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1-888-DASH-2-DO1

Vehicle Owner's Questionnaire

Office of Defects Investigation

DEFECTS INVESTIGATION

VOQ Confirmation**559538**

[Please proceed to the end of this page, after confirming your input, and select the "Submit VOQ to NHTSA" button. NHTSA will not receive a record of your complaint unless this button is selected.]

Owner Information

FirstName: [REDACTED] Home Phone: [REDACTED]
LastName: [REDACTED] Work Phone: [REDACTED]
MI: [REDACTED] Ext: [REDACTED]
Organization: [REDACTED] Fax Number: [REDACTED]
Address 1: [REDACTED] Email Address: [REDACTED]
Address 2: [REDACTED]
City: [REDACTED]
State: [REDACTED]
Zip: [REDACTED]

Would you like to receive a mailed signature card authorizing
release of your vehicle information to manufacturers? Yes

Vehicle Information

Vehicle Identification Number (VIN): JF1GF4350WG802615

Vehicle Make: Subaru Vehicle Model: Impreza
Vehicle Year: 1998 Current Odometer Reading: 59800
Purchase Date: 10/97 New or Used: New

Engine Size:	2500 cc	Antilock Brakes:	No
No. Cylinders:	4	Driverside Airbag:	Yes
Fuel Injection:	No	Passengerside Airbag:	Yes
Turbo:	No	Side Airbag - Driver:	No
Fuel Type:	Gas	Side Airbag - Passenger:	No
Drivetrain:	4 Wheel	3-Point Belt:	No
Cruise Control:	No	Motor Belt:	No

Body Style: Station Wagon **2-point Belt:** No

Dealer Information

Name: Bill Rapp Super Store
Address: Burnet Ave. and Thompson Road
City: Syracuse
State: NY
Zip: 13206
Phone: (315) 437-2501

Failed Component/Part Information

Major Assembly	Description	Location Left-Right	Location Front-Rear	Part Type	Num. Failures	Failure Date	Failure Mileage	Failure Speed	Mfg Contacted	NHTSA Contacted
	Crash	Fire	Driver Airbag Deployed	Driver Sidebag Deployed	Passenger Airbag Deployed	Passenger Sidebag Deployed	Num. Injured	Num. Fatalities	Est. Damage	Police Report
Other Equipment	Wheel Bearing Assembly, Drive Shaft Assembly	Left	Rear	Original	4	01/14/2001	58637	65	Yes	Yes
	No	No	NA	NA	NA	NA	0	0	NA	No

Information on Tire Failure

DOT Number: NA
Manufacturer: NA
Tire Name: NA
Complete Tire Size: NA

Comments: Repeated failures of left rear wheel bearing assembly beginning at 29, 033 miles. Most recent repair at 58, 637 miles required replacement of left rear wheel bearing assembly, axle shaft assembly, right rear wheel bearing assembly, and seals. Recent failure occurred without warning at highway speed of 65 mph; some handling problems during failure at this speed. Manufacturer's representative states that Subaru corporate policy does not reimburse consumer/operator for incidental expenses -- rental transportation, lodging, taxis, and so forth -- as a consequence of breakdown. My confidence in the safety and reliability of the vehicle is low; I believe that the safety and reliability of the vehicle has been compromised through either manufacturing defect and/or workmanship.

Will forward full documentation of incidents and repair history to NHTSA via U.S. mail.
Thank you for your assistance.

Submit VOP to NHTSA



Send mail to the Web Master

**Vehicle Owner's Questionnaire**

Office of Defects Investigation

VOQ Submitted**VOQ Status:** In Process**ODI Number:** 740448

We appreciate the report you have provided. Reports from motorists are a very important source of information for our investigations. Each report is analyzed and compiled into a computerized data system to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted. The information you have provided will be reviewed and entered into our data system. It will be used with other reports to identify recall inadequacies and safety-defect trends which require our attention.

[Enter Another VOQ](#)



[Send mail to the Web Master](#)

[REDACTED]
January 31, 2001

Subaru of America
P.O. Box 6000
Cherry Hill, New Jersey 08034-6000

RE: Case Number 272601

Dear Mr. Mankovich,

This letter should serve to reiterate the contents of my several telephone conversations with Ms. Deborah Bennett, Ms. Gerilyn Hughey, and Ms. Gina Cucinotta of your organization on January 24, January 25, and January 26, 2001. At the same time, it will present my concerns relative to this case and present my requests subsequent to these concerns. To begin, the left rear wheel bearing on my 1998 Subaru Impreza L Wagon failed at 29,033 miles of usage, an event atypical of a comparatively new vehicle. I was advised by an authority in automotive matters that wheel bearings can generally be expected to last 60,000 miles at a minimum, and often last more than 100,000 miles, barring some form of mechanical defect or inferior workmanship at installation. Regardless, the faulty wheel bearing was replaced at 29,033 miles, and I had no cause at that time to believe that the replacement bearing would fail.

The replacement wheel bearing did fail at 44,724 miles. On the occasion of this repair, I was told that the mileage on my Subaru automobile exceeded warranty coverage, and that I would have to pay \$323.55 for the repair, despite the fact that the replacement part delivered only 15,691 miles of usage. Nonetheless, I paid the repair bill, and again I had no cause to anticipate another bearing failure at the left rear wheel.

At 54,813 miles, the left rear wheel bearing failed again. This particular time, the repair was covered by parts warranty, as the part had been in service for only 10,089 miles. I was assured that all components incidental to the left rear wheel would be thoroughly inspected, and that any and all necessary repair would be made at no cost to me. I was further told that I should experience no additional wheel bearing problems, and that I should expect the repair to last the remaining lifetime of the vehicle. This did not prove to be the case, as the left rear wheel bearing failed once again in less than 4,000 miles of vehicle operation at 58,637 miles.

On the occasion of this most recent wheel bearing failure, January 14, 2001, I was travelling at highway speed, when without warning, the car began to vibrate quite violently, causing me some difficulty in maintaining control of the vehicle. At this critical juncture, wheel bearing failure became foremost an issue of personal safety, passenger safety, and the safety of others travelling in adjacent lanes on an interstate highway. I braked the car, moved to the right shoulder of the roadway, and proceeded slowly and cautiously to the nearest highway exit. All the while, the car continued to vibrate, and

screaching and grinding noises came from its rear. Being approximately 135 miles from home, I was forced to contact the local police to dispatch a tow truck. My car was towed on a flatbed truck to New Country Subaru, a Subaru dealership serving the Saratoga Springs, New York area.

