



Customer Relations

Help

Summary

Case Information

Row 1 of 1

| | | | | | | | |
|-----------------|--|-------------------|---|-------------------|----------------------|--------------|----------------------|
| Case No | 409282 | Case Type | SERVICE | Related Mediation | | Created By | MLEON |
| Current Status | CR CLOSE | Responsible Party | CUSTOMER | Assigned User | MELINDA ATIENZA | Phone | 714/372-5531 |
| Open Date | 05/26/2009 | Close Date | 05/29/2009 | Days Open | 4 | Country | US |
| Re-Open Date | | Re-Close Date | | | | | |
| Type of Contact | PHONE | Nature of Inquiry | QUESTION/INFO | Final Disposition | CUSTOMER UNREACHABLE | Case Outcome | NO CUSTOMER RESPONSE |
| SR Number | 1-233922969 | SR Type | PROD CONCERN | SR Sub Type | KTI | | |
| Memo | **5/29: KTI - DOOR FIRE - SEEKS REPAIR - NEED TO CONFIRM CLOSEST DLR - MAILED CONTACT LETTER | | | | | | |
| Follow-Up Date | 05/29/2009 | CR Only | <input type="radio"/> Yes <input checked="" type="radio"/> No | | | | |

Customer Information

| | | | | | |
|---------------|-------------------|------------|-----------|----------------|-------|
| Title | Please select one | First Name | | Middle Initial | |
| Business Name | | | | | |
| Address 1 | | | | | |
| Address 2 | | | | | |
| City | WILLIAMSBURGE | State | KENTUCKY | Zip Code | |
| Other Contact | First Name | | Last Name | | [Top] |

Customer Contact Information

| | | | | | |
|-------------------|---------------|-----------|--------------|--------------------------|------------|
| E-Mail | | | | | |
| Home | | | | | |
| Other | | Fax | | Preferred Contact Method | CELL PHONE |
| Best Contact Time | 6:00AM-8:00AM | Time Zone | PACIFIC TIME | Other Contact Time | |

Vehicle Information

| | | | | | |
|-----------------------|-------------------------|------------------------|----------------|-----------------------|--|
| VIN | 4A3AA46G83E | Model | 2003, GALANT | Country | US |
| Current Mileage | 140000 | Retail Sales Date | 05/31/2003 | Sales Type | 04 - 04 RETAIL-CASH IS PAID ON A LMTD BA |
| Purchase Date if Used | 11/26/2004 (MM/DD/YYYY) | Used Purchase Retailer | CAMBELL MOTORS | Used Purchase Mileage | 36000 |

Recall Information

| | | |
|---------------|--------------------|------------------------|
| Recall Number | Recall Description | Recall Completion Date |
|---------------|--------------------|------------------------|

Dealer Information

| | | | | | |
|-------------------------|------------------------------|-------------------------|------------------------------|-----------------|---|
| Selling Dealer | 02034 BILL PENNEY MITSUBISHI | Service Dealer | 43061 TED RUSSELL MITSUBISHI | Self Auth Level | 3 |
| Sales Manager | DENNIS HENSON | Service Manager | NEIL TOWNSEND | | |
| Selling Dealer Phone No | (256) 837-1111 | Service Dealer Phone No | (865) 694-7149 | | |
| General Manager | DENNIS HENSON | General Manager | GERALD ANDERSON | | |
| District | W8 | District | W8 | | |
| Current DSM | TIMOTHY BARRON | Current DPSM | CARLTON BROWN | | |
| DSM Phone No | 407/578-4117 | DPSM Phone No | 407/578-4170 | | |

Condition

| Group | Sub-Group | Condition | Cust Code |
|--|--|---|-----------|
| 54 CHASSIS ELECTRICAL | 89 ELECTRICAL EQUIPMENT (OTHERS) GENERAL | | R1 FIRE |
| How long has the vehicle exhibited this condition? | 1 day(s) | Prior Repair Attempts | 1 |
| Location of Prior Repair Attempts | NONE | Other Location | |
| To whom have you spoken at the dealership? | SER MANGER | Was the dealership able to duplicate the problem? | NO |
| Symptom | How Often/When | Under What Condition | |
| OTHER | ONE TIME OCCURRENCE | NORMAL USE | |

Service Questions

| | | | |
|---|-----------|-------------------|--|
| How long has/was the vehicle at the dealership? | 1 day(s) | | |
| Current Vehicle Location | RESIDENCE | Other Location | |
| Last Service Performed | NONE | Last Service Date | |
| Location of Last Service | NONE | Other Location | |
| Loan Car Requested? | NO | | |
| What resolution are you seeking for your concern? | REPAIR | If Other | |

