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

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	Repository ☐
19-OCT-2016 MAY 3 1 2017	Reference No. 10917279

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number CELL [redacted]	
City LAKEWOOD	State NJ	Zip Code [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	Make	Model	Model Year
4S4BSAAC1H3 [redacted]	SUBARU	OUTBACK	2017

Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
SEPT 1916	PINE BELT SUBARU			4	GAS
Original Owner ☒	Dealer's City LAKEWOOD & BRICK NJ	State NJ	Zip Code 08701		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO 4SPD.	☒ Antilock Brakes ☒ Cruise Control	4 CYL	ENGINE MODE TOOK BACK 4 TIMES	16-SEP-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM	Failure Mileage 2000	Failure Speed

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: DOTMAL9ABC036)	☐ 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. I HAVE TAKEN THIS CAR BACK 4 TIMES AND ALWAYS THE SAME ANSWER, IT WILL do THIS IN THE MORNING, WHEN COLD I go TO ShopRite OR anywhere ELSE and STAY FOR JUST ONE OR 2 hrs. And COME OUT IT STILL does THE SAME THING. I HAVE ASK OVER 6 PEOPLE WITH THE SAME CAR AND THIS ISN'T HAPPEN TO THEM.

OVER PLEASE

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 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.

TWO PEOPLE ON MY BLOCK, ONE HAS A NEW OUT BACK LIKE MINE, THE OTHER ONE A LEGACY WITH THE SAME ENGINE, WHEN THEY HEARD MINE THEY WERE SHOCKED.

AFTER MANY TRIPS TO THE DEALER HE FINALLY TOLD ME HE WOULD BUY IT BACK FOR 20,000.00 I TOLD HIM THIS WAS BULLSHIT, AFTER I HAD JUST PAID 27,000 5 MOS. BEFORE. PLEASE HELP ME TAKE CARE OF THIS, I DON'T THINK I SHOULD HAVE TO GO THROUGH THIS OVER & OVER.

Thank You for your attention

[redacted]

CEL[redacted]

I'm SENDING YOU TWO COPIES, THEY SAID THEY DON'T KNOW WHERE THE OTHER ONES ARE.

I have grand kid that I take Back and fouth from up north and I don't want to break down on the Parkway and get hit in the back.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PINE BELT SUBARU
PARTS & SERVICE CENTER
1104 Route 88
Lakewood, NJ 08701
Main (732) 719-1600
Service (732) 719-1601
Parts (732) 719-1602
Fax: (732) 719-1605
www.pinebeltcars.com

CHEVY SUBARU CHRYSLER Jeep

[redacted]

PAGE 1

LAKEWOOD, NJ [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 195 TOM PATANIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	17	SUBARU OUTBACK	4S4BSAAC1H3[redacted]		9010/9010	T837

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP16 DD			17:00 19JAN17		132.95	CASH	20JAN17

R.O. OPENED	READY	OPTIONS:
15:25 19JAN17	13:52 20JAN17	SOLD-STK: [redacted] ENG:2.5_Liter TRN:CVT

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES WHEN CAR FIRST STARTED IN THE MORNINGS THE SOUND OF ENGINE RUNNING IS ABNORMALLY LOUDER THAN USUAL. STATES SOUND HAS GOTTEN LOUDER THAN WHEN HE FIRST BOUGHT THE VEHICLE. ONCE VEHICLE IS WARMED UP HE DOES NOT HERE THE SOUND OF IT.

CAUSE: NO TROUBLE FOUND
100009 NO TROUBLE FOUND (N/C)
817 W
FC: BYB00 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

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

9010 this vehicle is going into pzev move(partial zero emissions vehicle)this occurs when the vehicle is cold and the engine idles high to warm the engine to optimize emissions.once the engine warms up the engine idle lowers and the engine idles at a lower revolution. vehicle is operating as designed

****

B PROVIDE CUSTOMER WITH COURTESY TRANSPORTATION FOR 1 DAY. VEHICLE FRIDAY BY 5PM.
DRAC PROVIDE CUSTOMER WITH COURTESY TRANSPORTATION FOR 1 DAY. VEHICLE FRIDAY BY 5PM. (N/C)
999 ISP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

EST: 0.00 19JAN17 15:25 SA: 195

COMPANY NAME UBARU ADDED COVERAGE
COMPANY PHONE
POLICY NUMBER TBD
POLICY TERM 60

Since 1937.... A Name You Can Trust!

HOURS: MONDAY - FRIDAY 7:30 A.M. - 5:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [redacted]

[redacted]

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[redacted]

LAKEWOOD, NJ [redacted]

PAGE 1

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 195 TOM PATANIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	17	SUBARU OUTBACK	4S4BSAAC1H3[redacted]		9010/9010	T837

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP16 DD			17:00 19JAN17		132.95	CASH	20JAN17

R.O. OPENED	READY	OPTIONS:
15:25 19JAN17	13:52 20JAN17	SOLD-STK: [redacted] ENG:2.5_Liter TRN:CVT

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES WHEN CAR FIRST STARTED IN THE MORNINGS THE SOUND OF ENGINE RUNNING IS ABNORMALLY LOUDER THAN USUAL. STATES SOUND HAS GOTTEN LOUDER THAN WHEN HE FIRST BOUGHT THE VEHICLE. ONCE VEHICLE IS WARMED UP HE DOES NOT HERE THE SOUND OF IT.

