

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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

DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

Form Approved OMB No. 2127-0048  
FOR AGENCY USE ONLY (DO NOT WRITE IN THESE SPACES)

Date Received: 11 APR 2023  
Reporting Agency: [Redacted]  
Reference No.: 7514529

Name: [Redacted]  
Address: [Redacted]  
City: [Redacted] State: [Redacted] ZIP Code: [Redacted]  
Newspaper: [Redacted] Telephone Number: [Redacted]  
Evening Telephone Number: [Redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 CFR 2597.10(a), 3, 2004.

17-Digit Vehicle Identification Number (Located at bottom of windshield on driver's side): J22KARCSM [Redacted]

Make (Required): 014/23  
Original Owner: [Redacted]  
Transaction Type:  American States  Other Control  
Date Manufactured: 5/15/23  
Dealer's Name and Telephone Number: Subaru of Ft. Wayne 260-708-6677  
Dealer's City: Fort Wayne  
State: IN ZIP Code: 46808  
Engine: 4-cylinders  
Fuel Type: Regular unleaded  
Multiple Failures: Automatic fails to stop  
Incident Date(s): 5/15/23

Vehicle Component Code: 181000 VEHICLE SPEED CONTROL-ACCELERATOR PEDAL  
Failure Mileage: 4000  
Failure Speed: ? Vehicle Accelerates

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE  
Tire Make: [Redacted]  
Tire Model (Name or Number): [Redacted]  
DOT Mfr. (Example: DOTM1 8AR236): [Redacted]  
Tire Component Code: [Redacted]  
Original Requirement:  Original Requirement  Prior Repair  
Failure Location: [Redacted]  
Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE  
Make: [Redacted]  
Date Manufactured: [Redacted]  
Installation System: [Redacted]  
Model No./Name: [Redacted]  
Child Seat Component Code: [Redacted]  
Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION  
(Please describe in detail the incident(s), relevant crashes, injuries.)  
Crash:  Yes  No  
Fire:  Yes  No  
Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] Reported to Police: [Redacted]

Narrative Description of Incident(s), Crashes, Injuries:  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).  
The contact owns a 2022 Subaru Forester. The contact stated while attempting to park in her brother's driveway with the brake pedal depressed, the vehicle accelerated unintentionally. There was no warning light illuminated. The contact continued to apply the brakes but the vehicle failed to respond, drove into the garage, and crashed into appliances. The air bags did not deploy. There was no injury sustained. There was no police report filed. The vehicle was later taken to the dealer, where it was diagnosed that no issues were found. The manufacturer was notified of the failure and sent a field technician who diagnosed that no issues were found. The manufacturer did not provide further assistance. The vehicle was not repaired. The failure mileage was approximately 4,000.

The above statement is correct.  
[Redacted Signature] 5/15/23

Include, if available: Police or Department Report, Photos, and Repair Invoice.  
ATTACH ADDITIONAL SHEETS IF NECESSARY.  
The Privacy Act of 1974 (Public Law 93-502). This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Attached are completed questionnaire and photos. Emails will follow.  
Thank you!

Print: [Redacted]  
Type: [Redacted]  
Subject: FOIA request to DOT Contact - 1351659  
Date: Monday, May 15, 2023 4:20:17 PM  
Attachments: [Redacted]

Printed on: 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.

[Redacted]

Done

From: Customer Advocacy Customers@subaru.com  
Subject: [Redacted]  
Date: Mar 28, 2023 at 10:03:45 AM  
To: [Redacted]

Good morning [Redacted]

Thank you for speaking to me today. Please see the attached EDR permission sheet. If you have any questions or concerns, please do not hesitate to call, or email me. My direct office number is 856-438-2777. I am here to help and welcome the opportunity to be of assistance to you.

Thank you,

Aaron Ratmansky - Spak  
Senior Accident Advocate Specialist, Owner Solutions Team  
Subaru of America  
856-438-2777



Subaru of America, Inc.  
PO Box 8123  
Denver, Colorado 80208-0812  
1-800-333-4433 (Toll-free)  
www.subaru.com

March 28, 2023

I, [Redacted] authorize Subaru of America, Inc., Subaru dealers, Subaru retailers or their respective agents and/or affiliates ("Subaru Representatives") to download any and all data present in the Event Data Recorder (EDR) and/or EyeSight System of my 2023 Forester Touring, VIN JF2SKARC5M [Redacted]. Furthermore, I permit Subaru of America, Inc. the use of that data for any legitimate purpose including sharing it with third parties such as law enforcement officials. I represent that I am, or at one time was, the owner or lessee of this vehicle and therefore have the power to authorize the EDR and/or EyeSight System Data download.

[Redacted] 3/29/23 [Redacted]





Preliminary Estimate

Customer: [REDACTED]

Job Number:

2012 SUVA Forestry Touring w/Continuously Variable Transmission 40 HPV 4-2.5L Gasoline Gasoline Direct Injection

ESTIMATE TOTALS

Category	Units	Rate	Cost \$
Parts			2,459.50
Body Labor	12.3 hrs @	\$ 62.00 /hr	762.60
Paint Labor	8.5 hrs @	\$ 62.00 /hr	527.00
Mechanical Labor	2.0 hrs @	\$ 120.00 /hr	240.00
Paint Supplies	8.3 hrs @	\$ 44.00 /hr	364.00
Body Supplies	6.8 hrs @	\$ 5.00 /hr	33.90
Miscellaneous			99.75
Subtotal			4,506.85
Sales Tax	\$ 2,881.50 @	7.0000 %	201.71
<b>Grand Total</b>			<b>4,707.76</b>

A PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD AN INSURER FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION COMMITS A FELONY.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE REPLACEMENT PARTS RATHER THAN BY THE MANUFACTURER OF YOUR MOTOR VEHICLE.

**Preliminary Estimate**

Customer: [REDACTED] Job Number: [REDACTED]

