



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: 28-JAN-2009  
Repository:   
Reference No.: 10256613

2009 MAR -9 AM 10:54

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: CATHEDRAL CITY State: CA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 02/10/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JA3AJ26E62 [Redacted]  
Make: MITSUBISHI Model: LANCER Model Year: 2002  
Date Purchased: 01/13/2002 Dealer's Name and Telephone Number: Champion Mitsubishi (760) 202-8888  
Engine: No. of Cylinders: 4 Fuel Type: gasoline  
Original Owner:  Dealer's City: Cathedral City State: CA Zip Code: 92234  
Transmission Type: Manual Antilock Brakes:  Cruise Control:  Powertrain: Front wheel drive  
Multiple Failure: after refreshing PCM engine check light coming on constantly  
Incident Date(s): 05-SEP-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 063000 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM, 060000 ENGINE AND ENGINE COOLING  
Failure Mileage: 200000 Failure Speed: 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): N/A  
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment:  Prior Repair:  Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 2002 MITSUBISHI LANCER. WHILE DRIVING APPROXIMATELY 65 MPH ON NORMAL ROAD CONDITIONS, THE CHECK ENGINE WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSTIC TESTING AND THEY STATED THAT THE FAILURE WAS RELATED TO THE CATALYTIC CONVERTER. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 200,000 AND CURRENT MILEAGE WAS 247,000.

\*ON July 28, 2007 - authorized dealer performed recall job - Refresh PCM  
\*Sept. 22, 2007 - car is back at the same dealership.  
Reason: Engine check light on.  
Before the recall job, nothing was wrong with my car. No repairs done, performing very good.

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.

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

Dealer's diagnosis: Code P0421 Catalytic Converter Failure  
The dealer is misinterpreting the established computer code to their needs.

Code P0421 msg. is "Warm catalyst below threshold"  
This recall was premeditated by Mitsubishi, official Ripp-off  
\* Jan. 12, 2009 - car passed smog test smoothly, with the original catalytic converter, never was replaced - like was suggested by Authorized Dealer.

Recall is done to fix the problem not to create additional one.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 Avenue SE.  
Washington, D.C. 20077-9382**



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



**If so:  
Use the enclosed form to file a report.**

**or visit:  
www.safecar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



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

-Cont.

NVS-216 fb

There is no change in car's performance like gas mileage & driving condition.  
The engine check light is coming on constantly and is resetted using resetting tools.

I did sent 2 letters to Mitsubishi Motors N.A. Inc. and filed 2 complaints req. engine check light/catalytic converter, but Mitsubishi refused to solve/repair this problem at their expense. They simply turned back on their customer, I'm requesting to order Mitsubishi to fix the engine check light issue at their expense

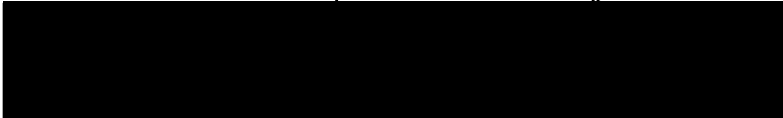
I'm not the single owner of the Mitsubishi Lancer car, who has the problem & complaining about it.

As a proof I'm attaching a few complaints of other Mitsubishi Lancer owners.

I'm sending you these following documents

- 1) Invoice # 179134
- 2) — it — # 180421
- 3) Letter to MMNA dated 11/30/08
- 4) MMNA answer to complaint # SR# 1-233302935
- 5) Letter dated 1/28/09 to Dealer, copy was sent to MMNA Inc.
- 6) Mitsubishi answer to complaint # SR# 1-233597294
- 7) 12 pages - complaints about Engine check light - by Mitsubishi Lancer owners

Sincerely

  
02/10/09

Customer Number:

Invoice No: 179134



645 AUTO CENTER DRIVE  
SAN BERNARDINO, CA 92408  
(909) 884-7700

PAGE 1

CATHEDRAL CITY, CA  
Home: Bus: Cell: Email:

B.A.R. LIC. AM 129247 EPA# CAD 982318677

SERVICE ADVISOR: 250 RICARDO SOTO

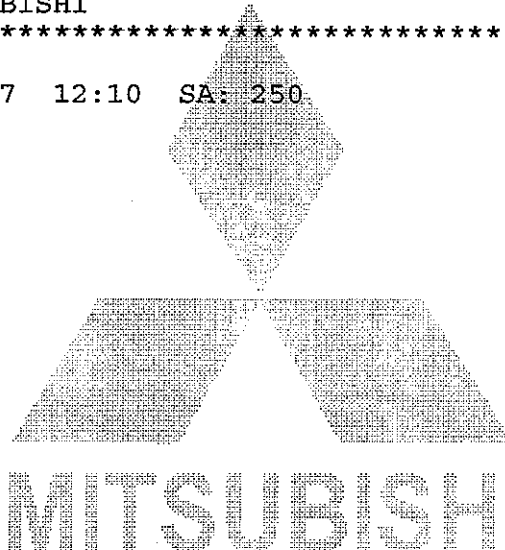
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	02	MITSUBISHI LANCER	JA3AJ26E62		201705 201705		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JAN02			WAIT 28JUL07		0.00	CASH	28JUL07
R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_SOHC					
12:10 28JUL07	12:39 28JUL07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFOR RECALL	C0505J	PCM REFLASH				
CAUSE: RECALL							
MISC RECALL							
	398		W				(N/C)

PERFORM RECALL AS PER MITSUBISHI

\*\*\*\*\*

EST: 0.00 28JUL07 12:10 SA: 250



TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE WORK SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE	ALL MITSUBISHI PARTS AND ACCESSORIES ARE WARRANTED FOR 12 MONTHS/12,000 MILES, WHICHEVER OCCURS FIRST.	ORIGINAL ESTIMATED	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS	
	ALL LABOR IS WARRANTED FOR 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. NO WARRANTY ON USED PARTS	\$	\$	LABOR AMOUNT	\$ 0.00	
PHONE NO. DATE TIME	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE				PARTS AMOUNT	\$ 0.00
REVISED ESTIMATE ADDITIONAL COST:					GAS, OIL, LUBE	\$ 0.00
REASON	OR PARTS SUPPLIED BY SERVICE & PARTS HOURS Monday - Friday 7:30 AM - 6:00 PM Saturday 8:00 AM - 4:00 PM	CUSTOMER SIGNATURE			SUBLET AMOUNT	\$ 0.00
AUTHORIZED BY: DATE						
<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE # TIME				TOTAL CHARGES	\$ 0.00	
				LESS INSURANCE	\$ 0.00	
				SALES TAX	\$ 0.00	
				PLEASE PAY THIS AMOUNT	\$ 0.00	

7

Invoice No: 180421



645 AUTO CENTER DRIVE  
SAN BERNARDINO, CA 92408  
(909) 884-7700

PAGE 1

CATHEDRAL CITY, CA

Home: Bus: Cell: Email:

B.A.R. LIC. AM 129247 EPA# CAD 982318677

SERVICE ADVISOR: 250 RICARDO SOTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	02	MITSUBISHI LANCER	JA3AJ26E62		207908 207908		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JAN02			WAIT 22SEP07		0.00	CASH	22SEP07
R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_SOHC					
09:24 22SEP07	10:30 22SEP07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER REPORTS CHECK ENGINE LIGHT ON CHECK AND ADVISE  
 CAUSE: CHECKED SYSTEM OUT AND FOUND CODE PO421 CAT. CONVERTER FAILURE  
 ADVISED CUSTOMER

