

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

18-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

731786

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) 4A3AK34Y7VE050188	Vehicle Make MITSUBISHI	Vehicle Model ECLIPSE	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-MAR-2000	Dealer's Name _____	Engine Size (CID/CC/L) 2.0L	☐ 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 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 18-AUG-2000 Mileage at Failure(s) 71555 Vehicle Speed at Failure(s) 65	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THERE WAS NO INDICATION PRIOR TO THE ENGINE BLOWING THAT THERE WAS A PROBLEM. THE MECHANIC SAID THERE WAS PLENTY OF OIL IN IT. ONLY A USED ENGINE WITH 63,000 MILES ON IT COULD BE LOCATED TO REPAIR THE CAR AT A COST OF \$3474.17. MITSUBISHI WAS CALLED AND THEIR ONLY RESPONSE WAS THERE WERE NO RECALLS INVOLVING THIS PARTICULAR CAR. A LETTER WAS MAILED TO THEM WITH THE AUTO SHOP BILL ON AUGUST 30, 2000. THERE HAS BEEN NO RESPONSE FROM THEM.

CONTINUED ON BACK (SEE)

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.



UPDATED

August 30, 2000

MMCA
P.O. Box 6014
Cyprus, CA 90630-0014

Copied

DD# 731786

RECEIVED

00 SEP 28 AM 9:15

OFFICE
DEFECTS INVESTIGATION

QC'd

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To Who It May Concern:

On August 16, 2000, my son, Daniel Richards was driving his 1997 Mitsubishi Eclipse when a rod blew out the engine on an area freeway. This car had 71,555 miles on it when the engine blew. All the mechanic could determine was that it had plenty of oil in it. This car has been well maintained both by my son and the previous owner and was not being driven in a reckless or careless manner.

We had to replace the blown engine with a used one with over 63,000 miles on it at a cost of \$3474.17. Needless to say, we are not feeling confident in this car, especially in light of what has happened to Mitsubishi since this happened to the car.

We feel this should be a warranty repair but were told that is not the case. I hope that will be reconsidered since it will probably be next to impossible for us to sell this car-unless we want to give it away. I was given this address to address my concerns.

Please respond.

Sincerely,



cc: Consumer Protection Agency

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AN ALTERNATIVE BEDA

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THE ADDITIVE HELPERS
4100 Product Dr., St. Anthony Springs, CO 80602
Phone (800) 672-6964 or 1-800-414-7966 (toll-free)
Fax (303) 473-9119

REPAIR ORDER

[illegible]

TERMS ARE CASH UNLESS OTHER PRIOR ARRANGEMENTS ARE MADE
SEE IMPORTANT INFORMATION ON BACK

August 30, 2000

MMCA
P.O. Box 6014
Cypress, CA 90630-0014

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Sincerely,

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cc:Consumer Protection Agency

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DEFECTS INVESTIGATION

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THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)

(Page 1 through Page 2)

