

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

119

Date Received

17-MAY-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

862055

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.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
NOT AVAILABLE	SUBARU TRUCK	OUTBACK	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle
		<input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt				<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09302000 09313000	Part Name(s) LIGHTING:FUSE:HEAD LIGHTS LIGHTING:FUSE:COURTESY LIGHTS	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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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
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN THE INTERIOR LIGHTS ARE BEING USED, HEADLIGHTS GET VERY DIM, CAUSING POOR DRIVER'S VISIBILITY. CONSUMER HAS CONTACTED DEALER, DEALER HAS REPLACED PARTS. PROBLEM STILL OCCURS. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

CONTINUE ON BACK IF NEEDED

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.

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 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.) <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
NOT AVAILABLE	SUBARU TRUCK	OUTBACK	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN THE INTERIOR LIGHTS ARE BEING USED, HEADLIGHTS GET VERY DIM, CAUSING POOR DRIVER'S VISIBILITY. CONSUMER HAS CONTACTED DEALER, DEALER HAS REPLACED PARTS, PROBLEM STILL OCCURS. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

CONTINUED ON BACK PLEASE

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<p style="text-align: center;">DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p>FOR AGENCY USE ONLY 119</p> <p>Date Received: RECEIVED 00 44 MAR 2002: 3</p> <p>Office: OFFICE OF DEFECTS INVESTIGATION</p> <p>Od_or _____ rt_dt _____ od_rt _____ up_itr _____</p> <p>Reference No. 662055</p> <p>Work Number _____ Home Number _____</p>
<p>OWNER INFORMATION (Type or Print)</p> <p style="text-align: right;">608970</p>	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of _____ and address to the vehicle manufacturer,
 Signature of Owner _____ Date 7/1/2000

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN.) <small>(located at bottom of windshield on driver's side)</small> 45384G751Y7G27301 NOT AVAILABLE	Vehicle Make SUBARU TRUCK	Vehicle Model OUTBACK	Vehicle Year 2000	Current Odometer Reading 7,400		
Purchase Date	Dealer's Name WENTWORTH SUBARU		Engine Size (CID/CCL) 2.5L	<input type="checkbox"/> Turbo Diesel	<input type="checkbox"/> Gas	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City PORTLAND State OR Zip Code 97214	No Cylinders 4	<input checked="" type="checkbox"/> Fuel Injection			
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other WAGON	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input checked="" type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 09302000 09313000	Part Name(s) LIGHTING:FUSE:HEAD LIGHTS LIGHTING:FUSE:COURTESY LIGHTS	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 3-20-00, 3-29-00, 4-10-2000 Mileage at Failure(s) 4-20-2000 MILEAGE -> SAME NEW Vehicle Speed at Failure(s) (N/A) ALL	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No ON VEHICLE	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No PHONE

APPLICATION INCIDENT INFORMATION					
<small>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)</small>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured N/A	Number of Fatalities 0	Estimated Property Damage 0	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FAN SWITCH
 WHEN THE INTERIOR LIGHTS ARE BEING USED, HEADLIGHTS GET VERY DIM, CAUSING POOR DRIVER'S VISIBILITY. CONSUMER HAS CONTACTED DEALER, DEALER HAS REPLACED PARTS, PROBLEM STILL OCCURS. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

INTERIOR FAN SWITCH USE DIMS HEADLIGHTS -
SEE ATTACHED DOCUMENTATION -
THANK YOU.

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June 28, 2000



Customer Dealer Services Department
Subaru of America
Subaru Plaza
P.O. Box 6000
Cherry Hill, New Jersey 08034-9830

Gentlemen:

I am writing to fulfill the final requirement of the "Oregon Revised Statutes Title 50: Trade Regulation Practices, Chapter 646: Trade Practices and Anti-Trust Regulations Enforcement of Express Warranties on New Motor Vehicles", more commonly known as the "Oregon Lemon Law." We have fulfilled all requirements of the law except to "notify the manufacturer in writing so they have an opportunity to cure the defect." This letter is meant to satisfy that requirement.

Please be advised that we have not only met all of the lemon law requirements, but we have also followed all of your procedures outlined in "2000 Warranty and Maintenance Book" without success. I have attempted to resolve this matter in a professional manner but have found Subaru of America to have very little integrity and no willingness to correct what I consider a very serious safety problem. Repeated attempts to work with your customer service people have failed. After their repeated failures to follow through with promises to resolve the problem, I have now filed a claim under the lemon law, as well as a safety complaint with the National Highway Traffic Safety Administration.

Following is a brief description of our vehicle, the problem we have been working to correct, and entries from my log showing a long, frustrating, history of a good faith effort on our part to correct this problem.

Vehicle Description: 2000 Subaru Legacy Outback Wagon
 OB AWP E4AT
 White/Birch

Vehicle Identification: Vin # 4S3BH6751Y7627301

S.O.A. Case Number: 246947
Date of Purchase: 12-03-99
Subaru Dealer: Wentworth Subaru
107 S.E. Grand Avenue
Portland, Oregon 97214
503-232-2000
Stock #: 05169

DEFECT: The headlights on our vehicle DIM SIGNIFICANTLY when other electrical components in the vehicle are used. Specifically, when the headlights are in operation you can adjust their intensity with the fan blower switch. When you turn the switch on, the headlights dim. When you turn it off, they intensify once again. If the seat heaters are in operation the problem is worse. Although the headlights seem to "recover" somewhat after the fan is activated, they are none the less not as bright as before the fan switch was turned on.