Comments

7 Total Comments

| Seq | Orig Status | Date | Entered By | Comments |
|-----|-------------|---------------------|------------|---|
| | CR CLOSE | 05-29-2009 07:48:10 | MATIENZA | CASE WAS CLOSED BY : MATIENZA |
| | AWAITING | 05-29-2009 07:45:24 | MATIENZA | VCM CALLED CUST AT CELL#, STILL SAME MESSAGE. VCM CALLED WK#, CUST NOT THERE TODAY. VCM MAILED CONTACT LETTER, CLOSING CASE PENDING REOPEN WHEN CUST CALLS BACK. |
| | AWAITING | 05-28-2009 08:29:27 | MATIENZA | VCM CALLED CELL#, SAME RECORDING "WIRELESS CUSTOMER IS NOT AVAILABLE". VCM CALLED WK#, CUST NOT WORKING TODAY. VCM WILL TRY AGAIN TOMORROW. |
| | AWAITING | 05-27-2009 11:03:18 | MATIENZA | VCM CALLED HM#, RECORDING STATES "WIRELESS CUSTOMER IS NOT AVAILABLE". VCM WILL CALL TOMORROW. |
| | ASSIGNED | 05-27-2009 10:00:29 | MATIENZA | VCM CALLED CELL# TWICE, BUSY SIGNAL. VCM CALLED WK#, CUST NOT WORKING TODAY. WILL TRY CALLING CUST AT CELL# LATER TODAY. |
| | ASSIGNED | 05-26-2009 07:55:51 | MLEON | CUST WAS DRIVING FOR ABOUT 1 MILE WHEN THE SIDE DOOR CAUGHT ON FIRE, CUST SAYS THE POWER LOCKS KEPT LOCKING AND UNLOCKING RIGHT BEFORE THE FIRE STARTED. CUST HAD TO PULL OVER THE SIDE OF THE ROAD. A CAR PULLED OVER AND HAD THREE WATER CONTAINERS TO PUT FIRE OUT, CUST IS REQ MITSU TO TAKE CARE OF THE REPAIR OF THE DOOR. CUST HAS NOT CALLED HER INS YET. FIRE DEPT OR POLICE DID NOT COME. BEST NUMBER TO REACH CUST IS CELL# [REDACTED] |
| | ASSIGNED | 05-26-2009 07:54:47 | MLEON | -----CUSTOMER STATED THE FOLLOWING THERMAL INCIDENT INFORMATION----- DATE OF THERMAL INCIDENT: 5 /25 /2009 ALLEGED DEFECTIVE ITEM(S): POWER WINDOWS EXTENT OF DAMAGE: SEVER DOOR DAMMAGE-DISTROYED RADIO,SPEAKER,DOOR,POWER WINDOWS AND POWER LOCKS. WAS VEHICLE BEING DRIVE OR PARKED?: (X)DRIVEN ()PARKED IF DRIVING, HOW LONG DRIVING WHEN IT OCCURRED?: 1MILE IF PARKED, WAS THE ENGINE RUNNING?: VEH WAS NOT PARKED ESTIMATED SPEED OF MITS VEH: 30 - 35 MPH WERE SEATBELTS WORN?:DRIVER: (X)Y ()N PASSENGER(S): ()Y ()N WHO WAS DRIVING?: OWNER OF VEH WHAT WAS SEEN?: ()SPARK ()SMOKE (X)FLAMES ()BURN MARKS IF FIRE, HOW WAS IT PUT OUT? WATER - THEY PULLED THE PANAL OFF THEY HAD A COOLER OF WATER. IF FIRE, WHO PUT IT OUT? CUST AND TO GUYS- A GUY THAT LIVES DOWN THE ROAD FROM CUST, SHE IS NOT SURE HIS NAME.MR HILL SHE THINKS IF FIRE, DID FIRE DEPT RESPOND?: ()YES (X)NO IF FIRE, AND FIRE DEPT RESPONDED, FIRE REPORT#: N/A WEATHER CONDITIONS: SUNNY LOCATION OF INCIDENT: HWY 92 W 1 MILE FROM WALLMART GOING TOWARD TO MC CREARY CO. DIRECTION OF TRAVEL: ()N ()S ()E (X)W TYPE OF TERRAIN WHERE VEH DRIVEN OR PARKED: (CHOOSE FROM BELOW) (X)PAVED ()DIRT ()GRAVEL ()MUD ()GRASS ()BRUSH ()SNOW ()JICE OTHER VEHICLE(S) INVOLVED: NO # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST CAR: 1 DRIVER ONLY OTHER PROPERTY DAMAGE: NO NAME(S) OF INJURED & INJURIES: NO RECEIVED MEDICAL TREATMENT?: ()YES (X)NO POLICE NOTIFIED: ()YES (X)NO POLICE REPORT# AND/OR CITY OF RECORD: N/A HAS CUST CONTACTED INSURANCE?: ()YES (X)NO INSURANCE REP NAME/PHONE: N/A INSURANCE CARRIER:GEICO INSURANCE CLAIM NUMBER: |

| | | | | |
|--|--|--|--|--|
| | | | | <p>N/A PRELIMINARY INSPECTION PERFORMED?: () YES (X) NO CURRENT VEHICLE LOCATION: AT CUST HOME IS THE VEHICLE REPAIRED?: () YES (X) NO ESTIMATE/COST OF REPAIR: \$ N/A IS THE VEHICLE DRIVEABLE?: () YES (X) NO WHAT IS CUST SEEKING FROM MMNA?: REPAIR</p> |
|--|--|--|--|--|

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Customer Relations

Help

Summary

Case Information

Row 1 of 1

| | | | | | | | |
|-----------------|-----------------------------------|-------------------|---|-------------------|-----------------|--------------|---------------|
| Case No | 407944 | Case Type | SERVICE | Related Mediation | | Created By | MSILVA |
| Current Status | CR CLOSE | Responsible Party | DEALER | Assigned User | MELINDA ATIENZA | Phone | 714/372-5531 |
| Open Date | 03/23/2009 | Close Date | 03/31/2009 | Days Open | 9 | Country | US |
| Re-Open Date | | Re-Close Date | | | | | |
| Type of Contact | PHONE | Nature of Inquiry | QUESTION/INFO | Final Disposition | SATISFIED | Case Outcome | MMNA GOODWILL |
| SR Number | 1-233740988 | SR Type | PROD CONCERN | SR Sub Type | KTI | | |
| Memo | KTI - DOOR FIRE - PSC AUTH REPAIR | | | | | | |
| Follow-Up Date | 04/01/2009 | CR Only | <input type="radio"/> Yes <input checked="" type="radio"/> No | | | | |

Customer Information

| | | | | | |
|---------------|-------------------|------------|--------------|----------------|-------|
| Title | Please select one | First Name | | Middle Initial | |
| Business Name | | | | | |
| Address 1 | | | | | |
| Address 2 | | | | | |
| City | PHILADELPHIA | State | PENNSYLVANIA | Zip Code | |
| Other Contact | First Name | | Last Name | | [Top] |

Customer Contact Information

| | | | | | |
|-------------------|-----------------|-----------|--------------|--------------------------|------------|
| E-Mail | | | | | |
| Home | | | | | |
| Other | | Fax | | Preferred Contact Method | HOME PHONE |
| Best Contact Time | 10:00AM-12:00PM | Time Zone | EASTERN TIME | Other Contact Time | ANYTIME |

Vehicle Information

| | | | | | |
|-----------------------|-------------------------|------------------------|--------------|-----------------------|------------------------|
| VIN | 4A3AA46G22E | Model | 2002, GALANT | Country | US |
| Current Mileage | 90000 | Retail Sales Date | 04/22/2002 | Sales Type | 07 - 07 FLEET-GDP/GDPL |
| Purchase Date if Used | 11/15/2007 (MM/DD/YYYY) | Used Purchase Retailer | AMAZING AUTO | Used Purchase Mileage | 80000 |

Recall Information

| Recall Number | Recall Description | Recall Completion Date |
|---------------|--------------------|------------------------|
| | | |

Dealer Information

| | | | | | |
|-------------------------|----------------------------------|-------------------------|------------------------------|-----------------|---|
| Selling Dealer | 05002 MILLER MITSUBISHI-VAN NUYS | Service Dealer | 32066 CHERRY HILL MITSUBISHI | Self Auth Level | 3 |
| Sales Manager | **** TERMINATED**** | Service Manager | CHRIS KEHNER | | |
| Selling Dealer Phone No | (818) 780-7799 | Service Dealer Phone No | (856) 665-6799 | | |
| General Manager | | General Manager | CHARLES FOULKE, JR. | | |
| District | WF | District | E4 | | |
| Current DSM | BOB JOHNSON | Current DPSM | DAVID MCCARTHY | | |
| DSM Phone No | 714/372-5501 | DPSM Phone No | 856/467-7773 | | |

Condition

| | | | |
|--|-------------------------------------|---|-----------|
| Group | Sub-Group | Condition | Cust Code |
| 52 INTERIOR | 12 SEAT, FRONT, GENERAL (PASSENGER) | | R1 FIRE |
| How long has the vehicle exhibited this condition? | 1 day(s) | Prior Repair Attempts | 0 |
| Location of Prior Repair Attempts | NONE | Other Location | |
| To whom have you spoken at the dealership? | NO ONE | Was the dealership able to duplicate the problem? | NO |
| Symptom | How Often/When | Under What Condition | |
| OTHER | ONE TIME OCCURRENCE | NORMAL USE | |

Service Questions

| | | | |
|---|-------------|-------------------|----------|
| How long has/was the vehicle at the dealership? | 0 day(s) | | |
| Current Vehicle Location | RESIDENCE | Other Location | |
| Last Service Performed | NONE | Last Service Date | |
| Location of Last Service | NONE | Other Location | |
| Loan Car Requested? | NO | | |
| What resolution are you seeking for your concern? | REPLACEMENT | If Other | NEW DOOR |

