

August 6, 2015

Mitsubishi Customer Relations Department
P.O. Box 6400
Cypress, California 90630-0064

Dear Customer Representative,

AUG 19 2015

Recently, I received a Recall Notice from Mitsubishi Motors North America for my 2006 Eclipse (Vin No. 4A3AK24F96E [REDACTED]) indicating a defect related to safety regarding the Anti-lock Braking System (ABS) hydraulic unit. This notice goes on to describe corrosion in the ABS which may lead to seized valves which would occur during braking which activates the ABS System.

This note is to inform you that this has condition has already occurred with my vehicle during March 2014.

At this time, I looked for recalls listed at the National Highway Traffic Safety Administration (NHTSA) and found two recalls posted for the possible defect with the Master Cylinder (NHTSA No. 05V299000) and a possible defect with the Booster Assembly (NHTSA No. 05V247000).

I contacted Mitsubishi North America and inquired about these items as my braking system was now compromised. In normal breaking, after this occurrence, the pedal went soft and completely to the floor with very little breaking capacity. I described what was occurring to my vehicle to the Mitsubishi representative and was informed that my vehicle was not included in any of the recalls. I also tried to discern if the fault was the Master Cylinder or Booster or the ABS. No assistance was offered.

On the advice of a certified mechanic, I bled the breaking system, purchased and replaced the Master Cylinder with an O.E.M. part from a Mitsubishi Parts Dealer. **This did not correct the condition.**

Consequently, I brought my vehicle to a repair facility and after, a pressure flush of the system several times, the mechanic described **sediment** which eventually **passed out of the Anti-lock Brake System Valve assembly.** I believe this is what is now described in the current recall which I have just received. The mechanic further advised me that any back pressure through the ABS could trigger this sediment again.

As I have already experienced this condition with my vehicle and have spent a considerable amount of money to correct this condition, I am seeking reimbursement for these expenses as related to this repair in the amount of - \$177.80. (Please see attached receipts) (Please note the dates of Parts Purchase and Service coincide with this occurrence.)

Along with this letter, I am providing receipts for the Master Cylinder and for the Service Charge to completely flush my braking system. In addition, I am including a copy of the NHTSA recalls which I have described for the Master Cylinder, Booster Pump, and the Customer Response Letter which I received from Mitsubishi Motors on April 9, 2014.

As a recounting of this incident may assist other motorists with a similar problem, I am additionally providing a copy of this letter to the National Highway Traffic Safety Administration for their cognizance.

Please inform me about compensation for these expenses, as I believe I made every possible effort to inform Mitsubishi of this incident and occurrence in a timely fashion and was previously denied assistance.

[REDACTED]
Turnersville, New Jersey [REDACTED]

Owner: 2006 Mitsubishi Eclipse
Vin No. 4A3AK24F96E [REDACTED]

Copy:
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

RZ
82415
SKD



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.
PO Box 6400
Cypress, CA 90630
Telephone: 888-648-7820
www.mitsubishicars.com

This notice applies to your vehicle: 4A3AK24F96E [REDACTED]

Date: July, 2015

Dear Mitsubishi Owner,

This notice has been sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Reason for notice:

Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2006 – 2009 Eclipse and 2007 – 2009 Eclipse Spyder vehicles. The Anti-lock Braking System (ABS) hydraulic unit installed on your vehicle is susceptible to failure from internal corrosion that may occur over time.

If the ABS hydraulic unit has sufficient internal corrosion and is activated during braking events where the ABS is designed to engage, the ABS hydraulic unit's internal valves could seize. If one or more valves were to seize, the brake pedal stroke will increase and braking performance may be reduced, increasing the risk of crash without warning.

If the ABS is not activated, and even if the ABS hydraulic unit has sufficient internal corrosion, **the service brakes on your vehicle will continue to perform as designed.**

What you should do:

Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the repair performed on your vehicle, free of charge. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still make this repair to your vehicle.

