



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 ☐

25-SEP-2018

Reference No.

FEB 19 2019

11131607

OWNER INFORMATION (Type or Print)

Name

Address

City SAN JOSE

State CA

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

4S4BRBKC1D3

Make

SUBARU

Model

OUTBACK

Model Year

2013

Date Purchased

12-6-12

Dealer's Name and Telephone Number

Capitol Subaru

Engine:

No: Cylinders

4

Fuel Type:

gas

Original Owner

☒

Dealer's City

SAN JOSE

State

ca

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Auto 4 wheel drive

Multiple Failure: yes

Incident Date(s)

10-APR-2018

July 18
Aug 18
Nov 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL

Failure Mileage

17000

Failure Speed

50
35.65 30

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 2013 SUBARU OUTBACK. WHILE DRIVING 50 MPH, THE VEHICLE WOULD DOWNSHIFT TO A LOWER GEAR WITHOUT WARNING. THE FAILURE INTERMITTENTLY RECURRED. THE VEHICLE WAS TAKEN TO CAPITOL SUBARU (LOCATED AT 920 CAPITOL EXPRESSWAY AUTO MALL, SAN JOSE, CA 95136, (408) 763-4024) WHERE DIAGNOSTIC TESTING WAS COMPLETED; HOWEVER, A FAILURE CODE COULD NOT BE FOUND. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 17,000.

Failed Nov 6 2018 2:30 PM loses power suddenly
Intermittent, Offroad at 1 while merging freeway, City street
No warning

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)

fact - 11th July Aug, Oct
Very dangerous

ATTACH ADDITIONAL SHEETS IF NECESSARY

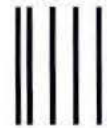
U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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Penalty for Private Use \$300

SAN JOSE
CA 950
07 JAN '19
PM 3 L



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National Highway Traffic Safety Administration
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Washington, D.C. 20077-9382



safecar.gov

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



Vehicle Owner's Questionnaire (VOQ)
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