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: FEB 07 2011
08-DEC-2010

Repository ☐

Reference No. 10369658

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City: CANYON COUNTRY | State: CA | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number [redacted]

E-mail Address

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
JF1GG29632H[redacted]	SUBARU	WRX	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☒ Antilock Brakes ☐ Cruise Control		YES.	25-NOV-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC	Failure Mileage	Failure Speed
	120000	30

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: DOTMAL9ABC036)	☐ 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			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 WRX. WHILE DRIVING APPROXIMATELY 30 MPH THE CONTACT ATTEMPTED TO APPLY THE BRAKES AND THE ABS ACTIVATED. HE WAS UNABLE TO BRING THE VEHICLE TO A RAPID STOP. HE STATED THAT IT WAS LUCK THAT THE VEHICLE IN-FRONT TURNED LEFT; AND HE WAS ABLE TO AVOID A CRASH. THE MANUFACTURER WAS CONTACTED AND STATED THAT THEY WOULD NOT ASSIST WITH THE REPAIR, BECAUSE THE ABS FAILURE WARRANTY EXPIRED AT 36,000 MILES. THE FAILURE MILEAGE WAS 119,000 AND THE CURRENT MILEAGE WAS 120,000. THIS HAS HAPPENED SEVERAL TIMES OVER THE YEARS AND I KNOW THERE IS A HISTORY OF SUBARU ABS PROBLEMS. FINALLY I'VE HAD ENOUGH CLOSE CALLS THAT JUST SHOULD NOT HAVE BEEN. 58 YEAR OLD DRIVER. NOT A KID.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY