



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

22-JAN-2008

2008 FEB 12 PM 12: 50

Repository [ ]

Reference No.

10215622

OWNER INFORMATION (Type or Print)

Name

Address

City

MILAN

State OH

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? [X] YES [ ] NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner Date 1/30/08

VEHICLE INFORMATION

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

JA4MW51R

Make

MITSUBISHI

Model

MONTERO

Model Year

2001

Date Purchased
01-NOV-00

Dealer's Name and Telephone Number
SPITZER MITSUBISHI

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

[X]

Dealer's City

SHIEFFIELD

State

OH

Zip Code

Transmission Type

AUTOMATIC

[X] Antilock Brakes

[X] Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

033000 SERVICE BRAKES, HYDRAULIC:POWER ASSIST

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-JAN-2008

Failure Mileage

123606

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: DOTM19ABC036)

[ ] 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 [X] No

Fire

[ ] Yes [X] 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 2001 MITSUBISHI MONTERO. THE CONTACT STATED THAT THE HYDRAULIC POWER ASSIST VACUUM ON THE BRAKES IS CAUSING A LOSS OF GAS PRESSURE. WHEN THE VEHICLE IS PARKED FOR A LONG PERIOD OF TIME, THE GAS PRESSURE IS LOST. WHEN THE BRAKES ARE APPLIED, THEY DO NOT PERFORM TO THEIR FULL POTENTIAL. THE DEALER AND MANUFACTURER STATED THAT HER VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 01V254001 (SERVICE BRAKES, HYDRAULIC:POWER ASSIST:VACUUM). THE VEHICLE WAS EVALUATED AND IT WAS FOUND TO HAVE THE EXACT SAME DEFECT AS STATED IN THE RECALL. THE RECALL ALSO STATED THAT THE AFFECTED VEHICLES WERE PRODUCED BEFORE JUNE 20, 2001. THE CONTACT'S VEHICLE WAS PRODUCED ON SEPTEMBER 4, 2000. THE FAILURE AND CURRENT MILEAGES WERE 123,606.

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 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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

1-21-08 Vehicle evaluated for abnormal noise / brake problems / lights  
 Repair shop noted recall for this specific problem

1-21-08 Spitzer Dealership notified / denied request 1-21-08 (Patrol)

1-21-08 Mitsubishi Customer service notified / denied request

1-22-08 Complaint filed. Recalled info clearly states Motors  
 2001-2002 Manufactured before 6/20/01. This vehicle  
 manufactured 9/00 / Purchased 12/00. This vehicle is  
 behaving exactly as described in recall ~~Major safety~~  
 issue. According to criteria, should have been included in  
 initial recall. ATTACH ADDITIONAL SHEETS IF NECESSARY

*I never received an initial recall due to Mitsubishi  
 stating vehicle not included. 1st notification of recall  
 with repair inquiry*

U.S. Department  
 of Transportation  
**National Highway  
 Traffic Safety  
 Administration**  
 1200 New Jersey Avenue SE.  
 Washington, D.C. 20077-9382  
 Official Business  
 Penalty for Private Use \$300



**NO POSTAGE  
 NECESSARY  
 IF MAILED  
 IN THE  
 UNITED STATES**

**BUSINESS REPLY MAIL**  
 FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC  
 POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
 National Highway Traffic Safety Administration  
 Office of Defects Investigation, NVS-210  
 1200 New Jersey Ave SE  
 Washington, DC 20077-9382**

850



**Think your vehicle has a safety defect?**

**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline**  
**888-327-4236**

**NHTSA**  
 www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)  
 U.S. Department of Transportation  
 National Highway Traffic Safety Administration

2001 Mitsubishi Montero Limited  
Fig. 1: Page 1 of Bulletin

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# SAFETY RECALL BULLETIN

|   |  |   |  |
|---|--|---|--|
| TECHNICAL INFORMATION   |  | No: SR-01-008REVII                          |  |
| SUBJECT:<br><b>HYDRAULIC BRAKE BOOSTER ACCUMULATOR<br/>— SAFETY RECALL CAMPAIGN</b> |  | DATE: October, 2001                         |  |
|   |  | MODEL: See below                            |  |
| CIRCULATE TO:   | <input type="checkbox"/> GENERAL MANAGER | <input type="checkbox"/> PARTS MANAGER      | <input type="checkbox"/> TECHNICIAN    |
| <input type="checkbox"/> SERVICE ADVISOR  | <input type="checkbox"/> SERVICE MANAGER | <input type="checkbox"/> WARRANTY PROCESSOR | <input type="checkbox"/> SALES MANAGER |

This bulletin supercedes SR-01-008REV, which should be discarded. This bulletin contains revised accumulator discharge and disposal procedures. The new procedures are marked by ▶.

