

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

284

Date Received

23-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

868407

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4A3CF44E7RE111778	MITSUBISHI	ECLIPSE	1994	

Purchase Date	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 ☐ 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 05130000	Part Name(s) ENGINE:PULLEY:CRANKSHAFT	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) 72 Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE VEHICLE DISPLAYED A LOUD CLUNKING NOISE AND SMOKE WAS COMING FORM THE ENGINE. UPON INSPECTION BY THE DEALER THE CONSUMER WAS INFORMED THAT THE CRANKSHAFT WAS DEFECTIVE.

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.

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4235 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 284	
		Office of Transportation National Highway Traffic Safety Administration DEFECTS INVESTIGATION Reference No. 868407	
OWNER INFORMATION (Type or Print)		629608	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, please print the name and address to the vehicle manufacturer.		Date 9/5/00 ☐ YES ☐ NO	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 4A3CF44E7RE11778		Vehicle Make MITSUBISHI	Vehicle Model ECLIPSE
Purchase Date 5-10-95		Vehicle Year 1994	Current Odometer Reading 66,000
☐ New ☒ Used Dealer's Name CAPITOL IMPORTS, LTD. City Montgomery State AL Zip Code 36117		Engine Size (CID/CC/L) 2.0L No Cylinders 4 ☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☒ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ 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 05130000	Part Name(s) ENGINE:PULLEY:CRANKSHAFT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) OCTOBER 6, 1998 Mileage at Failure(s) 5 6,000 Vehicle Speed at Failure(s) 0	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	Number of Facilities
Estimated Property Damage \$9,000.00		Reported to Police ☒ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
VEHICLE DISPLAYED A LOUD CLUNKING NOISE AND SMOKE WAS COMING FROM ENGINE. UPON INSPECTION BY THE DEALER CONSUMER WAS INFORMED THAT CRANKSHAFT WAS DEFECTIVE.*AK Brakes were a problem. They were replaced and serviced by Nissan muffler within the first six months of ownership.			
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.			

XX DOT MATRIX

STATE OF ALABAMA
MOTOR VEHICLE REGISTRATION TAG AND TAX RECEIPT

CURRENT YEAR DECAL NO.

49509

111

XXX FORM 80000001

PRINT YOUR CHARACTER LIKE THIS
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9

ISSUING COUNTY		METAL TAG		CURRENT TAG EXPIRES	
CODE	03	MARK BOX NO IF ISSUED		0297	
ISSUING COUNTY NAME		LAST YEAR TAG NO.			
LV-D	58777	PEFREE2B1		96	
TAX		TAX		TAX	
NO. OF MOVS.	10	12	FOR RENEWAL		
APPLICANT ON FILE	TITLE APPLICATION NO.		VEHICLE TRANSFERRED	DATE VEHICLE ENTERED STATE	RENEW THIS TAG IN
MARK BOX	3668593		MARK BOX		MAR 97

OWNER

NAME [REDACTED]

STREET [REDACTED]

CITY [REDACTED]

MAKE	MITB		YEAR	94
BODY	2D	CLASS	COLOR	
			WHITE	
MODEL	ECLIPSE GS			
VEHICLE IDENTIFICATION NO.				
4A3CF44E7RE111778				

DO NOT FOLD ORIGINAL
FOR OWNER CHANGES/CORRECTIONS FILL OUT BOX BELOW

NAME _____

STREET _____

CITY _____ STATE _____ ZIP _____



G0308442

MUN. CODE	TAX AREA CODE	ABSTRACT VALUE	STATE	COUNTY	CITY	SCHOOL	HEALTH	SPECIAL	OTHER	TOTAL TAX
2		1360	8.84	10.20	17.00	10.88		.00	.00	46.92
TRANS. FEE	ACC. & INS. FEE	PENALTY	CITATION	INTEREST	LOCAL REG. FEE	TOTAL TAG		TOTAL TAG & TAX		
\$ 00	\$ 74.25	\$ 2.00	\$.00	\$.05	\$ 1.25	\$ 76.30		\$ 123.22		
NET PURCHASE PRICE		SALES TAX DUE		LESS SALES TAX PAID ANOTHER STATE		NET SALES TAX DUE		TYPE AD VALOREM EXEMPT		TOTAL TAG & TAX IF MAILED
\$		\$		\$		\$				\$.00
APP. FEE	AD VAL.	PENALTY	INTEREST	DATE ACQUIRED	NEW USED	ACQUIRED FROM				
				950510	X	CAPITOL IMPORTS LTD				

I, THE UNDERSIGNED, HEREBY CERTIFY THAT I HAVE READ AND UNDERSTAND ALL OF THE INFORMATION CONTAINED HEREON AND THAT IT IS TRUE AND CORRECT.

