



Mitsubishi Motors North America, Inc.

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Cypress, CA 90630
Telephone: 714-372-6000
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NVS-212

Full
5/13/08

2008 MAY -9 10 30 AM

DEPT. OF TRANSPORTATION

April 30, 2008

Mr. Thomas Cooper, Chief
Vehicle Integrity Division
NHTSA Office of Defects Investigation

RE: NVS-212cag, PE08-014

Dear Mr. Cooper:

Mitsubishi respectfully submits the requested information in response to Preliminary Evaluation PE08-014. This response includes Questions 1 – 7, 11, 12, and 13. Due to annual spring vacation at Mitsubishi Motors Corporation in Japan ("Golden Week") at the end of the month, the remaining responses to Questions 8 – 10 and Question 14 will be provided on or before May 22, 2008.

Databases for responses to Questions 1, 2, 3, 5, 12, and 13 are attached in separate Access files, and are also provided by mail on a CD. Parts sales history for response to Question 11 is attached in a separate Excel spreadsheet, and is also provided by mail on the CD. Information gathering was completed as of April 3, 2008.

Attachments included with this submission are listed below. 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	Lawsuits
4	Field Reports
6	Nature Code Chart
6	Cause Code Chart



- 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:
- Vehicle identification number (VIN);
 - Make;
 - Model;
 - Model Year;
 - Date of manufacture;
 - Date warranty coverage commenced; and
 - 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 Microsoft Access file 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 subject vehicles:

- Consumer complaints, including those from fleet operators;
- Field reports, including dealer field reports;
- 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;
- 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;
- Property damage claims;
- Third-party arbitration proceedings where Mitsubishi is or was a party to the arbitration; and
- 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.

Type	Total number
Item a. Consumer complaints	23*
Item b. Field reports	3
Item c. Reports involving a crash/injury/fatality	2**
Item d. Reports involving fire	28*
Item e. Property damage claims	0
Item f. Third-party arbitration	0
Item g. Lawsuits	2***

* Three of these complaints are also ODI cases #10213517, #10145184, #10160510, #10130143.

** One Consumer Complaint and one Product Quality Report on the same VIN 4A3AA46G12E [REDACTED] ODI cases #10160510 and #10130143 refer to this VIN.

***One of the two lawsuits is included in ODI cases #10160510, #10130143.

Mitsubishi has two lawsuits involving the subject vehicle/components, one of which involves a personal injury. As Mitsubishi did not fully investigate these incidents, we have no opinion at this time and provide the VIN, Parties, a basic summary, the Captlon and Court and Docket information. Any Causal/Contributing factors, Assessment or Significant Facts/Evidence Summary are unknown at this time.

The following chart lists two lawsuits, of which one has an injury and one does not.

VIN / Parties	Summary	Captlon	Court / Docket No. / Date Filed	Injury
4A3AA46G12E [REDACTED] [REDACTED]	Vehicle was idling on driveway when the passenger door caught fire. Owner's girlfriend had just turned on the engine and rolled down the power windows. Passenger sustained a burn injury.	Rhonda Smith v. Mitsubishi Motor Sales Inc. and Rose City Motors	4 th Circuit Court of Jackson, MI 065976NP 11/29/2006	Yes
4A3AA46H42E [REDACTED] [REDACTED]	Fire allegedly caused by an electrical failure in the passenger side front door panel. Plaintiffs stated that the door panel caught fire and then continued burning until a large portion of the interior of the vehicle was destroyed. No injuries.	State Farm Mutual Automobile Insurance Co. v. Mitsubishi Motors North America, Inc.	State Court of Cobb County, GA 2005A-11916-3 12/16/2005	No

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 a fire is alleged;
- l. Whether property damage is alleged;
- m. Number of alleged injuries, if any;
- n. Type and/or location of the injury (i.e. cuts/abrasions to the arms, legs, etc.), if any; and
- o. Number of alleged fatalities, if any.

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

A.3. The Microsoft Access file named "COMPLAINT DATA.mdb" 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, 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 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."

A.5. The Microsoft Access file named "WARRANTY DATA.mdb" provided in this mailing contains the above information.

Q.6. Describe in detail the search criteria used by Mitsubishi to identify the claims identified in response to Request No. 5, 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.6. Search criteria used:

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

Part Number	Description
MR973577	Harness, Front Door
MR400713	Switch Assembly, Front Door Power
MR970920	Front Door Latch (Power), RH
MR537990	Time & Alarm Control Unit (ETACS)

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

LABOR OPERATION NO.	DESCRIPTION
428101	Power Window Motor, Front Door
428202	Power Window Switch, Sub
424111	Front Door Panel
545031	Front Speaker
545033	Door Speaker
545041	Front Door Tweeter Speaker
524260	Front Door Trim Assembly

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 with this mailing.

Terms of the new vehicle warranty coverage offered by Mitsubishi on the subject vehicles are:
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.7. 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. 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.7. No documents have been issued that relate to, or may relate to, the alleged defect in the subject vehicles. We do not plan to issue any communications on this subject within the next 120 days.

Q.8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect 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, provide the following information:

- a. Action title or identifier;
- b. Actual or planned start date;
- c. Actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and or conducting the action; and
- f. 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.8. MMNA will provide this response on or before May 22, 2008.

Q.9. 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:

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part numbers (service and engineering) of the original component;
- e. The part numbers (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and
- h. 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.9. MMNA will provide this response on or before May 22, 2008.

Q.10. Produce one of the following:

- a. Half-quarter sections drawings of the latest design version of the subject components.

A.10. MMNA will provide this response on or before May 22, 2008.

Q.11. 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:

- a. Subject components; and
- b. 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.11. The attachment named "Parts Sales History for PE08-014.xls" includes the monthly demand for each of the four part numbers listed below. These parts sales figures are from August 2001 to March 2008.

Part Number	Description
MR973577	Harness, Front Door
MR400713	Switch Assembly, Front Door, Power
MR970920	Front Door Latch (Power), RH
MR537990	Time & Alarm Control Unit (ETACS)

Supplier information for these components:

Part No.	Supplier Name	Address	Phone Number	Point of Contact
MR973577	Yazaki North America, Inc.	2002 Eagle Road, Normal, IL 61761	(309) 452-8100	Mr. Nick Howard
MR400713	Omron Automotive Electronics Inc.	29185 Cabot Drive, Novi, MI 48377	(248) 893-0200	Mr. Ivan Martinez
MR970920	Ansel America Inc.	1659 North Grundy Quarles Highway, Gainesboro, TN 38562	(931) 268-6080	Mr. Nobu Uemura
MR537990	Omron Automotive Electronics Inc.	29185 Cabot Drive, Novi, MI 48377	(248) 893-0200	Mr. Ivan Martinez

Q.12. 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:

- a. The category of the item (i.e. consumer complaint, field report, etc.);
- b. Vehicle's VIN;
- c. Vehicle's date of manufacture;
- d. Vehicle's make, model and model year;
- e. Mileage at time of incident;
- f. Date of incident;
- g. Whether a crash is alleged;
- h. Whether a fire is alleged;
- i. Whether property damage is alleged;
- j. Number of alleged injuries, if any;
- k. 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.12. 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	2001	103,117
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 was used on all vehicles listed in the above table.

The Microsoft Access file named "PEER VEHICLES.mdb" 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.13. State the number of MY 2001 and MY 2004 Mitsubishi Galant vehicles for which Mitsubishi has received a complaint, field, report, etc. that relates to or may relate to the alleged defect. Separately, for each item, state the following information:

- a. The category of the item, as identified in Request No. 13 (i.e., consumer complaint or field report);
- b. Vehicle's VIN;
- c. Vehicle's date of manufacture;
- d. Vehicle's make, model and model year;
- e. Mileage at time of incident;
- f. Date of incident;
- g. Whether a crash is alleged;
- h. Whether a fire is alleged;
- i. Whether property damage is alleged;
- j. Number of alleged injuries, if any;
- k. 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 MY2001 and MY2004 Mitsubishi Galant vehicles.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "MY01/MY04 COMPLAINT DATA."

A.13. The Microsoft Access file named "MY02/MY04 COMPLAINT DATA.mdb" provided in this mailing contains the above information.

Q.14. Furnish Mitsubishi's assessment of the alleged defect in the subject vehicle, 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 reports included with this inquiry.

A.14. MMNA will provide this response on or before May 22, 2008.

MITSUBISHI CAUSAL CODES

CAUSE CODE

NATURE

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CAUSE

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

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

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

MITSUBISHI CAUSAL CODES

NATURE CODE

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

NATURE		
0	3	P

CAUSE		

WHAT HAPPENED - 1ST AND 2ND POSITION

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

WHEN IT HAPPENED - 3RD POSITION

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

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

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

PE08-014 RESPONSE

QUESTION 4

CUSTOMER COMPLAINTS



Customer Relations

Help

Summary

Case Information

Row 1 of 1

Mediation Case							
Case No	346551	Case Type	SERVICE			Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	Please select one	Phone	
Open Date	03/04/2004	Close Date	03/25/2004	Days Open	22	Country	US
Re-Open Date		Re-Close Date		Original Assigned User	FLAURINO		
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	NATIONAL CITY	State	CALIFORNIA	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G42E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
Current	0	Retail Sales	05/31/2002	Sales Type	04 - 04 RETAIL-CASH IS

Mileage		Date		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	05314 BALL MITSUBISHI	Service Dealer	05314 BALL MITSUBISHI	Self Auth Level	6
Sales Manager	JERRY MUNZER	Service Manager	DANTE WEBSTER		
Selling Dealer Phone No	(619) 474-6431	Service Dealer Phone No	(619) 474-6431		
General Manager	BERNARD A HAMMERSCHMIDT	General Manager	BERNARD A HAMMERSCHMIDT		
District	L2	District	L2		
Current DSM	PENNY PERKINS	Current DPSM	GEORGE BUZOIANU		
DSM Phone No	714/372-5519	DPSM Phone No	714/372-5599		

Condition

Group	Sub-Group	Condition	Cust Code
CO CORPORATE	SE CORPORATE SERVICE	07 FIRE	R1 FIRE

Sales Questions

Current Vehicle Location	NONE	Other Location	
Have you spoken to the GM at the selling dealership?	NO		
What resolution are you seeking for your concern?	OTHER	If Other	CONVERSION

Comments

16 Total Comments

Seq	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>		05-07-2004 00:00:00	MJAUREGUI	(05/07/04) (11:09) (MJAU): REC'D SIGNED RELEASE IN FULL FROM PATRICIA (LAST NAME ILLEGIBLE) OF PROGRESSIVE INSURANCE, EXECUTED 4/7/04. FWD'D TO LAUF.
<input checked="" type="checkbox"/>		03-25-2004 00:00:00	FLAURINO	03/25/04 LAUF:FILE CLOSED
<input checked="" type="checkbox"/>		03-25-2004 00:00:00	FLAURINO	3/25/04 LAUF: MAILED INS.CHECK WITH RELEASE TO PROGRESSIVE INS., ATTN: KELLEY RENNELLS(REG MAIL), MAILED THE DEDUCTIBLE CHECK (\$500) TO BALL MITS, ATTN: DANTE WEBSTER (AS INSTRUCTED TO DO PER KELLEY RENNELLS)BY UPS.
<input checked="" type="checkbox"/>		03-25-2004 00:00:00	COLIVER	03/25/04 ID: OLIC CHECK NO: 707692 FOR 355.95 SEQ NO: 2 CHECK TO: PROGRESSIVE INSURANCE FWD'D TO LAUF
<input checked="" type="checkbox"/>		03-19-2004 00:00:00	ESTEELE	(03/19/04) (10:46) (STEE): REVIEWED CHECK REQUEST; APPROVED AND RTRN TO OLIC FOR PROCESSING.
<input checked="" type="checkbox"/>		03-19-2004 00:00:00	FLAURINO	03/19/04 ID: LAUF CHECK REQUESTED FOR: \$355.95 SEQ NO: 2 PAYABLE TO: PROGRESSIVE INSURANCE CASH SETTLEMENT TO COVER THE INSURANCE DEDUCTIBLE AND THE COST TO REPAIR VEHICLE DAMAGE CAUSED BY A FIRE
<input checked="" type="checkbox"/>		03-18-2004 00:00:00	FLAURINO	3/18/04 LAUF: RCVD SIGNED RELEASE BACK FROM CLAUDETTE RUSS
				3/18/04 LAUF: RCVD FINAL BILLING FOR THIS REPAIR FROM THE DEALER. TOTAL BILL IS \$865.95. IN REVIEW OF THE SITUATION WITH DAVID WONG FROM PROD SUPPORT GROUP THE LIKELY HOOD EXISTS THAT THE FIRE WAS INITIATED BY A WIRING FAILURE

<input type="checkbox"/>	03-18-2004 00:00:00	FLAURINO	IN THE PASSENGER DOOR. REVIEWED MATTER WITH DR MGR, STEE. DECISION IS TO PAY THE REMAINING \$355.97 TO PROGRESSIVE INS. CONTACTED KELLEY AT PROGRESSIVE INS TO INFORM HER OF MMNA DECISION. WILL SEND A RELEASE TO KELLEY ALONG WITH OUR CHECK. CONTACTED CUSTOMER, [REDACTED] 2-CELL [REDACTED] W, [REDACTED] FAX, WHO IS THE DRIVER OF THE SUBJECT VEHICLE OWNED BY THE CO. SHE WORKS FOR TO INFORM HER OF MMNA DECISION AND TO INFORM HER MMNA HAS AGREED TO COVER THE \$750 RENTAL EXPENSE. FAXED RELEASE TO CLAUDETTE TO SIGN AS REPRESENTATIVE OF CALIFORNIA BURIAL CHAPEL. DISCUSSED BEST WAY TO PAY FOR CAR RENTAL WITH WARRANTY MGR, IMPM. CAR RENTAL TO BE PAID BY BALL MITS AND SPECIAL PWA TO BE ISSUED BY DPSM KRUD. CONTACTED BOTH SM DANTE AND DPSM KRUD TO INFORM THEM OF THE SAME. PROCESSED REQ FOR CHECK THIS DATE.
<input type="checkbox"/>	03-18-2004 00:00:00	COLIVER	03/18/04 ID: OLIC CHECK NO [REDACTED] FOR 500.00 SEQ NO: 1 CHECK TO: CALIFORNIA BURIAL CHAPEL FWD'D TO LAUF
<input type="checkbox"/>	03-15-2004 00:00:00	ESTEELE	(03/15/04) (08:22) (STEE): REVIEWED CHECK REQUEST WITH LAUF - HE REITERATED THAT THIS IS FOR GOODWILL ASSISTANCE DUE TO CUSTOMER'S INCONVENIENCE. FWD CHECK REQUEST TO OLIC FOR PROCESSING.
<input type="checkbox"/>	03-10-2004 00:00:00	FLAURINO	03/10/04 ID: LAUF CHECK REQUESTED FOR: \$500.00 SEQ NO: 1 PAYABLE TO: CALIFORNIA BURIAL CHAPEL CASH SETTLEMENT TO COVER THE INSURANCE DEDUCTIBLE AS A GOODWILL GESTURE IN THIS VEHICLE FIRE
<input type="checkbox"/>	03-10-2004 00:00:00	FLAURINO	3/10/04 LAUF: KELLEY FROM PROGRESSIVE INS STATES CUST HAS ACCEPTED MMNA OFFER OF \$500 TO PAY FOR THE DEDUCTIBLE. KELLEY REQUESTED CHECK BE SENT DIRECTLY TO BALL MITS, ATTN: DANTE WEBSTER. ASKED KELLY ABOUT INS CO PLANS TO SUBRIGATE. KELLY NOT SURE AT THIS TIME. PROCESSED REQ FOR CHECK IN THIS CASH SETTLEMENT
<input type="checkbox"/>	03-04-2004 00:00:00	FLAURINO	3/4/04 LAUF: RCVD PHONE CALL FROM PROGRESSIVE INS. CO. THAT HOLDS THE INS COVERAGE FOR SUBJECT VEHICLE. KELLEY STATED THE OWNER/BUSINESS IS REQUESTING MMNA TAKE CARE OF THE DAMAGE. LAUF STATES TYPICALLY THE INSURANCE CO TAKES CARE OF THE DAMAGE AND IF FOUND LATER WILL SUBRIGATE AGAINST MMNA. LAUF OFFERED TO SEND MMNA FIRE INVESTIGATOR TO INSPECT VEHICLE TO BASE DECISION ON. KELLEY STATES CUST/BUSINESS DOES NOT WANT TO PAY THE \$500 DEDUCTIBLE. LAUF ASKED IF MMNA COVERED DEDUCT...WOULD TAKE SATIFY CUST. KELLEY TO CONTACT CUST AND CALL LAUF BACK
<input type="checkbox"/>	03-03-2004 00:00:00	FLAURINO	3/3/04 LAUF: DISCUSSED INFORMATION WITH DAVE WONG IN PROD SUPPORT
<input type="checkbox"/>	03-03-2004 00:00:00	FLAURINO	3/3/04 LAUF: RCVD FRIR AND PICTURES FROM DPSM KRUD.
<input type="checkbox"/>	03-04-2004 00:00:00	FLAURINO	RCVD CALL FROM DPSM KRUD ON 2/25/04 CONCERNING A ALLEGED VEHICLE FIRE. VEH IS AT THE DLR AND CUSTOMER REQUESTING MMNA INVOLVEMENT. FIRE REPORTEDLY OCCURRED IN THE PASSENGER DOOR AREA. LAUF REQUESTED KRUD TO INSPECT SUBJECT VEHICLE, CREATE FPIR AND TAKE PICTURES.





