

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11427895 -----
Date: Monday, November 15, 2021 9:43:38 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, November 12, 2021 1:36 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint -----11427895 -----

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

From: SchowQ (NHTSA)" <EVOQ@dot.gov>
To: [REDACTED]
Date: 10/04/2021 8:32 AM
Subject: FW: Follow up to ODI Complaint -----11427895 -----

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

Hello,

After several e-mails and phone calls I was able to get Subaru Corporation to resolve the ignition/key release issue on my 2016 Outback. My car was repaired at no cost to me on August 18, 2021 at Young Subaru in Ogden, Utah.

I still feel that this issue should be a manufacturer re-call; it is a known problem/defect which can leave a driver stranded.

I was not able to update the attached PDF. The **Applicable Incident Information** should be updated to read that the manufacturer was notified and they paid for the repairs at a Subaru Dealership.

Thank you,

[REDACTED]

[REDACTED]

Ogden, UT

[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

05-AUG-2021

Repository Reference No.
11427895

OWNER INFORMATION (Type or Print)

Name

Address

City

Ogden

State

UT

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

4S4BSBJC7G3

MAKE
SUBARUModel
OUTBACKModel Year
2016

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City Ogden

STATE
UTZIP Code
84405

Transmission Type

 Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
28-JUN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 116000 ELECTRICAL SYSTEM:IGNITION

Failure Mileage
72104.0

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: DOTMAL 9ABC036)

 Original Requirement
 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

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

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 part is available).

The contact owns a 2016 Subaru Outback The contact stated that after placing the vehicle into PARK, the key could not be removed from the ignition switch. After turning off and restarting the vehicle several times, the key was removed from the ignition switch. The vehicle was diagnosed but was not yet repaired. The manufacturer was not informed of the failure. The failure mileage was approximately 72,104.

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.