

November 14, 2019

Subaru of America, Inc.
PO Box 9103
Camden NJ 08103-9877
Attn: Customer Service

CL-11287310-2734

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

RE: 2011 Subaru Outback 3.6 Liter Engine
Vehicle Vin #4S4BRDKC8 [REDACTED]

Dear Subaru,

I'm writing to inform you of a brake failure in my 2011 Subaru Outback.
The car had 208,000 miles on it. I loved this car. I was the original and only owner.

This is how the accident occurred; I was driving to a friend's and there was
no parking in front of her house. I drove passed the house and made a
U turn at the T by her home. My intention was to park behind an already
parked car. Luckily, there was no one in the car. After I came out of the
U turn, I pulled up slowly so I could park. I pressed the brake pedal to stop and
there was NO RESPONSE. I said to myself, OMG, I'm going to hit this car, which I did.
The parked car which I hit, stopped me. Thanks be to God that I wasn't
on a busy freeway. And thanks be to God no one got hurt.

This has been a very disturbing accident for me. I told the collision company,
I did not want to drive the car ever again.

I'm so disappointed in Subaru. The brake control module failed causing the anti-lock system to
malfunction causing me to crash. As the "as tech" report states on page 2 using the SSM3 scan
tool, this is what happened. I've attached the results of the tests for your review.

I'm going to submit this letter to the Office of Defects Investigation and the U.S. Department of
Transportation's National Highway Traffic Safety Administration. I don't want something like
this to happen to anyone else.

With regret,

[REDACTED]
[REDACTED] Lincoln, CA [REDACTED]
[REDACTED]

Cc: Office Defects Investigation

U.S. Department of Transportation's National Highway Traffic Safety Administration

CSAA Insurance company, Claim [REDACTED] Theophilus Osei-boakye

Attachments: asTech Standard pre-repair scan and invoice

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STANDARD PRE-REPAIR SCAN

Date Completed: 10/02/2019, 04:10 PM, CST

RO Number: [REDACTED]
Invoice Number: [REDACTED]

ATTN:
Edwards Collision Studios
3755 CINCINNATI AVE, ROCKLIN, California 95765
(916)-899-7661

2011, Subaru Outback 3.6R Limited
VIN Number: 4S4BRDKC8 [REDACTED]
SRS Deployment: No | Odometer: 208,236 mi.
Scan Type: Standard Pre-repair Scan

Insurance: AAA | Drivable: No
Point of Impact: Not specified
Shop Notes: -Pre scan
-Vehicle disassembled
-vehicle Running
-Complaint brake system is not working from vehicle owner. Please check and advise for brake codes with previous mileage of 208236

Master Technician Notes from Shop Contact: Vehicle is fully assembled. Battery not supported. Key on, engine running. Warning lights illuminated: None. Vehicle has SRS deployment(s): None. Moderate damage on Front.

Service Details ASE Certified and Dealer-Trained Technician: Jerry Lee

Performed a full pre-repair scan Health Check with the Subaru SSM 3 scan tool.
7 fault codes were reported in 3 modules at this time.
Recommendations and fault codes listed below.

According to the National Highway Traffic Safety Administration(www.nhtsa.gov/recalls),no safety recalls are available at this time.

Recommendations

All reported fault codes are historic in nature and should clear at completion scan.

Although there were no airbag deployments and the SRS light is not currently on, an inspection of the seat belt pretensioners and buckles are needed to verify proper operation. These can partially deploy and not trigger a fault in the Airbag control module which can be a safety issue. Inspect all seat belts and buckles to ensure proper operation. If any of the seat belts have deployed be sure to replace the seat belt and the corresponding buckle.
Check condition of seat belt strap, check function of automatic reel, check seat belt locking reel, seat belt buckle, seat belt clip and, if necessary, seat belt clasp for damage, Look for physical distortion of seat belts, airbags, anchors, etc.

Recommend test driving vehicle before submitting for a completion scan.
Inflate all tires to manufacturer's specification.
Inspect battery for proper state of charge, recharge or replace as required.
After repairs have been completed, contact asTech for a completion scan to perform any calibrations needed and/or to clear all historic fault codes and any fault codes that may have been set in the repair process.
Please contact Jerry Lee at my direct extension for any technical questions regarding this scan at 469-421-1164.
asTech recommends repairers follow all manufacturers safety guidelines and inspections related to level of repair.



Scan Readings

Anti-Lock Brake System
C0057 VDC Interrupted Due to EGI reason -History

Brake Control Module
C0252 Motor Circuit -History
C0242 Power Supply Voltage Failure - History
C0231 Engine Control Module Failure -History

Tire Pressure Monitoring System Module
11 Tire 1 Air Pressure Decrease -History
13 Tire 3 Air Pressure Decrease -History
61 Vehicle speed is Abnormal -History

Snapshot Data

No snapshot data available.

