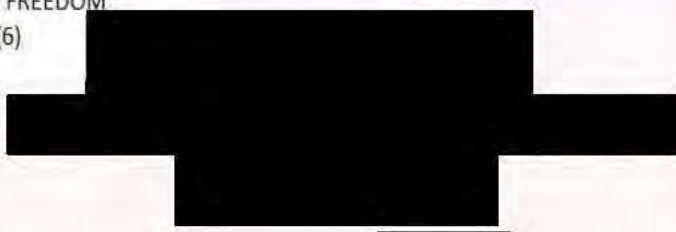


Faulty Tires



MAR19 '21 7:46AM

CRD NEF 109 MAIL

Reading, PA

CL-11404514-6672

Retired General Real Estate Certifications
CT, DE, NH, NJ, NY, MS, OH, SC & VT

SB-Small Business
VOB Veteran Owned Business
SDB Small Diverse Business

Retired Appraisal Designations
ASA, AGA, CGA, CRU, CRA, SCGRETA & RMU

GA-3622 Pennsylvania Certified General Appraiser

Real Estate Appraiser Affiliate Boards
NAR, PAR, BCAR and Bright MLS

SAM retired
CCR retired

PA registered sole proprietor LLC.

PRISM registered

General Manager,

Lancaster Motors, Subaru,

1705 Manheim Pike,

Lancaster, Pa 17601.

RE 2019 Subaru Outback Touring.

February 25, 2021.

Dear Sir,

While getting my car serviced on 02/19/2021 it was brought to my attention that I should consider getting new tires from the Service Dept as the tires on my car were starting to wear. Eq QR58427. The cost of the new tires would be \$711.32 and similar tires to that which were on the car when I bought it from you. At the time of the service the car had 28,220 miles.

Why would the service dept recommend new tires when I bought the car from you on 08/31/2020 for \$39,227.15? At the time of purchase the car had 18,670 miles. I drove the car 9,550 miles and you are advising me that I should replace the tires for \$711.32??? Furthermore, you want to replace them with the crappy tire model that is already on the car.

Between leaving the service dept and yesterday, I have slid off the road 3 times. This is something that normally does not happen to me in a Subaru unless the tires are crap.

I am a former survivor of Ford pickup trucks that had defective Firestone Tires, and this resulted in 2 blowouts while driving on those tires at the recommended tire pressure.

This morning I went to Martin Tire in Morgantown and bought 4 Sumitomo HTR tires installed for \$557.45 or \$153.87 less than your service department wanting to sell me another set of crappy tires.

Serving PA Homeowners since 1977 to achieve the American dream of homeownership in the Commonwealth.

My Wife and I for years have only run our cars on Sumitomo tires as we get 50,000 miles out of them, not 9,550.

So, my wife is holding off on buying a new Subaru Crosstrx from your dealership and going back to Moyer.

At this time, I am seeking \$557.45 from you for my having to replace these tires would a safe tire after 9,550 miles.

Sincerely,

A solid black rectangular redaction box covering the signature area.

RETAIL ORDER FOR A MOTOR VEHICLE

08/31/2020
DATE

LANCASTER COUNTY MTRS SUBARU
1705 MANHEIM PIKE
LANCASTER PA 17601
PHONE: 717/569-4514
www.lancastercountymotors.com

PURCHASER'S NAME
STREET ADDRESS
READING PA
CITY
STATE PA ZIP
E-MAIL ADDRESS
RES. PHONE
BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING: DEMO NEW CAR TRUCK USED PRIOR USE
YEAR 2019 MAKE SUBARU
MODEL OR SERIES OUTBACK BODY TYPESW COLOR: BLACK TO BE DELIVERED ON/OR ABOUT 08/31/2020
SERIAL # 4S4BSETC8 MILES 18670 SALESPERSON SUZANNE SCHONMAN STOCK NO.
EFF. DATE 05/30/2020 INS. CO. GEICO INSURANCE INSURANCE AGENT DIRECT

STOCK NO.	MAKE	MODEL
YEAR	BODY	COLOR
MILEAGE		
VIN NO.		

TRADE-IN VEHICLE APPRAISAL*
If the Purchaser is delivering a trade-in vehicle as part of the consideration for the motor vehicle ordered, Dealer shall have the right to reappraise the Purchaser's trade-in vehicle at the time of delivery of the ordered vehicle. If the reappraised amount is lower than the amount shown on the front of this Agreement, the Purchaser may, if dissatisfied with the reappraisal, cancel this Agreement with a full refund of deposit, provided that the cancellation occurs prior to the Purchaser taking delivery of the ordered vehicle. The Purchaser warrants that any trade-in vehicle delivered to the Dealer is properly titled to the Purchaser, has never been a salvage vehicle, a rebuilt or reconditioned vehicle, a flood vehicle or a lemon buyback, and that the Purchaser has the right to sell or otherwise convey such vehicle, that such vehicle is free and clear of all liens or encumbrances except as may be noted on the front side of this Agreement, and that the odometer reading shown is accurate unless otherwise disclosed.

