

STAMFORD, CT

Mr. Thomas J Doll, President, Chief Executive Officer

CL-11434020-1810

Subaru of America

SEP 20 '21 10:07 AM

One Subaru Drive Camden, N.J. 08103

CRD NEF 109 MAIL

Dear Mr. Doll

My apologies for imposing on your ultra busy day, as all yours are.

I & my family are long term owners of some 6-7 of your models.

This has to do with my Subaru Legacy Outback Wagon 2008. Last year my transmission died & we were so pleased to learn that your company warranties Transmissions to 150000 miles.

I have spread this good news to many friends for consideration when next they may plan to purchase.

Purpose of this letter is to bring to your attention a possible deadly problem with the Fuel Pump.

Some weeks back when going to my garage to start my Subaru- it turned over but would not start. I had

Triple A tow to Subaru Stamford, who advised that it was Fuel pump but nonavailable one need be produced, I was given loaner to drive so I was not inconvenienced.

I was advised by technician that pump harness metal was burned almost thru melted from extreme heat. I asked if he had this problem before Technician answered no, I suggested he bring to attention Subaru Hdq.. Who may have record of this from other areas of country. With new fuel pump complete, tech. suggested I bring in within 2 weeks so he could check electronics in proximity to fuel pump. I brought back 2 weeks. Tech Eric Stearns very knowable & cooperative I asked service consultant Jay Lang if they notified Subaru Hdq. Jay advised they hadn't & had no plan to do so. Jay I said my Car has a lot miles over 100000. I explained the responsibility of contacting Hdq. As they need be alerted Extreme heat, fire in close proximity to Fuel is a potential Explosive problem. As all Equipment in question was factory installed Subaru Hdq. Should be made aware.

Thus, this too long explanation to you.

September 8, 2021

*Copy to NATIONAL Highway Traffic Safety Administration
1200 NEW JERSEY AVE SE
WASHINGTON, D.C. 20590*

Gratitude * Blessings * Happiness

Gratitude * Blessings * Friendship * Happiness

Good Morning
NHTSA-

LOCAL SUBARU DEALER
FEEL DID NOT GET
RESPONSIBLE FOR AVOIDING
POTENTIAL TRAGEDY!



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WESTCHESTER NY 105

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WASHINGTON, D.C. 20590

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