



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

Date Received

22-AUG-2018

OCT 23 2018

Repository

Reference No.  
11121691

Daytime Telephone Number

E-mail Address

Evening Telephone Number

**OWNER INFORMATION (Type or Print)**

Name

Address

City PHILADELPHIA

State PA

Zip Code

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

4S38MBE62A

Make

SUBARU

Model

LEGACY

Model Year

2010

Date Purchased

April 2010

Dealer's Name and Telephone Number

Colonial Subaru

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Feasterville, PA 19053

State

PA

Zip Code

19053

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-NOV-2012

Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 134000 VISIBILITY: SUN ROOF ASSEMBLY

Failure Mileage  
66758

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 2010 SUBARU LEGACY. WHILE THE VEHICLE WAS STATIONARY, THE SUN ROOF LEAKED WATER INTO THE VEHICLE. WATER ALSO LEAKED THROUGH THE FRONT PASSENGER DOOR. IN NOVEMBER OF 2012, THE VEHICLE WAS REPAIRED BY COLONIAL SUBARU (200 W STREET RD, FEASTERVILLE-TREVOSE, PENNSYLVANIA 19053), BUT THE FAILURE RECURRED SEVERAL TIMES AFTER THE REPAIR. GLANZMANN SUBARU (95 OLD YORK RD, JENKINTOWN, PENNSYLVANIA 19046, (215) 249-6326) ADVISED THE CONTACT TO FLUSH THE SUN ROOF TO REMOVE DEBRIS, SUCH AS POLLEN. THE CONTACT STATED THAT THE FAILURE OCCURED A TOTAL OF FIVE OR SIX TIMES SINCE NOVEMBER OF 2012. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND PROVIDED THE CONTACT WITH CASE NUMBER: [REDACTED]. THE FAILURE MILEAGE WAS 66,758.

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)**

Water on floor, Mildew, Both sides Front + Back rugs

INCIDENTS 11-28-2012, 7-6-2015, 11-30-2016, 1-19-2018, 8-21-2018

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382  
Official Business  
Penalty for Private Use \$300

PHILADELPHIA  
PA 191  
13 OCT '18  
PM 7 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC  
POSTAGE WILL BE PAID BY ADDRESSEE

**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**



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U.S. Department of Transportation  
National Highway Traffic Safety Administration