Help

Customer Relations

Summary

Case Information

Row 1 of 1

BRANDED TITLE: (P) SALVAGE Y							
Mediation Case							
Case No	356716	Case Type	SERVICE			Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	JOVID JOYAL	Phone	714/37
Open Date	08/23/2004	Close Date	12/15/2004	Days Open	115	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	ROSSVILLE	State	GEORGIA	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46H42E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
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Current Mileage	0	Retail Sales Date	03/06/2002	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	11110 SAVANNAH MITSUBISHI	Service Dealer	11110 SAVANNAH MITSUBISHI	Self Auth Level	8
Sales Manager	MIKE ROBERTS	Service Manager	MARK STUTZMAN		
Selling Dealer Phone No	(912) 927-1212	Service Dealer Phone No	(912) 927-1212		
General Manager	CHARLIE SPILLANE	General Manager	CHARLIE SPILLANE		
District	O6	District	O6		
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
CO CORPORATE	CR CORPORATE CUSTOMER SERVICE	07 FIRE	R1 FIRE

Sales Questions

Current Vehicle Location	NONE	Other Location	
Have you spoken to the GM at the selling dealership?	NO		
What resolution are you seeking for your concern?	OTHER	If Other	CONVERSION

Comments

9 Total Comments

Seq	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>		12-23-2005 00:00:00	COLIVER	(12/23/05) (11:37) (OLIC): CUSTOMER HAS FILED LAWSUIT. ORIGINAL FILE TO LEGAL DEPT WITH NO COPIES RETAINED IN D/R DEPT FILES. (BLUM)
<input checked="" type="checkbox"/>		12-15-2004 00:00:00	OJOYAL	SEE FILE 378910 FOR CURRENT COMMENTS
<input checked="" type="checkbox"/>		12-15-2004 00:00:00	OJOYAL	12/16/04 JOYO:FILE CLOSED TILL INSURANCE COMP RESPONDS
<input checked="" type="checkbox"/>		10-18-2004 00:00:00	OJOYAL	10/18/04 JOYO; SENT SECOND LETTER TO INSUR COMP REQUESTING SUPPORTING DOCS
<input checked="" type="checkbox"/>		09-03-2004 00:00:00	COLIVER	9/3/04 OLIC: REC'D LTR DTD 8/28/04 FROM TERRANCE BUTTIMER OF STATE FARM. W/PAYMENT COPIES ATTACHED. FWD'D TO JOYO
<input checked="" type="checkbox"/>		09-03-2004 00:00:00	TMEROLA	(09/03/04) (11:45) (MERT): REC'D DEMAND LTR FROM "STATE FARM INS. COMPANIES" FWD'D TO OLIC.
<input checked="" type="checkbox"/>		08-23-2004 00:00:00	OJOYAL	8/23/04 JOYO: MAILED LETTER TO INSURANCE COMP REQUESTING DOCUMENTATION SUPPORTING THEIR CLAIM
<input checked="" type="checkbox"/>		08-23-2004 00:00:00	COLIVER	OLD REP WAS = OLIC, NEW REP IS = JOYO
<input checked="" type="checkbox"/>		08-23-2004 00:00:00	COLIVER	8/23/04 OLIC: REC'D LTR DTD 8/20/04 FROM TERRANCE BUTTIMER OF STATE FARM REQUESTING SUBRO DUE TO VEH FIRE. VEH AVAILABLE FOR INSPECTION. FWD'D TO JOYO





Customer Relations

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Summary

Case Information

Row 1 of 1

Case No	353799	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	Please select one	Phone	
Open Date	07/07/2004	Close Date	07/07/2004	Days Open	1	Country	US
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	Please
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	MEMPHIS	State	TENNESSEE	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G7	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - BODEGA BEIGE M	Country	US
Current Mileage	49000	Retail Sales Date	05/04/2002	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase		Used		Used	

Date if Used	(MM/DD/YYYY)	Purchase Retailer	Purchase Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	43004 GOSSETT MITSUBISHI	Service Dealer	43004 GOSSETT MITSUBISHI	Self Auth Level	3
Sales Manager	DOUG LAYTON	Service Manager	WILSON JETER		
Selling Dealer Phone No	(901) 388-8989	Service Dealer Phone No	(901) 388-8989		
General Manager	AL GOSSETT	General Manager	AL GOSSETT		
District	07	District	07		
Current DSM	TIMOTHY BARRON	Current DPSM	LILLY HOWELL		
DSM Phone No	407/578-4117	DPSM Phone No	407/578-4174		

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	41 DOOR, FRONT, 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

13 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>		07-22-2004 00:00:00	BEISMAN	(07/22/04) (11:57) (EISB): DLR AGREED TO REPAIR VEH IF CUST SIGNED WAIVER FOR FURTHER RPRS OR WARRANTY. VEH HAS PREVIOUS COLLISION DAMAGE WHICH MAY HAVE CAUSED OTHER HARNESS DAMAGE THAT COULD RESULT IN RECURRING ELECTRICAL CONCERNS - FOR THIS REASON DLR WILL NOT EXTEND WARR ON REPAIRS. COST TO FIX VEH IS NEARLY \$2,000 AND THIS IS BEING EXTENDED TO CUST AS GOODWILL DESPITE NO CONCLUSIVE EVIDENCE AT THE TIME OF INSPECTION TO SUGGEST MFG'S DEFECT. DLR SM WILSON JETER FAXD VCM COPIES OF WAIVERS THAT THEY HAD CUST SIGN. ON ONE COPY CUST WROTE HER OWN AMENDMENT, STATING THAT SHE WAS NOT ACCEPTING DLR'S REFUSING TO ACCEPT FUTURE RESPONSIBILITY; BUT SIGNED WAIVER ANYWAY. OTHER COPY SHE JUST SIGNED. DOCS FWD FOR SCANNING.
<input checked="" type="checkbox"/>		07-20-2004 00:00:00	VINM	(07/20/04) (14:28) (VINM): CUST CALLED SEEKING INFO ON FILE. CUST WANTED TO KNOW WHY REPAIRS WOULD NOT BE WARRANTED. VCM CALLED SM WILSON JETER WHO WAS NOT THERE AND WOULD CALL BACK WITH EXPLANATION. CUST WANTS VEH FIXED. WAS TOLD BY TECH ADAM THAT PARTS WERE BEING ORDERED AND THAT VEH REPAIRS WOULD BE COMPLETED SOON. VCM WILL CALL BACK CUST WITH FILE INFO WHEN CALL IS RETURNED
				(07/15/04) (14:15) (EISB): MMNA INSPECTED VEH AND COLLECTED PARTS. NO PROOF

	07-15-2004 00:00:00	BEISMAN	OF MFG'S DEFECT AT THIS TIME BUT CUST WAS OFFERED REPAIRS AS GOODWILL GESTURE . DLR OFFERED POLICY ADJUSTMENT REPAIRS BUT EXPLAINED THAT REPAIRS WOULD NOT BE WARRANTIED (VEH HAS MULTIPLE COLLISION DAMAGE). CUST AGREED TO REPAIRS AND TO SIGNING WAIVER ACKNOWLEDGING THAT RPRS, PARTS AND LABOR WILL NOT HAVE WARRANTY. CUST TO SIGN WAIVER WHEN THEY COME TO PICK-UP VEH.
	07-09-2004 00:00:00	BEISMAN	(07/09/04) (12:10) (EISB): D WONG ADVISED THAT HE WILL REVIEW PHOTOS TAKEN BY DLR SM WILSON TO DETERMINE ACTION TO BE TAKEN.
	07-08-2004 00:00:00	SFAZLI	(07/08/04) (08:24) (FAZS): THE CUST CALLED FOR AN UPDATE. VCM INFORMED THE CUST THAT THE INCIDENT IS BEING REVIEWED AND DIRECTED THE CUST TO HER INSURANCE CO. VCM CALLED THE CUST BACK AT CELL PH AND LEFT A MESSAGE ADVISING THAT MMNA WILL BE INSPECTING THE VEH.
	07-07-2004 00:00:00	BEISMAN	(07/07/04) (16:28) (EISB): VCM RECVD VM FROM DLR SM WILSON ADVISING THAT HE IS TAKING SOME PICTURES OF THE CUST'S VEH AND FAXING TO D WONG FOR REVIEW. VCM VMD D WONG AND ASKED FOR CALLBACK IF DLR'S PICTURES ALTER NEED FOR INSPECTION.
	07-07-2004 00:00:00	BEISMAN	(07/07/04) (14:11) (EISB): PLATFORM MGR LANR ADVISE THAT VEH NEEDS TO BE INSPECTED BY ENGINEER D WONG AND ASK THAT VCM VERIFY THAT VEH AT DLR AND WILL BE AVAILABLE NEXT WEEK. VCM CALLED DPSM LLEL WHO WILL CALL DLR TO CONFIRM AND CALLBACK VCM .
	07-07-2004 00:00:00	BEISMAN	(07/07/04) (10:26) (EISB): VCM REVIEWED WITH CR MGR JSMI WHO ADVISED THAT DPSM CAN INSECT IF SCHEDULED TO BE AT DLR BUT CUST NEEDS TO REFER MATTER TO THEIR INSURANCE. JSMI WILL REVIEW WITH ENGINEERING. VCM WILL CALL CUST AFTER REVIEW WITH DPSM AND ENGINEERING IS COMPLETED.
	07-07-2004 00:00:00	BEISMAN	(07/07/04) (09:55) (EISB): VCM REVIEWED BUT CR MGR JSMI NOR PLATFORM ENGINEER ARE AVAILABLE. VCM CALLED DPSM TO ADVISE OF CUST'S REQUEST FOR INSPECT AND LEFT DETAILED VM ASKING FOR CALLBACK.
	07-07-2004 00:00:00	WJUSTICE	07/07/04 JUSW:FILE CLOSED
	07-07-2004 00:00:00	WJUSTICE	CUSTOMER CALL STATES WHILE DRIVING THE LOCKS IN THE VEHICLE KEPT LOCKING AND UNLOCKING.CUSTOMER STATES SHE PULLED OVER TO THE SIDE OF THE STREET AND STARTED TO GET OUT AND NOTICE SMOKE WAS CONING FROM THE PASSENGER SIDE DOOR MAN MOWING THE LAWSAW THE SMOKE AND CAME OVER TO THE VEHICLE IT HAPPENS THAT THE MAN WASA FIREMAN THAT LIVED IN THE AREA.CUSTOMER STATES THE DOOR WAS IN FLAMES AND THE FIREMAN RAN TO HIS HOUSE & CAME BACK WITH FIRE ENTIGUISHER PUT THE FIRE OUT.THE FIRE DEPT WAS CALLED AND TOOK A REPORT.CUSTOMER STATES FIREDEPT INFORM HER MANUF SAFETY ISSUE VEHICLE TOWED INTO RETAILER 43004 IN RETAILER FOR A WEEK AND RECEIVED A CALL FROM KAY GREEN AT RETIAELR WITH ESTIMATE AMOUNT OF 1400 AND INFORM HER MMNA WAS NOT GOING TO PAY.VCM ASK CUST DID SHE CONTACT HER INSURANCE COMPANY CUSTOMER STATES SHE DID NOT BELIEVES IT WAS FAIR FOR HER TO PAY A DEDUCTIBLE BECAUSE THIS IS A MANF DEFECT AND WILL NOT INVOLVED HER INSURANCE COMPANY CUSTOMER BELEIVES MMNA SHOULD TAKE CARE OF THIS BECAUSE IF SHE DID NOT OPEN THE DOOR WHEN SHE DID SHE COULD HAVE BEEN TRAP IN THE VEHICLE AND SUFFER BURNS OR HER LIFE.CUSTOMER STATES SHE NOW IS WALKING NO VEHICLE TO DRIVE AND UPSET BECAUSE RETAILER INFORM HER MMNA IS NOT GOING TO PAY FOR THE REPAIRS.VCM INFORM CUSTOMER WILLFORWARD FILE FOR REVIEW AND REQUEST A CALL BACK
	07-07-2004 00:00:00	WJUSTICE	----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 6/29/04 ALLEGED DEFECTIVE ITEM: FIRE IN PASSENGER SIDE DOOR ESTIMATED SPEED OF MITS VEH: N/A WERE SEATBELTS WORN ? : DRIVER: YES PASSENGER(S) : WEATHER CONDITIONS: OK LOCATION OF INCIDENT: BARTLETT OTHER VEHICLE(S) INVOLVED: NO # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST' CAR: ONE EXTENT OF INJURIES IF ANY: NONE RECEIVED MEDICAL TREATMENT?: () YES ; (X) NO : NAME(S) OF INJURED PEOPLE: NONE POLICE NOTIFIED: () YES ; (X) NO ; FIRE DEPT REPORT # AND/OR CITY OF RECORD: BARTLETT TN HAS CUST CONTACTED INSURANCE: () YES ; (X) NO ; REPS NAME: INSURANCE CARRIER: NOT KNOWN ; CLAIM # VEHICLE LOCATION: GOSSETT MITS IS THE VEHICLE REPAIRED: NO ESTIMATE/COST OF REPAIR: 1300 TO 1400 IS VEHICLE DRIVEABLE: (X) YES ; () NO WHAT IS CUST SEEKING FROM MMNA?: VEHICLE REPAIRED DATE FORWARDED TO EISB: 07/07/04 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: (X) YES ; () NO
	07-07-2004 00:00:00	WJUSTICE	(07/07/04) (07:04) (JUSW):





Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	353787	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	Please select one	Phone	
Open Date	07/07/2004	Close Date	07/07/2004	Days Open	1	Country	US
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	Please
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		Last Name		Middle Initial	
Business Name							
Address 1	100-45 133 STREET						
Address 2							
City	HOLLIS	State	NEW YORK	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G3	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
Current Mileage	85236	Retail Sales Date	07/25/2001	Sales Type	11 - 11 FLEET-RISK
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	10098 WEST PALM MITSUBISHI	Service Dealer	35165 FIVE TOWNS MITSUBISHI	Self Auth Level	0
Sales Manager	**** TERMINATED****	Service Manager	**** TERMINATED****		
Selling Dealer Phone No	(561) 683-8585	Service Dealer Phone No	(516) 371-9800		
General Manager		General Manager			
District	07	District	B1		
Current DSM	TIMOTHY BARRON	Current DPSM	VICTOR CIOCE		
DSM Phone No	407/678-4117	DPSM Phone No	866/467-7784		

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	41 DOOR, FRONT, 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

11 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>		07-09-2004 00:00:00	BEISMAN	(07/09/04) (12:13) (EISB): DLR CALLED TO VERIFY THAT VEH HAS 85K MILES ON IT. VCM ADVISED THAT THIS IS MILEAGE LISTED IN FILE BUT WILL RELAY TO D WONG.
<input checked="" type="checkbox"/>		07-09-2004 00:00:00	BEISMAN	(07/09/04) (08:57) (EISB): D WONG ADVISED THAT MMNA WILL BE REPAIRING VEH BUT NEED VEH TO BE DROPPED OFF TODAY OR MONDAY SO THAT DLR CAN VERIFY PARTS NEEDED TO REPAIR. D WONG WILL BE AT DLR NEXT WEEK TO INSPECT VEH. MMNA WILL COVER CUST'S RENTAL. VCM CALLED CUST AND ADVISED. CUST STATES THAT THEY CAN DROP OFF VEH TODAY. VCM ADVISED DLR SM BARRY WHO WILL TAKE PHOTOS PER DAVE WONG'S INSTRUCTIONS TO DETERMINE EXTENT OF DAMAGE AND PARTS NEEDED TO REPAIR VEH. DLR WILL FOLLOW-UP WITH D WONG DIRECTLY. FILE NOT SENT AS DLR IS ASSISTING MMNA DIRECTLY IN HANDLING INSPECT, REPAIRS AND ARRANGING RENTAL FOR CUST.
<input checked="" type="checkbox"/>		07-09-2004 00:00:00	BEISMAN	(07/09/04) (08:27) (EISB): VCM REVIEWED WITH D WONG. WOND CALLING FIVE TOWNS MITS TO VERIFY THAT THEY WILL RECEIVE VEH. WOND TO CALLBACK VCM EISB FOR FOLLOW-UP WITH CUST TO ARRANGE FOR VEH DROP OFF AND RENTAL ASSIST.
<input checked="" type="checkbox"/>		07-08-2004 00:00:00	BEISMAN	(07/08/04) (11:46) (EISB): VCM CALLED CUST TO REVIEW. CUST IS DRIVING VEH AND IT IS NOT REPAIRED. CUST CAN TAKE VEH TO DLR TUES OR WED. CUST IS PREGNANT AND HAS APPTS BUT IS AVAILABLE AND WILLING TO TAKE VEH TO OTHER MITS DLRS IF MMNA PROVIDES DIRECTION. VCM GAVE D. WONG CUST INFO.
				(07/08/04) (08:52) (EISB): VCM CALLED DLR SM DENNIS WHO HAD NO RECORD OF CUST BRINGING VEH IN RECENTLY.

<input type="checkbox"/>	07-08-2004 00:00:00	BEISMAN	VCM CALLED CUST TO SEE IF INSPECTION CAN BE ARRANGED. NO ANSWER OR ANSWER MACHINE. CUST'S CELL # IS NOT IN SERVICE. PLS GET CUST'S PHONE NUMBERS IF THEY CALL BACK. MMNA WANTING TO INSPECT VEH ON WEEK OF 7/12 THROUGH 7/16.
<input type="checkbox"/>	07-07-2004 00:00:00	BEISMAN	(07/07/04) (14:09) (EISB): ENGR MGR LANR ADVISING THAT HE WANTS TO ARRANGE FOR INSPECTION (ENGINEER D WONG TO INSPECT VEH). VCM CALLED DPSM CIOV WHO IS OUT OF OFFICE TODAY. VCM CALLED CUST AND WAS ADVISED BY HER BROTHER THAT SHE WILL BE HOME LATER TONIGHT. VCM WILL REVIEW WITH DLR TO SEE IF THEY COLLECTED ANY PERTINENT INFO BEFORE VCM CALLS CUST WITH INSTRUCTIONS.
<input type="checkbox"/>	07-07-2004 00:00:00	BEISMAN	(07/07/04) (09:31) (EISB): VCM REVIEWED FILE. VCM REVIEWED FILE WITH CR MGR JSMM WHO WILL REVIEW WITH ENGINEERING. CUST NEEDS TO DEFER MATTER TO THEIR INSURANCE CO. VCM WILL CALL CUST AFTER MMNA ENGINEERING REVIEWS.
<input type="checkbox"/>	07-07-2004 00:00:00	WJUSTICE	07/07/04 JUSW:FILE CLOSED
<input type="checkbox"/>	07-07-2004 00:00:00	WJUSTICE	CUSTOMER FATHER CALLING STATES HIS DAUGHTER FELICIA WAS RETURNING FOR THE BEAUTY SHOP DAUGHTER IS PREGNANT AND SHE GOT INTO THE VEHICLE AND TRIED TO ROLL THE WINDOWS DOWN SMOKE STARTING COMING OUT OF THE PASSENGER SIDE DOOR PANEL.A MAN ACROSS THE STREET FROM THE VEHICLE SAW THE INCIDENT AND CAME OVER TO THE VEHICLE AND OPEN THE DOOR AND FIRE WAS COMING OUT OF THE PASSENGERSIDE DOOR.MR COLTER STATES HIS DAUGHTER HAD A DIFFICULT TIME GETTING OUT OF THE VEHICLE BECAUSE THE DRIVERS SIDE DOOR WAS HARD TO UNLOCK. NO INJURIES.BYSTANDER PUT THE FIRE OUT THE FIRE DEPT WAS NOT CALLED.VEHICLE INTO STAR MITS CUSTOMER STATES MITS RETIALER WOULDNOT TOUCH THE VEHICLE AND INFORM HIM TO CONTACT MMNA.CUSTOMER WANT TO ARRANGE TO HAVE THE VEHICLE INSPECTED VCM INFORM CUSTOMER TO CONTACT INSURANCE COMPANY.CUSTOMER DID NOT HAVE INSURANCE INFORMATION ONLY THE NAME NATIONWIDE INSURANCE.VCM INFORM CUSTOMER WILL HAVE REVIEW AND ASK FOR A CALL BACK.
<input type="checkbox"/>	07-07-2004 00:00:00	WJUSTICE	----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 7/3/04 ALLEGED DEFECTIVE ITEM: FIRE IN THE DOOR PANEL PASSENGER SIDE ESTIMATED SPEED OF MITS VEH: PARKED WERE SEATBELTS WORN ? : DRIVER: N/A PASSENGER(S) : WEATHER CONDITIONS: OK LOCATION OF INCIDENT: FARMERS BLVD OTHER VEHICLE(S) INVOLVED: NO # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST CAR: ONE EXTENT OF INJURIES IF ANY: NONE RECEIVED MEDICAL TREATMENT?: () YES ; (X) NO : NAME(S) OF INJURED PEOPLE: NONE POLICE NOTIFIED: () YES ; (N) NO ; REPORT # AND/OR CITY OF RECORD: NONE HAS CUST CONTACTED INSURANCE: () YES ; (X) NO ; REPS NAME: INSURANCE CARRIER: NATIONWIDE ; CLAIM # VEHICLE LOCATION: CUSTOMER HOME IS THE VEHICLE REPAIRED: NO ESTIMATE/COST OF REPAIR: NO KNOWN IS VEHICLE DRIVEABLE: (X) YES ; () NO WHAT IS CUST SEEKING FROM MMNA?: INSPECTION AND VEHICLE REPAIRED. DATE FORWARDED TO EISB: 7/7/04 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: (X) YES ; () NO
<input type="checkbox"/>	07-07-2004 00:00:00	WJUSTICE	(07/07/04) (06:34) (JUSW):

Return Email Print



Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	356170	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	LUPE BARBA	Phone	714/37
Open Date	08/12/2004	Close Date	10/06/2004	Days Open	66	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	MIAMI	State	FLORIDA	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G02	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - KALAPANA BLACK	Country	US
Current Mileage	67386	Retail Sales Date	10/7/29/2002	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase		Used		Used	

Date if Used	(MM/DD/YYYY)	Purchase Retailer	Purchase Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	10273 BILL SEIDLE'S MITSUBISHI-DAVIE, FL	Service Dealer	10273 BILL SEIDLE'S MITSUBISHI-DAVIE, FL	Self Auth Level	4
Sales Manager		Service Manager	DAN JIMENEZ		
Selling Dealer Phone No	(954) 745-7700	Service Dealer Phone No	(954) 745-7700		
General Manager	MICHAEL SEIDLE	General Manager	MICHAEL SEIDLE		
District	O3	District	O3		
Current DSM	FRED MERRILL	Current DPSM	JOHN HACKWORTH		
DSM Phone No	407/578-4121	DPSM Phone No	407/578-4183		

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	41 DOOR, FRONT, 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

16 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		10-06-2004 00:00:00	10273AGO	DEALER COMMENTS TRANSMITTED ON (10/06/2004)(10273ACO) FILE CLOSED AS A RESULT OF TRANSMISSION
<input type="checkbox"/>		10-06-2004 00:00:00	BEISMAN	DATE REPAIR COMPLETED OR DECISION RENDERED : 10/06/2004 REPAIR ORDER NUMBER : 00 MILEAGE AT REPAIR : 57386 COMMENTS INPUT BY : ANDRE COVAS ACTION TAKEN : HAVE NOT BEEN ABLE TO LOCATE CUSTOMER.SPOKE WITH DPSM AND INFORMED HIM OF SITUATION.DPSM STATED TO CLOSE FILE AND HOLD PARTS IF CUSTOMER SHOWS UP ONE DAY WILL CONTACT D.WONG IF THAT HAPPENS.PLEASE CLOSE FILE.
<input type="checkbox"/>		08-27-2004 00:00:00	BEISMAN	(08/27/04) (10:47) (EISB): VCM CALLED DLR SM ANDRE TO SEE IF HE RECVD CLLBACK FROM CUST. VCM SPOKE TO BARRY IN SM'S ABSENCE. CUST CALLED DLR BACK YESTERDAY EVE AND ADVISED THAT SHE WAS IN AN ACCIDENT. DLR ASKED CUST TO HAVE COLLISION DAMAGE REPAIRED AND THEN BRING VEH IN FOR DOOR REPAIRS.

			VCM ADVISED D WONG OF STATUS.
	08-26-2004 00:00:00	BEISMAN	(08/26/04) (12:38) (EISB): VCM CALLED CUST AND MESSAGE ON PHONE PROVIDED NEW CELL # [REDACTED] AND ROLLED INTO VOICEMAIL. VCM LEFT DETAILED VM ADVISING CUST THAT MITS NEEDED TO HAVE CUST GO TO DLR AND WILL PROVIDE RENTAL ASSIST IF THIS HELPS CUST WITH THEIR SCHEDULE. VCM ASKED CUST TO CALL ANDRE AT DLR TO ARRANGE.
	08-26-2004 00:00:00	BEISMAN	(08/26/04) (08:36) (EISB): VCM ATTEMPTED TO CALL CUST ON CELL - CUST NOT AVAILABLE AND DID NOT GO INTO VOICEMAIL.
	08-26-2004 00:00:00	10273ACO	DEALER COMMENTS TRANSMITTED ON (08/26/2004)(10273ACO) FILE UPDATED AS A RESULT OF TRANSMISSION
	08-12-2004 00:00:00	BEISMAN	DATE CUSTOMER CONTACTED : 08/12/2004 DATE COMMENTS ENTERED: 08/26/2004 CONTACTED BY : ANDRE COVAS CUSTOMER APPOINTMENT DATE : 08/18/2004 DPSM INSPECTION PENDING : NO DATE: BACK ORDERED PART # (S) : PARTS ORDER D-S-SHO # (S) : TECHLINE ASSISTANCE PENDING : NO IF YES, RESOLUTION IN SUMMARY SUMMARY OF CONTACT : SPOKE WITH CUSTOMER 8/12/04 AND MADE APPT.FOR 8/18/04.CUSTOMER FAILED TO KEE APPT.TRYED TO CALL CUSTOMER BUT CONTACT # OUT OF SERVICE.CUSTOMER CALLED BA K 8/19/04 AND SPOKE TO S/A BARRY ROSE STATEING SHE COULD NOT COME IN DAY BEF RE AND WANTED TO BRING IN VEHICLE LATE IN DAY TO HAVE VEHICLE INSPECTED.S/A XPLAINED THAT SHE NEEDED TO LEAVE VEHICLE FOR REPAIR CUSTOMER STATED SHE COU O NOT.MADE NEXT APPT.FOR 8/25/04.CUSTOMER FAILED AGAIN TO BRING VEHICLE.WILL LEAVE FILE OPEN TILL CONTACTED WITH FURTHER INSTRUCTIONS OR CUSTOMER SHOWS U
	08-12-2004 00:00:00	BEISMAN	(08/12/04) (14:16) (EISB): VCM SPOKE TO D WONG IN ENGINEERING AND GAVE HIM DLR SM'S CELL # 954-745-7720. D WONG WILL CALL DLR TO PROVIDE DETAILED INSTRUCTION ON HOW TO PROCEED.
	08-12-2004 00:00:00	VINM	(08/12/04) (13:15) (VINM): VCM RELAYED INFO TO CUST TO CALL SM AT 10273.
	08-12-2004 00:00:00	MERLANDSON	(08/12/04) (13:09) (MERL): CUST CALLED, VCM RVW'D W/ BARL, VCM ADVISED CUST THAT SHE NEEDS TO CONTACT SM AT 10273 FOR FURTHER HANDLING, CUST PHONE WENT DEAD IN MIDDLE OF VCM SENTENCE.
	08-12-2004 00:00:00	BEISMAN	(08/12/04) (12:48) (EISB): VCM REVIEWED FILE WITH ENGINEERING MGR R LANTZ WHO ADVISED THAT THEY WANT PARTS AND THAT MMNA WILL COVER REPAIRS UNDER WARR. VCM CALLED DLR SM ANDRE WHO HAS NOT SEEN CUST AS OF YET. DLR AGREED TO INSPECT AND REPAIR VEH AND WILL AWAIT INSTRUCTIONS FROM ENGINEERING. VCM CALLED DPSM AND LEFT VM WITH FILE INFO AND ACTION BEING REQUESTED FROM ENGINEERING. VCM CALLED CUST AT HOME # AND FAMILY MEMBER REFERRED VCM TO CALL 305-399-2057. VCM GOT ERROR MESSAGE (TWICE) THAT NUMBER IS NO LONGER IN SVC.
	08-12-2004 00:00:00	LBARBA	DEALER PRINT, (08/12/04) (11:27) (BARL) ***** 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! *****
	08-12-2004 00:00:00	LBARBA	1) SM ANDRE, CUST CINDY CALLS MMNA COMPLAINT ABOUT FRONT RIGHT DOOR PANEL CAUGHT ON FIRE DUE TO DEFECTIVE WIRING IN THE DOOR. 2) SM ANDRE, CUST DECLINED TO PROCEED WITH HER INSURANCE AND INSIST IS A MANUFACTURER DEFECT. 3) SM ANDRE, VCM ADVISED CUST THAT VEH NEEDS TO BE DIAGNOSE TO DETERMINE AND ADVISED THAT ANY AUTHORIZED MITS DLR WILL CHARGE HER FOR A DIAGNOSE FEE. 4) SM ANDRE, CUST STATED THAT SHE WILL CONTACT YOUR SERVICE DEPT FOR THE DIAGNOSTIC PROCESS. 5) SM ANDRE, FYI: WAS ADVISED BY SA ARNOLD FROM WILLIAM LEHMAN MITS THAT CUST TOLD HIM THAT VEH WAS INVOLVED AN ACCIDENT ON THE RIGHT SIDE THAT COULD BE AFFECTED BY THAT. 6) SM ANDRE, PLEASE FYI YOUR DPSM REGARDING THIS MATTER. 7) PLEASE, UPDATE FILE DETAILING DIAGNOSIS FINDINGS AND RESULTS FROM YOUR DPSM. PLEASE CLOSE FILE ACCORDINGLY. THANKSI
	08-12-2004		CUST CINDY SIMON CALLS-MMNA TO PROVIDE DETAILED INFO. REGARDING THE INCIDENT WHICH OCCURRED ON 08/11/04. CUST STATES SHE WAS DRIVING APPROX 15-20MPH WHEN MAKING A LEFT TURN ON 151ST NW 6TH AVE NORTH MIAMI SUDDENLY FRONT RIGHT DOOR PANEL CAUGHT ON FIRE. CUST IMMEDIATELY PULLED ON THE SIDE AND REMOVED HER DAUGHTER SEATING ON THE FRONT RIGHT SIDE. CUST STATED THAT SHE IMMEDIATELY TOOK VEH TO THE NEAREST AUTH MITS DLR WILLIAM LEHMAN MITS 10002 AND WAS TOLD WAS THE WIRING DOOR PANEL AND OOW. CUST FEELS THAT THIS IS A DEFECTIVE ITEM AND REGARDLESS IF OOW OR NOT SHOULD BE COVER. HOWEVER DLR 10002 CHARGING HER FOR A FURTHER DIAGNOSTIC APPRX \$70.00 AND CUST DOES NOT HAVE THE MONEY TO PAY. CUST WILL CONTACT HER SELLING DLR 10273 BILL SEIDLE MITS FEELS THAT THEY WON'T CHARGE HER FOR A DIAGNOSTIC FEE. VCM RESPECTFULLY ADVISED DLR'S ARE INDEPENDENTLY OWNED/OPERATED AND THEY HAVE THEIR OWN POLICIES AND PROCEDURES. HOWEVER VCM ASKED CUST IF SHE NOTIFIED HER INSURANCE? CUST STATED NO DUE TO THE INSURANCE WILL RAISE HER DEDUCTIBLE AND FEELS THAT WAS CAUSED BY A MANUFACTURER DEFECT CUST DOES NOT FEEL THAT HER INSURANCE NEEDS TO BE INVOLVED VCM RESPECTFULLY ADVISED SHE NEEDS TO HAVE HER INSURANCE INVOLVEMENTS TO DO THE INITIAL VEH EVALUATION. CUST UNDERSTOOD BUT DECLINED. CUST WILL ARRANGED

