

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [DataQuality](#); [DataQuality \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint -----11398102 -----
Date: Wednesday, March 10, 2021 11:44:41 AM
Attachments: [REDACTED]

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.

After I spoke with the NHTSA agent who took my complaint, I took my vehicle to the repair department at a Subaru dealer I have found reliable. I edited the narrative to reflect the findings of the mechanic and attached a copy of the form with the revisions. In addition, I pasted the revisions below:

TL* THE CONTACT OWNS A 2010 SUBARU OUTBACK. THE CONTACT STATED WHILE DRIVING 50 MPH, SHE NOTICED THAT THE HORN MADE NO SOUND WHEN DEPRESSED AT POSITION 3PM. THERE WAS NO WARNING LIGHT ILLUMINATED.

THE VEHICLE WAS TAKEN TO A DEALER: Empire Subaru of Huntington 1767 E Jericho Turnpike, Huntington, NY 11743. Service 844-888-5127 OR 631-499-6777. (COPY OF ESTIMATE PROVIDED) MECHANIC DIAGNOSED THAT THE HORN PAD NEEDED TO BE REPLACED AND FURTHER INFORMED CONTACT THAT HORN PADS RARELY NEEDED TO BE REPLACED DURING THE LIFE OF THIS MODEL VEHICLE OR ANY SUBARU. THE COST OF THE PART WAS APPROXIMATELY \$750, PLUS \$250 FOR LABOR—TOTAL COST OF THE REPAIR, APPROX \$1000. THE MANUFACTURE WAS NOTIFIED OF THE FAILURE AND PROVIDED MINIMAL ASSISTANCE TO THE CONTACT WITH OFFERING \$150 AS A PARTIAL PAYMENT FOR THE REPAIR. THE CONTACT FELT THAT SHE SHOULD NOT BE RESPONSIBLE TO PAY FOR THE REPAIR. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 129,000.

I believe that this horn pad failure should be treated as a recall because a horn is obviously a safety feature that, according to the mechanic, typically outlasts the life of the vehicle.

I appreciate your attention to this matter. Please advise if I can be of further assistance.

[REDACTED]
Long Beach, NY
[REDACTED]

On Wed, Mar 10, 2021 at 10:03 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



JM JERICHO MOTORS LLC
d/b/a/
EMPIRE SUBARU OF HUNTINGTON
1767 EAST JERICHO TURNPIKE • HUNTINGTON, NY 11743
631-499-6777
NYS R/S NUMBER 7113431



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MARY SPIRA	27033	TAG NO.	INVOICE DATE 03/04/21	INVOICE NO.
	LABOR RATE 150.00	LICENSE NO.	MILEAGE 129,183	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 10/SUBARU/OUTBACK/4DR WGN H4 AUTO 2.				DELIVERY DATE
long beach, NY	VEHICLE ID NO. 4 S 4 B R B K C 6 A 3				DELIVERY MILES
	F.T.E. NO.				SELLING DEALER NO.
	P.O. NO.				PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE				R.O. DATE 03/04/21
COMMENTS					MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----
J# 1 51SUZ03 HORN TECH(S):27007 0.00
check horn operation --hit pad in 3pm area it does not work
needs horn pads appx 1000.00 needs 120k servcie

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX SUCS JOB# 1 TOTAL 0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

FACTORY ORIGINAL PARTS COVERED AGAINST DEFECTS FOR 12 MONTHS OR 12,000 MILES.

- ☐ NO GUARANTEE ON WORK PERFORMED
- ☐ 30 DAYS OR 1,000 MILES WHICH-EVER OCCURS FIRST
- ☐ 90 DAYS OR 4,000 MILES WHICH-EVER OCCURS FIRST
- ☐ 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST
- ALL PARTS NEW UNLESS OTHERWISE NOTED.**

NYS R/S NUMBER

- ☐ CASH ☐ CHECK
- ☐ MC ☐ VISA ☐ DISCOVER

CUSTOMER ACKNOWLEDGES
REC. OF COPY X

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

Storage fee of \$35.00 per day applies if vehicle is not picked up within 24 hrs of completion.

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 26-FEB-2021	Repository ☐ Reference No. 11398102
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
LONG BEACH	NY				
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 4S4BRBKC6A			Make SUBARU	Model OUTBACK	Model Year 2010
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type: REG
Original Owner ☒	Dealer's City	State	Zip Code		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 10-FEB-2021	
	☒ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110100 ELECTRICAL SYSTEM: HORN, 130000 VISIBILITY/WIPER (PWS) HORN PAD				Failure Mileage 129000	Failure Speed 50
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). (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;					

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To: [EVOQ \(NHTSA\)](#); [DataQuality. DataQuality \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint -----11398102 -----
Date: Wednesday, March 10, 2021 1:37:19 PM

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I checked the past recalls on my vehicle.

