



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 1367

Date Received

Repository ☐

20 APR 2007 9 AM

Reference No.
10017789

OWNER INFORMATION (Type or Print)

Name

Address

City

HOUNDELL

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an answer, we will forward the report to the manufacturer or address to the vehicle manufacturer.
Signature of Owner _____ Date 4/22/07

VEHICLE INFORMATION

Make

SUBARU

Model

OUTBACK

Model Year

1998

Date Purchased

DEC '97

Dealer's Name and Telephone Number

LIBERTY SUBARU

Engine:

No: Cylinders

4

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

AWD

Vehicle Component Code

151300 SEAT BELTS:FRONT:RETRACTOR

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

10000

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: DOTM13ABC036)

☐ 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(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and 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 DRIVER SIDE SEAT BELT RETRACTOR JAMS MAKING THE BELT INOPERATIVE. THIS IS CAUSED BY THE LOCKING MECHANISM FRAYING.
SEE ATTACHED COMMUNICATION WITH SUBARU.

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.

From: SOAMail@sun.subaru1.com
Sent: Wednesday, May 21, 2003 8:40 AM
To: [REDACTED]
Subject: Re: Vehicle Problem (E-mail #589853)

Dear [REDACTED]:

Thank you for contacting our website. We are sorry to learn of the difficulties you have experienced regarding your 1998 Subaru Outback Limited Wagon. While we understand your disappointment and frustration with these unexpected repair bill for the seatbelt, we are unable to provide any financial assistance with this expense.

We regret we were unable to provide the answer you anticipated and appreciate the time you took to relay your comments. We have documented your complaint in our Customer/Dealer Service system. We use this data to track performance and guide our efforts to continue to improve our products and services.

If we can be of assistance in the future, please do not hesitate to contact us at 1-800-SUBARU3 (1-800-782-2783).

Patricia Bryant
Subaru of America, Inc.

YOUR ORIGINAL MAIL:

[REDACTED]
Holmdel NJ [REDACTED]

Subaru

May 16, 2003

Gentlemen:

I own a 1998 Outback LTD that is out of warranty.

Recently, I had a problem with the driver's seatbelt, caused by fraying of the seatbelt edge. The frayed belt caused the retractor to jam, making it unusable because of the material caught in the retractor. Although I was able to fix the problem temporarily, the belt kept fraying and it required replacement of the seatbelt and retractor assembly.

I have never had this problem other vehicles I've owned, even though several were driven longer than my Outback.

I feel this problem was caused by a design defect that caused the seatbelt to wear abnormally against a piece of the doorpost trim, and request that you consider reimbursing me for at least half the \$130 replacement cost.

Sincerely

[REDACTED]
First name: [REDACTED]
Last name: [REDACTED]

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