This breakdown caused me to incur unanticipated expenses for towing charges, lodging, and transportation, in addition to untoward inconvenience and loss of personal time. I am seeking reimbursement of actual expenses totaling \$700.76 for this particular incident, as well as full, not partial, reimbursement of my expenses for the previous repair mentioned above. Furthermore, I assert all of my rights as a consumer; accordingly, I will not endorse any instrument acknowledging complete satisfaction of this case until such time that I have been completely satisfied. Therefore, I am enclosing your check in the amount of \$189.38 for replacement and/or reissue, per instruction of Ms. Bennett.

I was informed by Mr. Hailu of New Country Subaru that, in addition to a faulty left rear wheel bearing, the rear axle shaft of this vehicle was pitted. He could only speculate on the causes of damage to the axle shaft and the duration of the damage. It was discovered, upon a technician's road test of the vehicle, that bearing sounds were also coming from the right rear wheel. Although Subaru of America authorized replacement of the right rear wheel bearing and seal, I have lost all confidence in the reliability and safety of this vehicle. Therefore, I consider it a reasonable request to ask that Subaru of America purchase my vehicle from me at average retail value (www.nadaguides.com appraises the vehicle at \$12,025.00 average retail value with appropriate deductions for mileage and manual transmission). As the vehicle was purchased via installment loan held by American Credit Services Inc., there is a remaining balance of \$5502.89. I would use the remainder of the proceeds of the sale as a down payment toward the purchase of a new Subaru automobile, under the presumption that my experiences with my 1998 Subaru Impreza L Wagon have been remote and isolated instances, not endemic to all Subaru vehicles.

Failing such resolution, I am prepared to register all of my concerns with the National Highway Traffic Safety Administration, the New York State Department of Motor Vehicles, and the New York State Office of Attorney General, and thereafter deliver all documentation to my private attorney for his review. As well, I will forward a copy of this letter to each of the aforementioned agencies and other interested parties.

I look forward to your reply.

Sincerely,

A large black rectangular redaction box covering the signature area.

Enclosures



February 1, 2001

Subaru of America
P.O. Box 6000
Cherry Hill, New Jersey 08034-6000

RE: Case Number 272601

Dear Mr. Mankovich,

Just a quick update to let you know that unusual sounds are once again radiating from the rear of my Subaru Impreza L Wagon. These sounds, coupled to peculiarities in handling and ride, may be preliminary indication of an impending mechanical failure such as wheel bearing(s), axle shaft(s), or related component(s).

Sincerely,





FRONT AC • GMC TRUCK • SUBARU • JAGUAR

SYRACUSE, NY
437-250*

aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. if not, please contact service manager immediately.

CUSTOMER NO. 43375	ADVISOR JEFFREY ST GERMAIN 133	CAFO NO	INVOICE DATE 06/11/99	INVOICE NO SUC324466
	LABOR RATE	LEASE NO HEN261	COLO GREEN/	STOCK NO
	YEAR MAKE MODEL 98/SUBARU IMPREZA WGN/WAGON	LEASE N 29033	DELIVERY DATE 09/10/97	DELIVERY MILES
	VEHICLE ID NO JF16F4350UG802615	SELLING DEALER NO	PRODUCTION DATE	
	ATE NO	PO NO	RO DATE 06/11/99	
				LEASE OUT RO 2903

JOB# 1 CHARGES

LABOR
J# 1 05PNZ BRAKES TECH(S):41466 WARRANT
CUSTOMER STATES CAR HAS DRAGGING NOISE IN LEFT REAR WHEEL
LEFT REAR WHEEL BEARING WORN AND NOISY
REPLACED LEFT REAR WHEEL BEARING ASSEMBLY
PBF-21/A612-232/1.8

FP-NUMBER	DESCRIPTION	UNIT PRICE
28016FC000	BEARING-REAR	
28015AA050	OIL SEAL OUT	
28015AA100	OIL SEAL IN	
28015AA110	OIL SEAL IN	
TOTAL - PARTS		0.0

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX SUCS JOB# 1 TOTAL 0.0

JOB# 2 CHARGES

LABOR
J# 2 22PNZ WHEELS AND TIRES TECH(S):41466 10.0
CUSTOMER STATES LEFT FRONT TIRE HAS SLOW LEAK ABOUT 5PSI
PER WEEK
REPAIRED NAIL PUNCTURE IN TREAD

JOB# 2 TOTALS

LABOR 10.0

JOB# 2 JOURNAL PREFIX SUCS JOB# 2 TOTAL 10.0

JOB# 3 CHARGES

LABOR
J# 3 22PNZZ50TATE ROTATE TIRES TECH(S):41466 21.0

JOB# 3 TOTALS

LABOR 21.0

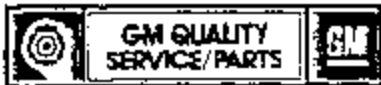
JOB# 3 JOURNAL PREFIX SUCS JOB# 3 TOTAL 21.0

JOB# 4 CHARGES

LABOR
J# 4 30PNZ BODY PARTWARE TECH(S):41466 0.0
CUSTOMER STATES LEFT REAR ACCESS PANEL KEEPS FALLING DOWN
REFIT PANEL

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX SUCS JOB# 4 TOTAL 0.0



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315-437-2501

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CUSTOMER NO	36376	ADVISE	JEFFREY ST GERMAIN 133	TAG NO.	09/30/99	INVOICE NO	SUCS253789
		DATE	H2N261	MILEAGE	35,671	COLOR	GREEN/
		YEAR MAKE MODEL	98/SUBARU/IMPREZA WGN/WAGON	DELIVER DATE	09/16/97	DEALER NAME	
		VIN	JFF1GF4350WG802615	SELLING DEALER NO		PRODUCTION DATE	
		F.T.E.A.O.		P.O. NO.	09/30/99		
		COMMENTS	MO: 35671				