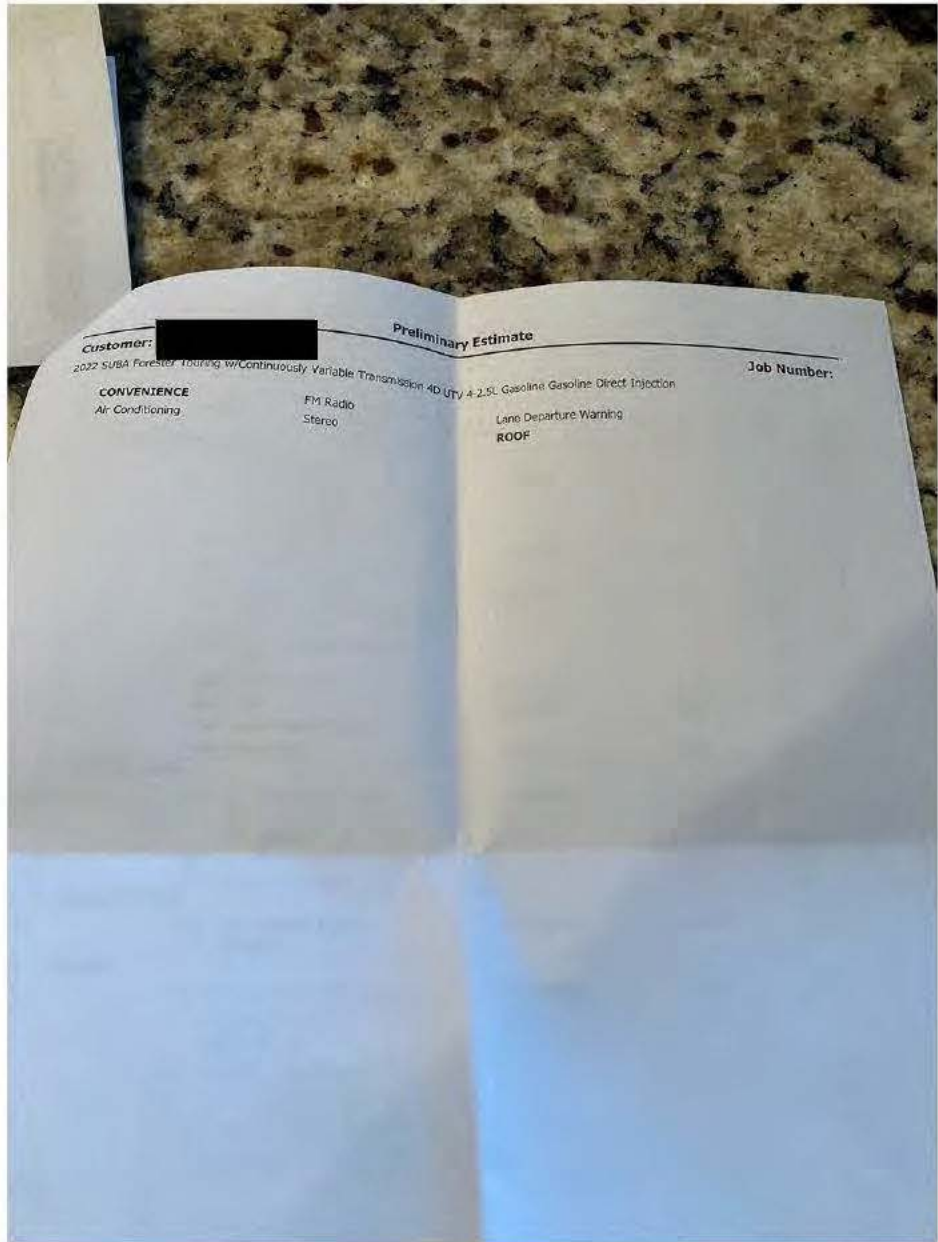
2022 BMW Power Steering w/Conducivity Vehicle, Transmission 80394-4-2 SL Gearbox Gasoline Direct Injection

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint	
<b>FRONT BUMPER &amp; GRILLE</b>								
1		Repl Bumper cover						
2		Add for Clear Coat	57205921	1	163.25	3.2	2.8	
3		Add for fog strips					1.1	
4		O/H bumper Assy						
5		Repl Edge guard black						
6		R&L Lower bracket	5773453078	1	71.40	2.6L		
7		Repl RT Corner support					0.2	
8		R&L RT Trhn cover w/halogen fog lamps	5770752160	1	35.02		Inc.	
9		R&L LT Trhn cover w/halogen fog lamps						
10	*	Repl RT Outer bracket					Inc.	
11		Repl Grille	5771503850	1	31.12		0.2	
12		Repl Prep unpainted bumper	611215440	1	232.40		Inc.	
13		Repl Edge guard					0.2	
14		Repl Edge guard	5773452110	1	105.05			
<b>FRONT LAMPS</b>								
15		Repl RT Headlamp Assy Limited Tuning	640025819	1	1,056.01		Inc.	
16		Repl RT Headlamp Assy Limited Tuning						
17		Repl RT Fog lamp Tuning					0.5	
18		Repl LT Fog lamp Tuning					Inc.	
19		Repl LT Fog lamp Tuning					Inc.	
<b>HOOD &amp; GRILLE</b>								
20		Repl Upper grille fit black w/o Wilderness	9119151400	1	294.30		0.4	
21		Repl Upper grille fit black w/o Wilderness						
<b>FENDER</b>								
22		Repl RT Fender w/o Wilderness	572020005P	1	282.95	1.5	2.2	
23		Add for Clear Coat					0.5	
24		Add for Edging					0.8	
25		R&L RT Fender liner w/o Wilderness					1.0	
26		R&L LT Fender liner w/o Wilderness					0.4	
27		R&L RT Wheel flare w/o Wilderness					0.2	
28	*	R&L RT Wheel flare w/o Wilderness					0.1	
29		R&L RT Pillar molding black/chrome						
<b>COWL</b>								
30		R&L Cowl grille					0.8	
31		Repl CORROSION PROTECTION				1	5.00 T	
32	#	Repl COVER CAR					0.3	
33	#	Refr A/M FLEX ADDITIVE			6.00			
34	**	Subl FOUR WHEEL ALIGNMENT			89.95 X			
35	#	Subl PRE/POST SCAN FOR DTC					2.0 M	
36	#	EPC				1	5.00 X	
37	#							
<b>SUBTOTALS</b>						<b>2,569.45</b>	<b>14.3</b>	<b>8.5</b>

3/9/2023 10:28:11 AM

046111

Page 1



**Preliminary Estimate**

**Customer:** [REDACTED]

2022 SUBARU Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Gasoline Direct Injection

**Job Number:**

**CONVENIENCE**

Air Conditioning

FM Radio

Stereo

Lane Departure Warning

**ROOF**



**Kelley Automotive Body Shop**

500 East State Blvd. #6805 280-496-6169, Fort Wayne, IN 46805  
Phone: (260) 496-6469 FAX: (260) 496-2288

Wash. St. #100246  
Indiana St. #100246  
Date ID: #100246

**Preliminary Estimate**

Customer: [Redacted] Job Number: [Redacted]

Insurance: Sceptansky Krv. Policy #: [Redacted] Claim #: [Redacted]  
Type of Loss: [Redacted] Date of Loss: [Redacted] Days to Repair: 0  
Point of Impact: [Redacted]

Owner: [Redacted] Inspection Location: Kelley Automotive Body Shop  
500 East State Blvd. #6805 280-496-6469  
Fort Wayne, IN 46805  
Repair Facility: (260) 496-6468 Business Insurance Company: [Redacted]