	00:00:00	LBARBA	<p>WITH 10273 FOR INSPECTION. VCM ADVISED WILL OPEN/FORWARD ABOVE FILE TO DLR 10273 HOWEVER ADVISED DLR WILL CHARGE HER FOR A DIAGNOSTIC FEE. CUST UNDERSTOOD. (VCM CALLED DLR 10002 WILLIAM LEHMAN MITS-NORTH MIAMI @10:41AM TALKED TO SA ARNOLD. SA STATED THAT VEH PULLED TO HIS DLR'S DRIVE WAY ON 08/11/04 AND CUST DID NOT AUTH FOR A DIAGNOSTIC DUE TO SHE DID NOT FEEL TO PAY HOWEVER SA ASKED CUST IF VEH WAS INVOLVED AN ACCIDENT BEFORE AND CUST STATED TO SA YES AND WAS HIT ON THE RIGHT SIDE AREA THAT AT THE TIME OF THE ACCIDENT FRONT RIGHT DOOR WAS NOT CLOSING PROPERLY. HOWEVER CUST TOLD SA THAT VEH WAS TAKEN TO AN INDEPENDENT BODYSHOP WHO DID THE REPAIRS. AND SA ADVISED CUST TO CONTACT THE INDEPENDENT BODYSHOP FOR A FURTHER DIAGNOSIS. HOWEVER CUST DROVE OFF AWAY AND MENTION THAT SHE MIGHT TAKE VEH AT DLR 10273) (VCM CALLED DLR 10273 @11:16AM TALKED TO SA BARRY TO PLEASE HEADS UP TO SM REGARDING CUST'S CLAIMS DEFECTIVE ITEM. BARRY STATED THAT CUST ALREADY CALLED AT LEAST 4 TIMES AND SA/SM TOLD CUST NEEDS TO PAY FOR DIAGNOSTIC FEE. VCM ADVISED WILL FORWARD ABOVE FILE TO SM'S ATTN FOR FOLLOW-UP WITH DPSM AS FYI. SA UNDERSTOOD. - VCM TRIED TO VM DPSM GORR..HOWEVER GETTING A BUSY SIGNAL. VCM SENT AN EMAIL TO GORR..FYI)</p>
	08-12-2004 00:00:00	LBARBA	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT:08/11/04 ALLEGED DEFECTIVE ITEM:FRONT RIGHT DOOR PANEL CAUGHT ON FIRE ESTIMATED SPEED OF MITS VEH:16-20MPH WERE SEATBELTS WORN ? : DRIVER:YES PASSENGER(S) :YES WEATHER CONDITIONS:DRY LOCATION OF INCIDENT:161ST NW 8TH AVE NORTH MIAMI OTHER VEHICLE(S) INVOLVED:NO # OF PEOPLE+DRIVER IN OTHER CAR:N/A # OF PEOPLE+DRIVER IN CUST' CAR:2 CUST/DAUGHTER EXTENT OF INJURIES IF ANY:PER CUST NO. RECEIVED MEDICAL TREATMENT?: () YES ; (X) NO : NAME(S) OF INJURED PEOPLE:N/A POLICE NOTIFIED: () YES ; (X) NO ; REPORT # AND/OR CITY OF RECORD:PER CUST NO. HAS CUST CONTACTED INSURANCE: () YES ; (X) NO ; REPS NAME: INSURANCE CARRIER: ; CLAIM # VEHICLE LOCATION:AT HER ADDRESS IS THE VEHICLE REPAIRED:NO ESTIMATE/COST OF REPAIR:?? IS VEHICLE DRIVEABLE: (X) YES ; () NO WHAT IS CUST SEEKING FROM MMNA?: REQUEST MMNA TO REPAIR VEH AT NO COST OF HER DATE FORWARDED TO EISB:ON 08/12/04. 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</p>
	08-12-2004 00:00:00	LBARBA	<p>***08/12/04 BARL...@10:22AM</p>





Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	359351	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	DIETRA LEMON	Phone	714/37
Open Date	10/07/2004	Close Date	10/07/2004	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
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	GREENSVILLE	State	NORTH CAROLINA		Zip Code		
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46GX2E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - TITANIUM	Country	US
Current Mileage	150000	Retail Sales Date	05/21/2002	Sales Type	07 - 07 FLEET-GDP/GDPL
Purchase Date if Used	(MM/DD/YYYY)	Used Purchase		Used Purchase	

	Retailer		Mileage	
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	11121 TEAM MITSUBISHI-GA	Service Dealer	28054 VANN YORK MITSUBISHI	Self Auth Level	4
Salea Manager	**** TERMINATED****	Service Manager	CASEY PHILLIPS		
Selling Dealer Phone No	(770) 941-0047	Service Dealer Phone No	(336) 841-6200		
General Manager		General Manager	GREGORY V. YORK		
District	OD	District	O4		
Current DSM		Current DPSM			
DSM Phone No		DPSM Phone No			

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	41 DOOR, FRONT, 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

7 Total Comments

Set	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		10-12-2004 00:00:00	LBARBA	***10/14/04 BARL...@09:23AM CUST [REDACTED] CALLS MMNA WAS TOLD BY DLR 28054 THAT MMNA WILL COVER EVERYTHING. (VCM REVIEWED WITH VCM EISB..WHO CALLED DAVID WONG AND WAS ADVISED THAT YES MMNA WILL COVER REPAIRS/RENTAL) VCM WENT BACK TO CUST AND INFORM. CUST REQUE- ST WHY MMNA NOW CHANGED MIND AND WANTED TO REPAIR VEH AT NO COST OF CUST AND HER INSURANCE?. VCM REFERRED CUST TO DLR 28054'S SM FOR DETAIL INFO. OF CUST'S REQUEST. CUST WOULD DO.
<input type="checkbox"/>		10-12-2004 00:00:00	BEISMAN	(10/12/04) (08:12) (EISB): R LANTZ ASKED THAT VCM CALL CUST TO SEE IF THEY HAVE VEH AND TO COORDINATE INSPECTION. VCM CALLED CUST WHO HAS VEH AT VANN YORK MITS - CUST'S INSURANCE IS COVERING RPRS. VCM ASKED THAT CUST CONTINUE TO WORK WITH HER INSURANCE CO. CUST AGREED. VCM REVIEWED WITH R LANTZ WHO ADVISED THAT THEY WILL REVIEW WITH DLR BUT THAT CUST'S INSURANCE SHOULD CONTINUE AND COVER RPRS.
<input type="checkbox"/>		10-11-2004 00:00:00	BEISMAN	(10/11/04) (18:56) (EISB): VCM REVIEWED FILE AND VM'D ENGINEER MGR R LANTZ ASKING FOR DIRECTION.

		10-07-2004 00:00:00	DLEMON	10/07/04 LEMD:FILE CLOSED
		10-07-2004 00:00:00	DLEMON	<p>CUST GOT IN VEH. CRANKED UP VEH. AS CUST STARTED UP VEH SHE WAS STARTING TO BACK OUT OF PARKING SPACE CUST NOTICED A AWFUL SMELL. CUST STARTED SEEING ALL THIS SMOKE AND STARTED GAGGING AND NOTICE DOOR WAS ON FIRE. CUST STOPPED VEH AND GOT OUT. CUST FLAGGED DOWN CO-WORKER SHE TOLD HER VEH WAS ON FIRE. CO-WORKER TOLD HER TO CUT THE CAR OFF SO CUST THEN CUT THE CAR OFF. CUST COULD STILL VEH WAS STILL ON FIRE. CUST DIALED 911. FIRE DEPT CAME OUT. VEH WAS SMOKING BAD THEN. THEY LOOKED INSIDE AND BY THAT TIME EVERYTHING HAD MELTED. CUST STATED THAT FIRE DEPT TOOK FUSE OUT OF CAR AND STARTED BACK UP VEH TO SEE IF VEH WAS GOING TO CAUGHT BACK ON FIRE. FIRE DEPT REALIZED WINDOW WAS ROLLED DOWN ON DRIVERS SIDE THEY PUT FUSE BACK IN TO RAISE UP HER WINDOW THE PASSENGER DOOR STARTED TO SMOKE. FIRE DEPT TOOK OUT FUSE AGAIN AND DIDN'T RAISE WINDOW UP. FIRE DEPT THEN TOOK FUSE BACK OUT. THEN CONTINUED TO LET THE CAR RUN AND TOOK DOWN CUST PERSONAL INFORMATION. FIRE DEPT TOLD HER TO WAIT A FEW MORE MINUTES AND THEN SHE COULD DRIVE IT HOME. CUST THEN DROVE VEH HOME.</p>
		10-07-2004 00:00:00	DLEMON	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 10-6-04 ALLEGED DEFECTIVE ITEM: DOOR CAUGHT FIRE ESTIMATED SPEED OF MITS VEH: 5MPH WERE SEATBELTS WORN ? : DRIVER: YES PASSENGER(S) : WEATHER CONDITIONS: NORMAL, COLD LOCATION OF INCIDENT: WESTLY LONG EMERGENCY ROOM PARKING LOT OTHER VEHICLE(S) INVOLVED: NO # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST CAR: 1 EXTENT OF INJURIES IF ANY: N/A RECEIVED MEDICAL TREATMENT?: () YES ; (X) NO : NAME(S) OF INJURED PEOPLE: N/A POLICE NOTIFIED: () YES ; (X) NO ; REPORT # AND/OR CITY OF RECORD: NOT TAKEN HAS CUST CONTACTED INSURANCE: () YES ; (X) NO ; REPS NAME: ART MARTINEZ INSURANCE CARRIER: NATIONWIDE ; CLAIM # 8100659627 VEHICLE LOCATION: AT RESIDENCE IS THE VEHICLE REPAIRED: NO ESTIMATE/COST OF REPAIR: NOT AVAIL YET IS VEHICLE DRIVEABLE: (X) YES ; () NO WHAT IS CUST SEEKING FROM MMNA?: IF DOOR IS DEFECTIVE DATE FORWARDED TO EISB: 10-7-04 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 ; () NO</p>
		10-07-2004 00:00:00	DLEMON	(10/07/04) (07:40) (LEMD):





Customer Relations

Help

Summary

Case Information

Row 1 of 1

Case No	366881	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	LUPE BARBA	Phone	714/37
Open Date	02/14/2005	Close Date	02/14/2005	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
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	FORT GORDON	State	GEORGIA	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G52E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - BODEGA BEIGE M	Country	US
Current Mileage	59000	Retail Sales Date	04/20/2002	Sales Type	11 - 11 FLEET-RISK
Purchase		Used		Used	

Date if Used	(MM/DD/YYYY)	Purchase Retailer	Purchase Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	05002 MILLER MITSUBISHI-VAN NUYS	Service Dealer	11012 AUGUSTA MITSUBISHI	Self Auth Level	6
Sales Manager	**** TERMINATED****	Service Manager	JOHN LANDIS		
Selling Dealer Phone No	(818) 780-7799	Service Dealer Phone No	(706) 736-5500		
General Manager		General Manager	RUSSELL REECE		
District	L3	District	O6		
Current DSM	MIKE MAHONEY	Current DPSM	FRANKLIN DOHERTY		
DSM Phone No	714/372-5546	DPSM Phone No	407/678-4176		

Condition

Group	Sub-Group	Condition	Cust Code
52 INTERIOR	70 INTERIOR MISCELLANEOUS PARTS	35 OPERATIONAL CONCERN	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

17 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		03-14-2005 00:00:00	EKEGEL	(03/14/05) (12:20) (KEGE): FILE CLOSED AS THE CUST HAS NOT RESPONDED
<input type="checkbox"/>		03-10-2005 00:00:00	EKEGEL	(03/10/05) (08:51) (KEGE): AT THE REQUEST OF STEE, CALLED THE CUST FOR STATUS ON IF THE VEH IS GOING TO BE TOWED TO RETAILER. LEFT MSG FOR CUST. PLEASE TRANSFER TO KEGE SHOULD CUST RETURN THE CALL.
<input type="checkbox"/>		03-10-2005 00:00:00	ESTEELE	(03/10/05) (08:33) (STEE): EMAIL FROM RUSK - VEHICLE HAS NOT ARRIVED @ DLR. FWD EM TO KEGE TO CONTACT CUSTOMER ONE MORE TIME.
<input type="checkbox"/>		03-02-2005 00:00:00	ESTEELE	(03/02/05) (18:35) (STEE): REC'D EMAIL FROM RUSK - VEHICLE HAS NOT BEEN TOWED INTO THE DEALERSHIP AS OF TODAY. NO FURTHER ACTION CAN BE TAKEN UNTIL VEHICLE IS TOWED TO THE DEALERSHIP.
<input type="checkbox"/>		03-01-2005 00:00:00	ESTEELE	(03/01/05) (16:19) (STEE): REVIEWED FILE WITH STRC - HE FWD'D EM TO RUSK FOR NEXT STEPS AND WILL DISCUSS FURTHER TOMORROW.
		03-01-2005		(03/01/05) (09:28) (KEGE):