JOB# 1 CHARGES

LABOR
J# 1 22PNZ WHEELS AND TIRES TECH(S):108 54.00
SQUEALING SOUND DRIVERS REAR WHEEL AREA--SEE NOTE--ADVISE
CLEANED AND ADJUSTED REAR SHOES

JOB# 1 TOTALS 54.00

JOB# 2 CHARGES

LABOR
J# 2 28PNZ BODY INTERIOR TECH(S):108 0.00
INTERIOR TRIM NEAR ACCELERATOR NEEDS REPLACING---
PAPER HERE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	94099AA270GC	CLIP	
				TOTAL - PARTS

JOB# 2 TOTALS 0.00

MISC CODE DESCRIPTION CONTROL NO
JOB # A SS SHOP SUPPLIES
TOTAL - MISC

TOTALS

DEAR CUSTOMER ALL GM PARTS WITH AN * IN FRONT OF IT ARE COVERED UNDER GM PLUS LIMITED LIFE TIME WARRANTY BY INSTALLING DEALER!

TOTAL LABOR	54.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	2.16
TOTAL MISC DISC	0.00
TOTAL TAX	3.94

TOTAL INVOICE \$ 60.10

CUSTOMER SIGNATURE

PAID
CASH

DISCLAIMER
OF WARRANTIES

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

LIMITED EXPRESS WARRANTY

All factory replacement parts are warranted for 12 months or 12,000 miles whichever comes first. All other parts installed are warranted for 90 days or 3,000 miles, unless otherwise specified parts & labor

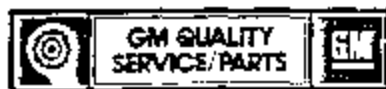
N.Y. STATE REPAIR SHOP NUMBER 4340047

ALL PARTS NEW UNLESS OTHERWISE NOTED. LABOR AND PARTS WARRANTED FOR 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.

ANY WARRANTY ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. 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 PRODUCTS.

ALL PART ARE NEW EXCEPT AS NOTED.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends. If not, please contact service manager immediately.



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CUSTOMER NO.	36376	ADVISOR	JEFFREY ST GERMAIN 133	DATE NO.	04/03/00	INVOICE NO.	SUCS267133
LABOR RATE		LICENSE NO.	HZN261	MILEAGE	44,724	COLOR	GREEN
YEAR MAKE MODEL	98/SUBARU/IMPENZA/4 DOOR WAGON			DELIVERY DATE	09/10/97	DELIVERY MILES	
VEHICLE I.D. NO.	J F 1 G F 4 3 5 0 W G 8 0 2 6 1 5			SELLING DEALER NO.		RE-ADJUSTION DATE	
P.T.S. NO.		P.O. NO.		R.D. DATE	04/03/00		
COMMENTS						MO: 44727	

JOB# 1 CHARGES

LABOR
JF 1 03PNZZ 28015AA100 REAR WHEEL BEARING 203.00

CUSTOMER STATES CAR HAS GRINDING IN REAR POSSIBLE WHEEL BEARING
REPLACE LEFT REAR WHEEL BEARING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE	
	1	28016FC000	BRG REAR A19908		66.67	66.67
	1	28015AA050	OIL SEAL		10.45	10.45
	1	28015AA110	OIL SEAL		12.13	12.13
	1	28015AA100	OIL SEAL		10.13	10.13
TOTAL - PARTS					99.38	99.38

JOB# 1 TOTALS

LABOR 203.00
PARTS 99.38

JOB# 1 JOURNAL PREFIX SUCS JOB# 1 TOTAL 302.38

TOTALS

DEAR CUSTOMER ALL GM PARTS WITH AN * IN FRONT OF IT ARE COVERED UNDER GM PLUS LIMITED LIFE TIME WARRANTY BY INSTALLING DEALER!

TOTAL LABOR.... 203.00
TOTAL PARTS.... 99.38
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG.... 0.00
TOTAL MISC DISC.... 0.00
TOTAL TAX..... 21.17

TOTAL INVOICE \$ 323.55

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

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

LIMITED EXPRESS WARRANTY

All factory replacement parts are warranted for 12 months or 12,000 miles, whichever comes first. All other parts installed are warranted for 90 days or 3,000 miles, unless otherwise specified, parts & labor.

N.Y. STATE REPAIR SHOP NUMBER 4340047

ALL PARTS NEW UNLESS OTHERWISE NOTED. LABOR AND PARTS WARRANTED FOR 90 DAYS OR 3000 MILES WHICHEVER OCCURS FIRST.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED 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 PRODUCTS.

ALL PART ARE NEW EXCEPT AS NOTED.

CUSTOMER SIGNATURE
SEE TOP PAGE

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends. If not, please contact service manager immediately.



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SYRACUSE, NY
437-2501

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please contact service manager immediately.

CUSTOMER NO. 36076	ADVISOR JEFFREY ST GERMAIN 132	CARD NO.	INVOICE DATE 08/27/99	INVOICE NO. SU0925117
	LABOR RATE	LICENSE NO. HZN761	COLOUR GREEN	STOCK NO.
	YEAR MAKE MODEL 98 SUBARU IMPREZA WGN/WAGON	VEHICLE NO. JF1GF4350WG802615	DELIVERY DATE 09/10/97	DELIVERY MILES
	VEHICLE ID NO.	SELLING DEALER NO.	PRODUCTION DATE	
	ETE NO.	PO NO.	R.C. DATE 08/27/99	
				MILEAGE OUT MO: 36679

JOB# 1 CHARGES-----

LABOR-----

J# 1 35PNZ

RECALLS/CAMPAIGNS
AXLE SEAL RECALL WXN-71/N010513

TECH(S):91

WARRANTY

PARTS-----

QTY

FF-NUMBER

1 29097AC030

DESCRIPTION

WXN71 AXLE K

UNIT PRICE

TOTAL - PARTS

WARRANTY

0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX SUCS JOB# 1 TOTAL

0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 30PNZ

BODY HARDWARE
CUSTOMER STATES PANEL NEAR GAS PEDAL KEEPS FALLING DOWN???
REFIT

TECH(S):91

0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX SUCS JOB# 2 TOTAL

0.00

TOTALS-----

DEAR CUSTOMER ALL GM PARTS WITH AN * IN FRONT OF IT ARE
COVERED UNDER GM PLUS LIMITED LIFE TIME WARRANTY BY
INSTALLING DEALER

