

[REDACTED]
Lincoln, Nebraska [REDACTED]

Home Email Address [REDACTED]

February 26, 2023

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE,
West Building,
Washington, DC 20590

Dear NHTSA Staff:

I was given your address by Consumers Reports. Your organization was one of three they listed that I might want to contact about problems and safety concerns we've had with our 2021 Subaru Legacy Touring XT Sedan. It is very nearly two years old with 13,500 miles.

You may be interested in the enclosed letters to Consumer Reports magazine, Subaru Customer Service, and the Subaru quality control division in this country, as well as our Subaru dealer in Lincoln, Nebraska.

Sincerely yours,

[REDACTED]

Handwritten mark

[REDACTED]
Lincoln, Nebraska [REDACTED]

Home Email Address: [REDACTED]

February 25, 2023

SURVEY RESEACH Team
Consumers Reports magazine
101 Truman Avenue
Yonkers, New York 10703

Dear CS – 2023 products Survey team

This is in regards to our 2021 Subaru Legacy Touring XT sedan, which was purchased new from a local Subaru Dealership on March 11, 2021(see enclosed Title). The odometer just turned 13,350 miles.

As I did on June 6, 2022, I am submitting this letter with attachments (including a list of issues dated March 3, 2022, that had been previously submitted to Subaru national quality control and to my local dealership, DuTeau Subaru of Lincoln, Nebraska).

This narrative is in lieu of your annual Email/online Consumer Survey form.

I will add some issues to my letter of June 6, 2022 and annotated list of March 3, 2022:

1. We have lived in our home for 30 years. I never hit the other car in the garage or hit a garage wall or objects as I backed out. But... since the Legacy was brand new, almost every time I back out of our garage, there are multiple loud beeps and yellow warning lights (on the center rear camera display), as it "thinks" I will back into a side wall of the garage. That unstoppable routine has become highly annoying.

On a very few occasions, the warnings were not limited to beeps and lights ...after a couple of quick beeps, the RAB (Rear Automatic Breaking) system slammed on the brakes violently and also locked up the transmission so the car will not back up. At least one time, it must have shaken the FOB in my pocket, so the car also locked all doors. Thus, we were **locked in the car by the car** IN OUR OWN GARAGE!

I've learned to put the transmission (CVT) in "drive" which unlocks the transmission. Then I can put it in reverse and back out of the garage (without further warnings).

Occasionally, since the Subaru was brand new, we called the car HAL (from the nefarious computer in Arthur C. Clark's *2001 Space Odyssey* novel and movie).

Yesterday, I was taking my wife to her medical appointment. I gently backed up, there were only two quick warning beeps, and the Legacy suddenly hit the brakes and locked the transmission with a loud, shocking BANG. It scared my wife.

She yelled at me to go to Honda of Lincoln and buy a 10 or 15 year old Honda Accord or other good car that doesn't "go crazy" and "have a mind of its own," and doesn't have all these really bad "safety" programs that frighten her so much that she refuses to drive it. After this latest garage incident, she is now afraid to ride in our "sophisticated" Subaru Legacy Touring XT sedan.

2. We have enjoyed mild winters the past couple of years in Lincoln, Nebraska – very little snow and ice. We did have a large storm last week with 11 inches of snow and many areas of about ¼ inch ice (which quickly melted). I had come to trust my Subaru Legacy with full time All-Wheel-Drive and Michelin X-Ice winter tires on all 4 wheels. However, my faith was badly shaken twice. As I was slowly driving around our neighborhood (where all snow had been cleared), I turned right around a corner. I must have hit a small patch of ice. Suddenly, the Legacy's rear end swung (left) out to the middle of the street. Just as quickly, the Legacy stopped swinging wildly sideways into the street but shot forward so the right front wheel banged hard on the gutter. A couple of days later, I had a similar loss of control when turning right around a corner, but not so dramatically. Now, I cannot trust the super Subaru to be safe and secure on thin ice at intersections.