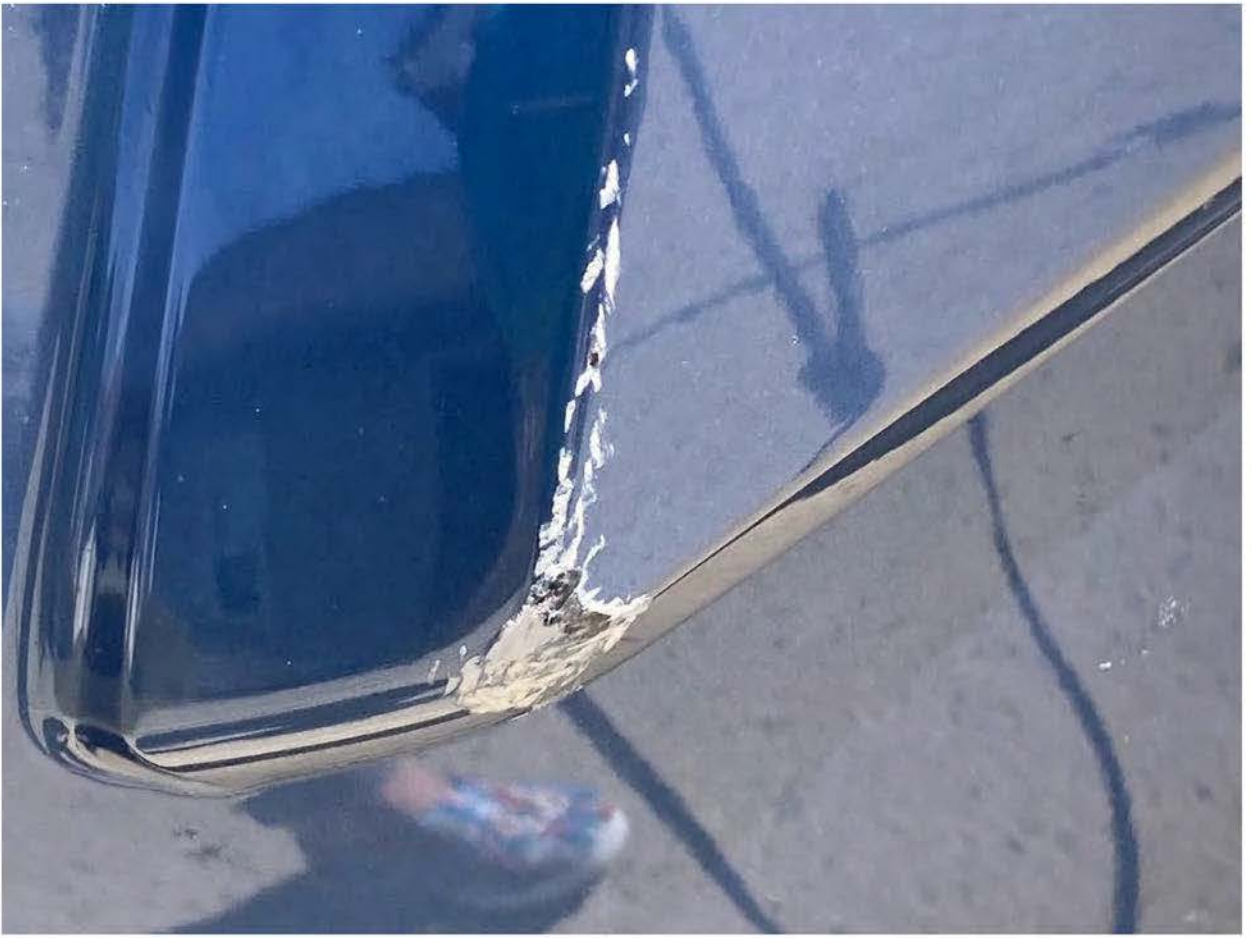
**VEHICLE**

2022 SUBA Forster Truck w/Continuously Variable Transmission 40 UTV 4-2.5L Gasoline Gasoline Direct Injection

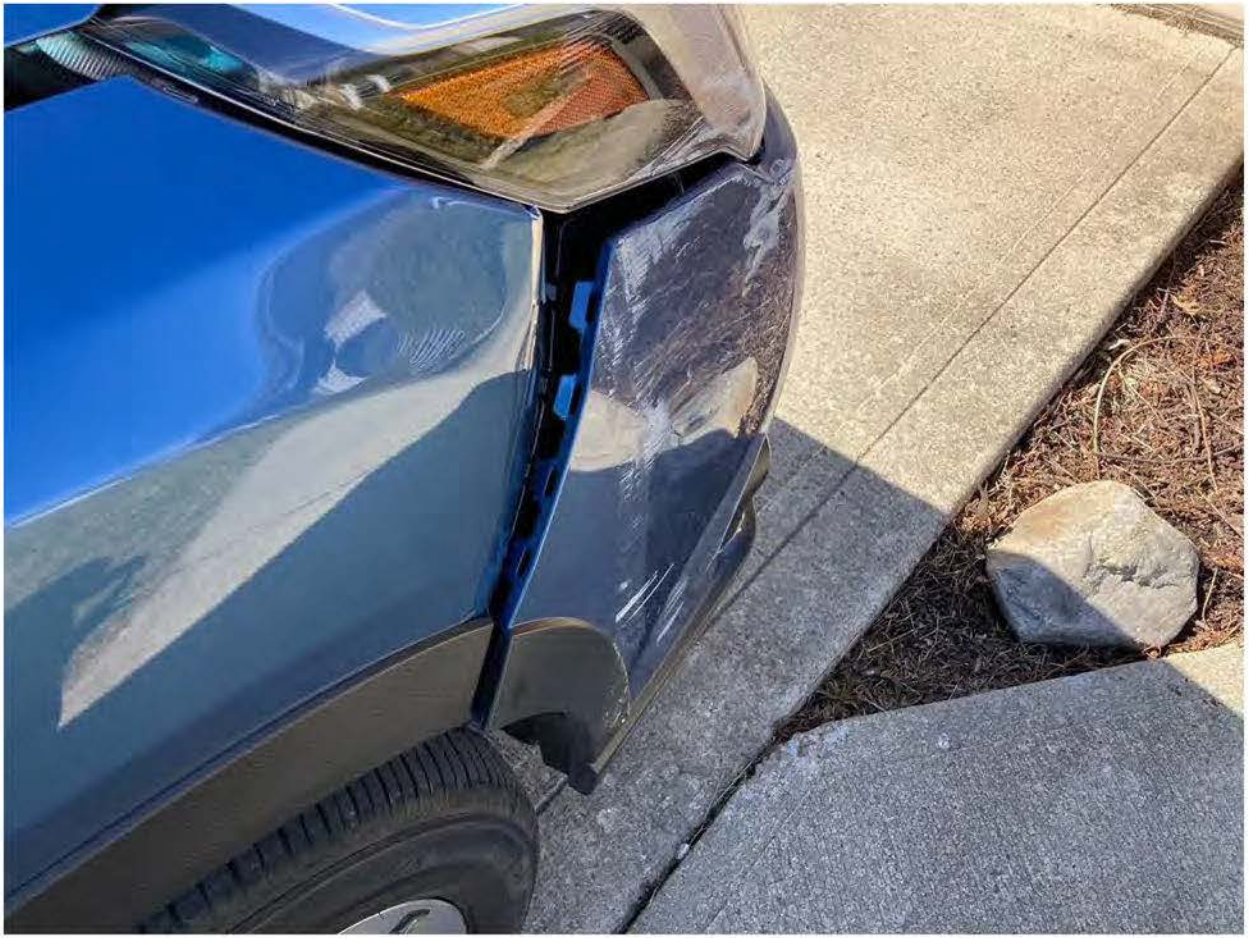
VIN: JF8KARC3M8 [Redacted] Interior Color: [Redacted] Mileage In: [Redacted] Vehicle Out: [Redacted]  
License: [Redacted] Exterior Color: [Redacted] Mileage Out: [Redacted] Job # [Redacted]  
State: IN Production Date: [Redacted] Condition: [Redacted]

- |  |  |   |   |
|--|--|---|---|
| <b>TRANSMISSION</b><br>Automatic Transmission<br>4 Wheel Drive   | Intermittent Wipers<br>Tilt Wheel<br>Cruise Control<br>Rear Defogger<br>Keyless Entry<br>Alarm<br>Message Center<br>Steering Wheel Touch Controls<br>Rear Window Wiper<br>Telescopic Wheel<br>Heated Steering Wheel<br>Climate Control<br>Navigation System<br>Backup Camera<br>Remote Starter<br>Intelligent Cruise | Security/Sew<br>CD Player<br>Auxiliary Audio Connection<br>Premium Radio<br>Satellite Radio<br><b>SAFETY</b><br>Drivers Side Air Bag<br>Passenger Air Bag<br>Anti-Lock Brakes (4)<br>4 Wheel Disc Brakes<br>Traction Control<br>Stability Control<br>Front Side Impact Air Bags<br>Head/Curtain Air Bags<br>Communications System<br>Hands Free Device<br>Xenon or L.E.D. Headlamps<br>Blind Spot Detection | Luggage/Roof Rack<br>Electric Glass Sunroof<br>Sunview roof<br><b>SEATS</b><br>Bucket Seats<br>Leather Seats<br>Heated Seats<br>Rear Heated Seats<br><b>WHEELS</b><br>Aluminum/Alloy Wheels<br><b>PAINT</b><br>Clear Coat Paint<br><b>OTHER</b><br>Fog Lamps<br>Rear Spoiler<br>Signal Integrated Mirrors<br><b>TRUCK</b><br>Power Trunk/Liftgate |
| <b>POWER</b><br>Power Steering<br>Power Brakes<br>Power Windows<br>Power Locks<br>Power Mirrors<br>Heated Mirrors<br>Power Driver Seat<br>Power Passenger Seat<br>Memory Package | <b>DECOR</b><br>Dual Mirrors<br>Privacy Glass<br>Console/Storage<br>Overhead Console   | <b>RADIO</b><br>AM Radio  |   |

