

National Highway Traffic Safety Administration
1200 New Jersey Avenue, S. E.,
Washington, DC 20590
May 2, 2022

Dear Administrator,

Herewith enclosed you will find 7 pages each with red ink markings & notes indicating important subject matters related to this complaint accumulated since 2005 the year of purchase. Also, it is hereby submitted in a traditional way because I am still learning how to communicate in the computer system. So, starting with:

Exhibit # 1, Letter from CA DMV with instruction that VIN: 4S4BT62C557 [REDACTED] and License plate No. [REDACTED] of SUBARU BAJA are included in the Complaint and have already taken action on this urgent airbag safety recall of SUBARU BAJA 2005.

Exhibit # 2, Invoice No. [REDACTED] shows no evidence of interim or trickery ("like for like") words but, just a very clear new parts and genuinely no room to doubt from Lithia Auto Store of Diablo Subaru of Walnut Creek, of California.

Exhibit # 3, Assured Service Repair Order Invoice Letter: Lithia Diablo Subaru of Walnut creek California and appreciation.

Exhibit # 4, This False Safety Recall notice initiated by Subaru of America, Inc. of Camden New Jersey, USA, is obviously, a deception typical scheme of people with evil in mind going to fishing expedition for fraudulent purpose.

Exhibit # 5, For approximately a period of five years, I have been harassed 14 times of same false recalls by this wealthy Dealer just to enrich themselves more by fraud must be advised to stop immediately and should be prosecuted of their written lies committed.

~~E~~ Exhibit # 6, Due to the fact that I was depressed for fear that the trickery old false safety recall might be real, I made extra effort by requesting more information for the safety of my family through 2 day Priority Mail addressed to Camden, New Jersey, United States of America.

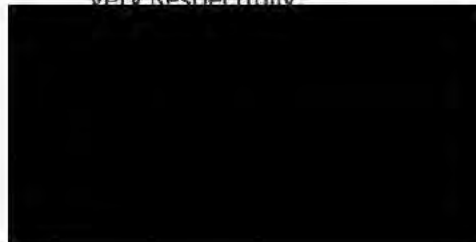
Exhibit # 7, At this juncture, the aforementioned sequence of events and my letter that was ignored dated Feb. 28, 2020 requesting further information are to my belief more than enough to justify my side herein presented for your action in this regard.

Thank you for your time and your honest appropriate action in this regard is highly appreciated by my family and friends who knew the ordeal we are experiencing.

Copy furnished:

① DEPT. OF MOTOR VEHICLES
REGISTRATION OPERATIONS DIVISION
P.O. BOX 825393, MS D168
SA C- CA 94322-5393

Very Respectfully



102



This urgent vehicle safety information applies to a vehicle registered in your name:

2005 Subaru Subaru Baja License Plate [REDACTED]

VIN: 4S4BT62C5 [REDACTED]

April 20, 2022

[REDACTED]
[REDACTED]
PLEASANT HILL, CA [REDACTED]

URGENT SAFETY RECALL: IMMEDIATE ACTION REQUIRED!

Dear [REDACTED]

The California Department of Motor Vehicles (CA DMV) is contacting you personally because your **2005 Subaru Subaru Baja** has a recalled airbag inflator that could **kill or seriously injure you and your passengers** if it deploys.

The CA DMV has received information from Subaru that the **2005 Subaru Subaru Baja** that is currently registered in your name with Vehicle Identification Number (VIN): 4S4BT62C5 [REDACTED] has been recalled. If the airbag deploys, in some cases the airbag inflators may explode and spray sharp metal fragments or shrapnel toward you and your passengers.

According to records from Subaru, your vehicle has not been repaired yet. The potentially lifesaving repair is **FREE**, and parts are available now. A loaner car, towing service, or other alternative transportation may be available and, in some cases, may be provided for **FREE**. Please **immediately call 1-877-441-3084** for more information or to schedule a **FREE** recall repair.

What should you do?

- **Immediately** contact a local Subaru dealership to schedule a **FREE** recall repair. Ask for alternative transportation, if needed.
- Visit <https://www.subaru.com/find-retailer> or call **1-877-441-3084** to find your nearest Subaru dealership.

Exhibit NO. 1
- If you think you have already taken action on this urgent airbag safety recall visit www.NHTSA.gov/recalls and enter your vehicle's VIN to verify and ensure that no other safety recalls have been issued for your vehicle.

