

subaru

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U.S. Department of Transportation,  
National Highway Traffic Safety Administration,  
Office of Defects Investigation,  
NSA-10.01, 400 7th Street, SW,  
Washington, DC 20580.  
Fax: (202) 366-7882

Facing this to you cause I am unable to File a Complaint Online even when I have less than 2000 characters. Tried several times and get no farther than entering the Vehicle model date.

Safety Hazard: 1997-Newer Subaru Outback Blown Head gaskets. Over 5000 reported Problems listed on the web site listed below, however Subaru will not perform Recall or offer financial reimbursement. I am asking your assistance to obtain monetary reimbursement and most of all, to notify others.

<http://mysite.verizon.net/vze730qs/guestlog.html>

Our 1997 Subaru is currently sitting at "Farrish of Fairfax" Subaru Dealer in Fairfax, Virginia (703) 273-0200 with blown head-gaskets. I am writing to inform you of this Potentially hazardous problem before someone gets maimed or even loss of life. My Particular case happened during the winter Month of December with Elderly persons in the vehicle. We were driving home late evening 12-23-04 on a highway with few exits leading to service stations. The Subaru Outback quickly lost internal heat and noticed the Engine temperature unit reading Hot. Pulled over and checked under the hood and did not notice any loss of steam, however the reservoir bottle was empty and fluid all over engine. Very cold outside and not sure what to do we sat in the car for a while to let it cool down. We then drove the car Fifty-Sixty miles to a service station, however the mechanic was off duty. Purchased a couple gallons of water and filled the radiator, drove around the small village for twenty-thirty miles to see if car would over heat, it did not. Thinking that the car had a faulty thermostat and since we had several gallons of water, I took a chance and continued home. Luckily, the temperature gage remained normal the whole trip. The next day I replaced the thermostat and drove it around town for about an hour with no overheating problems. Then, on x-mas day I drove it Ten Miles and the car overheated. Took the car to the dealership on the following Monday and they kept the car for a week and finally called back on Friday with the bad news of Blown Head gaskets. I spoke to the Engineer and he mentioned that it is a common thing on Subaru's and they have six others in the shop for the same thing. The other strange thing about this whole thing is that We had just had the car in the shop about two weeks prior for Rough engine starts and they mentioned Cylinders #2 & #4 were misfiring and all the service cost added up to over \$1600. Seems to me they had a good idea what the real problem was, however did not mention the known head gasket problems that exist. Now my car sits in the shop with an estimate of over \$2100 dollars to repair faulty head gaskets. Subaru of America will not acknowledge the fact that there is a problem with the head gaskets, however they will for some reason mention to you that they can add an additive to the radiator that should fix any problems. They also have re-engineered their gaskets several times. Subaru of America is aware of the faults, however will not live up to their good standing. Toyota has had similar problems with their Head gasket designs and has made proper arrangements to repair the vehicle.

Sincerely,

Fairfax, Va.

*Martin*  
1/12/05