



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
 To Report Vehicle Safety Defects  
 1-888-DASH-2-DOT  
 (1-888-327-4236)  
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

13-JUL-2015

Repository

Reference No.  
10733538

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City CHESTER State VA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
 Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4S4BSBNC3F3 [REDACTED]  
 Make SUBARU Model OUTBACK Model Year 2015  
 Date Purchased 7 FEB 2015 Dealer's Name and Telephone Number PENCE SUBARU (804) 378-3000 Engine: No: Cylinders 4 Fuel Type: GAS  
 Original Owner  Dealer's City MIDLOTHIAN State VA Zip Code 23113  
 Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain 4 CYL FUEL INJECTED ALL WHEEL DRIVE Multiple Failure: DRIVER ASSIST SYSTEM CATALYTIC CONVERTER Incident Date(s) 06-JUL-2015 10 JUL 2015

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 110000 ELECTRICAL SYSTEM Failure Mileage 900 Failure Speed 60

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
 DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
 Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
 Seat Type: [REDACTED] Installation System: [REDACTED]  
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash  Yes  No Fire  Yes  No  
 Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

2015 SUBARU OUTBACK 2.5I LIMITED - MONDAY 6 JULY 2015 - WHILE DRIVING, THE CHECK ENGINE LIGHT, COLLISION PREVENTION OFF LIGHT, LINE WARNING OFF LIGHT, AND X-MODE LIGHT MESSAGES DISPLAYED. I HAD NOT DISENGAGED THE COLLISION PREVENTION OR LINE WARNING LIGHTS AND HAD NOT ENGAGED THE X-MODE FEATURE. THERE WAS NO MESSAGE INDICATING NO BRAKE LIGHTS. MADE APPOINTMENT FOR THURSDAY MORNING 9 JULY. BASED ON SERVICE ADVISOR'S ADVICE THAT IT WAS OK TO DRIVE THE CAR UNTIL I BROUGHT IT IN, I DROVE THE CAR FOR TWO DAYS WITH NO BRAKE LIGHTS. (DISCOVERED THIS WHEN MY WIFE FOLLOWED ME TO THE DEALER.) THERE SHOULD BE A MESSAGE TO ALERT THE DRIVER BRAKE LIGHTS ARE NOT OPERABLE. AFTER SERVICE APPOINTMENT THURSDAY (FLASHED COMPUTER TO CLEAR CODES), NOTICED THE VEHICLE WAS SLUGGISH. WHILE DRIVING AT 60 MPH FRIDAY AFTERNOON 10 JULY SLUGGISHNESS CONTINUED TO INCREASE, GEAR SHIFTING BECAME ERRATIC, THEN THE COLLISION PREVENTION OFF LIGHT AND LINE WARNING OFF LIGHT MESSAGES DISPLAYED - BUT NO CHECK ENGINE LIGHT. SHORTLY THEREAFTER THE VEHICLE TOTALLY FAILED TO MAINTAIN SPEED OR ACCELERATE. COASTED OFF THE EXIT RAMP AND CALLED FOR A TOW TRUCK. DO NOT KNOW WHETHER BRAKE LIGHTS WERE OPERABLE WHILE THIS WAS OCCURRING. I AM AWARE THERE IS A RECALL WQS-54 ON THE EYE-SIGHT SYSTEM (WHICH WE SHOWED THE DEALER SERVICE ADVISOR). HAVING NO WAY TO KNOW IF BRAKE LIGHTS ARE OPERABLE IS A SEVERE SAFETY HAZARD. I HAVE NOT REC

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**FOLLOW-UP INFORMATION – VEHICLE OWNER’S QUESTIONNAIRE**  
**REFERENCE # 10733538**

OWNER INFORMATION:

[REDACTED]  
[REDACTED]  
Chester, VA [REDACTED]

Phone: [REDACTED]

E-mail: [REDACTED]

VEHICLE:

2015 Subaru Outback – VIN 4S4BSBNC3F3 [REDACTED]

10 July 2015 – Vehicle transported to dealer on tow truck flat bed.

13 July 2015 – Met with Service Manager. Dealer determined the catalytic converter caused the acceleration problem. The front converter honeycomb disintegrated and was pulled into the rear catalytic converter, stopping up the system. The entire system had to be replaced. In regard to the brake light issue -- as part of our purchased contract, the dealer had a local company add a trailer hitch to the Outback. (I needed a larger hitch than Subaru offered.) While the vehicle was at the dealer for repair, the master technician checked the wiring installation on the hitch and discovered the harness hookup was substandard. The dealer replaced it with a Subaru wiring harness. The technician and the service manager felt the brake lights not working was a result of the substandard wiring harness installation rather than failure of the brake lamp switch. The brake lights, however, were working prior to the eyesight system malfunction. Once the eyesight system malfunctioned, the brake lights did not work. I felt the brake lamp switch malfunction was the cause of the brake lights not working.