Subaru is one of 19 vehicle manufacturers affected by this urgent airbag safety recall. The National Highway Traffic Safety Administration (NHTSA) reports 19 confirmed deaths in the United States and hundreds of alleged injuries resulting from this defect.

Please encourage your family and friends to check for safety recalls using their VIN at www.NHTSA.gov/recalls.

You and your family's safety on California's roadways is our top priority.

If you believe that Subaru or your <Extra3> retailer is unable to remedy the defect without charge within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or you may call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.NHTSA.gov.

Customer # [REDACTED]

INVOICE

Invoice #: [REDACTED]

Tag #: [REDACTED]

LITHIA AUTO STORESDIABLO SUBARU OF WALNUT CREEK #248
2646 N. MAIN STREET · WALNUT CREEK, CA 94597
SERVICE DIRECT: (925) 937-6930 FAX: (925) 906-0765

PLEASANT HILL, CA

Home: [REDACTED] Bus: [REDACTED]

Contact: [REDACTED]

Cell: [REDACTED] Email: email [REDACTED] home Service Advisor: 179336 ANTHONY ORANTES BAR# ARD00274710 EPA# CAL000392029

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN	MILEAGE OUT
SILVER	05	SUBARU BAJA		4S4BT62C55				78025	78025
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
02MAR05	01MAY04		17:00 10MAR17		0.00	CASH	10MAR17	10:55 09MAR17	10:47 10MAR17

OPTIONS: DLR:DMS ENG:2.5L TRN:AUTO AXL:AWD

**ASSURED SERVICE
RIGHT NOW SERVICE**QUALITY SERVICE WHEN YOU NEED IT.
THE WAY YOU WANT IT.**UP FRONT PRICING**THE PRICE YOU'RE QUOTED IS THE
PRICE YOU'LL PAY... PERIOD**3 YEAR/50K MILE
REPAIR WARRANTY**

IF IT BREAKS, WE FIX IT... FREE

**WE SELL TIRES**WITH EVERY TIRE PURCHASE
YOU RECEIVE:

- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.If our Dealership does not have to return the parts
to the manufacturer or distributor under a warranty
arrangement and they are not exempt due to their
size, weight or other factors, they will be returned
to you upon request. If you choose to save
replaced parts, please note that a core charge may
apply.☐ Some Parts Not Returnable**ARBITRATION AGREEMENT**Any dispute between customer and the dealership
arising from or related to this vehicle or this
transaction will be settled by mandatory and
binding arbitration pursuant to the Federal
Arbitration Act 9 U.S.C. § 1 et. seq. The arbitration
shall be conducted by a single arbitrator. The
arbitrator may grant whatever relief the parties
may be entitled to at law or in equity.

LINE OPCODE TECH TYPE HOURS

A MANUFACTURER SAFETY RECALL ISSUED NHTSA #16V358000 RECALL #TKA16
03-04 LEGOUT 03-06 BAJ TAKATA AB INF RECALL EXPAN STATUS:

REMEDY AVAILABLE

RECALL CHECK VEHICLE ID NUMBER FOR OUTSTANDING

RECALLS

173162 WS4

1 98279AE00A RC AIR BAG INFLATOR KIT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C)

78025

PERFORMED TKA16 RECALL PER SERVICE BULLETIN.

OLD PART# AB PB5133265

NEW PART# LS BKGCX0865

B *Perform Complimentary Multipoint Inspection

VI PERFORM COURTESY VEHICLE INSPECTION. INCLUDES:

VISUAL INSPECTION OF VEHICLE, TIRE TREAD

DEPTH, AND SET TIRE PRESSURE TO SPEC'LSF

RF LR RR

173162 CSR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 0.00

09MAR17 10:55 SA: 179336

EXHIBIT
NO. 2OUR GOAL IS TO PROVIDE TRULY EXCEPTIONAL
SERVICE.
SUGGESTIONS FOR IMPROVEMENT ARE ALWAYS
WELCOME. WE WANT TO BE YOUR SOURCE FOR ALL
YOUR AUTOMOTIVE NEEDS. REMINDER: CHECK YOUR
ENGINE OIL AT LEAST 2 TIMES A MONTH
THANK YOU FOR YOUR BUSINESS HAVE A GREAT DAY☐ Tire pressure check/inflation service was performed.

RF psi LF psi RR psi LR psi Initials

☐ Customer declined tire pressure check/inflation service.

