

RQ 06-007

ATTACHMENT FOR QUESTION 4

- ◆ **CUSTOMER COMPLAINTS – 22 CASES**
- ◆ **FIELD REPORTS (PRODUCT QUALITY REPORTS) – 10 CASES**

Mitsubishi 7/28/2006

GCRPBF01

CUSTOMER SERVICE
CUSTOMER SCREEN

FILE NO : 0383291
CONTACT BY : P

PAGE: 1

CUST(L,F,M): [REDACTED] OPEN DATE : 04/18/06

ADDRESS : [REDACTED] CLOSE DATE: 04/18/06

CITY : NEWTOWN ST: PA ZIP: [REDACTED] REOPEN DT :

VIN : JA4MW51R22J [REDACTED] DLVRY DT : 12/24/01 LAST CLOSE:

YEAR/MODEL : 02 MONTERO MILEAGE : 62000 LAST PRINT:

PHONE #S : W [REDACTED] EXT: TDPP NO: DAYS OPEN: 1

(W,H,F,C,B): H [REDACTED] RECALLS:

SELL DLR : 39073 FRED BEANS MITS PHONE : 215 340 7950 SRV MGR: DAN GAVIN

SRV DLR : 39073 FRED BEANS MITS PHONE : 215 340 7950 SRV MGR: DAN GAVIN

DISTRICT : B3 DSM: PECJ 2778 SPCL : CURR REP: MJAU 1554

SLFATH: 6 ORIG REP: MJAU 1554

GROUP : 35 SERVICE BRAKES
SUB-GROUP : 00 SERVICE BRAKES
CONDITION : 13 INOPERATIVE
CUST CODE : 24 DENIED OUT OF WARRANTY

GROUP :
SUB-GROUP :
CONDITION :
CUST CODE :

GROUP :
SUB-GROUP :
CONDITION :
CUST CODE :

(04/18/06) (12:10) (MJAU):

SERVICE BRAKES

PREVIOUS FILE(S) :

- MECHANICAL ISSUE # 1 : BRAKES FAILED IN GARAGE () PREVIOUS RPRS
- MECHANICAL ISSUE # 2 : BRAKE ACCUMULATOR FAILURE () 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 :

RECVD CALL FROM CUSTOMER, STATES BACKING OUT OF GARGE AND BRAKES DID NOT WORK. STATES TOOK VEH TO FRED BEANS MITSU AND ADVISED BRAKE ACCUMULATOR FAILED. CUST CONCERNED AS SHE SAW A RECALL FOR BRAKE ACCUMULATOR FOR THE SAME MODEL YEAR AND SEEKING ASSISTANCE FROM MMNA.
VCM ADVISED CUSTOMER HER VEH WAS NOT INVOLVED IN THE RECALL CAMPAIGN AND ALL REPAIRS ARE CUSTOMER PAY AS VEH IS OOW.
CUST DISSATISFIED AND STATES WILL TAKE THAT INTO CONSIDERATION WHEN PURCHASING HER NEXT VEH. OPEN RECALL FOR FUEL LEVELER WAS COMPLETED PER CUST

04/18/06 MJAU:FILE CLOSED



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 18-APR-2006
Repository
Reference No. 10155605

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NEWTOWN State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address ALICIACOGHLAN@COMCAST.NET

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 4/18/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JA4MWS1R22 [REDACTED]
Make MITSUBISHI Model MONTERO Model Year 2002
Date Purchased 21-DEC-01 Dealer's Name and Telephone Number FRED BEANS MITSUBISHI Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City DOYLESTOWN State PA Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE
Vehicle Component Code 033100 SERVICE BRAKES, HYDRAULIC:POWER ASSIST;VACUUM
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-APR-2006 Failure Mileage 62000 Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

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

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

I STARTED MY TRUCK, PUT IT IN REVERSE AND ATTEMPTED TO APPLY THE BRAKES. THERE WAS A LOUD GRINDING SOUND AND NO BRAKES--JUST A DEAD PEDAL. I WAS ABLE TO STOP THE TRUCK BY APPLYING THE EMERGENCY BRAKE--WITH ONLY INCHES TO SPARE BEFORE ROLLING THROUGH MY GARAGE.
I HAD THE TRUCK TOWED TO THE DEALERSHIP--THEY CALLED TO TELL ME THE PROBLEM WAS WITH THE ACCUMULATOR. I CHECKED ON THIS WEBSITE TO SEE IF THEIR WERE ANY RECALLS--AND FOUND ONE (01V254001) THAT DESCRIBED THE PROBLEM EXACTLY. HOWEVER, THE DEALERSHIP TOLD ME THAT MY VIN WAS NOT INCLUDED IN THIS RECALL, THAT THE REPLACEMENT WAS MY RESPONSIBILITY, AND REFERRED ME TO THE MANUFACTURER. THE MANUFACTURER WAS EQUALLY HELPFUL.
I WANTED TO REPORT THIS TO THE NHTSA IN CASE OTHER VEHICLES IN THE RECALL YEAR THAT AREN'T INCLUDED IN THIS RECALL ARE NOTIFIED THAT THIS COULD BE A PROBLEM. I FEEL REALLY LUCKY THAT MY KIDS (AGES 3 1/2 AND 6 MONTHS) WEREN'T IN THE TRUCK WITH ME AND THAT NOBODY WAS HURT. *JB

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

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond 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.

GCRPBF01

CUSTOMER SERVICE
CUSTOMER SCREEN

FILE NO : 0366378
CONTACT BY : P

PAGE: 1

CUST(L,F,M) : ██████████ OPEN DATE : 02/23/05
 ADDRESS : ██████████ CLOSE DATE: 02/23/05
 CITY : HERNDON ST: VA ZIP: ██████████ REOPEN DT : 02/28/05
 VIN : JA4MW31R12J ██████████ DLVRY DT : 12/29/01 LAST CLOSE: 03/03/05
 YEAR/MODEL : 02 MONTERO MILEAGE : 73000 LAST PRINT: 02/28/05
 PHONE #S : W ██████████ EXT: TDPP NO: DAYS OPEN: 4
 (W,H,F,C,B) : H ██████████ RECALLS:
 SELL DLR : 46059 CARMAX MITS-DUL PHONE : *** ** *SRV MGR: *TERMINATED*
 SRV DLR : 46001 STOHLMAN MITS. PHONE : 703 448 9300 SRV MGR: PHIL PULLEN
 DISTRICT : B4 DSM: ADAW 2778 SPCL : CURR REP: KEGE 1577
 SLFATH: 6 ORIG REP: MERT 1575

GROUP : 35 SERVICE BRAKES
 SUB-GROUP : 00 SERVICE BRAKES
 CONDITION : 13 INOPERATIVE
 CUST CODE : Z3 PROVIDED PART/VEHICLE/CORP INF

GROUP :
 SUB-GROUP :
 CONDITION :
 CUST CODE :

GROUP :
 SUB-GROUP :
 CONDITION :
 CUST CODE :

(02/23/05) (10:21) (MERT):

SERVICE BRAKES

PREVIOUS FILE(S) :

MECHANICAL ISSUE # 1 : HYDRAULIC BRAKE BOOSTER ACCUMULATOR () 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 CALLED STATING THAT HIS BRAKES FAILED AND HAD VEH TOWED TO LOCAL INDEP SHOP WHERE HE WAS TOLD THAT MMNA HAS A RECALL ON THE VEH. CUST SAID HE EVEN CALLED NHTSA AND WAS TOLD THAT YES MMNA HAS A RECALL OUT ON THE HBB. VCM PULLED RECALL AND INFORMED CUST THAT VEH AFFECTED BY THE RECALL CAMPAIGN WERE PRODUCED BEFORE 6/20/01 AND HIS VEH WAS PRODUCED 10/24/01 AND WAS NOT INCLUDED IN THE RECALL. CUST SAID THAT HE HAS A COPY OF THE RECALL AND HE EXPERIENCED THE SAME THING. VCM INFORMED CUST OF CURRENT OPEN RECALL. CUST SAID HE WAS DECLINED ASSISTANCE FROM 46001, BUT WILL RE-CONTACT TO SEE IF SM CAN REVIEW FURTHER WITH AREA REP.

02/23/05 MERT:FILE CLOSED

(02/28/05) (13:40) (KEGE):

THE CUST CALLED BACK TO ARGUE THAT HIS VEH WAS INVOLVED IN THE RECALL, THE HYDRAULIC BOOST ACC FAILED. THE CUST STATES THAT HIS BRAKES FAILED AND THERE WAS A NOISE COMING FROM THE DASH BOARD. THE CUST WANTS THIS VEH REPAIRED UNDER THE RECALL. THE VEH HAS NOT BEEN DIAGNOSED BY A MIT RTLR. THE CUST WAS ADVISED TO TAKE HIS VEH TO A MIT RTLR FOR DIAGNOSES, THE CUST WANTS MMNA TO PAY FOR THE TOW AND THE REPAIRS. VCM ADVISED THE CUST THAT HIS VEH WAS NOT DIAGNOSED BY A MIT RTLR AND THEREFORE NO ASSIST CAN BE OFFERED. THE CUST STATES HE SPOKEN TO THE RTLR BUT NOTHING HAS COME OF THAT. THE CUST WILL TOW TO RTLR WITH NO GUARANTEES GIVE AS FAR AS ASSISTANCE.

RETAILER SERVICE MANAGER, PLEASE REVIEW AND FOLLOW-UP AS FOLLOWS:

- 1. HI PHIL, THIS CUST IS COMING FOR DIAGNOSES ON THE BRAKE HYDRAULIC BOOSTER. THINKS SHOULD BE COVERED UNDER RECALL OR WARRANTY
2. PLEASE SCHEDULE APPOINTMENT FOR THIS CUST AND THEN REVIEW WITH THE DPSM
3. PLEASE PROVIDE A DETAILED CLOSING

OLD REP WAS = MERT, NEW REP IS = KEGE

FILE WAS REOPENED (02/28/05) (KEGE)

DEALER PRINT, (02/28/05) (14:03) (KEGE)

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 CUSTOMER CONTACTED : 03/01/2005 DATE COMMENTS ENTERED: 03/01/2005
 &CONTACTED BY : PHIL P.
 &CUSTOMER APPOINTMENT DATE :
 &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 :
 &SERVICE MANAGER CALLED CUST. AT HOME AND WORK PHONE #'S, LEFT MESSAGE ASKING
 &CUST. TO CALL STOHLMAN TO SET A APPT. TO GET MONTERO CHECKED OUT, AS PER CUS
 &. AND MMSA

 &DEALER COMMENTS TRANSMITTED ON (03/01/2005)(46001SER)
 &FILE UPDATED AS A RESULT OF TRANSMISSION

 &DATE REPAIR COMPLETED OR DECISION RENDERED : 03/03/2005
 &REPAIR ORDER NUMBER : 67114
 &MILEAGE AT REPAIR : 73585
 &COMMENTS INPUT BY : PHIL P.
 &ACTION TAKEN :
 &SERVICE MANAGER SPOKE TO DPSM ON 3-1-05, DECISION WAS TO WARR. GOODWILL THE
 &ART (BRAKE ACCUMALATOR) AND CUST. TO PAY FOR LABOR FOR INSTALLATION OF PART.
 &CUST. O.K.ED DECISION. STOHLMAN INSTALLED PART ON 3-3-05. CONCERN RESOLVED.
 &SERVICE MANAGER CALLED CUST. AFTERNOON OF 3-3-05 AND INFORMED HIM MONTERO IS
 &EADY. CUST. TO PICK UP ON FRIDAY 3-4-05.

 &DEALER COMMENTS TRANSMITTED ON (03/03/2005)(46001SER)
 &FILE CLOSED AS A RESULT OF TRANSMISSION

MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20060524
 ADDRESS : [REDACTED] CA [REDACTED] FILE NO: 0284420
 PHONE (W) : [REDACTED] / EXT: [REDACTED] PHONE (H) : [REDACTED]
 VIN : JA4MW31R12J [REDACTED] YEAR/MODEL: 2002 MONTERO
 SERV DLR : 05373 MODESTO MITS
 DELIVERY DATE: 01/25/02 MILEAGE: 70000 CLOSE DATE: 20060524
 GRP/SUB-GRP: SERVICE BRAKES BOOSTER, BRAKE, GENERAL
 COND/REMEDY: OPERATIONAL CONCERN
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE
 (05/24/06) (14:49) (BARL):

SERVICE BRAKES

PREVIOUS FILE(S) :
 MECHANICAL ISSUE # 1 : NOISE FROM DRIVER SIDE () PREVIOUS RPRS
 MECHANICAL ISSUE # 2 : OPEN RECALL C0408W FUEL LEVELER () PREVIOUS RPRS
 MECHANICAL ISSUE # 3 : N/A () 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 :

CUST [REDACTED] CALLS MMNA UPSET BUT POLITE COMPLAINTS ABOUT A NOISE FROM DRIVER SIDE. CUST STATED THAT NAPA INFORMED THAT MITS MONTERO HAS A RECALL FOR THE: BRAKE BOOSTER ACCUMULATOR AND WAS REFERRED TO CONTACT THE NEAREST AUTH. MITS DLR. CUST CALLED MITS DLR IN MODESTO AND ONE DAY WAS TOLD YES HAS A RECALL AND THE OTHER DAY WAS TOLD NO RECALL FOR THIS. VCM APOLOGIZED FOR THE MISINFO. AND MADE IT VERY CLEAR TO CUST THAT VEH HAS ONE OPEN RECALL AND THAT IS: C0408W FUEL LEVELER THAT CUST WAS NOTIFIED BY MMNA ON 08/04 AND ADVISED CUST THE IMPORTANCE OF THE RECALL TO BE PERFORMED BY ANY AUTH. MITS DLR. HOWEVER FOR THE: BRAKE BOOSTER ACCUMULATOR ADVISED THIS VEH WAS NOT RECALLED. VCM EXPLAINED THAT AFFECTED VEHS PRODUCED BEFORE 06/20/01 AND THIS VEH WAS PRODUCED ON 09/26/01. CUST UNDERSTOOD AND ENDED CALL.
 (NO FURTHER ACTION REQUIRED, FILE CLOSED.)

