

<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET:www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received	Repository <input type="checkbox"/>
		11-JAN-2011	Reference No. 10376287
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address			
City	State	Zip Code	Evening Telephone Number
COLORADO SPRINGS	CO		
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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
JA4MR41H8R		MITSUBISHI	MONTERO
Model Year	Date Purchased	Dealer's Name and Telephone Number	Engine:
1994			No: Cylinders
Fuel Type:	Original Owner	Dealer's City	State
	<input type="checkbox"/>		Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			<del>08-OCT-2010</del> / 08-Sept-2010
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 141000 AIR BAGS: FRONTAL		Failure Mileage	Failure Speed
		230000	0
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:
Tire Component Code			Tire Failure Type:
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b>			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	1	0
		Reported to Police	
		Y	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 OWNED A 1994 MITSUBISHI MONTERO. THE CONTACT STATED THAT WHEN SHE STOPPED AT A RED LIGHT A VEHICLE CRASHED INTO THE REAR END HER VEHICLE. THE CRASH CAUSED HER TO CRASH INTO A VEHICLE IN FRONT OF HER. THE VEHICLE WAS DESTROYED. THE AIR BAGS DID NOT DEPLOY. THE CONTACT HIT HER HEAD BUT WAS UNABLE TO GIVE SPECIFIC DETAILS REGARDING THE HEAD INJURY. THE CONTACT WAS TAKEN TO THE HOSPITAL FOR A BROKEN ANKLE, HEAD TRAUMA AND WAS ALSO PLACED IN INTENSIVE CARE DUE TO THE HEAD TRAUMA. THE POLICE STATED THAT IF THE AIR BAG WOULD HAVE DEPLOYED THE CONTACT COULD HAVE AVOIDED A SERIOUS INJURY. THE CONTACT CALLED THE MANUFACTURER AND EXPLAINED WHAT HAPPENED WITH THE AIR BAG; HOWEVER, THEY HAVE NOT RESPONDED. THE MANUFACTURER SHOULD RESPONSIBLE FOR THE AIR BAGS NOT DEPLOYING. THE FAILURE MILEAGE WAS 230,000. Mitsubishi has since contacted me, and I will be sending the attached letter + pics			
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.			

**Subject:** FW: Paper work that was requested  
**Date:** Tuesday, March 01, 2011 9:02:42 AM  
**Attachments:** [DSC02386.JPG](#)  
[Accident\\_Report4.pdf](#)  
[Scan.pdf](#)  
[Scan0003.pdf](#)  
[Vehicle's Owner Questionnaire.pdf](#)

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**From:** EVOQ (NHTSA)  
**Sent:** Tuesday, March 01, 2011 8:39 AM  
**Subject:** FW: Paper work that was requested

---

**From:** [REDACTED]  
**Sent:** Monday, February 28, 2011 12:21 PM  
**To:** EVOQ (NHTSA); EVOQ (NHTSA)  
**Subject:** Paper work that was requested

To whom it may concern, I [REDACTED] have sent the requested papers and have sent pictures of the vehicle and the vehicle that rear ended me, the accident report stating my airbag did not deploy also letter that Mitsubishi sent me ....please let me know that you have recieved this material, I cannot thank-you enough for taking the time to review my case Thank-you so much [REDACTED]

DO NOT ACCEPT WITHOUT VERIFYING EAGLE WATER MARK IN PAPER

STATE OF COLORADO  
CERTIFICATE OF TITLE

TITLE NUMBER

\*\*\*\*MOTOR VEHICLE\*\*\*\*

VIN

YEAR MAKE BODY CWT/CAP/SIZE

ODOMETER

JA4MR41H8RJ

1994 MIT

UP

42

0

TAXABLE VALUE

PREVIOUS TITLE

FUEL

ODOMETER LEGEND:

22,835

G

A - Actual Mileage

DATE PURCHASED

DATE ACCEPTED

DATE ISSUED

E - In excess of mechanical limits  
N - Not actual mileage; WARNING-  
ODOMETER DISCREPANCY

03/20/2004

06/02/2004

06/02/2004

MAIL TO

OWNER

COLO SPRGS CO

COLO SPRGS CO

FIRST LIENHOLDER

FILE NUMBER

Signature below certifies under penalty of perjury in the second degree the release of the first lienholder's interest in the vehicle.