What your dealer will do:

The dealership will flush and clean the brake system with high quality brake fluid (DOT 4). The ABS hydraulic unit will then be tested for sufficient valve movement. If insufficient valve movement is experienced, the ABS hydraulic unit will be replaced, free of charge. The dealership will also amend all available vehicle markings and documentation to indicate that DOT 4 brake fluid is required.

How long will it take?

The time needed for the brake system flush and ABS hydraulic unit test is approximately 2.0 hrs. If the test determines that the ABS hydraulic unit requires replacement, the repair time is approximately 4.0 hrs. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at 888-648-7820. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time).

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem with the ABS hydraulic unit and had it replaced as a result of this specific condition and have paid for the repair, you may send your original repair order or invoice, and original receipt/proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations. We appreciate your prompt attention to this matter.

Sincerely, Mitsubishi Motors North America, Inc.

C1504M

V	4A3AK24F96E [REDACTED]	DATE OF CHANGE	MO	DAY	YR
1	18	19			24
IF THE VEHICLE IS NO LONGER OWNED, ENTER THE REASON NUMBER IN THE BOX AT THE LEFT →		1 - SCRAPPED	2 - STOLEN	3 - EXPORTED	
25		4 - TRADED	5 - SOLD		
NAME	1	LAST NAME	FIRST NAME		
ADDRESS	26				47
ADDRESS CONT.	26				47
CITY	52			STATE	73
ZIP CODE	26				43
PHONE NO.	45	49	51		62
EMAIL					

VEHICLE IS OR WAS REGISTERED TO:

|||||
MITS8/15 PT2 606 *****AUTO**MIXED AADC 630
[REDACTED]
BLACKWOOD, NJ [REDACTED]

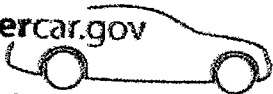
COMPLETE THIS CARD ONLY IF YOUR ADDRESS HAS CHANGED OR IF YOU ARE NOT CURRENT OWNER.

CAMPAIGN VEHICLE DISPOSITION CARD

IMPORTANT -

FOR THE ACCURACY OF
OUR SAFETY RECALL
MAILING RECORDS, PLEASE
COMPLETE THIS CARD
IF YOU HAVE CHANGED
YOUR ADDRESS OR ARE
NO LONGER THE OWNER
OF THE MITSUBISHI
VEHICLE LISTED.

safercar.gov



2006 MITSUBISHI ECLIPSE

Recalls	Investigations	Complaints	Service Bulletins
4	0	56	36

RECALLS: Displaying 1 - 4 out of 4

— RECALL Subject: Corrosion of ABS Hydraulic Unit

Report Receipt Date: JUN 02, 2015

NHTSA Campaign Number: 15V337000

Component(s): SERVICE BRAKES, HYDRAULIC

All Products Associated with this Recall ▼

Details ▲

Manufacturer: Mitsubishi Motors North America, Inc.

11 Associated Documents ▼

SUMMARY:

Mitsubishi Motors North America, Inc. (MMNA) is recalling certain model year 2006-2009 Eclipse vehicles manufactured April 20, 2005, to February 13, 2009, and 2007-2009 Eclipse Spyder vehicles manufactured December 23, 2005, to February 13, 2009. Due to corrosion inside the anti-lock brake system (ABS) unit, one or more of the internal valves may seize. In a braking event that uses the ABS, a seized valve would increase brake pedal travel and reduce braking ability.

CONSEQUENCE:

A sudden reduction of braking performance may increase the risk of a crash.

REMEDY:

MMNA will notify owners, and dealers will inspect, flush and clean the ABS hydraulic unit using high grade brake fluid, free of charge. If the inspection shows that the valves may seize, the ABS unit will be replaced. The recall began on July 21, 2015. Owners may contact MMNA customer service at 1-888-648-7820. MMNA's number for this recall is SR-15-004.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

— RECALL Subject: FUEL TANK MOUNTING STRAP BRACKET

Report Receipt Date: SEP 09, 2008

NHTSA Campaign Number: 08V454000

Component(s): FUEL SYSTEM, GASOLINE

All Products Associated with this Recall ▼

Details ▲

Manufacturer: MITSUBISHI MOTORS NORTH AMERICA, INC.

