



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

09-MAR-2009

Repository

Reference No. 10261343

OWNER INFORMATION (Type or Print)

Name

Address

City PETALUMA

State CA

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

Signature of Owner

Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JA4MW51R61J

Make MITSUBISHI

Model MONTERO

Model Year 2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-MAR-2009

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage

Failure Speed

166000

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 2001 MITSUBISHI MONTERO LIMITED. WHILE THE CONTACT WAS DRIVING IN REVERSE, THE BRAKES FAILED TO RESPOND. WHEN HE PUMPED THE BRAKE PEDAL, HE HEARD A SQUEAKING SOUND. THE VEHICLE WAS INSPECTED BY AN INDEPENDENT MECHANIC, WHO DETERMINED THAT THE HYDRAULIC BRAKE BOOSTER ACCUMULATOR FAILED. REGARDING NHTSA CAMPAIGN ID NUMBER 01V254001, THE MANUFACTURER DENIED HIS RIGHT TO HAVE THE RECALL REPAIRS PERFORMED BECAUSE THE VEHICLE EXCEEDED THE 150,000 MILE REQUIREMENT. THE VEHICLE HAS NOT BEEN REPAIRED. THE SPEED WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE LESS THAN 166,000.

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.

U.S. Department of Transportation

April 9, 2009

National Highway Traffic Safety Administration

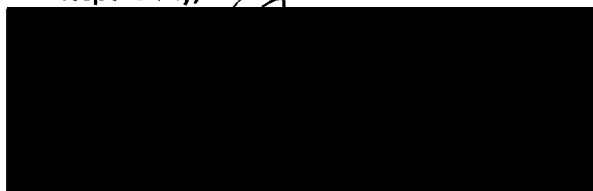
Thank you very much for taking my complaint. I am unclear as to whether I should be paying for this repair or not. I will give you additional information so a proper decision can be made.

As stated on the Vehicle Owner's Questionnaire, The problem with my vehicle was the hydraulic brake booster accumulator. I initially had the vehicle checked out by the people that do maintenance on our vehicle. They informed me that the problem was the previously mentioned part and further informed that there had been a safety recall and that Mitsubishi should replace the part due to the recall. Upon making contact with Mitsubishi, I was informed that the part had been replaced in October of 2001. I was not aware of this information when I first made contact with your department. I had also received a letter from Mitsubishi, dated February 4, 2009 (see attached) which explained the problem, however, they were no longer saying that the situation was a safety recall. Additionally, Mitsubishi stated that they were extending the limited warranty for the part to 10 years/150,000 miles. When I made contact with your department I was informed that there was a 10 year limitation but nothing about the mileage on the vehicle. After making contact with your department I again made contact with Mitsubishi. I informed them of the information that your department had given me (10 years/no mileage). The Service Manager again indicated that he would have to make contact with the District Manager. I was later contacted and informed that the claim was denied. I had also made contact with Mitsubishi Motors North America, Inc. I informed them of the situation and my claim was denied based upon the fact that my vehicle had more than 150,000 miles on it.

I have since had the vehicle repaired. The initial inspection cost was \$75.00 and the cost to replace the part was \$215.00. I have attached both invoices.

Thank you very much for looking into this matter.

Respectfully,

A large black rectangular redaction box covering the signature and name of the sender.



Mitsubishi Motors North America, Inc.

Montero HBBA Warranty Extension

P.O. Box 6878

Broomfield, CO 80021

45532 *****AUTO**ALL FOR AADC 940

PETALUMA, CA



35754

AFFECTED VEHICLES: 2001-2002 MONTERO

RE: MONTERO VIN JA4MW51R61J

February 4, 2009

Dear Mitsubishi Owner:

Mitsubishi Motors North America Inc. has determined that the hydraulic brake booster accumulator (HBBA) in your vehicle may over time leak the nitrogen gas charge. This can result in a chirping noise in the dash area and possibly a firm brake pedal when the vehicle is first started.

This condition will not affect your ability to stop your vehicle. To ensure your continued satisfaction, however, Mitsubishi is extending the limited warranty for the hydraulic brake booster accumulator on your vehicle from the current 3-years/36,000 miles to 10-years/150,000 miles from the original in-service date. This extended limited warranty covers the HBBA currently installed in your vehicle, even if the original part has been replaced.

Please keep a copy of this notification with your vehicle's warranty book for future reference.

If you have questions regarding the warranty extension, please contact Mitsubishi Customer Relations at 1-888-648-7820. Hours of operation: 6:00 AM to 5:00 PM (Pacific Time).

If you have already paid to have the HBBA replaced on your vehicle due to this condition, please go online to www.Montero2001-2002.com to obtain information on how to apply for a reimbursement of charges you have already paid, up to a maximum of \$350. Only replacement repairs of the accumulator will be considered for possible refund. Repairs to other parts in the brake system are not eligible. To be considered for the reimbursement program, you must submit a completed Reimbursement Request Form (available on the website), along with the required documents, postmarked by **July 15, 2009**. If you do not have internet access, call **1-866-624-1798** to request the form and we will mail it to you.

Sincerely,

Mitsubishi Motors North America, Inc.

BRODIES

Tire and Brake

Brodie's Tire & Brake, Inc.