DATE FILED

Lienholder's Name

AMOUNT OF LIEN

LIEN EXTENDED TO

CO. NO.

MATURITY DATE

Authorized Agent Signature /

Date

SECOND LIENHOLDER

FILE NUMBER

Signature below certifies under penalty of perjury in the second degree the release of the second lienholder's interest in the vehicle.

DATE FILED

Lienholder's Name

AMOUNT OF LIEN

LIEN EXTENDED TO

CO. NO.

MATURITY DATE

Authorized Agent Signature

Date

THE APPLICANT HAS BEEN DULY REGISTERED IN THIS OFFICE AS THE OWNER OF THE MOTOR VEHICLE DESCRIBED, SUBJECT TO LIENS AND ENCUMBRANCES IN THE ORDER SHOWN.

M. MICHAEL COOKE

EXECUTIVE DIRECTOR, COLORADO DEPARTMENT OF REVENUE

DATE DUPLICATE ISSUED

CONTROL NO.

F 0461955

(This is not a title number)

KEEP IN SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

DR-2001 (6/00)

VOID IF ALTERED

Colorado  
Driver License

Expires: 10-21-2010

Issued: 10-05-2005

Class: R

End:

DOB:

Rest: V

Previous Type: A

Ht: 5'00" Wt: 160

Eyes: HAZ Ser: F

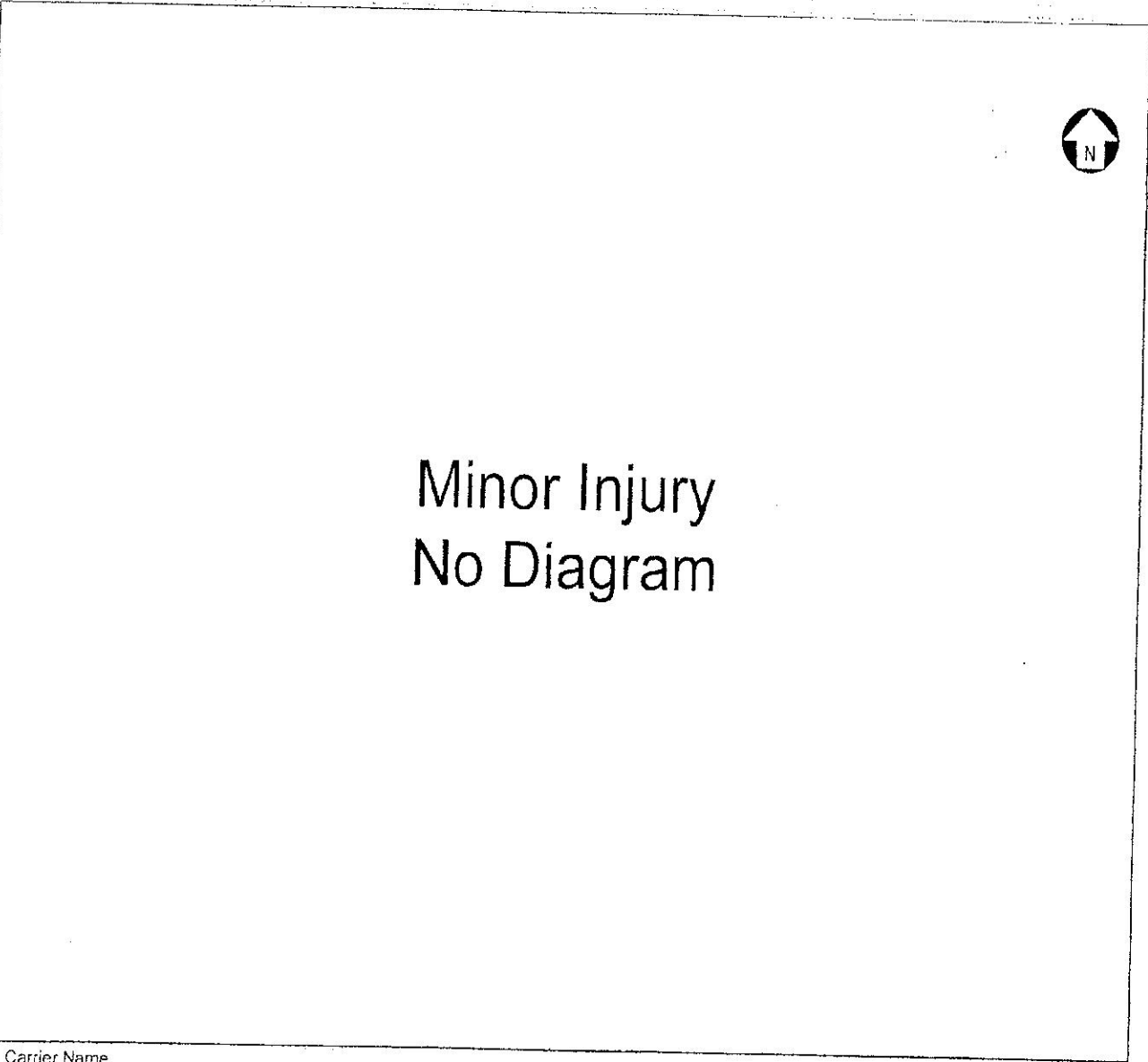
Voter:

COLO SPRGS, CO



AA Case # 2B103171 DOR CODE Accident Date 09/08/2010 Agency Colorado State Patrol

AA Describe Accident Vehicle 1 was westbound on H24 at approximately MP 311 in the center lane of traffic, approaching the intersection of the northbound Powers ramp. Vehicle 2 was westbound on H24 at approximately MP 311 in the center lane of traffic, in front of vehicle 1 and stopped for stopped traffic ahead. Vehicle 3 was westbound on H24 at approximately MP 311 in the center lane of traffic, in front of vehicle 2 and stopped for stopped traffic ahead. Vehicle 4 was westbound on H24 at approximately MP 311 in the center lane of traffic, in front of vehicle 3 and was stopped for a red traffic signal east of the limit line of the intersection of the northbound Powers ramp. Vehicle 1 struck vehicle 2 on the rear with its front, pushing vehicle 2 over 45 feet and into vehicle 3. Vehicle 2 struck vehicle 3 on the rear with its front, and pushed vehicle 3 into vehicle 4. Vehicle 3 struck vehicle 4 on the rear with its front. Vehicle 1 came to rest facing West against vehicle 2, 19 feet East of the intersection. Vehicle 2 came to rest facing West against vehicle 3, 5.3 feet East of the intersection. Vehicle 3 came to rest facing West, 9 feet West of the intersection. Vehicle 4 came to rest facing West 22 feet West of the intersection.



GG Carrier Name T.U.#1 US DOT [ ] ICC [ ] State DOT [ ]  
GG Address Carrier Identification #  
GG Carrier Name T.U.#2 US DOT [ ] ICC [ ] State DOT [ ]  
GG Address Carrier Identification #

# STATE OF COLORADO TRAFFIC ACCIDENT REPORT

AMENDED/SUPL.  UNDER \$1,000  COUNTER REPORT  PRIVATE PROPERTY PAGE 2 OF 4 PAGES

COOT Code

INTERSTATE HWY  
 STATE HWY  
 CITY ST/CNTY RD

HWY NUMBER ROAD CODE DOR Code  
0 2 4 H24  
MILEPOINT  
3 1 1 .      



A

01

Case #  
2B103171

Date of Accident  
09/08/2010

Time (24 Hr):  
1900

Officer Number  
1575

Officer Name  
Comer, Ryan

City

Agency  
Colorado State Patrol

County  
El Paso

County #  
04

Detail  
2B

Signature

B

07

Date of Report  
09/08/2010

Agency Code  
M12

Investigated @ Scene

Total Vehicles  
4

District Number  
2B

Public Property/ Employee

Photos Taken Related

Railroad Crossing Related

Const. Zone Related

Highway Interchg.

Bridge Related

Latitude 38 50 20.94 Longitude 104 43 04.19

B

07

Traffic Unit #  
1 or 3

Veh.  Parked  Bicycle  Pedestrian  Non-Vehicle  Non-Contact Veh.

Traffic Unit #  
2 or 4  Veh.  Parked  Bicycle  Pedestrian  Non-Vehicle  Non-Contact Veh.