← SIGN HERE

MARVIN D. DRIVER
SARAH G. NORRED
WALKER HOBBS JR.

SIGNATURE

REGISTRANT COPY

PRINT CLEARLY—STRIKEOVERS AND ERASURES MUST BE INITIALED BY CUSTOMER

Capitol Imports, Ltd.

RETAIL BUYER'S ORDER

190 EASTERN BOULEVARD

MONTGOMERY, ALABAMA 36117 - PHONE (205) 279-8555

ORDER NO. 14597	FIN. CO.
SALESMAN HODRICK JR	OK'D BY
HOME PHONE (334) 281-7858	
OFFICE PHONE (334) 953-6878	

MR. MRS. MISS

☐ ☐ ☐

DATE 10 MAY 1995

BILLING ADDRESS 4915 PARKWAY WAY APT 307, MONTGOMERY, AL

ZIP CODE 36116

TITLE ADDRESS

ZIP CODE

ENTER MY ORDER FOR ☐ Car ☐ Truck ☐ New ☐ Demo ☒ Used YR. 94 MAKE MITTS TYPE 2DR COLOR

SERIAL NO. 4A3C544E7R111778

MODEL NO. BCLT

STOCK NO. 5443

TRIM

Mileage: 16056				MSRP	14485.15
Paint Sealant				RETAIL DELIVERY FEE	69.00
Interior Protection				TOTAL DLR. INST. OPT.	
Undercoating				SUBTOTAL	14554.15
Other Dealer Installed				SALES TAX:	
Accessories				STATE	291.08
DEALER ADDENDUM				MONTGOMERY CO.	29.12
PROTECTION PACKAGE				MONTGOMERY CITY	109.19
				TITLE FEE	18.50
				LICENSE FEE	
				TOTAL CASH DEL. PRICE	15000.00

TRADE IN ALLOWANCE \$ N/A	BAL. DUE LIENHOLDER \$ N/A	NET TRADE-IN	REBATE CODE
PAYOFF LIENHOLDER			
ACCOUNT #			
CITY	STATE	ZIP	CASH ON DEL.
PAYOFF QUOTED BY	GOOD THRU		TOTAL DOWN PAYMENT

STATEMENT CONCERNING INSURANCE

This agreement does not provide for liability insurance for bodily injury or property damage. If this vehicle is financed, the purchaser must provide insurance against loss or damage to the vehicle, naming the financing agency as loss payee.

UNPAID CASH BAL.	15000.00
PHYSICAL DAMAGE INS.	N/A
EXTENDED SERVICE AGREE.	N/A
UNPAID BALANCE	15000.00
FINANCING LIENHOLDER	TOTAL

LIENHOLDER'S ADDRESS CITY STATE ZIP

TRADE-IN VEHICLE

MILEAGE: Tag; Decal;

DESCRIPTION OF TRADE-IN	YEAR	MAKE	SERIES	MODEL
LICENSE NO.	STATE	SERIAL NO.	STOCK NO.	
COLOR	AM ☐ FM ☐ ST ☐ TA ☐ AT ☐ 3SP ☐ 4SP ☐ 5SP ☐ CRUISE ☐ TILT ☐			
ENGINE 4 ☐ 6 ☐ 8 ☐ P.S. ☐ AC ☐ ROOF V ☐ LA ☐ SR ☐ P. LOCKS ☐ P. WINDOWS ☐				

TERMS AND CONDITIONS

Purchaser agrees that this Buyer's Order includes all of the terms and conditions relating to the sale of the vehicle, that this Buyer's Order cancels and supersedes any prior agreements and representations, and that the Buyer's Order constitutes the complete and exclusive statement of the terms of the sale of the vehicle.

Purchaser certifies that he/she is over 18 years of age.

This vehicle may contain dealer-installed equipment which was not manufactured by the manufacturer of the vehicle. Any warranties issued in connection with such equipment are those of the manufacturer of the equipment and not the dealer or manufacturer.

