

**MITSUBISHI**  
**4/6/2005**  
**LETTER TO ODI**  
**ATTACHMENT**  
**A4**  
**PART 1 OF 4**

**A4. CUSTOMER COMPLAINT  
COPIES  
ARRANGED BY VEHICLE MODEL  
YEAR  
2000 MODEL YEAR  
2001 MODEL YEAR**

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] NJ [REDACTED] OPEN DATE: 20040114  
 ADDRESS : [REDACTED] FILE NO: 0343723  
 PHONE (W) : [REDACTED] PHONE (H) : [REDACTED]  
 VIN : [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR : 32064 SALER \*TRIAN NEWT  
 DELIVERY DATE: 09/11/00 MILEAGE: 49742 CLOSE DATE: 20040114  
 GRP/SUB-GRP: CHASSIS ELECTRICAL WIRING HARNESS GENERAL  
 COND/REMEDY: OPERATIONAL CONCERN  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (01/14/04) (06:28) (MERL):

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CHASSIS ELECTRICAL  
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PREVIOUS FILE(S) :

MECHANICAL ISSUE # 1 : HEADLIGHT MELTED. ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER : (X) YES; ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST : ( ) RENTAL; ( ) OUT OF WARR REPAIR ; ( ) OTHER  
 PARTS DELAY/BACKORDER : YES ; PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: YES ; NAME :  
 DPM CONTACTED : YES ; NAME :

\*\*\*\*\*  
 CUST CALLED STATING THAT HEAD LIGHT WIRE MELTED CAUSING HEADLIGHTS TO DIM.  
 CUST FEELS ORIGINAL WIRE IS DEFECTIVE AS NEW WIRE IS A THICKER GAUGE. CUST  
 STATES THAT HE PAID FOR REPAIR. CUST FEELS ISSUE SHOULD BE RECALLED. VCM  
 ADVISED CUST NO OPEN RECALLS AT THIS POINT IN TIME ON VEH. VCM ADVISED CUST  
 THAT IF HE BELIEVES ISSUE WILL TURN INTO A RECALL, THEN CUST SHOULD SAVE HIS  
 RECEIPT FOR POSSIBILITY OF A REIMBURSEMENT. CUST INQUIRED POSSIBILITY OF  
 REIMBURSEMENT NOW INSTEAD OF WAITING FOR POSSIBLE RECALL. VCM ADVISED CUST THAT  
 HE IS TOO FAR OOW BY MILEAGE AND TIME FOR ASSISTANCE. CUST UNDERSTOOD.  
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01/14/04 MERL:FILE CLOSED  
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MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] INOLA OR [REDACTED] OPEN DATE: 20021002  
 ADDRESS : [REDACTED] FILE NO: 0315200  
 PHONE (W) : [REDACTED] PHONE (H) : (918) [REDACTED]  
 VIN : 4A3AC44G3YE [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR : 37026 DON CARLTON KIT  
 DELIVERY DATE: 08/21/00 MILEAGE: 45000 CLOSE DATE: 20021015  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: INOPERATIVE

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (10/02/02) (09:26) (NAVL); HUSBAND, RYAN, IS THE CALLER.

\*\*\*\*\* CUSTOMER/CALLER STATES THE FOLLOWING: \*\*\*\*\*

MECHANICAL ISSUE #1..... LEFT HEADLIGHT NOT WORKING  
 MECHANICAL ISSUE #2..... RIGHT SIDE HEADLIGHT TOO DIM  
 MECHANICAL ISSUE #3.....  
 MULTIPLE REPAIRS OF ABOVE ISSUE(S) :  
 INTERMITTENT MECHANICAL ISSUES(S) :  
 VEHICLE AT RETAILER..... NO, VEH WAS AT 37026 ON THURS, 9-26-02  
 SM/ADVISOR CONTACTED (INCLUDE NAME) :  
 DPSM CONTACTED (CELL PHONE OR VH) :  
 RETAILER APPOINTMENT DATE/TIME :  
 TRADE/REPURCHASE REQUEST.....  
 EMAIL TO CR/MEDIATION BOX.....  
 NCDS BROCHURE SENT.....  
 POLICY ADJUSTMENT REQUEST..... YES  
 ORIGINAL OWNER..... YES  
 MAINTENANCE RECORDS AVAILABLE..... YES  
 MULTIPLE/REPEAT MITSU OWNER..... NO  
 RENTAL REQUEST.....  
 PARTS ORDERING DELAY.....  
 REIMBURSEMENT REQUEST.....  
 SALES/FINANCE RELATED ISSUES.....  
 RETAILER COMPLAINT.....  
 CALLER IS THE VEHICLE OWNER..... YES, CALLER IS HUSBAND  
 LETTER REQUEST.....  
 MISCELLANEOUS..... CUST STATES HE ADVISED DLR ON SEVERAL  
 MISCELLANEOUS..... OCCASIONS OF PROB WITH RIGHT SIDE HEAD  
 LIGHT BEING TOO DIM. STATES DLR REPLACED

-----SHORT NARRATIVE-----  
 IT AT LEAST ONCE; HOWEVER, PROB KEEPS RETURNING. RECENTLY, LEFT SIDE  
 HEADLIGHT COMPLETELY FAILED. CUST THOUGHT IT SIMPLY NEEDED A NEW BULB SO  
 WHEN REPLACING IT, NOTICED THE AREA WIRING WAS MELTED. CUST SEEKS POLICY  
 ADJ ON BOTH HEADLIGHTS & RELATED REPAIRS.

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 RETAILER SERVICE MANAGER, PLEASE RESOLVE  
 1. PLEASE REVIEW W/GM & DPSM CUST'S REQ FOR POLICY ADJ ON BOTH HEADLIGHTS &  
 RELATED AREA REPAIRS. CUST ADVISED RIGHT SIDE H/LIGHT PREV REPLACED UNDER  
 WRRNTY. RIGHT SIDE IS TOO DIM & LEFT SIDE DOES NOT WORK.  
 2. PLEASE UPDATE FILE W/PERTINENT INFO & CLOSE WHEN ISSUE RESOLVED AND VEH  
 HAS BEEN REPAIRED, THANK YOU, LINDA

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 DEALER PRINT, (10/02/02) (NAVL)  
 \*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
 \*\*\*\*\* (LINDA NAVARRO ) (800) 382-6672 EXT. (15717) \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*  
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CONTINUATION OF FILE NO.: 0315200

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

(10/02/02) (11:11) (TORK): LEFT VM FOR SM  
OUTBOUNDED CALL PLACED TO RETAILER

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\* (10/10/02) (10:27) (RICK)

\* DCOA ESCALATION PROCESS  
\* ( ) SALES (X) SERVICE  
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1. PLEASE FOLLOW UP ON HEADLIGHT ISSUE CUSTOMERS LEFT HEADLIGHT IS NOT WORKING AND RIGHT HEADLIGHT IS TO DIM. SPEAK WITH GM & DPSM IF NEEDED. RIGHT LIGHT WAS REPLACED UNDER WARRANTY PREVIOUSLY. CUSTOMER IS LOOKING FOR ASSISTANCE.

2. PLEASE UPDATE FILE WITH DETAILED INFORMATION AND CLOSE OUT WHEN ISSUE HAS BEEN RESOLVED. THANKS RICKY

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DEALER PRINT, (10/10/02) (10:34) (RICK)

\*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
\*\*\*\*\* (RICARDO, RICHARD ) (800) 382-6672 EXT. ( ) \*\*\*\*\*  
\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

(10/10/02) (10:36) (RICK): CUSTOMER CALLED BACK IN TO FIND OUT WHEN THE 37026 PLANS ON CALLING HIM BACK ON RIGHT AND LEFT HEADLIGHT ISSUE. VCM CALLED DEALER AND SPOKE WITH SM CHRIS. CHRIS STATED THAT HE WASNT AWARE THAT THIS CUSTOMER EVER WENT IN RECENTLY ABOUT THE HEADLIGHT ISSUE. SM STATED THAT THE LAST TIME HE SAW THIS CUSTOMER WAS IN FEB. REGARDING THE AIRBAG ISSUE. VCM ADV SM THAT THERE WAS A FILE OPENED ON 10/2/02 AND THERE WAS STILL NO UPDATE SM STATED THAT HE HASNT CHECKED HIS FILES IN A WHILE AND WILL FOLLOW UP WITH CUSTOMER. VCM ADVISED CUSTOMER THAT HE SHOULD HEAR BACK FROM SM WITHIN THE NEXT 24-48 HOURS. CUSTOMER UNDERSTOOD.

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DEALER PRINT, (10/11/02) (12:16) (PETS)

\*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
\*\*\*\*\* (PETERS, BRIAN ) (800) 382-6672 EXT. ( ) \*\*\*\*\*  
\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

10/11/02 PETERSB. DPSM CALLED DEALERSHIP AND ASKED CHRIS HOPPER (LEFT MSGG WITH KIP) TO PLEASE CALL THIS CUSTOMER TODAY AND UPDATE THE FILE. DPSM WILL FOLLOW UP WITH CHRIS ON MONDAY 14TH.

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&DATE REPAIR COMPLETED OR DECISION RENDERED : 10/01/2002

&REPAIR ORDER NUMBER : 1  
&MILEAGE AT REPAIR : 45011  
&COMMENTS INPUT BY : CHRIS HOPPER  
&ACTION TAKEN :

&RAVE LEFT MESSAGE FOR CUSTOMER. DID SPEAK W/ DPSM, VEHICLE IS OUT OF ANY WARRANTY. NO GOODWILL AT THIS TIME.

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20030311  
 ADDRESS : [REDACTED] BATTLE MOUNTAIN NV [REDACTED] FILE NO: 0324890  
 PHONE (W) : [REDACTED] EXT: [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AC843Y [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
 SERV DLB : 38022 EMERALD KITS.  
 DELIVERY DATE: 07/24/00 MILEAGE: 38000 CLOSE DATE: 20030319  
 GRP/SUB-GRP: CHASSIS ELECTRICAL WIRING HARNESS GENERAL  
 COND/REMEDY: OVERHEATS  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (03/11/03) (10:47) (TORL):

ELECTRICAL

PREVIOUS FILE(S) :  
 MECHANICAL ISSUE # 1 : HEADLIGHT HARNESS MELTED ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER : (X) YES: ( ) NO PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST ... : ( ) RENTAL: ( ) OUT OF WARR REPAIR : ( ) OTHER  
 PARTS DELAY/BACKORDER ... : ( ) YES : PART # : ORDER #  
 RETAILER SM/ADVISOR CONTACTED: (X) YES : NAME : SA JOE  
 DPSM CONTACTED : ( ) YES : NAME :

CUST STATES HIS DAUGHTER HAS VEH IN OREGON AS SHE IS ATTENDING SCHOOL..TOOK VEH INTO RTLR DUE TO INTERMITTENT OPERATION OF ONE HEADLIGHT AND WAS TOLD WIRE HARNESS MUST BE REPLACED BUT VEH COW...VCM ADVISED SA JOE OF FILE AND CONFIRMED HE DID NOT REVIEW ISSUE WITH SM OR DPSM BUT WILL DO SO...

- RETAILER SERVICE MANAGER, PLEASE RESOLVE
1. DAVE, CUST SEEKING OUT OF WARRANTY ASSISTANCE WITH REPLACEMENT OF HEADLIGHT WIRE HARNESS AS VEH ONLY 2K MILES OUT OF WARRANTY
  2. PLEASE REVIEW WITH GM/DPSM AND ADVISED CUST OF DECISION, HE IN TURN WILL ADVISE DAUGHTER WHO HAS VEH.
  3. UPDATE FILE DETAILING OUTCOME. THANKS

DEALER PRINT, (03/11/03) (TORL)  
 \*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
 \*\*\*\*\* (LAURA TORRES) (800)382-6672 EXT.(15701) \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

(03/11/03) (16:42) (EISB):  
 OUTBOUND CALL PLACED TO RETAILER AT TIME OF CUSTOMER'S CALL TO HMSA. CALL MADE BY VCM TORL.

&DATE REPAIR COMPLETED OR DECISION RENDERED : 03/17/2003  
 &REPAIR ORDER NUMBER : 00000  
 &MILEAGE AT REPAIR : 39850  
 &COMMENTS INPUT BY : DAVE FRANKLIN  
 &ACTION TAKEN :  
 &SERVICE MANAGER HAS TALKED WITH THE DPSM.DPSM STATED THAT CUSTOMER IS TO PAY FOR DIAG.AND THEN SERVICE MANAGER AND DPSM REVIEW FOR WARRANTY GOODWILL.CUSTOMER IS GOING TO THINK ABOUT IT.AND GET BACK TO EMERALD SERVICE DEPARTMENT.  
 &DEALER COMMENTS TRANSMITTED ON (03/19/03), (U38022M )

CONTINUATION OF FILE NO.: 0324890

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

FILE CLOSED AS A RESULT OF TRANSMISSION

(03/21/03) (11:39) (WEBB):

UA ATTEMPTED TO XFER CUST BUT TO NO AVAIL.

(03/21/03) (11:46) (KEGE):

THE CUST CALLED TO FIND OUT WHAT THE STATUS WAS, VCM ADVISED THE CUST THAT HE WILL HAVE TO PAY FOR DIAGNOSES FIRST AND THEN WE CAN DETERMINE IF ANY FA CAN BE MADE. THE CUST STATES HE WILL LOOK AT THE VEH IN APRIL AND IF HE CANNOT REPAIR WILL CALL BACK.

(05/21/03) (11:04) (ATIM):

██████████ CALLED TO ADVISE HE WENT TO SEE HIS DAUGHTER AND FIXED THE HEADLIGHT HIMSELF. FOR MMNA TO CLOSE FILE.

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20031125  
 ADDRESS : [REDACTED] PA [REDACTED] FILE NO: 0341286  
 PHONE (W) : [REDACTED] EXT: [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AC84L2Y [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR : 39093 JEFF D'AMBROSIO  
 DELIVERY DATE: 12/29/99 MILEAGE: 81000 CLOSE DATE: 20031201  
 GRP/SUB-GRP: CHASSIS ELECTRICAL WIRING HARNESS GENERAL  
 COND/REMEDY: SHORT/OPEN CIRCUIT  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (11/25/03) (08:09) (STDM)

CHASSIS ELECTRICAL

PREVIOUS FILE(S) :  
 MECHANICAL ISSUE # 1 : PART OF WIRING HARNESS MELTED ( ) PREVIOUS RPHS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPHS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPHS  
 ORIGINAL OWNER : (X) YES; ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST : ( ) RENTAL; ( ) OUT OF WARR REPAIR; ( ) OTHER  
 PARTS DELAY/BACKORDER : ( ) YES; PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES; NAME :  
 DPSM CONTACTED : ( ) YES; NAME :

ARIF CALLED AND STATED THAT HE NOTICED HIS HEADLIGHTS WERE DIMING SO ON 11/22 /03 THE CUSTOMER TOOK HIS VEHICLE TO JEFF D'AMBROSIO MITSUBISHI AND THEY ADVISED THE CUSTOMER THAT THE REASON HIS HEADLIGHTS WERE DIMING WAS DUE TO A PART OF THE WIRING HARNESS THAT WAS MELTING. THE WIRING HARNESS WAS MELTING BECAUSE THE WRONG WATT LIGHT BULB WAS PUT INTO THE VEHICLE. THE CUSTOMER STATED HE NEVER CHANGED THE LIGHT BULBS AND THAT THE BULBS IN THE VEHICLE WERE THE SAME ONES THAT CAME FROM THE FACTORY. THE CUSTOMER STATED HE WOULD LIKE TO BE REIMBURSED FOR THE CHARGES THAT HE HAS TO PAY FOR TODAY WHEN HE PICKS UP THE VEHICLE, DUE TO THE WRONG PART BEING INSTALLED IN THE VEHICLE. THE VCM ADVISED WILL SEND OUT HIS REQUEST TO THE DEALERSHIP. THE VCM CALLED [REDACTED] MITSUBISHI AND TALKED TO CHRIS, AN SA. LEFT A MESSAGE WITH CHRIS TO HAVE THE SERVICE MANGER UPDATE THE FILE. THE SM WAS NOT AVAILABLE AT THE TIME OF THE CALL.

POLICY ADJUSTMENT

CUSTOMER SEEKS POLICY ADJUSTMENT. VCM EXPLAINED REVIEW PROCESS AND FOLLOW-UP TIME.  
 REASON FOR REQUEST: (X) FAILURE PREMATURE ; ( ) PREVIOUS RELATED ISSUES  
 ( ) MULTIPLE VEH PROBLEMS; ( ) LOYAL SERVICE CUSTOMER.  
 ( ) MULTIPLE MITS OWNER; (X) PURCHASED FOR RELIABILITY  
 (X) VEH ALREADY DIAGNOSED BY MITS DLR: ( ) CUST AGREES TO HAVE DLR DIAGNOSE.

RETAILER SERVICE MANAGER, PLEASE RESOLVE

1. PLS VERIFY CAUSE OF DEFECT OR REASON FOR REQUEST AND REVIEW WITH YOUR GM AND DPSM IF NEEDED, TO DETERMINE IF POLICY ADJUSTMENT IS AVAILABLE.
2. PLS ADVISE CUST OF DECISION & ARRANGE FOR FOLLOW-UP REPAIRS IF APPLICABLE.
3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE.

DEALER PRINT, (11/25/03) (08:19) (STDM)  
 \*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
 \*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*



CONTINUATION OF FILE NO.: 0341286

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

\*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A VEHICLES CASE MANAGER. \*\*\*\*\*

\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

(11/25/03) (13:36) (TOLL):  
OUTBOUND CALL PLACED TO RETAILER AT TIME OF CUSTOMER'S CALL TO MMMA. CALL MADE BY YCM STIM.

12/01/03 MCGA DFPM DECLINES ASSIST VEHICLE IS 45,000 MILES OON.

12/01/03 HEAD: FILE CLOSED

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20020913  
 ADDRESS : [REDACTED] FILE NO: 0313941  
 PHONE (W) : [REDACTED] EXT: [REDACTED] PHONE (H) :  
 VIN : 4A3AC44G7Y [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR : 44002 CHAMPION-BSTON  
 DELIVERY DATE: 06/28/00 MILEAGE: 38000 CLOSE DATE: 20020913  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: GENERAL COMMENTS

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (09/13/02) (06:35) (MERT): REC'D EMAIL FROM JAPAN CO-E1490. THE CUST STATES  
 THAT SHE HAS A 2000 ECLIPSE AND THE HEADLIGHT CONNECTORS HAVE BURNED UP. CUST  
 FEELS NMSA SHOULD ASSIST WITH THE REPAIRS AS IT IS A SAFETY ISSUE.  
 UNABLE TO LOCATE VIN IN DATA BASE, RESPONDED TO CUST VIA EMAIL REQUESTING HER  
 TO CALL CR. IF CUST SHOULD CALL, PLEASE UPDATE FILE & HANDLE ACCORDINGLY.  
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09/13/02 MERT:FILE CLOSED  
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(09/17/02) (13:55) (MERT): REC'D RESPONSE EMAIL FROM THE CUSTOMER STATING  
 THAT SHE PURCHASED THE VEHICLE LAST DECEMBER 2001 FROM THE PRIOR OWNER  
 BLAKE HARROTT. SOMETHING ABOUT SOME MIXING OF THE CHANGING OF NAMES WITH  
 THE EXTENDED WARRANTY CONTRACT, SHE PAID FOR A WARRANTY THAT IS NOT USABLE  
 SHORT OF SELLING THE CAR BACK TO BLAKE. THE CUST STATES THE AUSTIN DLR WANTS  
 \$200.00 TO DO A SPLICE JOB THAT CAN BE DONE BY ANYONE FOR THE COST OF THE  
 PLUGS, \$24.00. NOT VERY CLEAR IN WHAT THE CUST IS STATING. RESPONDED TO CUST  
 REQUESTING CUST TO CALL CR FOR FURTHER ASSISTANCE. PLEASE HANDLE CUST IF SHE  
 RETURNS THE CALL, PLS ADVISE CUST OF OPEN RECALL & UPDATE DEMOS.  
 \*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20030217  
 ADDRESS : [REDACTED] LINDENHURST NY [REDACTED] FILE NO: 0122503  
 PHONE (W) : (631) 422-1980 EXT: [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AC34G5Y [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR : 35004 SUNRISE MIYS-NY  
 DELIVERY DATE: 06/19/00 MILEAGE: 21000 CLOSE DATE: 20030222  
 GRP/SUB-GRP: CHASSIS ELECTRICAL WIRING HARNESS GENERAL  
 COND/REMRDY: SHORT/OPEN CIRCUIT  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 2/17/03) (08:04) (KEGE):

THE CUST STATES SHE IS BEING CHARGED FOR A WIRING HARNESS AND A HEAD LIGHT

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ELECTRICAL

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PREVIOUS FILE(S) :

MECHANICAL ISSUE # 1 : HEAD LIGHT/HARNESS BURNT OUT ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 TRADE/REPURCHASE REQUEST : ( ) TRADE: ( ) REPURCH: E-MAILED MEDIATION ( )  
 POLICY ADJUSTMENT REQUEST : ( ) RENTAL: ( ) OUT OF WARR REPAIR : ( ) OTHER  
 PARTS DELAY/BACKORDER : ( ) YES : PART # : ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES : NAME :  
 DPM CONTACTED : ( ) YES : NAME :

THE CUST STATES SHE PAID TO HAVE THE WIRING HARNESS AND HEAD LIGHT REPLACED  
 THE CUST STATES SHE STILL HAS WARRANTY AND THE RTLR WOULD NOT LISTEN TO HER  
 SHE HAD TO PAY TO GET THE VEH BACK. THE CUST WANTS SOMEONE TO LOOK INTO THE  
 MATTER, VCM TIRED TO CALL THE RTLR NO ANS,

- RETAILER SERVICE MANAGER, PLEASE RESOLVE
1. SER MGR. PLEASE EXPLAIN TO THE CUST WHY SHE WAS CHARGED FOR WHAT SHE THINKS IS A WARRANTY REPAIR
  2. IF IN ORDER, PLEASE REIMP THE CUST FOR THE WARRANTY REPAIRS
  3. PLEASE CLOSE FILE WITH DETAILS

DEALER PRINT, (02/17/03) (08:30) (KEGE)  
 \*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
 \*\*\*\*\* (KILEEN KEGEL), (800)382-6672 EXT.(15774) \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

(02/17/03) (10:52) (TOBL): NO ANSWER, MAY BE CLOSED DUE TO WEATHER CONDITION  
 OUTBOUND CALL PLACED TO RETAILER

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 &DATE REPAIR COMPLETED OR DECISION RENDERED : 02/18/2003  
 &REPAIR ORDER NUMBER : 108844  
 &MILEAGE AT REPAIR : 21033  
 &COMMENTS INPUT BY : ROBERT JOHNSON  
 &ACTION TAKEN :  
 &CORRECTED OUR OVERSIGHT AND REPAIRED UNDER WARRANTY  
 \*\*\*\*\*  
 &DEALER COMMENTS TRANSMITTED ON (02/22/2003) (35004RJO)  
 &FILE CLOSED AS A RESULT OF TRANSMISSION  
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MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20021009  
ADDRESS : [REDACTED] BOISE ID [REDACTED] FILE NO: 0315662  
PHONE (W) : [REDACTED] EXT: [REDACTED] PHONE (H) : [REDACTED]  
VIN : 4A3AC8416Y [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
SERV DLB : 14002 LERY HILLR MITS  
DELIVERY DATE: 08/12/99 MILEAGE: 47000 CLOSE DATE: 20021112  
GRP/SUB-GRP: CHASSIS ELECTRICAL WIRING HARNESS GENERAL  
COND/REMEDY: OPERATIONAL CONCERN

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
(10/09/02) (11:27) (JUSW):

\*\*\*\*\* CUSTOMER/CALLER STATES THE FOLLOWING: \*\*\*\*\*

- MECHANICAL ISSUE #1.....: WIRING IN HEADLIGHTS
- MECHANICAL ISSUE #2.....: OPEN P/S OIL FEED TUBE RECALL
- MECHANICAL ISSUE #3.....:
- MULTIPLE REPAIRS OF ABOVE ISSUE(S): YES
- INTERMITTENT MECHANICAL ISSUE(S): NO
- VEHICLE AT RETAILER.....: YES
- SM/ADVISOR CONTACTED(INCLUDE NAME):
- DPSM CONTACTED.(CELL PHONE OR VIK):
- RETAILER APPOINTMENT DATE/TIME.....: NO
- TRADE/REPURCHASE REQUEST.....: NO
- EMAIL TO CR/MEDIATION BOX.....: NO
- NCDS BROCHURE SENT.....: NO
- POLICY ADJUSTMENT REQUEST.....: YES
- ORIGINAL OWNER.....: YES
- MAINTENANCE RECORDS AVAILABLE.....: YES
- MULTIPLE/REPEAT MITSU OWNER.....: NO
- RENTAL REQUEST.....: NO
- PARTS ORDERING DELAY.....: NO
- REIMBURSEMENT REQUEST.....: NO
- SALES/FINANCE RELATED ISSUES.....: NO
- RETAILER COMPLAINT.....: NO
- CALLER IS THE VEHICLE OWNER.....: YES
- LETTER REQUEST.....:
- MISCELLANEOUS.....:
- MISCELLANEOUS.....:

-----SHORT NARRATIVE-----: CUSTOMER SEEKING ASSITANCE IN REPAIR  
OF WIRING IN HEADLIGHTS CUSTOMER STATES REPAIRS WERE DONE JUNE 01 AND  
SAME PROBLEM OCCURING AGAIN.CUSTOMER STATES RETIER INFORM HIM TO BUY  
THE BULB AND INSTALLED HE TRIED BUT DID NOT WORK.NOW HE IS ASKING FOR  
ASSISTANCE IN REPAIR CUSTOMER IS 3 MONTH OUT OF PARTS WARRANTY AND SEEKING  
ASSISTANCE INFORM WILL FORWARD FOR REVIEW

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RETAILER SERVICE MANAGER, PLEASE RESOLVE

1. CUSTOMER REQUESTING ASSITANCE IN REPAIR OF WIRING FOR HEADLIGHT CUST  
STATE HE HAD REPAIRS DONE APX A YEAR AGO AND PROBLEM OCCURING AGAIN  
PLEASE REVIEW WITH GM OR DPSM ON ASSISTANCE.PLEASE HANDLE RECALL
2. PLEASE CONTACT CUSTOMER AFTER REVIEWING AND UPDATE FILE. THANKS

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DEALER PRINT, (10/09/02) (11:35) (JUSW)

\*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
\*\*\*\*\* (WINNIFRED JUSTICE ), (800)382-6672 EXT.(15780) \*\*\*\*\*  
\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*  
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(10/09/02) (15:40) (KISB):

OUTBOUND CALL PLACED TO RETAILER

CONTINUATION OF FILE NO.: 0315662

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

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(10/10/02) (13:34) (HUNP):  
CUST CALLED TO ADVISE THAT HE IS STILL PAYING A PARTIAL.  
SOMETHING IS BLOWING THE HARNESS IE AFTER MKT BULBS. BLUE BULBS, BUT THIS  
CAN'T BE PROVEN. THE LAST TIME HE BROUGHT THE VEH IN, THERE WERE NO LIGHT  
BULBS IN THE HEADLIGHTS. THIS TIME THERE WAS A BULB IN ONE OF THE HEADLIGHTS.  
THE SM, DON STATES EVERYTHING IS AFTER-MKT ON THIS VEH, BUT HARD TO PROVE  
THAT HE IS DOING SOMETHING TO OVER AMP THE ELECTRICAL.  
DON WILL HAVE JEFF, CSUT'S S/A CALL ME BACK. VCM ADVISED THE CUST HAVE TO  
TALK TO JEFF TO FIND OUT WHAT THE STATUS IS. WILL CALL CUST BACK.  
\*\*\*\*\*

(10/10/02) (14:51) (NAVL): CUST STATES HE IS WAITING FOR A RETURN CALL FROM  
HUNP. VCM PUT CUST ON HOLD TO OBTAIN INFO FROM HUNP. HUNP ASKED VCM TO  
TRANSFER CUST TO HER. AFTER OK, CALL TRANSFERRED.  
\*\*\*\*\*

00  
(10/10/02) (15:13) (HUNP):  
VCM DECLINED P/A.  
\*\*\*\*\*

&DATE CUSTOMER CONTACTED : 10/09/2002 DATE COMMENTS ENTERED: 11/12/2002  
&CONTACTED BY : COAD  
&CUSTOMER APPOINTMENT DATE : 10/09/2002  
&DPSM INSPECTION PENDING : NO DATE:  
&BACK ORDERED PART # (S) :  
&PARTS ORDER D-S-SHO # (S) :  
&TECHLINE ASSISTANCE PENDING : NO IF YES, RESOLUTION IN SUMMARY  
&SUMMARY OF CONTACT :  
&10 09 02 FOUND WIRING HARNESS TO HEADLIGHTS BURNT UP. NO BULBS IN CAR  
&CUSTOMER STATED THAT THE BULBS HE USED IN THE CAR SHOULD NOT CAUSE ANY  
&PROBLEM, WE REPAIRED HARNESS'S TO FIX LIGHTS.  
\*\*\*\*\*

&DEALER COMMENTS TRANSMITTED ON (11/12/02), (U140021 )  
&FILE UPDATED AS A RESULT OF TRANSMISSION  
\*\*\*\*\*  
&DATE REPAIR COMPLETED OR DECISION RENDERED : 10/09/2002  
&REPAIR ORDER NUMBER : 122562  
&MILEAGE AT REPAIR : 48957  
&COMMENTS INPUT BY : COAD  
&ACTION TAKEN :  
&REPAIR WIRING HARNESS'S :  
\*\*\*\*\*  
&DEALER COMMENTS TRANSMITTED ON (11/12/02), (U140021 )  
&FILE CLOSED AS A RESULT OF TRANSMISSION  
\*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME : ██████████ OPEN DATE: 20040810  
 ADDRESS : ██████████ LAKELAND FL 33809 FILE NO: 0355991  
 PHONE (W) : ██████████ RVT: ██████████ PHONE (H) : ██████████  
 VIN : 4A3AC84L8Y ██████████ YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR : 10177 CANNON MIT  
 DELIVERY DATE: 03/17/00 MILEAGE: 37000 CLOSE DATE: 20040824  
 GRP/SUB-GRP: CHASSIS ELECTRICAL WIRING HARNESS GENERAL  
 COND/REMEDY: DRIVEABILITY  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (08/10/04) (11:48) (FAZS):

CHASSIS ELECTRICAL

PREVIOUS FILE(S) : 341342

MECHANICAL ISSUE # 1 : HEAD LIGHTS (X) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : WIRES MELTED (X) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER : ( ) YES; (X) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST ... : ( ) RENTAL; ( ) OUT OF WARR REPAIR; ( ) OTHER  
 PARTS DELAY/BACKORDER : ( ) YES; PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES; NAME :  
 DPSM CONTACTED : ( ) YES; NAME :

THE CUST CALLED, STATES THAT THE HEAD LIGHT IS INOPERATIVE AND THE WIRES HAVE MELTED. THE CUST WANTED TO KNOW THE SOURCE THAT CAUSED THE WIRES TO MELT. THE CUST STATES THAT THIS IS THE SECOND INCIDENT, VCM DIRECTED THE CUST TO RTLR# 10177 FOR DIAGNOSIS. VCM FORWARDED THE FILE TO RTLR.

SERVICE DCOA

REASON: (X) UNRESOLVED CONCERN/REPEAT VISITS  
 ( ) NEW MECHANICAL ISSUE; MULTIPLE VEHICLE CONCERNS.  
 ( ) DEALER UNABLE TO DUPLICATE SYMPTOM;  
 ( ) DEALER DECLINING WARRANTY REPAIRS; REASON:  
 VERIFIED: (CANNON MITS# 10177 ) SERVICING DEALER'S NAME OR NUMBER  
 ( ) NAME OF CUST'S SERVICE ADVISOR OR MANAGER  
 VEH AT DLR ( ) YES; (X) NO

DEALER SERVICE MANAGER, PLEASE RESOLVE

1. PLS REVIEW WITH YOUR GM, TECH-LINE AND YOUR DPSM TO RESOLVE THE HEAD LIGHT CONCERN REPORTED BY CUST. THE CUST STATES THAT THE WIRES HAVE MELTED.
  2. PLS CALL CUST WITH ACTION PLAN AND SET-UP APPT IF NOT ALREADY SCHEDULED.
  3. PLS COMPLETE THE OPEN F/S OIL FEED TUBE RECALL# C0111A.
  4. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE.
- THANKS FOR YOUR HELP!

