

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

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#); [DataQuality](#), [DataQuality \(NHTSA\)](#)  
**Subject:** Re: FW: Follow up to ODI Complaint -----11398102 -----  
**Date:** Monday, March 22, 2021 1:23:47 PM

**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.

I have been informed by Subaru manufacturer that the part the Subaru service center reports should be replaced, which involves the horn pad, ALSO INCLUDES THE DRIVERS AIRBAG! (and that accounts for its \$750 price tag).

I am troubled that a part that has failed (the horn) includes the airbag. How can I feel confident that the airbag is still without flaws and remains operational?

[REDACTED]  
Long Beach, NY  
[REDACTED]

On Wed, Mar 17, 2021 at 3:56 PM [REDACTED] wrote:  
Subaru manufacturer responded to my inquiry about the possibility that service related to an earlier recall may be implicated in the horn failure.

The bottom line from Subaru manufacturer is that Subaru manufacturer does not maintain records related to VIN-specific recalls on their vehicles, except Repair Order numbers, dates, locations, mileage at time; Subaru manufacturer does not require that the Subaru dealer service center maintain their records. The Subaru service center in question has NO record of this recall service, says it destroys records older than 3-4 years.

I am rather shocked that Subaru does not even know the lot number for the steering wheel roll connector to confirm that the steering wheel roll connector installed in my vehicle is not amongst those subject to the recall.

Does NHTSA have any record keeping requirements related to performance of recall-related service?

I could forward a complete copy of my email conversation with Subaru manufacturer if that is helpful.

[REDACTED]  
Long Beach, NY  
[REDACTED]

On Wed, Mar 10, 2021 at 11:44 AM [REDACTED] wrote:

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](mailto: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](mailto: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