



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-DOOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

2004 MAY 14  
21-MAY-2004

Repository

Reference No.

10074032

OWNER INFORMATION (Type or Print)

Name

Address

City

FLOYDS KNOS

State

IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 6/10/04

VEHICLE INFORMATION

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

453BE686XY

Make

SUBARU

Model

OUTBACK

Model Year

2000

Date Purchased

01/2000

Dealer's Name and Telephone Number

NEIL HUFFMAN (502) 448-6666

Engine:

No. Cylinders 4

Fuel Type:

GAS

Original Owner

Dealer's City

LOUISVILLE

State

KY.

Zip Code

40216

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 12

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-MAY-2004

Failure Mileage

70000

Failure Speed

FAILURE OCCURS WHEN SHIFTED INTO DRIVE FROM REVERSE

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: DOTM15ABC036)

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

0

0

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 VEHICLE IS UNABLE TO SHIFT INTO DRIVE INTERMITTENTLY. DEALER INDICATES THAT TRANSMISSION MALFUNCTIONED. \*AK

DEALER SERVICE DEPT. WAS ASKED TO CR. OUT PROBLEM WHEN CAR WAS SEVISED 5/14/04. NO MENTION WAS MADE NOR WAS THERE ANY NOTATION ON THE WORK ORDER SO I ASSUMED THAT IT WAS SOMETHING THAT THE TUNE-UP, ETC. HAD RESOLVED. (5/14/04) ON 5/14/04 THE TRANSMISSION WOULDNT SHIFT INTO DRIVE AND HAD TO BE CARRIED TO NEIL HUFFMAN'S. THEIR DIAGNOSIS WAS "INTERNAL FAILURE, NEEDS TRANSMISSION REPLACED" THE COST EST. WAS \$3400.00. THEY OFFERED NO CONSIDERATION NOR DID SWORN CUSTOMER SERVICE. BECAUSE OF THE COST OF THE PROPOSED REPAIR AND THE GREAT OBSCURITY OF THE DIAGNOSTIC PROCEDURE AND THE REPUTATION

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

SEE ATTACH

(SEE ATTACH

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

OF THE CAR FOR RELIABILITY WE HAD IT CRANED TO AN INDEPENDENT TRANSMISSION REPAIR SHOP. THEIR ANALYSIS WAS "NO CAUSE, CAR WORKING OK." WE PICKED IT UP + HAVE BEEN DRIVING IT, STILL WITH INTERMITTENT FAILURE. A CALL TO THE SERVICE MGR FOR DASHMAN (THE OTHER LOCAL DEALER) WAS USELESS. HE STAFF TALKED TO A SYNCRU SERVICE REP. AND "THINGS LIKE THIS HAPPEN!" HE REFERRED TO TRY TO FIND A CHEAPER TRANSMISSION AND GIVE ME A REPAIR EST. BUT HAVEN'T DONE SO. IN THE MEANTIME I TOOK IT BACK TO DASH'S TRANSMISSION AFTER A FAILURE AND WATCHED WHILE THE MECHANIC USED A SNAP ON ANALYSER - "NO PROBS CAR OKAY TO DRIVE!" HE TRIED EVERYTHING HE COULD THINK OF BUT EVERYTHING CHECKED OUT OK.

THIS IS DANGEROUS BECAUSE IT HAS TAKEN UP TO 30 SECONDS AND THE ONE TIME FAILED COMPLETELY. WHEN YOU'RE SITTING ON A HEAVILY TRAVELLED ROAD IT'S SCARY.

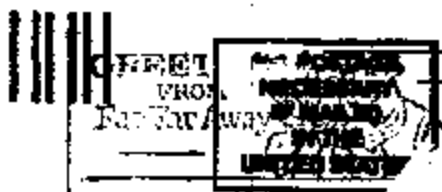
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US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 79173 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



**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



US Department of Transportation  
National Highway Traffic Safety Administration  
Investment, sales, and distribution

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**