

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11564979
Date: Wednesday, March 6, 2024 5:42:46 PM

From: [REDACTED]
Sent: Tuesday, March 5, 2024 11:03 AM
To: Customer Advocacy <Customers@subaru.com>
Cc: [REDACTED] electronicfilings@ftc.gov;
nhtsa.webmaster@dot.gov; [REDACTED]
Subject: [EXTERNAL] - Re: (Case # [REDACTED]) your directive for the dealership not to engage with me

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

We do not. You should have that in your Subaru Records.

Yet again, for a 3rd time, I am awaiting your explanation for you telling the dealership not to engage with me. I will await your explanation by COB today.
Dear FTC, and National Highway of Safety,

I am requesting you add Kelly to your files for these cases and the surrounding emails from today and what will be further submitted.

Thanks,
[REDACTED]

On Tue, Mar 5, 2024 at 10:33 AM Customer Advocacy <Customers@subaru.com> wrote:

[REDACTED]
Thank you for sending this information over. I will add it to your case.

Do you have the authorization number as well?

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----

From: [REDACTED]
Received: Tue Mar 05 2024 10:17:23 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Cc: [REDACTED]; nhtsa.webmaster@dot.gov;
electronicfilings@nrc.gov;
Subject: Re: (Case # [REDACTED]) your directive for the dealership not to engage with me

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Kelly,

As a reminder I am asking for **your explanation of your directive for the dealership to not engage with me by COB today.**

Battery Confirm # attached.
Durable Power of Attorney Forms attached

My parents are the Cleveland Clinic now with medical issues and you are adding compounding stress to this entire situation.

National Highway of Safety

Report #: 11564979

FTC Report #: [REDACTED]

On Tue, Mar 5, 2024 at 9:17 AM Customer Advocacy <Customers@subaru.com> wrote:

[REDACTED]

Thank you for your message. As a reminder and it is important that you do not include Matt Ritter in these emails as this is not his area of responsibility. I am your contact.

I have not spoken with Beth at the retailer, but I've asked for any information relative to your mother's vehicle to be shared with me and I will be discussing it with you further.

I did speak with the Service Manager; Trevor and we are currently waiting for an authorization number from your mother so we can proceed with the battery diagnosis. Do you know if she has obtained that information yet?

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----
From: [REDACTED]
Received: Mon Mar 04 2024 18:07:54 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Cc: Matt Ritter <mrit@subaru.com>; [REDACTED];
[REDACTED]; Matthew Ritter <mrit@subaru.com>; Matt Ritter
<mrit@subaru.com>; Matthew Ritter <mrit@subaru.com>; Matthew Ritter
<mrit@subaru.com>; Matthew Ritter <mrit@subaru.com>; Matt Ritter
<mrit@subaru.com>; Matthew Ritter <mrit@subaru.com>; [REDACTED]
[REDACTED]; Matt Ritter <mrit@subaru.com>;
Subject: Re: (Case # [REDACTED]) your directive for the dealership not to
engage with me

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Kelly,

I spoken with my mother today at 5:28 PM EST, and was informed that you have spoken to Beth at Muskegon Subaru and given the directive for their staff to not speak or engage with me.

Given I have durable power of attorney for my parents, and you have had ongoing knowledge of this, (via emails and by phone calls) not to mention, my parents are at the Cleveland Clinic now undergoing medical appointments, and are extremely stressed (by this situation) I find this highly inappropriate on all fronts.

I am going to ask for an immediate explanation in writing, via email, by you by COB, Tuesday, March 5th regarding your reasons for this directive.

Thank you.

Warm Regards,

[REDACTED]
Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them."
Roy T. Bennett

On Fri, Mar 1, 2024 at 8:35 AM Customer Advocacy <Customers@subaru.com> wrote:

Thank you! I will connect with the store today.

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----

From: [REDACTED]
Received: Thu Feb 29 2024 20:55:25 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Cc: [REDACTED]
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

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Hi Kelly,

Confirming that the vehicle was picked up at my parents house this evening by Kyle from Baxter Towing and Storage of Muskegon at 8:43 PM. The service manager is Trevor at Subaru of Muskegon.

Thanks,

[REDACTED]

Warm Regards,

[REDACTED]
[REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them."
- Roy T. Bennett

On Thu, Feb 29, 2024 at 1:47 PM Customer Advocacy <Customers@subaru.com> wrote:

[REDACTED],

I just spoke with Trevor, the Service Manager and he should be reaching out shortly to discuss the pick-up of your vehicle. Once you determine the pick-up day, please let me know so I can

stay in the loop.

