



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 100079

Date Received

Repository ☐

2003 NOV 12 PM 7:14
26-SEP-2003

Reference No.
10040772

OWNER INFORMATION (Type or Print)

Name

Address

City RALEIGH

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

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: [Signature] Date: 11/12/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on owner's side

Make

MITSUBISHI

Model

DIAMANTE

Model Year

2000

Date Purchased

Nov. 1999

Dealer's Name and Telephone Number

Durham Mitsubishi

Engine:

Letta Mitsubishi

Engine:

No. Cylinders

Fuel Type:

GAS

Original Owner

Dealer's City

Durham

State

NC

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code:

136120 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: WINDSHIELD: H

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

26-SEP-2003

Failure Mileage

80000

Failure Speed

N/A

O-Ring Seal on heater core

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: DOTM19A8C036)

☐ 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).

DEALER REPLACED THE HEATER CORE AT 37,000 MILES, AND AT 80,000 MILES THE HEATER CORE FAILED AGAIN. CONSUMER FOUND TWO TECHNICAL SERVICE BULLETINS PERTAINING TO THIS PROBLEM. *AK

* There are complaints reported on your website for this same problem - /at under defrost mal function.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the Federal 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)

On two separate occasions within this vehicle the heater core has failed. In both of these incidents the windshield became fogged on the interior and the defrost failed to clear it. Apparently, and according to the repairing dealer (Leith Mitsubishi) the O ring on the seal has failed. When this occurs anti-freeze leaks and is leaked onto different parts of the engine. It is leaked onto the evaporator seeps into the vents and onto the windshield. One safety hazard occurs here due to occlusion that can't be cleared. The other hazards occur when the anti-freeze leaks into the engine computer and electrical relay switches. This causes an immediate malfunction rendering the car undrivable, likely while in traffic.

*The repairing dealer (Leith Mitsubishi, Raleigh, NC) said that they alone have seen this problem occur several times.

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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

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and dial toll free at

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1-888-327-4236

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(DASH) & DOT



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