

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received FEB - 9 2012</p>		<p>Repository <input type="checkbox"/></p>		<p>Reference No. 10442554</p>	
<p>05-JAN-2012</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Evening Telephone Number</p>		<p>Name</p>		<p>Address</p>	
<p>City WEST CORNWALL State CT Zip Code</p>		<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>		<p>Powertrain</p>	
<p>Multiple Failure: <i>front and rear coil springs</i></p>		<p>Incident Date(s) 14-AUG-2007</p>		<p>Make SUBARU Model LEGACY Model Year 1995</p>	
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4S3BK6551S7</p>		<p>Date Purchased</p>		<p>Dealer's Name and Telephone Number</p>	
<p>Original Owner <input type="checkbox"/></p>		<p>Dealer's City</p>		<p>Engine: No: Cylinders</p>	
<p>State CT Zip Code 06796</p>		<p>Vehicle Component Code: 020000 SUSPENSION</p>		<p>Failure Mileage 166116 Failure Speed 0</p>	
<p>Failed Component(s)/Part(s) Information <i>Rear coil springs/struts</i></p>		<p>Additional Items to be Completed When Reporting a Tire Failure</p>		<p>Additional Items to be Completed When Reporting a Child Seat Failure</p>	
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>		<p>Make: Date Manufactured: Model No./Name:</p>	
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>		<p>Seat Type: Installation System:</p>	
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured</p>	
<p>Number of Deaths</p>		<p>Reported to Police</p>		<p>Child Seat Component Code:</p>	
<p>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).</p>		<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>		<p>Failed Part:</p>	
<p>TL* THE CONTACT OWNS A 1995 SUBARU LEGACY. THE CONTACT STATED THAT SHE WAS UNABLE TO ACCELERATE FROM A STOP. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC FOR A DIAGNOSTIC TEST. THE MECHANIC STATED THAT BOTH FRONT COIL SPRINGS WERE FRACTURED AND WOULD HAVE TO BE REPLACED. THERE WAS A RECALL UNDER NHTSA CAMPAIGN ID NUMBER 01V216000 (SUSPENSION:FRONT:SPRINGS:COIL SPRINGS) THAT MAY BE RELATED TO THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE VIN WAS NOT INCLUDED IN THE RECALL. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 166,116.</p>		<p>Number of Persons Injured</p>		<p>Number of Deaths</p>	
<p>Reported to Police</p>		<p>Child Seat Component Code:</p>		<p>Child Seat Component Code:</p>	
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		<p>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.</p>	

Rear Springs
 also Rear coil springs
 To clarify: this complaint concerns

Rear coil springs also defective.
 Please see attached. Thank you
 (2 pages)

National Highway Traffic Safety Administration

Vin: 4S3BK655 1S7 [REDACTED]

January 30, 2012

Dear Mr. Reid,

I am writing to clarify details of my report of a possible safety defect on my 1995 Subaru Legacy. The defect I am now reporting relates to an exiting recall campaign regarding the front coil springs. However, my complaint regards a possible safety defect on the rear coil springs (struts).

Both of my rear coils springs failed in a manner similar to the failure of my front coil springs. I therefore believe a safety defect may exist in the paint quality used on the rear springs/struts that causes them to deteriorate in salt bed states. Furthermore, I believe the paint on both the front and rear coil spring of this year and make was defective.

For your information, attached the repair receipt from my mechanic for the rear coils springs (struts.)

Please let me know if you have any other questions or need additional information.

Thank you,

[REDACTED]
West Cornwall, CT [REDACTED]

██████████
Cornwall, CT ██████████

STRAUB AUTO REPAIRS INC.

477 Warburton Ave
Hastings On Hudson, NY 10706
Facility Number 7059042
914-478-1177

Now open Thursday nights until 8:30pm

Year	1995	EngineInfo			
Make	Subaru			
Model	Legacy	Job Type	INVOICE	Date Started	10/07/09
License #		Odometer In	177391	Date Completed	10/07/09
Vin #	4S3BK6551S7 ██████████	Odometer Out	177391	Invoice #:	54753

Part Number	Qty	Description	Price	Extension
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LABOR	Qty	Description	Price	Extension
lube 5	1.00	lube chassis check all fluids check air in tires check battery safety check	6.00	6.00
LABOR	0.80	labor to replace the engine belts	94.00	75.20
LABOR	3.00	Replace rear struts.	94.00	282.00
LABOR Total				363.20
PARTS	Qty	Description	Price	Extension
Gulf oil	5.00	Gulf premium oil, multi viscosity	3.25	16.25
oil filter	1.00	oil filter	13.00	13.00
FUEL System	1.00	Fuel system conditioner and cleaner.	4.00	4.00
PARTS	1.00	engine belt	12.00	12.00
PARTS	1.00	engine belt	13.00	13.00
PARTS	2.00	rear struts	133.00	266.00
PARTS Total				324.25

total owed by Subaru =

282.00 labor
266.00 parts
tax (approx) 45.00
593.00 Total

my copy

Phone , (212) 749-6435,
Pay Method = CASH 739.01

Sub Total	<u>687.45</u>
Sales Tax	<u>51.56</u>
Total	<u>739.01</u>

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control. From the date of delivery for a period of 4,000 miles or 90 days, whichever comes first. We will repair free of charge, any defects in material or workmanship. This will of course exclude towing.

West Cornwall CT

NEW YORK NY 100

31 JAN 2012 PM 2 1

Frederick Hurton Rhead

USA



Randy Reid
chief, correspondence Research Division
Office of Defects Investigation Enforcement
National Highway Traffic Administration
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Washington, DC 20590