



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 100147

Date Received: 2003 SEP 20 11 AM  
Repository:   
Reference No.: 10031496

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: GLENDALE State: AZ Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an owner's name or address to the vehicle manufacturer.  YES  NO  
Signature of Owner: [Redacted] Date: 8/10/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JF1-SF6359 YH700099  
Make: SUBARU Model: FORESTER Model Year: 2000  
Date Purchased: 11-13-1999 Dealer's Name and Telephone Number: CAMELBACK SUBARU  
Original Owner:  Dealer's City: PHOENIX State: AZ Zip Code: 85014 Engine: No. Cylinders: 4 Fuel Type: GAS  
Transmission Type: AUTO  Antilock Brakes Powertrain: 2.5 Vehicle Component Code: 220000 SEATS  
 Cruise Control Multiple Failure: 1

**FAILED COMPONENT(S) / PART(S) INFORMATION**

Incident Date(s): 25-JUN-2003  
Failure Mileage: 7  
Failure Speed: [Redacted]

**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: DOTM19ABC056): [Redacted]  Original Equipment  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), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] Reported to Police: 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).

CONSUMER STATES THAT DRIVERS SEAT FRAME IS WORN OUT. DEALER NOTIFIED.\*AK

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.

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

About a year ago, I noticed that the drivers seat cushion assembly was a bit loose. I didn't think much of it because I thought that the seat was normal. However in June of 2003, I was looking for something that slipped under the drivers seat & happened to notice that the seat cushion assembly which is mounted to steel rail attached to the frame was moving 5-6 times more than it did the previous year. At that point I thought that the seat was extremely unsafe, especially if I were to be involved in a car crash. I then went to my Subaru dealer for help & was told that repairs would cost up to \$100.00. So I decided to call Subaru for help but they refused to give me any help at all. In all my years of driving (42) I've never had a steel frame drivers seat wear out on me.

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



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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



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DOT AUTO SAFETY HOTLINE

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and dial toll free at

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1-888-327-4238

DOT Auto Safety Hotline (DASH) 2 DOT



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