



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

(1-888-327-4235)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received

11-JAN-2005

Repository ☐

Reference No.  
10107183

## OWNER INFORMATION (Type or Print)

Name

Address

City

SALEM

State

MA

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 01/23/05

## VEHICLE INFORMATION

Vehicle Identification Number (VIN) located at front of vehicle, driver's side

JA3AY11A2YL

Make

MITSUBISHI

Model

MIRAGE

Model Year

2000

Date Purchased

10/02

Dealer's Name and Telephone Number

Ken Gort

801-523-5400

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☐

Dealer's City

South Jordan/Sandy

State

UT

Zip Code

84070

Transmission Type

MANUAL

☐ Antilock Brakes

☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

171100 LATCHES/LOCKS/LINKAGES, DOORS, LATCH

Multiple Failure: 1

## FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

07-SEP-2004

Failure Mileage

57000

Failure Speed

## 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

☐ 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).

THE PASSENGER SIDE DOOR HINGE HAS COLLAPSED, IS NOT ALIGNED. THE DRIVER SIDE DOOR IS BEGINNING TO DO THE SAME THING. AT THIS TIME NO ONE CAN SIT ON THE PASSENGER'S SIDE. \*AK There has been no incident leading to this failure. The opening and closing of both doors is consistent with average/normal use. Passenger side door cannot be closed from the inside as it needs to be lifted and closed at the same time, otherwise the latch will not fully engage to hold the door closed. Driver's side must be lifted slightly and seems to be getting worse with each use. When the driver's side door fails, neither seat will be safe to sit in while operating the vehicle. - next page.

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.

# VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

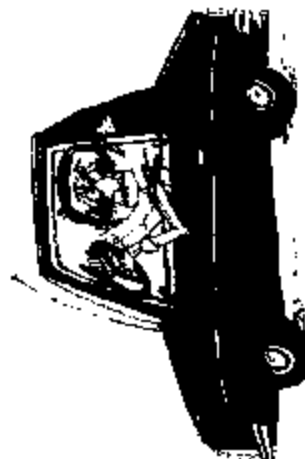
TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

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

DOT Auto Safety Hotline  
(DASH) 2 DOT



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National Highway Traffic Safety  
Administration  
[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)



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

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

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



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

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

Upon contacting my nearest dealership, I was informed that they do not make body work repairs. The next closest dealership is 2.5 miles from my house in Somerville, MA. I have not yet been able to take time off work to take my car in to get an estimate on repair costs. As this is a safety issue, I will be looking into the repair as soon as possible.