

Form Approved: O.M.B. No. 2127-0008

U.S. Department
of TransportationNational 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

25-NOV-2009

Repository ☐Reference No.
10293522

OWNER INFORMATION (Type or Print)

Name

Address

City

WINCHESTER

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

Make

MITSUBISHI

Model

MIRAGE

Model Year

1997

JA3AY26A2VU

Date Purchased

12/97

Dealer's Name and Telephone Number

Heller 858-745-3361

Engine:

No: Cylinders

4

Fuel Type: Reg

Unleaded

Original Owner

Dealer's City

Escondido

State

CA

Zip Code

92046

Transmission Type

Auto

☐ Antilock Brakes☐ Cruise Control

Powertrain

Front wheel

Multiple Failure:

Incident Date(s)

07-AUG-2007
1/9/2003

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

is only secured (screwed into) to the floor carpet. It has pulled out of the carpet

Failure Mileage

50000

Failure Speed

25

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).

TL* THE CONTACT OWNS A 1997 MITSUBISHI MIRAGE. THE CLIPS THAT SECURES THE FLOOR-MATS TO THE FLOORBOARD HAS FRACTURED. THIS CONDITION CAUSES THE FLOOR-MAT TO SHIFT UNDER THE ACCELERATOR PEDAL. THE VEHICLE WAS TAKEN TO THE DEALER, BUT A TECHNICIAN STATED THAT THERE WAS NOT A REMEDY FOR THE FAILURE. THE CURRENT MILEAGE WAS 86,000. THE FAILURE MILEAGE WAS 50,000.

The broken floor mat clip & floor mats are original equipment from Mitsubishi. The broken clip (plastic) was reported to the dealer at 30,835 miles vice 50,000. See repair line 04 of the attached Service Order.

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.

15000 SUV 30000 SUV

TemeCula Valley
Mitsubishi Invoice
Business Closed

CA 92530

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DATE	YEAR	MAKE	MODEL	VIN	SERVICE	MILEAGE	MILEAGE	TAG
01/09/03	97	MITSUBISHI	MIRAGE DE	JA3AY26A2VU	101192	30831	30835	0962
SERVICE DATE	NOTED	SVC	TIME	TIME	DATE	PAYMENT	DATE	
01/01/97	01/09/03	63	01/09/03 11:39		.00	01	01/09/03	
K.I. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
16167		909-678-5718				GREEN		1

REPAIR LINE 01

CUSTOMER REQUEST VALVE ADJUSTMENT

BILL CODE - C

COMPLETED SERVICE 30 M C 82.50

TOTAL LABOR 82.50

MI MD312914 GASKET 1 12.40

TOTAL PARTS 12.40

REPAIR LINE 02

27 POINT FREE INSPECTION

BILL CODE - C

REPAIR LINE 03

CHANGE ENGINE OIL & OIL FILTER, CHASSIS LUBE, ROTATE TIRES, INSPECT BRAKE & AXLE BOOTS, CLEAN FUEL INJECTION THROTTLE BODY, CLEAN BATTERY CABLES, INSPECT DRIVE BELTS

FRONT BRAKES 4MM REAR 4MM WITH SPARK PLUGS NO OIL CHANGE

BILL CODE - C

COMPLETED SERVICE 30 M D 86.40

TOTAL LABOR 86.40

MI 1043 T/B & CAR 1 3.95

MI 2870 BATT SERV 1 5.95

MI MR552951 ELEVEN 1 20.30

MI MS851237 SPARK 4 18.00

MI SOLVENT 1 3.95

TOTAL PARTS 52.15

REPAIR LINE 04

CUSTOMER STATES THAT THE DRIVER'S FLOOR MAT MOVES ALL OVER EVEN WITH THE SCREW PROVIDED

BILL CODE - C

REPAIR LINE 05

AUTOMATIC TRANSMISSION FLUID FLUSH

BILL CODE - C

COMPLETED SERVICE 30 M D 32.00

TOTAL LABOR 32.00

MI 1940 TRANS FLU 1 32.95

FLOOR
MAT
←

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	