



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

16-JAN-2009

Repository ☐

Reference No.

10255327

OWNER INFORMATION (Type or Print)

Name

Address

City

BRISTOW

State

VA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 1/16/09

VEHICLE INFORMATION

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

JF1GG29613G

Make

SUBARU

Model

IMPREZA

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Leesburg

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

10-JAN-2006

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE

Failure Mileage

37654

Failure Speed

0

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

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 2003 SUBARU IMPREZA. IN FREEZING WEATHER CONDITIONS, THE CONTACT COULD SMELL A STRONG ODOR OF GASOLINE. THE ODOR WAS SO STRONG AS IF SOMEONE DOUSED THE VEHICLE IN GASOLINE. SHE WAS UNABLE TO DETERMINE THE ORIGIN OF THE ODOR, BUT THE VEHICLE COULD NOT BE DRIVEN BECAUSE OF THE INTENSE SMELL. THE DEALER STATED THAT THERE WERE NO RECALLS; THEREFORE, THEY COULD NOT ASSIST WITH THE REPAIRS. THE FAILURE MILEAGE WAS 37,654 AND CURRENT MILEAGE WAS 55,000.

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 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.

3/17/2009

Dear NHTSA,

This letter is regarding complaint number 10255327.

On Friday January 16th, 2009, I was driving my two small children in our 2003 Subaru WRX Impreza with the heat on and the smell of gas was so overwhelming I had to stop the car. The weather was very, very cold that day around 14 degrees F or below. Upon researching the source of the gas leak on the internet my husband found thousands of posts regarding the 2002/03 year Subaru WRX leaking gas when temperatures are below freezing, especially below 16 degrees F. My husband found the release of a Subaru Bulletin 9-6-03 highlighting this problem, evidence that Subaru acknowledges this defect. When my husband found the possible source of the leak on the Subaru Owner's website, he found the leak in our car. The gasoline was dripping down onto the engine. The smell of gas appeared previously in cold weather when the vehicle was covered under the 5 year, 100K extended warranty, but not source for the leaking was found. However, after researching on the Subaru Owner's website it is clear the leak happens when the weather is cold. The problem wasn't addressed then because it is very rarely below 16 degrees F for very long in this area and the smell disappeared.

We find it extremely disturbing that this problem was not fixed in a safety recall. It is disturbing that a gas leak would not qualify as a recall issue.

Our car has been meticulously maintained at our local Subaru dealership. Upon contacting the manufacture, our Subaru dealership determined this was the problem as described in the safety bulletin and fixed the problem for a co-pay of \$100. The problem was addressed by the Subaru Company in our case, but we feel that this is a safety issue that needs a recall, before someone gets hurt.

Thank You

