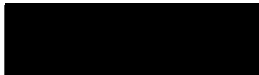


March 21, 2013

Regarding
2013 Subaru Impreza Premium Sedan
JF1GJAC69DG [REDACTED]



Montpelier, VT [REDACTED]

APR 01 2013

Safety Department
Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000

CC: Administrator
NHTSA
West Building
1200 New Jersey Ave SE
Washington, DC 20590

To Whom It May Concern:

I am writing to request an answer to a question I posed to my Subaru sales representative, Ed Glynn, at Subaru of Milford (NH) by phone call at 1:05 p.m. on January 2, 2013. He promised to get back to me, but apparently could use some assistance responding to my question as I have not heard from him.

Here is the question: Is it possible for me or a Subaru service center to disable the **Brake Assist System** described (rather cagily) on page 7-25 of the June 2012 revision of my *Owner Manual*? Contrary to its stated purpose, I strongly consider this "safety feature" a potential hazard that could very well get me killed someday.

Per the Subaru manual, the Brake Assist System "assists the brake power when the driver cannot depress the brake pedal strongly and the brake power is insufficient. Brake assist generates the brake power according to the speed at which the driver depresses the brake pedal." Hmm . . . Dangerously presumptive if you ask me.

One evening in December I was driving home in the right lane on a rural Vermont interstate highway with very little traffic. My cruise control was set to approximately 65 mph. In the left lane another car approached from behind at a reasonable speed of 70 or so. But when this other car was abreast of my car, instead of maintaining his speed and simply passing, the driver decided to slow and dwell to my immediate left for over a minute. He only budged seemingly because another driver approached him from behind and obviously wanted to pass but was blocked. At this point the front car pulled slightly ahead (just barely ahead of my bumper) and moved into my lane, causing me to stomp on my brake to create immediate distance between my front and his rear bumper.

My action was a *momentary* stomp with almost immediate *removal of my foot from the brake pedal*— all that would have been necessary (on previous cars I've owned) to create immediate distance between our cars. The car's response was to *sustain a forceful braking action for several additional seconds*. This "mind-of-its-own" braking quickly slowed my car down to the 30-40 mph range against my will. I found myself fighting

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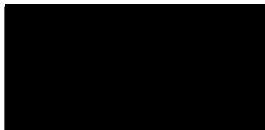
with my gas pedal against my own (non-depressed) brake to get back up to 65 mph speed. If there were a truck or heavy traffic in back of me I think I could have been flattened as the result of this undesired and uncontrollable deceleration.

I consider it dangerously presumptive that Subaru should program the car to assume it knows better than I about when forceful braking should be applied. Please be warned that if I or my wife are ever involved in any accident caused by this overzealous automatic braking "feature," legal action will be given due consideration.

And also I would really appreciate someone actually answering my question — **Can this feature be turned off??**

Thank you for your time.

Sincerely,



Montpelier, VT

WHITE RIVER JUNCTION
VT 05311
23 MAR 2013 PM



Administrator
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West Building
1200 New Jersey Ave SE
Washington, DC 20590

