

# ***Consumer information and Reporting safety defects***

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## For U.S.A.

The following information has been compiled according to Code of Federal Regulations "Title 49, Part 575".

## Tire information

### ■ Tire labeling

Many markings (e.g. Tire size, Tire Identification Number or TIN) are placed on the sidewall of a tire by tire manufacturers. These markings can provide you with useful information on the tire.

### ▼ Tire size

Your vehicle comes equipped with P-Metric tire size. It is important to understand the sizing system in selecting the proper tire for your vehicles. Here is a brief review of the tire sizing system with a breakdown of its individual elements.

### ▽ P Metric

With the P-Metric system, Section Width is measured in millimeters. To convert millimeters into inches, divide by 25.4. The Aspect Ratio (Section Height divided by Section Width) helps provide more dimensional information about the tire size.

## Example:

<b>P</b>	<b>205</b>	<b>/</b>	<b>55</b>	<b>R</b>	<b>16</b>
(1)	(2)		(3)	(4)	(5)

(1) P = Certain tire type used on light duty vehicles such as passenger cars

(2) Section Width in millimeters

(3) Aspect Ratio (= section height ÷ section width).

(4) R = Radial Construction

(5) Rim diameter in inches

### ▽ Load and Speed Rating Descriptions

The load and speed rating descriptions will appear following the size designation.

They provide two important facts about the tire. First, the number designation is its load index. Second, the letter designation indicates the tire's speed rating.

**Example:**

**P 205 / 55 R 16 89 V**  
 Size designation (6) (7)

(6) Load Index: A numerical code which specifies the maximum load a tire can carry at the speed indicated by its speed symbol, at maximum inflation pressure.

For example, "90" means 1,323 lbs (600 kg), "89" means 1,278 lbs (580 kg).

**WARNING**

**Load indices apply only to the tire, not to the vehicle. Putting a load rated tire on any vehicle does not mean the vehicle can be loaded up to the tire's rated load.**

(7) Speed Rating: An alphabetical system describing a tire's capability to travel at established and predetermined speeds.

For example, "V" means 149 mph (240 km/h)

**WARNING**

- **Speed ratings apply only to the tire, not to the vehicle. Putting a speed rated tire on any vehicle does not mean the vehicle can be operated at the tire's rated speed.**
- **The speed rating is void if the tires are worn out, damaged, repaired, retreaded, or otherwise altered from their original condition. If tires are repaired, retreaded, or otherwise altered, they may not be suitable for original equipment tire designed loads and speeds.**

▼ **Tire Identification Number (TIN)**

Tire Identification Number (TIN) is marked on the intended outboard sidewall. The TIN is composed of four groups. Here is a brief review of the TIN with a breakdown of its individual elements.

**DOT XX XX XXX XXXX**  
 (1) (2) (3) (4)

(1) Manufacturer's Identification Mark

(2) Tire Size

(3) Tire Type Code

(4) Date of Manufacture

The first two figures identify the week, starting with "01" to represent the first full week of the calendar year; the second two figures represent the year. For example, 0101 means the 1st week of 2001.

▼ **Other markings**

The following markings are also placed on the sidewall.

▽ **Maximum permissible inflation pressure**

The maximum cold inflation pressure to which this tire may be inflated. For example, "300 kPa (44 PSI) MAX. PRESS"

### ▽ Maximum load rating

The load rating at the maximum permissible weight load for this tire. For example, "MAX. LOAD 580 kg (1279 LBS) @ 300 kPa (44 PSI) MAX. PRESS."