Comments

15 Total Comments

| Ser | Orig Status | Date | Entered By | Comments |
|-----|-------------|---------------------|------------|---|
| | CR CLOSE | 03-31-2009 10:04:49 | MATIENZA | CASE WAS CLOSED BY : MATIENZA |
| | AWAITING | 03-31-2009 10:04:32 | MATIENZA | VCM CLOSING CASE, REPAIRS COMPLETED. |
| | AWAITING | 03-27-2009 15:17:39 | MATIENZA | RECD EMAIL FROM D.WONG, I SPOKE TO THE SERVICE MANAGER JIM SUTTON AT CHERRY HILL MITS. THE CUSTOMER BROUGHT THE VEHICLE IN TODAY WITHOUT ANY PRIOR NOTICE. HIS TECH INSPECTED THE VEHICLE. THEY PHOTOGRAPHED THE DAMAGE TO THE DOOR AND THE OVERALL CONDITION OF THE VEHICLE. THEY STATE THAT THE VEHICLE HAS CIGARETTE BURNS ON ALL THE DOOR PANELS AND THE OVER ALL CONDITION OF THE VEHICLE IS POOR. THEY WILL EMAIL ME THE PHOTOS. THE CUSTOMER INSISTED ON A RENTAL BECAUSE THEY WERE AFRAID TO DRIVE THE VEHICLE. THE PSC DEPT OK'D THE RENTAL REQUEST. CHERRY HILL MITS IS ONLY A FEW BLOCKS AWAY FROM THE PDC SO THEY WILL BE ABLE TO GET THE PARTS AND REPAIR THE VEHICLE BY TOMORROW SATURDAY. RETURNING THE VEHICLE BACK TO THE CUSTOMER SATURDAY AFTERNOON. |
| | AWAITING | 03-27-2009 08:50:32 | MCARDENAS | CUSTOMER CALLED IN FOR MELINDA TRANS. TO VM. |
| | AWAITING | 03-27-2009 08:29:45 | MCARDENAS | CUSTOMER CALLED IN FOR MELINDA TRANS. TO VM. |
| | AWAITING | 03-27-2009 08:17:17 | NLAM | GOT MA VM.... |
| | AWAITING | 03-26-2009 12:45:31 | MATIENZA | VCM CALLED CUST AND LEFT MESSAGE WITH DEALER CONTACT INFO, ADVISED TO CALL BACK WITH APPT DATE FOR DLR F/U. VCM SENT EMAIL TO R.LANTZ/D.WONG. |
| | AWAITING | 03-26-2009 11:15:59 | MATIENZA | PER DPSM, TO SEND VEHICLE TO CHERRY HILL MITSU FOR REPAIR AND CONTACT JIM SUTTON IN SERVICE. VCM CALLED JIM, GAVE CUST INFO AND ADVISED WILL PROD ENGINEER WILL CALL HIM WITH INSTRUCTIONS AND PARTS LIST. |
| | AWAITING | 03-26-2009 08:16:04 | MATIENZA | RECD EMAIL FROM FOSM J.PHILLIPS, JR. THAT NORTHEAST MITSU IS NOT A GOOD DEALER TO REFER CUST. VCM SENT EMAIL RESPONSE, REQUESTING NAME OF DEALER TO REFER CUST FOR REPAIRS. |
| | AWAITING | 03-25-2009 15:34:31 | MATIENZA | PER R.LANTZ, TO CONTACT CUST AND HAVE VEHICLE TAKEN TO DEALER FOR REPAIRS. D.WONG WILL BE IN TOUCH WITH DEALER FOR INSTRUCTION TO REPAIR AND COLLECT OLD PARTS. VCM CALLED CUST, SHE CAN TAKE VEHICLE TO NORTHEAST MITSU. VCM WILL CALL SM LEON TOMORROW AND EXPLAIN AUTH TO REPAIR AND CALL CUST BACK. VCM SENT EMAIL TO R.LANTZ/D.WONG. |
| | AWAITING | 03-25-2009 10:29:14 | MATIENZA | VCM REVIEWED CASE, CUST SEEKING ASSIST WITH REPAIRS. VCM SENT EMAIL TO R.LANTZ FOR REVIEW. |
| | ASSIGNED | 03-25-2009 06:17:02 | DLEMON | VCM CALLED CUST HM# () CUST STATED SHE GOT IN VEH, STARTED VEH, CUST STATED SHE DROVE VEH ABOUT 15 TO 20 FEET AND VEH STARTED TO SMOKE, CUST STATED THAT SMOKE CAME FROM PASSENGER FRONT DOOR, CUST FRIEND WENT AND GOT SOME WATER FROM A RESTAURANT THEY WERE AT TO PUT FIRE OUT, CUST STATED THAT A PASSER BY CAME OVER TO HELP PUT FIRE OUT, CUST STATED SHE STARTED VEH AGAIN AND IT STARTED TO SMOKE TO SMOKE AGAIN, CUST STATED AFTER WATER WAS APPLIED FIRE WENT OUT, PASSER BY TOLD CUST IT WAS AN ELECTRICAL FIRE, CUST STATED SHE TURNED OFF VEH, PASSER BY TOOK OFF PANEL OFF OF DOOR AND FOUND A BIG PIECE LIKE A PLUG WITH LONG WIRES THAT HAD TO BE CUT SO CUST COULD DRIVE VEH HOME. CUST STATED SHE CONTACTED HER INSURANCE COMPANY BUT SHE WAS 9 DAYS LATE PAYING INSURANCE SO THEY WILL NOT COVER REPAIR. CUST SEEKING ASSIST WITH REPAIR FROM MMNA, VCM ADV'D CUST THAT NORMAL PROCESS WOULD BE IF CUST HAD INSURANCE SHE WOULD BE REFERRED TO HER INSURANCE COMPANY AND IF THEY FELT THERE WAS A DEFECT THEY WOULD SUBROGATE A CLAIM TO MMNA BUT SINCE CUST HAD NO COVERAGE AND DEFECT WARRANTY OF (3YR/36,000 MILES) HAS EXPIRED IF CUST IN NEED OF GETTING VEH FIXED AT THIS POINT WOULD BE AT HER EXPENSE, CUST STATED OK AND ENDED CALL. |
| | ASSIGNED | 03-24-2009 13:16:59 | DGLASS | CUST CLD FOR CM. ADVSD CUST TO GIVE CM TIL END OF BUSINESS DAY TO RETURN CALL SO RESEARCH CAN BE DONE. |
| | | | | -----CUSTOMER STATED THE FOLLOWING THERMAL INCIDENT INFORMATION----- DATE OF THERMAL INCIDENT: 03/22 /2009 ALLEGED DEFECTIVE ITEM(S): WIRING ON DOOR EXTENT OF DAMAGE: BURNED OUT WIRING AND INSIDE OF DOOR PANEL. WINDOWS WONT GO UP AND DOWN |

