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Printed: 11/16/2005

NHTSA #: ES05-008913

XREF #:

Delivery: FAX

Rec'd Date: 11/16/2005

Doc Type: CNG

Address To: NOA-02

Referred By: NEC-110

Doc Date: 11/14/2005

Due Date: 11/28/2005

S10 #:

DOT/ #:

RMP #:

Subject: FAX ON BEHALF OF [REDACTED] PERTAINING TO HIS DIFFICULTY IN OBTAIN A PART FOR THE DEFECTIVE GASOLINE TANK FILLER NECK OF HIS 1995 SUBARU LEGACY WAGON, REPLY ATTN CARLENE TREMBLAY/LEWISTON OFC

Ack Date:

Sign Office: ACTING
ADMINISTRATOR

Cleared Date:

File Loc:

Added By: SHARRIS x82534

Ack By:

Signature: GLASSMAN

Cleared By:

XREF File:

Modified By: SHARRIS

Signed For:

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Most Recent Comment:

Author:

SUSAN M COLLINS
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: Fax: E-mail:

10143214

2005 NOV 16 AM 9:33

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/16/2005	11/28/2005	
NVS-010	INFORMATION	11/16/2005		11/16/2005
NOA02	INFORMATION	11/16/2005		11/16/2005
NIA-110	INFORMATION	11/16/2005		11/16/2005
I10	INFORMATION	11/16/2005		11/16/2005
I20	INFORMATION	11/16/2005		11/16/2005

EXECUTIVE SECRETARIAT

2005 NOV 16 P 2:19

NHTSA
TELEPHONE ROOMMaria
11/16/05

SH

SUSAN M. COLLINS
UNITED STATES SENATOR

11 LISBON STREET
LEWISTON, ME 04240

PHONE: (207) 784-6969

FAX: (207) 782-6475

TO: Jackie Glassman

FROM: Carlene Tremblay

RE: [REDACTED]

DATE: 11/14/05 PAGES: 10 (INCLUDING COVER PAGE)

FAX: [REDACTED]

COMMENTS: [REDACTED] has forwarded the
attached information to Senator Collins.

Please contact me if you have
any questions.

Thank you.



CARLENE TREMBLAY
Staff Assistant

Susan M. Collins
United States Senator
Maine

11 Lisbon Street
Lewiston, ME 04240
(207) 784-6969 (Fax (207) 782-6475
e-mail: Carlene.Tremblay@collins.senate.gov

BS05-008913

SEN. SUSAN COLLINS

SUSAN M. COLLINS
NAME

401 CHURCH SENATE OFFICE BUILDING
WASHINGTON, DC 20510-2804
(202) 224-3529
(202) 224-3660 (FAX)

United States Senate

WASHINGTON, DC 20510-1904

COMMITTEES
HOMELAND SECURITY AND
GOVERNMENTAL AFFAIRS, Chairman
ARMED SERVICES
SPECIAL COMMITTEE
ON ASIAN

11 Lisbon Street
Lewiston, ME 04240
November 14, 2005

Jacqueline Glassman
National Highway Traffic Administration
400 7th Street SW
Washington, DC 20590

Dear Ms. Glassman:

I am writing on behalf of Senator Susan Collins's constituent, [REDACTED] of Fryeburg, Maine. Please find attached documents pertaining to his complaint regarding the safety of his automobile.

[REDACTED] indicates that he has been trying to obtain a part for his Subaru. The dealership has indicated the malfunction of this part is a common one causing gasoline to leak from the car, which poses a severe safety concern. The part is on back order at various dealers around the country. His local dealership has many waiting customers for this same part. The company has indicated that they would be willing to reimburse him for a rental car but that he would have to incur the expense and then submit it for reimbursement. He is not in a financial position to do so and is unable to use the vehicle. He has asked that Senator Collins make you aware of this potential safety concern. He has filed a complaint with Subaru of America and also with the NHTSA.

Senator Collins would appreciate any information you may have so that she may respond to her constituent. Please forward any correspondence to the above address or contact me at 207-784-6969.

