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

Complaint Case Number#

11640388

There are a total of 30 documents in this mailing.

National Highway Traffic Safety
Administration Office Of Defects
Investigation (NVS-210)
1200 New Jersey Avenue SE
West Building
Washington DC, 20590

Feb.13, 2025

To whom it may concern,

I am writing to you in the hope that I can get help with our Subaru 2012 Impreza.
We purchased our vehicle pre owned in 2020.. Enclosed is the title of the car and proof of ownership. The VIN number of the car is JF1GJAD60CH[redacted]

The blower of the climate control is not working due to the climate control panel fan switch melting and switch no longer works. This is the second time this has happened since we have owned the vehicle. The first incident was Aug. 19, 2021. We purchased the vehicle in 2020. My son is the sole driver and for the second time is complaining that he smelled an electrical burning smell. We urged him to visit a Subaru dealer near his college to see what was happening.

After a diagnostic was performed on the vehicle on Jan 9, 2025 at Subaru Volkswagon (4271 RT. 42 Turnersville NJ. 08012.) we thought that the same problem is occurring that was once repaired Aug. 19, 2021. I immediately called the original Subaru dealership that made the repair and asked the service rep if he could look up the work that was done in 2021 as they are currently owned by Ciocca and were not in that year. He went to the archives and retrieved the work order. He emailed me directly two documents that were receipts of the work that was done in that year one of the documents being the replacement of the melted panel.(I enclosed the email with representative's name and contact info.

We are in no position to pay for this repair again for the second time and my son is not able to turn on the heating, defrost, air conditioning in fear that something dangerous will occur.

I contacted the Subaru Customer Advocacy Department 1-800-782-2783 ext. 119212
This was an awful experience!! They told me that they did not have proof of ownership and that they were not standing behind this issue. I had to email the Title, registration and insurance to them. The woman was very cold and uncaring and basically told me that they were not going to help us. After speaking with her I called the hotline back and said that I wanted a different advocacy agent as the one I have is not professional in my opinion.
The representative said she would send everything to her manager. I never heard back from anyone while on the phone she did encourage me to send all of the documents into the email I received. I said that I didn't want to send anything to go to the current rep that I was unhappy with and she told me that she wouldn't get it. Never heard back from anyone!

CASE# 11640388

In the mean time I took all of my paperwork and photos to the initial Subaru Dealership that did the initial repairs in 2021. As stated above, now under new ownership. The dealership name is Ciocca Subaru Of Flemington 167 Rt. 31 Flemington NJ. 08822 . CioccaDealerships.com 908.782.2025

They told me that they could call the advocacy hotline on our behalf. They also said that we needed to bring the car in to get a diagnostic. I told him that my son got the diagnostic near his school along with photos of the burning panel. He insisted that we bring the car in. I agreed but then thought about it. Were they going to charge us a fee for the diagnostic. I emailed the service manager and asked if there would be a charge. He said no (please see copies of the conversation enclosed) I also emailed him quite a few testimonials from other Subaru owners that are complaining about the very same thing!

His response was "I would caution you to be careful about what you read in the online forums as none of that information is regulated or distributed from Subaru and does not hold water with them." His exact words. How is it that all of us are having the same exact problem?? He wasn't the least bit interested in seeing that all of these people are having the same issue.

I was then intercepted with a call from the Subaru Advocacy Department. It was the same woman that I originally spoke with. I asked why she was calling when I asked to be assigned to another rep. She asked why I wanted someone else she actually asked me if I thought she was rude on the phone, I said yes. Needless to say she declined our request because the dealership name (logo) was not on the work order. I asked her to call Ciocca Subaru to verify. She carried out a three way call so that I could hear as well. The call went directly into voice mail. She was completely unhelpful and I asked to speak to a supervisor. She would not put one on! I then got disconnected. About 2 weeks later I received a call from a supervisor,. I explained the poor service that we experienced. She was much nicer but she repeated alot of what of what the other rep said. The part is no longer in warranty so they can't help. I explained that my observations with all of this is that it is not in fact the part. There is extreme heat going to the area causing the plastic panel to melt. MY CONCERNS ARE SAFETY FOR MY SON AND OTHERS. She said she had me to thank that maybe in the future they would consider giving more of an extension to the warranty for that particular part. I laughed and said that I was happy I could help Subaru!

This is a serious matter as there is a burning smell coming from underneath the hood and into the car when the heating, air conditioning is turned on.. Attached in this packet you find all documentation and correspondence. I would like to see The National Highway Traffic Safety Administration Office Of Defects Investigation look into a recall on the Subaru Models affected by this serious malfunction. NO ONE CARED THAT THERE WAS AN ODOR OF ELECTRICAL BURNING UNDER THE HOOD OF THE VEHICLE! This problem will continue if the root of the problem is not identified. Please see photos from our diagnostic and photos from other Subaru owners going through this.

CASE 11640388

The Ciocca Subaru dealership is no longer returning my calls and have not responded in anyway.I can no longer get a free diagnostic as they are apparently not working on my behalf as an advocate to the Subaru Advocacy office. No one is standing by Subaru product! Someone has to be accountable for this! I hope you can help! I have joined other Forums to see how many others are experiencing this problem and have submitted in this mailing packet the testimonials that I have currently collected.

My contact information is as follows:

[redacted]

Milford NJ [redacted]

Ce[redacted]

The owner of the vehicle is my [redacted] If you need additional information please contact me direct as I am the one who is investigating this problem.

