

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 117

Date Received

12-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

872918

 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 on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
FILL IN	SUBARU	LEGACY	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
--	---	--	--	--	---	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000 03250000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Frnt ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 5	Date(s) of Failure(s) 11-JAN-1993 Mileage at Failure(s) 60 Vehicle Speed at Failure(s) 40	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	--------------------------------	---------------------------	---------------------------	---

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

BRAKE ROTORS WOULD BE PULSATING WHEN BRAKES WERE APPLIED. VEHICLE WOULD START TO SHAKE. BRAKES WOULD MAKE GRINDING NOISES. VEHICLE FAILED TO STOP LIKE IT SHOULD WHEN BRAKES WERE IN USE. WOULD NEED TO DRIVE SLOWLY (40MPH) INSTEAD OF 60MPH TO STOP VEHICLE FROM SHAKING. TAKING VEHICLE TO DEALER TO CHECK.*AK

CONTINUED ON BACK

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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Date Received

12-OCT-2000

OFFICE
DEFECTS INVESTIGATIONOd or
rt dt
bd it
up ltr

Reference No.

872918

OWNER INFORMATION (Type or Print)

645975

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorized signature, please print your name and address to the vehicle manufacturer.

Signature of Owner

Date 12/1/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of
windshield on driver's side)

FILL IN 4S3BK4358V731093

Vehicle Make

SUBARU

Vehicle Model

LEGACY

Vehicle Year

1997

Current Odometer Reading

064252

Purchase Date

11 Oct 97

Dealer's Name DONALDSON'S SAYVILLE

Engine Size
(CID/CC/L) 2.2i 2200cc☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☐ New ☒ Used
Demonstrator

City SAYVILLE State N.Y. Zip Code 11782

No Cylinders 4

Transmission Type Antilock Brakes

☐ Manual☒ Yes☒ Automatic☐ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☐ Driverside Airbag☐ 2-Point Belt☐ Passengerside Airbag

Cruise Control

☒ Yes☒ No

Drive Train

☐ Front☐ Rear☐ 4-Wheel

All wheel DR

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Ult☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☒ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

03273000
03260000

Part Name(s)

BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB
BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☒ Replacement

No of Failures

86

Date(s) of Failure(s) 11-JAN-1998

Mileage at Failure(s) 60

Vehicle Speed at Failure(s) 40

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA 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

Ftg

☐ Yes☒ No

Number of Persons Injured

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

☐ Yes☒ No

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

BRAKE ROTORS WOULD BE PULSATING WHEN BRAKES WERE APPLIED. VEHICLE WOULD START TO SHAKE. BRAKES WOULD MAKE GRINDING NOISES. VEHICLE FAILED TO STOP LIKE IT SHOULD WHEN BRAKES WERE IN USE. WOULD NEED TO DRIVE SLOWLY (40MPH) INSTEAD OF 60MPH TO STOP VEHICLE FROM SHAKING. TAKING VEHICLE TO DEALER TO CHECK.*AK

Vibration when applying brakes highway speeds.

CONTINUE ON BACK IF NEEDED

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REPAIR ORDER

YEAR MAKE MODEL COLOR LICENSE

97 SU LEGION RED L#15010E

VEHICLE NUMBER 4538K4358U7311093 10/14/99

DELIVERY DATE 08/21/98

SHIP VIA 900.00

REV EST. 900.00

DATE & TIME INITIATED 08/21/98 13:06

DELIVERED TO JLD JLD

HOME PHONE (516) 981-1739

HOME PHONE (516) 567-5200

QUOT. NO. 11720

DATE 08/21/98

VEHICLE IDENTIFICATION

TAX IDENTIFICATION

P.O. NUMBER

DEL. DLR: 020129

QUANTITY	PART/LABOR DESCRIPTION	UNIT PRICE	EXTENDED PRICE
225	'97 SU LEGACY WAGON RED		
	XU SAS 10/17/03 #A785169		
	CUSTOMER REQUESTS: PERFORM		
	12 MONTH/15K FULL MAINT SERVICE		
	ENGINE OIL FILL 4.5 QUARTS		
	HAZARDOUS WASTE REMOVAL- MAINTENANCE		
1	SU DIELECTRIC BR DET	5.14	5.14
1	SU WASHER SOLVEN DET	3.01	3.01
1	SU ADDITIVE DET	3.78	3.78
1	SU GSKT-DRAIN DET	9.95	9.95
1	SU LEG/IMP DET	19.44	19.44
1	SU ELEMENT DET	2.33	2.33
1	SU PLUG-SPARK DET	33.23	33.23
1	SU FILTER FUE		
	CUSTOMER REPORTS: VIBRATION		
	WHEN APPLYING BRAKES AT		
	HIGHWAY SPEEDS		
	- ROTORS CUT ONCE BEFORE (REAR)		
	FOUND FRONT ROTORS WARPED		
	MACHINE F/ BRAKE ROTORS		
	F/P: LABOR ONLY		
140	AS11-114		
	QAW10		
	CONTINUATION OF REPAIR, LINE 5		
	REAR ROTORS WARPED		
	NYS R/S NUMBER		
	R7036770		