SANTA

DEALER PRINT, (08/10/04) (11:55) (FAZS)  
 \*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
 \*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
 \*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

&DATE REPAIR COMPLETED OR DECISION RENDERED : 08/11/2004  
 &REPAIR ORDER NUMBER : 6033969

CONTINUATION OF FILE NO.: 0355991

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

MILEAGE AT REPAIR : 37832  
COMMENTS INPUT BY : DAVID EBY  
ACTION TAKEN :

REPLACED WIRING HARNESS AND HEADLAMP BULB AT NO CHARGE TO CUSTOMER, CUST. VER & SATISFIED, PLEASE CLOSE FILE

\*\*\*\*\*  
DEALER COMMENTS TRANSMITTED ON (08/24/2004) (10177deb)  
FILE CLOSED AS A RESULT OF TRANSMISSION  
\*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20031215  
 ADDRESS : [REDACTED] GARLAND TX [REDACTED] FILE NO: 03A7368  
 PHONE (W) : [REDACTED] EXT. : [REDACTED] PHONE (H) : [REDACTED]  
 VIN : [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR : 44142 H.B. BARRETT MI  
 DELIVERY DATE: 04/27/00 MILEAGE: 70000 CLOSE DATE: 20031215  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: INOPERATIVE  
 GRP/SUB-GRP: CHASSIS ELECTRICAL EQUIPMENT, MISC ELECTRICAL, GENERAL  
 COND/REMEDY: OVERHEATS  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (12/15/03) (12/24) (LUNN)

\*\*\*\*\*  
 CHASSIS ELECTRICAL  
 \*\*\*\*\*

PREVIOUS FILE(S) :  
 \*\*\*\*\*

MECHANICAL ISSUE # 1 :DRIVERS SIDE HEADLIGHT AND CONNECTOR ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 :OUT AND MELTED. ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER ..... : (X) YES; ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST ... : ( ) RENTAL; ( ) OUT OF WARR REPAIR : ( ) OTHER  
 PARTS DELAY/BACKORDER ..... : YES : PART # : ORDER #  
 RETAILER SM/ADVISOR CONTACTED: YES : NAME :  
 DPM CONTACTED ..... : YES : NAME :

CUST STATED RTR#44169HILEY MITSU REPLACED BOTH HEADLIGHTS AND CONNECTORS  
 2 YEARS AGO. CUST FEELS PART IS DEFECTIVE AND STATED SHE SHOULD NOT HAVE TO  
 PAY FOR REPAIR. VCM ADVISED CUST THAT SHE IS OUT OF PART WARRANTY 12/12.  
 VCM VERIFIED REPAIR 01-04-02 @29,293 MILES.

\*\*\*\*\*  
 12/15/03 LUNN:FILE CLOSED  
 \*\*\*\*\*



MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20031010  
 ADDRESS : [REDACTED] IL [REDACTED] FILE NO: 0338495  
 PHONE (W) : [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AC44GX [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR : 15069 CORONET RITS  
 DELIVERY DATE: 05/25/00 MILEAGE: 20000 CLOSE DATE: 20031010  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: SHORT/OPEN CIRCUIT  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (10/10/03) (09151) (BRID)

CHASSIS ELECTRICAL

PREVIOUS FILE(S) :  
 MECHANICAL ISSUE # 1 : HEADLIGHT CONNECTOR ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER : (X) YES: ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST : ( ) RENTAL: ( ) OUT OF WARR REPAIR : (X) OTHER  
 PARTS DELAY/BACKORDER : ( ) YES : PART # : ORDER #  
 RETAILER SM/ADVISOR CONTACTED: (X) YES : NAME : SM DIZ  
 DSPM CONTACTED : ( ) YES : NAME :

CUST SEEKS REIMBURSEMENT OF \$ 193.00 FOR CONNECTOR TO HEADLIGHT. CUST STATES PASSENGER HEAD LIGHT WOULD NOT WORK AND CUST STATES HE WAS INFORMED BY 15069 THAT HDNA HAD UPDATED THE CONNECTORS. CUST STATES HE WAS TOLD THE ORIGINAL CONNECTORS COULD NOT TAKE THE LOAD. CUST SEEKS REIMBURSEMENT AS HE PAID FOR PASSENGER SIDE THAT HAD BURNT AS WELL AS DRIVERS SIDE AS CUST WAS SUGGESTED HE SHOULD UPDATE THAT SIDE AS WELL TO AVOID FURTHER FAILURES. YCM ADVISED SM OF CUST REQUEST.

RETAILER SERVICE MANAGER, PLEASE RESOLVE  
 1. SM, CUST SEEKS DSPM REVIEW FOR HOPEFUL REIMBURSEMENT OF \$ 193.00 FOR HEADLIGHT CONNECTORS, DUE TO TSB CUST WAS INFORMED OF ?  
 2. PLEASE CONTACT YOUR CUST W/DSPM DECISION & HOPEFUL REIMBURSEMENT...  
 UPDATE FILE ACCORDINGLY. THANK YOU

DEALER PRINT, (10/10/03) (10:01) (BRID)  
 \*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
 \*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
 \*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*

\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

DATE REPAIR COMPLETED OR DECISION RENDERED : 10/10/2003  
 REPAIR ORDER NUMBER : 139371  
 MILEAGE AT REPAIR : 20749  
 COMMENTS INPUT BY : DIZ  
 ACTION TAKEN :  
 CALLED RYAN REDDING DSPM HE AUTHORIZED CUSTOMER REIMBURSEMENT OF \$ 193.94 T & CUSTOMER DIZ CALLED CUSTOMER LEFT MESSAGE THAT HE WOULD BE REIMBURSED  
 DEALER COMMENTS TRANSMITTED ON (10/10/2003) (15069DDE)  
 FILE CLOSED AS A RESULT OF TRANSMISSION

CONTINUATION OF FILE NO.: 0338495

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

\*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] OPEN DATE: 20030619  
 ADDRESS: [REDACTED] GA [REDACTED] FILE NO: 0331065  
 PHONE (W): [REDACTED] EXT: [REDACTED] PHONE (H): [REDACTED]  
 VIN : 4A3AC84L6YE [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR : 11020 PHIL HUGHES MIT  
 DELIVERY DATE: 09/04/00 MILEAGE: 67000 CLOSE DATE: 20030619  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: INOPERATIVE  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (06/19/03) (10:32) (BRID):

\*\*\*\*\*  
CHASSIS ELECTRICAL  
\*\*\*\*\*

PREVIOUS FILE(S) 1  
\*\*\*\*\*

MECHANICAL ISSUE # 1 : HEADLIGHTS ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER .....: (X) YES; ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST ...: ( ) RENTAL; ( ) OUT OF WARR REPAIR ; ( ) OTHER  
 PARTS DELAY/BACKORDER .....: ( ) YES : PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES : NAME :  
 DPM CONTACTED .....: ( ) YES : NAME :

CUST CALLS STATES BOTH HEADLIGHT WIRES ARE MELTED AND THAT SERVICE CENTER  
 ADVISED IS DEFECT. VCM ADVISED CUST THAT THEY ARE WELL OUTSIDE WARRANTY AND  
 REPAIR WOULD BE CUST PAY. ADVISED CUST TO POSSIBLY REVIEW W/INS CO.  
 CUST UNDERSTOOD.

\*\*\*\*\*  
06/19/03 BRID:FILE CLOSED  
\*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] OPEN DATE: 20040217  
 ADDRESS: [REDACTED] SLIDELL, LA [REDACTED] FILE NO: 0345674  
 PHONE (W): [REDACTED] EXT: [REDACTED] PHONE (H): [REDACTED]  
 VIN: 4A3AC84L4YE [REDACTED] YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR: 19030 SLIDELL MITSUB  
 DELIVERY DATE: 11/22/99 MILEAGE: 76000 CLOSE DATE: 20040319  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: OPERATIONAL CONCERN  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (02/17/04) (07:19) (RESJ)

CHASSIS ELECTRICAL

PREVIOUS FILE(S) :

MECHANICAL ISSUE # 1 : HEADLAMP PLUG IS MELTING. (X) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : } PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : } PREVIOUS RPRS  
 ORIGINAL OWNER ..... (X) YES: ( ) NO PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST ...: (X) RENTAL: ( ) OUT OF WARR REPAIR : ( ) OTHER  
 PARTS DELAY/BACKORDER ..... ( ) YES : PART # : ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES NAME :  
 DPSM CONTACTED ..... ( ) YES NAME :

CUST STATES THAT HEADLAMP PLUG KEEPS MELTING ON VEH. CUST STATES HE PURCHASED AND REPLACED ONE HEADLAMP WITH A NEW ONE. CUST ALSO TIRED REPAIRING THE WIRING, WHICH DIDN'T WORK EITHER. CUST STATES HE RECENTLY BROUGHT VEH TO RTLR 19030 FOR CLUTCH REPAIR AND HAPPENED TO INQUIRE ABOUT THE HEADLAMP CONCERN. CUST WAS TOLD BY RTLR THAT A HEAVIER PLUG WAS NOW AVAILABLE FOR THE VEH, BUT HE WOULD BE RESPONSIBLE FOR REPAIR COSTS AS HIS VEH IS NOW OUT OF WARRANTY. CUST CALLED SEEKING A POLICY ADJUSTMENT BECAUSE IT IS A KNOWN FACTORY DEFECT AND HE HAS ALREADY SPENT MONEY TRYING TO RESOLVE THE CONCERN.

POLICY ADJUSTMENT

CUSTOMER SEEKS POLICY ADJUSTMENT. VCM EXPLAINED REVIEW PROCESS AND FOLLOW-UP TIME.  
 REASON FOR REQUEST: (X) KNOWN CONCERN; ( ) PREVIOUS RELATED ISSUES  
 ( ) MULTIPLE VEH PROBLEMS; ( ) LOYAL SERVICE CUSTOMER.  
 ( ) MULTIPLE MITS OWNER: ( ) PURCHASED FOR RELIABILITY  
 (X) VEH ALREADY DIAGNOSED BY MITS DLR: ( ) CUST AGREES TO HAVE DLR DIAGNOSE

RETAILER SERVICE MANAGER, PLEASE RESOLVE

1. PLS VERIFY CAUSE OF DEFECT OR REASON FOR REQUEST AND REVIEW WITH YOUR GM AND DPSM IF NEEDED, TO DETERMINE IF POLICY ADJUSTMENT IS AVAILABLE.
2. PLS ADVISE CUST OF DECISION & ARRANGE FOR FOLLOW-UP REPAIRS IF APPLICABLE.
3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE.

THANK YOU  
JULIEANNE

DEALER PRINT, (02/17/04) (07:40) (RESJ)

\*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
 \*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
 \*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*

CONTINUATION OF FILE NO.: 0345674

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

\*\*\*\*\*

DATE REPAIR COMPLETED OR DECISION RENDERED : 03/18/2004

REPAIR ORDER NUMBER : 155604

MILEAGE AT REPAIR : 75033

COMMENTS INPUT BY : RICHARD REARDON

ACTION TAKEN :

CONTACTED DPM FOR ASSISTANCE. AUTHORIZED REPLACEMENT OF HEADLAMP CONNECTORS

ASA GOOD WILL GESTURE. ALL PARTIES WILL BE HAPPY NOW.

\*\*\*\*\*

DEALER COMMENTS TRANSMITTED ON (03/19/2004) (19030RR)

FILE CLOSED AS A RESULT OF TRANSMISSION

\*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME [REDACTED] OPEN DATE: 20030225  
ADDRESS [REDACTED] CARBONDALE PA [REDACTED] FILE NO: 0326007  
PHONE (W) [REDACTED] EXT: [REDACTED] PHONE (H): [REDACTED]  
VIN : 4A3ACB4L4 YEAR/MODEL: 2000 ECLIPSE  
SERV DLR : 39049 MOTORWORLD HITS  
DELIVERY DATE: 07/03/00 MILEAGE: 52000 CLOSE DATE: 20030324  
GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
COND/REGRDY: INOPERATIVE

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
(02/25/03) (08:50) (NAVL): UA-AARON TRANSRD CUST TO CC. CUST STATES HE HAS  
BEEN TAKING VEH BACK 5 XS TO 39049 SINCE 28K MILES DUE TO PROB W/HEADLIGHTS.  
CLAIMS PROB NEVER RESOLVED. NOW ASKING FOR POLICY ADJ AT 52K MILES.  
\*\*\*\*\*  
\*\*\*\*\*

ELECTRICAL

PREVIOUS FILE(S) 1  
\*\*\*\*\*  
MECHANICAL ISSUE # 1 : PROB W/HEADLIGHTS (WIRES MELT) (4) PREVIOUS RPRS  
MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
TRADE/REPURCHASE REQUEST : ( ) TRADE: ( ) REPURCH: E-MAILED MEDIATION ( )  
POLICY ADJUSTMENT REQUEST : (X) RENTAL: (X) OUT OF WARR REPAIR : ( ) OTHER  
PARTS DELAY/BACKORDER : ( ) YES : PART # ; ORDER #  
RETAILER SM/ADVISOR CONTACTED: ( ) YES : NAME :  
DPSM CONTACTED : ( ) YES : NAME :  
\*\*\*\*\*

RETAILER SERVICE MANAGER, PLEASE RESOLVE  
1. PLEASE REVIEW W/GM, TECHLINE, & DPSM CST REQ FOR POLICY ADJ ON HEADLIGHT  
REPAIRS. CUST STATES VEH HAS BEEN BACK TO 39049 FIVE TIMES (4 PREV RPRS)  
SINCE 28K MILES. PLEASE UPDATE FILE W/PERTINENT DETAILS & CLOSE WHEN ISSUES  
RESOLVED.  
2. THANK YOU, LINDA  
\*\*\*\*\*

DEALER PRINT, (02/25/03) (NAVL)  
\*\*\*\*\*  
OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
(LINDA NAVARRO), (800)382-6672 EXT.(15717) \*\*\*\*\*  
CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*  
\*\*\*\*\*  
(02/25/03) (13:09) (TOML): ADVISED SM OF OPEN FILE  
OUTBOUND CALL PLACED TO RETAILER  
\*\*\*\*\*

(03/24/03) (07:47) (MERT)  
DCOA ESCALATION PROCESS  
( ) SALES (X) SERVICE  
1. THE CUSTOMER STATES THAT HE RECEIVED A MESSAGE FROM THE DLR, HE RETURNED  
THEIR CALL AND NEVER RECEIVED A CALL BACK. CUST STATES THAT THE HEADLIGHTS  
HOUSING MELTS CAUSING THE SHORT.  
3. PLEASE CONTACT THE CUSTOMER AND UPDATE FILE WITH DETAILED COMMENTS. -----  
\*\*\*\*\*

DEALER PRINT, (03/24/03) (MERT)  
\*\*\*\*\*  
OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
(TINA MEROLA), (800)382-6672 EXT.(15754) \*\*\*\*\*  
CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

| CONTINUATION OF FILE NO.: 0324007 |

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

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*****
&DATE REPAIR COMPLETED OR DECISION RENDERED : 03/21/2003
&REPAIR ORDER NUMBER : 999999
&MILEAGE AT REPAIR : 52000
&COMMENTS INPUT BY : JEFF CRAWFORD
&ACTION TAKEN :
&REVIEWED WITH DPSM. WARRANTY ASSISTANCE DENIED. CUSTOMER GIVEN ESTIMATE FORR
&REPAIR
*****
&DEALER COMMENTS TRANSMITTED ON (03/24/03), (U390492 )
&FILE CLOSED AS A RESULT OF TRANSMISSION
*****

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MATCHING CUSTOMER SERVICE CONTACT

NAME [REDACTED] OPEN DATE: 20010919  
 ADDRESS [REDACTED] RIVERVIEW FL [REDACTED] FILE NO: 0294807  
 PHONE (W): [REDACTED] PHONE (H): [REDACTED]  
 VIN : 4A3AC44G7Y YEAR/MODEL: 2000 ECLIPSE  
 SERV DLR : 10253 BRANDON MITSUB  
 DELIVERY DATE: 02/28/00 MILEAGE: 25000 CLOSE DATE: 20010925  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: MISCELLANEOUS  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

LOLJ  
 \*\*\*\*\* CUSTOMER/CALLER STATES THE FOLLOWING; \*\*\*\*\*  
 MECHANICAL ISSUE #1.....: FRONT HEADLIGHT OUT  
 MECHANICAL ISSUE #2.....:  
 MECHANICAL ISSUE #3.....:  
 MULTIPLE REPAIRS OF ABOVE ISSUE(S): 4X PER WARRANTY SCREEN  
 INTERMITTENT MECHANICAL ISSUE(S)..  
 VEHICLE AT RETAILER.....  
 SM/ADVISOR CONTACTED (INCLUDE NAME): SM BRUCE  
 DPSM CONTACTED (CELL PHONE OR VH): VH LLEL DPSM  
 RETAILER APPOINTMENT DATE/TIME....: 9/24/01 8:00AM  
 TRADE/REPURCHASE REQUEST.....: YES  
 EMAIL TO CR/MEDIATION BOX.....: YES  
 NCDS BROCHURE SENT.....:  
 GOODWILL ASSISTANCE REQUEST.....:  
 ORIGINAL OWNER.....: YES  
 MAINTENANCE RECORDS AVAILABLE.....  
 MULTIPLE/REPEAT MITSU OWNER.....  
 RENTAL REQUEST.....  
 PARTS ORDERING DELAY.....  
 REIMBURSEMENT REQUEST.....  
 SALES/FINANCE RELATED ISSUES.....  
 RETAILER COMPLAINT.....  
 CALLER IS THE VEHICLE OWNER.....  
 LETTER REQUEST.....  
 MISCELLANEOUS.....  
 MISCELLANEOUS.....

-----SHORT NARRATIVE-----  
 9/19/01 LOLJ//CUST CALLED MMSA SEEKING ASSISTANCE WITH HEADLIGHT REPAIR.  
 CUST SAYS HEADLIGHTS HAVE BEEN REPAIRED FOUR TIMES AND PROBLEM STILL  
 OCCURRING. CUST IS REQUESTING MMSA TO REPURCHASE THE VEH. VCM CONTACTED  
 BRUCE SM #10253 WHO CONFIRMED CUST HAS A HEADLIGHT PROBLEM AND SCHEDULE  
 APPT FOR VEH TO BE INSPECTED. VCM ADVISED CUST HE HAS THE RIGHT OF REVIEW  
 AND GAVE APPT DATE AND TIME.  
 RETAILER SERVICE MANAGER, PLEASE RESOLVE

1. PROVIDE INSPECTION DIAGNOSIS REPAIR INFORMATION REGARDING HEADLIGHTS MATTER.
2. CONSULT WITH DPSM TO ENSURE VEH FULLY REPAIRED BECAUSE CUST SEEKS LLAW REPURCHASE.
3. PROVIDE DETAIL CLOSING WHEN MATTER FULLY RESLOVED.

THANKS BRUCE

\*\*\*\*\*  
 DEALER PRINT, (09/19/01) (LOLJ)  
 \*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
 \*\*\*\*\* (LOLLIS, JENNIFER ), (800)464-3535 EXT.(5732) \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*  
 \*\*\*\*\*



| CONTINUATION OF FILE NO.: 0294802 |

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

&DATE REPAIR COMPLETED OR DECISION RENDERED : 09/24/2001

&REPAIR ORDER NUMBER : 137603

&MILEAGE AT REPAIR : 25391

&COMMENTS INPUT BY : SVC MGR

&ACTION TAKEN :

&REPLACED LEFT HEADLAMP BULB AND WIRING HARNESS CONNECTOR; INSPECTION REVEALE  
 &D BULB BLOWN AND CONNECTOR MELTED. CONTACTED TECHLINE --- CASE #10106. CUSTO  
 &ER PICKED VEHICLE AT 5 PM ON 9/24/01.

&DEALER COMMENTS TRANSMITTED ON (09/25/01), (U102531 )

&FILE CLOSED AS A RESULT OF TRANSMISSION

09/27/01 LLEWL; NO LESS THAN 4 TIMES THIS PAST WEEK, I CALLED THE CUSTOMER'S  
 HM OR WORK WITH NO SUCCESS IN REACHING CUSTOMER. DID LEAVE MY NUMBER WITH CO  
 -WORKER.

100201: ATIM., DPSM UPDATE (9/25/01); VEHICLE IS REPAIRED AND CUST HAS PICKED  
 UP. DPSM ASKED DLE TO CLOSE FILE, DPSM UNSUCCESSFUL IN CONTACTING CUST.

MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] PASADENA TX 77505 OPEN DATE: 20010706  
 ADDRESS: [REDACTED] FILE NO: 0289587  
 PHONE (W): [REDACTED] PHONE (H): [REDACTED]  
 VIN : 4A3AC44G1YB [REDACTED] YEAR/MODEL: 2000 ELLIPSE  
 SERV DLR : 44002 CHAMPION-HSTON  
 DELIVERY DATE: 12/09/99 MILEAGE: 50000 CLOSE DATE: 20010712  
 GRP/SUB-GRP: MANUAL TRANSMISSION TRANSMISSION UNIT GENERAL  
 COND/REMEDY: HARD/NO SHIFT  
 GRP/SUB-GRP: CORPORATE MMSA PARTS  
 COND/REMEDY: DELAY IN REPAIR  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: INOPERATIVE

REASON FOR CONTACT: REOPEN DT: OPEN 20010713 CLOSE 20010814  
 \*\*\*\*\* CUSTOMER/CALLER STATES THE FOLLOWING: \*\*\*\*\*  
 MECHANICAL ISSUE #1.....: CAN'T GET TRANS INTO 2ND GEAR  
 MECHANICAL ISSUE #2.....: SUNROOF STICKS INTERMITTENTLY  
 MECHANICAL ISSUE #3.....: CD INOP INTERMITTENTLY  
 MULTIPLE REPAIRS OF ABOVE ISSUE(S):  
 INTERMITTENT MECHANICAL ISSUE(S)...: BOTH CD AND SUNROOF STICKS.  
 VEHICLE AT RETAILER.....: YES  
 SM/ADVISOR CONTACTED(INCLUDE NAME): SM, STEVE MILLER @RTL#44002  
 DPSM CONTACTED, (CELL PHONE OR VM): V/H'D DPSM, DAVK ON 7/26/01 (12:02 PST)  
 RETAILER APPOINTMENT DATE/TIME....: VEH @RTL# 44002  
 TRADE/REPURCHASE REQUEST.....: NO  
 EMAIL TO CR/MEDIATION BOX.....: NO  
 NCDS BROCHURE SENT.....: NO  
 GOODWILL ASSISTANCE REQUEST.....: NO  
 ORIGINAL OWNER.....: YES  
 MAINTENANCE RECORDS AVAILABLE.....: YES  
 MULTIPLE/REPEAT MITSU OWNER.....: NO  
 RENTAL REQUEST.....: YES  
 PARTS ORDERING DELAY.....: YES, SECOND GEAR SYNCHRO PART#MD770355  
 REIMBURSEMENT REQUEST.....: NO  
 SALES/FINANCE RELATED ISSUES.....: NO  
 RETAILER COMPLAINT.....: REPAIR DELAY  
 CALLER IS THE VEHICLE OWNER.....: YES  
 LETTER REQUEST.....: NO  
 MISCELLANEOUS.....: N/A  
 MISCELLANEOUS.....: N/A

-----SHORT NARRATIVE-----  
 CUSTOMER CALLS MMSA AND POLITE BUT CONCERNED AS VEHICLE HAS BEEN AT 44002 FOR APPROX 1 WEEK NOW TO ADDRESS ABOVE ISSUES, CUSTOMER REQUESTING LOANER ASSISTANCE, CSA EXPLAINED CONCIERGE TERMS. CUSTOMER RESPONDED HE WAS GIVEN ASSURANCES BY SALESPERSON AT 44002 THAT HE WOULD BE ENTITLED TO LOANER "WHENEVER" VEHICLE HAD TO STAY OVERNITE, CSA APOLOGIZED FOR MISUNDERSTANDING AND CLARIFIED TERMS. CSA SPOKE WITH SM, STEVE WHO INDICATED TRANS IS PRESENTLY BEING DISASSEMBLED BUT AGREED TO CONTACT CUSTOMER TODAY AND DISCUSS DIAGNOSIS, ETA, AND LOANER REQUEST, CSA RELAYED TO CUSTOMER  
 \*\*\*\*\*

RETAILER: 1) STEVE...PLEASE CONTACT CUSTOMER DIRECTLY PER OUR DISCUSSION AND REVIEW DEALER FINDINGS. PLEASE MAKE DECISION REGARDING LOANER AS WELL  
 2) PLEASE UPDATE FILE DETAILING RESULTS OF DIAGNOSIS AND ALL REPAIRS MADE  
 THANKS STEVE  
 \*\*\*\*\*

DEALER PRINT, (07/06/01) (KIEG)  
 \*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*

CONTINUATION OF FILE NO.: 0289587

REASON FOR CONTACT: REOPEN DT: OPEN 20010713 CLOSE 20010814

\*\*\*\*\* (GREG KIERNAN ) (800)464-3535 EXT.(5795) \*\*\*\*\*  
\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

\*\*\*\*\*  
&DATE CUSTOMER CONTACTED : 07/12/2001 DATE COMMENTS ENTERED: 07/12/2001  
&CONTACTED BY : SERVICE MGR  
&CUSTOMER APPOINTMENT DATE : 07/01/2001  
&DPSM INSPECTION PENDING : YES DATE: 07/12/2001  
&BACK ORDERED PART # (S) : N  
&PARTS ORDER D-S-SHO # (S) : N  
&TECHLINE ASSISTANCE PENDING : NO IF YES, RESOLUTION IN SUMMARY  
&SUMMARY OF CONTACT :  
&CUSTOMER VEH COVERED UNDER POWERTRAIN NO RENTAL OR LOANER AVAILABLE.  
&CUSTOMER UNDERSTANDS AND IS SATISFIED WITH COVERAGE  
\*\*\*\*\*  
&DEALER COMMENTS TRANSMITTED ON (07/12/01), (U440021 )  
&FILE UPDATED AS A RESULT OF TRANSMISSION  
\*\*\*\*\*  
&DATE REPAIR COMPLETED OR DECISION RENDERED : 07/12/2001  
&REPAIR ORDER NUMBER : 124352  
&MILEAGE AT REPAIR : 46019  
&COMMENTS INPUT BY : SERVICE MGR  
&ACTION TAKEN :

\*\*\*\*\* VEH COVERED UNDER POWERTRAIN \*\*\*\*\*  
\*\*\*\*\*  
&DEALER COMMENTS TRANSMITTED ON (07/12/01), (U440021 )  
&FILE CLOSED AS A RESULT OF TRANSMISSION  
\*\*\*\*\*

\*\*\*\*\*  
FILE WAS REOPENED (07/13/01) (TORD)  
\*\*\*\*\*  
OLD REP WAS - KING, NEW REP IS - TORD  
\*\*\*\*\*  
07-13-01

\*\*\*\*\*  
\*\*\* ATTN: SERVICE MANAGER \*\*\*  
THANK YOU FOR THE UPDATE, PLEASE INCLUDE DETAILS OF REPAIRS PERFORMED  
TO THE VEHICLE UNDER POWERTRAIN WARRANTY.  
\*\*\*\*\*

DEALER PRINT, (07/13/01) (TORD)  
\*\*\*\*\*  
\*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
\*\*\*\*\* (TORRES, DENISE ) (800)464-3535 EXT.(5796) \*\*\*\*\*  
\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

\*\*\*\*\*  
&DATE CUSTOMER CONTACTED : 07/18/2001 DATE COMMENTS ENTERED: 07/18/2001  
&CONTACTED BY : SERV ADV  
&CUSTOMER APPOINTMENT DATE : 07/18/2001  
&DPSM INSPECTION PENDING : YES DATE: 07/18/2001

CONTINUATION OF FILE NO.: 0291373

REASON FOR CONTACT: REOPEN DT: OPEN 20020903 CLOSE 20020911

\*\*\*\*\*  
 DEALER PRINT, (07/30/01) (KIEG)  
 \*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
 \*\*\*\*\* (GREG KIERNAN ), (800)464-3535 EXT. (5795) \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*  
 \*\*\*\*\*

&DATE REPAIR COMPLETED OR DECISION RENDERED : 08/01/2001  
 &REPAIR ORDER NUMBER : 96221  
 &MILEAGE AT REPAIR : 5350  
 &COMMENTS INPUT BY : S/M---JOHN TOURI  
 &ACTION TAKEN :  
 & THE RIGHT FRONT WINDOW WAS OFF THE TRACK, WE FOUND THE DOOR PANEL APART, WI  
 &TH THE CABLES FROM THE WINDOW REGULATOR HANGING. WE REPLACED THE WINDOW REGU  
 &LATOR. THE CUSTOMER THEN PICKED UP THE CAR ON 08/01/2001, ACUSING US OF DENT  
 &ING THE RIGHT FRONT DOOR. A DENT THAT WAS ON THE CAR WHEN IT WAS DROPPED OFF  
 &. SHE CLAIMS THAT WE DID IT, WHICH IS NOT THE CASE. AT THIS POINT SHE PROCEE  
 &DED TO THE SALES DEPT. TO CURSE OUT THE GM, MYSELF, AND THE TECH. THE GM DOE  
 &S NOT WANT THIS CUSTOMER BACK IN THE DLR. ALL ORDERS WERE CANCELLED.  
 \*\*\*\*\*

&DEALER COMMENTS TRANSMITTED ON (08/02/01), (U35053B )  
 &FILE CLOSED AS A RESULT OF TRANSMISSION  
 \*\*\*\*\*

OLD REP WAS - KIEG, NEW REP IS - MERT  
 \*\*\*\*\*

FILE WAS REOPENED (09/03/02) (MERT)  
 \*\*\*\*\*  
 (09/03/02) (06:30) (MERT): CUST IS VERY UPSET THAT HEADLIGHT GO DIM AFTER A  
 WHILE, THE CONNECTOR GETS VERY HOT. THE CUST WAS TOLD BY POTAMKIN MITSU THAT  
 PROBLEM WAS FIXED. CUST REFUSES TO GO BACK TO SAME DLR AS SHE CLAIMS THE  
 SERVICE IS TERRIBLE.  
 \*\*\*\*\*

RETAILER SERVICE MANAGER, PLEASE RESOLVE  
 1. PLEASE CONTACT THE CUSTOMER TO DISCUSS HER CONCERNS WITH THE HEADLIGHT  
 S. PLEASE FOLLOW THE DCOA PROCESS RELATIVE TO RESOLUTION.  
 2. PLEASE UPDATE FILE WITH DETAILED COMMENTS, DIAGNOSIS, AND REPAIRS PERFO  
 RMED. THANK YOU, TINA.  
 \*\*\*\*\*

DEALER PRINT, (09/03/02) (MERT)  
 \*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
 \*\*\*\*\* (TINA MEROLA ), (800)382-6672 EXT. (15754) \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*  
 \*\*\*\*\*

(09/05/02) (06:48) (WEBB): CUST CALLED TO COMPLAIN THAT MIKE, SM TOLD HER  
 TO TAKE VEH BACK TO POTAMKIN AND THAT HE HASN'T REC'D ANYTHING FROM NMSA.  
 VCM TRIED TO CALL MIKE TO DISCUSS CUST ISSUE BUT HE WAS UNAVAILABLE. VCM  
 ADVISED CUST RETAILER HAS 2-3 DAYS IN WHICH TO RESPOND TO CUST AFTER THEY  
 RECEIVE FILE. VCM SUGGESTED CUST CALL NMSA TOMORROW IF NO RESPONSE FROM DLR.  
 CUST PLANS TO DO SO.

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| CONTINUATION OF FILE NO.: 0291373. |

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REASON FOR CONTACT: REOPEN DT: OPEN 20020903 CLOSE 20020911

\*\*\*\*\*  
 (09/10/02) (08:47) (BRID): RECEIVED CALL FROM SM MIKE WHO STATES HE HAS  
 REVIEWED W/DPSM AND THEIR STORE IS NOT WILLING TO GET INVOLVED WITH A WORK  
 MANSHIP ISSUE FROM ANOTHER STORE. SM ALSO STATED THAT CUSTOMER WAS NOT VERY  
 NICE WHICH MADE THEM EVEN MORE UNWILLING TO ASSIST. CUSTOMER WILL EITHER  
 NEED TO RETURN TO ORIGINAL DEALER OR TRY ANOTHER MITS DEALER FOR DIAGNOSIS.  
 VCM REQUESTED SM UPDATE FILE WITH HIS NOTES AND CLOSE. SM ALSO STATED THEY  
 HAVE ALREADY INFORMED CUSTOMER OF THIS.

