



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
2008 1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
21-JUL-2008	Reference No. 10235196

**OWNER INFORMATION (Type or Print)**

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City PHOENIX	State AZ	Zip Code

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 provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4A4MM41SX4E	Make MITSUBISHI	Model ENDEAVOR	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number Mark Mitsubishi 480-425-5300	Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City Scottsdale	State AZ	Zip Code 85257
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 130000 VISIBILITY
Multiple Failure: window regulator passenger doors (both)			

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 23-SEP-2005	Failure Mileage 15619	Failure Speed 0	window regulator cable
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 2004 MITSUBISHI ENDEAVOR. THE CONTACT STATED THAT THE CABLE REGULATORS IN THE PASSENGER SIDE and driver WINDOW FAILED SEVERAL TIMES. THE WINDOW WOULD NO LONGER GO UP OR DOWN IN THE VEHICLE. EVENTUALLY, IT WOULD DROP DOWN. SHE TOOK THE VEHICLE TO THE DEALER FIVE TIMES, BUT THE FAILURE WAS NEVER CORRECTED. THE CURRENT MILEAGE WAS 41,099 AND FAILURE MILEAGE WAS 15,619.

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.

July 28, 2008

Dear National Highway Traffic Safety Administration,

I am writing you about a safety concern I have on the 2004 Mitsubishi Endeavor that I purchased in May 2004. The passenger windows have suddenly dropped into the door with no warnings prior to the failure. When the windows fail, the window switch does nothing - the window remains lowered into the door and there is no way of controlling these windows. The explanation from the dealer was the regulator cable came apart. I do not use these windows a great deal so it is not a matter of wear and tear on them. My concern is for the safety of a child or pet riding in the back seat when a window fails. If I am driving and the window fails, a the child or pet could get out the window. I have older children and just became a grandparent so my concern of course is for the new little guy riding in my back seat.

The driver side rear window failed twice: 6-26-07 and again on 7-21-08.

The passenger side rear window has failed three times: 9-23-05, 08-07-06 and 3-27-08.

This is an average of a window failure less than every six months. I have talked with both the dealership and the manufacturer (case \_\_\_\_\_ case manager Dan). Dan told me that there was nothing the manufacturer could do right now but if there was a recall down the road I would be notified and any money spent on getting these fixed would be refunded. The dealership has given me what they call two goodwill fixes on these windows, two were under the warranty period and one I paid \$296.34 for (this was a special discounted price for me).

I am very concerned about the failure rates of the rear windows on my vehicle and the strong possibility that other similar vehicles have such failures. Apparently there is a design or manufacturing flaw in the window regulator cable. It is important to fix this situation before a child or a pet dies from the window suddenly dropping.

Sincerely,

\_\_\_\_\_

# MARK

Mitsubishi

KIA

**Scottsdale**  
1000 N. Scottsdale Rd.  
Scottsdale, AZ 85257  
Phone: (480) 425-5300  
www.markmitsu.com

**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. - 12:00 p.m. - Saturday

R/O Open Date	R/O Number
9/23/05	6044962/1
R/O Close Date	Status
9/28/05	Pre-Invoice
Mileage In	Mileage Out
15619	15619
Service Advisor / Tag #	
Jordan Dubowy/1568	
Vehicle Identification Number	
4A4MM41SX4E	
Delivery Date	In-Service Date
5/28/04	5/28/04
Color	License Number
TRCHED STL	

PHOENIX, AZ

Year	Make	Model	Body	Color	License Number
2004	MITO	ENDEAVOR 2WD	4D	TRCHED STL	
S3835					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 35MIZ: GLASS/TRIM C/S THAT PASS REAR WINDOW IS INOP Caused by DRIVERS REAR WINDOW INOP. REGULATOR CABLE CAME APART. Work performed by Richard Cramer (461) Installed MR565453 : REGULATOR, RR DOOR WINDO Qty: 1 REPLACED DRIVERS REAR WINDOW REGULATOR. OK. LABOR OP 42426110 0.6 HR 99D/990</p>	Warranty Warranty
<p>#2 - 35MIZ: GLASS/TRIM C/S THAT PASS REAR DOOR IS HARD TO OPEN Work performed by Steven Hyson (412) TESTED DOOR FROM INSIDE AND OUT SIDE UNABLE TO DUPLICATE CONCERN</p>	Internal
<p>#3 - 16MIZ: AUTO TRANS REPAIR C/S THAT WHEN COMING TO A STOP CAR WILL DOWN SHIFT HARD Work performed by Steven Hyson (412) FLUID GOOD SHIFTING NORMAL AT THIS TIME UNABLE TO DUPLICATE HARD SHIFT</p>	Internal
<p>#4 * 35MIZ: GLASS/TRIM C/S THAT BOTH REAR QUARTER WINDOWS ARE FADING Caused by TECH FOUND PLASTIC TRIM AROUND REAR CARGO GLASS TO BE FADING Work performed by HOUSE TECH (999) Work performed by 8551 : Installed MR557824 : GLASS, QTR WINDOW, RH Qty: 1</p>	Warranty Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. \*I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.\*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