MISC CHECKOUT

398 CP

85.00 85.00

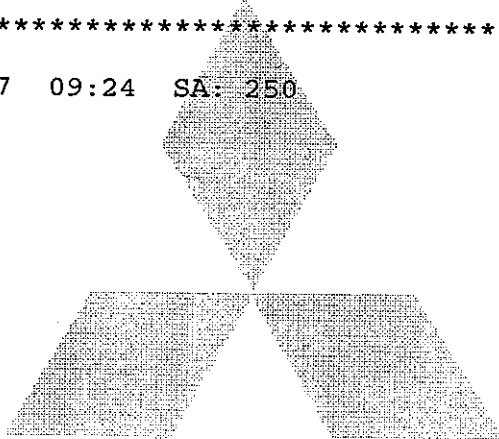
ADVISED CUSTOMER NEED TO REPLACE PRE-CAT CONVERTER AND DECLINED AT  
 THIS TIME

\*\*\*\*\*

EST: 85.00 22SEP07 09:24 SA: 250

REC. PRE CAT. CONVER  
 REPLACEMENT 594.48+TAX

M/S



MITSUBISHI

FAIT  
 BY: *[Signature]*

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ___ DAYS OF THE WORK SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE	ALL MITSUBISHI PARTS AND ACCESSORIES ARE WARRANTED FOR 12 MONTHS/12,000 MILES, WHICHEVER OCCURS FIRST.	ORIGINAL ESTIMATED \$	AUTHORIZED ADDITIONS \$	DESCRIPTION	TOTALS
	ALL LABOR IS WARRANTED FOR 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. NO WARRANTY ON USED PARTS.	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE		LABOR AMOUNT \$ 85.00	PARTS AMOUNT \$ 0.00
HOME NO. DATE TIME	REASON	CUSTOMER SIGNATURE		GAS, OIL, LUBE \$ 0.00	SUBLET AMOUNT \$ 0.00
REVISED ESTIMATE ADDITIONAL COST:	OB PARTS SUPPLIED BY SERVICE & PARTS HOURS	Monday - Friday 7:30 AM - 6:00 PM Saturday 8:00 AM - 4:00 PM		MISC. CHARGES \$ 0.00	TOTAL CHARGES \$ 85.00
AUTHORIZED BY: DATE	IN PERSON <input type="checkbox"/> PHONE # <input type="checkbox"/> TIME	PLEASE PAY THIS AMOUNT \$ 85.00		LESS INSURANCE \$ 0.00	SALES TAX \$ 0.00

COPY

11/30/08

[REDACTED]  
CATHEDRAL CITY, CA [REDACTED]

MMNA  
ATTN.: CUSTOMER RELATIONS DEPARTMENT  
P.O. BOX 6400  
CYPRESS, CA 90630

REG.: COMPLAINT , VIN # JA3AJ26E6 [REDACTED] LANCER

DEAR CUSTOMER RELATIONS DPT.,

I BOUGHT THIS CAR IN JAN. 2002.  
IN 2007, A COUPLE OF DAYS AFTER OIL CHANGE WAS MADE AT THE  
DEALER IN CATHEDRAL CITY ENGINE CHECK LIGHT CAME ON.

CAR WAS DIAGNOSED AT THE DEALER IN SAN BERNARDINO: NEEDS  
REPLACEMENT OF THE CATALIC CONVERTER.

IN NOVEMBER OF 2008 I'M UNABLE TO PUT INTO GEAR WHILE CAR IS ON.  
CAR WAS BROUGHT TO SAN BERNARDINO .  
DIAGNOSIS: CAR NEEDS CLUTCH ASSEMBLY AND RESURFACE FLYWHEEL  
AND CLUTCH SLAVE CYLINDER.  
ALSO RECOMMENDED REPLACEMENT OF TIMING BELT AND VALVE  
COVER GASKET AND GAVE SEPARATE CHARGES FOR EACH OF THEM.  
THIS JOB CAN BE DONE AT THE SAME, W/O REMOVING VALVE COVER 2X.

I'M VERY, VERY DISAPPOINTED HOW THIS CAR IS PERFORMING.  
I HAD A FEW CARS WITH MANUAL TRANSMISSION IN MY LIFE, BUT NEVER  
HAPPENED, THAT CATALIC CONVERTER OR CLUTCH ASSEMBLY WILL  
GIVE UP DURING THE LIFE OF THE CAR OR I HAD TO SPENT A FEW  
THOUSAND OF \$\$\$\$ FOR REPAIRS, WHILE TAKING GOOD CARE OF THE CAR.

BESIDES THAT MITSUBISHI DEALERS DO NOT HAVE KNOWLEDGEABLE  
TECHNICIAN WORKING FOR THEM.

EVERY TIME THIS CAR WAS SERVICED BY MITSUBISHI, LEFT WITH  
BROKEN PARTS, MISSING SCREWS OR COUPLE OF DAYS LATER HAD NEW  
PROBLEMS. IT IS SABOTAGE. THEY WANT TO MAKE SURE CUSTOMER WILL  
BE BACK AND PAY FOR NEW REPAIRS.

I'M ASKING MITSUBISHI M N A INC. TO COVER THE COST OF THE ABOVE MENTIONED AND REQUIRED REPAIRS.

~~IF~~ MITSUBISHI IS NOT GOING TO TAKE ACTION AND SOLVE THIS ISSUE, THIS IS MY 1<sup>ST</sup> AND WILL BE MY LAST MITSUBISHI CAR I EVER BOUGHT.

