

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Re: Follow up to ODI Complaint -----11349271 -----
Date: Wednesday, September 2, 2020 12:17:15 PM
Attachments: [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, September 01, 2020 2:19 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: Re: Follow up to ODI Complaint -----11349271 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

> ----- Original Message -----

> **From:** [REDACTED]
> **To:** "EVOQ (NHTSA)" <EVOQ@dot.gov>
> **Date:** 09/01/2020 11:50 AM
> **Subject:** Re: Follow up to ODI Complaint -----11349271 -----

>

>

> Cannot edit form as given, but can provide follow-up information below:

>

> The complaint number that was given to me By your representative was 11349304.

>

> Car purchased on June 5, 2020 from Regal Nissan, 1090 Holcomb Bridge
> Rd., Roswell, GA. 30076, 770.998.8686.

>

> 2.5L 4 cylinder DOHC, 2.5i Premium AWD, CVT, Lineartronic 2.5L 16V

>

> On multiple occasions, the key could not be extracted from the ignition because the car did not recognize the gear shift was in Park. With multiple shifts back and forth, Park might be recognized and only then could you extract the key. On several occasions, the key had to be left in the car, creating a car theft situation. Once in my own driveway, it had to be left in the car overnight causing the battery to be drained. This began to happen more often, which made it necessary to have it taken care of.

>

> I contacted a dealer closer to my home, Subaru in Kennesaw, GA, 905

> Barrett Parkway, Kennesaw, GA 30144, 770.419.9800, and discussed the issue with their service personnel. I was told that they were aware of the problem and had corrected this before and I was advised to contact Subaru of America, which I did, and discussed the issue with Brian McKenna in the Customer/Retailer Services Department, 1.800.782.2783, and he, too, advised it was a known problem and to have the dealer repair and Subaru would help me with this. I was to notify him when I went to the dealer to have it repaired and he would discuss the matter with the dealer. This was done and I had the repair made on 8/17/20.

> Subaru picked up \$636.26 of the \$736.26 bill and I paid \$100.00. I did not know Subaru would pay for anything until the day it was repaired.

>

> According to the bill, Subaru of Kennesaw replaced the shifter plate assembly, part #35111ALOOC, Select Lever. Part cost was \$249.95, the rest of the \$736.26 was for labor.

>

> In my opinion, this is a serious enough situation to have a recall

> issued. To have to leave a key in the ignition leaves the car open to theft and creates unsafe situations. Obviously,

Subaru is aware of the problem and has been for some time.

>

> Your help in creating a recall would save a lot of people unneeded

> anxiety about the safety of driving this car. If you need further

> information, please let me know

>

> Thank you.

> [REDACTED]

[REDACTED]

> Waleska, GA [REDACTED]

> [REDACTED]

> [REDACTED]

>

>

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>

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> Sent from my iPad

>

> > On Aug 31, 2020, at 9:38 AM, 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

14-AUG-2020

Repository ☐

Reference No.
11349271

OWNER INFORMATION (Type or Print)

Name

Address

City WALASKA

State GA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

4S4BSAFCXH3

Make

SUBARU

Model

OUTBACK

Model Year

2017

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

Powertrain

Multiple Failure:

Incident Date(s)

05-JUN-2020

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 116000 ELECTRICAL SYSTEM: IGNITION, 103300 POWER TRAIN: AUTOMATIC TRANSMISSION: GEAR POSITION INDICATION (PRNDL)

Failure Mileage
93700

Failure Speed
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)

☐ 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 2017 SUBARU OUTBACK. THE CONTACT STATED THAT THE GEAR BOX FAILED TO RECOGNIZE WHEN THE VEHICLE WAS IN PARK WHICH CAUSED THE KEY TO NOT BE ABLE TO BE REMOVED FROM THE IGNITION. THERE WAS NO WARNING. THE VEHICLE WAS TAKEN TO THE SUBARU OF KENNESAW DEALER LOCATED AT 905 ERNEST W. BARRETT PKWY NW, KENNESAW, GA 30144, WHERE IT WAS STATED THAT THE FAILURE WAS A KNOWN ISSUE AND SCHEDULED AN APPOINTMENT FOR THE CONTACT. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THERE WERE MULTIPLE COMPLAINTS ABOUT THE FAILURE AND THAT THE DEALER WOULD BE CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 93,700.

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 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.