



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received: 2003 NOV 24 PM 3:08
Repository:
Reference No.: 10044205

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BATESVILLE State: IN Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number:

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JA4MT21H935019129
Make: MITSUBISHI Model: MONTERO Model Year: 2003

Date Purchased: 20-DEC-02 Dealer's Name and Telephone Number: Performance Mitsubishi Kingo Auto Mall
Original Owner: Dealer's City: Cincinnati OH State: OH Zip Code: 6
Engine: No. Cylinders: 6 Fuel Type: Gas

Transmission Type: automatic
 Antilock Brakes Powertrain: _____
 Cruise Control
Vehicle Component Code: 024000 SUSPENSION-AUTOMATIC STABILITY CONTROL (ASC)
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 17-OCT-2003 Failure Mileage: _____ Failure Speed: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): _____
DOT No. (Example: DOTMALSABC036) Original Equipment Prior Repair Failure Location: _____
Tire Component Code: _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: _____ Number of Deaths: _____ Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING AT ANY SPEED, AND TURNING STEERING WHEEL TO THE LEFT OR RIGHT VEHICLE ALWAYS SWAYED TO THE RIGHT. DEALER REPLACED MANY PARTS, AND PROBLEM STILL OCCURRING. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

*Letter Written to
Arbitration*

3 November, 2003

NCDS
P.O. Box 561109
Dallas TX 75356-1109

Dear Dispute Settler,

At the end of December 2002, we purchased a new Mitsubishi Montero Sport from Kings Performance Mitsubishi in Mason Ohio. At the time we lived in Ohio and were building a home in Indiana. Our children were attending schools in Indiana and therefore I was transporting them back and forth every day at the rate of 200 miles a day. We did this because we were supposed to be living there, but the completion was delayed from the projected finish date of August 2002.

Naturally we hit our first 3000-mile mark quickly and my husband changed the oil. The weather was cold so I had my mechanic replace the splash pan underneath. When I picked up the vehicle, my mechanic informed me that the grease fittings had never been greased. He said it was a warranty issue and that I should have it fixed right away. I also told him that I was having problems with the car drifting, it seemed that I was always adjusting to keep it straight. He said that with just going on what I told him it sounds like it could be a toe adjustment problem and the term is called "chasing the steering wheel".

At the end of February we moved into our home. We are located in the country and in the winter a 4 or front-wheel drive vehicle is necessary. That is why we purchased the Montero Sport. By the beginning of March I had my fill of the thumping sounds coming from the front driver's side of the car when I would turn left. It always felt like it was straining and that something was going to break. This has been very stressful given the fact that I transport my children everyday for long distances and the thought of wrecking is always foremost in my mind. Also too, I have family and clients that live in Cincinnati therefore; I travel back there approximately once a week. This is at least 100 miles round trip of highway driving.

I took the vehicle to Mitsubishi in mid-March and told them about the grease fittings and the thumping noises. I had to come back to have it fixed. At that time I told them that there was a LOUD squealing sound that came from the front passenger wheel on 2 occasions. They said it could be dirt, this sounded like metal against metal to me.

On my 3rd trip in April, I took the car back for the 2nd time for the same sound on the front driver side, plus a new rattling noise under the front that wasn't there when I took it in last time but was there when I got it back. Also too, the drifting

was to the point that my whole right arm and hand hurt from constantly fighting to keep the car straight. I test drove, with a mechanic, another Montero Sport and did not experience ANY of the problems that our car had. They did what they did and within a day the problem still existed. I was tired and frustrated with all the driving, time spent, and loss of work hours plus to mention all the gas that had to be put into the Montero and rental cars. Mind you, each time I travel to the dealership it is about 120 miles round trip as well as at least 2&1/2 hours of time spent driving, more hours if I have to wait.

My 4th trip in June was because the "service engine soon" light came on and I advised them that the noises from the left were still not fixed. I had to come back again and in the meantime the engine light went off and came back on again.

By the end of June I was angry and had to return for the 6th time because the stupid noises were still occurring. Shawn Reeb, the service manager who has taken care of me all these times, said it had to do with the brakes. I knew it wasn't the brakes and felt that he just said this to pacify me. I returned a 7th time to have the brake caliper support replaced and the tires rotated because the front were worn so unevenly. Needless to say the PROBLEM WAS NOT FIXED!

Of course each time the customer service follow-up lady called I would tell her that I wasn't happy and that the problem was not fixed. I filled out the follow-up survey stating the same dissatisfaction. I just kept driving it because it was too much hassle getting it back and forth and I felt it was a waste of time and money.

