

 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 19-OCT-2016 JAN - 4 2017		Repository ☐ Reference No. 10917279	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
LAKEWOOD	ND		SAME		
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					
VIN: 4S1BSAACH1H3		Make: SUBARU		Model: OUTBACK	
PINE BELT SUBARU		2017		2017	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
5-1-16	PINE BELT SUBARU 732-902-4160		No: Cylinders 4	REG GAS	
Original Owner	Dealer's City	State	Zip Code		
☐		ND	58701		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
6 SPD.	☒ Cruise Control	4 WH. DR.			16-SEP-2016
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed
				2000	AT IDLE
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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).					
TL* THE CONTACT OWNS A 2017 SUBARU OUTBACK. THE CONTACT STATED THAT WHEN THE VEHICLE WAS STARTED, THERE WAS AN LOUD ABNORMAL SOUND. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE WAS UNDETERMINED. THE CONTACT ALSO MENTIONED THE ALL THE WINDOWS FAILED TO FUNCTION EXCEPT FOR THE DRIVER SIDE WINDOW. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 2,000.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

DEALER WAS MADE AWARE OF WINDOW FAILURE AND IT WAS FIXED.
(STILL MAKING SAME LOUD NOISE (12-3-16))
TOOK CAR TO THE DEALER ABOUT A WEEK AFTER I BOUGHT CAR
WAS TOLD THAT THE LOUD NOISE THAT I HEAR WHEN THE ENGINE
IS COLD, IS NORMAL, BUT I TOLD HIM IT WAS SO LOUD THAT EVEN
MY NEIGHBORS ACROSS THE STREET CAN HEAR IT WHEN I START MY
CAR IN THE GARAGE, BOUGHT IT BACK TWICE, THEN AGAIN AT 6,000
MI FOR OIL CHANGE WAS STILL TOLD IT WAS NORMAL, TWO OTHER
PEOPLE ON MY STREET HAVE THE SAME CARS, ONE IS 2017 AND THE
OTHER A 2016 AND NONE OF THEIR CARS MAKE THIS NOISE (LOUD)

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

TRENTON

NJ 0865

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

