



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 100148

Date Received

Repository ☐

17-OCT-2006

Reference No.

10171130

OWNER INFORMATION (Type or Print)

Name

Address

City ARLINGTON

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner _____ Date 11/29/06

VEHICLE INFORMATION

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

Make

MITSUBISHI

Model

GALANT

Model Year

2006

Date Purchased

N/A

Dealer's Name and Telephone Number

Avis Rental Car (this was a rental)

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

W. 76 St, New York

State

NY

Zip Code

10023

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

016000 STEERING:ELECTRIC POWER ASSIST SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-OCT-2006

Failure Mileage

10000

Failure Speed

65

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: 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).

DOT: THE CONTACT STATED THE STEERING WAS OVERREACTING CAUSING THE VEHICLE TO BE VERY DIFFICULT TO CONTROL WHILE MAKING LEFT OR RIGHT TURNS AT 65 MPH. ONCE THE CONTACT SLOWED DOWN TO 45 MPH, THE VEHICLE HAD BETTER CONTROL BUT IT SEEMED LIKE THE VEHICLE WAS ELECTRONICALLY OPERATING ITSELF THROUGH THE TURNS AND WAS VERY DIFFICULT TO CONTROL. THE VEHICLE HAD NOT BEEN TO A SERVICE DEALER. THE VEHICLE WAS A RENTAL. While on a freeway, driving at freeway speed, a car veered into my lane, requiring me to do a quick evasive maneuver. The turn I made to avoid the other vehicle was quick but small. The vehicle seemed to overreact to my input, and overcontrolled. In response, I had to correct back to keep the car from oversteering. What resulted were a number of turns back and forth where I was trying to correct the car's excessive turn responses to my steering commands. This was a series of swerving motions that finally stopped this crazy oscillation when I eased on the brakes and slowed down.

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.

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

This oscillation was severe enough that if the road had not been dry at the time, I doubt I would've been able to keep from spinning out of control. It was also fortunate that no other cars were right next to me when this happened, otherwise I surely would've collided with them. This oscillation went through about 10 quick back and forth veering motions. It was not my driving that was at fault since I am an experienced and skilled driver with 33 years clean driving record, and as an airline captain with a major airline, I know how to operate transportation vehicles. This vehicle was definitely defective. I did report this incident to Avis and they said they were going to take the car out of service and have it checked. I asked them to let me know the results of the maintenance check, but I never heard anything further from Avis.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**

If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

www.nhtsa.gov



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).