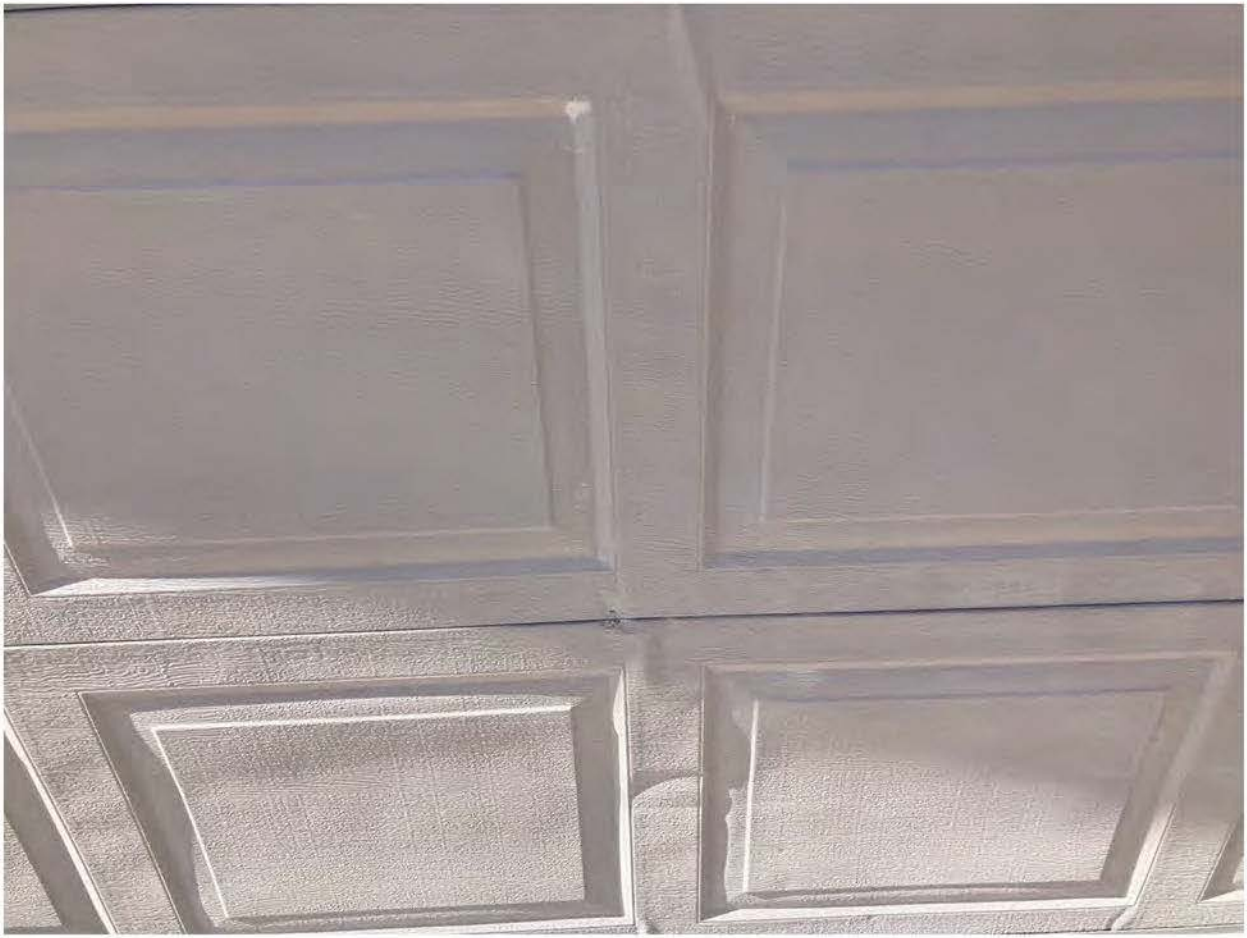










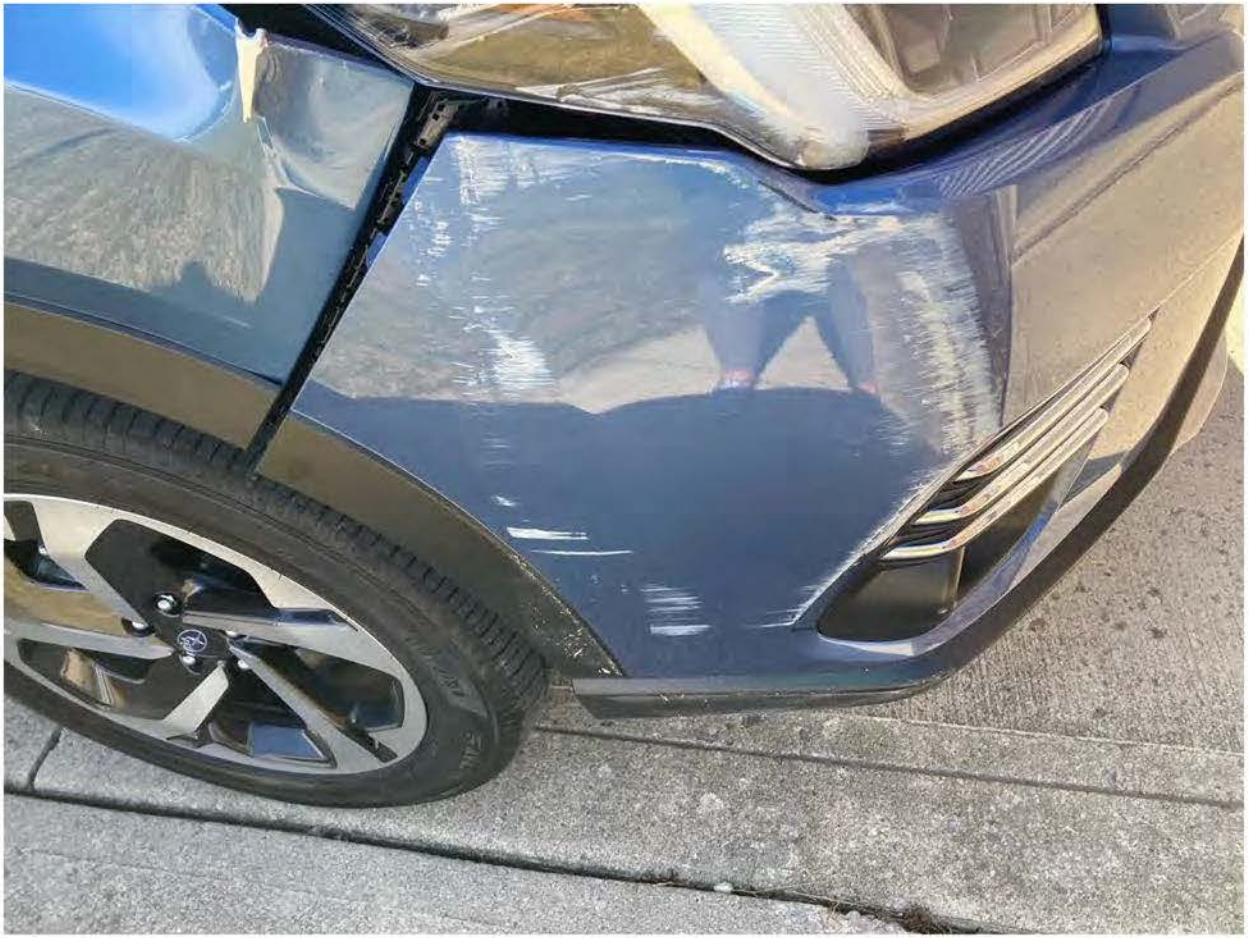




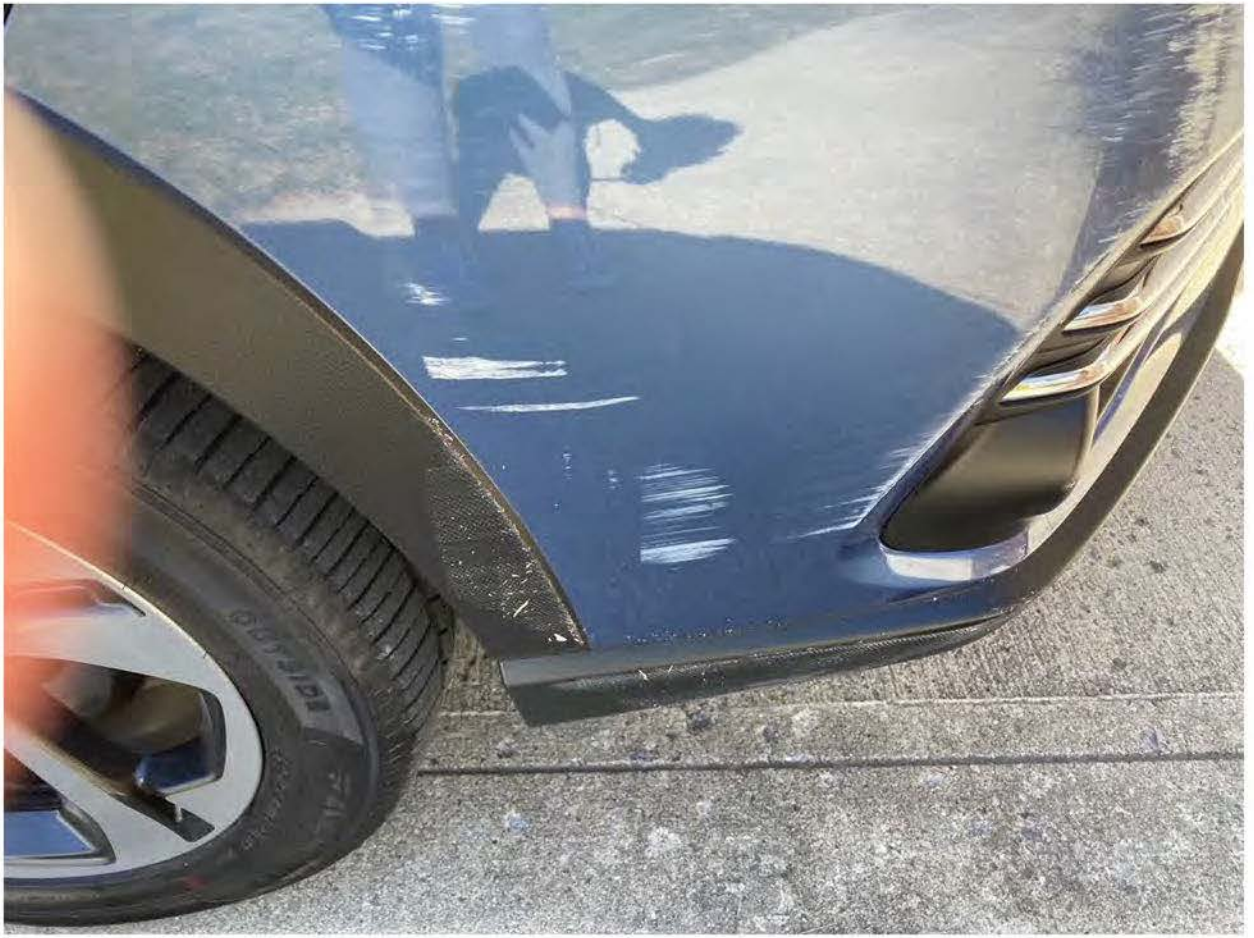


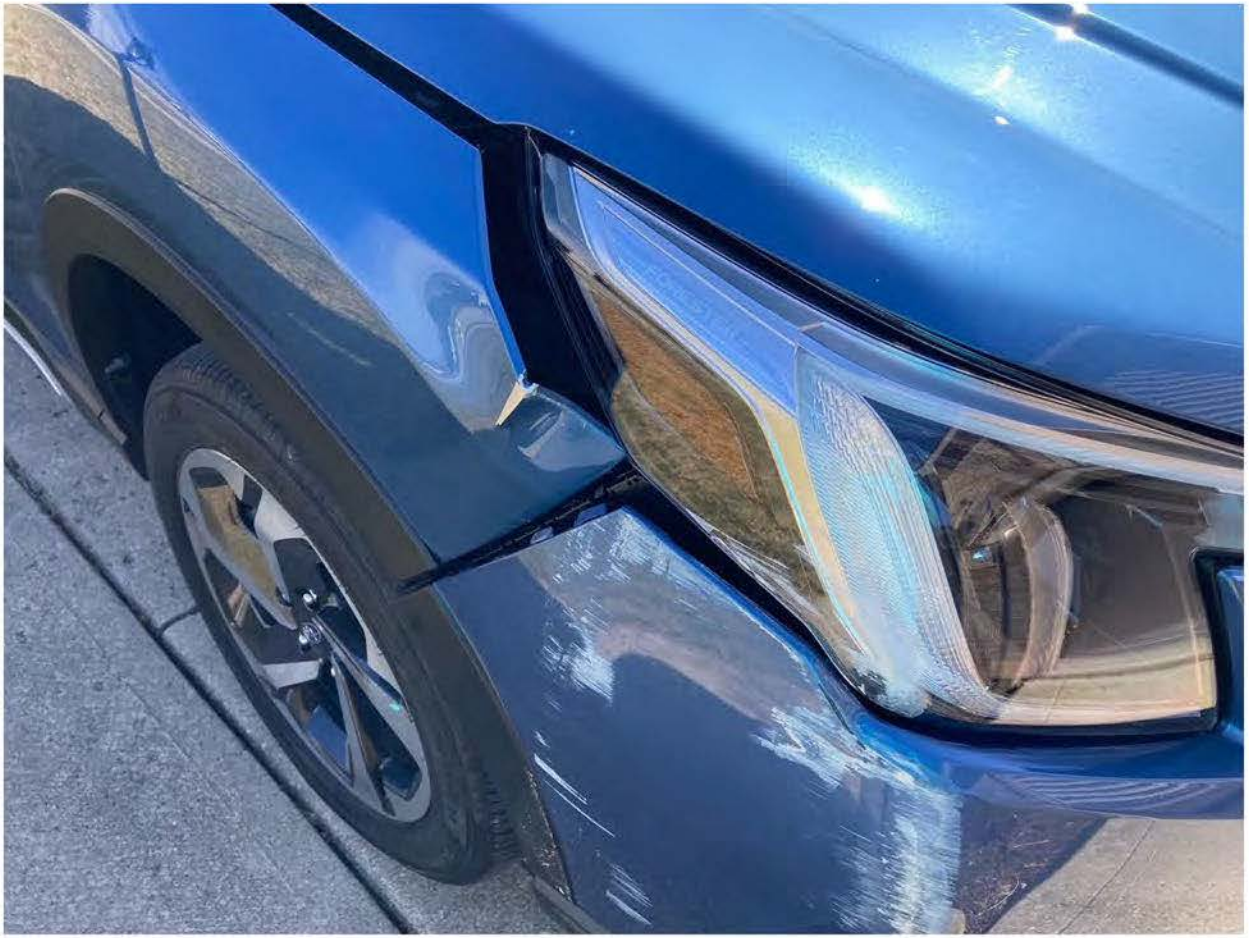
















Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED] >  
**Date:** May 10, 2023 at 10:51:06 AM EDT  
**To:** [REDACTED]  
**Subject:** Fwd: Follow up to ODI Complaint ----11516509- -----

Sent from my iPhone

Begin forwarded message:

**From:** "EVOQ (NHTSA)" <EVOQ@dot.gov>  
**Date:** May 5, 2023 at 2:35:23 PM EDT  
**To:** [REDACTED]  
**Subject:** FW: Follow up to ODI Complaint ----11516509- -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation

[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#)  
**Subject:** Fwd: The Hartford Auto Claim Communication for Event [REDACTED] - Claim [REDACTED]  
**Date:** Monday, May 15, 2023 4:24:52 PM

---

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Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** April 11, 2023 at 2:11:13 PM EDT  
**To:** vsh@dot.gov  
**Subject:** Fwd: The Hartford Auto Claim Communication for Event # [REDACTED] - Claim [REDACTED]

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** March 20, 2023 at 5:32:24 PM EDT  
**To:** Michelle.Nevarez@thehartford.com  
**Subject:** Fwd: The Hartford Auto Claim Communication for Event [REDACTED] - Claim [REDACTED]

Please see last email from Sharon, it's their address. Thanks!

Sent from my iPhone

Begin forwarded message:

**From:** Sharon Long <woodburn9@yahoo.com>  
**Date:** March 20, 2023 at 12:42:42 PM EDT  
**To:** [REDACTED] >  
**Subject:** Re: The Hartford Auto Claim Communication for Event [REDACTED] - Claim [REDACTED]

[REDACTED]

Fort Wayne, In [REDACTED]

Sent from my iPad

On Mar 13, 2023, at 3:48 PM, [REDACTED] wrote:

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** March 11, 2023 at 2:12:22 PM EST  
**To:** woodburn9@yahoo.com  
**Subject:** Fwd: The Hartford Auto Claim Communication for Event [REDACTED] - Claim [REDACTED]

Sent from my iPhone

Begin forwarded message:

**From:** "Nevarez,Michelle" <Michelle.Nevarez@thehartford.com>  
**Date:** March 9, 2023 at 11:13:25 PM EST  
**To:** [REDACTED]  
**Subject:** The Hartford Auto Claim Communication for Event [REDACTED] -

Claim # [REDACTED]  
[REDACTED]

The Hartford  


Insured: [REDACTED]  
[REDACTED]  
Claimant: [REDACTED]  
[REDACTED]  
Event Number:  
[REDACTED]  
Claim Number: Claim  
Number: [REDACTED]  
Date of Loss: Mar 08,  
2023

March 09, 2023

## Your Claim Document Has Been Delivered

Dear [REDACTED],

Attached, please find the document related to your claim.

If I can be of further assistance, please be in touch by using my information below.

Sincerely,  
Michelle Nevarez  
Claim Representative  
Direct Number: (463) 333 - 5954  
Toll Free Number: 877-230-3084  
x2305035

Fax: 866-809-1239

[Michelle.Nevarez@thehartford.com](mailto:Michelle.Nevarez@thehartford.com)



[Privacy Policy](#) [Terms of Use](#) [Contact Us](#) [Update Preferences](#)

---

This communication [redacted] via Email was sent to:

Attached: TheHartford-Y4A-AC-50474-030923.pdf  
You'll require Adobe® Reader in order to open PDF attachments. [Download](#) a free Adobe® Reader to your computer.

Writing Company: Hartford Insurance Co. Of The Southeast

This email was sent by: The Hartford  
United States of America United States © 2023 The Hartford.

<TheHartford [redacted]>

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#)  
**Subject:** Fwd: [Case [REDACTED]]  
**Date:** Monday, May 15, 2023 4:25:49 PM  
**Attachments:** [REDACTED]

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Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** April 11, 2023 at 2:11:06 PM EDT  
**To:** vsh@dot.gov  
**Subject:** Fwd: [Case [REDACTED]]

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED] >  
**Date:** April 7, 2023 at 12:23:05 PM EDT  
**To:** Customer Advocacy <Customers@subaru.com>  
**Subject:** Re: [Case [REDACTED]]

See attached complaints on the Subaru Forester and these are just a few. Please read them. These complaints have the same exact issues I experienced. Tell me how after all these issues that you can say this was my fault. You said the accelerator was depressed but my foot was on the brake the entire time. Why hasn't a recall been done on these issues. I will tell everyone I know not to buy a Subaru Forester because Subaru of America has no concern for the safety of their customers. I have always wanted a Subaru and finally get to the point in my life when I can afford one and at 4,000 miles this is what happened. It's unbelievable to me that I paid \$38,000 for this vehicle and haven't had my first oil change yet and this happened due to no fault of my own.

