

CL-11364930-4454

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

Evergreen CO
Sept 15, 2020

Thomas J. Doll, President
Subaru of America
PO Box 9103
Camden NJ 08101

Re: 2013 Impreza, VIN JF1GPAA62DH [REDACTED]

Dear Sir,

I would like to call your attention to an engineering defect that has caused us costly repair bills. The wires get chewed through on the shielded wire harness that goes to the power steering rack, thereby disabling the power steering. This is due to the wiring/harness attracting rodents. This has happened twice to our vehicle, but we declined to have it repaired a second time due to the \$1556 expense.

An email message from Amber Anglin (Subaru Customer/Retailer Services Dept) in response to our email, calling attention to this matter, denies "...that there is any product in our vehicles' wiring that would lead to damage by rodents." Our costly repair bills state otherwise! This denial ignores the problem and the safety issue involved, as well as the engineering defect.

After owning Subarus for over 40 years, we are done owning your brand due to the failure of recognizing an engineering defect that will continue to plague us and many future Subaru owners.

Sincerely,
[REDACTED]

Enclosures:
Email from Amber Anglin
Repair bills

✓ cc: NHITSA (no encls.)
1200 New Jersey Ave. SE
Washington DC 20590



DENVER CO 802
15 SEP 2020 PM 8 L



NHITSA
1200 New Jersey Ave S.E.
Washington DC 20590

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