



Mitsubishi Motors North America, Inc.

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November 6, 2008

Kathleen DeMeter, Director
NHTSA Office of Defects Investigation
Office of Enforcement
1200 New Jersey Ave., S.E.
Washington, DC 20590

RE: NVS-212cag, EA08-011

Dear Ms. DeMeter:

Mitsubishi respectfully submits the requested information in response to Engineering Analysis EA08-011. Attachments included with this submission are listed below.

Mitsubishi is seeking confidential treatment for the ten documents listed on the attached Document List, which summarizes the subject information. Two copies of this information and documentation, with the appropriate confidentiality requests and their supporting information, were submitted today to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Ave. S.E., Washington, DC 20590.

Should you have any questions or need additional information, you can reach me at one of the contact points listed below.

Sincerely,

Kent Reeves, National Manager
Product Support & Technical Compliance
Phone: 714-372-6362
Fax: 714-934-4242
Email: kreeves@mmsa.com

Attachment For Question No.	Description
4	Customer Complaints
4	Field Reports
7	Customer Complaints
12	Document List
23	Customer Complaint

Q.1. State, by model year, the number of subject vehicles Mitsubishi has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Mitsubishi, state the following:

- a. Vehicle identification number (VIN);
- b. Make;
- c. Model;
- d. Model Year;
- e. Date of manufacture;
- f. Equipped with power windows;
- g. Equipped with power door locks;
- h. Date warranty coverage commenced; and
- i. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA."

A.1. **The Exel spreadsheet named "PRODUCTION DATA.mdb" provided in this mailing contains the above information.**

Q.2. State the number of each of the following, received by Mitsubishi, or of which Mitsubishi is otherwise aware, which relate to, or may relate to, the alleged defect in the passenger side door of the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- e. Property damage claims;
- f. Third-party arbitration proceedings where Mitsubishi is or was a party to the arbitration; and
- g. Lawsuits, both pending and closed, in which Mitsubishi is or was a defendant or co-defendant.

For subparts "a" through "e." state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Mitsubishi's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "d" through "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

A.2. **Listed below are additional customer complaints/field reports for 2002 and 2003 Galants for the alleged defect received since our response to PE-08-014. Also listed are customer complaints/field reports for 2001 Galants for the alleged defect that were not requested in PE-08-014.**

Type	Number identified since PE-08-014 response		
	2001 Galant	2002 Galant	2003 Galant
Item a. Consumer complaints	2	1	2
Item b. Field reports	0	1	0
Item c. Reports involving a crash/injury/fatality	0	1	0
Item d. Reports involving fire	2	1	2
Item e. Property damage claims	0	0	0
Item f. Third-party arbitration	0	0	0
Item g. Lawsuits	0	0	0

Q.3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Mitsubishi's file number or other identifier used;
- b. The category of each item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;
- f. Vehicle's date of manufacture;
- g. Vehicle's mileage at time of incident;
- h. Incident date;
- i. Report or claim date;
- j. Whether a crash is alleged;
- k. Whether liquid intrusion was alleged;
- l. Whether a fire is alleged;
- m. Whether property damage is alleged;
- n. Number of alleged injuries, if any;
- o. Type and/or location of the injury (i.e. cuts/abrasions to the arms, legs, etc.), if any; and
- p. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "COMPLAINT DATA:PASSENGER SIDE".

A.3. The Excel spreadsheet file named "COMPLAINT DATA:PASSENGER SIDE.xls" provided in this mailing contains the above information.

Q.4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Mitsubishi used for organizing the documents.

A.4. Copies of documents within the scope of Request No. 2 are provided in this mailing. These documents are organized by category, then by date of report.

Q.5. State the number of each of the following, received by Mitsubishi, or of which Mitsubishi is otherwise aware, which relate to, or may relate to, the alleged defect in the driver side door of the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- e. Property damage claims;
- f. Third-party arbitration proceedings where Mitsubishi is or was a party to the arbitration; and
- g. Lawsuits, both pending and closed, in which Mitsubishi is or was a defendant or co-defendant.

For subparts "a" through "e." state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Mitsubishi's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "d" through "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

A.5.

Type	Total number
Item a. Consumer complaints	1
Item b. Field reports	0
Item c. Reports involving a crash/injury/fatality	0
Item d. Reports involving fire	1
Item e. Property damage claims	0
Item f. Third-party arbitration	0
Item g. Lawsuits	0

Q.6. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 5, state the following information:

- a. Mitsubishi's file number or other identifier used;
- b. The category of each item, as identified in Request No. 5 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;
- f. Vehicle's date of manufacture;
- g. Vehicle's mileage at time of incident;
- h. Incident date;
- i. Report or claim date;
- j. Whether a crash is alleged;
- k. Whether liquid intrusion was alleged;
- l. Whether a fire is alleged;
- m. Whether property damage is alleged;
- n. Number of alleged injuries, if any;
- o. Type and/or location of the injury (i.e. cuts/abrasions to the arms, legs, etc.), if any; and
- p. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "COMPLAINT DATA:DRIVER SIDE".

A.6. **The Excel spreadsheet file named "COMPLAINT DATA:DRIVER SIDE.xls" provided in this mailing contains the above information.**

Q.7. Produce copies of all documents related to each item within the scope of Request No. 5. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Mitsubishi used for organizing the documents.

A.7. **Only one document (Consumer complaint #365208) is submitted within the scope of Request No. 5.**

Q.8. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Mitsubishi to date that relate to, or may relate to, the alleged defect in the passenger side door or the subject vehicles: warranty claims; extended warranty claims; claims for goodwill services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each claim, state the following information:

- a. Mitsubishi's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Vehicle date of manufacture;
- e. Repair date;
- f. Vehicle mileage at time of repair;

- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Replacement part number(s) and description(s);
- k. Concern stated by customer; and
- l. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA:PASSENGER SIDE."

A.8. The Excel spreadsheet file named "WARRANTY DATA:PASSENGER SIDE.xls" provided in this mailing contains the above information.

Q.9. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Mitsubishi to date that relate to, or may relate to, the alleged defect in the driver side door or the subject vehicles: warranty claims; extended warranty claims; claims for goodwill services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. Separately, for each claim, state the following information:

- a. Mitsubishi's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Vehicle date of manufacture;
- e. Repair date;
- f. Vehicle mileage at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Replacement part number(s) and description(s);
- k. Concern stated by customer; and
- l. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA:DRIVER SIDE."

A.9. The Excel spreadsheet file named "WARRANTY DATA:DRIVER SIDE.xls" provided in this mailing contains the above information.

Q.10. Describe in detail the search criteria used by Mitsubishi to identify the claims identified in response to Request No. 8 and Request No. 9, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Mitsubishi on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Mitsubishi offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

A.10.

Search criteria used:

- Labor operations listed below
- Part numbers listed below on the repair order
- Terms "burn," "fire," "smoke," "flame," "melt," or "smolder" on the repair order

PART NO.	DESCRIPTION
MR973577	Harness, Front Door RH
MR394077	Harness, Front Door LH
MR394078	Harness, Front Door LH
MR973572	Harness, Front Door LH
MR394066	Harness, Front Door RH
MR394065	Harness, Front Door RH
MR973578	Harness, Front Door RH
MR400713	Switch Assembly, Front Door Power Window RH
MR400711	Switch Assembly, Front Door Power Window LH
MR400712	Switch Assembly, Front Door Power Window LH
MR970920	Front Door Latch (Power) RH
MR537990	Time & Alarm Control Unit (ETACS)
MR537993	Time & Alarm Control Unit (ETACS)
MR122409	Relay, Power Window
MR349769	Latch, Front Door LH
MR349772	Latch, Front Door RH

Labor operation numbers and labor operation descriptions applicable to the alleged defect in the subject vehicles are:

LABOR OP NO.	DESCRIPTION
543551	Front Door Harness
428201	Power Window Switch, Main
428202	Power Window Switch, Sub
428401	Power Window Relay
424161	Front Door Window Regulator
424141	Front Door Latch

Problem codes and problem code descriptions applicable to the alleged defect in the subject vehicles are listed in the "Nature Code chart" and "Cause Code chart" provided in our PE response.

NOTE: We did not use the Nature Code or Cause Code charts as search criteria. Instead, we utilized word searches for the terms "burn," "fire," "smoke," "flame," "melt," or "smolder" on the repair order.

Terms of the new vehicle warranty coverage offered by Mitsubishi on the subject vehicles are:
2001, 2002 and 2003 Model Years

- ◆ Basic coverage: 3 years/36,000 miles
- ◆ Powertrain coverage: 5 years/60,000 miles
- ◆ Restraint system coverage: 5 years/60,000 miles
- ◆ Anti-corrosion coverage: 7 years/100,000 miles
- ◆ Emission control system coverage:

Federal

- Defects: Emission-related parts: 3 years/36,000 miles
 ECM, TCM, catalytic converter, OBD device: 8 years/80,000 miles
- Performance: Emission-related parts: 2 years/24,000 miles
 ECM, TCM, catalytic converter, OBD device: 8 years/80,000 miles

Calif., Mass., Vermont and Maine

Defects: Emission-related parts: 3 years/50,000 miles
Long term 1: 7 years/70,000 miles
Long term 2: 8 years/80,000 miles
Performance: Emission-related parts: 3 years/50,000 miles
Long term 1: 7 years/70,000 miles
Long term 2: 8 years/80,000 miles

Extended warranty coverage options were not offered directly by Mitsubishi for the subject vehicles.

- Q.11. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Mitsubishi has issued to dealers, regional or zone offices, field offices, fleet purchasers, or other entities in Japan and North America. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents and communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Mitsubishi is planning to issue within the next 120 days.
- A.11. **No documents have been issued that relate to, or may relate to, the alleged defect in the subject vehicles. Mitsubishi does not plan to issue any communications on this subject within the next 120 days.**
- Q.12. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to: 1) the alleged defect; 2) heat and/or thermal conductivity in the power window switch; and 3) liquid intrusion into the power window switch in the subject vehicles, that have been conducted, are being conducted, are planned, or are being planned by, or for, Mitsubishi. For each such action in each category above, provide the following information:
- Action title or identifier;
 - Actual or planned start date;
 - Actual or expected end date;
 - Brief summary of the subject and objective of the action;
 - Engineering group(s)/supplier(s) responsible for designing and or conducting the action; and
 - A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- A.12. **Responsive information with respect to each action conducted after the PE is summarized in the attached document list. We are seeking confidential treatment for the 10 documents in this list, which are provided under separate cover to the Office of Chief Counsel along with the appropriate confidentiality requests and their supporting information. These documents include a one-page summary describing a. through f. and related documentation for each action, the Japanese originals and their respective English translations.**
- Q.13. Describe all modifications and changes made by, or on behalf of, Mitsubishi in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each modification or change, provide the following information:
- The date or approximate date on which the modification or change was incorporated into vehicle production;
 - A detailed description of the modification or change;
 - The reason(s) for the modification or change;
 - The part numbers (service and engineering) of the original component;
 - The part numbers (service and engineering) of the modified component;
 - Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - When the modified component was made available as a service component; and
 - Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Mitsubishi is aware of which may be incorporated into vehicle production within the next 120 days.

- A.13. Document No.16 produced in the PE response contains a table summarizing all modifications and changes, including design, manufacture, and quality control, regardless of the alleged defect which relate to the front passenger window switch of the subject vehicles. There is no change history with regard to the driver side power window switch, door locking system, wiring harness, or related connectors.**
- Q.14. Produce one of each of the following:
- Exemplar samples of all design versions of the front passenger and driver side power window switch from the start of production to date for the subject vehicles; and,
 - Field return samples of the front passenger and driver side power window switch exhibiting the alleged defect.
- A.14. a. A sample of all design versions of the front passenger switch (p/n MR400713) and driver side power window switch (p/n MR400711) are being sent under separate cover.**
- b. A front passenger side power window switch exhibiting the alleged defect is being sent under separate cover. This switch was returned from the field and already investigated by Mitsubishi Motors Corporation in Japan. We do not have any field return parts of the driver side power window switch exhibiting the alleged defect, since we have only one customer complaint relating to burnt switch, and the part was not returned.**
- Q.15. State the number of each of the following that Mitsubishi has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale:
- Front passenger door panel;
 - Front passenger power window switch;
 - Front passenger power door lock;
 - Front driver side door panel;
 - Front driver side power window switch;
 - Front driver side power door lock;
 - Wiring, devices, connectors, controls and associated fuses for each of the window switches and door locks described; and,
 - Any kits that have been released, or developed, by Mitsubishi for use in service repairs to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number).

- A.15. The Excel spreadsheet file named "Parts Sales History EA08-011.xls" provided in this mailing contains the above information. The parts listed in the file apply to the subject vehicles as well as other Mitsubishi models (i.e., Endeavor, Eclipse, Eclipse Spyder), and many of these parts are used over several model years of the subject vehicles. We have no method to determine which vehicle or model year received the parts when they were sold.**
- Q.16. State the number of similar or substantially similar vehicles Mitsubishi has sold that use the subject component. For each similar or substantially similar vehicle for which Mitsubishi has received a complaint, field report, etc. that relates or may relate to the alleged defect, identify:
- The category of the item (i.e. consumer complaint, field report, etc.);
 - Vehicle's VIN;
 - Vehicle's date of manufacture;
 - Vehicle's make, model and model year;
 - Mileage at time of incident;
 - Date of incident;
 - Whether a crash is alleged;
 - Whether a fire is alleged;
 - Whether property damage is alleged;
 - Number of alleged injuries, if any;
 - Type and/or location of the injury (i.e., cuts/abrasions to the arms, legs, etc.), if any;

- l. Number of alleged fatalities, if any;
- m. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease); and,
- n. Total production volume of the similar or substantially similar vehicle.

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PEER VEHICLES."

A.16. The number of similar or substantially similar vehicles that use the subject component* are listed below:

Vehicle Model	Model Year	Vehicle Production
Galant	1999	62,910
Galant	2000	95,135
Galant	2004	42,489
Galant	2005	28,815
Galant	2006	27,862
Eclipse	2000	66,523
Eclipse	2001	53,036
Eclipse	2002	31,306
Eclipse	2003	67,438
Eclipse	2004	10,997
Eclipse	2005	4,641
Eclipse Spyder	2001	26,113
Eclipse Spyder	2002	9,999
Eclipse Spyder	2003	24,617
Eclipse Spyder	2004	6,347
Eclipse Spyder	2005	3,835
Endeavor	2004	56,111
Endeavor	2005	20,891
Endeavor	2006	15,566

* Front Door Switch p/n MR400713 & MR400711 were used on all vehicles listed in the above table.

The Excel spreadsheet file named "PEER VEHICLES.xls" provided in this mailing contains the required information for similar or substantially similar vehicle for which Mitsubishi has received a complaint, field report, etc. that relates or may relate to the alleged defect.

- Q. 17. For each lawsuit identified by Mitsubishi in its response to Request No. 2 of the PEIR letter that Mitsubishi did not fully investigate, provide the causal/contributing factors and an assessment of the significant facts/evidence for the lawsuits involving the subject vehicle/components.
- A. 17. Mitsubishi was only able to inspect photographs of the components from the two vehicles that were the subject of the lawsuits identified in our response to PE08-014. Therefore, we cannot provide the causal/contributing factors other than the fact that the component photographs indicate similar switch/door trim melting as in those vehicles inspected by Mitsubishi and reported in our prior responses to PE-08-014.
- Q. 18. In Mitsubishi's response to the PEIR letter, Mitsubishi reproduced the alleged defect by using liquids with high electrolyte content.
 - a. Identify other liquids with high electrolyte content and that might be used by occupants in the vehicle that Mitsubishi did not evaluate in response to the PEIR letter;
 - b. Describe in detail the tests Mitsubishi conducted involving liquids that do not have a high electrolytic content;
 - c. Discuss in detail the rationale for omitting rain water as a contributing factor to the switch overheating;
 - d. Describe how occupants can spill liquid onto the switch in amounts necessary to cause the switch to overheat; and
 - e. Describe in detail what happens when a liquid infiltrates the switch. Provide a sketch of the path of the liquid.

A.18.

- a. Mitsubishi tested Gatorade as a liquid with high electrolyte content; however, we did not evaluate other sports drinks similar to Gatorade (such as Powerade, etc.) having high electrolyte content that might be used by a vehicle occupant.
- b. Mitsubishi conducted tests using Pepsi Cola, orange juice, water, and sugarless coffee. These liquids do not have high electrolyte content.
 - Note: Pepsi Cola and orange juice contain sugar, which if spilled into the window switch may have the same effect as sports drinks with a high electrolyte content: contamination causing carbon accumulation to create a bridge (accumulation of electrolyte or carbonized material) across the switch contacts, allowing electrical current to flow and potentially overheat the switch). See Document No. 2 for details.