### WARNING

**Maximum load rating applies only to the tire, not to the vehicle. Putting a load rated tire on any vehicle does not mean the vehicle can be loaded up to the tire's rated load.**

### ▽ Construction type

Applicable construction of this tire. For example, "TUBELESS STEEL BELTED RADIAL"

### ▽ Construction

The generic name of each cord material used in the plies (both sidewall and tread area) of this tire. For example, "PLIES: TREAD 2

STEEL + 2 POLYESTER SIDE-WALL 2 POLYESTER"

### ▽ Uniform Tire Quality Grading (UTQG)

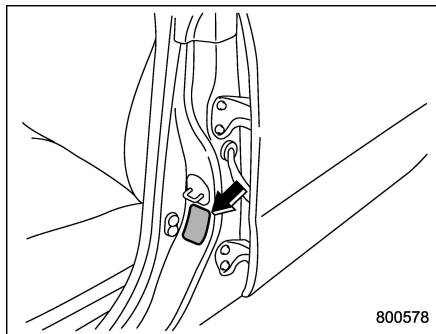
For details, refer to "Uniform tire quality grading standards" 13-15.

### ■ Recommended tire inflation pressure

#### ▼ Recommended cold tire inflation pressure

For recommended cold tire inflation pressure for your vehicle's tires, refer to "Tires" 12-10.

#### ▼ Vehicle placard



The vehicle placard is attached to the driver's side door pillar.

### Example:

## TIRE AND LOADING INFORMATION RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT

SEATING CAPACITY / TOTAL X FRONT X REAR X  
NOMBRE DE PLACES / AVANT X ARRIERE X

The combined weight of occupants and cargo should never exceed XXXkg or XXXlbs.  
Le poids total des occupants et du chargement ne doit jamais dépasser XXXkg ou XXXlbs.

TIRE PNEU	SIZE DIMENSIONS	COLD TIRE PRESSURE PRESSION DES PNEUS A FROID
FRONT AVANT	PXXX/XXRXX	XXXKPA, XXPSI
REAR ARRIERE	PXXX/XXRXX	XXXKPA, XXPSI
SPARE DE SECOURS	TXXX/XXDXX	XXXKPA, XXPSI

SEE OWNER'S  
MANUAL FOR  
ADDITIONAL  
INFORMATION

VOIR LE MANUEL  
DE L'USAGER  
POUR PLUS DE  
RENSEIGNEMENTS

D00155

D00155

The vehicle placard shows original tire size, recommended cold tire inflation pressure on each tire at maximum loaded vehicle weight, seating capacity and loading information.

#### ▼ Adverse safety consequences of under-inflation

Driving at high speeds with excessively low tire pressures can cause the tires to flex severely and to rapidly become hot. A sharp in-

crease in temperature could cause tread separation, and failure of the tire(s). Possible resulting loss of vehicle control could lead to an accident.

▼ **Measuring and adjusting air pressure to achieve proper inflation**

Check and, if necessary, adjust the pressure of each tire (including the spare) at least once a month and before any long journey. Check the tire pressures when the tires are cold. Use a pressure gauge to adjust the tire pressures to the specific values. Driving even a short distance warms up the tires and increases the tire pressures. Also, the tire pressures are affected by the outside temperature. It is best to check tire pressure outdoors before driving the vehicle. When a tire becomes warm, the air inside it expands, causing the tire pressure to increase. Be careful not to mistakenly release air from a warm tire to reduce its pressure.

■ **Glossary of tire terminology**

● **Accessory weight**

The combined weight (in excess of those standard items which may be replaced) of automatic transmission, power steering, power brakes, power windows, power seats, radio, and heater, to the extent that these items are available as factory-installed equipment (whether installed or not).

● **Bead**

The part of the tire that is made of steel wires, wrapped or reinforced by ply cords and that is shaped to fit the rim.

● **Bead separation**

A breakdown of the bond between components in the bead.

● **Bias ply tire**

A pneumatic tire in which the ply cords that extend to the beads are laid at alternate angles substantially less than 90 degrees to the centerline of the tread.

● **Carcass**

The tire structure, except tread and

sidewall rubber which, when inflated, bears the load.

● **Chunking**

The breaking away of pieces of the tread or sidewall.

● **Cold tire pressure**

The pressure in a tire that has been driven less than 1 mile or has been standing for three hours or more.

● **Cord**

The strands forming the plies in the tire.

● **Cord separation**

The parting of cords from adjacent rubber compounds.

