Form Approved: O.M.B. No. 2127-0006

U.S. Department of Transportation
National 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 231

Date Received
26-NOV-2002
OFFICE DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No.
8023363

OWNER INFORMATION (Type or Print)

[redacted]

GLEANDALE CA [redacted]

Work Number

Home Number [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of [redacted] provide your name and address to the vehicle manufacturer. ☒ YES ☐ NO

Signature of Owner [redacted] Date 12/19/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Mak	Vehicle Mode	Vehicle Year	Current Odometer Readin
4A3AL5FF8WE023722	MITSUBISHI	ECLIPSE	1998	119,000

Purchase Date: June 17, 1998 ☐ New ☒ Used

Dealer's Name _____ City _____ State _____ Zip Code _____

Engine Siz (CID/CC/L 2.0 No Cylinders 4

☒ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☒ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☒ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☒ 4-Wheel	☒ Car ☐ Sport Uti ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s)
07217000	POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE)	☐ Left ☒ Front ☒ Right ☐ Rear	☒ Original ☐ Replacement

No of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously
3	6/02 / 7/02 / 3/02	☒ Yes ☐ No	☐ Yes ☒ No

Mileage at Failure(s) _____
Vehicle Speed at Failure(s) _____

APPLICATION INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	2,000	☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATE WHILE TRAVELING ALL WHEELS WOULD LOCK AND OIL LEAKING FROM TRANSFER CASE. VEHICLE WAS SERVICE BY DEALER TECHNICIAN NOTICE TRANSFER CASE NEEDED TO BE REPLACED. PLEASE PROVIDE FURTHER INFORMATION. TS

CONTINUE ON BACK IF NEEDED

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

CA WAS PURCHASED IN 1997 BRAND NEW. CAR LOCKS UP ON FREEWAY WHILE DRIVING CREATING A VERY DANGEROUS SITUATION FOR MY FAMILY AND MYSELF. MANUFACTURER REFUSES TO CORRECT THE RECALLED PART FOR MY VEHICLE.

ATTACH ADDITIONAL SHEETS IF NECESSAR

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use $300

10 DEC

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATE

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

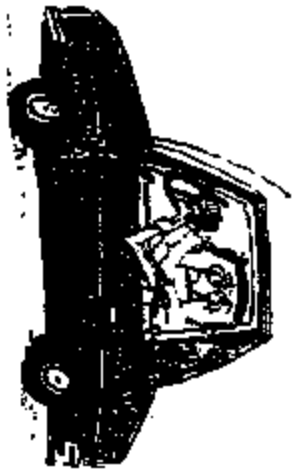
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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