Service Agreement, if purchased, is between the purchaser and the company issuing the service agreement. Neither Capitol Imports nor the dealer are a party to the Service Agreement.

The purchaser of the vehicle described herein understands that it may have suffered damage during production, transit or while in the possession of the seller. There are no WARRANTIES OF MERCHANTABILITY OR FITNESS being made by the seller to the purchaser as to repairs of such damage.

If the vehicle purchased is to be financed Purchaser understands that the credit application may be submitted to more than

one lender for approval. Purchaser authorizes seller to submit credit applications to any lender necessary for such approval.

If the vehicle purchased is to be financed, Purchaser understands that the purchase is subject to obtaining approval from a financing institution. If possession of the vehicle is delivered to the Purchaser but financing is not obtained, Buyer agrees to surrender the vehicle to dealer immediately upon request by dealer.

Purchaser understands that if the pay-off exceeds the amount stated herein, Purchaser is responsible for paying the difference to Dealer. If the pay-off is less than the amount stated herein, that dealer will be responsible for refunding the difference to Purchaser.

In the event of increase in price by manufacturer before delivery purchaser agrees to pay the difference in price.

*RETAIL DELIVERY FEE: This fee includes complete cosmetic detailing materials, owner benefit package, administrative services, rotary services, courier services, fuel and waste removal. This charge represents costs and/or profit to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale. This fee does not represent any payment for mechanical services which have been referred to the dealer by the manufacturer.

DISCLAIMER OF WARRANTIES BY CAPITOL IMPORTS, LTD.

Unless and except as expressly provided by separate instrument in writing any warranties on the vehicle being sold are those made by the manufacturer. The seller, Capitol Imports, Ltd., makes no warranty of any kind and Capitol Imports, Ltd. hereby expressly disclaims all warranties, express or implied, including any IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Capitol Imports, Ltd. neither assumes nor authorizes any person to assume for Capitol Imports, Ltd. any other liability in connection with the sale herein. There are no oral agreements or understandings collateral to or affecting this agreement. Under no event shall Capitol Imports, Ltd. be liable for consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

BUYER'S SIGNATURE

ACCEPTED CAPITOL IMPORTS, LTD.

Not valid unless accepted by an officer of the Company

VID#-4A3CF44E1RE111778

Vehicles - ^{WORLD} Alfred Cousin

Mitsubishi says it hid complaints since 1977

Automaker issues recall of 88,000 defective cars

By MIKI Tanikawa
©2000, The New York Times

BA—Mitsubishi Motors announced Tuesday that it had systematically concealed customer complaints about tens of thousands of defective automobiles.

The admission by Mitsubishi, No. 4 automaker, came after its top executive acknowledged that it had hid up repeated instances

of problems that included faulty fuel tanks, fuel-tank caps, clutches, crankshafts and brakes.

As part of the admission, the company announced recalls based on defects found in 88,000 cars and trucks, adding to a recall of 532,000 vehicles announced last month. The recalls are expected to cost the company about \$89 million, mostly affect vehicles sold in Japan but include 50,000 vehicles exported to the United States in the past two years.

There was no evidence that the defects caused any serious or fatal accidents.

Notification law ignored

Under U.S. and Japanese law,

automakers are required to notify the government about defects reported to them by customers. By ignoring this law, Mitsubishi had avoided potentially costly recalls, which are considered especially humiliating for a Japanese auto company.

"We sincerely apologize to the drivers of our cars," said Kazuhiko Kawasoe, president of Mitsubishi. "My job is to work to regain the public's trust in this company."

It was unclear how such a pattern of deception could have gone on for so long without the knowledge of high-level executives.

But Kawasoe, who said he had no knowledge of the cover-

up until it was documented in an internal investigation submitted to the government Tuesday, promised that the company would punish those who were directly responsible. He also said he and other top Mitsubishi executives would take a salary cut, Kawasoe said, however, that he does not intend to resign.

Mark of deception

The internal investigation found that Mitsubishi employees would repair the defects but would mark the customer complaints with the initial "H," short for "hitoku," which means conceal, or "horyu," which means defer or hold, the internal investigation showed. None of these complaints were

reported to the government. Japan's Transportation Ministry said it was studying possible penalties for Mitsubishi because of the cover-up, including criminal prosecution.

It was unclear what kind of sanctions the company might face in the United States. But the National Highway Traffic Safety Administration said Tuesday that it was interested in how Mitsubishi had handled safety information.