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE -

CUSTOMER SIGNATURE



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3498 Burnet Ave. Syracuse, NY 13206 Repair Shop # 7087707
3479 Burnet Ave. Syracuse, NY 13206 Repair Shop # 4340047
PHONE 315-437-2501

SUBARU
Parts & Service



CUSTOMER NO.	36376	ADVISE	JEFFREY ST GERMAIN 133	AD NO	11/20/00	INVOICE NO.	SUC5286619
LABOR RATE	HZN261	LICENSE		MI/AGE	54,813	COLOR	GREEN/
YEAR MAKE MODEL	98/SUBARU/IMPENZA/4 DOOR WAGON			DELIVERY DATE	09/10/97	DELIVERY MILES	
VEHICLE ID NO	J F 1 G F 4 3 5 0 W G 8 0 2 6 1 5			SELLING DEALER NO		PRODUCTION DATE	
P.T.E.N.C.		P.D.NO.		DATE	11/20/00		
COMMENTS							MO: 54813

JOB# 1 CHARGES

LABOR
1 03PNZZ REAR AXLE HOURS: 2.20 TECH(S): 49 WARRANTY

CUSTOMER STATES LEFT REAR WHEEL BEARING NOISY
LEFT REAR WHEEL BEARING NOISY
REPLACED LEFT REAR WHEEL BEARING ASSEMBLY
PBF-25/A612-232/2.2/PARTS WARRANTY R0267133/4/3/00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	28015AA100	OIL SEAL	
	1	28015AA110	OIL SEAL	
	1	28015AA050	OIL SEAL	
	1	28016FC000	BRG REAR AXL	

TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX SUCS JOB# 1 TOTAL

0.00

COMMENTS
KIM LINE 1 IS PARTS WARRANTY

TOTALS

DEAR CUSTOMER ALL GM PARTS WITH AN * IN FRONT OF IT ARE
COVERED UNDER GM PLUS LIMITED LIFE TIME WARRANTY BY
INSTALLING DEALER!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL S.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES EITHER
EXPRESS OR IMPLIED INCLUDING
ANY IMPLIED WARRANTY OF MER-
CHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND SELLER
NEITHER ASSUMES NOR AUTHORIZES
ANY OTHER PERSON TO ASSUME FOR
IT ANY LIABILITY IN CONNECTION WITH
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All factory replacement parts are
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parts & labor.

ALL PARTS NEW UNLESS OTHERWISE
NOTED. LABOR AND PARTS WARRANTED
FOR 90 DAYS OR 4000 MILES WHICHEVER
OCCURS FIRST.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY
ARE THOSE MADE BY THE MANUFACTURER. THE
SELLER HEREBY EXPRESSLY DISCLAIMS ALL WAP-
RANTIES EITHER EXPRESSED OR IMPLIED INCLUDING
ANY IMPLIED WARRANTY OF MERCHANTABILITY OF
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 PRODUCTS.

ALL PART ARE NEW EXCEPT AS NOTED

CUSTOMER ACKNOWLEDGES
REV. OF 03P-X

Thank you for this opportunity to
serve you. It is our aim to perform all
the repairs requested on this repair
order to your complete satisfaction. If
our service was satisfactory tell your
friends. If not, please contact service
manager immediately.

CUSTOMER SIGNATURE

WG802615

164423

NEW COUNTRY FORD-SUBARU

INVOICE

PAGE 1

P.O. Box 382 3002 Route 50 · Saratoga Springs, NY 12866

Service: (518) 584-1346 Sales: (518) 584-7272

Parts: (518) 584-8808/8209 Fax: (518) 584-7839

Dealer Codes: Ford # 22551, Subaru # 02225 · NYS Reg. Shop # R2480023

SERVICE ADVISOR: 985 ANTONY COCHRANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	98	SUBARU IMPREZA	JF1GF4350WG802615	HZN261	58637/58642	T5349
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PRO NO.	RATE	PAYMENT
01JAN1998			18:00 26JAN01		VARI	CASH
R.D. OPENED	READY	OPTIONS:	ENG:2.2 Liter			
15JAN01	26JAN01					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A VEHICLE LEFT AS STAND BY. ACTUAL APPOINTMENT NOT UNTIL ____/____/____. IF TIME ALLOWS VEHICLE MAY BE WORKED ON BEFORE THIS DATE, BUT NO GUARANTEE CAN BE MADE.							
CAUSE: WHEEL BEARINGS							
SB VEHICLE LEFT AS STAND BY. ACTUAL APPOINTMENT NOT UNTIL ____/____/____. IF TIME ALLOWS VEHICLE MAY BE WORKED ON BEFORE THIS DATE, BUT NO GUARANTEE CAN BE MADE.							
	99	WS					(N/C)

REPLACED LEFT REAR WHEEL BEARINGS. TEST DROVE & FOUND NOISE FROM RIGHT REAR. OK TO REPLACE FROM FRANK FARKAS. REPLACED RIGHT REAR WHEEL BEARING TEST DROVE, ALL OK AT THIS TIME.

B CUSTOMER STATES: LEFT REAR WHEEL BEARING REPLACEMENT.

RWB REPLACE WHEEL BEARINGS

78 MIKE MIGLIORI LIC#: 0484

WS

- 2 28015AA050 OIL SEAL
- 2 28015AA100 OIL SEAL
- 2 28015AA110 OIL SEAL
- 2 28016FC000 BRG REAR AXLE 4WD
- 1 20255AA310 LATERAL LINK AY R LH
- 1 20540AA000 BOLT
- 1 20550AA010 NUT
- 1 28021AC121 DRIVE SFT AY R LH 79AC

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)

C CUSTOMER STATES: SAVE OLD PARTS

CA CHECK AND ADVISE

99 CS3

0.00 0.00

I HEREBY AUTHORIZE WORK TO BE PERFORMED ON MY VEHICLE AS DEEMED NECESSARY BY YOU. HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE ON - HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. I AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, VANDALISM, OR ANY OTHER CAUSE. I ACKNOWLEDGE THAT YOU ARE NOT RESPONSIBLE FOR DELAYS CAUSED BY AVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTATION. IF I DO NOT CLAIM THE VEHICLE WITHIN SEVEN DAYS OF ITS REPAIR, I AGREE TO PAY STORAGE CHARGES THEREAFTER AND ATTORNEY'S FEES. AN APPROPRIATE MECHANIC'S UEN IS HEREBY ACKNOWLEDGED ON THIS VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREOF. I UNDERSTAND THAT THIS DEALER PUBLISHES THE HOURS PUBLISHED IN VEHICLE LABEL THIS GUARANTEE WHICH AFFECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF REPAIRS. IF THE REPAIRS AND WHICH MAY BE EITHER MORE OR LESS THAN THE ACTUAL CHECK DATE ANY GIVEN INSTANT.