Refer to Documents No. 3, 4, and 5 for details of the testing.

- c. Mitsubishi conducted a shower test (using plain water) to determine whether water would infiltrate the switch under an extremely heavy rain condition of 45 mm rainfall per minute (heavier rainfall than in a typical real world rain storm). Switch analysis after the shower test revealed that the rainwater did not infiltrate the switch components.

A second test was conducted in which plain tap water was intentionally poured into the switch. Switch analysis after this test confirmed that the water did not allow sufficient current across the switch contact to cause the switch terminal to overheat. Once the water evaporated, current still did not flow because no bridge circuit was generated. Therefore, we conclude that rainwater is not a contributing factor to switch overheating. Refer to the Documents No. 3, 4, and 5 summarizing the test result in detail.

- d. As shown in the video in the Document No. 6 and a sketch of the path of the liquid in the Document No. 7, in order for a liquid to infiltrate the switch, a large amount (at least 100 cc or 3.38 oz.) of liquid must be spilled at one time onto the switch. When such an event occurs, the liquid can cross over the wall in the switch and enter the contact mechanism, allowing the potential for the switch to overheat.
- e. Please refer to our response to Question 26b (the failure mechanism), as it describes in detail what happens when a high electrolyte content liquid infiltrates into the switch. The path of the liquid into the switch is demonstrated in Documents No. 7 and 8.

Q.19. Describe in detail all design features that prevent or inhibit liquid intrusion into each of the subject components. In your response, include all relevant manufacturing procedures and methodology.

A.19. A cup holder is not provided near the subject switches; therefore it is not expected that large amounts of liquids (such as soft drinks) would be present in the vicinity of the switch.

Although a product improvement adding a higher wall to the passenger side switch was adopted in February 2005 to resist liquid infiltration as much as possible, it cannot completely prevent liquid infiltration if a large amount of liquid is spilled on the switch.

Q.20. Provide a list of the power window switch components. For each component listed, provide the chemical and material composition of each component.

A.20. Document No. 9 contains a list of power window switch components and the chemical and material composition of each component.

Q.21. State the number of each of the following, received by Mitsubishi, or of which Mitsubishi is otherwise aware of, and not previously submitted in a response to these information requests, which relate to, or may relate to, failure of the driver's side and/or front passenger power window switch in the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;

- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- e. Property damage claims;
- f. Third-party arbitration proceedings where Mitsubishi is or was a party to the arbitration; and
- g. Lawsuits, both pending and closed, in which Mitsubishi is or was a defendant or co-defendant.

For subparts "a" through "e." state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Mitsubishi's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "d" through "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

A.21. Only one customer complaint has been received relating to power window switch failure (not previously submitted in response to this EA request) in the subject vehicles. We are not aware of any other items or incidents.

Q.22. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 21, state the following information:

- a. Mitsubishi's file number or other identifier used;
- b. The category of each item, as identified in Request No. 21 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;
- f. Vehicle's date of manufacture;
- g. Vehicle's mileage at time of incident;
- h. Incident date;
- i. Report or claim date;
- j. Whether a crash is alleged;
- k. Whether liquid intrusion was alleged;
- l. Whether a fire is alleged;
- m. Whether property damage is alleged;
- n. Number of alleged injuries, if any;
- o. Type and/or location of the injury (i.e. cuts/abrasions to the arms, legs, etc.), if any; and
- p. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "COMPLAINT DATA:POWER WINDOW SWITCH".

A.22. The Excel spreadsheet named "COMPLAINT DATA_POWER WINDOW SWITCH.xls" provided in this mailing contains the above information.

Q.23. Produce copies of all documents related to each item within the scope of Request No. 21. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Mitsubishi used for organizing the documents.

A.23. Only one item (a customer complaint) has been received relating to Request No. 21. A copy of the complaint is provided in this mailing.

Q.24. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Mitsubishi to date that relate to, or may relate to failure of the front door power window switches in

the subject vehicles and not previously submitted in a response to these information requests: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each claim, state the following information:

- a. Mitsubishi's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Vehicle date of manufacture;
- e. Repair date;
- f. Vehicle mileage at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- h. Driver side (LH) or front passenger (RH);
- i. Labor operation number;
- j. Problem code;
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer; and
- m. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA: POWER WINDOW SWITCH."

A.24. The Excel spreadsheet named "WARRANTY DATA_POWER WINDOW SWITCH.xls" provided in this mailing contains the above information.

Q.25. In Mitsubishi's response to the PEIR letter, Mitsubishi stated that a lubricant for the switch was changed from NS1696 to Multemp D because the NS1696 can carbonize easily.

- a. Describe in detail why and how the NS1696 lubricant carbonizes easily;
- b. Define Mitsubishi's use of the term "easily"; and
- c. Provide the chemical composition of NS1696 and Multemp D and explain in detail all differences in performance between the two lubricants.

A.25.

- a. **The lubricants used in the subject switches, NS1696 and Multemp D, are both based on synthetic hydrocarbon oil and both can be carbonized depending on the current value. See Document No. 10 for details.**
- b. **The use of the term "easily" in our prior response was only an indication that NS1696 was, in relative terms, more easily carbonized than Multemp D. The type of grease was not changed as a result of an overheating issue. Refer to Document No. 10 for details.**
- c. **Document No. 10 indicates the differences of the performance between NS1696 and Multemp D.**

Q.26. Furnish Mitsubishi's assessment of the alleged defect in the subject vehicles, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
- f. The report included with this inquiry.

A.26.

- a. **The causal or contributory factor(s)**

As explained in the PE response, according to our investigation of recovered parts, our numerous reconstruction testing, and an FTA analysis, door fires have been determined to be caused by soft

drinks or other such liquids containing a high electrolyte content or sugar being spilled onto the subject window switches. These liquids were spilled directly over the passenger power window switch, contaminating the inside of the switch. This contamination causes the electrolyte and/or carbon to accumulate inside the switch and bridges the contacts, allowing electrical current to flow, potentially resulting in an overheated switch.

Mitsubishi also evaluated the potential for rainwater to infiltrate the switch under heavy rainfall conditions. Rainwater would not ordinarily infiltrate the switch, but even if it does by some chance, there is not sufficient current flow to cause the switch terminal to overheat, and it never causes the switch to overheat.

Only liquids high in electrolytes or sugar caused switches to become carbonized and bridge enough to allow current flow to such a degree to cause overheating.

b. The following failure mechanism is unchanged as explained in the PE response:

- ① Large amounts, at least 100 cc (3.38 oz.) of a liquid such as a soft drink are spilled over the power window switch area at one time. (Refer to the demonstration video in Document No. 6.)
- ② Some of the liquid enters the switch interior and remains at the broaching area between IG terminal (power supply) and ground terminal.
- ③ As the liquid evaporates, the electrolytes and carbonized particles accumulate between these terminals.
- ④ Due to moisture absorption and drying repeatedly, the accumulated electrolytes and carbonized particles become a conductive material.
- ⑤ Depending on the condition of the circuit bridge developed by the particles between IG and ground terminal, if the resistance between the terminals reaches a certain value, the switch may start to heat up and melt or ignite the plastic components.

c. As mentioned above, if the liquids containing sugar or electrolytes enter into the switch, the terminals may begin to heat up and begin to smoke. Depending on the amount of electrolyte or carbonized material accumulation at the switch contacts, a bridge could occur, resulting in current flow and the potential of switch housing to melt or ignite.

d. Risk to motor vehicle safety

The incident occurs due to spillage of liquid containing electrolyte or sugar onto the power window switch. Since there is no cup holder in the vicinity of the window switch, this most probably is an accidental event that would not occur in normal vehicle use.

If spillage of large amounts of a soft drink or sports drink should occur, a bridge circuit made of the accumulated electrolyte or carbonized material is essential for the incident to occur. Whether the current flows sufficiently to cause the switch contacts to be overheated depends on the amount of resistance the bridge material exhibits:

- If the bridge resistance is small (full bridge circuit), the current flow in the circuit would be large enough to cause the fuse to blow out and cut the electric current.
- If the resistance is too large (Low or partial bridge circuit), little or no electrical current flows and the temperature of the switch contacts does not go up.
- It is only the rare case where just the right amount of resistance (through the bridge circuit) would allow enough current to flow to cause the temperature of the contacts to rise to a sufficient level to melt the switch contacts. Even if the resistance of the bridge happens to be at this "intermediate" level, the bridge itself would be burnt out in most cases before the subject incident would occur, since the bridge is very weak in nature, as already explained in the PE response.

We conducted an evaluation to determine if rainwater would in fact enter the switch during extreme rainfall conditions and found that it was not possible. We also found that even if rainwater entered the switch for some reason, it did not create a bridging of the switch contacts (as do sugar or electrolyte containing liquids), and thus no overheating occurs.

Most customer claims involve melted switch assemblies and door panel damage. We have located no complaints of a vehicle being severely damaged or of door panel fire expanding to include the entire vehicle. Although additional cases were reported since the PE response, the failure rate for this incident is still only 0.007%, which remains extremely low considering there are approximately 750,000 of the vehicles using the subject switch.

The design, materials and structure of the subject switch are common in the industry and there is no specification to avoid the large amount of liquid intrusion (such as a large soft drink spillage) into such a switch.

Because of the reasons mentioned above and already made in the PE response, we do not think this issue rises to the level of an unreasonable risk to public safety, and therefore Mitsubishi will continue to monitor the field situation.

- e. It is possible for the driver or passenger to acknowledge the incident by the smell or the smoke when the power window switch is overheating.**
- f. The failure part for one ODI case (VIN 4A3AA46H51E019859) included in this inquiry has been returned and investigated. The investigation concluded that the failure was caused by the infiltration of a liquid with high electrolyte content. The conclusion is based on the fact that there was a contamination in the vicinity of the power window switch knob area and ionic elements such as Na (sodium), Cl (chlorine) and K (potassium) were detected, which is the same result as the other returned parts. It is estimated that other ODI cases were also caused by a liquid spilled by the occupants into the subject switch as explained above.**

EA08-011

Question 4

Customer Complaints



Customer Relations

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Summary

Case Information

Row 1 of 1

Case No	342244	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	MELINDA ATIENZA	Phone	714/372-5531
Open Date	12/11/2003	Close Date	12/11/2003	Days Open	1	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please select one
SR Number		SR Type		SR Sub Type			
Memo							
Follow-Up Date		CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	RALPH	Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City							
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Ext	00000	Cell			
Other		Fax		Preferred Contact Method	UNKNOWN		

Vehicle Information

VIN	4A3AA46H92E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - PATRIOT RED	Country	US
Current Mileage	31000	Retail Sales Date	12/28/2001	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer		Used Purchase Mileage	

Recall Information

Recall Number	Recall Description	Recall Completion Date

Dealer Information

Selling Dealer	10184 DAYTONA MITSUBISHI	Service Dealer	10184 DAYTONA MITSUBISHI	Self Auth Level	4
Sales Manager	ARNOLD KROUK	Service Manager	RON BRAITHWAITE		

Selling Dealer Phone No	(386) 252-7000	Service Dealer Phone No	(386) 252-7000
General Manager	RICHARD NISBETT	General Manager	RICHARD NISBETT
District	E5	District	E5
Current DSM	KIM MCKEE	Current DPSM	GARY EARL
DSM Phone No	407/578-4167	DPSM Phone No	407/578-4181

Condition

Group	Sub-Group	Condition	Cust Code
54 CHASSIS ELECTRICAL	82 SWITCH GENERAL	35 OPERATIONAL CONCERN	06 FEELS WARRANTY COVERAGE POOR
How long has the vehicle exhibited this condition?	0 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	NONE	Other Location	NONE
To whom have you spoken at the dealership?		Was the dealership able to duplicate the problem?	NO

Service Questions

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

Comments

7 Total Comments

Sel	Orig Status	Date	Entered By	Comments
		12-18-2003 00:00:00	MATIENZA	(12/18/03) (10:45) (ATIM): MRS [REDACTED] CALLED TO EXPLAIN HOW THIS FIRE BEGAN, STATES SHE STARTED THE CAR AND SMELLED AND SAW SMOKE FROM THE WINDOW SWITCH. SHE TURNED THE CAR OFF, WENT IN THE HOUSE AND CONTACTED HER HUSBAND BY PHONE. THE NEIGHBOR CAME OVER TO BORROW A LADDER AND THE DOOR WAS NOW ON FIRE, CUST PUT OUT THE FIRE WITH A FIRE EXTINGUISHER. CUST STATES DEALER SM HAS DETERMINED THAT THE FIRE BEGAN WITH WATER SHORTING THE WINDOW SWITCH, AND CUST FEELS DEALER IS LYING. CUST CONFRONTED SM RON BRAITHWAITE ABOUT THIS, AND APPARENTLY THERE WERE WORDS EXCHANGED AT THAT TIME, AND SM ADVISED CUST TO LEAVE OR HE WILL CALL THE POLICE. VCM EXPLAINED TO CUST THAT THIS IS AN INSURANCE MATTER, AND THAT CUST CAN CONTACT THE CLAIMS ADJUSTER IF FURTHER INVESTIGATION OR INSPECTION IS NEEDED, TO CONFIRM CAUSE OF FIRE. CUST UNDERSTOOD.
		12-17-2003 00:00:00	MATIENZA	(12/17/03) (16:07) (ATIM): CUST CALLED INQUIRING WHY MMNA WAS NOT PAYING FOR ALL OF THE REPAIRS RELATED TO THE SWITCH. VCM EXPLAINED TO CUST THAT THIS WAS AN INSURANCE ISSUE AND REFERRED HIM BACK TO HIS INSURANCE COMPANY AS STATED IN PREVIOUS NOTES.
		12-11-2003 00:00:00	MLUNA	(12/11/03) (17:48) (LUNM): CUST STATED FAULTY SWITCH CAUSED DAMAGE AND FEELS MMNA SHOULD COVER SWITCH AND DAMAGE. CUST STATED VEH HAS BEEN @ RTL#10184 DAYTONA MITSU SINCE LAST WEEK BUT RTL IS ONLY COVERING SWITCH. VCM ADVISED CUST THAT SWITCH IS COVERED UNDER 3/36 WARRANTY. VCM ALSO ADVISED CUST THAT IF INSURANCE CO FINDS PART TO BE DEFECTIVE, THEY WILL CONTACT MMNA IF NEEDED.
		12-11-2003 00:00:00	MATIENZA	12/11/03 ATIM:FILE CLOSED
		12-11-2003 00:00:00	MATIENZA	MRS [REDACTED] STATES VEHICLE DOOR CAUGHT ON FIRE BECAUSE OF FAULTY WINDOW SWITCH. INSURANCE COMPANY HAS AUTHORIZED REPAIRS, BUT CUST DOES NOT WANT TO PAY \$500 DEDUCTIBLE AND DEMANDING MMNA COVER ALL REPAIRS UNDER WARRANTY. CUST STATES DEALER ONLY WILLING TO COVER SWITCH REPLACEMENT UNDER WARRANTY. VCM BEGAN TO EXPLAIN INSURANCE SUBROGATION PROCESS, MRS DEBONIS BECAME IRATE AND USING FOUL LANGUAGE, VCM TERMINATED CALL AT THIS TIME.
		12-11-2003 00:00:00	MATIENZA	CHASSIS ELECTRICAL PREVIOUS FILE(S) : MECHANICAL ISSUE # 1 : WINDOW SWITCH () PREVIOUS RPRS MECHANICAL ISSUE # 2 : () PREVIOUS RPRS MECHANICAL ISSUE # 3 : () PREVIOUS RPRS ORIGINAL OWNER: (X) YES; () NO, PURCH MM/YY AT --- MILES POLICY ADJUSTMENT REQUEST: () RENTAL; () OUT OF WARR REPAIR; () OTHER PARTS DELAY/BACKORDER: () YES; PART # ; ORDER # RETAILER SM/ADVISOR CONTACTED: () YES; NAME : DPSM CONTACTED: () YES; NAME :
		12-11-2003 00:00:00	MATIENZA	(12/11/03) (17:35) (ATIM):

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Summary

Case Information

Row 1 of 1

Case No	345067	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	Please select one	Phone	
Open Date	02/06/2004	Close Date	02/09/2004	Days Open	4	Country	US
Re-Open Date		Re-Close Date		Original Assigned User	JRESCH		
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please select one
SR Number		SR Type		SR Sub Type			
Memo							
Follow-Up Date		CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	PAMELA	Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City							
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home				Ext	00000	Cell	
Other		Fax		Preferred Contact Method	UNKNOWN		