HISTORY: We have had our vehicle in an authorized Subaru repair facility on 3 separate occasions. After the 3rd attempt to repair the problem failed, and the Zone/District Subaru Manager did not contact me as promised by the service manager at Wentworth Subaru, we attempted to contact a supervisor via the Subaru Customer Hotline. Our contacts were ignored and we were never contacted. Subsequently we have filed this complaint.

2-24-00 Appointment w/ Wentworth Subaru to replace defective blower switch. Uncertain at this time if this was related to the headlight problem. Blower switch was replaced.

3-20-00 Driving in blowing snow condition where the windshield blower needed to be on "high" speed. Using the switch caused headlights to dim to a dangerous level. We remembered another instance in fog where the lights also dimmed.

3-29-00 Appointment w/Jim Doran Subaru in McMinnville, Oregon. Service tech inspected the problem. Acknowledged that this was a bad alternator. (service invoice #19629 shows: "a test charging system and starter cause: low out put. 812001 Alt. Test and replace") The alternator was replaced. No noticeable difference. Asked to contact service manager later when he returned.

- 4-4-00 Called Doran Subaru and had a discussion with service manager GENE KINION. He asked that we schedule another appointment where they could have the car "all day."
- 4-10-00 Appointment w/Jim Doran Subaru in McMinnville, Oregon
Problem acknowledged once again. Suggested it may be a "bad battery."
Battery replaced without results.
We compared problem to another new vehicle with similar results. They suggested this might be "normal" and not a problem. They were unable to correct the problem. Service manager KINION referred me to a Subaru Tech Line person, "TONY" at 1-800-762-8324, and asked that I explain the problem to them. I called this number twice, left messages both times asking for a return call, and never heard from anyone.
- 4-10-00 Call for "TONY" at Tech Assistance. No response.
- 4-13-00 Call for "TONY" at Tech Assistance. No response.
- 4-13-00 Called local Subaru number to get phone for RON BRADY.
RON BRADY said he would look into the problem and "get back to me in a day or so." He had not called back for 1 week.
- 4-20-00 Called Subaru Customer Service Hotline (1-800-782-2783)
Spoke w/"DON" who said he would contact RON BRADY and "see where it was at". He called back to say BRADY would contact me today or tomorrow.
- 4-21-00 RON BRADY called to review problem. He asked that I take the vehicle to a different Subaru dealership. I agreed to take it back to Wentworth Subaru.
- 4-27-00 Appointment w/ Wentworth Subaru in Portland, Oregon. Car left all day.
Demonstrated problem to service advisor.
- 4-28-00 Picked up vehicle at Wentworth Subaru. Problem had not been corrected.
Asked to speak w/ service manager BOB COLLETTE. He was very uncooperative and almost rude. He stated that "they are all like that" referring to all the Subaru Outback wagons on his lot. I asked to speak with Mr. Wentworth, but COLLETTE said Mr. Wentworth would only ask him (COLLETTE) what to do, and he would tell him they had done everything they could. (conversation took place in the presence of Asst. Service Mgr. SEAN SEXTON) After a lengthy and somewhat heated discussion, COLLETTE agreed to speak w/ RON BRADY and DEEN WITT (name may not be spelled correctly) at Subaru. He also stated "DTM" should look at this. He stated BRADY would call me back next week. ("mid week")

- 4-28-00 Called for "DON" at the Subaru Customer Service Hot Line. He was out of the office until "next week." Left message and asked for a return call. No return call ever received.
- 5-1-00 Spoke to receptionist "DENEEN" many times regarding the appropriate supervisor to contact. She was very helpful.
- 5-16 She attempted to connect me w/ DEEN WITT, but she was always out of the office. She gave me direct number, with instructions to call collect: 303-373-7769. Multiple attempts. Messages left on voice mail. No return call.
- 5-16-00 Called back receptionist. Explained WITT would not return phone calls. She stated that even though WITT worked out of the Colorado office, she was in training this entire week at her location, and that she would deliver the message personally. (receptionist DENEEN had just seen WITT prior to our conversation) No call from WITT.
- 5-23-00 Final call to DENEEN. Explained that we had not had a return call from anyone. Very frustrated over multiple attempts to resolve this issue. Expressed our despair and desperation in the entire process. She offered to do an "emergency page" to WITT asking her to contact us. No return call.
- 6-5-00 Call to Oregon Department of Justice, Financial Fraud / Consumer Protection Section to begin complaint process.
- 6-5-00 Call to U.S. Department of Transportation to request safety deficiency reporting forms.
- 6-28-00 Documentation letter to Subaru of America to satisfy final requirement of the State of Oregon "lemon law."
- Copy to Wentworth Subaru, Mr. Wentworth.
- 7-1-00 Consumer Complaint forms filed with State of Oregon.
U.S. DOT safety report filed.

As you can see, we have made every good faith effort to have our vehicle repaired without success. At every turn everyone has treated us very poorly from Subaru, with the exception of your receptionist Deneen.

It is especially ironic that Subaru has such little regard for their customer's safety when they advertise it to be such an important issue. The true colors of a company are typically shown not by their advertising executives, but rather by their customer service after a problem has been identified. It is not my intent to "shoot arrows", nor engage in name calling, but suffice to say that you should be thoroughly embarrassed by the shameful treatment your "customer service" people have displayed.

I can assure you that their rude "ignore them" approach to customer service will not dissuade us from resolving this matter.

If you have any questions, or I can provide further information, please feel free to call.
Thank you.

Sincerely,

A large black rectangular redaction box covers the signature and name of the sender.