Sincerely,



Carlene M. Tremblay
Staff Assistant to
Susan M. Collins
United States Senator

EXHIBIT 1
12-11-05 10:27 AM
EXHIBIT 1
12-11-05 10:27 AM
EXHIBIT 1
12-11-05 10:27 AM



Office of Defects Investigation

Complaints - Search Results

1 Records Displayed.

Report Date : November 1, 2005 at 10:49 AM

ODI Numbers Searched: 10139658

Make : SUBARU

Model : LEGACY

Year : 1995

Manufacturer : SUBARU OF AMERICA, INC.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10139658

Number of Deaths: 0

Date of Failure: October 10, 2005

VIN : 4S3BK6550S7...

Component: FUEL SYSTEM, OTHER:STORAGE:TANK ASSEMBLY:FILLING/CHARGING

Summary:

DT: THE CONTACT DETECTED A STRONG ODOR OF GASOLINE IN THE GARAGE. THE CONTACT INSPECTED THE GENERATOR AND HIS WIFE'S VEHICLE IN WHICH NOTHING WAS FOUND. WHEN THE CONTACT PLACED VEHICLE BACK INTO THE GARAGE HE NOTICED A GASOLINE STAIN WHERE VEHICLE WAS PARKED. HE TOOK THE VEHICLE TO A SUBARU DEALER, WHO NOTICED THE LEAK IMMEDIATELY WHICH WAS COMING FROM THE FILLER NECK OF THE GASOLINE STORAGE TANK ASSEMBLY ON THE INSIDE OF THE VEHICLE FROM WHERE GASOLINE GAS PUMP NOZZLE GOES INTO THE GAS TANK ITSELF. THIS WAS CONSIDERED A COMMON PROBLEM BECAUSE IT WAS PLASTIC AND BREAKING DOWN. THE PART WAS ON BACK ORDER AT FOUR SEPARATE SUBARU DEALERS, THE FILLER NECK PART NUMBER WAS 42066FA030. OUT OF FEAR OF AN IGNITION SOURCE, SUCH AS AN EXPLOSION AND DEATH THE VEHICLE WAS PARKED OUTSIDE OF THE GARAGE. THE CONTACT ADDED THIS WAS THE SAME PART THAT WAS USED IN THE 1995-1997 SUBARU LEGACY VEHICLES. THE CONTACT OWNS A 1995 SUBARU LEGACY WAGON. *AK

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From "Subaru of America, Inc." <SCANDAL@subaru.com>
Mobile Alert

Add to Address Book

Subject: Re:

Date: Mon, 24 Oct 2005 09:22:02 -0400

To:

Dear

As per our telephone conversation, we are prepared to reimburse your rental usage at the rate of \$35 per day until the part arrives. I order for us to reimburse you, once you have paid for the rental, please submit the receipt to us so we can process and send the reimbursement che you.

Chad Daniels

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From: "Subaru of America, Inc." <SOAMail@sun.subaru1.com> Add to Address
Alert

Date: Oct 17 2005 11:58:15:323AM

To:

Subject: Re: Vehicle Problem

Dear

Thank you for visiting our Website and for your message. W
circumstance that prompted your email to us regarding your
Legacy.

Please be advised that we will cover the costs of a rental
you in the amount of \$35.00 a day. Should you need further
please contact our offices a 1-800-762-2283 and reference a
894-1234 to expedite the handling of your concerns.

Best regards,

Lisa Pierson
Subaru of America, Inc.
Customer/Dealer Services Department

YOUR ORIGINAL MAIL:

My 1995 Subaru Legacy wagon is leaking gasoline, faulty fill
causing gasoline to leak. 'VERY DANGEROUS'. HAS BEEN RECORDED
U.S.FEDERAL AGENCY NATIONAL HIGHWAY SAFETY. Subaru Dealers i
waiting. This should be a RECALL, COULD HAVE A FIRE! SUBARU
420667A030 THIS WAS REPORTED ON BACKORDER BY YOUR SUBARU DE
CONTACT ME. GASOLINE IS LEAKING FROM FILLER
NECK. October 15, 2005
THANK YOU

Model
City
Request

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CONTACT US

We want to hear from you. Just select a subject from the drop-down menu below, and complete the form to send us your comment or request. If you would like to request a Subaru product brochure, complete our brochure request form. Or if you prefer to speak to a Subaru representative in person, you may call our customer service number. Number and hours of operation are provided below the online form. In accordance with our Privacy Policy, any information you share will be held confidential within Subaru.

