

04/15/2019 LETTER TO SUBARU EXECUTIVES DISTRIBUTION LIST

Since the the consequences of Subaru of not withdrawing their libel complaint would be severe (especially if it resulted in a prosecution), I needed to be sure that my letter was read by the right person. Therefore, I sent a copy to numerous executives, figuring at least one of them would be in a position to do what needed to be done. A copy was sent to the following people - certified mail by Japan Post. I sent them from Tokyo, right after I met with an attorney. Following is my mailing list and tracking numbers.

Tomomi Nakamura
President

Atsushi Osaki
Senior Vice President
Customer Service Division

Yasuyuki Yoshinaga
Chairman of the Board

Masaki Okawara
Executive Vice President

Hideaki Matsuki
Senior Vice President

Hiromi Tsutsumi
Senior Vice President

Shoichiro Tozuka
Senior Vice President

Takuji Dai
Senior VP

Tatsuro Kobayashi
SVP

Hiroki Kurihara
VP

Yasuhiro Hamanaka
VP

Yasushi Nagae
VP

Hiromi Tamo
VP

Takeshi Seiyama
VP



Tomoaki Emori
VP

Tamotsu Inui
VP

書留・特定記録郵便物等受領証

（ご依頼主のご住所・お名前）				
様				
お届け先のお名前	お問い合わせ番号	郵便番号	郵便種別	郵便番号
Hironi Furusumi 様	402-10 28822-6			
Hidaki Matsuki 様	23-0			
Tomoyasu Inui 様	24-1			
Masaki Okawara 様	25-2			
Hironi Temo 様	26-3			
Takeshi Sanyama 様	27-4			
Yoshihiko Hamanaka 様	28-5			
Yasushi Yoshizawa 様	29-6			
Yasushi Nagae 様	30-0			
Akiyoshi Ozaki 様	31-1			

【ご注意】
 この受領証は、宛先記載の住所をすべてその宛の場合
 にて送付から配達に保証していません。
 郵便物の届は保証として送付のみにあります。
 取付時、中封筒に宛先記載の記入漏れ、記入の間違い等
 がある場合、配達停止となる可能性があります。
 ・郵便物の届は保証として送付のみにあります。
 ・宛先記載の間違いは保証していません。
 【郵便料金がわかりません】
 フリーコール 020-222226
 インターネット <http://www.post.japanpost.jp>





日本郵便株式会社

書留・特定記録郵便物等差出票

（ご依頼主のご住所・お名前）				
様				
お届け先のお名前	お問い合わせ番号	郵便番号	郵便種別	郵便番号
Takeji Das 様	402-10 28832-2			
Tomomi Nakamura 様	33-3			
Shoichiro Tozuka 様	34-4			
Tomoki Emori 様	35-4			
Tatsuro Kobayashi 様	36-6			
Hirotaka Kurahara 様	37-0			
様				
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様				

【ご注意】
 本封の中のお名前を記入してください。ただし、特定記録
 郵便物等については、お届け先のお名前は不要です。
 【請求額にご記入いただきたい事項（又は差出票を
 意匠にお出しいただく際にお伝えください）】
 ・書留・郵便書留・特定記録の料額
 ・配達等の特殊取扱いの地額



Why post this level of detail online? So that there can never be any question that Subaru executives do not care about their customers, their warranties, or even the reputation of their own company. The ONLY thing they care about is crushing customer complaints using all means necessary. In fact, not a single executive even bothered to write me any type of response. While my feelings were deeply hurt that my fine friends in Tokyo ignored me, I wiped away the tears and decided to move on.

And let me just add that I recently returned from my second trip to Tokyo. It turned out to be strictly a vacation, and I must say that not only is Tokyo a wonderful place, but I have never met nicer, more polite, more professional, or more hardworking people. But I suspect that even Japan has a few executives that can't get hired by Toyota, Nissan, Honda, Mitsubishi, or even Isuzu. They end up at Subaru – where knowledge of customer service is not required. Why? Because it doesn't exist!

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