


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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	
OWNER INFORMATION (Type or Print)		Date Received JAN 29 2013 31-DEC-2012	Repository <input type="checkbox"/> Reference No. 10490599		
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address		
Address [REDACTED]		Evening Telephone Number			
City AUBURN TOWN	State TN	Zip Code [REDACTED]			
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 JA4MW51R01J [REDACTED]		Make MITSUBISHI	Model MONTERO	Model Year 2001	
Date Purchased 12-2001	Dealer's Name and Telephone Number out of Business Cookeville Automotive, Inc. 931-372-AUTO		Engine: No: Cylinders 6	Fuel Type: unleaded	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Cookeville Automotive	State TN	Zip Code 38501		
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-NOV-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: BRAKES (PWS)			Failure Mileage 250000	Failure Speed	
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2001 MITSUBISHI MONTERO. THE CONTACT STATED THAT WHEN THE VEHICLE WAS IDLE IN PARK, SHE WOULD HEAR A LOUD GRINDING NOISE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS WHERE THEY ADVISED HER THAT THE ANTI-LOCK BRAKE ACCUMULATOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED AND ADVISED HER THAT THERE WAS A MANUFACTURER'S RECALL FOR THE FAILURE HOWEVER, THE RECALL WAS EXPIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 250,000. THE CURRENT MILEAGE WAS APPROXIMATELY 260,000.					
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)

I am the original owner.
I have not received recall notices
I recently experienced antilock brake problems
and learned of the recall and was
told it has expired?

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

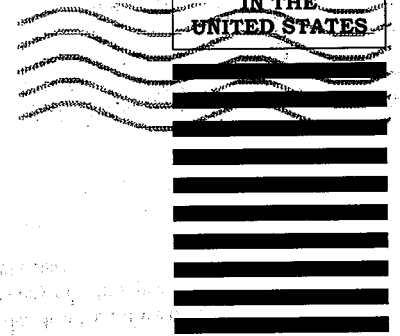
Official Business
Penalty for Private Use \$300



NASHVILLE TN 372

18 JAN 2013 PM 1 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

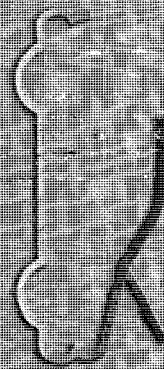
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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



U.S. Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20590

HAYES BROS AUTO CARE
 8396 JOHN BRAGG RD
 READYVILLE, TN. 37149
 Phone - 615-217-3404 Fax - 615-217-3440

INVOICE

20948

Org. Est. # 024421

INVOICE

Print Date : 12/11/2012

[Redacted]
 Auburntown, TN [Redacted]
 Cellular [Redacted]
 Cust ID : 2833

2001 Mitsubishi - Montero Limited
 3.5L, V6, VIN (R)
 Lic # :
 Unit # :
 Vin # : JA4MW51R01J [Redacted]
 Hat # :

Odometer In : 262991

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
ABS BRAKE ACCUMULATOR				ABS BRAKE ACCUMULATOR REPLACEMENT	74.75
ACCUMULATOR	1.00	165.00	165.00		
NAPA BELT					
25070951	-1.00	40.53	-40.53		
Shop Supplies/Enviro Fees		3.74	3.74		

[Technicians : RAINWATER, KEVIN]

Org. Estimate \$222.75 Revisions \$0.00 Current Estimate \$ 222.75 Additional Cost Revised Estimate

Labor:	74.75
Parts:	128.21
Sublet:	0.00
Sub:	202.96
Tax:	19.79
Total:	222.75
Bal Due:	\$222.75

[Payments -]

All vehicles left over 48 hrs after repairs are completed will incur a \$10.00 a day storage fee. All parts will come with a 12 mth or 12,000 mile warranty unless stated differently. BRAKE WORK: Certain brake noise and rotor shudder are common recurrences and are not warrantable.

SIGNATURE..... Date..... Time.....