Last Name

First

MI

Last Name

First

MI

Street Address

Personal Phone

Street Address

Personal Phone

City  
Peyton

State  
CO

ZIP

City

City  
Monument

State  
CO

ZIP

Bus. Phone

Driver License Number

CDL

State

Sex

DOB

Driver License Number

CDL

State

Sex

DOB

Primary Violation

DUI

Primary Violation

DUI

C

03

Violation Code

Citation Number

Common Code

Violation Code

Citation Number

Common Code

Year

Make

Model

Body Type

Year

Make

Model

Body Type

License Plate Number

State or Country

Color

License Plate Number

State or Country

Color

Vehicle Identification Number  
1B8GP25BX1E

State

Color

Vehicle Identification Number  
SALFR2BN7AH

State

Color

Vehicle Owner Last Name  Same

First

MI

Vehicle Owner Last Name  Same

First

MI

Address  Same

City  
Peyton

State

ZIP

Address  Same

City  
Monument

State

ZIP

Towed Due to Damage  By:

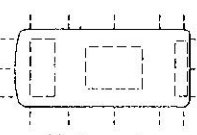
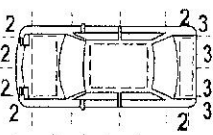
Towed Due to Damage  By:

F

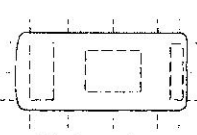
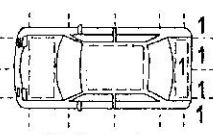
02

Trailer VIN#

Trailer VIN#



1- Slight  
2- Moderate  
3- Severe



1- Slight  
2- Moderate  
3- Severe

1 Undercarriage

Undercarriage

Undercarriage

Undercarriage

G

01

Insurance Company  None  No Proof

Exp Date  
06/10/2011

Insurance Company  None  No Proof

Exp Date  
02/22/2011

Policy Number

Policy Number

H

01

Owner Damaged Prop. Last Name

First

MI

Address

City

State

ZIP

J

00

Owner Damaged Prop. Last Name

First

MI

Address

City

State

ZIP

T.U. #	POS	REST.	ENDG.	SAFETY EQUIP.	AIR BAG	EJECT	SUSPECTED ALCO	INJ. SEV.	DRUG	AGE	SEX	NAME / ADDRESS
3	01	00	00	B 01	A 01	A 00	00	00	00	01	35	F [Redacted] Peyton, CO [Redacted]
3	06	00	00	B 01	A 01	A 00	00	00	00	01	12	F [Redacted] Peyton, CO [Redacted]
3	03	00	00	B 01	A 01	A 00	00	00	00	01	15	M [Redacted] Peyton, CO [Redacted]
4	01	00	00	B 01	A 01	A 00	00	00	00	62	F [Redacted] Monument, CO [Redacted]	

Approved By  
Hoffmann, Richard

I.D. #  
3653

Date  
09/11/2010

STATE OF COLORADO TRAFFIC ACCIDENT REPORT

AMENDED/SUPL.  UNDER \$1,000  COUNTER REPORT  PRIVATE PROPERTY PAGE 1 OF 4 PAGES

CDOT Code

INTERSTATE HWY  
 STATE HWY  
 CITY ST/CNTY RD

HWY NUMBER ROAD CODE DOR Code  
 0 2 4 H24  
 MILEPOINT  
 3 1 1 . . .



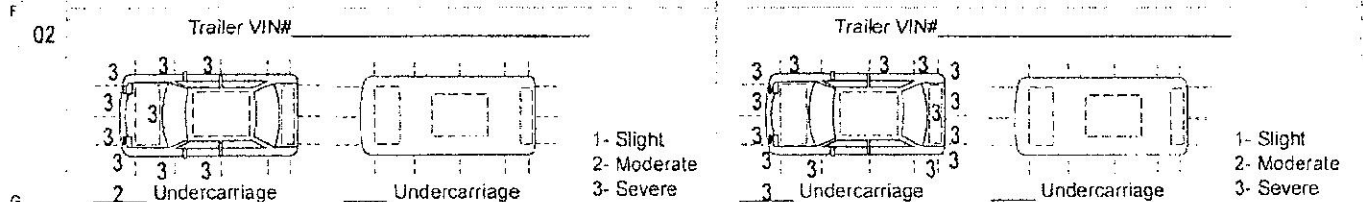
01 Case # 2B103171  
 Date of Accident 09/08/2010  
 Time (24 Hr.) 1900  
 Number Killed 0  
 Number Injured 1  
 City Colorado Springs  
 Agency Colorado State Patrol  
 County El Paso  
 County # 04  
 Detail 2B  
 Officer Number 1575  
 Officer Name Comer, Ryan  
 Location Route, Street, Road 1 Miles Feet N  S  E  W  OF:

07 Date of Report 09/08/2010  
 Agency Code M12  
 Investigated @ Scene  4  
 Total Vehicles 2B  
 District Number 2B  
 Public Property/ Employee    
 Photos Taken Related   
 Railroad Crossing Const Zone Highway Bridge  
 Latitude 38 50 20.94 Longitude 104 43 04.19  
 At: MP 311

07 Traffic Unit # 1 or 1  Veh.  Parked  Bicycle  Pedestrian  Non-Vehicle  Non-Contact Veh.  
 Traffic Unit # 2 or 2  Veh.  Parked  Bicycle  Pedestrian  Non-Vehicle  Non-Contact Veh.  
 Last Name First MI Last Name First MI  
 Street Address Street Address Personal Phone Personal Phone  
 City Colorado Springs State CO City Colorado Springs State CO  
 Driver License Number CDL State CO Driver License Number CDL State CO  
 Sex M Sex F  
 DOB DOB

03 Primary Violation Careless Driving Caused Bodily Injury  
 DUI  
 Violation Code 42-4-1402(2)  
 Citation Number  
 Common Code 139  
 Year 2002 Make FORD Model Explorer Spo  
 License Plate Number State or Country CO  
 Body Type PK Color GRN/  
 Year 1994 Make MITS Model Montero / Mo  
 License Plate Number State or Country CO  
 Body Type UP Color BLU/

03 Vehicle Identification Number 1FMZU77E52U  
 Vehicle Owner Last Name  Same First MI  
 Address  Same City Colorado State CO ZIP  
 Towed Due to Damage  By: Randy's High Country Towing  
 To: 1205 E. Las Vegas St. Colorado Springs, CO 80916  
 Vehicle Identification Number JA4MR41H8RJ  
 Vehicle Owner Last Name  Same First MI  
 Address  Same City Colorado State CO ZIP  
 Towed Due to Damage  By: Randy's High Country Towing  
 To: 1205 E. Las Vegas St. Colorado Springs, CO 80916



01 Insurance Company  None  No Proof Exp. Date  
 No Proof Policy Number  
 Liberty Mutual Exp. Date 03/27/2011  
 Policy Number  
 Owner Damaged Prop. Last Name First MI Address City State ZIP  
 Owner Damaged Prop. Last Name First MI Address City State ZIP

00

T.U. #	PCS.	REST.	ENDO.	SAFETY EQUIP.	AIR BAG	EJECT	SUSPECTED ALCO	INJ. DRUG	SEV.	AGE	SEX	NAME / ADDRESS
1	01	00	00	B 01	A 03	B 00	00	00	01	37	M	Colorado Springs, CO
2	01	00	00	B 01	A 01	A 00	00	00	02	51	F	Colorado Springs, CO

Approved By Hoffmann, Richard

ID # 3653

Date 09/11/2010



Efrain Diaz  
Manager-Discovery & Compliance  
E-mail: ediaz@mmsa.com

VIA US MAIL

January 31, 2011

[REDACTED]  
Colorado Springs, CO [REDACTED]

Re: 1994 Montero  
VIN: JA4MR41H8R [REDACTED]

Dear [REDACTED]

Thank you for the opportunity to review your claim. We have reviewed this matter regarding an accident that occurred on September 8, 2010 involving the above referenced vehicle in which you have addressed concerns regarding the function of the airbags and seatback in your vehicle. We have reviewed the information you have sent which includes the police report, insurance information and copies of photographs.

At Mitsubishi, we place great importance on the safety and reliability of our vehicles. Your 1994 Montero, like all models we sell in this country, complied with all the Federal Motor Vehicle Safety Standards in effect at the time of manufacture.

In particular, your vehicle was equipped with a supplemental restraint system (SRS), which included a driver side frontal airbag. The airbag was designed to provide further protection for the occupant in addition to the primary protection provided by the seatbelts. The SRS airbag is intended to deploy if the severity of the impact is above the designed threshold level, comparable to an approximate 15 mph collision when impacting straight into a fixed barrier that does not move or deform. In response to certain collisions, the airbag works together with the seatbelts to help reduce the severity of injury by inflating. The airbags are not a substitute for use of the seatbelt.