\*\*\*\*\*

&DATE REPAIR COMPLETED OR DECISION RENDERED : 09/11/2002

&REPAIR ORDER NUMBER : 00000

&MILEAGE AT REPAIR : 00000

&COMMENTS INPUT BY : MIKE

&ACTION TAKEN :

&WE ARE NOT WILLING TO REPAIR THIS VEHICLE AS IT WAS REPAIRED AT POTANKIN

\*\*\*\*\*

&DEALER COMMENTS TRANSMITTED ON (09/11/02), (U351381 )

&FILE CLOSED AS A RESULT OF TRANSMISSION

\*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] OPEN DATE: 20011213  
ADDRESS: [REDACTED] STATEN ISLAND NY [REDACTED] FILE NO: 0299736  
PHONE (W): [REDACTED] EXT: [REDACTED] PHONE (H): [REDACTED]  
VIN: 4A3AC44G7 [REDACTED] YEAR/MODEL: 2001 ECLIPSE  
SERV DLR: 35144 MANFREDI MITS  
DELIVERY DATE: 09/29/00 MILEAGE: 18300 CLOSE DATE: 20020103  
GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
COND/REMEDY: INOPERATIVE

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
121301 COOL: VEH PURCHASED NEW. CALLER IS HUSB, MIKE. ABOVE WORKS BELONGS TO MIKE.

\*\*\*\*\*  
\*\*\*\*\* CUSTOMER/CALLER STATES THE FOLLOWING: \*\*\*\*\*

MECHANICAL ISSUE #1.....: DRIVER SIDE HEADLIGHT MALFUNCTION  
MECHANICAL ISSUE #2.....:  
MECHANICAL ISSUE #3.....:  
MULTIPLE REPAIRS OF ABOVE ISSUE(S):  
INTERMITTENT MECHANICAL ISSUE(S):  
VEHICLE AT RETAILER.....: YES  
SM/ADVISOR CONTACTED (INCLUDE NAME):  
DPSM CONTACTED, (CELL PHONE OR VH): VCM SPK TO LORJ 8:15AM PST, 12-13-01  
RETAILER APPOINTMENT DATE/TIME....: VEH CURRENTLY AT 35144  
TRADE/REPURCHASE REQRST.....:  
EMAIL TO CR/MEDIATION BOX.....:  
NCDS BROCHURE SENT.....:  
POLICY ADJUSTMENT REQUEST.....: YES  
ORIGINAL OWNER.....: YES  
MAINTENANCE RECORDS AVAILABLE.....: YES  
MULTIPLE/REPEAT MITSU OWNER.....: OWNS '02 MONT & '00 GAL, PREV 2 GALANTS  
RENTAL REQUEST.....:  
PARTS ORDERING DELAY.....:  
REIMBURSEMENT REQUEST.....:  
SALES/FINANCE RELATED ISSUES.....:  
RETAILER COMPLAINT.....:  
CALLER IS THE VEHICLE OWNER.....: YES, CALLER IS HUSBAND-MIKE REINSTEIN  
LETTER REQUEST.....:  
MISCELLANEOUS.....: CUST STATES PRINCIPAL DRIVER IS [REDACTED]  
MISCELLANEOUS.....: ADMITS HIS SON INSTALLED AFTERMARKET

SHORT NARRATIVE: LIGHTS. APPARENTLY AFTERMARKET PARTS COOKED  
WIRING HARNESS WHICH CAUSED FAILURE. DLR HAS QUOTED \$602 + TAX FOR ENTIRE NEW SYSTEM. CUST FULLY AWARE WARRANTY DENIED DUE TO AFTERMARKET LIGHTS AND WIRING. SEEKS POLICY ADJUSTMENT (G/W) BASED ON HIS LOYALTY AS CUSTOMER. CUST CURRENTLY OWNS THREE MITSU VEH & PREV LEASED TWO GALANTS. \*\* VCM REVIEWED SITUATION W/LORJ WHO AUTHORIZED PARTS, CUST TO PAY 100% LABOR. DPSM HAS ALREADY GIVEN DECISION TO 35144. INFO RELATED TO CUST. [REDACTED] APPRECIATIVE. CUST ADVISED W/DIRECT HIS SON NOT TO INSTALL AFTERMARKET PARTS.  
\*\*\*\*\*

RETAILER SERVICE MANAGER, PLEASE RESOLVE  
1. I CONFERRED W/LORJ RE: CUST'S REQ FOR POLICY ADJUSTMENT/GW ON DRIVER'S HEADLIGHT SYSTEM. HE HAS AUTHORIZED PARTS, CUST RESPONSIBLE FOR 100% LABOR.  
2. PLEASE UPDATE FILE W/PERTINENT FACTS & CLOSE WHEN VEH IS REPAIRED.  
3. THANK YOU, LINDA

\*\*\*\*\*  
DEALER PRINT, (12/13/01) (COOL)  
\*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*

CONTINUATION OF FILE NO.: 0299736

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

\*\*\*\*\* (LINDA COOPER ), (800)464-3535 EXT. (5717) \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*  
 \*\*\*\*\*  
 12/21/01 LORJ DPSM REVIEWED WITH 35144 SM BERT AND CUST WHO IS SATISFIED.  
 \*\*\*\*\*  
 &DATE REPAIR COMPLETED OR DECISION RENDERED : 12/13/2001  
 &REPAIR ORDER NUMBER : 20501  
 &MILEAGE AT REPAIR : 18729  
 &COMMENTS INPUT BY : SM BURT  
 &ACTION TAKEN :  
 &REPLACED HEADLAMP ASHM AND BULBS. DPSM G/W PARTS ONLY  
 \*\*\*\*\*  
 &DEALER COMMENTS TRANSMITTED ON (01/03/02), (U35144M )  
 &FILE CLOSED AS A RESULT OF TRANSMISSION  
 \*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20030107  
 ADDRESS : [REDACTED] PHILINGTON PA [REDACTED] FILE NO: 0320947  
 PHONE (W) : [REDACTED] EXT: [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AC54EX1 [REDACTED] YEAR/MODEL: 2001 ECLIPSE  
 SERV DLR : 39002 FAULKNER MITS. MILRAGE: 20700 CLOSE DATE: 20030116  
 DELIVERY DATE: 07/13/01  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: INOPERATIVE

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (01/07/03) (15:19) (NAVL): ALEXANDER RADZIEVSKY (CO-OWNER) IS THE CALLER.  
 HE IS SON OF [REDACTED] STATES VEH REPAIRED AT FAULKNER MITSU ON  
 1-3-03. DLR REPLCD LEFT HEADLIGHT CONNECTOR & BOTH BULBS FOR \$154.28 COST  
 TO CUST. HE SEEKS REIMB AS FEELS SHOULD HAVE BEEN COVERED UNDER WNTY.  
 HE DID MENTION VEH HEADLIGHTS RH HEADLIGHT WAS REPAIRED 14 MTHS AGO AT  
 "CRAFT AUTO BODY" IN PHILADELPHIA, PA. VCM EXPLAINED TO CUST IF INDEPT REPLCD  
 PARTS W/AFTERMARKET BRAND & THOSE PARTS CAUSED PROB TO HEADLIGHTS, CURRENT  
 REPAIR WOULD BE DENIED WNTY COVERAGE. CUST SEEKS VERIFICATION OF THIS AS  
 WANTED OEM PARTS PUT IN VEHICLE. VCM SUGGESTED TO CUST TO CALL HIS (ALLSTATE)  
 INSURANCE REP FOR POSSIBLE REIMBURSEMENT. ADVISED W/SEND FILE TO DLR TO  
 VERIFY REASON FOR HEADLIGHT FAILURE. AGAIN, IF DUE TO AFTERMARKET PARTS...  
 WARRANTY COVERAGE IS DENIED. CUST APPRECIATIVE OF VCM'S EXPLANATION.

\*\*\*\*\* CUSTOMER/CALLER STATES THE FOLLOWING: \*\*\*\*\*  
 MECHANICAL ISSUE #1..... LEFT HEADLIGHT FAILURE  
 MECHANICAL ISSUE #2.....  
 MECHANICAL ISSUE #3.....  
 MULTIPLE REPAIRS OF ABOVE ISSU(S):  
 INTERMITTENT MECHANICAL ISSUE(S):  
 VEHICLE AT RETAILER..... VEH WAS AT 39002 ON 1-3-03  
 SM/ADVISOR CONTACTED (INCLUDE NAME):  
 DPSM CONTACTED. (CELL PHONE OR VM):  
 RETAILER APPOINTMENT DATE/TIME..... VEH WAS AT DLR 39002 ON 1-3-03  
 TRADE/REPURCHASE REQUEST.....  
 EMAIL TO CR/MEDIATION BOX.....  
 NCDS BROCHURE SENT.....  
 POLICY ADJUSTMENT REQUEST.....  
 ORIGINAL OWNER..... CST PURCHASED VEH, ORIG LEASED NEW  
 MAINTENANCE RECORDS AVAILABLE..... YES  
 MULTIPLE/REPEAT MITSU OWNER..... NO  
 RENTAL REQUEST.....  
 PARTS ORDERING DELAY.....  
 REIMBURSEMENT REQUEST..... YES, FOR 1-3-03 HEADLIGHT REPAIR AT 39002  
 SALES/FINANCE RELATED ISSUES.....  
 RETAILER COMPLAINT.....  
 CALLER IS THE VEHICLE OWNER..... YES, CALLER IS CO-OWNER & SON-ALEXANDER  
 LETTER REQUEST.....  
 MISCELLANEOUS.....  
 MISCELLANEOUS.....

-----SHORT NARRATIVE-----  
 \*\*\*\*\*  
 RETAILER SERVICE MANAGER, PLEASE RESOLVE  
 1. VEH AT 39002 ON 1-3-02 FOR LH HEADLIGHT REPAIR/REPLACEMENT. CUST PAID FOR  
 NEW LEFT CONNECTOR & BULBS (BOTH SIDES). PLEASE REVIEW W/GM & DPSM CUST'S  
 REQ FOR REIMBURSEMENT. I FOUND OUT VEH AT AN INDEPT APROX 14 MTHS AGO FOR  
 REPLACEMENT RH HEADLIGHT & OTHER REPAIRS DUE TO COLLISION. INDEPT SHOP MAY  
 HAVE USED AFTMRKT REPLCMENT PARTS. WAS THIS THE REASON FOR CURRENT FAILURE?



CONTINUATION OF FILE NO.: 0320957

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

IF SO, PLEASE EXPLAIN THIS TO CUST. HE MAY NEED TO CONTACT (ALLSTATE) INSUR FOR ASSISTANCE SINCE HE CLAIMS HE ASKED FOR OEM REPLCMNT PARTS.  
2. PLEASE UPDATE FILE W/PERTINENT DETAILS & CLOSE WHEN SITUATION RESOLVED.

3. THANK YOU LINDA

\*\*\*\*\*

DEALER PRINT, (01/07/03) (NAVL)

\*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*

\*\*\*\*\* (LINDA NAVARRO ) (800)382-6672 EXT.(15717) \*\*\*\*\*

\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

&DATE REPAIR COMPLETED OR DECISION RENDERED : 01/03/2003

&REPAIR ORDER NUMBER : 97556

&MILEAGE AT REPAIR : 20558

&COMMENTS INPUT BY : BILL REEVES

&ACTION TAKEN :

&OUTSIDE SHOP INSTALLED WRONG BULBS CAUSING SOCKETS TO OVERHEAT AND MELT REPA

&IR NOT COVERED BY WARRANTY CUSTOMER MODIFIED

\*\*\*\*\*

&DEALER COMMENTS TRANSMITTED ON (01/16/03), (U390022 )

&FILE CLOSED AS A RESULT OF TRANSMISSION

\*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20021216  
 ADDRESS : [REDACTED] UTICA OH 43080-9575 FILE NO: 0319623  
 PHONE (W) : [REDACTED] EXT: [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AE85H01 [REDACTED] YEAR/MODEL: 2001 ECL  
 SERV DLR : 36040 DENNIS HITSUB.  
 DELIVERY DATE: 09/28/00 MILEAGE: 57000 CLOSE DATE: 20021216  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: SHORT/OPEN CIRCUIT  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

\*\*\*\*\*  
 (12/16/02) (08:48) (EISB): CUST CALLING AS VEH CAUGHT FIRE AND CLAIMS THAT  
 IT WAS CAUSED BY WIRING. CUST'S CALL DISCONNECTED PRIOR TO TRANSFER.  
 VCM CALLED DLR SA SHAUN WHO HAD TALKED TO CUST. SHAUN ADVISED THAT CUST  
 SMELLED BURNING SMELL AND CHECKED UNDER HOOD. CUST FOUND WIRING TO HEADLIGHTS  
 WAS MELTED. CUST DENIED THAT VEH HAD AFTERMARKET BULBS WHEN DLR INQUIRED  
 \*\*\*\*\*

----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION -----

DATE OF THE ACCIDENT/INCIDENT:  
 ALLEGED DEFECTIVE ITEM:  
 ESTIMATED SPEED OF MITS VEH:  
 WERE SEATBELTS WORN ? : DRIVER: PASSENGER(S):  
 WEATHER CONDITIONS: DRY/DARK  
 LOCATION OF INCIDENT: ROUTE 62  
 OTHER VEHICLE (S) INVOLVED: NO  
 # OF PEOPLE+DRIVER IN OTHER CAR: N/A  
 # OF PEOPLE+DRIVER IN CUST CAR: TWO, CUST & SON  
 EXTENT OF INJURIES IF ANY: NO  
 RECEIVED MEDICAL TREATMENT?- YES: NO: X  
 NAME (S) OF INJURED PEOPLE: N/A  
 POLICE NOTIFIED- YES: NO: X  
 REPORT #/CITY OF RECORD: N/A  
 HAS CUST CONTACTED INSURANCE- YES: NO: X  
 INSURANCE CARRIER: N/A  
 VEHICLE LOCATION: WITH CUSTOMER  
 IS THE VEHICLE REPAIRED: NO  
 ESTIMATE/COST OF REPAIR: N/A  
 IS VEHICLE DRIVEABLE: YES

WHAT IS THE CUST. SEEKING FROM MMSA: DIAGNOSIS OF FAILURE

DATE FORWARDED TO CSM: 12/16/02  
 ADVISED THE CUSTOMER THAT HIS/HER CLAIM WILL BE REVIEWED BY THE LEGAL DEPT.,  
 AND THAT THE MANUFACTURER'S INSURANCE REPRESENTATIVE WILL BE IN CONTACT  
 WITHIN A COUPLE OF WEEKS- YES: NO: X  
 \*\*\*\*\*

CUST CALLED MMSA TO COMPLAIN OF HOT SMELL IN VEH BEFORE SHE TOOK CHILD IN  
 TO DAYCARE. THE CUST WAS QUITE VAGUE AND UNWILLING TO ANSWER QUESTIONS. CUST  
 BECAME PROFANE AND IRATE AT EACH QUESTION. VCM SUGGESTED CUST CONTACT HER  
 INSURANCE CO. REGARDING MATTER. CUST BECAME EVEN MORE PROFANE AND ARGUMENTA-  
 TIVE. VCM ENDED CALL. VCM WEBB/9:14AM/12/16/02  
 \*\*\*\*\*

(12/16/02) (09:19) (BRID):  
 CUST STATES SHE WAS DRIVING WHEN SHE SMELLED BURNING SMELL. CUST PULLED  
 OFF HIGHWAY & LIFTED HOOD TO FIND ELECTRICAL FIRE WITH HEAD LIGHT WIRING.  
 CUST AWARE SHE OUTSIDE MILES FOR 3/36000, BUT FEELS THIS IS A DEFECT AND  
 SAFETY ISSUE.

CONTINUATION OF FILE NO.: 0319623

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

VCM ADVISED CUST TO HAVE VEHICLE TAKEN INTO MITSU SERVICE CENTER FOR DIAGNOSE AND SERVICE CENTER WILL DETERMINE FAILURE AND IF CUST SHOULD FORWARD TO INSURANCE IF OUT OF POCKET OR IF DPSM NEEDS TO REVIEW. ADVISED CUST AT THIS POINT UNTIL DIAGNOSED CUST IS LIABLE. CUST UNDERSTOOD. CUST REQUEST SUP FOR COMPLAINT TO BE NOTED. TRANSFER SUP O, GRED. EX LUCA & CLOSED FILE

12/16/02 BRID:FILE CLOSED

(12/16/02) (09:25) (GRED): ESCALATED CALL REVIEWED, DGM

....KISH CONT'D. VEH IS OUT OF WARR, HAD RECENT COLLISION REPAIRS AND CUST NEEDS TO REFER MATTER TO THEIR INSURANCE CO. CUST CALLED BACK BEFORE VCM KISH COULD FOLLOW-UP WITH CUST TO REVIEW.

\*(12/16/02) (09:56) (TORL) ACCIDENT FILE REVIEW

\*RECEIVED EMAIL FROM VCM BRID REQUESTING ACCIDENT FILE REVIEW. NO INJURIES. \*  
\*THE CUSTOMER HAS BEEN ADVISED TO REFER CLAIM TO THEIR INSURANCE COMPANY FOR \*  
\*FURTHER HANDLING. NO FURTHER ACTION REQUIRED AT THIS JUNCTURE. FILE CLOSED.\*

(12/16/02) (13:30) (LUCA): REVIEWED.

MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] ST ZELIENOPLE PA [REDACTED] OPEN DATE: 20030819  
ADDRESS: [REDACTED] FILE NO: 0335236  
PHONE (W): [REDACTED] EXT: [REDACTED] PHONE (H): [REDACTED]  
VIN: 4A3AC44G71E [REDACTED] YEAR/MODEL: 2001 ECLIPSE  
SERV DLR: 39021 WATERL MIT  
DELIVERY DATE: 04/30/01 MILEAGE: 31000 CLOSE DATE: 20030820  
GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
COND/REMEDY: INOPERATIVE  
REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
(08/19/03) (09:45) (NAVL)

CHASSIS ELECTRICAL

PREVIOUS FILE(S) : \*N/A\*  
MECHANICAL ISSUE # 1 : WIRING FOR HEADLIGHTS HAS MELTED ( ) PREVIOUS RPRS  
MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
ORIGINAL OWNER .....: (X) YES; ( ) NO, PURCH MM/YY AT ---, --- MILES  
POLICY ADJUSTMENT REQUEST ...: (X) RENTAL; \*NAVL EXPLAINED CONCIERGE PROGRAM.\*  
PARTS DELAY/BACKORDER .....: ( ) YES; PART # : ORDER #  
RETAILER SM/ADVISOR CONTACTED: (X) YES; SM NOT AVAIL, NAVL SPK TO RICH-SA.  
DPSM CONTACTED .....: ( ) YES; NAME :

\*CUST STATES SHE TOOK VEH TO 39021 FOR INSPECTION TODAY. CST WAS TOLD THEY HAVE TO ORDER PARTS TO CORRECT MELTED WIRING. HEADLIGHTS DO NOT WORK. CST UPSET BECAUSE SHE WORKS NIGHTS & NEEDS HEADLIGHTS TO WORK.

RETAILER SERVICE MANAGER, PLEASE RESOLVE  
1. HI RICH-SA, NICE TALKING TO YOU. PER OUR CONVERSATION, REPLCMENT PARTS WERE ORDERED & SHOULD BE AT YOUR DLR TOMORROW. WHEN CUST ARRIVES AT DLR TOMORROW, PLEASE ASSURE VEH IS REPRD IN A TIMELY MANNER AS HAS ALREADY BEEN INCONVENIENCED. AGAIN, SHE WORKS NIGHTS SO NEEDS TO MAKE SURE REPAIR IS DONE WHILE SHE IS WAITING.  
2. PLEASE KEEP CUST APPRISED OF SITUATION, UPDATE FILE W/PERTINENT DETAILS & CLOSE FILE WHEN ISSUES RESOLVED, THANK YOU, LINDA

DEALER PRINT, (08/19/03) (NAVL)  
\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*  
\*\*\*\* (LINDA NAVARRO ), (800)382-6672 EXT.(15717) \*\*\*\*  
\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*

(08/19/03) (13:56) (TORL):  
OUTBOUND CALL PLACED TO RETAILER AT TIME OF CUSTOMER'S CALL TO MMNA. CALL MADE BY VCM NAVL.

&DATE REPAIR COMPLETED OR DECISION RENDERED : 08/20/2003  
&REPAIR ORDER NUMBER : 375235  
&MILEAGE AT REPAIR : 31,306  
&COMMENTS INPUT BY : DAVID OLIVIERI  
&ACTION TAKEN :  
& FOUND BOTH CONNECTORS TO BE BURNT.REPLACED  
&BOTH CONNECTORS UNDER NORMAL WARRANTY.REPLAIRS WERE COMPLETED IN A  
&ONE HOUR TIME PERIOD.

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20030414  
 ADDRESS : [REDACTED] CURV NEWARK DE 19702-2414 FILE NO: 0327082  
 PHONE (W) : [REDACTED] EXT: [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AC44G51[REDACTED] YEAR/MODL: 2001 ECLIPSE  
 SERV DLR : 09007 DELAWARE MITS.  
 DELIVERY DATE: 08/25/00 MILEAGE: 57980 CLOSE DATE: 20030418  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: SHORT/OPEN CIRCUIT  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (04/14/03) (14:17) (ATIH):

CHASSIS ELECTRICAL

PREVIOUS FILE(S) :

MECHANICAL ISSUE # 1 : HEADLIGHT HOUSING MELTED. ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER .....: (X) YES; ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST ...: ( ) RENTAL; (X) OUT OF WARR REPAIR ; ( ) OTHER  
 PARTS DELAY/BACKORDER .....: ( ) YES : PART # : ORDER #  
 RETAILER SM/ADVISOR CONTACTED: (X) YES : NAME : SERVICE CLOSED  
 DPSM CONTACTED .....: (X) YES : NAME : VM'D DPSM ANDY MCGOWEN

CUST CALLED FROM THE DLR #09007 REGARDING REIMBURSEMENT FOR HEADLIGHT REPAIR.  
 CUST FEELS THAT IS IS A DEFECT AND NOT A WARRANTY ISSUE AND HE SHOULD NOT  
 HAVE TO PAY FOR REPAIR AND WANTS A LETTER STATING THAT THE REPAIR IS NOT  
 COVERED AND WILL CONTINUE PURSUE REIMBURSEMENT FOR THE REPAIRS. VCM ADVISED  
 CUST THAT THE SM WILL BE ASKED TO REVIEW WITH DPSM AND TO PROVIDE DECISION TO  
 HIM IN WRITING.

RETAILER SERVICE MANAGER, PLEASE RESOLVE  
 1. CORY, PLEASE FOLLOW DCOA PROCESS. REVIEW THIS FILE WITH YOUR GM AND  
 DPSM AS NEEDED.  
 2. PLEASE CONTACT CUST WITH DECISION AND PROVIDE HIM A COPY IN WRITING AS  
 WELL (REPAIR ORDER).  
 3. PLEASE UPDATE FILE WITH DETAILED COMMENTS AND RESOLUTION.  
 THANK YOU VERY MUCH.

DEALER PRINT, (04/14/03) (ATIH)  
 \*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
 \*\*\*\*\* (ATIENZA, MELINDA ) (800)382-6672 EXT. (15793) \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

(04/14/03) (15:30) (EISH):  
 OUTBOUND CALL PLACED TO RETAILER - SERVICE CLOSED NO VOICEMAIL. VCM VM'D  
 DPSM ANDY MCGOWEN WITH FILE INFO.

4-18-03 MCGA -DPSM SPOKE TO CUSTOMER YESTERDAY AND EXPLAINED REASON FOR DECLI  
 NE DUE TO VEHICLE BEING 22,000 OOW. CUSTOMER IS NOT PLEASD FEELS WE ARE HIDI  
 NG A PROBLEM, AND WILL PERSUE ON HIS END. CLOSE

04/18/03 JONM: FILE CLOSED

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20030728  
ADDRESS : [REDACTED] NEW CITY NY [REDACTED] FILE NO: 0333713  
PHONE (W) : [REDACTED] EXT: [REDACTED] PHONE (H) : [REDACTED]  
VIN : 4A3AK55H2E [REDACTED] YEAR/MODEL: 2001 ECL  
SERV DLR : 35147 ROCKLAND MITS  
DELIVERY DATE: 04/23/00 MILEAGE: 60000 CLOSE DATE: 20030804  
GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
COND/REMEDY: OPERATIONAL CONCERN  
REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
(07/28/03) (13:11) (LUNA);

CHASSIS ELECTRICAL

PREVIOUS FILE(S) :

MECHANICAL ISSUE # 1 : RIGHT HEADLIGHT IS GOING OUT. ( ) PREVIOUS RPRS  
MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
ORIGINAL OWNER : (X) YES; ( ) NO, PURCH MM/YY AT [REDACTED] MILES  
POLICY ADJUSTMENT REQUEST : ( ) RENTAL; (X) OUT OF WARR REPAIR; ( ) OTHER  
PARTS DELAY/BACKORDER : ( ) YES; PART # [REDACTED]; ORDER # [REDACTED]  
RETAILER SP/ADVISOR CONTACTED: ( ) YES; NAME : [REDACTED]  
DPSM CONTACTED : ( ) YES; NAME : [REDACTED]

SERVICE DCOA

REASON: (X) MULTIPLE/UNRESOLVED REPAIRS; ( ) DLR UNABLE TO DUPLICATE SYMPTOM.  
(X) DEALER REFUSING TO REPAIR; WHY?: OOW  
( ) CUST SEEKS RENTAL ASSISTANCE; ( ) DLR DECLINED; ( ) NOT REVIEWED  
( ) OTHER; SPECIFY:  
VERIFIED: (X) SERVICING DEALER'S NAME: LIST: #35147  
( ) CUST HAS SPOKEN WITH DLR SERVICE ADVISOR/MGR; NAME:  
( ) YES; (X) NO; VEHICLE CURRENTLY AT DEALER, DATE RECD:

DEALER SERVICE MANAGER, PLEASE RESOLVE

- 1. PLS REVIEW WITH YOUR GM, TECH-LINE AND YOUR DPSM IF NEEDED TO DETERMINE ACTION TO BE TAKEN. CALL CUST TO ADVISE OF OUTCOME OR ACTION PLAN.
- 2. IF VEH NOT AT DLR, PLS CALL CUST TO SET-UP APPT IF NOT ALREADY SCHEDULED.
- 3. CUST FEELS PROBLEM IS A DEFECT AND IS SEEKING WARRANTY ASSISTANCE AND A REFUND FOR LEFT HEADLIGHT REPAIR BY YOUR SERVICE DEPT LAST MONTH.
- 4. PLEASE UPDATE FILE WITH DETAILS AND RESOLUTION. THANK YOU VERY MUCH!

CUSTS FATHER JOHN CLEMENTE CALLED AND STATED LEFT HEADLIGHT WAS DIMING AND GOING OUT A MONTH AGO AND RTLR#35147 REPAIRED AND CUST PAID 79.00 FOR SERVICE AND 10.00 FOR PART AND NOW THE RIGHT HEADLIGHT IS GOING OUT AND HE CALLED RTLR#35147 AND CLAIMS RTLR STATED REPAIR IS NOT COVERED BECAUSE CUST IS [REDACTED] FEELS THAT PROBLEM IS A DEFECT AND CUST SHOULD NOT PAY FOR REPAIR & IS SEEKING WARRANTY ASSISTANCE AND A REFUND FROM LAST REPAIR ON LEFT HEADLIGHT. VCM ADVISED CUST THAT HE IS OOW BUT WILL SEND FILE TO RTLR FOR INSPECTION, DIAGNOSIS AND REVIEW OF WARRANTY ASSISTANCE/REFUND BUT THERE IS NO GUARANTY.

DEALER PRINT, (07/28/03) (LUNA)

\*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
\*\*\*\*\* (LUNA, MELISSA ) (800) 382-6672 EXT. (13987) \*\*\*\*\*  
\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*



MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20030827  
 ADDRESS : [REDACTED] INDEPENDANCE OH [REDACTED] FILE NO: 033860  
 PHONE (M) : [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AC44G21 YEAR/MODEL: 2001 ECLIPSE  
 SERV DLR : 36003 SPITZER MITS.  
 DELIVERY DATE: 06/07/01 MILEAGE: 42279 CLOSE DATE: 20030828  
 GRP/SUB-GRP: BODY CANVAS-TOP GENERAL  
 COND/REMEDY: OPERATIONAL CONCERN  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: INOPERATIVE  
 GRP/SUB-GRP: COOLING LINE, RADIATOR WATER, GENERAL  
 COND/REMEDY: FLUID LEAK  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (08/27/03) (11:54) (LUNA):

\*\*\*\*\*  
BODY

PREVIOUS FILE(S) : 321695 NOT RELATED.  
 MECHANICAL ISSUE # 1 : HEADLIGHT HARNESS BURNED OUT. ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : RADIATOR COOLANT LEAK. ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : SUNROOF & TRUNK DOES NOT WORK PROPERLY ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 4 : PASSENGER SIDE MIRROR FRAME IS BENT. ( ) PREVIOUS RPRS  
 ORIGINAL OWNER ..... (X) YES: ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST .... ( ) RENTAL: ( ) OUT OF WARR REPAIR : ( ) OTHER  
 PARTS DELAY/BACKORDER ..... ( ) YES : PART # : ORDER #  
 RETAILER SM/ADVISOR CONTACTED: (X) YES : NAME : TOM WOLFE SM  
 DPSM CONTACTED ..... ( ) YES : NAME :

\*\*\*\*\*  
POLICY ADJUSTMENT \*\*\*\*\*

CUSTOMER SEEKS POLICY ADJUSTMENT. VCM EXPLAINED REVIEW PROCESS AND FOLLOW-UP TIME.  
 REASON FOR REQUEST: (X) FAILURE PREMATURE ; ( ) PREVIOUS RELATED ISSUES  
 ( ) MULTIPLE VEH PROBLEMS; ( ) LOYAL SERVICE CUSTOMER.  
 ( ) MULTIPLE MITS OWNER; ( ) PURCHASED FOR RELIABILITY  
 (X) VEH ALREADY DIAGNOSED BY MITS DLR: ( ) CUST AGREES TO HAVE DLR DIAGNOSE.

\*\*\*\*\*  
RETAILER SERVICE MANAGER, PLEASE RESOLVE

1. PLS VERIFY CAUSE OF DEFECT OR REASON FOR REQUEST AND REVIEW WITH YOUR GM AND DPSM IF NEEDED, TO DETERMINE IF POLICY ADJUSTMENT IS AVAILABLE.
2. PLS ADVISE CUST OF DECISION & ARRANGE FOR FOLLOW-UP REPAIRS IF APPLICABLE.
3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE.

\*\*\*\*\*  
 VCM CALLED RTLR AND SM TOM WOLFE EXPLAINED THAT ESC AUTHORIZED TO COVER SUNROOF REPAIR BUT NOT SPECIAL GREASE 39.95 FOR SUNROOF AND AUTHORIZED TO REPLACE HEADLAMP WIRING REPLACEMENT BUT NOT HEADLAMPS. (HEADLAMP WIRING MELTED HEADLAMP HOUSING). TOM ALSO STATED THAT RADIATOR LEAK IS A MAINTENANCE ITEM AND JUST NEEDS TO BE CLEANED, TRUNK IS MISALIGNED AND NEEDS TO BE ADJUSTED FOR 45.00, AND PASSENGER SIDE MIRROR IS LOOSE, TOM ADDED THAT CUST IS COW AND ALL ITEMS ARE NOT DEFECTS. VCM ADVISED CUST OF SM'S STATEMENT BUT CUST FEELS THAT RTLR SHOULD OF DETECTED RADIATOR LEAK IN 1/03. VCM ADVISED THAT WARRANTY SCREEN SHOWS PROBLEM FOR FUEL ODOR AND ADVISED CUST THAT WARRANTY ONLY COVERS DEFECTS AND HE IS COW BUT CUST IS ADAMANT THAT ITEMS SHOULD BE COVERED AND IS ASKING MHA FOR WARRANTY ASSISTANCE FOR ALL ITEMS THAT ESC WILL NOT COVER. VCM ADVISED CUST OF POLICY ADJUSTMENT PROCEDURE BUT THERE IS NO GUARANTEE. CUST STATED HE DOES NOT HAVE 2 DAYS AND ASKED IF HE CAN PICK UP HIS VEH OR IF HE HAS TO LEAVE IT THERE. VCM CALLED RTLR AGAIN AND



CONTINUATION OF FILE NO.: 0335869

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

SM STRONGLY SUGGESTED THAT CUST HAVE HEADLAMPS REPLACED AND AUTHORIZ HIM TO INSTALL HEADLAMPS AND HE CAN HAVE HIS VEH READY BY 9AM TOMORROW BUT IF HE DOES NOT AUTHORIZE HIM, HE CAN NOT REPAIR IT. VCM ADVISED CUST OF SM'S STATEMENT BUT CUST STATED HEADLAMPS DO WORK. VCM ADVISED CUST TO PICK UP VEH IF HE IS NOT GOING TO AUTHORIZE REPAIR FOR HEADLAMPS AND FILE WILL BE SENT TO REVIEW FOR POLICY ADJUSTMENT. VCM CALLED SM TO ADVISE WHAT CUST STATED LM ON VM.