Subject/Category: * Vehicle Problem

Are you a Subaru Owner? * No Yes

VIN: 4S3BK8550S7

E-mail Address: *

First Name: *

Last Name: *

Address: *

City: Fryeburg

State: * Maine

Zip Code: *

Comments:

1018 Characters left

* My 1995 Subaru Legacy Wagon is leaking gasoline, fuel filler neck causing gasoline to leak. "VERY DANGEROUS". HAS BEEN REPORTED TO U.S. FEDERAL AGENCY NATIONAL HIGHWAY SAFETY. Subaru Dealers in New England are waiting. This should be a RECALL, COULD SAVE A

SUBMIT

Keep me updated

- ☐ Upcoming Events
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* required

If you prefer to speak to a Subaru representative in person, check the hours of operation for your fit and call our customer service number below.

Customer Service: 1-800-SUBARUS

1-800-782-2783 - page 4

Eastern Hours: 8:30 - 5:00 Monday-Thursday, 10:30 - 5:00 Friday

Central Hours: 8:30 - 5:00 Monday-Thursday, 9:30 - 4:00 Friday

Mountain Hours: 7:30 - 4:00 Monday-Thursday, 8:30 - 3:00 Friday

Subaru
Call number - 811 430

Pacific Hours: 7:30 - 4:00 Monday-Thursday, 7:30 - 2:00 Friday
Written correspondence can be sent to:

Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000
Attn: Customer/Dealer Services

Subaru of America, Inc. does not include Canada, but Subaru Canada, Inc. can be visited at www.subaru.ca

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This message is not flagged. [Flag Message - Mark as Unread]

From: "Subaru of America, Inc." <SOA@subaru.com> Add to Address Book

Alert

Date: Oct 17 2005 11:59:16 AM

To:

Subject: Re: Vehicle Problem

Dear

Thank you for visiting our Website and for your message. We regret
circumstances that prompted your email to us regarding your 1995 S:
Legacy.

Please be advised that we will cover the costs of a rental vehicle
you in the amount of \$35.00 a day. Should you need further assist
please contact our offices a 1-800-782-2783 and reference case num
811430 to expedite the handling of your concerns.

Best regards,

Lisa Pearson

Subaru of America, Inc.

Customer/Dealer Services Department

YOUR ORIGINAL MAIL:

My 1995 Subaru Legacy wagon is leaking gasoline, faulty filler nec
causing gasoline to leak. 'VERY DANGEROUS'. HAS BEEN REPORTED TO
U.S.FEDERAL AGENCY NATIONAL HIGHWAY SAFETY. Subaru Dealers in New Y
waiting. This should be a RECALL, COULD HAVE A FIRE! SUBARU PART #
42066PAD30 THIS WAS REPORTED ON BACKORDER BY YOUR SUBARU DEALERS,
CONTACT ME, GASOLINE IS LEAKING FROM FILLER
WEEK-October 15, 2005

THANK YOU

First name:

Last name:

Maine.gov

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GO

Consumer Complaint or Question

Your name:			
Address:			
City:	Fryeburg	State:	ME Zip:
Phone:			
Fax:			
E-mail:			

Name of Business:	Subaru of America Inc		
Address:			
City:		State:	N.J. Zip:
Phone:	1-800-782-2783		
Fax:			
E-mail:			

Please summarize your complaint or question in the space below.

Dear Consumer Division:

Our Subaru was discovered leaking or emitting gasoline fumes on October 10, 2005. It has been verified as a faulty filler neck by Subaru of

Part no. 42066FA030 (Order number 74)
VOR

