

[REDACTED]

From: [REDACTED]
Sent: Wednesday, July 31, 2024 2:31 PM
To: 'Customer Advocacy'
Subject: Case # [REDACTED]

Resending now with copy to the NHTSB.

From: [REDACTED]
Sent: Wednesday, July 31, 2024 2:05 PM
To: 'Customer Advocacy' <Customers@subaru.com>
Subject: Case # [REDACTED]

Zykeem,

Please be advised that I am copying Jeffrey Walters, CEO of Subaru of America, on this communication.

As stated in our discussions, I would like to clarify that my concern is not a warranty claim, but rather a safety issue, which exists independently of any warranty issue. The sun visor in my 2013 Subaru Forester completely detached from its socket while my daughter was driving 65 miles per hour in direct sunlight. This incident poses a significant safety risk, as it could obstruct the driver's vision and potentially cause an accident.

I have notified the National Highway Traffic Safety Administration (NHTSA) about this defect, as I believe it warrants a safety recall. Subaru's response to this matter appears to contradict its stated commitment to safety as a top priority.

In light of these circumstances, I respectfully request that Subaru reconsider its decision not to reimburse me for the cost of repairing this safety defect.

Thank you for your attention to this matter.

Sincerely,

[REDACTED]

[REDACTED]
[REDACTED]
Scarsdale, NY [REDACTED]
[REDACTED]

R

Cc:

Jeffrey Walters CEO

Subaru of America
1 Subaru Dr,
Camden, New Jersey, 08103

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

From: Customer Advocacy <Customers@subaru.com>

Sent: Tuesday, July 30, 2024 6:23 PM

To: [REDACTED]

Subject: [Case # [REDACTED]]

Dear [REDACTED]

Thank you for contacting Subaru of America and providing me an opportunity to assist you. I would be the manager affiliated with this case at the time and this matter would not be covered by any warranties with the vehicle being significantly outside of warranty by both time and mileage. This matter would be customer pay due to it being outside the 3 years or 36,000-mile warranty. I apologize for this occurrence but, want to note if you have any future concerns or questions, we will be in position to provide as much assistance with the information we have on hand. Thank you for your time.

Sincerely,

Zykeem
Subaru of America, Inc.
Customer Advocacy Department
1-800-SUBARU3 (1-800-782-2783)
Case Number: 240710-1200017

Zykeem
Subaru of America, Inc.
Customer Advocacy Department
1-800-SUBARU3 (1-800-782-2783, Option 1, Extension 119948)

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

From: [REDACTED]

Received: Thu Jul 25 2024 13:27:32 GMT-0400 (Eastern Daylight Time)

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

Subject: Case: [REDACTED]: Extreme Disappointment in Subaru's Response

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.

Clara,

I am writing to express my deep concern and disappointment regarding the safety defect in the driver side sun visor of my 2013 Subaru Forester (VIN # JF2SHABCODH [REDACTED]) which allows it to fall off while in use. During a recent highway drive, the sun visor unexpectedly detached and fell onto my daughter's head while she was traveling at 65 miles per hour. This incident not only caused distress but also nearly resulted in a serious accident.

While I appreciate Akhim's return call (1-800-782-2783, ext. 119948), I was extremely disheartened by his Akhim's stated refusal left on my voicemail this morning of July 25, 2024m of Subaru to reimburse me for the \$204 costs associated with this replacing this significant safety defect. This malfunction in the sun visor which allows it to fall off while in use poses a significant risk to driver and passenger safety, and I believe it warrants immediate attention from Subaru.

To ensure this issue is properly addressed, I will be filing a formal complaint with the National Highway Traffic Safety Administration (NHTSA) for their review and potential recall consideration. Additionally, I will be sharing my experience with relevant contacts at Consumer Reports, urging them to investigate Subaru's response to this matter.

In the interest of preventing similar incidents and ensuring the safety of Subaru drivers and passengers along with other vehicles and pedestrians that may affected by this defect, I request that you, Akhim, or his manager contact me at [REDACTED] at your earliest convenience. I am eager to discuss this issue further and escalate my concerns to senior management within your organization.

Thank you for your prompt attention to this critical safety matter.

Sincerely,

[REDACTED]

Scarsdale NY

WESTCHESTER NY 105

1 AUG 2024 PM 2 L



NEF

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC. 20590

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