

785824

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 12/26/01 7:04AM
Subject: Car Talk VOQ submission

* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

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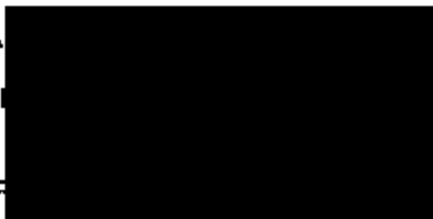
SUBMISSION DATE: Saturday, December 22nd 2001 at 5:00:02 PM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION

NAME
ADDRESS
TELEPHONE



NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN:
MAKE: Subaru
MODEL: Forester
YEAR: 2001

ODOMETER: 25000
PURCHASE DATE: 07/08/01
NEW OR USED:

DEALER NAME: Camp Subaru / Lithia Group
ADDRESS: Spokane, WA 99207

ENGINE SIZE:
CYLINDERS: 4

FUEL INJECTION: No
TURBO: No
FUEL TYPE: Gas
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes

DRIVETRAIN: 4 Wheel
DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: Yes
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: Station Wagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: rear wheel bearings
PART NAME(S): wheel bearings
LOCATION: Right Rear
NUMBER OF FAILURES: 1
DATE(S) OF FAILURES: 12/01
MILEAGE AT FAILURE(S): 24565
SPEED AT FAILURE(S): all
MANUFACTURER CONTACTED: Yes
NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No
NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$
DRIVER AIRBAG DEPLOYED: No
PASSENGER AIRBAG DEPLOYED: No
REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

THIS REPORT IS ABOUT THE RIGHT REAR WHEEL BEARING - ANOTHER REPORT HAS BEEN SENT ABOUT THE LEFT REAR WHEEL BEARING THAT HAS FAILED TWICE ON MY 2001 CAR. The right rear bearing failed 12/01. I took it to a local repair shop to be professionally diagnosed. My husband called the dealer and told them the bearing was bad and needed to be replaced ASAP. The dealer scheduled an appointment for the next day. When I took the car into the dealer (over 90 miles from my home) they told me that they did not have the correct bearing to install in my car, they were keeping it over the weekend until the correct bearing could be received from Portland, OR, and that I could not drive the car on the bad bearing (because it might break down) so I would have to use a rental car to get home. They said that they had a bearing they could put in my car but "it wouldn't last a 1000 miles" (this info was told me by Leanna Cavanaugh - Camp Service Consultant), so they did not want to use that type bearing. They kept my car from 12/14-12/19/01 because the correct bearing was not available in the region, and they had to get one from a dealer "back east". We later talked to the mechanic who worked on my car and he said that he could have put the bearing that they had into my car on 12/14/01, but that it probably would not last. He explained that the bearing was the original style of bearing that Subaru had decided to install in the Foresters when they developed that model, but that he had had to replace many of them because they were failing. He showed us the original style bearing, and the replacement style he had ordered and installed in my car. He explained that the original style had round ball bearings, and that the better style had cylindrical shaped bearings. He said that the dealership had received a service bulletin telling the mechanics to use the better style bearings, and that is why he made us wait until the better style bearing could be sent in from back east. When we were driving the car home from this appointment (12/19/01), we heard a very loud noise coming from the rear of the car again. The next day (12/20/01) I took it to the local Les Schwab dealer where I bought the car's snow tires, to see if the noise was from the tires. The mechanic there told me it was a bad left rear wheel bearing, and it had to be replaced ASAP. This bearing had failed in 4/01 with just 13,464 miles on the car, and been replaced with the original style round ball bearing. My husband took the car back to the dealer 12/21/01 to have the left rear bearing replaced again - hopefully with the correct, better style bearing (#28016AA030). This is a very well-known problem with the Foresters. There should be a recall of the original style round wheelbearings. The dealers should at least be forced to replace both bearings if one of them fails.

END OF FORM



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 778

Date Received

26-DEC-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

785824

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) (Locate at bottom of windshield or driver's side door)	Vehicle Make SUBARU TRUCK	Vehicle Model FORESTER	Vehicle Year 2001	Current Odometer Reading
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Purchase Date 08-JUL-2001	Dealer's Name _____	Engine Size (CID/CC/L 4 CYL)	☐ 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 02000000	Part Name(s) SUSPENSION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 01-APR-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 13464		
	Vehicle Speed at Failure(s) 10		

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)

CONSUMER STATES THE LEFT AND RIGHT REAR WHEEL BEARINGS FAILED. *JG

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.