

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

National Highway Traffic Safety Administration 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY Date Received: 12-AUG-2022 FEB 28 2023		Repository <input type="checkbox"/> Reference No.: 11479043
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		Email Address
Address		Evening Telephone Number		
City	State	ZIP Code		
Lookout Mountain	GA			
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)		MAKE	Model	Model Year
JF7SAE03HG		SUBARU	FORESTER	2017
Date Purchased	Dealer's Name and Telephone Number	Engine	Fuel Type	
	Darrell Waltrip Subaru 6156587115	2.5i 4-cylinder	gas	
Original Owner	Dealer's City	STATE	ZIP Code	
	Franklin	TN	37067	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure	Incident Date(s)
Manual	<input type="checkbox"/> Cruise Control			01-SEP-2019
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Components Codes: 100000 POWER TRAIN		Failure Mileage	Failure Speed	
		50000.0	50	
		+ 95,849		
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)	<input type="checkbox"/> Original Requirement	Failure Location:		
	<input type="checkbox"/> Prior Repair			
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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 2017 Subaru Forester. The contact stated while driving approximately 50 MPH, the vehicle suddenly stalled. The contact veered to the side of the road and turned off the vehicle. There were no warning lights illuminated. The vehicle was towed to the dealer where the transmission clutch was replaced. However, the failure reoccurred while driving approximately 30 MPH, and the vehicle had 95,000 miles. The vehicle was towed to the dealer who diagnosed that the transmission clutch, the ball bearings, and the flywheel needed to be replaced. The vehicle had not been repaired. The manufacturer was made aware of the failure. The approximate failure mileage was 50,000.				
The first failure of manual transmission was at 57046 miles and was repaired at Crown Subaru/Chattanooga TN. The second failure of manual transmission was at 95,849 miles and again required attached parts and repairs and replacement. The parts are plastic and allegedly become brittle. Subaru is no longer over				
Include 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.				

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

offering manual transmissions in the Forester
after the 2019 model year.

There should be a recall and replacement
as the transmission goes out with no warning
on both occasions.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation
**National Highway
Traffic Safety
Administration**
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382
Office Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE



**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





900 Riverfront Parkway • Chattanooga, TN 37402
 Phone: 423-490-0181 • Toll Free: 1-833-261-9602
 www.crowncars.com

SO [REDACTED]

**SERVICE ORDER
 CUSTOMER COPY**

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User [REDACTED] InChg Page 2

Customer No [REDACTED]
 [REDACTED]
 LOOKOUT MOUNTAIN, GA [REDACTED]
 Home [REDACTED] Bus (000) 000-0000
 Cell [REDACTED] Today (000) 000-0000
 Email [REDACTED]
 Term CASH

Advisor [REDACTED] **Promised** 08/09/2019 5:00 PM **Tag**
Shop SU **Opened** 08/05/2019 12:00 AM **Location**
Priority **Cashiered** 08/09/2019 12:00 AM **PO #**

License No [REDACTED] **Odometer In** 57046 **Odometer Out** 57046 **InServ Date** [REDACTED] **Stock No**
Year 2017 **Make** SUBARU **Model** FORESTER **Model No** [REDACTED] **Color**
Vehicle ID No JF2SJAE8HG [REDACTED] **Selling Dealer** [REDACTED] **Extended Warranty** [REDACTED] **Delivery Date**
Engine Size [REDACTED] **Fleet #** [REDACTED]

28365FE001 HUB BOLT

Technician 094

	1		
Est Parts			0.00
Est Labor			0.00
Parts Total			0.00
Labor Total			0.00
Request Sub-total			0.00

Request	Description	Job	CSR	Status
199	OTHERS	4	780	Original
Labor	Description			Amount
199	OTHERS			

Part	Description	Shp	Retail	Price	Amount
28473FL040	HUB UNIT COMPLE	2			
Technician	094				
Est Parts					0.00
Est Labor					0.00
Parts Total					0.00
Labor Total					0.00
Request Sub-total					0.00

Request	Description	Job	CSR	Status
EXPLOF	CHANGE ENGINE OIL & FILTER PER SPECIFICATIONS FOR YOUR MODEL, SET TIRE PRESSURE, TOP OFF FLUIDS AND PERFORM MULTI-POINT INSPECTION	5	780	Original

Labor	Description	Amount
EXPLOF	CHANGE ENGINE OIL & FILTER PER SPECIFICATIONS FOR YOUR MODEL, SET TIRE PRESSURE, TOP OFF FLUIDS AND PERFORM MULTI-POINT INSPECTION	16.41

