

Howell, Rosa (NHTSA)

From: Ong, Peter (NHTSA)
Sent: Monday, January 11, 2010 1:55 PM
To: Howell, Rosa (NHTSA)
Subject: FW: EA-08-011 Response

Rosa,

Please add this email along with the Mitsubishi letter and attachment to EA09-011 investigation folder.

Peter C. Ong

Safety Defects Engineer
Office of Defects Investigation, NVS-212

From: Tom Bennett [mailto:TBennett@mmsa.com]
Sent: Thursday, July 30, 2009 7:15 PM
To: Ong, Peter (NHTSA)
Subject: EA-08-011 Response

Peter

In accordance with our past discussions and agreements, I am enclosing for your review the following documents:

1. A letter from MMNA to you which identifies the warranty extension and MMNA's intended action plan; and
2. A draft customer notification letter advising current owners of the warranty extension. Per our discussion, we have also given current owners with more than 120,000 miles a period of time to bring their car in for a repair at no charge.

MMNA intends to notify our dealers on September 28, 2009, and to mail the consumer notifications on September 30, 2009. Please let me know if these documents and our plan meet with your approval, and that the agency will be closing this investigation.

Thank you again for working with me and MMNA on this matter.

Thomas Bennett
Director, Service
Office Phone 714-372-5554
Cell Phone 714-325-9208

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EA08-011
MITSUBISHI
ATTACHMENT
NOTIFICATION
072909 TO ODI
DATED 7/30/2009
AND CUSTOMER
NOTIFICATION
072909 DATED
9/30/2009

EA08-011
MITSUBISHI
ATTACHMENT
NOTIFICATION
072909 TO ODI
DATED 7/30/2009



Mitsubishi Motors North America, Inc.

6400 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

July 30, 2009

Mr. Peter Ong
National Highway Traffic Safety Administration
Vehicle Integrity Division
1200 New Jersey Avenue SE, W45-204
Washington, DC 20590

RE: 2001-2003 Galant Front Passenger Door Window Switch

Dear Mr. Ong:

Mitsubishi Motors of North America, Inc. (MMNA) has become aware of incidents where liquid drinks have been spilled on the front passenger door window switch. In certain situations, this has caused the switch to become inoperable. To address this situation, MMNA is extending the warranty coverage for this switch and any related repairs to 10 years or 120,000 miles, whichever comes first.

MMNA will notify current registered owners of 2001-2003 Galant models and extend the warranty coverage for this switch and any related repairs to 10 years (from the original delivery date) or 120,000 miles, whichever comes first. This extended limited warranty covers the front passenger door window switch currently installed in each vehicle, even if the original part has been replaced. This warranty extension will also cover any problems with the front passenger door window switch and any related repairs due to a problem with that switch.

Customers who have experienced a problem with the front passenger door window switch or who have spilled a beverage onto the front passenger door window switch will be entitled to have the switch replaced at no charge. Customers who have more than 120,000 miles, but have experienced a problem with the front passenger door window switch or have spilled a drink onto the front passenger door window switch, will be given 30 days from the date of the notification letter to make an appointment with their nearest Mitsubishi dealer and have that switch replaced at no charge.

The subject vehicles were distributed in the United States by MMNA and in Puerto Rico by Mitsubishi Motor Sales of Caribbean (MMSC). This warranty extension campaign will apply only to current owners in the United States, and Puerto Rico.

Attached please find a copy of the owner notification letter we would like to use. We plan on notifying all current owners within the next 60 days.

If you have any questions or comments, please let me know at your earliest opportunity.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tom Bennett', with a stylized flourish at the end.

Tom Bennett

Director, Service

Mitsubishi Motors North America, Inc.

Telephone 714-372-5554

Email: tbennett@mmsa.com

EA08-011
MITSUBISHI
ATTACHMENT
CUSTOMER
NOTIFICATION
072909 DATED
9/30/2009



Mitsubishi Motors North America, Inc.

6400 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

AFFECTED VEHICLES: 2001 - 2003 GALANT

VIN XXXXXXXXXXXXXXXXXXXX

September 30, 2009

Dear Mitsubishi Owner:

Mitsubishi Motors North America Inc. (MMNA) has become aware of incidents where liquid drinks have been spilled on the front passenger door window switch. In certain situations, this has caused the switch to become inoperable.

To ensure your continued satisfaction, MMNA is extending the warranty coverage for this switch and any related repairs to 10 years (from the original delivery date) or 120,000 miles, whichever comes first. This extended limited warranty covers the front passenger door window switch currently installed in your vehicle, even if the original part has been replaced. This warranty extension covers any problems with the front passenger door window switch and any related repairs due to a problem with that switch.

If you have spilled a liquid drink on the front passenger door window switch, experienced a problem with the operation of the front passenger door window switch, or if you have experienced a blown fuse related to the operation of the front passenger door window switch, you may come in for a replacement of that switch.

Upon receipt of this letter, if your vehicle has more than 120,000 miles, but you have experienced a problem with the front passenger door window switch or have spilled a drink onto the front passenger door window switch, you can still make an appointment with your nearest Mitsubishi dealer to have that switch replaced at no charge. The repair date, however, must be **within 30 days of the date of this notification letter.**

Please keep a copy of this notification with your vehicle's warranty book for future reference. As with any electrical device, please also use caution to avoid spilling liquids into the door switch. If you have any questions regarding this warranty extension, please contact Mitsubishi Customer Relations at 1-888-648-7820. Hours of operation are 7:00 AM to 4:00 PM Pacific Time. For the location of your nearest Mitsubishi dealer, please refer to our website: www.mitsubishicars.com.

Sincerely,

Mitsubishi Motors North America, Inc.

Draft