

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

National Highway Traffic Safety Administration 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received: 19-NOV-2020 Repository: ☐ Reference No.: 11375430 MAR 31 2021	
SUMMER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: SHICKSHINNY State: PA ZIP Code: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED] Evening Telephone Number: [REDACTED]			
The information you provide will be used to identify potential safety-related defects. We may share your information with the appropriate 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 JF1GG685821 [REDACTED]		MAKE SUBARU	Model IMPREZA Outback Sport Model Year 2002
Date Purchased 01-25-20	Dealer's Name and Telephone Number East Coast Car Mart		Engine: No. Cylinders: 2.5L 4
Original Owner ☐	Dealer's City Allentown	STATE PA	Fuel Type: Gasoline
Transmission Type ☒ Antilock Brakes ☒ Cruise Control	Powertrain AWD	Multiple Failure:	Incident Date(s) 12-NOV-2020
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 110000 ELECTRICAL SYSTEM, 110100 ELECTRICAL SYSTEM:HORN		Failure Mileage 154973.0	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number) N/A	Tire Size (Example P215/65R15)	
DOT No. (Example DOTM19ABC035)	☐ 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:	N/A	
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 0	Number of Deaths 0
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 2002 SUBARU IMPREZA. THE CONTACT STATED THAT THE VEHICLE'S HORN WOULD SOUND-OFF WITHOUT THE CONTACT INTENDING FOR THE HORN TO BE ACTIVATED. THE CONTACT STATED THE FIRST FEW TIMES IT WOULD ONLY SOUND-OFF ONCE, HOWEVER, THE LAST TIME IT HAD DONE SO AN EXCESSIVE AMOUNT OF TIME. THE CONTACT HAD NOT TAKEN THE VEHICLE TO THE DEALERSHIP AS OF YET. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 154,973. GL			
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)

Complaint Id = 0dI72375430

W.L. Subaru Airbag Invoice No. [REDACTED]

Amount Paid of \$375.24 (Attached)

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Airbag

888-327-4236
Subaru - Recall

PM
01/22/21

Report a Problem

11-19-20



Complaint Id. = ⁰¹OdI11375430^{zero}
(Corporate Subaru sent too)
Receive Hard Copy by mail

On Website in 72 hours (complaint)
nhtsa.gov

Manufacturer can see older Recalls
as mine showed last year (per )

Also Reimburses what paid (Diagnosis, Repair)

vsh@dot.gov (*give Complaint Id*)

800-782-2783

Email me re recalls at yahoo as showed  ^{other}??

W&L Subaru
535 Point Township Drive
Northumberland, PA 17857

Term ID: 003

Sale - Approved

Date: 10/22/20

Time: 13:56:41

Card Type: Discover

Entry Method: Chip

Card #: XXXXXXXXXXXX [REDACTED]

Invoice #: [REDACTED]

Approval Code: 02270R

V-Code Resp: S

Amount

\$375.24

I agree to pay the above total amount according to the card
issuer agreement. (Merchant agreement if credit voucher)

Application Label:

AID

TVR

TSI

Discover

A0000001523010

0000008000

E800

Customer Copy



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