1276 Petaluma Blvd. North
 Petaluma, CA 94952
 (707) 778-7808

BAR # ARD114155 EPA#000057654 SMOG #RC114155

PETER

Customer Copy

Invoice #188149

Saturday, March 07, 2009

2:38:51 PM

Ordered on

Saturday, March 07, 2009

Workorder # 48986

[Redacted]
 Petaluma CA [Redacted]

MAKE & MODEL	FLEET NO.	PHONE	REP	CSH	PO #	TERMS		
2001 MITSUBISHI MONTERO STANDARD		[Redacted]	GARY	1		Cash		
LICENSE NO.	MILES IN/OUT	VIN	TORQUE	ENGINE SIZE	TRANSMISSION	COLOR	PRD DATE	
[Redacted]	166415	JA4MW51R61J [Redacted]	73-87	V6-3497CC 3.5L 6G74 V	AT	RED		
CATALOG	DESCRIPTION	QTY	PARTS	LABOR	DISC	FET	TOTAL	Code

BI	BRAKE INSPECTION							
ZZSVBI	ROAD TESTED	1		75.00			\$75.00	GM-1
	BRAKE NOISE!!!							

HEARD NOISE FROM UNDER HOOD NEAR ABS AND MASTER CYLINDER AREA .PATTERNED CLICKING SOUND COMING FROM ABS UNIT CHECKED FOR TSB'S FOUND RECALL ON ABS ACCUMLATOR SEE ATTACHED SHEETS . NEED TO TAKE TO DEALER FOR REPAIR

[Redacted]

THANKS FOR YOUR LOYAL SUPPORT. WE'RE CELEBRATING 27 YEARS OF CUSTOMER SERVICE

PAID BY	Parts	Labor	Freight	Other	FET	Supplies	Taxable	Non-Taxable	Local 7.75%	TOTAL
VISA/M/C/DIS \$75.00	\$0.00	\$75.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$75.00	\$0.00	\$75.00

BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY. ALL PARTS NEW, UNLESS OTHERWISE STATED. PARTS AND LABOR WARRANTIES 100 PERCENT FOR 12000 MILES OR 12 MONTHS WHICHEVER COMES FIRST. THIS WARRANTY LIMITED TO THE WORK ON THIS FORM ONLY. VEHICLE MUST BE RETURNED TO OUR SHOP, AT CUSTOMER EXPENSE, TO HONOR WARRANTY. HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLES TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. TAG MUST BE PRESENTED FOR CREDIT OR WARRANTY WORK. BECAUSE OF THE EXTENT OF THE TEARDOWN AND INSPECTION, THE VEHICLE MAY NOT PERFORM AS WELL AS BEFORE. GOLD SHIELD REPAIRS CARRY A 10 DAY 1000 MILE WARRANTY (WHICHEVER COMES FIRST). FURTHER EMISSIONS-RELATED REPAIRS WILL BE MADE AT NO CHARGE IF YOUR GROSS POLLUTER FAILS ITS RETEST AT A TEST-ONLY OR REFEREE STATION.

REVISED REPAIR AUTHORIZATION: _____ OLD PARTS _____ SAVE _____ DISCARD _____

Print Name _____ Signature _____ Date _____

BRODIES

Tire and Brake

Brodie's Tire & Brake, Inc.

1276 Petaluma Blvd. North
 Petaluma, CA 94952
 (707) 778-7808

BAR # ARD114155 EPA#000057654 SMOG #RC114155

Customer Copy

Invoice #188343

Tuesday, March 17, 2009

3:48:23 PM

Ordered on

Friday, March 13, 2009

Workorder # 49159

Petaluma CA

MAKE & MODEL	FLEET NO.	PHONE	REP	CSH	PO #	TERMS		
2001 MITSUBISHI MONTERO STANDARD			GARY	1		Cash		
LICENSE NO.	MILES IN/OUT	VIN	TORQUE	ENGINE SIZE	TRANSMISSION	COLOR	PRD DATE	
	166612 / 166614	JA4MW51R61J	73-87	V6-3497CC 3.5L 6G74 V	AT	RED		
CATALOG	DESCRIPTION	QTY	PARTS	LABOR	DISC	FET	TOTAL	Code

XXAP	ABS ISSUE							
	ABS ACCUMLATOR 4630A011	1	109.33				\$109.33	1
ZZSVMISCSR	Electronic Brake I Module Replace	0.9		108.00			\$97.20	SS-1

**THANKS FOR YOUR LOYAL SUPPORT. WE'RE
 CELEBRATING 27 YEARS OF CUSTOMER SERVICE**

PAID BY	Parts	Labor	Freight	Other	FET	Supplies	Taxable	Non-Taxable	Local 7.75%	TOTAL
VISA/M/C/DIS \$215.00	\$109.33	\$97.20	\$0.00	\$0.00	\$0.00	\$0.00	\$109.33	\$97.20	\$8.47	\$215.00

BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY. ALL PARTS NEW, UNLESS OTHERWISE STATED. PARTS AND LABOR WARRANTIES 100 PERCENT FOR 12000 MILES OR 12 MONTHS WHICHEVER COMES FIRST. THIS WARRANTY LIMITED TO THE WORK ON THIS FORM ONLY. VEHICLE MUST BE RETURNED TO OUR SHOP, AT CUSTOMER EXPENSE, TO HONOR WARRANTY. HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON VEHICLES TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. TAG MUST BE PRESENTED FOR CREDIT OR WARRANTY WORK. BECAUSE OF THE EXTENT OF THE TEARDOWN AND INSPECTION, THE VEHICLE MAY NOT PERFORM AS WELL AS BEFORE. GOLD SHIELD REPAIRS CARRY A 10 DAY 1000 MILE WARRANTY (WHICHEVER COMES FIRST). FURTHER EMISSIONS-RELATED REPAIRS WILL BE MADE AT NO CHARGE IF YOUR GROSS POLLUTER FAILS ITS RETEST AT A TEST-ONLY OR REFEREE STATION.

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Print Name _____ Signature _____ Date _____