BALANCE OWED AND TITLE TO TRADE-IN VEHICLE*
If the Purchaser is delivering a trade-in vehicle which has a financed or leased balance as a part of this transaction, and the actual balance owed on the trade-in vehicle is different than the amount of the balance owed as listed in this Agreement, the Purchaser agrees to pay the difference to the Dealer. If this actual amount owed is greater than the amount listed and, if the actual amount owed is less than the amount listed, the Dealer agrees to pay the difference to the Purchaser. Any trade-in vehicle delivered by the Purchaser to the Dealer in connection with this Agreement shall be accompanied by all necessary documents sufficient to enable the Dealer to obtain a title to the trade-in vehicle in accordance with applicable state law.

BASE PRICE OF VEHICLE	\$ 34878.00
CUSTOMER REBATE (if Applicable) TOTAL DEDUCTED	N/A
REBATE'S ITEMIZED	N/A
SUBARU GOLD PLUS	1600.00
SALE PRICE INCLUDING OPTIONS	36478.00
ALLOWANCE FOR TRADE-IN	N/A
TAXABLE BALANCE	36478.00
SALES TAX	2193.68
PAYOFF OF TRADE-IN*	N/A
DOCUMENTARY FEE	389.00
TITLE FEE	55.00
REGISTRATION / TAG / TRANSFER FEE	68.00
ENCUMBRANCE FEE	26.00
ONLINE REGISTRATION FEE	17.47
COUNTY FEE	N/A
PAVEMENT TAX	N/A
TOTAL CASH DUE	39227.15
DEPOSIT PAID 1. DATE	6000.00
DEPOSIT PAID 2. DATE	N/A
AMOUNT FINANCED	\$ 33227.15

WARRANTY INFORMATION

FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for its liability in connection with the sale of this item/items.

USED CAR WARRANTY - separate document. You [redacted]

AS IS - THIS MOTOR EXPRESSED OR IMPLIED REPAIRING OR CORRECT OCCUR IN THE VEHICLE

PURCHASER'S SIGNATURE [redacted]

USED CAR BUYERS GUIDE

THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option forfeit as damages the amount of: [redacted]

Purchaser hereby acknowledges to the above clause.

CUSTOMER'S SIGNATURE X [redacted]

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back hereof, that this agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this agreement. Buyer, by signing this Agreement acknowledges that he has read its terms and has [redacted]

This agreement is [redacted] by an authorized dealer representative.

YOU, THE BUYER, MUST SIGN AND DATE THIS AGREEMENT AT ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY THE DEALER REPRESENTATIVE.

BUYER SIGNS [redacted] DATE 08/31/2020

CO-BUYER SIGNS X [redacted] DATE N/A

MANAGER'S APPROVAL [redacted] DATE 08/31/2020

(Must Be Accepted By An Authorized Representative of the Dealer)

Lancaster County Motors



1705 Manheim Pike, Lancaster PA 17601 (717) 569-4514

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
 NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
 NO RETURNS AFTER 30 DAYS. 20% RE-STOCK CHARGE ON ALL RETURNED PARTS.
 NO RETURNS PERMITTED UNDER \$8.00 DUE TO MANUFACTURER RETURN POLICIES.

DISCLAIMERS OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. No Returns Permitted Under \$8.00 due to manufacturer return policies.

DATE ENTERED 19 FEB 21	YOUR ORDER NO.	DATE SHIPPED 19 FEB 21	INVOICE DATE	INVOICE NUMBER
---------------------------	----------------	---------------------------	--------------	----------------

*** R O P A R T S Q U O T E - DO NOT PAY ***

PAGE 1 OF 1

SHIP TO

ACCOUNT NO.