Vehicle Information

VIN	4A3AA46HX1E	Model	2001 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
Current Mileage	80000	Retail Sales Date	06/21/2001	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer		Used Purchase Mileage	

Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	44154 MCGINNIS MITSUBISHI	Service Dealer	44015 JOE MYERS MITSUBISHI	Self Auth Level	0
Sales Manager	JOE GARCIA	Service Manager	*** TERMINATED***		

Selling Dealer Phone No	(281) 496-4135	Service Dealer Phone No	(713) 937-8080
General Manager	DANNY PARCHMAN	General Manager	
District	W5	District	W5
Current DSM	TONY TITONE	Current DPSM	JASON GLENN
DSM Phone No	972/401-5963	DPSM Phone No	972/401-5978

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	41 DOOR, FRONT, GENERAL	35 OPERATIONAL CONCERN	P7 DESIGN COMMENTS
How long has the vehicle exhibited this condition?	0 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	NONE	Other Location	NONE
To whom have you spoken at the dealership?		Was the dealership able to duplicate the problem?	NO

Service Questions

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

Comments

9 Total Comments

Seq	Orig Status	Date	Entered By	Comments
		02-09-2004 00:00:00	44015ser	DEALER COMMENTS TRANSMITTED ON (02/09/2004)(44015ser) FILE CLOSED AS A RESULT OF TRANSMISSION
		02-09-2004 00:00:00	MATIENZA	DATE REPAIR COMPLETED OR DECISION RENDERED : 02/09/2004 REPAIR ORDER NUMBER : 345067 MILEAGE AT REPAIR : 80000 COMMENTS INPUT BY : R.SKIPPER ACTION TAKEN : CUSTOMER WAS CONTACTED AND STATED SHE WILL TAKE VEH IN TO DEALER WHERE VEH W S PURCHASE.MCGINNIS MITSUBISHI.
		02-06-2004 00:00:00	MATIENZA	***** DEPLOYED SPEED KEY IN ERROR ***** ***** ATIM *****
		02-06-2004 00:00:00	MATIENZA	(02/06/04) (08:15) (ATIM): SM RODNEY CALLED TO CONFIRM OTHER CONTACT NUMBERS, SM STATES HE TRIED HM/WK NUMBER AND COULD NOT CONTACT CUST. VCM PROVIDED OTHER NUMBER FROM MMCA ACCT (613) 681-7882 AND CO-SIGNER BERTHA HARVEY (713) 433-1678.
		02-06-2004 00:00:00	JRESCH	DEALER PRINT, (02/06/04) (07:13) (RESJ) ***** THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. ***** ***** IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT ***** ***** CUSTOMER CONNECTIONS AT 888-908-6672 TO SPEAK WITH A ***** ***** VEHICLES CASE MANAGER. ***** ***** CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! *****
		02-06-2004 00:00:00	JRESCH	PER MERD:CALL CLOSEST RTLR AND SEE IF THEY CAN PROVIDE A TOW FOR CUST. VCM CALLED RTLR 44015 AND SPOKE TO SM RODNEY. RTLR CAN PROVIDE TOW ASSISTANCE FOR CUST. VCM CONFIRMED WITH SM RODNEY THAT HE WOULD CONTACT CUST AND SET UP TOW.
		02-06-2004 00:00:00	JRESCH	CUST CALLED SEEKING ASSISTANCE WITH DOOR. CUST STATES THAT WHILE SHE WAS DRIVING THE DOOR CAUGHT ON FIRE. CUST STATES THAT FLAMES WERE COMING OUT OF THE SIDE AND MELTED THE DOOR PANEL. VCM ASKED CUST IF SHE WAS ABLE TO HAVE A RTLRL INSPECT THE VEH AND SHE BECAME IRATE AND ASKED TO SPEAK TO A SUPERVISOR. VCM TRANSFERRED THE CALL TO MERD.
		02-06-2004 00:00:00	JRESCH	BODY PREVIOUS FILE(S) : MECHANICAL ISSUE # 1 : DOOR CAUGHT ON FIRE () PREVIOUS RPRS MECHANICAL ISSUE # 2 : () PREVIOUS RPRS MECHANICAL ISSUE # 3 : () PREVIOUS RPRS ORIGINAL OWNER: (X) YES; () NO, PURCH MM/YY AT --- MILES POLICY ADJUSTMENT REQUEST: () RENTAL;(X) OUT OF WARR REPAIR; () OTHER PARTS DELAY/BACKORDER: () YES; PART # ; ORDER # RETAILER SM/ADVISOR CONTACTED: () YES; NAME : DPSM CONTACTED: () YES; NAME :
		02-06-2004 00:00:00	JRESCH	(02/06/04) (06:40) (RESJ):

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Summary

Case Information

Row 1 of 1

Case No	347829	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	Please select one	Phone	
Open Date	03/29/2004	Close Date	03/29/2004	Days Open	1	Country	US
Re-Open Date		Re-Close Date		Original Assigned User	MERLANDSON		
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please select one
SR Number		SR Type		SR Sub Type			
Memo							
Follow-Up Date		CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	HULEN	Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City							
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Work		Ext		Cell	
Other		Fax		Preferred Contact Method	UNKNOWN		

Vehicle Information

VIN	4A3AA46G41E	Model	2001 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - BANYAN BAY BEIGE	Country	US
Current Mileage	48000	Retail Sales Date	09/01/2001	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer		Used Purchase Mileage	

Recall Information

Recall Number	Recall Description	Recall Completion Date

Dealer Information

Selling Dealer	11102 SUNNY MITSUBISHI	Service Dealer	11102 SUNNY MITSUBISHI	Self Auth Level	0
Sales Manager	*** TERMINATED***	Service Manager	*** TERMINATED***		

Selling Dealer Phone No	(229) 242-3835	Service Dealer Phone No	(229) 242-3835
General Manager		General Manager	
District	ED	District	ED
Current DSM	RON RUCKMAN	Current DPSM	FRANKLIN DOHERTY
DSM Phone No	407/578-4169	DPSM Phone No	407/578-4175

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	41 DOOR, FRONT, GENERAL	75 GENERAL COMMENTS	Z3 PROVIDED PART/VEHICLE/CORP INF
How long has the vehicle exhibited this condition?	0 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	NONE	Other Location	NONE
To whom have you spoken at the dealership?		Was the dealership able to duplicate the problem?	NO

Service Questions

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

Comments

5 Total Comments

Sel	Orig Status	Date	Entered By	Comments
		03-29-2004 00:00:00	BEISMAN	(03/29/04) (08:40) (EISB): VCM REVIEWED FILE. NO PL CLAIM MADE - CUST REFERRED TO THEIR INSURANCE CO. FOR REVIEW. NO FURTHER ACTION REQUIRED.
		03-29-2004 00:00:00	MERLANDSON	03/29/04 MERL:FILE CLOSED
		03-29-2004 00:00:00	MERLANDSON	CUST CALLED STATING THAT HIS WIFE PUT THEIR BABY IN THE BACK SEAT AND THEN WENT TO TURN ON THE VEH. CUST STATES THAT SMOKE AND NOISE STARTED TO COME FROM THE PASSENGER SIDE. CUST NOTICED A LOT OF SMOKE, CUST GOT BABY OUT OF VEH THEN RAN OVER TO GARDEN HOSE AND EXTINGISHED FIRE FROM THE PASSENGER DOOR CUST HAS CONTACTED INSURANCE COMPANY: VIRGINIA FARM BUREAU, AGENT PEGGY TAYLER VCM ASKED CUST WHAT HE IS SEEKING FROM MMNA. CUST STATES NOTHING, SIMPLY REPORTING THAT THIS HAPPENED. VCM EMAILED EISB AS FYI.
		03-29-2004 00:00:00	MERLANDSON	BODY PREVIOUS FILE(S) : MECHANICAL ISSUE # 1 : PASSENGER DOOR COUGHT ON FIRE. () PREVIOUS RPRS MECHANICAL ISSUE # 2 : () PREVIOUS RPRS MECHANICAL ISSUE # 3 : () PREVIOUS RPRS ORIGINAL OWNER: () YES; (X) NO, PURCH MM/YY AT --- MILES POLICY ADJUSTMENT REQUEST: () RENTAL; () OUT OF WARR REPAIR ; () OTHER PARTS DELAY/BACKORDER: () YES ; PART # ; ORDER # RETAILER SM/ADVISOR CONTACTED: () YES ; NAME : DPSM CONTACTED: () YES ; NAME :
		03-29-2004 00:00:00	MERLANDSON	(03/29/04) (07:25) (MERL):

Return	Email	Print
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Customer Relations

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Summary

Case Information

Row 1 of 1

Case No	400192	Case Type	SERVICE	Related Mediation		Created By	VMAYHEN
Current Status	GR CLOSE	Responsible Party	DEALER	Assigned User	MELINDA ATIENZA	Phone	714/372-5531
Open Date	04/24/2008	Close Date	05/06/2008	Days Open	4	Country	US
Re-Open Date	05/12/2008	Re-Close Date	05/15/2008				
Type of Contact	PHONE	Nature of Inquiry	PRODUCT COMPLAINT	Final Disposition	SATISFIED	Case Outcome	MMNA GOODWILL
SR Number	1-232574532	SR Type	PROD CONCERN	SR Sub Type	KT1		
Memo	KT1: DOOR FIRE - REPAIR SHOULD BE COMPLETED 5/15						
Follow-Up Date	05/15/2008	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	STEVE	Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City							
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Work		Ext		Cell	
Other		Fax		Preferred Contact Method	HOME PHONE		

Vehicle Information

VIN	4A3AA46G628	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - PATRIOT RED	Country	US
Current Mileage	120000	Retail Sales Date	12/14/2001	Sales Type	07 - 07 FLEET - GDP/GDPL
Purchase Date if Used	12/01/2003 (MM/DD/YYYY)	Used Purchase Retailer	SAN BERNARDINO	Used Purchase Mileage	30000

Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	76003 ROSEDALE DODGE, INC	Service Dealer	05412 LONG BEACH MITSUBISHI	Self Auth Level	3
Sales Manager		Service Manager	MIKE BERRY		
Selling Dealer Phone No	(952)512-8823	Service Dealer Phone No	(562) 494-0187		
General Manager		General Manager	ABBAS AHMADI		
District	W9	District	L2		
Current DSM	JARROD MCMAHON	Current DPSM	GEORGE BUZOIANU		
DSM Phone No	972/401-5973	DPSM Phone No	714/372-5599		

Condition

Group	Sub-Group	Condition	Cust Code
16 ENGINE ELECTRICAL	00 ENGINE ELECTRICAL		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?	UNKOWN	Was the dealership able to duplicate the problem?	NO
Symptom	How Often/When	Under What Condition	
OTHER	NONE	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	OIL CHANGE Last Service Date 2008-02-01
Location of Last Service	SELF-SERVICED Other Location
Loan Car Requested?	NO
What resolution are you seeking for your concern?	INFORMATION If Other UNK WHAT SEEKING FROM MMNA

Comments

67 Total Comments

Set	Orig Status	Date	Entered By	Comments
	CR CLOSE	05-29-2008 13:01:48	TMEROLA	CHECK NO: 4400776845 FOR \$476.66 SEQ NO: 1 PAYEE: ROSE CHECK MAILED ON 05/29/2008
	CR CLOSE	05-29-2008 02:53:08	GCRPDC03	CHECK NO: 4400776845 FOR \$476.66 SEQ NO: 01 PAYEE: ROSE CHECK ISSUED ON 05/28/2008
	CR CLOSE	05-23-2008 21:38:55	GCRPDC02	CHECK REQUEST PROCESSED & SENT TO ACCOUNTING
	CR CLOSE	05-23-2008 08:04:19	ESTEELE	CHECK AUTHORIZED ON 05/23/2008 FOR \$476.66 SEQ NO: 1 PAYEE: ROSE
	CR CLOSE	05-23-2008 06:52:52	TMEROLA	CHECK AWAITING APPROVAL ON 05/23/2008 FOR \$476.66 SEQ NO: 1 PAYEE: STEVE
	CR CLOSE	05-23-2008 06:52:47	TMEROLA	CHECK INITIATED ON 05/23/2008 FOR \$476.66 SEQ NO: 1 PAYEE: STEVE
	CR CLOSE	05-22-2008 12:56:00	MATIENZA	PER E.STEELE, FORWARDED COPY OF RENTAL RECEIPT AND DEBIT CARD STATEMENT TO T.MEROLA FOR PROCESSING.
	CR CLOSE	05-22-2008 11:13:48	MATIENZA	VCM RECEIVED PROOF OF PAYMENT FROM ROSA BANK STATEMENT SHOWING DEBIT OF \$800 BY ENTERPRISE RENTAL. VCM FORWARDED TO E.STEELE FOR REVIEW.
	CR CLOSE	05-20-2008 15:21:41	MATIENZA	VCM CALLED ROSA AT NUMBER ON FAX COVER LETTER LEFT MESSAGE TO FAX CREDIT CARD RECEIPT FOR REVIEW, ALSO GAVE DIRECT# TO CALL BACK IF ANY QUESTIONS.
	CR CLOSE	05-20-2008 15:15:29	ESTEELE	MISSING CREDIT CARD RECEIPT FOR RENTAL BILL - PLEASE REQUEST.
	CR CLOSE	05-20-2008 11:03:16	MATIENZA	VCM RECD ENTERPRISE RENTAL BILL, TOTAL \$476.66 FOR 22 DAYS AT \$19.99/DAY. FWD TO E.STEELE FOR REVIEW.
	CR CLOSE	05-20-2008 11:00:39	MATIENZA	RECD CALL FROM MRS THEY PICKED UP THE VEHICLE AND INQUIRED IF 1 DAY LOST WAGES WILL BE REIMBURSED. VCM ADVISED ONLY RENTAL BILL WILL BE REVIEWED FOR REIMBURSEMENT, CUST UNDERSTOOD.
	CR CLOSE	05-15-2008 08:37:51	MATIENZA	CASE WAS CLOSED BY : MATIENZA
	IN REPAIR	05-15-2008 08:37:37	MATIENZA	RECD EMAIL FROM B THAT REPAIRS ARE COMPLETE AND VEN READY FOR PICK UP. VCM CALLED CUST AND LEFT MESSAGE, ADVISED REPAIRS COMPLETE AND TO FAX COPY OF RENTAL BILL AND CREDIT CARD SLIP TO MY FAXCOM. VCM CLOSING CASE.
	IN REPAIR	05-13-2008 13:28:15	MATIENZA	RECD MESSAGE FROM LARISSA AT MERCURY, STATES CUST CALLED TO CANCEL THE CLAIM WITH THEM. VCM CALLED BACK CONFIRMED REPAIRS ARE COVERED BY MMNA AND RENTAL WILL BE REVIEWED.
	IN REPAIR	05-13-2008 13:04:43	MATIENZA	VCM CALLED SM, STILL WAITING ON DOOR HANDLE TRIM AND EXPECTED SHIP FROM DALLAS PDC BY 5/15 AT THE LATEST. VCM CALLED CUST AND SPOKE WITH MRS ADVISED OF EST COMPLETION DATE AND SHE WILL RELAY INFO TO HUSBAND.
	IN REPAIR	05-13-2008 13:00:24	MATIENZA	PER E.STEELE, OK TO FORWARD RENTAL BILL TO HER REVIEW.
	IN REPAIR	05-13-2008 08:25:49	MATIENZA	VCM CALLED CUST AND SPOKE WITH MR ADVISED REPAIRS SHOULD BE COMPLETED BY THIS AFTERNOON AND WILL KNOW FOR SURE LATER TODAY. CUST STATES HE CANCELLED THE CLAIM WITH MERCURY INSURANCE AND WOULD LIKE RENTAL REIMBURSEMENT. VCM GAVE FAXCOM# ADVISED TO SEND RENTAL BILL AND PROOF OF PAYMENT. CUST STATES HE IS DRIVING THE RENTAL BUT SISTER PAID FOR IT ON HER CREDIT CARD, VCM ADVISED TO FAX BILL AND CREDIT CARD RECEIPT FOR REVIEW. CUST UNDERSTOOD.
	IN REPAIR	05-13-2008 08:21:06	MATIENZA	VCM CALLED DEALER AND SPOKE WITH SM MIKE, MAJOR PART OF REPAIR IS COMPLETE JUST WAITING ON FEW TRIM ITEMS AND BOLTS. VCM WILL CALL BACK IN A FEW HOURS, SM STATES IF ALL PARTS ARE DELIVERED TODAY THEN REPAIR WILL BE COMPLETED THIS AFTERNOON. VCM WILL CALL BACK AFTER 12PM.
	ASSIGNED	05-12-2008 08:49:35	MATIENZA	VCM CALLED CUST AND SPOKE WITH MRS ADVISED REPAIRS ARE IN PROGRESS AT LONG BEACH MITSU. CUST INQUIRED ABOUT RENTAL CAR BILL, VCM ADVISED CUST TO CONTACT MERCURY INSURANCE AND CLARIFY CLAIM STATUS, ALSO INQUIRE IF RENTAL IS COVERED. VCM ADVISED WILL F/U WITH DLR TOMORROW REGARDING STATUS OF REPAIRS, AND CALL THEM BACK.
	CR CLOSE	05-07-2008 14:03:29	MATIENZA	CASE WAS CLOSED BY : MATIENZA
	AWAITING	05-07-2008 14:03:18	MATIENZA	VCM CALLED CUST AGAIN AND LEFT MESSAGE, VCM CLOSING CASE.
	AWAITING	05-06-2008 15:53:34	MATIENZA	RECD MESSAGE FROM LARISSA AT MERCURY, CAROL CONTACTED HER TO ADVISE THAT MMNA WILL BE REPAIRING VEHICLE. VCM CALLED LARISSA BACK TO CONFIRM, SHE STATES CUST ALSO HAS CLAIM FOR MEDICAL INJURIES AND WILL DISCUSS THAT PORTION WITH HIM DIRECTLY. VCM ADVISED THAT MMNA ONLY REPAIRING MECHANICAL CONCERNS AS OUT-OF-WARRANTY POLICY ADJUSTMENT.
	AWAITING	05-06-2008 15:01:43	MATIENZA	CAROL CALLED BACK, VCM EXPLAINED THAT MMNA WILL REPAIR VEHICLE AND WAITING ON CUST TO CALL BACK SO HE CAN CANCEL CLAIM WITH MERCURY. CAROL APPRECIATED THE INFO, NO NEED FOR LETTER.
	AWAITING	05-06-2008 14:57:08	MATIENZA	VCM CALLED HOTWIRE AND REQUESTED CAROL TO CALL BACK.

