

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: 11363058.pdf  
**Date:** Monday, November 16, 2020 9:03:47 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Friday, November 13, 2020 10:04 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** 11363058.pdf

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.

See text at bottom

The narrative description is incorrect. In 2019 my original battery died and Subaru told me it was because I left my keyless remote in the car in the garage. They said this drained the battery so I brought the key into the house. In 2020, a year later, my battery died again. This time I called the dealership who denied knowledge of a problem with outback's. I checked online and found multiple reports of outback's with parasitic battery drains because the car computer doesn't tell the alternator to charge the battery appropriately. I then called Subaru's corporate office and spoke to someone who initially denied a problem but then the more we spoke acknowledged that there may be a problem but the company still hasn't figured out if there will be a recall. Meanwhile everyone online was laughing about having to go to Costco every year to replace and get a free battery. So, battery company's and retailers are paying for Subaru's mistake!

I hope you can get Subaru to enact a recall to fix this.

Thank you very much,

[REDACTED]

Sent from my iPad



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

06-OCT-2020

Repository Reference No.  
11363058

## OWNER INFORMATION (Type or Print)

Name

Address

City

MOUNT PLEASANT

State

SC

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

4S4BSBNC2G3

MAKE  
SUBARUModel  
OUTBACKModel Year  
2016

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)  
13-AUG-2019

## FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM

Failure Mileage  
24000.0

Failure Speed

## 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 Requirement  
 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), 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), 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 2016 SUBARU OUTBACK. THE CONTACT STATED THAT WHILE HER VEHICLE WAS IN THE DRIVE WAY OF HER RESIDENT. THE VEHICLE FILED TO START WITHOUT WARNING LIGHT ILLUMINATED. THE CONTACT ASK A NEIGHBOR FOR ASSISTANCE WITH THE VEHICLE. THE BATTERY WAS TAKEN OUT THE VEHICLE AND TO AN INDEPENDENT MECHANIC WHERE IT THE TECHNICIAN PURCHASED A NEW BATTERY. (BATTERY TYPE INTERSTATE 25-550 FITMENT 6). THE BATTERY WAS REPLACED BY THE TECHNICIAN. NO DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE HOWEVER INFORMED THE CONTACT THAT NO KNOWLEDGE OF THE FAILURE WAS PROVIDED. THE FAILURE MILEAGE WAS APPROXIMANTALY 24,000. CK

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.