I hope that when this issue happens again that it doesn't injure or kill someone. Hopefully it doesn't happen to someone in your family because then you would feel differently.

I will be returning the loaner vehicle and pick up my vehicle on Monday.

Sent from my iPhone

On Apr 6, 2023, at 9:35 AM, Customer Advocacy <Customers@subaru.com> wrote:

Good morning [REDACTED],

Thank you for speaking to me today. Please see the attached page from the eyesight owners manual and the inspection letter. If you have any questions or concerns, please do not hesitate to call, or email me. My direct office number is 856-438-2777. I am here to help and welcome the opportunity to be of assistance to you.

Thank you,

Aaron Ratmansky – Spak  
Senior Accident Advocate Specialist, Owner Solutions Team

<OM - [REDACTED]>  
<Letter [REDACTED]>

Verizon

12:20 AM

50%

## Free shipping on many items

Shop Foam, Innerspring or Hybrid Ashley Sleep Mattresses to Get a Better Night's Sleep

Ashley

Open >>

### Unintended acceleration

A class-action lawsuit against Subaru claimed certain Forester, Outback, and Legacy models **suddenly accelerated without warning**. The class-action claimed Subaru hid the defect and had known about the problem in these models since 2011. The lawsuit was filed in New Jersey federal court against Subaru of America. The Subaru Forester and Outback are the brand's top-selling models in North America.

The lawsuit said 2012-2018 Subaru Forester, 2015-2019 Subaru Outback, and 2015-2019 Subaru Legacy model vehicles could accelerate without warning when the driver uses the brake pedal.



Verizon 12:21 AM 50%

### Free shipping on many items

Shop Foam, Innerspring or Hybrid Ashley Sleep Mattresses to Get a Better Night's Sleep

Ashley

Open >>

Subaru Report had two stories involving a 2019 Subaru Outback **slamming through a garage door** and a 2017 Subaru Forester **accelerated without warning**.

