

APR 03 2018

CL-11084092-1232

[REDACTED]
Thousand Oaks California, [REDACTED]

3/21/2018

I visited Ladin Subaru in Thousand Oaks California on 3/21/2018 at 7:40 am per my appointment made on 3/19/2018 for a 2015 Subaru Impreza non WRX steering wheel that will not lock when key is removed and unable to remove key from ignition when pushing in while turning to lock unless wiggle the shifter. Removing key issue is intermittent currently.

Service writer asked me if any cokes were spilled. I do not drink coke.

Service writer stated we cannot find anything wrong with your car. I said what about the steering wheel not locking and he responded it does lock. I said I have to turn it and he said how far. I went out to the car. The technician drove it up then asked me what is the car doing.

I showed the technician the steering wheel does not lock when the key is removed. The manual page 3-4 states it will. The technician said you have to turn the wheel. I have to turn the steering wheel a full turn to the left before the steering wheel will lock and a quarter turn to the right to lock the steering wheel. The manual does not state to do that. Note the technician did not respond react to me having to force the steering wheel from the lock positions to turn the key to start the car.

Concerning not able to retrieve the key out of the ignition. He asked if I was pulling the key. I said no I am pushing it in. No response so I took the car and left the dealership.

I detected a petroleum sent in the car. I believe the technician applied something into the ignition.

Two of your employees trying to blame the equipment flaw on me is not acceptable. The key incident has been reported on several internet sites. Dealers not able to determine the cause replaced ignition and shifter switches. Owners reporting having to return several times for this incident. My neighbor has a Subaru and stated they had the problem. They patronize Ladin but your service writer and technician acted as if they never heard of this issue.

I believe it to be a safety issue because it is a symptom of a malfunction and can lead to a major malfunction during driving. Others reporting the same issue is even more evidence that a thorough assessment must be made.

Having to wiggle the shifter or take it out of park and back into park is not a normal or reasonable step to have to take to remove a key on a new car. Having to turn the steering wheel to lock it then force it to turn the key to start the car every time is not normal or reasonable. When I am out with my family I am concerned that the key will stick in the ignition permanently. The potential to be stranded, stolen car, rental fees etc. loss of time at work something breaking during driving causing the ignition to slip and turn off causing a crash is increased.

Please thoroughly assess the issue.

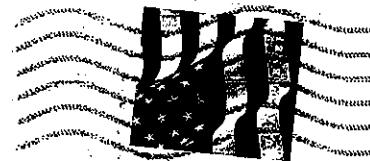
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