05/24/06 BARL:FILE CLOSED

MATCHING CUSTOMER SERVICE CONTACT

NAME: [REDACTED] OPEN DATE: 20060526
 ADDRESS: [REDACTED] CHULA VISTA CA [REDACTED] FILE NO: 0384509
 PHONE (W): [REDACTED] EXT: [REDACTED] PHONE (H): [REDACTED]
 VIN : JA4MW51R41 [REDACTED] YEAR/MODEL: 2001 MONTERO
 SERV DLR : 46056 FIRST TEAM MITS
 DELIVERY DATE: 04/21/00 MILEAGE: 89253 CLOSE DATE: 20060530
 GRP/SUB-GRP: SERVICE BRAKES BOOSTER, BRAKE, GENERAL
 COND/REMEDY: NOISE/KNOCK/RATTLE
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE
 (05/26/06) (09:01) (BARL):

SERVICE BRAKES

PREVIOUS FILE(S) :
 MECHANICAL ISSUE # 1 : NOISE FROM DRIVER SIDE (BRAKE ACCUMULATOR) () PRV RPRS
 MECHANICAL ISSUE # 2 : N/A () PREVIOUS RPRS
 MECHANICAL ISSUE # 3 : N/A () 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 : TALKED TO SM MARK ..@09:02AM
 DPSM CONTACTED: (X) YES ; NAME : LEFT VM TO DPSM SPEK...@09:14AM

CUST [REDACTED] CALLS MMNA CURRENTLY AT DLR 46056 FOR NOISE FROM DRIVER SIDE AND CUST SEARCHED CONCERN FURTHER AND FOUND OUT THAT SYMPTONS ARE SIMILAR RELATED TO THE RECALL FOR THE BRAKE ACCUMULATOR AND CUST SEEK MMNA ASSISTANCE. VCM ADVISED RECALL WAS PERFORMED ON 12/04/01. CUST UNDERSTANDS HOWEVER WAS TOLD RECALL WAS INSPECTED AND NO PARTS WERE REPLACED. VCM ASKED CUST TO PLS HOLD WHILE CALLING DLR 46056.

(VCM CALLED DLR 46056 @09:02AM TALKED TO SM MARK STEVENS STATED THAT CUST NEEDS TO AUTHORIZED DIAGNOSIS FIRST TO DETERMINE CONCERN AND WAS ADVISED "IF" IS THE BRAKE ACCUMULATOR SM WILL IMMEDIATELY REVIEW CONCERN WITH DPSM) VCM WENT BACK TO CUST APOLOGIZED FOR THE HOLD TIME AND ADVISED CUST IN ORDER FOR SM TO REVIEW CONCERN FURTHER TO PLEASE AUTHORIZED DLR 46056 DIAGNOSIS TO DETERMINE ASSISTANCE. VCM MADE IT CLEAR TO CUST NO GUARANTEES. CUST UNDERSTOOD AND WILL AUTHORIZED DLR DIAGNOSIS.
 (VCM LFT VM TO DPSM SPEK...@09:14AM.)

DEALER SERVICE MANAGER, PLEASE RESOLVE

1. PLS REVIEW FILE WITH YOUR DPSM TO DETERMINE ACTION TO BE TAKEN.
2. PLS CONTACT CUST IN RESPONSE TO THEIR CALL TO MMNA AND ADVISE OF DECISION RENDERED OR ACTION PLAN AT CUST'S PH 757 410 3932.
3. PLS UPDATE FILE WITH OUTCOME OF REVIEW AND ANY ACTION TAKEN TO ADDRESS CUST'S REQUESTS OR CONCERNS AND CLOSE THE FILE.

THANK YOU

DEALER PRINT, (05/26/06) (09:16) (BARL)

***** 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.: 0384509

REASON FOR CONTACT: REOPEN DT: OPEN CLOSE

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&*****
&DATE CUSTOMER CONTACTED      : 05/26/2006  DATE COMMENTS ENTERED: 05/27/2006
&CONTACTED BY                 : SPEK
&CUSTOMER APPOINTMENT DATE   :
&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          :
&REVIEWED CUSTOMER CONCERN WITH BILL, MITSUBISHI ADVISOR, GAVE AUTHORIZATION
&TO REPLACE ACCUMULATOR - GOODWILL KEN SPETH
&*****
&DEALER COMMENTS TRANSMITTED ON (05/27/2006) (KSPETH )
&FILE UPDATED AS A RESULT OF TRANSMISSION
&*****
&DATE REPAIR COMPLETED OR DECISION RENDERED : 05/30/2006
&REPAIR ORDER NUMBER         : 516818
&MILEAGE AT REPAIR           : 89253
&COMMENTS INPUT BY          : MAS
&ACTION TAKEN                :
&MMSA REP GOODWILLED REPAIRS RELATED TO NOISE BRAKE BOOSTER CONCERN.
&*****
&DEALER COMMENTS TRANSMITTED ON (05/30/2006) (46056ATH)
&FILE CLOSED AS A RESULT OF TRANSMISSION
&*****

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MATCHING CUSTOMER SERVICE CONTACT

NAME : [REDACTED] OPEN DATE: 20060605
 ADDRESS : [REDACTED] HOLLAND MI [REDACTED] FILE NO: 0384727
 PHONE (W) : [REDACTED] EXT: [REDACTED] PHONE (H) : [REDACTED]
 VIN : JA4MW31R21 [REDACTED] YEAR/MODEL: 2001 MONTERO
 SERV DLR : 23064 CROWN MITS-MI
 DELIVERY DATE: 07/21/00 MILEAGE: 81000 CLOSE DATE: 20060605
 GRP/SUB-GRP: SERVICE BRAKES BOOSTER, BRAKE, GENERAL
 COND/REMEDY: OPERATIONAL CONCERN
 REASON FOR CONTACT: REOPEN DT: OPEN CLOSE
 (06/05/06) (08:47) (BARL);

SERVICE BRAKES

PREVIOUS FILE(S) :

MECHANICAL ISSUE # 1 : NOISE FROM DRIVER SIDE (BRAKE ACCUMULATOR) (X) PRVS RPRS

MECHANICAL ISSUE # 2 : N/A () PREVIOUS RPRS

MECHANICAL ISSUE # 3 : N/A () PREVIOUS RPRS

ORIGINAL OWNER : () YES; (X) NO, PURCH 01/01 AT 37,000 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'S SON [REDACTED] CALLS IN BEHALF OF HIS FATHER (OWNER) [REDACTED]

REGARDING NOISE FROM DRIVER SIDE AND ABS LIGHT ON. [REDACTED] WENT TO DLR 23064

AND WAS ADVISED COULD BE THE BRAKE ACCUMULATOR HOWEVER VEH WAS NOT DIAGNOSED.

CUST SEEK FROM MMNA ASSISTANCE. VCM ADVISED VEH FAR OOW. VCM EXPLAINED RECALL


HAS BEEN PERFORMED ON 11/27/01 AT PAYNE MITS IN TEXAS AND PART WAS REPLACED.

CUST'S SON REQUESTED PART# VCM PROVIDED INFO. CUST'S SON UNDERSTOOD AND ENDED


CALL. (NO FURTHER ACTION REQUIRED, FILE CLOSED.)

06/05/06 BARL:FILE CLOSED


CONFIDENTIAL

 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT <small>Rec No. 16172</small>		POR No. CK45 -35 -0000-5-	DATE OF ISSUE 2/6/2001 REPORTER ID/SEQ # 1869 / 3	
YEAR NAME OF VEHICLE / PRICE LINE 2001 MONTERO SUV 7 PASSENGER / XLS		VEHICLE IDENTIFICATION No./CHASSIS No. JA4MW31R91		DISTRIBUTOR MMSA	ACCY ENG N	PRIORITY S
ENGINE NO. 6G74 -3.5	TM TYPE A	MFG DATE 4/25/2000	REAR BODY (MODIFICATION) N/A	LOCATION: 35133 VALLEY STREAM MITSUBISHI		USAGE RETAIL CAR
DATE SOLD 7/2/2000		DATE / MILEAGE TROUBLE OCCURRED 1/23/2001 / 6846		STATE NY	REGION / DISTRICT 20 / B1	
VEHICLE / ENGINE SPEED N/A		ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A		MAINTENANCE GOOD
SUBJECT HBB - BRAKE PEDAL IS SPONGY AND VEHICLE IS HARD TO STOP.					FREQUENCY: FIRST FREQUENT: 1 UNITS	
1 DESCRIPTION OF SYMPTOM CUSTOMER STATES BRAKES LOCK-UP, TECH STATES BRAKE PEDAL IS SPONGY AND VEHICLE IS HARD TO STOP					CONDITION	
DTC(S):						
2 POSSIBLE CAUSE BRAKE ACCUMULATOR						
3 ACTION TAKEN / RESULT A NEW BRAKE ACCUMULATOR FIXED THE VEHICLE.						
4 ADDITIONAL COMMENTS <p style="text-align: center;">THE BRAKE PEDAL WAS SPONGY KEY ON. IF YOU PUSHED HARD ON THE BRAKE PEDAL KEY ON, THE HYDRAULIC PUMP MOTOR WOULD COME ON. KEY OFF IF YOU PUSHED ON THE BRAKE PEDAL YOU WOULD NOTICE THE PEDAL WAS ALREADY HARD LIKE THE ACCUMULATOR WAS NOT HOLDING ANY RESERVE PRESSURE</p>						
REPORTER'S NAME/SIGNATURE						D.Griffith
5. MANUFACTURERS RESPONSES/COMMENTS <p style="text-align: center;">REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW</p>						
MANUFACTURER'S NAME/SIGNATURE						
MMMA CONTROL #: -----				RO/CLAIM:		
PART #: MR527718	PART DESCRIPTION:		PART REQ'D DATE: PART REC'D DATE:	PART SENT TO:		
IQS CATEGORY: A	IQS QUESTION:	KMODEL: V75WLRHVL2M	BODY MODEL:	PROD. ENGINEER: JR		
CURRENT STATUS, DATE: MOPN , 2/7/2001		DATE TO MFG: 2/6/2001	DATE MFG HOLD:	DATE FROM MFG:		


CONFIDENTIAL

 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT Rec No. 16186		PQR No. CK45 -35 -0000-3-S	DATE OF ISSUE 2/16/2001 REPORTER ID/SEQ # 05312 / 2	
YEAR NAME OF VEHICLE / PRICE LINE 2001 MONTERO SUV 7 PASSENGER / XLS		VEHICLE IDENTIFICATION No./CHASSIS No. JA4MW31R91		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY A
ENGINE NO. 6G74 -3.5	TM TYPE A	MFG DATE 5/10/2000	REAR BODY (MODIFICATION) N/A	LOCATION: 05312 COURTESY MITSUBISHI		USAGE RETAIL CAR
DATE SOLD 5/31/2000		DATE / MILEAGE TROUBLE OCCURRED 2/16/2001 / 15819		STATE CA	REGION / DISTRICT 10 / L4	
VEHICLE / ENGINE SPEED N/A		ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A		MAINTENANCE GOOD
SUBJECT HBB UNIT - NOISY					FREQUENCY: FIRST FREQUENT: 1 UNITS	
1. DESCRIPTION OF SYMPTOM CUSTOMER STATES THAT THE VEHICLE MAKE A CHIRPING WHEN BRAKE PEDAL IS DEPRESSED.					CONDITION	
DTC(S):		55				
2. POSSIBLE CAUSE BRAKE ACCUMULATOR RUPTURED.						
3. ACTION TAKEN / RESULT THE ACCUMULATOR WAS REPLACED AND THE CONDITION WAS CORRECTED.						
4. ADDITIONAL COMMENTS						
				REPORTER'S NAME/SIGNATURE COURTESY MITSUBISHI		
5. MANUFACTURERS RESPONSES/COMMENTS REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW 02/9/12 MMC RESPONSE : PLEASE REFER OUR RESPONSE TO PQR NO.CK45-35-3-S (VIN 1J000634) DATED 01/9/3.						
				MANUFACTURER'S NAME/SIGNATURE		
MMA CONTROL #: -----				RO/CLAIM: 24749		
PART #: MR527718	PART DESCRIPTION: ACCUMULATOR,BRAKE BOOSTER		PART REQ'D DATE: PART REC'D DATE:	PART SENT TO:		
IQS CATEGORY: A	IQS QUESTION: 3 -	KMODEL: V75WLRHVL2M	BODY MODEL:	PROD. ENGINEER: JR		
CURRENT STATUS, DATE: MRSP , 9/12/2002		DATE TO MFG: 2/20/2001	DATE MFG HOLD:	DATE FROM MFG. 9/12/2002		
CONTACT:		PHONE NUMBER:		FAX NUMBER:		


