

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](#); [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** ODI# 11297483  
**Date:** Monday, April 20, 2020 12:37:12 PM

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11297483 "NHTSA Tracking Number"

I am not sure if I have got any updates on my complaint. Few months ago, I took my Crosstrek to the local Subaru service or diagnosis. They just unplugged and plugged the non-navigation system for over \$100. For permanent solution, they said they can upgrade the software for over \$200 which that is too steep. There are recall (See the article link below) about the backup camera issue. The Crosstrek is not include in the list. Can you assure the Subaru to include Crosstrek for free upgrade?

[REDACTED]

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...

[REDACTED]

[REDACTED]  
Customer Service Representative



8300 Greensboro Drive, Suite 600, McLean, VA 22102  
240-247-8812 (Desk) | 240-241-5625 (Fax) | [www.telesishq.com](http://www.telesishq.com)

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