



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 100184

Date Received
2004 JAN 16 PM 2:07
15-DEC-2003

Repository

Reference No.
10050529

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **SAN DIEGO** State **CA** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date **12-12-03** YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
453BH6659Y [REDACTED] Make **SUBARU** Model **OUTBACK** Model Year **2000**

Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:

Original Owner Dealer's City State Zip Code

Transmission Type Antilock Brakes Cruise Control Powertrain Vehicle Component Code **180000 VEHICLE SPEED CONTROL** Multiple Failure: **2**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **02-DEC-2003** Failure Mileage **56000** 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: DOTM16ABC038) 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 Yes No Fire Yes No
Number of Persons Injured **0** Number of Deaths **0** 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).

AFTER PARKING THE VEHICLE IN THE GARAGE CONSUMER WAS WALKING AWAY AND NOTICED THAT VEHICLE WAS ROLLING BACKWARDS. VEHICLE WAS IN PARK, BUT FOR SOME REASON THE MECHANISM WAS NOT ENGAGED. VEHICLE WAS EXAMINED BY THE DEALER, BUT THE PROBLEM WAS NOT RESOLVED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Involes. 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)

I parked my vehicle in my garage which has a very slight incline. After walking away from the vehicle it began rolling backwards and had travelled about 2 or 3 feet before I was able to open the door and grab the e-brake. The car was ABSOLUTELY in Park but the park pawl was ABSOLUTELY NOT ENGAGED. I could push the vehicle freely back and forth. I then inserted the key and turned the ignition on, pulled the shifter out of Park and put it back into Park and the pawl engaged normally like it usually does. I contacted Subaru customer service and they told me to have a dealer look at it. The dealer of course couldn't find any thing wrong (it works "almost" all of the time). Subaru needs to have their engineers look at it since it is a very subtle design and/or quality problem in the Park System.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

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

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL

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



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COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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