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature of initial

(date)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the
services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced
parts as requested by you.

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***HAZARDOUS WASTE
DISPOSAL COSTS:** We have
added this charge to cover
costs associated with the
handling, management and
disposal of toxic wastes or
hazardous substances under
California and Federal law.

LABOR AMOUNT	
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS*	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

LITHIA AUTO STORE
DIABLO SUBARU OF WALNUT CREEK #
2646 N. MAIN STREET • WALNUT CREEK, CA 94597
PHONE: (925) 937-6900

10MAR17

Assured Service Repair Order Invoice Letter:

Thank you for your business! At Lithia Diablo Subaru of Walnut Creek we strive for your complete satisfaction.

If you have any questions or are not completely satisfied with our service, please let us know immediately. It is the goal of our factory-trained technicians to provide the best work, at the most competitive price.

It is our intention for you to feel the service you receive is "Truly Exceptional". If, for any reason, your visit leaves you feeling short of this, please contact us immediately. We'll take the necessary steps to ensure it is!

Again, we appreciate your continued business and our ongoing relationship.

All the best,

Lithia Diablo Subaru of Walnut Creek

**URGENT
IMPORTANT SAFETY RECALL**

This notice applies to the VIN below

VIN: 4S4BT62C55 [REDACTED]



SUBARU

Subaru of America, Inc.
One Subaru Drive
Camden, NJ 08103
844-373-6614
www.subaru.com



PLEASANT HILL, CA [REDACTED]

FOR AADC 945 132 735001

SAFETY RECALL NOTICE

This is an important Safety Recall.
The remedy will be performed at no charge to you.
Recall: TKA20 NHTSA ID: 20V001

January 2020

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in certain 2003-2014 model year Legacy and Outback vehicles, 2003-2006 model year Baja vehicles, 2009-2013 model year Forester vehicles, 2004-2011 model year Impreza vehicles, and 2004-2014 WRX (including STI) vehicles equipped with a non-desiccated Takata-sourced passenger-side frontal air bag containing the propellant Phase Stabilized Ammonium Nitrate.

** SUBARU NO PROPER RECORDING OF REPAIRS*
Our records indicate that the vehicles included in this safety recall may have had an interim ("like-for-like") repair performed under a previous air bag recall, to reduce the risk of injury before final remedy parts were available. You received this notice because our records indicate that you own one of these vehicles. *SEE INVOICE NO. [REDACTED]*

DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

Despite the previous recall repair for a "like-for-like" air bag inflator replacement, vehicles containing a Takata-sourced passenger-side frontal air bag inflator remain susceptible to propellant degradation occurring after long-term exposure to high absolute humidity, temperature and temperature cycling. Over time, this could cause the inflator within the air bag to explode when the passenger's frontal air bag deploys in a crash.

If the air bag inflator explodes, sharp metal fragments could strike vehicle occupants, potentially resulting in serious injury or death.

WHAT SUBARU WILL DO

Subaru will inspect your vehicle to confirm the type of replacement front passenger air bag inflator that was installed in your vehicle under the previous recall. The inspection will be performed at no charge to you. If it is confirmed that your vehicle contains a "like-for-like" air bag inflator, Subaru will replace it with a final remedy non-Takata sourced inflator at no charge to you.

WHAT YOU SHOULD DO

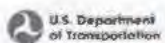
You should immediately contact any authorized Subaru retailer (dealer) for an appointment to have this repair performed for free. To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

HOW LONG WILL THE AIR BAG INFLATOR REPLACEMENT TAKE?

The time to replace the front passenger air bag inflator ranges from less than one hour to approximately three hours, depending on the model. Your retailer can provide you with an estimate of the overall time needed for this service visit, as it may be necessary to make your vehicle available for a longer period of time.



SUBARU



P.O. Box 746 | Wheeling, IL 60090

Pleasant Hill, CA

A FINAL AIRBAG RECALL REPAIR IS NEEDED

2005 SUBARU BAJA

LAST 8 OF VIN: *****57101949

RECALL ID: DJWJ-U2M

Dear [REDACTED]

Thank you for completing the first repair on the recalled airbag in your **2005 SUBARU BAJA**. The initial recall repair was a temporary fix to help ensure your safety while new, permanent replacement parts were being developed.

THOSE NEW PARTS ARE NOW AVAILABLE! It is extremely urgent that you have this second **FREE** recall repair completed in order to protect you and your passengers.

