

Subaru of America, Inc  
One Subaru Drive  
Camden, NJ 08103

[REDACTED]  
Hamilton, MI  
[REDACTED]

August 6, 2025

Case# [REDACTED]

Dear Customer Advocates-

I feel I need to put my thoughts down in writing even though I spoke to someone over the phone. On July 29, 2025 I took my 2005 Subaru Outback to my local mechanic for an oil change before I left for a trip to Northern Michigan. I got into my car and started it up and pressed on my brake pedal and it immediately went to the floor. I got out of the car and found that my brake fluid was leaking very quickly. My mechanic got it back into the shop and they found the brake line was rusted through! They immediately repaired it. There was no way I could have taken it to a Subaru dealer due to the fact that the closest one is 28 miles away.

On March 2, 2016 I took my car to Maple Hill Auto Group for the recall of the brake lines. They put on anti-corrosion wax. Obviously it didn't work. Nine years later my brake line rusted through. I can only think that what if it had happened when I was driving 70mph! I could have been seriously injured or dead! I would not be writing this letter.

I feel I need to bring it to Subaru's attention. I love my Outback and have spend thousands of dollars over the years maintaining it. I have over 248,000 miles on it and hope to get it to 300,000 miles.

I am not asking for you to reimburse me for the repair, although I wouldn't turn it down, I just feel that Surbaru needs to know that their anti-corrosion wax did not work. I wonder how many other people this has happened to that didn't reach out to Subaru.

I will be sending a copy of this letter to the NHTSA

Sincerely-

[REDACTED]

*10*

CUSTOMER #: [REDACTED]

**MAPLE HILL**  
**AUTO GROUP**  
5622 WEST MAIN ST.  
KALAMAZOO, MICHIGAN 49009  
PHONE (269) 342-6600

\*INVOICE\*

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HAMILTON, MI [REDACTED]

BUS:		CELL:		SERVICE ADVISOR: 6203 RICK MILBECK			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	SUBARU LEGACY OUTBAC	[REDACTED]		131437/131437	T236	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE	
31JAN05 DD			18:00 02MAR16	98.00	VCASH	02MAR16	
DATE OF REPAIR		CUST. NOTIFIED DATE		OPTIONS: DLR:CROWN ENG:2.5_Liter			
08:29 02MAR16		17:12 02MAR16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A	Perform Service action/campaign WQR53							
CAUSE: RECALL WQR53								
182031 PASSENGER SIDE AIR BAG MODULE INFLATOR REPLACEMENT								
6360 RYBICKI, KYLE L LIC#: M256520								
WARS 1.80 (N/C)								
1	98279AG00A	WQR53	AIR BAG INFLATOR				(N/C)	
FC: WQR53 PART#: COUNT:								
CLAIM TYPE: RC								
AUTH CODE:								

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 131437 RECALL WQR53 2.00 RECALL WQR53 COMPLETE. AIR BAG INFLATOR INSTALLED.

\*\*\*\*\*

B	Perform Service action/campaign WQK47							
CAUSE: RECALL 47								
153348 WQK47 BRAKE PIPE INSPECTION & RUST PROOFING								
6360 RYBICKI, KYLE L LIC#: M256520								
WARS 0.20 (N/C)								
1	SOA635133	WQK-47	NOX RUST 712 AM -				(N/C)	
FC: WQK47 PART#: COUNT:								
CLAIM TYPE: RC								
AUTH CODE:								

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 131437 RECALL 47 0.20 RECALL 47 COMPLETE.

\*\*\*\*\*

C	NO CHARGE VEHICLE WASH							
CAUSE: WASH								
23 NO CHARGE VEHICLE WASH								
6360 RYBICKI, KYLE L LIC#: M256520								
CPS 0.00								

ALL REPAIRS PROPERLY COMPLETED & CHECKED BY:		AUTH REPR.	
Dealer Code # 68591 Zone 42		TRANSIENT <input type="checkbox"/>	
TOTAL ESTIMATE INCLUDING ADDITIONS		FACILITY REG.# F-145766	
DIAGNOSIS-ESTIMATE \$	HRS.	PARTS	LABOR TOTAL HRS.