There a total of 30 documents in this mailing that I am sending you

CASE 11640388

Second
Diagnostic
Jan 9, 2025

"Taking pride in providing services that protect the past and plan for the future"



Prestige Family Dealerships

xtime

Automobile Status Report

Prepared For

[redacted]



2012 Subaru IMPREZA
Date January 09, 2025
VIN JF1GJAD60CH[redacted]
Mileage 182468
RO#[redacted]

Service Advisor

Jacquline Dewar

SUBARU

Prestige Family Dealerships
4271 Rt 42
Turnersville, NJ 08012

CASE 11640388

Initial Concerns

The service(s) listed below are the recommendations made by your technician **Timothy S** as the repair necessary to resolve your initial concern.

Red: requires immediate attention.

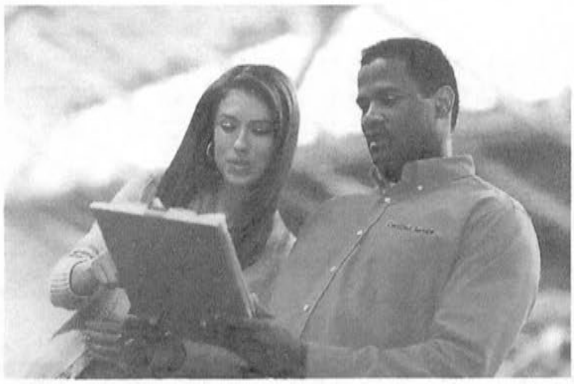
Yellow: in need of attention soon.

[Other]: instrument panel harness blower motor resistor hvac control panel

Item Description

Speak with your service advisor for more information on this recommended service.

Reason



Additional Service Recommendations

In the process of inspecting your vehicle for safety and reliability, your technician **Timothy S** made the following observations and recommends that you do the necessary repairs to resolve these issues.

Red: requires immediate attention.

Yellow: in need of attention soon.

CASE 11640388

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Prestige
Volkswagen • Subaru

4271 Black Horse Pike
Turnersville, NJ 08012
(856) 629-9200
www.prestigefamilyofdealerships.com

[redacted]
MILFORD, NJ
HOME: [redacted]
BUS: CELL:

SERVICE ADVISOR: 9079 JACQUELINE DEWAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	12	SUBARU IMPREZA	JF1GJAD60CH[redacted]		182468/182469	T602

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09JAN25 DD			17:00 09JAN25			CASH	09JAN25

R.O. OPENED	READY	OPTIONS: DLR:408281
11:03 09JAN25	13:41 09JAN25	

LINE OPCODE TECH TYPE	HOURS		LIST	NET	TOTAL
A C/S: AC TURNS ON AND OFF RANDOMLY. RATTLING NOISE ALSO COMES ON WHEN THE AC IS BLOWING.					
DIAG tech verified customer concern- instrument panel harness blower motor resistor havc control panel burnt/melted- replacement needed					
7777 CPS				169.95	169.95
PARTS: 0.00	LABOR: 169.95	OTHER: 0.00	TOTAL LINE A:		169.95
182468 unsafe to use hvac system, fire hazard, customer aware, customer declined at this time. quote and photos attached.					
**********					
B PERFORM OIL AND OIL FILTER CHANGE WITH FULL SYNTHETIC OIL					
CAUSE: RECOMMENDED MAINTENANCE					
OCS PERFORM OIL AND OIL FILTER CHANGE WITH FULL SYNTHETIC OIL					
7777 CPS				33.51	33.51
1 15208AA21A ELEM CP-OIL FLTR			9.75	8.25	8.25
6 SOA427V0400 BULK 0W-20 SYN OIL PER GA			8.95	8.95	53.70
1 803916010 GASKET			2.50	2.50	2.50
1 5119 WASHSOLV			1.99	1.99	1.99
PARTS: 66.44	LABOR: 33.51	OTHER: 0.00	TOTAL LINE B:		99.95
**********					
C ROTATE TIRES, ADJUST AIR PRESSURES TO SPECS, PERFORM VISUAL BRAKE INSPECTION					
CAUSE: PERFORMED TIRE ROTATION					
RT ROTATE TIRES, ADJUST AIR PRESSURES TO SPECS, PERFORM VISUAL BRAKE INSPECTION					
7777 CPS				29.99	29.99
PARTS: 0.00	LABOR: 29.99	OTHER: 0.00	TOTAL LINE C:		29.99
**********					
D TIRE PRESSURE LIGHT IS ON- CHECK AND ADVISE					
TIRE tire pressure reset- slightly low- continue to monitor					
7777 CPS				0.00	0.00

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X
CUSTOMER SIGNATURE

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CUSTOMER COPY

CASE 11640388

CUSTOMER #: [redacted]

[redacted]

MILFORD, NJ [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

[redacted]

INVOICE

PAGE 2

Prestige
Volkswagen • Subaru

4271 Black Horse Pike
Turnersville, NJ 08012
(856) 629-9200
www.prestigefamilyofdealerships.com

SERVICE ADVISOR: 9079 JACQUELINE DEWAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	12	SUBARU IMPREZA	JF1GJAD60CH[redacted]		182468/182469	T602

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
09JAN25 DD			17:00 09JAN25			CASH	09JAN25

R.O. OPENED	READY	OPTIONS: DLR:408281
11:03 09JAN25	13:41 09JAN25	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			
E OIL LIGHT IS ON PRIOR TO SERVICE- NOTE ONLY			
INFO OIL LIGHT ON BECAUSE OIL CHANGE IS OVERDUE.			
OIL CHANGE COMPLETED TODAY.			
7777 IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
**********			
F MULTI POINT INSPECTION			
CAUSE: PERFORM A COMPLETE 27 MULTI POINT INSPECTION			
MULTI MULTI POINT INSPECTION			
7777 CPS		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:			0.00
**********			
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER			5.08
WEB CREATED 2025-01-03			
02:07:49PM TAKEN BY			

THE SMALL FEE YOU HAVE PAID ASSURES YOU THAT ALL FLUIDS COLLECTED IN THE SERVICING OR REPAIR OF YOUR AUTOMOBILE ARE BEING HANDLED RESPONSIBLY FOR RECYCLING OR RECLAMATION. ABSOLUTELY NO WASTE ENDS UP IN A LANDFILL.

