

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

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#); [REDACTED]  
**Cc:** [NHTSA ODI CRD](#); [REDACTED]  
**Subject:** ODI# 11398219  
**Date:** Friday, March 19, 2021 1:00:06 PM  
**Attachments:** [REDACTED]

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11398219 2019 Subaru Outback / Faulty Welds / Steering Problems / Electrical Problems

I have mailed copies of my Service Orders, Emails and Case Numbers with Subaru and Brandon Tomes Subaru by USP. See Attached examples of some of the information.

Sent from [Mail](#) for Windows 10

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
Quality Control Analyst



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Sent from [Mail](#) for Windows 10

**From:** [REDACTED]  
**To:** [austin@patricklaw.com](mailto:austin@patricklaw.com)  
**Subject:** Brief Summary of Our Case  
**Date:** Wednesday, March 10, 2021 8:51:35 PM

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I know that you are the Lawyer and know how to present our case to Subaru. I know you will get us the best settlement possible. I will not contact Subaru or NHTSA. You know about Brandon Tomes not giving use paper work for the many times we requested the steering to be adjusted or repaired. You also know about the service manager telling me that the department shredded our paper work for two years for our privacy. When we drove the loan car while our car was in the shop, that was when we really realized how bad our car drove. I contacted Anthony at Subaru Case [REDACTED]. Anthony contacted the dealership and then called me and said the Dealership wanted the loan car back ASAP and Anthony closed the case. I then contacted Tyler Wills Case [REDACTED]. Tyler Wills stalled us for about two weeks trying to see were our case would fit, then Tyler said the Subaru group knew that the 2019 Subaru Outback had steering problems and the problems had been corrected in the 2021 Outback. Tyler offered \$1,000.00 Subaru money toward the purchase of a new 2021 Outback. Tyler then closed the case. Wendy was Case SR# [REDACTED]. Wendy stalled us about two weeks and the told us she would be on vacation for a week and start again on the Tuesday when she returned. I could send you some of her e-mails and you could see how she used Capitals Letters as a symbol of raising her voice. Next we had Case SR# [REDACTED] and she stalled us for several weeks trying to see what group the case would fit in. We started contacting Subaru about December 19, 2020 and now March 10, 2021 Subaru still needs more time to see where our case fits. You have all the work invoices First battery 05/02/2019 5,773 miles / Second battery 08/08/2019 9,392 miles / Third battery 02/11/2021 20,300 miles and they drove the car over 100 miles and kept the car for 14 days at the dealership (we did not have a loan car). I can not count how many times the battery was dead and I had to charge the battery before we could drive the car. I have service reports where the dealership tested the battery and said the battery was good. Work Order [REDACTED] 01/02/2019 states that they checked the rear sensors, the car does not have that feature. You have the work orders that shows how many times they have worked on the tail gate electrical system. You have seen the scan report that showed the number of electrical problems that were active before and after the third battery. The service manager told me that his opinion was that Subaru did not use a strong enough battery for all the electronics that are in these cars . He made that statement while he watched me scan our car at Brandon Tomes Subaru. He saw that the codes were active. I offered to erase the codes and he said he wanted his shop foreman to look at the codes on Monday. That was my last contact with the service manager. The steering on our car is electric. Just look at all the electric problems we are having with our car. The car is dangerous to drive if you have the lane assist on. When you turn the lane assist off, the car drives totally different. The car has been in the shop 32 days not counting the 20 to 30 times they did not give us paper work and the lane assist is still intermediate. The total days would be more like 57 days if Brandon Tomes had not shredded the paper work for our privacy. If I can answer any questions just call or email. Thanks for all your help and work.

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## Summary

2019 SUBARU OUTBACK B4, 2.5L VIN: 4S4BSAFC4K3 [REDACTED] Mileage: 19986

## Additional Vehicle Information

Module #: N/A

CallID: EB4V000C B8F24060

CVN: EF CE 58 E1 27 DB 6A CB

## Customer Information

Date/Time: 01/28/2021 12:51 AM

First Name:

Last Name:

Phone:

Email:

Emission Readiness Monitor

□

Ready

Failed Modules

10

Battery Life

□ 11.87V

Replace Battery

TPMS

□

34

35

35

33

Warranty

□

Active

Scheduled Maintenance

8

due at 24,000 miles

Predicted Failures

1

predictions

Passed Modules

12

Recalls

7

TSBs

20

Failed Modules

Powertrain

Emission Readiness (Ready)

Monitor Status

- MIS<sub>1</sub>
- FUE<sub>1</sub>
- CCM<sub>1</sub>
- EGR<sub>1</sub>
- CAT<sub>1</sub>
- EVA<sub>1</sub>
- O2S<sub>1</sub>
- HTR<sub>1</sub>

ABS

Active DTC  
C1411  
ECU

Power Rear Gate

Active DTC  
B2524

B250F

Tire Pressure Monitoring System

Active DTC  
C2024  
Tire 4 Air Pressure Decrease Normal Mode

Meter

Active DTC  
U0162  
Lost Communication With AVN Control Module

U0127  
Lost Communication With Tire Pressure Monitor Module

Heating Vent. and Air Conditioner

Active DTC  
B14A1  
Sunload Sensor Circuit Open

Eyesight

Active DTC  
B2814

## Power Supply Volt Error

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B28B5  
+B Circuit Abnormal

## Telematics

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Active DTC  
B2A0E  
Mute Line Circuit

## Body Integrated Module

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Active DTC  
B1011  
BATT P/supply Malfunction Cont.