Part	Description	Shp	Retail	Price	Amount
15208AA15A	OIL FILTER COMPLETE	1		7.65	7.65
803918010	GASKET	1		1.84	1.84
SOA635045	SYNTHETIC 0W-20 OIL	6		8.02	48.12
Rate	139.00				
Technician	094				
Est Parts					0.00
Est Labor					0.00
Parts Total					57.61

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that to the extent permitted by law, you are not responsible for loss or damage to vehicle or articles left in vehicle, in case of fire, theft or any other caused beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the product sold are those made by the manufacturer. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitations contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

DATE

CUSTOMER SIGNATURE



900 Riverfront Parkway • Chattanooga, TN 37402
 Phone: 423-490-0181 • Toll Free: 1-833-261-9602
 www.crowncars.com

SO [REDACTED]

**SERVICE ORDER
 CUSTOMER COPY**

[REDACTED]

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User [REDACTED] InChngs. Page 3

Customer No [REDACTED]
 [REDACTED]
 LOOKOUT MOUNTAIN, GA [REDACTED]
 Home [REDACTED] Bus (000) 000-0000
 Cell [REDACTED] Today (000)000-0000
 Email [REDACTED]
 Term CASH

Advisor	Promised	08/09/2019 5:00 PM	Tag
Shop SU	Opened	08/05/2019 12:00 AM	Location
Priority	Cashiered	08/09/2019 12:00 AM	PO #

License No	Odometer In	Odometer Out	InServ Date	Stock No
	57046	57046		
Year	Make	Model	Model No	Color
2017	SUBARU	FORESTER		
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
JF2SJAEC8HG [REDACTED]				
Engine Size		Fleet #		

Labor Total 16.41
 Request Sub-total 74.02

I appreciate your business and hope your visit was Exceptional. If there is anything I can do to improve, please let me know.

You may receive correspondence from Subaru, Dealer Rater and Google. Kindly recommend me to all your Friends and Family.

Labor 747.81
 Parts 729.04
 Supplies 0.00
 SUB-TOTAL 1,476.85
TOTAL INVOICE 1,476.85

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that to the extent permitted by law, you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other caused beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the product sold are those made by the manufacturer. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitations contained herein does not apply where prohibited by law.

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DATE

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SO # [REDACTED]

**SERVICE ORDER
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User [REDACTED] Page 1

Customer No [REDACTED] LOOKOUT MOUNTAIN, GA [REDACTED]	Advisor	Promise	08/09/2019 5:00 PM	Tag	
	Shop SU	Opened	08/05/2019 12:00 AM	Location	
	Priority	Cashiered	08/09/2019 12:00 AM	PO #	
Home [REDACTED] Bus (000) 000-0000	Year	Make	Model	Model No	Color
Cell [REDACTED] Today (000) 000-0000	2017	SUBARU	FORESTER		
Email	Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
Term CASH	JF2SJAEC8HC [REDACTED]				
	Engine Size		Fleet #		

Request	Description	Job	CSR	Status	
199	OTHERS	1	780	Original	
Labor	Description			Amount	
199	OTHERS			731.40	
Part	Description	Shp	Retail	Price	Amount
30100AA870	DISK COMPLETE C	1		190.00	190.00
30210AA620	COVER COMPLETE	1		209.95	209.95
30502AA150	BEARING RELEASE	1		60.00	60.00
12342AA110	FLYWHEEL AY FLE	1		371.39	371.39
UNKNOWN	PARTS DISCOUNT	1		(159.91)	(159.91)
Rate	139.00			Est Parts	0.00
Technician	094 -			Est Labor	0.00
				Parts Total	671.43
				Labor Total	731.40
				Request Sub-total	1,402.83

Request	Description	Job	CSR	Status	
FREE	FREE MULTI-POINT INSPECTION	2	780	Original	
Labor	Description			Amount	
FREE	FREE MULTI-POINT INSPECTION			0.00	
Rate	139.00			Est Parts	0.00
				Est Labor	0.00
				Parts Total	0.00
				Labor Total	0.00
				Request Sub-total	0.00

Request	Description	Job	CSR	Status	
199	OTHERS	3	780	Original	
Labor	Description			Amount	
199	OTHERS				
Part	Description	Shp	Retail	Price	Amount
28171AJ000	WHEEL NUT	1			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that to the extent permitted by law, you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other caused beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the product sold are those made by the manufacturer. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitations contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

DATE _____ CUSTOMER SIGNATURE _____



1430 MURFREESBORO RD. P.O. BOX 681725
 FRANKLIN, TENNESSEE 37068-1725
 PHONE (615) 791-1101 FAX (615) 794-2710
 Web Site: www.DARRELLWALTRIP.COM