FOR YOUR CONVENIENCE, WE ACCEPT LOCAL PERSONAL CHECKS UP TO \$400.00 VISA, MASTERCARD, AMERICAN EXPRESS AND DISCOVER.

YOU ARE ENTITLED TO THE RETURN OF REPLACED PARTS ☐ SAVE

SIGNED &

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of the item/terms. 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/terms.

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

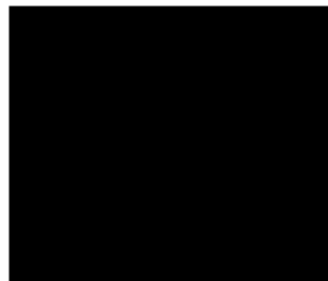
CUSTOMER COPY

FORD - SUBARU



Subaru of America, Inc.
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
856-488-5500
www.subaru.com

December 29, 2000



Enclosed, please find a draft in the amount of \$189.38. This amount will cover, in part, the cost of repairs to your 1998 Subaru Impreza. You are entitled to a full refund. An additional amount of \$134.17 will be due to you from Bill Rapp Subaru. You must contact their service department.

If you have any questions, please contact our Customer/Dealer Service Department at 1-800-782-2783.

Thank you for choosing Subaru.

Sincerely,

Deborah Bennett
Customer/Dealer Services

Your Case Number: 272601

THIS DOCUMENT IS PRINTED IN TWO COLORS. DO NOT ACCEPT UNLESS BLUE AND BROWN ARE PRESENT

SUBARU

SUBARU OF AMERICA INC.
SUBARU PLAZA - P.O. BOX 6000
CHERRY HILL, NJ 08034-6000

82-35
311

CHECK DATE
22-DEC-00

CHECK NUMBER
989846

PAY *One hundred eighty nine and 38/100 Dollars*

TO
THE
ORDER
OF



VOID AFTER 180 DAYS

AMOUNT
*****9189.38

THE BANK OF NEW YORK (DELAWARE)
Newark, Delaware 19711

R. Curtis Allen
Authorized Signature(s)
For Subaru of America, Inc.

⑈989846⑈ ⑆031100351⑆ 0300981289⑈

FOR SUBARU OF AMERICA, INC. ONLY

BY ENDORSING THIS CHECK,
I ACKNOWLEDGE FULL AND
FINAL SETTLEMENT OF CLAIM
312601



Burnet Ave. & Thompson Rd.
SYRACUSE, N.Y. 13206
Phone: 437-2501

50-17 480
223

CHECK# 105518

105518

PAY **ONE HUNDRED TWENTY THREE DOLLARS AND 38/100**

TO THE
ORDER
OF



THE CHASE MANHATTAN BANK

DATE	AMOUNT
------	--------

01/11/01

\$123.38

BILL RAPP PONTIAC INC.

AUTHORIZED SIGNATURE

AUTHORIZED SIGNATURE

⑈ 105518 ⑈ ⑆ 022300173 ⑆ 0105 ⑈ 018 01 ⑈

NAME

NUMBER

DATE

01/11/01

36376

01/11/01

REPAIR SHOULD HAVE BEEN UNDER WARRANTY RO 267133

01/11/01

670

123.38

REMITTANCE ADVICE
DETACH AND RETAIN

BILL RAPP PONTIAC INC.

Burnet Ave. & Thompson Rd.
SYRACUSE, N.Y. 13206
Phone: 437-2501

CHECK NO.

105518

NET
AMOUNT

\$123.38



Hilton Garden Inn

Saratoga Springs

125 South Broadway • Saratoga Springs, NY 12866
(518) 587-1500 • Fax (518) 587-7800 • Reservations (800) HILTONS

R#126659

IN 01/14 OUT 01/15/01

FOLIO 123456789

NAME:

ADDRESS

RATE /99.00

ROOM 229

CC#: 5491041000313196 02/02

T
A
G
E
N
C
Y

DATE	DESCRIPTION	ID	REF. NO	CHARGES	CREDITS	BALANCE
01/14/01	NIGHTLY ROOM RATE	--	1	99.00		
01/14/01	STATE SALES TAX	--	1	6.93		
01/14/01	ROOM TAX (CITY/COUNTY)	--	1	3.96		
01/15/01	5491041000313196 0202 NR		1		109.89	
			Subtotals	109.89	109.89	
				BALANCE	----->	\$ 0.00

RATES DO NOT INCLUDE APPLICABLE
SALES, OCCUPANCY OR OTHER TAXES

TRANSFER TO CREDIT LEDGER

I AGREE THAT MY LIABILITY FOR THIS BILL IS NOT WAIVED AND AGREE TO
BE HELD PERSONALLY LIABLE IN THE EVENT THAT THE INDICATED PERSON,
COMPANY OR ASSOCIATION FAILS TO PAY FOR ANY PART OF THE FULL
AMOUNT OF THESE CHARGES.