3. Last week, when my wife was riding with me to another medical appointment, the weather was mild and clear. As I was slowly turning left onto a neighborhood street, we heard loud warning beeps and saw 4 red, vertical, lines on the instrument panel. Once again, the Legacy "saw" a mailbox on a post near the curb. Once again, it mistook an ordinary mailbox for an imminent threat. If I had not braked, the car would have triggered the anti-collision braking system – which it has done repeatedly for other reasons. For example: as I slowly parked at a Hy-Vee grocery store with evergreen hedges in front of my Subaru, the car slammed on the brakes and displayed a black-and-white drawing on the instrument panel showing cars breaking into large chunks upon collision.

The Subaru hates hedges in front of it. It has also beeped and slammed on brakes in a restaurant parking lot with hedges. Thus, among its numerous irrational phobias, it has a deathly fear of hedges in parking lots.

And yet, as my wife has also observed, for every legitimate warning beep – and- flashing light display, there are many false alarms or failures.

A good warning would be like a car approaching the rear of our car from the side on the street or in a parking lot – but it never warns us of another vehicle backing straight toward our rear-end in a parking lot, and never warns that another vehicle is shooting dangerously out of a parking lot exit toward the side of our car, etc. I must trust my peripheral vision and pay close attention to my rear view mirror. The Subaru never alerts us to real dangers approaching from the sides or strait from the rear.

For every legitimate warning we hear, there are at least 10 false alarms in all sorts of situations (where anyone can see there is no danger whatsoever of a collision), and there are at least another 10 or more situations where the Subaru has utterly failed to warn us - No noises! No flashing lights! No horn or outside lights to warn other drivers of an imminent collision with another vehicle! Overall, the Subaru's multiple accident warning programs do more harm than good.

Now, as I said, my wife is demanding I get rid of this nerve-wracking Subaru Legacy Touring XT, which she now says she won't drive and is afraid to ride in.....

It is a very dumb "Smart" car designed by bad engineers for dumb/poor drivers.

4. I mistakenly wrote previously that this advanced, high-tech Subaru is filled with safety and fuel-saving programs that may have begun with good intentions, but the actual execution and implementation was simply awful. I said these programs are mostly "a bunch of **half-baked ideas**." That was a misstatement. They are not half-baked. Most are **Unbaked**. They are gooey, sloppy, messes that were thrown together with little thought and obviously no thorough testing by accomplished drivers before going into mass production. Many unique Subaru safety programs, as I've explained, actually make driving the car MORE dangerous for experienced, mature drivers with outstanding driving records through the programs' constant intrusions.

On rare occasions, the super Legacy sedan actually does something good. I am greatly pleased and surprised. The ecstasy doesn't last very long. On the other hand, **almost every day it does something that makes me so angry that I am tempted to curse it.**

5. In my previous list of problems, I mentioned the unbelievably bad built-in Navigation system by Tom-Tom. (see #9 of the 3-3-2022 list). Words fail me to describe how terrible it was each time we tried to use in in town and for out-of-town trips. I stopped using it. I will not download the latest firmware/software and maps, etc., as I did twice. It could get us lost or stranded on a long trip.

I replaced it with a windshield-mounted, **Garmin model that has a Garmin App for my new Samsung cell phone**. We tried it on a 4-day trip to the Kansas City area. **It was sensationally good – far better than we ever imagined possible.**

This time I am following Consumer Reports suggestions of June 17, 2022, to submit my comments about our Subaru Legacy Touring XT to:

1. National Highway Traffic Safety Administration;
2. Center for Auto Safety (CAS) (autosafety.org); and,
3. Council of Better Business Bureaus of Arlington, VA.

The other documents/attachments in this package are essentially the same list of problems and concerns I presented to Subaru in March 3, 2022 and subsequently to your office in June, 2022.

