

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Sent: Friday, May 10, 2024 11:01 AM
To: [REDACTED]
Subject: [REDACTED]

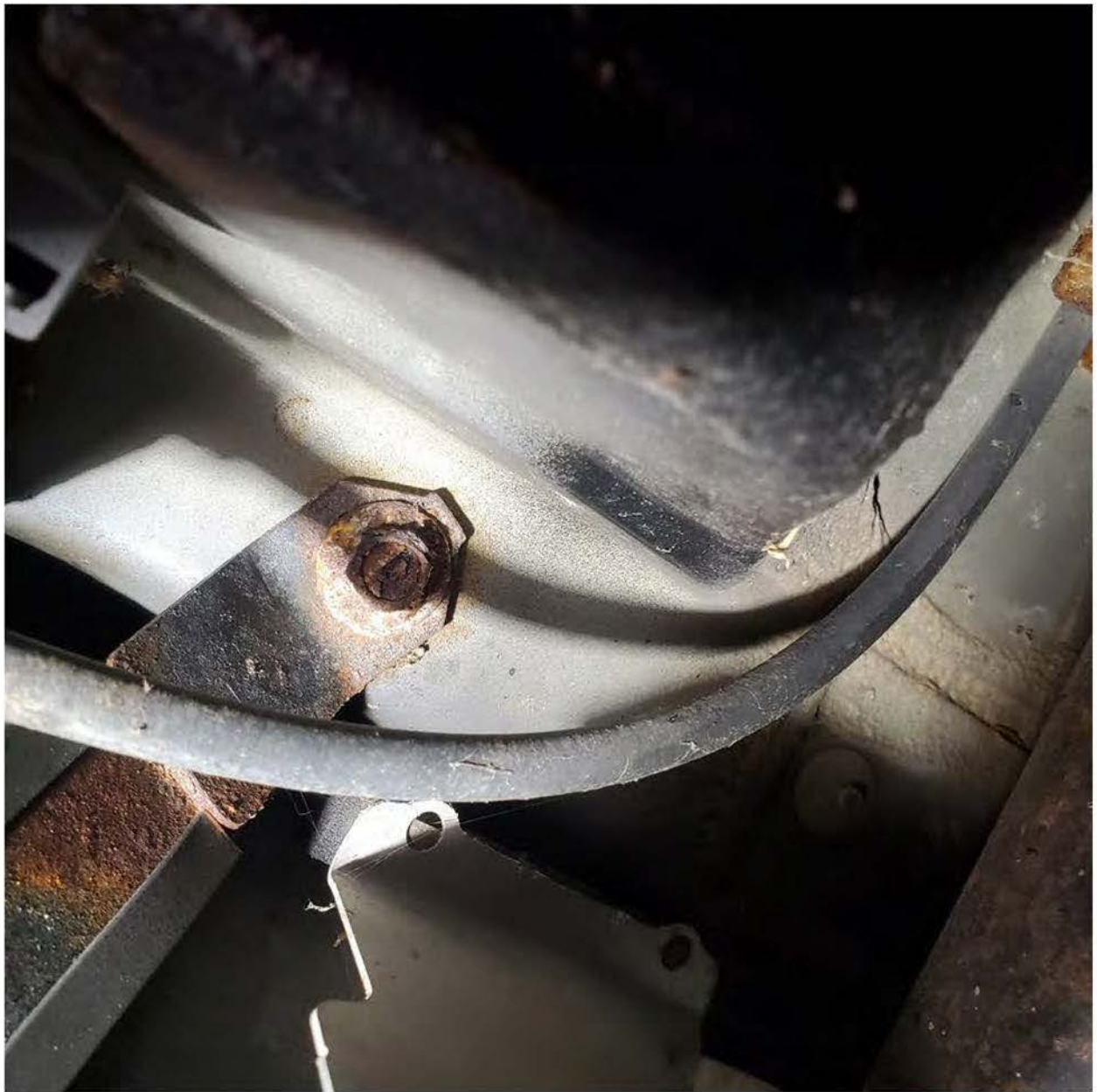
Hi [REDACTED],

Hi [REDACTED],

As I mentioned in my previous email, I am [REDACTED]











U.S. Department
of TransportationNational 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

05-JAN-2023

Repository ☐Reference No.
11500294**OWNER INFORMATION (Type or Print)**

Name [REDACTED]
 Address [REDACTED]
 City Poughkeepsie State NY ZIP Code [REDACTED]

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 4S3BP676654 [REDACTED]		MAKE SUBARU	Model LEGACY	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number Mid Hudson Subaru 8452961152		Engine: No. Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Wappingers Falls	STATE NY	ZIP Code 12590	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 19-NOV-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC, 162000 STRUCTURE: BODY	Failure Mileage 115000.0	Failure Speed
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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: DOTM1 9ABC036)	☐ Original Requirement ☐ 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), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2005 Subaru Legacy. The contact stated that the hydraulic brake lines were leaking. The brake warning light was illuminated. The vehicle was taken to the local dealer and the contact was informed that there was rust covering the subframe of the vehicle and fuel tank. The dealer declined to complete a recall repair under NHTSA Campaign Number: 14V311000 (Service Brakes, Hydraulic). The manufacturer was contacted but no additional assistance was provided. The approximate failure mileage was 115,000.

The vehicle was at the dealer for 50 days and the requested oil change wasn't performed either. I was told if I wanted the repair performed by the dealer they would only cover the cost of the part but nothing else and I would have to pay for anything else incurred. I had to perform the repair due to the need of the vehicle. I ended up performing the repair myself and was only offered repayment of my cost of materials but not labor. Attached are pictures taken of supposedly rusted subframe bolts and parts required to be removed in order to perform the repair. As you can see in the pictures the hardware on the car subframe and gas tank strap & v mounts are not rusted to the point indicated by Mid-Hudson Subaru.

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.