



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

04-MAR-2008

Repository ☐

Reference No.

10219998

2008 MAR 25 PM 2:17

OWNER INFORMATION (Type or Print)

Name
Address
City MANASSAS State VA Zip Code
Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to 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

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 4A3A356G4V
Make MITSUBISHI Model GALANT Model Year 1997
Date Purchased Dealer's Name and Telephone Number Stahlman Mitsubishi Tyson's Corner
Original Owner ☒ Dealer's City State VA Zip Code 20009
Engine: No: Cylinders 4 Fuel Type: Gas
Transmission Type ☒ AUTOMATIC Antilock Brakes ☒ Cruise Control ☒ Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-DEC-2007 Failure Mileage 78000 Failure Speed 0
Front lower lateral arm ball joint

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: DOTM9ABC036) ☐ 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 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).

TL*THE CONTACT OWNS A 1997 MITSUBISHI GALANT. THE CONTACT STATED THAT THE LOWER BALL JOINTS WERE IN PIECES. THE VEHICLE IS STEERING TO THE LEFT EXTREMELY BADLY AND THE CONTACT HEARS METAL RUBBING TOGETHER. THE DEALER STATED THAT THE VEHICLE WAS NO LONGER UNDER WARRANTY AND THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 00V421001 (SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT). THE PURCHASE DATE AND VIN WERE UNKNOWN. THE CURRENT MILEAGE WAS 85,000 AND FAILURE MILEAGE WAS 78,000.

The failure was not obvious to spur investigation until 84,000 miles. Failure happened in a parking lot at low speed. Car does not move. Starts and runs great.

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)

The report was filed by [REDACTED] the original owner's son. The VIN is not included in 00V421001 because the car was inspected under recall. The at-the-time low mileage car did not display any fault. No parts were replaced. No parts were ordered in regards to this car. The recall states that new redesigned ball joints are to be installed at the expense of mitsubishi. The report was filed by [REDACTED] in lieu of scrapping the car because of the extreme cost of having it repaired professionally.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

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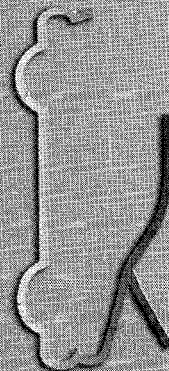
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**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**



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

Safercar.gov

The original owner is also the technician responsible for inspecting ~~the~~ the car. He told me personally that Stohlman's policy was "Don't fix what ain't broke", so this car got no attention. He quit work at Stohlman's as a result of their underhanded dealings. All the information is there. No parts were replaced. I am left with the failed car as a result. Please help, I love my car.