Thank you

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

NEBRASKA CERTIFICATE OF TITLE

Vehicle Identification Number 4S3BWGP6X
 Year Make / Model 2021 SUBARU / LEGACY

Previous Title [REDACTED] Body Style SEDAN Color BLUE Odometer 279 ACTUAL

Purchase Date 11-Mar-2021 Issue Date 22-Mar-2021

Residential Address [REDACTED]

LINCOLN NE
 Owner Name(s) [REDACTED]

LINCOLN NE

SELLER MUST COMPLETE

PURCHASER'S INFORMATION

Federal and State law requires that the seller state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment. (RETAIN COPY FOR 5 YEARS.)
 The undersigned, being the owner of the vehicle described within the Certificate of Title, hereby sells and assigns all right, title and interest in and to said Certificate of Title and the vehicle described therein to the following named purchaser(s).
 I certify to the best of my knowledge the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

ODOMETER READING

NO
 TENTHS

CAUTION
 READ CAREFULLY
 BEFORE YOU
 CHECK A BLOCK

- ☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the actual mileage.

WARNING -- ODOMETER DISCREPANCY.

**ALL OWNERS WHOSE NAMES APPEAR
 ON THE FACE OF THIS TITLE MUST SIGN.**

PRINTED NAME OF PURCHASER(S)

SIGNATURE OF SELLER

ADDRESS

SIGNATURE OF SELLER

CITY

STATE

ZIP

SIGNATURE OF SELLER

**I AM AWARE OF THE ODOMETER STATEMENTS
 MADE BY THE SELLER(S)**

PRINTED NAME OF SELLER (ONLY ONE PRINTED NAME REQUIRED)

SIGNATURE OF PURCHASER

DATE OF SALE

SIGNATURE OF PURCHASER

INVENTORY CONTROL NUMBER

[REDACTED]

County
LANCASTER

Witness My Hand And Official Seal The Date Shown

County Official

RACHEL M. GARVER

\$10.00



VOID IF ALTERED OR DUPLICATE ISSUED

ISSUES LISTED IN NO PARTICULAR ORDER OF IMPORTANCE:

1. The **self-dimming mirror system** (rear view mirror and outside mirrors) was a \$421 extra on the car. I would have paid more than that to keep it OFF the car. At first, it would not dim so the mirror had to be replaced by the dealership. Then the dealer tech had to adjust it all the way to maximum dimming because any adjustment cannot be made by the car owner (a huge mistake). Even so, I must place something over the mirror's (back side) light sensor for it to work pretty well under dusk and dawn circumstances when there would be enough ambient light to stop all dimming and yet many drivers will their headlights, including high beams, that appear as two small BLINDING lights in this self-adjusting rearview mirror without the unit turned all the way up AND the light sensor filter (a sticky pad sheet) added by the owner. However, there should be a wider range of adjustment (to make it slightly darker green) under morning and evening driving conditions with bright headlights behind the Subaru. All adjustments should be easily made by the car owner. Period. This \$421 system is a debacle. It is an unfinished project, an engineering fiasco.
(see PICTURE of Sticky paper on the light sensor. It was originally a flap that could be moved up and down; it soon evolved into a non-adjustable fixed filter. Now, I may experiment with BLACK tape such as Gorilla Tape to block all light at all times from the sensor.)



Mirror light-sensor Sticky

2. Because of dangerous driving conditions in my morning routes, I had to turn a safety program off. It is the **Lane Deviation Monitor program** (or *Stay In Your Lane* program). The system would emit a distracting and highly annoying noise if I drove outside of my lane and ventured over the street lane lines. In the mornings, there are curved streets where oncoming drivers would swerve toward my Subaru so they momentarily came straight at my car before veering off. I instinctively looked at the lane to my right and drove over the line and slightly into that lane (which had no cars). That gave me more time to miss any dangerous, oncoming, car. Until I turned the warning system off, the warning noises were so intrusive and obnoxious that they might have distracted me to the point of causing an accident.

Also, when I turned that program off, it solved another issue. The Subaru frequently mistook street signs on mid-street barriers/islands as people or moving objects. Those barrier signs simply warned drivers to curve around the raised islands/street divides/barriers between traffic going in opposite directions. But my Subaru threw a fit with loud beeping and/or instrument panel lights; it must have thought the tall, slender steel posts with small signs were people that I might hit. That false alarm issue was another example of overzealous safety engineering run amuck at Subaru. But **when I turned off the Lane Deviation Monitor, the frequent false alarms about street signs also ceased - A fortuitous accidental development.**

See Picture showing the program is shut off.