| | | | | |
|--|----------|---------------------|--------|--|
| | ASSIGNED | 03-23-2009 08:42:44 | MSILVA | <p>ANYMORE. WAS VEHICLE BEING DRIVE OR PARKED?: <input checked="" type="checkbox"/>DRIVEN <input type="checkbox"/>PARKED IF DRIVING, HOW LONG DRIVING WHEN IT OCCURRED?: 1 MINUTE IF PARKED, WAS THE ENGINE RUNNING?: <input type="checkbox"/>YES <input type="checkbox"/>NO ESTIMATED SPEED OF MITS VEH: 5 MPH WERE SEATBELTS WORN?:DRIVER: <input type="checkbox"/>Y <input checked="" type="checkbox"/>N PASSENGER(S): <input type="checkbox"/>Y <input checked="" type="checkbox"/>N WHO WAS DRIVING?: DIANE RHEM WHAT WAS SEEN?: <input type="checkbox"/>SPARK <input checked="" type="checkbox"/>SMOKE <input type="checkbox"/>FLAMES <input type="checkbox"/>BURN MARKS IF FIRE, HOW WAS IT PUT OUT? WITH WATER IF FIRE, WHO PUT IT OUT? SOMEBODY FROM A RESTAURANT WHERE WENT TO GET WATER IF FIRE, DID FIRE DEPT RESPOND?: <input type="checkbox"/>YES <input checked="" type="checkbox"/>NO IF FIRE, AND FIRE DEPT RESPONDED, FIRE REPORT#: WEATHER CONDITIONS: CLEAR LOCATION OF INCIDENT: HUNTINGTON PARK DIRECTION OF TRAVEL: <input type="checkbox"/>N <input type="checkbox"/>S <input checked="" type="checkbox"/>E <input type="checkbox"/>W TYPE OF TERRAIN WHERE VEH DRIVEN OR PARKED: (CHOOSE FROM BELOW) <input checked="" type="checkbox"/>PAVED <input type="checkbox"/>DIRT <input type="checkbox"/>GRAVEL <input type="checkbox"/>MUD <input type="checkbox"/>GRASS <input type="checkbox"/>BRUSH <input type="checkbox"/>SNOW <input type="checkbox"/>ICE OTHER VEHICLE(S) INVOLVED: NONE # OF PEOPLE+DRIVER IN OTHER CAR: # OF PEOPLE+DRIVER IN CUST CAR: OTHER PROPERTY DAMAGE: NONE NAME(S) OF INJURED & INJURIES: NONE RECEIVED MEDICAL TREATMENT?: <input type="checkbox"/>YES <input checked="" type="checkbox"/>NO POLICE NOTIFIED: <input type="checkbox"/>YES <input checked="" type="checkbox"/>NO POLICE REPORT# AND/OR CITY OF RECORD: HAS CUST CONTACTED INSURANCE?: <input type="checkbox"/>YES <input checked="" type="checkbox"/>NO INSURANCE REP NAME/PHONE: INSURANCE CARRIER: AMERICAN INDEPENDENT INSURANCE CLAIM NUMBER: PRELIMINARY INSPECTION PERFORMED?: <input type="checkbox"/>YES <input checked="" type="checkbox"/>NO CURRENT VEHICLE LOCATION: HOME IS THE VEHICLE REPAIRED?: <input type="checkbox"/>YES <input checked="" type="checkbox"/>NO ESTIMATE/COST OF REPAIR: \$ IS THE VEHICLE DRIVEABLE?: <input checked="" type="checkbox"/>YES <input type="checkbox"/>NO WHAT IS CUST SEEKING FROM MMNA?:A NEW DOOR.</p> |
| | OPEN | 03-23-2009 08:32:17 | MSILVA | <p>HAS NOT CONTACTED INSURANCE YET. STATES YESTERDAY WAS JUST STARTED DRIVING STATES DOOR STARTED SMOKING STATES WIRING WAS BURNING SHUT OFF AND IT WAS BURNING PEOPLE HELPED TURNED OFF WHEN TURNED AGAIN ON IT STARTED SMOKING AGAIN. THEY HAD TO CUT OFF WIRES UNDER DOOR PANEL. VEHICLE THEN WAS DRIVEN HOME.</p> |

Return Email Print



Customer Relations

[Help](#)

Summary

Case Information

Row 1 of 1

| BRANDED TITLE: (P) JUNKY | | | | | | | |
|--------------------------|---|-------------------|---|-------------------|-----------------|--------------|----------------------|
| Case No | 405702 | Case Type | SERVICE | Related Mediation | | Created By | MSILVA |
| Current Status | CR CLOSE | Responsible Party | DEALER | Assigned User | MELINDA ATIENZA | Phone | 714/372-5531 |
| Open Date | 12/02/2008 | Close Date | 12/10/2008 | Days Open | 4 | Country | US |
| Re-Open Date | 12/16/2008 | Re-Close Date | 12/19/2008 | | | | |
| Type of Contact | PHONE | Nature of Inquiry | QUESTION/INFO | Final Disposition | UNRESOLVED | Case Outcome | NO CUSTOMER RESPONSE |
| SR Number | 1-233299301 | SR Type | PROD CONCERN | SR Sub Type | KTI | | |
| Memo | **12/18: KTI- DOOR FIRE - CUST SEEKS REPAIRS - CUST DID NOT SHOW FOR DPSM APPT - L/M FOR CUST | | | | | | |
| Follow-Up Date | 12/19/2008 | CR Only | <input type="radio"/> Yes <input checked="" type="radio"/> No | | | | |