	AWAITING	05-06-2008 14:55:55	MATIENZA	RECD MESSAGE FROM CAROL AT HOTWIRE, REQUESTING LETTER FROM MMNA STATING PARTS WERE REMOVED AND TAKEN BY INSPECTOR BRIAN [REDACTED] CAROL'S FAX# 714-534-7846. VCM REVIEWED WITH E.STEELE, OK TO CONTACT HOTWIRE AND ADVISE MMNA WILL BE REPAIRING VEHICLE, REASON WHY PARTS WERE OBTAINED.
	ASSIGNED	05-06-2008 14:09:02	MATIENZA	VCM CALLED CUST AND SPOKE WITH MRS KOLAR, LEFT MESSAGE TO HAVE CUST CALL BACK.
	CR CLOSE	05-06-2008 13:59:59	ESTEELE	REVIEWED CASE WITH PRODUCT ENGINEERING; VEHICLE WILL BE REPAIRED AS GOODWILL SINCE MMNA WANTS TO INVESTIGATE THE DAMAGED PARTS. PRODUCT ENGINEERING WILL BE NOTIFYING 05412 TO PROCEED WITH THE REPAIRS AND THE VEHICLE SHOULD BE READY IN A COUPLE DAYS.
	CR CLOSE	05-06-2008 08:23:40	MATIENZA	CASE WAS CLOSED BY : MATIENZA
	AWAITING	05-06-2008 08:21:45	MATIENZA	RECD MESSAGE FROM CAROL AT HOTWIRE, INSPECTOR WILL BE AT LB MITSU TODAY AT 9AM. VCM CALLED BACK AND LEFT MESSAGE ACKNOWLEDGING INFO AND TO CALL BACK IF ANY QUESTIONS. VCM CLOSING CASE.
	AWAITING	05-05-2008 14:58:37	GKIERNAN	LEFT MSSG FOR MERCURY REP. LARISSA TO RETURN MY CALL.
	AWAITING	05-05-2008 14:51:03	GKIERNAN	CONTACTED CAROL AT HOTWIRE WHO STATED INSPECTOR SCHEDULED TO LOOK AT VEH TOMORROW MORNING ALONG WITH MITS REP.
	AWAITING	05-05-2008 14:03:52	ESTEELE	SENT REQUEST TO G.KIERNAN TO CONTACT INSURANCE COMPANY.
	AWAITING	05-05-2008 13:48:24	ESTEELE	REVIEWED CASE WITH ENGINEERING WHO REQUESTED CR CONTACT THE INSURANCE COMPANY TO FIND OUT WHEN ENGINEERING CAN GO SEE VEHICLE. ENGINEERING PLANS TO REMOVE WINDOW SWITCH. CAR WILL NOT BE REPAIRED BY MMNA AND INSURANCE COMPANY CAN PROCEED WITH THE REPAIRS.
	AWAITING	05-02-2008 15:41:58	MATIENZA	VCM CALLED CUST AND LEFT MESSAGE WITH STATUS.
	AWAITING	05-02-2008 15:10:44	MATIENZA	SM MIKE CALLED BACK, HE WILL CONTACT SUBLET TOW AND SAM'S AUTOLAND DIRECTLY. SM WILL CALL VCM WHEN VEHICLE IS AT DEALER. VCM CALLED HOTWIRE AND LEFT MESSAGE FOR CAROL, THAT VEH WILL BE TOWED TO DEALER TODAY.
	AWAITING	05-02-2008 15:04:14	MATIENZA	VCM CALLED DEALER AND LEFT VM FOR SM MIKE TO CALL BACK.
	AWAITING	05-02-2008 15:02:01	GKIERNAN	REVIEWED WITH ESTEELE AND BEST TO HAVE 05412 SUBLET TOW AND BILL TO CR DEPT. RELAYED TO VCM
	AWAITING	05-02-2008 13:25:50	MATIENZA	VCM CALLED ERS AND SPOKE WITH CARINE MCDANIEL SHE REVIEWED WITH ERS SUPERVISOR AND CANNOT SEND TOW IF VEH OUT OF WARRANTY AS THERE IS NOTHING IN PLACE TO BILL MMNA DIRECTLY. VCM REVIEWED WITH G.KIERNAN, HE WILL CONTACT GE DIRECTLY AND INQUIRE.
	AWAITING	05-02-2008 13:09:32	MATIENZA	RECD MESSAGE FROM LARISSA AT MERCURY, VEH AT: SAM'S AUTOLAND IN GARDENA, ADDRESS 17311 S. WESTERN AVE PH# 310-329-7444
	AWAITING	05-02-2008 11:25:30	MATIENZA	VCM CALLED CUST AND LEFT MESSAGE TO CALL BACK FOR LOCATION OF VEHICLE
	AWAITING	05-02-2008 08:13:49	MATIENZA	VCM CALLED LARISSA AT MERCURY, LEFT VOICEMAIL TO CALL BACK WITH EXACT ADDRESS/LOCATION OF VEHICLE.
	AWAITING	05-01-2008 16:04:30	MATIENZA	VCM CALLED CAROL AT HOTWIRE [REDACTED] ADVISED VEH WILL BE TOWED TO LB MITSU FOR INSPECTION AND WILL CALL HER WHEN INSPECTION DATE IS CONFIRMED. CAROL STATES THEY ARE BASED IN GARDEN GROVE AND ONLY NEEDS 1 DAY NOTICE. VCM CALLED DPSM AND LEFT MESSAGE REGARDING CASE STATUS AND JOINT INSPECTION, ALSO FORWARDED EMAIL STRING FROM ENGINEERING FOR HIS REVIEW. VCM ADVISED DPSM WILL CALL HIM WHEN VEH IS AT LONG BEACH.
	AWAITING	05-01-2008 13:48:36	MATIENZA	PER E.STEELE, OK TO HAVE ERS TOW VEHICLE TO DEALER. ALSO, PER R.LANTZ OK FOR JOINT INSPECTION AT DLR. VCM CALLED LARISSA AT MERCURY AND LEFT MESSAGE TO CALL BACK WITH LOCATION OF VEHICLE AND CONTACT PERSON AT REPAIR SHOP.
	AWAITING	05-01-2008 09:10:29	MATIENZA	VCM SENT EMAIL TO E.STEELE/R.LANTZ REGARDING TOW.
	AWAITING	05-01-2008 09:09:10	MATIENZA	CUST CALLED BACK, STATES HE DOES NOT HAVE MEANS TO TOW VEH FROM ITS CURRENT LOCATION IN GARDENA TO LONG BEACH MITSU AND WILL NOT PAY UPFRONT. CUST WOULD LIKE MMNA TO ARRANGE TOW DIRECTLY WITH MERCURY INSURANCE. CUST STATES HE GAVE INSURANCE CO THE AUTH TO HAVE VEH TOWED TO DEALER. INSURANCE PAYS FOR ONE TOW ONLY, MMNA WILL NEED TO AUTH 2ND TOW. CUST WAS ON HIS WAY TO WORK AND REQUESTED STATUS CALL LATER TODAY.
	AWAITING	05-01-2008 08:42:24	MATIENZA	VCM CALLED CUST AT HM# AND LEFT MESSAGE TO CALL BACK AND ACKNOWLEDGE VEHICLE LOCATION, OR WHEN IT WILL BE TAKEN TO DEALER.
	AWAITING	05-01-2008 08:36:07	MATIENZA	RECD CALL FROM LARISSA AT MERCURY, STATES THEY WOULD LIKE TO SEND AN INSPECTOR TO DEALER FOR JOINT INSPECTION. VCM SENT EMAIL TO R.LANTZ.
	AWAITING	04-30-2008 08:29:13	MATIENZA	VCM CALLED CUST AT HM#, LEFT MESSAGE TO ARRANGE TOW TO DEALER PER INSURANCE REP'S CALL. VCM ADVISED CUST TO CALL AND ADVISE WHEN VEH IS SCHEDULED TO ARRIVE AT LONG BEACH MITSU. FIJ WITH CUST 5/2.
	AWAITING	04-29-2008 08:55:50	MATIENZA	RECD MESSAGE FROM LARISSA AT MERCURY, OK TO HAVE VEHICLE TAKEN TO DEALER FOR INSPECTION. INSURANCE WILL ONLY PAY ONCE FOR TOW, SHE CALLED THE CUSTOMER AND ADVISED THAT HE MAKE ARRANGEMENTS TO HAVE VEH TOWED TO DEALER FROM BODY SHOP. MERCURY CLAIM# 2008-0017001891-32 PH# [REDACTED]
	AWAITING	04-28-2008 14:15:40	MATIENZA	VCM HAS NOT RECEIVED A CALL FROM MERCURY INSURANCE. VCM CALLED CUST AND LEFT MESSAGE, ADVISED TO DISCUSS TOW TO MITSU DLR WITH INSURANCE CO AND CALL VCM BACK WITH APPROX DATE OF ARRIVAL AT DEALER.
	AWAITING	04-28-2008 10:47:38	MATIENZA	VCM CALLED LARISSA AND LEFT VOICEMAIL TO CALL BACK, IF VEH CAN BE TOWED TO LONG BEACH MITSU.
	AWAITING	04-28-2008 10:41:38	MATIENZA	RECD CALL FROM CUST, CONTACT PERSON AT MERCURY INSURANCE IS LARISSA AT 714-978-8515 X3170. CUST LEFT HER VCM INFO AND THAT MMNA REQUESTING VEH BE TOWED TO DEALER FOR INSPECTION, CUST NOT SURE IF IT WILL BE DONE OR WHEN. VCM ADVISED WILL CALL INSURANCE ON HIS BEHALF.
	AWAITING	04-28-2008 10:27:02	MATIENZA	CUST CALLED BACK, STATES VEHICLE WAS TAKEN TO SAMS AUTO IN GARDENA (310) 329-7444. TOWED BY MERCURY INSURANCE TO THE BODY SHOP. VCM ADVISED THAT MMNA WOULD LIKE TO INSPECT VEH AT LONG BEACH MITSU, CUST WILL CONTACT MERCURY INSURANCE AND HAVE THEM TOW VEH TO DEALER. CUST INQUIRED ABOUT RENTAL, VCM ADVISED TO CALL BACK AND CONFIRM WHEN VEHICLE WILL BE TOWED TO DEALER AND WILL DISCUSS RENTAL THEN. VCM SENT EMAIL TO R.LANTZ RE RENTAL.
	AWAITING	04-28-2008 08:21:40	MATIENZA	VCM CALLED CUST AND LEFT VOICEMAIL TO CALL BACK, GAVE DIRECT# TO CALL.
	IN REVIEW	04-25-2008 14:51:20	MATIENZA	VCM CALLED CUST HOME AND SPOKE WITH MRS [REDACTED] SHE WILL HAVE HUSBAND CALL VCM DIRECTLY WITH LOCATION OF VEHICLE. MRS KOLAR STATES VEHICLE WAS TAKEN TO MITSU DEALER BUT NOT SURE WHICH ONE. VCM GAVE DIRECT# FOR HUSBAND TO