LIMITED LABOR WARRANTY

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ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.
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X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	233.45
PARTS AMOUNT	66.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.08
TOTAL CHARGES	304.97
LESS DISCOUNT	0.00
SALES TAX	20.21
PLEASE PAY THIS AMOUNT	325.18

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CASE 11640388

Repair Estimate

PREPARED FOR
[redacted]

Service Advisor
Jacquline Dewar (9079)

Date 01/09/2025 01:29 PM
2012 Subaru IMPREZA
VIN JF1GJAD60CH[redacted]
Mileage 182,468
RO[redacted]

Service Name	Price
[Primary]: DIAG : C/S: AC TURNS ON AND OFF RANDOMLY. RATTLING NOISE ALSO COMES ON WHEN THE AC IS BLOWING. C/S: AC TURNS ON AND OFF RANDOMLY. RATTLING NOISE ALSO COMES ON WHEN THE AC IS BLOWING.	$169.95
[Other]: instrument panel harness blower motor resistor hvac control panel	$3013.21
[Primary]: OCS : PERFORM OIL AND OIL FILTER CHANGE WITH FULL SYNTHETIC OIL PERFORM OIL AND OIL FILTER CHANGE WITH FULL SYNTHETIC OIL	$99.95
[Primary]: RT : ROTATE TIRES, ADJUST AIR PRESSURES TO SPECS, PERFORM VISUAL BRAKE INSPECTION ROTATE TIRES, ADJUST AIR PRESSURES TO SPECS, PERFORM VISUAL BRAKE INSPECTION	$29.99
[Primary]: TIRE : REPL TIRE TIRE PRESSURE LIGHT IS ON- CHECK AND ADVISE	$0.00
[Primary]: INFO : INFO LINE OIL LIGHT IS ON PRIOR TO SERVICE- NOTE ONLY	$0.00
[Primary]: MULTI : MULTI POINT INSPECTION MULTI POINT INSPECTION	$0.00
Printed on January 09, 2025	
Quote expires on February 08, 2025	