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 \*\*\*\*\*  
 DEALER PRINT, (08/27/03) (12:28) (LUNM)  
 \*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
 \*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
 \*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*  
 \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

(08/27/03) (16:43) (EISB):  
 OUTBOUND CALL PLACED TO RETAILER AT TIME OF CUSTOMER'S CALL TO MMNA. CALL MADE BY VCM LUNM.

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&DATE CUSTOMER CONTACTED : 08/27/2003 DATE COMMENTS ENTERED: 08/28/2003  
 &CONTACTED BY : TOM WOLFE  
 &CUSTOMER APPOINTMENT DATE : 08/27/2003  
 &DFSM INSPECTION PENDING : NO DATE:  
 &BACK ORDERED PART # (S) :  
 &PARTS ORDER D-S-SHO # (S) :  
 &TECHLINE ASSISTANCE PENDING : NO IF YES, RESOLUTION IN SUMMARY

&SUMMARY OF CONTACT  
 &OWNERS CAR ARRIVED ON 08/22/2003, 5 ITEMS OF CONCERN, WORKED-UP AN ESTIMATE OF &REPAIR. CONTACTED SELLING DEALER AND GAINED EXTENDED SERVICE CONTRACT INFO. &ADVISED OWNER THAT HIS NOW FACTORY EXTENDED SERVICE CONTRACT WOULD COVER ALL &BUT \$50.00 DEDUCTABLE, \$39.00 MOONROOF GREASE AND \$56.00 HEADLAMP BULBS. OWNER &EXPLODED. SPOKE WITH OWNER, RICK MANNETTE (MMNA) 3 PEOPLE AT HIS EXTENDED WA &RANTY, AND CR. AT THIS TIME I HAVE ATLEAST FIVE (5) HOURS OF PHONE TIME. AS PE & RICK (MMNA), FACTORY WARRANTY OF 3/36 HAS EXPIRED, EXTENDED WARRANTY ASSUMES &COVERAGE. HIS WARRANTY WILL NOW COVER GREASE AND I WILL COVER 1/2 OF DEDUCTABL &OWNER WILL SUPPLY HIS OWN HEADLAMPS UNDERSTANDING NO WARRANTY WILL APPLY.

&DEALER COMMENTS TRANSMITTED ON (08/28/2003) (36003TWO)  
 &FILE UPDATED AS A RESULT OF TRANSMISSION

&DATE REPAIR COMPLETED OR DECISION RENDERED : 08/28/2003  
 &REPAIR ORDER NUMBER : 77514  
 &MILEAGE AT REPAIR : 42279  
 &COMMENTS INPUT BY : TOM WOLFE  
 &ACTION TAKEN :

CONTINUATION OF FILE NO.: 0335869

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

AS DESCRIBED IN BODY.  
\*\*\*\*\*  
DEALER COMMENTS TRANSMITTED ON (08/28/2003) (36003TWO)  
FILE CLOSED AS A RESULT OF TRANSMISSION  
\*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] ADDRESS: [REDACTED] NESTERVILLE OH 43082 OPEN DATE: 20040209  
 PHONE (W): [REDACTED] PHONE (H): [REDACTED] FILE NO: 03A5163  
 VIN: 4A3AE55H61 YEAR/MODEL: 2001 ECL  
 SERV DLR: 36040 DENNIS HITSOS. MILEAGE: 43000 CLOSE DATE: 20040305  
 DELIVERY DATE: 08/12/00 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: OPERATIONAL CONCERN REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (02/09/04) (08:38) (JUSW):

CHASSIS ELECTRICAL

PREVIOUS FILE(S):  
 MECHANICAL ISSUE # 1 : HEADLIGHTS AND HARNESS ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER : ( ) YES: (X) NO, PURCH 01/01 AT --- MILES  
 POLICY ADJUSTMENT REQUEST ...: ( ) RENTAL: (X) OUT OF WARR REPAIR : ( ) OTHER  
 PARTS DELAY/BACKORDER : ( ) YES : PART # : ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES : NAME :  
 DPSM CONTACTED : ( ) YES : NAME :

CUSTOMER CALL STATES HEADLIGHT WENT OUT ALL WIRKS MELTED AND SHORTED OUT. CUST STATES SHE CONTACT RETAILER 36058 WHO INFORM HER FACTORY HEADLIGHT IS KNOWN TO MELT AND SHORT OUT BUT SHE IS OVER 36000 MILES OUT OF WARRANTY. CUSTOMER SEEKING ASSISTANCE WITH REPAIRS BECAUSE RETAILER INFORM HER KNOWN PROBLEM WITH FACTORY HEADLIGHTS.

\*\*\*\*\* POLICY ADJUSTMENT \*\*\*\*\*  
 CUSTOMER SEEKS POLICY ADJUSTMENT. VCM EXPLAINED REVIEW PROCESS AND FOLLOW-UP TIME.

REASON FOR REQUEST: (X) FAILURE PREMATURE ; ( ) PREVIOUS RELATED ISSUES  
 ( ) MULTIPLE VEH PROBLEMS; ( ) LOYAL SERVICE CUSTOMER.  
 ( ) MULTIPLE HITS OWNER; (X) PURCHASED FOR RELIABILITY  
 ( ) VEH ALREADY DIAGNOSED BY HITS DLR; (X) CUST AGREES TO HAVE DLR DIAGNOSE.

- RETAILER SERVICE MANAGER, PLEASE RESOLVE
1. PLS VERIFY CAUSE OF DEFECT OR REASON FOR REQUEST AND REVIEW WITH YOUR GM AND DPSM IF NEEDED, TO DETERMINE IF POLICY ADJUSTMENT IS AVAILABLE.
  2. PLS ADVISE CUST OF DECISION & ARRANGE FOR FOLLOW-UP REPAIRS IF APPLICABLE.
  3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE.

DEALER PRINT, (02/09/04) (08:44) (JUSW)  
 \*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
 \*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
 \*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*

\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

(02/11/04) (09:18) (EISB): CUST CALLING BACK AS THEY HAVE NOT RECVD FOLLOW-UP. CUST REITERATES THAT VEH IS JUST OUT OF WARR, HAS HAD PREVIOUS ELECTRICAL PROBLEMS. CUST CLAIMS THAT DLR TOLD CUST THAT THIS IS KNOWN CONDITION, CUST IS REPEAT HITS CUST AND FEELS THAT ASSIST IS MERITED.

CONTINUATION OF FILE NO.: 0345163

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

VCM ASKED IF CUST HAD AFTERMARKET BULBS IN VEH.  
CUST STATES THAT THEY DID NOT AND STATES THAT DLR SA TOLD CUST THAT ECLIPSE  
ARE KNOWN TO HAVE THIS PROBLEM WITH HEADLIGHTS IN THE "PIGTAIL" CONNECTOR.  
IMPORTANT NOTE: CUST ADVISED THAT THEY HAVE PLATINUM ESC BUT STATES THAT DLR  
SA THAT SHE SPOKE TO ON THE PHONE WAS SHORT WITH CUST AND DID  
NOT OFFER REVIEW OF ESC OR ANY ASSIST - ONLY QUOTE.  
VCM ADVISED CUST THAT MMNA WILL NEED TO VERIFY IF CUST'S ESC WILL COVER  
ELECTRICAL BEFORE REVIEWING FOR OUT OF WARR REPAIRS.  
VCM CALLED DLR BUT SM JACK IS OUT TODAY. VCM CALLED DPSM TAMP AND ASKED FOR  
HIS REVIEW WITH DLR. VCM ADVISED CUST THAT DECISION WILL PROBABLY NOT BE  
AVAILABLE UNTIL TOMORROW. CUST UNDERSTOOD.

(02/11/04) (09:30) (EISB)

DCOA ESCALATION PROCESS  
( ) SALES (X) SERVICE

- 1. DLR MANAGEMENT - CUST CLAIMS NO CONTACT SINCE INITIAL PHONE CALL TO MMNA.  
PLEASE REVIEW WITH THE APPROPRIATE MGR(S) AND CALL THE CUST.
  - 2. PLEASE UPDATE FILE WITH OUTCOME OF REVIEW AND ACTION TAKEN TO RESOLVE  
AND CLOSE THE FILE.
- THANK YOU

\*\*\*\*\*  
DEALER PRINT, (02/11/04) (09:34) (EISB)  
\*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
\*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*  
\*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
\*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*  
\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

(02/11/04) (09:37) (EISB): VCM CALLED CUST BACK AFTER REALIZING THAT, IN  
RETROSPECT, VEH HAS NOT BEEN INSPECTED BY MITS DLR. VCM ADVISED CUST THAT  
THEY MUST TAKE VEH TO DLR AND AUTHORIZE INSPECTION. VCM ADVISED THAT CUST  
WILL NOT HAVE TO PAY FOR INSPECT IF ESC WILL COVER REPAIRS (CUST CLAIMS TO  
HAVE '0' DEDUCTIBLE ESC PLAN). VCM ADVISED THAT IF MMNA HAVING TO REVIEW  
FOR ASSIST, CUST WILL BE RESPONSIBLE FOR INSPECT AND ANY OR ALL REPAIRS NOT  
AUTHORIZED BY MMNA.  
CUST ASKS THAT FILE BE FWD TO DENNIS MITS AS THEY HAVE DONE ALL PREVIOUS  
WORK ON VEH AND PREFER TO TAKE VEH TO THIS DLR.  
VCM AGREED TO REDIRECT FILE AS CUST HAS NOT TAKEN VEH TO ANY MITS DLR FOR  
INSPECT AND RPRS AT THIS POINT. VCM WH'D DPSM TAMP WITH DLR CHANGE. VCM  
CALLED NEW SERVICE DLR AND SPOKE TO THE SM STAN AND PROVIDED FILE INFO.

NOTE: FILE TRANSFERRED FROM ROBY MITS TO DENNIS MITS PER CUST'S REQUEST.  
\*\*\*\*\*  
\*\*\*\*\*  
&DATE CUSTOMER CONTACTED : 03/03/2004 DATE COMMENTS ENTERED: 03/04/2004

| CONTINUATION OF FILE NO.: 0345163 |

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

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&CONTACTED BY : SHAUN SIBOLE
&CUSTOMER APPOINTMENT DATE : 03/05/2004
&MPSM INSPECTION PENDING : NO DATE:
&BACK ORDERED PART # (S) :
&PARTS ORDER D-S-SHO # (S) :
&TECHLINE ASSISTANCE PENDING : NO IF YES, RESOLUTION IN SUMMARY
&SUMMARY OF CONTACT :
&CUSTOMER HAS AN APPOINTMENT 03-05-2004 TO INSPECT HEADLAMP WIRING TO VERIFY
&IF IT IS A WARRANTY CONCERN
*****
&DEALER COMMENTS TRANSMITTED ON (03/04/2004) (36040SSH)
&FILE UPDATED AS A RESULT OF TRANSMISSION
*****
&DATE REPAIR COMPLETED ON DECISION RENDERED : 03/05/2004
&REPAIR ORDER NUMBER : 343312
&MILEAGE AT REPAIR : 43451
&COMMENTS INPUT BY : STAN SHELDON
&ACTION TAKEN :
&INSPECTED AND FOUND THAT HEADLAMP WIRING MELTED WE CONTACTED PETER TANKERSLY
&HE OKED TO REPAIR WIRING AS A GOODWILL REPAIR
*****
&DEALER COMMENTS TRANSMITTED ON (03/05/2004) (36040SSH)
&FILE CLOSED AS A RESULT OF TRANSMISSION
*****

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MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20031217  
 ADDRESS : [REDACTED] TAMPA FL [REDACTED] FILE NO: 0342517  
 PHONE (M) : [REDACTED] EXT: [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4G3AC54H71 [REDACTED] YEAR/MODEL: 2001 ECLIPSE  
 SERV DLR : 10266 COURTESY MIT-FL  
 DELIVERY DATE: 04/30/01 MILEAGE: 44000 CLOSE DATE: 20040116  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: INOPERATIVE  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (12/17/03) (11:59) (FAZS):

CHASSIS ELECTRICAL

PREVIOUS FILE(S) :

MECHANICAL ISSUE # 1 : HEADLIGHTS ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER ..... (X) YES; ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST ..... ( ) RENTAL; (X) OUT OF WARR REPAIR ; ( ) OTHER  
 PARTS DELAY/BACKORDER ..... ( ) YES ; PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES ; NAME :  
 DPSM CONTACTED ..... ( ) YES ; NAME :

THE CUST CALLED SEEKING MMNA'S ASSISTANCE WITH THE HEADLIGHTS. THE CUST REPORTS THAT RTLR# 10266 INSPECTED THE VEH AND ADVISED THAT THE WIRES WERE MELTED AND REPAIR WILL BE AN OUT OF POCKET EXPENSE. VCM EXPLAINED TO THE CUST THAT THE VEH IS OUT OF WARRANTY BY MILES WITH NO REPAIR HISTORY. VCM OFFERED TO SEND THE FILE TO RTLR, BUT DID NOT PROMISE A FAVORABLE DECISION. PLEASE NOTE THE CUST STATES THAT HE DID NOT INSTALL AFTERMARKET LIGHTS. \*\*\*\*\* SERVICE DCOA \*\*\*\*\*

REASON: ( ) MULTIPLE/UNRESOLVED REPAIRS; ( ) DLR UNABLE TO DUPLICATE SYMPTOM.  
 (X) DEALER REFUSING TO REPAIR; WHY?: OUT OF WARRANTY & AFTERMARKET  
 ( ) CUST SEEKS RENTAL ASSISTANCE; ( ) DLR DECLINED; ( ) NOT REVIEWED  
 OTHER: SPECIFY:

VERIFIED: (X) SERVICING DEALER'S NAME; LIST: COURTESY MITS, RTLR# 10266  
 ( ) CUST HAS SPOKEN WITH DLR SERVICE ADVISOR/MGR; NAME: SM  
 VEH AT DLR ( ) YES; (X) NO

DEALER SERVICE MANAGER, PLEASE RESOLVE

1. PLS REVIEW WITH YOUR GM, TECH-LINE AND YOUR DPSM AND EVALUATE THE CUST'S REQUEST FOR ASSISTANCE WITH THE HEADLIGHTS.
  2. PLS CALL CUST WITH ACTION PLAN AND SET-UP APPT IF NOT ALREADY SCHEDULED.
  3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE.
- THANKS FOR YOUR HELP!

SANLA

DEALER PRINT, (12/17/03) (12:08) (FAZS)

\*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
 \*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
 \*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*

