



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

November 23, 2012

[REDACTED]

Greenville, ME [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10479021

Thank you for your correspondence concerning your model year (MY) 2011 Subaru Outback. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you parked your MY 2011 Subaru Outback outside your home. Several minutes later you saw your vehicle rolling backwards down the street and it crashed into a tree. When you reached the vehicle, you found that when you parked you removed the key from the ignition, but the shift lever was still in drive. According to the manufacturer and the owner's manual the key cannot be removed from the ignition unless the shift lever is in the park position. You indicated experiencing other ignition related problems and believe there is a defect in the ignition switch and electrical system. In addition, you indicate that General Motors recently announced a recall of certain vehicles with a similar problem.

We have reviewed our database in an effort to identify whether a safety defect trend exists in the MY 2011 Subaru Outback that allows the vehicle to roll away on its own due to a problem with the ignition switch, electrical system, and transmission interlock.. At this time, there is

insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We recommend that you continue to work with Subaru and your dealer to resolve your problem.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement