



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
2007 FEB 22 AM 9:40
17-JAN-2007

Repository
Reference No.
10178901

OWNER INFORMATION (Type or Print)

Name [Redacted] Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Address [Redacted] Evening Telephone Number [Redacted]
City JACKSONVILLE State FL Zip Code 32217

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 *Gregory Glick* Date 02/16/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number, Located at bottom of windshield on driver's side
4A9MN21514 [Redacted] Make MITSUBISHI Model ENDEAVOR Model Year 2004
Date Purchased 2005 Dealer's Name and Telephone Number CITY MITSUBISHI THE AVENUES (904) 260-9222 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City JACKSONVILLE State FL Zip Code 32256
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain ALL WHEEL DRIVE Vehicle Component Code 171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-JAN-2007 Failure Mileage 29,000
34,000
40,000 Failure Speed N/A Part # MR642014, Handle outer Door
See attached photos.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code [Redacted] Tire Failure Type [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 0 Number of Deaths 0 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).

I HAVE HAD TO REPLACE 2 DOOR HANDLES IN A YEAR DUE TO THEM BREAKING OFF IN YOUR HAND WITH ROUTINE USE, THESE ARE CHEAP PLASTIC HANDLES WITH NO APPARENT METAL REINFORCEMENT. I HAVE OWNED MANY VEHICLES AND NEVER HAD DOOR HANDLES JUST SNAP OFF LIKE THIS. I AM CURRENTLY CONTACTING THE DEALER FOR A 3RD REPLACEMENT HANDLE. THIS IS A SERIOUS SAFETY ISSUE SINCE IN AN EMERGENCY IF THE HANDLES BREAK THEN THERE IS NO ACCESS TO THE VEHICLE FOR RESCUE OTHER THEN BREAKING WINDOWS. *NM
Serious safety issue, Door handle - outer - no reinforcement, All Plastic molded. Does not appear to be ABS quality. Could prevent the rescue of passengers in the event of an accident.

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 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)

Since the purchase we have replaced 3 handles (outer) all on different doors. This is a serious safety issue that has to be investigated. In the event of an accident the outer handle will break and prevent the rescue of occupants. Please investigate this material / Design defect quickly.

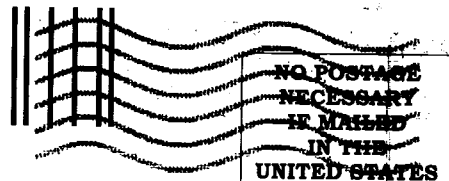
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

OFFICIAL BUSINESS

JACKSONVILLE FL 322

07 FEB 2007 PM 1 T



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

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?



