

784992

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>
Date: 1/24/01 5:56AM
Subject: Car Talk VOQ submission

* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

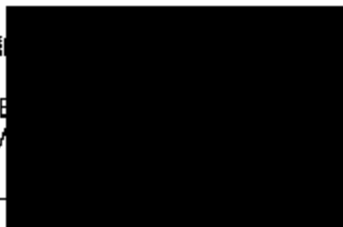
SUBMISSION DATE: Wednesday, January 24th 2001 at 5:55:39 AM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION

NAME
ADDRESS
M
TELEPHONE



NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN: 4A3AK44Y9XE133999
MAKE: Mitsubishi
MODEL: Eclipse GS
YEAR: 1999

ODOMETER: 28964
PURCHASE DATE: NEW OR USED:

DEALER NAME: Spartan Mitsubishi
ADDRESS: Lansing, MI

ENGINE SIZE: 2.0
CYLINDERS: 4

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE:
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes
DRIVETRAIN: Front

DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: Hatch Back

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Steering Rack&line
PART NAME(S): Steering Gear
LOCATION:
NUMBER OF FAILURES: 1
DATE(S) OF FAILURES: 10/15/99 est.
MILEAGE AT FAILURE(S):
SPEED AT FAILURE(S):
MANUFACTURER CONTACTED: Yes
NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No
NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$
DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:
REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

For the first four months that I owned my brand new eclipse I had no problems until one night I pulled into the parking lot where I work at. That's where it all began. As I turned into a parking spot I heard and felt a loud pop come from under my car. The very next time I pulled out of the driveway the first corner I went around I knew right away that something was not right. My car instead of gripping around the corner like it usually does it swayed out of it almost like a boat. It took me three times before they actually believed me and replaced the steering rack. But it still was not fixed and just like the original one that this one is broke too. I know because there is a loud pingling noise coming from the steering gear and I've done research on the steering gear. 2 books state that if there is a loud pingling or rattling noise coming from the steering it is loose or defective. Also states that if cars steering sways or loosens and tightens steering gear mechanism is not functioning properly. I just wish they would stop giving me the run around and fix my car

END OF FORM



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 254

Date Received

24-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

784992

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) (Locate at bottom of windshield or driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4A3AK44Y9XE133999		MITSUBISHI	ECLIPSE	1999	
Purchase Date ☐ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L 4 CYL	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
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 _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01430000	Part Name(s) STEERING:GEAR:RACK	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 15-OCT-1999 Mileage 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 STEERING RACK AND AND GEAR FAILED CAUSING THE VEHICLE TO HANDLE POORLY AROUND CURVES, DEALER HAS REPLACED, HOWEVER CONSUMER STATES THIS ONE IS BROKE TOO, THERE IS A LOUD PINGING NOISE COMING FROM STEERING GEAR. NLM

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.