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 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT Rec No. 16416		PQR No. CK45 -35 -0000-3-S	DATE OF ISSUE 8/14/2001 REPORTER ID/SEQ.# 44156 / 2	
YEAR NAME OF VEHICLE / PRICE LINE 2001 MONTERO SUV 7 PASSENGER / LIMITED		VEHICLE IDENTIFICATION No./CHASSIS No. JA4MW51R61		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY A
ENGINE NO. 6G74 -3.5	TM TYPE S	MFG DATE 1/17/2000	REAR BODY (MODIFICATION) N/A	LOCATION: 44156 WEST LOOP MITSUBISHI-SAN ANTONIO		USAGE RETAIL CAR
DATE SOLD 10/25/2000		DATE / MILEAGE TROUBLE OCCURRED 8/14/2001 / 20966		STATE TX	REGION / DISTRICT 40 / D6	
VEHICLE / ENGINE SPEED N/A		ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A		MAINTENANCE GOOD
SUBJECT HBB UNIT - NOISY					FREQUENCY: SOMETIMES FREQUENT: 3 UNITS	
1 DESCRIPTION OF SYMPTOM CHIRPING NOISE WHEN APPLING BRAKES					CONDITION	
DTC(S):						
2. POSSIBLE CAUSE DEPLETED ACCUMULATOR						
3. ACTION TAKEN / RESULT REPLACED ACCUMULATOR						
4. ADDITIONAL COMMENTS						
REPORTER'S NAME/SIGNATURE WEST LOOP MITSUBISHI-SAN /						
5. MANUFACTURERS RESPONSES/COMMENTS SAFETY RECALL CAMPAIGN WILL BE LAUNCHED AS SOON AS MMSA PREPARES THE ENOUGH COUNTERMEASURE PARTS. WE WOULD LIKE TO CLOSE THIS PQR. M.MIYASHITA, MMC-IASD 9/3/01						
MANUFACTURER'S NAME/SIGNATURE						
MMA CONTROL #: -----				RO/CLAIM:		
PART #: MR977411	PART DESCRIPTION: ACCUMULATOR ASSY,BRAKE BOOSTER		PART REQ'D DATE: PART RECV'D DATE:	PART SENT TO:		
IQS CATEGORY: A	IQS QUESTION: 3 -	KMODEL: V75WLYXVL2M	BODY MODEL:	PROD. ENGINEER: JR		
CURRENT STATUS , DATE: MRSP , 9/2/2001		DATE TO MFG: 8/21/2001	DATE MFG HOLD:	DATE FROM MFG: 9/2/2001		

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 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT Rec No. 16540		POR No CK45-35-0000-3-S	DATE OF ISSUE 10/24/2001 REPORTER ID/SEC.# 1869 / 15	
YEAR NAME OF VEHICLE / PRICE LINE 2001 MONTERO SUV 7 PASSENGER / LIMITED		VEHICLE IDENTIFICATION No./CHASSIS No. JA4MW51R41		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY B
ENGINE NO. 6G74-3.5	TM TYPE A	MFG DATE 1/24/2000	REAR BODY (MODIFICATION) N/A	LOCATION: 32065 PRESTIGE MITSUBISHI		USAGE RETAIL CAR
DATE SOLD 4/10/2000	DATE / MILEAGE TROUBLE OCCURRED 10/24/2001 / 24879		STATE NJ	REGION / DISTRICT 20 / B3		
VEHICLE / ENGINE SPEED N/A	ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A		MAINTENANCE GOOD	
SUBJECT HBB UNIT - NOISY					FREQUENCY: SOMETIMES FREQUENT: 1 UNITS	
1. DESCRIPTION OF SYMPTOM A CHIRPING NOISE COMING FROM THE BRAKES WHEN THE BRAKE PEDAL IS PRESSED, 6 DAYS AFTER THE RECALL FOR THE BRAKE ACCUMULATOR WAS PERFORMED					CONDITION	
DTC(S):						
2. POSSIBLE CAUSE THE TECH STATED THE ACCUMULATOR THAT FAILED HAS A PINK DOT ON IT.						
3. ACTION TAKEN / RESULT REPLACING THE BRAKE ACCUMULATOR FIXED THIS VEHICLE. THE PART HAS ALREADY BEEN RETURNED TO THE WARRANTY RETURN CENTER.						
4. ADDITIONAL COMMENTS 1J032089 HAD THE SAME CONCERN. AN ACCUMULATOR WITH A PINK DOT FAILED JUST AFTER THE RECALL FOR THE BRAKE ACCUMULATOR WAS PERFORMED.						
REPORTER'S NAME/SIGNATURE					D.Griffith	
5. MANUFACTURERS RESPONSES/COMMENTS WE HAVE ALREADY INFORMED OUR INVESTIGATION RESULT TO MMA-PSC DIRECTLY. PLEASE HAVE DEALER TECHNICIANS PAY ATTENTION TO THE ACCUMULATOR SPRING AT THE ACCUMULATOR INSTALLATION. (CAR MEETING ITEM) M. MIYASHITA, MMC-IASD 12/20/2001						
MANUFACTURER'S NAME/SIGNATURE						
MMA CONTROL #:				RO/CLAIM: 103453		
PART #: MR977223	PART DESCRIPTION: ACCUMULATOR, BRAKE BOOSTER		PART REC'D DATE: 	PART SENT TO: 		
IQS CATEGORY: A	IQS QUESTION: 3 -	KMODEL: V75WLYXVL2M	BODY MODEL:	PROD. ENGINEER: JR		
CURRENT STATUS, DATE:		DATE TO MFG: 10/24/2001	DATE MFG HOLD:	DATE FROM MFG: 12/23/2001		

CONFIDENTIAL


 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT Rec No. 16548		POR No. CK45 -35 -0000-7-	DATE OF ISSUE 10/24/2001 REPORTER ID/SEQ.# 15010 / 5	
YEAR NAME OF VEHICLE / PRICE LINE 2001 MONTERO SUV 7 PASSENGER / LIMITED		VEHICLE IDENTIFICATION No./CHASSIS No. JA4MW51R21		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY B
ENGINE NO. 6G74 -3.5	TM TYPE S	MFG DATE 12/11/2000	REAR BODY (MODIFICATION) N/A	LOCATION: 15010 PARKWAY MITSUBISHI-IL		USAGE RETAIL CAR
DATE SOLD 10/15/2001		DATE / MILEAGE TROUBLE OCCURRED 10/24/2001 / 915		STATE IL	REGION / DISTRICT 50 / C4	
VEHICLE / ENGINE SPEED N/A		ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A		MAINTENANCE GOOD
SUBJECT FAILURE OF ACCUMULATOR AFTER COUNTERMEASURE					FREQUENCY: FIRST FREQUENT: 1 UNITS	
1. DESCRIPTION OF SYMPTOM CUSTOMER STATES NO BRAKES & NOISE WHILE BRAKING					CONDITION	
DTC(S):						
2. POSSIBLE CAUSE NITROGEN GAS LEAKED FROM ACCUMULATOR						
3. ACTION TAKEN / RESULT REPLACED ACCUMULATOR ASSEMBLY						
4. ADDITIONAL COMMENTS <p style="text-align: center;">RECALL SR-01-008 WAS PERFORMED ON 09/25/01 WHILE VEHICLE WAS STILL ON STOCK. VEHICLE HAD 43 MILES AND RO#142211. MMSA REQUESTED THIS PART BACK ON 10/25/01. MMSA INSTALLED THE RETURNED PART ON MR INOUE VEHICLE AND FOUND PART DEFECTIVE 10/31/01.</p>						
					REPORTER'S NAME/SIGNATURE PARKWAY MITSUBISHI-IL	
5. MANUFACTURERS RESPONSES/COMMENTS <p>02/8/29 MMC RESPONSE : WE HAVE ALREADY INFORMED OUR INVESTIGATION RESULT TO MMA-PSC DIRECTLY. PLEASE HAVE DEALER TECHNICIANS PAY ATTENTION TO THE ACCUMULATOR SPRING AT THE ACCUMULATOR INSTALLATION. (CAR MEETING ITEM)</p>						
					MANUFACTURER'S NAME/SIGNATURE	
MMA CONTROL #: -----				RO/CLAIM: Z8388		
PART # MR977223	PART DESCRIPTION: ACCUMULATOR, BRAKE BOOSTER		PART REQ'D DATE: PART REC'D DATE:	PART SENT TO:		
IQS CATEGORY: A	IQS QUESTION: 3 -	KMODEL: V75WLYXVL2M	BODY MODEL:	PROD. ENGINEER: JR		
CURRENT STATUS, DATE:		DATE TO MFG:	DATE MFG HOLD:	DATE FROM MFG:		

6/14/2006


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 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT Rec No. 16635		PQR No. CK45 -35 -0000-7-S	DATE OF ISSUE 11/21/2001 REPORTER ID/SEQ.# 1869 / 16	
YEAR NAME OF VEHICLE / PRICE LINE 2001 MONTERO SUV 7 PASSENGER / LIMITED		VEHICLE IDENTIFICATION No./CHASSIS No. JA4MW51R81		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY B
ENGINE NO. 6G74 -3.5	TM TYPE S	MFG DATE 11/9/2000	REAR BODY (MODIFICATION) N/A	LOCATION: 48061 FIVE STAR MITSUBISHI		USAGE RETAIL CAR
DATE SOLD 1/6/2001		DATE / MILEAGE TROUBLE OCCURRED 11/20/2001 / 9155		STATE WA	REGION / DISTRICT 10 / L6	
VEHICLE / ENGINE SPEED 20	ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A	MAINTENANCE GOOD		
SUBJECT FAILURE OF ACCUMULATOR AFTER COUNTERMEASURE				FREQUENCY: FIRST FREQUENT: 1 UNITS		
1. DESCRIPTION OF SYMPTOM VEHICLE HAD BRAKE ACCUMULATOR REPLACEMENT RECALL PERFORMED ON 10-12-01. THE VEHICLE CAME BACK 11-20-01 WITH A COMPLAINT OF A NOISE AT 20 MPH AND BELOW WHEN APPLYING THE BRAKES.				CONDITION		
DTC(S):						
2. POSSIBLE CAUSE ACCUMULATOR REPLACED DURING THE RECALL FAILED.						
3. ACTION TAKEN / RESULT REPLACING THE ACCUMULATOR FIXED THIS NOISE.						
4. ADDITIONAL COMMENTS <p style="text-align: center;">TECH-LINE INSTRUCTED DEALER TO SEND THE ACCUMULATOR BACK TO MMSA PSC ATTENTION TO RICK LANTZ. PARTS RECEIVED 11/29/01 AND NO PROBLEM FOUND AT THIS TIME.</p> <p style="text-align: right;">REPORTER'S NAME/SIGNATURE D.Griffith</p>						
5. MANUFACTURERS' RESPONSES/COMMENTS <p style="text-align: center;">WE HAVE ALREADY INFORMED OUR INVESTIGATION RESULT TO MMA-PSC DIRECTLY. PLEASE HAVE DEALER TECHNICIANS PAY ATTENTION TO THE ACCUMULATOR SPRING AT THE ACCUMULATOR INSTALLATION. (CAR MEETING ITEM) M. MIYASHITA MMC-IASD, 12/20/2001</p> <p style="text-align: right;">MANUFACTURER'S NAME/SIGNATURE</p>						
MMMA CONTROL #: -----				RO/CLAIM: 24002		
PART #.	PART DESCRIPTION:	PART REQ'D DATE: PART REC'D DATE:	PART SENT TO:			
IQS CATEGORY: A	IQS QUESTION: 3 -	KMODEL: V75WLYXVL2M	BODY MODEL:	PROD. ENGINEER: JR		
CURRENT STATUS, DATE:		DATE TO MFG:	DATE MFG HOLD:	DATE FROM MFG:		


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 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT <small>Rec No. 16863</small>		PQR No. CK45 -35 -0000-11-	DATE OF ISSUE 2/28/2002 REPORTER ID/SEQ.# 1200 / 7	
YEAR NAME OF VEHICLE / PRICE LINE 2002 MONTERO SUV 7 PASSENGER / LIMITED		VEHICLE IDENTIFICATION No./CHASSIS No. JA4MW51R32 [REDACTED]		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY B
ENGINE NO. 6G74 -3.5	TM TYPE S	MFG DATE 8/20/2001	REAR BODY (MODIFICATION) N/A	LOCATION: 00 NATIONAL		USAGE RETAIL CAR
DATE SOLD 9/29/2001	DATE / MILEAGE TROUBLE OCCURRED 2/28/2002 / 3543		STATE NATIONAL	REGION / DISTRICT /		
VEHICLE / ENGINE SPEED N/A	ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A		MAINTENANCE GOOD	
SUBJECT NOISY ELECTRIC HBB PUMP MOTOR.				FREQUENCY: FIRST FREQUENT: 1 UNITS		
1. DESCRIPTION OF SYMPTOM AFTER APPLYING PRESSURE ON THE BRAKE PEDAL THE DRIVER REPORTS HEARING THE ELECTRIC PUMP MOTOR OF THE HBB RUNNING FOR APPROXIMATELY 1 TO 2 SECONDS. THIS CONDITION OCCURS AFTER EVERY BRAKE APPLICATION.				CONDITION		
DTC(S):						
2. POSSIBLE CAUSE UNKNOWN, THIS UNIT IS LOUDER THAN OTHER VEHICLES UNDER THE SAME CONDITION.						
3. ACTION TAKEN / RESULT NO REPAIR WORK AT THIS TIME.						
4. ADDITIONAL COMMENTS						
REPORTER'S NAME/SIGNATURE R.Lantz						
5. MANUFACTURERS RESPONSES/COMMENTS REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW 02/12/17 MMC RESPONSE: AS THE PROBLEM SEEMS TO BE RARE CASES, WE WILL WATCH THE FIELD CONDITION FOR THE TIME BEING.						
MANUFACTURER'S NAME/SIGNATURE						
MMA CONTROL #:				RO/CLAIM: N/S		
PART #	PART DESCRIPTION:	PART REQ'D DATE: PART REC'D DATE:	PART SENT TO:			
IQS CATEGORY: A	IQS QUESTION:	KMODEL: V75WLYXVL2M	BODY MODEL:	PROD. ENGINEER: JR		
CURRENT STATUS, DATE: MRSP, 12/17/2002		DATE TO MFG: 2/28/2002	DATE MFG HOLD:	DATE FROM MFG: 12/17/2002		


