

Thursday, April 16, 2026

National Highway Traffic Safety Administration

1200 New Jersey Ave SE

West Building

Washington, DC 20590

[REDACTED]
Blasdell, NY [REDACTED]
[REDACTED]

Dear Sirs,

I bought a new Subaru cross trek or [REDACTED] didn't much care for at the lights and beeping but the only thing I considered a safety issue was the fact that you had to drill down through multiple menus just to change where the heat is coming from. I really don't like taking my eyes off the road that long so I have to wait til I can find a safe place to pull over just to change my heat or cold from dash to floor or vice versa. What happened to just reaching out and moving a lever without ever having to take your eyes off the road???

Then came this winter. I discovered that I can't even back up when my car gets road salt on it. It just gives a constant high pitch squeal and will not move when put in reverse.

Then I discovered that you can't roll the window down when the temp is near or below zero because it won't go back up until you get all the way back home and park it in your nice warm garage for a few hours.

Then I discovered mileage is about half what it should be when it is very cold out

Then I discovered that when it's about 40 degrees outside but the sun is beating down on the car and the temp in the car is getting exceedingly hot you can not put the a/c on as it just blows out heat and makes it even hotter in the vehicle. Subaru said I had to take car to dealer. When I picked it up it was sitting in nice warm garage and they had a/c blowing out nice cold air to show me there was nothing wrong with it, it was another 40ish degree day

Handwritten signature

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 60 years. 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 got 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 senile old pain in the [REDACTED] And I have to sit there for an hour just to see that body language.

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] 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 my [REDACTED] house 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 [REDACTED] 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] years. 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;

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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 senile old pain in the [REDACTED] And I have to sit there for an hour just to see that body language.



West - Herr Oldsmobile, Inc. dba West Herr Subaru
3559 Southwestern Blvd. - Orchard Park, NY 14127
PH: 716-662-3565 - FAX 716-662-0591
www.westherr.com
REPAIR SHOP REG NO. 7069650

Invoice #:

Tag #:

BLASDELL, NY
Home: [REDACTED]
Cell: [REDACTED]
Bus: [REDACTED]
Email: [REDACTED]

BR # [REDACTED]
home [REDACTED]
Service Advisor: 8225 FRANK GENGO

Color	Year	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BL	25	SUBARU CROSSTREK	[REDACTED]	[REDACTED]	32397	3244
DEL DATE	PROD. DATE	WARR. EXP.	PO	INV. DATE	R.O. OPENED	READY
28FEB25		17:20 27MAR26		0.00	CASH	31MAR26
						10:30 27MAR26
						10:16 31MAR26

OPTIONS: SOLD-STK-SUX251264 DLR-020161 ENG:2.5 liter TRN:AUTO

Thank you!
We appreciate
your business.

If for any reason
you are not
completely satisfied,
please stop and see our
Service Manager
before you leave.

LINE OF CODE TYPE HOURS
ABRUPTLY AND THE PASSENGERS WERE THROWN FORWARD- BOTH DID NOT
HAVE SEAT BELTS ON
EL Customer States - Electrical Concern
PARTS: 0.00 LABOR: 0.00 TOTAL LINE G: (N/C)
3239 COULD NOT VERIFY COMPLAINT NO CODES, EYESIGHT WORKING AS 0.00
DEIGNED *****

CUSTOMER REQUESTED A LOAN
CREATED 2026-03-20 03:03:00PM
TAKEN BY KELSI RASSEGA
CUSTOMER SATISFACTION IS OUR MAIN GOAL!
If you were not completely satisfied with
your service, please contact our Service
Manager @716-422-2131 or at
Shorberger@westherr.com

Invoice #

Make your next
service appointment
online 24/7



westherrservice.com



Service Department Hours

Mon, Wed, Fri:
7:30am - 6:00pm
Tue, Thurs:
7:30am - 8:00pm
Saturday:
8:00am - 5:00pm

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.

X (Customer Signature)

Make your next appointment @ westherr.com/service

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!



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www.westherr.com

REPAIR SHOP REG NO. 7069650

Invoice #
Tag #

Service Advisor: 8225 FRANK GENGO

Home: [REDACTED]
Cell: [REDACTED]

BL	25	SUBARU CROSSTREK	VIN	LEASE	3239/	3244
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28FEB25		17:20 27MAR26		0.00	CASH	31MAR26
						10:30 27MAR26
						10:16 31MAR26

OPTIONS: SOLD STK.SUX251264 DLR-020151 ENG:2.5 Ltr TRN.AUTO

LINE OPCODE TECH TYPE HOURS

1750WSUBA

FC: KH00 PART#: COUNT:
CLAIM TYPE: WC
AUTH CODE:

LIST NET TOTAL (N/C)

Thank you!
We appreciate
your business.

