

 U.S. Department of Transportation National Highway Traffic Safety Administration 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 18-MAY-2022	Repository ☐ Reference No. 11465104
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City Nixa	State MO	ZIP Code [REDACTED]	Evening Telephone Number [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 4S4BTGPD4L3 [REDACTED]		MAKE SUBARU	Model OUTBACK
Date Purchased 3-4-2020		Model Year 2020	
Dealer's Name and Telephone Number Frank Fletcher Subaru 4177085036		Engine: No. Cylinders 4	Fuel Type: GAS
Original Owner ☐	Dealer's City Joplin	STATE MO	ZIP Code 64801
Transmission Type TURBO 4cy	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 09-DEC-2021
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 100000 POWER TRAIN		Failure Mileage 0.0	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: DOTM1 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 2020 Subaru Outback. The contact received notification of NHTSA Campaign Number: 21V955000 (Power Train) however, the part to do the recall repair was not yet available. The local dealer was contacted. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was not made aware of the issue. The contact had not experienced a failure. VIN tool confirms parts not available.			
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.			

FRANK FLETCHER



SUBARU

 3430 E 20th St
 Joplin, MO 64801
 (417) 625-5530

www.FletcherAuto.com

CUSTOMER #:

INVOICE

DUPLICATE 2

PAGE 1

NIXA, MO

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 2297 ANGELA RAGSDALE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CRYSTAL WH	20	SUBARU OUTBACK	4S4BTGPD4L3		8085/8085	T230	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB20 DD			WAIT 26JUL22		0.00	CASH	26JUL22

R.O. OPENED READY OPTIONS: SOLD-STK ENG:2.4 Liter Turbo

TRN:CVT

08:07 26JUL22 09:44 26JUL22

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A SUBARU SYNTHETIC OIL CHANGE WITH TIRE ROTATION, INCLUDES ENGINE OIL CHANGE WITH GENUINE SUBARU FULL SYNTHETIC OIL, SUBARU OIL FILTER, DRAIN PLUG GASKET, ADJUST/TOP OFF FLUIDS AND TIRE PRESSURES

CAUSE: SUBARU OIL & FILTER CHANGE WITH SUBARU FILTER/ TIRE ROTATION AND FULL MULTI-POINT INSPECTION

S6KS SUBARU SYNTHETIC OIL CHANGE WITH TIRE ROTATION, INCLUDES ENGINE OIL CHANGE WITH GENUINE SUBARU FULL SYNTHETIC OIL, SUBARU OIL FILTER, DRAIN PLUG GASKET, ADJUST/TOP OFF FLUIDS AND TIRE PRESSURES

4500 CQL		27.67	27.67
1 15208AA15A OIL FILTER COMPLETE	10.06	10.06	10.06
5 SOA427V0400 BULK 0W-20 SYN OIL QT	4.99	4.99	24.95
1 803916010 GASKET	1.92	1.92	1.92
PARTS: 36.93 LABOR: 27.67 OTHER: 0.00	TOTAL LINE A:		64.60

SUBARU FULL SYNTHETIC OIL & FILTER CHANGE WITH SUBARU FILTER / TIRE ROTATION AND MULTI-POINT INSPECTION.

15A SM GASKET 4.8 0W20

3 RECALL WRK21 - CVT CHAIN GUIDE BREAKAGE

CAUSE: INSPECTION AND UPDATE ONLY

103008 TCM REPROGRAMMING, SSM DATA CHECK &

VEHICLE INSPC

428 W

1 803916100 GASKET 16.3X22X1.0

FC: WRK21 PART#: COUNT:

CLAIM TYPE: RECALL

AUTH CODE:

(N/C)

(N/C)

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

COMPLETED WRK-21 RECALL INSPECTED CHAIN GUIDE AND PERFORMED

REPROGRAMMING. ALL PASSED AT THIS TIME. OLD CID C7FEF640 NEW CID

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP MAKES NO REPRESENTATION, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR LOSS OF BUSINESS OR ANY OTHER INCIDENTAL DAMAGES.

IF SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies in connection with this repair.

WAIVER OF TRIAL BY JURY: THE PARTIES AGREE TO WAIVE TRIAL BY JURY FOR ANY AND ALL CLAIMS, DISPUTES AND/OR CAUSES OF ACTION ARISING OUT OF OR RELATING TO, THE VEHICLE OR THIS INVOICE, INCLUDING SERVICE TO THE VEHICLE OR REPRESENTATIONS OR OMISSIONS REGARDING THE VEHICLE. THE PARTIES AGREE TO THIS WAIVER IN THE INTEREST OF AVOIDING, AMONG OTHER THINGS, DELAYS AND EXPENSES ASSOCIATED WITH JURY TRIALS.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you understand that you had the opportunity to inspect any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the amount due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.