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 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT Rec No. 17255		PQR No. CK45 -35 -0000-7-S	DATE OF ISSUE 7/3/2002 REPORTER ID/SEQ.# 1869 / 37	
YEAR NAME OF VEHICLE / PRICE LINE 2002 MONTERO SUV 7 PASSENGER / XLS		VEHICLE IDENTIFICATION No./CHASSIS No. JA4MW31R22		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY B
ENGINE NO. 6G74 -3.5	TM TYPE A	MFG DATE 5/30/2001	REAR BODY (MODIFICATION) N/A	LOCATION: 04056 AVONDALE MITSUBISHI		USAGE RETAIL CAR
DATE SOLD 7/27/2001		DATE / MILEAGE TROUBLE OCCURRED 7/3/2002 / 28352		STATE AZ	REGION / DISTRICT 40 / D4	
VEHICLE / ENGINE SPEED N/A		ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A		MAINTENANCE GOOD
SUBJECT FAILURE OF ACCUMULATOR AFTER COUNTERMEASURE				FREQUENCY: FIRST FREQUENT: 1 UNITS		
1. DESCRIPTION OF SYMPTOM THE TECH INSTALLED A NEW ACCUMULATOR WITH A PINK DOT AS PER SR 01 008 REV II, THEN THE BRAKE PEDAL BECAME HARD AND THE HBB UNIT MADE A CHIRPING NOISE WHEN PRESSING ON THE BRAKES. THE TECH STATED THAT THE PART HE INSTALLED WAS AN ACCUMULATOR WITH THE PINK DOT AND HE CHECKED THE PIN AND SPRING ORIENTATION TO BE CORRECT.				CONDITION		
DTC(S):						
2. POSSIBLE CAUSE A FAILED NEW PINK DOT ACCUMULATOR						
3. ACTION TAKEN / RESULT THE TECH REPLACED THE PINK DOT ACCUMULATOR WITH A NEW PINK ACCUMULATOR DOT TO FIX THIS VEHICLE						
4. ADDITIONAL COMMENTS <p style="text-align: center;">THE VEHICLE BRAKING SYSTEM WAS FUNCTIONING NORMAL UNTIL THE RECALL WAS PERFORMED.</p>						
				REPORTER'S NAME/SIGNATURE D.Griffith		
5. MANUFACTURERS RESPONSES/COMMENTS <p style="text-align: center;">REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW 02/8/29 MMC RESPONSE : WE HAVE ALREADY INFORMED OUR INVESTIGATION RESULT TO MMA-PSC DIRECTLY. PLEASE HAVE DEALER TECHNICIANS PAY ATTENTION TO THE ACCUMULATOR SPRING AT THE ACCUMULATOR INSTALLATION. (CAR MEETING ITEM)</p>						
				MANUFACTURER'S NAME/SIGNATURE		
MMA CONTROL #: -----				RO/CLAIM: 129327		
PART #: MR977223	PART DESCRIPTION: ACCUMULATOR, BRAKE BOOSTER		PART REQ'D DATE: PART REC'D DATE:	PART SENT TO:		
IQS CATEGORY: A	IQS QUESTION:	KMODEL: V75WLRHVL2M	BODY MODEL:	PROD. ENGINEER: JR		
CURRENT STATUS, DATE: MRSP, 8/28/2002		DATE TO MFG: 7/3/2002	DATE MFG HOLD:	DATE FROM MFG: 8/28/2002		

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 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT Rec No. 17290		PQR No. CK45 -35 -0000-7-S		DATE OF ISSUE 7/29/2002 REPORTER ID/SEQ.# 1869 / 42	
YEAR NAME OF VEHICLE / PRICE LINE 2001 MONTERO SUV 7 PASSENGER / LIMITED			VEHICLE IDENTIFICATION No./CHASSIS No. JA4MW51R31		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY B
ENGINE NO. 6G74 -3.5	TM TYPE A	MFG DATE 1/18/2000	REAR BODY (MODIFICATION) N/A		LOCATION: 50002 MOSES MITSUBISHI		USAGE RETAIL CAR
DATE SOLD 3/31/2000		DATE / MILEAGE TROUBLE OCCURRED 7/29/2002 / 23661			STATE WV	REGION / DISTRICT 20 / BD	
VEHICLE / ENGINE SPEED N/A		ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A		MAINTENANCE GOOD	
SUBJECT FAILURE OF ACCUMULATOR AFTER COUNTERMEASURE					FREQUENCY: FIRST FREQUENT: 1 UNITS		
1. DESCRIPTION OF SYMPTOM THE ACCUMULATOR WITH A PINK DOT WAS REPLACED DURING THE RECALL FOR THE ACCUMULATOR. AFTER REPLACEMENT THE VEHICLE SET A HBB CODE 78 AND AN ABS CODE 55. IF THE KEY WERE TURNED OFF THE BRAKE PEDAL WOULD BECOME HARD AFTER ONLY 3 PUMPS. WHEN THE KEY WAS TURNED BACK ON THE HBB HYDRAULIC PUMP WOULD ONLY RUN FOR 3 SECONDS.					CONDITION		
DTC(S):	HBB 78	ABS 55					
2. POSSIBLE CAUSE THE ACCUMULATOR WITH THE PINK DOT FAILED.							
3. ACTION TAKEN / RESULT THE ACCUMULATOR WAS REPLACED WITH ANOTHER ACCUMULATOR WITH A PINK DOT AND THE PROBLEM WAS GONE. BOTH OF THESE PARTS CAME FROM THE DEALERSHIPS OWN PARTS INVENTORY.							
4. ADDITIONAL COMMENTS <p style="text-align: center;">THE TECHNICIAN ASSURED ME THAT ALL OF THE PARTS RELATING TO THE HBB SYSTEM WERE INSTALLED CORRECTLY DURING PERFORMING THE RECALL.</p> <p style="text-align: right;">REPORTER'S NAME/SIGNATURE D.Griffith</p>							
5. MANUFACTURERS RESPONSES/COMMENTS <p style="text-align: center;">REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW 02/8/29 MMC RESPONSE : WE HAVE ALREADY INFORMED OUR INVESTIGATION RESULT TO MMA-PSC DIRECTLY. PLEASE HAVE DEALER TECHNICIANS PAY ATTENTION TO THE ACCUMULATOR SPRING AT THE ACCUMULATOR INSTALLATION. (CAR MEETING ITEM)</p> <p style="text-align: right;">MANUFACTURER'S NAME/SIGNATURE</p>							
MMMA CONTROL #: -----					RO/CLAIM: 121157		
PART #: MR977223	PART DESCRIPTION: ACCUMULATOR,BRAKE BOOSTER			PART REQ'D DATE: PART RECVD DATE:	PART SENT TO: /		
IQS CATEGORY: A	IQS QUESTION: -	KMODEL: V75WLYXVL2M		BODY MODEL:	PROD. ENGINEER: JR		
CURRENT STATUS, DATE:		DATE TO MFG:		DATE MFG HOLD:		DATE FROM MFG:	

CONFIDENTIAL

 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT <small>Rec No. 19383</small>		POR No CK45 -35 -3513-3-S	DATE OF ISSUE 4/5/2005 REPORTER ID/SEC.# 06034 / 6	
YEAR NAME OF VEHICLE / PRICE LINE 2001 MONTERO SUV 7 PASSENGER / XLS		VEHICLE IDENTIFICATION No./CHASSIS No. JA4MW31R51		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY B
ENGINE NO. 6G74 -3.5	TM TYPE A	MFG DATE 6/8/2000	REAR BODY (MODIFICATION) N/A	LOCATION: 06034 QUALITY MITSUBISHI, INC.		USAGE RETAIL CAR
DATE SOLD 6/29/2000		DATE / MILEAGE TROUBLE OCCURRED 4/5/2005 / 106492		STATE CO	REGION / DISTRICT 40 / D3	
VEHICLE / ENGINE SPEED N/A		ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A		MAINTENANCE GOOD
SUBJECT HBB UNIT - NOISY				FREQUENCY: FIRST FREQUENT: 1 UNITS		
1. DESCRIPTION OF SYMPTOM CHATTER NOISE IN BRAKE PEDAL LIKE THE TIME THE ACCUMALATOR WAS REPLACED UNDER RECALL				CONDITION		
DTC(S):						
2. POSSIBLE CAUSE INTERNAL FAILURE						
3. ACTION TAKEN / RESULT REPLACE ACCUMALATOR (GOODWILL), CUSTOMER PAYS LABOR						
4. ADDITIONAL COMMENTS						
				REPORTER'S NAME/SIGNATURE QUALITY MITSUBISHI, INC.		
5. MANUFACTURERS RESPONSES/COMMENTS <p style="text-align: center;">REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW</p>						
				MANUFACTURER'S NAME/SIGNATURE		
MMA CONTROL #: -----				RO/CLAIM: 73638		
PART #:	PART DESCRIPTION:		PART REQ'D DATE: PART REC'D DATE:	PART SENT TO:		
IQS CATEGORY: A	IQS QUESTION: -	KMODEL: V75WLRHVL2M	BODY MODEL:	PROD. ENGINEER: JR		
CURRENT STATUS, DATE: MRSP, 4/12/2005		DATE TO MFG:	DATE MFG HOLD:	DATE FROM MFG: 4/12/2005		
CONTACT: JEFF PINAR		PHONE NUMBER: (303) 738-9700		FAX NUMBER: (303) 738-1213		

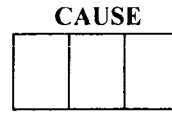
ATTACHMENT FOR QUESTION 6

- ◆ **NATURE CODE CHART**
- ◆ **CAUSE CODE CHART**

MITSUBISHI CAUSAL CODES

NATURE CODE

Only use the Nature Code "99D" when no other appropriate code exists



WHAT HAPPENED - 1ST AND 2ND POSITION

SELECT A CODE FROM THESE TWO COLUMNS AND INSERT IN THE FIRST TWO POSITIONS.

WHEN IT HAPPENED - 3RD POSITION

SELECT A CODE FROM THIS COLUMN AND INSERT IN THE 3RD POSITION.

CODE	ENGINE	CODE	BODY-CHASSIS
00	DRIVING NOT POSSIBLE	40	WATER LEAK
01	ENGINE STALLED	41	DUST LEAK
02	ENGINE WON'T START	42	WIND LEAK
03	ENGINE WON'T IDLE	43	WIND NOISE
04	POOR ACCELERATION	44	BODY NOT LEVEL
05	ENGINE STUMBLES/HESITATES	45	POOR RIDE QUALITY
06	ENGINE KNOCKING	46	IMPROPER CLOSING
07	ENGINE RUN ON (DIESELING)	47	IMPROPER ALIGNMENT
08	ENGINE OVERHEATING	50	BATTERY DISCHARGED
09	ENGINE UNDERHEATING	51	IMPROPER INDICATION
10	HIGH FUEL CONSUMPTION	52	LIGHTING FAILURE
11	HIGH OIL CONSUMPTION	53	HORN DOES NOT SOUND
12	EXCESSIVE SMOKE	54	EXCESSIVE NOISE
14	LOW COOLANT	55	DISTORTED SOUND
16	CHECK ENGINE LAMP STAYS ON	56	POOR FIT
1D	LOOSE HOSE	57	POOR WIPING OR SPRAYING
1E	CRACKED HOSE	59	OTHER ELEC. FAILURE
	DRIVE TRAIN	60	IMPROPERLY INSTALLED
20	CLUTCH SLIPPING		ACCESSORIES
21	WILL NOT STAY IN GEAR		
22	TRANSMISSION SEIZED		
23	WILL NOT SHIFT AT ALL		OTHER
24	POOR QUALITY SHIFT	80	ABNORMAL SOUND
25	WILL NOT SHIFT UP / DOWN	81	SQUEAK OR RATTLES
26	SHIFT SHOCK	82	VIBRATION
27	LOOSE/DISCONNECTED SHAFT	85	EXCESS FORCE REQUIRED
28	CLUTCH ACTION POOR	86	WON'T STAY IN POSITION
30	INEFFECTIVE OPERATION	87	VARYING FORCE REQUIRED
31	GRABBING/PULLING BRAKES	88	IMPROPER RETURN
35	POOR TRACKING	90	POOR FINISH OR STAINED
36	DRIFT TO ONE SIDE	91	IMPROPER CONTROL
37	OFF CENTER	92	FIRE
		99	OTHERS NOT LISTED OR UNKNOWN
	LEAKS		
70	FUEL LEAK		
71	OIL OR GREASE LEAK		
72	WATER LEAK		
73	AIR OR VACUUM LEAK		
74	REFRIGERANT LEAK		
75	HYDRAULIC /AIR PRESS. LEAK		
7B	REFRIGERANT OVER CHARGE		
7C	LACK OF REFRIGERANT		

CODE	
A	STARTING ENGINE
B	WARMING UP
C	IDLING
D	ALL THE TIME
E	STARTING IN MOTION
F	WHILE SHIFTING TRANSMISSION
G	ACCELERATING
H	DECELERATING
J	WHILE BRAKING
L	AT LOW SPEEDS (UNDER 15 MPH)
M	AT HIGH SPEEDS (OVER 50 MPH)
P	ENGINE COLD
Q	ENGINE HOT
S	UNDER HEAVY LOADS
T	WHILE TURNING
U	IN REVERSE (BACKING UP)
V	UNDER NO LOAD (FREE REVVING)
W	IN FOUR WHEEL DRIVE
X	INVITE CLAIM ONLY
Z	OTHERS NOT LISTED
0	ASCENDING (CLIMBING HILLS)
1	DESCENDING OR COASTING
2	ON ROUGH ROADS
3	ON SLIPPERY ROADS
4	AT HIGH ALTITUDES
5	AT LOW TEMP (UNDER 32F)
6	AT HIGH TEMP (OVER 85F)
7	RAINY OR WET
8	SNOWY
9	WINDY

MITSUBISHI CAUSAL CODES

CAUSE CODE

NATURE

--	--	--

CAUSE

2	7	0
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WHY IT HAPPENED - 4TH, 5TH, AND 6TH POSITION
SELECT A THREE CHARACTER CODE FROM THE TWO
COLUMNS THAT BEST DESCRIBE WHAT CAUSED THE PROBLEM.

