

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Wednesday, January 02, 2019 9:04 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Updated for ODI Complaint 11156857

Please see attached for additional information.

Thank you,
[REDACTED]



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

07-DEC-2018

Repository ☐

Reference No.
11156857

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City CATONSVILLE

State MD

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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

4S4BRBCC6A3 [REDACTED]

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)

18-SEP-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

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

Failure Mileage

129204

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: DOTMAL9ABC036)

☐ 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 AND DEPRESSING THE BRAKE PEDAL, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS ABLE TO RESTART AND DRIVE NORMALLY, BUT THE FAILURE RECURRED. THE CONTACT STATED THAT THE FAILURE OCCURRED INTERMITTENTLY WHEN THE BRAKE PEDAL WAS DEPRESSED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE CONTACT CALLED HERITAGE SUBARU CATONSVILLE AT (844) 224-1954 (LOCATED AT 6624 BALTIMORE NATIONAL PIKE, CATONSVILLE, MD 21228) AND WAS INFORMED TO SCHEDULE A DIAGNOSTIC APPOINTMENT. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 129,204.

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.

UPDATED INCIDENT:

Subaru America was contacted on 12/7/2018. I spoke with Peter Falvey, who suggested I take the car to the dealer to determine the cause of the problem, and get back to him, as needed.

I contacted the dealer, Heritage Subaru Catonsville, on 12/12/2018, to schedule an appointment for a transmission diagnostic. The results of the diagnostic, indicated a problem with the torque converter. According to the dealer, this was the same issue that was previously identified and caused Subaru to extend the warranty of certain models in July 2017.

A service appointment to fix the card was scheduled for 12/14/2018 and the car was returned on 12/17/2018. The estimated cost to fix the torque converter was \$1,992.00, however the dealer fixed the transmission for free.

The car appears to be working fine, however, I have not driven the car much due to the holidays.

I am very pleased with the quality of service I received from both Subaru America and Heritage Subaru Catonsville. I sincerely appreciate the responsiveness and the way business was conducted. The staff at Heritage Subaru Catonsville did everything they could to ensure I was a satisfied customer.

Sincerely,

[REDACTED]
Email: [REDACTED]
Cell: [REDACTED]

Important Notice:

**Warranty Extension for Continuously Variable Transmission (CVT) 2010-2015 Legacy/Outback,
2012-2015 Impreza, 2013-2015 Crosstrek, 2014-2015 Forester and 2015 WRX**

Dear Subaru Owner:

As part of Subaru's dedication to customer satisfaction, this letter is to inform you of an extension to the New Car Limited Powertrain Warranty for your vehicle's CVT. Subaru is implementing a CVT Warranty Extension program which extends warranty coverage for the CVT on the models listed above produced with CVTs and sold or leased in the United States.

Please note that this is not a recall, as it does not impact the safety of your vehicle. If your vehicle is operating as designed, you do not need to take your vehicle to a Subaru retailer for repairs.

NOTE: No action is required by you to receive the benefit of this warranty extension. The extension has been automatically applied to your vehicle.

CVT Warranty Extension

The CVT Warranty Extension extends the affected vehicle's original New Car Limited Powertrain Warranty against defects as it applies to the CVT.

For all vehicles listed above:

- A one year coverage period is available for all eligible vehicles listed above **regardless of mileage and warranty start date**, and is effective now through July 31, 2018.
- For vehicles that are more than ten (10) years old or have more than one hundred thousand (100,000) miles, inspections or repairs under this one year coverage period must be completed on or before July 31, 2018.

For vehicles less than 10 years old with 100,000 miles or less after July 31, 2018:

- The coverage period extends the vehicle's New Car Limited Powertrain Warranty as it applies to defects to the CVT to ten (10) years or one hundred thousand (100,000) miles (whichever occurs

10/SUBARU/

129,359 SILV

VEHICLE I.D. NO.

4 S 4 B R B C C 6 A 3

F.T.E. NO.

P.O. NO.

COMMENTS

LABOR & PARTS

J# 1 02SUZ1

ENGINE

HOURS: 4.60 TECH(S):1073

WARRANTY

CUSTOMER STATES: TORQUE CONVERTER/ CUSTOMER THE VEHICLE
STALLS AT STOPS WHEN BRAKING (GOOD WILL ASSISTANCE)

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		31100AB172	CONV ASSY TO		
JOB # 1	1		806735290	OIL SEAL-35X		
JOB # 1	1		806735300	OIL SEAL-35X		
JOB # 1	2		28333SA000	CIRCLE CLIP		
JOB # 1	4		SOA427V1660	CVTF-II - QU		

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 16SUZ

HEATER / AC

HOURS: 2.50 TECH(S):1073

355.42

CUSTOMER STATES : UPPER AND LOWER HOSES
REPLACED UPPER AND LOWER HOSES WITH THERMOSTAT AND
NEW COOLANT

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1		45161AJ100	RADIATOR HOS	32.84	32.84
JOB # 2	1		45161AJ060	RADIATOR HOS	26.84	26.84
JOB # 2	4		909170064	CLAMP HOSE D	7.01	7.01
JOB # 2	1		21210AA120	THERMOSTAT G	36.44	36.44
JOB # 2	2		SOA868V9270	SUPER COOLAN	32.93	32.93

JOB # 2 TOTAL PARTS

190.

JOB # 2 TOTAL LABOR & PARTS

545