

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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 JUL 16 2010 12-MAY-2010		Repository ☐ Reference No. 10330190	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
LOSALTOS		CA			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).		Evening Telephone Number		E-mail Address	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
4S3BH806727		SUBARU		OUTBACK	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
6-2002		CARLSON SUBARU (650) 365-6390		No: Cylinders	
Original Owner ☐		Dealer's City		Fuel Type:	
		Redwood City, CA		GAS	
Transmission Type		Antilock Brakes ☐		Incident Date(s)	
		Cruise Control ☐		09-MAY-2010	
		Powertrain		12 MAY 2010	
		Multiple Failure:			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage	
UNINTENDED ACCELERATION				71000	
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: DOTM4L9ABC036)		☐ 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	
				Number of Deaths	
				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 2002 SUBARU OUTBACK. WHILE ATTEMPTING TO SHIFT INTO PARK, THE VEHICLE ABNORMALLY ACCELERATED WITHOUT WARNING, CAUSING THE CONTACT TO CRASH INTO A NEARBY FENCE. THE CONTACT WAS NOT INJURED. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR FURTHER TESTING TO DETERMINE THE CAUSE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 71,000.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ON 10 MAY 10, AFTER pulling into A PARKING SPOT AND BRING THE CAR TO A COMPLETE STOP, I WAS REACHING TO PLACE THE SHIFT LEVER INTO PARK WHEN THE CAR SUDDENLY SURGED FORWARD WITH NO PRESSURE ON THE ACCELERATOR, IMMEDIATELY I PUSHED HARDER ON THE BRAKE BUT THE CAR CONTINUED TO SURGE LIKE IT HAD CONTROL OF THE ACCELERATOR. FORTUNATELY, BEING IN THE PROCESS OF PLACING THE CAR INTO PARK I WAS QUICKLY ABLE TO MOVE THE SHIFT LEVER OUT OF DRIVE AND INTO NEUTRAL, THIS MOVE PREVENTED THE VEHICLE FROM PROCEEDING ANY FURTHER. TWO DAYS LATER, MY WIFE SAID THE CAR ACCELERATED ON THE FREEWAY WITHOUT PRESSING ON THE ACCELERATOR. I FEEL THE VEHICLE SUFFERS FROM UNINTENDED ACCELERATION BUT I'M SURE THIS WILL BE IMPOSSIBLE TO PROVE UNTIL WE SEE MORE THAN PRESENTLY SEEN WITH TOYOTA.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SAN FRANCISCO CA 941

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UNITED STATES

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Los Altos, CA

Think your vehicle
has a safety defect?

If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov