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	Repository ☐
13-SEP-2016 NOV - 1 2016	Reference No. 10906153

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City DAVENPORT	**State** IA	**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	Make	Model	Model Year
4A4MN31S14E[redacted]	MITSUBISHI	ENDEAVOR	2004

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
5-2014	West Auto Sales 563-323-8323			No: Cylinders	
Original Owner ☐	Dealer's City Dav. Ia	State Ia	Zip Code 52802		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 13-SEP-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)	Failure Mileage 178000	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: DOTMAL9ABC036)	☐ 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 2004 MITSUBISHI ENDEAVOR. WHILE FILLING THE VEHICLE WITH FUEL, THE FUEL LEAKED OUT. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE FUEL FILLER PIPE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 10V065000 (FUEL SYSTEM, GASOLINE). THE FAILURE MILEAGE WAS 178,000.

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 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)

SPOKE to mitshubishi twice - Eric and Michelle - 888-648-7820 - Both told me although it "appeared" to be the same problem as the recall, my VIN IF was not included.

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

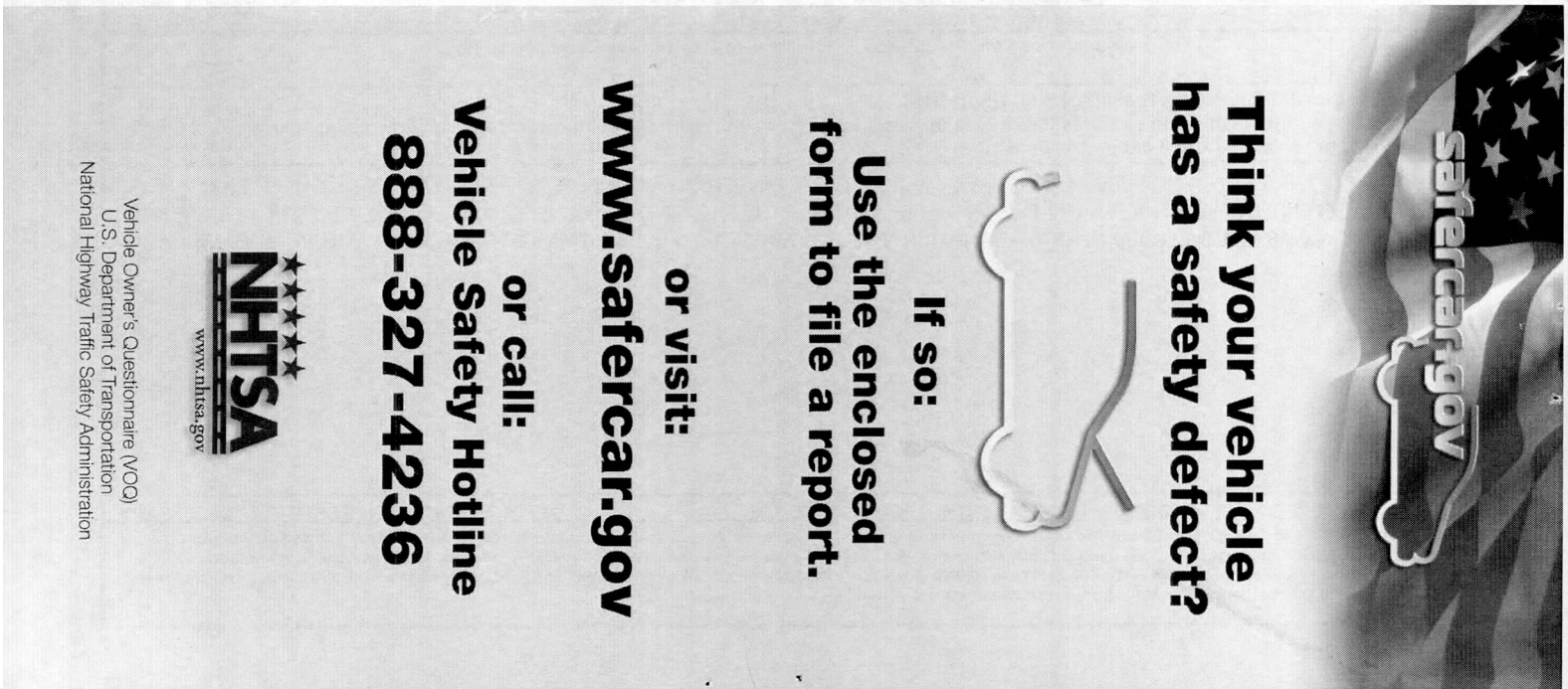
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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