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----

From: customers@subaru.com <customers@subaru.com>;
Received: Wed Feb 28 2024 14:13:16 GMT-0500 (Eastern Standard Time)
To: [REDACTED];
Cc: [REDACTED]
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

Hi [REDACTED],

Thank you for your patience. It appears that the transport company we were going to use is no longer available. I am reaching out for assistance with another company. I will follow up with you as quickly as possible.

Sincerely,

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1-800-782-2783, Option #1, Ext 119046

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From: [REDACTED]
Received: Wed Feb 28 2024 09:47:35 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Cc: [REDACTED]
[REDACTED] Re: (Case # [REDACTED]) Email from Kelly at Subaru

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Hi Kelly,

We did not hear from you yesterday as stated.
When is the vehicle getting picked up?

Please advise.

Warm Regards,

[REDACTED]

Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

On Mon, Feb 26, 2024 at 5:13 PM Customer Advocacy <Customers@subaru.com> wrote:

[REDACTED],

I have secured a transport company and just waiting for them to confirm the date of pick up. I should have that tomorrow for you.

Thank you.

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----

From: customers@subaru.com <customers@subaru.com>;
Received: Fri Feb 23 2024 11:45:55 GMT-0500 (Eastern Standard Time)
To: [REDACTED] >;
Cc: [REDACTED]
<[REDACTED]>;
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

[REDACTED]

Thank you for your message.

I am actively working to coordinate the transport of your parent's vehicle. I am waiting for final confirmation. As soon as I receive that, I will be back in touch. I anticipate having an answer by Monday.

Thank you for your patience.

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
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----- Original Message -----

From: [REDACTED] >;
Received: Fri Feb 23 2024 10:52:48 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Cc: Matt Ritter <mrirt@subaru.com>; [REDACTED]
[REDACTED] >; Matthew Ritter <mrirt@subaru.com>; Matt

Ritter <mrit@subaru.com>; Matthew Ritter <mrit@subaru.com>; Matthew Ritter <mrit@subaru.com>; Matthew Ritter <mrit@subaru.com>; Matt Ritter <mrit@subaru.com>;
[REDACTED] Matt Ritter <mrit@subaru.com>;

Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

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Kelly and Barb,

It is now February 23rd and nothing has been done by Subaru (to date) to help us get this Subaru picked up. The car has been dead since January 10th.

Is no one else at the Subaru able to help us? Is this how “employees being out situations” are handled when a Subaru customer needs help? Your customer service advocacy team is more than one person so I’m finding this extremely difficult to understand.

Please advise.

Thanks,
[REDACTED]

Warm Regards,
[REDACTED]

Cell: [REDACTED]

“Consistency is the true foundation of trust. Either keep your promises or do not make them.” - Roy T. Bennett

On Mon, Feb 19, 2024 at 9:05 PM [REDACTED] wrote:

Hi Kelly,

We are very concerned at the lag on this.

This unresolved matter continues, as my parents are still left with the challenge of having to get to and from ongoing medical appointments with only one car, due to the Subaru Outback still being dead in the garage (since January 10th, 2024).

My mother, [REDACTED] called Subaru Muskegon MI today, 2/19/24 @3:10 PM. She

spoke to Trevor, the service manager. Trevor stated that he "had not received any calls from Kelly at Subaru Corp in regards to picking up any vehicles."

Please advise.

Thanks,
[REDACTED]

Warm Regards,
[REDACTED]

Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

On Fri, Feb 16, 2024 at 12:05 PM Customer Advocacy <Customers@subaru.com> wrote:

Hi [REDACTED],

Thank you for your messages. I am sorry that I was not available for the phone call yesterday.

I will let you know when the car can be picked up. Once the car is there and we have a diagnosis, I will follow up with you again.

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----

From: [REDACTED]
Received: Fri Feb 16 2024 11:58:53 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>; [REDACTED]
CC: [REDACTED]
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

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Kelly,

Please coordinate for the car to be picked up next week and advise.

Thanks,

[REDACTED]

On Fri, Feb 16, 2024 at 11:21 AM [REDACTED] > wrote:

Hi Kelly,

We are following up again.

What are next steps?

Warm Regards,

[REDACTED]

Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

On Wed, Feb 14, 2024 at 4:29 PM [REDACTED] > wrote:

Hi Kelly,

We will give you a call tomorrow at 1:00 PM.

Thanks,

[REDACTED]

Warm Regards,

[REDACTED]

Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

On Mon, Feb 12, 2024 at 9:57 AM Customer Advocacy

<Customers@subaru.com> wrote:

[REDACTED],

I am aware of your family's situation; however, I am going to reiterate that it is best to go over this information via phone.