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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.	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	DEDUCTIBLE		
	SALES TAX		
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE  
 ALL PARTS AND REPAIRS LISTED WERE FURNISHED IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT PA 300

CUSTOMER COPY

CUSTOMER #:

**MAPLE HILL  
AUTO GROUP**  
5622 WEST MAIN ST.  
KALAMAZOO, MICHIGAN 49009  
PHONE (269) 342-6600

WORKORDER

PAGE 1

HAMILTON, MI

SERVICE ADVISOR: 6203 MILBECK, RICK

HOM  
BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	SUBARU LEGACY OUTBAC			131437/	T236	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
31JAN05 DD			17:00 02MAR16		98.00	CASH	

DATE OF REPAIR: 02MAR2016 08:29 CUST. NOTIFIED DATE: OPTIONS: DLR:CROWN ENG:2.5\_Liter

LINE	OP	CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	1-5			WARS	Perform Service action/campaign WQR53  CC:

# B	1-5			WARS	Perform Service action/campaign WQK47  CC:
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# C	23			CPS	NO CHARGE VEHICLE WASH  CC:
-----	----	--	--	-----	-----------------------------

ORIGINAL ESTIMATE	HRS.	AUTHORIZED ADDITIONS:	ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE  <input type="checkbox"/> DISCARD _____ CUST. INT.	Dealer Code # 68591 Zone 42  FACILITY REG.# F-145766
DIAGNOSIS-ESTIMATE \$		BY:		
PARTS    LABOR    TOTAL		DATE:		
REPAIRS COMPLETE AND CHECKED BY:			TIME:	
X			I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze. I acknowledge receipt of estimate and agree that estimate totals herewith, along with any additions, will not be exceeded on final invoice.	
YOU ARE ENTITLED TO A COPY WHEN SIGNING.				

MECHANIC'S NAME & NO. \_\_\_\_\_

MECHANIC'S NAME & NO. \_\_\_\_\_

SIGNED X \_\_\_\_\_

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. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.



# BLUE LANTERN auto repair

## BLUE LANTERN AUTO REPAIR LLC

PO BOX 87 3418 Southside Ln.

Hamilton, MI. 49419

Phone: 269-751-8595 Fax: 000- -

PLEASE CHECK YOUR OIL REGULARLY

### INVOICE

F164484

### INVOICE

Printed Date: 07/29/2025

Work Completed: 07/29/2025

2005 Subaru - Outback i - 2.5L, H4 (150CI) VIN(6)

Lic #

Odometer In : 248318

Hamilton, MI

Home

VIN #

Part Description	Qty	Sale	Ext	Labor Description	Ext
3/16 BRAKE LINE	5.00	4.98	24.90	BRAKE LINE LEAKING	
BRAKE LINE NUTS	5.00	0.89	4.45	BRAKE LINE AT BLOCK INFRONT OF PASS REAR TIRE WAS RUSTED THROUGH. REPLACED LEFT REAR BRAKE LINE WHICH WAS LEAKING ALONG WITH LINES FROM BLOCK TO BACK SEAT AREA	
Brake Fluid	1.00	6.19	6.19	REPAIR BRAKE LINES	337.50
: shop supplies			2.85	Hazardous Materials	2.49

CK#

[ Payments - ]

#### YOU ARE INTITLED TO INSPECT OR HAVE ALL REMOVED PARTS

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of REPAIRS

ALL PARTS ARE NEW UNLESS OTHER WISE STATED CERTIFICATION

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE

WITH THE MICHAGAN AUTO REPAIR ACT(P.A. 300) AUTHORIZED RERESENTATIVE

Labor:	337.50
Parts:	38.39
HazMat:	2.49
Sub:	378.38
Tax:	2.30
Total:	\$380.68
Bal Due:	\$380.68

Vehicle Received: 7/29/2025

Customer Number

Signature \_\_\_\_\_

Date \_\_\_\_\_

Visit us on the web: <https://www.facebook.com/profile.phs>

Email Address: [BLUELANTERNAUTO@GMAIL.COM](mailto:BLUELANTERNAUTO@GMAIL.COM)

Service Advisor : de Longpre, Nick, Tech : Tim, Vandyke

Hamilton, M

GRAND RAPIDS MI 493

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2025

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

20590-

