



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 1368

Date Received

Repository

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Reference No.
10044698

OWNER INFORMATION (Type or Print)

Name

Address

City OAKLAND

State CA

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 ____/____/____

VEHICLE INFORMATION

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

QA4MT31H8YP

Make

MITSUBISHI

Model

MONTERO SPORT

Model Year

2000

Date Purchased

2-2003

Dealer's Name and Telephone Number

Ocean Motors

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

SAN JOSE

State

CA

Zip Code

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

5-4-2003

Failure Mileage

73000

Failure Speed

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 DRIVING, THE AUTOMATIC TRANSMISSION TEMPERATURE LIGHT ILLUMINATED. THE CONSUMER PULLED OVER TO CHECK THE OWNERS MANUAL. THE MANUAL STATED TO PULL OVER AND WAIT UNTIL THE AUTOMATIC TRANSMISSION TEMPERATURE LIGHT GOES OFF AND TO PROCEED DRIVING. THE CONSUMER STARTED DRIVING AND THE TRANSMISSION FAILED TO SHIFT PROPERLY INTO GEAR. THE CONSUMER MANAGED TO PULL OVER AGAIN. THE MECHANIC WAS UNABLE TO DETERMINE THE CAUSE OF THE PROBLEM. *JB

See attached description

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.

November 10, 2003

To: U.S. Department of Transportation
National Highway Safety Administration

From: [REDACTED]

Oakland, Ca [REDACTED]

The vehicle is a 2000 Mitsubishi Montero Sport 4 wheel drive vehicle
#JA4MT31H8Y [REDACTED]
Purchased from Ocean Motors in San Jose, Ca in February 2003

The events surrounding the situation are described below:

I was traveling from southern California to Oakland on 5-2-2003, when the AT temp light came on. I pulled to the side of the road and referred to the Montero Sport Owners Manual. On page 3-11 of the owners manual under the AT oil temperature warning light (vehicles with 4wd) section, it states "When the light comes on, reduce the engine revolution and move the vehicle to a safe area. Then set the selector lever to P position and idle the engine until the warning light goes off. When the warning light goes off, the vehicle can run as before."

This statement comes directly from the Mitsubishi manual. I did exactly as the manual stated and continued my journey. As I reached Oakland, the light came on again, only this time the engine was smoking and felt as though it was not operating properly. I took the vehicle to Aarnco transmission, and they diagnosed that the transmission was damaged and needed to be replaced. I wanted a second opinion and had the vehicle towed to Jim Dandy transmissions, where they confirmed the diagnosis, also stating that it needed to be replaced. I then researched for price comparisons and decided to allow Almaden transmissions to rebuild the transmission. It was towed to Almaden on 5-5-2003. They rebuilt the transmission, but upon completion there is still a problem with rough shifting in 2nd gear.

The vehicle is now with MITSU Auto Repair, 18 Union Square, Union City, Ca 94587. They are replacing the transmission at this time.

I have contacted the complaints division of the Mitsubishi Corporation. The case worker whom I have been working with is Pat Hunt, refer to case #333587. Pat Hunt has stated that since the vehicle is out of warranty, that Mitsubishi will be of no assistance.

We are going back to the original problem, and that is, that we feel that the Mitsubishi manual is misleading in its statement that "When the warning light goes off, the vehicle can run as before". This is not the case, the vehicle cannot run as before, as was the case in our situation, the vehicle experienced a complete transmission breakdown.

For the safety of the consumers involved with the Mitsubishi Montero Sport, We demand that the verbage of this manual be changed to indicate that when the AT temp warning light comes on, proceed to an authorized Mitsubishi dealer immediately.

We feel that the Mitsubishi Corporation must assume some responsibility in the case, since I followed the Manual instructions and as a result experienced this breakdown. We feel that there is some sort of defect or design problem with this vehicle and it must be brought to the attention of the public. When a warning light comes on and you are instructed to pull to a "safe area" and "wait till it goes out" and "then the vehicle can run as before". This statement is extremely misleading and deceptive. The general public is potentially at risk if this statement is allowed to remain in the owners manual.

We have been greatly inconvenienced over the past 6 months. We have not been able to use the vehicle, since it has been in the repair shop. We have had to depend on others for transportation. We have had to pay to have insurance on it, even though we aren't driving it.

I would appreciate your prompt response to this case.

Thank you

