

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	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 09-MAR-2023	Repository ☐ Reference No. 11510958
		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Evening Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City Tifton	State GA	ZIP Code [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 4S4BTANC4N3 [REDACTED]		MAKE SUBARU	Model OUTBACK
Date Purchased [REDACTED]		Model Year 2022	
Dealer's Name and Telephone Number [REDACTED]		Engine: No: Cylinders 4	
Original Owner ☐		Fuel Type: GASOLINE	
Dealer's City VALDOSTA, GA.		STATE GA	ZIP Code 31602
Transmission Type ☐ Antilock Brakes ☒ Cruise Control	Powertrain [REDACTED]	Multiple Failure: [REDACTED]	Incident Date(s) 01-MAR-2023
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION		Failure Mileage 3000.0	Failure Speed UNKNOWN > 19 mph.
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 1	Number of Deaths 0
Reported to Police Y			
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 2022 Subaru Outback. The contact stated that while reversing out of his garage, the vehicle made an abnormal sound, and while the transmission was shifted into reverse (R), the vehicle rapidly accelerated, crashing into a tree. The contact stated the vehicle made the abnormal sound again and rapidly accelerated forward, crashing into a fence. The contact sustained injuries to his head and received medical attention. A police report was filed. The vehicle was towed to a collision center. The vehicle was not diagnosed nor repaired by an independent mechanic or dealer. The manufacturer was not made aware of the failure. The failure mileage was approximately 3,000. The VIN was not available. a) The vehicle changed gears from R. to F while at max. revs. After the reverse crash, my right foot was nowhere near the accelerator, as I had hit the roof when vehicle abruptly stopped and the only position I could go to was UP. My hands did not leave the steering wheel until the vehicle stopped after hitting the crown of liquid. No medical attention was required - injury to head not severe. I contacted Subaru, who eventually diagnosed the Black Box. Their report - All systems function according to specs. Accident driver related. They refuse to divulge any info, eg rpm, mph at crashes, etc.			
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 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.			

→ over page.

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

When I look at the reported incidents on the Google search on Subaru Outback's sudden acceleration, then I predict their will be a death in the future. If I had been reversing at Walmart, there may have been multiple vehicles involved AND perhaps pedestrian injury. In addition this is "MY FAULT" and my insurance will increase by about \$70.00/month. This after at least a 5 year impeccable record. This is "unacceptable". What recovery do I have. Vehicle is now repaired, but I am always suspicious when reversing. If someone is injured with another such occurrence, am I to blame?? ATTACH ADDITIONAL SHEETS IF NECESSARY. Should I consider joining a class action lawsuit?
This incident is not unique to me.
Enclosed 2 Witness Reports

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration





Gmail

Q subaru, william



93+

Mail

Compose

Chat

Inbox

400

Spaces

Starred

Snoozed

Important

Meet

Sent

Drafts

All Mail

Categories

More

Labels

[Gmail]



to me

Hello [REDACTED]

Please note we will be inspecting the vehicle on the 12th for the concerns. The results can take anywhere between 3-4 weeks to be provided to me once the inspection has been completed. I will follow with you on 5/3 by 7pm with a status for the case.

Sincerely,

William
Subaru of America
856-438-2401



1-20 1-20 1-20 1-20 1-20



>



Gmail

Q subaru, william



99+

Compose

Mail

Inbox

400



[Redacted] ... Fri, May 12, 4:43 PM

to Customer

Good afternoon Mr. William,

Trust all good with you.

I have the following queries/questions that I would like the facts on, please.

As the Black Box is an all seeing watchman, these should not be difficult answer and bring my troubled mind to rest. I wonder how you would feel this happened to one of the corp employees and they had to get back in the vehicle again. It would still have the same computer and all the bells and whistles that make the Subaru brand the safest vehicle in the U.S. and world wide??

1. At what speed was the vehicle travelling in reverse, when it smacked the tree? The Black Box must have recorded this. I feel this was also slightly modified as the vehicle had to mount the old railway sleeper lying before the tree.



Labels

[Gmail]



Gmail

Q subaru, william



2

99+

Compose

Mail

Inbox

400

Chat

Starred

Snoozed

Spaces

Important

Sent

Meet

Drafts

All Mail

Categories

More

Labels

[Gmail]

the foot. The Black Box must have recorded this. I feel this was also slightly modified as the vehicle had to mount the old railway sleeper lying before the tree.

2. At what speed was the vehicle travelling when it struck the small brick wall, wooden fence and then the drum. There must have been a break in the velocity of forward movement at the first impact when it bounced over. I feel this was an important point as the blow against the drum was slightly modified. If all of that was not there, and the seatbelt did not employ, I wonder what my face would have looked like?