Finally on 25 September 2003 I was taking my little boy to school. As I was driving down the road I heard a loud crack and squealing coming from the front passenger side. The vehicle lost momentum and I got it to the side of the road. The front passenger axle and wheel hub assembly broke. On a typical day it is about a 25 mile round trip to get my children to school. It's longer in the afternoon since I take 2 other children home as well. To get from one school to the other I can take the expressway. Luckily on this day I chose not to. Can you imagine what would have happened if I were going 65 or 70 mph when this occurred? How many people could have been killed if I'd have lost control driving during that rush hour time of day? What about my little boy?

As it turned out I was stuck on a one lane back road with an almost dead cell phone. I had forgotten to turn it off the night before and where we live if I forget to turn it off it is drained because the remoteness of the area has no service at all. Do I want to have my vehicle break down in one of these remote areas with no phone and no houses or lights for miles? NO!! God was surely with me because I was able to get a signal and even though I had to listen to a long litany of recordings at the Mitsubishi hot line, I was able to reach a very nice lady. I explained my situation, that I needed a tow and rental and DEFINITELY didn't want to go back to the same dealership I had been dealing with. I was even willing to go to Indianapolis, which is much farther, just to hopefully have satisfaction.

The Montero was taken to Performance Mitsubishi in Fairfield where they had it for 10 days. I told them of the continuing problems with the vehicle and that the other dealership hadn't fixed it, and if they could check out the problem as well as fix the current problem, I would appreciate it.

FINALLY the driver side front is fixed as well as the broken parts but it still drifts a bit. Even my daughter, who is learning to drive, notices that you have to constantly keep it from going to the right. This is not a real pronounced swerving, yet a slow, subtle drift that is a constant aggravation.

My husband and I have been together for 29 years. In that time we have collectively owned 14 cars, 5 of which we bought new, one lease car for my business and 4 motorcycles. When we put ALL of the cars together, we have not had as many problems as we've had with the Mitsubishi Montero Sport. Typically we get at least 120,00 miles on our vehicles. This Montero will not make it to 40,000 and it cost more than anything we've ever bought. It is NOT worth it!

I do not trust this car! I do not feel safe in this car! It is not dependable! I do not want this car or it's problems anymore! My children's lives are worth far more than anything Mitsubishi can offer and I am too frustrated to settle for anything less than a complete buyback! I am prepared to fight until we are satisfied with a complete buyback. There are plenty of lawyers who specialize in this type of case and my thought is "An ounce of prevention is worth a pound of cure"! At this point all we want is a complete buy back. If we need to hire a lawyer we will sue for loss of work for my husband, and myself, loss of hours to travel back and forth, loss of school my children missed, mental anguish, loss of health for worrying, and anything else the lawyer can come up with. I have never believed in suing but the thought that my little boy could be dead right now because of a company's incompetence is driving me crazy every time I have be in that vehicle!

Keep in mind that I drive other children at least 5 days a week and if anything happened to one of them I can guarantee that their parents would also sue Mitsubishi. With the repair history that this vehicle has in the short amount of time we've owned it, I would think it prudent to just get this over with.

I trust that you will find my information sufficient and I hope nothing else happens while this case is being reviewed. Thank You very much for your time!

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

Mitsubishi Kings
[Redacted]

Repair Order History Detail Report

Peter Tankersley Dist Service Mgr
in Calif

VIN: JA4MT21H93J019129

2003 Mitsubishi, Montero Sport 4D ES AWD A01 A

Customer Name: Performance Mitsubishi Kings, Dates Miles

009407 1 10/31/02 11/01/02 2 Reeb, Shawn INT
Request: PRE-DELIVERY INSPECTION
Cause: PDI
Correction: PERFORMED P.D.I.

009408 1 10/31/02 10/31/02 2 Reeb, Shawn INT
Request: NEW CAR DETAIL IN HOUSE
Cause: DETAIL
Correction: PERFORM NEW CAR IN HOUSE DETAIL

Customer Name: [Redacted]

011728 1 03/18/03 03/18/03 6842 Reeb, Shawn CSP
Request: CUSTOMER STATES GREASE FITTING NEED LUBED...THUMPING SOUND WHEN TURNING ON
Cause: SMOOTH ROADS PLEASE ADVISE
Correction: ORDERED POWER STEERING GEAR BOX

2 011832 1 03/31/03 03/31/03 7980 Reeb, Shawn WAR
Request: CUSTOMER STATES NOISE OVER BUMPS - SOP
Cause: POWER STEERING GEAR ASSEMBLY IS NOISEY
Correction: REPLACED POWER STEERING GEAR ASSEMBLY