CAUSE: NO TROUBLE FOUND

100009 NO TROUBLE FOUND
817 W (N/C)

FC: BYB00 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

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

9010 this vehicle is going into pzev move(partial zero emissions vehicle)this occurs when the vehicle is cold and the engine idles high to warm the engine to optimize emissions.once the engine warms up the engine idle lowers and the engine idles at a lower revolution. vehicle is operating as designed

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DRAC PROVIDE CUSTOMER WITH COURTESY TRANSPORTATION FOR 1 DAY. VEHICLE FRIDAY BY 5PM.

999 ISP (N/C)

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

****

EST: 0.00 19JAN17 15:25 SA: 195

COMPANY NAME UBARU ADDED COVERAGE
COMPANY PHONE
POLICY NUMBER TBD
POLICY TERM 60

Since 1937.... A Name You Can Trust!

HOURS: MONDAY - FRIDAY 7:30 A.M. - 5:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

LIMITED LABOR WARRANTY

This Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss or profits or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

CUSTOMER #: [redacted]

[redacted]

INVOICE

PINE BELT SUBARU
PARTS & SERVICE CENTER
1104 Route 88
Lakewood, NJ 08701
Main (732) 719-1600
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Fax: (732) 719-1605
www.pinebeltcars.com

[redacted]

LAKEWOOD, NJ [redacted]

PAGE 1

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 893 JEFFREY CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	17	SUBARU OUTBACK	4S4BSAAC1H3[redacted]		11198/11198	T1668

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP16 DD			17:00 01MAR17		132.95	CASH	02MAR17

R.O. OPENED	READY	OPTIONS:
08:00 01MAR17	09:52 02MAR17	SOLD-STK:[redacted] ENG:2.5_Liter TRN:CVT

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES ENGINE SOUNDS LOUD IN THE MORNING INTERMITTENLY. ONLY OCCURS WHEN ENGINE IS COLD.
CAUSE: COULD NOT DUPLICATE CONCERN. VEHICLE WILL BE LOUDER ON COLD STARTS, NORMAL OPERATION
100009 NO TROUBLE FOUND
114 W (N/C)
FC: BYB00 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
11198 Refer to line B.

****

B CUSTOMER STATES VEHICLE IS PULLING TO THE LEFT MOST OF THE TIME AND SOMETIMES TO THE LEFT WHILE LIGHTLY BRAKING
CAUSE: FOUND CUSTOMER TAKING HANDS OFF WHEEL, VEHICLE IS OPERATING AS DESIGNED
100009 NO TROUBLE FOUND (THIS IS A LIE)
114 W (N/C)
FC: QYD00 PART#: COUNT: how can someone say this when the person was sitting along side me doing 30 mph.
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
11198
Road test w/ customer for almost 1 hour to ID engine noise & brake pull.
Let car sit overnight for cold soak.
Start engine in AM w/ 2 techs listening.
Engine sounds normal.

PLEASE TURN OVER →

****

C PERFORM MULTI-POINT VEHICLE INSPECTION
MPI PERFORM MULTI-POINT VEHICLE INSPECTION
999 ISP (N/C)

SUBARU
Since 1937 A Name You Can Trust!

HOURS: MONDAY - FRIDAY 7:30 A.M. - 5:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

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CUSTOMER COPY

Besides engine noise the car pulls to the left when slowing down and also to the right/why would someone say I let go of the wheel would you? this is getting more crazy each day and I can't take this (bull) any longer

ADP

LIMITED LABOR WARRANTY

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CUSTOMER #: [redacted]

[redacted]

INVOICE

PINE BELT SUBARU
PARTS & SERVICE CENTER
1104 Route 88
Lakewood, NJ 08701
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CHEVY SUBARU CHRYSLER Jeep

[redacted]

LAKEWOOD, NJ [redacted]

PAGE 1

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 195 TOM PATANIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	17	SUBARU OUTBACK	4S4BSAAC1H3[redacted]		15653/15653	T3901

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP16 DD			17:00 03MAY17		132.95	CASH	04MAY17

R.O. OPENED	READY	OPTIONS:
09:47 03MAY17	10:10 04MAY17	SOLD-STK: [redacted] ENG:2.5_Liter TRN:CVT

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THE VEHICLE IS LOUDER IN THE MORNING THAN NORMAL. WAS IN AT 2000 MILES WHEN IT FIRST ACURRED BUT SINCE THAN THE VEHICLE IS LOUDER. HE CONTACTED SUBARU THEY SAID TO BRING THE VEHICLE IN check and advise