\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*  
 \*\*\*\*\*

| CONTINUATION OF FILE NO.: 0342517 |

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

```

&DATE CUSTOMER CONTACTED : 01/11/2004 DATE COMMENTS ENTERED: 01/12/2004
&CONTACTED BY : ANGELO
&CUSTOMER APPOINTMENT DATE :
&MPSM INSPECTION PENDING : NO DATE:
&BACK ORDERED PART # (S) :
&PARTS ORDER D-S-SHO # (S) :
&TECHLINE ASSISTANCE PENDING : NO IF YES, RESOLUTION IN SUMMARY
&SUMMARY OF CONTACT :
&WE ARE ATTEMPTING TO CONTACT CUSTOMER WILL ADDRESS SITUATION AT THAT TIME
&*****
&DEALER COMMENTS TRANSMITTED ON (01/12/2004) (10266ACO)
&FILE UPDATED AS A RESULT OF TRANSMISSION
&*****
&DATE REPAIR COMPLETED OR DECISION RENDERED : 01/15/2004
&REPAIR ORDER NUMBER : 12346
&MILEAGE AT REPAIR : 45000
&COMMENTS INPUT BY : ANGELO
&ACTION TAKEN :
&VEHICLE IS OUT OF WARRANTY FOR THIS REPAIR CUSTOMER HAS BEEN ADVISED ON LAST
&VISIT WILL TRY TO WORK WITH CUSTOMER NEXT TIME CUSTOMER COMES IN FOR REPAIRS
&OR SERVICE WILL GIVE CUSTOMER A DISCOUNT FOR REPAIRS CUST. WILL BE ADVISED..
&*****
&DEALER COMMENTS TRANSMITTED ON (01/16/2004) (10266ACO)
&FILE CLOSED AS A RESULT OF TRANSMISSION
&*****

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MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] OPEN DATE: 20031106  
 ADDRESS: [REDACTED] ST LOUIS MO [REDACTED] FILE NO: 0340324  
 PHONE (W): [REDACTED] EXT: [REDACTED] PHONE (H): [REDACTED]  
 VIN: 4A3AC84H4 [REDACTED] YEAR/MODEL: 2001 ECLIPSE  
 SERV DLM: 49038 PRESTIGE MIT-WI  
 DELIVERY DATE: 11/02/00 MILEAGE: 35029 CLOSE DATE: 20031106  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: INOPERATIVE  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (11/06/03) (11:27) (HUNP)

CHASSIS ELECTRICAL

PREVIOUS FILE(S)

MECHANICAL ISSUE # 1 : RIGHT HEADLIGHT IS OUT/NOT COVERED ( ) PREVIOUS NPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS NPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS NPRS  
 ORIGINAL OWNER : ( ) YES: ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST : ( ) RENTAL: ( ) OUT OF WARR REPAIR : ( ) OTHER  
 PARTS DELAY/BACKORDER : ( ) YES: PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES: NAME :  
 DSPM CONTACTED : ( ) YES: NAME :

VCM CALLED MATT, SM, AT KIRKWOOD, WHO STATES THE CUST PUT BLUE LIGHTS  
 IN AND IT FRIED THE WIRING ON THE PASS SIDE. VCM CALLED ASHLEY AND LEFT  
 A VM ON HER CELL STATING THIS IS A CASE OF AFTER-MKT ITEMS VOIDING THAT  
 PART OF THE WARRANTY. VCM SUGGESTED SHE NOT USE BLUE LIGHTS FOR THIS  
 REASON. VCM ATTEMPTED CALLING MOTHER, LINDA BACK TO ADVISE HER, BUT NOT ON  
 THE COMPANY ROSTER W/ABOVE LAST NAME.

11/06/03 HUNP:FILE CLOSED



MATCHING CUSTOMER SERVICE CONTACT

NAME [REDACTED] OPEN DATE: 20031114  
 ADDRESS [REDACTED] WORCHESTER MA [REDACTED] FILE NO: 0340724  
 PHONE (W) [REDACTED] EXT: [REDACTED] PHONE (H): [REDACTED]  
 VIN [REDACTED] YEAR/MODEL: 2001 ECLIPSE  
 SERV DLR : 20055 RIVERSIDE MIT-MA  
 DELIVERY DATE: 11/02/00 MILEAGE: [REDACTED] CLOSE DATE: 20031117  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMBDY: SHORT/OPEN CIRCUIT  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (11/17/03) (14:36) (BRID):

\*\*\*\*\*  
 CHASSIS ELECTRICAL  
 \*\*\*\*\*

PREVIOUS FILE(S) :  
 \*\*\*\*\*

MECHANICAL ISSUE # 1 : ELECTRICAL/HEADLIGHT WIRE MELTED ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER .....: (X) YES; ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST ...: ( ) RENTAL; ( ) OUT OF WARR REPAIR ; ( ) OTHER  
 PARTS DELAY/BACKORDER .....: ( ) YES ; PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES ; NAME :  
 DPSM CONTACTED .....: ( ) YES ; NAME :

RECEIVED CORRESPONDENCE 11/14/03 (NOT DATED) COMPLAINING OF ELECTRICAL  
 CONCERN W/HEADLIGHTS. CUST CLAIMS SM AND HE HAD AN ARGUMENT BECAUSE HE WAS  
 TOLD THAT THREE MITS VEHICLES HAVE SAME CONCERN & SINCE THE WIRE IS  
 ATTACHED TO THE COMPUTER IT CAN CAUSE A FIRE, NOT TO MENTION LOSS OF LIGHTS.  
 CUST FELT 20055 THOUGHT ISSUE WAS FUNNY INSTEAD A SERIOUS SITUATION SINCE  
 CUST DAUGHTER IS DRIVER OF VEHICLE. CUST ALSO UPSET AS HE WAS TOLD THIS IS  
 A KNOWN ISSUE, YET HE HAD TO PAY \$ 100.00 DEDUCTIBLE TO 20055 WHERE R/O  
 STATES REPAIR WAS A NO CHARGE. CUST FEELS ONE IF THIS IS A DEFECT OF VEH  
 THEN MMNA SHOULD HAVE COVERED REPAIRS AND SECONDLY HE FEELS HE WAS TREATED  
 POORLY BY 20055.  
 VCM ATTEMPTED SM, BUT STORE WAS CLOSED.  
 CUST DID NOT SUPPLY ANY VEHICLE INFORMATION, NOR A PHONE NUMBER FOR CONTACT.  
 VCM MAILED CUSTOMER LETTER ACKNOWLEDGING RECEIPT OF LETTER AND ADVISING CUST  
 TO EITHER CALL MMNA W/FILE # OR REFER BACK TO DEALER.

\*\*\*\*\*  
 (11/17/03) (14:55) (BRID): DOC'S TO MERT FOR SCAN.  
 \*\*\*\*\*  
 11/17/03 BRID:FILE CLOSED  
 \*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20030923  
 ADDRESS : [REDACTED] NEW MILFORD CT [REDACTED] FILE NO: 033764  
 PHONE (W) : [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AC54H1 [REDACTED] YEAR/MODEL: 2001 ECLIPSE  
 SERV DLR : 07040 COUNTY LINE MIT  
 DELIVERY DATE: 07/10/01 MILEAGE: 44000 CLOSE DATE: 20030923  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: INOPERATIVE  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (09/23/03) (11:40) (BRID):

\*\*\*\*\*  
CHASSIS ELECTRICAL  
\*\*\*\*\*

PREVIOUS FILE(S) 1  
 MECHANICAL ISSUE # 1 : HEADLIGHT INOP/CONNECTOR MELTED (X) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER .....: (X) YES; ( ) NO, PURCH MM/YY AT -- MILES  
 POLICY ADJUSTMENT REQUEST ...: ( ) RENTAL; ( ) OUT OF WARR REPAIR; ( ) OTHER  
 PARTS DELAY/BACKORDER .....: ( ) YES; PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: (X) YES; NAME : CESAR  
 DPM CONTACTED .....: ( ) YES; NAME :

SM CALLS TO UPDATE THAT CUSTOMER CAME IN TODAY W/IN OP HEADLIGHT WHERE  
 CONNECTOR WAS MELTED. SM STATES CUST TOLD HIM THAT DEALER 07045 DID HEADLIGH  
 REPAIR RECENTLY, BUT CUST REFUSES TO RETURN TO THAT STORE IF SHE BELIEVES  
 IS WORKMANSHIP ISSUE. SM STATES LAST VISIT BY CUST WAS 3/12 @ 15245 MILES  
 WHERE HEADLIGHT REPAIR WAS DONE, BUT SM STATES IF THIS WAS CAUSED BY THIS  
 REPAIR IT WOULD NOT HAVE LASTED FOR 1 1/2YEARS + ALMOST 30K. SM IS DENYING  
 ANY WARRANTY ASSISTANCE AS WELL AS ANY GOODWILL AS CUST DOES NOT SERVICE  
 AT HIS STORE AT ALL. YCM AGREED TO NOTE FILE.

09/23/03 BRID:FILE CLOSED

MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] KATY TX [REDACTED] OPEN DATE: 20040902  
 ADDRESS: [REDACTED] FILE NO: 0357340  
 PHONE (W): [REDACTED] PHONE (H): [REDACTED]  
 VIN: 4A3AC54H4 [REDACTED] YEAR/MODEL: 2001 ECLIPSE  
 SERV DLR: 44154 MCGINNIS MITS  
 DELIVERY DATE: 02/28/01 MILEAGE: 55000 CLOSE DATE: 20040903  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: SHORT/OPEN CIRCUIT  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

\*\*\*\*\*  
(09/02/04) (08:16) (EISE):  
\*\*\*\*\*

CHASSIS ELECTRICAL

\*\*\*\*\*  
PREVIOUS FILE(S):  
\*\*\*\*\*

MECHANICAL ISSUE # 1 : HEADLAMP CONNECTORS ARE MELTED ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER .....: (X) YES; ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST ...: ( ) RENTAL; ( ) OUT OF WARR REPAIR; ( ) OTHER  
 PARTS DELAY/BACKORDER .....: ( ) YES; PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES; NAME :  
 DPSM CONTACTED (X) YES; NAME : VCM CALLED DPSM PADC  
 \*\*\*\*\*

CUST SEEKS MMNA REPAIR ASSIST AS DLR TOLD CUST THAT THEY HAVE SEEN THIS  
 PROBLEM BEFORE. CUST STATES THAT THEY ARE ORIGINAL OWNER AND HAVE NEVER HAD  
 THIS TYPE OF PROBLEM ON OTHER VEH. CUST INSISTS ON MMNA REPAIR ASSIST.  
 VCM ADVISED CUST THAT VEH IS 19,000 MILES OUT OF WARR AND AT POINT WHERE CUST  
 WOULD NEED TO BE RESPONSIBLE FOR RPR.  
 CUST STATES THAT DLR TOLD THEM THAT THIS IS KNOWN PROBLEM.  
 VCM ASKED CUST IF THEY HAVE PUT AFTERMARKET BULBS IN VEH.  
 CUST CLAIMS ONLY REPLACED LEFT BULB AND NOT HIGH INTENSITY. CUST STATES THAT  
 THEY ARE STILL PAYING ON VEH AND WANT MMNA TO ASSIST.  
 VCM AGREED TO PWD TO DLR AND WILL ASK FOR MMNA MGR TO REVIEW. VCM EXPLAINED  
 FOLLOW-UP TIME.  
 CUST UNDERSTOOD.

POLICY ADJUSTMENT

\*\*\*\*\*  
 CUSTOMER SEEKS POLICY ADJUSTMENT. VCM EXPLAINED REVIEW PROCESS AND FOLLOW-UP  
 TIME.  
 REASON FOR REQUEST: (X) FAILURE PREMATURE; ( ) PREVIOUS RELATED ISSUES  
 ( ) MULTIPLE VEH PROBLEMS; ( ) LOYAL SERVICE CUSTOMER.  
 ( ) MULTIPLE MITS OWNER; ( ) PURCHASED FOR RELIABILITY  
 (X) VEH ALREADY DIAGNOSED BY MITS DLR; ( ) CUST AGREES TO HAVE DLR DIAGNOSE.  
 \*\*\*\*\*

RETAILER SERVICE MANAGER, PLEASE RESOLVE

1. PLS VERIFY CAUSE OF DEFECT OR REASON FOR REQUEST AND REVIEW WITH YOUR GM AND DPSM IF NEEDED, TO DETERMINE IF POLICY ADJUSTMENT IS AVAILABLE.
2. PLS ADVISE CUST OF DECISION & ARRANGE FOR FOLLOW-UP REPAIRS IF APPLICABLE.
3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE.

\*\*\*\*\*

DEALER PRINT, (09/02/04) (08:27) (EISE)  
 \*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
 \*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*

CONTINUATION OF FILE NO.: 0357340

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

\*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
\*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*

\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

\*\*\*\*\*

&DATE REPAIR COMPLETED OR DECISION RENDERED : 09/02/2004

&REPAIR ORDER NUMBER : 61016

&MILEAGE AT REPAIR : 58723

&COMMENTS INPUT BY : SM GREG

&ACTION TAKEN :

&REPLACED HEADLIGHT CONNECTORS 09/02/04 GOODWILL WARR. PER. DPSM

\*\*\*\*\*

&DEALER COMMENTS TRANSMITTED ON (09/03/2004) (44154GHU)

&FILE CLOSED AS A RESULT OF TRANSMISSION

\*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME [REDACTED] OPEN DATE: 20041022  
ADDRESS [REDACTED] WILMINGTON NC [REDACTED] FILE NO: 0360191  
PHONE (W): [REDACTED] PHONE (H): [REDACTED]  
VIN : 4A3AE85H011 YEAR/MODEL: 2001 ECL  
SERV DLR : 28078 WILMINGTON HITS-NC  
DELIVERY DATE: 05/10/01 MILEAGE: 40000 CLOSE DATE: 20041104  
GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
COND/REMEDY: SHORT/OPEN CIRCUIT  
REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

(10/22/04) (09:54) (MJAU)

CHASSIS ELECTRICAL

PREVIOUS FILE(S) :

MECHANICAL ISSUE # 1 : HEADLIGHT SOCKET BURNED ( ) PREVIOUS RPRS  
MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
ORIGINAL OWNER ..... : ( ) YES; ( ) NO, PURCH MM/YY AT --- MILES  
POLICY ADJUSTMENT REQUEST ... : ( ) RENTAL; ( ) OUT OF WARR REPAIR : ( ) OTHER  
PARTS DELAY/BACKORDER ..... : ( ) YES : PART # ; ORDER #  
RETAILER SM/ADVISOR CONTACTED: ( ) YES : NAME :  
DPSM CONTACTED ( ) YES : NAME :

CUST STATES HEADLIGHT SOCKET ON BOTH SIDES OF VEH BURNED AND NEEDS TO BE REPLACED. CUST STATES TOOK VEH TO DLR AND ADVISED WIRING HARNESS NEEDS TO BE REPLACED, PART \$200. CUST STATES JUST NEEDS THE PLASTIC SOCKET AND SEEKING REPAIR ALTERNATIVE.  
VEH ADVISED WILL FWD CONCERNS

REASON: ( ) UNRESOLVED CONCERN/REPRAT VISITS  
(X) NEW MECHANICAL ISSUE; MULTIPLE VEHICLE CONCERNS.  
( ) DEALER UNABLE TO DUPLICATE; SYMPTOM;  
( ) DEALER DECLINING WARRANTY REPAIRS; REASON:  
DLR NAME/NUMBER ( ) ; REPS NAME ( )

VEH AT DLR ( ) YES; ( ) NO  
( ) REQUESTED THAT CUST CALL DLR FOR APPT.; ( ) CUST REQUESTING DLR CONTACT

DEALER SERVICE MANAGER, PLEASE RESOLVE

1. PLS REVIEW WITH YOUR GM, TECH-LINE AND YOUR DPSM IF NEEDED TO DETERMINE ACTION TO BE TAKEN.
2. PLS CALL CUST WITH ACTION PLAN AND SET-UP APPT IF NOT ALREADY SCHEDULED.
3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE.

DEALER PRINT, (10/26/04) (09:29) (MJAU)  
\*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
\*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*  
\*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
\*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*  
\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

11/02/2004 GESR  
REQUEST S/M PETER SMITH CONTACT CUSTOMER TO EXPLAIN NEEDED REPAIRS. REVIEW IF HIGH OUTPUT BULBS WERE IN USE. IF SO COULD CAUSE OVERHEATING OF SOCKETS.

| CONTINUATION OF FILE NO.: 0360191 |

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

S/M PLEASE CONTACT CUSTOMER AND RESOLVE THIS ISSUE.

\*\*\*\*\*  
DEALER PRINT, (11/02/04) (17:15) (GESR)  
\*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
\*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*  
\*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
\*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*  
\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

\*\*\*\*\*  
&DATE REPAIR COMPLETED OR DECISION RENDERED : 11/04/2004  
&REPAIR ORDER NUMBER : 000000  
&MILEAGE AT REPAIR : 40001  
&COMMENTS INPUT BY : PETER SMITH  
&ACTION TAKEN :  
&SPOKE WITH MR. UTTON AND PROVIDED HIM WITH A POSSIBLE LOWER COST ALTERNATIV  
& REPAIR SOLUTION FOR HIS HEADLAMPS. MR. UTTON WAS SATISFIED.  
\*\*\*\*\*  
&DEALER COMMENTS TRANSMITTED ON (11/04/2004) (28078PSM)  
&FILE CLOSED AS A RESULT OF TRANSMISSION  
\*\*\*\*\*

MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] OPEN DATE: 20050215  
 ADDRESS: [REDACTED] SALINE MI [REDACTED] FILE NO: 0364916  
 PHONE (W): [REDACTED] EXT: [REDACTED] PHONE (H): [REDACTED]  
 VIN: 4A3AC34G91 YEAR/MODEL: 2001 ECLIPSE  
 SERV DLR: 23056 ANN ARBOR  
 DELIVERY DATE: 05/07/01 MILEAGE: 50000 CLOSE DATE: 20050215  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: OVERHEATS  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (02/15/05) (07:38) (FAZS):

CHASSIS ELECTRICAL

PREVIOUS FILE(S) :  
 MECHANICAL ISSUE # 1 : ELECTRICAL PLUGS ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : ( ) PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : ( ) PREVIOUS RPRS  
 ORIGINAL OWNER : ( ) YES; ( ) NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST : ( ) RENTAL; ( ) OUT OF WARR REPAIR : ( ) OTHER  
 PARTS DELAY/BACKORDER : ( ) YES : PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: ( ) YES : NAME :  
 DPSM CONTACTED : ( ) YES : NAME :

THE CUST CALLED TO ADVISE THAT THE ELECTRICAL PLUGS FOR THE HEADLIGHTS  
 MELTED AND WILL NEED TO BE REPLACED. CUST STATES THAT HE WANTED TO NOTIFY  
 MMNA OF THIS CONCERN. VCM ADVISED THE CUST THAT HIS COMMENTS HAVE BEEN  
 NOTED FOR MMNA'S RECORDS AND THANKED THE CUST FOR THE CALL.  
 NO FURTHER ACTION IS REQUIRED BY VCM.

02/15/05 FAZS:FILE CLOSED

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20040817  
 ADDRESS : [REDACTED] TEWSBURY MA [REDACTED] FILE NO: 0356366  
 PHONE (W) : [REDACTED] EXT: [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AE45GX [REDACTED] YEAR/MODEL: 2001 ECL  
 SERV DLR : 20054 DANVERS MITS.  
 DELIVERY DATE: 04/29/01 MILEAGE: 41000 CLOSE DATE: 20040817  
 GRP/SUB-GRP: CHASSIS ELECTRICAL WIRING HARNESS GENERAL  
 COND/REMEDY: INOPERATIVE  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (08/17/04) (07:02) (JUSW):

\*\*\*\*\*  
CHASSIS ELECTRICAL  
\*\*\*\*\*

PREVIOUS FILE(S) :  
 MECHANICAL ISSUE # 1 : HEAD LIGHTS MELTED { } PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : { } PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : { } PREVIOUS RPRS  
 ORIGINAL OWNER .....: { } YES; { } NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST ...: { } RENTAL; { } OUT OF WARR REPAIR ; { } OTHER  
 PARTS DELAY/BACKORDER .....: { } YES ; PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: { } YES ; NAME :  
 DPSM CONTACTED .....: { } YES ; NAME :

CUSTOMER STATES WHILE DRIVING HEADLIGHTS WENT OUT AND SHE WAS ALMOST IN AN ACCIDENT. CUSTOMER STATES SHE CONTACT 2 MITS RETAILERS WHO INFORM HER THIS IS A COMMON PROBLEM WITH THIS VEHICLE AND IT TIS THE WIRING HARNESS. CUSTOMER STATES BECAUSE THIS IS A COMMON PROBLEM AND MITS RETILER KNOW OF IT SHE BELEIVIES SHOULD BE A SAFETY RECALL. CUSTOMER SEEKING ASSISTANCE WITH THE REPAIRS. VEHICLE INTO INDEPENDENT SHOP. VCM INFORM CUSTOMER MITS DOES NOT OFFER ASSISTANCE TO INDEPENDENT SHOPS. CUSOTHER STIES SHE LIVE AN HOUR AWAY FROM THE NEAREST MITS RETIALER AND DOES NOT BELEIVES SHE SHOULD HAVE TO DRIVE AN HOUR TO HAVE THE REPAIRS DONE. AND BECAUSE MITS RETIALER INFORM HER COMMON PROBLEM SEEKING HELP WITH REPAIRS. CUSTOMER WILL BE FAXING COPIES OF RECEIPTS OF WHAT WAS REPLACKED TO HAVE REVIEWED. ALONG WITH A LETTER EXPLAINING WHY SHE BELEIVES MDM SHOULD TAKE CARE OF THIS EXPENSE.

08/17/04 JUSW:FILE CLOSED



MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] OPEN DATE: 20020610  
 ADDRESS: [REDACTED] BLOOMINGDALE IL [REDACTED] PHONE (H): [REDACTED]  
 PHONE (W): [REDACTED] YEAR/MODEL: 2001 ECU  
 VIN: 4A3AE85HR [REDACTED]  
 SERV DLR: 15074 LARRY ROESCH MI  
 DELIVERY DATE: 05/19/01 MILEAGE: 37000 CLOSE DATE: 20020612  
 GRP/SUB-GRP: CHASSIS ELECTRICAL WIRING HARNESS GENERAL  
 COND/REMEDY: INOPERATIVE  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

\*\*\*\*\*06/10/02 BARL \*\*\*\*\* CUSTOMER/CALLER STATES THE FOLLOWING; \*\*\*\*\*

MECHANICAL ISSUE #1.....:MELTED HARNESS  
 MECHANICAL ISSUE #2.....:N/A  
 MECHANICAL ISSUE #3.....:N/A  
 MULTIPLE REPAIRS OF ABOVE ISSUE(S):NO  
 INTERMITTENT MECHANICAL ISSUE(S):N/A  
 VEHICLE AT RETAILER.....:YES TODAY 6/10  
 SM/ADVISOR CONTACTED (INCLUDE NAME):YES SA DAVE  
 DPSM CONTACTED, (CELL PHONE OR VM):YES LFT VM TO DPSM HAMJ..F.Y.A.  
 RETAILER APPOINTMENT DATE/TIME.....:N/A  
 TRADE/REPURCHASE REQUEST.....:N/A  
 EMAIL TO CR/MEDIATION BOX.....:N/A  
 NCDS BROCHURE SENT.....:N/A  
 POLICY ADJUSTMENT REQUEST.....:N/A  
 ORIGINAL OWNER.....:YES  
 MAINTENANCE RECORDS AVAILABLE.....:N/A  
 MULTIPLE/REPEAT MITSU OWNER.....:N/A  
 RENTAL REQUEST.....:N/A  
 PARTS ORDERING DELAY.....:N/A  
 REIMBURSEMENT REQUEST.....:N/A  
 SALES/FINANCE RELATED ISSUES.....:NO  
 RETAILER COMPLAINT.....:NO  
 CALLER IS THE VEHICLE OWNER.....:YES  
 LETTER REQUEST.....:N/A  
 MISCELLANEOUS.....:  
 MISCELLANEOUS.....:

SHORT NARRATIVE:  
 CUST. CALLS MMSA WAS REFERRED BY RTLR 15074 DUE TO ELECTRICAL ISSUE AND WAS TOLD OVER BY THE BASIC WARR. 3/36 WARR. WAS DECLINED - CUST. STATES VER.'S LIGHT DOME DUE TO MELTED HARNESS AND RTLR 15074 IS CHARGING HER APPROX. \$150.00 - VCM RESPECTFULLY ADVISED WILL CONTACT RTLR - VCM CALLED RTLR 15074 SA DAVE STATES SM NOT AVAILABLE HOWEVER WAS ADVISED WAS NOT A MELTED HARNESS WAS LOOSE WIRING ON THE PASSANGER HEADLIGHT SIDE AND IS OOM BY 3/36 - VCM ADVISED SA DAVE CUST. STATES HARNESS WAS MELTED SA STATES DOES NOT THE CASE - VCM WENT BACK TO CUST. AND INFORM CUST. STATES SHE TOOK PICTURES - VCM ADVISE TO SHOW PICTURES TO SM - CUST. WOULD DO - (VCM LFT VM TO DPSM HAMJ..F.Y.A.)

- RETAILER:  
 1) SM JOHN, CUST. WAS REFERRED TO CALL MMSA FROM YOUR RETAILER RE: OUTSIDE WARR. ISSUE FOR AN ELECTRICAL PROBLEM -  
 2) SM JOHN, CUST. STATES HARNESS WAS MELTED AND SA DAVE STATES ONLY A LOSSE WIRING ON THE PASSANGER HEADLIGHT SIDE -  
 3) SM JOHN, CUST. PER CUST. TOOK PICTURES OF THE MELTED HARNESS PLEASE REVIEW FURTHER -  
 4) SM JOHN, DPSM WILL CONTACT YOU REGARDING THIS MATTER -  
 5) PLEASE THOROUGHLY DIAGNOSIS ABOVE ISSUE CONCERN AND PLEASE KEEP CUST.

CONTINUATION OF FILE NO.: 0307997

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

INFORM AS LATEST DEVELOPMENT -  
6) PLEASE UPDATE FILE DETAILING BOTH DIAGNOSIS FINDINGS AND RESULTS FROM DPSM  
7) PLEASE NOTE ANY OTHER REPAIRS AND PLEASE CLOSE FILE ACCORDINGLY!

DEALER PRINT, (06/10/02) (BARL)  
\*\*\*\*\* OUR CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
\*\*\*\*\* (BARBA, LUPE ) (800)382-6672 EXT. (15704) \*\*\*\*\*  
\*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

DATE REPAIR COMPLETED OR DECISION RENDERED : 06/12/2002

REPAIR ORDER NUMBER : 56561  
MILEAGE AT REPAIR : 37593  
COMMENTS INPUT BY : JOHN M HEFFRON  
ACTION TAKEN :

CUSTOMER RETURNED DEALERSHIP PHONE CALL. CUSTOMERS BIGGEST CONCERN IS SHE  
FEELS THAT THE HEADLIGHT CONNECTOR SHOULD BE UNDER WARRANTY AND I AGREE  
WITH HER AND DEALERSHIP WILL TAKE CARE OF REPAIRS AS A CUSTOMER GOODWILL  
GONE TIME ONLY BEING SHE'S ONLY 1000 MILES OUT OF WARRANTY. CUSTOMER IS  
HAPPY AND IS GOING TO SEND DEALER LETTER STATING SUCH.

DEALER COMMENTS TRANSMITTED ON (06/12/02), (U15074M )

FILE CLOSED AS A RESULT OF TRANSMISSION

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20041222  
 ADDRESS : [REDACTED] FREDERICK MD [REDACTED] FILE NO: 0163188  
 PHONE (W) : [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AE85H6 [REDACTED] YEAR/MODEL: 2001 BCL  
 SERV DLR : 21037 BERN KIRBY HIT.  
 DELIVERY DATE: 07/19/01 MILEAGE: 59000 CLOSE DATE: 20041223  
 GRP/SUB-GRP: CHASSIS ELECTRICAL WIRING HARNESS GENERAL  
 COND/REMEDY: OPERATIONAL CONCERN  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (12/22/04) (10:11) (JUSW)

CHASSIS ELECTRICAL

PREVIOUS FILE(S) :

MECHANICAL ISSUE # 1 : REIMBURSEMENT FOR LIGHT HARNESS { } PREVIOUS RPRS  
 MECHANICAL ISSUE # 2 : { } PREVIOUS RPRS  
 MECHANICAL ISSUE # 3 : { } PREVIOUS RPRS  
 ORIGINAL OWNER : { } YES; { } NO, PURCH MM/YY AT --- MILES  
 POLICY ADJUSTMENT REQUEST : { } RENTAL; { } OUT OF WARR REPAIR : { } OTHER  
 PARTS DELAY/BACKORDER : { } YES : PART # ; ORDER #  
 RETAILER SM/ADVISOR CONTACTED: { } YES : NAME :  
 DPSM CONTACTED : { } YES : NAME :

CUSTOMER CALLING STATES WHILE DRIVING VEHICLE LIGHTS WENT OUT AND VEHICLE INTO RETAILER 21037 FOR REPAIRS CUSTOMER STATES RETAILER INFORM HER HER YEAR AND MODEL VEHICLE HAS A PROBLEM WITH THE LIGHT HARNESS AND THEY WILL BE A RECALL SOON.CUSTOMER STATES RETAILER INFORM HER SHE NEED TO TAKE THIS UP WITH HMA.CUSTOMER SEEKING REINBURSEMENT FOR REPAIRS OF \$200.00.VCM INFORM CUSTOMER NOT AWARE OF ANY RECALL COMING OUT ON THIS REPAIR BUT IF RETAILER IS GIVING HER THIS INFORMATION WILL HAVE TO HAVE REVIEW WITH DPSM CUSTOMER SEEKING REINBURSEMENT OF \$200.00

DEALER SERVICE MANAGER, PLEASE RESOLVE

1. PLS REVIEW WITH YOUR GM AND/OR DPSM, TO DETERMINE ACTION TO BE TAKEN.
  2. PLEASE CONTACT CUSTOMER IN RESPONSE TO THEIR CALL TO HMA AND ADVISE OF DECISION OR ACTION PLAN AND SET-UP APPOINTMENT IF APPLICABLE.
  3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE.
- THANK YOU

DEALER PRINT, (12/22/04) (10:15) (JUSW)  
 \*\*\*\*\* THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. \*\*\*\*\*  
 \*\*\*\*\* IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A \*\*\*\*\*  
 \*\*\*\*\* VEHICLES CASE MANAGER. \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! \*\*\*\*\*

&DATE REPAIR COMPLETED OR DECISION RENDERED : 12/23/2004  
 &REPAIR ORDER NUMBER : NONE  
 &MILEAGE AT REPAIR : 59923  
 &COMMENTS INPUT BY : DOUG GREEN  
 &ACTION TAKEN :  
 &OWNER STATES DEALER TOLD THEM THERE IS AN IMPENDING RECALL ON THIS CONDITION & DEALER DID NOT SAY THIS. DEALER INFORMED OWNER THAT HMA HAS RELEASED AN

| CONTINUATION OF FILE NO.: 0363199 |

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

UPDATED WIRING HARNESS TO CORRECT THIS CONDITION. OWNER SAID THEY HAD RESEARCHED THIS CONDITION ON THE INTERNET AND PUSHED OWNER TO TAKE A STAND ON WHETHER OR NOT A RECALL WAS EXPECTED. DEALERS COMMENT TO OWNER WAS "IF THERE IS EVER A RECALL ON THIS CONDITION, MMSA WILL AUTHORIZE REIMBURSEMENTS TO ANY OWNERS WHO HAVE INCURRED EXPENSE FOR THIS CONDITION." NO FURTHER ACTION IS CONTEMPLATED UNTIL AND IF MMSA ISSUES A RECALL FOR THIS CONDITION.

DEALER COMMENTS TRANSMITTED ON (12/23/2004) (21037DGR)  
FILE CLOSED AS A RESULT OF TRANSMISSION

(01/03/05) (13:18) (EISB): CUST CALLING BACK AS THEY NEVER RECEIVED CALLBACK AS PROMISED.

VCM ADVISED CUST OF THE ABOVE.

CUST STATES THAT MMSA HAS MANY COMPLAINTS FOR THIS MAKE AND MODEL VEH AND FEEL THAT RECALL SHOULD BE EFFECTED. CUST INSISTS THAT THIS IS BEYOND THEIR CONTROL AND MMNA SHOULD BE RESPONSIBLE FOR RPR.

VCM EXPLAINED THAT WARR FOR ELECTRICAL IS 3/36 AND CUST IS OUT OF WARR AND RESPONSIBLE FOR RPRS TO VEH AT THIS TIME. VCM REITERATED THAT, IF MMNA ISSUES RECALL, CUST CAN SEEK REIMBURSEMENT IF THEY FEEL IT IS RECALL RELATED.

CUST STATES THAT DLR ACKNOWLEDGED THAT THIS IS KNOWN PROBLEM.

VCM ADVISED CUST THAT I WILL REVIEW FILE WITH MMNA MGR TO DETERMINE IF ANY CONSIDERATION IS AVAILABLE BUT ADVISED CUST, AT THIS TIME SHE IS RESPONSIBLE FOR COST OF REPAIR.

CUST UNDERSTOOD AND ASKED FOR NAME OF MMNA MGR (DPSM). VCM PROVIDED MY FULL NAME AND ADVISED THAT SHE WILL RECEIVE CALLBACK THIS WEEK.

VCM AWAITING CALLBACK FROM DPSM ADAB.

(01/03/05) (14:03) (EISB): VCM GAVE FILE INFO TO DPSM ADAB FOR REVIEW. DPSM ADAB WILL CALLBACK VCM.

(01/05/05) (07:39) (EISB): VCM CALLED DPSM ADAB FOR STATUS AND LEFT VM ASKING FOR REVIEW WITH DLR.

(01/05/05) (08:27) (EISB): VCM GOT CALLBACK FROM DPSM AND HE IS DECLINING REPAIR ASSIST FOR HARNESS REPLACEMENT AS VEH IS OUT OF WARR.

VCM CALLED CUST TO ADVISE AND LEFT DETAILED VM ADVISING THAT REIMBURSEMENT REQUEST HAS BEEN DECLINED BECAUSE VEH IS OUT OF WARR AND NO RECALLS OR CAMPAIGNS.

(01/06/05) (08:05) (EISB): CUST CALLING BACK IN RESPONSE TO MY MESSAGE AND ASKS TO SPEAK TO MY SPRVSR.

VCM INFORMED CUST THAT SPRVSR KIEG IS NOT IN BUT I WILL ASK THAT HE CALL CUST LATER TODAY. VCM PROVIDED SPRVSR'S NAME AND INFORMED CUST THAT REQUEST WILL BE FWD.

CUST ASKS TO BE CONTACTED AT HOME NUMBER AFTER 5:00 PM EST.

VCM PRINTED FILE AND PUT ON SPRVSR'S DESK FOR REVIEW.

(01/11/05) (07:41) (EISB): VCM HAD FILE ON CALENDAR. SPRVSR KIEG IS REVIEWING

| CONTINUATION OF FILE NO.: 0363199 |

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

\*\*\*\*\*  
 1/11/05 RPSM TESH REVIEWED CASE WITH DPSM ADAG AND WILL HAVE CUST REIMBURSED FOR REPAIR OF HARNESS AS A ONE TIME GOODWILL. DPSM ADAG WILL CONTACT DEALER T TO REIMBURSE CUST.  
 \*\*\*\*\*  
 (01/12/05) (14:46) (MERD): RECD VM AND EMAIL FROM TESH AS PER ABOVE NOTE. ADAG WILL BE IN TOUCH WITH DLR/HP 01/13/05 TO ADVISE OF REIMBURSEMENT TO BE SUBMITTED AS GOODWILL. LEFT MSG @ HOME# FOR CUSTOMER TO CALL. ADVISED CUST TO CALL BACK THRU 888# FOR FILE UPDATE, OR TO TRANS TO MERD AS NEEDED.  
 \*\*\*\*\*  
 (01/12/05) (14:53) (BISB): CUST CALLED BACK AND VCM ADVISED OF THE ABOVE. CUST VERY HAPPY WITH MMNA DECISION. VCM ADVISED THAT REIMBURSEMENT WILL BE FORTHCOMING FROM DLR AND TO GIVE DLR CHANCE TO PROCESS WARR CLAIM AND ISSUE REIMBURSEMENT. CUST UNDERSTOOD.  
 \*\*\*\*\*

## MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20020919  
 ADDRESS : [REDACTED] NORTON MA [REDACTED] FILE NO: 031A315  
 PHONE (W) : [REDACTED] PHONE (H) : [REDACTED]  
 VIN : 4A3AE85881 YEAR/MODEL: 2001 ECL  
 SERV DLR : 20057 CENTRAL MITS  
 DELIVERY DATE: 03/11/01 MILEAGE: 37000 CLOSE DATE: 20020925  
 GRP/SUB-GRP: CHASSIS ELECTRICAL LIGHT, EXTERIOR, GENERAL (FRONT)  
 COND/REMEDY: INOPERATIVE  
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE  
 (09/19/02) (07:43) (FAZS):

\*\*\*\*\* CUSTOMER/CALLER STATES THE FOLLOWING: \*\*\*\*\*

MECHANICAL ISSUE #1.....: HEADLIGHTS  
 MECHANICAL ISSUE #2.....:  
 MECHANICAL ISSUE #3.....:  
 MULTIPLE REPAIRS OF ABOVE ISSUE(S): 2/1/02 @27K MILES BY RTLR#20038  
 INTERMITTENT MECHANICAL ISSUE(S)...: NO  
 VEHICLE AT RETAILER.....: NO  
 SM/ADVISOR CONTACTED (INCLUDE NAME): NO  
 DPSM CONTACTED (CELL PHONE OR VM)...: NO  
 RETAILER APPOINTMENT DATE/TIME.....: NO  
 TRADE/REPURCHASE REQUEST.....: NO  
 EMAIL TO CR/MEDIATION BOX.....: NO  
 NCDS BROCHURE SENT.....: NO  
 POLICY ADJUSTMENT REQUEST.....: NO  
 ORIGINAL OWNER.....: YES  
 MAINTENANCE RECORDS AVAILABLE.....: YES  
 MULTIPLE/REPEAT MITSU OWNER.....: NO  
 RENTAL REQUEST.....: NO  
 PARTS ORDERING DELAY.....: NO  
 REIMBURSEMENT REQUEST.....: NO  
 SALES/FINANCE RELATED ISSUES.....: NO  
 RETAILER COMPLAINT.....: NO  
 CALLER IS THE VEHICLE OWNER.....: CUST'S FIANCE, JASON HAYES  
 LETTER REQUEST.....: NO  
 MISCELLANEOUS.....: N/A  
 MISCELLANEOUS.....: N/A

## -----SHORT NARRATIVE-----

THE CUST'S FIANCE, JASON HAYES CALLED SEEKING MMSA'S ASSISTANCE WITH REPAIRS TO THE HEADLIGHTS. MR. HAYES STATES THAT PREVIOUS REPAIR ATTEMPT MADE BY RTLR# 20038 HAS GONE UNRESOLVED. MR. HAYES NOTES THAT HE VISITED RTLR# 20057 WHO DETERMINED THAT THE ELECTRICAL WIRING WILL NEED REPLACEMENT AND ADVISED THAT THE VEH IS OUT OF WARRANTY. MR. HAYES DEMANDS ASSISTANCE. VCM OFFERED TO SEND THE FILE TO RTLR TO REVIEW AND RESOLVE. VCM ADVISED MR. HAYES TO FOLLOW UP WITH RTLR ON OUTCOME.

\*\*\*\*\*  
 RETAILER SERVICE MANAGER, PLEASE RESOLVE

1. HI RAY! PLEASE REVIEW THE CUST'S FILE AND VEHICLE WARRANTY REPAIR HISTORY AND EVALUATE THE CUST'S REQUEST FOR ASSISTANCE WITH REPAIRS TO THE HEADLIGHTS.

2. PLEASE CONTACT CUST AT HOME PHON [REDACTED] TO SCHEDULE AN APPOINTMENT FOR INSPECTION.

3. CLOSE THE FILE ONLY AFTER THE VEHICLE HAS BEEN INSPECTED AND/OR REPAIRED AND RETURNED TO THE CUST.

THANKS FOR YOUR HELP RAY!

SANTA

\*\*\*\*\*

| CONTINUATION OF FILE NO.: 0314315 |

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

DEALER PRINT, (09/19/02) (07:59) (FAZS) \*\*\*\*\*  
 \*\*\*\*\* DUN CUSTOMERS THANK YOU FOR YOUR HELP \*\*\*\*\*  
 \*\*\*\*\* (SANIA FAZLI), (800) 382-6672 EXT. (15792) \*\*\*\*\*  
 \*\*\*\*\* CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY \*\*\*\*\*

(09/19/02) (11:49) (EISB):

OUTBOUND CALL PLACED TO RETAILER

\*\*\*\*\*  
 &DATE CUSTOMER CONTACTED : 09/20/2002 DATE COMMENTS ENTERED: 09/24/2002  
 &CONTACTED BY : RAY ALARIE  
 &CUSTOMER APPOINTMENT DATE : 09/25/2002  
 &DPSM INSPECTION PENDING : NO DATE:  
 &BACK ORDERED PART # (S) :  
 &PARTS ORDER D-S-SHO # (S) :  
 &TECHLINE ASSISTANCE PENDING : NO IF YES, RESOLUTION IN SUMMARY  
 &SUMMARY OF CONTACT :  
 &CONTACTED CUSTOMER MADE APP. FOR 9/25/02 WILL INSPECT AND OFFER ASSISTANCE B  
 &BASED ON MERIT. IF SO REQUIRED P.W.A AUTHORIZATION WILL REQUESTED. CUSTOMER  
 &HAPPY AT THIS POINT IN TIME.  
 \*\*\*\*\*  
 &DEALER COMMENTS TRANSMITTED ON (09/24/02), (U200571 )  
 &FILE UPDATED AS A RESULT OF TRANSMISSION  
 \*\*\*\*\*  
 &DATE REPAIR COMPLETED OR DECISION RENDERED : 09/25/2002  
 &REPAIR ORDER NUMBER : 10228  
 &MILEAGE AT REPAIR : 41622  
 &COMMENTS INPUT BY : JAY  
 &ACTION TAKEN :  
 &DIAGNOSED AS BURNED HEADLIGHT HARNESS THAT ALSO BURNED OUT SOCKET, REPAIR  
 &HARNESS AND REPLACED HEADLIGHT BULB AND SOCKET UNDER WARRANTY WITH P.W.A  
 &AUTHORIZATION.  
 \*\*\*\*\*  
 &DEALER COMMENTS TRANSMITTED ON (09/25/02), (U200571 )  
 &FILE CLOSED AS A RESULT OF TRANSMISSION  
 \*\*\*\*\*

No Accessories extra

Customer commented that the Right side  
headlamp was worked out (not working) prior  
to the fire. She also indicates that her  
mechanic (Alan Northrop) had done something  
under the hood because the Headlamp  
was out. (maybe installed a new bulb).  
call re. workup -

0351019

4A3AC44G51E



FILE NO : 0351019  
CONTACT BY : P

CUST(L,F,M): [REDACTED] OPEN DATE : 05/19/04  
 ADDRESS : [REDACTED] CLOSE DATE: 08/20/04  
 CITY : FOUNTAIN VALLEY ST: CA ZIP: [REDACTED] REOPEN DT :  
 VIN : 4A3AC44G51 [REDACTED] DLVRY DT : 02/08/01 LAST CLOSE:  
 YEAR/MODEL : 01 ECLIPSE MILEAGE : LAST PRINT:  
 PHONE #S : W [REDACTED] EXT: TDPP NO: DAYS OPEN: 94  
 (W,H,F,C,B): H [REDACTED] \* RECALLS:  
 SELL DLR : 05364 HNTNGTN BCH MIT PHONE : 714 375 9493 SRV MGR: DOUG HAVER  
 SRV DLR : 05364 HNTNGTN BCH MIT PHONE : 714 375 9493 SRV MGR: DOUG HAVER  
 DISTRICT : L2 DSM: WITL 1558 SPCL : ARB CURR REP: JOYO 1240  
 SLFATH: 3 ORIG REP: OLIC 1659

GROUP : CO CORPORATE  
 SUB-GROUP : CR NATIONAL CUSTOMER SERVICE  
 CONDITION : 07 FIRE  
 CUST CODE : R1 FIRE

GROUP :  
 SUB-GROUP :  
 CONDITION :  
 CUST CODE :

GROUP :  
 SUB-GROUP :  
 CONDITION :  
 CUST CODE :

5/19/04 OLIC; REC'D LTR DTD 5/13/04 FROM DENISE DAVIS FOR ATTY JEFFREY PARKS ON BEHALF OF STATE FARM, SEEKING \$2,092.56 IN DAMAGES DUE TO FIRE IN RIGHT HEADLIGHT AREA. FWD'D TO JOYO

\*\*\*\*\*  
OLD REP WAS - OLIC, NEW REP IS - JOYO  
\*\*\*\*\*

5/20/04 [REDACTED] SENT LETTER TO ATTNY ASKING FOR SUPPORTING DOCUMENTS TO EVALUATE THEIR CLAIM  
\*\*\*\*\*

(06/25/04) (11:24) (MJAU); RCVD LETTER FROM DENISE DAVIS FOR ATTORNEY JEFFREY PARKS DATED 6/23/04 WITH SUPPORTING DOCS W/COLOR PHOTOS. FWD'D TO [REDACTED]  
\*\*\*\*\*

8/3/04 JOYO; REVIEWED WITH REEK WHO ADVISED TO SETTLE DUE TO HEADLIGHT DEFECT I SENT SETTLEMENT LETTER AND RELEASE TO ATTNY FOR SIGNATURE AND RETURN TO ME.  
\*\*\*\*\*

(08/10/04) (10:56) (MJAU): RECVD FAX DATED 8/9/04 FROM LAW OFFICES OF JEFFERY PARKS W/SIGNED RELEASE. FWD'D TO JOYO.  
\*\*\*\*\*

8/10/04 [REDACTED] PREPARED SETTLEMENT CHECK REQUEST AND GAVE TO OLIC FOR PROCESSING. WHEN CHECK COMES BACK GIVE TO JOYO. WAITING FOR ORIG RELEASE FROM ATTNY  
\*\*\*\*\*

08/11/04 ID: [REDACTED] CHECK REQUESTED FOR: \$2,092.56 SEQ NO: 1  
PAYABLE TO: LAW OFFICES OF JEFFERY W. PARKS  
AGREED TO SETTLEMENT OF ATTORNEY DEMAND FOR SUBROGATION OF STATE FARM INSURANCE CLAIM DUE TO HEADLIGHT DEFECT AND RESULTING FIRE AND TO AVOID UNNECESSARY LITIGATION  
\*\*\*\*\*

(08/12/04) (11:30) (MJAU): RECVD LTR FROM LAW OFFICES OF JEFFERY PARKS DATED 8/9/04 WITH SIGNED RELEASE. FWD'D TO [REDACTED]  
\*\*\*\*\*

(08/13/04) (11:50) (STEE): CHECK REQUEST APPROVED.  
\*\*\*\*\*

08/19/04 ID: OLIC CHECK NO: 716616 FOR 2092.56 SEQ NO: 1  
CHECK TO: LAW OFFICES OF JEFFERY W. PARKS FWD'D TO [REDACTED]  
\*\*\*\*\*

8/20/04 [REDACTED] MAILED ATTNY CHECK VIA UPS. COPY IN FILE. FILE TO OLIC FOR BILLING  
\*\*\*\*\*

08/20/04 [REDACTED] FILE CLOSED  
\*\*\*\*\*

GCRM20 (A)DD (C)HANGE (I)NQUIRY

CUSTOMER MEDIATION 08/23/04  
DEMAND CASE UPDATE 08:03:04

CR FILE NO : 0351019 CUST: NORTHROP, CHERYL A, COUNTRY: USA  
DUE DATE : 08 20 2004 CASE TYPE : SUB VIN: 4A3AC44G51E  
ASSIGNED TO : ORIG CASE TYPE : SUB ACTIVE FLAG : N (Y/N)  
CASE STATUS : 3RD QRT 04 BILL MANF 100%  
ECLIPSE HEADLIGHT  
RECEIVED DATE: 05 19 2004

OUTCOME MANAGER: JOYO 08 10 2004  
OUTCOME : SETTLED  
OUTCOME METHOD : OTHER  
CHECK REQ DATE : 08 10 2004  
TOT BUYBACK AMT: 2092.56  
SOLD DATE :  
SOLD AMOUNT : 0.00  
NET COST : 2092.56  
BILLING AMOUNT : 2092.56  
BILLING VENDOR : 15A06  
BILLING PERCENT: 1.00  
BILLING DATE : 09/30/2004

ASSIGN TO CMS:  
SURRENDER DT :  
VSF RECVD DT :  
REPAIR NEEDED: N RO RECVD:  
POA RECVD DT :  
ODO RECVD DT : TITLE:  
TO AUCTION : N  
VEH STATUS :  
NET SALE AMT : DATE:

UPDATE COMPLETE

- |             |           |            |             |          |             |
|-------------|-----------|------------|-------------|----------|-------------|
| 1=NCDS INFO | 2=CS MENU | 3=MED MENU | 4=CUST SERV | 5=SUPR   | 6=CHKREQ    |
| 7=AUC       | 8=FOLLOW  | 9=BEACK    | 10=TRADE    | 11=NOTES | 12=EXT WARR |

The Law Offices of  
**JEFFREY W. PARKS**

Jeffrey W. Parks, Esq.  
Glenn E. Gutsche, Esq.

717 College Avenue, Second Floor  
Santa Rosa, California 95404

Telephone (707) 523-0900  
Facsimile (707) 573-0179

August 9, 2004

Mitsubishi Motors North America, Inc.  
ATTN: Ovid Joyal  
P.O. Box 6400  
Cypress, CA 90630-0064

**VIA FACSIMILE**  
714-373-1020

RE: [REDACTED] vs. Mitsubishi Motors, et al.  
Our Client's Insured [REDACTED]  
Date of Loss: January 21, 2004  
Your File No.: 351019  
Settlement Amount **\$2,092.56**  
Our File No: 13316

351019

**RECEIVED**

AUG 12 2004

DISPUTE RESOLUTION DEPT.

Dear Ovid Joyal:

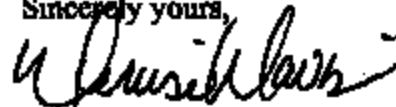
Enclosed is the signed Release for Property Damage only.

This Release will become valid upon receipt of payment in the amount of \$2,092.56. Our Tax Identification number is 68-0228823.

Please make your check payable to:

THE LAW OFFICES OF  
**JEFFREY W. PARKS**  
717 College Avenue, Second Floor  
Santa Rosa, CA 95404

Sincerely yours,



Denise Davis for  
**JEFFREY W. PARKS**

JWP/DD/ll  
Enclosure

RELEASE IN FULL

The undersigned, in consideration of the total sum of \$2,092.56, hereby releases and forever discharges Mitsubishi Motors North America, Inc. ("MMNA"), its officers, directors, shareholders, partners, employees, agents, successors and assigns, and all other persons, firms, or corporations that are or might be liable, from all claims, actions, demands, debts, dues, damages, liens, judgments, and executions of any kind or character, either at law or equity, which the undersigned has/have, whether known or unknown, for all damages, costs, expenses, or losses or injury to persons or property, arising from or relating in any way to the motor vehicle incident occurring on January 21, 2004, in a 2001 Mitsubishi Eclipse VIN: 4A3AC44G5 [REDACTED]

The undersigned specifically waive(s) the provisions of Section 1542 of the California Civil Code, and any similar provisions of applicable law of any other jurisdiction. The provisions of Section 1542 states as follows:

"A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected his settlement with the debtor."

It is further understood and agreed that the payment of said consideration, shall not be construed as an admission of liability by MMNA, its officers, directors, shareholders, partners, employees and agents, or any other persons, firms or corporations, and that any such liability is hereby expressly denied.

The undersigned further agree to indemnify and hold harmless the parties released pursuant to this Release from any and all claims and liens arising out of the 1/21/04, incident.

This Release constitutes the entire understanding between the undersigned and MMNA in connection with the subject matter, and the undersigned acknowledge(s) that no other promises, representations or warranties whatsoever, whether express or implied, not contained herein, were used to induce the undersigned to execute this Release.

The terms of the Release are contractual and not a mere recital.

The undersigned have read the foregoing Release and fully understand it.

Executed this 9th day of August, 2004 at Santa Rosa, CA

by: Adam E. Hatcher  
For: State Farm Mutual Insurance

(If attorney involved:

Approved as to form

\_\_\_\_\_ )

The Law Offices of  
**JEFFREY W. PARKS**

Jeffrey W. Parks, Esq.  
Glenn E. Gutsche, Esq.

717 College Avenue, Second Floor  
Santa Rosa, California 95404

Telephone (707) 523-0900  
Facsimile (707) 573-0179

August 9, 2004

Mitsubishi Motors North America, Inc.  
ATTN: Ovid Joyal  
P.O. Box 6400  
Cypress, CA 90630-0064

VIA FACSIMILE  
714-373-1020

RE: [REDACTED] vs. Mitsubishi Motors, et al.

Our Client's Insured: [REDACTED]  
Date of Loss: January 21, 2004  
Your File No.: 351019  
Settlement Amount \$2,092.56  
Our File No: 13316

351019  
**RECEIVED**  
AUG 10 2004  
DISPUTE RESOLUTION DEPT

Dear Ovid Joyal:

Enclosed is the signed Release for Property Damage only.

This Release will become valid upon receipt of payment in the amount of \$2,092.56. Our Tax Identification number is 68-0228823.

Please make your check payable to:

THE LAW OFFICES OF  
**JEFFREY W. PARKS**  
717 College Avenue, Second Floor  
Santa Rosa, CA 95404

Sincerely yours,  
  
Denise Davis for  
**JEFFREY W. PARKS**

IWP/DDM  
Enclosure



6400 KATELLA AVENUE  
CYPRESS, CALIFORNIA 95030-5228  
(714) 373-8000  
TELEFAX (714) 373-4300  
mna@chrysler.com

MAILING ADDRESS:  
P.O. BOX 6400  
CYPRESS, CALIFORNIA 95030-0004

August 20, 2004

Law Offices of Jeffery Parks  
Attn: Denise Davis  
717 College Ave, Second Floor  
Santa Rosa, CA 95404

RE: Your Client: [REDACTED]  
Their Insured: [REDACTED]  
Your file #: 13318  
Date of Loss: 1/21/04  
Vehicle: 2001 Mitsubishi Eclipse  
VIN #: 4A3AC44G51 [REDACTED]  
MMNA File #: 351018

Dear Ms. Davis:

Enclosed, please find MMNA check # [REDACTED] in the amount of \$2,082.56, as full settlement for the above referenced matter.

Thank you for your cooperation in this matter.

Sincerely,

Ovid Joyal  
Mediation Manager  
Mitsubishi Motors North America, Inc.

Encl.

www.mitsubishi.com

UBOC DISBURSEMENT CENTER  
CYPRESS, CA 95030

DATE: 08/18/04 CHECK NO: 00716615

PAY TO THE ORDER OF

LAW OFFICES OF JEFFERY PARKS  
717 COLLEGE AVE, SECOND FLOOR  
SANTA ROSA, CA 95404

\*\*\*\*\*2,082.56\*\*\*\*\*  
TWO THOUSAND EIGHTY TWO AND 56/100 DOLLARS

[REDACTED]

PAYMENT REQUEST				MMNA CHECK	Special Mail-Out Instructions:	
ISSUING DEPT REFERENCE	DEPT CODE	ISSUING DATE		ACCOUNTING DEPT REFERENCE	<input type="checkbox"/> Fed-Ex Next Day Standard <input type="checkbox"/> No Signature Required	
	343	08/10/2004			<b>CHECK CODE- DR</b>	
PAYEE NAME & ADDRESS	LAW OFFICES OF JEFFERY W. PARKS				<input type="checkbox"/> Mail To Payee <input checked="" type="checkbox"/> Call For Pick-Up Other Instructions: <input checked="" type="checkbox"/> Separate Check Yes	
DESCRIPTION					Reference for Payee	Amount
ARBITRATION SETTLEMENT REIMBURSEMENT 4A3AC44G51 351019						\$2,092.56
1048-101-00000						
Issuing Dept.	Approved By:	Requested By:		Accounting Dept.		
	PP	Erin Steele <i>Estal</i>				
		ext.16114				

*Let + headign  
tie*

LEGAL ISSUE:  
NEED CHECK NO LATER THAN 08/20/2004.

AGREED TO SETTLEMENT OF ATTORNEY DEMAND FOR SUBROGATION OF STATE FARM INSURANCE CLAIM DUE TO HEADLIGHT DEFECT AND RESULTING FIRE AND TO AVOID UNNECESSARY LITIGATION





May 20, 2004

Law Offices of Jeffery Parks  
Attn: Denise Davis  
717 College Ave, Second Floor  
Santa Rosa, CA 95404

SALBE DIVISION  
9400 KATELLA AVENUE  
CYPRESS, CALIFORNIA 90630-8228  
(714) 372-8000  
TELEFAX (714) 373-1000  
mitsubishi.com

MAILING ADDRESS:  
P.O. BOX 6400  
CYPRESS, CALIFORNIA 90630-0064

RE: Your Client: [REDACTED]  
Their Insured: [REDACTED]  
Your file #: 13316  
Date of Loss: 1/21/04  
Vehicle: 2001 Mitsubishi Eclipse  
VIN #: 4A3AC44G5 [REDACTED]  
MMNA File #: 351019

Dear Ms. Davis:

Mitsubishi Motors North America Inc. ("MMNA") received your letter dated May 13, 2004, regarding damages for the above referenced vehicle, on March 18, 2004.

Because your letter did not specify the kind of damages or a specific cause for the loss, nor provide supporting documentation, we need your cooperation in investigating this matter further to substantiate your claim. Please forward the following information to my attention and MMNA will investigate this matter further:

- A copy of the Cause and Origin report.
- A copy of your Fire Expert's report.
- Clear color photographs of the damage and suspected cause of origin.
- Transcripts from any Interviews conducted with your insured.
- Police report and/or Fire department investigation reports.
- Copies of any checks issued on behalf of Ms. Northrop.
- The location of the vehicle.
- Any other information supporting your claim.

We will reserve our right to inspect the vehicle once we have an opportunity to review the documents we have requested. Once we have had an opportunity to review all the pertinent documents that we have requested, we will be in contact with you to discuss the matter further or to have our representative arrange an inspection of the vehicle if necessary.

Thank you for your cooperation in this matter.

Sincerely,

Ovid Joyal  
Mediation Manager  
Mitsubishi Motors North America, Inc.





Aug. 3, 2004

Jeffery W. Parks  
Attorney at Law  
717 College Ave, Second Floor  
Santa Rosa, CA 95404

**SALER DIVISION**  
6400 KATELLA AVENUE  
CYPRESS, CALIFORNIA 90630-3228  
(714) 372-6000  
TELEFAX (714) 372-1081  
mna@mitsubishi.com

**MAILING ADDRESS:**  
P.O. BOX 6400  
CYPRESS, CALIFORNIA 90630-0354

RE: Your Client: [REDACTED] vs. Mitsubishi Motors  
Date of Loss: Jan. 21, 2004  
Vehicle: 2001 Mitsubishi Eclipse  
VIN #: 4A3AC44G51 [REDACTED]  
MMNA File#: 351019  
Your file#: 13316

Dear Mr. Parks:

Mitsubishi Motors North America, Inc. ("MMNA") has thoroughly reviewed your claim for vehicle damage as the result of a fire and your client's request for \$2,082.58, as compensation. MMNA will agree to pay said amount in settlement of this matter in exchange for a Release in Full.

Following this letter you will find the Release for completion. Please fax, 714-890-3468, and then send the originally signed release to my attention at the address below. After receipt of the original release, MMNA will then forward the settlement check.

If you have any questions, you may contact me at 714-372-6387, fax 714-890-3468.

Thank you for your cooperation in this matter.

Sincerely,

Ovid Joyal  
Mediation Manager  
Mitsubishi Motors North America, Inc.  
6400 Katella Ave, dept 343  
Cypress, CA 90630

Encl.



The Law Offices of  
**JEFFREY W. PARKS**

Jeffrey W. Parks, Esq.  
Glenn E. Gutschke, Esq.

717 College Avenue, Second Floor  
Santa Rosa, California 95404

Telephone (707) 525-0900  
Facsimile (707) 573-0179

June 23, 2004

351019 JOYD  
**RECEIVED**  
JUN 25 2004  
DISPUTE RESOLUTION DEPT

Mitsubishi Motors North America, Inc.  
ATTN: Ovid Joyal  
6400 Katella Avenue  
Cypress, CA 90630-5208

RE: [REDACTED] vs. Mitsubishi Motors, et al.

Date of Loss : January 21, 2004  
Amount of Loss: \$2,092.56  
Claim Number [REDACTED]  
Our File No. : 13316

Dear Ovid Joyal:

This firm has been retained by State Farm Mutual Insurance Company to recover damages incurred by their insured on the above date of loss.

Enclosed are documents which support our claim for property damages in the amount of \$2,092.56. Please note that there is not a Fire Expert's report for this claim.

Please make your draft payable to Jeffrey W. Parks, Attorney for State Farm Mutual Insurance Company and submit it directly to this office located at 717 College Avenue, Second Floor, Santa Rosa, CA 95404.

Thank you for your courtesy and cooperation in this matter. If you have any questions or wish to discuss this matter further, please do not hesitate to contact this office.

Sincerely yours,

  
Denise Davis for  
JEFFREY W. PARKS

DD/JWP/l  
Enclosures



RBZ0006Z  
date: 03-05-04

page: 1

route to: Ann Brothers

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

**AUTO PAYMENTS BY COL**

claim number	[REDACTED]	policy number	[REDACTED]
named insured	[REDACTED]	date of loss	01-21-04

**COL 312**

C denotes consolidated payment  
 P denotes previous date  
 E denotes EFT payment

col: 312    industry:    1,852.56    dir revs:    0.00    expenses:    0.00

payment number	payee	amount	status	COL	pay cd	ran	reporting party
123701947J	[REDACTED]	100.00	PAID	312	3		Named Insu
123701442J	[REDACTED]	40.00	PAID	312	3		Named Insu
123416888J	[REDACTED]	647.33	PAID	312	1		Named Insu
123416887J	[REDACTED]	1,065.23	PAID	312	2		Named Insu

*info. re rental  
100.00 det*

*\$ 2042.56*



RB20006Z  
date: 03-05-04

page: 1

route to: Ann Brothers

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

### AUTO PAYMENTS BY COL

claim number

policy number

claim date

date of loss

01-21-04

COL 501

C denotes consolidated payment

E denotes EFT payment

P denotes previous data

COL: 501 indemnity: 140.00 dir conv: 0.00 expense: 0.00

payment number	amount	status	COL	pay cd	ran	reporting party
123703004J	140.00	PAID	501	1		Named Insu



RBZ00032  
date: 03-11-04  
time: 01:52 PM

route to: Townsend, George

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY  
**VEHICLE DAMAGE REPORT**

claim number  
[REDACTED]

date of loss  
01-21-04

