

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 04-APR-2016 MAY 10 2016	
				Repository ☐ Reference No. 10853326	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
BLOOMFIELD	NJ		SAME		
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	Model	Model Year	
4A3AC84H51E		MITSUBISHI	ECLIPSE	2001	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
07/14/2001	GLOBAL AUTO MALL 908-757-4000		No: Cylinders	GAS	
Original Owner	Dealer's City	State	Zip Code		
☒	N. PLAINFIELD	NJ	07060		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
AUTOMATIC	☒ Cruise Control	FRONT WHEEL DRIVE (AUTOMATIC)			01-APR-2016
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage	Failure Speed
				40000	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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 ECLIPSE. WHILE DRIVING AT 25 MPH, THE VEHICLE LOST POWER AND THE ACCELERATOR PEDAL WAS DEPRESSED. THE VEHICLE FAILED TO ACCELERATE. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 40,000.					
*VEHICLE WAS REPAIRED 04/13/2016 - \$3604.40 BY AAMCO *CALLED MITSUBISHI MOTORS 04/04/2016 ABOUT MANUFACTURING DEFECT OF WAVE CUSHION SPRING IN AUTOMATIC TRANSMISSION CAUSING CATASTROPHIC FAILURE, WAS TOLD "NO PROGRAMS," MITSUBISHI REFERENCE #					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY. → YES					
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.					

[REDACTED]
BLOOMFIELD, NJ [REDACTED]
[REDACTED]

Ref # 10853326

2001 Mitsubishi Eclipse GT 6 cylinder with automatic transmission. Purchased new from dealer.
Date and mileage of failure: 04/01/2016 with 40,133 miles.

On 04/01/2016, drove about one block from home (25 mph), heard a light click or snap and no longer had any power to wheels (engine was still running and fine). At no point was there any warning or signal notifying driver of failure. Had to have vehicle towed to AAMCO TRANSMISSIONS. AAMCO performed check and diagnosis and on 04/04/2016 was told a complete transmission replacement was needed. Repair was completed on 04/13/2016 and cost was \$3604.40 (receipt attached). Old transmission stayed at shop where I assume was used for the core charge adjustment for the replacement/remanufactured transmission that was installed.

Called Mitsubishi Motors on 04/04/2016 (1-888-648-7820)
Mitsubishi reference# [REDACTED]

After doing research online, discovered other cases of catastrophic transmission failure with no notice or warning. The re-occurring theme seems to be a manufacturing defect of the WAVE CUSHION SPRING in automatic transmissions used by Mitsubishi and some Chrysler / Dodge as well. Once this defective part fails, the transmission is rendered useless. Also learned that the new replacement part (wave cushion spring) others had replaced is now updated, modified, and improved. All of this was mentioned to Mitsubishi Motors (above) and only told there were "no programs" in place. So, I was only left with a Mitsubishi Motors reference number (above).

Besides the obvious of being a safety issue of total catastrophic failure of the transmission, I cannot justify the out-of-pocket expense for a new transmission with only 40,000 miles. Especially if there is a manufacturing defect involved which Mitsubishi does not want to acknowledge or address.

CUSTOMER SERVICE MGR (LAST)

(FIRST)

DATE

4/1/16 15:58

ADDRESS

CITY

STATE/PROV. ZIP/POSTAL CODE

MILEAGE

TRANSMISSION TYPE

HOME PHONE

BLOOMFIELD NJ

40133

F4A51

YEAR MAKE MODEL COLOR

VEHICLE IDENTIFICATION NUMBER (VIN)

LIC. PLATE NO./STATE

BUSINESS PHONE

2001 MITSUBISHI ECLIPSE RED

4A3AC84H51E

WARRANTY CLAIM INFORMATION

ORIGINAL CENTER ORIGINAL RO ORIGINAL MILES ORIGINAL DELIVERY DATE PROD. DATE ENGINE SIZE CELL PHONE

04/00

3L

HAT NUMBER

EMAIL ADDRESS

LEAD SOURCE

YELLOW PAGES - TRANS

#

N. D. F.

638 Bloomfield Ave.

Bloomfield, NJ 07003

973-429-7615

INTERNATIONAL
CUSTOMER SERVICE
201 Gibraltar Road
Horsham, PA 19044
Call toll-free: (800) 523-0401



