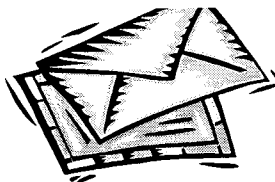


# NHTSA ccmMercury Routing Slip



Printed: 7/27/2006

NHTSA #: ES06-004574

XREF #:

Delivery: CRT

Rec'd Date: 7/25/2006

Doc Type: GEN

Address To: NOA010

Referred By: NPO-011

Doc Date: 7/10/2006

Due Date: 8/9/2006

S10 #:

DOT/I #:

RMP #:

**Subject: INQUIRING HOW A GOVERNMENT INITIATED RECALL THE MODEL YEAR OF A CAR OR REPLACEMENT PARTS WORKS, SHE WAS INJURED IN A 1998 SUBARU LEGACY WAGON, CERT.MAIL# 7006 0100 0001 5004 0859**

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: SHARRIS x62534

Ack By:

Signature: SMITH

Cleared By:

XREF File:

Modified By: MICHELLE.RICE

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

NEW YORK, NY

Tel: Fax: E-mail:

10164727

07 JUL 27 11 04

| Assigned To | Task           | Asgn Date | Deadline | Returned Date |
|-------------|----------------|-----------|----------|---------------|
| NVS-200     | REPLY          | 7/26/2006 | 8/9/2006 |               |
|             | Return Process | 7/27/2006 |          | 7/27/2006     |
| ODI         | REPLY          | 7/27/2006 | 8/4/2006 |               |
| NVS-010     | INFORMATION    | 7/26/2006 |          | 7/26/2006     |

Uma mari  
7/27/06

7/10/2006

From: [REDACTED]  
New York, NY [REDACTED]

To: **Nicole Nason, Esq.**  
**Director NHTSA**  
**400 Seventh Street, SW**  
**Washington. D. C. 20590**

I was quite hurt in a rear end collision in a 1998 SUBARU Legacy Wagon. In trying to recover the original head rest of this car I learned it is no longer available and can only be replaced with a much safer model. In doing a recent crash analysis, I realized the significant differences and how much safer the new head rest is.

I learned on your car safety web site of the national caution on the whole seat of this model seats and head rest. I have had numerous orthopedic (Left arm, all/whole back, right leg, both knees, posture) and brain injury problems from a car accident in this car model.

I have recently learned that Subaru started unofficially replacing the seats and head rest of this mid-model year 1999, whenever possible, as really an 'unofficial recall'.

I keep thinking how easy a recall for a 2 and a half year's model car is, compared to not having an official recall for these model year parts. Thus, causing greater cost to society through chronic medical conditions from car accidents with these types of seats/headrest parts (Subaru Legacy 64261AC090MU, 64106A, 64111E, 64111B...).

I had a stalling problem with a GM car I had that was recalled and I was impressed with how smoothly it went.

I would like to know what statistics went into the 1997, 1998, 1999 caution on the Subaru Legacy. I know you take deaths more seriously, but people have to live with their chronic health care problems from MVA's the rest of their lives, from this model seat/headrest, caused in an accident their whole lives.

I am glad the USA Insurance Institute is doing rear end safety collision testing for the first time 2005, 2006. I commend your agency on finally taking on this type of testing, which previously only Volvo did.

I do not know the manufacture of parts, but have some numbers. I want to know how a government initiated recall to either recall the model year of this car or replace parts works.

Attached is my confirmed email # 101156391 which received no response. I would appreciate a relevant response to my questions via snail mail.

Thank you very much.

Date: 7/10/06

Signed: [REDACTED]

2006 JUL 25 P 3:10

MAIL ROOM

ES06-004574

Below is my 2nd email to

My confirmation # k [REDACTED]

Body of email to

I was quite hurt (to the degree of having to go on SSD) in a rear end collision in a 1998 SUBARU Legacy Wagon. In trying to recover the original head rest of this car I learned it is no longer available and can only be replaced with a much safer model. In doing a recent crash analysis with this new head rest I realized the significant differences and how much safer the new head rest is.

I learned on your car safety web site of the national caution on the whole seat of this model seats and head rest. I have had numerous orthopedic (Left arm, all/whole back, right leg, both knees, posture) and brain injury problems from my car accident.

I recently learned (3/06), that Subaru started unofficially replacing the seat and head rest of this model Legacy 1998 thru 1999 whenever possible. Meaning whenever these models requested new parts, there is an 'unofficial recall' in that it is impossible to get the original part only the safer new parts.

I keep thinking about how easy a recall for approximately a 2 and a half years model car is (I have experienced a GM recall of a part that went very smoothly). There is a great cost to society and myself of there not being an official recall.

Please respond to this email with a letter or I will send another letter by signed receipt email.

Sincerely,

[REDACTED]