GUEST

FROM

ADDRESS

CITY

STATE

ZIP

GUEST SIGNATURE

MATT'S SERVICE CENTER
 300 Maple Avenue
 Saratoga Springs, NY 12866
 (518) 583-1111

REPAIR: 445801636/815277
 8/11/01 4:36:45 PM

SALES TAX: 10.00
 SERVICE TAX: 10.00
 TOTAL: 20.00

AMOUNT: 40.00

1 REFUND OF 10.00

MATT'S SERVICENTER

300 Maple Avenue
 Saratoga Springs, NY 12866
 (518) 583-1111 (518) 584-9527

NAME		DATE	
[REDACTED]		7/14/01	
ADDRESS		PHONE	
[REDACTED]		[REDACTED]	
SOLD BY	CASH	C.C.D.	CHANGE
QTY.	DESCRIPTION	AMOUNT	
48	GREEN SUBARU IMPRES		
	AT 211 261		
	TOW FROM EAST UNION		
	TO MC SUBARU	40.00	
NO REFUNDS ON LARGE OR TOWING			
TAX		2.80	
TOTAL		42.80	

A 28634

To Reorder
 800-225-5080 or matts.com

Thank You

All claims and returned goods MUST be accompanied by this tag.

Prompt
Professional

24 Hours
7 Days

Saratoga
—Capitaland Taxi
583-3131
Wheelchair Accessible

CAPITALAND TAXI

TIME	6 PM
DATE	11/14/2001
FROM	Low Truck Co.
TO	Saratoga
	14/15m
FARE	3.50
PACKAGE CHARGE	
WAITING TIME	
SURCHARGE	
TIP	1.50
TOTAL CHARGE	5.00
DRIVER	JV
CAB #	119

[illegible]

10724

TYPE OF SALE
☐ WHOLESALE OR ☒ RETAIL
☐ New ☐ Used ☐ Demo ☐ Salvage

New York State Department of Motor Vehicles
RETAIL CERTIFICATE OF SALE

No. **2398632**

VEHICLE INFORMATION:

Year	Make	Model	Body Type	Color	Weight (Lbs.)	Engine Displacement (Lbs.)	Cylinders	Motor Vehicle Category
1997	SUBARU	IMPREZA	WGN	WAGON	2795	1997/1997	4	4
Vehicle Identification Number					Inspection Station Number			
199712161					1411113			

DEALER INFORMATION:

WTE and KAPPS FURNIAC, INC 3449 BURNHILL AVE. SYRACUSE NY 13206

PURCHASER INFORMATION:

Name	Date of Sale
[Redacted]	10/20/97

PRIOR OWNER INFORMATION:

*SUBARU 1997 IMPREZA ORANGEBURG NY 10962 Date of Purchase 10/15/97

ODOMETER DISCLOSURE STATEMENT

Federal and State Laws require that you state the mileage of the vehicle described on this certificate when transferring ownership of it to someone else. If you do not give the mileage information to the new owner or if you give false mileage information, you may be subject to fines and/or imprisonment.

- ☐ I certify that, to the best of my knowledge, this odometer reading reflects the ACTUAL MILEAGE of the vehicle described above.
- ☐ I certify that, to the best of my knowledge, this odometer reading is "NOT THE ACTUAL MILEAGE." **WARNING ODOMETER DISCREPANCY**

ODOMETER READING

0	0	0	0	0	0	0	0	0	0
---	---	---	---	---	---	---	---	---	---

DEALER CERTIFICATION:

I certify the vehicle described above was sold to the purchaser on the date indicated. At the time of delivery, the purchaser was notified to operate the vehicle. This vehicle complies with component requirements of the Commissioner's Regulations. At the time of delivery, such component was in compliance and repair to render satisfactory and adequate service to the public highway. Under no circumstances shall the manufacturer's warranty apply to a vehicle sold in New York State and legal title due to a result of this sale has been reflected from the purchaser. I also certify that the vehicle is not a Class A misdemeanor conviction to Section 1104.5 of the Penal Law.

Signed (Print name in full)	Print name in full	Date	Dealer Facility No.
[Signature]	BILL KAPP FURNIAC, INC.	10/20/97	4339047
Signed (Print name in full)	Print name in full	Date	
[Redacted]	KATHLEEN H BARNARD	10/20/97	

PART 3 - CUSTOMER COPY

ANY CHANGE OR ALTERATION VOID THIS CERTIFICATE



SOLD TO
ADDRESS



YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
98	SUBARU	IMPREZA WGN	NEW	JF1GF4350WGB02615
SALESMAN JONATHAN LABORN / 127				
INSURANCE COVERAGE INCLUDES				
☐ PUBLIC LIABILITY - AMT. ☐ PROPERTY DAMAGE - AMT. ☐ COLLISION - AMT. DEDUCTIBLE ☐ FIRE & THEFT				

LIEN	MILES	INSP #	NV-50 #	NV-53 #
1	8	14850777	2398632	2398632
AMERICAN CREDIT SERVICES, INC.				
INS CO - AMEX ASSURANCE				
POLICY # 00577153-01 1(800)535-2001				
PAYOFF TO AMERICAN HONDA FINANCE CO.				
AMOUNT \$7062.09				

If this motor vehicle is classified as a used motor vehicle BILL RAPP PONTIAC, Inc. certifies that the entire vehicle is in condition and repair to render under normal use, satisfactory and adequate service upon the public highway at the time of delivery. N.Y.S. REG NO. R340047

"The dealer application processing fee is not a New York State or Department of Motor Vehicles fee. Unless a lien is being recorded or the dealer issued number plates, you may avoid this fee by submitting your own application for registration and/or certificate of title to any motor vehicle licensing office."

USED CAR TRADED

YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
95	HONDA	DEL SOL	JHHEG1147SS001533
BODY COTTON 2050 4 CYL			

DATE	INVOICE NO.	STOCK NO.
10/20/97	34003	5938

DESCRIPTION	SALE
1090	
2090	
GRAND AM	
FIREBIRD	
BOLD	
BONNEVILLE & PARIS	
GR. PHILX	
FIELD	
OLDS	
GMC TRUCK	
JAGUAR	
SUBARU	16766.02
FLEET	
U.C. RETAIL	
U.C. WH/SE	
LEASE	
SALES TAX	508.62
XX LICENSE	30.00
	N/A
TOTAL CASH PRICE	17304.64
FINANCING	
INSURANCE	
TOTAL TIME PRICE	
DEPOSIT	500.00
CASH ON DELIVERY	500.00
AMERICAN HONDA	7062.09
USED CAR ALLOWANCE	9500.00
AMERICAN CREDIT	
MONTHLY PAYMENT	13866.73
PER MONTH	37
TOTAL	17304.64

