

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

10428908

Form Approved: O.M.B. No. 2127-0008

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	
OWNER INFORMATION (Type or Print)		Date Received 06-OCT-2011 OCT 25 2011		Repository <input type="checkbox"/> Reference No. 10428908	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City GLYNDON		State MN		Zip Code [REDACTED]	
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 4S4BRCKC4B3 [REDACTED]		Make SUBARU		Model OUTBACK	
Date Purchased		Dealer's Name and Telephone Number		Model Year 2011	
Original Owner <input type="checkbox"/>		Dealer's City		Engine: No: Cylinders	
State		Zip Code		Fuel Type:	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control <input type="checkbox"/>		Powertrain		Multiple Failure: Incident Date(s) 30-AUG-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 4710	
				Failure Speed 50	
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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2011 SUBARU OUTBACK. WHILE DRIVING APPROXIMATELY 50 MPH, THE STEERING WHEEL BECAME STIFF AND DIFFICULT TO MANEUVER. THE CONTACT STATED THAT THE FAILURE RECURRED INTERMITTENTLY WHEN DRIVING AT DIFFERENT SPEEDS. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTICS WHERE THE TECHNICIAN STATED THAT THE POWER STEERING RACK ASSEMBLY, GEAR BOX ASSEMBLY AND POWER STEERING FLUID WOULD NEED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE PERSISTED. THE VEHICLE WAS NOT FURTHER REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 4,710.					
Steering is stiff all the time. It seems as you get faster the steering is even harder, as if there is no power steering activity at all.					
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.					

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The Field Rep agreed it is harder steering and said he would request some special arrangement from Subaru Corp., ~~but~~ A lady called and left msg to call her; I called her 2 x, no answer and she does not call back

ODI Complaint # 10428908