



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

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



July 28, 2025

[REDACTED]
[REDACTED]
Brookville, OH [REDACTED]

NEF-109 iir
Ref. No. 11628345

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2012 Subaru Outback vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We are aware of the Subaru CVT Extended Warranty (Bulletin No. 16-107-17). Subaru extended the New Car Limited Powertrain Warranty coverage for the Continuously Variable Transmission (CVT) to 10 years or 100,000 miles, whichever comes first, in MY 2010 through MY 2015 Outback vehicles, among other models. Unfortunately, the CVT Extended Warranty for your vehicle has expired.

Please note that the extended warranty at issue was initiated by Subaru and is not a safety recall. The issuance of an extended warranty by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer extended warranties to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's extended warranty programs. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

We reviewed our database to identify whether a safety defect trend exists with the torque convertor and transmission in MY 2012 Subaru Outback vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into the agency's database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

We encourage you to continue to work with Subaru and your local dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with a Subaru representative to discuss your problem. You may also consider contacting your local Consumer Protection Agency or the Ohio Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

A black rectangular box redacting the signature of Randy Reid.

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement