

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: 2017 subaru outback faaulty windshied x2
Date: Monday, May 3, 2021 8:05:20 AM

-----Original Message-----

From: [REDACTED]
Sent: Saturday, May 01, 2021 2:01 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 2017 subaru outback faaulty windshied x2

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.

please see attached and respond please either by mail or email thank you pics may be sent in another email I hope this helps my complaint file



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

12-APR-2021

Repository ☐

Reference No.

11407594

OWNER INFORMATION (Type or Print)

Name

Address

City

SPRING HILL

State FL

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

4S4BSAAC8H3

Make

SUBARU

Model

OUTBACK

Model Year

2017

Date Purchased

12/25/2021

Dealer's Name and Telephone Number

CARMAX

Engine: 2.5i

No: Cylinders 4

Fuel Type:

unleaded

Original Owner

☐

Dealer's City

Tampa

State FL

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

2.5i

Multiple Failure:

Incident Date(s)

08-SEP-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 131000 VISIBILITY: WINDSHIELD

Failure Mileage

39000

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 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).

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 2017 SUBARU OUTBACK. THE CONTACT STATED THAT TWO SEPARATE CRACKS HAD FORMED ON THE WINDSHIELD WITHOUT INCIDENT OR IMPACT. ON THE FIRST OCCASION, THE CONTACT STATED THAT A CRACK HAD FORMED ON THE MIDDLE PASSENGER SIDE OF THE WINDSHIELD. THE CONTACT HAD THE WINDSHIELD REPLACED HOWEVER, ANOTHER CRACK HAD FORMED ON THE LOWER DRIVER SIDE OF THE REPLACEMENT WINDSHIELD, WITHOUT INCIDENT OR IMPACT. THE CONTACT STATED THAT THE CRACKS OBSTRUCTED HER VIEW WHILE DRIVING. NEITHER THE DEALER NOR THE MANUFACTURER WERE NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 39,000.

46,000 39,000 first incident 2nd incident soon after. Not than a month later. I contacted CarMax by insurance company they said no cracks at the time of sale. So I replaced then notice the replacement windshield had a line in the dot area near rear view and a week later a crack on lower part of windshield driver side. And it's getting worse. See pictures in email.

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.

1 May 2021

I am claiming a faulty manufactured windshield due to 2 areas of concern. 1) ~~new~~ dotted section of rearview mirror area on left side. 2) lower part of drivers side near black area coming up to wiper area. Pictures were attached in previous email. I have replaced it once from a crack on passenger side I felt that was a incident of driving on construction highways. Now the replacement windshield shows this is not my fault. Safe life is the one to replace it. And they had to come back out to troubleshoot my wiper fluid hose after install. So I feel this is a faulty windshield for my Subaru. Please acknowledge when received. Thank you. Upon replacement I only had it less than a month. Upon purchase was 39,000 approx. This crack on driver's side is getting worse due to Florida heat. I feel I shouldn't have to pay \$300 for a faulty windshield. I am already paying more on my premium due to a windshield windshield claim. Extra \$/hr affects my limited VA income. Please advise.

To replace it is 30,000 US Dollars I don't have - out of pocket to avoid another insurance claim.



oops!