



US 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

Form Approved: O.M.B. No. 2127-0008
FOR AGENCY USE ONLY

Od or
dt
dd
up
Reference No.

COPIED
559858

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Street: [Redacted]
City: [Redacted]

DATE
FEB 22 4 11 PM
OFFICE
DEFECT INVESTIGATION

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: 11/22/00

VEHICLE INFORMATION

Vehicle Identification No. (VIN): (Located at bottom of windshield on driver's side)
J A 3 A Y 1 1 A K V U 0 1 5 0 5 3
Make: Mitsubishi
Model: Mirage
Year: 97
Purchased Date: 12-12-97
Dealer's Name: Dan Herring Mitsubishi
Dealer's City: Dallas
State: TX
Zip Code: 75237
Engine/Size (CID/CC/L):
☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
No. Cylinders: 4
Transmission Type:
☐ Manual ☒ Automatic
Restraint System:
☒ Driverside Air Bag ☐ Motorized
☒ Passengerside Air Bag ☐ 2-Point Belt
☐ 3-Point Belt
Cruise Control:
☐ Yes ☒ No
Drivetrain:
☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type:
☒ Car ☐ Sport Utility ☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle ☐ Other
Body Style:
☒ 2-Door ☐ 4-Door
☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): Harmonic Balance
Location:
☐ Left ☐ Right ☒ Front ☐ Rear
Failed Part(s):
☒ Original ☐ Replacement
Handicap Adaptive Equip:
☐ Yes ☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand: _____ Tire Name: _____ Complete Tire Size: _____
No. of Failures: _____ Date(s) of Failure(s): _____ Mileage at Failure(s): _____ Vehicle Speed at Failure(s): _____
Failed Part(s) Available?: ☐ Yes ☐ No
NHTSA Previously Contacted?: ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash: ☐ Yes ☒ No
Fire: ☐ Yes ☒ No
Number of Persons Injured: None
Number of Fatalities: None
Reported to Manufacturer: ☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):
The car was backing up from a parked position. The harmonic balancer assembly broke out of the car. I heard a loud noise. I then pulled the car out of the parking lot.
"OVER" to the Next Page.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

As the car was being backed up from a parked position the harmonic balancer assembly fell out of the car. I had the car towed in Don Hoisington Mitsubishi where I was told I needed a new motor. I attempted to contact the manufacturer but kept getting the run around. Please assist me with any help possible. I have been without transportation for 1 year.

Sincerely,



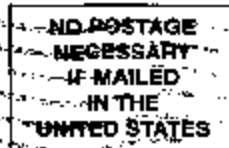
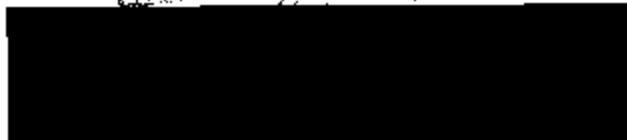
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE**

(VOC)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline



**VOLKSWAGEN
SUBARU**
3312 S. Marvin D. Love Fwy.
Dallas, Texas 75224
214/372-7800

MITSUBISHI
3520 S. Marvin D. Love Fwy.
Dallas, Texas 75224
214/372-7850

ADD	VIN	MAKE/YR	LIC.
CITY	MODEL	97	COLOR
PHO			Red

		PART PRICE	LABOR PRICE
Crankshaft	D332703	517.82	X 15.01
Timing Bearings	D332492? (4)	27.92ea	X
Timing Water Pumps	D332719? (1)	29.50	X
Rock Bearings	D332497? (4)	19.35ea	X ✓
Exhaust Gasket Set	D974946	151.43	X
Crank Sprcket	D356723	31.49	✓
Crank Bolt	D350191	7.60	✓
Watermole Pulley	D331249	146.20	X
Watermole Pulley	ID5	6.98	X
Assy Sealant	A990221X61		
Cleaner	A999201X02	5.88	✓
Anti Fray	M2311986	13.86	✓
Oil		21.55	
Oil Filter		" "	
Trans Fluid	M599158	3.64ea	✓
Timing Belt	D340625	33.94	✓
A/c Belt	D325601	30.47	X
P/s Belt	D344478	29.86	X
Wdr Belt	D338513	21.83	✓
Watermole Slat	D331408 D175746	24.58	✓
Spark plugs	M5851237 (4)	14.44	✓

Water Pump
Miscell - 750.00

D323372 - 114.28 X

TOTAL LABOR	120.02
TOTAL PARTS	112.02
TAX	2553.26
SUBLET	162.60
TOWNG	719.26
TOTAL	

17516	INVOICE NO. 17516	INVOICE DATE 01/05/00	INVOICE TO HICSA6271
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EN 7-550HC/12V

ABOVE ABOVE
IN IN
DIAG ENGINE HOURS: 8.50 TECH(S):410

SUBJECT	PO#	VEND	INVM	INV DATE	DESCRIPTION
	128478			10/28/98	TON IN/NI28478

ESTIMATE

MITSUBISHI PARTS WARRANTY IS FOR
 TOTAL LABOR.... 32.50
 TOTAL PARTS..... 0.00

THANK YOU, AND APPRECIATE YOUR HELP.

CUSTOMER SIGNATURE _____

14-00000

10

100

ADAMS

100-443887-100

100-443887-100

NOTICE: NO REFUNDS ON SPECIAL ORDER AND ELECTRICAL PARTS.

PAGE 1 OF 1 [END OF INVOICE] 13:45:10