

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

02-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

719570

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 4A3AX35G9VE010511	Vehicle Make MITSUBISHI	Vehicle Model ECLIPSE	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-JAN-1998	Dealer's Name _____	Engine Size (CID/CC/L) 2.4	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☒ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13133000	Part Name(s) STRUCTURE:BODY ROOF:CONVERTIBLE TOP	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 10	Date(s) of Failure(s) 30-MAR-1999 Mileage at Failure(s) 30640 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONVERTIBLE TOP ALLOWS WATER TO LEAK UNDER SEAL , WHEN VEHICLE IS DRIVEN THEN WATER SPILLS ONTO DRIVER WHICH CAUSES AN UNSAFE CONDITION / MITSUBISHI IS UNCOOPERATIVE IN CORRECTING PROBLEM ALSO, WE HAVE DISCUSSED PROBLEM WITH OTHER ECLIPSE OWNERS AND THEY HAVE REPORTED SAME PROBLEM(S) . THE FAULTY TOP APPEARS AS THOUGH MITSUBISHI HAS A SERIOUS DESIGN PROBLEM. BESIDES THE SAFETY ISSUE I HAVE HAD TO REPLACE THE RADIO , CARPET AND MATS AT ONLY 30,000 MILES .A HIGH AND UNNECESSARY EXPENSE DUE TO WATER DAMAGE . AFTER REPORTING SAFETY ISSUE TO MITSUBISHI NO-ONE HAS CONTACTED ME .CLEARLY WE HAVE A CAR COMPANY THAT JUST DOES NOT CARE ABOUT ITS CUSTOMERS . *AK

CONTINUED ON BACK (REVERSE)

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.