RECEIVE

DATE

TIME

BY

COMM

AMEX

CASH

VISA

MC

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THE SMART CHOICE

Donaldsons SUZUKI
5700 SUNRISE HIGHWAY SAYVILLE, NEW YORK 11782
VW/AUDI/SUBARU/USED CAR SALES

PAHIS (516) 557-9100

HOME PHONE

GUST. NC

Y 11720

HOME PHONE

(6) 981-1739

PART/LABOR DESCRIPTION

(RFSURFACED ONCE BEFORE)
REPLACE REAR BRAKE ROTORS
F/P:

70 8521-204

ROCK 10

PARTS:

2 26710AD020

SU BRAKE DISC

DET

N/C

N/C

N/C



RECEIVED

NYS RIS NUMBER

R7036770

COMMENT: SVC MGR JENNIFER DECESARE-CAR BY DOOR

***** DONALDSONS EMPLOYEES THANK YOU FOR YOUR PATRONAGE *****

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CASH	AMEX
VISA	MC

LABOR..... 162.00
PARTS..... 81.15
BULK FLUIDS..... 11.25
SUBLET PARTS..... 1.00
SUBTOTAL 255.40
FREIGHT..... 18.97
TAX..... 21.00
TOTAL..... 295.37
CA..... 295.37

6415 25.54
CUSTOMER 248.87

INVOICE NO. R65236
PAGE 2 OF 2
STATUS QCHKD DATE 08/21/98 G2

REPAIR ORDER ORIGINAL

VEHICLE NUMBER

453BK4358V7311093

DELIVER 10/16/

REV. EST. 900.00

REV. EST. 900.00

SHIP VIA

DATE & TIME INITIATED

08/21/98 13:06

CUE

009

INVOICE NO.

R65236

98998

12093



THE SMART CHOICE
Donaldsons

INVOICE



5700 SUNRISE HWY (EXIT 50)
- SAYVILLE, NY 11782
SERVICE: (516) 567-9200
PARTS: (516) 567-8100
SALES: (516) 567-6400
NYS R/S # R 7036770

PAGE 1

SERVICE ADVISOR: 147 JENNIFER DESSARE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RFD	1997	SUBARU LEGACY	4S3BK4358V311092	T501DE	31402/31405		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16OCT1997		17OCT2003	14:30 19FEB99		76.00	CASH	19FEB1999
R.O. OPENED		READY		OPTIONS: STK:B687 CLR:020129 1) '97 SC LEGACY			
07:35 19FEB99		12:08 19FEB99		WAGON RED			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER REPORTS: BRAKES PULSATE WHEN APPLIED, ANY SPEED, EVERY TIME
BRAKES APPLIED

CAUSE: EXCESS RUN-OUT

2511-204 REMOVE & REPLACE BOTH FRONT BRAKE ROTORS
9 WS 0.80

(N/C)

2 26316AC060 BRAKE DISC F

(N/C)

A521-114 RESURFACE REAR ROTORS

9 WS 1.40

(N/C)

PO: QAW10 PART#: COUNT:

CLAIM TYPE: SU

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE FRONT BRAKE ROTORS & MACHINE REAR ROTORS.

