

DEC 29 2014

I want to share with you a terrible experience I had with our newly purchased 2014 Impreza when I took it on an errand-run. In that short drive I felt unsure of the accelerator pedal. I am short so consequently I need to raise the seat to the maximum and scoot it forward. Anyway, I chalked it up to that I just needed to get more familiar with the car. My husband noticed that I was hesitant about driving that car and I did not drive it again for weeks until I had to.

I accompanied my husband to Oklahoma City--about 120 miles away where he had outpatient surgery on November 2. He had identical surgery previously but drove home to Tulsa the second day. However, this time even though we were there an extra day, the Dr. told him I would have to drive home--perhaps because of the surgery or medication he had prescribed. I was not feeling a bit comfortable and realized that indeed I was having difficulty getting my foot off the accelerator. Of course, I was being extremely cautious. I mentioned to my husband twice that I was having this problem and he laughed. I responded that "It is not funny" and that the minute we get home, we're going to have to find out the cause. I was checking often to be sure I could get my foot unstuck as we would soon be into city driving. The exit from the highway was close to home. I managed to get through the city traffic and breathed a sigh of relief when I made it to our street and then the driveway. I prepared to stop and use the garage door opener but horrors of horrors, my foot got caught and couldn't get to the brake pedal and the car plowed into the garage doors at the cost of over \$1200 for new door and a matching single door. We have determined that my shoe was getting caught in that plastic piece to the right of the accelerator.

That piece, if you put your finger behind it has sharp edges. The accelerator is very close to the console--I would say too close and allowed my shoe to continually get stuck in that piece I described. I have never previously had an accident. It terrifies me when I realize it could've been a carful of people or a pedestrian that I couldn't stop for. I consider the problem I have described to be very serious.

Probably because of the garage door material, the car suffered minor damage and we have not yet learned the cost to make it "good as new".

Husband's statement: There is a black plastic piece that extends from the right of the accelerator pedal to underneath it, being narrower at the top than at the base. I assume that is to protect the carpeting from wear by the side of your shoe while driving. It works fine for me or individuals my size. However, my wife is 10 inches shorter than I am and is under five feet high. With the seat raised to its maximum height and as far forward as possible her feet use the top of the pedal, not the lower portion that I use. This resulted in her foot getting caught on the forward edge of the plastic piece when she when she attempted to remove her foot from the accelerator to use the brake when she turned into our driveway. No braking, so goodbye garage door.

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As an engineer, I consider that to be a design flaw. For about an extra ten cents per car that black plastic piece could have been made wider all the way to its top. I'd be about \$1300 richer from not having to replace the garage doors and likely \$8000 to \$10,000 richer from the loss I'll take from selling a low mileage automobile (3500 miles) that neither my wife or daughter will now drive. The car was supposed to get 28/35 MPG. It actually gets 23-/30. Needless to say I'm not happy and will likely spend the rest of my life bad-mouthing Subaru and the dealer that sold me a lemon. Subaru saved 10 cents, it's costing me \$10,000+/- (100,000/1 ratio). Subaru should be ashamed.

Cc:

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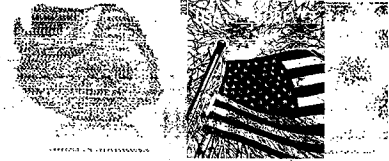
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