# MARK



**Scottsdale**  
 1000 N. Scottsdale Rd.  
 Scottsdale, AZ 85257  
 Phone: (480) 425-5300  
 www.markmitsu.com

**SERVICE DEPARTMENT HOURS**  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. - 12:00 p.m.-Saturday

R/O Open Date	R/O Number
8/07/06	6057950/1
R/O Close Date	Status
8/11/06	Pre-Invoice
Mileage In	Mileage Out
22965	22965
Service Advisor / Tag #	
Bob Ericksen/3112	
Vehicle Identification Number	
4A4MM41SX4E0	
Delivery Date	In-Service Date
5/28/04	5/28/04
Color	License Number
TRCHED -STL	

PHOENIX, AZ

Year	Make	Model	Body
2004	MITO	ENDEAVOR 2WD	4D
S3835			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 05MIZ: BODY ELECTRICAL CUST STATES R/R WINDOW FELL INTO DOOR Work performed by Daniel Conyers (307) Installed MR565454 : REGULATOR, RR DOOR WINDO Qty: 1 FOUND REGULATOR CABLES CAME APART. SOP 8/7/06 REPLACED REGULATOR ASSY 8/11/06 42426110 .6 86D 440	Warranty Warranty
#2 - FM22500A: MAINTENANCE PROGRAMM 18 MNTHS. OR 22500 MLS BOTH GALANT & ENDEAVOR FM22500A .6 99D/990 PARTS ( OIL, FILTER & DRIN PLUG) Work performed by Daniel Conyers (307) Kit: PK4 Installed MD050317 : GASKET, ENG OIL PAN DRAI Installed MZ690072 : OIL FILTER Installed 10W30 :QUAKER STATE OIL COMPLETED	Warranty Warranty Warranty Warranty
#3 - 35MIZ-TI2: EXTERNAL TRIM CUST STATES REAR BUMPER STEP COVER COMING LOOSE Caused by FOUND RR BUMPER COVER FALLING OFF Work performed by Daniel Conyers (307) Installed, MR574449 : STEP, RR BUMPER Qty: 1 REPLACED BUMPER STEP COVER 51426510 .2 86D 440	Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. \*I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.\*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

# MARK



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**SERVICE DEPARTMENT HOURS**  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. - 12:00 p.m. - Saturday

R/O Open Date	R/O Number
6/26/07	6071467/1
R/O Close Date	Status
6/26/07	Pre-Invoice
Mileage In	Mileage Out
29944	29945
Service Advisor / Tag #	
Brent Hart/3530	
Vehicle Identification Number	
4A4MM41SX4E	
Delivery Date	In-Service Date
5/28/04	5/28/04
Color	License Number
TRCHED	STL

PHOENIX, AZ			
Year	Make	Model	Body
2004	MITO	ENDEAVOR 2WD	4D
S3835		4A4mm41SX4E	

Work Phone	Home Phone

**DESCRIPTION OF SERVICE AND PARTS**

**AMOUNT**

#1 - 05\*: BODY ELECTRICAL  
 C/S DRIVER REAR WINDOW INNOV ADVISE  
 Caused by UPON INSPECTION, FOUND WINDOW REGULATOR CAME  
 APART INSIDE DOOR.  
 Work performed by Justin Ohmer (482)  
 Installed MR565453 : REGULATOR, RR DOOR WINDO Qty: 1  
 REMOVE AND REPLACE WINDOW REGULATOR AND VERIFY  
 PROBLEM SOLVED.  
 OP# 42426110 0.6  
 46D/100

Warranty  
 Warranty

*Customer service  
 1-866-937-3765*

*sale dept  
 480-425-5300*

*8/1/09  
 Plus  
 Tax*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

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X



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 Monday - Friday  
 8:00 a.m. - 12:00 p.m. - Saturday