				CALL BACK.
IN REVIEW	04-25-2008 14:03:46	MATIENZA	VCM CALLED R.LANTZ TO ADVISE NO CONTACT WITH CUST YET, WILL CALL HIM WHEN AFTER CUST CONTACT.	
IN REVIEW	04-25-2008 13:53:55	MATIENZA	VCM CALLED HM# AGAIN, STILL BUSY.	
IN REVIEW	04-25-2008 10:51:58	MATIENZA	VCM CALLED HM#, STILL BUSY SIGNAL.	
IN REVIEW	04-25-2008 09:47:16	MATIENZA	DPSM G.BUZHANOU CALLED, INQUIRED WHY VEHICLE WILL BE INSPECTED IF THIS IS AN INSURANCE MATTER. VCM EXPLAINED THAT PROD ENGINEERS WOULD LIKE TO INSPECT, ANNOUNCED AND TRANSFERRED CALL DIRECTLY TO R.LANTZ.	
IN REVIEW	04-25-2008 09:28:39	MATIENZA	PRE E.STEELE, ERS WILL CHARGE FOR TOW. CUST CAN HAVE VEH TOWED AND CHARGES INCLUDED IN REPAIR COSTS IF MMNA AUTH REPAIR, OR DEALER MAY BE ABLE TO SEND A TOW TRUCK. VCM CALLED CUST AT HM# 2X, BUSY SIGNAL. WILL TRY AGAIN LATER.	
IN REVIEW	04-25-2008 08:51:31	MATIENZA	RECD EMAIL FROM R.LANTZ, PSC WOULD LIKE TO INSPECT VEHICLE AT LONG BEACH MITSU. VCM SENT EMAIL TO E.STEELE REGARDING ERS TOWING.	
IN REVIEW	04-24-2008 16:32:14	MATIENZA	VCM REVIEWED CASE, CUST WANTS VEHICLE INSPECTED. VCM SENT EMAIL TO R.LANTZ, E.DIAZ, E.STEELE, N.GREENE, G.BUZHANOU.	
ASSIGNED	04-24-2008 16:16:12	LBARBA	DATE ASSIGNED TO KTI CONTACT: 4/24/08 (X) VCM SENT EMAIL TO KTI M.ATIENZA (N/A) SENT AIRBAG BROCHURE(N/A) REFERRED CUST TO WWW.ACTSINC.ORG (X) IF INJURIES REPORTED, ADVISED THE CUSTOMER THAT HIS/HER CLAIM WILL BE REVIEWED BY THE LEGAL DEPT AND THAT A MANUFACTURER'S REPRESENTATIVE WILL BE IN CONTACT WITHIN A FEW WEEKS. ***** REFERRED CUSTOMER TO THEIR INSURANCE COMPANY AS THEY WOULD NEED TO INITIATE INSPECTION OF VEHICLE. EXPLAINED SUBROGATION PROCESS. ADVISED CUSTOMER THAT THEIR INSURANCE COMPANY WILL CONTACT MMNA IF THEIR INSPECTION REVEALS ANY ABNORMALITY THAT THEY FEEL MMNA NEEDS TO REVIEW. CUSTOMER AGREED TO REVIEW FURTHER WITH INSURANCE COMPANY. ASSIGNED CASE TO KTI CONTACT FOR FURTHER REVIEW. *****	
ASSIGNED	04-24-2008 15:47:34	LBARBA	VCM CALLED CUST AT PH [REDACTED] MR STEVE [REDACTED] PROVIDE DETAILED INFO REGARDING THE INCIDENT WHICH OCCURRED ON 4/23/08. CUST STATES VEH PARKED ON HIS DRIVEWAY DAUGHTER SITTING ON THE FRONT PASSENGER SIDE CUST TURNED IGNITION AND SUDDENLY HEARD DAUGHTER SCREAMING DUE TO PASSENGER FRONT DOOR GOT HOT AND CAUGHT ON FIRE. CUST'S FRIEND NEIGHBOR AND HIM BOTH TRIED TO PUT THE FIRE DOWN POORING WATER BUT WITHOUT SUCCESS, UNTIL THEY REMOVED THE DOOR PANEL. CUST SUFFERED INJURIES BURNT SPOT ON HIS HAND, DAUGHTER LEG WAS BURNT AND CUST'S FRIEND NEIGHBOR BURNT HIS HAND. CUST CALLED HIS INSURANCE CO TODAY AND FILED CLAIM#20080017001891-32. CUST DOES NOT KNOW YET WHAT SEEKING FROM MMNA HOWEVER REQUEST MMNA TO INSPECT VEH AND DETERMINE. CUST NEAREST AUTHORIZED MITS DLR IS: LONG BEACH MITS BUT DO NOT WANT TO PAY FOR INSPECTION OR FURTHER DIAGNOSIS. VCM ENCOURAGE CUST TO CONTINUE DEALING WITH HIS INSURANCE CO. CUST ADVISED THAT HE WILL WAIT FOR MMNA CALL TO ADVISE. CUST WILL CONTACT HIS INSURANCE TO INFORM THAT HE CONTACTED MMNA.	
ASSIGNED	04-24-2008 09:51:51	VMAYHEN	-----CUSTOMER STATED THE FOLLOWING THERMAL INCIDENT INFORMATION----- DATE OF THERMAL INCIDENT: 04/23/2008 ALLEGED DEFECTIVE ITEM(S): ELECTRICAL ON DOOR EXTENT OF DAMAGE: WHOLE DOOR 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: UNKOWN WERE SEATBELTS WORN?: DRIVER: (X)Y ()N PASSENGER(S): (X)Y ()N WHO WAS DRIVING?: CUST WHAT WAS SEEN?: ()SPARK (X)SMOKE (X)FLAMES (X)BURN MARKS IF FIRE, HOW WAS IT PUT OUT? CUST, AND HIS NEIGHBOR PUT THE FIRE OUT, BUY REMOVE THE PANEL AND POOR THE WATER ON THE DOOR. WITHOUT THE PANEL BE REMOVED IT NOT HAVE BEEN PUT OUT, JUST BY THE WATER IF FIRE, WHO PUT IT OUT? CUST, FRED (NIEGHBOR) IF FIRE, DID FIRE DEPT RESPOND?: ()YES (X)NO IF FIRE, AND FIRE DEPT RESPONDED, FIRE REPORT#: NO REPORT WEATHER CONDITIONS: COOL BETWEEN 6:30 AND 7 PM LOCATION OF INCIDENT: CUST DRIVEWAY DIRECTION OF TRAVEL: ()N ()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: UNKOWN # OF PEOPLE+DRIVER IN CUST CAR: 2 OTHER PROPERTY DAMAGE: NO NAME(S) OF INJURED & INJURIES: CUST STATED HE HAS BURNT SPOT ON HIS HAND, CUST DAUGHTER LEG WAS BURNT, AND NEIGHBOR ALSO BURNED HIS HAND RECEIVED MEDICAL TREATMENT?: ()YES (X)NO POLICE NOTIFIED: ()YES (X)NO POLICE REPORT# AND/OR CITY OF RECORD: NO HAS CUST CONTACTED INSURANCE?: ()YES (X)NO INSURANCE REP NAME/PHONE: UNKOWN INSURANCE CARRIER: MERCURY INSURANCE CLAIM NUMBER: UNKOWN PRELIMINARY INSPECTION PERFORMED?: ()YES (X)NO CURRENT VEHICLE LOCATION: CUST HOME, DRIVEWAY IS THE VEHICLE REPAIRED?: ()YES (X)NO UNKOWN ESTIMATE/COST OF REPAIR: \$ UNKOWN IS THE VEHICLE DRIVEABLE?: ()YES (X)NO UNKOWN WHAT IS CUST SEEKING FROM MMNA?: NOT SURE, WHAT TO DUE, JUST STARTED TO INFORMED WHAT HAPPENED	
OPEN	04-24-2008 09:37:20	VMAYHEN	CUST STATED YESTERDAY EVENING, HE STARTED THE CAR AND NOTICE THERE SPOKE, AND WAS HOT, THE DOOR CAUGHT ON FIRE. CUST IS AFARID TO TO START THE VH	

Return Email Print



Customer Relations

[Help](#)

Summary

Case Information

Row 1 of 1

Case No	401269	Case Type	SERVICE	Related Mediation		Created By	TPEREZ
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	MELINDA ATIENZA	Phone	714/372-5531
Open Date	06/05/2008	Close Date	06/20/2008	Days Open	9	Country	US
Re-Open Date	06/30/2008	Re-Close Date	07/08/2008				
Type of Contact	PHONE	Nature of Inquiry	PRODUCT COMPLAINT	Final Disposition	SATISFIED	Case Outcome	MMNA GOODWILL
SR Number	1-232703661	SR Type	PROD CONCERN	SR Sub Type	KTI		
Memo	**7/16: KTI - DOOR PANEL FIRE -REPAIRS COMPLETE - PART ETA 7/16 AT PDC - F/U 7/21						
Follow-Up Date	07/21/2008	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	ELIZABETH	Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City							
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Work		Ext		Cell	(727)557-8971
Other		Fax		Preferred Contact Method	CELL PHONE		

Vehicle Information

VIN	4A3AA46GX3E	Model	2003 - GALANT - 4-SPD ELECT CNTRLD AUTO O/D TRANS - BODEGA BEIGE METALLIC	Country	US
Current Mileage	101181	Retail Sales Date	11/30/2002	Sales Type	07 - 07 FLEET-GDP/GDPL
Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer		Used Purchase Mileage	

Recall Information

Recall Number	Recall Description	Recall Completion Date

Dealer Information

Selling Dealer	76003 ROSEDALE DODGE, INC	Service Dealer	10006 CROWN MITSUBISHI-FL	Self Auth Level	3
Sales Manager		Service Manager	ANTHONY SULLIVAN		
Selling Dealer Phone No	(952)512-8823	Service Dealer Phone No	(727) 525-4990		

General Manager		General Manager	VINCENT CAFIERO
District	W9	District	E7
Current DSM	JARROD MCMAHON	Current DPSM	LAUN LLEWELLYN
DSM Phone No	972/401-5973	DPSM Phone No	407/578-4125

Condition

Group	Sub-Group	Condition	Cust Code
52 INTERIOR	82 SWITCH GENERAL		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	ANY AND ALL CONDITIONS	

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?	REPAIR	If Other	FIX DOOR

Comments

27 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>	CR CLOSE	07-21-2008 12:42:50	MATIENZA	RECD EMAIL FROM M.CHASE, NO ETA YET, ISSUE WITH SUPPLIER.
<input type="checkbox"/>	CR CLOSE	07-16-2008 11:05:53	MATIENZA	VCM SENT EMAIL TO M.CHASE IF PART HAS BEEN DELIVERED TO THE DEALER TODAY.
<input type="checkbox"/>	CR CLOSE	07-08-2008 16:51:45	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input type="checkbox"/>	IN REVIEW	07-08-2008 16:44:30	MATIENZA	VCM SENT EMAIL TO M.CHASE FOR PART STATUS, LATEST INFO IS PART DUE AT PDC LATER PART OF NEXT WEEK. VCM WILL MANUALLY FOLLOW-UP 7/15.
<input type="checkbox"/>	IN REVIEW	07-07-2008 08:37:18	MATIENZA	NO ETA FOR DOOR PANEL YET, F/U EMAIL 7/9.
<input type="checkbox"/>		07-01-2008 21:18:31	REGNCONV	DISTRICT UPDATED AS PART OF ZONE REALIGNMENT
<input type="checkbox"/>	IN REVIEW	07-01-2008 16:34:46	MATIENZA	RECD EMAIL FROM M.CHASE SENT TO BILL CRUTCHFIELD, ETA POSSIBLE THIS WEEK AND REQUESTING CONFIRMATION.
<input type="checkbox"/>	ASSIGNED	06-30-2008 09:05:45	MATIENZA	VCM SENT EMAIL TO J.CURE FOR ETA.
<input type="checkbox"/>	CR CLOSE	06-20-2008 09:29:50	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input type="checkbox"/>	AWAITING	06-20-2008 09:14:54	MATIENZA	RECD EMAIL FROM J.CURE, PLANT RESOURCED PART TO ANOTHER SUPPLIER AND NO COMMITTED SHIP DATE AS OF TODAY, MAY TAKE 2 WEEKS. VCM WILL CLOSE AND REOPEN FOR FOLLOW-UP 6/30.
<input type="checkbox"/>	AWAITING	06-18-2008 16:42:32	MATIENZA	RECD EMAIL FROM J.CURE, PLANT HAS CONTACTED SUPPLIER AND WAITING ON RESPONSE. NO ETA YET.
<input type="checkbox"/>	AWAITING	06-18-2008 10:19:28	MATIENZA	VCM CALLED CUST, CELL# NO LONGER IN SERVICE. VCM CALLED CUST AT HM#, SHE IS SATISFIED WITH REPAIRS AND WAITING ON DEALER TO CALL WHEN DOOR PANEL IS DELIVERED. VCM ADVISED TO CALL BACK IF ANY QUESTIONS, CUST UNDERSTOOD. VCM SENT EMAIL TO J.CURE REGARDING ETA.
<input type="checkbox"/>	AWAITING	06-17-2008 11:37:48	MATIENZA	RECD EMAIL FROM D.WONG, HE IS WORKING WITH J.CURE AND K.RUSSELL REGARDING ETA.
<input type="checkbox"/>	AWAITING	06-16-2008 08:48:48	MATIENZA	VCM SENT EMAIL TO D.WONG IF DOOR PANEL ETA HAS BEEN CONFIRMED.
<input type="checkbox"/>	AWAITING	06-16-2008 08:45:48	MATIENZA	VCM CALLED DEALER AND LEFT MESSAGE FOR SM ALAN TO CALL BACK AND CONFIRM PART#/ORDER#.
<input type="checkbox"/>	FIELD RESPONSE	06-13-2008 08:06:12	MATIENZA	RECD EMAIL FROM D.WONG, REPAIRS ARE COMPLETE EXCEPT WAITING FOR REPLACEMENT DOOR PANEL. VCM WILL CALL CUST/DLR 6/16 FOR F/U.
<input type="checkbox"/>	FIELD RESPONSE	06-11-2008 08:40:27	LLEWELLYN	FOLLOW-UP CALL TODAY WITH SER MGR. CS/VEHICLE AT DEALERSHIP FOR PARTS ESTIMATE AND PHOTOS. REQUESTED SMGR TO UPDATE FILE.
<input type="checkbox"/>	AWAITING	06-10-2008 12:53:42	MATIENZA	VCM CALLED CUST AND LEFT MESSAGE, TO CONTACT SM AT CROWN MITSU AND CONFIRM 10AM APPT TO INSPECT. VCM ADVISED TO CALL BACK IF ANY QUESTIONS.
<input type="checkbox"/>	AWAITING	06-10-2008 12:50:56	MATIENZA	PER D.WONG, OK FOR VEHICLE TO BE INSPECTED BY SM AND PHOTOS TAKEN. VCM CALLED DPSM, HE IS AWARE AND HAS ALSO FOLLOWED-UP WITH SM, TO TAKE AS MANY PHOTOS AS NEEDED.
<input type="checkbox"/>	AWAITING	06-10-2008 10:26:27	MATIENZA	CUST CALLED BACK, VCM INQUIRED IF VEHICLE IS DRIVEABLE AND IF SHE CAN GET IT TO DEALER FOR INSPECTION. CUST STATES YES, SHE CAN BRING TO CROWN MITSU TOMORROW AT 10AM. VCM CALLED DEALER WHILE CUST WAS ON HOLD, SPOKE WITH SM ALAN. DPSM IS SCHEDULED TO BE AT DEALER 6/24. VCM SENT EMAIL TO DPSM/RPSM REGARDING INSPECTION SCHEDULE, ADVISED CUST WILL CALL HER TO CONFIRM.

<input type="checkbox"/>	AWAITING	06-10-2008 09:37:59	MATIENZA	VCM CALLED CUST AND LEFT MESSAGE TO CALL BACK.
<input type="checkbox"/>	IN REVIEW	06-10-2008 08:06:30	MATIENZA	PER R.LANTZ, FOR DEALER TO INSPECT VEH AND TAKE PHOTOS, VEH WILL BE REPAIRED. ALSO RECD EMAIL FROM RPSM INSTRUCTING DPSM TO CONTACT DEALER AND INSPECT, GIVE D.WONG A CALL.
<input type="checkbox"/>	AWAITING	06-09-2008 13:47:02	MATIENZA	VCM REVIEWED CASE, CUST SEEKING MMNA REPAIR. SENT EMAIL TO R.LANTZ, E.STEELE, DPSM, RPSM.
<input type="checkbox"/>	AWAITING	06-06-2008 14:45:55	DCONSTANTINI	EXPLAINED SUBROGATION PROCESS TO CUSTOMER AND REQUESTED CUSTOMER REVIEW MATTER WITH THER INSURANCE COMPANY. ADVISED CUST THAT CASE WILL BE FORWARDED FOR REVIEW AND VCM WILL FOLLOW UP WITH HER
<input type="checkbox"/>	AWAITING	06-06-2008 14:45:27	DCONSTANTINI	----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 06/03/08 ALLEGED DEFECTIVE ITEM: DOOR ELECTRICAL WIRING ESTIMATED SPEED OF MITS VEH: NOT MOVING WERE SEATBELTS WORN ? : DRIVER: (X)Y ()N PASSENGER(S): ()Y ()N WEATHER CONDITIONS: CLEAR LOCATION OF INCIDENT: 2300 PALLPINE DR. CITY OF LARGO LOCATION OF INITIAL IMPACT: NONE OTHER VEHICLE(S) INVOLVED: NONE # OF PEOPLE+DRIVER IN OTHER CAR: NONE # OF PEOPLE+DRIVER IN CUST CAR: NONE OTHER PROPERTY DAMAGE: NONE EXTENT OF INJURIES IF ANY: NONE RECEIVED MEDICAL TREATMENT?: () YES (X)NO NAME(S) OF INJURED: NONE POLICE NOTIFIED?: () YES (X)NO POLICE REPORT# AND/OR CITY OF RECORD: LARGO FIRE DEPT HAS CUST CONTACTED INSURANCE?: () YES (X)NO INSURANCE REP NAME/PHONE: NO INSURANCE CARRIER: NOT AVAILABLE INSURANCE CLAIM NUMBER: NO CURRENT VEHICLE LOCATION: AT CUST RESIDENCE IS THE VEHICLE REPAIRED?: () YES (X)NO ESTIMATE/COST OF REPAIR: \$ UNKNOWN IS THE VEHICLE DRIVEABLE?: (X)YES ()NO WHAT IS CUST SEEKING FROM MMNA?: FOR MITSUBISHI TO COVER THE COST OF REPAIRS () REFERRED CUST TO WWW.NHTSA.GOV FOR AIRBAG BROCHURE & MORE INFORMATION () PLEASE SEND CUSTOMER AIRBAG BROCHURE (IF NO INTERNET ACCESS)
<input type="checkbox"/>	ASSIGNED	06-05-2008 08:22:24	TPEREZ	----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 06 /03 / 2008 ALLEGED DEFECTIVE ITEM: FRONT PASSENGER DOOR CAUGHT FIRE ESTIMATED SPEED OF MITS VEH: VEH PARKED WERE SEATBELTS WORN ? : DRIVER: (X)Y ()N PASSENGER(S): ()Y ()N WEATHER CONDITIONS: LOCATION OF INCIDENT: 2300 PALLPINE DR. LARGO FL LOCATION OF INITIAL IMPACT: NO IMPACT OTHER VEHICLE(S) INVOLVED: NONE # OF PEOPLE+DRIVER IN OTHER CAR: NONE # OF PEOPLE+DRIVER IN CUST CAR: DRIVER OTHER PROPERTY DAMAGE: N/A EXTENT OF INJURIES IF ANY: NONE RECEIVED MEDICAL TREATMENT?: () YES (X)NO NAME(S) OF INJURED: NONE POLICE NOTIFIED?: () YES (X)NO POLICE REPORT# AND/OR CITY OF RECORD:N/A HAS CUST CONTACTED INSURANCE?: () YES ()NO INSURANCE REP NAME/PHONE: N/A INSURANCE CARRIER: N/A INSURANCE CLAIM NUMBER: N/A CURRENT VEHICLE LOCATION: RESIDENCE IS THE VEHICLE REPAIRED?: () YES (X)NO ESTIMATE/COST OF REPAIR: \$ N/A IS THE VEHICLE DRIVEABLE?: (X)YES ()NO WHAT IS CUST SEEKING FROM MMNA?: REPAIR () REFERRED CUST TO WWW.NHTSA.GOV FOR AIRBAG BROCHURE & MORE INFORMATION () PLEASE SEND CUSTOMER AIRBAG BROCHURE (IF NO INTERNET ACCESS)
<input type="checkbox"/>	OPEN	06-05-2008 08:11:44	TPEREZ	CS STATES VEH FRONT PASSENGER DOOR CAUGHT FIRE.SHE WAS ABOUT TO LEAVE IN VEH WHEN SHE SAW SMOKE. NO ONE WAS SITTING IN PASSENGER SEAT. CALLED FIRE DEPT TO PUT OUT FIRE. FIRE DEPT SAID ELECTRICAL FIRE. CS WANT DOOR REPAIR. VEH IS AT HER RESIDENCE. CS STATES SHE CALLED CROWN MITSU TO TALK TO S/M. STATES THEY WERENT HELPFUL.

