was transferred to Joe Bombard. Mr. Bombard did not answer the phone. I was sent to Mr. Bombard's voice mail. I left him an urgent message to call me back right away. As of this time, he has not returned my call.

I called Goldstein back again at 10:15. Asked for the Service Department. No one answered the phone again and my call was sent to Mr. Bombard's voice mail for the 2nd time.

I am very afraid of driving the car with the three warning lights on and the recall notice saying that the ABS, VDC, rear brake lamp illumination and shifting the vehicle out of Park might not work.

TG  
7.4.19  
LD

I need to get to work Monday through Friday. I need my vehicle. I would like to file a complaint against Goldstein Subaru for the failure to timely fix the recalled issue, for their employee giving me false information and not responding quickly to the situation with the defective car they sold me.

Please let me know if you need any additional information. I can be reached via my home phone [REDACTED] my cell phone [REDACTED] or my work phone (Mon. - Fri. 7:00 AM to 3:00 PM, note-I will answer my work phone during my normal work hours unlike Goldstein Subaru).

Sincerely yours,

[REDACTED]

cc: Subaru of America, Inc.  
Goldstein Subaru of Albany NY

EXECUTIVE SECRETARIAT  
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