To answer your question, yes, we will coordinate the transport of your parent's vehicle to Subaru of Muskegon and return home. They will not be providing alternate transportation. During this time, should your parents need/want a vehicle, they can rent a vehicle near their home and I will reimburse them, up to \$50.00 a day.

I will reach out to the store to let them know that I have connected with you. What is your parent's availability this week?

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----

From: [REDACTED] >;
Received: Sun Feb 11 2024 18:39:13 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Cc: [REDACTED]
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

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Kelly,

As mentioned, this is a sensitive time for our family right now given ongoing health matters involving both of my parents. You have been made aware of this verbally and in writing several times.

We are asking that you be considerate of this sensitivity and put the new proposed plan and/ or plan options in writing.

Please advise. Thanks.

Warm Regards,

[REDACTED]

Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

On Fri, Feb 9, 2024 at 2:38 PM Customer Advocacy

<Customers@subaru.com> wrote:

Yes, hence the request to speak with you.

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----

From: [REDACTED] >;
Received: Fri Feb 09 2024 14:31:39 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Cc: [REDACTED]
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

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Hi Kelly,

Does the new action plan differ from what we have requested? We will need to know that before an agreed upon call.

Thanks,

[REDACTED]

Warm Regards,

[REDACTED]

Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

On Fri, Feb 9, 2024 at 2:26 PM Customer Advocacy

<Customers@subaru.com> wrote:

[Redacted]

Thank you for your messages. As I mentioned, I would like to speak with you both to discuss a new action plan. Please let me know when a good time is to connect over the phone.

Sincerely,

--

Warm Regards,

[Redacted]

Cell: [Redacted]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

--

Warm Regards,

[Redacted]

Cell: [Redacted]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

Thank you

Ann-Marie Ambrose
Quality Analyst
ASRC Federal Holding Company
aambrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11564979
Date: Wednesday, March 6, 2024 5:43:01 PM
Attachments: [REDACTED]

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From: [REDACTED] >
Sent: Tuesday, March 5, 2024 10:17 AM
To: Customer Advocacy <Customers@subaru.com>
Cc: [REDACTED] electronicfilings@ftc.gov;
nhtsa.webmaster@dot.gov; [REDACTED]
Subject: [EXTERNAL] - Re: (Case # [REDACTED]) your directive for the dealership not to engage with me

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Kelly,

As a reminder I am asking for **your explanation of your directive for the dealership to not engage with me by COB today.**

Battery Confirm # attached.
Durable Power of Attorney Forms attached

My parents are the Cleveland Clinic now with medical issues and you are adding compounding stress to this entire situation.

National Highway of Safety Report #:

11564979

FTC Report #: [REDACTED]

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██████████
Thank you for your message. As a reminder and it is important that you do not include Matt Ritter in these emails as this is not his area of responsibility. I am your contact.

I have not spoken with Beth at the retailer, but I've asked for any information relative to your mother's vehicle to be shared with me and I will be discussing it with you further.

I did speak with the Service Manager; Trevor and we are currently waiting for an authorization number from your mother so we can proceed with the battery diagnosis. Do you know if she has obtained that information yet?

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Kelly,

I spoken with my mother today at 5:28 PM EST, and was informed that you have spoken to Beth at Muskegon Subaru and given the directive for their staff to not speak or engage with me.

Given I have durable power of attorney for my parents, and you have had ongoing knowledge of this, (via emails and by phone calls) not to mention, my parents are at the Cleveland Clinic now undergoing medical appointments, and are extremely stressed (by this situation) I find this highly inappropriate on all fronts.

I am going to ask for an immediate explanation in writing, via email, by you by COB, Tuesday, March 5th regarding your reasons for this directive.

Thank you.

Warm Regards,

Cell: [REDACTED]

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Thank you! I will connect with the store today.

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Subaru of America, Inc.
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----- Original Message -----

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Received: Thu Feb 29 2024 20:55:25 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>; [REDACTED] >; [REDACTED]
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

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Hi Kelly,

Confirming that the vehicle was picked up at my parents house this evening by Kyle from Baxter Towing and Storage of Muskegon at 8:43 PM. The service manager is Trevor at Subaru of Muskegon.