SINCERELY

A solid black rectangular box used to redact the sender's name and signature.

Cc: BUREAU OF AUTOMOTIVE REPAIR/ SACRAMENTO

NHTSA ODI – COMPLAINT WAS FILED



COPY

Mitsubishi Motors North America, Inc.

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
www.mitsubishicars.com

December 08, 2008

[REDACTED]  
Cathedral City, CA [REDACTED]

SR#1-233302935

Dear [REDACTED]

This Letter is to inform you of Mitsubishi Motor's position in reference to the clutch and catalytic converter on your 2002 Lancer VIN#JA3AJ26E62 [REDACTED]

We have again reviewed the situation you have provided with our management team, and regret to inform you that your vehicle has exceeded all manufacturer warranties and as such, we are unable to honor the requested assistance. A complete explanation of the terms of the warranty is included with your Owner's Warranty and Maintenance Manual.

We are sorry that a more favorable response is not possible, but thank you for the opportunity to respond to your inquiry.

Sincerely,

A handwritten signature in black ink, appearing to read "Lupe Barba".

Lupe Barba  
Case Manager, Customer Relations  
Mitsubishi Motors North America, Inc.

COPY

01/28/2009

[REDACTED]  
CATHEDRAL CITY, CA [REDACTED]

DAVE NESS  
SERVICE DPT MANAGER  
SAN BERNARDINO MITSUBISHI  
645 AUTO CENTER DR  
SAN BERNARDINO, CA 92408

REG.: MISDIAGNOSIS / MONEY EXTORTION

DEAR SIR,

ON JANUARY 02 2009 YOU MADE TO ME A PROMISE TO CALL ME BACK, TO SOLVE THE ISSUE WITH MISDIAGNOSING ( ON 2 OCCASIONS ) THE PROBLEM ON MY CAR.

IT POINTS OUT TO ME THAT YOU ARE A TOTAL IGNORANT WHEN COMES TO YOUR CUSTOMERS.

THE SERVICE DEPT MISDIAGNOSED MY CAR TWICE.

1/SEPTEMBER 22 2007 – I DROVE THE CAR TO YOUR PLACE FOR REPAIR. YOUR UNEXPERIENCED TECHNICIAN DIAGNOSED THE CAR AND SAID THAT THE CAR NEEDS FOLLOWING REPAIR:

PRE- CAT CONVERTER REPLACEMENT

2/ ON NOVEMBER 19 2008 – I TOWED MY CAR TO YOUR SERVICE FACILITY IN SAN BERNARDINO.

AGAIN YOUR SKILLLESS SERVICE MISDIAGNOSED MY CAR AND RECOMMENDED THESE FOLLOWING REPAIRS:

- / CLUTCH ASSEMBLY WITH SLAVE CYLINDER
- / RE-SURFACE FLYWHEEL
- / TIMING BELT
- / DRIVE BELTS ( THERE IS ONLY 1 BELT ON THIS CAR )
- / BLU E SERVICE ( WHAT IS IT ? )
- / VALVE COVER GASKET
- / PLUG WIRES AND IGNITION BOOTS ( WHAT IS IT ? )

ALL THE RECOMMENDED REPAIRS ARE NONSENSE.

I DID DECLINE ALL OF THEM.

AFTER THAT THE CAR WAS DRIVEN TO INDEPENDENT REPAIR SHOP.

DIAGNOSIS FROM INDEPENDENT REPAIR SHOP:

- / PRE – CATALIC AND CATALIC CONVERTER IN PERFECT SHAPE
- / CLUTCH- BLEEDED HYDRAULIC CLUTCH SYSTEM NON PROBLEM FOUND.
- / FLYWHEEL- PERFECT CONDITION, NO SCRATCHES, NO GROOVES ON THE SURFACE OF THE FLYWHEEL
- / TIMING BELT- REMOVED UPPEAR TIMING BELT COVER.  
NO INDICATION OF ANY TYPE OF WEAR.
- / DRIVE BELTS- NO INDICATION OF CRACKS OR STIFFNESS
- / VALVE COVER GASKET- NO INDICATION OF OIL LEAK OR SIPPAGE
- / PLUG WIRES - NO CRACKS, NO INDICATION OF HIGH RESISTANCE, PERFECT CONDITION.

I DID PAY \$ 150.00 FOR THE ABOVE STATED DIAGNOSIS BY INDEPENDENT SHOP PLUS 19.99 FOR REGULAR OIL CHANGE (AS PREVENTIVE MAINTENANCE, WHICH INCLUDES SIMPLE SHIFT LINKAGE LUBRICATION ).

AFTER THAT THE CAR WAS IN PERFECT DRIVEABLE CONDITION.

ON JANUARY 12 2009 THE CAR WAS DRIVEN BY LICENSE SMOG TECHNICIAN AND DID PASS, WITHOUT ANY PROBLEM, TEST REQUIRED BY STATE OF CA.

ALL HE VALUES AND READINGS WERE MUCH BELOW THE REQUIREMENT BY THE STATE OF CA.

I'M REQUESTING ALL THE MONEY BACK I SPENT FOR YOUR FALSE DIAGNOSIS PLUS THE COST FOR INDEPENDENT OPINION AND RENTING A CAR:

- / YOUR MISLEADING SERVICE TOTAL \$ 178.50
- / INDEPENDENT SERVICE DIAGNOSIS \$ 150.00
- / RENTING A CAR \$ 212.57

TOTAL AMOUNT \$ 541.07

IF YOU WILL IGNORE, AGAIN, MY REQUEST I WILL SEEK REIMBURSEMENT  
ON THE LEGAL WAY.



CC: MMNA CEO  
MR HIROSHI HARUNARR

BUREAU OF AUTOMOTIVE REPAIRS

NHT FOR AUTOMOTIVE SAFETY



red  
2/10/09

1000

Mitsubishi Motors North America, Inc.

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
www.mitsubishicars.com

February 06, 2009

[REDACTED]

Cathedral City, CA [REDACTED]

SR#1-233597294

Dear [REDACTED]

This Letter is to inform you of Mitsubishi Motors North America, Inc. (MMNA) final decision in reference to the replacement request for the catalytic converter on your 2002 Lancer VIN#JA3AJ26E62 [REDACTED]

We have again reviewed the situation you have provided with our management team, and regret to inform you that your vehicle has exceeded the limits of the Federal Emission Warranty and as such, we are unable to honor the catalytic converter that you requested. A complete explanation of the terms of the warranty is included with your Owner's Warranty and Maintenance Manual.

We are sorry that a more favorable response is not possible, but thank you for the opportunity to respond to your inquiry.

Sincerely,

Lupe Barba  
Case Manager, Customer Relations  
Mitsubishi Motors North America, Inc.

**LancerReiNi**

Newbie

Personal Sales Rating: (0)

[My Garage](#)

Join Date: Jul 2002

Location: Classified

Posts: 22

**Drives:** Mitsubishi 2002 Lancer  
OZ Rally Edition

It's unfortunate but the **mileage does count/matter!**

I recently(ongoing for several months now) went through hell dealing with this P0421 code, taking my 2002 Lancer OZ to several shops, all of them claiming that I had problems with the O2 Sensor(which is indicated via the code). I eventually gave in and had both replaced(costing me several hundred\$ for the parts + labor) but it still didn't alleviate the problem.

Even worse off, It failed inspection 2x times(simply resetting the ECU will not allow you to pass inspection). Taking matters into my own hands I searched online(which is probably something everyone should do first when dealing with common vehicle problems). I found out via several sites that this was due to a factory recall(One that I had never been informed about, no letter & apparently no shops knew about it).

At 105k miles, I took it to a dealership service center. They took care of the PCM Reflash(this is an error[**Bank 1 warm up catalyst below threshold**] that kicks in after 80+k-100+k)and also replaced a fan(also a factory recall) for free. Thinking that everything was alright so I continued driving my vehicle as I normally would. Until last month when I noticed that the CEL(Check Engine Light) lit up again.

Now I'm being told that if the problem is a catalytic converter it will **not be covered** by warranty or factory due to the fact that the vehicle has exceeded the 100k coverage.

*Granted someone made a good point, if your vehicle has over 300k miles on it, no service center should take care of the problem. That's quite understandable. But when your vehicle is known to have problems that kick in **AFTER** the coverage period, shouldn't the factory deal with it? That's like selling a TV that will work great for 6 months and immediately after the warranty expires, it dies. Whose responsibility should it be to get this fixed? As a consumer, I'm outraged that a company would knowingly deceive their customers in this manner.*

While searching for information on Mitsubishi Factory recalls you'll find hundreds of vehicle issues that Mitsubishi seems to knowingly ignore. This has left me with a very bad taste for Mitsubishi vehicles.