Per your statements you were stopped or stopping for traffic in front of you when you were rear ended by a 2002 Ford Explorer pickup truck. That collision pushed you approximately 45 feet

January 31, 2011

Page 2 of 4

into the vehicle in front of you which in turn hit the vehicle in front of it. You are asking why the airbags did not deploy and stated that you believe your driver seat broke.

In reviewing the materials you have provided, particularly the photos, we see that the initial impact to the rear of your vehicle was severe. The Ford under rode your vehicle and continued to push you forward. In response to rear end collisions, seatbacks are designed to absorb energy and yield to prevent more severe injuries to its occupants. However we cannot confirm your claim that the seat broke. The attached photo you provided shows the driver seat is reclined, however the passenger seat is also reclined and we understand that there was no passenger with you. It is possible that emergency personnel moved the seating position to better assist you at the scene.



After the rear end collisions you were pushed into the vehicle in front of you. You are alleging that the airbag should have deployed. However the damage to the front of your vehicle is not

January 31, 2011

Page 2 of 4

into the vehicle in front of you which in turn hit the vehicle in front of it. You are asking why the airbags did not deploy and stated that you believe your driver seat broke.

In reviewing the materials you have provided, particularly the photos, we see that the initial impact to the rear of your vehicle was severe. The Ford under rode your vehicle and continued to push you forward. In response to rear end collisions, seatbacks are designed to absorb energy and yield to prevent more severe injuries to its occupants. However we cannot confirm your claim that the seat broke. The attached photo you provided shows the driver seat is reclined, however the passenger seat is also reclined and we understand that there was no passenger with you. It is possible that emergency personnel moved the seating position to better assist you at the scene.