FACTORY SCHEDULED MAINTENANCE

CATCH-UP MAINTENANCE

Shows major maintenance items that should have been performed recently

✓ Change engine coolant — Last due at 150,000 miles

Engine coolant is a half-and-half mixture of a form of glycol and water. The glycol represents the antifreeze element of the mix, guaranteeing that the fluid doesn't turn to ice in cold temperatures. On the other hand, glycol also prevents the coolant from reaching the boiling point in extreme heat. It keeps engine temperatures stable under all climate extremes and driving conditions. It also contains additional additives that prevent rust and corrosion in the radiator, engine and vehicle's heater. Replacing/flushing the engine coolant/cooling system on a regular basis, and as recommended by the manufacture's maintenance recommendation, can help keep the cooling system in peak operating condition.

✓ Change transmission fluid — Last due at 150,000 miles

Transmission fluid/oil is a fluid designed to clean, cool, and lubricate the internal workings of transmissions. Transmission fluid/oil breaks down over time due to extreme heat generated in the transmission. It becomes dirty and contaminated with debris from the wear parts in the transmission. Replacing the transmission fluid/oil on a regular basis, as per the manufacturer's maintenance recommendations, helps to ensure that the transmission stays in good working condition.

RELIABILITY REPORT

CATEGORY	RATING	COMMENTS
Engine	✓	Infrequent problems reported, all with low repair cost
Transmission & Driveline	✓	Infrequent problems reported, all with low repair cost
Steering & Suspension	✓	Infrequent problems reported, all with low repair cost
Brake	✓	Infrequent problems reported, all with low repair cost
Heating & Air Conditioning	✓	Infrequent problems reported, all with low repair cost
Starting & Charging	✓	Infrequent problems reported, all with low repair cost
Accessories	✓	Infrequent problems reported, all with low repair cost

RATINGS KEY: ✓ Minimal Problems ! Moderate Problems ✗ Significant Problems

RECALL REPORT

From: National Highway Traffic Safety Administration

NHTSA Camp. #	Component Affected
04V197000	TRAILER HITCHES
04V279000	SEATS
04V428000	EQUIPMENT:OTHER:LABELS
05V069000	PARKING BRAKE
08V139000	ELECTRICAL SYSTEM:IGNITION
10V065000	FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:FILLER PIPE AND CAP

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IDENTIFIX DIRECT-HIT

MIDAS, AUTO SYSTEMS EXPERTS, Inc.

4529 BRADY
DAVENPORT, IA 52806
563-388-7866
Midas10@MidasASE.com

Invoice # [redacted]
6:33:46PM 9/8/2016

[redacted]

Customer : [redacted]	Vehicle : 2004 MITT ENDEAVOR
Address : [redacted]	License : [redacted]
City : DAVENPORT, IA [redacted]	VIN : 4A4MN31S14E[redacted]
Home : ([redacted] Ext :	Engine : V6-3828 3.8L Trans :
Work : ([redacted] Ext : SAND	Mileage : 190646

