



# Technical Service Bulletin

SUBJECT: <b>FRONT PASSENGER DOOR WINDOW SWITCH WARRANTY EXTENSION</b>		No: <b>TSB-09-54-010</b>
		DATE: <b>September, 2009</b>
		MODEL: <b>See below</b>
CIRCULATE TO:	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
	<input type="checkbox"/> WARRANTY PROCESSOR	<input type="checkbox"/> SALES MANAGER

## PURPOSE

Mitsubishi Motors North America, Inc. is extending the warranty for the front passenger door window switch on all affected vehicles to 10 years or 120,000 miles, whichever comes first, from the original in-service date. This extended limited warranty covers the front passenger door window switch currently installed on all affected vehicles, even if the original part was previously 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.

Affected vehicles with over 120,000 miles are covered by this warranty extension only if the switch replacement is made on or before October 31, 2009. After October 31, 2009, only vehicles within the 10 year / 120,000 mile limitation are eligible for this warranty extension.

## AFFECTED VEHICLES

2001, 2002, and 2003 Galant - **U.S. AND PUERTO RICO ONLY**

## CUSTOMER NOTIFICATION

A letter will be sent to all current owners of affected vehicles, informing them of this warranty extension. A copy of the customer notification letter appears on the next page of this bulletin.

If a customer is seeking reimbursement because they have already paid to have the front passenger door window switch replaced on their vehicle, inform them to submit a copy of the original repair order listing the switch replacement part number and proof of payment for the repair (original receipt marked paid, copy of cancelled check, or credit/debit card receipt) to the following address for reimbursement:

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

## PARTS INFORMATION

Part No.	Description
MR400713	Front Passenger Door Power Window Switch Assembly

## WARRANTY INFORMATION

Use labor operation **42820110**. Refer to Warranty Bulletin WB2010-004 for details regarding this warranty extension. A copy of the Warranty Bulletin appears on the last page of this bulletin.

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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website ([www.mitsubishitechinfo.com](http://www.mitsubishitechinfo.com))

FILE UNDER:	<b>Group CHASSIS ELECTRICAL, in the Dealer Service Information Binder</b>	<b>(3537)</b>
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Mitsubishi Motors North America, Inc.  
6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
www.mitsubishicars.com

AFFECTED VEHICLES: 2001 - 2003 GALANT

VIN XXXXXXXXXXXXXXXXXX

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](http://www.mitsubishicars.com).

Sincerely,

Mitsubishi Motors North America, Inc.





# WARRANTY BULLETIN

**2001-2002-2003 GALANT FRONT  
PASSENGER DOOR WINDOW SWITCH  
WARRANTY EXTENDED TO  
10 YEARS OR 120,000 MILES**

Warranty Bulletin Application			
USA	Canada	P. Rico	Mexico
X		X	
Issue Date:		September 29, 2009	
Bulletin Number		WB 2010 - 004	

*This is an "on-line" bulletin only*

Warranty coverage on the front passenger door window switch for 2001-2002-2003 model year Galant vehicles has been extended from the original Basic New Vehicle Limited Warranty coverage of 3-years or 36,000 miles to 10-years or 120,000 miles, whichever comes first. This warranty extension applies only to the front passenger door window switch on a 2001, 2002 or 2003 Galant.



**Note: This is not a recall.**

A letter has been sent to current owners of affected vehicles advising them of this 10yr/120,000 mile warranty extension. Some owners with an inoperative front passenger door window switch or who believe the switch has had liquids spilled on it will be inclined to bring their vehicles in for replacement of the front passenger door window switch.

**Note: Short-Term - Unlimited Mileage Allowed Switch Replacement Program:**

Affected vehicles with over 120,000 miles are covered by this warranty extension only if the switch replacement is made on or before October 31, 2009. After October 31, 2009, only vehicles within the 10 year / 120,000 mile limitation are eligible for this warranty extension.

**Special Conditions to Note:**

**See TSB-09-54-010  
For full repair details**

- This 10yr/120,000 mile warranty extension is NOT a recall.
- Front passenger door window switch replacements are only to be performed due to a customer complaint or as of an observed condition.
- Labor Operation: 42 82 01 10 for .3 hrs
- Part Number: MR400713
- No additional work may be claimed.
- A PWA 01 is not needed within 10yrs/120,000 miles or during the short term unlimited mileage program
- Owners who have already paid for a replacement should contact MMNA Customer Relations at 1-888-648-7820 for instructions on how to obtain reimbursement consideration.



Part Number: MR400713

Check Box as Reviewed  
and Forward to Next Dealership  
Staff Member

SERVICE MANAGER

PARTS MANAGER

GENERAL MANAGER

WARRANTY ADMINISTRATOR

OFFICE MANAGER

OTHER