



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10156782

Your Complaint Information

Consumer Information

Name :

Org. Name :

Address :

City, State, Zip : Katy, TX
USA

Daytime Phone : Ext :

Evening Phone : Fax :

Email :

Added to 10156782

Alford

Please forward to show

see page 2

Thompson

AL

Complaint Information

Description : In 2003 I bought a 2002 Mitsubishi Lancer from a Mitsubishi dealer. The car had approximately 25,000 miles on it and had the original brakes. In December 2004 I took the car to the dealer for an oil change and was told the brakes needed to be replaced. I had the work done and the car had approximately 42,000 miles on it and it was now on it's second set of brakes. In April 2006 I noticed the brakes were squeaking and took the car to a brake repair shop. They said the car did need new brakes but also of the two front rotors one was marginal for being banded and the other was below specifications and needed to be replaced. Also one of the calipers was not releasing properly so the brake essentially stayed on and there were black heat marks on the rotor. The car had approximately 75,000 miles on it and it was now on it's third set of brakes. I had the brake pads replaced. I also took all the parts that had been replaced and went to the Mitsubishi dealer I had purchased the car from and where the first set of brakes had been replaced. At the dealer they refused to remove all the components so it was difficult to see what I had been shown at the brake shop. The service manager stated that there was no problem and the only thing agreed upon was that the rotors needed to be replaced. A week later I took the car back to the brake shop and had the rotors replaced. I contacted Mitsubishi Motors by phone and asked if there were any recalls on the brakes and was told no. I wrote to Mitsubishi Motor's North American corporate office and received a reply stating they do not deal with technical questions but I should contact the local Mitsubishi dealer. I told them in the letter that I had done that already. These brake jobs have been expensive, especially the last one where the rotors had to be replaced. I feel that Mitsubishi has been very unhelpful with this complaint.

Incident Date : 4/12/2006

Fire : No

[REDACTED]
Katy, Texas, [REDACTED]
May 4th 2006.

Dear Sir or Madam,

Could you please correct the highlighted information on Page 2? I tried to do this via your web site but the only option that came up was Diamond Care. It should be Make: Mitsubishi and Model: Lancer.

Thank you.

Yours sincerely,

[REDACTED]
[REDACTED]