Cracked windshields

Subaru of America agreed to a settlement of the **cracked windshield lawsuit** brought against the Camden, N.J. automaker. The recent windshield settlement only included 2015 Subaru Outback and Legacy models and 2016 Subaru Outback and Legacy models.

The lawsuit was initially filed in June 2017 when



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Jeico Machine Service

Open

^ Within the 2018 to 2020 model years faced this problem. A majority of the owners reported that their vehicles lost power while driving. In several instances, while the engine lost power, the engine speed dropped to idle rpm and remained constant. Moreover, some reports also stated that while going up a slope or a hill, the engine would lose acceleration and stall.

- **A sudden surge in power and uncontrolled acceleration:** Apart from facing sudden power loss issues, several Forester models from the 2018 to 2020 model year also faced sudden acceleration issues too. All the complaints mentioned that while driving at speeds as low as 2-3 mph, the vehicle would accelerate uncontrollably resulting in a crash. The incidents mostly occurred at parking lots or out on the city roads. In most cases, the failure of the standard CVT transmission resulted in the incidents.
- **Hesitant acceleration at various speeds:** Another outcome of the CVT malfunctions in several Forester models. The owners reported that while driving at various speeds, the engine


would hesitate to accelerate. The issue poses a safety concern while out on the highway.


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Enter your zip


Submit


Verizon 12:28 AM 48%


What is the main issue with Subarus? 


What is the most recent Subaru recall? 

Which Subaru Foresters are being recalled? 


What is the massive Subaru recall? 

Does Subaru Forester have good acceleration? 

What causes a Subaru to hesitate when accelerating? 

Is sudden unintended acceleration real? 

Sudden unintended acceleration (SUA) **occurs when a vehicle suddenly begins to accelerate in speed without a driver's control.** SUA happens when an electronic malfunction occurs inside of the






vehicle, causing the throttle to expand and the vehicle to accelerate without the driver's intervention.

Apr 19, 2021



 <https://www.colburnlaw.com> › what...

## What to Do If You Experience Sudden

 any reports of 2022 subaru forester acceleratin

 Verizon 

12:34 AM

 46% 



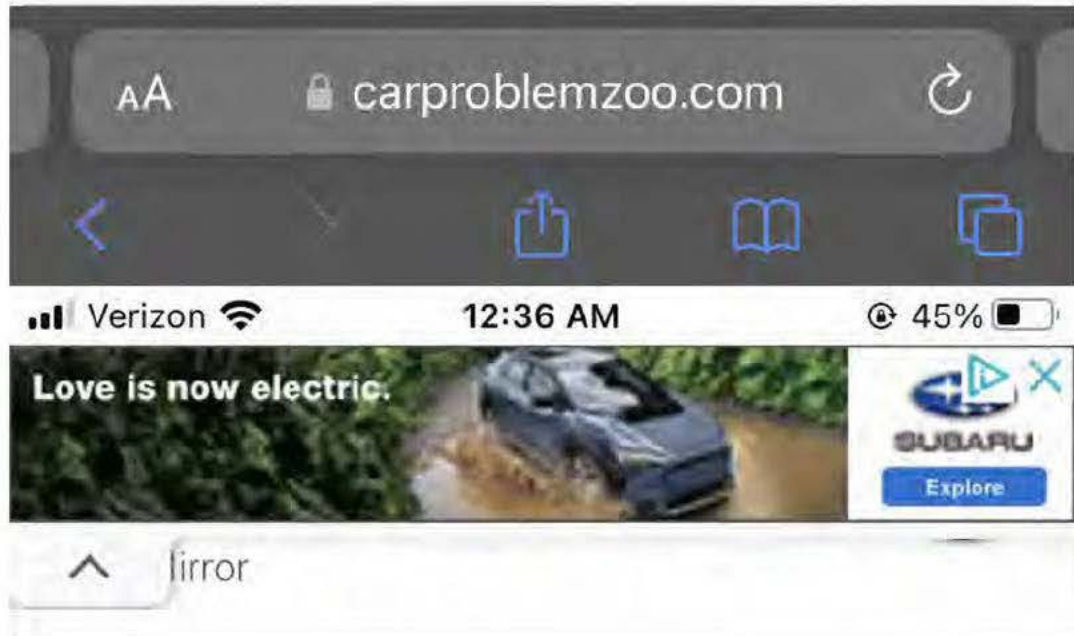
 problems of the 2011 Subaru Forester 

### 8 Service Brakes problem of the 2021 Subaru Forester

**Failure Date:** 12/08/2022

The contact owns a 2021 Subaru Forester. The contact stated while pulling into her driveway, the vehicle accelerated without any warning, causing the vehicle to crash into her house garage damaging the door to her garage and front-end damages to the vehicle. The contact stated that vehicle would not brake, and she had to place the vehicle into park for the vehicle to come to a completely stop. No one was injured. The vehicle was not diagnosed. The dealer was contacted, and they stated they were not aware of any recalls or complaints for the failure. The manufacturer was not contacted. The failure mileage was 10,000.

See all problems of the 2021 Subaru Forester 🔍.



## 16 Service Brakes problem of the 2021 Subaru Forester

**Failure Date:** 07/09/2022

On 7/9/22 @ 6:00p I was with my wife & 2 grandsons going into a diner parking lot. As I was slowly going into a spot the car suddenly and without warning accelerated causing the car to drive over a cement parking stop, over a 1 foot high cement wall, through a chain linked fence which had privacy covering, down into a 12 deep ravine. After shutting off the car my grandsons, wife & myself had to crawl out through the rear hatch. When things quieted down we realized that none of the safety features were activated (anti-collision warning, anti-collision braking) I thank god no

one was hurt. Subaru needs to look into this so in the future no one ever experiences this.

## 17 Service Brakes problem of the 2015 Subaru Forester

**Failure Date:** 07/05/2022

The vehicle engine revved higher and would not stop


carproblemzoo.com


Verizon


12:48 AM

42%

### More results

Is there a recall on 2022 Subaru Forester? 

Why does Subaru EyeSight randomly brake? 


What are the most common problems with a Subaru Forester? 

### Subaru Forester Common Problems and Solutions

- Whistling From Muffler. Problem: ...
- Power Window Not Working. Problem: ...
- Car Accelerating On Its Own. Problem: ...
- Lack of Brake Lights. Problem: ...



- Poor engine idling. Problem: ...
- Broken interior parts. Problem: ...
- Engine management warning light. Problem: ...
- Oil leaks. Problem:

More items...

 <https://www.breakeryard.com> › co...

**Subaru Forester: Common Problems and**

Q 2022 subrau forester braking issues

Verizon  1:06 AM  36%

spike and the vehicle to rapidly decelerate as if it had been unexpectedly put in Neutral.

In one instance, this problem nearly caused an accident as a tailgater did not expect the sudden change of speed.

## Sudden Unexpected Acceleration

In several instances, the Subaru Forester's CVT transmission seems to accelerate, either continuously or in phases, causing problems with controlling the vehicle.

In one instance, it caused the driver to crash through a car wash garage door. In some instances, the vehicle will shudder, going

between near-stalling and high-acceleration states, making it difficult to expect how quickly it will take off.

