

NHTSA Consumer Complaints as of March 12, 2019

11 11183345 2015 SUBARU FORESTER Forward Collision WHEN HIGHWAY DRIVING MULTIPLE WARNING LIGHTS ARE ILLUMINATED ON DASH, TRACTION CONTROL, EYESIGHT, CRUISE CONTROL OFF, HILL ASSIST. THE EYESIGHT SYSTEMS ARE DISABLED SHUTTING OFF CRUISE CONTROL. WHEN THIS HAPPENS THE REAR BRAKES LIGHT ARE NOT WORKING. WHEN THE CAR IS THE SHUT OFF THEN RESTARTED AND THE BRAKE IS DEPRESSED THE CAR WILL NOT COME OUT OF PARK AFTER STARTING. THIS HAPPENS WHEN IT IS RESET AFTER THE CAR SITS OFF OVERNIGHT. THE LAST TIME I COULD NOT GET IT OUT OF THE PARK I WENT BEHIND THE BRAKE PEDAL AND MOVE THE BRAKE SWITCH AND PRESSED THE CONNECTION ON TOP IN. THIS RESET THE SYSTEM AND I WAS ABLE TO GET THE CAR OUT OF PARK AND ALL THE WARNING LIGHT ON THE DASH DISAPPEARED. THE STOPLIGHT SWITCH/BRAKE SWITCH PART #83311FJ001 IS DEFECTIVE. ON 3/1/19 SUBARU ANNOUNCED A RECALL NOT SURE IF IT'S THIS PART/ISSUES BUT I AM HOPING IT IS.

LAND O LAKES FL Failure Date: 02/14/2019

11 11114097 2015 SUBARU FORESTER Forward Collision ABS LIGHTS COME ON ,EYESIGHT WARNING LIGHTS COME ON , CANNOT SHIFT OUT OF PARK.. CAR WAS STATIONARY. THESE WARNING LIGHTS HAVE BEEN COMING ON FREQUENTLY WHEN IN MOTION, BUT NOW IT WONT SHIFT OUT OF PARK. HIAWATHA KS Failure Date: 07/02/2018

11 11057652 2015 SUBARU FORESTER Forward Collision ON TWO OCCASIONS: TRAVELING AT APPROX 65-70MPH THE ENGINE SUDDENLY STALLS AND WE HAVE BEEN FORCED TO STOP ON THE SHOULDER. THE STEERING WORKS, BUT THERE IS NO POWER GOING TO THE ENGINE WHICH EVENTUALLY STALLS. IT STARTS AFTER 2 ATTEMPTS AND THEN DRIVES NORMALLY. FIRST OCCASION, IT WAS RAINING AND THE 'EYESIGHT CAMERAS; WERE ON. AT FIRST WE THOUGHT THIS WAS THE ISSUE. THE SECOND OCCASION, IT WAS AGAIN RAINING AND I TURNED THE CAMERAS OFF (THINKING THAT MAY HAVE BEEN THE PROBLEM BEFORE) AND IT STALLED AGAIN. VERY DANGEROUS TO BE TRAVELING AT SUCH A HIGH RATE OF SPEED

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IN TRAFFIC TO HAVE ENGINE STALL. ALBANY OR Failure Date:
12/22/2017

11 11030102 2015 SUBARU FORESTER Forward Collision I STARTED DRIVING AND FOUND THAT MY HILL HOLDER, MY VEHICLE DYNAMICS CONTROL SYSTEM, MY ABS, MY SUBARU EYESIGHT AND MULTIPLE OTHER WARNING LIGHTS WERE ALL LITE UP. I PULLED OVER AND TURNED OFF THE CAR AND WHEN I RESTARTED THE CAR I COULDN'T PUT MY CAR INTO GEAR. IT WAS STUCK IN PARK ON THE SIDE OF THE HIGHWAY. AFTER A FEW MORE TRIES I WAS ABLE TO GET IT INTO GEAR AND CONTINUED DRIVING WITH ALL THE WARNING LIGHTS ON. THIS PROBLEM OCCURRED MULTIPLE TIMES YESTERDAY AS I ATTEMPTED TO GET IT TO THE DEALERSHIP.