CAUSE: NORMAL OPERATION
100009 NO TROUBLE FOUND
507 W (N/C)
FC: BYB85 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

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

15653
started vehicle after 3 hrs of sitting
need to have customer present to demonstrate noise
started vehicle with customer present
noise he is hearing is normal for pzev vehicle
secondary noise is transmission fluid being pressurized also normal operation
vehicle is operating as design

****

B PERFORM MULTI-POINT VEHICLE INSPECTION
MPI PERFORM MULTI-POINT VEHICLE INSPECTION
507 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

EST: 0.00 03MAY17 09:47 SA: 195

COMPANY NAME SUBARU ADDED COVERAGE
COMPANY PHONE
POLICY NUMBER TBD
POLICY TERM 60

Since 1937 .... A Name You Can Trust!

HOURS: MONDAY - FRIDAY 7:30 A.M. - 5:00 P.M.
SATURDAY 8:00 A.M. - 5:00 P.M.

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISC./DED.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

LIMITED LABOR WARRANTY

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ATTENTION:

GENERAL MANAGER ☐
PARTS MANAGER ☐
CLAIMS PERSONNEL ☐
SERVICE MANAGER ☐

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

SUBARU.

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2011MY and Later Forester with FB Engine
2012MY and Later Impreza with FB Engine
2013MY Legacy / Outback with FB Engine
CAL (PZEV) and FED Emission
Specification Vehicles

NUMBER: 11-119-12
DATE: 08/31/12

SUBJECT: Exhaust Sound After Starting the Engine

INTRODUCTION

This Bulletin is for informational purposes only.

If you encounter a customer concern about an engine sound after starting the engine which can be heard through the exhaust, please note the following information. The sound is not at all harmful to the engine or the exhaust system.

After the engine is started, the ignition timing map in the ECU (Engine Control Unit) retards the ignition timing to help decrease the time necessary for the catalyst to reach operating temperature. This action helps to reduce exhaust emissions. Although the condition occurs primarily after a cold start, it may also be heard after a warm restart but for a shorter length of time. As the engine coolant temperature rises, the amount of ignition timing retard is decreased. This ignition timing map causes some of the combustion process to occur as the exhaust valves begin to open. The release of high-pressure combustion gasses entering the exhaust system is the cause of this sound. Depending on several different input signals to the ECU such as engine coolant temperature and throttle opening angle, the sound could occur until the engine reaches the desired temperature which varies by model and model year. Generally speaking, the sound level will decrease as the amount of ignition timing retard is reduced and engine coolant temperature rises.

This ECU timing logic can vary from model to model and year to year which can have an effect on the clarity and volume of the sound heard by the customer. As a result, when combined with fuel blend variations, there will be the possibility for some significant variation in the level and duration of the sounds this condition produces.

IMPORTANT: This sound is considered a normal operating characteristic of the engine and no attempt should be made to repair it.

Why wasn't I told about all these different noises when hot or cold when I bought the car car, because if it always makes a gas noise and it is loud I would have never bought it.

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

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May 11, 2017

Dear Mr.Power,

In my last visit to the dealer, I was told the noise from the engine is normal, then if you read on, it states the secondary noise is coming from the trans.

Two of my friends visited the dealer with me when picking up my car. One has the same car 2017 Outback , the other 2017 Legachy. Both have the same engines and neither of them make any noise. Both gentlemen stated this to Subaru management.

Thank you,

[redacted]

ATTENTION:

GENERAL MANAGER ☐
PARTS MANAGER ☐
CLAIMS PERSONNEL ☐
SERVICE MANAGER ☐

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2008-2009MY Legacy, Outback and Forester, Naturally Aspirated (Non-Turbo) PZEV (Partial Zero Emission Vehicle) models

NUMBER: 11-85-07R
DATE: 10/15/07
REVISED: 08/21/12

SUBJECT: PZEV Exhaust Noise

INTRODUCTION

This bulletin is for informational purposes only.

If you encounter a customer complaint about an (engine) noise during cold starts heard through the exhaust, please note the following.

When the engine coolant temperature is approximately 158° F or below, the ignition timing map in the ECU (Engine Control Unit) is changed to retard the engine timing. This timing change is done in order to quickly heat up the exhaust catalyst to reduce emission gases. This change causes part of the combustion process to occur as the exhaust valves are opening in the cylinder head. The release of the high pressure combustion gases entering the exhaust system causes this noise. Depending on several different inputs to the ECU, such as engine coolant temperature and throttle opening angle, this noise could occur until the engine coolant temperature reaches the desired temperature.

This same timing change map applies to 2004~2008MY Legacy, Outback and 2007~2008MY Forester 2.5 liter, naturally aspirated PZEV models, however the logic is slightly different from model to model. This slight difference from model to model and year to year means that some vehicles have the noise while others may not. This noise is not harmful to the engine or exhaust system. It is also important to understand that during normal driving this mapping is ignored.

No repair attempt should be made to change this noise; the vehicle is operating as designed.

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