B1407  
M Communication Abnormal

B1012  
BATT P/supply Malfunction Backup

U0127  
Lost Communication With Tire Pressure Monitor Module

## SUBARU Rear Vehicle Detection

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Active DTC  
B2320  
RADAR ASSY B&S Low Voltage (less than 9V)

B2320  
RADAR ASSY B&S Low Voltage (less than 9V)

## AVN

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Active DTC  
B224D  
XM / Satellite Digital Audio Radio Servie Antenna Faults (Shorted or Open)

B2253

U0074  
Control Module Communication Bus 'B' Off

B2242  
UART Communication

---

**Passed Modules**

Scanned Module Results

Powertrain

Passed

- MIS
- FUE
- CCM
- EGR
- CAT
- EVA
- O2S
- HTR

---

SRS

Passed

---

## Scheduled Maintenance

Next Service: 24000

Measure Brake Linings, Rotor Thickness and Runout

---

Inspect Brake System, Friction Material and Hydraulic System

Disc Brake Pad

\$93

x1

---

Rotate Tires, Inspect Tire Wear, and Adjust Tire Pressure.

---

Replace Cabin Air Filter

Cabin Air Filter

\$25

x1

---

Inspect CV Joints and Boots.

CV Joint Boot

\$74

x2

---

Inspect Parking Brake Operation & Tension

Disc Brake Pad

\$88

x1

---

Change Engine Oil and Filter

Engine Oil

\$8

x6

Engine Oil Drain Plug Gasket

\$5

x1

Engine Oil Filter

\$7

x1

---

Inspect Steering & Suspension Components

Steering Tie Rod End Boot

\$27

x2



**Predicted Failures**

Predicted Faailure Within 12 months

Probability of Failure

Price

Inspect Fuel Cap Gasket



\$46.35

Active DTC  
C2024  
Tire 4 Air Pressure Decrease Normal

Body Integrated Module

Active DTC  
B1014  
ACC Power Failure

B1407  
M Communication Abnormal

B1011  
BATT P/supply Malfunction Cont.

B1012  
BATT P/supply Malfunction Backup

B1013  
Ignition Power Failure

U0127  
Lost Communication With Tire Pressure

Eyesight

Active DTC  
B28B5  
+B Circuit Abnormal

B2814  
Power Supply Volt Error

Power Rear Gate

Active DTC  
B2524

B2500

B250F

AVN

Active DTC  
U0074  
Control Module Communication Bus

B2242  
UART Communication

B2253

B224D  
XM / Satellite Digital Audio Radio S

### B1407 Code Meaning :

| B                                                  | 1                     | 4                                    | 0                                 | 7                                                                        |
|----------------------------------------------------|-----------------------|--------------------------------------|-----------------------------------|--------------------------------------------------------------------------|
| OBD-II Diagnostic Body (B) Trouble Code For Engine | Fuel And Air Metering | O2 Sensor Heater Circuit Malfunction | Cold Start Injector 1 Malfunction | Shift/Timing Solenoid Malfunction/ 3-2 Shift Solenoid Circuit Electrical |

The catalytic converter has an oxygen sensor in front and behind it. When the vehicle is warm and running in closed loop mode, the upstream oxygen sensor waveform reading should fluctuate.

### B1011 Code Meaning :

| B                                                  | 1                     | 0                                          | 1                                   | 1                                              |
|----------------------------------------------------|-----------------------|--------------------------------------------|-------------------------------------|------------------------------------------------|
| OBD-II Diagnostic Body (B) Trouble Code For Engine | Fuel And Air Metering | Ambient Air Temperature Sensor Circuit Low | Engine Shutoff Solenoid Malfunction | Crankshaft Position Sensor A Circuit Low Input |

The catalytic converter has an oxygen sensor in front and behind it. When the vehicle is warm and running in closed loop mode, the upstream oxygen sensor waveform reading should fluctuate.

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## Concorso Detailing Of Texas

### B1011 OBD-II Diagnostic Body (B) Trouble Code Description

### B2814 OBD-II Diagnostic Body (B) Trouble Code Description

B2814 engine trouble code is about Timing Reference High Resolution Signal A Too Many Pulses.

#### Main reason For B2814 Code

The reason of B2814 OBD-II Engine Trouble Code is Engine Oil Temperature Sensor Malfunction.

Parts or components should not be replaced with reference to only a B2814 DTC. The vehicle service manual should be consulted for more information on possible causes of the fault, along with required testing.

### B2814 Code Meaning :

| B                                                  | 2                                                          | 8                                         | 1                                   | 4                                                         |
|----------------------------------------------------|------------------------------------------------------------|-------------------------------------------|-------------------------------------|-----------------------------------------------------------|
| OBD-II Diagnostic Body (B) Trouble Code For Engine | Fuel And Air Metering (Injector Circuit Malfunctions Only) | Engine Oil Temperature Sensor Malfunction | Engine Shutoff Solenoid Malfunction | Timing Reference High Resolution Signal A Too Many Pulses |

Is the fuel pump sometimes not priming when you turn the key to ON(II)? Start by measuring the fuel pressure and checking whether you have bright white-blueish spark at all four plugs. The mechanical timing is also something that you should check, as we mentioned above.



