



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



October 3, 2025

[REDACTED]
Duluth, MN [REDACTED]

NEF-109 rrr
Ref. No. 11659483

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Subaru Forester vehicle. The National Highway Traffic Safety Administration (NHTSA) forwarded your letter to the 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 reviewed our database to identify whether a safety defect trend exists with the doors, body panels, and frame prematurely rusting in MY 2017 Subaru Forester 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 NHTSA's database, where 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 dealer to explore the potential for an amicable resolution to your problem. You can ask your dealership for a meeting with a Subaru district manager regarding your problem. You may also continue working with the Minnesota Attorney General's Office or a private attorney regarding your 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.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

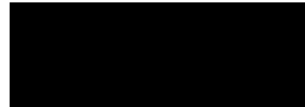
NHTSA is aware of corrosion problems in vehicles, particularly in regions that use de-icing chemicals on roads during winter months. On April 9, 2015, NHTSA issued a Safety Advisory and consumer video (<https://www.youtube.com/watch?v=XHqyVmt6-ul&feature=youtu.be>) encouraging owners of MY 2007 and older trucks, SUVs, and passenger cars to inspect body panels and frames thoroughly and wash the underside of their vehicles to remove corrosive salt after a long winter in order to prevent corrosion-related failures that may increase the risk of a crash.

NHTSA's Safety Advisory urges owners of trucks, SUVs, and passenger cars that are more than seven years old to:

- Maintain their vehicles and prevent corrosion by washing the entire vehicle, including the undercarriage, regularly throughout the winter and giving it a thorough washing in the spring to remove road salt and other de-icing chemicals that can lead to corrosion.
- Monitor the frame, fuel lines, and brake system for signs of corrosion by having regular professional inspections and watching for signs of problems.
- Address severe corrosion, marked by flaking or scaling of the metal from body panels, frames, brake pipes, and undercarriage components by having them replaced or repaired.

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,



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