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| <br>U.S. Department of Transportation<br>National Highway Traffic Safety Administration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | <b>DOT Auto Safety Hotline</b>                                                                                                                         |  | FOR AGENCY USE ONLY 100148                         |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | <b>Vehicle Owner's Questionnaire</b><br>To Report Vehicle Safety Defects<br>1-888-DASH-2-DOT<br>(1-888-327-4236)<br>INTERNET:www.nhtsa.dot.gov/hotline |  | Date Received<br>25-FEB-2013<br><b>APR 15 2013</b> |  |
| Name<br>[REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Address<br>[REDACTED]                                                                                                                                  |  | Repository <input type="checkbox"/>                |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                        |  | Reference No.<br>10499968                          |  |
| OWNER INFORMATION (Type or Print)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Daytime Telephone Number<br>[REDACTED]                                                                                                                 |  | E-mail Address<br>[REDACTED]                       |  |
| City<br>BROOKLYN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | State<br>NY                                                                                                                                            |  | Zip Code<br>[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).                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                                                                                                        |  |                                                    |  |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                        |  |                                                    |  |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br><b>JF2SH6CC6AH [REDACTED]</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | Make<br>SUBARU                                                                                                                                         |  | Model<br>FORESTER                                  |  |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | Dealer's Name and Telephone Number<br><b>BAY RIDGE SUBARU</b>                                                                                          |  | Model Year<br>2010                                 |  |
| Original Owner<br><input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Dealer's City<br><b>BROOKLYN</b>                                                                                                                       |  | Engine:<br>No: Cylinders<br><b>4</b>               |  |
| State<br><b>NY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Zip Code                                                                                                                                               |  | Fuel Type:<br><b>REGULAR</b>                       |  |
| Transmission Type<br><b>AUTO</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | <input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control                                                                    |  | Powertrain                                         |  |
| Multiple Failure:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Incident Date(s)<br>01-JAN-2013                                                                                                                        |  |                                                    |  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                        |  |                                                    |  |
| Vehicle Component Code: VISIBILITY/WIPER (PWS)<br><b>VERY DANGEROUS CONDITIONS DURING SNOW STORM CAUSING POTENTIAL SERIOUS RISK</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                        |  | Failure Mileage<br>15000                           |  |
| Failure Speed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                        |  |                                                    |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                        |  |                                                    |  |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | Tire Model (Name or Number)                                                                                                                            |  | Tire Size (Example P215/65R15)                     |  |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair                                                                   |  | Failure Location:                                  |  |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | Tire Failure Type:                                                                                                                                     |  |                                                    |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                        |  |                                                    |  |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Date Manufactured:                                                                                                                                     |  | Model No./Name:                                    |  |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Installation System:                                                                                                                                   |  |                                                    |  |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Failed Part:                                                                                                                                           |  |                                                    |  |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                        |  |                                                    |  |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                            |  | Number of Persons Injured<br>0                     |  |
| Number of Deaths<br>0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Reported to Police<br>N                                                                                                                                |  |                                                    |  |
| Narrative Description of Incident(s), Crash(es), and Injury(ies).<br>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 2010 SUBARU FORESTER. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS IN INCLEMENT WEATHER, THE WINDSHIELD WASHER FLUID FROZE CAUSING THE DRIVER'S VISIBILITY TO BE OBSCURED. THE CONTACT HAD TO CONSTANTLY STOP TO CLEAN THE WINDSHIELD SO THAT SHE COULD SEE. THE VEHICLE WAS NOT INSPECTED BY A DEALER OR AN INDEPENDENT MECHANIC. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 15,000. THE VIN WAS UNAVAILABLE.<br><b>THE FREEZING WAS NOT OF THE NOZZLE, AND THE TUBE WHICH LEADS TO THE NOZZLE WAS FROZEN DUE TO A DESIGN FLAW. MOST CARS HAVE THIS TUBE RUN CLOSE TO THE ENGINE, SO IT STAYS WARM. THIS FORESTER BYPASSES THE ENGINE AREA, THEREFORE CAUSING THE TUBE TO FREEZE.</b> |  |                                                                                                                                                        |  |                                                    |  |
| 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.                                                                                                                                                                     |  |                                                                                                                                                        |  |                                                    |  |