

[REDACTED]
Southbury, CT [REDACTED]
July 21, 2021 [REDACTED]

NHTSA
1200 New Jersey Avenue, SE
Washington, DC 20590-20590

Dear Sir;

I would like to report a problem that I am having with my 2020 Subaru Forester,
(vin JF2SKASC2LH [REDACTED])

On frequent occasions the top three quarters of the windshield goes from semi-opaque to opaque at darkness. When the opaqueness occurs, more usual on a dark road, the only way to see out is to squat down to view the road through the clear lower quarter of the windshield. I have pictures and a video of this problem on my phone which I can forward to you at your request.

This problem has been brought to the attention of Premier Subaru in Watertown, Connecticut. This has included sending the dealership photos and videos from my phone. Their attitude at various times have included "it could be a problem", "we were able to replicate the problem", "we never heard of the problem", "if it is a problem try running the high beams all the time", "we can't help you".

If this problem was unique to my vehicle I would say that it was a fluke. Contrary to Subaru's claim that they have never heard of the situation, one just needs to google to find multiple mentions of the problem.

I would appreciate it if you could look into this matter and address it appropriately. Needless to say this problem makes me and my family very hesitant to drive the vehicle after dark. I would say that this is probably also the case with other Subaru owners with the same problem.

Thank you for any consideration that you may give this matter.

[REDACTED]
email: [REDACTED]

copy: US Consumer Product Safety Commission, Bethesda, MD
Consumer Reports, Yonkers, NY
Subaru of America, Camden, NJ

Premier Subaru, Watertown, CT

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