

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (EOIA) 5 U.S.C. 552(B)(6)

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

Repository ☐

23-MAY-2016

Reference No.
10870327

JUL 17 2016

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LAFAYETTE State IN Zip Code [REDACTED]

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 4A3AK24F09E [REDACTED]		Make MITSUBISHI	Model ECLIPSE	Model Year 2009
Date Purchased Nov. 2009	Dealer's Name and Telephone Number Bob Rohrmans 765-838-8900		Engine: No: Cylinders 4	Fuel Type: unleaded
Original Owner ☒	Dealer's City Lafayette, IN	State IN	Zip Code 47905	
Transmission Type 4 Speed	☒ Antilock Brakes ☒ Cruise Control	Powertrain Auto 2 Wheel Dr.	Multiple Failure: Cracked dash Antilock Brake	Incident Date(s) 10-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 49000	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make 17 inch	Tire Model (Name or Number) Good Year	Tire Size (Example P215/65R15) 17
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
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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 2009 MITSUBISHI ECLIPSE. WHILE THE VEHICLE WAS PARKED, IT WAS OBSERVED THAT THE DASHBOARD WAS FRACTURED. THE FAILURE OCCURRED CONSTANTLY. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 49,000. Aug 2014 I noticed thru my windshield passenger side my dash was coming apart in Aug 2015 took in for a recall on ABS brakes + oil changed I asked about the dash they called the manufacturer and manager at Bob Rohrmans, where I bought my car. they said there was nothing they could do. I've noticed the gap is getting bigger and it is across to the driver side. I am concerned for safety that the air bags may blow out or not.

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 sending a sheet from Bob Rohman's where I have asked about this. The dash is falling apart all the way across without a 2 in gap or bigger. It is like the dash could fall off? My concern is the air bags popping out or not popping out when they should.

Bob Rohmans, Mitsubishi. 765-448-1000

801 Sagamore Parkway South

Lat. IN 47905

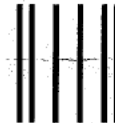
ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



**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, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #:

*Bob Rohrman**Mitsubishi-Hyundai*

801 Sagamore Parkway South

LAFAYETTE, IN 47905

(765) 448-1000

http://www.bobrohrman.com

INVOICE

PAGE 1

LAFAYETTE, IN

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 4579 SAM BEST

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
SILVER		09	MITSUBISHI ECLIPSE S		4A3AK24F09E		55886/55886		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN09 DD			17:00 04SEP15			0.00	CASH	04SEP15	
R.O. OPENED		READY		OPTIONS:					

14:26 04SEP15 16:05 04SEP15

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A MULTI-POINT INSPECTION

MPI MULTI-POINT INSPECTION

5336 CM 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

PERFORMED MULTI-POINT INSPECTION. NEEDS FRONT BRAKE PADS 73.68 PLUS

LABOR (1.5) TOTAL 228.84. REAR BRAKE PADS \$75.92 LABOR (1.5) TOTAL

\$231.23

B LUBE/OIL/FILTER CHANGE

CAUSE: PERFORMED OIL AND FILTER CHANGE, TOPPED OFF ALL FLUIDS AS NEEDED

AND ADJUSTED TIRE PRESSURE. *THANK YOU*

1 LUBE/OIL/FILTER CHANGE

5336 CM 0.30

14.00 14.00

1 MZ690072 OIL FILTER

7.23 7.23 7.23

1 50OIL 5W20 OIL

14.22 14.22 14.22

PARTS: 21.45 LABOR: 14.00 OTHER: 0.00 TOTAL LINE B: 35.45

PERFORMED OIL AND FILTER CHANGE, TOPPED OFF ALL FLUIDS AS NEEDED

AND ADJUSTED TIRE PRESSURE. *THANK YOU*

C CUSTOMER STATES TO HAVE AIR AND CABIN FILTER REPLACED.

100 MAINTENANCE

5336 CM 0.20

20.00 20.00

1 MR571396 ELEMENT, AIR CLEANER

24.64 24.64 24.64

PARTS: 24.64 LABOR: 20.00 OTHER: 0.00 TOTAL LINE C: 44.64

REPLACED AIR FILTER. DOES NOT HAVE CABIN FILTER

D CUSTOMER STATE THAT THERE IS A NAIL IN TIRE AND NEEDS PATCHED

100 MAINTENANCE

5336 CM 0.50

20.00 20.00

PARTS: 0.00 LABOR: 20.00 OTHER: 0.00 TOTAL LINE D: 20.00

PATCHED REAR DRIVER SIDE TIRE

E CUSTOMER STATES THAT DASH IS COMING APART AROUND WHERE AIR BAG IS

650 TRIM-INTERIOR

*Thank You!**for allowing us to service
your vehicle*

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Miles 5587

CUSTOMER #:

INVOICE

*Bob Rohrman**Mitsubishi-Hyundai*

801 Sagamore Parkway South

LAFAYETTE, IN 47905

(765) 448-1000

<http://www.bobrohrman.com>

LAFAYETTE, IN

PAGE 2

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 4579 SAM BEST

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
SILVER		09	MITSUBISHI ECLIPSE S		4A3AK24F09E		55886/55886		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN09 DD			17:00 04SEP15			0.00	CASH	04SEP15	

R.O. OPENED

READY

OPTIONS:

14:26 04SEP15 16:05 04SEP15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		5336	CM	0.00		0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:
							0.00

FRONT DASH MN134682HC \$893.73 LABOR (12.0) \$1,200. TOTAL WITH TAX
AND LABOR \$2,156.29

*Thank You!**for allowing us to service
your vehicle***STATEMENT OF DISCLAIMER**

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DESCRIPTION	TOTALS
LABOR AMOUNT	54.00
PARTS AMOUNT	46.09
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	100.09
LESS	0.00
SALES TAX	3.23
PLEASE PAY THIS AMOUNT	103.32

CUSTOMER COPY

[Redacted]
Laf. In. [Redacted]

INDIANAPOLIS IN 400

22 JAN 2016 PM 3 L



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF 100
1200 New Jersey Avenue SE.
Washington D.C. 20577-9382

20077-9382