<input type="checkbox"/>		00:00:00	EKEGEL	E-MAIL TO STEE THAT VEHICLE IS BEING TOWED TO AUGUSTA MIT, REQUESTED DIRECTION.
<input type="checkbox"/>		03-01-2005 00:00:00	MJAUREGUI	(03/01/05) (08:16) (MJAU): CUST STTES HAVING VEH TOWED TO DLR TODAY, ASKED IF MMNA WILL REIMBURSE FOR TOWING, VCM ADVISED CUST PER ABOVE.
<input type="checkbox"/>		02-28-2005 00:00:00	EKEGEL	(02/28/05) (12:33) (KEGE): THE VEH IS LOCATED AT 3102 MIKE PADGETT HIGHWAY, AUGUSTA, GA 30906 PHONE 706 796-1642, OWNER IS DEWAYNE CHANCEY, THE CUST CALLED ERS AND WAS TOLD THEY WILL NOT TOW AS HER 3/38/ IS OVER. VCM ADVISED THE CUST SHE HAS TO PAY FOR THE TOW AND ONCE INSPECTED WE WILL DETERMINE IF WE ARE AT FAULT, HOWEVER, NOTHING CAN BE DONE UNTIL THE VEH IS INSPECTED. CUST WILL CALL BACK
<input type="checkbox"/>		02-26-2005 00:00:00	LBARBA	***02/28/05 BARL...@09:22AM MS NIXON CALLS MMNA REQUEST TO SPEAK WITH KEGE..RETURNING HER CALL. VCM ADVISED MS NIXON KEGE..NOT AVAILABLE HOWEVER WILL IMMEDIATELY FORWARD MESSG. TO RETURN CALL. CUST UNDERSTOOD. (VCM FORWARDED PRINT SCREEN TO KEGE)
<input type="checkbox"/>		02-25-2005 00:00:00	EKEGEL	(02/25/05) (15:16) (KEGE): THE CUST STATES SHE JUST REC'D APPROVAL TO GET THE VEH MOVED TO AUGUSTA MAYBE ON MONDAY. SHE WILL CALL ERS AND HAVE TOWED, HER INS IS GOING TO PAY FOR THE TOW. SHE WILL CALL ON MONDAY AND LET US KNOW WHEN IT GETS THERE.
<input type="checkbox"/>		02-18-2005 00:00:00	EKEGEL	(02/18/05) (15:22) (KEGE): VCM CALLED THE CUST AND ADVISED THEM TO HAVE THE VEH TAKEN TO AUGUSTA MIT THE CUST STATES THE INS CO TOLD THE CUST IT WAS HER FAULT AS SHE HAD THE WINDOWS DOWN IN THE RAIN AND IT SHORTED OUT THE WIRES AND STARTED FIRE. THE CUST STATES THE FIRE STARTED AND THE POWER FAILED AND THE WINDOWS WENT DOWN, FURTHER THE FIRE DEPT OPENED THE OTHER ONE. THE VEH WAS TOWED TO AN INS HOLD LOT UNTIL FURTHER NOTICE. THE CUST WANTS TO KNOW IF WE ARE PAYING IF SHE HAS IT TOWED AND SHE IS NOT SURE HER INS CO WANTS THE VEH MOVED. THE CUST IS ATTEMPTING TO GET COPIES OF THE FIRE DEPT REPORT,BUT THEY ARE CLOSED UNTIL TUES. CUST WILL CALL ON TUES, PLEASE TRANSFER TO KEGE X15541 THANKS
<input type="checkbox"/>		02-15-2005 00:00:00	ESTEELE	(02/16/05) (14:20) (STEE): PSG REVIEWING THIS CASE TO DETERMINE IF ANY STEPS WILL BE TAKEN.
<input type="checkbox"/>		02-14-2005 00:00:00	EKEGEL	(02/14/05) (11:59) (KEGE): E-MAIL TO STEE,PALM AND RICK LANTZ FOR REVIEW
<input type="checkbox"/>		02-14-2005 00:00:00	LBARBA	02/14/05 BARL:FILE CLOSED
<input type="checkbox"/>		02-14-2005 00:00:00	LBARBA	CUST MS NIXON CALLS MMNA TO PROVIDE DETAILED INFO. REGARDING THE INCIDENT WHICH OCCURRED ON 02/11/05 @06:50AM. CUST STATES THAT SHE WAS DRIVING AT 16TH AND LANE AVE(MILITARY BASE) APPROX 25MPH WHEN SUDDENLY CUST NOTICED A BURN SMELL AND VEH'S FRONT RIGHT SIDE DOOR CONTROL PANEL CAUGHT ON FIRE. CUST IMMEDIATELY PULLED ASIDE AND CALLED THE MILITARY POLICE. VCM ASKED CUST IF SHE SUFFER ANY INJURIES?. CUST STATED NO INJURIES. CUST STATED THAT SHE PURCHASE VEH USED ON 07/29/04 AT USED CAR LOT AND WANTED TO KNOW IF ANY TAMPERING. VCM EXPLAIN THAT THE CUST'S INSURANCE COMPANY NEEDS TO DO THE INITIAL VEH EVALUATION AND ADVISED THAT THEIR ISURER WILL CONTACT MMNA IF THEIR INSPECTION REVEALS ANY ABNORMALITY THAT MMNA NEEDS TO REVIEW. VCM STRONGLY ENCOURAGE CUST TO CONTINUE DEALING WITH HER INSURANCE. VCM PROVIDED CUST WITH ABOVE CR FILE. CUST UNDERSTOOD AND ENDED CALL. (VCM SENT AN EMAIL TO VCM KEGE ON 02/14 FOR REVIEW.)
<input type="checkbox"/>		02-14-2005 00:00:00	LBARBA	----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT:02/11/05 @06:50AM ALLEGED DEFECTIVE ITEM:VEH CAUGHT ON FIRE "ELECTRICAL" ESTIMATED SPEED OF MITS VEH:25MPH WERE SEATBELTS WORN ? : DRIVER:YES PASSENGER(S) :N/A WEATHER CONDITIONS:20 DEGREES COLD BUT CLEAR. LOCATION OF INCIDENT:16TH AND LANE AVE ON FORT GORDON,GA OTHER VEHICLE(S) INVOLVED:N/A # OF PEOPLE+DRIVER IN OTHER CAR:N/A # OF PEOPLE+DRIVER IN CUST' CAR: ONE CUST DANIELLE NIXON EXTENT OF INJURIES IF ANY:PER CUST NONE. RECEIVED MEDICAL TREATMENT?: () YES ; (X) NO : NAME(S) OF INJURED PEOPLE:N/A POLICE NOTIFIED: (X) YES ; () NO ; REPORT # AND/OR CITY OF RECORD:35TH MILITARY POLICE DEPT. HAS CUST CONTACTED INSURANCE:(X) YES REPS NAME:KIM PAYNE INSURANCE CARRIER:HASLER ASSOCIATES PH 800 642 7900 ; CLAIM #UNKNOWN VEHICLE LOCATION:CHANCEY'S RECORDS SERVICE PH 706 796 1642. IS THE VEHICLE REPAIRED:NO ESTIMATE/COST OF REPAIR:UNKNOWN IS VEHICLE DRIVEABLE: () YES ; (X) NO WHAT IS CUST SEEKING FROM MMNA?:IF ANY TAMPERING. DATE FORWARDED TO KEGE:ON 02/14/05. 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
<input type="checkbox"/>		02-14-2005 00:00:00	LBARBA	***02/14/05 BARL...@11:14AM





Customer Relations

Help

Summary

Case Information

Row 1 of 1

BRANDED TITLE: (P) SALVAGE Y							
Mediation Case							
Case No	366633	Case Type	SERVICE	Created By			
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	OVID JOYAL	Phone	714/37
Open Date	02/28/2005	Close Date	04/07/2005	Days Open	39	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Middle Initial	
Business Name					
Address 1					
Address 2					
City	BETHLEHEM	State	GEORGIA	Zip Code	30620
Other Contact	First Name		Last Name		

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G02E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - PATRIOT RED	Country	US
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Current Mileage	0	Retail Sales Date	04/23/2002	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	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	06	District	06		
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
CO CORPORATE	CR CORPORATE CUSTOMER SERVICE	07 FIRE	R1 FIRE

Sales Questions

Current Vehicle Location	NONE	Other Location	
Have you spoken to the GM at the selling dealership?	NO		
What resolution are you seeking for your concern?	OTHER	if Other	CONVERSION

Comments

11 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		04-07-2005 00:00:00	OJOYAL	04/07/05 JOYO:FILE CLOSED
<input type="checkbox"/>		04-07-2005 00:00:00	OJOYAL	4/7/05 JOYO: SENT SETTLEMENT CHECK TO INSURANCE COMPANY VIA UPS. FILE TO OLIC FOR BILLING 100%
<input type="checkbox"/>		04-07-2005 00:00:00	COLIVER	04/07/05 ID: OLIC CHECK NO [REDACTED] FOR 5328.85 SEQ NO: 1 CHECK TO: ALLSTATE INSURANCE FWD'D TO JOYO
<input type="checkbox"/>		03-31-2005 00:00:00	OJOYAL	03/31/05 ID: JOYO CHECK REQUESTED FOR: \$5,328.85 SEQ NO: 1 PAYABLE TO: ALLSTATE INSURANCE AGREED TO SETTLEMENT OF INSURANCE COMPANY SUBROGATION DEMAND FOR FIRE IN DOOR OF GALANT TO AVOID UNNECESSARY LITIGATION DUE TO DEFECT.
<input type="checkbox"/>		03-28-2005 00:00:00	OJOYAL	3/28/05 JOYO: PREPD AND GAVE CHECK REQUEST TO OLIC FOR PROCESSING. PLEASE RETURN CHECK TO JOYO.
<input type="checkbox"/>		03-28-2005 00:00:00	COLIVER	3/28/05 OLIC: REC'D SIGNED RELEASE DATED 3/24/05. FWD'D TO JOYO
<input type="checkbox"/>		03-16-2005 00:00:00	OJOYAL	3/16/05 JOYO:NO REPSONSE FROM DAVID L AT ALLSTATE. SEND OFFER LETTER WIRELEASE FOR EXECUTION TO HIS ATTN
<input type="checkbox"/>		03-11-2005 00:00:00	OJOYAL	3/11/05 JOYO: REVIEWED WITH RICK LANTZ. HE ADVISED THIS IS DEFECT PROBLEM AND TO PAY CLAIM IN FULL. CALLED DAVID LAUGHLIN AT ALLSTATE AND LEFT MESS TO CALL
<input type="checkbox"/>		03-01-2005 00:00:00	OJOYAL	3/1/05 JOYO: WILL REVIEW WITH RICK LANTZ. GALANT.DOOR FIRE

<input type="checkbox"/>	02-28-2005 00:00:00	COLIVER	OLD REP WAS = OLIC, NEW REP IS = JOYO
<input type="checkbox"/>	02-28-2005 00:00:00	COLIVER	2/28/05 OLIC: REC'D LTR DTD 2/22/05 FROM DAVIS LAUGHLIN OF ALLSTATE, SEEKING SUBRO DUE TO PASSENGER SIDE DOOR FIRE. SUPPORTING DOCS INCLUDED W/COLOR PHOTOS. FWD'D TO JOYO

[Return](#) [Email](#) [Print](#)

Help

Mediation

Super Screen	CR	Mediation	Auction Status	Billing Report	Open Case Status	Check Request List	Teachline	OMS	Regional Dir	Dir Locator	Claim Entry
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Mediation Main

Follow-Up	Main	Condition	Comment	Repurchase Worksheet	Replacement Worksheet	Billing Tracking Notes	Resale Warranty	History	Check Request
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Mediation Displayed Successfully.

Case Information

Case No	366633	Current Status	CLOSED	VIN	4A3AA4G02E	2002 GALANT
Customer		Dealer	11102 SUNNY MITSUBISHI	Assigned To	OJOYAL	
DPSM	FRANKLIN DOHERTY	District	08			

Related Cases

Case Type Information

Case Type	SUB	Seq No	1	Type Status	CLOSED
Types Used	SUB 02/28/2005				
Follow-Up Date	04/08/2006	Assigned To	OVID JOYAL	Attorney Involved	<input type="radio"/> Yes <input checked="" type="radio"/> No
Case Status Notes	BILL MMMA 100% GALANT DOOR FIRE				

Mediation File Opening and Outcome Info

Received Date	02/28/2005 (MMDD/YYYY)	Outcome Manager	OVID JOYAL
Response Date	(MMDD/YYYY)	Outcome Date	03/28/2005 (MMDD/YYYY)
Hearing Date	(MMDD/YYYY)	Outcome	BETTLED
ARB Vendor Open Method	Please select one	Outcome Method	OTHER
Voluntary Agreement Form Received Date	(MMDD/YYYY)		





Mediation

Help

Super Screen	CR	Mediation	Auction Status	Billing Report	Open Case Status	Check Request List	Teeline	OMS	Regional Dir	Dir Locator	Claim Entry
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Check Detail

Follow-Up	Main	Condition	Comments	Repurchase Worksheet	Replacement Worksheet	Billing Tracking Notes	Resale Warranty	History	Check Request
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Case Information

Case No	366633	Case Type	SERVICE	Mediation Case
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User
Customer		VIN	4A3AA46G02E	2002 GALANT
Current Mileage	0	Retail Sales Date	04/23/2002	Used Sales Date

Check Requests

1

Check Seq	1	Request Date	03/28/2006 (MM/DD/YYYY)	Mediation	<input checked="" type="radio"/> Yes <input type="radio"/> No
Check Status	ISSUED	Account Code	1048-101-00000	Factory Share Cost	<input checked="" type="radio"/> Yes <input type="radio"/> No
Scheduled Issue Date	04/08/2006 (MM/DD/YYYY)	Vold Date		Stop Payment Date	
Check Amount	5328.65	Requester	QVID JOYAL	Pick Up Check	<input type="radio"/> Yes <input checked="" type="radio"/> No
Pay Dealer		Manual Request	<input type="checkbox"/>	Warranty Claim	<input type="radio"/> Yes <input checked="" type="radio"/> No
Dept Approval Signature					
Dept Authorization	<input type="radio"/> Yes <input checked="" type="radio"/> No	Date Authorized		Authorized By	
Required Exec Signature		Required Exec Signature		Required Exec Signature	[Bottom] [Top]
Sent to Accounting Date	04/07/2006 (MM/DD/YYYY)				
Check Number	728826	Date Issued		Date Mailed	
Description	AGREED TO SETTLEMENT OF INSURANCE COMPANY SUBRO GATION DEMAND FOR FIRE IN DOOR OF GALANT TO AVOID UNNECESSARY LITIGATION DUE TO DEFECT.				
Tax ID					

Payee Name and Address

Vendor Code		Bank 44	<input type="radio"/> Yes <input checked="" type="radio"/> No
Payee Name	ALLSTATE INSURANCE		
Address			
City	State	Zip Code	

Initialize	Print	Of Mailed Update	Void
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Help

Mediation

Super Screen	CR	Mediation	Auction Status	Billing Report	Open Case Status	Check Request List	Timeline	QMS	Regional Ctr	Dir Locator	Claim Entry
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Billing Tracking Notes