### PURPOSE

The hydraulic brake booster (HBB) accumulator on affected vehicles may have been manufactured improperly, which over a period of time may result in leakage of the pressurized nitrogen gas from inside the accumulator. The loss of this gas pressure may result in an abnormal noise from the left side of the dash panel when the brakes are applied, and possibly a delayed first time brake boost assist after the vehicle has been parked for a period of time.

Replace the HBB accumulator with the new, improved parts listed in the PARTS INFORMATION section of this bulletin.

### AFFECTED VEHICLES

2001-2002 Montero models produced before 6/20/01.

### CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles, telling them to bring their vehicle to their Mitsubishi Motors dealer to replace the hydraulic brake booster accumulator. A copy of the customer notification letter appears later in this bulletin.

### REQUIRED OPERATIONS

Before starting this procedure, **CHECK ON THE WARRANTY SUPERSCREEN** to verify that the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

- Inspect the color of the nut at the top of the hydraulic brake booster accumulator.
  - If the nut is painted pink, **STOP**. The improved accumulator has already been installed. Do not continue with this campaign procedure.
  - If the nut is **not** painted pink, continue with Step 2 to replace the hydraulic brake booster accumulator.
- With the ignition turned to the LOCK position, depress the brake pedal repeatedly (up to 40 times) until the pedal becomes hard (high pedal effort). This will relieve the pressure in the accumulator.

### CAUTION

If pressure is left in the power assist system, brake fluid will spill when removing the accumulator.

Continued

|             |  |        |
|-------------|--|--------|
| FILE UNDER: | Safety Recall Bulletins in the Dealer Service Information Binder | (2371) |
|-------------|--|--------|

G00076583

Initial reason for repair inquiry

Manufactured 9-4-00

PATRICK @ Spitzer

954 01 BUILD DATE

Part @ Parts 1/13

2001 Mitsubishi Montero Limited  
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SR-01-008REVII



6400 KATELLA AVENUE  
CYPRESS, CALIFORNIA 90630-5268  
(888) MITSU2001

AFFECTED VEHICLES  
MODELS: 2001-2002 Montero

October, 2001

RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-01-008

Dear Mitsubishi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mitsubishi Motor Sales of America, Inc. has determined that a defect which relates to vehicle safety exists in certain 2001-2002 Montero vehicles produced before June 20, 2001.

**What is the safety issue?** The hydraulic brake booster accumulator may leak pressurized nitrogen gas which could cause an abnormal noise when the brakes are applied, and a delay in brake pedal assist after the vehicle has been parked for a period of time, which could result in a crash.

**What you should do:** Please call your Mitsubishi dealer immediately to schedule a repair date. Check whether parts are in stock for Safety Recall 01-008. If your dealer does not have parts in stock, call the dealer to have parts ordered before scheduling a repair date. When bringing your vehicle in, show this letter to the dealer. (If you misplace this letter, the dealer will make a repair, free of charge.)

**What your dealer will do:** The dealer will replace the hydraulic brake booster accumulator on your vehicle free of charge.

**How long will it take?** The time needed for the repair is approximately 30 minutes. However, your dealer may need your vehicle for a longer period of time due to scheduling issues.

**Have you changed address or sold the vehicle?** If you have changed your address or sold the vehicle, please fill out the enclosed postcard and mail it to the dealer.

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

Mitsubishi Customer Relations Department  
(888) MITSU-2002 (888-648-7829)  
(Central Standard Time) Monday - Saturday 7 a.m. to 10 p.m.

If after contacting Mitsubishi Customer Relations, you still have a problem having your vehicle repaired promptly and without charge, write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (888) 327-4236.

Mitsubishi is committed to making your safety our first concern and we sincerely regret the inconvenience to you caused by this recall.

Sincerely,

SR-01-008  
C0109WXX

Richard Donnelson  
Director, Customer Relations

[Notice to Lessors: If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law (49 CFR Part 577) to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Also, you must maintain a record which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.]