CODE		CODE	
100	CRACKED OR BROKEN	450	IMPROPER CLEARANCE
110	DAMAGED OR TORN	460	PARTS MISSING (NOT INSTALLED)
120	BURNT OR MELTED	470	PARTS INCORRECT
130	SEIZED	480	IMPROPER INSTALLATION
140	STUCK	490	IMPROPER ADJUSTMENT
150	WORN	500	POOR WELDING
160	DEFORMED/BENT/ DISTORTED	510	POOR COATING (SEALANTS)
200	WATER LEAK	520	IMPROPER STAKING
210	WATER SOAKED	550	CAVITY, POROUS OR PINHOLE
220	OIL LEAK	560	DEFECTIVE MACHINING
230	LACK OF LUBRICANTS	570	CLOGGED
260	SHORT CIRCUIT	580	FOREIGN MATERIAL
270	OPEN CIRCUIT	590	FROZEN OR STUCK
300	RUSTED OR CORRODED	600	EXCESSIVE PLAY
310	IMPROPERLY PLATED	810	CAVITATION
320	STAINED OR DISCOLORED	820	LOW WATER LEVEL
330	FLAKED OR PEELED	830	SLIPPING
340	DETERIORATED OR FATIGUED	840	SMOLDERING
400	MISSING FASTENERS	850	OVERFLOW
410	LOOSE FASTENERS	860	DEAD BATTERY
420	MISSING CLIPS OR BANDS	870	IMPROPERLY PAINTED
430	LOOSE CLIPS OR BANDS	890	ABNORMAL SMELL
440	LOOSE, FELL OFF	990	OTHERS NOT LISTED

CODE	USE FOR PAINT + BODY REPAIRS	CODE	USE FOR ELECTRICAL REPAIRS
PAP	PRIMER COAT DEFECT	HA0	LOOSE CONNECTION AT CONNECTOR
PBP	TRIM PAINT DEFECT	HB0	CONNECTOR TERMINAL(S) BENT
PCP	FOREIGN MATERIAL	HC0	CONNECTOR BROKEN/FRACTURED
PDP	PAINT RUNS	HD0	CONNECTOR TERMINAL BROKEN/FRACTURED
PEP	SCRATCHED	HE0	HARNESS NOT CLIPPED OR STRAPPED
PGP	DISCOLORATION	HF0	TERMINAL PUSHED OUT FROM CONNECTOR
PHP	FADING	HG0	CONNECTOR TERMINAL SPREAD APART
PJP	UNEVEN FINISH	HI0	CONNECTOR TERMINAL POORLY CRIMPED
PKP	BLISTERED	HJ0	WIRES CUT/BROKEN BY SHARP EDGE
PMP	RUST SPOT	HK0	WIRES CUT/BROKEN BY SCREW OR BOLT
PNP	RUST PERFORATION	HL0	WIRES CROSSED IN CONNECTOR
PPP	RUST AT SEAMS OR JOINTS	HM0	WIRES BURNED
PGP	RUST CAUSED BY MOLDINGS	HN0	WIRE PINCHED
PRP	COLOR MISMATCHING	HP0	WIRE TERMINAL(S) CORRODED
PSP	ORANGE PEEL	HQ0	BROKEN SPLICE IN HARNESS
PTP	PEELING		
PXP	OTHER PAINT DEFECTS		3 RD CHARACTER OF ELECT. CAUSAL CODES IS ZERO

ATTACHMENT FOR QUESTION 7

- ◆ **SR-01-008**
- ◆ **SR-01-008REV**
- ◆ **SR-01-008REVII**
- ◆ **ATIN-01-SR-010**

SAFETY RECALL BULLETIN

SUBJECT: HYDRAULIC BRAKE BOOSTER ACCUMULATOR — SAFETY RECALL CAMPAIGN			No: SR-01-008
			DATE: September, 2001
			MODEL: See below
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

PURPOSE

The hydraulic brake booster (HBB) accumulator on affected vehicles may have been manufactured improperly, which over a period of time may result in leakage of the pressurized nitrogen gas from inside the accumulator. The loss of this gas pressure may result in an abnormal noise from the left side of the dash panel when the brakes are applied, and possibly a delayed first time brake boost assist after the vehicle has been parked for a period of time.

Replace the HBB accumulator with the new, improved parts listed in the PARTS INFORMATION section of this bulletin.

AFFECTED VEHICLES

2001-2002 Montero models produced before 6/20/01.

CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles, telling them to bring their vehicle to their Mitsubishi Motors dealer to replace the hydraulic brake booster accumulator. A copy of the customer notification letter appears later in this bulletin.

REQUIRED OPERATIONS

Before starting this procedure, **CHECK ON THE WARRANTY SUPERSCREEN** to verify that the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

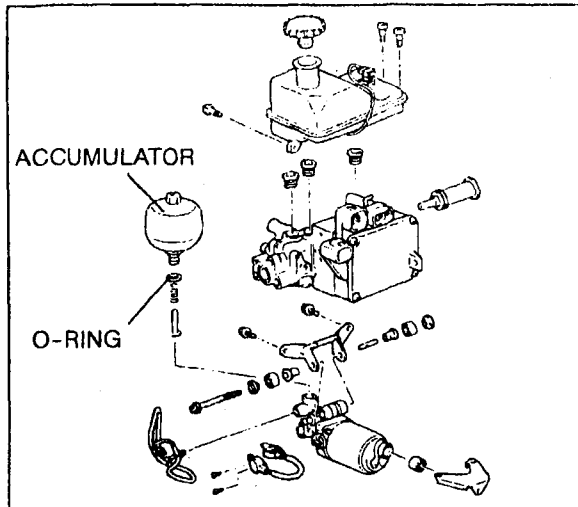
1. Inspect the color of the nut at the top of the hydraulic brake booster accumulator.
 - a. If the nut is painted pink, **STOP**. The improved accumulator has already been installed. Do not continue with this campaign procedure.
 - b. If the nut is **not** painted pink, continue with Step 2 to replace the hydraulic brake booster accumulator.
2. With the ignition turned to the LOCK position, depress the brake pedal repeatedly (up to 40 times) until the pedal becomes hard (high pedal effort). This will relieve the pressure in the accumulator.

⚠ CAUTION

If pressure is left in the power assist system, brake fluid will spill when removing the accumulator.

Continued

FILE UNDER:	Safety Recall Bulletins in the Dealer Service Information Binder	(2302)
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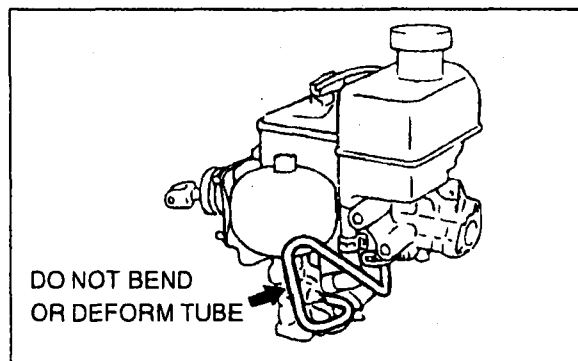
3. Use a 21 mm socket to remove the accumulator. Place a cloth under the accumulator to prevent brake fluid spillage.

Remove the accumulator **vertically**, to prevent metal shavings from accidentally entering the HBB. Remove the O-ring.

⚠ CAUTION

DO NOT USE AIR TOOLS TO REMOVE OR INSTALL THE ACCUMULATOR.

Use of air tools will likely result in shearing the nut from the top of the accumulator.



⚠ CAUTION

USE CARE TO PREVENT BENDING OR DEFORMING THE TUBE.

⚠ WARNING

THE NITROGEN GAS INSIDE THE ORIGINAL ACCUMULATOR MUST BE DISCHARGED BEFORE DISPOSAL. SEE STEP 7.

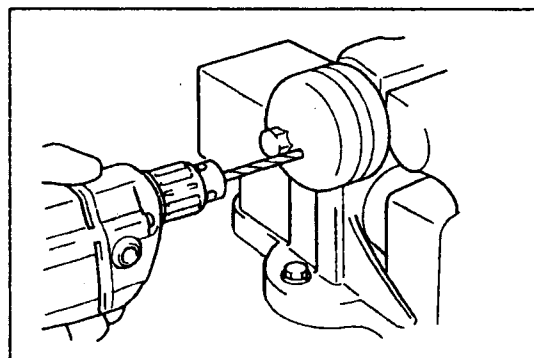
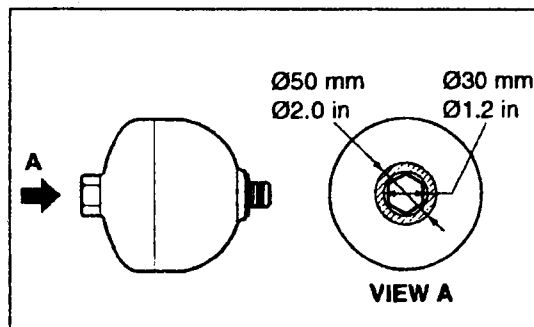
4. Install the new accumulator provided in the kit (listed in the PARTS INFORMATION section of this bulletin):
 - a. Be sure to use the new O-ring (from the kit) at the bottom of the threaded area of the accumulator.
 - b. Be sure to install the accumulator **vertically**. **DO NOT USE AIR TOOLS TO INSTALL THE NEW ACCUMULATOR.**
 - c. Tighten to 53.9 Nm (40 ft/lbs).
5. Bleed air from the HBB system as follows:
 - a. Turn the ignition on. The HBB pump motor should come on automatically.

Continued

- b. When the HBB pump motor stops, turn off the ignition. Depress the brake pedal up to 40 times, until the pedal becomes hard (high pedal effort). Pump the brake pedal slowly, about one stroke per second.
 - c. Repeat Steps 5a. and 5b. ***four times***.
 - d. Replenish the brake fluid in the reservoir tank until it reaches the MAX level.
6. Check for any brake fluid leakage around the accumulator.
 7. Discharge and dispose of the old accumulator as follows. **Wear safety glasses during this procedure.**

⚠ WARNING

THE NITROGEN GAS INSIDE THE ACCUMULATOR MUST BE DISCHARGED BEFORE DISPOSAL.



- a. Secure the accumulator in a vise.
- b. Use a punch at the location shown to create a small dimple for drilling.

- c. Using a drill with a 4 mm drill bit, slowly drill a hole in the accumulator to discharge the nitrogen gas. The accumulator will not burst during drilling.

NOTE: You will hear the nitrogen gas discharge. The discharged nitrogen gas is colorless, odorless, and harmless.

- d. Dispose of the accumulator in compliance with Federal, state, and local laws.

PARTS INFORMATION

A small supply of HBB accumulator kits will be shipped to each dealer automatically. Orders for additional parts can be placed through the normal parts system.

Part No.	Description	Quantity Required
MR977223	HBB Accumulator Kit (contains accumulator and O-ring)	1
MZ311987	Mitsubishi Genuine Brake Fluid	As needed

Continued

WARRANTY INFORMATION

Claims for this campaign must be entered as Recall type "C" claims on your Diamond Network Service Menu. Sample claim screens are shown on the next pages.

Hydraulic Brake Booster Accumulator - Inspection Only

Campaign Labor Operation: C0109WXX Time allowance: 0.2 hrs.

Hydraulic Brake Booster Accumulator - Inspection and Replacement

Campaign Labor Operation: C0109WXX Time allowance: 0.5 hrs.

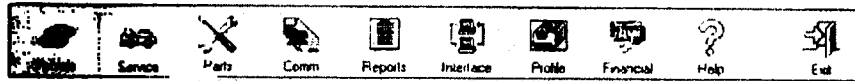
Allowable Parts: Refer to the PARTS INFORMATION section of this bulletin.

Mitsubishi Motor Sales of America, Inc.

SERVICE CAMPAIGN CLAIM SAMPLE - LABOR OPERATION = C0109WXX

ADVANCED DIAMOND NET SCREENS FOR RECALL CLAIMS

SERVICE MENU - SELECT RECALL CLAIM (C)



Service Menu

<p>Data Entry</p> <ul style="list-style-type: none"> PDI Claim (P) Warranty Claim (W) Special Claim (S) Recall Claim (C) Opt. Equipment Reg Corrections/PWA Appeal Claims 	<p>MMSA Online</p> <ul style="list-style-type: none"> MMSA Service Menu GR Comments Entry
---	---

ENTER THIS CLAIM AS RECALL CLAIM TYPE 'C' ONLY.

