



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 252

Date Received

13-DEC-2004

Repository ☐

Reference No.
10103692

OWNER INFORMATION (Type or Print)

Name

Address

City SEATTLE

State WA

Zip Code

Daytime Telephone Number

E-mail Address

Fax/Cell Telephone Number

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 12/20/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4S3BG6851W7

Make
SUBARU

Model
LEGACY
outback

Model Year
1998

Date Purchased
3/31/98

Dealer's Name and Telephone Number
Kirkland Nissan Subaru (425) 820-8993

Engine:
No. Cylinders
H4Cyl 2.5 eng

Fuel Type:
Gas

Original Owner
☒

Dealer's City
Kirkland

State
WA

Zip Code
98034

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
ALL WHEEL DRIVE

Vehicle Component Code
060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
13-DEC-2004

Failure Mileage
59,000

Failure Speed
35

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: DOTM18A8C036)

☐ 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

R

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 NOTICED THAT THE TEMPERATURE GAUGE WAS REGISTERING HOT ON THE DASHBOARD WHILE DRIVING. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND DROVE IT TO THE DEALER. MECHANIC DETERMINED THAT THE HEAD GASKET BLEW OUT AND NEEDED REPLACEMENT. *AK

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

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)

According to Suburb Service, an independent Subaru repair service at 15017 Bothell Way NE, Lake Forest Park, WA 98155 (206)-364-8089 FAX: (206) 364-1662, my 1998 Subaru Outback (mileage 59,000) had severely blown headgaskets. They were uncertain of the cause, but thought that the problem might be in the ^{intermittent} malfunctioning of the temperature sensor. It was necessary to tear down the engine and replace all of the gaskets, hoses, and the radiator. The water pump, ^{knock sensor} and thermostat were also replaced as were the coolant and oil.

In a period from January 2004 to September 2004, Suburb Service has replaced 13 headgaskets on Subaru Outbacks, vintage 1996-1998 and mileage from 60,000 to 90,000.

It is clear this is a serious malfunctioning of these Outbacks and the problem should be addressed by the manufacturer with a notice of recall and service. I have included in this mailing, my 3 page ^{Suburb Service, Inc. invoice} ATTACH ADDITIONAL SHEETS IF NECESSARY for the work completed 12/14/04.

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

ON

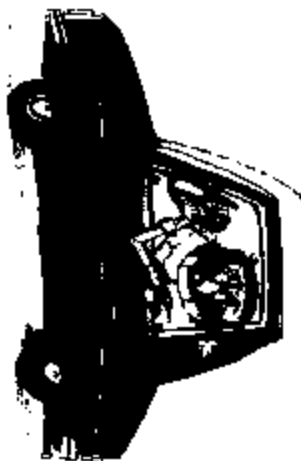
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and dial toll free at

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(DASH) 2 DOT



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**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).**