

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 558

Date Received

28-AUG-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

868951

 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.) <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JA3CA11A7PU028306	MITSUBISHI	MIRAGE	1993	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12262000	Part Name(s) INTERIOR SYSTEMS:SEAT AND SHOULDER BELTS AND BELT ANK	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 01-MAY-2000 Mileage at Failure(s) 78000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PASSENGER'S SHOULDER SEATBELT IS INOPEABLE. UPPER ANCHOR HAS JAMMED IN THE MIDDLE OF THE TRACK. PLEASE FILL ADDITIONAL INFORMATION. *AK

CONTINUED ON BACK PLEASE

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.

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		REFERRAL AGENCY USE ONLY 558	
		Date Received <u>00 OCT -3 AM 9:54</u> OFFICE INVESTIGATION		Od_or _____ rt_dt _____ od_rt _____ up_lr _____	
OWNER INFORMATION (Type or Print) [Redacted] 631630				Reference No. 868951	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.				Work Number _____ Home Number [Redacted]	
Signature of Owner [Redacted]				Date <u>9/20/00</u>	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) JA3CA11A7PU028306		Vehicle Mak MITSUBISHI	Vehicle Mode MIRAGE	Vehicle Year 1993	Current Odometer Reading 77,000
Purchase Date NOV 92	Dealer's Name <u>CROWN MITSUBISHI</u>		Engine Siz (CID/CC/L) <u>1500</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio	<input type="checkbox"/> New <input checked="" type="checkbox"/> Used
City <u>Greensboro</u> State <u>NC</u> Zip Code _____	No Cylinders <u>4</u>	Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Drive Trai <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input type="checkbox"/> Truck		
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No of Failures	Date(s) of Failure(s) <u>01-MAY-2000</u> Mileage at Failure(s) <u>78000</u> Vehicle Speed at Failure(s) <u>PARKED</u>		Failed Part(s) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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PASSENGER'S SHOULDER SEATBELT IS INOPEABLE. UPPER ANCHOR H/S JAMMED IN THE MIDDLE OF THE TRACK. PLEASE FILL ADDITIONAL INFORMATION. *AK					
CONTINUE ON BACK IF NEEDED					
The Privacy Act of 1974-Public Law 93-679 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 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.					

Wednesday, September 20, 2000

NARRATIVE OF FAILURE CONTINUATION:

MITSUBISHI REALLY SCREWED UP WITH THIS AUTOMATIC SHOULDER BELT DESIGN. PRIOR TO THE PASSENGER SIDE FAILING THE DRIVER SIDE HAS BEEN REPLACED AT LEAST TWICE AND THE PASSENGER SIDE HAS STOPPED WORKING ONCE BEFORE. THE LAST REPLACEMENT OF THE DRIVER SIDE WAS DONE AS A CUSTOMER GOOD WILL NO CHARGE REPAIR, SAVING ME AROUND 600 DOLLARS.

THE MANUFACTURE I BELIEVE KNEW WHEN THIS DESIGN WAS INTRODUCED THAT THERE WOULD BE PROBLEMS. THE OWNERS MANUAL INCLUDES INSTRUCTIONS ON WHAT TO DO WHEN THE AUTOMATIC SHOULDER BELT FAILS !!! THE INSTRUCTION TELLS YOU TO REMOVE THE BACK SEAT TO GAIN ACCESS TO A POINT WHERE YOU CAN INSERT THE SPECIAL SHOULDER CRANK WRENCH AND IF YOU ARE LUCKY MANUALLY TURN THE BELT MOTOR TO MOVE THE UPPER ANCHOR POINT TO THE SAFE LOCATION AND USE THE SHOULDER BELT THAT WAY. THE SPECIAL WRENCH/TOOL WAS INCLUDED IN THE TOOL KIT ALONG WITH THE LUG WRENCH AND CAR JACK.

TWO THINGS ARE WRONG WITH THIS APPROACH:

- 1. IF YOU HAVE BUILT SOMETHING WITH A KNOWN LIKELIHOOD OF FAILING RATHER THAN GIVING THE CUSTOMER A SCHEME TO SOMEWHAT MODERATE THE PROBLEM WHY NOT SELL THE CUSTOMER A DESIGN THAT IS NOT ONLY SAFE BUT WILL NOT FAIL WITH NORMAL USE.**
- 2. EVERY TIME I HAVE TRIED TO USE THE WRENCH AND MANUALLY ADVANCE THE UPPER ANCHOR IT DON'T WORK BECAUSE THE NATURE OF THE FAILURE IS THAT THE CABLE AND TRACK ASSEMBLY JAMS UP VERSUS THE MOTOR FAILING.**

SO LETS LOOK AT THIS PROBLEM OBJECTIVELY. THE UNFORTUNATE OWNER HAS A LOW END COMPACT CAR WORTH SEVERAL THOUSAND DOLLARS AT BEST AND IS LOOKING AT A DEALER REPAIR COST OF AT LEAST 600 DOLLARS. HECK IF I HAD THAT TYPE OF MONEY TO SPEND I WOULD HAVE THE NOISY TRANSAXLE REPAIRED WHICH WILL COST

APPROXIMATELY THE SAME AMOUNT. WHAT DO I WANT FROM MITSUBISHI? REPLACE THE DEFECTIVE PART AT NO COST NOW AND EVERY TIME IT FAILS FOR AS LONG AS I OWN THE CAR, BUY THE CAR BACK AT FAIR MARKET VALUE OR PROVIDE SOME TYPE OF MODIFIED SYSTEM THAT INCLUDES A FIXED UPPER ANCHOR POINT THAT GIVES THE DRIVER OR PASSENGER SOME LEVEL OF SAFETY.

I ALMOST FORGOT TO ADD THAT WITH THE RIGHT SIDE STUCK I HAVE PULLED THE ELECTRICAL CONNECTION THAT DISABLES BOTH SIDES OF THE CAR. YOU ASK WHY WOULD THE OWNER SHUT DOWN THE WORKING SIDE? THE REASON DEAR READER IS SIMPLE. , IF I DID NOT DO THAT THE MOTOR SENSING SYSTEM WILL CONTINUALLY TRY TO MOVE THE PASSENGER SIDE ANCHOR, WHICH IS HOPELESSLY JAMMED AND WILL NEVER MOVE, UNTIL EITHER THE BATTERY WEARS DOWN TO NOTHING OR THE MOTOR AND OR ASSOCIATED WIRING BURNS UP. I HAVE DECIDED THAT THE PROSPECT OF A FLAMING SUBCOMPACT DRIVING DOWN THE ROAD IS MORE PERILOUS TO LIFE THAN A FAILED SEATBELT WHICH MAY ONLY RESULT IN A FATALITY SHOULD I HAVE A COLLISION.

IN CLOSING PLEASE CONSIDER THIS WRITER AS DISSATISFIED. PLEASE FORWARD MY COMMENTS TO THE HONORABLE MITSUBISHI MOTOR COMPANY AND THANK THEM FOR THOUGHTFUL CONSIDERATION OF MY PLIGHT. I ALSO WORK FOR THE GOVERNMENT AND KNOW THAT THERE IS NOT MUCH THAT THE NHTSA CAN DO BUT IT SOME TIMES HELPS JUST TO TALK TO SOMEONE THAT MAY CARE. THANK YOU FOR YOUR TIME.

SINCERELY, 

HOME ADDRESS
