

INFORMATION REDACTED PURSUANT TO THE FREEDOM

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: NHTSA Questionnaire Follow up to ODI Complaint ----- 11417493-----
Date: Wednesday, June 30, 2021 8:00:19 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, June 29, 2021 5:51 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: NHTSA Questionnaire Follow up to ODI Complaint ----- 11417493-----

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.

Attached is the edited copy of my original complaint.

Thank you.

[REDACTED]



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

17-MAY-2021

Repository Reference No.
11417493

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	[REDACTED]	E-mail Address	[REDACTED]
Address	[REDACTED]			Evening Telephone Number			
City	BONNEY LAKE	State	WA	ZIP Code	[REDACTED]		

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 4S4BSAHC3K3 [REDACTED]		MAKE SUBARU	Model OUTBACK	Model Year 2019
Date Purchased 9/2019	Dealer's Name and Telephone Number RAIDON SUBARU 737 253-735-1345		Engine: No. Cylinders 4	Fuel Type: Unleaded
Original Owner <input checked="" type="checkbox"/>	Dealer's City Auburn	STATE WA	ZIP Code 98002	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Automatic	Multiple Failure:	Incident Date(s) 17-MAY-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 131000 VISIBILITY:WINDSHIELD	Failure Mileage 4600.0	Failure Speed 55
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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: DOTM1A9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 parts available).

THE CONTACT OWNS A 2019 SUBARU OUTBACK. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 55 MPH, THE FRONT WINDSHIELD SUDDENLY CRACKED WITHOUT INCIDENT OR IMPACT. THE CRACK WAS LOCATED AT THE BOTTOM CENTER SECTION OF THE WINDSHIELD. THE CONTACT INDICATED THAT THE FAILURE OCCURRED TWO TIMES PREVIOUSLY. THE LOCAL DEALER AND THE MANUFACTURER WERE NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 4,600.

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.