

CI-1047124-8543

NVS-200

AUG 15 2012

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



Marshfield, MA

August 8, 2012

National Highway Traffic Safety Administration
400 Seventh Street SW
Washington, D.C. 20590

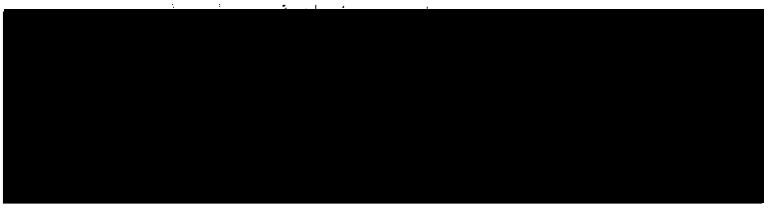
I am the current owner of a 2001 Mitsubishi Montero. Within the past week, along with a sound alert (horn), an ABS alert light has appeared on my dashboard display. I brought the SUV to my mechanic who told me that both alert failure indicators have to do with hydraulic brake booster accumulator leakage. He told me to bring my auto to a Mitsubishi dealer to have it repaired "at no charge" because it is associated with a manufacturing defect "recall" notification # SR-01-008 (see enclosures).

Per my mechanic's suggestion, I had scheduled a repair with a Mitsubishi Dealer. Before I delivered my Montero to the dealer, I called Mitsubishi Customer Relations Department (888-648-7820) to get detail on the recall notification. Ultimately, I was told that the recall did not include my auto (VIN #).

Obviously, this is very concerning to me because it is a safety recall. Please note on the recall notification (enclosed) from Mitsubishi, it clearly states, "which could result in a crash". So, is Mitsubishi waiting for members of my family and me to be involved in a crash, fatal or otherwise, before they take accountability of their lack of action?

As stated in their letter, Mitsubishi is required to absorb the cost of repair.

Please let me know what I should do to encourage them to fulfill their obligation.



CC:

Customer Relations Department
Mitsubishi
6400 Katella Avenue
Cypress, CA 90830

Consumer Protection Division
Office of the Attorney General
One Ashburton Place
Boston MA 02108

MC
081612
RTW



8400 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-5208
(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, the parts should be ordered before scheduling a repair date. When bringing your vehicle in, show your dealer this letter. (If you misplace this letter, the dealer will still take care of 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 repair is about 10 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, sold the vehicle, please fill out the enclosed postcard and mail it to:

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 (888-648-7820)
(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.]

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advertisement

2001 Mitsubishi Montero Service Brakes, Hydraulic Recall 01V254001

NHTSA: Action Number: N/A Service Bulletin Number: 01V254001

Report Date:	Component:	Potential Units Affected:	Manufacturer:
Aug 03, 2001	Service Brakes, Hydraulic	39020	Mitsubishi America

Summary: 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.

Consequence: 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.

Remedy: 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 proper remedy within a reasonable time should contact Mitsubishi at 1-800-222-0037.

Notes: Also contact the national highway traffic safety administration's auto safety hotline at 1-888-cash-2-dot (1-888-327-4236).

THE FASTEST ROUTE TO THE TIRE YOU WANT IS RIGHT HERE.

CLICK TO CHOOSE YOUR VEHICLE INFO

YEAR

MAKE

STEP 1 OF 2

GOOD YEAR
FOR DRIVEN



Marshfield, MA



BOSTON MA 02108
NOV 14 2001



Administrator
National Highway Traffic Safety Administration
400 Seventh Street SW
Washington, D.C. 20590

20590

