



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 1367

Date Received

Repository ☐

2003 OCT - 1 PM 10:24
01-AUG-2003

Reference No.
10031819

OWNER INFORMATION (Type or Print)

Name

Address

City

BOURBON

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 8/18/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4A3AK44YXWE020058

Make
MITSUBISHI

Model
ECLIPSE GS

Model Year
1998

Date Purchased

7/26/02

Dealer's Name and Telephone Number

The Car Company

Engine: 2.0L
No. Cylinders

Fuel Type:
unleaded

Original Owner

☐

Dealer's City

Warsaw

State

IN

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

D61100 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

7/2/03

Failure Mileage

55000
MI

Failure Speed

8/4/03

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: DOTM15ABC036)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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 HAVING VEHICLE SERVICED DEALERSHIP INDICATED THAT ENGINE HEAD GASKET HAD A OIL LEAK AND NEEDED TO BE REPLACED. COMMON PROBLEM. *AK OIL

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

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

I bought my 1998 Mitsubishi Eclipse GS on July 26, 2002. In November 2002, I had the oil changed for the first time and everything seemed to be going good until November 20, 2002 when my oil light came on. I immediately, I pulled over, turned my car off and walked around it. Just as I did, all the oil poured out from under my car. I was sure it was the head gasket due to paperwork the previous owner left in the car from her mechanic who detected a possible head gasket leak in October 2001. I'd turned out that the wrong oil filter was on my car. From that incident, I ended up w/ a sticky filter that was off track in my engine from the oil pouring out, so my mechanic put oil in my car w/ the right filter and added sealant for the filter. My car was @ 45,446 miles. On June 27, 2003, I called Mitsubishi Motor Sales and found out I had a recall on the lower lateral ball joint. I made an appt. that day w/ Husky Jeep in Mishawaka, IN for July 2, 2003. My car was @ 55,878 miles. While fixing the ball joints, the mechanic @ Mitsubishi

(cont.)

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov>

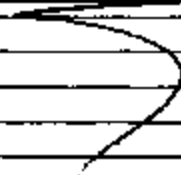
(cont)

found my head gasket had a slow leak in it. He said it was leaking a teaspoon of oil a day and it was leaking while I was driving. Since the bottom of my car had oil drops on the way to the back of it. The mechanic told me that Mitsubishi has had a lot of problems with head gaskets on Eclipse and they've had to re-design them 3-4 times to get it right. I asked him if I'd have to pay for a new head gasket in another five years. He said the newly re-designed ones would last a lifetime. He told me that Mitsubishi would put in a new head gasket for \$1000. Parts would be \$200 and labor would be \$800. Instead, I took my car to a different mechanic who could do it for cheaper.

I have included some previous paperwork that documents the head gasket leak. On the paperwork numbered 1, the mechanic noted a possible head gasket leak in October of 2001. My car was only 3 years old @ that time. Paperwork #2 was from the Mitsubishi dealer when they found the head gasket leak. Paperwork #3 is from the mechanic who did my new head gasket.

I find this whole head gasket thing unfair. The certified mechanic from Mitsubishi stood there and told me that it took them awhile to come up with the right head gasket for my kind of car. And now that they've re-designed one that works, it's my responsibility to pay for it to me right and the way it should've been five years ago when it was made. This isn't fair to me or other Mitsubishi customers who have paid this large bill for the compensation on mistake. These problems shouldn't even ~~to~~ have started within the past 2 years for a car with such low mileage. Thank you so much for your time. I really appreciate it.

Sincerely,



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**