Thanks,

[REDACTED]

Warm Regards,

Cell: [REDACTED]

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[REDACTED]

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From: customers@subaru.com <customers@subaru.com>;
Received: Wed Feb 28 2024 14:13:16 GMT-0500 (Eastern Standard Time)
To: [REDACTED]
[REDACTED] >;
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

Hi [REDACTED],

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On Mon, Feb 26, 2024 at 5:13 PM Customer Advocacy <Customers@subaru.com> wrote:

[REDACTED],

I have secured a transport company and just waiting for them to confirm the date of pick up. I should have that tomorrow for you.

Thank you.

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From: customers@subaru.com <customers@subaru.com>;
Received: Fri Feb 23 2024 11:45:55 GMT-0500 (Eastern Standard Time)
To: [REDACTED]
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

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[REDACTED] >; Matt Ritter <mrit@subaru.com>;
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Kelly and Barb,

It is now February 23rd and nothing has been done by Subaru (to date) to help us get this Subaru picked up. The car has been dead since January 10th.

Is no one else at the Subaru able to help us? Is this how "employees being out situations" are handled when a Subaru customer needs help? Your customer service advocacy team is more than one person so I'm finding this extremely difficult to understand.

Please advise.

Thanks,
[REDACTED]

Warm Regards,
[REDACTED]

Cell: [REDACTED]

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On Mon, Feb 19, 2024 at 9:05 PM [REDACTED] > wrote:

Hi Kelly,

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This unresolved matter continues, as my parents are still left with the challenge of having to get to and from ongoing medical appointments with only one car, due to the

Subaru Outback still being dead in the garage (since January 10th, 2024).

My mother, [REDACTED] called Subaru Muskegon MI today, 2/19/24 @3:10 PM. She spoke to Trevor, the service manager. Trevor stated that he "had not received any calls from Kelly at Subaru Corp in regards to picking up any vehicles."

Please advise.

Thanks,

[REDACTED]

Warm Regards,

[REDACTED]

Cell: [REDACTED]

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Sincerely,

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Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----

From: [REDACTED] >;
Received: Fri Feb 16 2024 11:58:53 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>; [REDACTED]
Cc: [REDACTED]
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

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you don't trust this email, report it using the Phish Alert Button.

Kelly,

Please coordinate for the car to be picked up next week and advise.

Thanks,

[REDACTED]

On Fri, Feb 16, 2024 at 11:21 AM [REDACTED] > wrote:

Hi Kelly,

We are following up again.

What are next steps?

Warm Regards,

[REDACTED]

Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

On Wed, Feb 14, 2024 at 4:29 PM [REDACTED] > wrote:

Hi Kelly,

We will give you a call tomorrow at 1:00 PM.

Thanks,

[REDACTED]

Warm Regards,

[REDACTED]

Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

On Mon, Feb 12, 2024 at 9:57 AM Customer Advocacy

<Customers@subaru.com> wrote:

[REDACTED]

I am aware of your family's situation; however, I am going to reiterate that it is best to go over this information via phone.

To answer your question, yes, we will coordinate the transport of your parent's vehicle to Subaru of Muskegon and return home. They will not be providing alternate transportation. During this time, should your parents need/want a vehicle, they can rent a vehicle near their home and I will reimburse them, up to \$50.00 a day.

I will reach out to the store to let them know that I have connected with you. What is your parent's availability this week?

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----

From: [REDACTED] >;
Received: Sun Feb 11 2024 18:39:13 GMT-0500 (Eastern Standard Time)

To: customers@subaru.com <customers@subaru.com>;

Cc: [REDACTED]

Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. If you don't trust this email, report it using the Phish Alert Button.

Kelly,

As mentioned, this is a sensitive time for our family right now given ongoing health matters involving both of my parents. You have been made aware of this verbally and in writing several times.

We are asking that you be considerate of this sensitivity and put the new proposed plan and/ or plan options in writing.

Please advise. Thanks.

Warm Regards,

[REDACTED]
Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

On Fri, Feb 9, 2024 at 2:38 PM Customer Advocacy
<Customers@subaru.com> wrote:

Yes, hence the request to speak with you.

Sincerely,

Kelly
Executive Inquiry Specialist
Subaru of America, Inc.
1-800-782-2783, Option #1, Ext 119046

----- Original Message -----

From: [REDACTED]
Received: Fri Feb 09 2024 14:31:39 GMT-0500 (Eastern Standard Time)
To: customers@subaru.com <customers@subaru.com>;
Cc: [REDACTED]
Subject: Re: (Case # [REDACTED]) Email from Kelly at Subaru

CAUTION: This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe. If you don't trust this email, report it using the Phish Alert Button.

Hi Kelly,

Does the new action plan differ from what we have requested? We will need to know that before an agreed upon call.

