

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

22-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

721802

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) (located at front of windshield on drivers side) 4S3BG6853W7631428	Vehicle Make SUBARU	Vehicle Model LEGACY	Vehicle Year 1998	Current Odometer Reading
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Purchase Date 01-OCT-1998	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 06400000	Part Name(s) FUEL-THROTTLE LINKAGES AND CONTROL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ON TWO CONSECUTIVE DAYS, 4/15 AND 4/16, WHILE STOPPING FROM A <5 MPH SPEED, THE CAR SURGED AHEAD 2-4 FEET, STOPPED, AND IMMEDIATELY SURGED AHEAD 2-4 FEET AGAIN, AND STOPPED. THE FIRST TIME IT ALMOST PUT ME OUT IN HEAVY TRAFFIC ON A 4 LANED HIGHWAY. THE SECOND TIME I WAS PULLING INTO MY DAUGHTER'S DRIVEWAY AND WAS STOPPING WHEN IT SURGED AHEAD TAKING OUT THE POST SUPPORTING THEIR FRONT PORCH, STOPPED, THEN IMMEDIATELY SURGED AHEAD TAKING OUT THE LATTICE WORK UNDER THEIR PORCH. BOTH TIMES THE CAR WAS ON AN UPHILL INCLINE. DAMAGE TO THE VEHICLE INCLUDED THE RIGHT FRONT FOG LIGHT, POPPED OUT AND PUT A "WRINKLE" IN THE RIGHT FRONT BUMPER AND SCRATCHED THE HOOD. THE MILEAGE IS APPROXIMATE BECAUSE THE CAR IS STILL AT THE DEALERS. WHEN I CALLED TO CHECK ON IT 4/19

CONTINUED ON BACK (SEE)

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.

Add to 721802

~~784088~~

From: [REDACTED]@et.com
To: Kimble, Mary <NHTSA>
Date: 6/14/00 1:33PM
Subject: Re: Re: [Fwd: 98 OUTBACK]

Mary, Thanks for the reply. The purpose of the forward to you was due to the fact that we are still seeing these surging and runaway car complaints since 1995. In addition to the lack of effective braking that Subaru's 1999 recall failed to fix based on the more recent complaints in the 1999 and y2k models. The (no brakes) problem has even shown up in cars that has had the brake recall performed! Even in warm weather, which is not supposed to happen according to Subaru's recall information. Subaru owners are being fed a line of goods and the manufacturer is winning and getting away with it.

The appeals and district manager process gets us nowhere because SOA says that their cars check out and therefore there is no problem. "Cannot reproduce the customer's concerns". Case closed. Yet every couple months a new round of complaints show up in your database.-- What's the bottom line?

Anything you could do to stress to Richard Boyd the longevity of the problem(s) and the way Subaru has treated the poor customers afflicted would be greatly appreciated. It's time for this to be put to a stop before another unsuspecting person gets hurt, because

"the car was operating as designed".

Sincerely, Mike Levin

My web site, <http://home.sprynet.com/~mklphoto/SUBARU1.HTM>

"Kimble, Mary <NHTSA>" <Mary.Kimble@nhtsa.dot.gov> wrote:
> Dear Ms [REDACTED]

Reimbursement problems does not fall under our jurisdiction. If you have not done so, we suggest you contact your local Consumer Protection Agency, Better Business Bureau, and the Office of the Attorney General in your state regarding your problem(s) and your rights under the Lemon Law of your state. You may also ask your dealership for a meeting with the manufacturer's district manager regarding your request.

>> [REDACTED] 06/05/00 11:18AM >>>

-----Forwarded-----

From: hubsmtp.gwhub:"adsmith@mkl.com"
To: hubsmtp.gwhub:"mklphoto@sprynet.com"
Subject: 98 OUTBACK

I JUST TRADED MY WAGON BACK TO THE DEALER BECAUSE THEY COULDN'T FIND THE PROBLEM THAT HAD MY CAR SURGING TWO DAYS IN A ROW. I LOST MONEY ON THE DEAL WHILE GOING BACK A YEAR. NO CHOICE, DIDN'T DARE DRIVE IT. ANY HELP YOU CAN GIVE ME..I'M ON MY SECOND LEVEL OF CUSTOMER SERVICE AT SUBARU AND AM PISSED!

[REDACTED]

From: Mary <NHTSA> Kimble
To: hubsmtg.gwhub("mklphoto@sprynet.com")
Date: 6/14/00 11:01AM
Subject: Re: [Fwd: 98 OUTBACK]

Dear Ms. Smith:

Reimbursement problems does not fall under our jurisdiction. If you have not done so, we suggest you contact your local Consumer Protection Agency, Better Business Bureau, and the Office of the Attorney General in your state regarding your problem(s) and your rights under the Lemon Law of your state. You may also ask your dealership for a meeting with the manufacturer's district manager regarding your request.

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CC: Margaret <NHTSA> Cauthorne