Subtotal	$3313.10
Shop Charges	$20.00
Tax	$219.49
Total	**$3552.59**

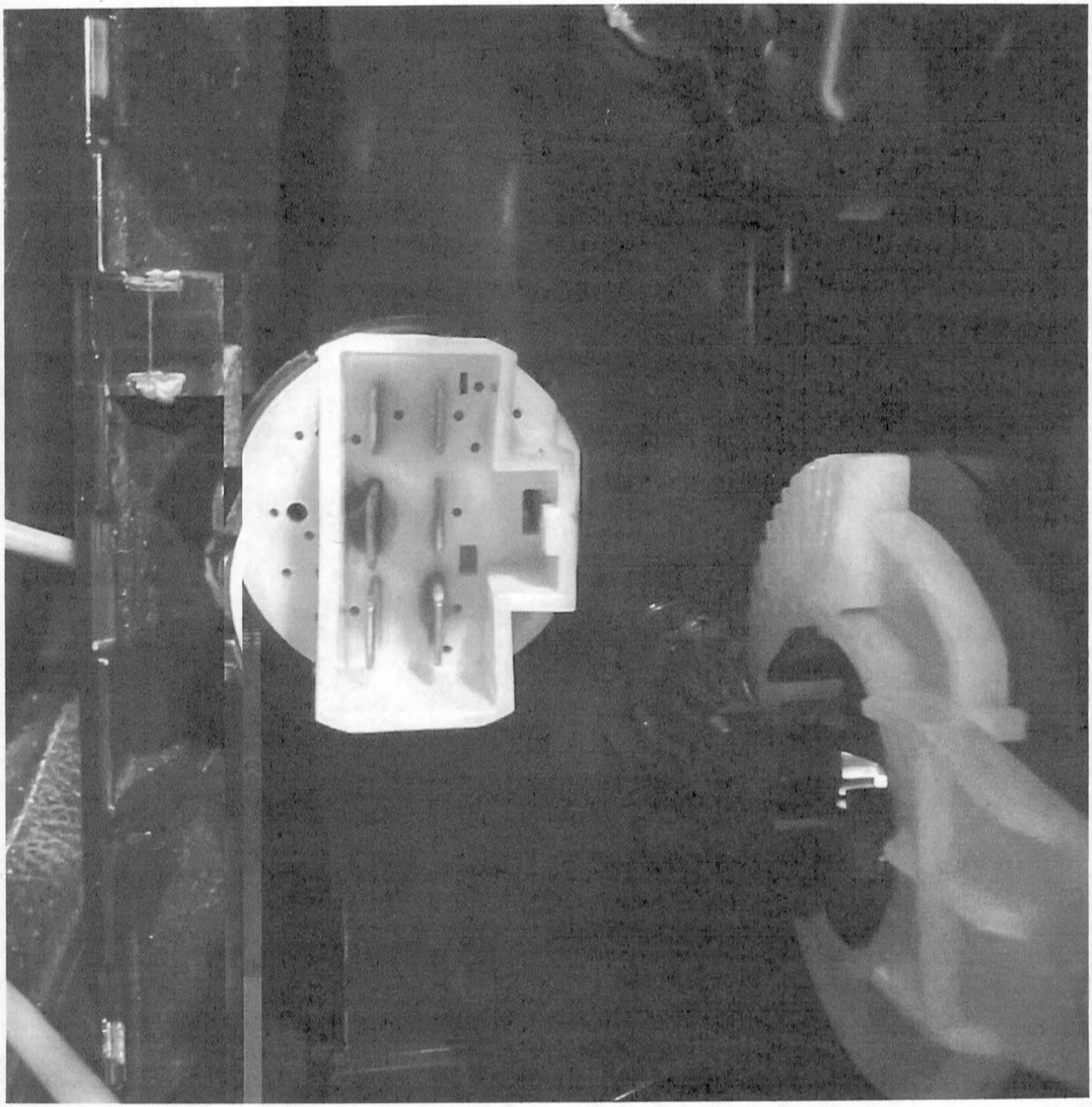
Signature _____ Date _____

SUBARU

Prestige Family Dealerships
4271 Rt 42
Turnersville, NJ 08012

[redacted]

CASE 11640388



CASE 11640388



CASE 11640388

CASE 11640388

PRESTIGE VOLKSWAGEN SUBA
4271 BLACK HORSE PIKE
TURNERSVILLE, NJ 080121712
8566299200

Cashier: Service

Transact[redacted]
Invoice #[redacted]

Total **$325.18**

CREDIT CARD SALE $325.18
VIS[redacted]

Retain this copy for statement validation

09-Jan-2025 1:47:13P
$325.18 | Method: CONTACTLESS
VISA CREDIT
[redacted]

Online: https://clover.com/p
/F6NFEE2V26RMY

Payment[redacted]

Clover Privacy Policy
https://clover.com/privacy

CASE 11640388

Service Records [redacted]

From: Cholo Flores (cflores@cioccaauto.com)

To: [redacted]

Date: Saturday, January 18, 2025 at 02:53 PM EST

See attached.

Cholo Flores | Service Advisor | Ciocca Subaru of Flemington
Phone (908) 782-3673 ext. 4407 | Email: cflores@cioccaauto.com
167 RT.31 Flemington NJ 08822
www.CioccaDealerships.com

81921[redacted]df
3.8kB

11272[redacted]df
5kB

This is the original email I received from Ciocca Subaru it is a copy of the initial work done on the vehicle Aug 19, 2021
If needed I can foward the email to you. Please see attached

CASE 11640388

Repair Order Detail - Customer Copy

RO Number: [redacted] RO Status: CLOSED

Customer [redacted]
Phone(s): [redacted] Main: [redacted] Cell: [redacted]
Vehicle: JF1GJAD60CH[redacted] 2012 IMPR Grey

Mileage: 129,173
Service advisor: 6904
Tag number: T1901

Payment type: VM
Promised time: 05:00 PM
Promised date: 08/19/2021

Waiter: No
Estimate: 0.00

A CUSTOMER STATES THE BLOWER TO THE CLIMATE CONTROL IS NOT WORKING - A MECHANIC TRIED TO REPLACE THE BLOWER MOTOR WIT 2 SIFFERENT UNITS AND NEITHER ONE WORKED. THEY REPLACED FUSES AND IT STILL WOULDN'T WORK - THEY FOUND POWER GOING TO THE BLOWER AND CANNOT FIND THE CAUSE - CHECK AND ADVISE

02SUZ02	CC	CUSTOMER STATES THE BLOWER TO THE CLIMATE CONTROL IS NOT WORKING - A MECHANIC TRIED TO REPLACE THE BLOWER MOTOR WIT 2 SIFFERENT UNITS AND NEITHER ONE WORKED. THEY REPLACED FUSES AND IT STILL WOULDN'T WORK - THEY FOUND POWER GOING TO THE BLOWER AND CANNOT FIND THE CAUSE - CHECK AND ADVISE	275.95

Tech(s): 3107

72311FJ050	1 HTR CONT AY M	422.44

Pts: 422.44 Lbr: 275.95 Other: 0.00 Total Line A: 698.39

Story: 129173 INSPECTED BLOWER SYSTEM, FOUND THAT CLIMATE CONTROL PANEL FAN SWITCH WAS MELTED AND SWITCH IS NO LONGER OPERATING. REPLACED CLIMATE CONTROL PANEL TO CORRECT CONCERN. CHECKED FOR PROPER OPERATION - ISSUE RESOLVED

B CUSTOMER DECLINES REQUIRED/RECOMMENDED REPAIRS- REFER TO MPI ESTIMATE FOR FURTHER DETAILS.

DECLINEDRE-PS	CC	CUSTOMER DECLINES REQUIRED/RECOMMENDED REPAIRS- REFER TO MPI ESTIMATE FOR FURTHER DETAILS.	0.00

Tech(s): 3107

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Customer Pay	
Labor	275.95
Parts	422.44
Lube	0.00
Sublet	0.00

CASE 11640388

Recent Conversation with Cocca Subaru

"Taking pride in providing services that protect the past and plan for the future"

Re: Thank you for meeting with me today

From: [redacted]

To: shoiles@cioccaauto.com

Date: Friday, January 31, 2025 at 09:06 AM EST

Thank you for responding. These entries on the internet are written by Subaru owners. They all depict the same issues that we are having. There seems to be a problem across the board with some kind of heat source coming to the panel and melting or burning the area. I don't believe it is a coincidence we are all having the same problem. Just wanted to submit all of this so that maybe Subaru can look into the problem on higher level and see it's not an isolated incident.