Always Bring Your Car Here For Factory Authorized Service

5938A

10/20/97 17304.64

The following information, which I believe is pertinent to Case #272601, was extracted from the National Highway Traffic Safety Administration Office of Defects Investigation Complaints Database located on the World Wide Web at:
<http://www.nhtsa.dot.gov/cars/problems/complain/compmmv.cfm>

ODI ID: 547560

Make: SUBARU

Model: IMPREZA

Year: 1996

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: SUSPENSION:SINGLE AXLE:REAR:NON-POWER AXLE:BEARING
WHEEL

Summary: REAR WHEEL BEARINGS REQUIRED REPLACEMENT. *YC

ODI ID: 555948

Make: SUBARU

Model: IMPREZA

Year: 1998

Date of Failure: Saturday, April 24, 1999

Incident: No

Fire: No

Number of Injuries:

Component: SUSPENSION:SINGLE AXLE:REAR:NON-POWER AXLE:BEARING
WHEEL

Summary: FAULTY REAR WHEEL BEARINGS MAKE NOISE AND CAUSE THE
VEHICLE TO DRIFT TO THE RIGHT WHILE DRIVING AT HIGHWAY SPEEDS. NLM

ODI ID: 710200

Make: SUBARU

Model: IMPREZA

Year: 1999

Date of Failure: Wednesday, August 18, 1999

Incident: No

Fire: No

Number of Injuries: 0

Component: STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM

Summary: FAILED/WORN REAR WHEEL HUBS ONLY AFTER 8500 MILES.
WHIRRING/GRINDING NOISE THAT INCREASES WITH SPEED. UNDER
WARRANTY, BUT OTHER DRIVERS OF THE SUBARU IMPREZA

ODI ID: 710234

Make: SUBARU

Model: IMPREZA

Year: 1999

Date of Failure: Wednesday, August 04, 1999

Incident: No

Fire: No

Number of Injuries:

Component: SUSPENSION:SINGLE AXLE:REAR:NON-POWER AXLE:BEARING
WHEEL

Summary: MY VIN # IS CORRECT. YOUR COMPUTER IS OFF. ANYWAY, THE
REAR WHEEL BEARING (RIGHT SIDE) ON MY SUBARU 2.5RS HAS GONE BAD
WITH ONLY 500 MILES ON THE CAR. I HA

ODI ID: 873823

Make: SUBARU

Model: IMPREZA

Year: 2000

Date of Failure: Wednesday, March 01, 2000

Incident: No

Fire: No

Number of Injuries: 0

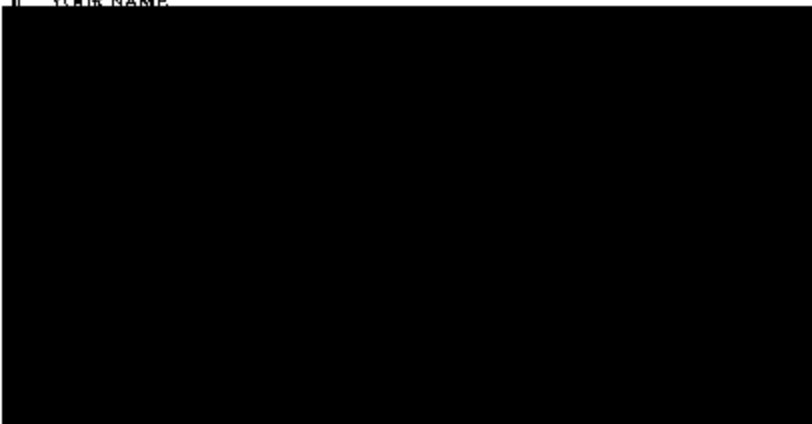
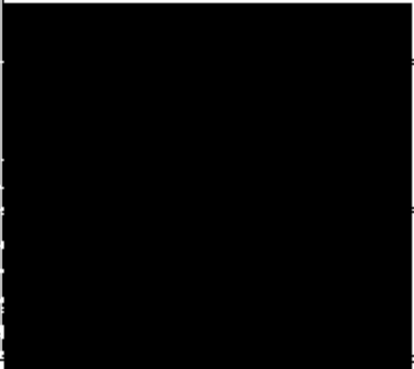
Component: POWER TRAIN:AXLE ASSEMBLY:BEARING:AXLE SHAFT

Summary: THERE IS EXCESSIVE NOISE IN THE REAR BEARING OF WHEEL.
CONSUMER FEELS IF WHEEL LOCKS UP, THERE WILL BE A SERIOUS
ACCIDENT. IF IT BREAKS , VIBRATION OCCURS. T

New York State Office of the Attorney General
Eliot Spitzer
Consumer Protection Bureau
120 Broadway, 3rd floor
New York, New York 10271
(212) 416-8345 (phone)
(212) 416-6003 (fax)

**CONSUMER
COMPLAINT FORM**

1. Please Be Sure To Complain To The Company Or Individual Before Filing.
2. Please Type Or Print Clearly In Dark Ink.
3. You Must Complete The Entire Form. Incomplete Or Unclear Forms Will Be Returned To You.
4. Make Sure You Enclose Copies Of Important Papers Concerning Your Transaction.

CONSUMER			
YOUR NAME		HOME PHONE	
			
COMPLAINT			
NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
SUBARU OF AMERICA			
STREET ADDRESS		STREET ADDRESS	
P.O. Box 6000			
CITY/TOWN	STATE ZIP	CITY/TOWN	STATE ZIP
CHERRY HILL	NEW JERSEY 08034		