B OIL CHANGE SERVICE -EXCEPT SPECIALTY \$19.95

C1 OIL CHANGE SERVICE -EXCEPT SPECIALTY \$19.95

9 CS 0.25

1 CS OIL

3.70 3.70

1 C0901 WASHER SOLVENT TOPOFF

14.75 11.25 11.25

1 1112GAA000 GSKT-DRAIN PLUG

1.79 1.00 1.00

1 15208AA060 LEG/IMP OIL FILTER

0.52 0.25 0.25

PARTS: 16.25 LABOR: 3.70 OTHER: 0.00 TOTAL LINE B: 19.95

OIL & FILTER REPLACEMENT COMPLETED

CUSTOMER PAY HAZ WASTE REMOVL FOR REPAIR ORDER

219109
12/04
CCE/28

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PAR	DESCRIPTION	TOTALS
	LABOR AMOUNT	3.70
	PARTS AMOUNT	16.25
	GAS, OIL, LUBE	0.00
	SMILET AMOUNT	0.00
	MISC. CHARGES	1.00
	TOTAL CHARGES	20.95
	LESS INSURANCE	0.00
	SALES TAX	1.73
	PLEASE PAY THIS AMOUNT	22.68

X _____

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98998

7 6 5 2 1


THE SMART CHOICE
Donaldsons

INVOICE

SUBARU



PAGE 1

 5700 SUNRISE HWY (EXIT 50)
 SAYVILLE, NY 11782
 SERVICE: (516) 587-8200
 PARTS: (516) 587-8100
 SALES: (516) 587-8400
 NYS R/S # R 7036770

SERVICE ADVISOR: 714 TOM BACH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	97	SUBARU LEGACY	4S3BK4358V7311093	T501DF	43652/43658		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
15OCT1997		17OCT2003	19:00 29OCT99		76.00	CASH	29OCT1999

 R.O. OPENED: 09:41 29OCT99
 READY: 17:54 29OCT99
 OPTIONS: STK:B687 DLR:020129 1/97 SUB LEGACY
 WAGON RED

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	OIL CHANGE SERVICE -EXCEPT SPECIALTY			\$19.95			
	01 OIL CHANGE SERVICE -EXCEPT SPECIALTY			\$19.95			
	9 CS			0.25		3.70	3.70
	1 OS OIL				14.75	11.25	11.25
	1 00901 WASHER SOLVENT TOPOFF				1.79	1.00	1.00
	1 15208AA060 LEG/IMP OIL FILTER				5.98	3.75	3.75
PARTS:	16.00	LABOR:	3.70	OTHER:	0.00	TOTAL LINE A:	19.70

COMPLETED OIL CHANGE SERVICE

B CUSTOMER REPORTS FRONT BRAKE VIBRATION (WAS HERE FOR THIS PROBLEM IN THE PAST)

CAUSE: EXCESSIVE RUN OUT

B521204 REPLACE REAR BRAKE ROTOS

9 WS 0.70

2 26710AC020 BRAKE DISK R

(N/C)

(N/C)

FC: QCK10

PART#: 26710AC020

COUNT: 2

CLAIM TYPE: PFSWR

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CHECKED AND VERIFIED VIBRATION-REAR BRAKE ROTOR S MECHANICALLY

DEFECTIVE-REPLACE REAR BRAKE ROTORS

C CUSTOMER REPORTS DRIVER SIDE WINDOW WHEN PUT IN THE UP POSITION DOOR

PANEL BULGES OUT

NOREPAIR NO REPAIR REQUIRED OR

PERFORMED-CONDITION IS NORMAL

9 CS 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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 WARRANTY OF MERCHANTABILITY OR FITNESS FOR A
 PARTICULAR PURPOSE. SEE SERVICE MANAGER FOR COPY OF
 WARRANTY. I ACKNOWLEDGE THE COMPLETION OF THE ABOVE
 STATED WORK AND THE RETURN OF MY VEHICLE.

X

PARK	DESCRIPTION	TOTALS
26	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

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98998

7 6 5 2 1


 THE SMART CHOICE
Donaldson

INVOICE

SUBARU

 5700 SUNRISE HWY (EXIT 5)
 SAYVILLE, NY 11782
 SERVICE: (516) 567-9200
 PARTS: (516) 567-8100
 SALES: (516) 567-6400
 NYS R/S # R 7036770

PAGE 2



SERVICE ADVISOR: 714 TOM BACH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAX	
RED	97	SUBARU LEGACY	4S3BK4358V7311093	T501DE	43652/43658		
DEL. DATE	PRQD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16OCT1997		17OCT2003	19:00 29OCT99		76.00	CASH	29OCT1999
R.O. OPENED		READY	OPTIONS: STK:B687 DLR:020129 1/97 SU LEGACY				
09:41 29OCT99		17:54 29OCT99	WAGON RED				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D**	19-NEW YORK STATE EMISSION INSPECTION						
	EI 19-NEW YORK STATE EMISSION INSPECTION						
	9 CSIS 10.30					35.00	35.00
PARTS:	0.00	LABOR:	35.00	OTHER:	0.00	TOTAL LINE D:	35.00

