



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 1220

Date Received 10-23-2004	Repository <input type="checkbox"/>
Reference No. 10096723	

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City SMYRNA	State TN	Zip Code

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 10/21/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JA3AY11A5YU	Make MITSUBISHI CARIBBEAN	Model MIRAGE	Model Year 2000
Date Purchased	Dealer's Name and Telephone Number	Engine: No. Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 162310 STRUCTURE; BODY; DOOR; HINGE AND ATTACHMENTS Multiple Failure: 1	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-NOV-2002	Failure Mileage 30000	Failure Speed	
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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: DOTMALSABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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; ie, parts repaired or replaced (and if old part is available).

THE LOWER DOOR HINGES WAS DAMAGED. THE CONSUMER STATED THAT GETTING IN AND OUT OF THE DOOR WAS GETTING HARDER TO DO. THE CONSUMER CONTACTED MITSUBISHI. HOWEVER, THEY STATED THAT IT WAS NOT THEIR PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION. *JB

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 Administration 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.

Incident Report for 2000 Mitsubishi Mirage

Starting November 2002 both the driver side and passenger side doors started to stiffen up. As time went on the doors got harder and harder to open and close. After closer inspection the lower hinges on both doors were slowly being torn out of the doors.

I first took the car into Hays Mitsubishi March of 2003. The service manager said he never saw anything like that and I would have to bring the car back in when the district parts manager would be in from Florida. So I couldn't bring the car back in until the beginning of June. They proceeded to say the failure was from normal wear and tear but the car only had about 30000 miles on it. Then they said it appears as if the doors had been blown wide open and that bent the hinges. I am from Chicago but I've never encountered a wind that could bend metal. They also had other suggestions none of which were Mitsubishi responsibility. They did give me three different prices to fix it from 3000+ full price repair to 1100+ at their cost. Neither of which I could afford due to the fact I'm on disability. Laun Llewellyn the District parts manager said they couldn't declare it a defect if it only occurs on one car. If they were able to find another car with the same complaint because defects always happen in twos then they could justify the cost of fixing the car. So after a year and a half of climbing in through the passenger side because the driver side is unusable I found more complaints identical to mine by typing in "car door hinges" on Google.com. Complaints almost word for word identical to mine. Except the cars ranged from the '98 to 2000 models so Mitsubishi is aware of the hinge failure even though you could never find it in their national data base of problems with their cars. I called Mr. Llewellyn to remind him of what he said about fixing my car which he now denies ever saying. Now he says that there is a 3 mile an hour bumper on the car which means some one could hit the front bumper and not leave any visible damage to the car. This bump though could cause the front fenders to misalign and cause the lower to twist and tear out of the doors like a beer car like the ones on my car had done. That isn't Mitsubishi's responsibility since it was an exterior force causing the damage according to Mr. Llewellyn. He suggested that some one hit my car when I wasn't around and since there wasn't any visible damage I wouldn't be aware of it. Exactly how safe is a three mph bumper if it can cause that much damage and what other damage is there that I can see? I believe Mitsubishi is well aware of the defect in the hinges and doesn't want to admit to them considering all the other complaints they receive on their other cars and business practices.

[REDACTED]
Smyrna, TN [REDACTED]
[REDACTED]