



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

2004 APR -8 PM 12:52
15-MAR-2004

Repository ☐

Reference No.
10053164

OWNER INFORMATION (Type or Print)

Name

Address

City

HAMPSTEAD

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of a signature or address to the vehicle manufacturer.
Signature of Owner ☒ YES ☒ NO
Date 3/27/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JF1GF4850XG804729

Make

SUBARU

Model

IMPREZA

Model Year

1998

Date Purchased

3-17-99

Dealer's Name and Telephone Number

Morehart

970-247-2804

Engine: 2.2 L

No. Cylinders 4

Fuel Type:

Unleaded

Original Owner

Dealer's City

Durango

State

CO

Zip Code

81301

Transmission Type

5-SPEED
Manual

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

183000 VEHICLE SPEED CONTROL: CABLES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-FEB-2004

Failure Mileage
around
100,000

Failure Speed
all speeds

ignition control logic in the ECM

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: DOTM19ABC036)

☐ 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

Number of Deaths

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).

WHILE DRIVING AT AN UNDETERMINED SPEED VEHICLE STALLED, CAUSING THE DRIVER TO DRIFT OFF THE ROAD. MECHANIC DETERMINED THAT ACCELERATOR CABLE FAILED. *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)

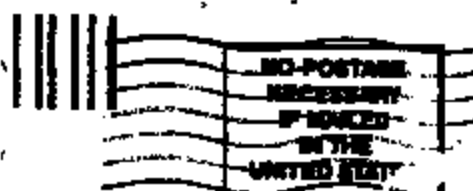
The initial problem has been hesitation on acceleration, at any speeds through all gears. My mechanic determined the problem by using the method described in the enclosed technical bulletin. This is a problem with the ECM that was built into the car at manufacturing. I believe that erratic acceleration is a safety concern. There is no consistency to the problem, and there is no way of knowing when the power will hit. I have had trouble with no acceleration while turning, and oncoming traffic heading toward me. Also in stop & go city traffic, I will get a sudden burst of acceleration and have to slam on the brakes to not hit the car in front of me. I have customer service told me that because my car is no longer under warranty they would not fix this manufacturer defect.

U.S. Department
of Transportation

National Highway
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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

20004+2206



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

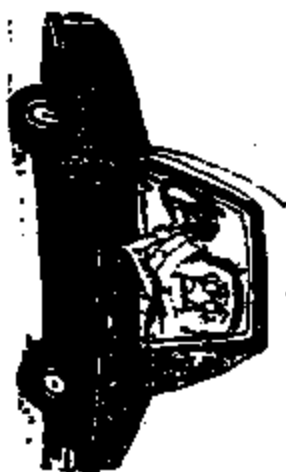
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.gov/questionnaire

[REDACTED]
Hampstead, NC [REDACTED]
[REDACTED]

March 10, 2004

Dear Subaru of America;

I am a very dissatisfied customer! I have owned my '98 Subaru Impreza Sport since it had four miles on the odometer. Up until six months ago I have loved my car. I have told many people that it was a wonderful car and that I highly recommended it. For every one of those people I told to buy a Subaru, I will do my best to make sure ten people know that after 100,000 miles the car will fall apart with a manufacture defect that the corporation does not care to correct because the car is so far out of warranty. While I do not expect that I can personally put a dent in your company's sales, I want you to know that one person does have an ability to reach many people. Personally, in my office we see between 30 - 60 people per day, they will all know that this car does not last past 100,000 miles.

My husband is a Sergeant in the Marine Corps. He works on separations packages for the people getting out. Each one of those people will also see the enclosed statement explaining the expiration date on a Subaru. How many Marines coming back from the war in Iraq and finishing their tour of duty do you think buy new cars? Hopefully, we can keep them away from the Subaru. My father-in-law is a mechanic, I wonder how many people ask him what kind of car to buy. My father works at a large government office with hundreds of people, they too will know of this problem.

I will be putting a statement in our church bulletin to the same effect. I will also be reaching my uncle who is the pastor in a church in St. Louis, so that he can warn his congregation, as well as the congregation and work places of my other aunts & uncles.

I am considering putting a sign on my car stating that it expires at 100,000 miles. One of our clients is a local newscaster; maybe she would be interested in a story about my car. If I can change the minds of ten people who were seriously considering purchasing a Subaru, I will feel like I made a positive out of this very expensive negative experience. At least others will not have to pay for your company's choice to not back their product.

In approximately a month I will send you copies of the same enclosed statement with the signatures of all the people I have been able to reach out to. Again, just so you can see that one person can reach many!

Sincerely, your very dissatisfied customer,

[REDACTED]

**Were You Considering Buying a Car?
Don't Buy a Subaru!!!**

After 100,000 miles my Subaru started to fall apart; bad clutch, bad transmission a stuck brake caliper and now the computer is bad. The last problem, at least, is a manufacturing defect. Due to the fact that my car is too far out of it's warranty, Subaru's "customer service" told me tough luck! Please sign this sheet so that I can show this car company that one person can reach many!

Vehicle: All Technical Service Bulletins

Engine Controls - Slight Hesitation on Acceleration

NUMBER: 11-58-99

DATE: 01/31/00

APPLICABILITY:

Some 99 MY Legacy and Impreza Manual Transmission Vehicles with 2.2L & 2.5L Engines.

SUBJECT:

Hesitation on Acceleration

In the event you encounter a customer complaint of a slight engine hesitation, perform the following:

First, eliminate all external influences, such as an incorrect or dirty air filter, loose or cracked intake duct, dirty fuel filter, low fuel pressure, PVC system, or low engine vacuum that would indicate an external leak or an internal engine component. Check for trouble codes and repair as necessary. Verify the fuel quality.

If all external components are confirmed to be operating within vehicle specifications, the hesitation may be caused by the ignition control logic in the ECM. Under certain low rpm driving patterns, the ignition control system can pickup engine vibrations through the knock sensor and may retard the ignition timing. This ignition timing is learned by the ECM and placed in memory. Note: This area of the memory can not be "viewed" by using the Select Monitor. When the vehicle is driven under these conditions, the timing may be retarded and could cause the engine to hesitate on acceleration.

To confirm this condition, road test the vehicle while viewing the knock sensor signal on the Select Monitor. If you duplicate the hesitation and the reading on the monitor is around -10 Degrees, you will need to change the ECM to correct the concern.

VEHICLE MODEL	VEHICLE EMISSION SPECIFICATIONS	PART NUMBER
99 Legacy 2.2L	FED	22611AD65D
99 Legacy 2.2L Postal	FED	22611AD66D
99 Legacy 2.5L	FED	22611AD67B
99 Outback 2.5L	FED	22611AD68B
99 Legacy 2.5L	CAL	22611AD69B
99 Outback 2.5L	CAL	22611AD70B
99 Impreza 2.2L	FED	22611A8513

Use the chart shown to locate and order the correct part number for your application.

Note:

Refer to the Warranty Labor Time Guide for claim information.



**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD
RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform these technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

DISCLAIMER

Powertrain Management: All Technical Service Bulletins
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