



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 ☐

05-SEP-2018

Reference No.

OCT 24 2018

11124519

OWNER INFORMATION (Type or Print)

Name

Address

City

OVERLAND PARK

State KS

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

JF2SJGWC6J1

Make

SUBARU

Model

FORESTER

Model Year

2018

Date Purchased

5 May 2018

Dealer's Name and Telephone Number

Lees Summit Subaru 816-251-8600

Engine:

No: Cylinders

4

Fuel Type:

Gasoline
Premium

Original Owner

☒

Dealer's City

Lees Summit, MO

State

MO

Zip Code

64064

Transmission Type

CVT

☒ Antilock Brakes

☒ Cruise Control

Powertrain

AWD

Multiple Failure:

Incident Date(s)

25-MAY-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM

Failure Mileage

4200

Failure Speed

80

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

0

Number of Deaths

0

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 2018 SUBARU FORESTER. WHILE DRIVING APPROXIMATELY 80 MPH, THE VEHICLE SUDDENLY LOST ENGINE POWER. THE VEHICLE WAS COASTED TO AN EXIT RAMP. THE CONTACT STATED THAT THE ENGINE WAS STILL IDLING EXTREMELY LOW AND THE VEHICLE WAS TURNED OFF AND RESTARTED. RIMROCK SUBARU (324 S 24TH ST W, BILLINGS, MT 59102, (406) 651-5200) REPLACED THE FUEL PUMP AND FUEL PUMP CONTROL MODULE; HOWEVER, THE FAILURE CONTINUED. THE DEALER REFERRED THE CONTACT TO THE MANUFACTURER AND OFFERED A TRADE-IN FOR A 2018 SUBARU OUTBACK. THE MANUFACTURER WAS NOT CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 4,200.

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.

No accident. No injury. Potentially lethal defect, however, if failure had occurred in heavy traffic, or in mountains.

ON 13 Aug 2018

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Engine abruptly shut down on Highway, at speed (80 mph the legal limit). Discovered on shoulder that engine still was running - but barely. Shut down & re-started. Fortunately, was on straight, level, highway (I-90 going west in S. Dakota). Operated normally rest of day, and for some hours next morning. Then, impossible to start for a half hour or so. Finally started; operated normally until I reached Billings, Montana (14 Aug.). Rim Rock Subaru (Billings) tried twice to repair. Failed. Declared unable to fix. Offered no help. Would not put me in.

ATTACH ADDITIONAL SHEETS IF NECESSARY CONTACT with regional rep.

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1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

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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.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



www.nhtsa.gov

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