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From: [REDACTED]  
 To: [EVOO \(NHTSA\)](#); [REDACTED]  
 Subject: ODI# 11406482  
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11406482 Follow Up

Hello. I took the car to Subaru of Orange Coast on Tuesday and the service adviser ran a pen along the crack and said he didn't find any evidence of an impact. However, he explained that he could not authorize the replacement and that I would need to bring the car back on Wednesday so they could use a special machine to analyze the crack. I took the car on Wednesday and the tech found what he described as the point of impact. It is invisible to the eye and is right at the bottom of the crack where it meets the plastic (see picture). The service tech admitted he couldn't even see it either-you can only feel it. I asked how that could be a point of impact if you can't even see it and he said "maybe a rock hit it?" I told him that was not the case as I had driven the car to work without anything hitting it and even if something hit it, there should be evidence of that. My car was very dusty on the hood and there was no evidence of anything bouncing around there. But if you know anything about the hood of an Outback, there is no way a rock could come up and then hit at that spot because the rock would have to dip to hit there. He also suggested maybe something came down, but if that were the case the object should be in the drainage area and that was all clear. I told him it seemed like that spot was just where the glass got weak and collapsed, causing the crack. He said he really thought I was going to be his first stress crack customer, but he was wrong. He told me I could try appealing to Subaru corporate, but that likely wouldn't go in my favor because I have 32,000 miles on the car. So they offered to fix it for \$1,568.89. I said no thank-I will contact my insurance company.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

Quality Control Analyst



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