



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

MAR 02 2020

30-OCT-2019

Repository ☐

Reference No.

11277145

OWNER INFORMATION (Type or Print)

Name

Address

City

BEND

State

OR

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

4S4BTGPD8L3

Make

SUBARU

Model

OUTBACK

Model Year

2020

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)

30-OCT-2019

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 BRAKES (PWS), 110000 ELECTRICAL SYSTEM, 050000 PARKING BRAKE

Failure Mileage

520

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).

TL* THE CONTACT OWNS A 2020 SUBARU OUTBACK. WHILE THE VEHICLE WAS AT AN INTERSECTION, THE CONTACT DEPRESSED THE ACCELERATOR PEDAL; HOWEVER, THE ELECTRONIC EMERGENCY BRAKE ENGAGED WITHOUT WARNING. AS A RESULT, THE CONTACT'S VEHICLE WAS REAR ENDED BY ANOTHER VEHICLE. THE AIR BAGS DID NOT DEPLOY. THERE WERE NO INJURIES. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO SUBARU OF BEND (2060 NE HWY 20, BEND, OR 97701, (541) 389-3031) WHERE IT WAS CURRENTLY BEING DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE CONTACT'S INSURANCE COMPANY BEGAN AN INVESTIGATION. THE FAILURE MILEAGE WAS APPROXIMATELY 520.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

After the incident/accident, I immediately took my Subaru Outback to Subaru of Bend, the same dealer that sold me the vehicle. The Subaru of Bend mechanics were unable to determine the problem, so they contacted Subaru of America. Subaru of America sent two engineers from Indiana to research the issue, and they also had difficulty diagnosing the problem. The information collected by the American engineers was sent to Subaru Headquarters in Japan. This process started October 29th, 2019, and I'm still waiting for results, but supposedly by January 15th, 2020, information should be released from Japan. I'm starting to lose confidence, and feel that Subaru should "step up", and replace my new Outback with one that works.

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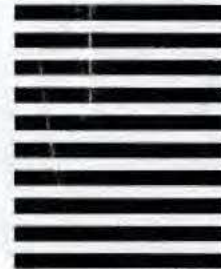
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National Highway Traffic Safety Administration
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safecar.gov

**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)
U.S. Department of Transportation
National Highway Traffic Safety Administration