G00076590

SAMPLE

- Complaint  
Filed  
1/22/08  
0945

CONF# 10215622



HOME | QUICK FIXES | DIAGNOSTIC INFO | REPAIR INFO | ESTIMATING INFO | HOTLINE | MY SHOP | TRAINING

Repair-Trac | Hotline Archive | Posted Fixes | NHTSA Recall | TSB | Post Fix | New Vehicle | Referral | Logout

Fast Fixes

2001 Mitsubishi Montero 3.5L

:: Howard Wilde : Jake's Radiator Inc

**NHTSA Campaign # 01V254001** ▾

▶ Printer Friendly

**Vehicles:**

**Make/Models:**

MITSUBISHI/MONTERO

**Model/Build Years:**

2001-2002

**Defect:**

VEHICLE DESCRIPTION: SPORT UTILITY VEHICLES. THE ACCUMULATOR THAT IS INSTALLED ON THE HYDRAULIC BRAKE BOOSTER MAY HAVE BEEN IMPROPERLY MANUFACTURED. OVER A PERIOD OF TIME, THIS COULD RESULT IN LEAKAGE OF THE PRESSURIZED NITROGEN GAS FROM INSIDE THE ACCUMULATOR.

**Component Affected:**

SERVICE BRAKES, HYDRAULIC:POWER ASSIST:VACUUM,

**Corrective Action:**

DEALERS WILL INSTALL AN IMPROVED ACCUMULATOR. OWNER NOTIFICATION MAILING BEGAN OCTOBER 1, 2001. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT MITSUBISHI AT 1-800-222-0037.

**Consequences:**

THE LOSS OF THIS GAS PRESSURE COULD RESULT IN AN ABNORMAL NOISE FROM THE LEFT SIDE OF THE DASH PANEL WHEN THE BRAKES ARE APPLIED, AND POSSIBLY A DELAYED FIRST TIME BRAKE BOOST ASSIST AFTER THE VEHICLE HAS BEEN PARKED FOR A PERIOD OF TIME, WHICH COULD RESULT IN A VEHICLE CRASH.

**Mfr. Campaign #:**

**Mfr. Involved:**

MITSUBISHI AMERICA

**# Vehicles Affected:**

39020

**File Date:**

08/07/2001

The vehicle you are working on may or may not be affected by this recall. Contact the vehicle manufacturer for clarification.

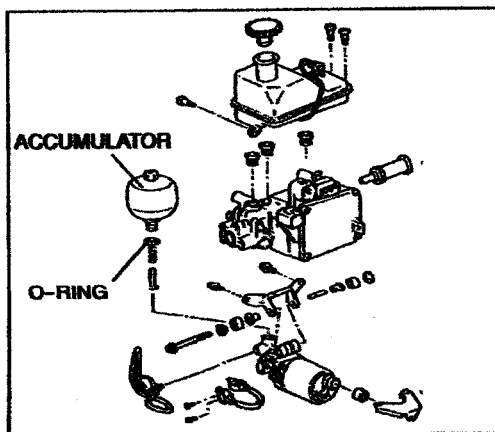
New Vehicle | Referral | Help | Logout | FAQ | Contact Us | Privacy Policy | Posts | Testimonials | Español | Français

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## 2001 Mitsubishi Montero Limited

## Fig. 2: Page 2 of Bulletin

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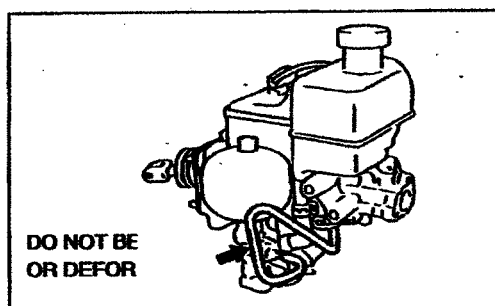
3. Use a 21 mm socket to remove the accumulator. Place a cloth under the accumulator to prevent brake fluid spillage.

Remove the accumulator **vertically** to prevent metal shavings from accidentally entering the HBB. Remove the O-ring.

**CAUTION**

**DO NOT USE AIR TOOLS TO REMOVE OR INSTALL THE ACCUMULATOR.**

Use of air tools will likely result in shearing the nut from the top of the accumulator.



**CAUTION**

**USE CARE TO PREVENT BENDING OR DEFORMING THE TUBE.**

**WARNING** THE NITROGEN GAS INSIDE THE ORIGINAL ACCUMULATOR MUST BE DISCHARGED BEFORE DISPOSAL. SEE STEP 7.

4. Install the new accumulator provided in the kit (listed in the PARTS INFORMATION section of this bulletin):
  - a. Be sure to use the new O-ring (from the kit) at the bottom of the threaded area of the accumulator.
  - b. Be sure to install the accumulator **vertically**. **DO NOT USE AIR TOOLS TO INSTALL THE NEW ACCUMULATOR.**
  - c. Tighten to 53.9 Nm (40 ft/lbs).
5. Bleed air from the HBB system as follows:
  - a. Turn the ignition on. The HBB pump motor should come on automatically.