14 Associated Documents ▼

SUMMARY:

MITSUBISHI IS RECALLING 45,988 MY 2005-2007 ENDEAVOR, GALANT, ECLIPSE COUPE, AND MY 2007 ECLIPSE SPYDER VEHICLES. THE BRACKET THAT IS THE ATTACHMENT POINT FOR THE LEFT REAR FUEL TANK MOUNTING STRAP MAY HAVE BEEN IMPROPERLY FORMED DURING A METAL STAMPING PROCESS. THE PROCESS MAY HAVE CAUSED THE METAL TO HAVE A SPLIT IN THE AREA WHERE THE BOLT THAT HOLDS ONE OF THE TWO FUEL TANK STRAPS TO THE UNDERSIDE OF THE VEHICLE IS LOCATED. IN THE EVENT THE FUEL TANK IS FULL AND THE VEHICLE IS SUBJECT TO A SEVERE COLLISION, THE BRACKET MAY BREAK AND ALLOW THE FUEL TANK TO DROP DOWN, POSSIBLY CAUSING A FUEL LEAK.

CONSEQUENCE:

FUEL LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE COULD RESULT IN A FIRE.

REMEDY:

DEALERS WILL INSPECT TO SEE IF THE LEFT REAR FUEL TANK STRAP MOUNTING BRACKET HAS SPLITTING BEYOND A SPECIFIC LIMIT. VEHICLES WITH MODERATE TO SEVERE SPLITTING WILL BE REPAIRED USING A REINFORCEMENT CAP, A SPECIAL STRUCTURAL ADHESIVE, AND A RIVET TO REINFORCE THE FUEL TANK MOUNTING BRACKET. THE RECALL BEGAN ON SEPTEMBER 20, 2008. OWNERS MAY CONTACT MITSUBISHI AT 1-800-222-0037.

NOTES:

MITSUBISHI RECALL NO. SR-08-005. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE

RECALL Subject: BRAKE MASTER CYLINDER

Report Receipt Date: JUN 27, 2005
NHTSA Campaign Number: 05V299000
Component(s): SERVICE BRAKES, HYDRAULIC

All Products Associated with this Recall ▼

Details ▲

Manufacturer: MITSUBISHI MOTORS NORTH AMERICA, INC.

10 Associated Documents ▼

SUMMARY:

ON CERTAIN PASSENGER VEHICLES, ONE OF FOUR SEALS INSIDE THE MASTER CYLINDER MAY HAVE BEEN INSTALLED IMPROPERLY. AS A RESULT, THE MASTER CYLINDER MAY UNEXPECTEDLY BY-PASS HYDRAULIC BRAKING FORCE PRESSURE AND ALLOW A LONGER THAN NORMAL PEDAL STROKE.

CONSEQUENCE:

SHOULD THIS CONDITION OCCUR, THE BRAKING DISTANCE REQUIRED TO STOP THE VEHICLE MAY INCREASE AND COULD LEAD TO A VEHICLE CRASH.

REMEDY:

DEALERS WILL REPLACE THE MASTER CYLINDER ASSEMBLY FREE OF CHARGE. THE RECALL BEGAN JUNE 28, 2005. OWNERS MAY CONTACT MITSUBISHI AT 1-888-648-7820.

NOTES:

mitsubishi recall no. sr-05-003. customers may also contact the national highway traffic safety administration's vehicle safety hotline at 1-888-327-4236 (tty 1-800-424-9153), or go to <http://www.safercar.gov>.

RECALL Subject: BRAKE BOOSTER

Report Receipt Date: JUN 02, 2005
NHTSA Campaign Number: 05V247000
Component(s): SERVICE BRAKES, HYDRAULIC

All Products Associated with this Recall ▼

Details ▲

Manufacturer: MITSUBISHI MOTORS NORTH AMERICA, INC.

5 Associated Documents ▼

SUMMARY:

CERTAIN PASSENGER VEHICLES MAY HAVE BEEN FITTED WITH A DEFECTIVE BRAKE BOOSTER ASSEMBLY.

CONSEQUENCE:

THE BOOSTER BODY COULD SEPARATE DUE TO IMPROPER CRIMP JOINTS, RESULTING IN A TOTAL LOSS OF BRAKE SYSTEM PERFORMANCE, WHICH COULD RESULT IN A CRASH.

REMEDY:

DEALERS WILL INSPECT AND REPAIR THE BRAKE BOOSTER ASSEMBLY FREE OF CHARGE. OWNERS WERE NOTIFIED BY TELEPHONE ON MAY 24, 2005, TO STOP DRIVING THEIR VEHICLES AND ARRANGEMENTS WERE MADE FOR A LOANER VEHICLE. OWNERS MAY CONTACT MITSUBISHI AT 1-800-222-0037.

NOTES:

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Thank you from Mitsubishi Motors

From : callcenterweb@mitsubishicars.com

Subject : Thank you from Mitsubishi Motors

Wed, Apr 09, 2014 06:18 AM

Dear [REDACTED]

Thank you for your recent call to our Customer Relations Call Center. We hope that your question was answered, or if you had a concern, that we were able to provide you with the necessary steps to reach a resolution. Our goal is to provide the highest quality of customer service to our valued customers.

Please visit us at [http://\[REDACTED\]](http://[REDACTED]) to learn more about our full-line of vehicles, from the fuel efficient 2014 Outlander Sport that has it all to the bold new design inside and out with the all-new 2014 Outlander, we have a vehicle to fit your lifestyle. Plus, as a current Mitsubishi owner, you may be eligible for special Owner Loyalty rebates toward the purchase of a new car! If you would like to have one of our authorized dealers contact you directly about our vehicles or about our current special offers, please visit [http://\[REDACTED\]](http://[REDACTED])

If we can be of any further assistance, do not hesitate to contact us again. Our highly trained agents are available Monday-Friday 7AM-4PM Pacific Time zone.

Thank you again for your phone call.

Sincerely,
John Phillips,
Director, Service Operations
Mitsubishi Motors North America, Inc.
1-888-648-7820

You must be at least 18 years of age or older or of legal age within in your state to purchase a vehicle from a Mitsubishi Dealer.

Mitsubishi Motors North America, Inc. is committed to maintaining your privacy at [http://\[REDACTED\]](http://[REDACTED])

If you wish to be removed from our email list, please click [mailto:\[REDACTED\]](mailto:[REDACTED])

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Corporate Headquarters
Mitsubishi Motors
P.O. Box 6400
Cypress, CA. 90630



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Transaction Details

Mobile Express Checkout Payment Sent (Unique Transaction ID [REDACTED])

Original Transaction

Date	Type	Status	Details	Amount
Apr 15, 2014	Payment To SouthWest Ford, Inc.	Completed	...	-\$140.67 USD

Related Transaction

Date	Type	Status	Details	Amount
Apr 15, 2014	Charge From Credit Card	Completed	Details	\$140.67 USD

Business Name: SouthWest Ford, Inc. (The recipient of this payment is **Verified**)

Email: [REDACTED]

Total amount: -\$140.67 USD

Fee amount: \$0.00 USD

Net amount: -\$140.67 USD

Item amount: \$140.67 USD

Sales Tax: \$0.00 USD

Shipping: \$0.00 USD

Handling: \$0.00 USD

Quantity: 1

Invoice ID: [REDACTED]

