

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

06-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

718397

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or driver's door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JF1GF4850XG806738	SUBARU TRUCK	OUTBACK	1999	

Purchase Date 01-MAR-1999	Dealer's Name _____	Engine Size (CID/CC/L) <u>2.8</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 30	Date(s) of Failure(s) <u>25-JUN-1999</u> Mileage at Failure(s) <u>1365</u> Vehicle Speed at Failure(s) <u>5</u>	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THERE WAS DIFFICULTY DOWNSHIFTING WHEN THE CAR WAS NEW. I THOUGHT IT WAS JUST TIGHT. IN MAY, 1999, AFTER EXTENSIVE CLUTCH USE ON A TRIP TO SAN FRANCISCO, WHILE DRIVING ON THE FREEWAY, THE CAR WOULD NOT SHIFT FROM 4TH TO 5TH OR 5TH TO 4TH. IT SEEMED TO BE OK LATER. WITHIN A COUPLE WEEKS WE NOTICED A TERRIBLE BURNING SMELL FROM STARTING ON A HILL AND EXTENSIVE CLUTCH SLIPPAGE. THE CLUTCH WAS EVENTUALLY REPLACED IN AUGUST, 1999, BUT THE NEW CLUTCH SHOWED THE SAME PROBLEMS. THE DIFFICULTY IN SHIFTING HAS GOTTEN WORSE AND MY SON WAS ALMOST IN AN ACCIDENT WHEN HE NEEDED TO DOWNSHIFT FROM THIRD TO SECOND TO CHANGE LANES IN BAD FREEWAY TRAFFIC. HE HAD BEEN USING THE CLUTCH A LOT, BECAUSE IT WAS STOP AND GO TRAFFIC. THE PROBLEM OF BEING UNABLE TO CHANGE GEARS HAS BE

CONTINUED ON BACK (REVERSE)

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.