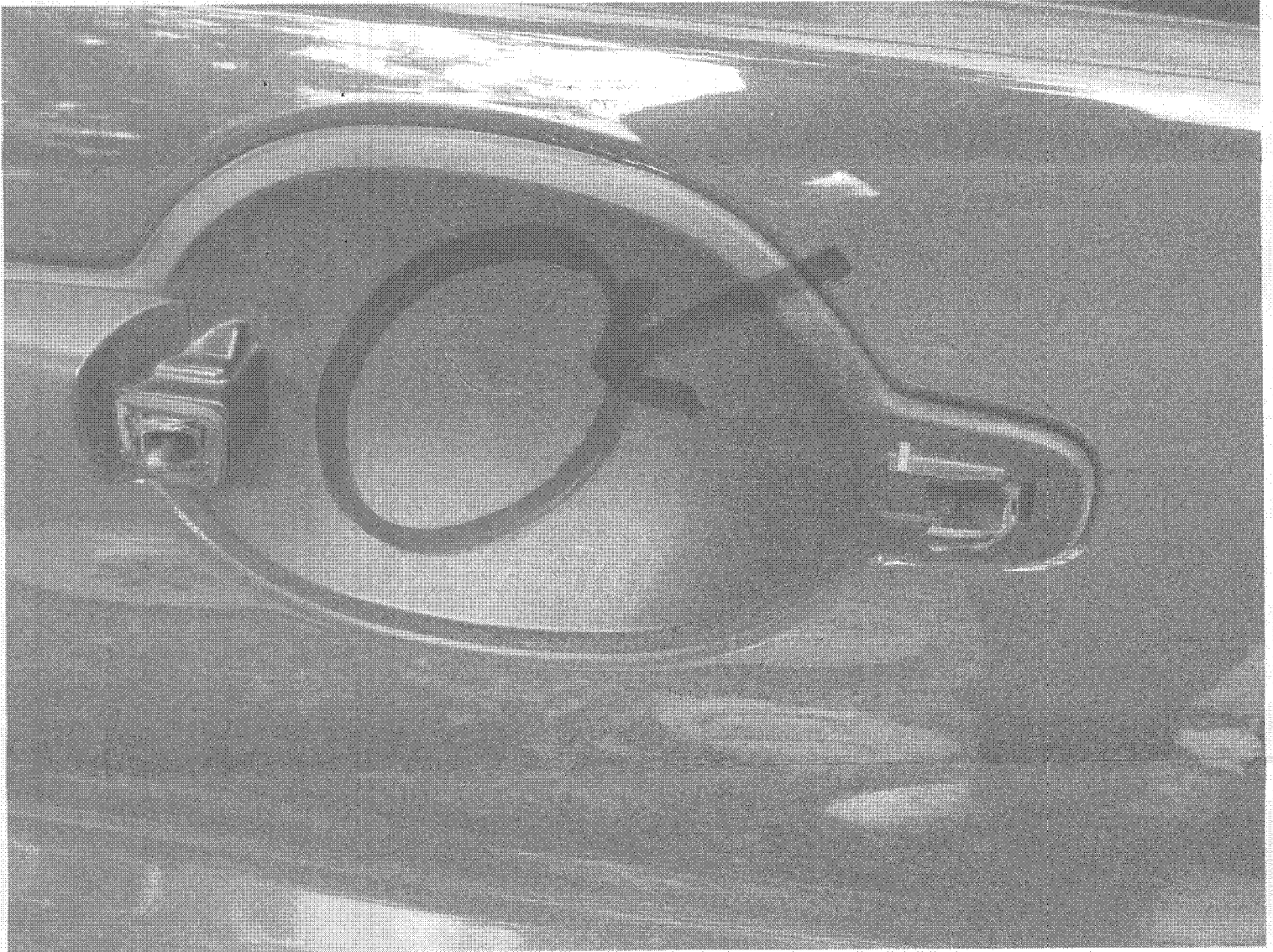
If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov
NHTSA

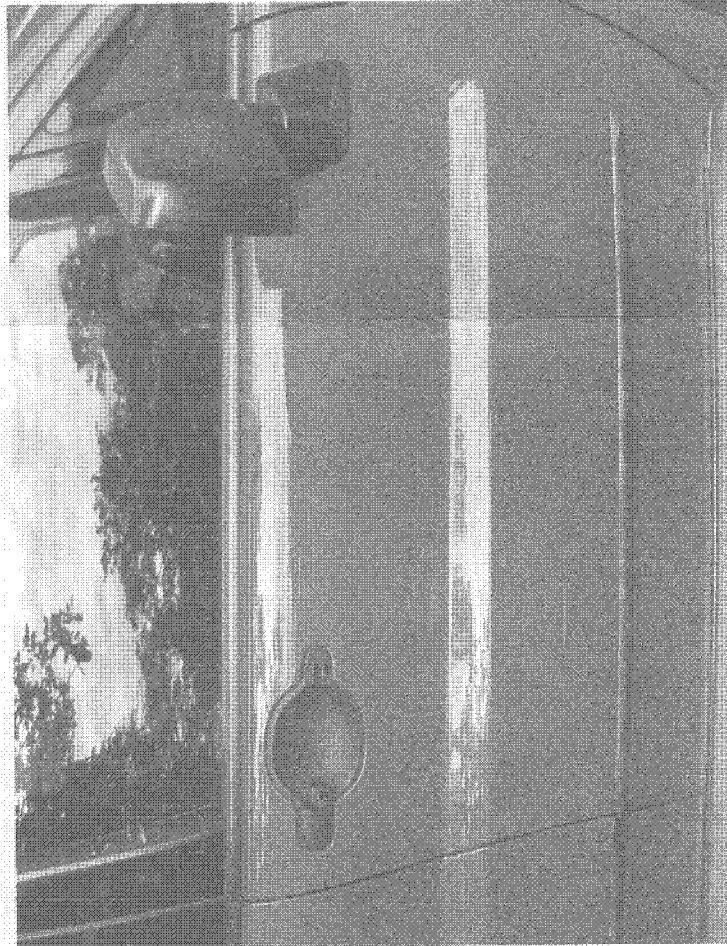
U.S. Department of Transportation
National Highway Traffic Safety Administration



2/1/2006



2/1/2006



2/1/2006