```

*****
* Estimate Vehicle Info *
*
* Vehicle Owner: [REDACTED] *
* Vehicle Description: 01 Mitsubishi Eclipse 2D Cpe GREEN *
*
*****

```

Date: 1/26/04 01:08 AM  
 Estimate ID: 75-A774-28701  
 Estimate Version: 0  
 Committed  
 Profile ID: CUSTOMIZED

State Farm Insurance  
 P.O. BOX 57110 IRVINE, CA 92619  
 (949) 553-4739  
 Fax: (949) 553-4740

Damage Assessed By: STEVEN HILLS

Appraised For: Team7 Processor  
 (888) 888-0457

Type of Loss: Comprehensive  
 Date of Loss: 1/21/04  
 Payer: Insurance  
 Claim Paid: \$  
 Claim Number: [REDACTED]

Deductible: 269.60

Insured: [REDACTED]  
 Address: [REDACTED] MOUNTAIN VLY, CA [REDACTED]  
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 913589

Description: 2001 Mitsubishi Eclipse ES  
 Body Style: 2D Cpe  
 VIN: 4A3AC6A05 [REDACTED]  
 Mileage: 25,109  
 ODM/ALT: A  
 Color: GREEN

Drive Train: 2.4L Inj 4 Cyl 4AFLD  
 License: [REDACTED]  
 Search Code: COSTANESA

Options: Alum/Alloy Wheels, Air Conditioning, Power Steering, Power Brakes, Power Windows, Power Door Locks, Tilt Steering Wheel, Cruise Control, Electric Defogger, Power Sunroof, Automatic Transmission, Spoiler, AM-FM Stereo/CD Player (Single), Center Console, Wheel Mouldings, Passenger-Front Air Bag, Power Remote Mirror, Disc Brakes, Front Wheel Drive, 2-Door Hatchback, Driver-Front Air Bag.

Line Item	Entry Labor	Operation	Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	300050 HCH*	REMOVE/REPLACE	FRONT LAMPS R B/LAMP ASSEMBLY	NR496322	309.06 *	0.4
2	300176 HCH	REMOVE/REPLACE	A/C /HEATER/VENTILATION			0.3
3	300180 HCH	REMOVE/REPLACE	A/C REFRIGERANT RECOVERY	-M		0.3
4	RCF	REMOVE/REPLACE	AIR COND PRESSURE SWITCH	-M	ORDER FROM DEALER	0.3
4		REMOVE/REPLACE	EVACUATE & RECHARGE A/C	-M		1.4
5	300227 HCH*	REMOVE/REPLACE	FRONT FENDER R FENDER LINER	NR990642	28.45 *	0.4
6	300364 HCH	REMOVE/REPLACE	CRUISE CONTROL SYSTEM CRUISE CONTROL ACTUATOR ASSY	-M	NR309795	143.08 *
7	300544 HCH	REMOVE/REPLACE	STEERING PUMP STEERING FLUID RESERVOIR	-M	NR101233	20.35 *
8	936001	ADD'L COST	TOWING		40.00 *	

ESTIMATE RECALL NUMBER: 1/26/04 10:08:46 75-A774-28701

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Mitchell Data Version: JAN\_04\_A  
 UltraMate Version: 5.0.021

Page 1 of 4

		ADDITIONAL COSTS & MATERIALS			
9	936018	ADD'L COST	R13AA FROTH & OIL		16.00 *
			FRONT LAMPS		
10	900500 MCH*	ADD'L LABOR OF	REAR LIGHTS	Existing	0.4 *
11	900500 MCH*	REMOVE/REPLACE	HEADLAMP SOCKET	New	11.25 * INC *
			ADDITIONAL COSTS & MATERIALS		
12	900500 MCH*	REMOVE/REPLACE	WIRE CONNECTORS	New	20.00 * INC *
13	900500 MCH*	REMOVE/REPLACE	WIRE	New	20.00 * INC *
14	900500 MCH*	REMOVE/REPLACE	BURNED WIRES	New	INC* 3.5 *

\* - Judgment Item

Remarks

NOTE: THIS IS FOR MECH. DAMAGE ONLY.  
 SEE SEPARATE BODY ESTIMATE.  
 CAUSE OF LOSS: PART @ 11.25  
 TAX @ .87  
 .5 X \$75.00 BR. LABORS 37.50  
 TOTALS 49.60  
 DEDUCTABLE ALSO HAS CHARGE FOR CAUSE OF LOSS.

ESTIMATE RECALL NUMBER: 1/26/04 10:08:46 75-A774-28701

Mitchell Data Version: JAN\_04\_A  
 Ultrakata Version: S.G.021

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Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Total	II. Part Replacement Summary	Amount	
Mechanical	8.0	75.00	0.00	0.00	600.00	Taxable Parts	610.29	
						Sales Tax @ 7.750%	47.30	
						Total Replacement Parts Amount	657.59	
Labor Summary	8.0				600.00			
III. Additional Costs					Amount	IV. Adjustments		Amount
Taxable Costs					16.00	Insurance Deductible	249.60-	
Sales Tax @ 7.750%					1.84	Customer Responsibility	249.60-	
Non-Taxable Costs					40.00			
Total Additional Costs					57.24			
						I. Total Labor:	600.00	
						II. Total Replacement Parts:	657.59	
						III. Total Additional Costs:	57.24	
						Gross Total:	1,314.83	
						IV. Total Adjustments	249.60-	
						Net Total:	1,065.23	

Point(s) of Impact  
 > NON-COLLISION (P)

Inspection Site: REPAIR FACILITY  
 Inspection Date: 1/26/04

Body Shop: C & G AUTOMOTIVE  
 Address: 17841 SAMPOON AVE  
 MOUNTAIN VIEW BEACH, CA 92647  
 Telephone: (714) 842-7070

ESTIMATE RECALL NUMBER: 1/26/04 10:08:46 75-A774-25701

Mitchell Data Version: JAN\_04\_A  
 UltraMate Version: 5.0.021

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Date: 1/26/06 01:08 AM  
Estimate ID: 73-A774-28701  
Estimate Version: 0  
Committed  
Profile ID: CUSTOMIZED

**"NOTICE - REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC  
WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER"**

**THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL SUPPLEMENTS  
REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE.**

ESTIMATE RECALL NUMBER: 1/26/06 10:08:46 73-A774-28701

Mitchell Data Version: JAN\_06\_A  
UltraMate Version: 5.0.021

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Page 4 of 6



RBZ00032

date: 03-11-04

time: 01:52 PM

route to: Townsend, George

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

# VEHICLE DAMAGE REPORT

Policy Number  
[REDACTED]

date of loss  
01-21-04