## **Reverse Gear Doesn't Engage**

On several occasions, when put into reverse, the Forester doesn't actually engage the reverse gear. This can cause serious problems when trying to back into a parking



**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#)  
**Subject:** Fwd: [Case # [REDACTED]]  
**Date:** Monday, May 15, 2023 4:26:52 PM  
**Attachments:** [REDACTED]

**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.

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED] >  
**Date:** April 11, 2023 at 2:09:50 PM EDT  
**To:** vsh@dot.gov  
**Subject:** Fwd: [Case # [REDACTED]]

Sent from my iPhone


Begin forwarded message:

**From:** [REDACTED] >  
**Date:** March 29, 2023 at 5:08:37 PM EDT  
**To:** Customer Advocacy <Customers@subaru.com>  
**Subject:** Re: [Case # [REDACTED]]

Attached is the signed letter you requested.  
I also wanted to let you know that the dealership said they looked at the EDR the day I took it to them and said they found nothing wrong.  
Thank you for your time.

Verizon

4:59 PM

41% 

[REDACTED]



Done

**From:** Customer Advocacy Customers@subaru.com  
**Subject:** [Case # [REDACTED]]  
**Date:** Mar 28, 2023 at 10:03:45 AM  
**To:** [REDACTED]

Good morning [REDACTED]

Thank you for speaking to me today. Please see the attached EDR permission Sheet. If you have any questions or concerns, please do not hesitate to call, or email me. My direct office number is 856-438-2777. I am here to help and welcome the opportunity to be of assistance to you.

Thank you,

Aaron Ratmansky – Spak  
Senior Accident Advocate Specialist, Owner Solutions Team  
Subaru of America  
856-438-2777



Subaru of America, Inc.  
PO Box 8103  
Canaan, NJ 07013-0800  
1-800-SUBARU (1-800-753-2782)  
www.subaru.com

March 28, 2023

I, [REDACTED] authorize Subaru of America, Inc., Subaru distributors, Subaru retailers or their respective agents and/or affiliates ("Subaru Representatives") to download any and all data present in the Event Data Recorder (EDR) and/or EyeSight System of my 2022 Forester Touring, (VIN: JF29KARC3N8[REDACTED]). Furthermore, I permit Subaru of America, Inc. the use of that data for any legitimate purpose including sharing it with third parties such as law enforcement officials. I represent that I am, or at one time was, the owner or lessee of this vehicle and therefore have the power to authorize the EDR and/or EyeSight System Data download.

[REDACTED] 3/29/23  
[REDACTED]



Sent from my iPhone

On Mar 28, 2023, at 2:08 PM, [REDACTED] wrote:

I will try and get this done today and sent to you.

Sent from my iPhone

On Mar 28, 2023, at 1:28 PM, Customer Advocacy  
<Customers@subaru.com> wrote:

Hello [REDACTED]

Would you be able to utilize a business to print out the document. I believe that certain UPS stores offer printing services.

Thank you,

Aaron Ratmansky – Spak  
Senior Accident Advocate Specialist, Owner Solutions Team  
Subaru of America  
856-438-2777

----- Original Message -----

**From:** [REDACTED]  
**Received:** Tue Mar 28 2023 12:31:13 GMT-0400 (Eastern Daylight Time)  
**To:** customers@subaru.com <customers@subaru.com>;  
**Subject:** Re: [Case [REDACTED]]

**CAUTION:** This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I'm sorry but I don't have a printer.

Sent from my iPhone

On Mar 28, 2023, at 11:03 AM, Customer Advocacy  
<Customers@subaru.com> wrote:

Hello [REDACTED]

Thank you very much for the address and the EDR permission sheet.  
Would you be able to hand sign the EDR?

Thank you,

Aaron Ratmansky – Spak  
Senior Accident Advocate Specialist, Owner Solutions Team  
Subaru of America  
856-438-2777

----- Original Message -----

**From:** [REDACTED]  
**Received:** Tue Mar 28 2023 10:54:37 GMT-0400 (Eastern Daylight Time)  
**To:** customers@subaru.com <customers@subaru.com>;  
**Subject:** Re: [Case [REDACTED]]

**CAUTION:** This email has originated from outside of SOA. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

On Mar 28, 2023, at 10:03 AM, Customer Advocacy  
<Customers@subaru.com> wrote:

Sent from my iPhone

Good morning [REDACTED]

Thank you for speaking to me today. Please see the attached EDR permission Sheet. If you have any questions or concerns, please do not hesitate to call, or email me. My direct office number is 856-438-2777. I am here to help and welcome the

opportunity to be of assistance to you.

Thank you,

Aaron Ratmansky – Spak  
Senior Accident Advocate Specialist, Owner  
Solutions Team  
Subaru of America  
856-438-2777

[REDACTED] f>

[REDACTED]

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** Fwd: [Case # [REDACTED]]  
**Date:** Monday, May 15, 2023 4:27:44 PM

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Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** April 11, 2023 at 2:08:49 PM EDT  
**To:** vsh@dot.gov  
**Subject:** Fwd: [Case [REDACTED]]

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** March 28, 2023 at 10:50:53 AM EDT  
**To:** Customer Advocacy <Customers@subaru.com>  
**Subject:** Re: [Case [REDACTED]]

Hello Aaron,  
My brother's address is:  
[REDACTED]  
Fort Wayne, IN [REDACTED]

Sent from my iPhone

On Mar 28, 2023, at 10:03 AM, Customer Advocacy  
<Customers@subaru.com> wrote:

Good morning [REDACTED]

Thank you for speaking to me today. Please see the attached EDR permission Sheet. If you have any questions or concerns, please do not hesitate to call, or email me. My direct office number is 856-438-2777. I am here to help and welcome the opportunity to be of assistance to you.

Thank you,

Aaron Ratmansky – Spak  
Senior Accident Advocate Specialist, Owner Solutions  
Team  
Subaru of America  
856-438-2777  
<EDR\_Permission\_Letter.pdf>

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** Fwd: [Case # [REDACTED]]  
**Date:** Monday, May 15, 2023 4:28:27 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.

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** April 11, 2023 at 2:07:34 PM EDT  
**To:** vsh@dot.gov  
**Subject:** Fwd: [Case # [REDACTED]]

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED] >  
**Date:** March 16, 2023 at 1:54:06 PM EDT  
**To:** JACOB BOOK <jacob.book@rohrmanauto.com>  
**Subject:** Re: [Case # [REDACTED]]

Jacob,

I'm going to take this further. Have you contacted the the tech line (whatever that means)? I need to know what my next step will be, because I want to know why the automatic safety feature did not engage!

I want to speak to someone above a Sr customer service advocate. I need a name of someone that will speak to me instead of texting me.....so unprofessional!!!

Sent from my iPhone

On Mar 16, 2023, at 12:34 PM, JACOB BOOK  
<jacob.book@rohrmanauto.com> wrote:

Hello Ma'am,  
I have forwarded this email to you from Subaru of America. I have contacted multiple people and the avenue they told me to go down was to inform SOA. This was their response to me.

Jacob Book  
Service Manager  
Fort Wayne Subaru  
Rohrman Automotive Group  
260-316-8472  
Jacob.Book@rohrmanauto.com

---

**From:** Customer Advocacy <Customers@subaru.com>  
**Sent:** Thursday, March 16, 2023 11:49 AM  
**To:** JACOB BOOK <jacob.book@rohrmanauto.com>  
**Subject:** [Case # ██████████]

Jacob,

Thank you for contacting Subaru of America, Inc. We appreciate the opportunity to assist you. We are in receipt of the URFCA submitted for VIN NH465890. Based on our review, there is no additional assistance that we can provide if service has not been able to duplicate the customer's concerns. If there are still issues unresolved, please involve tech line if you have not done so already. Thank you for the opportunity to assess this case.

Andre Clark  
Subaru of America, Inc.  
Sr. Customer Advocate  
P: 856-438-2499