● **Cracking**

Any parting within the tread, sidewall, or inner liner of the tire extending to cord material.

● **Curb weight**

The weight of a motor vehicle with standard equipment including the maximum capacity of fuel, oil and coolant, and if so equipped, air conditioning and additional weight optional engine.

- **Extra load tire**

A tire designed to operate at higher loads and higher inflation pressure than the corresponding standard tire.

- **Groove**

The space between two adjacent tread ribs.

- **Innerliner**

The layer(s) forming the inside surface of a tubeless tire that contains the inflating medium within the tire.

- **Innerliner separation**

The parting of the innerliner from cord material in the carcass.

- **Intended outboard sidewall**

(1) The sidewall that contains a whitewall, bears white lettering or bears manufacturer, brand, and/or model name molding that is higher or deeper than the same molding on the other sidewall of the tire, or

(2) The outward facing sidewall of an asymmetrical tire that has a particular side that must always face outward when mounting on

a vehicle.

- **Light truck (LT) tire**

A tire designated by its manufacturer as primarily intended for use on lightweight trucks or multipurpose passenger vehicles.

- **Load rating**

The maximum load that a tire is rated to carry for a given inflation pressure.

- **Maximum inflation pressure**

The maximum cold inflation pressure to which a tire may be inflated.

- **Maximum load rating**

The load rating for a tire at the maximum permissible inflation pressure for that tire.

- **Maximum loaded vehicle weight**

The sum of:

- (a) Curb weight
- (b) Accessory weight
- (c) Vehicle capacity weight
- (d) Production options weight

- **Maximum permissible inflation pressure**

The maximum cold inflation pressure to which a tire may be inflated.

- **Measuring rim**

The rim on which a tire is fitted for physical dimension requirements.

- **Normal occupant weight**

150 lbs (68 kg) times the number of occupants specified in the second column of Table 1 that is appended to the end of this section.

- **Occupant distribution**

Distribution of occupants in a vehicle as specified in the third column of Table 1 that is appended to the end of this section.

- **Open splice**

Any parting at any junction of tread, sidewall, or innerliner that extends to cord material.

- **Outer diameter**

The overall diameter of an inflated new tire.

- **Overall width**

The linear distance between the exteriors of the sidewalls of an inflated tire, including elevations due to labeling, decorations, or protective bands or ribs.

- **Passenger car tire**

A tire intended for use on passenger cars, multipurpose passenger vehicles, and trucks, that have a gross vehicle weight rating (GVWR) of 10,000 lbs (4,535 kg) or less.

- **Ply**

A layer of rubber-coated parallel cords.

- **Ply separation**

A parting of rubber compound between adjacent plies.

- **Pneumatic tire**

A mechanical device made of rubber, chemicals, fabric and steel or other materials, that, when mounted on an automotive wheel, provides the traction and contains the gas or fluid that sustains the load.

- **Production options weight**

The combined weight of those installed regular production options weighing over 5.1 lbs (2.3 kg) in excess of those standard items which they replace, not previously considered in curb weight or acces-

sory weight, including heavy duty brakes, ride levelers, roof rack, heavy duty battery, and special trim.

- **Radial ply tire**

A pneumatic tire in which the ply cords that extend to the beads are laid at substantially 90 degrees to the centerline of the tread.

- **Recommended inflation pressure**

The cold inflation pressure recommended by a vehicle manufacturer.

- **Reinforced tire**

A tire designed to operate at higher loads and at higher inflation pressures than the corresponding standard tire.

- **Rim**

A metal support for a tire or a tire and tube assembly upon which the tire beads are seated.

- **Rim diameter**

Nominal diameter of the bead seat.

- **Rim size designation**

Rim diameter and width.

- **Rim type designation**

The industry of manufacturer's designation for a rim by style or code.

- **Rim width**

Nominal distance between rim flanges.

- **Section width**

The linear distance between the exteriors of the sidewalls of an inflated tire, excluding elevations due to labeling, decoration, or protective bands.

- **Sidewall**

That portion of a tire between the tread and bead.