TELEPHONE NUMBER (800) 782-2783		TELEPHONE NUMBER	
DATE OF TRANSACTION 10/20/97	COST OF PRODUCT OR SERVICE \$ 17,304.64	HOW PAID (Check those which apply) Cash ☐ Check ☐ Credit ☐ Card ☐ Other BANK LOAN	
DID YOU SIGN A CONTRACT? ☒ Yes ☐ No	WHERE DID YOU SIGN THE CONTRACT? BILL RAPP SUPER STORE BURNET AVE. & THOMPSON RD. SYRACUSE, NY 13206	DATE SIGNED 10/20/97	
WAS PRODUCT OR SERVICE ADVERTISED? ☒ Yes ☐ No	WHERE WAS IT ADVERTISED? TELEVISION/NEWSPAPER	DATE ADVERTISED VARIOUS	
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) AUTOMOBILE			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL By Mail ☐ By Telephone ☒ In Person ☐ 1/15/01		PERSON CONTACTED DEBORAH BENNETT	JOB TITLE REPRESENTATIVE
NATURE OF RESPONSE FORWARDED CASE TO SENIOR REP. CHRIS MANKOVICH		DATE OF RESPONSE 2/5/01	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☒ Yes ☐ No NHTSA 400 7TH ST. SW WASHINGTON, DC 20590 NYS CONSUMER PROTECTION BOARD 5 EMPIRE STATE PLAZA, STE. 1201 ALBANY, NY 12223			
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No			
ADDITIONAL INFORMATION			
MANUFACTURER OF PRODUCT SUBARU OF AMERICA		PRODUCT MODEL OR SERIAL NUMBER JF1GF4350WG802615	
ADDRESS P.O. BOX 6000 CHERRY HILL, NJ 08034		WARRANTY EXPIRATION DATE N/A	

DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)

✓ Yes No **AMERICAN CREDIT SERVICES, INC.**
P.O. Box 20361
ROCHESTER, NY 14602

BRIEFLY DESCRIBE YOUR COMPLAINT

**REPEATED FAILURE OF REAR WHEEL BEARING ASSEMBLIES
CAUSING CONCERNS RE: SAFETY AND RELIABILITY**

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

**REIMBURSEMENT OF EXPENSES INCIDENTAL TO BREAKDOWN;
RE-PURCHASE AT AVERAGE RETAIL VALUE**

WHO REFERRED YOU TO THIS OFFICE?

SELF

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM **PHOTOCOPIES** of any papers involved (contracts, warranties, bills received, cancelled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature

Date: 2/2/01**Return to: Office of the Attorney General**http://www.oag.state.ny.us/complaints/html/comp_consumer.html

2/5/01

Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332

New York State Consumer Protection Board

Complaint Unit

5 Empire State Plaza- Suite 2101 Albany, NY 12223-1556 Phone: 518-474-8583 Fax: 518-474-2474

E-Mail the CPB by clicking Here:



CPB Complaint Form (Print Off, Fill out and Mail)

Before You Begin

Be sure you have made a sincere effort to settle your complaint directly with the company.

Contact the owner, manager, or someone else in the company in a position of authority.

Complaints already the subject of a lawsuit or other legal process are not handled by the CPB.

The company will receive a copy of this complaint.

Please be sure that your statement is complete and factual, but as brief as possible. Remember, we will attempt to help you and the company reach a satisfactory settlement, but we cannot force an adjustment.

All information MUST be supplied.

Consumer Information

The CPB may need to contact you if there is missing or incomplete information on this form, and to notify you of any further action taken.

Please be sure to provide us with a way to reach you.

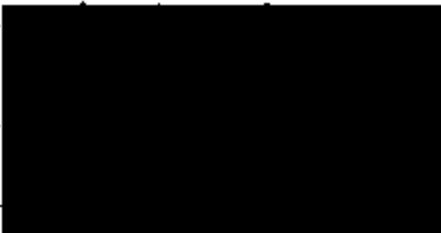
Title: ☒ Mr. ☐ Ms. ☐ Mrs. (Circle One) Age: 50 (Optional)

Last Name: _____

First Name: _____

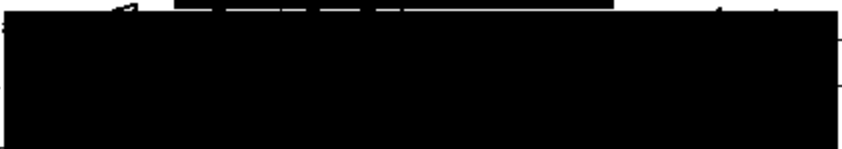
Address: _____

City: Fl

State: NYZip Code: 13066Phone Number (day)  Extension: _____

Phone Number (evening) _____

Fax Number: _____

E-MAIL:  _____**Company Information**Company Name: SUBARU OF AMERICAAddress: P.O. Box 6000City: CHERRY HILLState: NEW JERSEYZip Code: 08034-6000Phone Number: (800) 782-2783**Complaint Information***Not all fields shown here may be relevant to your complaint. Please fill in appropriate information.**You MUST enter a description of the complaint.*Date problem first occurred: 6/11/99Date(s) you complained to Company: ONGOING SINCE 1/15/01To Whom: DEBORAH BENNETT ; CHRIS MANKOVICHCost and Name of Product or Service involved: 1998 SUBARU IMPREZA\$17,304.64

Brand Name or Manufacturer: SUBARUModel Name or Number: IMPREZA L WAGONDate Purchased: 10/20/97Order, Contract, Acct. or Policy #: INVOICE #34003

Name of Salesperson: _____

What is the nature of your complaint?Description of Complaint: REPEATED FAILURE OF MECHANICAL
COMPONENTS; SPECIFICALLY, REAR WHEEL BEARING
ASSEMBLIES

(Use additional sheets of paper if necessary)

Payment InformationHave you already paid for the product or service? ☐ Yes ☐ No ☒ Partial Purchase (Circle One)
price: _____

Amount in

Dispute: SEE ATTACHEDMethod of Payment: ☒ CASH ☐ CHECK ☐ CREDIT CARD ☐ MONEY ORDER (Circle One) What
settlement would you consider fair?☐ Provide replacement ☒ Refund ☐ Other (Please explain below)AT AVERAGE RETAIL VALUE

Explanation/Description:

(SEE ATTACHED)

Have you contacted any other agency for help in resolving this complaint? ☒ Yes ☐ No. (Circle One)
If yes, please provide details in the space below.

Thank you.

Details: COMPLETED VEHICLE OWNER'S QUESTIONNAIRE TO
BE DELIVERED TO NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION; CONSUMER COMPLAINT FORM TO

Remember, you must include supporting documentation (i.e. Receipts, Warranties, Bills etc.).

Print off the form on your printer, fill it out, attach copies of supporting documentation and mail

to the CPB at the address above.

CPB Home Page

NYS OFFICE OF ATTORNEY GENERAL, CONSUMER
PROTECTION BUREAU.