





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"/>
03-AUG-2020	Reference No. 11343079

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		Daytime Telephone Number	E-mail Address
Address	[REDACTED]		[REDACTED]	[REDACTED]
City	DE SOTO	State	MO	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	Make	Model	Model Year
4S4BSANC2K3 [REDACTED]	SUBARU	OUTBACK	2019
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s) 15-JAN-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 131000 VISIBILITY: WINDSHIELD	Failure Mileage	Failure Speed
	15000	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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 THE WINDSHIELD CRACKED WITHOUT IMPACT WHILE THE VEHICLE WAS PARKED. THE VEHICLE WAS TAKEN TO DEAN TEAM VOLKSWAGEN OF BALLWIN (15121 MANCHESTER RD, BALLWIN, MO 63011) WHERE IT WAS INSPECTED AND DETERMINED THAT THE WINDSHIELD NEEDED TO BE REPLACED. THE WINDSHIELD WAS REPLACED HOWEVER, 7 MONTH LATER THE FAILURE RECURRED WHILE THE VEHICLE WAS PARKED AND WITHOUT IMPACT. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 15,000.

Subaru finally agreed to replace the windshield at no cost as a "One Time Courtesy", even though they said that the first time. While onsite for repair, there were two other outbacks with the same crack, in the same place, being repaired. Those customers were also told they would fix it as a "One Time Courtesy". If it happens again in 6 months they will need to come up with a different fix. While waiting for the windshield order to come in it had cracked all the way across the windshield in 3 days time and it was split wide open.

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.