



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

13-NOV-2001

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

754493

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) (Location at bottom of windshield and driver's side door) 4A3AA46G8XE006359	Vehicle Make MITSUBISHI	Vehicle Model GALANT	Vehicle Year 1999	Current Odometer Reading
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Purchase Date 01-AUG-1998	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ 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 13430000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:HANDLE:INSIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 20-OCT-2001 Mileage at Failure(s) 55842 Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE DOOR HANDLES THAT YOU PULL TO EXIT THE VEHICLE HAS SNAPPED OFF ON THE DRIVERS DOOR. I CANNOT EXIT THE CAR WITHOUT PUTTING THE POWER WINDOW DOWN AND REACHING OUT TO OPEN THE DOOR. IF I HAVE NO POWER I CANNOT PUT THE WINDOW DOWN MAKING IT IMPOSSIBLE FOR ME TO GET OUT OF THE CAR WITHOUT CLIMBING OVER TO THE PASSENGER SIDE. I BELIVE THIS IS A MANUFACTURERS DEFECT BECAUSE I HAVE 2 DOOR HANDLES THAT HAVE CRACKED IN THE SAME PLACE, ONE HAS NOT COMPLETELY BROKEN OFF YET, BUT THE DRIVERS DOOR HANDLE HAS RENEDERING IT IMPOSSIBLE FOR THE DRIVER TO OPEN THE DOOR FROM THE INSIDE. THEY ARE MADE OUT OF CHEAP PLASTIC AND I WOULD NOT BE SURPRISED TO FIND THE OTHER 2 HANDLES HAVE ALSO CRACKED

COPIES OF THIS FORM ARE:

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.