



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 100415

Date Received

12-AUG-2019

Repository ☐

Reference No.
11243630

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City LA MIRADA

State CA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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 [REDACTED]

Make
SUBARU

Model
CROSSTREK

Model Year
2019

Date Purchased
26-JUL-19

Dealer's Name and Telephone Number
OCEAN SUBARU

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City
FULLERTON

State
CA

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

1

Incident Date(s)

26-JUL-2019

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

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: 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).

I PURCHASED A NEW 2019 SUBARU CROSSTREK PLUG-IN HYBRID VEHICLE FROM OCEAN SUBARU OF FULLERTON CA ON JULY26, 2019. A CHARGING CABLE W/ CHARGING CIRCUIT INTERRUPTING DEVICE CAME STANDARD EQUIPMENT W/ MY VEHICLE. WHEN I USED THE CABLE TO CHARGE MY VEHICLE, I WAS GOING TO INSERT THE CHARGER PLUG (3 PRONG PLUG) INTO MY 110V OUTLET. BUT IN ORDER TO DO IT, I WOULD NEED TO TWIST THE CORD THAT EXTENDS FROM THE CCID INTO THE PLUG TO MAKE IT FIT. THE GROUND FOR THE OUTLETS IS ALWAYS POSITIONED ON THE BOTTOM OF THE PLUG. I REALIZED THAT TWISTING THE CORD TO MAKE IT FIT IS CONTRARY TO THE DIRECTIONS THAT ARE IN THE OWNERS MANUAL. THE WAY THE SUBARU CHARGING PLUG IS FITTED ONTO THE CORD, IT IS UPSIDE DOWN, THEREFORE, YOU HAVE TO TWIST THE CORD SO THE ROUND BOTTOM GROUND PLUG WILL FIT INTO THE SLOT. THE CCID HAS LIGHTS ON THE FRONT INDICATING POWER IS ON, CHARGING, OR AN ERROR ALERT. IF I SIMPLY TURNED THE UNIT BACKWARDS, THE PLUG WOULD FIT JUST FINE. BUT THAT IS NOT HOW IT IS DESCRIBED OR SHOWN IN THE OWNERS MANUAL. IT CLEARLY SHOWS THAT THE FRONT OF THE CCID SHOULD FACE FRONTWARDS SO YOU CAN SEE THE INDICATOR LIGHTS. SIMPLY PUT, THE DESIGN AND/OR MANUFACTURE OF THE PLUG NEEDS TO BE POSITIONED THE OPPOSITE WAY. IN THE OWNERS MANUAL, AND W/ THE CHARGING PLUG ITSELF, THERE ARE VERY EXPLICIT DIRECTIONS ON WHAT TO DO AND NOT DO W/ THE CHARGING PLUG. ALWAYS HAVE THE PLUG STRAIGHT, N

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.