3. How does the Black Box differentiate between an "unexpected" acceleration, for whatever cause, and a foot on the accelerator?. If one thinks about it logically, unless there is an inherent fault in the accelerator program, my foot could not have been on the accelerator after I smacked the tree. I left my seat at impact, as demonstrated by my bleeding head. The seatbelt is of little value going backwards. As the backrest is slightly angled, my movement would have been sliding upwards at around the velocity of the vehicle. Did my foot remain on the accelerator after the blow?? According to your Black Box it must have stayed glued there, as 2



>



Gmail

Q subaru, william



3

99+

Compose

Mail

Inbox

400

Chat

Starred

Snoozed

Spaces

Important

Sent

Meet

Drafts

All Mail

Categories

More

Labels

[Gmail]

blow?? According to your Black Box it must have stayed glued there, as 2 witnesses say there was no decrease in the engine whyne, between impacts. Your thoughts on this specific point would be appreciated.

4. Can you please explain exactly what the Black Box showed between reversing out of the open garage, slowly and coming almost to a halt, braking, before stopping and planning to get out of the vehicle.. If my foot was on the accelerator, it must have been barely resting as was stopping. What were the rpms just before the event started, and the rpm 2 seconds later. Bearing in mind that the witnesses hardly counted seconds between instant whyne, impact, whyne and impact. And the vehicle shifted into forward gear on its own. My hands did not leave the steering wheel the whole time of the occurrence. The wheels did not stop spinning. The wheels shifted from reverse to forward instantly and were spinning at top revs as shown by the tyre marks at the left rear wheel and the area of grass gouged out by the right rear wheel as it came down off the sleeper and made contact with the ground. Bear in mind that Mr.



Gmail

Q subaru, william



99+

Compose

Mail

Inbox

400

Chat

Starred

Snoozed

Spaces

Important

Sent

Meet

Drafts

All Mail

Categories

More

Labels

[Gmail]

the sleeper and made contact with the ground. Bear in mind that

actually witnessed the impact after he heard the engine whine at full rpm. He had a clear view of the vehicle accelerating in reverse and the impact.

What does your Black Box tell you of this occurrence? How did the gear change take place with the revs at maximum?. Both witnesses say there was no diminishing in the whine.

5. I presume the Black Box information is for your eyes only, at this stage. Can I not see any of it with explanations? It would help me.

6. After the vehicle is finally repaired next week, and fully electronically checked out by the specialists, the computer, the safety features, etc, etc, will Subaru stand by the warranty of this particular vehicle with 4080 miles on the clock? I can guess the answer to this one.

Thanking you,
Stay safe,

This has rather taken a while to think out and put down in an Email.



Gmail



subaru, william



5

99+

Mail

Compose

Chat

Inbox

400

Starred

Spaces

Snoozed

Important

Meet

Sent

Drafts

All Mail

Categories

More

Labels

[Gmail]

10. Peter Gernsthalzer <peteg@ny.gov>mailto:william

Good Morning [REDACTED]

Thank you for your email. Bill is currently out of the office this week and will be returning on Monday. The information within the vehicle can be read by a universal tool call the Bosch CRD tool. The information captured regarding this incident will be captured by the EDR. It does depend on the type of impact and in some cases the information if not recorded. The investigator completing the inspection of the vehicle will be able to identify what the vehicle system were doing at the time of incident.

Thank you,



1/10/2023 12:21 PM - 1/10/2023 12:21 PM - 1/10/2023 12:21 PM - 1/10/2023 12:21 PM



>



Gmail



subaru, william



6

99+

Mail

Compose

Chat

Inbox

400

Spaces

Starred

Snoozed

Important

Meet

Sent

Drafts

All Mail

Categories

More

Labels

[Gmail]



to Customer

May 23, 2023, 4:39 PM

Dear Mr. William,

The answer I received from Mr. Aaron Ratmanskyy was of little value. We do not have access to that equipment. I would presume that the specialist you sent to download the Black Box, would have supplied you with all the details to determine that information. Would you kindly supply me with the information I requested.

I am emailing the final total Invoice for the hire car from Enterprise, you kindly provided. My vehicle is still not complete. Between the lost time and Subaru parts problem, like the part that was received, not as catalogue listed it, I am stranded and unhappy. But that is life, I presume. Unfortunately my wife is forced to suffer as well.

I look forward to receiving your cheque in the near future
Stay safe with your Subaru,



>

6/20/23, 12:24 PM

Case#

- Gmail



Gmail



subaru, william



99+

Compose

Mail

Inbox

400



Customer Advocacy

May 24, 2023, 9:13 AM

to me

Hello

Please note we would not be providing the information you are requesting. Our reporting is proprietary. Once again there were no abnormalities nor a manufacturer defect with the vehicle for the concern. The manufacturer warranty is still in place after the repair has been made. I have processed the goodwill reimbursement on our end and you will receive a check in the mail in 7-10 business days.

Chat

Starred

Snoozed

Spaces

Important

Sent

Meet

Drafts

All Mail

Categories

More

Labels

[Gmail]



1 - 2023 and 2022 - Customer Advocacy - 2023 - 2022 - 2021 - 2020



≡ Gmail

🔍 Subaru, William



99+

Mail

Chat

Spaces

Meet

Compose

Inbox

Starred

Snoozed

Important

Sent

Drafts

All Mail

Categories

More

Labels

[Gmail]

① Impact area, in reverse

② Impact area going forward



4.7 MB

② Impact area.



Impact pine tree
Not a gentle
snack.



Customer Advocacy <Custo... Apr 3, 2023, 4:07 PM
to me



>



SUBARU

Subaru of America, Inc.
PO Box 9103
Camden, NJ 08103-9800
1-800-SUBARU3 (1-800-782-2783)
www.subaru.com

March 27, 2023

[REDACTED]
Tifton, GA [REDACTED] USA

Dear [REDACTED]

Thank you for taking the time to contact Subaru of America, Inc. to discuss the recent accident involving your **2022 Outback Limited**. We understand you have **some additional questions**. In order to fully review this matter and respond to you, we ask that you furnish us with the following information:

1. A copy of the police accident report detailing the accident, including all information on the vehicles and individuals involved.
2. Any witness' statements from the accident and/or any reports you have from any individual who may have inspected the vehicle to date.
3. The name, address, telephone number, contact person, policy and claim numbers of your insurance company and how they are handling your claim.
4. Current location and condition of your vehicle.
5. Photographs of the vehicle indicating the extent of the damage.

We look forward to receiving your information and assisting you further. Please expect to hear from us once our review is complete. We may request a vehicle inspection. If this is the case, the vehicle has to remain in an unrepaired condition. If you have any questions, please call us at 1-800-SUBARU3 and refer to Case # [REDACTED]. Thank you again for taking the time to share your experience with us.

Sincerely,

Ryan

Customer Advocacy Department

Case Number [REDACTED]



SUBARU

Subaru of America, Inc.
PO Box 9103
Camden, NJ 08103-9800
1-800-SUBARU3 (1-800-782-2783)
www.subaru.com

March 27, 2023

I, [REDACTED] authorize Subaru of America, Inc., Subaru distributors, Subaru retailers or their respective agents and/or affiliates ("Subaru Representatives") to download any and all data present in the Event Data Recorder (EDR) and/or EyeSight System of my **2022 Outback Limited**, (VIN: **4S4BTANC4N3** [REDACTED]). Furthermore, I permit Subaru of America, Inc. the use of that data for any legitimate purpose including sharing it with third parties such as law enforcement officials. I represent that I am, or at one time was, the owner or lessee of this vehicle and therefore have the power to authorize this EDR and/or EyeSight System Data download.

[REDACTED]
[Signature]

From: Customer Advocacy

Sent: Friday, March 31, 2023 10:41 AM

To: [REDACTED]

Subject: [REDACTED]

Customers@subaru.com

Dear [REDACTED]

Thank you for taking the time to speak with me today. As discussed please provide the pictures of the scene of the accident and also the police report so I can have this submitted to our quality assurance group for review.

Sincerely,

William

Subaru of America, Inc.

Customer Advocacy Department

856-438-2401

Case Number [REDACTED]

30 March 2023

To Whom it May Concern,

On the day when my neighbor [REDACTED] had an accident in his Subaru, I heard and saw the following: (Date of accident - 3/1/23)

1. I was outside, in the carport area of my backyard. A car passed by me in the alley, and then I heard a loud engine revving sound coming from [REDACTED] house.
2. Within a split second, heard a loud sound of the vehicle crashing into a tree. I judged the impact to be very hard, as I could see the pine tree that the car hit swaying from the impact.
3. I started moving towards the sound. Within a few seconds of the initial crash, I heard another loud engine revving sound and immediately heard a second loud crash.
4. When I came through the opening in the hedge, I saw [REDACTED] in his car in the driver's seat. The car had obviously backed into the tree, crashed, then lurched forward and crashed into the fence next to the garage. The rear window was gone.
5. I went to the driver's side and called out [REDACTED] name and asked if he was okay.
6. I don't remember if I opened the door or [REDACTED] did, but we got the driver's side door open. The opening was very tight because the door was blocked by the fence. So I went around to the other side of the car and opened the passenger side door, but by then [REDACTED] was able to squeeze out through the driver's side.
7. I asked what happened, and [REDACTED] said he didn't know, the car just took off on its own. The car must have been moving very fast as the impact was very hard both forward and backward.
8. The emergency services were called by another neighbor. [REDACTED] was shaken but not severely injured, so they left after a little while.
9. I stayed around until the fire and ambulance service left. The police were still with [REDACTED] when I left.
10. In reflecting on it, I don't remember seeing that the airbag had deployed, and I thought that given how strong the impact was, this was odd.

Signed,

[REDACTED]
TIFTON, GA
[REDACTED]

[REDACTED]
Tifton, Georgia
[REDACTED]

April 3, 2023

Re: Incident regarding auto accident involving Subaru

To whom it may concern,

My name is [REDACTED], and I live behind [REDACTED]. On the day of the incident, I happened to be in my back yard. I heard [REDACTED] vehicle rev up very high, and I began to walk toward his residence immediately. As I approached, I saw his vehicle strike a tree with the rear of his vehicle as at full speed. The vehicle continued to be revved at a high speed and almost instantaneously accelerated at a high speed forward. I lost sight of the vehicle as it sped forward, but I heard it strike the house. I cannot imagine how any human could contribute to this as the vehicle never seemed to lose rpms even after impact with the tree.

In the event I can be of any further assistance feel free to contact me at the email or telephone number above.

[REDACTED]