- **Sidewall separation**

The parting of the rubber compound from the cord material in the sidewall.

- **Test rim**

The rim on which a tire is fitted for testing, and it may be any rim listed as appropriate for use with that tire.

- **Tread**

That portion of a tire that comes into contact with the road.

- **Tread rib**

A tread section running circumferentially around a tire.

- **Tread separation**

Pulling away of the tread from the tire carcass.

- **Treadwear indicators (TWI)**

The projections within the principal grooves designed to give a visual indication of the degrees of wear of the tread.

- **Vehicle capacity weight**

The rated cargo and luggage load plus 150 lbs (68 kg) times the vehicle's designated seating capacity.

- **Vehicle maximum load on the tire**

Load on an individual tire that is determined by distributing to each axle its share of the maximum loaded vehicle weight and dividing by two.

- **Vehicle normal load on the tire**

Load on an individual tire that is determined by distributing to each axle its share of the curb weight, accessory weight, and normal oc-

cupant weight (distributed in accordance with Table 1 that is appended to the end of this section) and dividing by 2.

- **Wheel-holding fixture**

The fixture used to hold the wheel and tire assembly securely during testing.



Table 1 — Occupant loading and distribution for vehicle normal load for various designated seating capacities

Designated seating capacity, number of occupants	Vehicle normal load, number of occupants	Occupant distribution in a normally loaded vehicle
2 through 4	2	2 in front.
5 through 10	3	2 in front, 1 in second seat.
11 through 15	5	2 in front, 1 in second seat, 1 in third seat, 1 in fourth seat.
16 through 22	7	2 in front, 2 in second seat, 2 in third seat, 1 in fourth seat.

### ■ **Tire care – maintenance and safety practices**

- Check on a daily basis that the tires are free from serious damage, nails, and stones. At the same time, check the tires for abnormal wear.
- Inspect the tire tread regularly and replace the tires before their tread wear indicators become visible. When a tire's tread wear indicator becomes visible, the tire is worn beyond the acceptable limit and must be replaced immediately. With a tire in this condition, driving at even low speeds in wet weather can cause the vehicle to hydroplane. Possible resulting loss of vehicle control can lead to an accident.
- To maximize the life of each tire and ensure that the tires wear uniformly, it is best to rotate the tires every 7,500 miles (12,000 km). For information about the tire rotation order, refer to "Tire rotation" 9-11-28. Replace any damaged or unevenly worn tires at the time of

rotation. After tire rotation, adjust the tire pressures and make sure the wheel nuts are correctly tightened. For information about the tightening torque and tightening sequence for the wheel nuts, refer to "Flat tires" 9-5.

### ■ **Vehicle load limit – how to determine**

The load capacity of your vehicle is determined by weight, not by available cargo space. The load limit of your vehicle is shown on the vehicle placard attached to the driver's side door pillar. Locate the statement "The combined weight of occupants and cargo should never exceed XXX kg or XXX lbs" on your vehicle's placard.

The vehicle placard also shows seating capacity of your vehicle.

The total load capacity includes the total weight of driver and all passengers and their belongings, any cargo, any optional equipment such as a trailer hitch, roof rack or bike

carrier, etc., and the tongue load of a trailer. Therefore cargo capacity can be calculated by the following method.

Cargo capacity = Load limit – (total weight of occupants + total weight of optional equipment + tongue load of a trailer (if applicable))

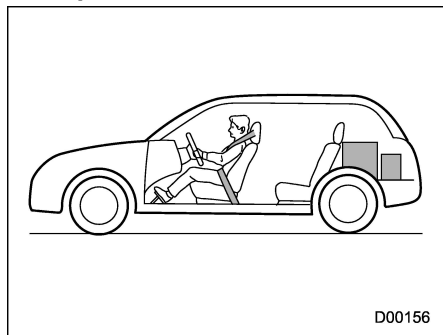
For information about vehicle loading, refer to "Loading your vehicle" 8-12.

For information about towing capacity and weight limits, refer to "Trailer towing" 8-19.

