


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	
	Date Received 04-JUN-2015		Repository <input type="checkbox"/> Reference No. 10723353	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	Zip Code		
BOVINA CENTER	NY			

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 JA4AR4AU0BZ		Make MITSUBISHI	Model OUTLANDER SPORT	Model Year 2011
Date Purchased 1/7/2015	Dealer's Name and Telephone Number METRO FORD (518) 382-1012/1014		Engine: No: Cylinders 4	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City SCHEMECTADY	State NY	Zip Code 12804	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: COMPUTER, ELECTRICAL DEFOGGER, POOR BALANCE	Incident Date(s) 10-MAR-2015 1/7 - 6/9/2015

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 020000 SUSPENSION, BRAKES (PWS), COMPUTER MISSING LEAD WEIGHTS ON DRIVER SIDE TIRES, DEFOGGER, POWER STEERING	Failure Mileage 39266 39,266 - 50,000	Failure Speed VARIES 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make PIRELLI	Tire Model (Name or Number): P225/55R18	Tire Size (Example P215/65R15) P225/55R18
DOT No. (Example: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: ALBANY NY INTER 90
Tire Component Code	Tire Failure Type: PUNCTURE/RIPE	

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 checked="" type="checkbox"/> Yes <input 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 <input checked="" type="checkbox"/> YES

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 2011 MITSUBISHI OUTLANDER SPORT. WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE WOULD PULL TO THE RIGHT. THE VEHICLE WAS TAKEN TO THE DEALER WHERE A WHEEL ALIGNMENT WAS PERFORMED, BUT THE FAILURE CONTINUED. WHILE DRIVING APPROXIMATELY 20 MPH, THE VEHICLE SUDDENLY PULLED TO THE RIGHT. THE DRIVER LOST CONTROL AND CRASHED INTO A BRICK ~~WALL~~ **CLAY BANK**. THE CAUSE OF THE FAILURE WAS NOT DIAGNOSED. THERE WERE NO INJURIES AND A POLICE REPORT WAS ~~NOT~~ FILED. ALSO, WHILE DESCENDING DOWN A HILL AT APPROXIMATELY 5 MPH, THE MESSAGE "VEHICLE IMMOBILIZED" SUDDENLY DISPLAYED AND THE BRAKES WOULD NOT OPERATE. THE CAUSE OF THE FAILURE WAS NOT DIAGNOSED. THE CONTACT INDICATED THAT THE VEHICLE EXPERIENCED MULTIPLE ELECTRICAL MALFUNCTIONS, SUCH AS NOT IMMEDIATELY SHUTTING OFF WHEN PRESSING THE OFF AND ON BUTTON AND THE WINDOWS WOULD NOT CLOSE INTERMITTENTLY. WHEN SOMEONE TOUCHED THE METAL ON THE VEHICLE, THE PERSON WOULD EXPERIENCE ELECTRICAL SHOCKS. THE CAUSE OF THE ELECTRICAL FAILURES WERE NOT DIAGNOSED. THE MANUFACTURER WAS ~~NOT~~ NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 39,266. — 50,000

NOTE DEALERSHIPS AND C METRO FORD AND MITSUBISHI REPS REFUSED TO PROPERLY INSPECT THE VEHICLE UNLESS A INSPECTION FEE IN THE RANGE OF \$99.50 TO \$1500 WAS PAID

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 could take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, a statistical summary thereof, may be used in support of the agency's action.

From: [Atkins, Tanya CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSB Complaint Edits
Date: Friday, June 19, 2015 10:55:38 AM
Attachments: [NHTSB Complaint.pdf](#)
[NHTSB Complaint.pdf](#)

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Subject: FW: NHTSB Complaint Edits

Here's a questionnaire.

From: [REDACTED]
Sent: Thursday, June 18, 2015 3:21 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSB Complaint Edits

I have attached the edits as requested, please provide an electronic of corrected version once completed.

Thanks,

[REDACTED]
[REDACTED]
Bovina Center, NY [REDACTED]
Cell: [REDACTED]
Email: [REDACTED]



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

Mid County Auto Body & Glass Inc.

237 Main Street
 Delhi, NY 13753
 607-746-6476

Date	Estimate #
6/9/2015	[REDACTED]

Name / Address
[REDACTED] [REDACTED] Bovina Center, NY [REDACTED]

Terms	Project
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Description	labor	Refinish	TOTAL
2011 MITSUBISHI SPORT JA4AR4AU0BZ [REDACTED]			
	Labor	Refinish	
Radiator	1.5		361.00 361.00T
Fan shroud	.8		46.25 46.25T
A/C condensor	1.3		269.77 269.77T
Evacuate & re-charge	1.7		38.00 38.00T
Radiator support	3.5	1.0	
Bumper cover	1.5	3.0	460.18 460.18T
Clearcoat		1.0	
clips and hardware			20.00 20.00T
Antifreeze			20.00 20.00T
Purge system	.5		
Paint & Materias			135.00 135.00T
Labor. 10.8 hrs.			540.00 540.00T
Refinish.. 5.0 hrs..			250.00 250.00T

Subtotal	\$2,140.20
Sales Tax (8.0%)	\$171.22
Subtotal	\$2,311.42