

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Form Approved 5

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Date Received		Repository <input type="checkbox"/>	
18-JAN-2023		Reference No. 11502417	
Administration			
OWNER INFORMATION (Type or Print)			
Name		Date of Telephone Number	
Address		Number	
City	State	ZIP Code	Evening Telephone Number
Merced	CA		
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 policies described in the agency's Privacy Act notice. See 49 CFR 839.71 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on drivers side		MAKE	Model
4S1B5ANC2G1G		Subaru	OUTBACK
Date Purchased	Dealer's Name and Telephone Number	Engine	Model Year
04/2019	Lithia Subaru, 888-758-1242	No. Cylinders	2019
<input checked="" type="checkbox"/> Original Owner	Dealer's City/State	ZIP Code	Fuel Type:
	CA	93710	
Transmission Type	<input type="checkbox"/> Anti-lock Brakes	Powertrain	Multiple Failure:
Automatic	<input type="checkbox"/> Cruise Control		Incident Date(s)
			12-15-2022 August 2022
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 353600 EQUIPMENT/ELECTRICAL/INFOTAINMENT, 353600 EQUIPMENT/ELECTRICAL/INFOTAINMENT; BLUETOOTH/WIFI		Failure Mileage	Failure Location
		43,000.0	
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: DOT4M1 9A3C206)	<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			
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).			
<p>The contact owns a 2019 Subaru Outback. The contact stated that while driving at various speeds, or while the vehicle was parked, the infotainment system and screen made abnormal sounds with flashing. The contact stated that the Navigation and Bluetooth also malfunctioned. The vehicle was taken to a dealer where the failure was diagnosed as a malfunctioning audio unit that needed to be replaced. The contact stated that the repairs were not completed because the parts were on backorder. The manufacturer was not made aware of the failure. The approximate failure mileage was 34,000.</p> <p>It was as if someone were pushing buttons on the screen, but it was just the unit malfunctioning, making it a distraction while driving especially because it's unusable therefore the bluetooth is useless as is the navigation system. I have called Lithia Subaru on multiple occasions, sometimes they don't respond & when they do, they state that they're waiting for the part but there is no ETA.</p>			
Includes, if available: Police/Fire Department Report, Photos, and Repair Invo(s).			
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.			

This was first diagnosed by Lithia 11/2022