

MESA, AZ

AM 5:03

U.S. Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects Investigation,
NSA-10.01, 400 7th Street, SW,
Washington, DC 20590

Call #
10106299

RE: OD10106299

I just wanted to follow up on a complaint I submitted online. Since a picture can be worth a thousand words, I have enclosed a photo of the radiator in question. This was taken on the day of the failure. You can see there is a very large area of unprotected radiator that even the smallest of stones can hole. I had originally saved the old radiator. However I turned it over to the manager at Big Two Mitsubishi in Mesa, Bob Garvey. He indicated that he would show it to the factory rep. I don't honestly know if they still have it or not. They have not been very responsive to my calls or complaints.

I have been driving for forty years and this is the first time such a thing has ever happened. I have also enclosed an excerpt from an Edmunds.com discussion board where one poor fellow has had this happen not once but twice. Thank you for your time and consideration in this matter.

Sincerely,

JAF
RAG
1/27/05

Mitsubishi Endeavor ... Will it Endure?

524 messages, Last post on Jan 12, 2005 at 11:24 PM

Created by *motwmphtx* in the SUVs Message Board.

Your Hosts are steve_ & tidester

What is this discussion about? Mitsubishi Endeavor, Toyota Highlander, Honda Pilot, SUV

Messages

Messages Page 27 of 28

Go To Msg #

Search This Discussion

1 ... [22](#) [23](#) [24](#) [25](#) [26](#) [27](#) [28](#) [Recent Msgs](#)

Go

Search

#502 of 524 Re: major problem!! [lngtongel8] by paulai Sep 20, 2004 (3:25 pm)

[Reply](#)

Coolant leaks seem to be occurring quite regular with my Endeavor as well. Once at 4900mi & another 3500mi later at 8400mi. My husband smelt coolant in between but I brushed it off as burn-off since I didn't see anything leaking from beneath as it had before (& again at 8400mi). Dealership didn't know what it was the 1st trip & they filled it up with coolant as well as replaced cap (which coolant was leaking from beneath, not at the cap?). Now, 3500mi later & the 2nd trip for the very same issue I am told that a rock must have come up & hit the radiator. I was told there is a small hole & that I require new radiator - \$500 my cost. Despite my love for the vehicle...at this rate I can't afford to keep an Endeavor. If the vehicle is not made to withstand normal road wear & \$500 every 4000mi, in addition the the car payment, my ? is...who could afford it? BEWARE... it appears the Endeavor was not constructed to withstand the NORMAL, EVERYDAY road issues. You'd think if something would have come off the road to cause this much damage I would have heard something... NOT. That is why I was so shocked to learn of their 'observation'. I drive on typical highway, city roads- Nothing out of the norm. I have visited a couple of sites & have found this has occurred to several others. This is my 1st Mitsu & will most likely be my last even though I love everything else about the Endeavor. Who could afford getting stranded who knows where? I have children so I know I can't! BTW - my temp gauge never raised above the normal temp. This is a bit scary as

