

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

NEF-010

OCT 23 2018

CL-11143129-9927

York, PA

NHTSA Headquarters (National Highway Traffic Safety Administration)  
1200 New Jersey Avenue SE.  
West Building  
Washington, DC 20590

October 14, 2018

I am writing to you to share my concerns with my new 2019 Subaru Outback. On 9/1/18 I took delivery of my new car. The car was equipped with a factory installed navigation system. The navigation system shares an area on the digital speedometer displaying an icon with the speed limit. I have found that in many local areas the speed limit is displaying 55 MPH when the posted legal speed limit is far less. I've been in 25, 30, 35, 40, and 45 mile an hour speed limits and my car displays 55 MPH. I **do have** enough common sense and logic to realize this is an error.

I contacted the local dealer explained about the problem I was having. I asked if there was a way to remove the speed limit icon from the display. Apparently, you cannot remove this icon, it works in conjunction with the navigation system. My next thought was to update the mapping software to correct the problem. I went through the registration process on Subaru's website and I created a username and password but the system was not recognized by the mapping update provider.

I contacted the Subaru customer service department and they referred me to the company that manufactured the software for them. They recommended that I file a complaint with that company. I contacted TomTom (the manufacturer) and their representative told me that they do not support units that have a screen bigger than 5". The display in my vehicle is 8". They will not support my unit. I feel that Subaru manufactured and contracted with the navigation company and they should take responsibility for the system errors and updates etc.

I have written to the CEO of Subaru and to date have not heard back from them. I don't blame the dealer because they cannot provide an update if there are no updates available. My salesperson at the dealer drives the same car and he stated that his speed limit icon disappears from the digital display when it doesn't recognize the legal speed limit. My 2017 Ford F-150 does the same thing, if the legal speed limit is not recognized the speed limit icon disappears from the screen. This is not the case on my car, it displays 55 MPH as a default in unknown speed limits. For a person not familiar with the local speed limits this could result in personal injury or possibly death to themselves or others. They will be forced exceed the legal speed limit. This is a VERY UNSAFE condition and deserves immediate attention from the manufacturer, Subaru.

I am requesting any assistance you may have to resolve this issue.

Sincerely,

NM

10/23/18

AS

York, PA

HARRISBURG PA 171

15 OCT 2016 PM 2 L



W 41-306

NHTSA Headquarters  
1200 New Jersey Avenue SE.  
West Building  
Washington, DC 20590

20590-