Lane Deviation Program TURNED OFF

3. Another annoying “gas saving” feature is the **Automatic Engine Off program** when the car is stopped (e.g., at a stop sign or red light). There should be a PERMANENT shut off. In our 2021 Legacy Touring XT, I must push an icon to turn it off every time I get in the car.

Why? When the engine shuts off, the car is silent and still. That’s OK. But almost every time it restarts (when I push the gas pedal), the car restarts with a vibration/shudder that feels exactly like my previous experiences with cars that would stall in the intersection (from a defective vacuum hose, other vacuum leak that triggered a sensor, carburetor adjustment issue, fuel flow problem, etc.).

It is unnerving for a car to feel like it is about to die in the intersection – a helpless feeling that a driver can do nothing about. As a very experienced (mature/senior) driver, I can’t stand that feeling in any car, especially a brand new car with an enviable (though not well-deserved reputation). This gas-saving feature was not designed with mature drivers in mind. It is another incomplete engineering effort that should not have been implemented by Subaru until it was perfected. Therefore, **THERE SHOULD BE A WAY TO PERMANENTLY TURN IT OFF** without requiring the driver to push an icon/button each time the car is started.

4. Another Safety Program that should have a means to permanently turn it off without "User Recognition" (established Driver Profile) or other elaborate procedure is the *Distracted Driver or Drowsy Driver or Drunken Driver OR Inattentive User Warning Program*. It is also called the "Eyes on the Road system."

This program is not just annoying and intrusive and unnecessary for experienced, safe, drivers. IT IS DANGEROUS.

When driving, it will emit a beeping noise and show a warning on the screen (instead of the speedometer) saying "**KEEP YOUR EYES ON THE ROAD.**"

In all the years I've been driving (about 60 years), I have never had an accident that was my fault. I was taught and I have practiced safe, defensive, driving techniques. If I momentarily and at slow speed glance down to the speedometer or to the side to watch traffic as I turn right, that is safe. But, when this ill-conceived (stupid), exasperating program beeps and flashes warnings, it is distracting and destroys my concentration. That is DANGEROUS.

It is even more dangerous if the driver turns his/her head to look at the outside mirrors or to see traffic in nearby lanes. One of the reasons I bought a Subaru is for the good vision toward the sides and rear without huge pillars. I was taught to safely and quickly turn my head. Yet if I turn my head even slightly with this crazy car, it shouts at me to Keep Your Eyes on The Road and sets off alarms to distract me.

This car's warnings systems must have been designed by young men and women, not adults with good driving habits. It reminds me of young teenagers or little kids sitting in the back seat and yelling simplistic advice to adult drivers...even though the kids are inexperienced and do not have mature driving skills. Those kids are annoying, but they will eventually grow up.....This car does not grow up.

When we bought the car, we had serious issues with this program and wanted to turn it off permanently. I took the car to the dealership several times. Twice they kept car all days. Both times I was told the problems was fixed...but it became worse with each visit. I experimented and learned (1) The Driver's manual and other manuals are USELESS. (2) The Advice on YouTube is useless though many Subaru Legacy and Odyssey owners complained as I did. (3) I finally learned the program is integrated with the Driver (User) Profile Recognition program. Now, if the car recognizes me (or my wife) as the driver (with a profile on record), it will turn the **Distracted Driver Program Off** when I shut the driver's door.

However, there are many times when the (STUPID) car doesn't recognize me....such as when I enter the car wearing a Covid-19 mask, when I happen to look down when I close the Driver's door, and sometimes for no apparent reason. Then I must (1) Open the Driver's door and (2) Look straight ahead through the windshield and then (3) shut the driver's door. Then

it will recognize me and turn the Dangerous program off.

No one should have to jump through such hoops to get the extremely annoying Distracted Driver Program off. THERE SHOULD BE A BUTTON/ICON TO TURN IT OFF PERMANENTLY, Period.



