

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11579189
Date: Friday, May 24, 2024 8:17:32 PM

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From: [REDACTED]
Sent: Thursday, May 23, 2024 9:31 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Complaint status

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Could you please tell me what the status of my complaint, #11579189, is? I submitted the complaint two months ago and have yet to hear back. Very little information is available on NHTSA's web site.

This complaint involves a safety issue the vehicle's manufacturer is aware of concerning the vehicle's parking brake failing to engage due to a manufacturing defect in the electronic parking brake actuator. A recall has been issued for the manual transmission version of that vehicle which uses the exact same part, but not the automatic transmission version. Clearly Subaru is trying to limit its costs at the expense of customer safety.

If that weren't bad enough, Subaru charges \$850 for that relatively simple part. It seems apparent to me that not only is Subaru unwilling to fix its mistake, it is actually trying to PROFIT off of it. This is inexcusable.

I have reached out to Subaru customer service about this issue. They offered me a \$350 gift certificate toward the repair, provided the repair is done at a Subaru dealership. My own mechanic, whose rates are far less than those of a dealership, estimates the repair cost to be \$1,350. I can only imagine what a dealership would charge.

At this point I don't think a full recall is warranted, but the NTSB should most certainly require that Subaru replace the defective part at no cost to consumers as they fail.

Please let me know what is going on with this issue.

Thank you,

[REDACTED]
[REDACTED]
Harrod, Ohio
[REDACTED]

Thank you

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