

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11474565
Date: Wednesday, July 20, 2022 9:39:03 AM

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[REDACTED]

Subject: Following up on complaint #11474565
To: nhtsa.webmaster@dot.gov

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Hi,

I recently submitted a vehicle complaint on your website. The complaint number is 11474565. It was for a 2021 Subaru that caught fire while it was parked and turned off. I have never had to submit a complaint like this, so I don't know what happens next, but I was wondering if you have any guidance about what to do as next steps. My husband and I are very concerned that our new car (less than 2 years old) caught fire unexpectedly and was so damaged that it was declared a total loss. I am hoping Subaru can investigate our vehicle and find out the cause of the fire. We are pained to think what would've happened had we been in an accident or just been in the car at the time of the fire, so we're anxious to get to the bottom of this in case the problem with our car turns out to be grounds for a recall and could affect other people with a similar make/model. We just don't want this incident to go unacknowledged and then this potentially happens to someone else. Any advice you have about what we should do or what recourse is available to us would be greatly appreciated.

Thanks,

[REDACTED]

ASRC Federal Holding Company

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