



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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

07-FEB-2017

APR 04 2017

Repository ☐

Reference No.

10950187

OWNER INFORMATION (Type or Print)

Name

Address

City

MOUNT PROSPECT

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

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

4S4BRCCC6A3

Make

SUBARU

Model

OUTBACK

Model Year

2010

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

24-JAN-2017

☐

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 030000 BRAKES (PWS)

Failure Mileage

68000

Failure Speed

hard
stop

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

TL* THE CONTACT OWNS A 2010 SUBARU OUTBACK. WHILE DRIVING VARIOUS SPEEDS, THE VEHICLE STALLED WITHOUT WARNING WHEN THE BRAKE PEDAL WAS DEPRESSED. THE VEHICLE WAS TAKEN TO BE REPAIRED AT THE DEALER. THE SPARK PLUGS WERE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 68,000.

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 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)

(2)

On multiple occasions the car would stall when coming to a stop but problem was intermittent so repair place could not see problem for along time. When told it could be torque converter very diomaxed. Looked up torque converter on internet with my vehicle. Found info on attached paper - service bulletin. Realized this was the most likely culprit & felt that Subaru should take action 1) because stopping suddenly on the expressway & stalling was a safety issue 2) Very costly for consumer 3) Average life of transmission & parts is over 100,000 miles. 4) Nissan had a similar problem & extended their warranty to 100,000 miles.

ATTACH ADDITIONAL SHEETS IF NECESSARY

(continued)

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

CAROL STREAM

IL 601

06 MAR '17

PM 5 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



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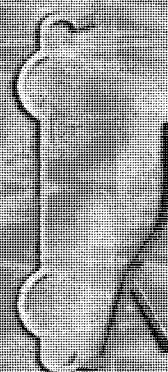
WASHINGTON, DC

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 Owners: Contact your NHTSA
U.S. Department of Transportation
National Highway Traffic Safety Administration

The dealer suggested I discuss my concern with Subaru. I called & negotiated cost of repair. Subaru responded promptly & courteously but denied any wrong doing. Felt service bulletin was only help for their mechanics & not a recall. While I understand their unwillingness or inability to perform a recall on all the vehicles affected, I feel that this problem should have at least extended the warranty to address this issue.

4

Nevada 545

Apr '15

It is possible that the thrust washer inside the torque converter is worn, if your vehicle has the 4 cylinder/CVT transmission.

Contact Subaru corporate, they might provide assistance with this.

Bulletin number 16-90-13R;

DATE: 01/06/14

REVISED: 05/07/14

APPLICABILITY:

2010-12 MY Legacy and Outback Models Equipped with CVT Transmission

SUBJECT:

Design Change to Lock-Up Type Torque Converter

INTRODUCTION

This bulletin announces the availability of a countermeasure torque converter assembly to address a customer concern of very low engine RPM when coming to a stop. The condition is similar to coming to a stop in a manual transmission equipped vehicle without depressing the clutch pedal. Thrust washer wear inside the torque converter can cause restriction of the oil passage used to bleed off lock-up clutch application pressure. The result is either a delayed (momentary low engine rpm) or no lock-up pressure release. The thrust washer has been changed from a solid bushing-type to a needle bearing type.

HobLou

Jul '15

What was the end result of this? My 2011 Subaru Outback has been shuddering and almost stalling on occasion. I've seen the TSB and other posts out on the web concerning this issue.

westnewworld

Oct '16

As noted in the earlier post, there is a Technical Service Bulletin issued by Subaru which covers this. However this should be a recall and you should not have to pay \$1,500 to fix it. Subaru is avoiding its responsibility by not properly dealing with a hazardous situation since this torque converter manufacturer defect causes the vehicle to suddenly and unexpectedly stall when coming to a rapid stop. If your vehicle suddenly stalls at an intersection (which has happened to me numerous times) it can easily result in an accident. Subaru needs to make this an official recall, remedying this hazard. I urge other Subaru owners who have experienced this issue to file a Vehicle Safety Complaint with the NHTSA. You can do so here: <https://www-odi.nhtsa.dot.gov/VehicleComplaint>. If enough people voice their concerns, perhaps Subaru will do the right thing and issue a recall.

Over 30,000 mechanics,
reviewed by Car Talk's
Community.



Mr_Spaz

Nov '16

Roto Subaru Mazda, Inc.

1555 E. Rand Road
Arlington Heights, IL 60004
(847) 255-5700
Fax: (847) 577-9729



SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 1:00 p.m. Saturday

R/O Open Date	R/O Number
1/31/17	
R/O Close Date	Status
2/22/17	Final
Mileage In	Mileage Out
74052	74052
Service Advisor / Tag #	
Patrick Prosnia/4408*W*	

[REDACTED]			Work Phone	[REDACTED]	
MT PROSPECT, IL [REDACTED]			Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number
2010	SUBARU	OUTBACK	WGN	WHITE	

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Email: [REDACTED]			
#1 - 99P: MULTI POINT INSPECTION			
#4 - 00: QUICK SERVICE			
C/S AT LAST VISIT, REPROGRAMMING WAS DONE TO FIX HESITATION/STALLING WHEN COMING TO A STOP. CAR STILL STALLS AND HESITATES. CHECK AND ADVISE			
Work performed by FRANK K (108)			880.89
Corrected by QUICK SERVICE			
Installed SOA868V9270 :SUPER COOLANT PRE-MIXED			1@23.97 23.97
Installed CVT :FLUID			8@13.95 111.60
Installed TRANSKIT :TRANS KIT			1@25.99 25.99
Installed 31100AB172 :CONV ASSY TORQ			1@675.53 675.53
Installed 44011AC030 :GASKET			2@14.90 29.80
Installed 806747020 :OILSEAL 47.5X65X6			1@6.47 6.47
Installed 44616AA030 :GASKET EXHAUST JOINT			1@7.65 7.65
INSPECTED VEHICLE. FOUND THROTTLE BODY GUNKED UP. CLEANED THROTTLE BODY. PERFORMED RE LEARN PROCEDURE. TECH DROVE CAR HOME AND BACK. CAR FUNCTIONING NORMALLY AT THIS TIME			
Sub Total: 1761.90			
#5 - 00: QUICK SERVICE			
C/S WHEN ACCELERATING, THERE IS A RATTLE NOISE. CHECK AND ADVISE			
#6 - WASH: FREE CAR WASH			
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."			
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.			
LABOR			880.89
PARTS			881.01
DEDUCTIBLE			.00
SUBLET			.00
SHOP SUPPLIES			.00
HAZARDOUS MATERIALS			.00
SALES TAX OR TAX I.D.			88.10
SPECIAL ORDER DEPOSIT			.00
DISCOUNTS			.00
TOTAL DUE			1850.00
Visa/MC [REDACTED]			250.00
A/R: [REDACTED]			1600.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.