

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

U.S. Department of Transportation National Highway Traffic Safety Administration		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 14-APR-2020 JUL 16 2020		Repository ☐ Reference No. 11321135	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
RANCHO CUCAMONGA		CA			
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 JF2SKARC0LH		Make SUBARU		Model FORESTER	
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 ☐ Cruise Control		Powertrain	
Multiple Failure:		Incident Date(s) 14-APR-2020			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 130000 VISIBILITY/WIPER (PWS)				Failure Mileage 12200	
				Failure Speed 70	
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 FORESTER. THE CONTACT STATED THAT WHILE DRIVING 70 MPH, AN UNKNOWN INSECT HIT THE LOWER DRIVER SIDE CORNER OF THE WINDSHIELD. AN HOUR LATER, A 14" CRACK BEGAN TO FORM AT THE EXACT SPOT WHERE THE INSECT MADE IMPACT WITH THE WINDSHIELD. THE CONTACT TOOK THE VEHICLE TO SUBARU OF ONTARIO (1195 AUTO CENTER DR, ONTARIO, CA 91761) WHERE AN APPOINTMENT WAS MADE TO HAVE THE WINDSHIELD REPAIRED. THE MANUFACTURER HAD NOT BEEN NOTIFIED OF THE FAILURE. THE CONTACT WAS CONCERNED THAT THE QUALITY OF THE WINDSHIELD WAS UNSAFE AND COULD POTENTIALLY CAUSE AN INJURY. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 12,200.					
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)

ON APRIL 15, 2020, after inspection by Ontario SUBARU Dealer. The windshield replacement was made free of charge by the Service Department.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

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



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