MEBANE NC Failure Date: 09/26/2017

11 11001474 2015 SUBARU FORESTER Forward Collision IN AUGUST OF 2015 MY WIFE WAS DRIVING THE VEHICLE. ALL DASH LIGHTS CAME ON AND THE VEHICLE BECAME INOPERABLE AS A RESULT. AFTER SEVERAL ATTEMPTS SHE WAS ABLE TO RESTART THE VEHICLE. HOWEVER, AFTER ABOUT 150 FT ALL WARNING LIGHTS CAME ON AGAIN SAYING THAT IS WAS DISABLING SEVERAL SAFETY FEATURES (ABS, EYESIGHT, HILL ASSIST, ETC.). SHE AGAIN PULLED OVER, AND THE VEHICLE WOULD NOT RE-START (FLAT-OUT WOULD NOT COME ON, THE POWER WOULD COME ON BUT THE VEHICLE WOULD NOT START [HAS A KEY LESS IGNITION SYSTEM]). SHE CALLED ROAD SIDE ASSIST AND THEY CAME TO TRY AND HELP HER WITH THE CAR. THEY WERE ABLE TO GET IT STARTED AND SHE DROVE IT TO THE DEALERSHIP. THEY TOOK THE VEHICLE IN AND LOOKED AT IT. THEIR SERVICING NOTES INDICATE THAT THEY WERE UNABLE TO REPLICATE THE ISSUE, HOWEVER, WHILE MY WIFE WAS THERE THEY WERE UNABLE TO START THE VEHICLE AS WELL. IN REVIEW OF THESE NOTES THEY INDICATE THE FOLLOWING ERROR CODES WERE PRESENT P1531 AND B2809 AND THEY ALSO REPLACED THE FOLLOWING PART [83311FJ000]. ON JUNE 25, 2017, THE PROBLEM OCCURRED AGAIN WHILE DRIVING. ALL SAFETY FEATURES DISABLED, ALL SYSTEMS SHUT-OFF. ONCE I TURNED THE VEHICLE OFF I WAS UNABLE TO START IT AGAIN. IT SEEMED AS IF

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I WAS UNABLE TO DEPRESS THE BRAKE PEDAL FAR ENOUGH TO TRIGGER THE KEYLESS START FEATURE. SO, THE VEHICLE WAS UNUSABLE AND UNSAFE. I CONTACTED SUBARU AND THEY HAVE TOWED THE VEHICLE TO THE DEALERSHIP AS ALL ATTEMPTS TO START THE VEHICLE HAVE FAILED (ALL POWER WORKS, BUT NO START AND ALL SAFETY FEATURES INDICATE THEY ARE DISABLED). I SPOKE WITH THE DEALERSHIP AND EXPRESSED ALL OF THESE CONCERNS AS WELL AS SEVERAL OTHERS. THE VEHICLE IS AT THE DEALERSHIP AT THIS TIME. IN ALL INSTANCES WHEN THE VEHICLE HAD ISSUES WE WERE EITHER DRIVING ON A CITY STREET, A LOCAL HIGHWAY, OR UNABLE TO START THE VEHICLE DUE TO THESE PROBLEMS. THIS IS THE SECOND OCCURRENCE IN LESS THAN THREE YEARS. COLORADO SPRINGS

CO Failure Date: 06/25/2017

11 10979958 2015 SUBARU FORESTER Forward Collision PROBLEM IS WITH THE SUBARU "EYESIGHT" SYSTEM ON THIS VEHICLE. THE SYSTEM HAS BEEN SHUTTING ITSELF OFF MORE AND MORE OVER THE PAST FEW WEEKS UNTIL NOW, IT SHUTS DOWN THE SYSTEM AND CRUISE CONTROL MULTIPLE TIMES DAILY EVEN AT NIGHT.DAYTIME OR WHENEVER IT WANTS TO. THE LOCAL DEALER CHECKED IT AND FOUND NO PROBLEM THAT HE COULD SEE FOR IT. JACKSONVILLE NC Failure Date: 03/23/2017

11 10914934 2015 SUBARU FORESTER Forward Collision DRIVING WITH EYESIGHT ENABLED AT 75MPH IN HEAVY TRAFFIC ON LOOP 202 FREEWAY AT APPROXIMATELY 2:30PM LOCAL TIME. WEATHER WAS SUNNY AND DRY, APPROXIMATELY 97 DEGREES. NEARLY RESULTING IN A CRASH. FEET WERE NOT ON ANY PEDAL. VEHICLE SUDDENLY LOST POWER AND REVD TO REDLINE AS IF THE CAR WAS IN NEUTRAL, ENGINE THEN SHUT OFF. INSTRUMENT CLUSTER SHOWED EVERY WARNING LIGHT ILLUMINATED. EYESIGHT DISPLAY SHOWED A VEHICLE DIRECTLY IN FRONT YET THERE WAS NO VEHICLE PRESENT. I CHECKED TO MAKE SURE GEAR SELECTOR WAS STILL IN DRIVE. PRESSED THE ACCELERATOR WHICH HAD NO AFFECT, NO RPM CHANGE. WAS ABLE TO COAST A SHORT DISTANCE BUT STILL OBSTRUCTED TRAFFIC. POLICE HAD TO SHUT DOWN FREEWAY TO MOVE MY VEHICLE TO

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THE SHOULDER. ATTEMPTS TO RESTART VEHICLE FAILED, ALL WARNING LIGHTS ON INSTRUMENT CLUSTER ILLUMINATE ANY TIME THE KEY IS TURNED TO THE "ON" POSITION. SUBARU ROADSIDE ASSISTANCE TOWED VEHICLE TO LOCAL SUBARU DEALER, AWAITING DIAGNOSIS. AVONDALE AZ