Yahoo Mail: Search, Organize, Conquer

On Fri, Jan 31, 2025 at 8:47 AM, Shane Geoffrey Hoiles <shoiles@cioccaauto.com> wrote:

> Good morning! Thank you for sending me all this information, however I would caution you to be careful about what you read on the online forums as none of that information is regulated or distributed from Subaru and does not hold water with them. To answer your question, No there is not going to be a charge for us to take a look at what is going on. We will submit our findings to Subaru and provide them with our estimate for repairs. As I mentioned I cannot guarantee what they will say or the amount that they will assist with, but I would be extremely surprised if they did not offer some kind of financial assistance. That being said, if they decline to assist in this then I will do my absolute best to get the repair cost as cheap as possible for you.
>
> *Shane Hoiles* | *Service* Manager | Ciocca Subaru of Flemington
> Phone (908) 782-2025 | Email shoiles@cioccadealerships.com
> 167 RT.31 Flemington NJ 08822
> www.CioccaDealerships.com
>
> Ciocca Automotive
> PROUD CORPORATE PARTNER OF PENN STATE™ ATHLETICS
>
> ---
>
> **From:** [redacted]
> **Sent:** Thursday, January 30, 2025 8:29 PM
> **To:** Shane Geoffrey Hoiles <shoiles@cioccaauto.com>
> **Subject:** Thank you for meeting with me today
>
> Shane here are some of the testimonials I found on line. Maybe they can help identify what is going on. I left a message on your voice mail as well. We would like to know if we are going to be charge to go under the hood . We paid over $300.00 at the other dealership to get an estimate. This has been so expensive.
>
> [redacted]

CASE 11640388

Conversation with Subaru via advocacy email

"Taking pride in providing services that protect the past and plan for the future"

[Case # [redacted]

From: Customer Advocacy (customers@subaru.com)

To: [redacted]

Date: Wednesday, January 22, 2025 at 11:42 AM EST

Dear [redacted]

Thank you for taking the time to contact Subaru of America, Inc.

For your protection, we require some information from you in order for us to fulfill your change of ownership request.

Please provide **TWO** documents as specified below:

- **Primary: 1 or 2 of the following**
  - Bill of Sale/Buyer's Order (Signed)
  - Title (front and back)
- **Secondary: Must receive 1 of the Primary AND 1 of the following**
  - Registration (can include temporary if the primary is also received)
  - Insurance card

Please send this information to our attention:

via email - as an attachment in a reply to this message
via fax - 856-488-3057
via mail - Subaru of America, Inc. One Subaru Drive, Camden, New Jersey 08103

You can expect to receive an email confirming the update within five (5) business days of receipt of your documents.

Sincerely,

Vivan
Subaru of America, Inc.
Customer Advocacy Department
1-800-SUBARU3 (1-800-782-2783)
Case Number: 250122-1600648

CASE 11640388

Re [redacted]

From: [redacted]

To: customers@subaru.com

Date: Wednesday, January 29, 2025 at 07:21 PM EST

[redacted]

Have a great day!!

On Wednesday, January 29, 2025 at 07:09:26 PM EST, Daria Kolodij <onlyonegiftsource@yahoo.com> wrote:

Here are my documents to verify that we own the 2012 Subaru Impressa.

[redacted]

Have a great day!!

On Thursday, January 23, 2025 at 03:53:34 PM EST, Customer Advocacy <customers@subaru.com> wrote:

Dear [redacted]

Thank you for speaking with me today.

As discussed, we will need to update your ownership in our system before we can continue review of your case. For your protection, we require some information from you in order for us to fulfill your change of ownership. Once received I will continue review of your case to see how I can be of assistance.

Please provide **TWO** documents as specified below:

- **Primary: 1 or 2 of the following**
  - **Bill of Sale/Buyer's Order (Signed)-** This document might also be called a retail installment contract, retail sales contract or similar. Please make sure the names and addresses are clearly displayed, as well as the vehicle's year, make model and VIN.
  - **Title (front and back)-** Must be official state DMV issued Certificate of Title (We *cannot accept an* "application for title") The current owner's name must printed on the title's front -- the back of the title should be left blank, nothing filled, written or signed on the title's back.
- **Secondary: Must receive 1 of the Primary AND 1 of the following**
  - **Registration (can include temporary if the primary is also received)-** Please ensure that this document displays the owner's name, the vehicle's year, make, model and VIN, as well as an expiration date, or "valid until" date. (Please ensure that the document is current and not yet expired).
  - **Insurance card-** Please ensure that this document displays the name of the vehicle owner, the vehicle's year, make model and VIN, the insurance policy number,

CASE 11640388

and an expiration date or "valid until" date. (Please ensure that the document is current and not yet expired).

Please send this information to our attention:

via email - as an attachment in a reply to this message
via fax - 856-488-3057
via mail - Subaru of America, Inc. One Subaru Drive, Camden, New Jersey 08103

You can expect to receive an email confirming the **update within five (5) business days** of receipt of your documents.

If you have any questions, you can respond directly to this email or you can call me at (800) 782-2783, option 1, extension 119212. If I miss your call, please leave a message referencing your name and case number 250122-1600648. I will be sure to return your call as soon as possible.

My work hours are 9:00am EST to 5:30pm EST Monday through Friday.

If I do not hear from you, I will reach out to you no later than 7:00pm EST on 1/30.

Sincerely,

Arica
Subaru of America, Inc.
Customer Advocacy Department
1-800-SUBARU3 (1-800-782-2783) Option 1 EXT. 119212
Case Number: 250122-1600648

Subaru 1.pdf
2.2MB

subaru 2.pdf
1.3MB

subaru 3.pdf
269.3kB

Subaru 4.pdf
1MB

subaru 5.jpg
1.3MB

subaru 6.jpg
1.3MB

Subaru 7.jpg
1.3MB

Subaru 9.pdf
2.1MB

Subaru 8.jpg
271.6kB

CASE 11640388

CERTIFICATE OF TITLE

HOLD TO LIGHT TO VIEW NEW JERSEY WATERMARK

PREFIX	IDENTIFICATION NUMBER	SUFFIX	YEAR	MAKE	MODEL	BODY TYPE
1	JF1GJ AD60C [redacted]	Z	2012	SUB	IMP	4 DR.

TYPE OF TITLE	DUPLICATE NO.	GVW/WC/LGTH.	COLOR/MTL/HP	DEALER I.D.	AXLES/PROP	FUEL
STANDARD		7	GRY	07306U	2	

FEE	ISSUE DATE	VIN-REPLACEMENT	MILEAGE	STATUS
60.00	10-19-2020		113742	A

F-FLOOD S-SALVAGE
P-POLICE T-TAXI
L-LEMON LAW
A-ACTUAL MILEAGE
N-NOT THE ACTUAL MILEAGE
M-MILEAGE EXCEEDS THE MECHANICAL LIMITS

OWNER(S)

[redacted]

MILFORD NJ [redacted]

NUMBER OF OWNERS: 1

NUMBER OF LIENHOLDERS:

OWNER DL/CC # [redacted]

I, CHIEF ADMINISTRATOR OF THE MOTOR VEHICLE COMMISSION, OF THE STATE OF NEW JERSEY, DO HEREBY CERTIFY THAT EVIDENCE OF PURCHASE OF OWNERSHIP, IN COMPLIANCE WITH THE LAWS OF THE STATE OF NEW JERSEY, OF THE DESCRIBED ARTICLE, HAS BEEN RECORDED AND FILED WITH ME, AND I DO HEREBY ISSUE THIS CERTIFICATE OF OWNERSHIP SUBJECT TO SECURITY AGREEMENT [redacted]

CO NU [redacted]

State of New Jersey
MOTOR VEHICLE COMMISSION

SECOND LIENHOLDER
DATE

FIRST LIENHOLDER
DATE

SECOND RELEASE
LIEN RELEASED BY:
SIGNATURE
TITLE DATE

FIRST RELEASE
LIEN RELEASED BY:
SIGNATURE
TITLE DATE

ISM/SS-1X (R4/18)

MD [redacted]

ALTERATION OR ERASURE VOIDS THIS TITLE. KEEP IN SAFE PLACE

VOID IF ALTERED

CASE 11640388

Other Subaru owners who have the same issues

"Taking pride in providing services that protect the past and plan for the future"

Melting climate controls

→ Jump to Latest

15K views 17 replies 12 participants last post by oxfamily Jan 13, 2023

[redacted] Discussion starter
[redacted]ned 2019

#1 · Jul 30, 2019

I just dropped off my 2014 xv at my dealer climate controls and plug burned and melted not the only one danbury ct. Contacted Subaru of America NO HELP WITH THIS ISSUE OFFERED $300 credit cant use for this fix have to use SALVAGE YARD PARTS PLUG AND CONTROLLS my model uses manual c

CASE 1147-03388

Ciocca #1

[redacted] [redacted]

