

FOR AGENCY USE ONLY 100148	
Date Received 31-MAR-2020 JUL 16 2020	Repository <input type="checkbox"/> Reference No. 11319860
Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]	

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
 -888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET www.nhtsa.dot.gov/hotline

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

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City STAYTON State OR Zip Code [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: 4S4BSABC6K3 [REDACTED]
 Make: SUBARU Model: OUTBACK Model Year: 2019

Date Purchased: 6/2014 Dealer's Name and Telephone Number: Capitol Subaru Engine: No: Cylinders: 4 Fuel Type: GAS
 Original Owner: [REDACTED] Dealer's City: State: Zip Code:

Transmission Type: Auto Antilock Brakes: Powertrain: Multiple Failure: STEERING FMS Incident Date(s): 01-JUN-2019
 Cruise Control:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 010000 STEERING

Failure Mileage: 100 Failure Speed: 40

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: Failure Location:
 Prior Repair: 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 2019 SUBARU OUTBACK. THE CONTACT STATED THAT AT 40 MPH OR ABOVE, THE VEHICLE WAS DIFFICULT TO STEER DUE TO THE LOSS OF POWER STEERING ASSIST. THE CONTACT STATED THAT THE VEHICLE VEERED INDEPENDENTLY FROM LANE TO LANE WHICH MADE THE VEHICLE UNSAFE TO DRIVE. THE CONTACT REACHED OUT TO CAPITOL SUBARU LOCATED AT (235 CHERRY AVE NE, SALEM, OR 97301, 503-576-3300) BY EMAIL BUT WAS YET TO RECEIVE A RESPONSE IN RETURN. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS INFORMED OF THE FAILURE BUT STATED THAT DUE TO THE CURRENT COVID-19 PANDEMIC, THEY WERE UNABLE TO VERIFY A DATE OR TIME WHEN THE VEHICLE WOULD BE REPAIRED. THE FAILURE MILEAGE WAS 100.

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)

Lined area for narrative description of incident(s), failure(s), crash(es), and injury(ies).

ATTACH ADDITIONAL SHEETS IF NECESSARY

STREAM FAIL @ 40MPH

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

EXPLOITATION
OR 972



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Capitol Subaru

Dear Service Manager

I have inquired about this in person (during the windshield replacement and via phone and e mail and I have not yet received ANY response. I see that this is a common occurrence in 2019 Subaru Outbacks and I wonder what, if any, solution there is. As it is the vehicle is unsafe to drive as at 40MPH plus it pulls strongly to the right as through the steering has been disconnected from the steering wheel.

I have advised NHTSA about this and enclose their letter.

I would hope for a response at some point

[REDACTED]
Stayton, Oregon [REDACTED]
[REDACTED]
[REDACTED]