Follow-Up	Main	Condition	Comments	Repurchase Worksheet	Replacement Worksheet	Billing Tracking Notes	Resale Warranty	History	Check Request
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Case No	366633	Current Status	CLOSED	VIN	4ASAA46G02	2002 GALANT
Customer		Dealer	11102 - SUNNY MITSUBISHI	Assigned To	OJOYAL	
DPSM	FRANKLIN DOHERTY	District	06	Case Type	SUBROGATION - 1	

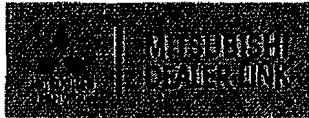
Billing Information			
Settlement Check Req Date	03/28/2006 (MM/DD/YYYY)	Auction Vehicle Status	
Settlement Amount	5326.65	Auction Net Sale Amt	0.00
Transport Costs	0.00	Auction Sale Date	
Title Brand Costs	0.00	Sold Date	(MM/DD/YYYY)
Misc Costs	0.00	Sold Amount	0.00
Total Settlement Amt	5326.65	Net Cost	5326.65
Billing Amount	5326.65	Billing Vendor	16A06
Billing Percent	1.00	Billing Date	06/30/2006

Vendor Tracking			
ARB Vendor Close Method		SURR Vendor Veh Surrender Amt	0.00 [Bottom] [Top]
ARB Vendor File No		TA Fee	0.00
ARB Vendor Decision Date	(MM/DD/YYYY)	TA Expense	0.00
ARB Vendor Fee	0.00	SURR Vendor Total Due	0.00
ARB Vendor PO Charge Dt	(MM/DD/YYYY)	SURR Vendor Pd Chk Req Dt	(MM/DD/YYYY)
Arbitrator Expenses	0.00		
Arbitrator Exp PO Charge Dt	(MM/DD/YYYY)		
Arbitrator Misc Expenses	0.00		

Disclosure	FIRE IN DOOR
Mechanical Reason	FIRE IN DOOR

Billing Notes	AGREED TO SETTLEMENT OF INSURANCE COMPANY SUBRO GATION DEMAND FOR FIRE IN DOOR OF GALANT TO AVOID UNNECESSARY LITIGATION DUE TO DEFECT.
Check Handling Instructions	





Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	371150	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	MELINDA ATIENZA	Phone	714/37:
Open Date	05/24/2005	Close Date	05/24/2005	Days Open	21	Country	US
Re-Open Date	05/26/2005	Re-Close Date	06/15/2005				
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	HARTFORD	State	CONNECTICUT	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G72E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
Current Mileage	25000	Retail Sales Date	03/28/2002	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase		Used		Used	

Date Used	(MM/DD/YYYY)	Purchase Retailer	Purchase Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	07044 HERNANDEZ SHORELINE MITSUBISHI	Service Dealer	07043 TONY MARCH MITSUBISHI	Self Auth Level	0
Sales Manager	**** TERMINATED****	Service Manager	**** TERMINATED****		
Selling Dealer Phone No	(203) 315-8000	Service Dealer Phone No	(860) 240-7405		
General Manager		General Manager			
District	B7	District	B7		
Current DSM	ROBERT COOK	Current DPSM	JAMES CIPRIANO		
DSM Phone No	856/467-7787	DPSM Phone No	856/467-7760		

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	41 DOOR, FRONT, GENERAL	35 OPERATIONAL CONCERN	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

22 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		06-15-2005 00:00:00	JCIPRIAN	DEALER COMMENTS TRANSMITTED ON (06/15/2005)(JCIPRIAN) FILE CLOSED AS A RESULT OF TRANSMISSION
<input type="checkbox"/>		06-10-2005 00:00:00	MATIENZA	DATE REPAIR COMPLETED OR DECISION RENDERED : 06/10/2005 REPAIR ORDER NUMBER : 332175 MILEAGE AT REPAIR : 26000 COMMENTS INPUT BY : DPSM ACTION TAKEN : VEHICLE REPAIRED. DEALER 07043 INSTALLED A NEW SWITCH AND HARNESS ON 6-8-05 CUSTOMER HAS VEHICLE AND HAS NOT EXPRESSED ANY FURTHER CONCERNS.
<input type="checkbox"/>		06-10-2005 00:00:00	MATIENZA	(06/10/05) (10:33) (ATIM): DPSM LEFT MESSAGE, HE SPOKE WITH SM TODAY. SM SENT DIGITAL PHOTOS TO DAVID WONG FOR REVIEW. SM STATES PARTS WERE REPLACED AND REPAIRS COMPLETED 6/8/05, RO# 332175. DPSM ADVISED SM INSPECTION DID NOT YIELD ANYTHING UNUSUAL.

	06-07-2005 00:00:00	MATIENZA	(06/07/05) (10:20) (ATIM): VCM LEFT MESSAGE FOR CIPJ REGARDING STATUS, PSC INTERESTED IN REVIEWING.
	06-01-2005 00:00:00	SRUMSEY	(06/01/05) (13:26) (RUMS): CUST CALLING FOR STATUS ON FILE, VCM CONTACTED SERVICE @ DLR 07043 SPOKE TO STEWART WHO ADVISED THE BALL IS ROLLING, PER STEWART PICTURES WERE TAKEN OF THE DAMAGE AND EFFECTED AREA AND EMAILED TO DPSM ALONG WITH DOCUMENTS FOR REVIEW, VCM ADVISED CUST TO PLEASE ALLOW A LITTLE MORE TIME FOR DPSM TO COME TO DECISION. CUST UNDERSTANDS AND WILL WAIT FOR SM RESPONSE WITH FINAL DPSM DECISION.
	05-31-2005 00:00:00	MATIENZA	(05/31/05) (08:52) (ATIM): VCM CALLED HECTOR, EXPLAINED THAT JUST LIKE ANY CONCERN HE WILL NEED TO AUTH INITIAL INSPECTION/DIAGNOSTIC COSTS. HECTOR STATES VEHICLE IS CURRENTLY AT DEALER BEING INSPECTED.
	05-31-2005 00:00:00	WJUSTICE	(05/31/05) (06:28) (JUSW): CUSTOMER CALLING STATES HE WAS INFORM BY MMNA TO TAKE THE VEHICLE TO THE RETAILER TO HAVE THE VEHICLE INSPECTED. CUSTOMER INQ IS THIS INSPECTION AT HIS COST. VCM INFORM CUSTOMER YES THE INSPECTION AT HIS COST. CUSTOMER STATES MMNA ASK HIM TO TAKE THE VEHICLE AND BELIEVES MMNA SHOULD BE PAYING FOR THE INSPECTION. VCM INFORM CUSTOMER WILL REVIEW AND ASK FOR A CALL BACK TO HIM CUSTOMERS PH# [REDACTED]
	05-26-2005 00:00:00	MATIENZA	DEALER PRINT, (05/26/05) (08:24) (ATIM) ***** THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. ***** ***** IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT ***** ***** CUSTOMER CONNECTIONS AT 888-908-8672 TO SPEAK WITH A ***** ***** VEHICLES CASE MANAGER. ***** ***** ***** ***** CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! *****
	05-26-2005 00:00:00	MATIENZA	RETAILER SERVICE MANAGER, PLEASE REVIEW AND FOLLOW-UP AS FOLLOWS: 1. PLS INSPECT FRONT DOOR PANEL, GEICO INSURANCE HAS FOUND PANEL SWITCHES AND WIRING HARNESS CAUSED FIRE. 2. PLS CONTACT DPSM/TECHLINE FOR ASSISTANCE IF NECESSARY, OR CONTACT VCM DIRECTLY AT 888-908-8672. 3. PLS UPDATE FILE WITH DETAILED INSPECTION RESULTS AND COMMENTS. THANK YOU, JOE!
	05-26-2005 00:00:00	MATIENZA	FILE WAS REOPENED (05/26/05) (ATIM)
	05-26-2005 00:00:00	MATIENZA	OLD REP WAS = BARL, NEW REP IS = ATIM
	05-26-2005 00:00:00	MATIENZA	(05/26/05) (08:18) (ATIM): VCM CALLED SM JOE, ADVISED HIM HECTOR WILL BE DRIVING VEHICLE IN FOR INSPECTION OF DOOR SWITCH AND WIRING HARNESS. VCM ADVISED TO CONTACT DPSM IF NECESSARY, GAVE DIRECT# AS WELL.
	05-26-2005 00:00:00	MATIENZA	(05/26/05) (08:14) (ATIM): VCM CALLED MR ESCALANTE AT HM# PROVIDED, HE ADVISED THAT VEHICLE WAS INSPECTED BY GEICO AT 92 WESTON ST, HARTFORD CT (860) 246-6001. CUST STATES THE VEHICLE IS DRIVEABLE AND HE CAN TAKE TO NEAREST MITSU DEALER FOR INSPECTION (TONY MARCH). CUST WILL BRING COPY OF INSURANCE REPORT TO DEALER FOR REVIEW.
	05-26-2006 00:00:00	MLUNA	(05/26/05) (07:24) (LUNM): CUST'S HUSBAND HECTOR ESCALANTE STATED THAT HIS INSURANCE COMPANY INSPECTED PASSENGER FRONT DOOR TODAY. THEY FOUND THAT THERE WAS A SHORT CIRCUIT IN THE POWER DOOR LOCK WINDOW SWITCH AND MELTED HARNESS. INSURANCE COMPANY REFERRED CUST TO MMNA. HE IS ASKING FOR ATIM BECAUSE SHE CALLED HIM TO TAKE VEH TO A MITSU RTLR FOR INSPECTION. PER ATIM COMMENTS 5/25/05, CUST IS TO BE TRANSFERRED TO HER. ATIM IN @ 8AM. VCM ADVISED CUST THAT WILL LEAVE A MESSAGE FOR ATIM. CUST PROVIDED HM# 860 548 0438, HE WILL BE HOME ALL DAY TODAY. HECTOR ALSO STATED THAT HIS INSURANCE CO ADVISED HIM OF A HARNESS RECALL ON VEH. VCM ADVISED CUST THAT THERE ARE NO RECALLS ON VEH PER VIN#. VCM FORWARDED MESSAGE TO ATIM TODAY.
	05-25-2005 00:00:00	SRUMSEY	(05/25/05) (15:20) (RUMS): CUST RETURNING ATIM CALL, PER CUST INSURANCE COMPANY WILL BE INSPECTING VEH TOMORROW 5/26/05 @ 9:00AM. VCM CONFIRMED CUST CONTACT INFO PLEASE SEE 2ND HOME PHONE LINE LISTED ON COVER PAGE, VCM TO FWD THIS INFO TO VCM ATIM FOR REVIEW.
	05-25-2005 00:00:00	MATIENZA	(05/25/05) (13:55) (ATIM): VCM CALLED CUST, LEFT DETAILED MESSAGE TO CALL BACK REGARDING TAKING VEHICLE TO DEALER FOR INSPECTION. PLS TRNSF X75759.
	05-25-2005 00:00:00	ESTEELE	(05/25/05) (13:51) (STEE): REVIEWED FILE - SENT EMAIL TO ATIM TO HAVE CUSTOMER TAKE VEHICLE TO MITS DEALER FOR INSPECTION.
	05-24-2005 00:00:00	MATIENZA	(05/24/05) (10:35) (ATIM): VCM REVIEWED FILE, SENT EMAIL TO STEE AND LANR.
	05-24-2006 00:00:00	LBARBA	05/24/05 BARL: FILE CLOSED
	05-24-2005	LBARBA	CUST'S HUSBAND MR HECTOR ESCALANTE CALLS MMNA TO PROVIDE DETAILED INFO. REGARDING THE INCIDENT WHICH OCCURRED ON 05/23/05. MR ESCALANTE STATES THAT HE WAS PULLING VEH OUT OF THE DRIVEWAY APPROX 5MPH OR LESS WHEN SUDDENLY HE SAW SMOKE COMING OUT FROM FRONT RIGHT DOOR PANEL AND CAUGHT ON FIRE. CUST STATED THAT HE IMMEDIATELY STOP VEH AND REMOVED THE INTERIOR FRONT RIGHT DOOR PANEL AND TOOK THE CABLES OUT. VCM ASKED CUST IF HE NOTIFIED THE POLICE/FIRE DEPT?. CUST STATED NEITHER ONE. VCM ASKED CUST IF ANY INJURIES?. CUST STATED NONE. VCM ASKED CUST IF HE REPORTED CONCERN TO HIS INSURANCE?. CUST STATED

		00:00:00		<p>NO. CUST INQUIRE WHY FRONT RIGHT DOOR PANEL CAUGHT ON FIRE. CUST FEELS THAT IS A DEFECT CONCERN. VCM STRONGLY ENCOURAGE CUST TO IMMEDIATELY CONTACT HIS INSURANCE COMPANY AS THEY WOULD NEED TO INITIATE INSPECTION OF VEHICLE. VCM EXPLAINED SUBROGATION PROCESS. VCM ADVISED CUST THAT THEIR INSURANCE COMPANY WILL CONTACT MMNA IF THEIR INSPECTION REVEALS ANY ABNORMALITY THAT THEY FEEL MMNA NEEDS TO REVIEW. CUSTOMER AGREED TO REVIEW FUTHER WITH HIS INSURANCE COMPANY. E-MAIL FORWARDED TO VCM ATIM.</p>
		05-24-2005 00:00:00	LBARBA	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT:05/23/05 ALLEGED DEFECTIVE ITEM:FRONT RIGHT DOOR PANEL CAUGHT ON FIRE ESTIMATED SPEED OF MITS VEH:6MPH WERE SEATBELTS WORN ? : DRIVER:YES PASSENGER(S) :N/A WEATHER CONDITIONS:CLEAR/SUNNY LOCATION OF INCIDENT:DRIVEWAY AT CUST'S ABOVE ADDRESS OTHER VEHICLE(S) INVOLVED:N/A # OF PEOPLE+DRIVER IN OTHER CAR:N/A # OF PEOPLE+DRIVER IN CUST' CAR:ONE CUST'S HUSBAND HECTOR ESCALANTE EXTENT OF INJURIES IF ANY:PER CUST'S HUSBAND NO. RECEIVED MEDICAL TREATMENT?:(X) NO NAME(S) OF INJURED PEOPLE:N/A POLICE NOTIFIED: (X) NO REPORT # AND/OR CITY OF RECORD:NO HAS CUST CONTACTED INSURANCE:() YES ; (X) NO ; REPS NAME: INSURANCE CARRIER:GEICO PH 800 841 3000 ; CLAIM #NO VEHICLE LOCATION:AT CUST'S ABOVE ADDRESS IS THE VEHICLE REPAIRED:UNKNOWN ESTIMATE/COST OF REPAIR:UNKNOWN IS VEHICLE DRIVEABLE: (X) YES ; () NO WHAT IS CUST SEEKING FROM MMNA?:WANTED TO KNOW WHY FRONT RIGHT DOOR PANEL CAUGHT ON FIRE. DATE FORWARDED TO ATIM:05/24/05. SENT AIRBAG BROCHURE (N/A) : REFERRED CUST TO WWW.ACTSINC.ORG (N/A) 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</p>
		05-24-2005 00:00:00	LBARBA	<p>***05/24/05 BARL...@10:05AM</p>





Customer Relations

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Summary

Case Information

Row 1 of 1

Case No	372368	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	Please select one	Phone	
Open Date	06/20/2005	Close Date	07/12/2005	Days Open	23	Country	US
Re-Open Date		Re-Close Date		Original Assigned User	MJAUREGUI		
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	MORTON	State	ILLINOIS	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G72E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - KALAPANA BLACK	Country	US
Current Mileage	56000	Retail Sales Date	04/24/2002	Sales Type	03 - 03 RETAIL
Purchase		Used		Used	