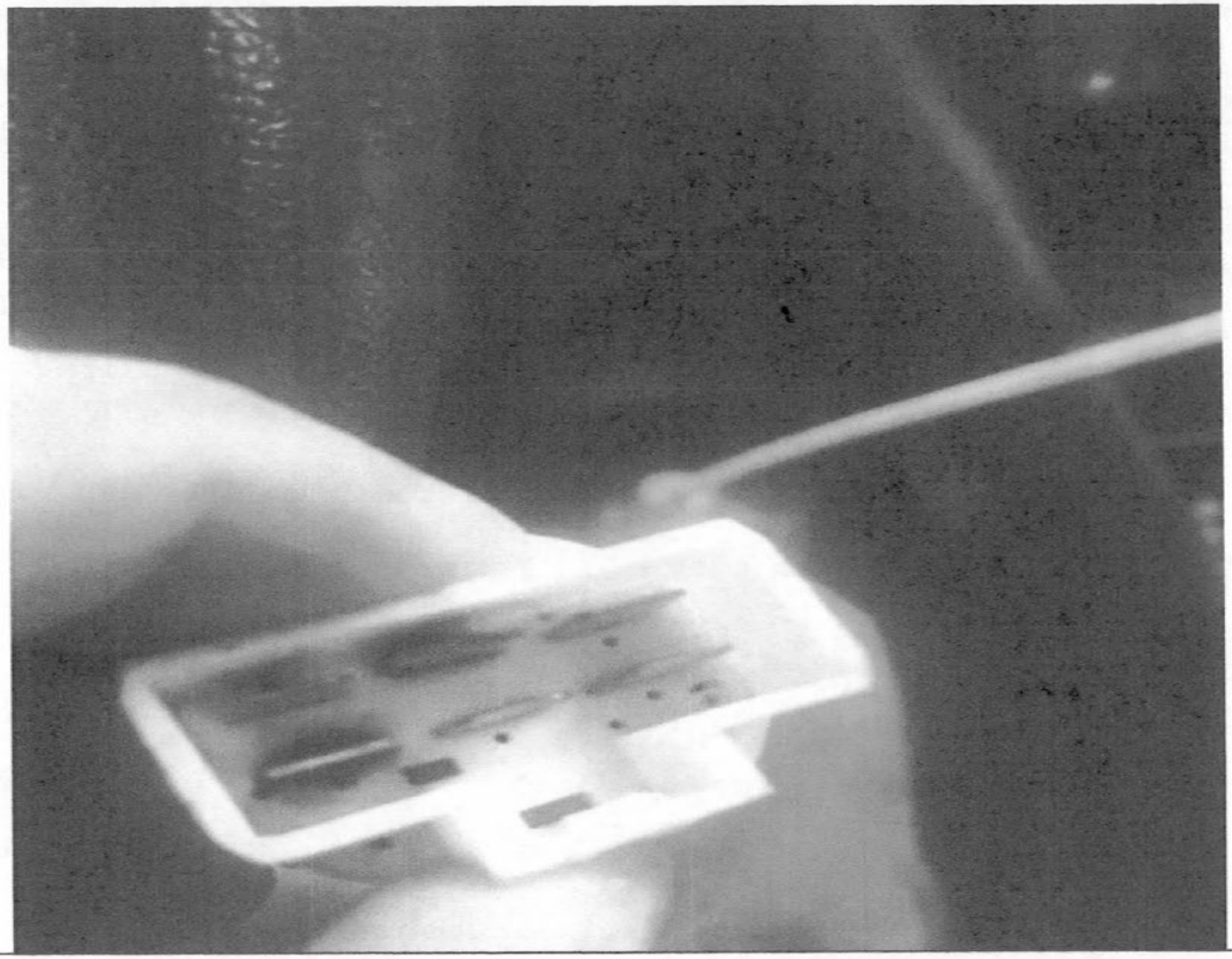
[redacted] yr. ago

...

2012 Impreza air blower failed. Burnt plug was the problem.

PHOTO

What is my fix here. Can I replace the plug? The whole wire harness? I need a new dial because I broke the old one removing it.



Ciocca
#10

CASE 11640388

[redacted]

[redacted]

You may have needed a new dial anyways, mine melted at the plug which also melted the dial. I got the new dial and plug from a junkyard for about $100. New from Subaru i was told 3-4x that. My resistor and blower were the reason the plug failed, if you haven't fixed those yet i would look into them.

2 Reply Award Share ...

by # Ciara

CASE 11640388

[redacted]

[redacted]



[redacted]

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Ciocca

8

Top Contributors this Month

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[redacted]

CASE 11640388

[redacted]

[redacted] [redacted]

[redacted] Joined 2013

#6 · May 24, 2019

> [redacted] said:
> That's what i was thinking. My issue with just doing that seems like there has to be another issue the caused this in the first place? The switch connector on one of the spades was a little dark. Not around the part as it's sitting in the garage or I'd take a picture. I was thinking of just removing that piece from the cluster and replacing as well. Granted if i can find one from wrecker. The wires all look good with no burnt ends (yum) Do you think i can just push the wires out of the connector and just replace the plastic clip? Or because terminals are charred maybe interference??

You should be able to push the metal clips out of the plastic connector but you would have to clean them up as I would assume there would be some oxidization on those clips. Also, one or two of them may be suffering from metal fatigue due to the heat involved.

If you find one at the autowrecker, take everything you can from the area in question as they would probably only charge a few bucks more and it's always better to extra parts on hand rather than trying to find them when you have your dash apart!

[redacted]

Reply Like

CASE 11640388 #7

[redacted]

[redacted]

[redacted] · Joined 2013

#2 · May 24, 2019

For the connector, I would go to an autowreckers and just cut one out of another Crosstrek or Impreza - shouldn't cost more than a buck or two I would think - and just splice it in place.

Judging from the damage on the connector, it looks like massive heat damage - what does the other side (ie the part that this connector plugs into) look like?

[redacted]

[redacted]

Reply Like

[redacted] Discussion starter

[redacted]016

#3 · May 24, 2019

That's what i was thinking. My issue with just doing that seems like there has to be another issue the caused this in the first place? The switch connector on one of the spades was a little dark. Not around the part as it's sitting in the garage or I'd take a picture. I was thinking of just removing that piece from the cluster and replacing as well. Granted if i can find one from wrecker. The wires all look good with no burnt ends (yum) Do you think i can just push the wires out of the connector and just replace the plastic clip? Or because terminals are charred maybe interference??

Thanks for the reply. Also for ease of looking at wrecker. What year impreza/crosstrek would be the same?

