

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

29-NOV-2016

JAN - 5 2017

Repository ☐Reference No.
10928513

OWNER INFORMATION (Type or Print)

Name

Address

City

PERHAM

State

MN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

JF2SH646X9H

Make

SUBARU

Model

FORESTER

Model Year

2009

Date Purchased

10/26/13

Dealer's Name and Telephone Number

REG Subaru

(218) 847-2498

Engine:

No: Cylinders (4)

Fuel Type:

Original Owner

☐

Dealer's City

Detroit Lakes

State

MN

Zip Code

56501

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

30-JUL-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

Failure Speed

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)

☐ 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* TAKATA RECALL. THE CONTACT OWNS A 2009 SUBARU FORESTER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V358000 (AIR BAGS) HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PART DISTRIBUTION CONNECT.

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.

To: US Dept. of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D. C. 2007-9382

12/17/16

To Whom It May Concern:

I received a recall for a non-desiccated Takata-sourced passenger side frontal air bag on July 30, 2016.

Called Subaru of Detroit Lakes on 9/2/16 @ 9:30 AM and talked to John, the scheduler for the Repair Shop. He said they hadn't rec'd the parts yet.

Called Subaru of Detroit Lakes on 10/21/16 @ 10:00 AM and John said no parts as of yet.

Called Subaru of Detroit Lakes again on 11/28/16 and John said no parts for this year of vehicle and they would contact me when they received the parts.

On 11/29/16 I filed a Complaint with you and was assigned Case #: 10928513. That I would rec. a hard copy in 4-6 weeks.

Sincerely,

[REDACTED]
[REDACTED]
Perham, MN [REDACTED]