Customer Information

| | | | | | | | |
|---------------|-------------------|------------|-----------|-----------|--|-----------------------|--|
| Title | Please select one | First Name | | Last Name | | Middle Initial | |
| Business Name | | | | | | | |
| Address 1 | | | | | | | |
| Address 2 | | | | | | | |
| City | DICKENSON | State | TEXAS | Zip Code | | [Top] | |
| Other Contact | First Name | | Last Name | | | | |

Customer Contact Information

| | | | | | | | |
|-------------------|-------------------|-----------|--|--------------------------|------------|------|--|
| E-Mail | | | | | | | |
| Home | | Work | | Ext | | Cell | |
| Other | | Fax | | Preferred Contact Method | HOME PHONE | | |
| Best Contact Time | Please select one | Time Zone | | Other Contact Time | | | |

Vehicle Information

| | | | | | |
|-----------------------|-------------------------|------------------------|---------------|-----------------------|----------------|
| VIN | 4A3AA46G33E | Model | 2003, GALANT | Country | US |
| Current Mileage | 125000 | Retail Sales Date | 11/14/2003 | Sales Type | 01 - 01 RETAIL |
| Purchase Date if Used | 09/01/2005 (MM/DD/YYYY) | Used Purchase Retailer | ACU-TECH BANK | Used Purchase Mileage | 52000 |

Recall Information

| Recall Number | Recall Description | Recall Completion Date |
|---------------|--------------------|------------------------|
| | | |

Dealer Information

| | | | | | |
|-------------------------|------------------------------|-------------------------|--------------------------|-----------------|---|
| Selling Dealer | 44182 SAND DOLLAR MITSUBISHI | Service Dealer | 44194 BAYTOWN MITSUBISHI | Self Auth Level | 0 |
| Sales Manager | **** TERMINATED**** | Service Manager | **** TERMINATED**** | | |
| Selling Dealer Phone No | (409) 741-2222 | Service Dealer Phone No | (281) 421-1200 | | |
| General Manager | | General Manager | | | |
| District | W3 | District | W4 | | |
| Current DSM | DOUG DILLEHAY | Current DPSM | JASON GLENN | | |
| DSM Phone No | 972/401-5986 | DPSM Phone No | 972/401-5978 | | |

Condition

| | | | |
|--|---------------------|---|-----------|
| Group | Sub-Group | Condition | Cust Code |
| 42 BODY | 00 BODY | | R1 FIRE |
| How long has the vehicle exhibited this condition? | 2 day(s) | Prior Repair Attempts | 0 |
| Location of Prior Repair Attempts | NONE | Other Location | |
| To whom have you spoken at the dealership? | NO ONE | Was the dealership able to duplicate the problem? | NO |
| Symptom | How Often/When | Under What Condition | |
| OTHER | ONE TIME OCCURRENCE | UNKNOWN | |

Service Questions

| | | | |
|---|----------------------|-------------------|------------|
| How long has/was the vehicle at the dealership? | 0 day(s) | | |
| Current Vehicle Location | RESIDENCE | Other Location | |
| Last Service Performed | OIL CHANGE | Last Service Date | 2008-11-01 |
| Location of Last Service | INDEPENDENT FACILITY | Other Location | |
| Loan Car Requested? | NO | | |
| What resolution are you seeking for your concern? | REPAIR | If Other | |