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Customer Relations

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Summary

Case Information

Row 1 of 1

Case No	401940	Case Type	SERVICE	Related Mediation		Created By	LGARCIA
Current Status	CR CLOSE	Responsible Party	CUSTOMER	Assigned User	MELINDA ATIENZA	Phone	714/372-5531
Open Date	06/27/2008	Close Date	07/21/2008	Days Open	25	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	QUESTION/INFO	Final Disposition	SATISFIED	Case Outcome	INFORMATION PROVIDED
SR Number	1-232772787	SR Type	PROD CONCERN	SR Sub Type	KTI		
Memo	KTI - DOOR FIRE - EMAIL TO R.LANTZ 7/1 - PHOTOS TO BE EMAILED - L/M FOR INSURANCE AGENT						
Follow-Up Date	07/21/2008	CR Only	<input checked="" type="radio"/> Yes <input type="radio"/> No				

Customer Information

Title	Please select one	First Name	AGUSTO	Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City							
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Work		Ext		Cell	(201)362-0230
Other		Fax		Preferred Contact Method	CELL PHONE		

Vehicle Information

VIN	4A3AA46GX3E	Model	2003 - GALANT - 4-SPD ELECT CNTRLD AUTO O/D TRANS - TITANIUM PEARL	Country	US
Current Mileage	65000	Retail Sales Date	10/04/2003	Sales Type	01 - 01 RETAIL
Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer		Used Purchase Mileage	

Recall Information

Recall Number	Recall Description	Recall Completion Date
C0304A	FUEL PUMP RETURN LINE	08/10/2005

Dealer Information

Selling Dealer	35080 POTAMKIN MITSUBISHI-NY	Service Dealer	35080 POTAMKIN MITSUBISHI-NY	Self Auth Level	2
Sales Manager	TONY KAVIEROWSKI	Service Manager	BARRY PIRZINGER		
Selling Dealer Phone No	(212) 433-1700	Service Dealer Phone No	(212) 433-1700		
General Manager	SAUL JERICHO	General Manager	SAUL JERICHO		

District	E2	District	E2
Current DSM	KEVIN BURNS	Current DPSM	DAVID MCCARTHY
DSM Phone No	856/467-7778	DPSM Phone No	856/467-7773

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	41 DOOR, FRONT, GENERAL		R1 FIRE
How long has the vehicle exhibited this condition?	10 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	NONE	Other Location	
To whom have you spoken at the dealership?	HAS NOT SPOKEN WITH ANYONE	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	INSURANCE FACILITY	Other Location	
Last Service Performed	OIL CHANGE	Last Service Date	2008-04-29
Location of Last Service	INDEPENDENT FACILITY	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	OTHER	If Other	HE DOES NOT KNOW

Comments

13 Total Comments

Set	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>	CR CLOSE	07-21-2008 09:22:46	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input type="checkbox"/>	AWAITING	07-21-2008 09:22:29	MATIENZA	VCM CALLED ALEX AND LEFT MESSAGE, SENT EMAIL TO R.LANTZ THAT PHOTOS HAVE NOT BEEN RECEIVED AND INSURANCE CO HAS NOT CALLED BACK. VCM CLOSING CASE.
<input type="checkbox"/>	AWAITING	07-16-2008 08:33:03	MATIENZA	VCM CALLED ALEX AGAIN AND LEFT VOICEMAIL THAT NO PHOTOS RECD YET, TO CALL BACK IF NEEDED AND CONFIRMED EMAIL ADDRESS.
<input type="checkbox"/>	AWAITING	07-14-2008 08:12:16	MATIENZA	VCM CALLED ALEX AND LJM, PHOTOS NOT YET RECEIVED.
<input type="checkbox"/>	AWAITING	07-10-2008 09:26:36	MATIENZA	VCM CALLED ALEX, HE WILL EMAIL PHOTOS AND REPAIR EST TO VCM LATER TODAY.
<input type="checkbox"/>	AWAITING	07-08-2008 09:34:16	MATIENZA	VCM CALLED ALEX AT AIG INSURANCE AGAIN, LEFT MESSAGE AND DIRECT# TO CALL BACK.
<input type="checkbox"/>	IN REVIEW	07-03-2008 09:35:06	MATIENZA	VCM CALLED ALEX BOTANI AT AIG INSURANCE, INFO PROVIDED BY CUSTOMER AS NOTED IN CASE. LEFT VOICEMAIL TO CALL BACK, GAVE DIRECT EXT#.
<input type="checkbox"/>	IN REVIEW	07-02-2008 15:51:41	MATIENZA	PER R.LANTZ, PSC WOULD LIKE TO REVIEW PHOTOS IF AVAILABLE. VCM WILL CALL INSURANCE CO 7/3.
<input type="checkbox"/>		07-01-2008 21:18:28	REGNCONV	DISTRICT UPDATED AS PART OF ZONE REALIGNMENT
<input type="checkbox"/>	ASSIGNED	07-01-2008 09:35:56	MATIENZA	VCM REVIEWED CASE, SENT EMAIL TO R.LANTZ FOR REVIEW. VCM EST MILEAGE AT 66,000 BASED ON WARRANTY HIST.
<input type="checkbox"/>	ASSIGNED	06-30-2008 11:10:28	DLEMON	VCM CALLED CUST CELL# [REDACTED] JUST STATED HE WAS DRIVEN ON GOLDEN STATE PARK WATY GOING NORTH, CUST STATED HE SMELL SMOKE BUT SAW NO SMOKE, THEN CUST GIRLFRIEND SAW FIRE COMING THROUGH POWER WINDOW SWITCH ON FRONT PASSENGER DOOR, CUST PULLED OVER TO THE SHOULDER, PUT VEH ON PARK, PUT EMERGENCY BRAKE ON, TURNED OFF CAR AND TOOK KEYS OUT, CUST TOOK EVERYONE OUT OF THE CAR, GIRLFRIEND HAD TO CLIMB OUT OF DRIVERS FRONT SEAT TO GET OUT OF VEH. FIRE DEPT PUT OUT FIRE. VCM GAVE CUST SR#, CUST WILL CONTACT HIS INSURANCE COMPANY, VCM ASKED CUST WHAT WAS HE SEEKING FROM MMNA? CUST STATED WHAT CAN MITSU DOE FOR HIM? VCM EXPLAINED KTI PROCESS AND HOW MMNA WOULD AWAIT A SUBROGATION CLAIM FROM HIS INSURANCE COMPANY. CUST STATED HE WOULD CONTACT HIS INSURANCE COMPANY.
<input type="checkbox"/>	ASSIGNED	06-27-2008 10:51:07	LGARCIA	-----CUSTOMER STATED THE FOLLOWING THERMAL INCIDENT INFORMATION----- DATE OF THERMAL INCIDENT: 06/18/2008 ALLEGED DEFECTIVE ITEM(S): UNKNOWN EXTENT OF DAMAGE: VEHICLE TOTALED WAS VEHICLE BEING DRIVE OR PARKED?: (X)DRIVEN ()PARKED IF DRIVING, HOW LONG DRIVING WHEN IT OCCURRED?: 20 MINUTES IF PARKED, WAS THE ENGINE RUNNING?: ()YES (X) NO ESTIMATED SPEED OF MITS VEH: 60MPH WERE SEATBELTS WORN?:DRIVER: (X)Y ()N PASSENGER(S): (X)Y ()N WHO WAS DRIVING?: MR.RODRIGUEZ WHAT WAS SEEN?: ()SPARK ()SMOKE (X)FLAMES ()BURN MARKS IF FIRE, HOW WAS IT PUT OUT? FIRE DEPARTMENT WATER HOSE IF FIRE, WHO PUT IT OUT? FIRE DEPARTMENT IF FIRE, DID FIRE DEPT RESPOND?: (X)YES ()NO IF FIRE, AND FIRE DEPT RESPONDED, FIRE REPORT#: 2000800005540 WEATHER CONDITIONS: SUNNY LOCATION OF INCIDENT: GARDEN STATE PARKWAY NORTHBOUND DIRECTION OF TRAVEL: (X)N ()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: N/A # OF PEOPLE+DRIVER IN OTHER CAR: 0 # OF PEOPLE+DRIVER IN CUST CAR: 4 OTHER PROPERTY DAMAGE: PERSONEL ITEMS IN THE VEHICLE. NAME(S) OF INJURED & INJURIES: NO RECEIVED MEDICAL TREATMENT?: ()YES (X)NO POLICE NOTIFIED: (X)YES ()NO POLICE REPORT# AND/OR CITY OF RECORD: NONE HAS CUST CONTACTED INSURANCE?: (X)YES ()NO INSURANCE REP NAME/PHONE: ALEX BOTANI (732)965-9415 INSURANCE CARRIER: 21ST CENTURY INSURANCE CLAIM NUMBER: 908330 PRELIMINARY INSPECTION PERFORMED?: (X)YES ()NO CURRENT VEHICLE LOCATION: INSURANCE FACILITY IS THE VEHICLE REPAIRED?: ()YES (X)NO ESTIMATE/COST OF REPAIR: \$ TOTALED IS THE VEHICLE DRIVEABLE?: ()YES (X)NO WHAT IS CUST SEEKING FROM MMNA?:HE DOES NOT KNOW
<input type="checkbox"/>	OPEN	06-27-2008 10:38:24	LGARCIA	CUSTOMER ASKING ABOUT RECALLS. ADVISED HIM NO OPEN RECALLS. HE STATES THE VEHICLE WAS BEING DRIVEN AND IT CAUGHT ON FIRE. THE FIRE STARTED ON RIGHT HAND FRONT PASSENGER DOOR. THE FIRE DEPTMENT PUT THE FIRE OUT AND THEN THE VEHICLE WAS TOWED TO THE IMPOUND. CREATED CASE FILE. THANK YOU.



Customer Relations

[Help](#)

Summary

Case Information

Row 1 of 1

Case No	402218	Case Type	SERVICE	Related Mediation		Created By	MBRADFORD
Current Status	CR CLOSE	Responsible Party	CUSTOMER	Assigned User	MELINDA ATIENZA	Phone	714/372-5531
Open Date	07/09/2008	Close Date	07/24/2008	Days Open	16	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	PRODUCT COMPLAINT	Final Disposition	UNRESOLVED	Case Outcome	NO CUSTOMER RESPONSE
SR Number	1-232802806	SR Type	PROD CONCERN	SR Sub Type	KTI		
Memo	KTI: FRONT RT DOOR CAUGHT ON FIRE - PSC WANTS DLR TO INSPECT/REPAIR - L/M FOR CUST						
Follow-Up Date	07/24/2008	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	JOSEPH	Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City							
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Work		Ext		Cell	(253)722-8967
Other		Fax		Preferred Contact Method	CELL PHONE		

Vehicle Information

VIN	4A3AA46G11E	Model	2001 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - NORTHSTAR WHITE	Country	US
Current Mileage	110698	Retail Sales Date	04/25/2001	Sales Type	11 - 11 FLEET-RISK
Purchase Date if Used	08/12/2005 (MM/DD/YYYY)	Used Purchase Retailer	GILCREST AUTO	Used Purchase Mileage	84000

Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	48038 APPLEWAY MITSUBISHI	Service Dealer	48005 KORUM MITSUBISHI	Self Auth Level	2
Sales Manager	JERRY FENNEN	Service Manager	TOM KUKIER		
Selling Dealer Phone No	(509) 824-1150	Service Dealer Phone No	(253) 841-9600		

General Manager	WILLIAM SMASNE	General Manager	JEROME M. KORUM
District	WA	District	WA
Current DSM	JOHN CASON	Current DPSM	MITCHELL COOPER
DSM Phone No	714/372-7616	DPSM Phone No	714/372-5698

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	41 DOOR, FRONT, GENERAL		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?	N/A	Was the dealership able to duplicate the problem?	NO
Symptom	How Often/When	Under What Condition	
OTHER	ONE TIME OCCURRENCE	ANY AND ALL CONDITIONS	

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	2008-03-03
Location of Last Service	INDEPENDENT FACILITY	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	REPAIR	If Other	MITTS TO REPAIR

Comments

21 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>	CR CLOSE	08-21-2008 16:17:47	MATIENZA	RECD EMAIL FROM D.WONG, VEH HAS BEEN REPAIRED AND RETURNED TO CUST.
<input type="checkbox"/>	CR CLOSE	07-29-2008 10:26:30	MATIENZA	RECD CALL FROM CUST TO CALL HIM BACK AT [REDACTED] VCM CALLED BACK AND LEFT MESSAGE, ADVISED TO CALL SM TOM AND SET APPT FOR REPAIR.
<input type="checkbox"/>	CR CLOSE	07-24-2008 09:35:47	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input type="checkbox"/>	AWAITING	07-24-2008 09:31:58	MATIENZA	VCM CALLED CUST AGAIN AND LEFT MESSAGE TO CALL BACK WITH APPT DATE, ADVISED CLOSING CASE FOR NOW. VCM CALLED DEALER AND SPOKE WITH SM TOM, STATES CUST HAS NOT CALLED HIM YET. SM STATES HE HAS THE PARTS LIST FROM D.WONG BUT WILL NOT ORDER UNTIL VEH IS INSPECTED, ALL SERV WRITERS AWARE THAT IF CUST CALLS TO TRANSFER TO SM. VCM CLOSING CASE.
<input type="checkbox"/>	AWAITING	07-22-2008 10:50:50	MATIENZA	VCM CALLED CUST AND LEFT MESSAGE TO CALL BACK.
<input type="checkbox"/>	AWAITING	07-22-2008 10:49:41	MATIENZA	RECD CALL FROM D.WONG, SM ADVISED CUST HAS NOT CALLED FOR APPT TO REPAIR YET. VCM ADVISED WILL CALL CUST ARRANGE APPT.
<input type="checkbox"/>	FIELD RESPONSE	07-21-2008 08:14:42	MATIENZA	RECD COPY OF EMAIL FROM D.WONG TO DPSM M.COOPER, DPSM WILL CONTACT DEALER AND ADVISE OF PROCEDURE TO INSPECT/TAKE PHOTOS AND RETURN PARTS TO PSC. PWA WILL BE ISSUED BY PSC TO COVER COSTS OF REPAIR ONLY. DPSM WILL CONTACT D.WONG AND CONFIRM APPT DATE ONCE IT HAS BEEN SCHEDULED.
<input type="checkbox"/>	FIELD RESPONSE	07-18-2008 05:36:50	JPHILLIPS	FOSM REVIEWED WITH DPSM WHO WILL ARRANGE FOR INSPECTION/REPAIRS AT 48005
<input type="checkbox"/>	AWAITING	07-17-2008 12:42:45	MATIENZA	VCM SENT EMAIL TO R.LANTZ WITH UPDATE, WAITING FOR DPSM TO CALL BACK AFTER DEALER REVIEW.
<input type="checkbox"/>	AWAITING	07-17-2008 11:18:03	LBARBA	VCM CALLED CUST JOSEPH [REDACTED] CUST ADVISED THAT HE WAS DRIVING WHEN SUDDENLY THE FRONT PASSENGER SIDE DOOR CAUGHT ON FIRE. CUST STATED THAT NO INJURIES. HOWEVER WITH THE HELP OF HIS FRIEND STOP THE FIRE WITH FIRE EXTINGUISHER AND CUT A WIRE TO PREVENT NOT TO HAPPEN AGAIN. CUST REQUEST FROM MMNA TO REPAIR. CUST STATES THAT DOOR CAN OPEN/CLOSE BUT THE WINDOW AND ANY POWER LOCKS ARE INOP. VCM APOLOGIZED FOR CONCERN AND ADVISE WILL REVIEW FURTHER AND WILL F/U W/CUST TO ADVISE OUTCOME. CUST UNDERSTOOD AND STATED THAT NEAR AUTHORIZED MITTS IS 48005 KORUM MITTS. (VCM CALLED DPSM MITCH AND ADVISED NEAR MITTS 48005 - DPSM WILL CALL VCM BACK TO ADVISE OUTCOME.)
<input type="checkbox"/>	AWAITING	07-17-2008 11:17:28	LBARBA	CUST LEFT MESSG. ADVISED WAS ON VACATION AND WAS UNABLE TO RETURN MESSGS. CUST REQ CALLBACK AT PH(253)722-8967
<input type="checkbox"/>	AWAITING	07-17-2008 10:37:52	LBARBA	DPSM MITCH CALLED INQ ABOUT CASE AND WHAT CUST SEEKING FROM MMNA. VCM ADVISED CUST LEFT MESSG. TO VCM ON 07/16 AND WILL CALL CUST BACK TO GATHER MORE INFO AND WILL F/U W/DPSM TO ADVISE. DPSM UNDERSTOOD.
<input type="checkbox"/>	IN REVIEW	07-17-2008 09:35:28	MATIENZA	VCM CALLED CUST AND LEFT MESSAGE, TO CALL BACK WITH NAME OF NEAREST MITSU DEALER.
<input type="checkbox"/>	IN REVIEW	07-16-2008 16:57:00	MATIENZA	RECD EMAIL FROM R.LANTZ, PSC WOULD LIKE TO INVESTIGATE BY HAVING DEALER INSPECT VEHICLE AND REPLACE PARTS AS NEEDED. PLS CONFIRM WHAT DEALER CUST WILL TAKE VEHICLE TO AND CONTACT D.WONG TO ADVISE.
<input type="checkbox"/>	IN REVIEW	07-15-2008 14:08:22	BHERNANDEZ	CS CALLING FOR LUPE. CS LEFT MSG.
<input type="checkbox"/>	IN REVIEW	07-15-2008 11:01:00	MATIENZA	VCM SENT EMAIL TO R.LANTZ 7/14 FOR REVIEW.
				DATE ASSIGNED TO KTI CONTACT:07/14/08 ADVISED NO CUST

