

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) FOR AGENCY USE ONLY 100148



U.S. Department of Transportation
National Highway Traffic Safety Administration

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

Date Received	Repository <input type="checkbox"/>
23-JAN-2017	Reference No. 10946936

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
GLEN GARDNER	NJ	[REDACTED]	

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

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
JF2GPALC2G8 [REDACTED]	SUBARU	CROSSTREK	2016
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
2-22-16	FLEMINGTON SUBARU - 908- 888-2025	No: Cylinders	REG.
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
<input checked="" type="checkbox"/>	FLEMINGTON N.J	NJ	08822
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
CTV?	<input checked="" type="checkbox"/> Cruise Control	P2EV/AWD	Incident Date(s)
			18-DEC-2016
			THRU 12-28-16

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY/WIPER (PWS)	Failure Mileage	Failure Speed
	13000	40
		11 + OR -

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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

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

Crash <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police
		0	0	WYOMING STATE POLICE

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 2016 SUBARU CROSSTREK. THE CONTACT STATED THAT WHILE DRIVING AT 40 MPH, THE REAR WINDOW WINDSHIELD SHATTERED AS THE DEFROSTER WAS ACTIVATED. THE VEHICLE WAS TAKEN TO THE DEALER. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT ALSO STATED THAT THE WINDSHIELD WAS REPLACED RECENTLY. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 13,000.

CONTACTED SUBARU DEALER IN FLEMINGTON N.J & JACKSON, WYOMING. ALSO ON RETURN HOME CONTACTED SUBARU SERVICE DEPT. IN FLEMINGTON NJ IN PERSON & IN WRITING TO SERVICE CENTER 11-12. BASICLY, I WAS ADVISED THERE IS A PROBLEM WITH DEFROST SYSTEM, AN. YOU JUST TO LIVE WITH SAME?? FOR ME, THESE NUMEROUS EVENTS (OVER)

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)

OCCURRED ON RTE 80 IN SEVERE WEATHER. COULD NOT SEE OUT OF 50% OF FRONT WINDOW. COULD NOT PULL OVER ALL THE TIME (TOO DANGEROUS) TO KEEP WINDSHIELD CLEAR (I HAD ALL EQUIPMENT IN CAR TO KEEP OUTSIDE WINDSHIELD CLEAR) BUT IT KEPT ON FOGGING UP FROM INSIDE! SINCE WINDOW GOT SO COLD IT BROKE WHEN HIT BY ROCK SALT/CINDER ON ROAD. I HAD TO REPLACE ENTIRE GLASS UPON RETURN HOME. PLEASE CALL IF YOU NEED ADDITIONAL INFORMATION OR VERIFICATION. THANK YOU

ATTACH ADDITIONAL INFORMATION IF NECESSARY

DV DANIELS
NJ 070
23 FEB '17
PM 2 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**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 Customer Service (VCS)
U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.gov