"We have asked Mitsubishi if any of the activities in Japan have a bearing on vehicles sold in the United States," said Tim Hurd, a spokesman for the safety administration in Washington.

The admission of a cover-up could further damage the al-

ready troubled image of Mitsubishi, maker of such models as the Montero sport utility vehicle, Galant sedan and Mirage compact, at a time when it is trying to stimulate sales through alliances with DaimlerChrysler, the German-U.S. automaker, and Volvo of Sweden.

Mitsubishi is the second major Japanese manufacturer to confront a recall scandal in the past two weeks. Bridgestone/Firestone has been the object of intense negative publicity since the company announced Aug. 9 that it would replace 6.5 million potentially dangerous tires, most of them on sport utility vehicles sold by Ford Motor Co. in the United States.

Vehicles

MITSUBISHI CORPORATION
President Katsuhiko Kawasoe
P.O. Box 6014
Cypress, Ca. 96030-0014

August 23, 2000

DEAR President,

Recently with Mitsubishi cars have been callbacks for 1995/1996 MONTERO Sport UTILITY vehicles, Galant sedan And Mirage compacts.

Existing problems include faulty fuel tanks, fuel Tank caps, clutches, CRANKSHAFTS And brakes.

My problem I write to you concerns a Mitsubishi 1994 Eclipse GS, VIN# 4A3CF44E7RE111778.

In October, 1998 the crankshaft broke, became faulty which cause loud extreme knocking from the engine along with heavy smoke exhaust.

I purchased this vehicle on 5/10/95 from Capital Motors Imports AS A used vehicle in Montgomery, ALABAMA. Presently I Live in New Orleans, Louisiana. The problem with my Eclipse GS occurred on October 6, 1998. The engine began the loud noises (Knocking sounds) and smoke exhaust. Since October, 1998 to present date August, 2000 the car has not been operated.

(2)

Vehicles

I contacted the Mitsubishi dealerships in New Orleans during 1998 who advised me the Engine was Ruined and inoperable because the crankshaft was NOT good. I could NOT Afford repairs estimated at \$4000.00-\$5000.00 to replace this engine.

(16 valve DOE, 2000 series) The mechanic advised me the Engine in my car was a Mitsubishi Engine and NOT A Chrysler engine which also were manufactured during this model year.

I think this should be investigated further by the Mitsubishi Corporation because the problem is identified mostly from cars from JAPAN, (where my model and car was manufactured).

How the crankshaft problem occurred is very strange. I upkeep and properly maintained my vehicle better than the average owner. I Love my Eclipse GS, THAT'S why I still have it Today EVEN though it hasn't operated or run properly since October 1998.

Mitsubishi is a great car, problems due exist and I feel a proud owner of this Eclipse GS (1994) however, I ask your assistance in replying to me so we can further investigate this problem as it To could be a defective problem which your attention should be directed to.

Vehicles

(3)

I will communicate with the local press to assist me with this matter. I'm not trying to cause a negative exposure to Mitsubishi Corp. but to work together to keep your product a very productive sale item worldwide.

I ask for your assistance to work with me to discover if this is of importance to the Mitsubishi Corp as well as helping me to begin operating my Eclipse GS (1994) again. I want to drive this car because it's a great car, excluding my experiences with the engine crankshaft.

I will await to hear from you very soon.

I'm anxious to pray this is a defect as others of your manufactured vehicles.

Please contact me at the following:

Phone:

Vehicle: 1994 Eclipse GS (Mitsubishi Motor)
2 Door White / Grey-Black interior

VIN: 4A3CF44E7RE111778

09-8-2000

Vehicles Dept.



3400 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-6206
(714) 312-6000 (310) 493-1235
TELEFAX (714) 313-1020
TELEX: 883413

MAILING ADDRESS:
P.O. BOX 1410
CYPRESS, CALIFORNIA 90630-0064

September 2, 2000

Dear Customer:

We are in receipt of your recent correspondence concerning your Mitsubishi Eclipse.

In order for us to be able to further review your concern, would you please supply us with the following information:

- Daytime phone number [REDACTED]
- Current mileage 66,000

You may drop us a note or contact us at (888) 648-7820.

Thank you in advance for providing us with the additional information and for bringing this matter to our attention.

Sincerely,

Vehicle Assistance
Corporate Headquarters

