From:	Ann Marie L Ambrose
To:	EVOQ (NHTSA); [redacted]
Cc:	[redacted]
Subject:	ODI 11268614
Date:	Monday, October 28, 2019 11:34:34 AM
Attachments:	Narrative of Crash--October 13, 2019 October 24, 2019.pdf

Attached is a narrative of the crash I previously reported to the NHTSA. I have submitted this narrative to Subaru of America to help them review the incident.

[redacted]

Narrative of Crash--October 13. 2019 October 24. 2019.pdf54KB

Sent from Mail for Windows 10

Narrative of Crash--October 13, 2019 **October 24, 2019**

I was arriving home at [redacted], Arlington, VA in our 2017 Subaru Impreza after a 300 mile trip from Manteo, NC. Driving conditions at that time were good: it was dusk and not raining. I slowly approached our right-hand garage door to park outside just in front of the closed door. As I have done previously, literally thousands of times over many years driving three cars, I brought the car to a complete stop about 10 feet in front of the door and nudged the car slowly forward, alternating between the accelerator and brake pedals with the intention of parking the car approximately 5-6 feet from the door. I estimate I was traveling forward at approximately 1-2 mph (or not moving at all) when, without warning, the car unexpectedly surged forward at what I would guess to be 5-10 mph. I immediately braked but not before the car plunged through the closed garage door and slammed into stored belongings inside the garage. There was no pre-collision automatic braking, and no airbag deployed. I immediately pulled the car back outside, turned off the ignition, and surveyed the damage to the car and garage. I was still startled and upset. Since no other person was involved or witnessed the actual crash, and since damage was only to our property (car, garage, and garage contents), I waited until the next morning, October 14, to report the accident to our insurance provider, State Farm. I did not report the accident to the police. I did photograph the damage to the car and garage door.

On October 15, I initiated car repairs as covered by our State Farm insurance policy (claim number [redacted]), notified our State Farm agent (Buster Nelson), and notified our Subaru dealership (Beyer Subaru, Alexandria, VA) where we purchased the car in 2017. I emphasized to the dealership what I considered to be a grave safety issue and the fact that the car did not perform as I understood it should (unintended acceleration and failure of the EyeSight precollision automatic braking. I was advised to have the car repaired at a body shop (I chose a State Farm preferred shop, L&M Body Shop in Springfield, VA) and then to bring it to the dealership for inspection, testing, and further repair of the electronic systems.

I also called the NHTSA hot-line to report the crash and lodge an official complaint (complaint number 11268614). I answered detailed questions posed by the NHTSA agent (James) about the crash.

I then called the Subaru of America customer service hot-line to notify Subaru of the crash and problems with the car’s safety features. I spoke to an agent (Kelly), who indicated that a special response team would contact me. The Subaru case number is [redacted].

I received an email from Lisa Somers, Subaru of America, Customer/Retailer Services Department, with instructions to ask the body shop to save the SMS module from the car if needed to be replaced.

Further notes:

This is the third instance of unintended forward acceleration that we have experienced with this car, all under similar conditions. The first two incidents were during the first year of car ownership My wife experienced the first incident while parking the car in the garage of our Arlington home. No damage occurred, and we took no action. The second incident occurred a few weeks later while I was parking the car in a parking lot in Manteo, NC. My wife was a passenger and witness. Again, no damage occurred. However, I did report this second incident to our Subaru dealer during a routine service. I assume the dealership performed a cursory examination, though no repair was made to my knowledge.

At this point, both my wife and I agree that we no longer feel safe driving this car, even if all cosmetic repairs are made, unless Subaru can certify that all safety problems have been addressed and corrected. So far none of the three instances of unintended acceleration have resulted in bodily injury, although the last time resulted in significant and costly damage to the car. The next time could be different.