



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 ☐

02-MAR-2018

APR 10 2018

Reference No.

11075781

OWNER INFORMATION (Type or Print)

Name

Address

City SIDNEY

State NY

Zip Code

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

JA4LZ31F85U

Make

mitsubishi

Model

OUTLANDER

Model Year

2005

Date Purchased

6/14/2015

Dealer's Name and Telephone Number

Engine:

No: Cylinders

4

Fuel Type:

GAS

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

Auto

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Under carriage

Incident Date(s)

02-JAN-2018
12-2-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage

136000

Failure Speed

20 mph

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

☐ Yes ☒ No

Fire

☐ Yes ☒ 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 2005 MITSUBISHI OUTLANDER. WHILE DRIVING APPROXIMATELY 20 MPH AND MAKING A LEFT TURN, THE STEERING MALFUNCTIONED AND THE VEHICLE WOULD NOT TURN. AFTER STOPPING TO INSPECT THE VEHICLE, IT WAS DISCOVERED THAT THE TWO FRONT WHEELS WERE POSITIONED IN OPPOSITE DIRECTIONS. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE FRONT CROSS MEMBER HAD FRACTURED DUE TO RUSTING. THE MANUFACTURER AND DEALER WERE NOT NOTIFIED. THE FAILURE MILEAGE WAS 136,000.

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 WAS making a left turn, Half way through
the turn the vehicle went straight off the road.
I stopped the vehicle and saw my wheels going
in opposite direction. Car Towed to repair shop
When I received the call back letter, the company
would not reimburse me my expenses.
The letter came after the vehicle broke down

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

OFFICE
NEF 100
27 MAR '18
PM 4 L



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**



**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**



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

SIDNEY TIRE

485 STATE HWY 7, UNADILLA, NY 13849
 Phone: 607-563-2828 Fax: 607-563-2933

REPAIR SHOP # 439-0190

Customer Information	Work Order	Additional Information
Acct Number: Phone: Phone:	Date: 12/08/2017 Reference: Salesperson: Larry Roefs Route: Delivery Date:	PO Number: Work Order#: Entered By: Larry Roefs
Vehicle: 2005 MITSUBISHI OUTLANDER AWD VIN: JA4L231F85L		
Lic No: Unit: red Mileage: 140292 Desc: 2005 MITSUBISHI OUTLANDER AWD		
Diagnostic did inform customer that price is with out any unforeseen issues		

Qty	Description	FET	Unit Price	Ext. Price
4.00	LABOR: REPLACED FRONT SUB FRAME		73.00	292.00
1.00	UNDERCARRIAGE CROSS MEMBER 0 USED		299.00	299.00
1.00	NCV51546V CV AXLE ASSY - RIGHT FRONT		99.95	99.95
1.00	NCV51547 CV AXLE ASSY - LEFT FRONT		99.95	99.95
1.00	18750042 sway bar link		39.18	39.18

OTSEGO CO TAXABLE**NYS SALES TAX - OTSEGO CO:****Terms: N/A****Subtotal: 830.08****66.41****Total: \$896.49**

Terms:	Due Date	Due Amount	Amt Remain
	12/08/2017	\$896.49	\$0.00

Account Balance	Current	0-29 Days	30-59 Days	60-89 Days	90+ Days
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

*******RETIGHTEN/RETORQUE WHEELS AFTER 100 MILES*******

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Sidney Tire, Inc. permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

SIDNEY TIRE, INC. IS NOT RESPONSIBLE FOR LOSS OR DAMAGES TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND SIDNEY TIRE'S CONTROL.

A 1.5% (18% APR) SERVICE CHARGE WILL BE ASSESSED ON ANY AMOUNT WHICH BECOME DELINQUENT BEYOND 30 DAYS.

W-486686

12/11/2017 9:48 AM Page: 1 Entered By: Larry Roefs

Signature _____