Date if Used	(MM/DD/YYYY)	Purchase Retailer	Purchase Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	15010 O'BRIEN MITSUBISHI-NORMAL	Service Dealer	15013 MIKE MILLER MITSUBISHI	Self Auth Level	2
Sales Manager	JIM BAIETO	Service Manager	RUSSELL HERMAN		
Selling Dealer Phone No	(309) 454-1222	Service Dealer Phone No	(309) 693-1222		
General Manager	RYAN GREMORE	General Manager	MICHAEL MILLER		
District	D8	District	D8		
Current DSM	TONY VACCARO	Current DPSM	CARL WEBSTER		
DSM Phone No	972/401-5970	DPSM Phone No	972/401-5929		

Condition

Group	Sub-Group	Condition	Cust Code
54 CHASSIS ELECTRICAL	89 ELECTRICAL EQUIPMENT (OTHERS) GENERAL	35 OPERATIONAL CONCERN	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

17 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		07-12-2005 00:00:00	15013SER	DEALER COMMENTS TRANSMITTED ON (07/12/2005)(15013SER) FILE CLOSED AS A RESULT OF TRANSMISSION
<input type="checkbox"/>		07-07-2005 00:00:00	ESTEELE	DATE REPAIR COMPLETED OR DECISION RENDERED : 07/07/2005 REPAIR ORDER NUMBER : 121007 MILEAGE AT REPAIR : 58515 COMMENTS INPUT BY : STEVE DREESEN ACTION TAKEN : REPLACED RIGHT FRONT PARTS UNDER WARRANTY
<input type="checkbox"/>		07-11-2020 00:00:00	ESTEELE	7/11/2005-JREN DPSM SPOKE W/SM STEVE AND VEHICLE HAS BEEN COMPLETED AND STEVE WILL CLOSE OUT CR FILE.STEVE WAS ON VACATION LAST WEEK.
<input type="checkbox"/>		06-24-2020 00:00:00	ESTEELE	6/24/2005-JREN DPSM CALLED SM STEVE AND GAVE HIM OK TO REPAIR CUST VEHICLE.
				(06/24/05) (16:18) (STEE): REVIEWED FILE WITH STRC AND DPSM-CUSTOMER IS IN

	06-24-2005 00:00:00	ESTEELE	A RENTAL AND REPAIRS WILL BE AUTHORIZED BY DPSM--PARTS TO BE RETURNED TO PSC.
	06-23-2005 00:00:00	MATIENZA	(06/23/05) (10:17) (ATIM): CUST STATES VEHICLE STILL AT DEALER AND INQUIRED IF REPAIRS WILL PROCEED, VCM ADVISED THAT DPSM HAS REVIEWED AND WAITING FOR PSG TO RESPOND BACK. CUST STATES HE IS IN DEALER LOANER, REQUESTING MMNA PROCEED WITH REPAIRS IMMEDIATELY.
	06-23-2005 00:00:00	ESTEELE	(06/23/05) (08:15) (STEE): REC'D CALL FROM DPSM RE REPLACING DOOR SWITCH (PASSENGER SIDE)--ADVISED WILL REVIEW WITH PSG TO DETERMINE NEXT STEPS AND WILL CALL HIM BACK ON CELL PHONE. SPOKE TO STRC - HE WILL LET ME KNOW.
	06-22-2005 00:00:00	WJUSTICE	(06/22/05) (11:12) (JUSW): VCM CALLED TO FOLLOW UP ON FILE VCM INFORM CUSTOMER NEED TO ALLOW TIME TO HAVE MANG REVIEW.
	06-21-2005 00:00:00	MATIENZA	(06/21/05) (09:29) (ATIM): VCM REVIEWED FILE, SENT EMAIL TO STEE AND LANR.
	06-21-2005 00:00:00	BEISMAN	(06/21/05) (07:35) (EISB): DPSM RENJ CALLED TO DISCUSS FILE. EISB ADVISED THAT VCM ATIM WILL REVIEW WITH ENGINEERING AND CR MGR TO DETERMINE IF MMNA WILL INVESTIGATE FURTHER. VM'D ATIM WITH UPDATE.
	06-21-2020 00:00:00	MJAUREGUI	6/21/2005-JREN DPSM REVIEWED FILE.
	06-20-2005 00:00:00	MJAUREGUI	DEALER PRINT, (06/20/05) (12:51) (MJAU) ***** THANK YOU FOR YOUR ASSISTANCE IN RESOLVING OUR CUSTOMERS ISSUE. ***** ***** IF YOU HAVE ANY QUESTIONS ABOUT THE FILE, CONTACT ***** ***** CUSTOMER CONNECTIONS AT 888-908-6872 TO SPEAK WITH A ***** ***** VEHICLES CASE MANAGER. ***** ***** ***** CUSTOMER SATISFACTION AND RETENTION IS OUR FIRST PRIORITY! *****
	06-20-2005 00:00:00	MJAUREGUI	DEALER SERVICE MANAGER, PLEASE RESOLVE 1. PLS REVIEW WITH YOUR GM, TECH-LINE AND YOUR DPSM IF NEEDED TO DETERMINE ACTION TO BE TAKEN. 2. PLS CALL CUST WITH ACTION PLAN AND SET-UP APPT IF NOT ALREADY SCHEDULED. 3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE.
	06-20-2005 00:00:00	MJAUREGUI	CUST STATES PARKED IN PARKING LOT AND ATTEMPTED TO ROLL DOWN WINDOWS, STATES PASSENGER DOOR WINDOW GOT STUCK, SPARKED AND DOOR PANEL THEN CAUGHT ON FIRE. STATES HAD TO PUT OUT WITH FIRE EXTINGUISHER. STATES HAD PREVIOUS REPAIR TO WINDOW REGULIATOR (1/03) & OTHER REPAIRS TO VEH ELECTRICAL SYSTEMS. STATES DLR ADVISED WILL COST APPROX \$800 FOR REPAIR. CUST REQUESTING MMNA REPAIR VEH. FWD'D TO ATIM FOR REIEW. ***** SERVICE DCOA ***** REASON: () UNRESOLVED CONCERN/REPEAT VISITS. VEH AT DEALER (X) YES; () NO (X) NEW MECHANICAL ISSUE; MULTIPLE VEHICLE CONCERNS. () DEALER UNABLE TO DUPLICATE; SYMPTOM: () DEALER DECLINING WARRANTY REPAIRS; REASON: () DLR NAME/NUMBER (15013); SM/SA NAME () () REQUESTED THAT CUST CALL DLR FOR APPT.; () CUST REQUESTING DLR CONTACT WHAT IS CUSTOMER REQUESTING FROM MMNA? REPAIR OF ELECTRIAL SYSTEM/DOOR
	06-20-2005 00:00:00	MJAUREGUI	----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 6/19/05 ALLEGED DEFECTIVE ITEM: ELECTRICAL FIRE IN PASSENGER DOOR PANEL ESTIMATED SPEED OF MITS VEH: PARKED WERE SEATBELTS WORN ? : DRIVER: PASSENGER(S) : WEATHER CONDITIONS: LOCATION OF INCIDENT: OFF ROUTE 116, NEAR ILLIOIS RIVER OTHER VEHICLE(S) INVOLVED: N/A # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST' CAR: N/A 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 ; (X) NO ; REPS NAME: INSURANCE CARRIER: ; CLAIM # VEHICLE LOCATION: OBRIEN MITSU IS THE VEHICLE REPAIRED: NONE ESTIMATE/COST OF REPAIR: \$800 IS VEHICLE DRIVEABLE: (X) YES ; () NO WHAT IS CUST SEEKING FROM MMNA?: REPAIR OF VEH DATE FORWARDED TO ATIM: 6/20/05 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 ; () NO
	06-20-2005 00:00:00	MJAUREGUI	CHASSIS ELECTRICAL PREVIOUS FILE(S) : MECHANICAL ISSUE # 1 : ELECTRICAL FIRE IN PASSENGER DOOR PANEL 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 :
		06-20-2005 00:00:00	MJAUREGUI	(06/20/05) (12:37) (MJAU):

Return	Email	Print
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Customer Relations

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Summary

Case Information

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Mediation Case							
Case No	372929	Case Type	SERVICE	Created By			
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	OVID JOYAL	Phone	714/37
Open Date	07/05/2005	Close Date	07/05/2005	Days Open	82	Country	US
Re-Open Date	02/13/2006	Re-Close Date	05/05/2006				
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	BRONX	State	NEW YORK	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G72	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - TITANIUM	Country	US
Current Mileage	45000	Retail Sales Date	05/07/2002	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
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	35138 LASORSA MITSUBISHI	Service Dealer	35138 LASORSA MITSUBISHI	Self Auth Level	5
Sales Manager	MICHAEL PERNA	Service Manager	MIKE PAPAS		
Selling Dealer Phone No	(718) 654-7200	Service Dealer Phone No	(718) 654-7200		
General Manager	JOHN A. LASORSA	General Manager	JOHN A. LASORSA		
District	B2	District	B2		
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	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

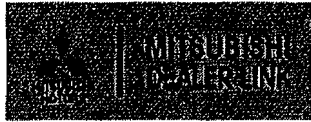
24 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		05-05-2006 00:00:00	OJOYAL	05/05/06 JOYO:FILE CLOSED
<input type="checkbox"/>		05-05-2006 00:00:00	OJOYAL	5/5/06 JOYO: SENT SETTLEMENT CHECK TO TRAVELERS VIA UPS.
<input type="checkbox"/>		05-04-2006 00:00:00	TMEROLA	05/04/06 ID: MERT CHECK NO: [REDACTED] FOR 2447.64 SEQ NO: 1 CHECK TO: ST PAUL TRAVELERS INSURANCE FWD'D TO JOYO.
<input type="checkbox"/>		04-26-2006 00:00:00	OJOYAL	4/26/06 JOYO: RECVD ORIG RELEASE FROM TRAVELERS THIS DATE. WAITING FOR CHECK.
<input type="checkbox"/>		04-24-2006 00:00:00	OJOYAL	04/24/06 ID: JOYO CHECK REQUESTED FOR: \$2,447.64 SEQ NO: 1 PAYABLE TO: ST PAUL TRAVELERS INSURANCE AGREED TO REIMBURSE INSURANCE COMPANY FOR SUBROGATION DEMAND DUE TO FIRE CAUSED BY PASSENGER DOOR SIDE WINDOW REGULATOR FAILURE.

	04-24-2006 00:00:00	OJOYAL	4/24/06 JOYO: RECVD FAXED RELEASE. WAITING FOR ORIGINAL
	03-15-2006 00:00:00	OJOYAL	3/15/06 JOYO: SENT 2ND RESPONSE TO INSUR CO W/RELEASE TO ATTN PAULINE DOIRON.
	03-13-2006 00:00:00	COLIVER	3/13/06 OLIC: REC'D LTR DTD 3/10/06 FROM PAULINE DOIRON OF TRAVELERS REQUESTING RESPONSE. FWD'D TO JOYO
	02-14-2006 00:00:00	OJOYAL	2/14/06 JOYO: REVIEWED LETTER FROM TRAVELERS. SUFFICIENT PROOF PROVIDED TO SUPPORT CLAIM OF FIRE DUE TO PASS WINDOW REGULATOR. SENT RELEASE THIS DATE.
	02-13-2006 00:00:00	COLIVER	FILE WAS REOPENED (02/13/06) (OLIC)
	02-13-2006 00:00:00	COLIVER	2/13/06 OLIC: REC'D LTR 2/6/06 FROM PAULINE DOIRON OF TRAVELERS W/SUPPORTING DOCS INCLUDING COLOR PHOTO. FWD'D TO JOYO
	09-23-2005 00:00:00	OJOYAL	09/23/05 JOYO:FILE CLOSED
	08-26-2005 00:00:00	OJOYAL	8/26/05 JOYO: INSUR COMP ADVISES THEY WILL FORWARD PERTINENT INFORMATION REQUESTED AS THEY RECEIVE IT. INSUR COMP HAS NOT PROVIDED ANYTHING SO FAR TO SUPPORT THEIR REQUEST
	08-26-2005 00:00:00	COLIVER	8/26/05 OLIC: REC'D CY OF LTR FROM T PAIVA-LIMA OF TRAVELERS DTD 8/15/05. FWD'D TO JOYO
	08-18-2005 00:00:00	MJAUREGUI	08/18/05 JOYO:SENT LETTER TO INSURANCE COMPANY REQUESTING DOCUMENTS, REPORTS COLORS PICS SUPPORTING THEIR CLAIM
	08-18-2005 00:00:00	MJAUREGUI	OLD REP WAS = LUNM, NEW REP IS = JOYO
	08-18-2005 00:00:00	MJAUREGUI	FILE WAS REOPENED (08/18/05) (MJAU)
	08-18-2005 00:00:00	MJAUREGUI	(08/18/05) (10:45) (MJAU): RECVD LETTER DATED 8/15/05 FROM TAMIE PAIVA-LIMA OF TRAVELERS INSURANCE REQUESTING SUBRO DUE TO ALLEGED FIRE W/SUPPORTING DOCS. FWD'D TO JOYO
	07-06-2005 00:00:00	MATIENZA	(07/06/05) (10:04) (ATIM): PER STEE, CUST CAN TAKE VEHICLE TO MITSU DEALER FOR INSPECTION, SM TO TAKE PHOTOS AS NEEDED FOR REVIEW. VCM CALLED CUST AT HM# TO ADVISE, ANY MITSU DEALER CAN INSPECT VEHICLE AT HER/INSURANCE CO COST AND TO CONTACT VCM WITH DEALER NAME AND APPT DATE/TIME.
	07-05-2005 00:00:00	MATIENZA	(07/05/05) (10:19) (ATIM): VCM REVIEWED FILE, SENT EMAIL TO STEE AND LANR.
	07-05-2005 00:00:00	MLUNA	07/05/05 LUNM:FILE CLOSED
	07-05-2005 00:00:00	MLUNA	CUST STATED SHE WAS PULLING INTO A PARKING SPACE AND SMOKE WAS COMING OUT OF THE PASSENGER DOOR. SHE PARKED VEH. SHE OPENED THE PASSENGER DOOR AND FLAMES BURSTED OUT. THE HOSPITAL SECURITY PUT THE FIRE OUT. POLICE DEPT WAS NOT CONTACTED. CUST CALLED INSURANCE BUT DID NOT FILE A CLAIM. INSURANCE CO ADVISED CUST TO CONTACT MMNA. CUST STATED HER INSURANCE RATES WILL INCREASE IF SHE FILES A CLAIM WITH HER INSURANCE CO. VCM REFERRED CUSTOMER TO THEIR INSURANCE COMPANY AS THEY WOULD NEED TO INITIATE INSPECTION OF VEHICLE. VCM EXPLAINED SUBROGATION PROCESS. VCM 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. E-MAIL FORWARDED TO VCM ATIM. MILEAGE IS ESTIMATED. CUST DID NOT KNOW MILEAGE.
	07-05-2005 00:00:00	MLUNA	----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT:7/4/05 ALLEGED DEFECTIVE ITEM:PASSENGER DOOR CAUGHT ON FIRE. ESTIMATED SPEED OF MITS VEH:PARKED WERE SEATBELTS WORN ? : DRIVER:Y PASSENGER(S) :N/A WEATHER CONDITIONS:SUNNY LOCATION OF INCIDENT:HOSPITAL PARKING LOT IN SLEEPY HALLOW, NY. OTHER VEHICLE(S) INVOLVED:NO # OF PEOPLE+DRIVER IN OTHER CAR:N/A # OF PEOPLE+DRIVER IN CUST' CAR:N/A EXTENT OF INJURIES IF ANY:NO RECEIVED MEDICAL TREATMENT?: () YES ; (X) NO : NAME(S) OF INJURED PEOPLE:N/A POLICE NOTIFIED: () YES ; (X) NO ; REPORT # AND/OR CITY OF RECORD:N/A HAS CUST CONTACTED INSURANCE: (X) YES ; () NO ; REPS NAME:VANESSA INSURANCE CARRIER:BNC INSURANCE ; CLAIM: NO CLAIM# VEHICLE LOCATION:STILOSKI AUTO BODY, IS THE VEHICLE REPAIRED:NO ESTIMATE/COST OF REPAIR:NO IS VEHICLE DRIVEABLE: () YES ; (X) NO WHAT IS CUST SEEKING FROM MMNA?:WHY PASSENGER DOOR CAUGHT ON FIRE. DATE FORWARDED TO ATIM:7/5/05 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
	07-05-2005		

