



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



March 10, 2021

NEF-109 ela
Ref. No. 11398372

[REDACTED]
Philadelphia, PA [REDACTED]

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2017 Subaru Forester vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

On behalf of NHTSA, please accept our sincere sympathy for the injury you sustained in the crash. We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We understand your concerns regarding why the air bag(s) did not deploy in the crash. We reviewed our database to identify whether a safety defect trend exists with air bag non-deployments in MY 2017 Subaru Forester vehicles. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or the initiation of a recall. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

A number of factors, other than crash severity, can affect whether an air bag will deploy in a specific crash, e.g., the angle of impact, the speed of the involved vehicles, and the amount of force absorbed by vehicles or objects that are impacted. When provided with all necessary details and particularly after an opportunity to examine the vehicle(s) involved in a crash, an expert in crash reconstruction can provide an educated opinion as to whether the air bag in a vehicle should have deployed in a specific crash. We recommend that you contact Subaru for any additional information regarding the air bag non-deployment.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement