



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 231

Date Received

2003 APR 14 AM
21-FEB-2003

Repository ☐

Reference No.
10008998

OWNER INFORMATION (Type or Print)

Name

Address

City

BRISTOL

State

CT

Zip Code

Daytime Telephone Number

860-584-9508

E-mail Address

Evening Telephone Number

"Same"

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of your authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 03/05/03

VEHICLE INFORMATION

VIN: 1G3G68572H809132

Make
SUBARU

Model
OUTBACK

Model Year
2002

Date Purchased
08/18/2001

Dealer's Name and Telephone Number
Center Subaru 860 489 1301

Engine:
No. Cylinders

Fuel Type:
Gas

Original Owner
☒ New

Dealer's City
Torrington

State

CT 06790

Transmission Type
Automatic

☒ Anti-lock Brakes
☒ Cruise Control

Powertrain
ALL WHEEL DRIVE

Vehicle Component Code
046100 SERVICE BRAKES, AIR; ANTILOCK; ABS WARNING LIGHT

Multiple Failure: ☒ Yes

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)
Several

Failure Mileage
10,000

Failure Speed
2 miles hour

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: DOTMA19ABC036)

☐ Original Equipment
☐ 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), and injury(es).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

N

N

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

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).

WHEN THE BRAKE WAS APPLIED, THE VEHICLE EXPERIENCED EXTENDED STOPPING DISTANCE *JB
(This is a winter vehicle) The least little bit of snow and or rain on the ground when the brakes are applied the car will slide.
example: We were going about two miles without towards the stop sign tightly applied the brakes when you could here the anti-locks kick on and tires lock up and the car actually went faster and pushed us through the stop sign.
We brought the car to Center Subaru and we were told that this was normal and

Include, if available: Police/Police 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.

they receive several complaints about this, but there is nothing that can be done about it because the braking system is opened to the elements,

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

We had a 97 Subaru, which is why we bought this one, we liked the vehicle very much but we do not feel comfortable driving this one, we don't feel comfortable with the response we received from Center Subaru either. This is a safety issue. - This vehicle is not safe to drive in any kind of wet weather. Please help save a life, help us get our vehicle and all the others Subaru of Torrington claims they have had complaints about fixed. Thank you.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.dhs.gov/nhtsa