Automatic Engine off (when car stopped) AND Distracted Driver/User Program (also known as *Keep Eyes On The Road*) **TURNED OFF**

5. Yesterday, I experienced a disturbing problem for the first time. When accelerating from about 10 MPH to 50 MPH, the **Turbo had strong, rapid, rhythmic (pulsing) surges**. It was as if something was turning the Turbo on/off about every 2 seconds, i.e., On 2 seconds, OFF 1 second....etc. It kept cycling that way until I took my foot off the gas pedal. Very Strange.

How to fix it? I will fill the Subaru with the best premium gas. Then I will test it again. If that doesn't fix the problem, I will contact the Subaru dealership.

6. We Need a way to **turn down volume on the rear passenger safety belt not fastened program**. I've had two instances when mature adults (both over [REDACTED] years old) with *severe rheumatoid arthritis in both hands* were trying to buckle their seatbelt as I backed out of my driveway; They can't easily fasten the right rear seatbelt harness to the latch, which is hard to hold (something Subaru should fix). This LOUD seatbelt warning program treated my mature passengers like unruly children who were trying to escape from the car. I was annoyed and embarrassed.

7. The **Reverse Automatic Braking (RAB) and rear cross traffic/obstruction warning system** is inconsistent and erratic. It does a good job of warning about oncoming cross, rear, traffic as we back out of parking places. But, it often emits loud warning beeps **inside** my garage which is a nuisance. It thinks I will back into the inside of my garage. I've lived in this house for 27 years and have yet to hit the side of the garage with any vehicle. Twice, there was a banner or flag flapping in the wind that swirled into the garage on a windy day.

The system didn't like the banner. As I slowly backed out, it Slammed On The Brakes (RAB) and startled me.

One time, I may have accidentally hit a button on the FOB in my pocket: when the RAB hit the brakes, the doors also locked; so the safety system stopped my progress and locked me in my car – in my own garage!

But, sometimes the RAB and Warning System fail to work. Once I was backing up in the Best Buy parking lot. A new, 5-Series BMW sedan also backed up. We were backing straight at each other! But, my Subaru did NOT beep. The RAB did not stop my car. I saw the BMW in my rear view mirror, stopped, and I drove forward. The BMW stopped at the same time – about 2 or 3 feet from my car. The BMW driver backed out and drove away. No harm was done. **BUT THE SUBARU SYSTEM WAS A TOTAL FAILURE.**

Why does it emit loud beeps if a pedestrian, bicyclist or motorecyclist crosses behind my Subaru at a great distance as I back up – but give no warning about cars that are backing toward the rear of the Subaru in parking lots? !!

And why will it not warn me if there is a large Pickup Truck parked directly across the street from my driveway and I am backing up toward the pickup truck and nearly hit it before I see it in the rearview mirror? !!

THE REAR WARNING and Automatic Rear Braking SYSTEM can be dangerous.

8. AUDIO system (claimed to be a Premium system by Harmon Kardon) is lousy! See PICTURES of the “3-band equalizer” to reduce the very boomy bass with standard settings. Worst I’ve ever owned in any vehicle. Far from true Premium Sound System.

When I complained of the very boomy bass, shrill high frequencies, etc. A salesman said to me: “It has a sub woofer.” So? It sounds like a cheap, loud, “boombox” and worse than and old “jukebox.” My odd settings of the (only 3-band) equalizer indicates how it can be adjusted to reasonably acceptable sound. There must be something terribly wrong with this car’s sound system!

See picture below.



Three-Band Equalizer Setting for fairly “normal” – but certainly not “flat” frequency response for a natural music balance. This applies to all music sources. (This example is the National Public Media/FM Radio broadcast of Daniel Barenboim conducting the Chicago Symphony in the Overture to Wagner’s Tannhauser Opera.)

Lincoln, NE

March 3, 2022 note to Service manager of Duteau Subaru of Lincoln, Nebraska

This is part of an amendment of an earlier letter of 3-3-22 listing problems/issues with our 2021 Subaru Legacy Touring XT sedan; the Subaru would soon be one year old. The owner's manual said any problems should be submitted to our Subaru dealership before the one-year period expired. I complied with that notice. This is one item I added to the original long list:

9. The Navigation system (by Tom Tom) is both the best and also the worst navigation system we have ever used. We can't fully trust it. (Yes, I downloaded the latest maps for the entire nation, put them on a Flash Drive, and loaded them into the Tom Tom. Therefore, it was fully updated before we drove out of town.)