```

*****
* Estimate Vehicle Info *
*
* Vehicle Owner: [REDACTED] *
* Vehicle Description: 01 Mitsubishi Eclipse 2D Cpe GREEN *
*
*****

```

Date: 1/26/04 01:20 AM  
 Estimate ID: 75-A774-28701B  
 Estimate Version: 0  
 Committed  
 Profile ID: Orange County PCP

State Farm Insurance  
 P.O. BOX 37110 IRVINE, CA 92619  
 (949) 553-4739  
 Fax: (949) 553-4740

Damage Assessed By: STEVEN HILLS

Appraised For: PROCESOR TEAM # 7  
 (888) 888-0437

Type of Loss: Comprehensive  
 Date of Loss: 1/21/04  
 Payer: Insurance  
 Claim Paid: N  
 Claim Number: [REDACTED]

Deductible: NONE

Insured: [REDACTED]  
 Address: [REDACTED] MOUNTAIN VALLEY, CA [REDACTED]  
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 913389

Description: 2001 Mitsubishi Eclipse ES  
 Body Style: 2D Cpe  
 VIN: 4A3AC44251 [REDACTED]  
 Mileage: 25,109  
 DEM/ALT: A  
 Color: GREEN

Drive Train: 2.4L Inl 4 Cyl(4APM)  
 License: [REDACTED]  
 Search Code: COSTANESA

Options: Alum/Alloy Wheels, Air Conditioning, Power Steering, Power Brakes, Power Windows, Power Door Locks,  
 Tilt Steering Wheel, Cruise Control, Electric Defogger, Power Sunroof, Automatic Transmission,  
 AM-FM Stereo/CDPlayer(Single), Center Console, Rear Moldings, Passenger-Front Air Bag,  
 Power Remote Mirror, Disc Brakes, Front Wheel Drive, 2-Door Hatchback, Driver-Front Air Bag.

Line	Entry	Labor	Line	Item	Part Type/ Part Number	Dollar Amount	Labor Units
Item	Number	Type	Operation	Description			
1	301792	RDY	REMOVE/REPLACE	INFORMATION LABELS INFORM LABEL EXTENSION CONTROL	ORDER FROM DEALER	3.22	0.2 *
2	300019	RDY	REMOVE/INSTALL	FRONT BUMPER FRY BUMPER ASBY HOOD			INC #
3	300088	REF	BLEND	HOOD OUTSIDE			C 1.0
4	302781	RDY	REMOVE/INSTALL	R HOOD WASHER NOZZLE			0.2 #
5	302782	RDY	REMOVE/INSTALL	L HOOD WASHER NOZZLE			0.2 #
6	300094	RDY	REMOVE/REPLACE	HOOD INSULATOR	HR348363	18.83	0.2
7	308093	RDY	REMOVE/REPLACE	HOOD RETAINER FRONT FENDER	NUM81187	6.00 *	INC *
8	300217	RDY	REMOVE/INSTALL	R FENDER ASBY			2.6 #
9	300221	RDY	REPAIR	R FENDER PANEL	Existing		0.5 **
10		REF	REFINISH	R FENDER OUTSIDE			C 1.8

ESTIMATE RECALL NUMBER: 1/26/04 10:20:30 75-A774-28701B

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Mitchell Data Version: JAN\_04\_A  
 UltraMate Version: 5.0.021

Page 1 of 4

11	300233	BOY	REMOVE/INSTALL	R FENDER STONE GUARD	Existing		0.2 *
				ADDITIONAL COSTS & MATERIALS			
12	936012		ADD'L COST	HAZARDOUS WASTE DISPOSAL		3.00 *	
				ADDITIONAL OPERATIONS			
13		REF	ADD'L OPR	CLEAR COAT			1.0
14	903003	BOY*	ADD'L DPR	TINT COLOR			0.5 *
15			ADD'L COST	PAINT/MATERIALS		129.60 *	
				WOOD			
16	900560	BOY*	REPAIR	UNDER SIDE OF WOOD	Existing		0.5 *
17	900500	REF*	REFINISH/REPAIR	UNDER SIDE OF WOOD	Existing		1.0 *
18	900500	BOY*	REPAIR	CORNSUPPORT & RT APRON	Existing		0.5 *
19	900500	REF*	REFINISH/REPAIR	CORNSUPPORT & RT APRON	Existing		0.6 *
				MANUAL STRIPES			
20	900500	BOY*	ADD'L LABOR CP	MASK FOR OVERSPRAY	New	4.50 *	0.8 *
21	900500	BOY*	ADD'L LABOR CP	W/B, SAND & POLISH	Existing		1.0 *
22	900500	BOY*	ADD'L LABOR CP	CLEAN POLISHING COMPOUND RESIDUE	Existing		0.8 *
23	900500	BOY*	ADD'L LABOR CP	MASK/COVER ENGINE COMPARTMENT	New	1.50 *	0.2 *

- \* - Judgment Item
- # - Labor Note Applies
- C - Included in Clear Coat Calc

amr/ka

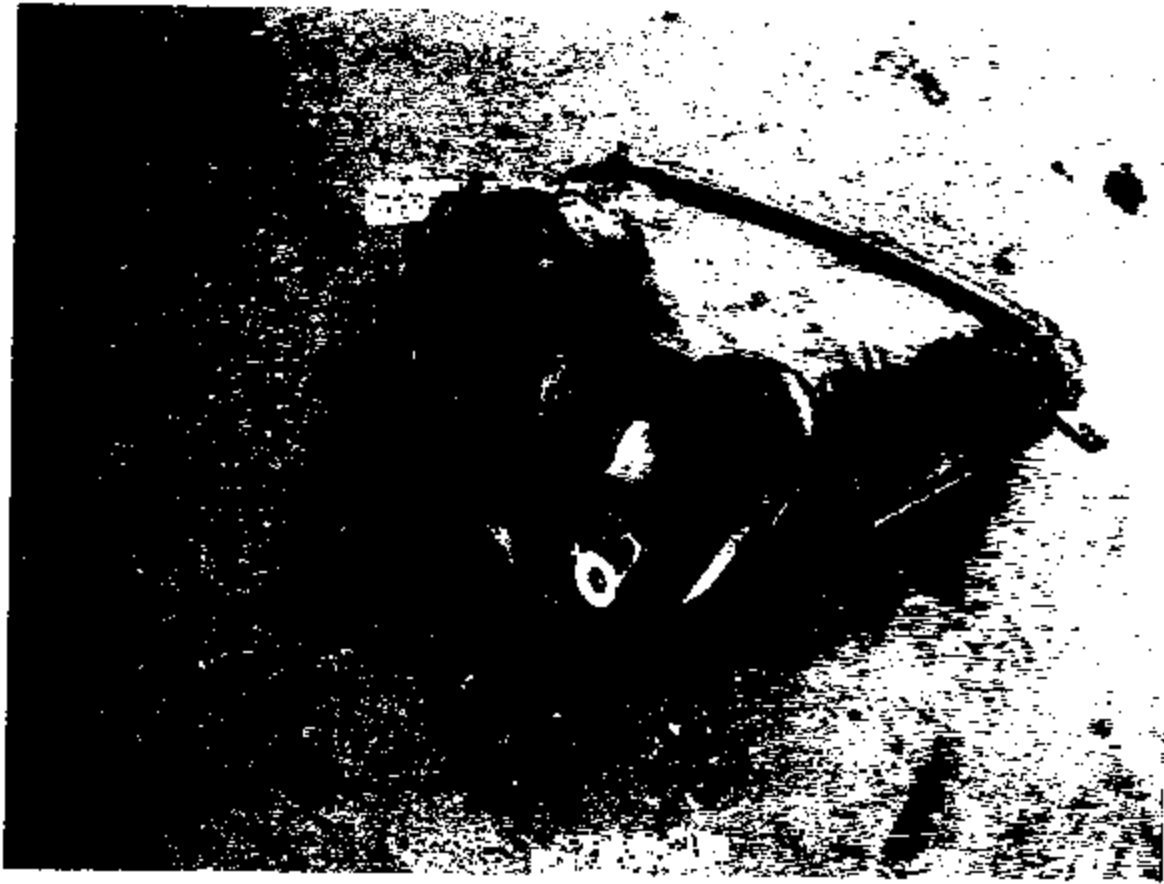
NOTE: DEDUCTIBLE TAKEN ON MECH. ESTIMATE.

ESTIMATE RECALL NUMBER: 1/26/04 10:28:30 75-A774-287018

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Mitchell Data Version: JAM\_D6\_A  
 UltraMate Version: 5.0.021

Page 2 of 4















RECEIVED MAY 24 2004



May 20, 2004

Law Offices of Jeffery Parks  
Attn: Denise Davis  
717 College Ave, Second Floor  
Santa Rosa, CA 95404

SALISBURY DIVISION  
8400 KATELLA AVENUE  
CYPRESS, CALIFORNIA 90630-0202  
(714) 373-8000  
TELEFAX (714) 373-1080  
mitsubishi.com

MAILING ADDRESS:  
P.O. BOX 8402  
CYPRESS, CALIFORNIA 90633-0284

RE: Your Client: [REDACTED]  
Their Insured: [REDACTED]  
Your file #: 13316  
Date of Loss: 1/21/04  
Vehicle: 2001 Mitsubishi Eclipse  
VIN #: 4A3AC44G5 [REDACTED]  
MMNA File #: 351019

Dear Ms. Davis:

Mitsubishi Motors North America Inc. ("MMNA") received your letter dated May 13, 2004, regarding damages for the above referenced vehicle, on March 18, 2004.

Because your letter did not specify the kind of damages or a specific cause for the loss, nor provide supporting documentation, we need your cooperation in investigating this matter further to substantiate your claim. Please forward the following information to my attention and MMNA will investigate this matter further:

- A copy of the Cause and Origin report.
- A copy of your Fire Expert's report.
- Clear color photographs of the damage and suspected cause of origin.
- Transcripts from any interviews conducted with your insured.
- Police report and/or Fire department investigation reports.
- Copies of any checks issued on behalf of Ms. Northrop.
- The location of the vehicle.
- Any other information supporting your claim.

We will reserve our right to inspect the vehicle once we have an opportunity to review the documents we have requested. Once we have had an opportunity to review all the pertinent documents that we have requested, we will be in contact with you to discuss the matter further or to have our representative arrange an inspection of the vehicle if necessary.

Thank you for your cooperation in this matter.

Sincerely,

Ovid Joyal  
Mediation Manager  
Mitsubishi Motors North America, Inc.



Owner Interview - Fire Only / No Theft Involved

TS-A-774-287

RECEIVED  
FEB 11 2004  
CLASS NUMBER  
2000

Date: 2-1-04  
Time: 9:00 AM

Name of Titleholder: [Redacted]

Owner or Driver (Circle 1)

Name of Insured: [Redacted]

If Not Titleholder or Named Insured - Driver (Relationship to Owner):  
[Redacted]

Name of Passenger (Relationship): 0  
[Redacted]

Does Anyone Else Drive Vehicle: [Redacted]

Any Complaints or Problems with Vehicle: NO

Date and Time of Fire: 1-21-04 2:00 PM

Weather Conditions; Rainy, Windy, Cloudy, Clear, Snow, Sleet, etc: Clear

Location of Fire (City & Street or Highway): BEACH + WAWEL <sup>HAWAIIAN BEACH</sup>

What Fire Department Responded: HAWAIIAN BEACH

Is the Fire Report Ordered: Yes  No

Who Called the Fire Department: [Redacted]

Response Time: 5 MINUTES

Type of Vehicle: MITSUBISHI ECLIPSE Engine Size: 4 CYL <sup>2.4 LTR</sup>

When Purchased: 2-8-2001  New  Used  Demo  Executive Vehicle (Circle One)

Name of Seller / Dealership / Person or Relative: HAWAIIAN BEACH MITSUBISHI

Mileage at Time of Purchase: 15

Mileage at Time of Loss: 25109

75 A 774. 287

### Owner Interview - Fire Only / No Theft Involved

Do you have service records?  Yes  No

Have you ever had any problems with animals? (i.e. building nests in engine, chewing wires, etc)

Describe: NO

Any recall notices, campaigns or correspondence from the manufacturer? If yes, were the repairs completed and where?

NO

Do you smoke? Was anyone smoking at the time of the fire or prior to exiting the vehicle? NO

Have any accessories been added to the vehicle since purchase? (i.e. radio equipment, alarm, telephone, etc.) NO

Who installed the items? Name, address, telephone number of installer: NA.

If owner installed, how did he/she install? If electrical, did he/she use an inline fuse or fusible link?

NA.

Does vehicle have an alarm system? How does it work? Was it set at the time of the fire?

YES (FACTORY) - KEY FOB ACTIVATES - NO - NOT SET

Does your vehicle have a telephone? If yes, is it a portable that plugs into the cigarette lighter or is it wired direct? What is name of the Telephone Company?

NO

Has the vehicle ever been involved in an accident? NO

RECEIVED

FEB 7 1984

## Owner Interview - Fire Only / No Theft Involved

When was the accident? N.A.Were parts replaced on the engine? "What body parts were damaged? "Where was vehicle repaired? "At the time of the fire, was the vehicle parked or being driven? DRIVENIf parked, how long? NA. If driven, how long in operation? 10 MINUTESWhat accessories were being operated prior to the fire? (i.e. lights, air conditioning, heater, rear defogger, etc) LIGHTS ON (AUTO)Did all accessories work? YES - EXCEPT RT FOG. HEADLIGHTWere you pulling a trailer during the time of the loss? If so, describe trailer (year, make, length, and approximate weight) Send paperwork that lists all of the above NO

Any fluid leaks discovered prior to the fire? Any fluid spots in the driveway, garage, parking space, etc

NOHow did the vehicle run prior to the fire? GOODAny operability problems? NOAny warning lights or changes in gauges? NO

Did you detect any odors prior to the fire? (i.e. gas fumes, wires burning, oil, rubber, sulfur, etc)

NODid you hear any noises prior to fire? NORECEIVED  
FEB 11 2004  
CLARK COUNTY  
SHERIFF

## Owner Interview - Fire Only / No Theft Involved

Provide a short scenario leading up to the fire: I WAS STOPPED AT  
WARNER AS BEACH BLVD. THE DRIVER  
NEXT TO ME HAD ME ROLL DOWN MY  
PASSENGER WINDOW AND TOLD ME THERE WAS  
A LOT OF SMOKE COMING FROM MY HOOD.  
I TURNED RIGHT AND PULLED OVER AND  
POPPED THE HOOD. THERE WAS A FIRE BEHIND  
THE RIGHT HEADLIGHT. Fire

Where was smoke first observed? (specific area, i.e. dash, driver's side engine, etc) PASSENGER SIDE UNDER HOOD RECEIVED  
FEB 11 2004  
CLERK

What color was smoke? BLUISH WHITE

Where was the fire first observed? (specific area - request person to indicate near what engine part and/or body part) BEHIND PASSENGER HEADLIGHT

What color was the flame? REDDEST (I GUESS) Fire

Was the hood open or closed? I OPENED THE HOOD + SAW THE FIRE

If the hood was open, where was the fire or smoke first noticed? BEHIND THE HEADLIGHT

Were any doors or windows open during fire? YES

Were the doors locked? NO

Did anyone photograph the fire? NO

Did the firemen tell you what they believed the probable cause of the fire was? NO

Do you have any idea what caused the fire? NO

Is there anything else you would like to state pertaining to the fire? NO



# Owner Interview -- Fire Only / No Theft Involved

Any warranty on the vehicle at the time you purchased the vehicle? ~~NO~~ YES

Length of Warranty (Months/Miles): 3 YR - 36,000 MILES

Did you purchase an extended warranty? If yes, do you have a copy? NO

Can it be sent to us? Fax, Mail or Pickup: NA Yes No

Have you had any warranty work done to the vehicle since the purchase?  Yes No

If yes, what types of warranty work performed? SUN ROOF -

Who performed warranty work? Name of dealer or repair facility: HUNTINGTON BEACH MECHANICAL

When and who was the last person to enter the engine compartment? ALAN NORTON

For what reason? RIGHT HEADLIGHT BURNED OUT

Any service work performed on the vehicle since purchase? OIL CHANGES - BRAKES -

RECEIVED  
FEB 11 2004  
CLARK BACHMAN  
SOCC

Date of service: 0-7 402NG ON GOING

Where service completed: Location and/or telephone number: FIRESTONE FOUNTAIN VALLEY

How much fuel was in the gas tank? 1/2 TANK

When was gas tank last filled? 1-18-04

Who checks the fluid levels, such as the oil, transmission fluid, etc? FIRESTONE

Do you have receipts? (Advise to mail receipts to office) NO

How often do you get an oil change? 5,000 MILES

Do you have to add oil or other fluids between oil changes? NO

Any problems with the vehicle prior to the fire? HEADLIGHT (RIGHT) BURNED OUT

If yes, have you had these problems repaired? Name of dealer or repair facility:

### Analysis of Headlamp Fire

The subject vehicle is a 2001 Mitsubishi Eclipse (4A3AC44G51 [REDACTED] belonging to [REDACTED]. The mileage at the time of the incident was approximately 25,000 miles and the vehicle had been in service approximately 35 months.

[REDACTED] provided a report to State Farm Insurance Company (on an interview form) that on January 21, 2004 at 2:00PM that he was stopped on Beach Blvd. when the driver in the vehicle next to him rolled down their window and told him that smoke was coming out of his hood. He pulled off of the road, opened the hood and observed a fire behind the right side headlamp. The vehicle sustained damage with a repair cost of \$1300 for the parts and labor.

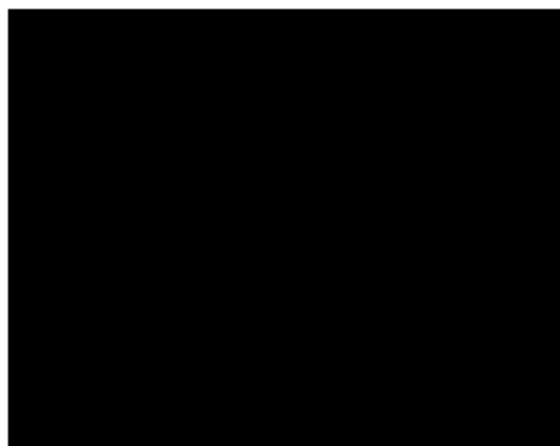
On March 23, 2005 I contacted [REDACTED] by telephone to discuss what had happened to the vehicle prior to the incident. [REDACTED] told me they had noticed that the right side headlamp was not working. She said that [REDACTED] checked the light and found the connector melted to the bulb. [REDACTED] tried to get the bulb disconnected from the melted harness but could not get it disconnected. She said that he just set the bulb back on the curved part of the headlamp and let it dangle until he could get to the dealership to have it repaired. I asked her if [REDACTED] had used tape or anything to temporarily hold the lamp in place and she said that he may have but she did not know. She said that while [REDACTED] was taking the vehicle to the dealership the incident occurred. She said that [REDACTED] either did not know or remember that the "automatic" headlamps were on whenever the vehicle was running, thus allowing the lamp to get hot even though it was not plugged into the headlamp assembly.

A review of the photos submitted to Mitsubishi with the insurance information shows that the wires at the rear of the lamp assembly were burnt and that the housing and bulb cover were melted. The glass portion of the bulb is missing, however, while the pictures are not completely clear, it appears that the internal components (filament and reflector) are still attached. The connector was missing and appears to have been consumed by the fire. The fire for the most part was isolated to the rear area of the headlamp and bulb assembly. There is some heat damage to some of the surrounding components, however most of the heat and fire were concentrated in or around the headlamp assembly.


Based on reasonable technical certainty, engineering principles and specific knowledge of the operation of the 2001 Mitsubishi Eclipse electrical systems, along with the interview with [REDACTED] the insurance "owner interview" report and the photos supplied by the insurance company, it is my opinion that the cause of the fire is directly related to the "temporary" repair performed by [REDACTED] 1. [REDACTED] discovered that the right front headlamp was not working. 2) [REDACTED] tried to remove the bulb to replace it but could not do so because the connector was melted to the bulb. [REDACTED] did not indicate in his report, nor [REDACTED] indicate in her interview that any melting or damage to the housing had occurred prior to this attempted repair, only damage to the connector/bulb). [REDACTED] could not reinstall the bulb

so he allowed it to "dangle" at the rear of the housing until he could get to the dealership for the repair. 4) The headlamps were on at all times during vehicle operation (they always allowed the ignition key auto-off feature to control the headlamps. 4) The removed headlamp bulb was "dangling" at the rear of the headlamp housing; allowing the hot bulb to come into direct contact with the wires and/or plastic components at the rear of the headlamp assembly. 5) At some point, the glass portion of the bulb fractured, possibly causing the actual ignition of the overheated components.

The halogen headlamp bulb used in the 2001 Eclipse is normally retained in a metal housing that isolates the high temperature of the bulb from contacting any of the plastic components. When the metal housing with the bulb was removed from the housing and allowed to "dangle", the glass portion of the bulb contacted the plastic components and/or wires, causing them to get extremely hot and ignite when the glass of the bulb fractured.



**A4. CUSTOMER COMPLAINT NHTSA  
VOQ COPIES**

 <p><b>U.S. Department of Transportation</b> National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a></p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received 19-NOV-2004</p>		<p>Repository <input type="checkbox"/></p>		<p>Reference No. 10100237</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>				<p>Daytime Telephone Number</p>	
<p>Name</p>				<p>Email Address</p>	
<p>Address</p>				<p>Evening Telephone Number</p>	
<p>City CANANDAIGUA</p>		<p>State NY</p>	<p>Zip Code</p>		
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>					
<p>Signature of Owner _____ Date 11/19/04</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number located at bottom of windshield on driver's side 4ASAC51L7</p>		<p>Make MITSUBISHI</p>	<p>Model ECLIPSE</p>	<p>Model Year 2000</p>	
<p>Date Purchased 31-AUG-00</p>	<p>Dealer's Name and Telephone Number</p>			<p>Engine: No. Cylinders 6</p>	<p>Fuel Type: Gas</p>
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>	
<p>Transmission Type MANUAL</p>	<p><input checked="" type="checkbox"/> Anti-lock Brakes</p>	<p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain FRONT WHEEL DRIVE</p>	<p>Vehicle Component Code 121000 EXTERIOR LIGHTING: HEADLIGHTS</p>	
<p>Multiple Failures: 2</p>					
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Incident Date(s) 01-NOV-2004</p>	<p>Failure Mileage 75000</p>	<p>Failure Speed</p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOT14A3ABC035)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> After Recall</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Federal, State, and local.)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>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 replaced or repaired (and if old part is available).</p>					
<p>BOTH HEADLIGHTS FAILED WHILE DRIVING THE CAR AT NIGHT. TOLD BY DEALERSHIP THAT THE CONNECTIONS TO THE BULBS HAD MELTED AND THAT THIS WAS A DEFECT IN THE DESIGN. LEFT TO DRIVE WITH OUT ANY HEADLIGHTS. *AK</p>					
<p>Include, if available: Police/Traffic Department Report, Photos, and Recall Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>					
<p>The Privacy Act of 1974 (Public Law 93-502) 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 certified summary thereof, may be used in support of the agency's action.</p>					

GCRF10 (A)DD (C)HANGE (I)NQUIRY

FILE NO : 0361665 CUSTOMER SERVICE 03/23/05  
 VIN : 4A3AC54L0Y [REDACTED] CUSTOMER SCREEN COUNTRY: USA 10:50:15

CUST(L,F,M) : [REDACTED] OPEN DATE : 11/19/04  
 ADDRESS : [REDACTED] CLOSE DATE: 11/19/04  
 CITY : CANANDAIGUA ST: NY ZIP: [REDACTED] 9109 REOPEN DT :  
 CONTACT BY : P DLVRY DT : 07/05/00 LAST CLOSE:  
 YEAR/MODEL : 2000 ECLIPSE MILEAGE : 77000 LAST PRINT:  
 PHONE #S : W 315 658 7517 EXT: DCPP # : DAYS OPEN: 1  
 (W,H,F,C,P) : H 585 396 9282 RECALLS:  
 SELL DLR : 35114 CORTESE MIT. PHONE : 585 ~~334-6880~~ SRV MGR: GARY ALGER  
 SRV DLR : 35114 CORTESE MIT. PHONE : 585 ~~334-6880~~ SRV MGR: GARY ALGER  
 DISTRICT : BB DPSM: DESB-27769 SPCL : *272-1000* CURR REP: ATIM 15793  
 COMMENTS : SLFATH: 6 ORIG REP: ATIM 15793  
 (11/19/04) (15:55) (ATIM):

\*\*\*\*\*

GENERAL INFORMATION INQUIRY

\*\*\*\*\*

CUSTOMER REQUESTING INFORMATION REGARDING:

( ) WARRANTY - SPECIFY:

MORE COMMENTS EXIST - PF8 TO CONTINUE TO THE COMMENTS SCREEN

F3=NEW FILE F5=COND F6=CHKREQ F8=COMM F10=LAST PAGE F11=SUPER F12=DLR PRT







81911 S

**Cortese**  
AUTO GROUP

**MITSUBISHI**  
3875 W. Henrietta Rd.  
Rochester, NY 14623  
585-334-6880

585 cell 259-7005  
STATE REG# 7056962  
\*315 568 7517

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE OPERATION	OPERATION DESCRIPTION
11/22/02	68543	43123	6175	BB	22MIZ	WHEELS AND TIRES
07/16/02	65922	36908	6175	BB351	01MIZLOF	*LUBE & OIL & FILTER
04/11/02	63870	31632	6175	BB351	01MIZNYSSI	*MYS-SAFETY/EMISSION
				BB351	08MIZCKBAT	CK BATTERY
				BB395	01MIZ	MAINTENANCE
				BB395	01MIZLOF	*LUBE & OIL & FILTER

**SERVICE** SALESPERSON NO. 0139

VEHICLE NO: **4A3AC54L0** YEAR/MONTH/MAKE: **00/MITSUBISHI/ECLIPSE/ECLIPSE GT PR** STOCK NO: **911**

REGISTRATION: **13489** SERVICE CONTRACT: **07/05/00** EXPIRES: **10/14/04**

DEALER: **CANADAGUA, NY** COLOR: **KALAPANA BLACK/BE** CONTRACT NO: **238 100**

MSRP: **77,162** ADVISOR: **6175**

PHONE: **585-396-9282** TIME: **10:53am**

TECHNICIAN: **716-647-4575**

DATE/TIME: **10/14/04 09:00pm**

ADVISOR: **BOB**

**RECOMMENDED SERVICES**

DESCRIPTION	QTY	UNIT	TOTAL
01MIZLOF *LUBE & OIL & FILTER	MI	MI	24.97
01MIZTIME *TIMING BELTS	MI	MI	189.00
01MIZNYSSI *NY STATE INSPECTION	NO	NO	10.00

**ORIGINAL CUSTOMER ESTIMATE:** PARTS LABOR TOTAL

1. **W. 23MIZ BODY**  
CUSTOMER STATES RUST ON HOOD PASS SIDE SEEM

2. **C. 08MIZCKLIGHT CK LIGHTS**  
CUSTOMER STATES DRIVERS REAR PARK LIGHT AND PASS HEADLIGHT INOP

3. **C. 08MIZ ELECTRICAL**  
CUSTOMER STATES SRS LIGHT IS ON

4. **C. 08MIZWIPER CK WIPERS**  
CUSTOMER STATES WIPER WASHER INOP, SOP IS IN

*all body shop. Parts sent their way!*

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

SAVE REPLACED PARTS FOR CUSTOMER. YES  NO

REVISOR: **315-140**

REVISED ESTIMATE

AMOUNT \$

PERCENT OFF/TAKE

CASH  PAY

FOR CONTACT:

PERSON  PERSON

Support Use The Inmate and Inmate Program

Left Rear Marker Bulb - 150 (60)

130  
16  
32  
178

2.) Needs Both Headlight connectors - 8.00 x 2

(1.5)

Solder both sides.

Bulb - 16.00 x 2

connectors -

3.) SPS - R.H. side MR 2002660 - 104.00

(1.0)

185

Air long started

1.) Wiper Nozzle (sp?) ✓

(.2)

10

Rec 60k T-belt

~~ET-belt 105.20~~

~~Air belt 90.50~~

~~178~~

178  
185  
10  
373  
+

NO	5-11	81911	SP
NO	8-11	81911	h/1

Sp. Plugs - 12.90 x 6  
Coolant - 9.00

(2.0)

(.8)


EFI

(1.0)

Man. Trans. Sen - 25.00

(.8)


Form Approved OMB No. 2127-0188


 <p><b>U.S. Department of Transportation</b> National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4334) INTERNET <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a></p>		<p><b>FOR AGENCY USE ONLY 100148</b></p>	
		<p>Date Received 13-JAN-2005</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 10106248</p>	<p>Daytime Telephone Number</p>
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
Name		Address		Evening Telephone Number	
City CHICAGO		State IL	Zip Code		
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                  In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>					
Signature of Owner			Date		
<p><b>VEHICLE INFORMATION</b></p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make MITSUBISHI	Model ECLIPSE	Model Year 2000	
Date Purchased 27-FEB-00	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: Gas	
Original Owner <input checked="" type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type AUTOMATIC	<input type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code 11400 ELECTRICAL SYSTEM:WIRING		
	<input checked="" type="checkbox"/> Cruise Control		Multiple Failure: 1		
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
Incident Date(s) 18-OCT-2004	Failure Mileage	Failure Speed			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/45R15)	
DOT No. (Example: DOTN11BABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code			Tire Failure Type		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident's Failure(s), Crash(es), and Injury(es).)</p>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N	
<p>Narrative Description of Incident(s), Crash(es), and Injury(es). 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 said part is available).</p>					
<p>2000 MITSUBISHI ECLIPSE - HEADLIGHTS SIMPLY DID NOT COME ON. CABLES TO CONNECTIONS WERE TOTALLY MELTED. HAD TO DRIVE HOME WITH PARKING LIGHTS ON. CALLED DEALER AND THE RESPONSE WAS "THIS HAPPENS ALL THE TIME". I HAD TO PURCHASE NEW CONNECTIONS AND PAY TO HAVE THEM INSTALLED. *NM</p>					
<p>Include, if available: Police/Traffic Department Report, Photos, and Repair Invoics. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></p>					
<p>The Privacy Act of 1974 (Public Law 93-579) This information is reported pursuant to authority vested in the National Highway Traffic Safety Administration 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 it is necessary and in the appropriate order to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.</p>					


Form Approved NHTSA Form 1001-1001


<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOY (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received  21-NOV-2004	Repository <input type="checkbox"/>  Reference No. 10100291
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Home Telephone Number	Email Address
Address		Business Telephone Number	
City LA MIRADA	State CA	Zip Code	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date _____			
<b>VEHICLE INFORMATION</b>			
17 Digit Vehicle Identification Number (located at bottom of windshield on driver's side)		Make MITSUBISHI	Model ECLIPSE
Date Purchased 07-MAY-00		Dealer's Name and Telephone Number TUTTLE CLICK MITSUBISHI	Model Year 2000
Original Owner <input checked="" type="checkbox"/>	Dealer's City IRVINE	State CA	Zip Code
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Engine: No. Cylinders 4  Fuel Type: Gas
		Vehicle Component Code 353800 EQUIPMENT:ELECTRICAL:AIR CONDITIONER	
		Multiple Failure: 2	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Incident Date(s) 21-OCT-2004	Failure Message	Failure Speed 0	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOT14AL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), condition and injury(ies).)</i>			
<input type="checkbox"/> Crash <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 said part is available).			
THE AIR CONDITIONER COMPRESSOR IS "FROZEN", INSPIE OF NEAR PERFECT DRIVING CONDITIONS AND CALIFORNIA WEATHER. HEADLIGHTS BULBS HOLDERS ON BOTH SIDES BURNED/MELTED. BOTH HEADLIGHTS INOPERABLE. SAME PROBLEM AS NHTSA COMPLAINT ID: 45076, AND ALSO ID: 344396. ALTHOUGH I HAD BOTH ORIGINAL FACTORY INSTALLED BULBS. FAK			
Include, if available: Police/Traffic Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974 (Public Law 93-502) 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 letter process 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.			

Form Approved OMB No. 3172-0048


 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4238)          INTERNET: www.nhtsa.dot.gov/hotline</p>				<p>FOR AGENCY USE ONLY 100348</p>	
<p>U.S. Department of Transportation          National Highway Traffic Safety Administration</p>				<p>Date Received: 17-NOV-2004</p>	
				<p>Repository: <input type="checkbox"/></p>	
				<p>Reference No.: 10100087</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
Name			Function Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
PITTSBURGH	PA				
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO          In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>					
Signature of Owner			Date		
<p><b>VEHICLE INFORMATION</b></p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
4A3AC34G61			MITSUBISHI	MITSUBISHI	2001
Date Purchased		Dealer's Name and Telephone Number		Engine:	Fuel Type:
05-JUL-04		ANDRETTI AIRPORT TOYOTA 412-242-3541		No. Cylinders	Gas
Original Owner	Dealer's City		State	Zip Code	
<input type="checkbox"/>	CORAOPOLIS		PA	15106	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code		
AUTOMATIC	<input type="checkbox"/> Cruise Control	UNKNOWN	121000 EXTERIOR LIGHTING: HEADLIGHTS		
			Multiple Failure: 2		
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
Incident Date(s)	Failure Mileage	Failure Speed			
16-NOV-2004	33500				
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM15ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code				Tire Failure Type	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<p><b>APPLICABLE INCIDENT INFORMATION</b>          (Please describe in detail the incident(s), failure(s), condition, and injury(s).)</p>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	N	
<p>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).</p>					
<p>THERE WAS A BURNING SMELL IN MY CAR AND THE HEADLIGHTS WENT OUT, BUT THEY WOULD COME BACK ON AFTER AWHILE. EVENTUALLY THEY BOTH WENT OUT, AND WOULD NOT COME BACK ON. I AM GETTING THIS REPAIRED AT A MITSUBISHI DEALERSHIP. THEY TOLD ME THAT THIS HAPPENS VERY OFTEN WITH ECLIPSES, AND THAT THEY WOULD HAVE TO REPLACE THE SOCKETS.*AK</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p><small>The agency Act of 2004-Public Law 108-279 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 recall is warranted or to take appropriate action to address 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.</small></p>					

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-337-4236)</b>  <b>INTERNET: www.nhtsa.dot.gov/hotline</b></p>				<p><b>FOR AGENCY USE ONLY 258</b></p>	
<p>U.S. Department of Transportation                  National Highway Traffic Safety Administration</p>				<p>Date Received                  15-JAN-2002</p>	<p>Repository <input type="checkbox"/></p>
<p><b>OWNER INFORMATION (Type or Print)</b></p>				<p>Reference No.                  756856</p>	<p>Daytime Telephone Number</p>
<p>Name</p>		<p>Address</p>		<p>Evening Telephone Number</p>	<p>E-mail Address</p>
<p>City                  FORT WAYNE</p>	<p>State                  IN</p>	<p>Zip Code</p>		<p>Signature of Owner</p>	<p>Date 1/1</p>
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                  In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                  4A3AC84L8</p>		<p>Make                  MITSUBISHI</p>	<p>Model                  ECLIPSE</p>	<p>Model Year                  2000</p>	
<p>Date Purchased                  01-AUG-00</p>	<p>Dealer's Name and Telephone Number</p>			<p>Engine:                  No. Cylinders</p>	<p>Fuel Type:                  Gas</p>
<p>Original Owner  <input checked="" type="checkbox"/></p>	<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>	
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain                  FRONT WHEEL DRIVE</p>	<p>Vehicle Component Code                  115000 ELECTRICAL SYSTEM: FUSES AND CIRCUIT BREAKERS</p>	
				<p>Multiple Failure: 1</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Incident Date(s)                  10-JAN-2002</p>	<p>Failure Mileage</p>	<p>Failure Speed                  65</p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOT14A15ABC036)</p>		<p><input type="checkbox"/> Original Equipment  <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make</p>		<p>Model No./Name</p>		<p>Model No./Name</p>	
<p>Seat Type</p>		<p>Installation System</p>			
<p>Child Seat Component Code</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b>                  (Please describe in detail the incident, failure(s), crash(es), and injury(es).)</p>					
<p>Crash  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured                  0</p>	<p>Number of Deaths                  0</p>	<p>Reported to Police                  N</p>	
<p>Alternative Description of Incident(s), Crash(es), and Injury(es).                  Please describe (1) event(s) 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).</p>					
<p>HEADLIGHT WIRING HARNESS MELTED AFTER ORIGINAL BULBS WERE REPLACED WITH CORRECT AFTERMARKET COMPONENT. DEALER COMMENTED THAT EVERY ECLIPSE THAT HAS REPLACEMENT HEADLIGHT BULBS HAS BURNED THE WIRING HARNESS. WHEN THIS COMPONENT FAILS, IT LEAVES THE DRIVER WITH NEITHER A HIGH OR LOW BEAM LIGHT. SHOULD BOTH BURN- OUT IN RAPID SUCCESSION A SERIOUS ACCIDENT WOULD LIKELY OCCUR. ALSO WITH WIRING MELTING UNDER THE HOOD THE CHANCE OF FIRE OR ELECTRICAL SHORTING OF OTHER COMPONENTS SEEMS VERY LIKELY. IN DOING RESEARCH ON THIS PROBLEM, I FOUND A REPORT THAT STATES THAT MITSUBISHI HAS CHANGED THE WIRING HARNESS TO A HEAVIER GAUGE. MY ASSUMPTION IS THAT IT IS TO PREVENT THIS HAZARD IN CARS CURRENTLY BEING PRODUCED. WITH MITSUBISHI'S TRACK RECORD REGARDING RECALLS, I FEEL THIS DEFECT SHOULD BE INVESTIGATED. PLEASE FEEL FREE TO CONTACT ME AT ANY TIME IN REGARD TO THIS MATTER. *AK</p>					
<p>Include, if available, Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p><small>The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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 efforts to take enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</small></p>					


 <p><b>U.S. Department of Transportation</b> National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-3-DOT (1-888-327-4298) INTERNET <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a></p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received</p> <p>25-APR-2003</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No.</p> <p>10016493</p>	
<p>Name</p> <p>Address</p>		<p>Daytime Telephone Number</p>	<p>E-mail Address</p> <p>EMIL@MEL.COM</p>	<p>Evening Telephone Number</p>	
<p>City</p> <p>TUCSON</p>	<p>State</p> <p>AZ</p>	<p>Zip Code</p>			
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p> <p>Signature of Owner _____ Date <u>4/1/03</u></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p>		<p>Make</p> <p>MITSUBISHI</p>	<p>Model</p> <p>ECLIPSE</p>	<p>Model Year</p> <p>2003</p>	
<p>Date Purchased</p> <p>23-NOV-99</p>	<p>Dealer's Name and Telephone Number</p> <p>AUTOMATION</p>		<p>Engine:</p> <p>No. Cylinders 6</p>	<p>Fuel Type:</p> <p>Gas</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>TUCSON</p>	<p>State</p> <p>AZ</p>	<p>Zip Code</p>		
