

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

156

Date Received

03-AUG-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

866698

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JF1SF655XWH703890	SUBARU TRUCK	FORESTER	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorcyclist ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07463000	Part Name(s) POWER TRAIN:AXLE ASSEMBLY:BEARING:AXLE SHAFT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 01-06-1999 Mileage at Failure(s) 00 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)

DUE TO DEFECTIVE WHEEL BEARING WHICH WENT BAD, IT CAUSED REAR PASSENGER SIDE WHEEL TO LOCK UP WHICH MAY HAVE CAUSED A CRASH. PROBLEM HAPPENED 5 TIMES. DEALER COULD NOT DETERMINE THE CAUSE. PLEASE PROVIDE FURTHER INFORMATION.

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 156 DEFECTS INVESTIGATION Date Received <u>03-AUG-2000</u> Office <u>DEFECTS INVESTIGATION</u> Reference No. <u>866698</u> Work Number <u> </u> Home Number <u> </u>	
OWNER INFORMATION (Type or Print) [Redacted] <u>624635</u>		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. ☒ YES ☐ NO Signature of Owner <u>[Redacted]</u> Date <u>8/15/2000</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
JF1SF655XWH703880	SUBARU TRUCK	FORESTER	1998
Purchase Date	Dealer's Name <u>Anchor Subaru</u>	Engine Size (CID/CC/L)	☐ Turbo ☒ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	City <u>N. Smithfield</u> State <u>RI</u> Zip Code <u>02894</u>	No. Cylinders <u>4</u>	
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
☐ Manual ☒ Automatic	☒ Yes <u>11/16</u>	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes <u>11/16</u>
Drive Train	Vehicle Type	Body Style	
☐ Front ☐ Rear ☒ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☒ Sport Util ☐ Truck ☐ Motorcycle ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 07463000	Part Name(s) POWER TRAIN:AXLE ASSEMBLY:BEARING:AXLE SHAFT <u>Wheel Bearings</u>	Location ☐ Left ☐ Front ☒ Right ☒ Rear	Failed Part(s) ☒ Original ☒ Replacement
No. of Failures <u>5</u>	Date(s) of Failure(s) <u>01-OCT-1999</u> Mileage at Failure(s) <u>30</u> Vehicle Speed at Failure(s) <u> </u>	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	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
DUE TO DEFECTIVE WHEEL BEARING WHICH WENT BAD, IT CAUSED REAR PASSENGER SIDE WHEEL TO LOCK UP WHICH MAY HAVE CAUSED A CRASH. PROBLEM HAPPENED 5 TIMES. DEALER COULD NOT DETERMINE THE CAUSE. PLEASE PROVIDE FURTHER INFORMATION. <u>Right rear wheel bearings failed 5 times between 30,000 miles and 40,000 miles. The first four times, the symptom was a loud hum. The last time, the bearing failed suddenly at about 65 mph. Smoke came out of the wheel and it had to be towed. Probably didn't lock up.</u>			
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