

**Rapid Memo**

INFORMATION REDACTED  
PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)

From: [Redacted]  
Ann Arbor MI [Redacted]

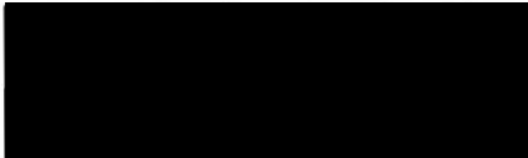
To: NHTSA  
1200 NJ Ave SE, West Building  
Washington DC 20590

Date: Sept. 2 2022  
Subject: Auto Safety

Confidential     For Your Eyes Only     High Priority     Proprietary     Shred

Please provide guidance in addressing the potential life threatening situation described here-in!

August 2024  
My earlier experiences reported enclosed may have had something to do with cataracts or cataract surgery or look there of.



August 30, 2022

From:

[REDACTED], Ann Arbor, MI, [REDACTED]

To: Kelly Shinault

Subaru of America, Inc., PO Box 9103  
Camden, NJ 08103-9800

Subject: Auto Safety

Your help is needed in addressing this SUV related situation. Certain details may be important, others less so, I will be moderately brief.

I have owned this Subaru Forester since new. The first 2 years were uneventful, the last year produced several scary events. I am uncertain about why the division between "good and bad." This vehicle was used very little until we got rid of an older vehicle which was assigned local use and short trips.

The scary situations occurred when the sun was bright and low in the sky. The vehicle changed alignment in relation to the sun as normal when going slightly uphill and down. In an instant the windshield turned "opaque," I could not see a thing ahead of me only out of the front passenger's and driver's side windows.

*[Handwritten mark]*

That is of little use when moving forward.  
Recently it happened twice several days apart  
at the same location, same time of day,  
similar conditions. -This added-up to 4-5  
times in about a year.

I attributed the situation to some sort  
of film inside or outside on the glass. With  
each happening I washed the glass inside  
and outside. I bought and used the best  
auto window-washing fluid I could find.  
I had assumed that a "good" washing would  
take care of the situation. Considering the  
2 recent incidents I now assume the  
washings were of little or no help.

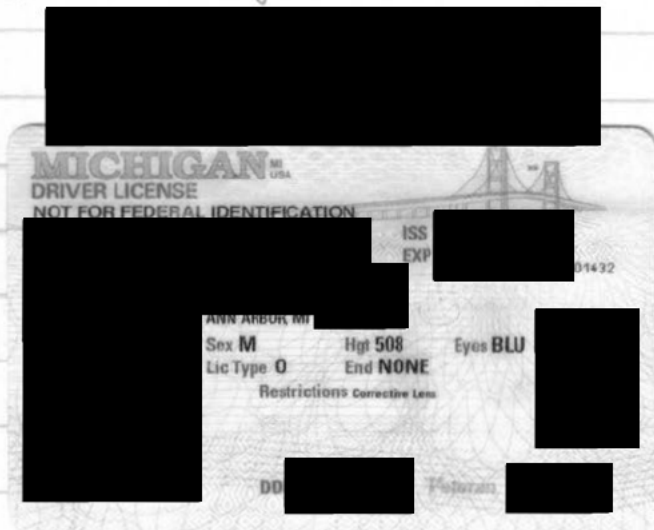
My recent appointment at Subaru of  
Ann Arbor brought no certain answers.  
Two of the suggestions were:  
(1) a thorough washing of the glass, and  
(2) applying a tint to the glass.

I anxiously await your reply!

Copy:  
Subaru of Ann Arbor



Ann Arbor, Michigan



# SUBARU OF ANN ARBOR

3771 JACKSON RD.  
ANN ARBOR, MI 48103



ofannarbor.com

(734) 662-3444

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	MATTHEW WOODS	1116 6158	08/25/22	[REDACTED]
[REDACTED]	LICENSE NO.	MILEAGE	HORIZON BLUE	R135G
[REDACTED]	YEAR / MAKE / MODEL	9,399	DELIVERY DATE	DELIVERY MILES
ANN ARBOR, MI	19/SUBARU/FORESTER/4DR SUV 2.5I		08/31/19	/
[REDACTED]	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	J F 2 S K A C C 3 K H		070203	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
[REDACTED]			08/25/22	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MILEAGE OUT	
[REDACTED]	[REDACTED]		M( ) 9,399	

**LABOR & PARTS**  
**J# 1 03SU12000 12,000 MILE SERVICE TECH(S):1096 BLOO 92.89**  
 \*\*\* 12,000 Mile Service CVT at 12,000 Miles \*\*\*  
 12,000 Mile Service CVT at 12,000 Miles  
 M063-561 A/C Cabin Air Filter, r&r  
 MCPBO Check Parking Brake Operation  
 MINFBPR Inspect Front Brake Pads & Rotors  
 MINRBPR Inspect Rear Brake Pads/Shoes & Rotors/DrumS  
 MINSBLH Inspect Brake Lines & Hoses  
 MINSDB Inspect Drive Axles & Boots  
 MINS Inspect Steering  
 MINSUS Inspect Suspension  
 MINSTTP Inspect Tires & Or Tire Pressures  
 MOFCM Oil & Filter Change  
 MROT Rotate Tires  
 36,000 mile or 3 year factory recommendations (time or milea  
 ge whichever comes first)  
 PERFORM SERVICE AS REQUESTED  
 PERFORMED 12,000 MILE SCHEDULED MAINTENANCE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	72880FLO00	FILTER	33.99	33.99
JOB # 1	1	15208AA15A	OIL FILTER C	13.99	13.99
JOB # 1	1	803916010	GASKET	3.99	3.99
				JOB # 1 TOTAL PARTS	51.97
				JOB # 1 TOTAL LABOR & PARTS	144.86