COMPLETED NYS INSP-STKR#13743587 L/F 15/32

E** REPLACE FRONT AND REAR BRAKES

9945 REMOVE AND REPLACE FRONT AND REAR BRAKE PADS

*** LABOR NO CHARGE

9 CS 0.00

1 26296AA062 BRAKE PAD KIT R

68.75

68.75

68.75

1 26296AC021 BRAKE PAD KIT F

68.75

68.75

68.75

PARTS: 137.50 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 137.50

F** LINE B CONTINUED-BRAKE VIBRATION

CAUSE: EXCESSIVE RUN OUT

A511114 RESURFACE FRONT BRAKE ROTORS (ON VEHICLE)

9 WS 1.40

(N/C)

FC: QAG10

PART#: LABOR ONLY

COUNT:

CLAIM TYPE: PTSWR

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

 EXCESSIVE RUN OUT IN FRONT BRAKE ROTORS- RESURFACE FRONT BRAKE ROTORS
 ON VEHICLE

CUSTOMER PAY HAZ WASTE REMOVL FOR REPAIR ORDER

1.00

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 WARRANTY. I ACKNOWLEDGE THE COMPLETION OF THE ABOVE
 STATED WORK AND THE RETURN OF MY VEHICLE.

X

PART

DESCRIPTION

TOTALS

LABOR AMOUNT 38.70

PARTS AMOUNT 153.50

GAS, OIL, LUBE 0.00

SUBLET AMOUNT 0.00

MISC. CHARGES 1.00

TOTAL CHARGES 193.20

LESS INSURANCE 0.00

SALES TAX 12.97

PLEASE PAY THIS AMOUNT

206.17

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98998

84760



THE SMART CHOICE
Donaldsons

INVOICE

SUBARU



5700 SUNRISE HWY (EXIT 50)
SAYVILLE, NY 11782
SERVICE: (516) 567-9200
PARTS: (516) 567-8100
SALES: (516) 567-6400
NYS R/S # R 7036770

PAGE 1

SERVICE ADVISOR: 680 CHRIS HARRISON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OLT	TAG	
RED	97	SUBARU LEGACY	483BK4358V7311093	2501DE	55823/55810		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
16OCT1997		17OCT2003	17:00 10APR00		76.00	CASH	10APR2000
R.O. OPENED		READY	OPTIONS: STK:B687 DLR:020129 1) '97 SU LEGACY				
			WAGON RFD				
07:08 10APR00		16:31 10APR00					
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL	

A CUST REPORTS; WHEN BRAKES ARE APPLIED, VIBRATION CAN BE FELT IN BRAKE PEDAL

CAUSE: FRONT ROTORS HAVE EXCESSIVE LATERAL RUN OUT.
B511-204 REMOVE & REPLACE BOTH FRONT BRAKE ROTORS

8 WS 0.80
2 26310AC060 BRAKE DISK F

FC: QAW10

PART#: 26310AC060

COUNT: 2

CLAIM TYPE: WS

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CONFIRMED CONDITION, PERFORMED BRAKE INSPECTION FOUND FRONT ROTORS HAVE EXCESSIVE RUN OUT, CONTACT SUBARU OTS, AS PER INSTRUCTED, REMOVED AND REPLACED FRONT BRAKE ROTORS

~~***** THE LAST CUSTOMER ASSISTANCE *****~~

3** OIL CHANGE SERVICE -EXCEPT SPECIALTY \$19.95

01 OIL CHANGE SERVICE -EXCEPT SPECIALTY \$19.95

6 CS 0.25		3.70	3.70
1 OS OIL	14.75	11.25	11.25
1 C0907 WASHER SOLVENT TOPOFF	1.79	1.00	1.00
1 11126AA300 GSKT-DRAIN PLUG	0.52	0.25	0.25
1 15208AA060 LEG/IMP OIL FILTER	5.98	3.75	3.75

PARTS: 16.25 LABOR: 3.70 OTHER: 0.00 TOTAL LINE B: 19.95

COMPLETED OIL CHANGE AND FILTER SERVICE

CUSTOMER PAY HAZ WASTE REMOVL FOR REPAIR ORDER

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	3.70
PARTS AMOUNT	16.25
ASE. OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	20.95
LESS INSURANCE	0.00
SALES TAX	1.65
PLEASE PAY THIS AMOUNT	22.60

CUSTOMER COPY