



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



February 1, 2022

NEF-109 tgd
Ref. No. 11435535

[REDACTED]
Troy, MI [REDACTED]
[REDACTED]

Thank you for the follow up email about your model year (MY) 2016 Subaru Impreza vehicle. Your email was forwarded to 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, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation or contact by our agency. The information from your report was entered into our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information.

We reviewed our database to identify the potential existence of a safety defect trend with respect to the key becoming stuck in the ignition in MY 2016 Subaru Imprezas, when the vehicles are in park. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports as part of NHTSA's ongoing review of potential motor vehicle safety issues and monitoring for possible 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.

We are aware of Subaru's warranty extension campaign that addresses a problem with the CVT Parking Brake Switch in certain MY 2016 through MY 2018 Impreza vehicles. This condition causes the problem with the stuck ignition key that you are experiencing with your vehicle. Please note that the warranty extension at issue was initiated by Subaru and is not a safety recall. The issuance of an extended warranty by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA

continuously monitors manufacturer warranty policy adjustments to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's Special Coverage campaigns and warranty enhancement programs. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

We encourage you to continue to work with Subaru and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Subaru district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Michigan Attorney General's Office regarding your problem and rights under state law.

In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,



Randy Reid, Chief
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Office of Defects Investigation
Enforcement