RECALL CAMPAIGN CUSTOMER / REPAIR INFO SCREEN

Advanced Diamond Network System v1.03

Year: 2008 Dam Type: C PWA: DSM SEU Reasons Mileage

Start Date: VIN: 17077

Customer / Repair Info **Parts & Labor Detail Info**

<p>Full Name: [REDACTED]</p> <p>Address: [REDACTED]</p> <p>City: Chicago State: IL Zip: [REDACTED]</p> <p>Wk Phone: [REDACTED]</p> <p>643211</p>	<p>Claim Totals</p> <p>Labor: 0.00</p> <p>Parts (w/manuapt): 0.00</p> <p>Subst: 0.00</p> <hr/> <p>Sub-Total: 0.00</p> <p>Tax: 0.00</p> <p>Total Amount: 0.00</p>
--	---

Click on "Parts & Labor Detail Info" tab to get the detail screen

FILL IN ALL OF THE REQUIRED OWNER INFORMATION ITEMS INCLUDING PHONE NUMBER.

Be sure the vehicle is actually involved in this campaign. Check the Super Screen to be sure.

RECALL CAMPAIGN CLAIM PARTS AND LABOR DETAIL INFO SCREEN:

- **USE C0109WXX TO INSPECT THE HYDRAULIC BRAKE ACCUMULATOR ASSEMBLY.**

INSPECTION ONLY SAMPLE CLAIM

Recall Claim (C) Entry - Advanced Diamond Network System v1.03

Service Parts Comm Repair Interface Financial Help Exit

Number: Z0008 Claim: C
 Repeat: VEH Repair: PWA: DSM REQ Reasons Mileage: 17077
 VIN: JA

Customer / Repair In Parts & Labor Detail Info

INSPECT ONLY - HYDRAULIC BRAKE ACCUMULATOR

Verify the vehicle is actually involved in this campaign by checking the Superscreen.

Line	Part Number	Qty	Cost	Sub	Operation	Qty	Lbr Hours	Amount	Delete
A					C0109WXX	1	0.2		

No parts will be needed for an inspection only claim.

Enter C0109WXX

Enter a qty of 1 x 0.2 hrs. labor x your dealership's warranty labor rate.

Lines: 1 Total Parts: Total Labor:

Pg 1 of 1 Pg Up Pg Dn Print DEL

Save New Cancel Delete Print Ready Send Summary

- USE C0109WXX TO REPLACE THE HYDRAULIC BRAKE ACCUMULATOR ASSEMBLY.

INSPECT AND REPLACE SAMPLE CLAIM

Recall Claim (C) Entry - Advanced Diamond Network System v1.03

Home Service Parts Comm Reports Interface Profile Financial Help Exit

Claim Number: Claim Type:
 Repair: PWA: DSM: SEQ: Reasons: Mileage:
 VIN:

INSPECT AND REPLACE IF NEEDED - HYDRAULIC BRAKE ACCUMULATOR

Verify the vehicle is actually involved in this campaign by checking the Superscreen.

Line	Part Number	Qty	Cost	Sub	Operation	Qty	Lbr Hours	Amount	Delete
A	<input type="text" value="C0109WXX"/>	<input type="text" value="1"/>	<input type="text" value="0.5"/>						

MR977411
This kit is the only part that is required.

"Top off" brake fluid if needed may be claimed using MZ311987 for \$1.00.

Enter C0109WXX

Enter a qty of 1 x 0.5 hrs. labor x your dealership's warranty labor rate.

Total Parts Total Lbr Hours



6400 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-5208
(888) MITSU2001

AFFECTED VEHICLES
MODELS: 2001-2002 Montero

October, 2001

RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-01-008

Dear Mitsubishi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mitsubishi Motor Sales of America, Inc. has determined that a defect which relates to vehicle safety exists in certain 2001-2002 Montero vehicles produced before June 20, 2001.

What is the safety issue? The hydraulic brake booster accumulator may leak pressurized nitrogen gas which could cause an abnormal noise when the brakes are applied, and a delay in brake power assist after the vehicle has been parked for a period of time, which could result in a crash.

What you should do: Please call your Mitsubishi dealer immediately to schedule a repair date. Check whether parts are in stock for Safety Recall 01-008. If your dealer does not have parts in stock, the parts will be ordered before scheduling a repair date. When bringing your vehicle in, show this dealer this letter. (If you misplace this letter, the dealer will still make the repair, free of charge.)

What your dealer will do: The dealer will replace the hydraulic brake booster accumulator on your vehicle free of charge.

How long will it take? The time needed for the repair is approximately 90 minutes. However, your dealer may need your vehicle for a longer period of time to provide scheduling issues.

Have you changed address or sold the vehicle? If you have changed your address or sold the vehicle, please fill out the enclosed postcard and mail it to:

If you have any trouble getting your vehicle repaired promptly and at no charge, please inform us by calling:

Mitsubishi Customer Relations Department
(888) MITSU-2002 (888-648-7820)
(Central Standard Time) Monday – Saturday 7 a.m. to 10 p.m.

If after contacting Mitsubishi Customer Relations, you still have a problem having your vehicle repaired promptly and without charge, write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (888) 327-4236.

Mitsubishi is committed to making your safety our first concern and we sincerely regret the inconvenience to you caused by this recall.

Sincerely,

SR-01-008
C0109WXX

Richard Donnelson
Director, Customer Relations

[Notice to Lessors: If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law (49 CFR Part 577) to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Also, you must maintain a record which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.]



SUBJECT: HYDRAULIC BRAKE BOOSTER ACCUMULATOR — SAFETY RECALL CAMPAIGN			No: SR-01-008REV
			DATE: October, 2001
			MODEL: See below
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

This bulletin supercedes SR-01-008, issued September, 2001, to correct the replacement accumulator part number in the sample warranty screen on page 7, marked by ►.

PURPOSE

The hydraulic brake booster (HBB) accumulator on affected vehicles may have been manufactured improperly, which over a period of time may result in leakage of the pressurized nitrogen gas from inside the accumulator. The loss of this gas pressure may result in an abnormal noise from the left side of the dash panel when the brakes are applied, and possibly a delayed first time brake boost assist after the vehicle has been parked for a period of time.

Replace the HBB accumulator with the new, improved parts listed in the PARTS INFORMATION section of this bulletin.

AFFECTED VEHICLES

2001-2002 Montero models produced before 6/20/01.

CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles, telling them to bring their vehicle to their Mitsubishi Motors dealer to replace the hydraulic brake booster accumulator. A copy of the customer notification letter appears later in this bulletin.

REQUIRED OPERATIONS

Before starting this procedure, **CHECK ON THE WARRANTY SUPERSCREEN** to verify that the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

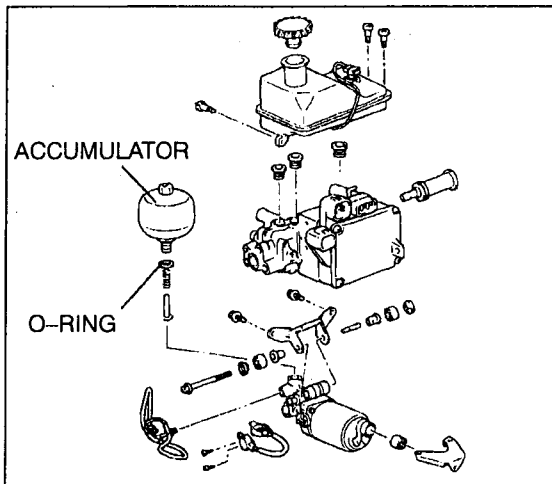
1. Inspect the color of the nut at the top of the hydraulic brake booster accumulator.
 - a. If the nut is painted pink, **STOP**. The improved accumulator has already been installed. Do not continue with this campaign procedure.
 - b. if the nut is not painted pink, continue with Step 2 to replace the hydraulic brake booster accumulator.
2. With the ignition turned to the LOCK position, depress the brake pedal repeatedly (up to 40 times) until the pedal becomes hard (high pedal effort). This will relieve the pressure in the accumulator.

CAUTION

If pressure is left in the power assist system, brake fluid will spill when removing the accumulator.

Continued

FILE UNDER:	Safety Recall Bulletins in the Dealer Service Information Binder	(2353)
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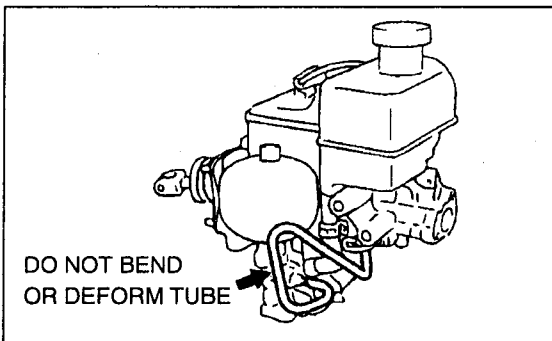
3. Use a 21 mm socket to remove the accumulator. Place a cloth under the accumulator to prevent brake fluid spillage.

Remove the accumulator **vertically**, to prevent metal shavings from accidentally entering the HBB. Remove the O-ring.

⚠ CAUTION

DO NOT USE AIR TOOLS TO REMOVE OR INSTALL THE ACCUMULATOR.

Use of air tools will likely result in shearing the nut from the top of the accumulator.



⚠ CAUTION

USE CARE TO PREVENT BENDING OR DEFORMING THE TUBE.

⚠ WARNING THE NITROGEN GAS INSIDE THE ORIGINAL ACCUMULATOR MUST BE DISCHARGED BEFORE DISPOSAL. SEE STEP 7.

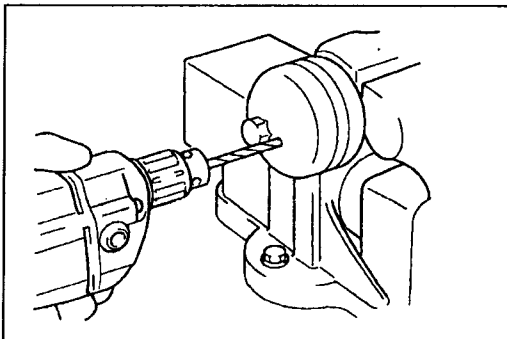
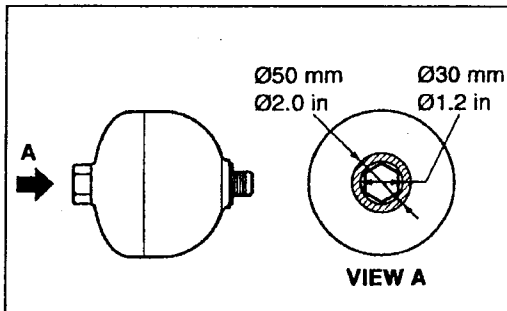
4. Install the new accumulator provided in the kit (listed in the PARTS INFORMATION section of this bulletin):
 - a. Be sure to use the new O-ring (from the kit) at the bottom of the threaded area of the accumulator.
 - b. Be sure to install the accumulator **vertically**. **DO NOT USE AIR TOOLS TO INSTALL THE NEW ACCUMULATOR.**
 - c. Tighten to 53.9 Nm (40 ft/lbs).
5. Bleed air from the HBB system as follows:
 - a. Turn the ignition on. The HBB pump motor should come on automatically.

Continued

- b. When the HBB pump motor stops, turn off the ignition. Depress the brake pedal up to 40 times, until the pedal becomes hard (high pedal effort). Pump the brake pedal slowly, about one stroke per second.
 - c. Repeat Steps 5a. and 5b. ***four times***.
 - d. Replenish the brake fluid in the reservoir tank until it reaches the MAX level.
6. Check for any brake fluid leakage around the accumulator.
 7. Discharge and dispose of the old accumulator as follows. **Wear safety glasses during this procedure.**

⚠ WARNING

THE NITROGEN GAS INSIDE THE ACCUMULATOR MUST BE DISCHARGED BEFORE DISPOSAL.



- a. Secure the accumulator in a vise.
- b. Use a punch at the location shown to create a small dimple for drilling.

- c. Using a drill with a 4 mm drill bit, slowly drill a hole in the accumulator to discharge the nitrogen gas. The accumulator will not burst during drilling.

NOTE: You will hear the nitrogen gas discharge. The discharged nitrogen gas is colorless, odorless, and harmless.

- d. Dispose of the accumulator in compliance with Federal, state, and local laws.

PARTS INFORMATION

A small supply of HBB accumulator kits will be shipped to each dealer automatically. Orders for additional parts can be placed through the normal parts system.

Part No.	Description	Quantity Required
MR977223	HBB Accumulator Kit (contains accumulator and O-ring)	1
MZ311987	Mitsubishi Genuine Brake Fluid	As needed

Continued

WARRANTY INFORMATION

Claims for this campaign must be entered as Recall type "C" claims on your Diamond Network Service Menu. Sample claim screens are shown on the next pages.

Hydraulic Brake Booster Accumulator – Inspection Only

Campaign Labor Operation: C0109WXX Time allowance: 0.2 hrs.

Hydraulic Brake Booster Accumulator – Inspection and Replacement

Campaign Labor Operation: C0109WXX Time allowance: 0.5 hrs.

