

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

[REDACTED]
Southbury, CT [REDACTED]
September 11, 2021

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

Dear Mr. Reid:

Thank you for your letter of 27 August 2021 concerning the windshield visibility problem that I am having with my 2020 Subaru Forester; (vin # JF2SKAS62LF [REDACTED]).

I was sorry to learn that NHTSA has not identified sufficient evidence to open a safety defect investigation. I am not alone with this problem. One just has to google to find other individuals with similar after dark windshield visibility problems with their Subaru Forester. I have enclosed a picture of the problem on my car. While it is not a great picture; it does show the semi opaque to opaque darkness on the upper three quarters of the windshield. The only clear visibility is in the lower quadrant which makes for dangerous driving. I am hard pressed to accept that the NHTSA does not consider this a problem; more importantly a safety issue. While it may not be in your data base, it is a problem. Subaru on the local and corporate level has not been very helpful in recognizing and resolving this problem.

I would appreciate it if the NHTSA could take another look at this issue.

Thank you for your consideration in this matter.

Sincerely,
[REDACTED]

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2020 Subaru Forester

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