DISCLAIMERS

asTech® makes every attempt to provide the most reliable information available through the use of the asTech® device, however,

- Remotely diagnosing vehicles has limitations that are outside the control of asTech® and the Master Technicians employed by asTech®. Information gathered through the asTech® device is done so remotely, and therefore asTech® and its employees cannot be responsible for omission or errors caused by the information provided, or not provided, by the customer.
- All work performed by asTech® will be in accordance with OEM specifications and defaults. This includes, but is not limited to, any repairs, calibrations, integrations, programming and set points as indicated by the OEM by way of their designated sources of such information. asTech® is not responsible for any damage that results from, or to, aftermarket parts or modifications from OEM factory specifications.
- While every attempt is made to provide accurate information on the Scan Report, the asTech® device may not, in every circumstance, return the same information that would result from a scan performed with a directly connected OE scan tool.
- asTech® Master Technicians will utilize the asTech® device to return the vehicle to factory default settings.
- asTech® Master Technicians will indicate on the scan report their name and the OEM Scan Tool used to scan the vehicle.
- Despite the best efforts of the Master Technicians employed by asTech®, and the functions of the asTech® device, some vehicles will require dealer service in order to be repaired. Instances where a vehicle may need additional work from a dealership could include Warranty work on modules, Collision Avoidance System programming where targets are needed, Programming where modules could potentially be damaged, and/or Programming keys.
- Variations between vehicles according to the make, model and trim level, may limit the information provided by the asTech® device.
- Depending on the condition of the vehicle and the extent of the damage, and other factors outside the control of asTech®, the asTech® device may not communicate with every system on the vehicle being scanned.
- asTech® and its employees are not responsible for any intentional or unintentional misuse of the asTech® device, or data provided on the Scan Report, by the end user. Shops are responsible for complying with all local and state regulations.
- At times the Master Technician working for asTech® will request that a vehicle be "road tested." Failure to "road test" a vehicle when the Master Technician has requested it may lead to incomplete or inaccurate scan results.
- asTech® offers completion scans to insure technicians that vehicles have been successfully repaired. If a shop fails to request a completion scan, systems on the vehicle that have not been repaired/reset may not be found. Completion scans are intended to finalize repairs, but do not guarantee that all systems have been repaired/reset. asTech® makes no warranty that the vehicle is repaired.
- asTech® is not responsible for any changes made to the vehicle after the asTech® device is disconnected.



Standard Pre-repair Scan ctd.

Date/Time: 10/02/2019, 04:10 PM, CST

WARRANTY

- asTech® warrants that, where a pre and post scan is completed on a vehicle using the patented asTech® device, and where shop technicians have followed service and repair recommendations provided on the scan report from asTech®, the vehicle will be free of DTC codes, with the exceptions of certain Manufacturer dependent codes which can be converted from "Active" to "History" but require a pre-determined number of key cycles and/or miles driven to be cleared. Where it is determined that a DTC reoccurs or re-illuminates a MIL after repairs have been completed and the vehicle is returned to the customer, asTech® will re-scan the vehicle at no charge and provide a rental vehicle reimbursement of up to 25.00/day for a maximum of three days. In addition, if a vehicle is more than 25 miles from the original

repair facility and requires being towed, a towing benefit on "Approved Claims" up to \$50.00 will be applied. This warranty is effective for 250 miles or 3 business days after the delivery of the vehicle to the customer, whichever occurs first, and is limited to DTCs that were missed in the original scan, and does in no way guarantee the parts or labor of the shop.

- This warranty is only for you and the vehicle serviced. It is not transferable. asTech® will not be responsible for any consequential, incidental or indirect damage under this warranty. Implied warranties shall be limited to the duration of this warranty and shall exclude consequential damages. This warranty gives you specific legal rights and you may have other rights which vary from state to state.

- Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you (but in no event shall the inapplicability of such limitations or exclusions invalidate any other terms of this warranty).



INVOICE

INVOICE # [REDACTED] | DATE: 10/02/19

SCAN COMPLETION DATE: 10/02/19

BILL TO

Edwards Collision Studios

ATTN:

3755 CINCINNATI AVE

ROCKLIN, California 95765

Phone #: (916)-899-7661

VEHICLE INFORMATION

RO # [REDACTED]

Year, Make, Model: 2011, Subaru Outback

VIN: 4S4BRDKC8B2 [REDACTED]

Insurance CO: AAA

Service Description	AMOUNT
Pre-Repair Scan	119.95
Sales Tax	0.00
Subtotal	119.95
Thank You For Your Business!	119.95

If you have any questions about this invoice, please contact:

Customer Support, 888-486-1166, accounting@astech.com



SACRAMENTO CA 957

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Office of Defects Investigation
(NVS-210)
1200 New Jersey Ave
SE, Washington, DC

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