



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

April 2, 2024

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: Peninsula Subaru
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We determined the nature of the information appears to involve a matter that would best be addressed by your agency. We are forwarding this to you to process in accordance with your agency's procedures.

We notified the complainant that we forwarded a copy of their correspondence to your agency.

We will retain a copy of the consumer complaint and referral information as a public record. If you have questions our email address is CRC@ATG.WA.GOV. Please include the complaint number given above on any complaint correspondence.

Sincerely,

Consumer Resource Specialist
Consumer Resource Center
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Enclosure(s)

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Gig Harbor, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

50-59

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

No

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Business Information

Name of business that I am complaining about:

Peninsula Subaru

Address:

3888 WA 16

Bremerton, WA 98312

Phone:

(360) 479-4320

Email:

spt@peninsulasubaru.com; melaina@peninsulasubaru.com

Names and contact information of any other businesses involved in your complaint:

About Your Complaint

Amount in Dispute:

\$750

Transaction Date:

03/22/2024

Explain your complaint in detail:

I am writing to bring to your attention a concerning matter regarding a 2019 Subaru Outback that I purchased from Peninsula Subaru. This vehicle has a known factory defect that results in excessive electrical draw from one of the factory-installed systems, leading to drained car batteries. This issue poses a significant risk, especially in situations where the vehicle may fail in dangerous environments.

Subaru has previously issued a recall for the same issue on earlier model years, indicating awareness of the problem. However, they have failed to extend this recall to the 2019 model, despite it being part of the same manufacturing series. This inconsistency in addressing the issue is deeply concerning and potentially puts consumers at risk.

Given the potential safety implications and the manufacturer's failure to take adequate action, I urge your office to investigate this matter thoroughly. Consumers deserve transparency and accountability from automakers, especially when it comes to issues that could compromise their safety.

Thank you for your attention to this matter, and I look forward to your prompt action in resolving this issue and ensuring the safety of consumers.

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] **Date** 03/22/2024

Received via the Internet

City and State where signed Gig Harbor, WA

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ATTORNEY GENERAL OF WASHINGTON
800 FIFTH AVENUE #2000
SEATTLE WA 98104-3188

NOT



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