<p>Transmission Type</p> <p>AUTOMATIC</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>FRONT WHEEL DRIVE</p>	<p>Vehicle Component Code</p> <p>114000 ELECTRICAL SYSTEM:WIRING</p> <p>Multiple Failures: 1</p>		
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Incident Date(s)</p> <p>19-APR-2003</p>	<p>Failure Message</p> <p>B1100</p>	<p>Failure Speed</p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: D07H4L9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Recall</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Unit Manufacturer:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident, location, and injuries.)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>WIRING HARNESS FOR THE HEAD LAMP ASSEMBLY SMOKED AND BURNED. HEAD LAMPS INOPERABLE. #78</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>		
<p><small>The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and subsequent laws. 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.</small></p>					

 <p><b>U.S. Department of Transportation</b> National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received 10-SEP-2003</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10037582</p>		
<p>Name</p>		<p>Daytime Telephone Number</p>	<p>E-mail Address</p>		
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City OXFORD</p>	<p>State FL</p>	<p>Zip Code</p>			
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>					
<p>Signature of Owner</p>		<p>Date</p>			
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p>		<p>Make MITSUBISHI</p>	<p>Model ECLIPSE</p>	<p>Model Year 2001</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine: Nos Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p>Vehicle Component Code 114000 ELECTRICAL SYSTEM/WIRING</p>		
<p><input type="checkbox"/> Cruise Control</p>			<p>Multiple Failure: 1</p>		
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Incident Date(s) 09-SEP-2003</p>	<p>Failure Mileage</p>	<p>Failure Speed</p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/55R15)</p>		
<p>DOT No. (Example: DOTM15BABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>			
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>	<p>Failed Part:</p>				
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), condition(s), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>HEADLIGHTS ON MY 2001 MITSUBISHI ECLIPSE KEEP GOING OFF WHEN DRIVING AT NIGHT WHETHER I HIT A SLIGHT OR MAJOR BUMP IN THE ROAD. I PULLED THE PLUG FROM THE BACK OF THE HEADLAMP AND FOUND THE ACTUAL PLUG AND LEAD WIRES WERE MELTED, MAKING CONTACT. I TRIED TO FIX THE PROBLEM BY SEPARATING THE TOUCHING WIRES WHERE THE INSULATION HAD MELTED AND THE HEADLIGHT CONTACTS WERE TOUCHING. LIGHTS STILL GO OUT UNPREDICTABLY. *UB</p>					
<p>Include, if available: Police/Traffic Department Report, Photos, and Repair Invoices. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY.</b></p>					
<p><small>The Privacy Act of 1974 (Public Law 93-579) Your 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 responses 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 responses, or a composite summary thereof, may be used in support of the agency's action.</small></p>					



 <p><b>U.S. Department of Transportation</b> National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>NAME</b> [REDACTED]</p>		<p><b>Date Received</b> 17-DEC-2004</p>		<p><b>Repository</b> <input type="checkbox"/></p> <p><b>Reference No.</b> 10103990</p>	
<p><b>ADDRESS</b> [REDACTED]</p>		<p><b>Daytime Telephone Number</b> [REDACTED]</p>		<p><b>E-mail Address</b> [REDACTED]</p>	
<p><b>CITY</b> BELTON <b>STATE</b> TX <b>ZIP CODE</b> [REDACTED]</p>		<p><b>Evening Telephone Number</b> [REDACTED]</p>			
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>					
<p>Signature of Owner _____ Date ____/____/____</p>					
<b>VEHICLE INFORMATION</b>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4A3ACB4LX [REDACTED]</p>		<p><b>Make</b> MITSUBISHI</p>		<p><b>Model</b> ECLIPSE</p>	
<p><b>Date Purchased</b> 13-DEC-03</p>		<p><b>Dealer's Name and Telephone Number</b> AUTO DEPOT</p>		<p><b>Model Year</b> 2000</p>	
<p><b>Original Owner</b> <input checked="" type="checkbox"/></p>		<p><b>Dealer's City</b> KILLEEN</p>		<p><b>Engine:</b> No. Cylinders 6</p>	
<p><b>State</b> TX <b>Zip Code</b> 76549</p>		<p><b>Fuel Type:</b> Gas</p>			
<p><b>Transmission Type</b> MANUAL</p>		<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>		<p><b>Powertrain</b> FRONT WHEEL DRIVE</p>	
		<p><b>Vehicle Component Code</b> 114100 ELECTRICAL SYSTEM:WIRING;FRONT UNDERHOOD</p>		<p><b>Multiple Failures:</b> 3</p>	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
<p><b>Incident Date(s)</b> 05-DEC-2004</p>		<p><b>Failure Mileage</b></p>		<p><b>Failure Speed</b> 0</p>	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
<p><b>Tire Make</b></p>		<p><b>Tire Model (Name or Number)</b></p>		<p><b>Tire Size (Example P215/65R15)</b></p>	
<p><b>DOT No. (Example: DOTM16A8C095)</b></p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Aftermarket</p>		<p><b>Failure Location:</b></p>	
<p><b>Tire Component Code</b></p>				<p><b>Tire Failure Type</b></p>	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
<p><b>Make:</b></p>		<p><b>Date Manufactured:</b></p>		<p><b>Model No./Name:</b></p>	
<p><b>Seat Type:</b></p>		<p><b>Installation System:</b></p>			
<p><b>Child Seat Component Code:</b></p>		<p><b>Failed Part:</b></p>			
<b>APPLICABLE INCIDENT INFORMATION</b>					
(Please describe in detail the incident, failure, complaint, and injury(s))					
<p><b>Crash</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p><b>Fire</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p><b>Number of Persons Injured</b> 0</p>	
				<p><b>Number of Deaths</b> 0</p>	
				<p><b>Reported to Police</b> N</p>	
<p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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).</p>					
<p>WIRING TO HEADLIGHTS , HOT GROUND WIRE, THE GROUND WIRE GETS SO HOT THAT IT MELTED THE PLUGS THAT CONNECTS THE WIRES TO THE HEADLIGHT. THE GROUND WIRE HEATS UP TO WHERE IT IS FLAMING RED AND IT KEEPS POPPING FUSES ONE RIGHT AFTER THE OTHER. *3*</p>					
<p><b>Include, if available, Police/Fire Department Report, Photos, and Receipt Invoices.</b> <span style="float: right;"><b>ATTACH ADDITIONAL SHEETS IF NECESSARY.</b></span></p>					
<p><small>The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to a 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 statement necessary thereof, may be used in support of the agency's action.</small></p>					

<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a>			FOR AGENCY USE ONLY 335		
			Date Received  28-SEP-2003	Repository <input type="checkbox"/>	Reference No. 10041860
<b>OWNER INFORMATION (Type or Print)</b>					
Name _____ Address _____ City <b>BETHLEHAM</b> State <b>PA</b> Zip Code _____			Daytime Telephone Number _____ Evening Telephone Number _____	E-mail Address _____	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date <u>  </u> / <u>  </u> / <u>  </u>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side _____			Make <b>MITSUBISHI</b>	Model <b>ECLIPSE</b>	Model Year <b>2000</b>
Date Purchased _____	Dealer's Name and Telephone Number _____		Engine: No: Cylinders _____		Fuel Type: _____
Original Owner <input type="checkbox"/>		Dealer's City _____		State _____	Zip Code _____
Transmission Type <input type="checkbox"/> Antilock Brake <input type="checkbox"/> Cruise Control	Powertrain _____		Vehicle Component Code <b>121000 EXTERIOR LIGHTING:HEADLIGHTS</b> Multiple Failure: <b>1</b>		
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Incident Date(s) _____	Failure Mileage <b>53000</b>	Failure Speed _____			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make _____		Tire Model (Name or Number) _____		Tire Size (Example P215/65R15) _____	
DOT No. (Example: DOTM15A8C036) _____		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location: _____	
Tire Component Code _____			Tire Failure Type _____		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make: _____		Date Manufactured: _____		Model No./Name: _____	
Seat Type: _____		Installation System: _____			
Child Seat Component Code: _____		Failed Part: _____			
<b>APPLICABLE INCIDENT INFORMATION</b>					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured _____	Number of Deaths _____	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 (e.g. parts repaired or replaced (and if air parts is available)).					
<b>THE PLASTIC SOCKET THAT THE LIGHT BULBS SCREW INTO ARE RUSTED AND CORRODED. THIS CAUSED HEADLIGHTS TO MALFUNCTION WHILE DRIVING. *AK</b>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<small>The Privacy Act of 1974 (Public Law 93-502) 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.</small>					

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>				<p>FOR AGENCY USE ONLY 100148</p>			
<p>U.S. Department of Transportation          National Highway Traffic Safety Administration</p>				<p>Date Received          25-MAY-2004</p>		<p>Repository <input type="checkbox"/>          Reference No.          10079131</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>				<p>Dwelling Telephone Number</p>		<p>E-mail Address</p>	
<p>Name</p>				<p>Evening Telephone Number</p>			
<p>Address</p>							
<p>CITY CANTON</p>		<p>State GA</p>	<p>Zip Code 30115</p>				
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO          In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>							
<p>Signature of Owner _____ Date 5/1/04</p>							
<p><b>VEHICLE INFORMATION</b></p>							
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p>				<p>Make          MITSUBISHI</p>	<p>Model          ECLIPSE</p>	<p>Model Year          2001</p>	
<p>Date Purchased</p>		<p>Dealer's Name and Telephone Number</p>			<p>Engine:          No. Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner <input type="checkbox"/></p>		<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p>Vehicle Component Code          12:000 EXTERIOR LIGHTING;HEADLIGHTS</p>				
<p><input type="checkbox"/> Cruise Control</p>			<p>Multiple Failures: 0</p>				
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>							
<p>Incident Date(s)          24-MAY-2004</p>		<p>Failure Mileage</p>		<p>Failure Speed</p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>							
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>			<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM4SABC036)</p>		<p><input type="checkbox"/> Original Equipment  <input type="checkbox"/> After Repair</p>	<p>Failure Location:</p>				
<p>Tire Component Code</p>				<p>Tire Failure Type</p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>							
<p>Make:</p>		<p>Date Manufactured</p>		<p>Model No./Name:</p>			
<p>Seat Type:</p>		<p>Installation System:</p>					
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>					
<p><b>APPLICABLE INCIDENT INFORMATION</b>          (Please describe in detail the incident, failure(s), crash(es), and injury(es).)</p>							
<p>Crash  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured          0</p>		<p>Number of Deaths          0</p>		<p>Reported to Police          N</p>	
<p>Narrative Description of Incident(s), Crash(es), and Injury(es).          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).</p>							
<p>HEADLIGHTS WENT OUT. BOUGHT NEW BULBS TO REPLACE. BOTH PLUGS TO THE HEADLIGHT BULBS HAD MELTED. TOLD BY DEALER IT WAS NOT COVERED BY WARRANTY AND WAS NOT AN ELECTRICAL PROBLEM. *NM</p>							
<p>Include, if available, Police/State Department Report, Photos, and Repair Invoice.</p>				<p>ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>			
<p><small>The Privacy Act of 1974-Public Law 93-502-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.</small></p>							

Form Approved OMB No. 3147-0044



**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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 1058

Date Received: 07-MAY-2002  
Repository:   
Reference No.: 563709

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: WILTON State: CT 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: \_\_\_\_\_ Date: 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4A3AC54H9 [Redacted]  
Make: MITSUBISHI Model: ECLIPSE Model Year: 2001

Date Purchased: 17-FEB-01 Dealer's Name and Telephone Number: \_\_\_\_\_  
Original Owner: [Redacted] Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Engine No./Cylinders: \_\_\_\_\_ Fuel Type: \_\_\_\_\_

Transmission Type: [Redacted]  Antilock Brakes Powertrain: \_\_\_\_\_  
 Cruise Control  
Vehicle Component Code: 121000 EXTERIOR LIGHTING-HEADLIGHTS  
Multiple Failures: 2

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

Incident Date(s): 07-AUG-2001  
Failure Mileage: \_\_\_\_\_ Failure Speed: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65 R15): \_\_\_\_\_  
DOT No. (Example: DOTR4LSABC196)  Original Equipment  Aftermarket 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: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ 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 not part is available).

CONSUMER STATED THAT THE REAR BRAKE LIGHT STAYED ON, DEALER FOUND A BROKEN BRAKE LIGHT SWITCH AND ADJUSTED BRAKE LIGHT SWITCH, FRONT LEFT HEADLIGHT SOCKET MELTED, DEALER REPLACED THE HEADLIGHT HARNESS, \*SLC

Include, if available, Police/Pro Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and subsequent laws and decrees. You are under no obligation to respond to this questionnaire. Your responses 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 an administrative or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

 <p><b>U.S. Department of Transportation</b> National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received</p> <p>03-AUG-2004</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No.</p> <p>10096066</p>	
<p>Name</p> <p>Address</p> <p>City NORTH ATTELBORO State MA Zip Code</p>		<p>Business Telephone Number</p>	<p>E-mail Address</p>	<p>Home Telephone Number</p>	
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p> <p>Signature of Owner: _____ Date: _____</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>4A3AC44G71</p>		<p>Make</p> <p>PITSUBISHI</p>	<p>Model</p> <p>ECLIPSE</p>	<p>Model Year</p> <p>2001</p>	
<p>Date Purchased</p> <p>31-MAY-01</p>	<p>Dealer's Name and Telephone Number</p>			<p>Engine No: Cylinders</p>	<p>Fuel Type:</p>
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>	
<p>Transmission Type</p> <p>MANUAL</p>	<p><input type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Vehicle Component Code</p> <p>121000 EXTERIOR LIGHTING:HEADLIGHTS</p> <p>Multiple Failure: 1</p>		
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Incident Date(s)</p> <p>20-JUL-2004</p>	<p>Failure Mileage</p>	<p>Failure Speed</p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: D0THAL8ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> After Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), condition, and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>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 not part is available).</p>					
<p>HEADLIGHTS BEGAN TO GO DUFF, BUT MOVING WIRE CONNECTION ON BACK OF HEADLAMPS WOULD CORRECT THE PROBLEM MOMENTARILY. PROBLEM OCCURRED MORE AND MORE FREQUENTLY, AND ONE HEADLAMP STOPPED FUNCTIONING ALTOGETHER, WHILE WAITING SEVERAL DAYS FOR SERVICE APPOINTMENT AT DEALER. DEALER DETERMINED THAT WIRING CONNECTIONS TO HEADLAMPS HAD MELTED, AND THE WIRING HAD TO BE REPLACED. *AK</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent Executive Order. 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.</p>					

 <p><b>U.S. Department of Transportation</b> National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects</p> <p>1-888-DASH-2-DOT (1-888-327-4236)</p> <p>INTERNET: <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a></p>		<p>FOR AGENCY USE ONLY 100149</p>	
		<p>Date Received</p> <p>22-APR-2004</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No.</p> <p>10067695</p>	<p>Daytime Telephone Number</p> <p>[REDACTED]</p>
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name</p> <p>[REDACTED]</p>		<p>City</p> <p>NEWMAN</p>		<p>State</p> <p>CA</p>	<p>Zip Code</p> <p>[REDACTED]</p>
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>[REDACTED]</p>		<p>Signature of Owner</p> <p>[REDACTED]</p>	
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p> <p>In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p> <p>Date: / /</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number located at bottom of windshield on driver's side</p> <p>[REDACTED]</p>			<p>Make</p> <p>MITSUBISHI</p>	<p>Model</p> <p>ECLIPSE</p>	<p>Model Year</p> <p>2001</p>
<p>Date Purchased</p> <p>21-APR-01</p>	<p>Dealer's Name and Telephone Number</p> <p>MODESTO MITSUBISHI</p>		<p>Engine:</p> <p>No. Cylinders 4</p>	<p>Fuel Type:</p> <p>Gas</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>MODESTO</p>	<p>State</p> <p>CA</p>	<p>Zip Code</p> <p>[REDACTED]</p>	<p>Transmission Type</p> <p>AUTOMATIC</p>	
<p>Antilock Brakes</p> <p><input type="checkbox"/></p>	<p>Cruise Control</p> <p><input checked="" type="checkbox"/></p>	<p>Powertrain</p> <p>REAR WHEEL DRIVE</p>	<p>Vehicle Component Code</p> <p>121000 EXTERIOR LIGHTING:HEADLIGHTS</p>		
<p>Multiple Failure: 2</p>			<p>Multiple Failure: 2</p>		
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Incident Date(s)</p> <p>20-APR-2004</p>	<p>Failure Mileage</p> <p>65000</p>	<p>Failure Speed</p> <p>[REDACTED]</p>	<p>[REDACTED]</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p> <p>[REDACTED]</p>		<p>Tire Model (Name or Number)</p> <p>[REDACTED]</p>		<p>Tire Size (Example P215/65R15)</p> <p>[REDACTED]</p>	
<p>DOT No. (Example: DOTM15ABC036)</p> <p>[REDACTED]</p>		<p>Original Equipment</p> <p><input type="checkbox"/></p>	<p>Prior Repair</p> <p><input type="checkbox"/></p>	<p>Failure Location:</p> <p>[REDACTED]</p>	
<p>Tire Component Code</p> <p>[REDACTED]</p>			<p>Tire Failure Type</p> <p>[REDACTED]</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p> <p>[REDACTED]</p>		<p>Date Manufactured:</p> <p>[REDACTED]</p>		<p>Model No./Name:</p> <p>[REDACTED]</p>	
<p>Seat Type:</p> <p>[REDACTED]</p>		<p>Installation System:</p> <p>[REDACTED]</p>			
<p>Child Seat Component Code:</p> <p>[REDACTED]</p>		<p>Failed Part:</p> <p>[REDACTED]</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b></p> <p>(Please describe in detail the incident, failure(s), crash(es), and injury(es).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>[REDACTED]</p>	<p>Number of Deaths</p> <p>[REDACTED]</p>	<p>Reported to Police</p> <p>N</p>	
<p>Narrative Description of Incident(s), Crash(es), and Injury(es).</p> <p>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).</p>					
<p>ON A 2 OCCASSIONS, ON MY 2001 ECLIPSE, THE HEADLIGHT CONNECTORS ON BOTH SIDES WERE MELTED FROM SOME KIND OF ARCING. ALSO THE FUEL DOOR BROKE AND WAS RUSTED CONSIDERABLY FROM JUST NORMAL WEAR AND TEAR. *AK</p>					
<p>Include, if available: Police/Traffic Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></p>					
<p><small>The Privacy Act of 1974-Public Law 93-502 This information is requested pursuant to a consumer request in the National Highway Traffic Safety Act and subsequent amendments (1986). 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.</small></p>					


Form Approved OMB No. 2127-0046

<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a>				FOR AGENCY USE ONLY 100148	
				Date Received  09-DEC-2004	Repository <input type="checkbox"/>
<b>OWNER INFORMATION (Type or Print)</b>					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]
Address [REDACTED]			Evening Telephone Number [REDACTED]		
City VACAVILLE	State CA	Zip Code [REDACTED]			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date 1/1/05					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make MITSUBISHI	Model ECLIPSE	Model Year 2001
Date Purchased 26-SEP-02	Dealer's Name and Telephone Number			Engine: No. Cylinders 6	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type <input type="checkbox"/> Automatic <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE		Vehicle Component Code 121000 EXTERIOR LIGHTING:HEADLIGHTS Multiple Failure: 10		
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Incident Date(s) 01-FEB-2004	Failure Mileage	Failure Speed			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOT14LBABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:		
Tire Component Code				Tire Failure Type	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), condition, 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	
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).					
RIGHT BULB KEEPS GOING OUT ON 2001 ECLIPSE GT. I REPLACED IT ONLY TO FIND OUT THE BULB CONNECTOR WAS MELTED. *AK					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			<b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b>		
<small>The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to 49 CFR 212.101-10 and is subject to the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used by NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the results produced with information submitted in connection with this questionnaire, your responses, or a statistical summary thereof, may be used to support the agency's action.</small>					

**A4. Field Reports**  
**Non-dealer Reports**  
**Dealer Reports**




**CONFIDENTIAL**

 <b>MITSUBISHI</b> MOTOR SALES OF AMERICA, Inc.		<b>PRODUCT QUALITY REPORT</b> Rec No. 18440		PQR No. <b>ST248-54 -</b> <b>0000-1-</b>	DATE OF ISSUE <b>08/24/2001</b> REPORTER ID/SEQ.# <b>1872 / 57</b>	
YEAR NAME OF VEHICLE / PRICE LINE <b>2000 ECLIPSE 3-DOOR SPORT</b> <b>COUPE / GT PREMIUM</b>		VEHICLE IDENTIFICATION No./CHASSIS No. <b>4A3AC54L5YE</b>		DISTRIBUTOR <b>MMSA</b>	ACQY ENG. <b>N</b>	PRIORITY <b>B</b>
ENGINE NO. <b>6Q72 -3.0</b>	TM TYPE <b>A</b>	MFG DATE <b>11/22/1999</b>	REAR BODY (MODIFICATION) <b>N/A</b>	LOCATION: <b>39087</b> <b>METRO MITSUBISHI</b>		USAGE <b>RETAIL</b> <b>CAR</b>
DATE SOLD <b>12/27/1999</b>		DATE / MILEAGE TROUBLE OCCURRED <b>08/24/2001 / 22940</b>		STATE <b>PA</b>	REGION / DISTRICT <b>20 / B3</b>	
VEHICLE / ENGINE SPEED <b>N/A</b>		ROAD CONDITION <b>NIGHT</b>	LOAD CONDITION <b>N/A</b>	WEATHER / TEMPERATURE <b>N/A / N/A</b>		MAINTENANCE <b>GOOD</b>
SUBJECT <b>CHASSIS ELECTRICAL/ HEADLIGHTS</b>					FREQUENCY: <b>MANY</b> FREQUENT: 1 UNITS	
1. DESCRIPTION OF SYMPTOM <b>RIGHT FRONT HEADLIGHT INOPERATIVE</b>					CONDITION	
DTC(S):						
2. POSSIBLE CAUSE <b>MELTED HEADLIGHT CONNECTOR</b>						
3. ACTION TAKEN / RESULT <b>REPLACE THE CONNECTOR</b>						
4. ADDITIONAL COMMENTS  <p style="text-align: center;"><b>THIS CONDITION AND VEHICLE WAS INVESTIGATED JOINTLY BY P REYNOLDS AND MR. YASUHIKO MAE OF MMMA, NORMAL, IL. WHO RETRIVED THE PART.</b></p> <p style="text-align: right;"><i>Non-Dealer</i></p>						
REPORTER'S NAME/SIGNATURE					<b>P.Reynolds</b>	
5. MANUFACTURERS RESPONSE/COMMENTS  <p style="text-align: center;"><b>REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW</b></p>						
MANUFACTURER'S NAME/SIGNATURE						

**VEHICLE QUALITY REPORT**

MMMA CONTROL #: -----		RO/CLAIM:		
PART #:	PART DESCRIPTION:	PART REC'D DATE: PART REC'D DATE:	PART SENT TO:	
IQS CATEGORY: B	IQS QUESTION: 38 -	KMODEL: D53AMRGELSM	BODY MODEL:	PROD. ENGINEER: KR
CURRENT STATUS, DATE: APRV, 08/24/2001	DATE TO MFG: 08/24/2001	DATE MFG HOLD:	DATE FROM MFG:	
CONTACT: KEN MCDONOUGH	PHONE NUMBER: (215) 482-1200	FAX NUMBER: (215) 385-7584		


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 <b>MITSUBISHI</b> MOTOR SALES OF AMERICA, Inc.		<b>PRODUCT QUALITY REPORT</b> Rec No. 18441		PQR No. <b>ST24S-54 - 0000-1-</b>	DATE OF ISSUE <b>08/24/2001</b> REPORTER <b>00880/J</b> <b>1872 / 58</b>	
YEAR NAME OF VEHICLE / PRICE LINE <b>2000 ECLIPSE 3-DOOR SPORT COUPE / GT</b>		VEHICLE IDENTIFICATION No./CHASSIS No. <b>4A3AC84L3YE</b>		DISTRIBUTOR <b>MMSA</b>	ACCY ENG. <b>N</b>	PRIORITY <b>B</b>
ENGINE NO. <b>8G72 -3.0</b>	TM TYPE <b>A</b>	MFG DATE <b>03/19/2000</b>	REAR BODY (MODIFICATION) <b>N/A</b>	LOCATION: <b>35032</b> <b>RON MARHOFER</b> <b>MITSUBISHI</b>		USAGE <b>RETAIL CAR</b>
DATE SOLD <b>08/17/2000</b>	DATE / MILEAGE TROUBLE OCCURRED <b>08/24/2001 / 17021</b>		STATE <b>OH</b>	REGION / DISTRICT <b>50 / C1</b>		
VEHICLE / ENGINE SPEED <b>N/A</b>	ROAD CONDITION <b>N/A</b>	LOAD CONDITION <b>N/A</b>	WEATHER / TEMPERATURE <b>N/A / N/A</b>	MAINTENANCE <b>GOOD</b>		
SUBJECT <b>CHASSIS ELECTRICAL/ HEADLIGHTS</b>				FREQUENCY: <b>MANY</b> FREQUENT: <b>2 UNITS</b>		
1. DESCRIPTION OF SYMPTOM <b>HEADLIGHT INOPERATIVE</b>				CONDITION		
DTC(S):						
2. POSSIBLE CAUSE <b>MELTED HEADLIGHT CONNECTOR</b>						
3. ACTION TAKEN / RESULT <b>REPLACE THE CONNECTOR</b>						
4. ADDITIONAL COMMENTS  <b>A PREVIORS PQR WAS FILED #15440, A VEHICLE INSP WAS PERFORMED BY FE &amp; MMMA. CHANGE TO CONNECTOR WILL BE MADE FOR 02 PRODUCTION, HOWEVER NO PART CHANGE PROPOSED AT THIS TIME FOR PRIOR MY VEHICLES BY MMC. THIS CONDITION REPORTED TO TL PERSONNEL CASE #9290</b>						
				REPORTER'S NAME/SIGNATURE <b>P.Reynolds</b>		
5. MANUFACTURERS RESPONSE/COMMENTS  <b>REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW</b>						

*Non-Dealer*



MANUFACTURER'S NAME/SIGNATURE				
MMMA CONTROL #: -----			RO/CLAIM:	
PART #:	PART DESCRIPTION:	PART REQ'D DATE: PART REC'D DATE:	PART SENT TO:	
IQS CATEGORY: E	IQS QUESTION: 39 -	KMODEL: D53AMRXEL9M	BODY MODEL:	PROD. ENGINEER: KR
CURRENT STATUS, DATE: APRV, 08/24/2001	DATE TO MFG: 08/24/2001	DATE MFG HOLD:	DATE FROM MFG:	
CONTACT: GREG UPOLE	PHONE NUMBER: (330) 929-7000	FAX NUMBER: (330) 923-3452		

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 <b>MITSUBISHI</b> MOTOR SALES OF AMERICA, Inc.		<b>PRODUCT QUALITY REPORT</b> Form No. 18653		PQR No. <b>ST246-84 -</b> <b>0000-1-S</b>	DATE OF ISSUE <b>10/25/2001</b> REPORTER ID/SEQ.# <b>1702 / 2</b>	
YEAR NAME OF VEHICLE / PRICE LINE <b>2001 ECLIPSE 3-DOOR SPORT</b> <b>COUPE / GT</b>		VEHICLE IDENTIFICATION No./CHASSIS No. <b>4A3AC84H21E</b>		DISTRIBUTOR <b>MMSA</b>	ACCY ENG. <b>N</b>	PRIORITY <b>B</b>
ENGINE NO. <b>8G72 -3.0</b>	TM TYPE <b>M</b>	MFG DATE <b>08/02/2000</b>	REAR BODY (MODIFICATION) <b>N/A</b>	LOCATION: <b>36114</b> <b>CORTESE MITSUBISHI</b>		USAGE <b>RETAIL</b> <b>CAR</b>
DATE SOLD <b>01/31/2001</b>		DATE / MILEAGE TROUBLE OCCURRED <b>10/17/2001 / 17325</b>		STATE <b>NY</b>	REGION / DISTRICT <b>20 / BB</b>	
VEHICLE / ENGINE SPEED <b>N/A</b>	ROAD CONDITION <b>N/A</b>	LOAD CONDITION <b>N/A</b>	WEATHER / TEMPERATURE <b>N/A / N/A</b>	MAINTENANCE <b>GOOD</b>		
SUBJECT <b>CHASSIS ELECTRICAL/ HEADLIGHTS</b>				FREQUENCY: <b>FIRST</b> FREQUENT: <b>1 UNITS</b>		
1. DESCRIPTION OF SYMPTOM <b>CHECK HEADLIGHTS INOPERATIVE.</b>				CONDITION		
DTC(S):						
2. POSSIBLE CAUSE <b>HEADLIGHT CONNECTOR #MR943536 MELTED.</b>						
3. ACTION TAKEN / RESULT <b>REPLACED TWO HEADLIGHT WIRING CONNECTORS #MR943536</b>						
4. ADDITIONAL COMMENTS						
				<i>Now-Dealer</i>		
				REPORTER'S NAME/SIGNATURE <b>R.DeSimone</b>		
5. MANUFACTURER'S RESPONSE/COMMENTS  <p style="text-align: center;"><b>REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW</b></p>						
				MANUFACTURER'S NAME/SIGNATURE		

MMMA CONTROL #: -----		RO/CLAIM: 80438	
PART #: MB943538	PART DESCRIPTION: CONNECTOR, HEADLAMP	PART REQ'D DATE: PART REC'D DATE:	PART SENT TO:
QIS CATEGORY: F	QIS QUESTION: -	MODEL: D53AMXEL4M	BODY MODEL: PROD. ENGINEER: KR
CURRENT STATUS, DATE: APRV, 10/29/2001	DATE TO MFG: 10/29/2001	DATE MFG HOLD:	DATE FROM MFG:
CONTACT: GARY ALGER	PHONE NUMBER: (585) 334-8880	FAX NUMBER: (585) 321-6039	

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 <b>MITSUBISHI</b> MOTOR SALES OF AMERICA, Inc.		<b>PRODUCT QUALITY REPORT</b> Reg No. 15570		PQR No. <b>ST249-54 -</b> <b>0000-1-S</b>	DATE OF ISSUE <b>11/07/2000</b> REPORTER NO/REG.# <b>05314 / 68</b>	
YEAR NAME OF VEHICLE / PRICE LINE <b>2000 ECLIPSE 3-DOOR SPORT</b> <b>COUPE / RS</b>		VEHICLE IDENTIFICATION No./CHASSIS No. <b>4A3AC34G8YE</b>		DISTRIBUTOR <b>MMSA</b>	ACCTY ENG. <b>N</b>	PRIORITY <b>A</b>
ENGINE NO. <b>4G64-2.4</b>	TM TYPE <b>M</b>	MFG DATE <b>12/06/1999</b>	REAR BODY (MODIFICATION) <b>N/A</b>	LOCATION: <b>05314</b> <b>BALL MITSUBISHI</b>		USAGE <b>RETAIL</b> <b>CAR</b>
DATE SOLD <b>12/31/1999</b>	DATE / MILEAGE TROUBLE OCCURRED <b>11/07/2000 / 26870</b>		STATE <b>CA</b>	REGION / DISTRICT <b>10 / L2</b>		
VEHICLE / ENGINE SPEED <b>N/A</b>	ROAD CONDITION <b>N/A</b>	LOAD CONDITION <b>N/A</b>	WEATHER / TEMPERATURE <b>N/A / N/A</b>	MAINTENANCE <b>GOOD</b>		
SUBJECT <b>CHASSIS ELECTRICAL/ HEADLIGHTS</b>				FREQUENCY: <b>SOMETIMES</b>  FREQUENT: <b>2 UNITS</b>		
1. DESCRIPTION OF SYMPTOM <b>CUSTOMER REPORTED THE LEFTR HEAD LAMP WOULD NOT OPERATE.</b>				CONDITION		
DTC(S):						
2. POSSIBLE CAUSE <b>DEALER FOUND THE HEAD LAMP CONNECTOR WAS MELTED AT THE BACK OF THE BULB.</b>						
3. ACTION TAKEN / RESULT <b>DEALER REPLACED THE LEFT HEAD LAMP AND CONNECTOR. CONDITION RESOLVED.</b>						
4. ADDITIONAL COMMENTS  <p style="text-align: center;"><b>THIS IS THE 2ND VEHICLE THE DEALER REPAIRED FOR THIS SAME CONDITION. LMEYERS TECH</b></p> <div style="text-align: right; margin-right: 100px;">           REPORTER'S NAME/SIGNATURE <b>BALL MITSUBISHI</b> </div>						
5. MANUFACTURERS RESPONSES/COMMENTS  <p style="text-align: center;"><b>THIS REPORT HAS BEEN SENT TO THE MANUFACTURE FOR INVESTIGATION.</b></p> <div style="text-align: right; margin-right: 100px;">         MANUFACTURER'S NAME/SIGNATURE       </div>						
MMMA CONTROL #: -----				RO/CLAIM:		

**VEHICLE QUALITY REPORT**

<b>PART #:</b> MB943538		<b>PART DESCRIPTION:</b> CONNECTOR, HEADLAMP		<b>PART REC'D DATE:</b> PART RECVD DATE:		<b>PART SENT TO:</b> /	
<b>QIS CATEGORY:</b> B		<b>QIS QUESTION:</b> 39 -		<b>KNODEL:</b> D82AMNJEL9M		<b>PROD. ENGINEER:</b> KR	
<b>CURRENT STATUS, DATE:</b> APRV, 08/24/2001		<b>DATE TO MFG:</b> 08/24/2001		<b>DATE MFG HOLD:</b>		<b>DATE FROM MFG:</b>	
<b>CONTACT:</b> DANTE WEBSTER				<b>PHONE NUMBER:</b> (619) 474-8431		<b>FAX NUMBER:</b> (619) 477-1517	



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 <b>MITSUBISHI</b> MOTOR SALES OF AMERICA, Inc.		<b>PRODUCT QUALITY REPORT</b> Rep No. 18580		PQR No. <b>ST245-54 - 0000-1-S</b>	DATE OF ISSUE <b>11/07/2000</b> REPORTER ID/SEQ.# <b>05314 / 69</b>	
YEAR NAME OF VEHICLE / PRICE LINE <b>2000 ECLIPSE 3-DOOR SPORT COUPE / GS</b>		VEHICLE IDENTIFICATION No./CHASSIS No. <b>4A3AC44G8YE</b>		DISTRIBUTOR <b>MMSA</b>	ACCY ENG. <b>N</b>	PRIORITY <b>B</b>
ENGINE NO. <b>4G64-2.4</b>	TM TYPE <b>A</b>	MFG DATE <b>08/24/1999</b>	REAR BODY (MODIFICATION) <b>N/A</b>	LOCATION: <b>05314 BALL MITSUBISHI</b>		USAGE RETAIL CAR
DATE SOLD <b>12/13/1999</b>	DATE / MILEAGE TROUBLE OCCURRED <b>11/07/2000 / 18220</b>		STATE <b>CA</b>	REGION / DISTRICT <b>10 / L2</b>		
VEHICLE / ENGINE SPEED <b>N/A</b>	ROAD CONDITION <b>N/A</b>	LOAD CONDITION <b>N/A</b>	WEATHER / TEMPERATURE <b>N/A / N/A</b>	MAINTENANCE <b>GOOD</b>		
SUBJECT <b>CHASSIS ELECTRICAL/ HEADLIGHTS</b>				FREQUENCY: <b>SOMETIMES</b>		
1. DESCRIPTION OF SYMPTOM <b>CUSTOMER REPORTED BOTH HEADLAMPS WERE INOPERATIVE.</b>				FREQUENT: <b>2 UNITS</b>		
DTC(S):				CONDITION		
2. POSSIBLE CAUSE <b>DEALER FOUND BOTH THE RIGHT AND LEFT HEAD LIGHT CONNECTORS ON THE BACK OF THE HEADLAMP ARE MELTED.</b>						
3. ACTION TAKEN / RESULT <b>REPLACED RIGHT AND LEFT HEAD LAMP CONNECTORS, CONDITION RESOLVED.</b>						
4. ADDITIONAL COMMENTS  <b>SECOND CAR REPAIRED WITH THIS CONDITION TODAY..</b>  <i>Dealer Report</i> REPORTER'S NAME/SIGNATURE <b>BALL MITSUBISHI</b>						
5. MANUFACTURERS RESPONSES/COMMENTS  <b>THIS REPORT HAS BEEN SENT TO THE MANUFACTURE FOR INVESTIGATION.</b>  MANUFACTURER'S NAME/SIGNATURE						
MMA CONTROL #: - - - - -				RO/CLAIM:		

**VEHICLE QUALITY REPORT**

<b>PART #:</b> MB943536	<b>PART DESCRIPTION:</b> CONNECTOR, HEADLAMP	<b>PART REQ'D DATE:</b> PART REC'D DATE:	<b>PART SENT TO:</b>	
<b>IQS CATEGORY:</b> B	<b>IQS QUESTION:</b> 38 -	<b>MODEL:</b> D52AMRH9M	<b>BODY MODEL:</b>	<b>PROD. ENGINEER:</b> KR
<b>CURRENT STATUS, DATE:</b> APRV, 08/24/2001	<b>DATE TO MFG:</b> 08/24/2001	<b>DATE MFG HOLD:</b>	<b>DATE FROM MFG:</b>	
<b>CONTACT:</b> DANTE WEBSTER	<b>PHONE NUMBER:</b> (619) 474-6431	<b>FAX NUMBER:</b> (619) 477-1517		



**VEHICLE QUALITY REPORT**

MILWA CONTROL #: .....		RO/CLAIM:	
PART #: <b>MB843536</b>	PART DESCRIPTION: <b>CONNECTOR, HEADLAMP</b>	PART REQ'D DATE: PART RECV'D DATE:	PART SENT TO:
IQS CATEGORY: <b>B</b>	IQS QUESTION: <b>39 -</b>	KMODEL: <b>D63AMNXL9M</b>	BODY MODEL: PROD. ENGINEER: <b>KR</b>
CURRENT STATUS, DATE: <b>APRV, 08/24/2001</b>	DATE TO MFG: <b>08/24/2001</b>	DATE MFG HOLD:	DATE FROM MFG:
CONTACT: <b>DANTE WEBSTER</b>	PHONE NUMBER: <b>(619) 474-6431</b>	FAX NUMBER: <b>(619) 477-1517</b>	



MMMA CONTROL #: - - - - -		RO/CLAIM: <b>Z2340</b>	
PART #: <b>MU800585</b>	PART DESCRIPTION: <b>CONNECTOR, HEADLAMP</b>	PART REC'D DATE: PART REC'D DATE:	PART SENT TO: /
IS CATEGORY: <b>B</b>	IQS QUESTION: -	PKMODEL: <b>D53AMNGEL4M</b>	BODY MODEL: PROD. ENGINEER: <b>KR</b>
CURRENT STATUS, DATE: <b>APRV, 03/24/2003</b>	DATE TO MFG: <b>03/24/2003</b>	DATE MFG HOLD:	DATE FROM MFG:
CONTACT:	PHONE NUMBER: <b>(386) 736-3836</b>	FAX NUMBER: <b>(386) 736-1987</b>	