If for any reason
you are not

Completely Satisfied,

please stop and see our
Service Manager
before you leave.

Invoice # 431128



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
3239 COULD NOT VERIFY COMPLAINT TEST DRIVE 5 MILES ALL, NO ISSUE
FELT RAISED VEHICLE FOUND BRAKES IN GOOD CONDITION AND ALL WHEELS
MOVING FREELY *****
E CS: WHEN COLD AND WEATHER IS BAD OUTSIDE, THE VEHICLE SQUEELS AND WIL.
NOT BACK UP..
CAUSE: NPF
100009 NO PROBLEM FOUND
FC: OYH00 PART#: COUNT:
CLAIM TYPE: WC
AUTH CODE:
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
3239 COULD NOT DUPLICATE SOUNDS LIKE BRAKES WERE SLIGHTLY FROZEN
DUE TO RUST, AT THIS TIME ALL BRAKES WORKING AS DESIGNED ROTORS FREE OF
RUST NO ISSUES FELT ON TEST DRIVE *****
F CS: WHEN COLD, USING DRIVERS SIDE FRONT WINDOW GOES UP TO APPROX A
FEW INCHES FROM THE TOP AND COMES DOWN ON ITS OWN- WILLOLO NOT
GO TO THE TOP
EL Customer States - Electrical Concern
1750 IMPI
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: (N/C)
3239 RUN CHANNEL DIRTY CLEAN AND LUBRICATE L/F WINDOW RUN CHANNEL,
CLEAN GLASS RESET AUTO WINDOW FEATURE TEST OPERATION ALL OK#1750

G CS: WHEN TRYING TO STOP WITH CAR IN FRONT OF THEIRS, THE CAR STOPPED
-6346

Service Department Hours

Mon, Wed, Fri:
7:30am - 6:00pm
Tue, Thurs:
7:30am - 8:00pm
Saturday:
8:00am - 5:00pm

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X (Customer Signature)

Make your next appointment @ westherr.com/service

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

THANK YOU!



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PH: 716-662-3565 FAX 716-662-0591
www.westherr.com
REPAIR SHOP REG NO. 7069650

BLASDELL, NY

Home:

Ce

Bus:

Customer:

Service Advisor: 8225 FRANK GENGO

BL

25

DEL DATE

28FEB25

OPTIONS: SOLD STK:SUJ251264 DLR:020151 ENG:2.5 liter TRN:AU

PROD. DATE

WARR. EXP.

PROMISED

PO N

VIN

LICENSE

3239/

3244

R.O. OPENED

READY

10:30 27MAR26

10:16 31MAR26

31MAR26

0.00

CASH

0.00

17:20 27MAR26

17:20 27MAR26

17:20 27MAR26

17:20 27MAR26

17:20 27MAR26

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17:20 27MAR26

Thank you!

We appreciate your business.

If for any reason you are not

Completely Satisfied,

please stop and see our

Service Manager

before you leave.

Invoice # 431128

Invoice

Tag

Service Advisor: 8225 FRANK GENGO

Service Department Hours

Mon, Wed, Fri:

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Tue, Thurs:

7:30am - 8:00pm

Saturday:

8:00am - 5:00pm

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LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SALES TAX

DISCOUNT

TOTAL CHARGES

TOTAL PAY

PLEASE PAY THIS AMOUNT

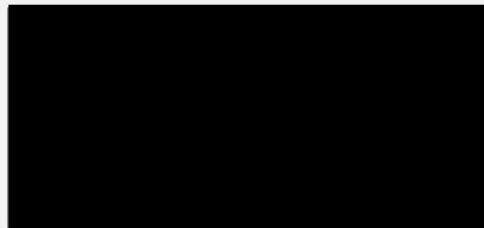
THANK YOU!



West Herr Subaru

 Automobile Status Report

Prepared For



2025 Subaru CROSSTREK

Date March 31, 2026

V

Mileage 3239

RO

Service Advisor

frank gengo

fgengo@westherr.com

7164222134



West Herr Subaru

3565 Southwestern Blvd. (Facility # 7069650)

Orchard Park, NY 14127

West Herr Subaru Service Commitment

Excellence at every turn... and every straightaway

Our mission at West Herr is to ensure that your visit today meets or hopefully exceeds your expectations. The goal of our service and parts team is to create an experience that makes you feel "completely satisfied" during the duration of your visit with us today, and throughout the ownership of your vehicle. We pride ourselves on having the most up to date equipment, highest level of technician training and the most qualified people to guide you through your vehicles service needs.

Thank you for giving us the opportunity to earn your business. We value your time, your investment in your vehicle, and most importantly, your trust in West Herr. If at any point you are not completely satisfied with any part of your experience with us, we ask you to please contact us as soon as possible.