Thanks,
[REDACTED]

Warm Regards,
[REDACTED]

Cell: [REDACTED]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

On Fri, Feb 9, 2024 at 2:26 PM Customer Advocacy
<Customers@subaru.com> wrote:

[REDACTED]

Thank you for your messages. As I mentioned, I would like to speak with you both to discuss a new action plan. Please let me know when a good time is to connect over the phone.

Sincerely,

--

Warm Regards,

[Redacted]
Cell: [Redacted]

"Consistency is the true foundation of trust. Either keep your promises or do not make them." - Roy T. Bennett

Thank you

Ann-Marie Ambrose
Quality Analyst
ASRC Federal Holding Company
aambrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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Your Request for Extended Warranty Battery Service has been received

1 message

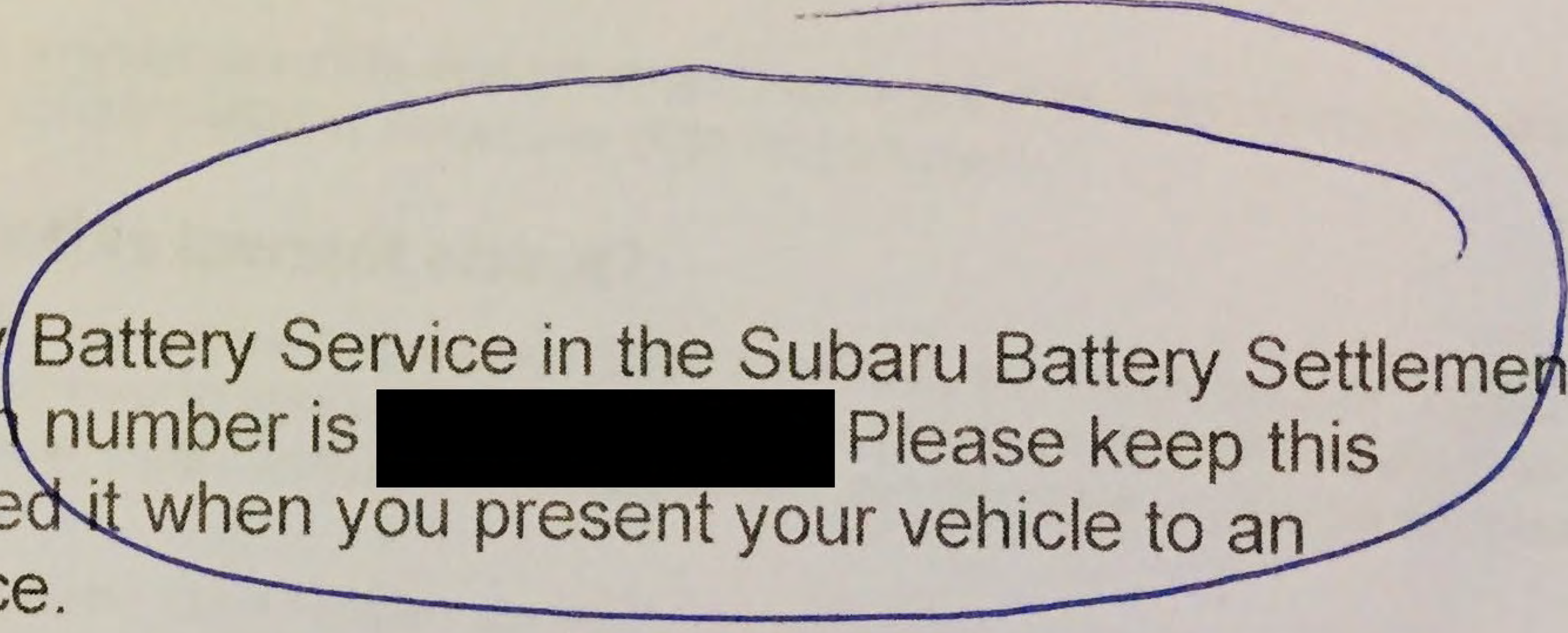
info@subarubatterysettlement.com <info@subarubatterysettlement.com>

Tue, Mar 7, 2023 at 1:22 PM

To: [Redacted]

WELCOME TO THE SUBARU BATTERY SETTLEMENT WEBSITE

Dear [Redacted]



Your Request for Extended Warranty Battery Service in the Subaru Battery Settlement has been received. Your confirmation number is [Redacted] Please keep this number for your records. You will need it when you present your vehicle to an Authorized Subaru Retailer for service.

For more information about the Settlement, call toll-free 855-606-2625, visit www.SubaruBatterySettlement.com, or respond to this email with any questions.

Regards,
Claims Administrator