Anyone in my position, one who purchased the 2002 Lancer when it first appeared on US market should know that Mitsubishi is not looking after their own products. In fact with the numerous issues I found it's very clear to me that the first gen US Lancer was a rubbish vehicle. Not surprisingly first gen US Evos' and their subsequent revisions also seem to have a boat load of recalls that aren't being dealt with by Mitsubishi.

My suggestion, don't ever buy another Mitsubishi.

I'd rather drive a Hyuuundai than another Mitsubishi.

# 2002 Mitsubishi Lancer OZ - Check Engine Light, P0421 Trouble Code

Post Reply

7

Manoli  
Guest



Posts: n/a  
Classified Rating: % ()

## 2002 Mitsubishi Lancer OZ - Check Engine Light, P0421 Trouble Code

We recently purchased a '02 Lancer OZ and the check engine light came on. The only trouble code that the computer reports is:

P0421 - Warm Up Catalyst Efficiency Below Threshold (Bank 1).

The car is no longer under the bumper to bumper warranty (has 37k miles), so I want to avoid the dealer if possible. Does anybody have any idea as to what the problem could be? The car runs smooth, so there is nothing visibly wrong with the way it runs. Thanks in advance for any insight to my problem.



DragonRider  
Guest



Posts: n/a  
Classified Rating: % ()

## 2002 Mitsubishi Lancer OZ - Check Engine Light, P0421 Trouble Code

We recently purchased a '02 Lancer OZ and the check engine light came on. The only trouble code that the computer reports is:

P0421 - Warm Up Catalyst Efficiency Below Threshold (Bank 1).

The car is no longer under the bumper to bumper warranty (has 37k miles), so I want to avoid the dealer if possible. Does anybody have any idea as to what the problem could be? The car runs smooth, so there is nothing visibly wrong with the way it runs. Thanks in advance for any insight to my problem.

The catalyst is part of the emissions and those have a longer warranty that is mandated by the Federal Gov't. It should still be under warranty. Go get it checked out!





**se7en**

Newbie



Posts: 9

Score: 0

Joined: 2/12/2008

Status: offline

Hi guys,

I had my check engine light come on about a month or two ago. My car is a 2002 Mitsubishi Eclipse Spyder. I took my car to Autozone today and the codes showed up were p0135 and p0421. I found out that the P0135 is related to the o2 sensor at the front of the car near the exhaust manifold. However, for the p0421 code, this is somehow related to my catalytic converter and after researching, it seems like my cat is gone. So to sum it all, what do you guys think I should do first? Change the o2 sensor first and worry about the second code later? Also I have been reading on the internet about PCM recalls for certain Mitsubishi cars, saying something like car dealer will replace your cat converter if the code shows up and your car is under 100k warranty. Is this true? What should I do now? Thank you and hope to hear from you soon!

**Swankzer**

Newbie

Personal Sales Rating: (0)

[My Garage](#)



Join Date: Jul 2007

Location: NC

Posts: 62

**Drives:** 02 Lancer OZ

**Code P0421- Call Mitsu before you do anything!**

I called my nearest dealership today and for those who dont know, if your check engine light is on and its showing fault code P0421 this may be from a factory recall on the warm-up converter and a PCM reflash. MILEAGE OF THE CAR DOES NOT EFFECT THIS RECALL. Anyone whos had problem with a dealership not doing the repairs because of mileage needs to contact another dealer or the owner of the dealership. This is what the service manager told me today so though I'd share. Getting mine fixed tomorrow at 10am, I cant wait.

For more information about this code Google "Fault Code P0421" You'll get tons of information

*Last edited by Swankzer; Jun 2, 2008 at 12:31 PM.*

Offline

QUOTE

Jun 18 2007, 02:06 PM

Post #1

Member



Group: Members

Posts: 71

Joined: 28-March-07

Member No.: 37,520

Status: ●

Location: Houston, tx

Drives: 2005 mazda 3 hatch (mitsu at heart)

ok heres the  
code i got  
when i got  
my engine  
scanned:  
PO421.

The guy  
there said  
its my cat  
not  
warming up  
quick  
enough  
because im  
not using a  
high enough  
octane gas.  
but for a  
while i was  
using  
premium  
and it was  
still there  
quite often  
but would  
go off every  
once in a  
blue moon.

