

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 252

Date Received

11-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

870196

 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) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4A3AX35G0WD057671	MITSUBISHI	ECLIPSE	1998	

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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ 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 13133000	Part Name(s) STRUCTURE:BODY ROOF:CONVERTIBLE TOP	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 01-NOV-1999 Mileage at Failure(s) 47000 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)

CONSUMER IS CONCERNED AT THIS POINT EVERY TIMES IT RAINS CONVERTIBLE ROOF LEAKS. INTERIOR SEATS ARE DESTROYED. SHE WENT TO THE DEALERSHIP, AND MECHANIC TOLD HER THAT THE ROOF WILL LEAK AS LONG AS SHE HAS THE VEHICLE.*AK

CONTINUED ON BACK (REVERSE)

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 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 252 RECEIVED 11-SEP-2000 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) 637276		Date Rec'd _____ Ref No. 870196 Work Num _____ Home Num _____	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? in the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. ☒ YES ☐ NO Signature of Owner _____ Date 10/06/00			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 4A3AX35G0W0057671	Vehicle Make MITSUBISHI	Vehicle Model ECLIPSE	Vehicle Year 1998
Purchase Date 11-99		Dealer's Name <u>Love Chevrolet</u> City <u>Cayce</u> State <u>S.C.</u> Zip Code <u>29033</u>	Engine Size (CID/CC/L) _____ No Cylinders <u>4</u> ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injectio
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
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 18133000	Part Name(s) STRUCTURE: BODY ROOF: CONVERTIBLE TOP	Location ☒ Left ☒ Front ☐ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures TO MANY TO COUNT	Date(s) of Failure(s) <u>01-NOV-1999</u> Mileage at Failure(s) <u>47000</u> Vehicle Speed at Failure(s) <u>Sitting Still OR Moving ALL THE TIME</u>	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 Damage _____		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER IS CONCERNED AT THIS POINT EVERY TIMES IT RAINS CONVERTIBLE ROOF LEAKS. INTERIOR SEATS ARE DETROYED. SHE WENT TO THE DEALERSHIP, AND MECHANIC TOLD HER THAT THE ROOF WILL LEAK AS LONG AS SHE HAS THE VEHICLE. AK <i>Not only is this a serious problem to the value of this vehicle but if the dealership can be so unconcerned about fixing a problem like this, how concerned are they about the top blowing open on a normal day of driving and possibly causing a serious accident?</i>			
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.			

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY NATIONALLY TRAFFIC SAFETY ADMIN.

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

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St.
Washington, D.C. 20590
Official Business
Penalty for Private Use \$300

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. GPO: 1980-020-907 / 00000

When any dealership, or manufacturer, or an automobile, or any other item said to the public, can have the kind of attitude, that we have seen about this situation, there need to be some serious warnings public to consumers.

Jim Hudson; Mitsubishi; 310 Georgetown Blvd, Columbia, S.C. 29210 is the dealership, that told us the car was a convertible and would look as long as we owned it.

Some numbers that I have not been able to find thus far are The Lemon Hotline; a number of Name & Address directly to Mitsubishi; If you can help me with this I would be very grateful. Consumer Affairs & Better Business Bureau I think I can acquire.

Thank you

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail									
INFORMATION ON THE FAILURE(S) (IF APPLICABLE)									
TIRE IDENTIFICATION NO.*									
D O T									
MANUFACTURER/TIRE NAME									
SIZE									
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.									
NARRATIVE DESCRIPTION (CONTINUED)									