

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint -----11306268 -----
Date: Thursday, April 30, 2020 8:41:29 AM
Attachments: [REDACTED]

Good Morning,

I wanted to inform you that we no longer have that vehicle - which was smashed by a 20,000 lb tree (by a tornado in our area last weekend). **Complaint # 11306268**

Please let me know if I need to do anything else to close this complaint.

Thank You,

[REDACTED] Pace, FL [REDACTED]
[REDACTED] home [REDACTED]

On Tuesday, March 3, 2020, 07:47:55 AM CST, EVOQ (NHTSA) <evoq@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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	Repository <input type="checkbox"/>
31-JAN-2020	Reference No. 11306268

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address			[REDACTED]		[REDACTED]	
City	State	Zip Code	Evening Telephone Number			
PACE	FL	[REDACTED]	[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		Make	Model	Model Year
4S4BSANCOJ3 [REDACTED]		SUBARU	OUTBACK	2018
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
			No: Cylinders	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input type="checkbox"/> Cruise Control			22-JAN-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN	Failure Mileage	Failure Speed
	39000	0

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2018 SUBARU OUTBACK. THE CONTACT STATED THAT WHILE HIS WIFE WAS PULLING INTO A PARKING LOT, THE ENGINE REVVED, AND WITH THE DRIVER'S FOOT ON THE BRAKE, THE VEHICLE ACCELERATED AND WENT OVER THE PARKING CURB AND CRASHED INTO AN EMBANKMENT IN ANOTHER PARKING LOT. THERE WAS NO WARNING. THE CONTACT STATED THAT HIS WIFE COMPLAINED ABOUT AN UNKNOWN LIGHT THAT ONCE FLASHED ON THE RIGHT SIDE OF THE DASHBOARD. THE CONTACT STATED THAT THE LIGHT DID NOT STAY ON. THE VEHICLE WAS DAMAGED BUT WAS NOT TOTALED. THERE WAS NO INJURY AND NO POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO THE (ANDERSON SUBARU LOCATED AT 7050 PENSACOLA BLVD, PENSACOLA, FL 32505), WHERE THE TECHNICIAN STATED THAT THE VEHICLE OPERATED AS INTENDED. THE TECHNICIAN OFFERED TO HAVE AN ENGINEER EVALUATE THE FAILURE BUT WARNED THAT IT WOULD TAKE THREE TO FOUR MONTHS TO BE COMPLETED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 39,000.

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.