



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 100148

Date Received

Repository ☐

2008 MAR 25 PM 2:23
28-DEC-2007

Reference No.
10213090

OWNER INFORMATION (Type or Print)

Name

Address

City

VERO BEACH

State FL

Zip Code

Daytime Telephone Number

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 release your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 3/11/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JA3AJ26E531

Make

MITSUBISHI

Model

LANCER

Model Year

2003

Date Purchased
22-OCT-04

Dealer's Name and Telephone Number
GUIDE BECK MOTORS

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner
☐

Dealer's City
FT. PIERCE

State
FL

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☐ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
980000 OTHER

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-AUG-2007

Failure Mileage
35000

Failure Speed
0

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: DOTM9ABC036)

☐ 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

0

Number of Deaths

0

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).

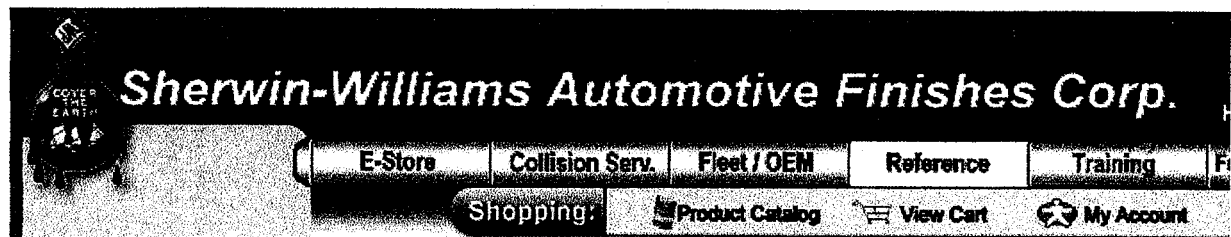
TL*THE CONTACT OWNS A 2003 MITSUBISHI LANCER. THE CONTACT STATED THAT THE TOP COAT OF CLEAR PAINT IS PEELING OFF OF THE DRIVER SIDE FENDER AND HOOD. THE DEALER HAS BEEN NOTIFIED. THE CURRENT MILEAGE WAS 36,000 AND FAILURE MILEAGE WAS 35,000.

MITSUBISHI MOTORS. MR. HIROSHI HARUNARI GEN. MGR.
6400 KATELL AVE., CYPRESS, CA 90630
1-888-648-7820

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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.



Reference Materials

[Index](#) | [View Image](#)

PEELING

Some items will open in new window

[Best Demonstrated Practices](#)

[Troubleshooting Guide:](#)

[HTML](#)

[PDF](#)

[Guia Para Evitar Problemas](#)

[MSDS](#)

[Product Data Sheets](#)

[California Catalogs](#)

[The Finish](#)

[Guarantee Program](#)

(Flaking, Delamination)

A loss of adhesion or separation of the paint film from the substrate.

CAUSE

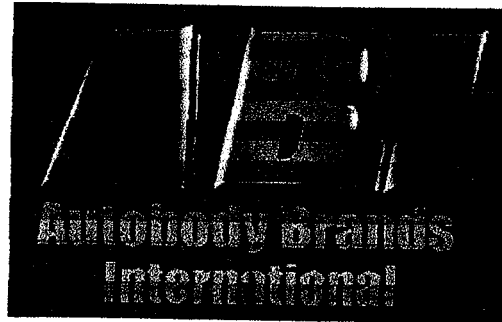
- A. Improper preparation of the substrate (sanding and cleaning).
- B. Omitting or applying an incompatible undercoat to a specific substrate (e.g., galvanized, plastics, etc.).
- C. Insufficient flash/dry time or exceeding the product's maximum recoat time.
- D. Insufficient film thickness of undercoat, or topcoat.
- E. Clearcoat finishes:
 1. Insufficient film thickness of clearcoat.
 2. Solvent cleaning basecoat before clearcoating.
 3. Sanding basecoat before applying additional basecoat or clearcoat.
 4. Basecoat applied too dry.
 5. Clearcoat applied too dry.
 6. Baking basecoat before applying clearcoat.
 7. Using fisheye eliminator in basecoat.
 8. Incompatible clearcoat.
 9. Use of incompatible "adhesion promoter".
 10. Excessive basecoat film thickness.
 11. Over reduction, under reduction, or incompatible reducer used.

