

From: [4ME](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11353390
Date: Friday, June 2, 2023 2:58:06 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

From: [REDACTED]
Sent: Thursday, June 1, 2023 1:00 PM
To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: NHTSA Complaint ID: 11353390

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon.

My name is [REDACTED]. I made a complaint about my wife's vehicle back on September 6, 2020 concerning a faulty component causing the vehicle keys to be stuck in the ignition. I have yet to hear an update on this and would like to add on that there are numerous of other complaints concerning this issue. Subaru however, sent out an extended warranty for this awhile back but a lot of vehicles were already passed the extended mileage or timeframe on their vehicles. Last time I was quoted by Subaru to fix this would cost approximately \$700. (This being a part on most vehicles that do not fail, but on this vehicle failed within 4 years from the manufactured date.)

The part that is failing is inside the shift lever module. When the vehicle is put into park, the connector should ground itself (no voltage) which will release the keys from the ignition. In the vehicles that have this issue, when the vehicle is placed in park, the connector will still have voltage causing the car to think it is not in park and not release the keys. This is a serious safety issue because:

- If the vehicle were to turn off during operation and the key becomes stuck, you will lose power steering and ABS brakes until the key becomes unlocked and the vehicle is restarted.
- If keys cannot be removed after operation, likelihood of the vehicle being stolen is increased substantially.

Here is just several of the complaints I found through NHTSA's website concerning this

issue. I have only included complaints associated with the 2016 Subaru Crosstrek. However this specific model was introduced in 2013 and ran with the same design until 2018. Subaru re-designed the shifter in 2019 and they even posted a “Subaru Service Bulletin 16-112-18R” stating owners of 2013 -2018 Subaru Crosstreks should have them serviced, but it would be at the owner’s expense if they are out of warranty. So there are far more complaints on this exact issue than just the year 2016 models.

1. NHTSA Complaint ID: 11365447
2. NHTSA Complaint ID: 11362675
3. NHTSA Complaint ID: 11361897
4. NHTSA Complaint ID: 11360348
5. NHTSA Complaint ID: 11360049
6. NHTSA Complaint ID: 11440513
7. NHTSA Complaint ID: 11440054
8. NHTSA Complaint ID: 11430061
9. NHTSA Complaint ID: 11423784
10. NHTSA Complaint ID: 11413676

I request that NHTSA would enforce Subaru to conduct a recall on these vehicles to replace or repair the shift module to prevent this problem. It is not the owner’s responsibility if the manufacturer or the design engineers created a faulty product, that could endanger people’s lives or safety. I would like to be updated on this specific situation even if the NHTSA cannot enforce a recall as this would present good evidence for a case against Subaru for my attorney.

Thank you