### ▼ Calculating total and load capacities varying seating configurations

Calculate the available load capacity as shown in the following examples:

#### Example 1A



Vehicle capacity weight of the vehicle is 900 lbs (408 kg), which is indicated on the vehicle placard with the statement "The combined weight of occupants and cargo should never exceed 900 lbs or 408 kg".

For example, if the vehicle has one

occupant weighing 154 lbs (70 kg) plus cargo weighing 662 lbs (300 kg).

1. Calculate the total weight.

#### **Total weight**

$$= \frac{154 \text{ lbs (70 kg)}}{\text{(Occupant)}} + \frac{662 \text{ lbs (300 kg)}}{\text{(Cargo)}}$$

$$= \mathbf{816 \text{ lbs (370 kg)}}$$

2. Calculate the available load capacity by subtracting the total weight from the vehicle capacity weight of 900 lbs (408 kg).

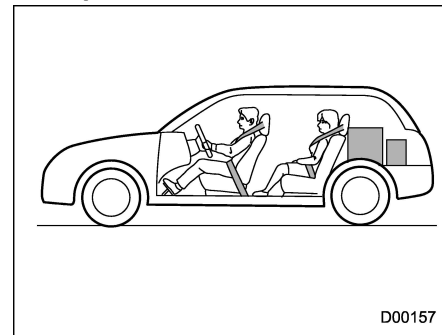
#### **Available Load Capacity**

$$= \frac{900 \text{ lbs (408 kg)}}{\text{(Vehicle capacity weight)}} - \frac{816 \text{ lbs (370 kg)}}{\text{(Total weight)}}$$

$$= \mathbf{84 \text{ lbs (38 kg)}}$$

3. The result of step 2 shows that a further 84 lbs (38 kg) of cargo can be carried.

#### Example 1B



For example, if a person weighing 176 lbs (80 kg) now enters the same vehicle (bringing the number of occupants to two), the calculations are as follows.

1. Calculate the total weight.

#### **Total weight**

$$= \frac{154 \text{ lbs (70 kg)}}{\text{(Occupant)}} + \frac{176 \text{ lbs (80 kg)}}{\text{(Occupant)}}$$

$$+ \frac{662 \text{ lbs (300 kg)}}{\text{(Cargo)}}$$

$$= \mathbf{992 \text{ lbs (450 kg)}}$$

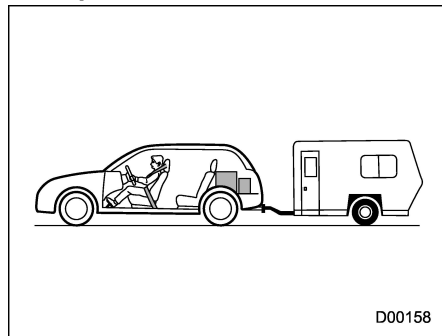
2. Calculate the available load capacity.

**Available Load Capacity**

$$= \frac{900 \text{ lbs (408 kg)}}{\text{(Vehicle capacity weight)}} - \frac{992 \text{ lbs (450 kg)}}{\text{(Total weight)}}$$

$$= -92 \text{ lbs (-42 kg)}$$

3. The total weight now exceeds the capacity weight by 92 lbs (42 kg), so the cargo weight must be reduced by 92 lbs (42 kg) or more.

**Example 2A**

Vehicle capacity weight of the vehicle is 900 lbs (408 kg), which is indicated on the vehicle placard

with the statement "The combined weight of occupants and cargo should never exceed 408 kg or 900 lbs".

For example, the vehicle has one occupant weighing 165 lbs (75 kg) plus cargo weighing 375 lbs (170 kg). In addition, the vehicle is fitted with a trailer hitch weighing 22 lbs (10 kg), to which is attached a trailer weighing 1,764 lbs (800 kg). 10% of the trailer weight is applied to the trailer tongue (i.e. Tongue load = 176 lbs (80 kg)).

