



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

10-FEB-2002

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Reference No.

758052

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)	Vehicle Make SUBARU TRUCK	Vehicle Model OUTBACK	Vehicle Year 2002	Current Odometer Reading
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Purchase Date 01-SEP-2001	Dealer's Name	Engine Size (CID/CC/L) 2.5 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	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 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 07-FEB-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 9000		
	Vehicle Speed at Failure(s) 25		

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 Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THIS IS THE SECOND TIME IN 2 MONTHS THAT THE BRAKES HAVE FAILED WHILE DRIVING AT LOW SPEED ON A WET, BUT TOTALLY ICE-FREE PAVED ROAD. HAVE TAKEN CAR TO BE REPAIRED AT SUBARU DEALER (2 DIFFERENT ONES) BUT BOTH TIMES WAS STATED HUNTER'S INVOICE THAT THEY COULD NOT DUPLICATE THE CUSTOMER'S (ME) CONCERN, SO NO ACTION WAS TAKEN TO FIX THE BRAKES. BRAKES DEFINITELY FEEL SPONGY WHEN BRAKING WHILE DRIVING FORWARD, BUT BRAKES FEEL GOOD AND SOLID WHEN GOING IN REVERSE. LAST FRIDAY, I TOOK MY CAR TO PRESTIGE, ON FEB 8TH TO ADDRESS THE SECOND TIME THE BRAKES HAVE FAILED. SERVICE MANAGER, DAVE LINDSEY SAID HE COULDN'T DUPLICATE THE BRAKES FAILING AGAIN AND SO WAS NOT GOING TO DO ANYTHING TO FIX MY BRAKES. I

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.