

CL-10299229-8729

Jackson, Norris CTR (NHTSA)

From: Wells, Cynthia CTR (NHTSA)
Sent: Monday, January 04, 2010 9:09 AM
To: Jackson, Norris CTR (NHTSA)
Cc: Reid, Randy (NHTSA)
Subject: FW: Defective Auto Frame

2010 JAN -5 PM 5:15

From: [REDACTED]
Sent: Saturday, January 02, 2010 12:32 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Fw: Defective Auto Frame

----- Forwarded Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Sat, January 2, 2010 12:18:20 PM
Subject: Defective Auto Frame

Hello,

I had gotten regular maintenance on my '98 Subaru Legacy, throughout my ownership, since receiving this vehicle from original owner. This car, I have now owned since '03.

In this past '09, in May and June, I've had front - end brakes worked on;

rods
tie
wheel

1/5/2010

alignment.

The mechanic- Barry , of Barry's Auto ; Rt. 9W in Ravenna , N.Y. is especially caring, reliable and astute as he works on many teachers' autos from the Ravenna Schools District.

I've nothing to say other than, my Subaru ran perfectly until Dec. 13th - a Sunday .

On Sunday, Dec. 13th , I took '98 Subaru out to gas up; check tire inflation, and fluids.

the car handled well except for a minor pull to the right when braking.

I then went to embark on a trip from N.Y.S. Thruway exit #23 . As I picked up my Lady friend, we began to receive toll ticket , at exit #23, I noticed

clattering and rumbling sounds as well as stronger pull , to right when braking as well as imprecise steering response.

I then told the toll person, (approximately 1:p.m.) I had to get my car back and howw I should turn around to exit the thruway at this exit.

As I went to exit, I had to sign a verification, from the opposite side of exit booth . I then went onto Rt. 9W , pulled over in front of the H.Q.'s for N.Y.S.Trans. Dept. and looked under the front end of '98 Subaru. I noticed the "front left cross- member" was severed in the center.

If , in all worst case scenarios- I had been on the N.Y.S. Thruway and this cross- member severed while driving N.Y.S. 65m.p.h. thruway speed, I doubt there would have

been a happy ending .

Please , I have been emotionally traumatized by the thought , but the fact is - the Subaru company must be held responsible , as ultimately there is negligence within the material makemanship , allowing erosion to take place without the astute observation of trained mechanics not seeing this defect 6 months prior.

I can be reached - [REDACTED]

Thank You ,

[REDACTED] [REDACTED]