



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 100148

Date Received

Repository ☐

2007 JUN 19 AM 7:33
02-MAY-2007

Reference No.
10189581

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Daytime Telephone Number

E-mail Address

City TALKEETNA

State AK

Zip Code 99675

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of [REDACTED] or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 5/21/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
453BH6867 [REDACTED]

Make
SUBARU

Model
OUTBACK

Model Year
2002

Date Purchased
01-JAN-02

Dealer's Name and Telephone Number
HILO SUBARU

Engine:
No: Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City
HILO

State
IN

Zip Code

Transmission Type
-AUTOMATIC
Standard

☒ Antilock Brakes
☒ Cruise Control

Powertrain
UNKNOWN

Vehicle Component Code
141000 AIR BAGS: FRONTAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-APR-2007

Failure Mileage
37000

Failure Speed

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: DOTM19ABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

TL*THE CONTACT OWNS A 2002 SUBARU OUTBACK. THE CURRENT AND FAILURE MILEAGE WERE 37000. WHILE THE VEHICLE WAS PARKED THE CONTACT TURNED THE IGNITION TO THE BATTERY POSITION TO USE THE WINDSHIELD WIPER, AND THE PASSENGER'S SIDE AIRBAG SUDDENLY DEPLOYED. THE CONTACT TOOK THE VEHICLE TO THE DEALER, AND WAS TOLD THAT THEY DIDN'T KNOW WHAT THE FAILURE WAS. *AK

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

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.

Affidavit of [REDACTED]
regarding the Subaru airbag incident of April 14, 2007

My vehicle is a 2002 Subaru Outback with standard transmission. The mileage at the time of the incident was approximately 37,000 miles.

On April 14, 2007 my vehicle was parked at a trailhead while my friend and I went for a hike. At approximately 5:00pm, I got into the driver seat of my vehicle. The windshield appeared dirty to me so I turned the ignition to the battery position to clean the windshield. My friend was outside the car and the intent was to start the car when he got into the passenger seat.

As my friend approached the passenger side door I heard a loud pop. The noise was so loud that there was pain in my ears for about five minutes and then ringing for about twentyfour hours after that. There was quite a bit of smoke and at first we were concerned that there was a fire in the car. It later appeared that the smoke was from some kind of chemical discharge. The airbag did not appear to inflate properly as I never viewed it fully inflated. My thoughts were, thank goodness no one was in the passenger seat and thank goodness it wasn't the driver side airbag. If this had happened when I was driving then it would have been a very dangerous situation. If this had happened when one of my children was getting something out of the glove compartment of my parked car then it would also have been a very dangerous situation. This type of malfunction should never ever occur and so I felt obliged to report it to Subaru so they could investigate why my car responded in a potentially lethal manner for no apparant reason.

I am also concerned that if the precise reason for the airbag failure is not determined and repaired, that a similar situation could occur with either the driver side or passenger side airbag, but with potentially fatal results. For this reason, I am not comfortable driving my vehicle. I also do not feel it is my responsibility to pay for either the investigation of the airbag failure or the restoration of the vehicle to safe operating condition.

[REDACTED]

6/8/07