Failure Date: 10/08/2016

11 10896525 2015 SUBARU FORESTER Forward Collision OUR 2015 SUBARU FOREST WILL RANDOMLY WHILE DRIVING HAVE ALL OF IT WARNING LIGHTS COME ONE. EYESIGHT, HILL ASSIST, ABS, LANE DEPARTURE, ECT. IF YOU STOP AND PUT IT IN PARK THEN IT WILL NOT COME OUT OF PARK UNLESS OVER RIDDEN. I CALLED IN TO SUBARU AND THEY SAID "2015 SUBARU FORESTER RIGHT? IT PROBABLY HAS A BAD BRAKE LIGHT SWITCH OR BRAKE LIGHT SENSOR, WHICH MEANS YOUR BRAKES WILL NOT LIGHT UP WHILE DRIVING. THIS SEEMS TO BE A KNOWN ISSUE TO SUBARU AS I HAVE SEEN MANY EXAMPLES OF THIS HAPPENING TO OTHER PEOPLE ON SUBARU BOARDS. I WAS OUT OF WARRANTY AND THEY WANT ME TO PAY 170 DOLLARS JUST TO DIAGNOSE THE ISSUE WHEN THEY CLEARLY KNOW WHAT THE ISSUE IS. THIS IS A CRITICAL SAFETY HAZARD, IF MY BRAKE LIGHTS FAIL TO LIGHT UP WHILE DRIVING DUE TO A KNOWN DEFECT, I OR SOMEONE ELSE COULD BE INJURED OR KILLED DUE TO THEM NOT BEING ABLE TO RECOGNIZE MY BRAKING. GLENWOODIA Failure Date: 08/09/2016

11 10725081 2015 SUBARU FORESTER Forward Collision 6/2/15 MORNING I DROVE MY 2015 SUBARU FORESTER TO WORK. THE WINDSHIELD WAS NOT HIT BY A ROCK OR ANYTHING ELSE, THERE WAS NO CRACK OR DAMAGE ON THE WINDSHIELD. I PARKED IT IN THE COMPANY'S PARKING LOT AT 7 AM. IN THE AFTERNOON WHEN I WAS READY TO GO HOME AT 4 PM, I FOUND A LONG CRACK ON THE WINDSHIELD. IT WAS TOO LARGE TO REPAIR AND IT MUST BE REPLACED. I HAVE HEATED WINDSHIELD WITH EYESIGHT CAMERAS, IT WOULD COST UNDER \$500 TO REPLACE THE WINDSHIELD. VEHICLE IS LESS THAN 6,000 MILES AND LESS THAN 6 MONTHS OLD, AND I'VE GOT A CRACKED WINDSHIELD BEFORE ITS FIRST OIL CHANGE. ST. LOUIS MO Failure Date: 06/02/2015

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11 10860015 2015 SUBARU FORESTER Forward Collision VEHICLE SUDDENLY AND UNEXPECTEDLY ACCELERATED WHILE DRIVER WAS PARKING WHILE APPLYING BRAKES. VEHICLE HIT HOUSE AND PORCH, SHEARING OFF THE GAS METER WHERE IT MEETS THE UNDERGROUND LINE. EYESIGHT OBJECT DETECTION SYSTEM DID NOT STOP THE VEHICLE.

APOLLO PA Failure Date: 04/17/2015

11 10681867 2015 SUBARU FORESTER Forward Collision WITHIN ONE HOUR OF GETTING THIS NEW VEHICLE, THE EYESIGHT WARNING AND BRAKING SYSTEM TURNED ITSELF ON AND OFF REPEATEDLY. THIS CONTINUES AFTER TWO DEALERS HAVE MADE REPEATED ATTEMPTS TO FIX THE SYSTEM. SUBARU HEADQUARTERS FORCED ME TO PAY FOR A NEW WINDSHIELD, BECAUSE THEY SAID I HAD PUT A NICK IN THE WINDSHIELD. AFTER REPLACING THE WINDSHIELD THE EYESIGHT SYSTEM STILL CONTINUES TO TURN ITSELF ON AND OFF APPROXIMATELY 3 TIMES PER HOUR OF TRAVEL. THIS IS A SERIOUS SAFETY ISSUE, BECAUSE YOU ARE EXPECTING THE EYESIGHT SYSTEM TO WARN YOU OF UNUSUAL LANE CHANGES AND YOUR PROXIMITY TO THE VEHICLE IN FRONT OF YOU. ALSO WHEN YOU ARE USING THE EYESIGHT SYSTEM WITH CRUISE CONTROL AT HIGHWAY SPEEDS THE VEHICLE SLOWS DOWN WHENEVER THE SYSTEM TURNS ITSELF OFF. SINCE NO BRAKE LIGHTS ARE ACTIVATED, THE VEHICLES BEHIND YOU DO NOT GET A SIGNAL THAT YOU HAVE REDUCED YOUR SPEED. THIS IS ALSO A SERIOUS SAFETY ISSUE. IT IS ALSO IMPOSSIBLE TO REACTIVATE THE EYESIGHT SYSTEM YOURSELF, UNLESS YOU STOP, TURN OFF THE ENGINE AND RESTART THE CAR. SUBARU HEADQUARTERS CANNOT MAKE THE EYESIGHT SYSTEM FUNCTION CORRECTLY AND THEREFORE IT SHOULD BE REMOVED FROM THE MARKET. *JS OCEAN GROVE NJ Failure Date: 01/06/2015