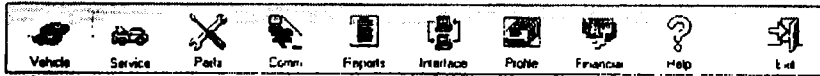
Allowable Parts: Refer to the PARTS INFORMATION section of this bulletin.

Mitsubishi Motor Sales of America, Inc.

SERVICE CAMPAIGN CLAIM SAMPLE - LABOR OPERATION = C0109WXX

ADVANCED DIAMOND NET SCREENS FOR RECALL CLAIMS

SERVICE MENU - SELECT RECALL CLAIM (C)



Service Menu

Data Entry

- PDI Claim (P)
- Warranty Claim (W)
- Special Claim (X)
- Recall Claim (C) ←
- Obj. Equipment Reg
- Corrective/PWA
- Appeal Claims

MMSA Online

- MMSA Service Menu
- CR Comments Entry

Prepare to Comm
Communicate
Reports
MMSA Acknowledge
Close

ENTER THIS CLAIM AS RECALL CLAIM TYPE 'C' ONLY.

RECALL CAMPAIGN CUSTOMER / REPAIR INFO SCREEN

Recall Claim (U) Entry - Advanced Diamond Network System v1.03

2008 Claim Type: C PWA: DSM Reason: MMSA

17077

Customer / Repair Info

Last Name: [REDACTED] First Name: [REDACTED] MI: [REDACTED]

Address: [REDACTED]

City: Chicago State: IL Zip: [REDACTED]

Phone: [REDACTED]

Parts & Labor Detail Info

Claim Totals

Labor	0.00
Parts (w/markup)	0.00
Subst	0.00
Sub-Total	0.00
Tax	0.00
Total Amount	0.00

Click on "Parts & Labor Detail Info" tab to get the detail screen

↑ ↑ ↑

Buttons: New, Cancel, Print, Exit, Print, Find, Summary

FILL IN ALL OF THE REQUIRED OWNER INFORMATION ITEMS INCLUDING PHONE NUMBER.

Be sure the vehicle is actually involved in this campaign. Check the Super Screen to be sure.

RECALL CAMPAIGN CLAIM PARTS AND LABOR DETAIL INFO SCREEN:

- **USE C0109WXX TO INSPECT THE HYDRAULIC BRAKE ACCUMULATOR ASSEMBLY.**

INSPECTION ONLY SAMPLE CLAIM

Recall Claim (C) Entry - Advanced Diamond Network System v1.03

Vehicle Service Parts Comm Reports Interface Phone Financial Help Exit

Claim Number: Z0008 Claim Type: C

Repair Vehicle: [] Repair: [] PWA: DSM SEQ Reasons: Mileage: 17077

Customer / Repair Info: JA... > Parts & Labor Detail Info <

INSPECT ONLY - HYDRAULIC BRAKE ACCUMULATOR

Verify the vehicle is actually involved in this campaign by checking the Superscreen.

Line	Part Number	Qty	Cost	Sub	Operation	Qty	Lbr Hours	Amount	Delete
A					C0109WXX	1	0.2		

No parts will be needed for an inspection only claim.

Enter **C0109WXX**

Enter a qty of 1 x 0.2 hrs. labor x your dealership's warranty labor rate.

Detail Lines: 1 Total Parts: [] Total Labor: []

Page: Pg 1 of 1 Pg Up Pg Dn Add En Del En

Save New Cancel Delete Print Ready Send Summary

- **USE C0109WXX TO REPLACE THE HYDRAULIC BRAKE ACCUMULATOR ASSEMBLY.**

INSPECT AND REPLACE SAMPLE CLAIM

Recall Claim (C) Entry - Advanced Diamond Network System v1 03

Service Parts Comm Reports Interface Profile Financial Help Exit

Year: 2008 Claim Type: C

Repair: [] PWA: DSM: SEQ: Reasons: Mileage: 17077

VIN: JA []

Customer / Repair In [] Parts & Labor Detail Info []

INSPECT AND REPLACE IF NEEDED - HYDRAULIC BRAKE ACCUMULATOR

Verify the vehicle is actually involved in this campaign by checking the Superscreen.

Line	Part Number	Qty	Cost	Sub	Operation	Qty	Lbr Hours	Amount	Delete
A	[]	[]	[]	[]	C0109WXX	1	0.5	[]	[]

Enter C0109WXX

Enter a qty of 1 x 0.5 hrs. labor x your dealership's warranty labor rate.

MR977223
This kit is the only part that is required.
"Top off" brake fluid if needed may be claimed using MZ311987 for \$1.00.

Total Parts: [] Total Lbr: []

Pg 1 of 1 Pg Up Pg Dn Add Ln Del Ln

Save New Cancel Delete Print Ready Send Summary



6400 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-5208
(888) MITSU2001

AFFECTED VEHICLES
MODELS: 2001-2002 Montero

October, 2001

RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-01-008

Dear Mitsubishi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mitsubishi Motor Sales of America, Inc. has determined that a defect which relates to vehicle safety exists in certain 2001-2002 Montero vehicles produced before June 20, 2001.

What is the safety issue? The hydraulic brake booster accumulator may leak pressurized nitrogen gas which could cause an abnormal noise when the brakes are applied, and a delay in brake booster assist after the vehicle has been parked for a period of time, which could result in a crash.

What you should do: Please call your Mitsubishi dealer immediately to schedule a repair date. Check whether parts are in stock for Safety Recall 01-008. If your dealer does not have parts in stock, they should be ordered before scheduling a repair date. When bringing your vehicle in, show this letter. (If you misplace this letter, the dealer will still make the repair, free of charge.)

What your dealer will do: The dealer will replace the hydraulic brake booster accumulator on your vehicle free of charge.

How long will it take? The time needed for the repair is about 30 minutes. However, your dealer may need your vehicle for a longer period of time due to vehicle scheduling issues.

Have you changed address or sold the vehicle? If you have changed your address or sold the vehicle, please fill out the enclosed postcard and mail it to the dealer.

If you have any trouble getting your vehicle repaired promptly and at no charge, please inform us by calling:

Mitsubishi Customer Relations Department
(888) MITSU-2002 (888-648-7820)
(Central Standard Time) Monday – Saturday 7 a.m. to 10 p.m.

If after contacting Mitsubishi Customer Relations, you still have a problem having your vehicle repaired promptly and without charge, write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (888) 327-4236.

Mitsubishi is committed to making your safety our first concern and we sincerely regret the inconvenience to you caused by this recall.

Sincerely,

SR-01-008
C0109WXX

Richard Donnelson
Director, Customer Relations

[Notice to Lessors: If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law (49 CFR Part 577) to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Also, you must maintain a record which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.]



SUBJECT: HYDRAULIC BRAKE BOOSTER ACCUMULATOR — SAFETY RECALL CAMPAIGN			No: SR-01-008REVII
			DATE: October, 2001
			MODEL: See below
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

This bulletin supercedes SR-01-008REV, which should be discarded. This bulletin contains revised accumulator discharge and disposal procedures. The new procedures are marked by ►.

PURPOSE

The hydraulic brake booster (HBB) accumulator on affected vehicles may have been manufactured improperly, which over a period of time may result in leakage of the pressurized nitrogen gas from inside the accumulator. The loss of this gas pressure may result in an abnormal noise from the left side of the dash panel when the brakes are applied, and possibly a delayed first time brake boost assist after the vehicle has been parked for a period of time.

Replace the HBB accumulator with the new, improved parts listed in the PARTS INFORMATION section of this bulletin.

AFFECTED VEHICLES

2001–2002 Montero models produced before 6/20/01.

CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles, telling them to bring their vehicle to their Mitsubishi Motors dealer to replace the hydraulic brake booster accumulator. A copy of the customer notification letter appears later in this bulletin.

REQUIRED OPERATIONS

Before starting this procedure, **CHECK ON THE WARRANTY SUPERSCREEN** to verify that the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

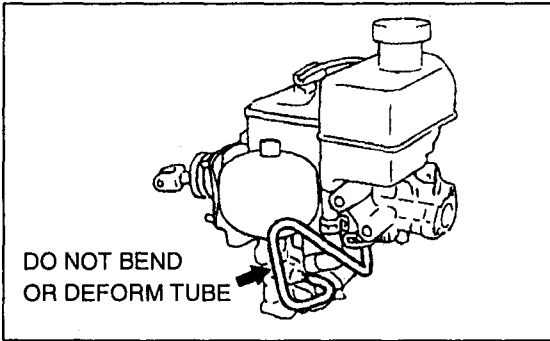
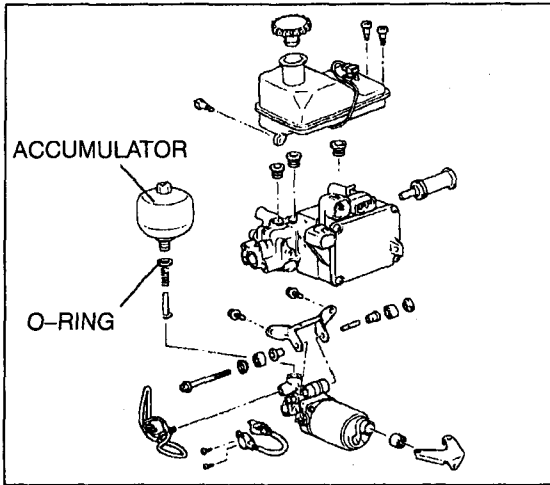
1. Inspect the color of the nut at the top of the hydraulic brake booster accumulator.
 - a. If the nut is painted pink, **STOP**. The improved accumulator has already been installed. Do not continue with this campaign procedure.
 - b. If the nut is **not** painted pink, continue with Step 2 to replace the hydraulic brake booster accumulator.
2. With the ignition turned to the LOCK position, depress the brake pedal repeatedly (up to 40 times) until the pedal becomes hard (high pedal effort). This will relieve the pressure in the accumulator.

CAUTION

If pressure is left in the power assist system, brake fluid will spill when removing the accumulator.

Continued

FILE UNDER:	Safety Recall Bulletins in the Dealer Service Information Binder	(2371)
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3. Use a 21 mm socket to remove the accumulator. Place a cloth under the accumulator to prevent brake fluid spillage.

Remove the accumulator **vertically**, to prevent metal shavings from accidentally entering the HBB. Remove the O-ring.

CAUTION

DO NOT USE AIR TOOLS TO REMOVE OR INSTALL THE ACCUMULATOR.

Use of air tools will likely result in shearing the nut from the top of the accumulator.

CAUTION

USE CARE TO PREVENT BENDING OR DEFORMING THE TUBE.

WARNING THE NITROGEN GAS INSIDE THE ORIGINAL ACCUMULATOR MUST BE DISCHARGED BEFORE DISPOSAL. SEE STEP 7.

4. Install the new accumulator provided in the kit (listed in the PARTS INFORMATION section of this bulletin):
 - a. Be sure to use the new O-ring (from the kit) at the bottom of the threaded area of the accumulator.
 - b. Be sure to install the accumulator **vertically**. **DO NOT USE AIR TOOLS TO INSTALL THE NEW ACCUMULATOR.**
 - c. Tighten to 53.9 Nm (40 ft/lbs).
5. Bleed air from the HBB system as follows:
 - a. Turn the ignition on. The HBB pump motor should come on automatically.

Continued

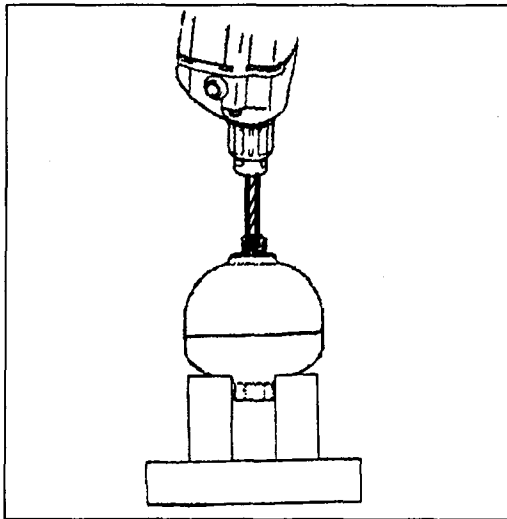
- b. When the HBB pump motor stops, turn off the ignition. Depress the brake pedal up to 40 times, until the pedal becomes hard (high pedal effort). Pump the brake pedal slowly, about one stroke per second.
 - c. Repeat Steps 5a. and 5b. **four times**.
 - d. Replenish the brake fluid in the reservoir tank until it reaches the MAX level.
6. Check for any brake fluid leakage around the accumulator.
7. Discharge and dispose of the old accumulator as follows:

⚠ WARNING

THE NITROGEN GAS INSIDE THE ACCUMULATOR MUST BE DISCHARGED BEFORE DISPOSAL.

WEAR SAFETY GLASSES DURING THIS PROCEDURE.

- a. Discharge the accumulator in an area away from all vehicles, to prevent any possible damage from brake fluid, rubber and plastic particles that may spray out.



- b. Secure the accumulator in a vise, with the threaded nipple pointing upward.
- c. Insert a 4mm drill bit in the hole in the nipple. Then **SLOWLY drill through the hole in the nipple**. You will hear a hissing sound as the nitrogen gas is released. The gas is odorless, colorless, and harmless.
NOTE: Small pieces of plastic and/or rubber may spray out from the drilled hole.
- d. Scratch a large X on the accumulator near the nipple, to identify that it has been discharged.
- e. If any brake fluid remains in the accumulator, drain the fluid out.
- f. Dispose of the accumulator in compliance with Federal, state, and local laws.