<input type="checkbox"/>	AWAITING	07-14-2008 16:10:54	LBARBA	<p>RESPONSE. (N/A) SENT AIRBAG BROCHURE () REFERRED CUST TO WWW.ACTSINC.ORG (N/A)IF INJURIES REPORTED, ADVISED THE CUSTOMER THAT HIS/HER CLAIM WILL BE REVIEWED BY THE LEGAL DEPT AND THAT A MANUFACTURER'S REPRESENTATIVE WILL BE IN CONTACT WITHIN A FEW WEEKS. ***** REFERRED CUSTOMER TO THEIR INSURANCE COMPANY AS THEY WOULD NEED TO INITIATE INSPECTION OF VEHICLE. EXPLAINED SUBROGATION PROCESS. ADVISED CUSTOMER THAT THEIR INSURANCE COMPANY WILL CONTACT MMNA IF THEIR INSPECTION REVEALS ANY ABNORMALITY THAT THEY FEEL MMNA NEEDS TO REVIEW. CUSTOMER AGREED TO REVIEW FURTHER WITH INSURANCE COMPANY. ASSIGNED CASE TO KTI CONTACT FOR FURTHER REVIEW. *****</p>
<input type="checkbox"/>	AWAITING	07-11-2008 16:23:42	LBARBA	VCM CALLED CUST AT PH [REDACTED] LEFT ANOTHER MESSG.
<input type="checkbox"/>	ASSIGNED	07-10-2008 12:14:02	LBARBA	VCM CALLED CUST AT PH [REDACTED] LEFT MESSG.: TO PLEASE CALL VCM SO MAY DISCUSS. ADVISED VCM HRS.
<input type="checkbox"/>	ASSIGNED	07-09-2008 14:30:14	MBRADFORD	<p>-----CUSTOMER STATED THE FOLLOWING THERMAL INCIDENT INFORMATION----- DATE OF THERMAL INCIDENT: 07 / 09 / 2008 ALLEGED DEFECTIVE ITEM(S): FRONT PASS SIDE EXTENT OF DAMAGE:MELTED THE PANEL , LOCKS AND WINDOWS DON,T WORK WAS VEHICLE BEING DRIVE OR PARKED?: (X)DRIVEN ()PARKED IF DRIVING, HOW LONG DRIVING WHEN IT OCCURRED?: HAD JUST GOTTEN INTO THE CAR IF PARKED, WAS THE ENGINE RUNNING?: ()YES ()NO N/A ESTIMATED SPEED OF MITS VEH: 25 WERE SEATBELTS WORN?:DRIVER: (X)Y ()N PASSENGER(S): ()Y ()N N/A WHO WAS DRIVING?: CUSTOMER WHAT WAS SEEN?: (X)SPARK (X)SMOKE (X)FLAMES (X)BURN MARKS IF FIRE, HOW WAS IT PUT OUT? GARDEN HOUSE IF FIRE, WHO PUT IT OUT? NEIGHBOR IF FIRE, DID FIRE DEPT RESPOND?: ()YES (X)NO IF FIRE, AND FIRE DEPT RESPONDED, FIRE REPORT#: /NA WEATHER CONDITIONS:SUNNY LOCATION OF INCIDENT: SOUTH 8TH AND MEYERS DIRECTION OF TRAVEL: (X)N ()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: N/A # OF PEOPLE+DRIVER IN OTHER CAR: # OF PEOPLE+DRIVER IN CUST CAR: OTHER PROPERTY DAMAGE: N/A NAME(S) OF INJURED & INJURIES: N/A RECEIVED MEDICAL TREATMENT?: ()YES (X)NO POLICE NOTIFIED: ()YES (X)NO POLICE REPORT# AND/OR CITY OF RECORD:/NA HAS CUST CONTACTED INSURANCE?: ()YES (X)NO INSURANCE REP NAME/PHONE: UNKNOWN INSURANCE CARRIER: LIBERTY MUTUAL INSURANCE CLAIM NUMBER: N/A 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?: (X)YES ()NO WHAT IS CUST SEEKING FROM MMNA?:IF IT HAS OCCURED BEFORE AND WHAT HAS BEEN TO DONE HELP OTHER PEOPLE. CUST CAN'T GET DRIVER'S SIDE WINDOW UP BECAUSE IT SHORTED OUT.</p>
<input type="checkbox"/>	OPEN	07-09-2008 14:19:33	MBRADFORD	CUST WAS DRIVING AND PASS SIDE DOOR CAUGHT ON FIRE.

Return	Email	Print
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Customer Relations

Help

Summary

Case Information

Row 1 of 1

Case No	402455	Case Type	SERVICE	Related Mediation		Created By	RBRAWLEY
Current Status	CR CLOSE	Responsible Party	DEALER	Assigned User	MELINDA ATIENZA	Phone	714/372-5531
Open Date	07/17/2008	Close Date	07/31/2008	Days Open	15	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	PRODUCT COMPLAINT	Final Disposition	SATISFIED	Case Outcome	INFORMATION PROVIDED
SR Number	1-232837210	SR Type	PROD CONCERN	SR Sub Type	KTI		
Memo	KTI - DOOR FIRE - VEH AT DEALER FOR REPAIRS - PWA AUTH BY PSC						
Follow-Up Date	07/31/2008	CR Only	<input checked="" type="radio"/> Yes <input type="radio"/> No				

Customer Information

Title	Please select one	First Name	JASON	Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City							
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Work		Ext		Cell	(917)414-5153
Other		Fax		Preferred Contact Method	CELL PHONE		

Vehicle Information

VIN	4A3AA46H51	Model	2001 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - PATRIOT RED	Country	US
Current Mileage	91000	Retail Sales Date	02/22/2001	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase Date if Used	11/29/2005 (MM/DD/YYYY)	Used Purchase Retailer	MANFREDI MITSU	Used Purchase Mileage	53000

Recall Information

Recall Number	Recall Description	Recall Completion Date
C0011A	FLOOR WIRING HARNESS	04/16/2001
C0104C	TRANS COOLER LINES	04/16/2001

Dealer Information

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Selling Dealer	35134 STATEN ISLAND MITSUBISHI	Service Dealer	35144 MANFREDI MITSUBISHI	Self Auth Level	4
Sales Manager	**** TERMINATED****	Service Manager	FRANKIE BARCIA		
Selling Dealer Phone No	(718) 667-5300	Service Dealer Phone No	(718) 981-2660		
General Manager		General Manager	NICK MANFREDI		
District	E2	District	E2		
Current DSM	KEVIN BURNS	Current DPSM	DAVID MCCARTHY		
DSM Phone No	856/467-7778	DPSM Phone No	856/467-7773		

Condition

Group	Sub-Group	Condition	Cust Code
62 INTERIOR	00 INTERIOR		R1 FIRE
How long has the vehicle exhibited this condition?	1 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	CURRENT MITSUBISHI DEALER	Other Location	
To whom have you spoken at the dealership?	FRANK	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	60K	Last Service Date	2007-10-15
Location of Last Service	SERVICING DEALER	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	POLICY ADJUSTMENT	If Other	

Comments

11 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>	CR CLOSE	07-31-2008 11:05:09	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input type="checkbox"/>	AWAITING	07-31-2008 11:04:51	MATIENZA	RECD CC EMAIL FROM D.WONG, DPSM HAS ADVISED DEALER TO SEND OLD PARTS TO D.WONG. VCM CLOSING CASE.
<input type="checkbox"/>	IN REVIEW	07-29-2008 08:37:30	MATIENZA	RECD EMAIL FROM R.LANTZ, D.WONG HANDLING WITH DPSM TO REVIEW PHOTOS TAKEN AND OBTAIN OLD PARTS. D.WONG TO AUTH PWA FOR REPAIRS.
<input type="checkbox"/>	IN REVIEW	07-24-2008 09:41:20	MATIENZA	R.LANTZ OUT OF OFFICE UNTIL 7/28, F/U 7/29.
<input type="checkbox"/>	FIELD CLOSE	07-22-2008 14:26:10	MATIENZA	VCM REVIEWED CASE, VEHICLE AT DEALER AND CUSTOMER AUTHORIZED REPAIRS. SENT EMAIL TO R.LANTZ FOR REVIEW.
<input type="checkbox"/>	FIELD CLOSE	07-21-2008 03:42:09	DMCCARTHY	DPSM PHOTOGRAPHED VEHICLE DURING DEALER CONTACT 07/18. PHOTOS POSTED TO PRC.
<input type="checkbox"/>	ASSIGNED	07-18-2008 11:51:37	DLEMON	VCM CALLED DLR TO REVIEW, VCM SPOKE WITH SM-FRANKIE, VEH ARRIVED AT DLR TODAY, CUST ADV'D DLR HAD SMALL FIRE IN RIGHT FRT DOOR NOW ALL WINDOWS & RADIO ARE INOP, DLR FOUND DOOR SWITCH SHORTED OUT, CUST INFORMED ON COST FOR REPAIRS, CUST AUTH'D TO REPAIR.
<input type="checkbox"/>	ASSIGNED	07-18-2008 11:47:51	DLEMON	DATE ASSIGNED TO KTI CONTACT: 7/18/08 () SENT AIRBAG BROCHURE () REFERRED CUST TO WWW.ACTSINC.ORG () IF INJURIES REPORTED, ADVISED THE CUSTOMER THAT HIS/HER CLAIM WILL BE REVIEWED BY THE LEGAL DEPT AND THAT A MANUFACTURER'S REPRESENTATIVE WILL BE IN CONTACT WITHIN A FEW WEEKS. REFERRED CUSTOMER TO THEIR INSURANCE COMPANY AS THEY WOULD NEED TO INITIATE INSPECTION OF VEHICLE. EXPLAINED SUBROGATION PROCESS. ADVISED CUSTOMER THAT THEIR INSURANCE COMPANY WILL CONTACT MMNA IF THEIR INSPECTION REVEALS ANY ABNORMALITY THAT THEY FEEL MMNA NEEDS TO REVIEW. CUSTOMER AGREED TO REVIEW FURTHER WITH INSURANCE COMPANY. ASSIGNED CASE TO KTI CONTACT FOR FURTHER REVIEW.
<input type="checkbox"/>	ASSIGNED	07-18-2008 11:47:16	DLEMON	VCM CALLED CUST CELL# (917)414-5153, SPOKE WITH CUST WHO STATED WHEN HE SAW FLAMES IN DOOR PANEL HE RAN INSIDE HIS APT AND GOT A BOTTLE OF WATER TO PUT THE FIRE OUT BECAUSE HE DIDN'T WANT THE WHOLE VEH TO CATCH ON FIRE. CUST STATED VEH IS AT MANFREDI MITSU ROGHT NOW AND THAT HE WILL CONTACT HIS INSURANCE COMPANY. CUST ALSO STATED DLR HAS CALLED HIM AND GAVE HIM A QUOTE FOR REPAIR.
				----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 7 / 17 / 08 ALLEGED DEFECTIVE ITEM: FIRE IN DOOR PANEL ESTIMATED SPEED OF MITS VEH: 0 WERE SEATBELTS WORN ? : DRIVER: () (N) N PASSENGER(S): () () N WEATHER CONDITIONS: DRY LOCATION OF INCIDENT: PARKED IN FRONT OF FRIENDS HOUSE LOCATION OF INITIAL IMPACT: N/A


<input type="checkbox"/>	ASSIGNED	07-17-2008 12:01:40	RBRAWLEY	OTHER VEHICLE(S) INVOLVED: N/A # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST CAR: 1 OTHER PROPERTY DAMAGE: N/A EXTENT OF INJURIES IF ANY: N/A RECEIVED MEDICAL TREATMENT?: ()YES (X)NO NAME(S) OF INJURED: N/A 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: N/A INSURANCE CLAIM NUMBER: N/A CURRENT VEHICLE LOCATION: 99 BURNSIDE AVE STATEN ISLAND NY 10302 IS THE VEHICLE REPAIRED?: ()YES (X)NO ESTIMATE/COST OF REPAIR: \$ N/A IS THE VEHICLE DRIVEABLE?: (X)YES ()NO WHAT IS CUST SEEKING FROM MMNA?: CUST ASK IF THIS IS COMMON PROBLEM AND POSSIBLE ASST TO REPAIR VECH () REFERRED CUST TO WWW.NHTSA.GOV FOR AIRBAG BROCHURE & MORE INFORMATION () PLEASE SEND CUSTOMER AIRBAG BROCHURE (IF NO INTERNET ACCESS)
<input type="checkbox"/>	OPEN	07-17-2008 11:51:13	RBRAWLEY	CUST STATES HE LET POWER WINDOWS DOWN, IN DOING SO THERE WAS SMOKE COMING FRM THE PASSENGER DOOR. CUST WALKED AROUND TO PASSENGER SIDE OF VECH AND SAW FLAMES INSIDE THE DOOR PANEL. CUST HS APPOINTMNT WITH MANFREDDI MITSU

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Question 4

Field Reports

CONFIDENTIAL

 MITSUBISHI MOTOR SALES OF AMERICA, Inc.		PRODUCT QUALITY REPORT Rec No. 20615		PQR No. ST41 -54 - 0000-65-S	DATE OF ISSUE 5/6/2008 REPORTER ID/SEQ.# MMC / 1	
YEAR NAME OF VEHICLE / PRICE LINE 2002 GALANT SEDAN / ES L4		VEHICLE IDENTIFICATION No./CHASSIS No. 4A3AA46G62E		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY A
ENGINE NO. 4G64 -2.4	TM TYPE A	MFG DATE 12/11/2001	REAR BODY (MODIFICATION) N/A	LOCATION: 05412 LONG BEACH MITSUBISHI		USAGE RETAIL CAR
DATE SOLD 12/14/2001		DATE / MILEAGE TROUBLE OCCURRED 5/6/2008 / 131324		STATE CA	REGION / DISTRICT 10 / L2	
VEHICLE / ENGINE SPEED N/A		ROAD CONDITION N/A	LOAD CONDITION N/A	WEATHER / TEMPERATURE N/A / N/A		MAINTENANCE GOOD
SUBJECT RIGHT FRONT PASSENGER DOOR POWER WINDOW SWITCH OVERHEATING					FREQUENCY: FIRST FREQUENT: 1 UNITS	
1. DESCRIPTION OF SYMPTOM CUSTOMER STATES THAT DURING ENGINE WARM-UP (VEHICLE WAS STOPPED AT IDLE) FR RH DOOR TRIM BEGAN TO SMOKE AND MELT AROUND THE POWER WINDOW SWITCH.					CONDITION FIRE	
DTC(S):						
2. POSSIBLE CAUSE SHORTED POWER WINDOW SWITCH						
3. ACTION TAKEN / RESULT REPLACED POWER WINDOW SWITCH, HARNESS, TRIM, ETC.						
4. ADDITIONAL COMMENTS <p style="text-align: center;">PSC SCRAMBLE TEAM EXAMINED VEHICLE AND RETAINED DAMAGED PARTS. PSC WILL FORWARD ALL RETAINED PARTS TO MMC JAPAN FOR ANALYSIS.</p> <p style="text-align: right;">REPORTER'S NAME/SIGNATURE BKosko</p>						
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: N/A	
PART #:	PART DESCRIPTION:	PART REQ'D DATE: PART REC'D DATE:	PART SENT TO: / -	
IQS CATEGORY:	IQS QUESTION: -	KMODEL: EA3ASRHEL9M	BODY MODEL:	PROD. ENGINEER: KR
CURRENT STATUS, DATE: APRV, 5/9/2008		DATE TO MFG: 5/9/2008	DATE MFG HOLD:	DATE FROM MFG:
CONTACT: MIKE BERRY		PHONE NUMBER: (562) 494-0187	FAX NUMBER: (562) 494-8788	