REPAIR

1. Remove the finish in the affected area, feather edge, and refinish.
2. Or, strip to bare substrate and refinish.

PREVENTION

- A. Clean and prepare all substrates according to product recommendations.
- B. Use the recommended undercoat (primer) for the substrate being painted. Some substrates may require use of special primer and flex additive for maximum adhesion.
- C. Recoat all products within their recommended minimum and maximum recoat times.
- D. Apply a sufficient number of coats to obtain the recommended film thickness.
- E. Follow basecoat/clearcoat application procedures using only recommended products.



TROUBLESHOOTING FOR AUTOMOTIVE REFINISH PROBLEMS

(September 2000)

TYPICAL PAINTING PROBLEMS AND SOLUTIONS

14	PEELING (Delamination)	A loss of adhesion or separation of the paint film from the substrate	a. Improper surface preparation. b. Incompatibility of one coat to another. c. Insufficient flash/dry time or exceeding the products maximum recoat time. d. Insufficient film thickness of undercoat or	Remove peeling paint completely and refinish with compatible materials
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			topcoat. e. Regarding clearcoat finishes: Insufficient film thickness of clearcoat . Solvent cleaning basecoat before clearcoating. Basecoat applied too dry. Baking basecoat before applying clearcoat. Using fisheye eliminator in basecoat. Excessive basecoat film thickness. Improper reduction or incompatible reducer used in basecoat.	
15	PIN HOLES OR BLISTERING OVER BODY FILLER	a. Small pin point holes in finish. b. Air bubbles raising the film causing craters when erupted.	a. Excessive amount of hardener. b. Excessive stirring or whipping of hardener. c. Applying heavy thick coats causing excessive heat buildup producing gas bubbles inside the product as it cures.	a. Sand thoroughly and recoat with body filler. b. Sand thoroughly and apply glaze coat of polyester putty.
16	PITTING OR CRATERING	a. Small craters. b. Like dry spray or over spray.	Same as Blistering (except blisters have broken)	Same as Blistering Sa



**Consumers
Union**

NONPROFIT
PUBLISHER OF
CONSUMER REPORTS

March 3, 2008

[REDACTED]
Vero Beach, FL [REDACTED]

Dear [REDACTED]

Thank you for taking the time to contact *Consumer Reports*®. It is always a pleasure to hear from our readers!

I was sorry to read that you did not receive a reply to your previous inquiry. Please accept our apologies for any inconvenience and frustration that you may have experienced. Rest assured that excellent customer service is paramount to us and our goal is to answer all correspondences that are received by our department.

We appreciate your taking the time to write us concerning our report on the Mitsubishi Lancer in our 2008 Buying Guide. Our "Frequency of Repair" ratings are based on the actual experiences of nearly one million of our subscribers, who take part in our Annual Questionnaire and report on the problems they have had with their cars in the past years.

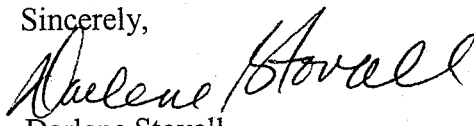
Unfortunately, our reports do not include the specific number of people who responded negatively or positively to any given product, and therefore, I'm sorry to inform you that I'm unable to provide you with the information you are seeking. However, we do not assign a full black circle or a half black circle unless the model's problem rate exceeds 3 percent. If a problem rate is below 2 or 1 percent it will be assigned a half red circle or a full red circle respectively.

In addition, I would like you to know that I have forwarded your letter to the appropriate staff members for their review and consideration for our future reports.

