



**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

02-JUN-2021

Repository

Reference No.
11419325

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: MOORESTOWN State: NJ ZIP Code: [REDACTED]

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: 4S4BTGND5M3 [REDACTED]
MAKE: SUBARU Model: OUTBACK Model Year: 2021
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: No. Cylinders: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: Lumberton STATE: NJ ZIP Code: 08048
Transmission Type: Antilock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 27-MAY-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 11 1000 ELECTRICAL SYSTEM:12V/24V/48V BATTERY Failure Mileage: 932 0 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example DOTM1 9ABC036): [REDACTED] Original Requirement: Prior Repair: Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] Reported to Police: N

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 2021 Subaru Outback. The contact stated that the battery had fully drained and was replaced three times. There was no warning light illuminated. The vehicle was towed to an unknown mechanic and was diagnosed with needing the battery to be replaced. The vehicle was repaired. The manufacturer was not informed of the failure. The failure mileage was approximately 932.

The third time, the vehicle . . .

re charged two

Subaru

See attached documents.

From:

07/07/2021 09:44

7/7/2021

Mail Outlook

Sent: 6/2/2021 12:18:49 PM
To: CustDlrServices@subaru.com
Subject: Battery

I have owned the car for less than 1 month and have experienced the battery draining 3 times requiring 2 jumps and 1 tow - the car had less than 832 miles on it. This is a concern. I have noticed on car complaints.com that multiple other owners are experiencing the same issue and that there has been a pattern with this in the pas years with other Subaru's as well. I have files a complaint with the National Safety and Transportation Administration. It seems to be a electrical drain concern with ? CAN? and needs to be properly corrected. I have also reached out to the attorney who handles a class action law suit for a similar issue just last year -

I have a new battery which may/may not be a band aid. I am not interested in playing games - if there is an electrical issue than lets get that fixed for all concerned owners and move on. I do not want to be late for work, late to the soccer games and late getting home and inconvenienced getting rides and sitters and loosing pay,
Thank you.
Please respond.

https:



FW: Follow up to ODI Complaint -----11419325 -----

1 message

EVOQ (NHTSA) <EVOQ@dot.gov>

Wed, Jul 7, 2021 at 8:15 AM

To: [Redacted]

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

11419325.pdf
46K

7/7/2021
9:32 AM.
Faxed.

Hello I have revised the attached Pdf. and also included 3-e-mails showing documentation of communication with manufacturer (Subaru).

Thank you.



Re: Battery

[REDACTED]
Thu 6/17/2021 3:29 PM

To: CustDlrServices@subaru.com <CustDlrServices@subaru.com>

Hello

I am not being represented by an attorney to date. I have not had an experience since the brand new battery was replaced in my brand new car - it has been 1 1/2 months.

Please advise what issues you are experiencing with the model of this car - I see there has been an ongoing concerns with the electrical system draining the battery. **Please advise.**

[REDACTED]
Moorestown, NJ [REDACTED]

VIN# [REDACTED]

4S4BTGND5M3 [REDACTED]

From: Subaru of America, Inc. <CustDlrServices@subaru.com>

Sent: Thursday, June 17, 2021 8:06 AM

To: [REDACTED]

Subject: RE: Battery

Dear [REDACTED]

Thank you for contacting Subaru of America Inc. I am sorry to learn that you are experiencing a concern with your 2021 Subaru Outback.

Can you advise me if you are being represented by an attorney? Have you experienced a concern since the battery replacement at the retailer?

Sincerely,

Martina Brown

Subaru of America, Inc.

Customer Advocacy Department

1-800-SUBARU3 (1-800-782-2783) option 2, ext.119008

[THREAD ID: [REDACTED]]

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

From: [REDACTED]

Email Received

Subaru of America, Inc. <CustDirServices@subaru.com>

Thu 6/17/2021 3:29 PM

To:



Hello,

Our Customer Retailer Services Department has received your email.

Thank You,

Subaru of America , Customer / Retailer Services.

Facebook

Twitter

Instagram

Pinterest

YouTube