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Question 7

Customer Complaints



Customer Relations

Help

Summary

Case Information

Row 1 of 1

BRANDED TITLE: (P) JUNK Y						
Case No	365208	Case Type	SERVICE	Related Mediation		Created By
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	Please select one	Phone
Open Date	02/01/2005	Close Date	02/01/2005	Days Open	1	Country
Re-Open Date		Re-Close Date		Original Assigned User	WJUSTICE	
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome
SR Number		SR Type		SR Sub Type		Please select one
Memo						
Follow-Up Date		CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No			

Customer Information

Title	Please select one	First Name	BRENDA	Last Name		Middle Initial
Business Name						
Address 1						
Address 2						
City						
Other Contact	First Name		Last Name			

Customer Contact Information

E-Mail						
Home		Work		Ext		Cell
Other		Fax		Preferred Contact Method	UNKNOWN	

Vehicle Information

VIN	4A3AA46G81E	Model	2001 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - PATRIOT RED	Country	US
Current Mileage	30000	Retail Sales Date	12/21/2000	Sales Type	07 - 07 FLEET-GDP/GDPL
Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer		Used Purchase Mileage	

Recall Information

Recall Number	Recall Description	Recall Completion Date

Dealer Information

Selling Dealer	05349 COSTA MESA MITSUBISHI	Service Dealer	15089 BOSAK MITSUBISHI	Self Auth Level	0
Sales Manager	**** TERMINATED****	Service Manager	**** TERMINATED****		

Selling Dealer Phone No	(714) 645-1700	Service Dealer Phone No	(773) 804-3100
General Manager		General Manager	
District	L2	District	W1
Current DSM	MATT SMYTH	Current DPSM	JOHN RENIER
DSM Phone No		DPSM Phone No	972/401-5916

Condition

Group	Sub-Group	Condition	Cust Code
16 ENGINE ELECTRICAL	89 ELECTRICAL EQUIPMENT (OTHERS) GENERAL	07 FIRE	R1 FIRE
How long has the vehicle exhibited this condition?	0 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	NONE	Other Location	NONE
To whom have you spoken at the dealership?		Was the dealership able to duplicate the problem?	NO

Service Questions

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

Comments

12 Total Comments

Seq	Orig Status	Date	Entered By	Comments
		02-14-2005 00:00:00	EKEGEL	(02/14/05) (14:38) (KEGE): PER STEE, NO FURTHER ACTIONS AS THE CUST HAS NOT RESPONDED TO MSG
		02-07-2005 00:00:00	EKEGEL	(02/07/05) (15:40) (KEGE): LEFT ANOTHER MSG FOR THE CUST
		02-04-2005 00:00:00	EKEGEL	(02/04/05) (09:14) (KEGE): TRIED TO CALL THE CUST, LINE BUSY
		02-03-2005 00:00:00	EKEGEL	LEFT MSG AT THE CUST HOME NUMBER, PROVIDED RETURN PHONE # AND FILE #
		02-03-2005 00:00:00	EKEGEL	(02/03/05) (09:08) (KEGE): PER STEE REQUESTED VCM CALL THE CUST TO OBTAIN ADDITIONAL INFORMATION REGARDING THE FIRE. QUESTIONS NEED ANSWERS TO: 1) IS THE AFFECTED DOOR PANEL THE DRIVERS FT DOOR OR THE DRIVERS SIDE REAR DOOR? 2. DOES THE CUST STILL HAVE THE DOOR PANEL AND POWER WINDOW SWITCH THAT WAS REMOVED BY THE ONLOOKER? 3. WAS THE CUSTOMER OPERATING THE SWITCH AT THE TIME OF THE OCCURRENCE? 4.WAS THE POWER WINDOW SWITCH OPERATING NORMALLY PRIOR TO THE OCCURRENCE? 5.WERE THE OTHER SWITCHES WORKING NORMALLY BEFORE THE OCCURRENCE? 6.ARE ANY OF THE OTHER POWER WINDOW SWITCHES CURRENTLY WORKING? PLEASE TRANSFER THE CALL TO KEGE, OR OBTAIN A WORK PHONE NUMBER WHERE THE CUST CAN BE REACHED. OTHERWISE, PLEASE OBTAIN THE REQUESTED INFORMATION AND FILL IN THE BLANKS.
		02-02-2005 00:00:00	ESTEEL	(02/02/05) (08:45) (STEE): REC'D EM FROM LANR; WOND TO REVIEW.
		02-01-2005 00:00:00	ESTEEL	(02/01/05) (12:20) (STEE): LANR OUT OF OFFICE; FORWARDED EMAIL TO RUSK FOR REVIEW WITH CC TO DPSM.
		02-01-2005 00:00:00	EKEGEL	(02/01/05) (10:03) (KEGE): E-MAIL TO STEE, PALM AND RICK LANTZ
		02-01-2005 00:00:00	WJUSTICE	02/01/05 JUSW:FILE CLOSED
		02-01-2005 00:00:00	WJUSTICE	CUSTOMER CALLING STATES WHILE DRIVING OUT OF WALMART PARKING LOT THE VEHICLE CAUGHT ON FIRE CUSTOMER STATES SMOKE COMING FROM THE DRIVER SIDE DOOR PANEL CUSTOMER STATES AN ON LOOKER CAME OVER TO THE VEHICLE AN PULLED THE PANEL FROM THE DOOR IN ORDER TO STOP THE FIRE.CUSTOMER IS DRIVING THE VEHICLE. CUSTOMER STATES VEHICLE WAS INTO RETIALER 15089 THE DAY BEFORE AND HAD REPAIRS DONE ON THE COOLANT SYSTEM.CUSTOMER STATES SHE CONTACT RETIALER AND INFORM OF FIRE RETIALER INSTRUCT HER TO CONTACT HER INSURANCE COMPANY AND THE MANF CUSTOMER STATES HER INSURANCE COMPANY INFORM HER MANF PROBLEM INSURANCE WILL FIX THE VEHICLE BUT CUSTOMER HAS TO PAY THE DEDUCTIBLE OF \$500.00 BUT CUST BELIEVES FAULT IS WITH RETIALER 15089 AND REQUESTING MMNA ASSISTANCE WITH REPAIRS.CUSTOMER STATES SHE BELIEVES RETIALER 15089 DID SOMETHING WRONG AT THE TIME OF REPAIRS BUT RETIALER WILL NOT ASSIST.CUSTOMER DID NOT HAVE HER IN SURANCE INFORMATION AVAILABLE.CUSTOMER STATES HER ONLY REQUEST IS TO HAVE RETIALER 15089 REPAIR THE DOOR PANEL.CUST STATES INSURANCE COMPANY INFORM HER VEHICLE SHOULD NOT CATCH ON FIRE VEHLCE IS TOO NEW AND HAS TO BE A MANF DEFECT.
				----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 8/04 ALLEGED DEFECTIVE ITEM: VEHICLE CAUGHT ON FIRE

	02-01-2005 00:00:00	WJUSTICE	ESTIMATED SPEED OF MITS VEH: 20 WERE SEATBELTS WORN ? : DRIVER:Y PASSENGER(S) : Y WEATHER CONDITIONS: GOOD LOCATION OF INCIDENT: DISPLAIN AND ROSEVELT OTHER VEHICLE(S) INVOLVED: NO # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST' CAR: TWO EXTENT OF INJURIES IF ANY: NONE RECEIVED MEDICAL TREATMENT?: () YES ; (X) NO : NAME(S) OF INJURED PEOPLE: NONE POLICE NOTIFIED: () YES ; (X) NO ; REPORT # AND/OR CITY OF RECORD: HAS CUST CONTACTED INSURANCE: () YES ; () NO ; REPS NAME: INSURANCE CARRIER: INSURE 1 ; CLAIM # VEHICLE LOCATION: HOME IS THE VEHICLE REPAIRED: NO ESTIMATE/COST OF REPAIR: NONE IS VEHICLE DRIVEABLE: (X) YES ; () NO WHAT IS CUST SEEKING FROM MMNA?: TO HAVE THE VEHICLE REPAIR DATE FORWARDED TO EISB: 02/01/05 SENT AIRBAG BROCHURE () : REFERRED CUST TO WWW.ACTSINC.ORG () ADVISED THE CUSTOMER THAT HIS/HER CLAIM WILL BE REVIEWED BY THE LEGAL DEPT. AND THAT THE MANUFACTURER'S INSURANCE REPRESENTATIVE WILL BE IN CONTACT WITHIN A COUPLE OF WEEKS: () YES ; (X) NO
	02-01-2005 00:00:00	WJUSTICE	(02/01/05) (07:49) (JUSW):

Return Email Print

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Question 12

Document List

CONFIDENTIAL

Document list

* :D: Document, M: Memorandum, R: Report, V: Video

No.	TYPE *	Document Date	Created by	Title	Content
1	R	9/24/2008	OMRON	ST41P/W AS SW Failure Returned Parts Analysis Result Report	Report from supplier regarding the investigation result of failure returned parts (for three vehicles)
2	R	11/3/2008	MMC	Comparison test result of the bridge generation on each liquids . Supporting documentation for answer to Q18-b.	Test result confirming whether the bridge is generated when the each liquids such as water, coffee (sugarless), orange juice, Pepsi Cola and Gatorade are poured in the switch.
3	R	10/29/2008	MMC	Reproduction test for water (rain water) Supporting documentation for answer to Question 18-c.	Test result verifying the rational for omitting rain water as a contributing factor to the switch overheating.
4	V	10/13/2008	MMC	Video for rain water infiltration. Supporting video for answer to Question 18-c.	Video recording the shower test to confirm whether the rain water enters the switch or not.
5	V	10/18/2008	MMC	Video for rain water infiltration. Supporting video for answer to Question 18-c.	Video for the power window switch zoomed in at the shower test.
6	V	10/6/2008	MMC	Video for spilling liquid onto the switch. Supporting video for answer to Question 18-d.	Video recoding the demonstration test concerning how occupants can spill liquid onto the switch so as to cause the switch to overheat.
7	D	10/15/2008	MMC	Power Window Switch on Front Passenger Door Trim Supporting documentation for answer to Question 18-e.	A sketch of the path of the liquid into the switch when the large amount of liquid is spilled onto the switch.
8	V	10/15/2008	MMC	Video for the path of the liquid infiltration. Supporting documentation for answer to Question 18-e.	Video recording to confirm visually how the liquid infiltrates in the switch when the large amount of liquid intentionally spilled on to the switch.
9	D	9/25/2008	MMC	Power Window Switch of Passenger Seat Supporting documentation for answer to Question 20.	The document summarizing the passenger side power window switch components and its materials.
10	D	10/29/2008	MMC	The grease verification of Power Window Switch Supporting document for answer to Question 25.	The document explaining the difference of the performance between NS1696 and Multemp D.

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Question 23

Customer Complaint



Customer Relations

Help

Summary

Case Information

Row 1 of 1

Case No	352338	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	Please select one	Phone	
Open Date	06/14/2004	Close Date	06/17/2004	Days Open	4	Country	US
Re-Open Date		Re-Close Date		Original Assigned User	JRESCH		
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please select one
SR Number		SR Type		SR Sub Type			
Memo							
Follow-Up Date		CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	JACQUELINE	Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City							
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Work		Ext		Cell	
Other		Fax		Preferred Contact Method	UNKNOWN		

Vehicle Information

VIN	4A3AA46G5E	Model	2001 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
Current Mileage	28175	Retail Sales Date	05/30/2001	Sales Type	01 - 01 RETAIL
Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer		Used Purchase Mileage	

Recall Information

Recall Number	Recall Description	Recall Completion Date

Dealer Information

Selling Dealer	35134 STATEN ISLAND MITSUBISHI	Service Dealer	35144 MANFREDI MITSUBISHI	Self Auth Level	4
Sales Manager	*** TERMINATED ***	Service Manager	FRANKIE BARCIA		
Selling Dealer Phone No	(718) 667-5300	Service Dealer Phone No	(718) 981-2660		
General Manager		General Manager	NICK MANFREDI		

District	E2	District	E2
Current DSM	KEVIN BURNS	Current DPSM	DAVID MCCARTHY
DSM Phone No	856/467-7773	DPSM Phone No	856/467-7773

Condition

Group	Sub-Group	Condition	Cust Code
54 CHASSIS ELECTRICAL	82 SWITCH GENERAL	13 INOPERATIVE	PA REQUEST POLICY ADJUSTMENT
How long has the vehicle exhibited this condition?	0 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	NONE	Other Location	NONE
To whom have you spoken at the dealership?		Was the dealership able to duplicate the problem?	NO

Service Questions

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

Comments

7 Total Comments

Set	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		06-17-2004 00:00:00	ALDG	06/17/04 ALDG:FILE CLOSED
<input type="checkbox"/>		06-14-2004 00:00:00	ALDG	6/14/04 ALDG: DPSM RECEIVED CALL FROM SERV ADVISOR. AUTHORIZED POLICY ADJUSTMENT FOR WINDOW SWITCH DUE TO CUSTOMER'S STATEMENT OF INCORRECT DELIVERY DATE SUBMITTED BY TERMINATED DEALER.
<input type="checkbox"/>		06-14-2004 00:00:00	JRESCH	DEALER PRINT, (06/14/04) (06:42) (RESJ) ***** THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. ***** ***** IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT ***** ***** CUSTOMER CONNECTIONS AT [REDACTED] TO SPEAK WITH A ***** ***** VEHICLES CASE MANAGER. ***** ***** CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! *****
<input type="checkbox"/>		06-14-2004 00:00:00	JRESCH	DEALER SERVICE MANAGER, PLEASE RESOLVE 1. PLS REVIEW WITH YOUR GM OR DPSM IF NEEDED TO DETERMINE ACTION TO BE TAKEN. 2. CUSTOMER WAS ASKED TO CONTACT YOU FOR FOLLOW-UP, BUT PLEASE CONTACT CUST AND SET-UP APPOINTMENT IF NOT ALREADY SCHEDULED. 3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE. THANK YOU, JULIEANNE
<input type="checkbox"/>		06-14-2004 00:00:00	JRESCH	CUST STATES THAT HER WINDOW SWITCH MALFUNCTIONED AND SHE IS TRYING TO GET IT REPAIRED UNDER WARRANTY, BUT HER INSERVICE DATE IS INCORRECT. CUST STATES SHE TRADED OUT OF THE VEH AND THE NEW VEH WAS PURCHASED ON AUGUST 30, NOT MAY 30. CUST STATES SHE WILL FAX OVER ALL OF THE INFO SHE HAS, BUT THE RTLR THAT WENT OUT OF BUSINESS NEVER PROVIDED HER WITH A CONTRACT OR ANYTHING. VCM SPOKE TO SA JACKIE AND ADVISED HER TO CONTACT DSPM ALDG TO SEE IF HE WOULD APPROVE THE REPAIR SINCE CUST IS ONLY 2 WEEKS OOW BY TIME. VCM ADVISED CUST TO FAX OVER INFO TO PASS ALONG TO MGT TO SEE IF WE CAN CHANGE IN SERVICE DATE.
<input type="checkbox"/>		06-14-2004 00:00:00	JRESCH	CHASSIS ELECTRICAL PREVIOUS FILE(S) : MECHANICAL ISSUE # 1 : WINDOW SWITCH () PREVIOUS RPRS MECHANICAL ISSUE # 2 : () PREVIOUS RPRS MECHANICAL ISSUE # 3 : () PREVIOUS RPRS ORIGINAL OWNER: (X) YES; () NO, PURCH MMY 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 :
<input type="checkbox"/>		06-14-2004 00:00:00	JRESCH	(06/14/04) (06:37) (RESJ):

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