

DEAR SIRs,

THIS IS A COPY OF A LETTER
I MAILED TO SUBARU,
PERHAPS YOU WON'T AGREE
WITH ME, BUT I THINK SOME OF
THESE ITEMS ARE SAFETY ISSUES,
E.G, NOT BEING ABLE TO BACK
UP UNTIL I CLEAR THE BUMPER,
WHAT IF I NEED TO BACK UP SOME
PLACE WHERE IT IS NOT SAFE TO GET
OUT OF MY VEHICLE OR ON A
DAY WHEN MY [REDACTED]
IS ACTING UP AND I'M NOT SURE I
CAN DO IT,

E.G, A WINDOW THAT WON'T
ROLL UP WHEN IT IS ZERO DEGREES
SO I START GETTING FROST BITE ON
MY WAY HOME

ALSO, IF YOU ARE THE AGENCY
THAT REGULATES THEIR POSTED
MPG STATS WHY DO YOU LET
THEM BE SO DISHONEST,
THANK YOU,
[REDACTED]

Thursday, February 26, 2026

Subaru of America Inc.

Customer Advocacy Dept

PO Box 9103

Camden, N.J. 08101-9877

[REDACTED]

[REDACTED]

Blasdell, N.Y. [REDACTED]

[REDACTED]

[REDACTED]

Dear Sirs,

On [REDACTED] I purchased a 2025 Subaru Crosstrek from West Herr Subaru in Orchard Park, N.Y. 14127. [REDACTED]

There are not enough adjectives to tell you how much I dislike, detest, abhor, hate, loathe, abominate, revulsion, disgust, I hope you get the idea'

First lets talk about miles per gallon which you told me was 27 to 33. I am lucky to get 24 in the summer going down hill all the way from [REDACTED] in Lewis Run Pa. to my house in Blasdell N.Y. Right now I am getting about 16 miles to the gallon and only because I just made that trip from my brothers house last week.

Next lets talk about how easy it is to change the heat from dash to floor. I actually have to pull over to drill down through your menus and if there is no place to pull over my feet freeze.

Then there are all those ridiculous lights and noises. If I don't want my car to beep at me every time I go out of my lane I have to have an orange light on my dashboard. I live in a residential area where i am constantly having to go out of my lane to avoid children,

potholes, delivery people, potholes, landscapers, potholes, mailmen, potholes. Anyway I'm sure you get the idea. I am a big girl, I have been driving about [REDACTED] I know when I am going out of my lane so why do I have to choose between an annoying sound or an annoying light on my dashboard.

When its cold outside and I take my foot off the gas my car doesn't coast to the redlight like it does in the summer, its more like I put the brakes on. It just stops. They tell me that is norma;

When I try to back out if a parking place in the winter my car squeals like a banshee and will not move. I was very lucky the first time that happened as there was a gentleman there who also had a Subaru and told me I had to get out of the car and clean the back bumper every time I want to back up in the winter (he wasn't kidding either.) And very painful to my bad hands.

When I went to the drugstore to pick up my prescription at the drive thru my window would not go back up. No matter what I did it would go to about 2 inches from the top and then go back down again. That was a long cold ride home for someone my age with [REDACTED]

I have all my music on a usb drive but it frequently just stops playing. Sometimes it starts again soon and other times it wont start again the entire rest of my trip.

I've done my errands and I'm almost home and my car tells me I have to leave it running and leave my cell hone on for 20 or 30 minutes while it updates. Thank you for wasting my gas and my time.

I'm sure there are many other things I don't like that I can't think of at the moment but then how many more do you need.

I no longer take my car back to the dealer for the problems. Their words are very nice but their body language says [REDACTED] And I have to sit there for an hour just to see that body language.



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