On Subaru's owner service history page, there is NO information about a recall that was allegedly completed in mid 2010. I was wondering whether there were any previous recalls that might have affected the horn defect that manifested recently. I found that there was a recall for my car re: certain Steering Column Electrical Roll Connector. **THIS PART that was the subject of the recall CAN AFFECT HORN FUNCTION**

According to the official Subaru service history details, **Beginning when you created your MySubaru account, services performed by a Subaru retailer will be automatically added to your Service History.**

I believe I created my MYSubaru account prior to the recall.

THERE WAS NO ENTRY ON MY OFFICIAL SUBARU SERVICE HISTORY FOR THIS RECALL. SO I AM WONDERING WHETHER THE RECALL WAS EVER IN FACT PERFORMED.

The recall was as follows:

Recall Date: June 24, 2010

Description

WVR28: Steering Column Electrical Roll Connector. SUBARU IS RECALLING CERTAIN MODEL YEAR 2010 OUTBACK AND LEGACY PASSENGER VEHICLES MANUFACTURED FROM FEBRUARY 16, 2009 THROUGH APRIL 12, 2010. THE WIRING IN THE STEERING COLUMN ELECTRICAL ROLL CONNECTOR LOCATED BEHIND THE VEHICLES STEERING WHEEL MAY DEVELOP STRESS CRACKS AND EVENTUALLY BREAK. IF THIS WERE TO HAPPEN CERTAIN ELECTRICAL COMPONENTS MAY NOT OPERATE AS INTENDED.

Safety Risk

POSSIBLE CIRCUITS AFFECTED ARE THE DRIVERS FRONTAL AIRBAG, PADDLE SHIFTER FUNCTION, CRUISE CONTROL, HORN CONTROL AND RADIO FUNCTIONS INCREASING THE RISK OF A CRASH.

Remedy

DEALERS WILL CHECK LOT NUMBER OF THE STEERING ROLL CONNECTOR. THE ROLL CONNECTOR WILL BE REPLACED WITH A NEW ONE IF THE LOT NUMBER SHOWED

**ANY AFFECTED RANGE OF THE FAILURE OCCURRENCE.
THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE
SAFETY RECALL BEGAN ON JULY 7, 2010. OWNERS MAY
CONTACT SUBARU AT 1-800-782-2783.**

Subaru sent me the following recall letter:

*Recall and Service Campaign Program
Important Safety Recall Notice
Subaru Recall Campaign WVR-28
NHTSA Recall No. 10V-283
July 2010*

Subaru Of America, Inc. has decided that a defect which relates to motor vehicle safety exists in some 2010 Legacy and Outback models.

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that the wiring in the steering column electrical roll connector (located behind your vehicle's steering wheel) may develop stress cracks and eventually break. If this were to happen, certain electrical components may not operate as intended.

DESCRIPTION OF THE SAFETY HAZARD

If the wiring in the steering column electrical roll connector were to break, your vehicle could experience any or all of the following conditions without prior warning:

The driver's frontal airbag may become inoperative and not deploy as intended during a vehicle crash. Such an event could result in personal injury. Should the driver's frontal airbag become inoperative, the Supplemental Restraint System (SRS) airbag warning light, located on the instrument panel combination meter, will illuminate indicating a malfunction of the airbag system.

The horn may not function when the horn pad is pushed. This condition would prevent the driver from sounding the horn in an attempt to avoid a dangerous situation such as a vehicle crash.

Radio and cruise control switches located on the steering wheel (if equipped) may not function.

Transmission paddle shifters located behind the steering wheel (if equipped) may not function.

REPAIRS

Steering column electrical roll connectors susceptible to this condition contain lot numbers within a specific range. Subaru will check the lot number found on the

device and, if necessary, replace it at no charge to you.

WHAT YOU SHOULD DO PROMPTLY

You should immediately contact your Subaru Dealer for an appointment to have this repair performed.

There are important precautions you should take until this recall has been performed. If the Supplemental Restraint System (SRS) airbag warning light illuminates or the horn no longer functions, immediately contact your Subaru dealer for assistance.

HOW LONG WILL THE REPAIR TAKE?

The approximate time to perform the inspection is 12 minutes. It will take an additional 30 minutes if the connector requires replacement. However, it may be necessary for you to leave your car for a longer period on the day of your scheduled appointment to allow your dealer flexibility in scheduling other appointments. Your Subaru dealer will perform all inspections and repairs at no cost to you.

Please present this notice to your Subaru Dealer at the time this repair procedure is performed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru Dealer click [here](#).

If you need additional assistance, please contact us directly:

Telephone: 1-800-SUBARU3 (1-800-782-2783) Monday through Thursday between 8:30 a.m. and 7:00 p.m. EST and Friday between 10:30 a.m. and 5:00 p.m. EST.

E-mail: Go to <http://www.subaru.com/shopping-tools/contact-us.html>.

U.S. Postal mail: Write us at Subaru of America, Inc., Attn: CDS Department, P.O. Box 6000, Cherry Hill, NJ08034-6000.

Please contact us immediately if the dealer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the dealer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please

understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible to have this repair performed.

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