READING, PA

SHIP TO

SHIP VIA	SLSM. 1359	B/L NO.	TERMS	F.O.B. POINT LANCASTER, PA
----------	---------------	---------	-------	-------------------------------

QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
RO Quote for Service Repair Order						
Service Advisor: 1577 Vehicle:						
Part(s) quoted on LineA OFCKS SUBARU EXPRESS SERVICE SY						
4	CG	26HR8HPSAS	BS DUEL HP	125.73	125.73	502.92
		WW	WHEEL WEIGHTS			6.00
		TT	TIRE TAX			4.00
		DF	TIRE DISPOSAL FEE			13.00
Parts quoted on RO# 779525						
*** R O P A R T S Q U O T E - DO NOT PAY ***						

LABOR 4WA
 + 95.45 + 89.95
 \$ 711.32
 + TAX

OUR PARTS DEPARTMENT MISSION IS TO SUPPLY YOU WITH A SAFE, ENJOYABLE, & TROUBLE FREE, AUTOMOTIVE EXPERIENCE! THANK YOU FOR ALLOWING LCM TO SERVICE YOUR AUTOMOTIVE NEEDS.	MISC SUPPLIES	
	PARTS	525.92
	SUBLET	
	FREIGHT	0.00
	SALES TAX	0.00
CUSTOMER'S SIGNATURE X	TOTAL	\$0.00

MULTI-POINT INSPECTION FORM

DATE OF SERVICE 2/19/20 TAG 6370

CUSTOMER NAME [REDACTED] PHONE [REDACTED]

MODEL/YEAR 19 OUTBACK 2013 MILEAGE [REDACTED]

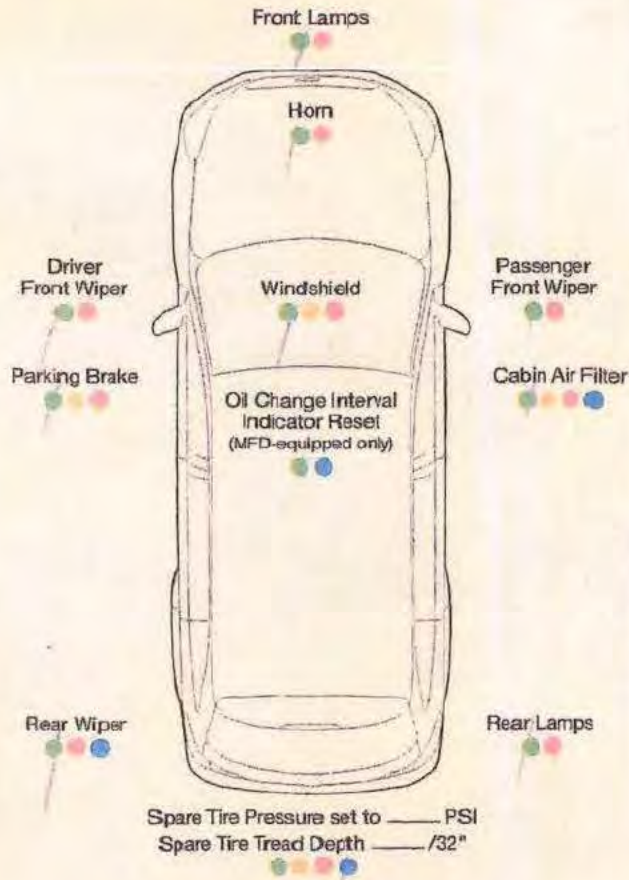
PERMISSION TO ACCESS GLOVE BOX YES NO TRUNK YES NO CUSTOMER SIGNATURE _____ DATE _____

- Checked and OK
- Requires further attention
- Requires immediate attention
- Not applicable

