



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

13-JAN-2002

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Reference No.

756778

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) (Location at bottom of windshield and driver's side door) JF1CX3439NH105214		Vehicle Make SUBARU	Vehicle Model SVX	Vehicle Year 1992	Current Odometer Reading
Purchase Date 01-NOV-1995	Dealer's Name _____		Engine Size (CID/CC/L) 3.3L	☐ 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 ☒ Driverside Airbag ☐ Passengerside Airbag ☒ Motorbelt ☐ 2-Point Bel	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____ Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05130000 07300000	Part Name(s) ENGINE:PULLEY:CRANKSHAFT POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 31-JUL-1998	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 93323		
	Vehicle Speed at Failure(s) 55		

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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE AUTOMATIC TRANSMISSION FAILED ON MY 1992 SUBARU SVX AT 88,000+ MILES. DEALER SERVICED ONLY AND I WAS NEVER ADVISED BY ANY DEALER SERVICE REPRESENTATIVE OR BULLETIN THAT I SHOULD BRING MY VEHICLE INTO THE SERVICE DEPARTMENT FOR MAINTENACE PREVENTION. I VISITED NORTH PARK SUBARU IN SAN ANTONIO, TX. ONE WEEK PRIOR TO MY TRANSMISSION FAILURE AND WAS GIVEN A CLEAN BILL OF HEALTH FOR MY VEHICLE. OTHER OWNERS AND NATIONAL PUBLICATIONS E. G. AUTOMOBILE JULY 1999 "THE TRANSMISSIONS HAVE BEEN TROUBLE-PRONE AND SEEM TO LAST ABOUT 60,000 MILES". IN RETURNING TO THE DEALER, I WAS TOLD I NEEDED A NEW TRANSMISSION, I ALSO CALLED THE SUBARU CUSTOMER SERVICE HOTLINE AND RECEIVED ABSOLUTELY NO HELP FROM THE CC

CONTINUE ON 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.