



U.S. Department
of Transportation

National 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

FOR AGENCY USE ONLY 100148

Date Received

24-NOV-2017

Repository ☐

Reference No.
11048212

OWNER INFORMATION (Type or Print)

Name

Address

City NEWBURGH

State NY

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
JF1SG69664H

Make
SUBARU

Model
FORESTER

Model Year
2004

Date Purchased
7/20/2003

Dealer's Name and Telephone Number

Wappingers Falls Subaru

845.678-2048

Engine:
No: Cylinders

4

Fuel Type:
unleaded
GAS

Original Owner
☒

Dealer's City

Wappingers Falls

State NY

Zip Code 12590

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Failure worst

Incident Date(s) 2-2017
23-NOV-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 060000 ENGINE (PWS)

Failure Mileage
120000

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* THE CONTACT OWNS A 2004 SUBARU FORESTER. WHETHER THE VEHICLE WAS PARKED OR BEING DRIVEN, A FUEL ODOR WAS DETECTED IN AND OUTSIDE THE VEHICLE. THE FUEL ODOR WAS MOST NOTICEABLE WHILE OPERATING THE HEATER. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO MID-HUDSON SUBARU (1715 U.S. 9, WAPPINGERS FALLS, NY 12590 (866) 678-2048) SEVERAL TIMES, BUT NO LEAKS OR FAILURES WERE DETECTED. THE CONTACT STATED THAT THE DEALER FINALLY DETECTED A FUEL ODOR AND DIAGNOSED THE FAILURE AS A MALFUNCTION WITH TUBING OR PIPING WITHIN THE ENGINE. THE PARTS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED DUE TO THE COST. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THEY WOULD CONTACT THE LOCAL DEALER. THE FAILURE MILEAGE WAS APPROXIMATELY 120,000.

* Kindly See Attachment.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

* please see Attachment

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



the present mpg: 70 miles on $\frac{1}{2}$ tank (7.5) gallons,

Does that sound like a physical (gas) leak to you?

I usually get between 215-230 miles on full (15 gallon) tank.

It's prohibitively expensive (see quote on other side) -

Roughly \$1200.00 for a vehicle whose total retail value today is less than \$2,000.00

I have come across other owners who can clearly identify with this problem. And they have newer models than mine.

So it would appear Subaru knew of this problem and did nothing to correct it.

As a result, I'm leaking gasoline all over the place & have to breathe in deadly toxic fumes,

The cabin doesn't stay warm because I have to open the windows to let the gas fumes out,



1715 ROUTE 9
WAPPINGERS FALLS NY 12590

03/23/2017 15:35:32

Customer No. [REDACTED]	Primary Driver [REDACTED]	License # [REDACTED]	Stock # [REDACTED]	Dealer # DEALER	Invoice Date 03/23/2017	Invoice # [REDACTED]
Customer Name & Address [REDACTED] NEWBURGH, NY [REDACTED]		Mileage In 125142	Mileage Out 125147	Lot #/Hat #	Color BLACK	Delivery Date 07/25/2003
		Year/Make/Model 2004 SUBARU FORESTER 2.5XT			Prod Date 11	R.O. Date 03/23/2017
		Vehicle ID # JF1SG69664H [REDACTED]			Tech & #	P.O. #
		Override	Service Write Up DONNA GILBERT		S.W. INT. EST.	Engine Hours
Extended Warranty Co.		Policy #	Deductible		Auth. #	Adjustor
Residence Phone [REDACTED]	Business Phone [REDACTED]	Cellphone [REDACTED]	Service Writer Delivery Signature			

Type: C JOB #1

Tech Lic:

Complaint: C/S SMELL GAS FUMES IN THE VEHICLE

Correction: TEST DROVE WITH CUSTOMER TO CHECK FOR A GAS SMELL. NONE. LET VEHICLE SIT FOR A FEW HOURS AND RECHECK-COULD SMELL GAS-NO GAS LEAKS SEEN BUT CAN SMELL THE FUMES IN THE FRONT ENGINE COMPARTMENT-RECOMMEND REMOVING AND REPLACING FUEL CROSS OVER PIPE, HOSES AND CLAMPS EST \$1028.60+TX. NEED TO ORDER PARTS. CHECK FOR ANY OTHER FUEL LEAKS AND NOTHING SEEN AT THIS TIME

JOB TOTALS Labor:\$50.00

Tax:\$4.06

TOTAL: 54.06

CUSTOMER TOTALS: \$54.06

Sublet:\$0.00

Tax:\$4.06

Labor:\$50.00

THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE
YOUR COMPLETE SATISFACTION IS OUR PRIMARY GOAL
YOU MAY RECEIVE A SURVEY, WE WOULD APPRECIATE YOU
FILLING OUT THE SURVEY, THANK YOU

NONE (from above) is not correct. THE TECH told me that he smelled the gas.

Presently, the condition has worsened. The smell of gas inside to outside the car has gotten considerably worse. There is no w of "mist" of gasoline emitting from under the hood, most noticeable was when vehicle's ignition is turned off. I placed some old Newspaper UNDER the front (ENGINE) part ~~of gas~~. A clear wet spot appeared. It was not brown in color, as if in any oil leak.

Extended Warranty Pay

All labor charges are billed on flat rate hours unless otherwise noted.

Total Customer Pay
54.06