I have driven about 400 miles since picking up the vehicle. So far, the eyesight (driver assist) system is working and no further issue with the converter.

Repair invoice attached.

CUSTOMER #: [REDACTED]

[REDACTED]



(804) 378-3000

TOLL FREE  
(800) 44-PENCE



FAX  
(804) 378-0249  
(804) 378-0270

\*INVOICE\*

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P.O. BOX 637  
11841 MIDLOTHIAN TPK.  
MIDLOTHIAN, VA 23113

CHESTER, VA [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 22 WESLEY MAYTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ICE SILVER	15	SUBARU OUTBACK	4S4BSBNC3F3 [REDACTED]	[REDACTED]	1036/1040	T2277	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB15 DD			18:00 20JUL15			CASH	17JUL15
R.O. OPENED	READY						
16:54 10JUL15	16:30 17JUL15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			WPS				(N/C)
SUBL	RENTAL	CAR					(N/C)
	PO	[REDACTED]	WPS				(N/C)
	FC:	RENTAL					(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
\*\*\*\*\*

E\*\* REPLACE TRAILER HARNESS  
ELECTRICAL INSTALL SUBARU WIRE HARNESS,  
AFTERMARKET HARNESS CAUSING VEHICLE TO HAVE  
NO STOP LAMPS.  
118 SUBARU TEAM, LESS DOUG LIC#: S/T  
ISPS (N/C)  
1 H771SAL100 WIRE HARNESS ASSEMBLY KIT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00  
\*\*\*\*\*

AS PART OF YOUR VEHICLE'S WARRANTY REPAIRS,  
THE MANUFACTURER WILL BE SURVEYING YOU ON OUR  
PERFORMANCE. PLEASE TAKE THE TIME TO COMPLETE  
THE SURVEY. WE WANT YOU "COMPLETELY SATISFIED"  
WITH YOUR SERVICE EXPERIENCE !  
THANKS, YOUR SERVICE TEAM  
METHOD CASHIER

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [REDACTED]

[REDACTED]



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CHESTER, VA [REDACTED]  
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PAGE 1

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MIDLOTHIAN, VA 23113

SERVICE ADVISOR: 22 WESLEY MAYTON

1038  
DONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
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R.O. OPENED		READY					
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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST SAYS CAR RUNS ROUGH ADVISE  
CAUSE: CLOGED CAME APART

B436301 R&R FRONT CATALYTIC CONVERTER  
118 SUBARU TEAM, LESS DOUG LIC#: S/T  
WPS

1	44620AD83A	EXHAUST PIPE AY FRONT	(N/C)
1	44620AD89B	PIPE COMPL-EXH, FR	(N/C)
1	44022AA123	GASKET (CR)	(N/C)
1	44616AA200	GASKET EXHAUST	(N/C)
2	44011AC030	GASKET	(N/C)
1	OVN	OVERNIGHT CHARGE	(N/C)

FC: HCR22  
PART#: 44620AD83A  
COUNT: 6  
CLAIM TYPE: WC  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
\*\*\*\*\*

B TOW IN  
DONE - JOB COMPLETE.  
118 SUBARU TEAM, LESS DOUG LIC#: S/T  
IS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
\*\*\*\*\*

C 796-2875 OR 517-1521  
NSP NO SERVICE PERFORMED  
118 SUBARU TEAM, LESS DOUG LIC#: S/T  
IS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
\*\*\*\*\*

D\*\* RENTAL CAR  
RENTAL RENTAL CAR  
118 SUBARU TEAM, LESS DOUG LIC#: S/T

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SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

**Fogle, Brenda CTR (NHTSA)**

---

**From:** Abbew, Margaret CTR (NHTSA)  
**Sent:** Thursday, August 27, 2015 2:08 PM  
**To:** Fogle, Brenda CTR (NHTSA)  
**Subject:** FW: VOQ Reference # 10733538 [REDACTED]  
**Attachments:** VOQ SUBARU.pdf

**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Thursday, August 27, 2015 11:09 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: VOQ Reference # 10733538 [REDACTED]

**From:** [REDACTED]  
**Sent:** Thursday, August 27, 2015 9:43 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** VOQ Reference # 10733538 [REDACTED]

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