



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received: 17-DEC-2002 5:01

Repository

Reference No.
10001103

OFFICE DEFECTS INVESTIGATION

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City MIAMI

State FL

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

YES

NO Do not provide my name. Only the report

Signature of Owner

Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of instrument panel or on the door)
J8MS31H01P012938

Make MITSUBISHI

Model MONTERO SPORT

Model Year 2000-2001

Date Purchased 18-Sept.-2000

Dealer's Name and Telephone Number Bill Seidler's Mitsubishi

Engine: No. Cylinders

Fuel Type:

Original Owner

Dealer's City Miami

State FL

Zip Code 33183

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code 060000 ENGINE AND ENGINE COOLING

Cruise Control

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-DEC-2002

Failure Mileage

Failure Speed 60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING ABOUT 10 MPH ON THE HOV LANE. THE VEHICLE SHUT DOWN WITHOUT PRIOR WARNING PLEASE FILL IN ADDITIONAL INFORMATION DEALER IS AWARE OF THE PROBLEM. TS

When coming to a stop or while stopped or in park vehicle stalls out w/o warning. Sometimes the car turns back on, sometimes it does not. The manufacturer refuses to try to continue to fix the problem. I have reported the problem to manufacturer + dealer. They cannot & will not fix the car.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

This problem has occurred regularly (once or twice / month) for the past 28 months. The dealer paid (Doug Milton, Service Mgr.) that they can only fix the car to run 30 days at a time. They now refuse to fix the car at all. They said they are not in the business of losing money (John Hackworth, factory rep. Mitsubishi). I have left several messages for John Hackworth + David Jayal, I have not heard from either one of them. They said they may lease me another car for a new lease period. They refuse to give me my money back or replace the car for the same car for the remainder of the lease + they refuse to fix the car if I eventually have a. Sometimes they deny the existence of the problem, sometimes they say it's a common problem called "Refresh!" No one will give me a straight answer. ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



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IF MAILED
IN THE
UNITED STATES

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U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



U.S. Department of Transportation
National Highway Traffic Safety
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http://www.nhtsa.dot.gov/qa



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and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE



**VEHICLE
OWNER'S**