In the future, please don't hesitate to contact our Customer Relations Department directly at 1-914-378-2740. A representative will gladly assist you.

Thanks again for taking the time to write. Your interest in our work is greatly appreciated.

Sincerely,



Darlene Stovall

Associate Director, Customer Relations

DS:mp
1099373

TROUBLE SPOTS	Mercedes-Benz SL						Mercedes-Benz SLK V6						Mercury Grand Marquis						Mercury Mariner V6						Mercury Milan					
	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06
Engine, major																														
Engine, minor																														
Engine Cooling																														
Transmission																														
Drive System																														
Fuel System																														
Electrical																														
Climate System																														
Suspension																														
Brakes																														
Exhaust																														
Paint/Trim																														
Body Integrity																														
Body Hardware																														
Power Equip.																														
Audio System																														
USED CAR VERDICTS																														
NEW CAR PREDICTION	Much worse than avg. ●						Much worse than avg. ●						Average ○						Better than avg. ⊖						Much better than avg. ⊕					

TROUBLE SPOTS	Mercury Montego FWD						Mercury Mountaineer V8						Mercury Sable Sedan						Mercury Villager, Monterey						Mini Cooper Hatchback (non-S)					
	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06
Engine, major																														
Engine, minor																														
Engine Cooling																														
Transmission																														
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Body Integrity																														
Body Hardware																														
Power Equip.																														
Audio System																														
USED CAR VERDICTS																														
NEW CAR PREDICTION	Average ○						Much worse than avg. ●						Discontinued						Worse than avg. ⊖						New					

TROUBLE SPOTS	Mini Cooper Hatchback S						Mitsubishi Eclipse						Mitsubishi Endeavor						Mitsubishi Galant						Mitsubishi Outlander					
	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06
Engine, major	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Engine, minor	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Engine Cooling	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Transmission	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Drive System	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Fuel System	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Electrical	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Climate System	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Suspension	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Brakes	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Exhaust	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Paint/Trim	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Body Integrity	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Body Hardware	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Power Equip.	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Audio System	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
USED CAR VERDICTS	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
NEW CAR PREDICTION	New						Better than avg. ⊖						Average ○						Average ○						New					

TROUBLE SPOTS	Nissan 350Z						Nissan Altima 4-cyl.						Nissan Altima V6						Nissan Armada						Nissan Frontier V6					
	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06	'01	'02	'03	'04	'05	'06
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Body Hardware																														
Power Equip.																														
Audio System																														
USED CAR VERDICTS																														
NEW CAR PREDICTION	Average ○						New						New						Much worse than avg. ●						Better than avg. ⊖					

DETAILED AUTO RELIABILITY

The charts on the following pages give you a model's complete reliability picture for both its used versions (2001 through 2006) and the new one currently on sale. These detailed reliability Ratings are based on our 2006 Annual Car Reliability Survey, for which we received responses for about 1.3 million vehicles.

The Annual Car Reliability Survey is sent to subscribers of CONSUMER REPORTS and ConsumerReports.org. In the 2006 survey, respondents reported on any serious

problems they had with their vehicles in any of the trouble spots included in the chart below during the previous year (April 1, 2005, through March 31, 2006) that they considered serious because of cost, failure, safety, or downtime. Because high-mileage vehicles tend to have more problems than low-mileage ones, problem rates are standardized to minimize differences related to mileage. The 2006 models were generally less than six months old at the time of the survey and had been driven an average of about 3,000 miles.

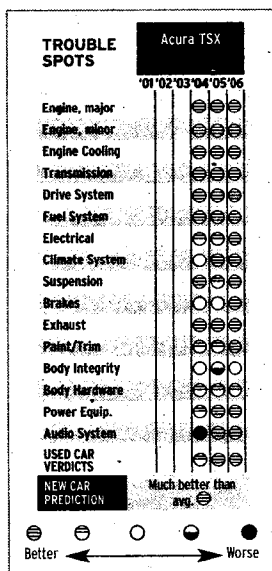
How to use the charts

MAJOR REDESIGNS

A model year in **bold** identifies the year the model was introduced or underwent a major redesign.

