

12/9/2024

ODI Complaint #11628345

To whom it may concern,

The 2010-2012 series of Subaru Outbacks stalls when braking. This is a huge safety issue because stalling on highways and at intersections will cause accidents.

The Wagner Subaru dealership (Fairborn, OH) reproduced the issue and diagnosed a faulty torque converter. This torque converter (it should be part number 31100AB170) issue is widely known in this production series of the Subaru Outback. Subaru knew that they had produced defective torque converters by at least 2013, so they stopped producing them and recommended replacement of the torque converters in Manufacturer Communication number 16-90-13R. Specifically, the solid bushing thrust washers in these torque converters cannot withstand normal wear, even for relatively low mileage. There are reports of this failure around 70-80k miles. Due to this defective design, they have been replaced with needle bearing thrust washers in the 2013+ torque converters.

After hundreds of complaints were filed with the NHTSA about this safety issue, Subaru extended the warranty on all their automatic transmissions to dodge any possible recall around 2017 (see:

[REDACTED] but closed the extended warranty in 2022. Subaru now tries to convince their customers that these vehicles are too old for the issue to be attributable to Subaru, despite knowing that they equipped these vehicles with defective parts. There are currently about 400 complaints about this issue across the years affected of the Outback, and probably additional hundreds for the Subaru Legacy 2010-2012. The NHTSA needs to force Subaru to recall this torque converter as quickly as possible, since replacement of the part costs \$2650 and customers can't afford to replace it.

When I called the NHTSA, the people who answered the phone notified me that they do not know anything about the status of complaints (besides what is published), that nothing will be published until an investigation is opened, and the only way to reach you is by physical letter in the mail. Please 1.) provide me with a good point of contact, 2.) let me know when you will be opening your investigation into this safety issue, and 3.) update me on the status of my complaint and all related complaints. My email is [REDACTED]. If the NHTSA cannot resolve this issue, I plan to involve my attorney to do your job for you.

Thank you,

[REDACTED]

*Handwritten signature*

Brookville, OH

COLUMBUS OH 430

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