

March 22, 2024

Dear NHTSA ,

We owned a 2022 Suburu Crosstrek Limited, Vin # JF2GTHMC6N8 [REDACTED] We bought it new. On the evening of February 6th I was pulling into a parking place at our village here in Florida. I was coasting into the parking place and as I went to park it seemed like the car kept going and suddenly lurched forward. I can only compare it to when I use the adjustive cruise control and it is behind a car and as I go to pass it moves forward to pick up the speed.

As everything happened in seconds I remember pressing on the brake but it wouldn't stop. There were bushes and that is what stopped the car. They were wrapped all around the car. I had trouble getting the door open to get out. I was quite a ways into the wooded area. Later my husband checked to make sure everything was off in the car and he noticed the brake pedal was pushed completely down to the floor and it was stuck there. We had to have the car pulled out and towed the next day and it was totaled.

Since this happened here in our village in a familiar place and I had only gone a couple blocks I have yet to figure out what exactly happened. I wasn't impaired in any way. The police made a report of it. I have heard of people pushing on the gas instead of the brake but I always wondered how that could happen. I am a very safe driver and up until a couple years ago I also drove our 30 foot motorhome pulling our tow car behind. It's hard to believe that I could have done that.

Nothing was determined as to the cause so we were wondering if it could have been a defect of some kind on the car. In the computer or something else. Have there been any reports of other problems like this? Any information you can give me would be very helpful. We would like to go on record that we had this problem.

Our claim number with State Farm is: [REDACTED]

We love our Suburu and have purchased another Crosstrek.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED].

Kewanee, IL [REDACTED]

We are at Nalcrest, Florida for the winter months
and will be returning to Illinois the end of April.

R

Kewanee, IL

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ADMINISTRATOR

NHTSA

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