Comments

28 Total Comments

| Sm | Orig Status | Date | Entered by | Comments |
|----|----------------|---------------------|------------|--|
| | CR CLOSE | 02-05-2009 09:17:23 | MATIENZA | PER D.WONG, HE SPOKE WITH DEALER AND CUST CANNOT BE REACHED AT NUMBER PROVIDED, PHONE DISCONNECTED. CUST HAS NOT BROUGHT VEH BACK FOR DOOR PANEL/SWITCH REPAIR. VCM ADVISED WILL SEND EMAIL TO CUST FOR DLR OR MMNA CONTACT AND TO REPLY BACK WITH CONTACT PH#. |
| | CR CLOSE | 12-22-2008 13:39:04 | ESTEELE | DISCUSSED CASE WITH DSPM; HE INSPECTED VEHICLE AND STATES THAT CUSTOMER IS CLAIMING THAT OTHER A/M ITEMS WERE AFFECTED BY FIRE: ALARM AND RADIO. DSPM'S INSPECTION DETERMINED THAT NO OTHER COMPONENTS WERE AFFECTED BY THE FIRE. DOOR PANEL AND SWITCH WILL BE REPAIRED. NOTE: THE AFFECTED DOOR IS THE FRONT PASSENGER DOOR. |
| | CR CLOSE | 12-22-2008 10:04:57 | MATIENZA | CUST CALLED BACK, STATES HE CAN BRING VEH TO DEALER TODAY. VCM CALLED DEALER AND SPOKE WITH BRYAN, HE WILL TAKE PHOTOS AND CALL D.WONG WHILE VEH THERE. VCM SENT EMAIL TO D.WONG, E.STEELE, DSPM/FOSM. |
| | CR CLOSE | 12-22-2008 09:57:20 | MATIENZA | VCM CALLED CUST AND LEFT MESSAGE, IF HE CAN BRING VEH TO DEALER TODAY OR TOMORROW FOR SM INSPECTION AND PHOTOS. PARTS WILL BE ORDERED FOR REPAIRS. VCM ADVISED TO CALL BACK OR CONTACT SM DIRECTLY. |
| | CR CLOSE | 12-19-2008 08:46:13 | MATIENZA | CASE WAS CLOSED BY : MATIENZA |
| | AWAITING | 12-19-2008 08:45:37 | MATIENZA | VCM CALLED CUST AND LEFT MESSAGE, EXPLAINED HOLIDAY CLOSURE AND TO CALL BACK. VCM CLOSING CASE FOR NOW, WILL REOPEN AS NEEDED WHEN CUST CALLS. |
| | AWAITING | 12-19-2008 08:42:09 | MATIENZA | RECD CALL FROM DSPM, CUST DID NOT SHOW UP AT DEALER TODAY AGAIN. CUST DID NOT CALL DSPM OR DEALER TO CANCEL APPT. VCM ADVISED DSPM WILL CALL CUST AND CLOSE CASE FOR NOW. VCM SENT EMAIL TO D.WONG, R.LANTZ, DSPM/FOSM WITH UPDATE. |
| | FIELD RESPONSE | 12-18-2008 12:09:54 | JGLENN | CUSTOMER CALLED DEALER TO RESCHEDULE FOR 12/19. DSPM WILL MEET WITH CUSTOMER BETWEEN 8AM -10AM. UPDATE TO FOLLOW.... |
| | FIELD RESPONSE | 12-18-2008 08:11:31 | JGLENN | DSPM WAS AT DEALER WAITING FOR CUSTOMER FROM 8AM - 10:30AM. CUSTOMER DID NOT SHOW OR CALL TO RESCHEDULE. DSPM LEFT TWO MESSAGES FOR CUSTOMER THIS MORNING. MESSAGE ASKED CUSTOMER TO CALL SHAWN FURBUSH (SM) TO RESCHEDULE FOR FRIDAY IF POSSIBLE. |
| | AWAITING | 12-17-2008 10:38:24 | MATIENZA | CUST CALLED BACK, STATES HE CAN BE AT DEALER TOMORROW BETWEEN 8-10AM. VCM CALLED DSPM AND CONFIRMED, HE WILL BE THERE AS WELL AND PROVIDE UPDATE AFTER INSPECTION COMPLETE. |
| | AWAITING | 12-17-2008 10:13:26 | MATIENZA | RECD CALL FROM DSPM, STATES HE CAN BE AT DEALER EITHER TOMORROW MORNING OR FRIDAY 12/19, WHICHEVER IS MORE CONVENIENT FOR CUST. VCM ADVISED WILL CALL HIM AS SOON AS CUSTOMER CONFIRMS. |
| | AWAITING | 12-17-2008 10:04:49 | MATIENZA | VCM CALLED DEALER AND SPOKE WITH SM SEAN, EXPLAINED THAT PHOTOS NEED TO BE TAKEN AND VEH INSPECTED FOR PARTS LIST. SEAN STATES OK FOR CUST TO BRING VEH IN TOMORROW, REQUESTED EMAIL WITH INFO. VCM SENT EMAIL TO HIM AT: MITSUB859@YAHOO.COM, CC D.WONG, R.LANTZ, AND DSPM. |
| | AWAITING | 12-17-2008 09:57:13 | MATIENZA | PER R.LANTZ, IF DSPM UNABLE TO INSPECT VEH AND COMPLETE FPIR BEFORE HOLIDAY BREAK, TO HAVE CUST BRING VEH TO DEALER AND SM TAKE PHOTOS AND ORDER PARTS. VCM CALLED DSPM AT CELL# AND LEFT MESSAGE TO CALL BACK AND CONFIRM IF HE IS ABLE TO INSPECT VEH BEFORE HOLIDAY BREAK. |
| | AWAITING | 12-16-2008 15:31:31 | MATIENZA | VCM SENT EMAIL TO DSPM J.GLENN, FOSM, D.WONG. |
| | AWAITING | 12-16-2008 15:31:04 | MATIENZA | CUST CALLED BACK, STATES HE STILL NEEDS TO HAVE VEHICLE REPAIRED AND IS ABOUT 15 MINS FROM BAYTOWN MITSU. VCM ADVISED WILL REVIEW WITH DEALER AND CONTACT HIM TO BRING VEH IN, CUST UNDERSTOOD. |
| | AWAITING | 12-16-2008 14:49:59 | MATIENZA | VCM CALLED CUST AND LEFT MESSAGE TO CALL BACK, NEED LOCATION OF VEH AND TO DISCUSS OPTIONS. |
| | CR CLOSE | 12-10-2008 09:21:11 | MATIENZA | CASE WAS CLOSED BY : MATIENZA |
| | AWAITING | 12-10-2008 09:17:33 | MATIENZA | NO RESPONSE FROM CUST YET, VCM SENT EMAIL TO R.LANTZ/D.WONG/J.PHILLIPS/J.BAIRD TO ADVISE. VCM CLOSING CASE FOR NOW, WILL REOPEN AS NEEDED IF CUST CALLS BACK. |
| | AWAITING | 12-08-2008 09:32:04 | MATIENZA | VCM CALLED CUST AGAIN AND LEFT MESSAGE TO CALL BACK AND DISCUSS REPAIR OPTION. |
| | AWAITING | 12-05-2008 08:12:29 | MATIENZA | RECD EMAIL FROM FOSM, NEED TO CONFIRM LOCATION OF VEH AND WHAT DEALER CUST WILL BRING TO. |
| | AWAITING | 12-05-2008 06:50:13 | JPHILLIPS | EM TO DSPM TO ARRANGE FPIR. |

