

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

01-NOV-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

735555

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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4S3BG6855X7656512	SUBARU TRUCK	OUTBACK	1999	

Purchase Date 01-MAY-1999	Dealer's Name _____	Engine Size (CID/CC/L) <u>2.5L</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 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	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)

IN THE MORNING, WHEN I BACK UP THE CAR FROM MY DRIVEWAY, GO FORWARD AND THEN APPLY THE BRAKES, THERE IS A LOUD, MECHANICAL BANGING SOUND (LIKE METAL HITTING ON METAL) COMING FROM EACH OF THE 4 WHEELS - EITHER THE PADS HITTING THE ROTOR OR THE PISTON HITTING THE PADS WHICH IN TURN HIT THE ROTOR. THIS ALSO OCCURS WHEN THE CAR HAS NOT BEEN USED FOR 2-3 HOURS AND THE CAR IS PUT INTO REVERSE, THEN FORWARD, THEN THE BRAKES ARE APPLIED. RECENTLY THE BANGING SOUND IS BECOMING LOUDER - SO MUCH SO THAT IT ATTRACTS PEDESTRIANS' ATTENTION. THE DEALER SAID HE COULD NOT FIND A PROBLEM. A SUBARU REGIONAL INSPECTOR SAID THERE IS NOTHING WRONG. SUBARU CUSTOMER SERVICE TOLD ME TO LIVE WITH THE SOUND/PROBLEM. I HAVE SPOKEN WITH OTHER SUBARU OWNERS AND THEY TELL ME THEY HAVE

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.