TECH	OP Qty	LABOR DESCRIPTION / Part Number	Part Description	Reason for Replacement	LABOR / Part Price Each	PARTS / Extended	SUBTOTAL
		Service Requests:					
		oil change and check for fuel leak at filler neck					
674	CC 001	Midas Touch Visual Courtesy Check Multi-point visual inspection of the;				0.00	
		-Brake System -Starting & Electrical systems -Steering & Suspension systems					
		and alignments -Transmission system -Exhaust					
		system -Engine cooling system -Fuel system					
		-Fluids -Tires, complete with a written report.					
674	LOF404	Full Service 5w30 MAX LIFE Oil and filter change and Tire Rotation.				15.40 34.59	49.99
		Change oil with up to five quarts of					
		oil; replace oil filter; perform courtesy inspection; top off fluids					
		as needed; lube all fittings (if applicable).					
		---------- Your Midas invoice and window cling					
		label reflect the current service date and mileage. Oil changes and					
		other fluid maintenance service intervals should always be based					
		upon vehicle manufacturer recommendations.					
		---------- Engine Oil Capacity Quarts 4.5					
		INCLUDES FILTER CAPACITY Lug Nut Torque Ft/Lbs 65-80					
	1.00	21356MP	OIL FILTER		3.99	3.99	
	1.00	.OILPKGDISCOUNT	|OIL CHANGE PAC		-4.35	-4.35	
	5.00	704566	(QT)VAL MAX LIF		6.99	34.95	
674	TSR100	4 Wheel and Tire Rotation. SPECIAL! (Normally $20)				0.00	
		Includes rotating all four wheels and tires to extend the life of the					
		tires, and torquing the lug nuts to the proper specification. Also					
		included is checking and adjusting the air pressure in each tire as					
		needed, to make sure each tire pressure is optimal for safety, the					
		best fuel efficiency, performance, and tire life.					
674	EAT001	DRIVE OUT HUNGER ($1 Donation to the local Food Bank)				0.00	
		We are so pleased to have you join us in our mission to end hunger. Every time					
		you have your oil changed at any ASE Midas shop, you help us provide up to 5					
		meals to those in our community that are hungry. Way to go! You are making a					
		difference!					
674	TSR002	HUB CLEANING SERVICE The surface areas of the hubs and the				0.00	
		rims will be cleaned of any corrosion so that when the rim is placed back on the					
		vehicle it will seat properly onto the hub.					
	OTH500	fuel filler neck kit			my cost	165.00 340.99	505.99
		Technicians: 1030, 674					
	1.00	MR31114	FUEL NECK REPAIR KIT		340.99	340.99	
674	TSR002	HUB CLEANING SERVICE The surface areas of the hubs and the				0.00	
		rims will be cleaned of any corrosion so that when the rim is placed back on the					
		vehicle it will seat properly onto the hub.					
ASE	DIS140	Coupon $20 OFF				0.00 -20.00	-20.00
	2.00	.INSTANT-10	|INSTANT 10 OFF		-10.00	-20.00	

Payments:
MIDAS CARD, $605.46, on 09/08/16
CardNo: [**********[redacted], AuthorizationNo: [redacted]

MIDAS, AUTO SYSTEMS EXPERTS, Inc.

4529 BRADY
DAVENPORT, IA 52806
563-388-7866
Midas10@MidasASE.com

Invoice # [redacted]
6:33:47PM 9/8/2016

Customer : [redacted]	Vehicle : 2004 MITT ENDEAVOR
Address : [redacted]	License : [redacted]
City : DAVENPORT, IA [redacted]	VIN : 4A4MN31S14E[redacted]
Home : [redacted] Ext :	Engine : V6-3828 3.8L Trans :
Work : [redacted] Ext : SAND	Mileage : 190646

TECH	OP / Qty	LABOR DESCRIPTION / Part Number	Part Description	Reason for Replacement	LABOR / Part Price Each	PARTS / Extended	SUBTOTAL

FOR EXHAUST, BRAKES, A/C, ALIGNMENT, MAINTENANCE...

TRUST THE MIDAS TOUCH!

WE VALUE YOUR COMMENTS. CONTACT US AT 563-388-7866

WARRANTY INFORMATION

Midas International Corporation issues written warranties on mufflers, catalytic converters, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, and variable rate springs. The warranty terms for these products are stated on separate printed warranty certificates issued to you, together with the invoice, upon the purchase of the appropriate warranted product. The terms of all warranties are in the Midas Warranty Binder on display in each Midas location. All other products and workmanship are warranted for ninety (90) days from the date of installation. There are no other warranties issued by Midas International Corporation.

This warranty gives you specific legal rights; you may also have other rights which vary from state to state.

Warranty work will be performed at any Midas location in the USA or Canada offering the warranted product of service. For the address of your nearest Midas location, see the Yellow pages of the local telephone directory or write Midas Consumer Relations, 1300 Arlington Heights Road, Itasca, IL. 60143. I hereby authorize you and/or your agents to contact me regarding the products and services provided at Midas.

Thank You For Your Patronage!

Labor :	$180.40
Parts :	$355.58
Sublet :	$0.00
Other Fees :	$0.00
ShopFee	$29.87
Subtotal :	$565.85
Sales Tax :	$39.61
Total :	$605.46
Paid :	$605.46
Due :	$0.00

Paid By : MIDAS CARD
Pay Ref :