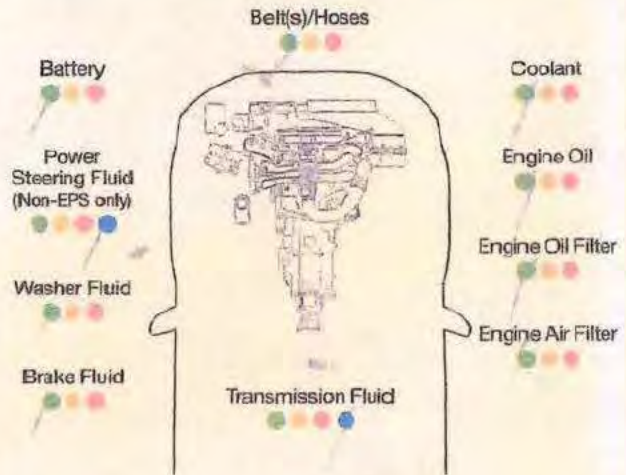


1578
7121

INTERIOR/EXTERIOR CHECKUP

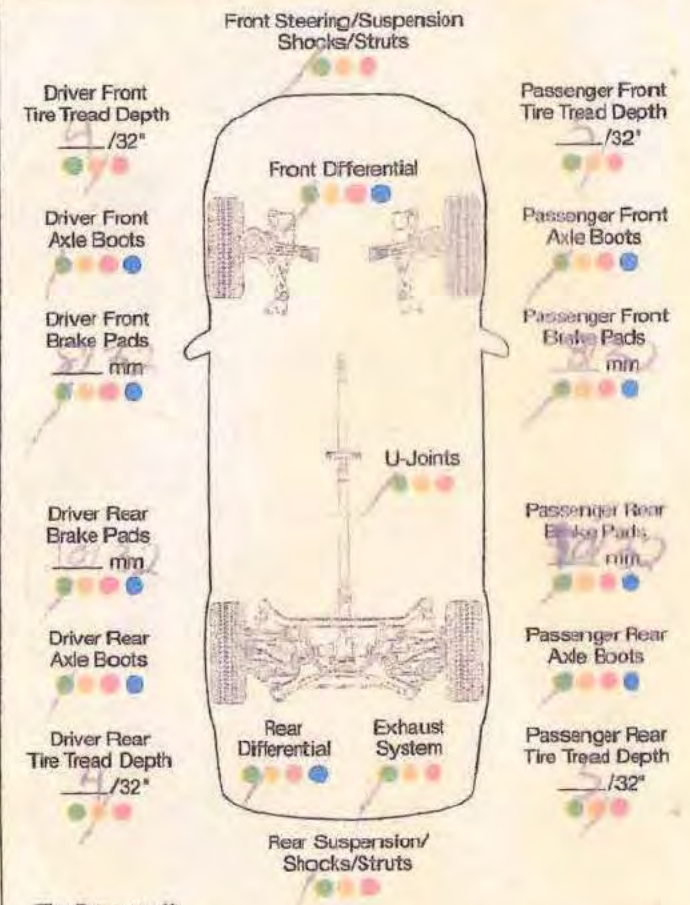


UNDER-HOOD CHECKUP



- Oil Change Synthetic
- Oil Filter _____
- Tire Rotation Bulbs
- Wiper Inserts Wiper Blades
- Other _____

UNDER-VEHICLE CHECKUP



Tire Pressure**
Front Tire Pressure set to 33 PSI
Rear Tire Pressure set to 33 PSI

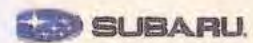
Tread Depth Key
● 5/32" remaining ● 3/32" to 5/32" remaining ● Under 3/32" remaining

Brake Pad Thickness Key
● Over 5 mm ● 3 mm - 5 mm ● Less than 3 mm

Notes/Comments: 225/60/18 ducts

Recall Check: _____ Next Service Due: _____

*Technician requires access to the glove box to check the cabin air filter (if applicable), and the trunk to check the spare tire. **Factory-recommended specifications.





Martin's Tire & Alignment

179 Twin County Rd
Morgantown, PA 19543

Phone: (610) 901-3993
Fax: (610) 901-3996

INVOICE

Invoice Number	Date	Page
[REDACTED]	February 25, 2021	1 of 1

[REDACTED]
Reading, PA [REDACTED]

Ship To:
[REDACTED]
Reading, PA [REDACTED]

Customer ID	Sales Person	P.O. Number	Ship Date	Ship Via	Terms
REDRAY	#11		2/25/2021		Cash

Shipped	Warehouse	Description	Unit Price	Extended
4.00	179TWIN C	P2256018 Sumitomo HTR As	130.53	522.12
4.00	179TWIN C	PTT Public Transportation Tax	1.00	4.00

MARTIN'S TIRE & ALIGNME
179 TWIN COUNTY RD
MORGANTOWN, PA 19543

SALE

MID: 7729 Store: 0001 Term: 0002
 Batch #: [REDACTED] REF#: [REDACTED]
 02/25/21 RRN: 10564400717 08:32:32
 Trans ID: 86104786352445
 APPR CODE: 02527B
 DISCOVER

 Chip
 /

AMOUNT \$557.45

APPROVED

Discover
 AID: A0000001523010
 TVR: 00 00 00 80 00
 TSI: EB 00

CUSTOMER COPY

Outback 28512MI

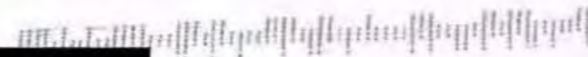
Customer is responsible to check lugnut torque after 25 to 50 miles of use.

Total Payment: \$557.45
 Last Payment: 2/25/2021
 Card Info: Disc: ***

Subtotal	526.12
Freight	-
Sales Tax	31.33
TOTAL	557.45

Customer Signature _____

PAID



HARRISBURG PA 171
25 FEB 2021 PM 1 L



FRANKY PILES
NHTSA Headquarters
1200 New Jersey Ave
West Building,
Washington DC
20590

20590-