Continued

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## 2001 Mitsubishi Montero Limited

## Fig. 3: Page 3 of Bulletin

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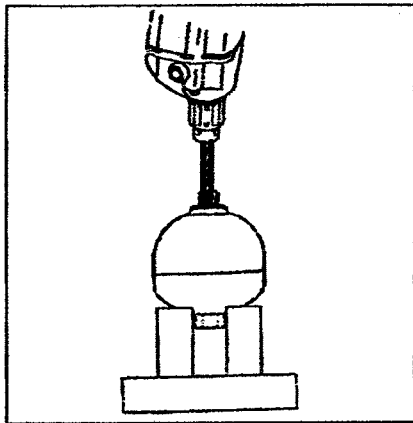
- b. When the HBB pump motor stops, turn off the ignition. Depress the brake pedal up to 40 times, until the pedal becomes hard (high pedal effort). Pump the brake pedal slowly, about one stroke per second.
  - c. Repeat Steps 5a. and 5b. four times.
  - d. Replenish the brake fluid in the reservoir tank until it reaches the MAX level.
6. Check for any brake fluid leakage around the accumulator.
  7. Discharge and dispose of the old accumulator as follows:

**⚠ WARNING**

**THE NITROGEN GAS INSIDE THE ACCUMULATOR MUST BE DISCHARGED BEFORE DISPOSAL.**

**WEAR SAFETY GLASSES DURING THIS PROCEDURE.**

- a. Discharge the accumulator in an area away from all vehicles, to prevent any possible damage from brake fluid, rubber and plastic particles that may spray out.



- b. Secure the accumulator in a vise, with the threaded nipple pointing upward.
- c. Insert a 4mm drill bit in the hole in the nipple. Then **SLOWLY** drill through the hole in the nipple. You will hear a hissing sound as the nitrogen gas is released. The gas is odorless, colorless, and harmless.  
NOTE: Small pieces of plastic and/or rubber may spray out from the drilled hole.
- d. Scratch a large X on the accumulator near the nipple, to identify that it has been discharged.
- e. If any brake fluid remains in the accumulator, drain the fluid out.
- f. Dispose of the accumulator in compliance with Federal, state, and local laws.

**PARTS INFORMATION**

A small supply of HBB accumulator kits will be shipped to each dealer automatically. Orders for additional parts can be placed through the normal parts system.

| Part No. | Description  | Quantity Required |
|----------|--|-------------------|
| MR977223 | HBB Accumulator Kit<br>(contains accumulator and O-ring) | 1                 |
| MZ311987 | Mitsubishi Genuine Brake Fluid                           | As needed         |

Continued

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**2001 Mitsubishi Montero Limited****Fig. 4: Page 4 of Bulletin**

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**WARRANTY INFORMATION**

Claims for this campaign must be entered as Recall type "C" claims on your Diamond Network Service Menu. Sample claim screens are shown on the next pages.

*Hydraulic Brake Booster Accumulator - Inspection Only*  
Campaign Labor Operation: **C0109WXX**      Time allowance: **0.2 hrs.**

*Hydraulic Brake Booster Accumulator - Inspection and Replacement*  
Campaign Labor Operation: **C0109WXX**      Time allowance: **0.5 hrs.**

**Allowable Parts:** Refer to the PARTS INFORMATION section of this bulletin.

Mitsubishi Motor Sales of America, Inc.

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### 2001 Mitsubishi Montero Limited Fig. 5: Page 5 of Bulletin

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**SERVICE CAMPAIGN CLAIM SAMPLE - LABOR OPERATION = C0109WXX**

### ADVANCED DIAMOND NET SCREENS FOR RECALL CLAIMS

**SERVICE MENU - SELECT RECALL CLAIM (C)**



**Service Menu**

|   |  |
|---|--|
| Data Entry<br><input type="button" value="PDI Claim (P)"/><br><input type="button" value="Warranty Claim (W)"/><br><input type="button" value="Special Claim (S)"/><br><input type="button" value="Recall Claim (C)"/><br><input type="button" value="Opt. Equipment Rep"/><br><input type="button" value="Correction/PWA"/><br><input type="button" value="Appeal Claim"/> | MISRA Online<br><input type="button" value="MISRA Service Menu"/><br><input type="button" value="MISRA Payments Entry"/> |
|---|--|