TROUBLE SPOTS

To assess a used car in more detail, look at the individual Ratings for each of the 16 trouble spots. They will pinpoint a model's strengths and weaknesses. Ratings are based on the percentage of survey respondents who reported problems for that trouble spot, compared with the average of all vehicles for that year.



Models that score a ● are not necessarily unreliable, but they have a higher problem rate than the average model. Similarly, models that score a 1 are not necessarily problem-free, but they had relatively few problems compared with other models.

Because problem rates in some trouble spots are very low, we do not assign a ● or 1 unless the model's problem rate exceeds 3 percent. If a problem rate is below 2 percent, it will be assigned a 1; below 1 percent, it will be assigned a 1.

USED CAR VERDICTS

To check the overall reliability of a used car, look at the Used Car Verdict. This Rating shows whether the model had more or fewer problems overall than the average model of that year.

The verdict is calculated from the total number of problems reported by subscribers in all trouble spots. Because problems with the engine, cooling system, transmission, and drive system can be serious and expensive to repair, our calculations give extra weight to them.

NEW CAR PREDICTIONS

To determine the New Car Prediction, we averaged a model's Used Car Verdict for the most recent three years, provided the vehicle did not change significantly in that time and hasn't been redesigned for 2007 or 2008. We have found that several model years' data are a better predictor than the single most recent model year.

One or two years' data may be used if the model was redesigned in 2006 or 2005, or if there were insufficient data for more years. Sometimes we include a prediction for a model that is new or has been redesigned, provided its reliability history or the manufacturer's track

record has been consistently above average. "NA" means there were insufficient data for a prediction.

WHAT THE TROUBLE SPOTS INCLUDE

Engine, major: Engine rebuild, cylinder head, head gasket, turbocharger, and supercharger.

Engine, minor: Distributor, coil, spark plugs, sensors or modules, electronic ignition, accessory and timing belts; oil leaks, engine knock or ping.

Engine, cooling: Radiator, cooling fan, water pump, thermostat, coolant leaks, overheating.

Trans. (and clutch): Rebuild or replacement, gear selector and linkage, coolers and lines, trans. computer, clutch adjustment or replacement.

Drive: Driveshaft, joints, axle(s), differential, wheel bearings, 4WD components, traction- and stability-control systems; driveline vibration, electrical failure.

Fuel: Fuel injection, engine computer, sensors, fuel pump, fuel tank, emission control devices, check-engine light.

Electrical: Starter, alternator, battery, horn, gauges, tire pressure monitor, wiper motor, wiring, lights.

Climate: A/C compressor, electrical failure, refrigerant

leakage; no heating, cooling, or defrost.

Suspension: Steering linkage, power-steering gear, pump, coolers and lines, wheel alignment and balance, springs or torsion bars, shocks or struts, ball joints, bushings, electronic or air suspension.

Brakes: Antilock system (ABS), parking brake, pulsation or vibration, squeaking, premature wear, failure.

Exhaust: Manifold, muffler, catalytic converter, pipes.

Paint/trim: Fading, discoloration, chalking, peeling/cracking, loose trim or moldings, rust.

Body integrity: Seals, weather stripping, loose interior trim, air and water leaks, wind noise, rattles and squeaks.

Body hardware: Manual mirrors, door locks and latches, sliding door, tailgate or hatch, seat mechanisms and convertible top, safety belts, glass defect.

Power equip./accessories: Power windows, locks, mirrors, seat adjustments, sunroof, convertible top, and sliding doors or lift gates, keyless entry, cruise control, heated and cooled seats, backup sensors and camera.

Audio: Radio, CD player or changer, cassette player, satellite radio, navigation or entertainment system.