


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

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|  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 22-JUN-2017 AUG 22 2017 | Repository <input type="checkbox"/> Reference No. 11000580 | | |
| OWNER INFORMATION (Type or Print) | | | | | |
| Name [REDACTED] | | Daytime Telephone Number [REDACTED] | | E-mail Address [REDACTED] | |
| Address [REDACTED] | | Evening Telephone Number Same | | | |
| City NEW VIRGINIA | | State IA | 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 4S4BSBLC9F3 [REDACTED] | | Make SUBARU | Model OUTBACK | Model Year 2015 | |
| Date Purchased 2015 JAN 26 | Dealer's Name and Telephone Number BEARDOROLE CHEVY SUBARU 402-734-2525 | | Engine: No: Cylinders 4 | Fuel Type: GAS | |
| Original Owner <input type="checkbox"/> | Dealer's City | State | Zip Code | | |
| Transmission Type Auto | <input checked="" type="checkbox"/> Antilock Brakes | Powertrain | Multiple Failure: | Incident Date(s) 22-JUN-2015 | |
| <input checked="" type="checkbox"/> Cruise Control | | | | | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | |
| Vehicle Component Code: 130000 VISIBILITY WIPER (PWS) REFLECTION FROM GPS/RADIO SCREEN IS BLINDING. ONLY HAPPENS WHEN THE SUN IS LOW ON THE HORIZON & ESPECIALLY IN THE WINTER MONTHS | | | Failure Mileage 35000 | 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: DOTM9ABC036) | | <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 (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).) | | | | | |
| Crash <input 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 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 2015 SUBARU OUTBACK. THE CONTACT STATED THAT THE SCREEN ON THE RADIO CREATED A BLINDING GLARE FROM THE SUNLIGHT. AS A RESULT, THE CONTACT STATED THEY WERE ALMOST INVOLVED IN A COLLISION WITH A PEDESTRIAN DUE TO THE GLARE. THE WAS TAKEN TO RAMSEY SUBARU WHERE THEY DIAGNOSED THERE WAS NO ISSUE WITH THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 35,000. THE MANUFACTURER WAS NOT NOTIFIED BECAUSE IT IS IMPOSSIBLE TO CONTACT SUBARU CUSTOMER SERVICE. I SPENT OVER 45 MIN. ON HOLD & FINALLY GAVE UP. | | | | | |
| 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. | | | | | |