

U.S. Department
of TransportationNational 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

Date Received

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

DEC -2 AM 5:06

Reference No.

10050176

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City BATAVIAState IL.
 Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of _____, NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____

Date 11, 19, 03

PRODUCT INFORMATION

Vehicle Identification No. (VIN.)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

Model

Year

4 5 3 B 6 6 8 5 5 V 7 6 0 8 7 3 3 SUBARU LEGACY WAGON 1997

Purchased Date

9-21-1996

Dealer's Name

GERALD SUBARU

Dealer's City

NAPERVILLEState IL.

Zip Code

60566

Engine Size

(CID/CC/L) 2.5

No. Cylinders

4
☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection
Manufacture Date
(on driver's door or pillar)8-96

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driver's Side Air Bag☐ Motor Belt☒ Passenger's Side Air Bag☐ 2-Point Belt☒ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Other☐ Sport Utility☐ Truck☐ Motorcycle

Body Style

☐ 2-Door ☒ 4-Door☒ Station Wagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

☒ Left
☒ Front

☒ Right
☐ Rear

Failed Part(s)

☒ Original
☐ Replacement

Handicap Adaptive Equip

☐ Yes
☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

NONE

Number of Fatalities

NONE

Reported to Manufacturer

☒ Yes ☐ No

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

HEADLIGHTS STATING TO CLOUD, NOT A SAFETY CONCERN
AT THIS TIME. SEE ATTACHED LETTER AND ATTACHED LETTER
FROM AUTOMOBILE CO.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

[REDACTED]
Batavia IL

Phone [REDACTED]

.....
Reference No. 10041901

November 19, 2003

National Highway Traffic Safety Administration,

Sorry I took so long to reply, the vehicle was purchased 9-21-1996 from Gerald Subaru 1210 E. Ogden Ave. Naperville, IL. 60566 the vehicle is a 1997 Subaru Legacy Wagon with 63812 miles on it. It is equipped with a 2.5 liter engine, 4 cylinders, 4-SPS Auto Transmission the (VIN No.) is 4S3 BG6855V7608733. The problem of the headlights starting to cloud is not a safety concern at this time, however I have no doubt that if I keep the automobile long enough it will become one.

This is my point; the headlights on an automobile should not start to cloud at any time. When people find out that it will cost about \$400.00 or \$500.00 dollars to replace them, I bet some people will let them get cloudy to the point it won't be safe to drive the automobile at night. I think Subaru and all other automobile companies should have to use plastic that doesn't cloud, or go back to glass sealed beams. The glass sealed beams never got cloudy and it didn't cost an arm and leg to replace them.

For the most part I have been very happy with automobile except for the headlights. You may contact the automobile co. if you want to; a copy of their letter is attached.

Sincerely,

[REDACTED]

SUBARU

Subaru of America, Inc.
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
1-800-SUBARU3 (1-800-782-2783)
www.subaru.com

September 29, 2003

[REDACTED]
Batavia, IL [REDACTED]

Dear [REDACTED]

Thank you for contacting Subaru of America, Inc. We are sorry to hear of the circumstances that have prompted your call.

You frustration with the clouding of the headlights on you 1997 Legacy Outback Wagon is understandable. Subaru of America, Inc. reserves the right to change specifications and designs at any time without prior notice. Our manufacturer in Japan does not supply us with reasons as to why the vehicles are equipped as they are. We do supply them with suggestions as to what our owner's would like to see on the vehicles.

We have documented your concerns in our Customer/Dealer Services Database. In the past, input from our owners has been helpful in initiating changes to our newer models. We hope to continually improve our products and appreciate your comments.

If you have any other comments, questions or concerns, please feel free to contact us at 1-800-SUBARU3 (782-2783). Thank you and best wishes!

Sincerely,



Steve Sampson
Customer/Dealer Services

Your Case Number: 542032