**ENTER THIS CLAIM AS RECALL CLAIM TYPE 'C' ONLY.**

### **RECALL CAMPAIGN CUSTOMER / REPAIR INFO SCREEN**

Advanced Diamond Net System v1.01

Vehicle Service Parts Claim Reports Interface Public Financial Help Exit

Claim Number: 0000    Claim Type: C    Part: DSM    Mileage: 1707

Repair Vehicle:    Repair:    Mileage: 1707

Repair Date:    Mileage: 1707

→ Customer / Repair Info ←      Parts & Labor Detail Info

|   |  |   |
|---|--|---|
| <b>Owner Name and Address</b><br>Title: Last Name: For only: MI:<br>[P] JAYCOX JAYCOX<br>Business:<br>Address: 5500 Katelyn ave<br>City: CHARLOTTE    State: NC    Zip: 28012<br>Hs Phone: (302) 555-1272    WA Phone: (302) 555-4321 |  | <b>Claim Totals</b><br>Labor: 1100<br>Parts In/Out of Stock: 100<br>Sub-Total: 1200<br>Total Amount: 1200 |
| <b>Repair Information</b><br>Repair Order Number: 243211<br>Mileage:  |  | ↑<br>↑<br>↑   |

Click on "Parts & Labor Detail Info" tab to get the detail screen

Save View Cancel Help Print Summary

**FILL IN ALL OF THE REQUIRED OWNER INFORMATION ITEMS INCLUDING PHONE NUMBER.**

*Be sure the vehicle is actually involved in this campaign. Check the Super Screen to be sure.*

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2001 Mitsubishi Montero Limited

Fig. 6: Page 6 of Bulletin

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RECALL CAMPAIGN CLAIM PARTS AND LABOR DETAIL INFO SCREEN:

- USE C0109WXX TO INSPECT THE HYDRAULIC BRAKE ACCUMULATOR ASSEMBLY.

INSPECTION ONLY SAMPLE CLAIM

Recall Claim (C) Entry - Advanced Diamond Network System v1.03

Vehicle Service Parts Comm Reports Interface Profile Financial Help Exit

Claim Number: 20008 Claim Type: C

Repeat Vehicle: Repair: PWA: DSM SEQ Reasons Mileage

Repair Date: VIN: JA

Customer / Repair Info > Parts & Labor Detail Info <

**INSPECT ONLY - HYDRAULIC BRAKE ACCUMULATOR**

Verify the vehicle is actually involved in this campaign by checking the Superscreen.

| Line | Part Number | Qty | Cost | Sub | Operation | Qty | Lbr Hours | Amount | Delete |
|------|-------------|-----|------|-----|-----------|-----|-----------|--------|--------|
| 1    |             |     |      |     | C0109WXX  | 1   | 0.2       |        |        |

No parts will be needed for an inspection only claim.

Enter C0109WXX

Enter a qty of 1 x 0.2 hrs. labor x your dealership's warranty labor rate.

Detail Lines Total Parts Total Labor

Page Pg 1 of 1

Add Ln DEL Ln

Save New Cancel Delete Print Summary

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### 2001 Mitsubishi Montero Limited

Fig. 7: Page 7 of Bulletin

- **USE C0109WXX TO REPLACE THE HYDRAULIC BRAKE ACCUMULATOR ASSEMBLY.**

#### INSPECT AND REPLACE SAMPLE CLAIM

Recall Claim (C) Entry - Advanced Diamond Network System v1.03

Vehicle Service Parts Comm Reports Interface Profile Financial Help Exit

Claim Number: 20008 Claim Type: C

Repeat Vehicle: Repair: PWA: DSM SEQ Reasons Mileage

Repair Date: VIN: JA... 17077

Customer / Repair Info → Parts & Labor Detail Info ←

**INSPECT AND REPLACE IF NEEDED - HYDRAULIC BRAKE ACCUMULATOR**

Verify the vehicle is actually involved in this campaign by checking the Superscreen.

| Line | Part Number | Qty | Cost | Sub | Operation | Qty | Lbr Hours | Amount | Delete |
|------|-------------|-----|------|-----|-----------|-----|-----------|--------|--------|
| A    |             |     |      |     | C0109WXX  | 1   | 0.5       |        |        |

**MR977223**  
This kit is the only part that is required.  
"Top off" brake fluid if needed may be claimed using MZ311987 for \$1.00.

Enter C0109WXX

Enter a qty of 1 x 0.5 hrs. labor x your dealership's warranty labor rate.

Detail Lines: 1 Total Parts: Total Labor:

Page Pg 1 of 1 Pg Up Pg Dn Add Ln Del Ln

Save New Cancel Delete Print Ready Send Summary

G00076589

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).