

October 18, 2006

2006 NOV 21 AM 8:40

Anderson, CA

Mitsubishi Motors North America, INC
Customer Relations
6400 Katella Avenue
Cypress, CA 90630-0064

National Highway Traffic Safety Administration
400 7th Street, SW, Rm. 5232
Washington, DC 20590

AARP
Consumer Protection
601 E Street, NW
Washington, DC 20049

10174338

Consumer Reports
101 Truman Avenue
Yonkers, NY 10703-1057

Consumer Union
101 Truman Avenue
Yonkers, NY 10703-1057

Dear Sir or Madam:

We own a 2003 Mitsubishi Lancer with a 2.0L engine with 33,000 miles. In September 2005, a recall notification was issued on this vehicle, EMR-05-45-001. On September 26, 2005, we took the car to a local Mitsubishi dealer for correction of the identified problem (which affected the engine cooling system). At that time, the vehicle had 20,283 miles and was still under the factory warranty.

In July 2006, we returned the car to the dealer complaining of overheating, a rough running engine, and loss of coolant. We asked if our present complaints could be related to the problems that prompted the September 2005 recall. The dealer told us that they could not find any evidence of a recall on this vehicle but they would check out the problems at our expense. We declined the offer.

On September 26, 2006, we again took the car to the Mitsubishi dealer complaining of worsening of the subjects of our previous complaints. Then we were told that the car was 5 months out of factory warranty and any repairs would be performed at our expense. We had the dealer diagnose the problem at a cost of \$160.00. The problem was determined to be a blown head gasket and we were given an estimated repair cost of \$1075.00, provided the gasket was the only problem. If other problems were found, they said the cost could reach \$4,000.00, plus or minus.

Anna Maria
11/20/06

AFFECTED VEHICLES:
2002 and 2003 Lancer - California emissions

6400 WEST EVELLA AVENUE
CYPRESS, CALIFORNIA 90630-0064
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Date: September, 2005

RE: IMPORTANT EMISSION RECALL NOTIFICATION: EMR-05-001

Dear Mitsubishi Owner:

Mitsubishi Motors North America Inc (MMNA) and the California Air Resources Board have determined that certain 2002 - 2003 Mitsubishi Lancer 2.0 Liter vehicles may experience damage to the warm-up catalytic converter and subsequent illumination of the "SERVICE ENGINE SOON" (SES) lamp when operated under certain specific driving conditions. If your warm-up catalytic converter is damaged, your vehicle may be releasing pollutants in excess of California standards. Newly developed software to prevent this potential damage from occurring has been developed and will be installed in your vehicle free of charge without regard to the time or mileage your vehicle currently has accumulated. Failure to have this recall completed may result in your vehicle not passing the State of California Smog Test.

**Additional Warranty Coverage
for the Warm-up
Catalytic Converter:**

The normal warranty coverage for the warm-up catalytic converter is 8 years or 80,000 miles, whichever occurs first, however MMNA will increase the coverage for the warm-up catalytic converter to 8 years or 100,000 miles. In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

If your vehicle has already accumulated 100,000 miles and your Service Engine Soon (SES) is illuminated as a result of the warm-up catalytic converter damage, you will receive the software update and warm-up catalytic converter replacement free of charge if you return to your dealer to have this recall completed within 6 months of the date of this notice. After this 6-month period (no later than February 28, 2006), the software update is free, however replacement of the warm-up catalyst may not be covered.

If you have already encountered the above-described problem regarding the warm-up catalytic converter and have paid for the repair, you may send your original receipts and/or other adequate proof of payment to the address listed below for reimbursement.

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

Call Your Retailer:

Please contact your authorized Mitsubishi Motors Retailer immediately to schedule an appointment. Your retailer will reprogram your Emission Control Computer to eliminate the possibility of catalytic converter damage.

How long will it take?

Reprogramming of the computer will take approximately one half hour. However, additional time may be necessary depending on how your retailer appointments are scheduled and processed.

NOTE: The State of California regulations requires MMNA to provide the California Department of Motor Vehicles (DMV) with a record of all vehicles which have not had the recall performed. If your vehicle is not on this list, the state will know that the recall has been completed. Your retailer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall is complete. Be sure to save this form since the DMV may require that you supply it as proof of recall completion.

Have you changed your address or sold your vehicle? If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this service program.

If you have any trouble getting your vehicle repaired promptly and at no charge, please inform us by calling during normal business hours:

Mitsubishi Customer Relations Department
(800) MITSU-2006 (800-648-7828)

We appreciate your prompt attention to this matter. Please contact your Mitsubishi Motors Retailer if you have any questions.

EMR-05-001

V		JA3AJ26		DATE OF CHANGE		MO	DAY	YR
IF THE VEHICLE IS NO LONGER OWNED, ENTER THE REASON NUMBER IN THE BOX AT THE LEFT		1-DONATED		2-STOLEN		3-EXPORTED		
		4-TRADED		5-SOLD				
LAST NAME		FIRST NAME						
ADDRESS								
ADDRESS CONT								
CITY								
ZIP CODE								
PHONE NO.								
VEHICLE IS OR WAS REGISTERED TO:		JA3AJ26E83L						
ADDRESS								
CITY								
STATE								
ZIP CODE								
COUNTRY								

COMPLETE THIS CARD ONLY IF YOUR ADDRESS HAS CHANGED OR IF YOU ARE NOT CURRENT OWNER.

CAMPAIGN VEHICLE DISPOSITION CARD

IMPORTANT -
FOR THE ACCURACY OF OUR
SAFETY/EMISSIONS RECALL
MAILING RECORDS, PLEASE
COMPLETE THIS CARD IF
YOU HAVE CHANGED YOUR
ADDRESS OR ARE
NO LONGER THE OWNER OF
THE MITSUBISHI VEHICLE
LISTED.

**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).**