1. Calculate the total weight.

**Total weight**

$$= \frac{165 \text{ lbs (75 kg)}}{\text{(Occupant)}} + \frac{375 \text{ lbs (170 kg)}}{\text{(Cargo)}}$$

$$+ \frac{22 \text{ lbs (10 kg)}}{\text{(Trailer hitch)}} + \frac{176 \text{ lbs (80 kg)}}{\text{(Tongue load)}}$$

$$= 738 \text{ lbs (335 kg)}$$

2. Calculate the available load capacity.

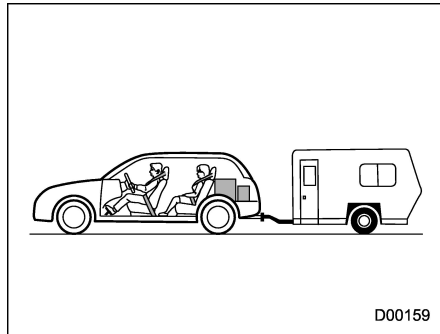
**Available Load Capacity**

$$= \frac{900 \text{ lbs (408 kg)}}{\text{(Vehicle capacity weight)}} - \frac{738 \text{ lbs (335 kg)}}{\text{(Total weight)}}$$

$$= 162 \text{ lbs (73 kg)}$$

3. The result of step 2 shows that a further 162 lbs (73 kg) of cargo can be carried.

## Example 2B



For example, if a person weighing 143 lbs (65 kg) and a child weighing 40 lbs (18 kg) now enter the same vehicle (bringing the number of occupants to three), and a child restraint system weighing 11 lbs (5 kg) is installed in the vehicle for the child to use, the calculations are as follows.

1. Calculate the total weight.

### Total weight

$$\begin{aligned}
 &= \frac{165 \text{ lbs (75 kg)} + 143 \text{ lbs (65 kg)}}{\text{(Occupant)}} \\
 &+ \frac{40 \text{ lbs (18 kg)}}{\text{(Occupant)}} \\
 &+ \frac{11 \text{ lbs (5 kg)}}{\text{(Child restraint)}} + \frac{375 \text{ lbs (170 kg)}}{\text{(Cargo)}} \\
 &+ \frac{22 \text{ lbs (10 kg)}}{\text{(Trailer hitch)}} + \frac{176 \text{ lbs (80 kg)}}{\text{(Tongue load)}} \\
 &= \mathbf{932 \text{ lbs (423 kg)}}
 \end{aligned}$$

2. Calculate the available load capacity.

### Available Load Capacity

$$\begin{aligned}
 &= \frac{900 \text{ lbs (408 kg)}}{\text{(Vehicle capacity weight)}} - \frac{932 \text{ lbs (423 kg)}}{\text{(Total weight)}} \\
 &= \mathbf{-32 \text{ lbs (-15 kg)}}
 \end{aligned}$$

3. The total weight now exceeds the capacity weight by 32 lbs (15 kg), so the cargo weight must be reduced by 32 lbs (15 kg) or more.

## ■ Determining compatibility of tire and vehicle load capacities

The sum of four tires' maximum load ratings must exceed the maximum loaded vehicle weight ("GVWR"). In addition, sum of the maximum load ratings of two front tires and of two rear tires must exceed each axle's maximum loaded capacity ("GAWR"). Original equipment tires are designed to fulfill those conditions.

The maximum loaded vehicle weight is referred to Gross Vehicle Weight Rating (GVWR). And each axle's maximum loaded capacity is referred to Gross Axle Weight Rating (GAWR). The GVWR and each axle's GAWR are shown on the vehicle certification label located at the bottom of driver's side door pillar.

The GVWR and front and rear GAWRs are determined by not only the maximum load rating of tires but also loaded capacities of the vehi-

cle's suspension, axles and other parts of the body.

Therefore, this means that the vehicle cannot necessarily be loaded up to the tire's maximum load rating on the tire sidewall.

### ■ **Adverse safety consequences of overloading on handling and stopping and on tires**

Overloading could affect vehicle handling, stopping distance, and vehicle and tire performance in the following ways. This could lead to an accident and possibly result in severe personal injury.