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| | AWAITING | 12-04-2008 15:29:51 | MATIENZA | VCM CALLED CUST AND LEFT MESSAGE TO CALL BACK. |
| | IN REVIEW | 12-04-2008 15:28:26 | MATIENZA | RECD RESPONSE FROM R.LANTZ, FOR VEHICLE TO BE TAKEN TO DEALER AND INSPECTED. DPSM TO TAKE PHOTOS AND D.WONG TO COORDINATE REPAIRS WITH SM. |
| | IN REVIEW | 12-04-2008 09:31:10 | MATIENZA | VCM REVIEWED CASE, D/S DOOR CAUGHT ON FIRE AND CUST SEEKING REPAIRS. VCM SENT EMAIL TO R.LANTZ, DPSM, FOSM. |
| | ASSIGNED | 12-03-2008 16:53:53 | DCONSTANTINU | CALLED THE CUST AND DISCUSSED, CONFIRMED THE INFORMATION BELOW AND THAT CUST IS SEEKING FOR MMNA TO REPAIR THE VEHICLE. ENCOURAGED THE CUST TO CONTACT HIS INSURANCE COMPANY REGARDING POSSIBLE COVERAGE AND POTENTIAL ASSISTANCE TO HIM ON THE ISSUE AND ADVIED THAT UNLESS MMNA IS NOTIFIED OF A CLAIM OR REQUEST OF A LEGAL DEMAND, MMNA WILL NOT TAKE ANY INITIAL ACTION. CUST UNDERSTANDS. |
| | ASSIGNED | 12-02-2008 11:51:12 | MSILVA | STATES WENT TO GAS STATION TO GET A PACK OF CIGARETTES, AND WHEN GOT IN TO START CAR IT AUTOMATICALLY CAUGHT FIRE FROM DRIVERSIDE DOOR, STATES BURNED SOME THINGS LIKE SPEDOMETER ODOMETER, A TAIL LIGHT, ETC, PUT OUT WITH A BUCKET OF WATER, BUT STATES HAS NOT CONTACTED INSURANCE AS DOES NOT HAVE FULL COVERAGE. |
| | ASSIGNED | 12-02-2008 11:48:16 | MSILVA | -----CUSTOMER STATED THE FOLLOWING THERMAL INCIDENT INFORMATION----- DATE OF THERMAL INCIDENT: 11 / 30/ 2008 ALLEGED DEFECTIVE ITEM(S): EXTENT OF DAMAGE: DAMAGE BURNS THROUGH VEHICLE. WAS VEHICLE BEING DRIVE OR PARKED?: ()DRIVEN (X)PARKED IF DRIVING, HOW LONG DRIVING WHEN IT OCCURRED?: IF PARKED, WAS THE ENGINE RUNNING?: (X)YES ()NO ESTIMATED SPEED OF MITS VEH: WERE SEATBELTS WORN?:DRIVER: ()Y (X)N PASSENGER(S): (X)Y ()N WHO WAS DRIVING?: CUSTOMER WHAT WAS SEEN?: ()SPARK ()SMOKE (X)FLAMES ()BURN MARKS IF FIRE, HOW WAS IT PUT OUT? PAIL OF WATER IF FIRE, WHO PUT IT OUT? CUSTOMER IF FIRE, DID FIRE DEPT RESPOND?: ()YES (X)NO IF FIRE, AND FIRE DEPT RESPONDED, FIRE REPORT#: WEATHER CONDITIONS: CLEAR LOCATION OF INCIDENT: 146 STATE HIGHWAY AND I-10 A CHEVRON STATION OR SHELL, GAS STATION. DIRECTION OF TRAVEL: ()N (X)S ()E ()W TYPE OF TERRAIN WHERE VEH DRIVEN OR PARKED: (CHOOSE FROM BELOW) (X)PAVED ()DIRT ()GRAVEL ()MUD ()GRASS ()BRUSH ()SNOW ()ICE OTHER VEHICLE(S) INVOLVED: NO # OF PEOPLE+DRIVER IN OTHER CAR: # OF PEOPLE+DRIVER IN CUST CAR: 3 OTHER PROPERTY DAMAGE: NAME(S) OF INJURED & INJURIES: NONE RECEIVED MEDICAL TREATMENT?: ()YES (X)NO POLICE NOTIFIED: ()YES (X)NO POLICE REPORT# AND/OR CITY OF RECORD: HAS CUST CONTACTED INSURANCE?: ()YES (X)NO INSURANCE REP NAME/PHONE: INSURANCE CARRIER: AMCO INSURANCE CLAIM NUMBER: PRELIMINARY INSPECTION PERFORMED?: ()YES (X)NO CURRENT VEHICLE LOCATION: RESIDENCE IS THE VEHICLE REPAIRED?: ()YES (X)NO ESTIMATE/COST OF REPAIR: \$ IS THE VEHICLE DRIVEABLE?: ()YES (X)NO WHAT IS CUST SEEKING FROM MMNA?:REPAIR, BELIEVES IT WAS CAUSED DUE TO FACTORY DEFECT. |
| | OPEN | 12-02-2008 11:37:55 | MSILVA | VEHICLE CAUGHT ON FIRE TWO DAYS AGO, STARTED CAR AND SMOKE CAME OUT DOOR, TOOK DOOR PANEL OUT AND NOTICED PLUG IN DASH BOARD PLUG THAT GOES FROM AUTOMATIC WINDOWS AND LOCKS CAUGHT ON FIRE, WAS COMING FROM DOOR INITIALLY, THEN CAUSED OTHER THINGS TO CATCH FIRE. SPEDOMETER ODOMETER, RADIO HORN DOES NOT WORK. |

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