



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-OCT-2018

Reference No.
11133530

DEC 11 2018

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	PASCO	State	WA
Zip Code	[REDACTED]		

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		Make SUBARU	Model OUTBACK	Model Year 2018
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 02-OCT-2018
	<input type="checkbox"/> Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 117000 DIGITAL INSTRUMENT PANEL	Failure Mileage 2000	Failure Speed 50
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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

(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
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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 OUTBACK. WHILE THE CONTACT'S WIFE WAS DRIVING 50 MPH, THE VEHICLE SHUT OFF WITHOUT WARNING. THE VEHICLE WAS TOWED TO MCCURLEY INTEGRITY SUBARU (LOCATED AT 9620 SANDIFUR PKWY, PASCO, WA 99301, (509) 412-7100) WHERE IT WAS DIAGNOSED THAT THE VEHICLE RAN OUT OF FUEL. THE CONTACT WAS INFORMED THAT WHEN THE FUEL GAUGE DISPLAYED 20 MILES TO EMPTY, THE FUEL TANK WAS ACTUALLY EMPTY. THE CONTACT WAS INFORMED THAT THE FUEL GAUGE WAS DEFECTIVE AND THE MANUFACTURER WAS WORKING ON A REMEDY. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 2,000. THE VIN WAS NOT AVAILABLE.

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.



MCCURLEY INTEGRITY SUBARU
9620 SANDIFUR PARKWAY
P.O. BOX 2698 - TRI - CITIES, WA 99302
FAX: (509) 412-7149
www.mccurleysubaru.com

Appointments (509) 412-7189

Service Hours

Monday thru Friday
7:00 AM to 6:00 PM
Saturday
8:00 AM to 4:00 PM

- * Complimentary Car Wash (most vehicles)
- * Factory Trained and Certified Technicians
- * Shuttle Service Available
- * Customer Lounge
- * Free Wi-Fi
- * Dog Park

* With No Appointment Necessary, Come In For Routine Maintenance Performed Quickly and Conveniently by Our Expertly Trained Technicians

* Available on Most Makes and Models

Thank You!

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. All parts and/or accessories may not have been supplied or warranted by the original manufacturer of the vehicle.

Please see service advisor for details.

CUSTOMER SIGNATURE

#11133530

Customer Copy

INVOICE

PAGE 1

VIN# 4S4BSACC4 J3 TAG# T48A

RO#

CUSTOMER DETAIL INFORMATION

CUST NUMBER	DELIVERY DATE	STOCK NUMBER	WRITTEN BY	YEAR	MAKE AND MODEL	COLOR
	17AUG18		138 BRIAN LEANOS	18	SUBARU OUTBACK	BLACK
PAYMENT TYPE	MILEAGE IN	MILEAGE OUT	DATE & TIME IN	READY DATE AND TIME	DATE & TIME CLOSED	P.O.#
CASH	2049	2049	04OCT18 10:41	05OCT18 WAIT	15:09 04OCT18	
NAME	HOME PHONE	BUSINESS PHONE	CELL PHONE	ADDITIONAL INFORMATION		
				Email: (b) (6) (b) (7) (C) (b) (7) (D) (b) (7) (E) (b) (7) (F) (b) (7) (G) (b) (7) (H) (b) (7) (I) (b) (7) (J) (b) (7) (K) (b) (7) (L) (b) (7) (M) (b) (7) (N) (b) (7) (O) (b) (7) (P) (b) (7) (Q) (b) (7) (R) (b) (7) (S) (b) (7) (T) (b) (7) (U) (b) (7) (V) (b) (7) (W) (b) (7) (X) (b) (7) (Y) (b) (7) (Z) (b) (7) (AA) (b) (7) (AB) (b) (7) (AC) (b) (7) (AD) (b) (7) (AE) (b) (7) (AF) (b) (7) (AG) (b) (7) (AH) (b) (7) (AI) (b) (7) (AJ) (b) (7) (AK) (b) (7) (AL) (b) (7) (AM) (b) (7) (AN) (b) (7) (AO) (b) (7) (AP) (b) (7) (AQ) (b) (7) (AR) (b) (7) (AS) (b) (7) (AT) (b) (7) (AU) (b) (7) (AV) (b) (7) (AW) (b) (7) (AX) (b) (7) (AY) (b) (7) (AZ) (b) (7) (BA) (b) (7) (BB) (b) (7) (BC) (b) (7) (BD) (b) (7) (BE) (b) (7) (BF) (b) (7) (BG) (b) (7) (BH) (b) (7) (BI) (b) (7) (BJ) (b) (7) (BK) (b) (7) (BL) (b) (7) (BM) (b) (7) (BN) (b) (7) (BO) (b) (7) (BP) (b) (7) (BQ) (b) (7) (BR) (b) (7) (BS) (b) (7) (BT) (b) (7) (BU) (b) (7) (BV) (b) (7) (BW) (b) (7) (BX) (b) (7) (BY) (b) (7) (BZ) (b) (7) (CA) (b) 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(7) (ZX) (b) (7) (ZY) (b) (7) (ZZ) (b) (7)		

JOB	OPERATION CODE	LABOR INSTRUCTIONS	LIST	NET	TOTAL
	LINE OPCODE TECH TYPE HOURS				
	A CUSTOMER STATES THAT THE VEHICLE SHOWED 30 MILES TO EMPTY FOR THE FUEL AND SUDDENLY IT LOST POWER AND VEHICLE WOULD NOT RESTART, CHECK AND ADVISE				
	X SEE COMMENTS				
	177 ISB				(N/C)
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:				0.00
	2049 attempted to start vehicle and found vehicle would not start. mileage to empty showed at 20 miles to empty. put one gallon of gas in vehicle and started vehicle. pulled vehicle into shop and monitored data with select monitor. found fuel level at 9% in engine data. removed rear seat and connectors to fuel level sensor and sub fuel level sensor. performed resistance checked at both sensors. Main fuel level sensor - 116.4ohms. Sub fuel level sensor - 271.3ohms. Both of these readings are consistent with properly operating fuel level sensors. called techline and was advised that the issue is due to a faulty instrument cluster. Parts are not currently available at this time as manufacturing is working on releasing an updated cluster.				
	B SUBARU MULTI POINT TECHNICIAN VEHICLE INSPECTION (\$69.95 NO CHARGE TO LOYAL CUSTOMERS)				
	99S SUBARU MULTI POINT TECHNICIAN VEHICLE INSPECTION (\$69.95 NO CHARGE TO LOYAL CUSTOMERS)				
	177 ISB				(N/C)
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:				0.00
	2049 performed inspection - good				
	EST: 0.00 04OCT18 10:41 SA: 138				
	CONTACT: JANET				

SHOP SUPPLIES & HAZARDOUS WASTE DISPOSAL FEE EXPLANATION

A charge equivalent to a percentage of the labor charge is for supplies used on your vehicle. Maximum charge is \$30.00. Applicable items include but are not limited to: Nuts, bolts, tape, sprays, solvents, rags, carb cleaner, towels, wire, sealers, and other items in both full and partial containers. A part of it goes for the proper disposal and handling of oil and filters, antifreeze, solvents, paint residues, freon and other hazardous substances

THE INFORMATION CONTAINED ON THE ESTIMATE, WORKSHEET, AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
SALES TAX	0.00
LESS COUPONS/DISC.	0.00
PLEASE PAY THIS AMOUNT	0.00