Sincerely,

Scott Hornberger-Service Manager

Multi-Point Inspection Form

RO#

VIN

Advisor Frank Gengo
Technician Tom Mazgaj
Created On 3/31/2026

☒ Checked and OK at this time ☐ May Require Future Attention ☐ Requires immediate attention

Check the Following Systems/Components

- | | | | |
|-------------------------------------|--------------------------|--------------------------|---|
| ☒ | ☐ | ☐ | Is the New York State Inspection up-to-date |
| ☒ | ☐ | ☐ | All required maintenance up-to-date |
| ☒ | ☐ | ☐ | Check Engine Light |

Interior / Exterior

- | | | | |
|-------------------------------------|--------------------------|--------------------------|--|
| ☒ | ☐ | ☐ | Bulbs and Lights |
| ☒ | ☐ | ☐ | Windshield Washer Spray / Wiper Operation / Wiper Blades Wiper Arms / Including Rear (if applicable) |
| ☒ | ☐ | ☐ | Windshield Condition (inspect for Cracks, Chips, or Pitting) |
| ☒ | ☐ | ☐ | Emergency Brake Adjustment |
| ☒ | ☐ | ☐ | Horn Operation |
| ☒ | ☐ | ☐ | Fuel Tank Cap Gasket |
| ☒ | ☐ | ☐ | Clutch Operation (if equipped) |
| ☒ | ☐ | ☐ | Cabin/HEPA Filter (if equipped) |
| ☒ | ☐ | ☐ | Wiper Blades |

Under Vehicle

- | | | | |
|-------------------------------------|--------------------------|--------------------------|--|
| ☒ | ☐ | ☐ | Shock Absorbers / Suspension |
| ☒ | ☐ | ☐ | Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers |
| ☒ | ☐ | ☐ | Muffler / Exhaust Pipes / Mountings |
| ☒ | ☐ | ☐ | Engine Oil and/or Fluid Leaks |
| ☒ | ☐ | ☐ | Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped) |
| ☒ | ☐ | ☐ | Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks) |
| ☒ | ☐ | ☐ | Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses |
| ☒ | ☐ | ☐ | Inspect Nuts and Bolts on Body Chassis |

Under Hood

- | | | | |
|-------------------------------------|--------------------------|--------------------------|---|
| ☒ | ☐ | ☐ | Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer |
| ☒ | ☐ | ☐ | Engine Air Filter |
| ☒ | ☐ | ☐ | Drive Belts (condition and adjustment) |
| ☒ | ☐ | ☐ | Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections |
| ☒ | ☐ | ☐ | Radiator Core / Air Conditioning Condenser (if equipped) |

Battery Performance

- | | | | |
|-------------------------------------|--------------------------|--------------------------|--|
| ☒ | ☐ | ☐ | Battery Terminals / Cables / Mountings |
| ☒ | ☐ | ☐ | Check Condition of Battery (Storage Capacity Test if Applicable) |

Tire Pressure (measured in PSI)

- | | | | |
|-------------------------------------|--------------------------|--------------------------|----|
| ☒ | ☐ | ☐ | LF |
| ☒ | ☐ | ☐ | RF |
| ☒ | ☐ | ☐ | LR |
| ☒ | ☐ | ☐ | RR |

Tread Depth (measured in 1/32")



- | | | | |
|-------------------------------------|--------------------------|--------------------------|------|
| ☒ | ☐ | ☐ | LF Z |
| ☒ | ☐ | ☐ | RF Z |
| ☒ | ☐ | ☐ | LR Z |
| ☒ | ☐ | ☐ | RR Z |

Abnormal Wear Pattern of Tires

- | | | | |
|-------------------------------------|--------------------------|--------------------------|----|
| ☒ | ☐ | ☐ | LF |
| ☒ | ☐ | ☐ | RF |
| ☒ | ☐ | ☐ | LR |
| ☒ | ☐ | ☐ | RR |

Check Brake Linings (measured in millimeters)

- | | | | |
|-------------------------------------|--------------------------|--------------------------|-----------------------|
| ☒ | ☐ | ☐ | LF Z |
| ☒ | ☐ | ☐ | RF Z |
| ☒ | ☐ | ☐ | LR Z |
| ☒ | ☐ | ☐ | RR Z |
| ☒ | ☐ | ☐ | Front Rotor Condition |
| ☒ | ☐ | ☐ | Rear Rotor Condition |

State Inspection

- | | | | |
|-------------------------------------|--------------------------|--------------------------|--|
| ☒ | ☐ | ☐ | State Inspection Sticker <u>June, 2026</u> |
|-------------------------------------|--------------------------|--------------------------|--|

Repair Estimate

PREPARED FOR

Service Advisor
frank gengo (8225)
fgengo@westherr.com
7164222134

Date 03/31/2026 10:15 AM
2025 Subaru CROSSTREK
VIN [REDACTED]
Mileage 8,200
RO# [REDACTED]