TOTAL
CAR CARE
EXPERTS

An independently owned and operated AAMCO Center

INTERNAL USE ONLY		SERVICE DESCRIPTION	PRICE
SC	WC		
		DESCRIPTION OF PROBLEM-- DRIVING ABOUT A BLOCK AND HEARD A VERY LIGHT CLICK OR SNAP LOST POWER TO WHEELS	89.95
		AAMCO MULTI-POINT INSPECTION AUTHORIZATION: BY: OWNER DATE: 4/1/2016 TIME: 3:58:30 PM FROM:	
		SIGNATURE: _____	
		THE MULTI-POINT INSPECTION REVEALED THAT THE TRANSMISSION FLUID LEVEL IS OK AND THE CONDITION IS SVC. DUE. THE FLUID IS DUE FOR SERVICE. NO MOVEMENT. NO ROAD TEST A COMPUTER SCAN REVEALED THE FOLLOWING CODES: 41 - 1ST NOT SYNCHRONIZED, 43 - 3RD NOT SYNCHRONIZED THE FOLLOWING IS RECOMMENDED: TEARDOWN	
B		TRANSMISSION SERVICE AAMCO EXCHANGE FACTORY CERTIFIED REMANUFACTURED TRANSMISSION WITH 6 MONTH OR 6,000 MILE WARRANTY	
		1 RECONDITIONED - AAMCO EXCHANGE FACTORY CERTIFIED REMANUFACTURED TRANSMISSION (B)	2500.00
		NEW - TRANS FLUID (B)	112.50
		LABOR TO REMOVE AND REINSTALL	787.50
		1 CREDIT - MULTI-POINT INSPECTION	-89.95
		AUTHORIZATION: BY: DATE: 4/4/2016 TIME: 12:10 PM FROM: JO VERIFICATION: ACPENDER	
1		I HAVE BEEN OFFERED EXTENDED WARRANTY COVERAGE AND CHOSEN TO DECLINE _____ (INITIALS)	
		TOTAL CAR CARE	
1		CUSTOMER COUPON	-100.00
		ADDITIONAL VEHICLE CHECK(S)	
		1 THE MULTI-POINT INSPECTION REVEALED THAT THE FOLLOWING AREAS ARE IN NEED OF ATTENTION: FRONT ENGINE MOUNT - FOUND BROKEN UPON REMOVAL OF TRANSMISSION - REPLACE - BRAKE NOISE AND PEDAL PULSATION FOUND ON ROAD TEST.-. A COMPUTER SCAN REVEALED THE FOLLOWING CODES: 41 - 1ST NOT SYNCHRONIZED, 43 - 3RD NOT SYNCHRONIZED	0.00
P		SEPARATE WARRANTY TERMS & CONDITIONS APPLY TO EACH SERVICE. ASK THIS INDEPENDENTLY OWNED & OPERATED AAMCO CENTER FOR A COPY OF THE WARRANTY TERMS THAT APPLY TO THE FOLLOWING SERVICE(S) AT THIS CENTER	
9		FRONT ENGINE MOUNT 12 MONTH / 12,000 MILE WARRANTY ON PARTS AND LABOR	
		1 FRONT ENGINE MOUNT	55.59
		LABOR	105.00
		PARTS TOTAL \$55.59 LABOR TOTAL \$0	
		LABOR DISCOUNT W/ TRANSMISSION REMOVED	-105.00
		AUTHORIZATION: BY: OWNER DATE: 4/5/16 TIME: 10:54 FROM: VERIFICATION:	
		IF YOU ARE WITHIN 40 MILES OR 70 KM, YOU MUST RETURN VEHICLE TO AAMCO CENTER WHERE WARRANTY WAS ISSUED.	