Date: Apr 15, 2014

Time: 05:49:46 PDT

Status: Completed

Shipping Address: [REDACTED]

Turnersville, NJ [REDACTED]

United States
Confirmed 

Business Contact Information

Customer Service URL: <http://www.southwestfordparts.com>

Customer Service Email: [REDACTED]

Customer Service Phone: 817-596-8074

Funding Type: Credit Card

Funding Source: \$140.67 USD - [REDACTED]

This credit card transaction will appear on your bill as [REDACTED]

Description: You have sent \$140.67 USD to SouthWest Ford, Inc. with PayPal

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- © 1999-2015 PayPal. All rights reserved.
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Customer Information

Customer: [REDACTED]
Email: [REDACTED]
Phone: [REDACTED]
Virt: Declined to Give
OWS Number: [REDACTED]

 01 UNREAD EMAIL MESSAGES

Order Information

Ordered Date: 04/15/2014 7:42 AM
Estimated ETA: [REDACTED] 5:00 PM
Order Status: Complete
Tax Rate: No Tax

Payment Information

PayPal

Transaction Date	Amount	PP Fee
04/15/2014 7:42 AM	\$140.67	\$4.39

Billing Information

[REDACTED]
Toms River, NJ
United States

Order Comments: [0]

No Comments were written for this order.

Item Information:

Item Description

Catalog 2006 Mitsubishi Eclipse Mechanical Catalog

P/N: [REDACTED]
brakes, hydraulic system, master cylinder Eclipse Auto Trans

Qty

MSRP

1

\$163.04

Promotion / Coupon Information:

Coupon / Promotion Discount Amount:

No Promotions or Coupons applied

Select Coupon  Add Coupon

Payment Information:

Payment Type: Paypal

Processed Amount: \$140.67

Transaction ID: [REDACTED]

Transaction Date: April 15, 2014 7:42 AM

Location

Part No

4625A027

Quantity

ONE

CYLINDER, BRAKE MASTER

Sub Location

Order No.

Shipment No.

Ship Line No.

Batch No.

Picking Label

Dealer Code

Dealer Location

INTEGRITY AUTOMOTIVE

1971 North Black Horse Pike

Williamstown, NJ. 08094

Phone: 856-629-6906 Fax: 856-629-6412

Doing the right thing when no one is looking

INVOICEOrg
MACS**INVOICE**

Work Completed Date : 05/06/2014

Print Date: 07/28/2014

2006 Mitsubishi - Eclipse GS - 2.4L, In-Line4 (145CI)

Lic # :

Odometer In : 110711

VIN # : 4A3AK24F9 6E

Blackwood, NJ

Cellular :

Home :

Cust ID :

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
DOT 4 Brake Fluid With Additive BGK84032	1.00	19.99	19.99	Bleed ABS Brake System	48.18
				Brake fluid flush	59.99
				Check brake fluid for moisture and contamination. Inspect all hydraulic line and hoses. Inspect calipers and wheel cylinders. Inspect master cylinder and cap. Clean dirt and old fluid out of master cylinder. Flush old fluid out of master cylinder, calipers, wheel cylinders until clean. Add new brake fluid to master cylinder as needed. Road test vehicle for proper brake operation.	

Org. Estimate 137.13

Revisions 0.00

Current Estimate 137.13

Labor:	108.17
Parts:	19.99

Sub:	128.16
Tax:	8.97
Total:	137.13
Bal Due:	\$0.00

[Payments \$137.13]

Visit our new website: www.integrityautomotivenj.com

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is two years /24,000 miles. Limited warranty on (A/C labor and Alignments 90 days, Road Hazard for tire warranty must be purchased)

Signature

Written By: Daguanno, Sam - Technicians : Hanners, Robert

Date

Time

Turnersville, New Jersey



1000



20590

U.S. POSTAGE
PAID
BLACKWOOD, NJ
08012
AUG 06, 15
AMOUNT

\$1.42

00113318-10

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590