

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

20-SEP-2000

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Reference No.

732010

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 vehicle left or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4A3CT64UXLE143112	MITSUBISHI	ECLIPSE	1990	

Purchase Date 01-JUL-1997	Dealer's Name	Engine Size (CID/CC/L) 2.2	☒ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City	No. Cylinders	

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

Component 07300000 07360000	Part Name(s) POWER TRAIN: TRANSMISSION: AUTOMATIC POWER TRAIN TRANSFER CASE (4-WHEEL DRIVE)	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 2	Date(s) of Failure(s) 11-SEP-1998 Mileage at Failure(s) 135000 Vehicle Speed at Failure(s) 55	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 1	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER MAKING A COMPLAINT OF NOISE IN MY DRIVETRAIN AND THEN HAVING THE TRANSMISSION AND TRASFER CASE SERVICED AT A MITSUBISHI DEALER WHO LATER TOLD ME THAT THIER MECHANICS WERE NOT FACTORY CERTIFIED AND WAS TOLD AFTER MY CAR DEVELOPED A PROBLEM THAT I WOULD HAVE TO HAVE MY CAR TOWED ONE HUNDRED MILES TO GREENWOOD INDIANA WERE THEY HAD A FACTORY CERTIFIED MECHANIC TO INSPECT MY CAR MY TRASFER CASE ON MY CAR FAILED TWICE ON FIRST FAILURE THE CASE WAS REPLACED ON THE SECOND FAIURE THE TRANSFER CASE LOCKED UP ON THE HIGHWAY ABOUT 150 MILES FROM WERE I HAD IT SERVICED AT THE MITSUBISHI DEALERSHIP IN CLARKSVILLE TENNESSE. AT THIS POINT IN TIME WHEN THE WHEELS LOCKED UP THE GEARSHIFT LEVER ON MY CAR JERKED VIOLENTLY AND THE TF

CONTINUE ON BACK IF NEEDED

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.