R/O Open Date	R/O Number
3/27/08	6083613/1
R/O Close Date	Status
3/27/08	Pre-Invoice
Mileage In	Mileage Out
37109	37110
Service Advisor / Tag #	
Michael Hofer/5056	
Vehicle Identification Number	
4A4MM41SX4E	
Delivery Date	In-Service Date
5/28/04	5/28/04
Color	License Number
TRCHED STL	

PHOENIX, AZ		Work Phone	
Year	Make	Model	Body
2004	MITZ	ENDEAVOR 2WD	4D
S3835		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 995: LOF SPECIAL, 9.95 Work performed by Isaias Estrada (221) Work performed by Isaias Estrada (221) Kit: PK4 Installed MD050317 : GASKET,ENG OIL PAN DRAI Installed MZ690072 : OIL FILTER Installed 10W30 :QUAKER STATE OIL LOF SVC COMPLETED Sub Total: Labor: 14.70 Parts:20.25 Total: 34.95	14.70 20.25 Included Included Included
#2 - 27PT: COMPLETE 27-POINT VEHICLE INSPECTION Sub Total: Labor: .00 Parts:.00 Total: .00	
#3 - 35MIZ: GLASS/TRIM C/S THAT PASS REAR WINDOW HAS DROPPED DOWN ADVISE Caused by FOUND RR WINDOW REG FAILED Work performed by Isaias Estrada (221) Installed MR565454 : REGULATOR,RR DOOR WINDO 1@119.34 REPLACED WINDOW REGULATOR Sub Total: Labor: 150.00 Parts:119.34 Total: 269.34	150.00 119.34
#4 - 08*: BRAKE REPAIR REPLACE FRONT PADS AND RESURFACE ROTORS Work performed by Isaias Estrada (221) Installed MN116448 : SHIM SET,FR BRAKE 1@39.22 Installed MR407423 : CLIP SET,FR BRAKE 1@13.40 Installed MN116446 : PAD SET,FR BRAKE 1@65.00 REPLACED FRONT PADS AND RESURFACED ROTORS Sub Total: Labor: 92.33 Parts:117.62 Total: 209.95	92.33 39.22 13.40 65.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

# MARK

## Mitsubishi

### KIA

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R/O Open Date	R/O Number
7/21/08	6088356/1
R/O Close Date	Status
7/21/08	Pre-Invoice
Mileage In	Mileage Out
41099	41099
Service Advisor / Tag #	
Nathan Boisvert/2244	
Vehicle Identification Number	
4A4MM41SX4E	
Delivery Date	In-Service Date
5/28/04	5/28/04
Color	License Number
TRCHED STL	

PHOENIX, AZ				Work Phone
				Home Phone
Year	Make	Model	Body	
2004	MITO	ENDEAVOR 2WD	4D	
S3835				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 35MIZ: GLASS/TRIM CUST STATES THE DRIVER REAR WINDOW FELL INSIDE DOOR--HAS HAD REPLACED LITTLE OVER 12 MONTHS AGO PLEASE CHECK AND ADVISE AND WILL ADDRESS WITH HARRY. Caused by FAILED PART IS DRIVER REAR WINDOW REGULATOR Work performed by Isaias Estrada (221) Installed MR565453 : REGULATOR,RR DOOR WINDOW Qty: 1 REPLACED LEFT REAR WINDOW REGULATOR WILL NOT ROLL UP OR DOWN. CABLE SPLIT WILL NOT STAY IN POSITION. ---GOODWILL PER HARRY GRANGER 42426110 .6 86D 100	Warranty Warranty
#2 - 27PT: COMPLETE 27-POINT VEHICLE INSPECTION Work performed by Isaias Estrada (221) S1 Sub Total: Labor: .00 Parts:.00 Total: .00	
#3 - 995: LOF SPECIAL, 9.95 Caused by SVC DUE Work performed by Isaias Estrada (221) Kit: PK4 Installed MD050317 : GASKET,ENG OIL PAN DRAIN Installed MZ690072 : OIL FILTER Installed 10W30 :QUAKER STATE OIL PERFORMED LOF SVC Sub Total: Labor: 14.70 Parts:20.25 Total: 34.95	14.70 20.25 Included Included Included
#4 - 90MIZC0803: 04/08 ENDEAVOR SHIFT INTERLOCK SAFETY RECALL	

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X