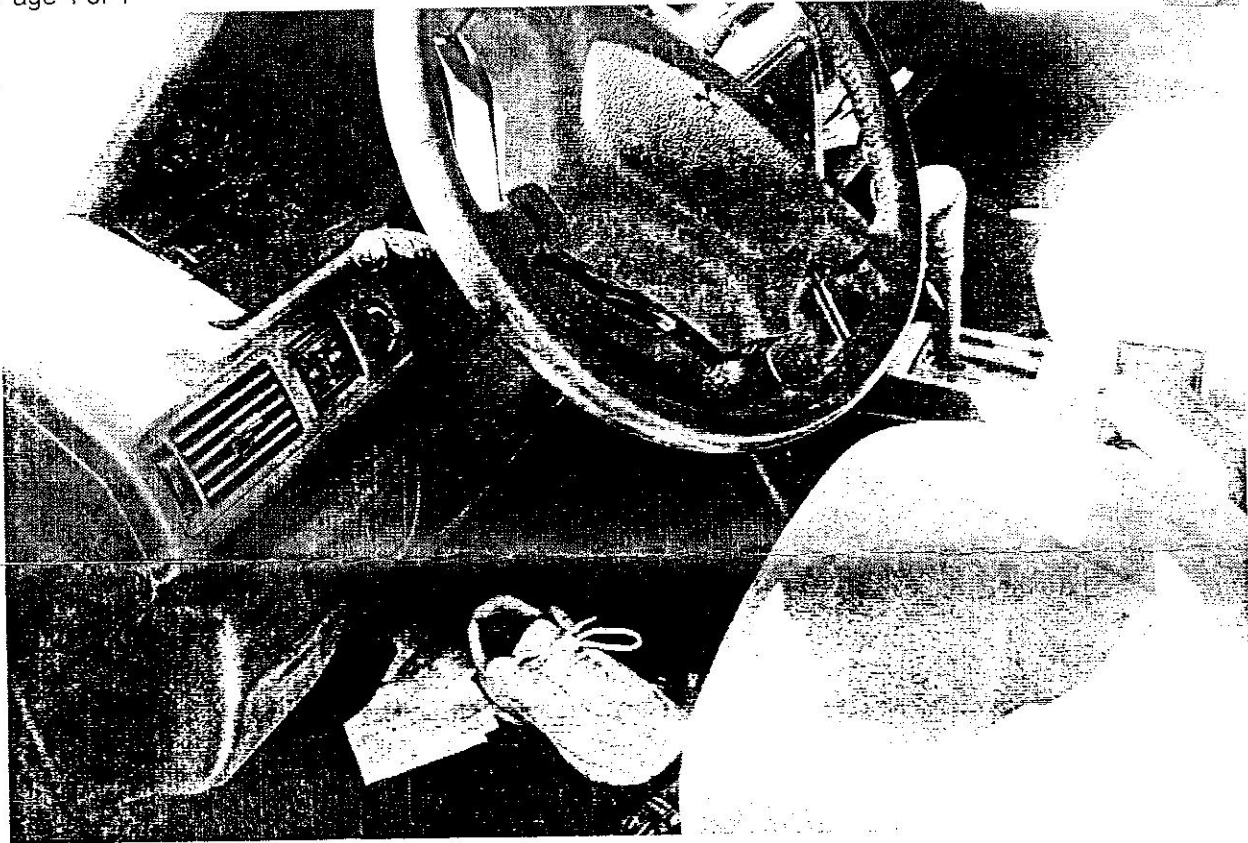


After the rear end collisions you were pushed into the vehicle in front of you. You are alleging that the airbag should have deployed. However the damage to the front of your vehicle is not

indicative of a frontal collision in which the deployment criteria would have been met.



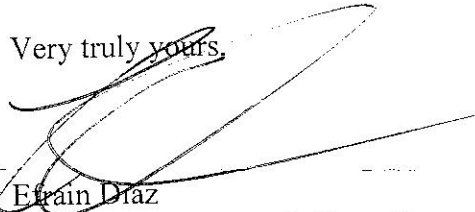
You have provided photos showing the airbag housing which appears to be partially dislodged from the steering wheel which you view this as an attempt of the airbag to deploy. What you are seeing here is the deformation of the steering wheel which is the result of the occupant hanging on to the wheel during the collision. The vehicle's body structure is designed to absorb the impact of a collision to help protect a properly restrained occupant. The front structure may bend as it absorbs the impact and the front airbags may not deploy in spite of what may appear to be major damage to the vehicle body. The vehicle and its seatbelts however, did protect you from sustaining more serious injuries. Although the injuries you sustained were unfortunate, they are not indicative of a defect.



Based on our review of this incident, the necessary conditions for airbag deployment were not met. This means that the airbag system performed according to its design. Further, as no defects could be identified in the SRS or the seat, we must respectfully deny your claim

Further information pertaining to airbags can be found on the Automotive Coalition for Traffic Safety, Inc. website at [www.safercar.gov](http://www.safercar.gov). Again, thank you for the opportunity to review your claim.

Very truly yours,



Efrain Diaz

Manager, Discovery & Compliance  
Mitsubishi Motors North America, Inc.  
[ediaz@mmsa.com](mailto:ediaz@mmsa.com)

**Subject:** FW: [REDACTED] complaint 10376287  
**Date:** Tuesday, March 01, 2011 9:03:56 AM

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**From:** EVOQ (NHTSA)  
**Sent:** Tuesday, March 01, 2011 8:40 AM

**Subject:** FW: [REDACTED] RE: complaint 10376287

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**From:** [REDACTED]  
**Sent:** Monday, February 28, 2011 3:39 PM  
**To:** EVOQ (NHTSA); EVOQ (NHTSA)  
**Subject:** [REDACTED] RE: complaint 10376287

Here are more pictures of the accident.....there are the different angles of my truck after being hit,also the pics of the driver that rear ended me. Please let me know if you have recieved all my information and documents.....Thank-you so much for your time and efforts in trying to figure out for me if my airbag should have deployed. [REDACTED]

**Subject:** FW: accident pictures for [REDACTED]  
**Date:** Tuesday, March 01, 2011 9:03:12 AM  
**Attachments:** [DSC02387.JPG](#)  
[DSC02388.JPG](#)  
[pmClaims\[7\].jpg](#)  
[0908002010.jpg](#)  
[0909000336.jpg](#)  
[0909000337.jpg](#)  
[0909000337a.jpg](#)  
[0910000913.jpg](#)  
[0910000913a.jpg](#)  
[0910000916.jpg](#)  
[0910000916a.jpg](#)  
[0910000917.jpg](#)  
[0910000917a.jpg](#)  
[0910000917b.jpg](#)