Now heres  
what the  
ticket says:

The PCM has determined that the warm up catalyst efficiency for bank 1 is below threshold for the current engine operating condition. (Bank 1 identifies the location of cylinder #1, while bank 2 identifies the cylinders on the opposite bank)

Code:PO421

Definition:  
Catalyst  
efficiency  
low-bank 1

Explanation:  
The oxygen

sensors  
monitor the  
catalytic  
converters  
ability to  
store  
oxygen.

Probable  
Causes:

1. Catalytic Converter defective (Failure possibly due to #2, 3, 4)
2. Engine misfire or running condition.
3. Large vacuum leak
4. Engine oil leakage into exhaust-valve guide seals, piston rings.

Generic problem for all Mitsubishi Eclipse Cars

## **P0421 code on recently purchased(from dealer) 2002...**

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posted by [pdedoes](#) on Dec 27, 2008

Have a 2002 Eclipse RS which I just bought from a dealer...The "service engine soon" light came on...OBDII code P0421, and a P0421 pending. Cleared the codes and it went about 6 days before reappearing...appeared on cold days both times. 112,000 miles, any reason to worry immediately?

[I Can Solve This!](#) [I have the same problem](#) [Post a new problem](#)



[I know someone who can solve this problem](#)

# Dtc code of p0421 and p0135/02 sensor and a catalytic converter?

I have a 2002 Mitsubishi Lancer - ck engine light came on and its time for NYS inspection. went to a mechanic and they told me that i need to change the O2 sensor- and that the other code on there is for the catalytic converter. he changed the O2 sensor; light went off until I hit 40 miles came back on. Called up the mechanic and they stated that it was more than likely the catalytic converter. I remembered back in 05 that there was a recall on the "catalytic converter overheating, emissions recall" I had that fixed.....Do you think there is any correlation on that triggering the ck engine of that dtc code popping up? called the dealership and of course they do the run around and told me to come in this afternoon.... I just wanted someones feedback to have with me before I go in there to get this checked..... any help is much needed and appreciated..thanks xxoxoxox

- 1 year ago

## Additional Details

my car has 95000 miles on it...but the recall happened in 05...does the milage cover total milage or the milage you did while the recall was fixed. ---Totoal milage 95000 milage since recall 40000.

1 year ago

VEHICLE SAFETY HOTLINE (888) 327-4236  
# 10036943 - TROUBLE BULLETIN.

**Code P0421- Call Mitsu before you do anything!**

I called my nearest dealership today and for those who dont know, if your check engine light is on and its showing fault code P0421 this may be from a factory recall on the warm-up converter and a PCM reflash. MILEAGE OF THE CAR DOES NOT EFFECT THIS RECALL. Anyone whos had problem with a dealership not doing the repairs because of mileage needs to contact another dealer or the owner of the dealership. This is what the service manager told me today so though I'd share. Getting mine fixed tomorrow at 10am, I cant wait.

For more information about this code Google "Fault Code P0421" You'll get tons of information

*Last edited by Swankzer; Jun 2, 2008 at 12:31 PM.*

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- 11 months ago

### **Additional Details**

11 months ago

my car has 95000 miles on it...but the recall happned in 05...does the milage cover total milage or the milage you did while the recall was fixed. ---Totoal milage 95000 milage since recall 40000.

- The federally mandated warranty on the converter is 7yr/90,000 miles. If you have less than that on the car, the dealer will change it for free.
  - 11 months ago

i dont get what you are asking.

but heres some info:

-2 cats: one is a warm-up cat right after the manifold, one right after the downpipe.

-2 O2 sensors- one on each cat.

-I had to chage out the first O2 sensor, got it for 30 bucks online, changed it by myself. yes I did have to splice but it wasnt a big deal at all. took 20 minutes.

-your P0421 number means you need a new warmup cat

if u need anything else let me know. again, i really couldnt find a question in there.... of what u were asking. but ill be glad to help you.

ps. changing an )2 sensor is a job u can do at home... but u gotta get a new cat (for free) at a dealer.

]

**posted by jevans190 on Nov 05, 2008**

My 2002 Lancer's check engine light keeps coming on. I have replaced the catalytic converter with a rebuilt and one of the O2 sensors has been replaced. My mechanic wants to try replacing the other O2 sensor (\$170) and says that if that doesn't solve it we may have to put a factory catalytic converter in which would be big dollars. Any ideas?