



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 758

Date Received

29-AUG-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

895440

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
JA3XC57B7NY001115		MITSUBISHI	DIAMANTE	1992	
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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09510000	Part Name(s) COMMUNICATIONS:HORN ASSEMBLY:BUTTON:RING	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 4	Date(s) of Failure(s) 01-AUG-1997 Mileage at Failure(s) 125000	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)

HORN BUTTON HAS FALLEN OFF 4 TIMES, REPLACED BY DEALER.*AK

COPIES OF REPORTS ARE KEPT

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		FOR AGENCY USE ONLY 753	
 Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		Date Received: <u>01 OCT 24 AM 9</u> <u>24-AUG-2001</u> EFFECTS IN STIG AREA Office Reference No. <u>895440</u> Work Number <u>[REDACTED]</u> Home Number <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print)			
[REDACTED] 711943			
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.		Date <u>9/20/01</u>	
Signature of Owner [REDACTED]			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Location at bottom windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
JA3XC57B7NY001115	MITSUBISHI	DIAMANTE	1992
Purchase Date <u>7/18/97</u>	Dealer's Name <u>MANHASSET MITSUBISHI</u>	Engine Size (CID/CC/L)	Current Odometer Reading <u>135,000</u>
☐ New ☒ Used	City <u>MANHASSET</u> State <u>NY</u> Zip Code <u>11030</u>	No. Cylinders <u>6</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☐ No
Drive Train	Vehicle Type	Body Style	
☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Util. Truck ☐ Motorcycle ☐ 2-Door ☒ 4-Door Stationwagon ☐ Pick Up Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>09510000</u>	Part Name(s) <u>HORN COMMUNICATIONS: HORN ASSEMBLY: BUTTON: RING</u>	Location	Failed Part(s)
		☐ Left ☐ Front ☐ Right ☐ Rear	☒ Original ☐ Replacement
No. of Failures <u>4</u>	Date(s) of Failure(s) <u>01-AUG-1997</u>	Failed Part(s)	NHTSA Previously
	Mileage at Failure(s) <u>125000</u>	☒ Yes ☐ No	☒ Yes ☐ No
	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
☐ Yes ☒ No	☐ Yes ☒ No		
Estimated Property Damage		Reported to Police	
		☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
HORN BUTTON HAS FALLEN OFF 4 TIMES, REPLACED BY DEALER. *AK PRESS STEERING WHEEL HORN BUTTON IN AN EMERGENCY DANGEROUS SITUATION ONLY TO HAVE THE HORN BUTTON CONTINUALLY POP OUT OF THE STEERING WHEEL AFTER RE-INSERTING IT INTO THE STEERING WHEEL HORN BUTTON SECTION. I HAVE REPEATEDLY HAD TO PAY MANHASSET MITSUBISHI TO REPAIR/REPLACE THE FAILED BUTTON WITHOUT PROPER REPAIR. THIS IS FRUSTRATING TO ME. WHY MUST I CONTINUALLY BE FORCED TO PURCHASE FOUR (4) NEW HORN BUTTONS ONLY TO HAVE THIS DEFECTIVE HORN BUTTON TO AGAIN "POP OUT" OF THE STEERING WHEEL?			
The Privacy Act of 1974 (Public Law 93-57) - 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.			

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO. 4

DDT

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)

THE HORN BUTTON ON STEERING WHEEL WAS LAST RE-INSERTED
AND REPAIRED ON 9/14/01 BY BCI AUTOMOTIVE CO.
162-08 CROCHERON AVENUE, FLUSHING, N.Y. 11358
SO FAR AS OF 9/21/01 BCI AUTOMOTIVE CO. HAS REPAIRED
THE STEERING WHEEL HORN BUTTON SATISFACTORILY.
IT HAS NOT POPPED OUT OF ITS HORN SECTION IN ONE
WEEK. THEY SEEM TO REPAIR THIS MALFUNCTION OF THE HORN
BUTTON CORRECTLY. NOT LIKE THE INCOMPETENT MANHASSET
MITSUBISHI REPAIR DEPT. HOW MANY TIMES MUST I PAY FOR
A MITSUBISHI DEFECT? I AM NOT HAPPY AT ALL.

★ U.S. G.P.O. : 1962 O - 622-887 : 500-000

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