Reply Like

CASE 11640388

Recommended Communities

[redacted]

Crosstrek #6

[redacted] Discussion starter
2016

Ok guys, Got a update on this. I wasn't able to find the connector via junkyard. I was able to buy one from iwire. I spliced it in, Purchased a new switch of ebay from wrecker with 14K miles. Also replaced the blower motor. Resistor was previously done. 1-3 work 4 does not. When i turn it to 4 i can hear a clicking coming from blower motor area. Almost sounds like a relay kicking on. Any ideas? Still paranoid on using it as there still must be something wrong. I looked pretty well for any burnt wires and didn't come across any.
Thanks

Reply Like

[redacted] Joined 2020
#13 · Dec 27, 2020

[redacted]

Did you end up solving this issue? I'm having the same issue on my '17. Happened last winter to me, replaced the burnt switch and it was fine until this winter.
I replaced the resistor and blower, new cabin filter, hooked it up at the switch harness with a thick gauge wire jumper and the wires are still getting hot.

I'm wonder what is causing this amperage overload. Is your blower working fine and harness is not burnt after replacing all those parts?

Reply Like

Show more replies

Cocca #5

CASE 1640388

[redacted]

1/30/25, 11:49 AM

[redacted]

[redacted] Joined 2020

I saw that. I was hoping they'd get the notification and maybe chime in.

Reply Like

[redacted] 022

i have had this happen twice now and trying to source just the electric switch with out buying the whole assembly again any ideas?

Reply Like

This is an older thread, you may not receive a response, and could be reviving an old thread. Please consider creating a new thread.

Write your reply...

B I U S A T

Post Reply

CASE 11640388

Ciocca #4

[redacted]

9 posts · Joined 2020

#9 · Dec 27, 2020

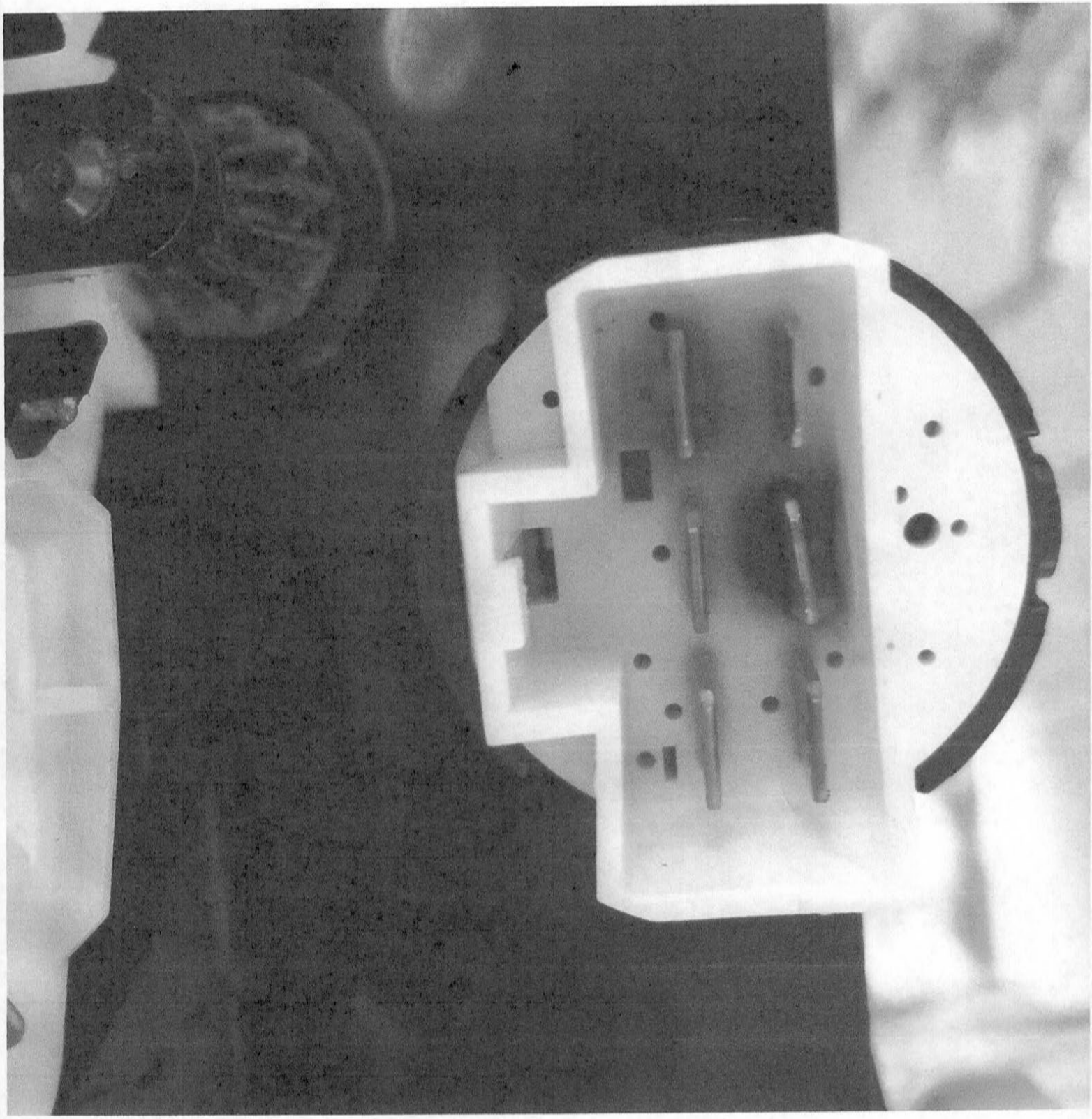
Having the same issue. Replaced blower motor, resistor, and switch and the wires are still getting very hot.
Did you end up solving your issue? What was the solution?

Reply Save Share

Ciocca #3

CASE 11640388

Case #



CASE 11640388

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[redacted]

Milford NJ [redacted]

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