PARTS INFORMATION

A small supply of HBB accumulator kits will be shipped to each dealer automatically. Orders for additional parts can be placed through the normal parts system.

Part No.	Description	Quantity Required
MR977223	HBB Accumulator Kit (contains accumulator and O-ring)	1
MZ311987	Mitsubishi Genuine Brake Fluid	As needed

Continued

WARRANTY INFORMATION

Claims for this campaign must be entered as Recall type "C" claims on your Diamond Network Service Menu. Sample claim screens are shown on the next pages.

Hydraulic Brake Booster Accumulator – Inspection Only
Campaign Labor Operation: C0109WXX Time allowance: 0.2 hrs.

Hydraulic Brake Booster Accumulator – Inspection and Replacement
Campaign Labor Operation: C0109WXX Time allowance: 0.5 hrs.

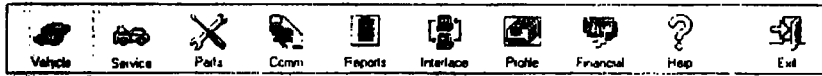
Allowable Parts: Refer to the PARTS INFORMATION section of this bulletin.

Mitsubishi Motor Sales of America, Inc.

SERVICE CAMPAIGN CLAIM SAMPLE - LABOR OPERATION = C0109WXX

ADVANCED DIAMOND NET SCREENS FOR RECALL CLAIMS

SERVICE MENU - SELECT RECALL CLAIM (C)



Service Menu

Data Entry		MMSA Online	
PDI Claim (P)		MMSA Service Menu	
Warranty Claim (W)		CR Comments Entry	
Special Claim (K)			
Recall Claim (C)			
Cal. Equipment Reg			
Corrosion/PWA			
Appeal Claims			

ENTER THIS CLAIM AS RECALL CLAIM TYPE 'C' ONLY.

RECALL CAMPAIGN CUSTOMER / REPAIR INFO SCREEN

Recall Claim (C) Entry - Advanced Diamond Network System v1.01

20008 Claim Type: C
 PWA: DSM
 17077

Customer / Repair Info			Parts & Labor Detail Info		
Owner Name and Address Last Name: [REDACTED] First Name: [REDACTED] M.I.: [REDACTED] Address: [REDACTED] City: Chicago State: IL Zip: [REDACTED] Home Phone: [REDACTED] Work Phone: [REDACTED]			Claim Totals Labor: 0.00 Parts (w/markup): 0.00 Sublet: 0.00 Sub-Total: C.00 Tax: C.00 Total Amount: C.00		

FILL IN ALL OF THE REQUIRED OWNER INFORMATION ITEMS INCLUDING PHONE NUMBER.

Be sure the vehicle is actually involved in this campaign. Check the Super Screen to be sure.

RECALL CAMPAIGN CLAIM PARTS AND LABOR DETAIL INFO SCREEN:

- **USE C0109WXX TO INSPECT THE HYDRAULIC BRAKE ACCUMULATOR ASSEMBLY.**

INSPECTION ONLY SAMPLE CLAIM

Recall Claim (C) Entry - Advanced Diamond Network System v1.03

Vehicle Service Parts Comm Reports Interact Print Financial Help Exit

Year: 2008 Claim Type: C Repair: JA PWA: DSM: SEQ: Reasons: Mileage: 17077

Customer / Repair Info **Parts Labor Detail Info**

INSPECT ONLY - HYDRAULIC BRAKE ACCUMULATOR

Verify the vehicle is actually involved in this campaign by checking the Superscreen.

Line	Part Number	Qty	Cost	Sub	Operation	Qty	Lbr Hours	Amount	Delete
A					C0109WXX	1	0.2		

No parts will be needed for an inspection only claim.

Enter C0109WXX

Enter a qty of 1 x 0.2 hrs. labor x your dealership's warranty labor rate.

Total Lines: 1 Total Parts: Total Labor:

Page: Pg 1 of 1 Pg Up Pg Dn Add En Del En

Save New Cancel Delete Print Ready Send Summary

- USE C0109WXX TO REPLACE THE HYDRAULIC BRAKE ACCUMULATOR ASSEMBLY.

INSPECT AND REPLACE SAMPLE CLAIM

Recall Claim (C) Entry - Advanced Diamond Network System v1.03

Service Parts Comm Reports Interface Profile Financial Help Exit

Claim Number: Z0008 Claim Type: C

Repeat Vehicle: Repair: EWA DSE SEQ Reasons Mileage

Repair Date: VIN: JA 17077

Customer / Repair Info > Parts & Labor Detail Info

INSPECT AND REPLACE IF NEEDED - HYDRAULIC BRAKE ACCUMULATOR

Verify the vehicle is actually involved in this campaign by checking the Superscreen.

Line	Part Number	Qty	Cost	Sub	Operation	Qty	Lbr Hours	Amount	Delete
A					C0109WXX	1	0.5		

MR977223
This kit is the only part that is required.
"Top off" brake fluid if needed may be claimed using MZ311987 for \$1.00.

Enter C0109WXX

Enter a qty of 1 x 0.5 hrs. labor x your dealership's warranty labor rate.

1 Total Parts Total

Pg 1 of 1 Pg Up Pg Dn Add Ln Del Ln

Save New Cancel Delete Print Ready Send Summary



6400 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-5208
(888) MITSU2001

AFFECTED VEHICLES
MODELS: 2001-2002 Montero

October, 2001

RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-01-008

Dear Mitsubishi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mitsubishi Motor Sales of America, Inc. has determined that a defect which relates to vehicle safety exists in certain 2001-2002 Montero vehicles produced before June 20, 2001.

What is the safety issue? The hydraulic brake booster accumulator may leak pressurized nitrogen gas. This could cause an abnormal noise when the brakes are applied, and a delay in brake booster assist after the vehicle has been parked for a period of time, which could result in a crash.

What you should do: Please call your Mitsubishi dealer immediately to schedule a repair date. Check whether parts are in stock for Safety Recall 01-008. If your dealer does not have parts in stock, they should be ordered before scheduling a repair date. When bringing your vehicle in, show your dealer this letter. (If you misplace this letter, the dealer will still make the repair, free of charge.)

What your dealer will do: The dealer will replace the hydraulic brake booster accumulator on your vehicle free of charge.

How long will it take? The time needed for the repair is about 30 minutes. However, your dealer may need your vehicle for a longer period of time due to service scheduling issues.

Have you changed address or sold the vehicle? If you have changed your address or sold the vehicle, please fill out the enclosed postcard and mail it to:

If you have any trouble getting your vehicle repaired promptly and at no charge, please inform us by calling:

Mitsubishi Customer Relations Department
(888) MITSU-2002 (888-648-7820)
(Central Standard Time) Monday - Saturday 7 a.m. to 10 p.m.

If after contacting Mitsubishi Customer Relations, you still have a problem having your vehicle repaired promptly and without charge, write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (888) 327-4236.

Mitsubishi is committed to making your safety our first concern and we sincerely regret the inconvenience to you caused by this recall.

Sincerely,

SR-01-008
C0109WXX

Richard Donnelson
Director, Customer Relations

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*** * ADVANCE TECHNICAL INFORMATION NOTICE * ***

DATE: September 24, 2001
TO: Mitsubishi Motors Service Managers
FROM: Peg Dilworth-Hunt, Vice President, Fixed Operations
RE: Montero Safety Recall and Product Improvement Notification –
(SR-01-008, SC-01-001, SC-01-002)
ATIN NO. ATIN-01-SR-010

BACKGROUND

MMSA is launching one (1) Safety Recall and two (2) Service Campaigns on some 2001 and 2002 Monteros as follows:

Item	Vehicle Production Dates	# of Vehicles
Safety Recall: Hydraulic Brake Booster Accumulator	Produced between 12/15/1999 & 6/20/2001	39,020
Product Improvement: A/T Cooler Cracking	Produced between 1/11/2000 & 12/27/2000	28,271
Product Improvement: Wiper Arm Pivot Arm Nut	Produced between 12/15/1999 & 3/5/2001	34,229

The safety recall impacts about 39,000 vehicles. Most of these vehicles will also require one of the product improvements and some of them will require both product improvements.

Note: Always verify recall and campaign application based on receipt of customer letter and MMSA Warranty System.

IMPLEMENTATION SCHEDULE

- Monday, September 24th, 2001 - Technical Information available on Diamond Dealer Link
- Technical Information mailed to Retailers
- Monday, October 1st, 2001 - Notifications mailed to customers.

Note: Customers will receive one letter for the recall and another for either one or both of the product improvement(s), based on the VIN.

- An initial supply of parts will be force-allocated to dealers to ensure adequate supply to all.

REFERENCE MATERIALS

Technical Service Bulletins

- SR-01-008 Hydraulic Brake Booster Accumulator
- SC-01-001 A/T Cooler Cracking
- SC-01-002 Wiper Arm Pivot Bolt Nut

Please be certain that you conduct a meeting with your Service Advisors and Technicians to ensure their complete understanding of these campaigns. It is critical that your personnel understand which repair procedures the customer will require prior to booking the appointment to ensure adequate parts availability quick repair turnaround.

File under the ATIN tab in the Dealer Service Information Binder

ATTACHMENT FOR QUESTION 12

- ◆ **PARTS DEMAND FOR P/N MR527718**
- ◆ **PARTS DEMAND FOR P/N MR977411**
- ◆ **PARTS DEMAND FOR P/N MR977223**
- ◆ **PARTS DEMAND FOR P/N 4630A11**

PARTS DEMAND FOR P/N MR527718

YEAR MONTH	QUANTITY
2000 AUG	1
2001 JAN	1
2001 FEB	6
2001 MAR	5
2001 APR	32
2001 MAY	75
2001 JUN	111
2001 JUL	41
2001 AUG	61
2001 SEPT	3
2001 OCT	0
2001 NOV	1
2001 DEC	13
2002 ALL	0
2003 ALL	0
2004 JAN	0
2004 FEB	0
2004 MAR	0
2004 APR	0
2004 MAY	1
2004 JUN	0
2004 JUL	0
2004 AUG	1
2004 SEPT	0
2004 OCT	0
2004 NOV	0
2004 DEC	0
2005 ALL	0
2006 JAN	5
2006 FEB	0
2006 MAR	0
2006 APR	0
2006 MAY	0
2006 JUN	0
2006 JUL	0
2006 AUG	0
2006 SEPT	0
2006 OCT	0
2006 NOV	0
2006 DEC	0
TOTAL	357

PARTS DEMAND FOR P/N MR977411

YEAR MONTH	QUANTITY
2001 JUN	163
2001 JUL	258
2001 AUG	246
2001 SEPT	202
2001 OCT	4
2001 NOV	1
2001 DEC	448
2002 JAN	0
2002 FEB	0
2002 MAR	0
2002 APR	0
2002 MAY	0
2002 JUN	1
2002 JUL	0
2002 AUG	0
2002 SEPT	0
2002 OCT	1
2002 NOV	0
2002 DEC	0
2003 ALL	0
2004 ALL	0
2005 ALL	0
2006 JAN	6
2006 FEB	0
2006 MAR	0
2006 APR	0
2006 MAY	0
2006 JUN	0
2006 JUL	0
2006 AUG	0
2006 SEPT	0
2006 OCT	0
2006 NOV	0
2006 DEC	0
TOTAL	1330

PARTS DEMAND FOR P/N MR977223

YEAR MONTH QUANTITY

2001 SEPT 8382
 2001 OCT 12748
 2001 NOV 4412
 2001 DEC 1755
 2002 JAN 1131
 2002 FEB 858
 2002 MAR 653
 2002 APR 774
 2002 MAY 687
 2002 JUN 529
 2002 JUL 554
 2002 AUG 529
 2002 SEPT 367
 2002 OCT 259
 2002 NOV 324
 2002 DEC 187
 2003 JAN 244
 2003 FEB 252
 2003 MAR 224
 2003 APR 282
 2003 MAY 231
 2003 JUN 227
 2003 JUL 279
 2003 AUG 210
 2003 SEPT 163
 2003 OCT 150
 2003 NOV 94
 2003 DEC 112
 2004 JAN 100
 2004 FEB 94
 2004 MAR 128
 2004 APR 73
 2004 MAY 20
 2004 JUN 9
 2004 JUL 2
 2004 AUG 6
 2004 SEPT 10
 2004 OCT 12
 2004 NOV 9
 2004 DEC 1
 2005 JAN 1
 2005 FEB 3
 2005 MAR 13
 2005 APR 8
 2005 MAY 1
 2005 JUN 4
 2005 JUL 10
 2005 AUG 2

YEAR MONTH QUANTITY

2005 SEPT 3
 2005 OCT 5
 2005 NOV 1
 2005 DEC 2
 2006 JAN 2
 2006 FEB 0
 2006 MAR 0
 2006 APR 1
 2006 MAY 2
 2006 JUN 0

TOTAL

37123

PARTS DEMAND FOR P/N 4630A011

YEAR MONTH	QUANTITY
2004 MAR	0
2004 APR	44
2004 MAY	95
2004 JUN	149
2004 JUL	128
2004 AUG	100
2004 SEPT	97
2004 OCT	121
2004 NOV	71
2004 DEC	115
2005 JAN	117
2005 FEB	109
2005 MAR	132
2005 APR	164
2005 MAY	152
2005 JUN	192
2005 JUL	163
2005 AUG	183
2005 SEPT	147
2005 OCT	114
2005 NOV	157
2005 DEC	138
2006 JAN	161
2006 FEB	185
2006 MAR	263
2006 APR	277
2006 MAY	298
2006 JUN	162
TOTAL	4034