Service Name	Price
Printed on March 31, 2026	
Quote expires on March 31, 2026	

Signature

Date



West Herr Subaru
3565 Southwestern Blvd. (Facility # 7069650)
Orchard Park, NY 14127

(716) 662-3565

INVOICE

Invoice #

Tag #: T4061



West - Herr Oldsmobile, Inc. dba West Herr Subaru
3559 Southwestern Blvd. • Orchard Park, NY 14127
PH: 716-662-3565 • FAX 716-662-0591
www.westherr.com

REPAIR SHOP REG NO. 7069650

Home: [REDACTED]
Cell: [REDACTED]

Bus: [REDACTED]

Customer # [REDACTED]

Service Advisor: 8225 FRANK GENGO

BL	25	SUBARU CROSSTREK	DATE	TIME	PAYMENT	INV. DATE	R.O. OPENED	READY
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED					
28FEB25		20:00	31MAR26	0.00	CASH	01APR26	09:40	31MAR26 13:29 01APR26

OPTIONS: SOLD-STK-SUX251264 DLR:020151 ENG:2.5 Liter TRN:AUTO

LINE OPCODE TECH TYPE HOURS

CUSTOMER SATISFACTION IS OUR MAIN GOAL!
If you were not completely satisfied with your service, please contact our Service Manager @716-422-2131 or at Shornberger@westherr.com

Thank you!
We appreciate your business.

If for any reason you are not

Completely Satisfied,

please stop and see our

Service Manager before you leave.

Invoice # [REDACTED]

Make your next service appointment online 24/7



westherrservice.com



Service Department Hours

Mon, Wed, Fri:
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Tue, Thurs:
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Saturday:
8:00am - 5:00pm

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X

(Customer Signature)

Make your next appointment @ westherr.com/service

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!

INVOICE

Invoice #

Tag #: T4061

West - Herr Oldsmobile, Inc. dba West Herr Subaru
3559 Southwestern Blvd. - Orchard Park, NY 14127
PH: 716-662-3565 - FAX 716-662-0591
www.westherr.com

Service Advisor: 8225 FRANK GENGO

REPAIR SHOP REG NO. 7069650

BLASDELL, NY

Home

Cell

CO	BL	25	SUBARU CROSSITEK	VIN	LICENSE	MI	3244/	3244
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	PAYMENT	CASH	01APR26
28FEB25		20.00	31MAR26	0.00				09:40 31MAR26
								13:29 01APR26

OPTIONS: SOLD-SIX-SUX251284 DLR-020151 ENG-2.5 liter TRN-AUTO

Thank you!

We appreciate your business.

If for any reason you are not

Completely Satisfied,

Please stop and see our

Service Manager before you leave.

Invoice # 431349

LINE OPTCODE TECH TYPE HOURS
A Multipoint inspection not performed this visit
NOASR Multipoint inspection not performed this visit

PARTS: 1750 IMPI 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

B CS: WHEN 40 DEGREES OUTSIDE AND IT IS HOT IN THE CAR DUE TO THE SUN BEATING DOWN ON THE CAR, THE AC WILL NOT TURN ON- COLLECT IT BLOWS IS 62 DEGREES

CAUSE: NPF 100009 NO PROBLEM FOUND (N/C)
FC: SYHG00 PART#: COUNT:
CLAIM TYPE: WC
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
3244 NO PROBLEM FOUND CONNECT A/C GAUGES FOUND SYSTEM FULLY CHARGED
149 HIGH 32 LOW AMBIENT TEMP 70 DEGREES, TEST DRIVE FOUND A/C BLOWING
COLD 41 DEGREES NO REPAIRS MADE

C CS: WHEN DOORS LOCKED AND CUSTOMER USES HAND TO OPEN FRONT DOORS, THE REAR DOORS DO NOT OPEN- WAS CORRECTED SO ALL 4 OPEN ON CUSTOMERS DAUGHTERS CAR- ADVISE EL Customer States - Electrical Concern

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00
3244 PERFORM SYSTEM SETTING IN RADIO SO ALL DOORS UNLOCK WHEN ANTENNA IS ACTIVATED

~ - 6346

7164951753

Service Department Hours

Mon, Wed, Fri:
7:30am - 6:00pm
Tue, Thurs:
7:30am - 8:00pm
Saturday:
8:00am - 5:00pm

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X (Customer Signature)

Make your next appointment @ westherr.com/service

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

THANK YOU!



BLASDELL NY

NATIONAL HIGHWAY
TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVE-S
WEST BULFORD
WASHINGTON DC 20590



RDC 99



20590

\$1.90

S2322H500543-14

U.S. POSTAGE PAID
FCM LG ENV
ORCHARD PARK, NY 14127
APR 17, 2026