It has the best pronunciation of names of streets, highways, and cities. The voice is articulate. It features turn directions not only on the main center screen but also turn notifications on the driver's screen near the speedometer, which is a nice feature. That is all good.

On the other hand, it is the worst program we've used (in our own vehicles and in rental cars) for locating places by their addresses or by the list of well-known venues programmed into the unit). It can be terrible at directing the Subaru to our objectives. It gets confused – that's an understatement, and leads us in circles (literally). It often picks the longest or most circuitous, inconvenient route.

For example, we took a trip to a famous Apple Farm/Orchard in Nebraska City. It was our first time to that venue. Tom Tom recognized the address and gave us directions, but we made several turns (going in a big circle); it was exasperating. At one point, it said we had reached our destination on the left. It shut down. There was no farm. There was nothing remotely familiar.

We drove another two blocks and happened to see a sign to the Farm. It was about one mile from where Tom Tom had quit and shut itself off.

When we left the orchard and pushed the Navigation button for HOME (in Lincoln), we expected to very quickly get on the main highway (Nebraska Highway or Hwy 2). Tom Tom said to turn left when driving out of the farm's parking lot. That didn't make sense, but we did. It said to go straight ahead for two miles. We stopped at a stop sign before going the full two miles. Tom Tom said to go across the intersection and turn around. ??? We did so. It told us to drive straight ahead two miles!

We drove back to the farm we had left. Subaru/Tom Tom directed us straight ahead and subsequently turn around the block to another location, and from that place it told us to go two miles.....Yes, we went another two miles and were ordered to turn around and go back two miles. **We had gone in 4-mile circles TWICE.**

Finally, the Subaru Tom Tom gave us correct directions to quickly find the highway and drive back to Lincoln.

When we arrived in Lincoln, it directed us to turn right off of Highway 2 onto 84th Street. That's correct. But when we approached a red light at Pioneers Blvd, it said we must turn left and go several blocks before turning right.

NO. I drove ahead for one block and turned Left on Prescott into our neighborhood and then a short distance farther to our house.

If we had followed Tom Tom's instructions, we would have gone in a circle a mile or two around our neighborhood. It had ordered us to take the most circuitous route imaginable to reach our home!

We cannot trust this Tom Tom/Subaru Legacy Touring XT Navigation system to pick the best, most convenient, route anywhere.

[REDACTED]
Lincoln, NE
[REDACTED]
[REDACTED]

[REDACTED]
Lincoln, Nebraska 68506

Home Email [REDACTED]

Monday, June 6, 2022

Subaru (Service & Customer Quality
Assessment) - Data Recognition Corp
PO Box 5720
Hopkins, MN 55343-4611

Dear Subaru:

Your form asks the wrong questions for our vehicle. It does not focus on the primary problems with our 2021 Subaru Legacy **Touring XT**, which has advanced safety and fuel savings programs not found on lower cost Subaru Legacy and other non-Touring XT cars and SUVs.

Our neighbors bought two 2021 Subaru SUVs but avoided the Touring XT versions because they had read online customer complaints. I did not know they were in the market for two new Subaru vehicles, and I did not discuss their choices. I thought buying the best made by Subaru was a wise choice. Now I think it was a bad decision, which I deeply regret. But your form for the data you are collecting misses our issues/problems.

See enclosed my letter of May 18th – over two weeks ago – to Tanner Reed, a Service Advisor, whom I met at DuTeau Subaru of Lincoln when I took my Legacy to the dealership to swap the winter tires/wheels for the original all-season tires/wheels (charge \$70). The May 18th letter is self-explanatory. NO ONE at DuTeau Subaru has responded as of this morning.

The attachments/enclosures mentioned in the letter are also enclosed. They are (1) the text of an email dated 4-29-22 from Customer Service of Subaru of America/ Subaru.Com, as I had written to a Subaru Service office in New Jersey found in my Owner's Manual. This "brush off" and referral back to DuTeau Subaru (my dealer in Lincoln, Nebraska) is also self-explanatory.