**J# 2 02SUZFF FRIGI-FRESH TECH(S):1096 BLOO 0.00**  
 CUSTOMER REQUESTS ADD BG FRIGI-FRESH DURING CABIN AIR FILTER  
 REPLACEMENT  
 PERFORMED BG FRIGI-FRESH TREATMENT / SANITIZATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	7083	FRIGI-FRESH	15.00	15.00
				JOB # 2 TOTAL PARTS	15.00
				JOB # 2 TOTAL LABOR & PARTS	15.00

**J# 3 02SUACHECK MULTIPOINT INSPECT TECH(S):1096 BLOO 0.00**  
 PERFORM MULTI POINT VEHICLE INSPECTION  
 NO CHARGE FOR THIS INSPECTION, \$24.95 VALUE  
 Multi Point Inspection All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

**G.O.G. & SUPPLIES**  
 JOB # 1 5.0 GENUINE SOA OW20 OIL @ 8.990 /UNIT 44.95  
 TOTAL - GOG 44.95

**MISC**  
 JOB # A DOCS DOCUMENT STORAGE CONTROL NO 2.87

**CERTIFICATION**  
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

**X**  
**WARRANTY INFORMATION**  
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

\*A SERVICE SHOP FEE EQUAL TO 7% OF THE LABOR CHARGE NOT TO EXCEED \$20.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, ENVIRONMENTAL WASTE REMOVAL, ETC. A \$1.00 ENVIRONMENTAL DISPOSAL FEE MAY BE APPLICABLE.



The Reynolds and Reynolds Company, EMMAITWVE DC748034 Q (08/21)

# SUBARU OF ANN ARBOR

3771 JACKSON RD.  
ANN ARBOR, MI 48103



subaruofannarbor.com

(734) 662-3444

CUSTOMER NO. [REDACTED]	ADVISOR <b>MATTHEW WOODS</b>	TAG NO. 1116 6158	INVOICE DATE 08/25/22	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 9,399	COLOR HORIZON BLUE
[REDACTED]	YEAR / MAKE / MODEL 19/SUBARU/FORESTER/4DR SUV 2.5I	VEHICLE ID NO. J F 2 S K A C C 3 K H [REDACTED]	DELIVERY DATE 08/31/19	DELIVERY MILES
ANN ARBOR, MI [REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. 070203	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 08/25/22	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MILEAGE OUT	MILEAGE IN
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MI: 9399

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A SHSU MISC. DISPOSAL, STORAGE FEES	9.79
JOB # 1 CP1P 10% OFF PARTS	5.20
<b>TOTAL - MISC</b>	<b>6.96</b>

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$230.12 (+TAX)

COMMENTS-----  
CAR WASH ### Created By: Sarah.b@toyotaofannarbor.com, Created On:  
08-24-2022, Status: Scheduled, Transport Type: WAITER

TECHNICIAN CERTIFICATION-----  
BLOO 107632 ED HEARN M250271

TOTALS-----

SCHEDULE YOUR NEXT APPOINTMENT ON LINE AT:  
www.subaruofannarbor.com

Knowing you LOVE your Subaru! Knowing how much we CARE!  
Our Goal:  
Delivering Service that "FAR EXCEEDS YOUR EXPECTATIONS"

Hours: Monday - Friday, 6:45 a.m. - 6:00 p.m.  
Hours: Saturday - 8:00 a.m. - 1:00 p.m. Closed Sunday

Paid: Cash Check # Visa Master Card Discover

Thank You For Your Business  
YOUR SUBARU OF ANN ARBOR SERVICE TEAM

CUSTOMER SIGNATURE

**TOTAL INVOICE \$ 219.04**

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ALL REPAIRS AND PARTS LISTED WERE  
FURNISHED IN COMPLIANCE WITH  
MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND  
CHECKED BY

**X**

**WARRANTY INFORMATION**  
ALL PARTS ARE NEW UNLESS  
OTHERWISE SPECIFIED

ANY WARRANTIES ON THE PRODUCTS  
SOLD HEREBY ARE THOSE MADE BY  
THE MANUFACTURERS. THE SELLER  
HEREBY EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED  
WARRANTY OF MERCHANTABILITY OR  
FITNESS FOR A PARTICULAR PUR-  
POSE, AND NEITHER ASSUMES NOR  
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CLEANER, TOWELS, SOLDER, CARBU-  
RETOR CLEANER, ENVIRONMENTAL WASTE  
REMOVAL, ETC. A \$1.00 ENVIRONMENTAL DIS-  
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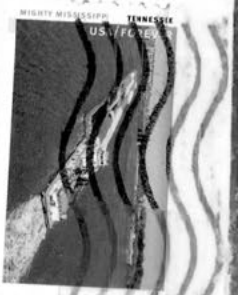


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METROPLEX MI 480

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NEF



NHTSA, West Building  
1200 New Jersey Ave, SE  
Washington DC 20590

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