- Vehicle stability will deteriorate.
- Heavy and/or high-mounted loads could increase the risk of rollover.
- Stopping distance will increase.
- Brakes could overheat and fail.
- Suspension, bearings, axles and other body parts could break or experience accelerated wear that will shorten vehicle life.

- Tires could fail.
- Tread separation could occur.
- Tire could separate from its rim.

### ■ **Steps for Determining Correct Load Limit**

1. Locate the statement "The combined weight of occupants and cargo should never exceed XXX kg or XXX lbs." on your vehicle's placard.
2. Determine the combined weight of the driver and passengers that will be riding in your vehicle.
3. Subtract the combined weight of the driver and passengers from XXX kg or XXX lbs.
4. The resulting figure equals the available amount of cargo and luggage load capacity. For example, if the "XXX" amount equals 1400 lbs. and there will be five 150 lb passengers in your vehicle, the amount of available cargo and luggage load capacity is 650 lbs.  $(1400 - 750 (5 \times 150) = 650 \text{ lbs.})$
5. Determine the combined weight

of luggage and cargo being loaded on the vehicle. That weight may not safely exceed the available cargo and luggage load capacity calculated in Step 4.

6. If your vehicle will be towing a trailer, load from your trailer will be transferred to your vehicle. Consult this manual to determine how this reduces the available cargo and luggage load capacity of your vehicle.

## Uniform tire quality grading standards

This information indicates the relative performance of passenger car tires in the area of treadwear, traction, and temperature resistance. This is to aid the consumer in making an informed choice in the purchase of tires.

Quality grades can be found where applicable on the tire sidewall between tread shoulder and maximum section width. For example:

### **Treadwear 200 Traction AA Temperature A**

The quality grades apply to new pneumatic tires for use on passenger cars. However, they do not apply to deep tread, winter type snow tires, space-saver or temporary use spare tires, tires with nominal rim diameters of 12 inches or less, or to some limited production tires.

All passenger car tires must con-

form to Federal Safety Requirements in addition to these grades.

### ■ **Treadwear**

The treadwear grade is a comparative rating based on the wear rate of the tire when tested under controlled conditions on a specified government test course.

For example, a tire graded 150 would wear one and one-half (1-1/2) times as well on the government course as a tire graded 100. The relative performance of tires depends upon the actual conditions of their use, however, and may depart significantly from the norm due to variations in driving habits, service practices and differences in road characteristics and climate.

### ■ **Traction AA, A, B, C**

The traction grades, from highest to lowest, are AA, A, B and C. Those grades represent the tire's ability to stop on wet pavement as measured under controlled conditions on spe-

cified government test surfaces of asphalt and concrete. A tire marked C may have poor traction performance.



### **WARNING**

**The traction grade assigned to this tire is based on straight-ahead braking traction tests, and does not include acceleration, cornering, hydroplaning, or peak traction characteristics.**

### ■ **Temperature A, B, C**

The temperature grades are A (the highest), B, and C, representing the tire's resistance to the generation of heat and its ability to dissipate heat when tested under controlled conditions on a specified indoor laboratory test wheel. Sustained high temperature can cause the material of the tire to degenerate and reduce tire life, and excessive temperature can lead to sudden tire failure. The

grade C corresponds to a level of performance which all passenger car tires must meet under the Federal Motor Vehicle Safety Standard No. 109. Grades B and A represent higher levels of performance on the laboratory test wheel than the minimum required by law.



**WARNING**

**The temperature grade for this tire is established for a tire that is properly inflated and not overloaded. Excessive speed, underinflation, or excessive loading, either separately or in combination, can cause heat buildup and possible tire failure.**

## **Reporting safety defects (U.S.A.)**

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Subaru of America, Inc.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Subaru of America, Inc. To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153); go to <http://www.safercar.gov>; or write to: Administrator, NHTSA, 1200 New Jersey Avenue, SE, West Building, Washing-

ton, DC 20590. You can also obtain other information about motor vehicle safety from <http://www.safercar.gov>.