(2) My note dated April 5, 2022 to DuTeau Subaru – an addendum to my previous letters of March 4 and March 14, 2022 to DuTeau.

(3) My April 5th letter to Subaru of America in New Jersey.

(4) My letter of March 4, 2022, to the General Manager of DuTeau Subaru. It is eight pages long with attached one-page addendum dated March 7, 2022, explaining other issues I had forgotten to mention previously.

Those letters do not describe recent incidents when the car has abruptly applied the brakes (RAD program) when I was very slowly backing out of my garage. They do not mention the recent incident when I was driving at a moderate speed, in my neighborhood, when the Legacy flashed red, horizontal and vertical, lines and beeped loudly. I came to a stop and determined the car thought I was going to drive over a curb and hit a mailbox. Ridiculous! I've never driven so recklessly and dangerously in my life. The Legacy had never before warned me about a mailbox. Sometimes it simply "loses its mind" and emits loud beeps or flashes warnings for no good reason.

My wife (who has never driven the Subaru Legacy Touring XT and adamantly refuses to drive it) and I never know what frustrating, exasperating experiences we'll have when driving it around town.

Sincerely yours,

A solid black rectangular box used to redact the signature of the sender.

[REDACTED]
[REDACTED]
Lincoln, Nebraska [REDACTED]

Home Email Address [REDACTED]

Monday, June 6, 2022

Consumers Reports
Annual Auto Survey Team
101 Truman Avenue
Yonkers, NY 10703

Dear CR Automotive Survey Team:

I received emails asking me to complete a brief survey about my car(s), which are (1) a 2006 Honda 4-Cy Accord sedan (with about 44,000 miles) and (2) our 2021 Subaru Legacy 2.4L/Turbo, Touring XT, sedan (purchased March 11, 2021; now with only 8,445 miles on the odometer).

I briefly looked at your survey questions. We have issues/concerns with the new top-of-the-line Subaru Legacy Touring XT, but your questions don't fit our problems.

In lieu of your form, I've prepared this letter with enclosures. You can see we are mainly bothered by the "half-baked" advanced safety warning/accident avoidance features.

Ironically, today I also prepared a reply for a Survey about our Subaru dealer's Service Department sent to us by a data collection company affiliated with Subaru in Minnesota. I have enclosed my letter to that office along with copies of my previous letters and emails to Subaru for your perusal. I believe the documents are self-explanatory.

If you have further questions, please let me know.

Sincerely Yours,

[REDACTED]

Email 6-17-22 from Consumer Reports



6/17/2022



Thank you for contacting us.

As you know, monitoring and promoting both the quality and safety of automobiles is an integral part of our mission. We value your help in this effort. You have provided us with important feedback on your Subaru, for which I thank you. I have forwarded your correspondence to our Auto Test Division and Editorial Staff for their review and consideration for future reports. I am sure that they, too, will find your experience to be of value.

You may also want to share your experience with the following organizations, which may be able to provide you with information and/or offer assistance:

- Center for Auto Safety (CAS), 1825 Connecticut Ave, NW, Ste. 330, Washington, DC 20009-5708. The CAS compiles information on defective automobiles, ranging from transmissions problems to paint problems, and works to make improvements throughout the auto industry. If you wish, you may send them a letter sharing your experiences with them. Should they have any information on your particular automobile, they will forward it to you, along with helpful information and advice within 10 days from date of receipt of their letter. They ask, but do not require, a \$.60 SASE to help keep their costs down. Or you can visit their website at www.autosafety.org to view vehicle information by make, model, and year.
- Council of Better Business Bureaus, Inc. at 3033 Wilson Blvd, Suite 600, Arlington, VA 22201; 1-703-276-0100. The council of Better Business Bureaus, the umbrella organization for the BBBs, also provides programs and publications for consumers, and helps to settle disputes with automobile manufacturers through the BBB Auto Line program.
- National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, West Building, Washington, DC 20590, 1-888-327-4236 or 1-202-366-0123. The NHTSA assures compliance by domestic and foreign motor vehicle and equipment manufacturers with motor vehicle safety standards, automobile recalls, and airline problems. You may wish to visit their Website at <http://www.safercar.gov>, where you will be able to obtain information on air bags, child safety seats, and automobile crash test results. You can also search through an extensive list of automobile and automobile equipment recall notices, and report any problems that you have

encountered with your automobile.