WHAT YOU NEED TO KNOW:

- ⑤ This is the permanent and final **FREE** recall repair necessary to address the safety risk in your vehicle.
- ⌚ Most **FREE** recall repairs can be completed in as little as one hour, depending on your vehicle model and your retailer's schedule.
- 🚗 A **FREE** loaner vehicle or other alternate transportation options are available, as well as touchless service options. Please inquire when scheduling your **FREE** recall repair.
- 📞 Our call center is open Monday through Friday, 8am to 11pm, and Saturday, 8am to 8pm EST.

Our team is ready and waiting to help schedule your **FREE** recall repair. **Please call or text "FIX" to 844-498-9218 NOW** to schedule your **FREE** recall repair.

If you no longer own this vehicle or believe you have already taken action on this **URGENT** airbag safety recall, please call **844-498-9218** to let us know so that we can remove you from further communication regarding this safety issue.

Sincerely,
Subaru Airbag Recall Team

ACT NOW - PROTECT YOURSELF AND YOUR LOVED ONES FROM THIS LIFE-THREATENING AIRBAG SAFETY RECALL.

CALL OR TEXT "FIX" TODAY! 844-498-9218

SAFEAIRBAGS.COM

Three Easy Steps to Schedule Your **FREE** Recall Repair:

1. Call or text "FIX" to **844-498-9218**
2. Pick a time that works for you
3. Complete your recall repair for **FREE**

Exhibit No. 5
14 times I was harassed by this
FALSE RECALL NOTICES

Subaru of America, Inc.
One Subaru Drive
Camden, NJ 08103
Re: Recall TKA20 NHTSA 20VOO1

Feb. 28, 2020

Dear Sir/madam:

This is to verify of the latest Recall Notice because I am curious of the appointment confirmation from Subaru Dealer in Walnut Creek, California, that seems I voluntarily requested for inspection services not for the recall. Unlike the Recall notice copy of my other car herein attached very clear and honestly written with no trickery words to worry or to be suspicious about. So, I check the previous Recall record with Dealer's Invoice no. [REDACTED] both duplicate copies herein enclosed) shows all the required new parts were completely installed with no indication of interim or temporary (like for like) only until the specific parts are available.

Therefore, I need to know before March 9, 2020 the appointment date, if latest recall is a mistake. Otherwise, I will request the NHTSA or other appropriate authorities for verification as to whether duplication of the same Recall problems allowed.

Please note, that I am very proud to own my Subaru with my other cars, but due to perhaps, I am not lucky for the service maintenance of it in your Dealer's policy, I tried to avoid going back as much as possible, that is why, the previous recall, I reminded the Service advisor not to do anything other than the recall problem and only to be told he can cancel the work if I want. Couple of weeks later when it was hot I turned on the AC, it did not work anymore and cannot accused someone if no evidence to rely and until now it is not fixed because I closed my business for it is hard to compete against similar business owned by corrupt carrier politicians and the worst thing is that it spread to our judiciary system which is supposed to be the equalizer for justice and fairness.

Lastly, your appropriate action in this regard is very highly appreciated.

Thank you.

Exhibit #6

Copy furnished:

*DIABLO SUBARU of Walnut Creek
2646 N. MAIN STREET
WALNUT CREEK, CA 94597*

Very respectfully,



Diablo Subaru of Walnut Creek
2646 N. Main Street
Walnut Creek, CA 94597-2798

Mar. 6, 2020

To: Manager:

Please cancel my appointment scheduled on Mar. 9, 2020, due to no response of my letter dated Feb. 28, 2020, Intentionally addressed to Subaru's main office in New Jersey and a copy with attachments therewith were sent to your office thru certificate of mailing. Also, I just have regular maintenance works done by myself couple of months ago. Unless safety problems come up I will have it fix, possibly by expert preferably employed in a business establishment owned or managed by honest people.

I hope the person who initiated this fraudulent scheme and those in collusion will someday learn to be honest even just based on the law of common sense and not what I learned from the Law Degree I possessed. Although, the aforementioned verification request was ignored, that concludes Old Recall notice was falsely used, yet I may furnish written copies of documentation to Government authorities if they require it and I will comply if necessary.

Should there be message from Subaru of America, Inc. ,from New Jersey, please feel free to email a copy for my file.

Thank you.

Copy furnished:

Respectfully,



Exhibit No. 7