CELL: [REDACTED]

CUSTOMER NO:	ADVISOR DEREK REEL	6301	TAG NO. B940	INVOICE DATE 08/16/22	INVOICE NO.
	LABOR RATE 159.00	LICENSE NO.	MILEAGE 95,849	COLOR /	STOCK NO.
LOOKOUT MOUNTAIN, GA	YEAR / MAKE / MODEL 17 / SUBARU / FORESTER /			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. J F 2 S J A E C 8 H G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/11/22		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 95860

LABOR & PARTS
 J# 1 33SUZ-01 MULTI POINT INSP. UNITS: 0.00 TECH(S):2433 INTERNAL
 PERFORM MULTI POINT INSPECTION.
 SEE REPORT FOR RESULTS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+45SU2 TRANSMISSION UNITS: 16.00 TECH(S):2433 1920.00
 C/S: CLUTCH ISSUE SMELLING A BURNING SMELL - TOW IN -
 DIAGNOSE AND ADVISE
 TECHNICIAN FOUND A LARGE AMOUNT OF CLUTCH MATERIAL AROUND
 THE VIEWING
 WINDOW ON TRANSMISSION AND BURNING SMELL - TORE DOWN AND
 INSPECTED ALL ALL CLUTCH COMPONENTS REQUIRING REPLACEMENT
 REPLACED CLUTCH ASSEMBLY, FLYWHEEL, CLUTCH FORK, PIVOT BALL,
 RELEASE BEARING AND RELEASE BEARING CLIPS, SHIFT FORK AND
 SPRING RETAINER - TEST DROVE VEHICLE AND CONFIRMED REPAIR
 COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	30531AA220	LEVER CLUTCH	47.80	47.80	47.80
JOB # 2	1	30537AA061	PB000955 PIV	22.41	22.41	22.41
JOB # 2	1	30100AA870	DISK COMPLET	264.45	264.45	264.45
JOB # 2	1	30210AA620	COVER COMPLE	283.26	283.26	283.26
JOB # 2	1	30502AA150	BEARING RELE	89.01	89.01	89.01
JOB # 2	1	30534AA001	SPRING RELEA	21.14	21.14	21.14
JOB # 2	2	30539AA000	CLIP CLUTCH	8.66	8.66	17.32
JOB # 2	1	806212020	BALL BEARING	22.55	22.55	22.55
JOB # 2	2	44616AA290	GASKET-EXHAU	11.07	11.07	22.14
JOB # 2	1	12342AA110	PB00190Z FLY	440.25	440.25	440.25
JOB # 2	1	30502AA150	BEARING RELE	89.01	89.01	89.01
JOB # 2	2	44616AA290	GASKET-EXHAU	11.07	11.07	22.14
				JOB # 2 TOTAL PARTS		1341.48
				JOB # 2 TOTAL LABOR & PARTS		3261.48

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	285	SU SERVICE CHARGE		36.00
TOTAL - MISC				36.00

COMMENTS
 X06EY42DMS:CC Apt TOW IN
 DELETED OPERATION(S)
 45SUZZ2325-121 CLUTCH RLSE BRNG 45SUZZ215-201 FLYWHEEL
 45SUZZ2325-101 CLUTCH 21SUZ ENGINE MECHANICAL

Service Charge. The Service Charge covers or defrays some of Dealer's service department overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling, many of which do not lend themselves to precise itemization or allocation. Not all repair or service transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge may include Dealer profit. The Service Charge is not a government required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.



1430 MURFREESBORO RD. P.O. BOX 681725
 FRANKLIN, TENNESSEE 37068-1725
 PHONE (615) 791-1101 FAX (615) 794-2710
 Web Site: www.DARRELLWALTRIP.COM

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DEREK REEL	6301	TAG NO B940	INVOICE DATE 08/16/22	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE 159.00	LICENSE NO.	MILEAGE 95,849	COLOR /	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 17 / SUBARU / FORESTER /			DELIVERY DATE	DELIVERY MILES
LOOKOUT MOUNTAIN, GA [REDACTED]	VEHICLE I.D. NO. J F 2 S J A E C B H G [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R. O. DATE 08/11/22	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 95860

TOTALS-----

THANKS FOR USING DARRELL WALTRIP AUTOMOTIVE SERVICE. IF YOU CAN'T RATE YOUR SERVICE EXPERIENCE 'OUTSTANDING' THEN WE HAVE FAILED...PLEASE LET US KNOW.	TOTAL LABOR....	1920.00
	TOTAL PARTS....	1341.48
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	36.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	321.50
	TOTAL INVOICE \$	3618.98

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