- Your State Attorney General's Office, which resolves individual consumer complaints, conducts informational and educational programs, and enforces consumer protection and fraud laws. You can find their telephone number in the blue section of your telephone book or by visiting the following URL: <http://www.naag.org/current-attorneys-general.php>.

We are the only nonprofit, independent product testing and ratings organization in the U.S., and we rely on consumers like you to fund and inform our work.

Thank you again for your loyalty and support!

Amanda L

Member Support

00162168

Email Sunday night 11-21-2021 to Kurt (our Salesman) of DuTeau Subaru

Various pages in my owner's manual for our 2021 Subaru Legacy Touring XT says I should not leave anything valuable in the trunk because the trunk can be opened by anyone if (1) the doors are unlocked, or (2) anyone has access to the Trunk Opening Button below the steering wheel, or (3) the trunk is unlocked – but, my manual further indicates, the trunk will always be unlocked unless a Subaru Dealer has locked it. (WHAT???)

Page 145 of my owner's manual says I must take the vehicle to a Subaru Dealer to "turn it on." I don't know if "on" means *lock the trunk* or *unlock it*. WHY ?? This is preposterous.

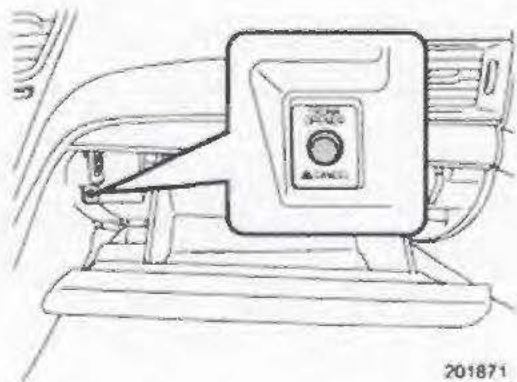
I will drive to your place sometime tomorrow (Monday) so you or someone else can show me how to lock/unlock the trunk of my car. If it needs a special "key" or different FOB, give it to me now.

p.s., I did a Google Search. This is what I found:

[To lock and unlock the trunk lid opener switch - To open the trunk lid from inside - Trunk lid \(Legacy\) - Keys and doors - Subaru Legacy Owners Manual - Subaru Legacy - SubaruManuals.org](#)

To lock and unlock the trunk lid opener switch

[Subaru Legacy / Subaru Legacy Owners Manual / Keys and doors / Trunk lid \(Legacy\) / To open the trunk lid from inside / To lock and unlock the trunk lid opener switch](#)



When you entrust your vehicle key to another person, you can lock the trunk lid opener switch to prevent items in the trunk from being stolen.

To lock the trunk lid opener switch, perform the following procedure.

1. Open the glove box. Refer to "Glove box" F6-6.
2. Press the trunk lid opener lock button.

To unlock the trunk lid opener switch, perform the same procedure again.

KURT. There is no such switch in my car. If there was one, it seems absurd; how would it prevent a thief from using the button to open the trunk? There is a small hole where a switch might have been installed in earlier models. This perplexing problem, like others I've confronted since buying the car last March, is beyond my comprehension. I hope you have a simple, practical, immediate solution.

Frankly, at this point, I don't trust anyone who designs or repairs Subaru vehicles to have the slightest idea what they are doing.

FOLLOW UP.

I drove the Subaru Legacy TOURING XI to Duteau Subaru.

I met with Kurt and a young man with his lap top computer from their service dept. They concluded there is NO way to lock the trunk or lock the fold-down rear seat that gives access to the trunk from the back seat. It can never be safe to keep valuable items in the trunk without locking the entire vehicle. And, if someone bypasses the whole-vehicle lock to enter the car, a thief may use the trunk release button near the steering wheel or may use the rear seat fold-down button to easily get into the trunk.