

 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-APR-2019 MAY 22 2019		Repository ☐ Reference No. 11202928	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	NORWALK	State	CA	Zip Code	
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		Model	
JF1ZCAB19D		SUBARU		BRZ	
Model Year		2013			
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
Original Owner	Dealer's City			No. Cylinders	
State	Zip Code				
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
☐ Cruise Control					15-MAR-2019
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE (PWS)				Failure Mileage	Failure Speed
				69536	
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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 BRZ. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 18V772000 (ENGINE AND ENGINE COOLING). THE VEHICLE WAS TAKEN TO OCEAN SUBARU OF FULLERTON (LOCATED AT 1100 S EUCLID ST, FULLERTON, CA 92832, (888) 428-2419) WHERE THE VALVE SPRING WAS REPLACED. THE CONTACT STATED THAT LESS THAN TEN MINUTES AFTER LEAVING THE DEALER, A KNOCKING NOISE OCCURRED AND THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE STALLED AND ALL THE OTHER WARNING INDICATORS ILLUMINATED. THE CONTACT WAS ABLE TO COAST THE VEHICLE INTO A PARKING LOT AND POWERED OFF THE ENGINE. THE VEHICLE WAS RESTARTED AND THE KNOCKING NOISE CONTINUED. THE VEHICLE WAS DRIVEN BACK TO THE DEALER AND THE CONTACT WAS INFORMED THAT THERE WOULD BE A DIAGNOSTIC FEE. THE VEHICLE WAS NOT REPAIRED DUE TO THE DIAGNOSTIC AND REPAIR FEES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND DID NOT ASSIST. THE APPROXIMATE FAILURE MILEAGE WAS 69,536.					
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 Administration 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.					