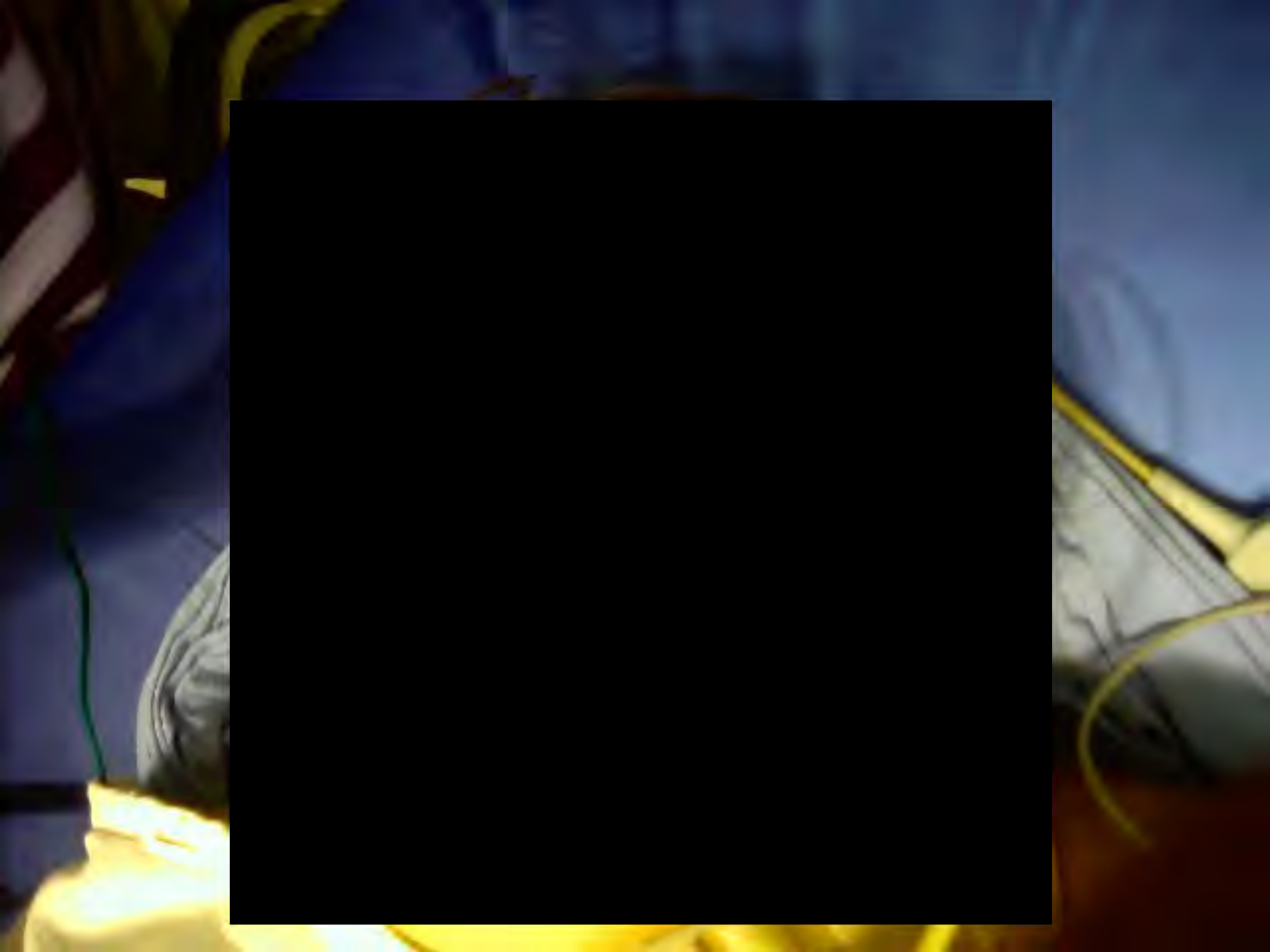
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**From:** EVOQ (NHTSA)  
**Sent:** Tuesday, March 01, 2011 8:39 AM  
**Subject:** FW: accident pictures for [REDACTED]

---

**From:** [REDACTED]  
**Sent:** Monday, February 28, 2011 1:21 PM  
**To:** EVOQ (NHTSA); EVOQ (NHTSA)  
**Subject:** accident pictures for [REDACTED]

here are the pictures of the accident, I hope they can help determine if my air bags would have deployed thank-you [REDACTED]











SAFARI  
S  
COMFORT

































9704030FE

1 MIC

10-10

2.5L



V6

2.5L



