

 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 252	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 2004 JUN 24 PM 5:04 24-MAY-2004 Repository ☐ Reference No: 04 10074176	
OWNER INFORMATION (Type or Print)					
Name		Address		Phone Number	
City		State	Zip Code	Evening Number	
SAN FRANCISCO		CA			
Do you authorize NHTSA to contact the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.					
Signature of Owner		Date 6/14/04			
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
8WMA6P771T007510			MITSUBISHI	DIAMANTE	2001
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
4/02	San Rafael Hit./AKA		No. Cylinders 6	GAS	
Original Owner	Dealer's City	State	Zip Code		
☐	San Rafael	CA			
Transmission Type	☒ Antilock Brakes	Powertrain	Vehicle Component Code		
	☐ Cruise Control		136200 VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR		
			Multiple Failure: 1		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s)	Failure Mileage	Failure Speed	Failure Description		
24-MAY-2004	48,299		Heater Core / Bank one, sensor 02		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example: P215/66R15)		
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	0	0	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 IN INCLEMENT WEATHER WINDSHIELD WIPERS CAME ON AND OFF ON THEIR OWN. DEALER WAS AWARE OF THIS INTERMITTENT PROBLEM. *AK * See attached letter to Mitsubishi Company & repair bills See # 10074964 6/6/04 another complaint					
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 National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.					

• APRIL 27, 2004

MITSUBISHI MOTORS SALES OF AMERICA INC.
CUSTOMER REALTIONS
6400 KATELLA AVE
CYPRESS, CA 90630-0064

RE: 2001 MIT. DIAMANTE (HEATING CORE REPAIR)

Enclosed copies of consumer complaints concerning heating core problems;

ODI CASE# 10060836 FAILED 02/25/04
ODI CASE# 10053677 FAILED 12/16/03
ODI CASE# 10052370 FAILED 01/02/04

My 2001 Diamante Ls had 48,796 miles when I was told the heating core needed to be replaced. I see the same problem in the other cases mentioned above. Symptoms as burning coolant smell, fogged windows and smoke from inside the dash board. I was told that the heating core shouldn't have to be replaced at 48,000 miles. Since I don't have a warranty I paid cash to my car fixed. As a single mother it really put me in a bind with my bills. I need my vehicle for my 12 year old special needs daughters transportation & doctors appointments etc. I called several Mit. Dealers and asked if there were any recall on this problem, I was told no just keep your receipt in case there is one you can get reimbursed. There are 2 other cases I'm aware of. One is a person on AOL email who wrote to ask if anyone else is having heating core problems also, The person has a 2001 Diamante w/48,000 miles. The second was when the auto place called to order my heating core and the sales agent stated they also have a 2001 Mit. Diamante w/20,000 miles that needed a new heating core. This makes the 6th case with my car included. I also had to replace Bank#1, Sensor#2. I was told this has something to do with the California Emission (If I had to have a smog test my car wouldn't pass until the problem is fixed). I need to know what does your company intend to do about this continuing problem, there should be a recall. I'm sure there are other cases just like mine that may or may not have been brought to your attention. Your prompt attention to this matter will be greatly appreciated.

[REDACTED]
San Francisco, Ca [REDACTED]
[REDACTED] Home
[REDACTED] Cell#

Respectfully,

see additional ODI case # [REDACTED]

myCarStats.com
The site is protecting you and your family

Custom Report on 2001 MITSUBISHI DIAMANTE

[\[close\]](#)

Created on: 6/15/2004
Report Type: Complaints
Prepared for: [REDACTED]
Warranty Expires On: Unknown
Sponsored in Part By:
myCarStats Notification Service
Visit their coupon page for specials offers.

CONSUMER COMPLAINT: ODI Case Number: 10074964

Component: VISIBILITY:DEFROSTER/DEFOGGER SYSTEM:WINDSHIELD:HEATER CORE

Details: NOTICED FAINT SMELL OF ANTI FREEZE APPROXIMATELY 9 MONTHS AGO. HAD PROBLEMS WITH DEFROSTER CLEARING WINDOWS. ALSO, SEEMED TO GET BETTER (OR MAYBE I GOT USED TO THE SMELL). NOW NOTICED PASSANGER SIDE FLOOR CARPET IS SOAKED WITH ANTI FREEZE. OBVIOUSLY A PROBLEM WITH THE HEATER CORE OR THE HOSE(S) WHICH CONNECT TO IT ARE LEAKING. CAR HAS 92000 MILES, AND IS WELL MAINTAINED. I WILL BE CALLING LOCAL MITSUBISHI DEALER TO SCHEDULE A REPAIR. HOPEFULLY THEY CAN REPAIR THIS AT LITTLE OR NO COST TO ME AS THIS IS AN OBVIOUS DEFECT IN PARTS OR INSTALLATION. *AK

Cause:

Result:

Occurrences: 1 Injuries: 0
Fall Date: 05/05/2004 Deaths: 0
NCS Check Date: 6/14/2004

Manufacturer Contact Information
Mitsubishi Motor Sales of America, Inc.
Customer Relations
6400 Katella Avenue
Cypress, CA 90630-0064
Toll free: 1-800-MITSU-2000

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