

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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|  <p>U.S. Department of Transportation<br/>National Highway Traffic Safety Administration</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | <p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b><br/>To Report Vehicle Safety Defects<br/>1-888-DASH-2-DOT<br/>(1-888-327-4236)<br/>INTERNET: www.nhtsa.dot.gov/hotline</p> |  | <p>FOR AGENCY USE ONLY 100148</p>                                      |  |
| <p>Date Received</p> <p>14-NOV-2016<br/><b>JAN 25 2017</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  | <p>Repository <input type="checkbox"/></p>                                                                                                                                                        |  | <p>Reference No.<br/>10925991</p>                                      |  |
| <p><b>OWNER INFORMATION (Type or Print)</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p>Name</p> <p>[Redacted]</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | <p>Daytime Telephone Number</p> <p>[Redacted]</p>                                                                                                                                                 |  | <p>E-mail Address</p> <p>[Redacted]</p>                                |  |
| <p>Address</p> <p>[Redacted]</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | <p>Evening Telephone Number</p> <p>[Redacted]</p>                                                                                                                                                 |  |                                                                        |  |
| <p>City</p> <p>SCARSDALE White Plains</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | <p>State</p> <p>NY NE</p>                                                                                                                                                                         |  | <p>Zip Code</p> <p>[Redacted]</p>                                      |  |
| <p>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).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p><b>VEHICLE INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>4S4BSATC4H3 [Redacted]</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | <p>Make</p> <p>SUBARU</p>                                                                                                                                                                         |  | <p>Model</p> <p>OUTBACK -<br/>Touring</p>                              |  |
| <p>Model Year</p> <p>2017</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | <p>Date Purchased</p> <p>10/5/16</p>                                                                                                                                                              |  | <p>Dealer's Name and Telephone Number</p> <p>Subaru (845) 359-7777</p> |  |
| <p>Original Owner</p> <p><input checked="" type="checkbox"/></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | <p>Dealer's City</p> <p>Orangeburg</p>                                                                                                                                                            |  | <p>Engine:</p> <p>No: Cylinders</p> <p>4</p>                           |  |
| <p>Fuel Type:</p> <p>regular unleaded gas</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | <p>State</p> <p>NY</p>                                                                                                                                                                            |  | <p>Zip Code</p> <p>10962</p>                                           |  |
| <p>Transmission Type</p> <p>Lineartronic CVT</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | <p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>                                                                              |  | <p>Powertrain</p> <p>2.5 liter Subaru Boxer 4-cylinder</p>             |  |
| <p>Multiple Failure:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | <p>Incident Date(s)</p> <p>14-NOV-2016</p>                                                                                                                                                        |  |                                                                        |  |
| <p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p>Vehicle Component Code: 200000 WHEELS</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                   |  | <p>Failure Mileage</p>                                                 |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                                   |  | <p>Failure Speed</p>                                                   |  |
| <p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p>Tire Make</p> <p>Nokian</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  | <p>Tire Model (Name or Number)</p> <p>Hakkapelitta R2 SUV</p>                                                                                                                                     |  | <p>Tire Size (Example P215/65R15)</p> <p>225/65 R17</p>                |  |
| <p>DOT No. (Example: DOTM19ABC036)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | <p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>                                                                                                   |  | <p>Failure Location:</p>                                               |  |
| <p>Tire Component Code</p> <p>Product code T428355</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | <p>Tire Failure Type: tire pressure sensor</p>                                                                                                                                                    |  |                                                                        |  |
| <p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p>Make:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | <p>Date Manufactured:</p>                                                                                                                                                                         |  | <p>Model No./Name:</p>                                                 |  |
| <p>Seat Type:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | <p>Installation System:</p>                                                                                                                                                                       |  |                                                                        |  |
| <p>Child Seat Component Code:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | <p>Failed Part:</p>                                                                                                                                                                               |  |                                                                        |  |
| <p><b>APPLICABLE INCIDENT INFORMATION</b><br/>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | <p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>                                                                                                            |  | <p>Number of Persons Injured</p> <p>0</p>                              |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                                   |  | <p>Number of Deaths</p> <p>0</p>                                       |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                                   |  | <p>Reported to Police</p> <p>N</p>                                     |  |
| <p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br/>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).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p>TL* THE CONTACT OWNS A 2017 SUBARU OUTBACK. WHEN ROTATING OR REPLACING TIRES, THE TIRE PRESSURE TRANSPONDERS ON THE WHEELS MUST BE REMOVED AND PLACED IN THEIR ORIGINAL POSITIONS OR RE-FLASHED AT THE SUBARU DEALER (SINCE 2015) IF NOT, THEY WOULD NOT BE IN COMPLIANCE WITH NEW YORK AND WOULD FAIL INSPECTION. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE OF INSPECTION.</p> <p>When I purchased the above tires and new rims and had them put on the car for the winter, the dashboard tire pressure monitor illuminated. The tire supplier was unable to flash the winter tires, which they are able to do for other makes/models, since Subaru does not make this proprietary code available and expects owners to have flashing done at a dealership, which is very expensive. This is a safety issue because car</p> |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                   |  |                                                                        |  |
| <p>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.</p>                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                                                                   |  |                                                                        |  |

would fail NY state safety inspection if tire pressure monitor were illuminated. Subaru needs to make codes available for post-2015 models.