2 Reeb, Shawn CSP
Request: CUSTOMER STATES FRONT PASSENGER WHEEL ON 2 - OCCASIONS, LOUD SQUEALING SOUND,
Cause: GOES AWAY WHEN SLOWING DOWN, TINY SOUND PLEASE ADVISE
Correction: VEHICLE IS COVERED IN MUD UNDER CAR & INSIDE WHEEL WELLS
COULD NOT DUPLICATE, POSSIBLY ROCKS OR DIRT

3 012154 1 04/10/03 04/14/03 9086 Reeb, Shawn WAR
Request: CUSTOMER STATES POPPING NOISE ON LEFT TURNS, MORE SO ONCE CAR HAS BEEN DRIVEN &
Cause: IS WARMED UP PLEASE ADVISE
Correction: FOUND NOISE FRONT SUSPENSION/STEERING AREA
R&R PITMAN ARM, IDLER ARM, DRAG LINK, LOWER CONTROL ARMS & SWAY BAR, INSPECTED
TIGHTENED & LUBRICATED ALL COMPONENTS

Called 20 Oct - Peter + Complaint to National Hwy Council Auto Safety Hotline
21 Oct - info delivered to Mediation dept
23 Oct - No info
24 " - Call - Denied

Repair Order History Detail Report

VIN : JA4MT21H93J019129

2003 Mitsubishi, Montero Sport 4D ES AWD A01 A

Customer Name : XXXXXXXXXX

<i>8</i>	012154	2	04/10/03	04/14/03	9086	Reeb, Shawn	CSP
<i>3 cont</i>	Request: CUSTOMER STATES THEY HAVE TO FIGHT STEERING WHEEL, & CAR WANTS TO GO LEFT						
	Cause: X PLEASE ADVISE						
	Correction: ALIGNMENT WITHING SPECIFICATIONS						
		3				Reeb, Shawn	CSP
	Request: CUSTOMER STATES RATTLE OVER BUMPS IN FRONT OF CAR UNDERNEATH PLEASE ADVISE						
	Cause: X						
	Correction: SEE LINE #1						
<i>84</i>	13075	1	06/05/03	06/05/03	15025	Reeb, Shawn	CSP
	Request: CUSTOMER STATES SERVICE ENGINE SOON LIGHT IS ON PLEASE ADVISE						
	Cause: X						
	Correction: ORDERED STEERING SHAFT						
		2				Reeb, Shawn	CSP
	Request: CUSTOMER STATES POPPING NOISE IN STEERING ON LEFT TURNS PLEASE ADVISE						
	Cause: CODE P0441						
	Correction: ORDERED VENT SOLENOID						
<i>05</i>	013187	1	06/11/03	06/16/03	15717	Reeb, Shawn	WAR
	Request: CUSTOMER STATES NOISE ON TURNS -SOP						
	Cause: STEERING SHAFT HAS EXCESSIVE NOISE						
	Correction: REPLACED STEERING SHAFT						
		2				Reeb, Shawn	WAR
	Request: CUSTOMER STATES SERVICE ENGINE SOON LIGHT IS ON -SOP						
	Cause: CODE P0441, EVAP. PURGE SOLENOID IS FAILING						
	Correction: REPLACED EVAP. PURGE SOLENOID						

Repair Order History Detail Report

VIN : JA4MT21H93J019129

2003 Mitsubishi, Montero Sport 4D ES AWD A01 A

Customer Name : XXXXXXXXXX

6 013554 1 06/30/03 06/30/03 17102 Reeb, Shawn CSP
 Request: CUSTOMER STATES, ON TURNS & OVER BUMPS, RUBBING SOUND PLEASE ADVISE
 Cause: X
 Correction: ORDERED FT. BRAKE CALIPER SUPPORT

7 013810 1 07/15/03 07/16/03 18301 Reeb, Shawn WAR
 Request: CUSTOMER STATES ON TURNS & OVER BUMPS A RUBBING SOUND—SOP
 Cause: FRONT LEFT CALIPER SUPPORT IS NOISEY
 Correction: REPLACED LEFT FRONT CALIPER SUPPORT

2 Reeb, Shawn CSP
 Request: CUSTOMER REQUESTS TIRE ROTATION & SET TIRE PSI'S, ESTIMATE \$21.95+TX
 Cause: MAINTENANCE
 Correction: ROTATED TIRES *Front tires wearing unevenly*

7 times before 18,000 miles

Passenger side front axle + hub assembly replaced

- have rental cars

*120 miles round trip on Montero 960 Montero plus tax
 gas on rentals + gas on Montero
 120 miles round trip on rental cars*

*120
 8
 960 miles
 to repair
 on Montero*

*- Time involved - 2 1/2 hrs each trip plus up + return rental
 - " " waiting room
 - Don't feel safe in car*

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**