	00:00:00	MLUNA	(07/05/05) (06:46) (LUNM): CALLER ALANA AMENDOLA
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Return	Email	Print
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Customer Relations

Help

Summary

Case Information

Row 1 of 1

Case No	373294	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	MELINDA ATIENZA	Phone	714/37
Open Date	07/11/2005	Close Date	07/11/2005	Days Open	7	Country	US
Re-Open Date	07/12/2005	Re-Close Date	07/18/2005				
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	JACKSON	State	MICHIGAN	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G12E1	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - TITANIUM	Country	US
Current Mileage	64000	Retail Sales Date	03/14/2002	Sales Type	07 - 07 FLEET-GDP/GDPL
Purchase Date If Used	(MM/DD/YYYY)	Used Purchase		Used Purchase	

	Retailer		Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	78003 ROSEDALE DODGE, INC	Service Dealer	23056 ANN ARBOR MITSUBISHI	Self Auth Level	3
Sales Manager		Service Manager	BOB CHISHOLM		
Selling Dealer Phone No	(952)512-8823	Service Dealer Phone No	(734) 663-7770		
General Manager		General Manager	ALEXANDER BUSSCHOTS		
District	D9	District	B9		
Current DSM	AUGIE SCHLAFFER	Current DPSM	MARK SINKOFF		
DSM Phone No	872/401-5971	DPSM Phone No	866/467-7141		

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	33 WINDOW, SIDE, GENERAL	35 OPERATIONAL CONCERN	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

35 Total Comments

Set	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>		07-25-2006 00:00:00	LBARBA	(07/25/06) (16:28) (BARL): CUST MS RHONDA SMITH CALLS MMNA FOR STATUS REGARDING THE ACCIDENT CUST EXPERIENCE OVER A YEAR AGO. CUST STATED THAT SHE SENT DOCS TO PAYTON MCMULLEN AT TOKYO MARINE AND HAVEN'T HEARD FROM HIM. VCM PROVIDED WITH PAYTON MCMULLEN DIRECT PH LISTED ABOVE. 626 568 7842. MS SMITH WOULD DO.
<input checked="" type="checkbox"/>		04-24-2006 00:00:00	TMEROLA	(04/24/06) (06:42) (MERT): RHONDA SMITH CALLED SEEKING COMPENSATION FOR HER SECOND DEGREE BURN ON HER LEG. PER ABOVE NOTES ADVISED RHONDA TO CONTACT PAYTON AT NUMBER ABOVE.
<input checked="" type="checkbox"/>		04-19-2006 00:00:00	MATIENZA	(04/19/06) (08:35) (ATIM): PER DIAE, TOKYO MARINE HANDLED THIS FILE LAST HEAR. IF CUST CALLS BACK, PLS REFER TO PAYTON MCMULLEN AT TOKYO MARINE (626) 568-7842 DIRECTLY.
<input checked="" type="checkbox"/>		04-18-2006 00:00:00	MATIENZA	(04/18/06) (12:30) (ATIM): VCM SENT EMAIL TO DIAE FOR FURTHER REVIEW, WAS ALREADY ESCALATED TO LEGAL 7/15/05.
				(04/18/06) (11:48) (LEMD): CUST CALLING STATING THAT SHE WANTS TO BE COMPENSATED FOR EMOTIONAL STRESS FOR ALL THAT SHE WENT THROUGH. CUST STATED SHE HAS A PERMANENT BURN ON LOWER RIGHT ANKLE. CUST STATED SHE IS STILL UNDER GOING

	04-18-2006 00:00:00	DLEMON	TRAETMENT SINCE THE ACCIDENT AND STILL TAKING MEDICATIONS. CUST STATED THAT HER FOOT DOCTOR WANTS TO DO SURGEY ON ANKLE DUE TO TORN LIGAMENTS THAT CUST STATED SHE RECVD WHILE TRYING TO KICK THE WINDOW & DOOR TO GET OUT OF VEH SO CUST ANKLE WAS SPRAINED.
	07-27-2005 00:00:00	WJUSTICE	(07/27/05) (08:40) (JUSW): CUSTOMER (MRS SMITH) CALLING STATES SHE CONTACT THE NATIONAL HWYTRAFFIC ASSOC IATION AND WAS INFORM THERE IS A RECALL ON THE VEHICLE. VCM INFORM CUSTOMER NO RECALL ON HER VEHICLE CUSTOMER STATES DPSM INFORM HER NOT GOING TO FIXED T HE VEHICLE BECAUSE SHE WAS HOSPITALIZED. VCM INFORM CUSTOMER ACCORDING TO THE NOTES DPSM CUSTOMER WAS REFERRED TO INSURANCE COMPANY FOR ANY REPAIRS. CUST STATES INSURANCE JUST WANT TO FIXED THE VEHICLE AND NOT INVESTAGE BECAUSE CUSTOMER OWE MONEY TO THE INSURANCE COMPANY. CUSTOMER STATES SHE BELEIVES VEH CLE CAUGHT ON FIRE FROM RECALL VCM AGAIN INFORM CUSTOMER NO RECALL ON THIS VEHICLE CUSTOMER DISCONNECT CALL.
	07-21-2005 00:00:00	DLEMON	(07/21/05) (08:26) (LEMD): CUST CALLED TO INQUIRE WHAT MAN CALLED HER FROM MITSU? VCM REVIEWED NOTES AND ADV'D CUST NO NOTES IN SYSTEM STATE THAT ANYONE CALLED HER. CUST ASKED FOR MANS NAME SHE SPOKE WITH? VCM ADV'D CUST THAT SHE HAD SPOKEN WITH DPSM (MARK SINKOFF). CUST STATED SHE DIDN'T KNOW HIS NAME. CUST WENT ON TO ASK WHAT WAS GOING TO BE DONE ABOUT HER VEH? VCM ADV'D CUST THAT DPSM HAD REFERRED HER TO HER INSURANCE COMPANY FOR REPAIRS. CUST WENT ON TO SAY WHY DO THEY HAVE TO PAY FOR IT? CUST THEN STATED SHE WOULD BE DOING TV SHOWS AND MITSU WILL NOT BE ABLE TO SALE ANOTHER CAR AND THAT SHE WOULD GE T AN ATTY. CUST THEN HUNG UP.
	07-18-2005 00:00:00	MJAUREGU	(07/18/05) (12:51) (MJAU): RECVD CALL FROM P. RICHEY, MS. SMITH CALLING TO SPEAK WITH ATIM, CUST HUNG UP BEFORE TRANSFERRED.
	07-18-2005 00:00:00	MSINKOFF	07/18/05 SINM:FILE CLOSED
	07-18-2005 00:00:00	MSINKOFF	7/18/05 SINM: 8:30AM DPSM SPOKE WITH SERVICE MANAGER BOB ADVISED THAT CUSTOMER HAS BEEN REFERED TO THEIR INSURANCE CARRIER FOR ANY REPAIRS TO VEHICLE.
	07-18-2005 00:00:00	MSINKOFF	7/18/05 SINM: 7:50AM DPSM SPOKE WITH MS RHODA SMITH OWNERS BOY FRIEND. SHE STATES THAT SHE IS ON THE TITLE OF VEHICLE ALSO. DPSM QUESTIONED HER INSURANCE COMPANY. MS SMITH STATED STATE FARM. DPSM ASKED ABOUT INJURY. MS SMITH STATED HER LEG WAS BURNED. DPSM ASKED WHY SHE DID NOT MENTION WHEN SHE ORIGINALLY CALL MMNA. MS STATED THAT SHE DID. MS SMITH WANTED TO KNOW WHAT CAUSE FIRE. DPSM ADVISED UNABLE TO TELL WHAT CAUSE FIRE. ADVISED HER BEING SHE STATED THAT SHE WAS INJURED SHE NEED TO GO THROUGH HER INSURANCE COMPANY STATE FARM FOR REPAIRS. MS SMITH STATED SHE WOULD CALL STATE FARM.
	07-15-2005 00:00:00	MATIENZA	(07/15/05) (14:42) (ATIM): VCM SENT EMAIL TO JONJ FOR REVIEW, MRS SMITH IS SEEKING COMPENSATION FOR INJURIES WHILE SITTING IN PASSENGER SEAT AT TIME OF INCIDENT.
	07-15-2005 00:00:00	DLEMON	(07/15/05) (14:29) (LEMD): RHONDA CALLED BACK TO ADD THAT SHE WAS HURT IN ACCIDENT AND WANTS COMPENSATION FOR HER INJURIES. RHONDA ASKED WHAT WAS MMNA GOING TO DO ABOUT CARPET SLIGHTLY BURNT. RHONDA ASKING TO SPEAK TO DPSM AND STATED IF HE DIDN'T CALL HER BACK HER ATTY WOULD BE CALLING. CUST STATED SHE HAS BEEN IN HOSPITAL FOR PAST TWO DAYS. VCM ADV'D CUST REQUEST WOULD BE GIVEN TO DPSM.
	07-13-2005 00:00:00	MSINKOFF	DEALER COMMENTS TRANSMITTED ON (07/13/2005)(MSINKOFF) FILE UPDATED AS A RESULT OF TRANSMISSION
	07-13-2005 00:00:00	LBARBA	DATE CUSTOMER CONTACTED : 07/12/2005 DATE COMMENTS ENTERED: 07/13/2005 CONTACTED BY : MARK SINKOFF CUSTOMER APPOINTMENT DATE : DPSM INSPECTION PENDING : NO DATE: BACK ORDERED PART # (S) : PARTS ORDER D-S-SHO # (S) : TECHLINE ASSISTANCE PENDING : NO IF YES, RESOLUTION IN SUMMARY SUMMARY OF CONTACT : DPSM CONTACTED MR. JAMES CRUMP OWNER OF VEHICLE ADVISED OF INSPECTION AND THAT MMSA WAS GOING TO REPLACE DOOR TIRM PANAL, DOOR WIRING HARNESS, SWITCH. TOO SEE IF COULD TELL WHAT CAUSED FIRE. MR CRUMP THANKED FOR RESPONSE TO CONCERN
	07-13-2005 00:00:00	LBARBA	***07/13/05 BARL...@12:57PM CUST'S RELATED PARTY (RHONDA SMITH) CALLS MMNA REQUEST TO SPEAK WITH VCM (ATIM) VCM ADVISED ATIM NOT AVAILABLE AT THIS MOMENT HOWEVER WENT OVER WITH MS SMITH AND ADVISED ACCORDING TO CLOSING COMMENTS FROM DPSM SINM. DATED 07/13. CUST MR JAMES CRUMP LISTING TO THE CONVERSATION AND VCM ASKED CUST MR CRUMP IF HE RECVD THE MESSGS. FROM DPSM?. MR CRUMP DID NOT KNEW WAS FROM DPSM. VCM ASKED MR CRUMP IF PH# WAS LISTED WHEN DPSM CALL?. MR CRUMP STATED YES. VCM STRONGLY ENCOURAGE TO CUST MR JAMES CRUMP FOR HIM TO CONTACT DPSM DIRECT. CUST MR CRUMP UNDERSTOOD AND STATED HE WOULD DO.
	07-13-2005 00:00:00	MSINKOFF	DEALER COMMENTS TRANSMITTED ON (07/13/2005)(MSINKOFF) FILE UPDATED AS A RESULT OF TRANSMISSION
			DATE CUSTOMER CONTACTED : 07/13/2005 DATE COMMENTS ENTERED: 07/13/2005 CONTACTED BY : MARK SINKOFF CUSTOMER APPOINTMENT DATE : DPSM INSPECTION PENDING : NO DATE: BACK ORDERED PART # (S) :

	07-12-2005 00:00:00	MATIENZA	PARTS ORDER D-S-SHO # (S) : TECHLINE ASSISTANCE PENDING : NO IF YES, RESOLUTION IN SUMMARY SUMMARY OF CONTACT : DPSM INSPECTED VEHICLE AND TOOK PICTURES. REVIEWED WAS RPSM AND RICK LANTZ FROM PRODUCT ENGINEERING. DPSM HAS LEFT TWO MESSAGES FOR CUSTOMER TO RETURN CALL SO DPSM CAN REVIEW WITH CUSTOMER.
	07-12-2005 00:00:00	MATIENZA	(07/12/05) (16:17) (ATIM): RECD EMAIL FROM DAVID WONG, HE SPOKE WITH SM AT 23066 AND VEHICLE IS THERE. SM TO TAKE DIGITAL PHOTOS AND FORWARD TO DAVID FOR REVIEW, WILL SEND TO PSC TOMORROW.
	07-12-2005 00:00:00	MATIENZA	DEALER PRINT, (07/12/05) (10:49) (ATIM) ***** 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! *****
	07-12-2005 00:00:00	MATIENZA	DEALER SERVICE MANAGER, PLEASE RESOLVE 1. PLS REVIEW WITH YOUR GM AND/OR DPSM, TO DETERMINE ACTION TO BE TAKEN. 2. PLEASE CONTACT CUSTOMER IN RESPONSE TO THEIR CALL TO MMNA AND ADVISE OF DECISION OR ACTION PLAN AND SET-UP APPOINTMENT IF APPLICABLE. 3. PLS UPDATE FILE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE FILE. THANK YOU
	07-12-2005 00:00:00	MATIENZA	FILE WAS REOPENED (07/12/05) (ATIM)
	07-12-2005 00:00:00	MATIENZA	(07/12/05) (10:48) (ATIM): VCM CALLED DPSM SINM AND LEFT DETAILED MESSAGE REGARDING CUST REQUEST FOR RENTAL AND THAT VEHICLE WILL BE TAKEN TO 23066 FOR INSPECTION
	07-12-2005 00:00:00	SRUMSEY	(07/12/05) (10:00) (RUMS): MRS SMITH CALLED TO ADVISE VCM ATIM THAT VEH HAS BEEN PICKED UP AND WILL ARRIVE AT DLR 23066 IN ABOUT 45 MINS, CUST WANTED TO BE SURE VCM ATIM HAD CORRECT INFO IN RELATION TO HER SITUATION. CUST STATES THAT HER DRIVERSIDE WINDOW WAS ROLLED DOWN WHICH PASSANGER SIDE THEN CAUGHT ON FIRE. CUST STATES THIS CONCERN WAS VERY TRAMATIC FOR HER AND SHE HAD TO INCREASE HER MEDICATION IN ORDER TO DEAL WITH THIS SITUATION. VCM ADVISED CUST THAT FILE WILL BE UPDATED AND EMAIL WILL BE SENT TO VCM ATIM FOR HER FYI.
	07-12-2005 00:00:00	MATIENZA	(07/12/05) (08:28) (ATIM): VCM CALLED MRS SMITH, VERIFIED THAT VEHICLE WILL BE TOWED TO ANN ARBOR MITSU TODAY. VCM SENT EMAIL TO LANR.
	07-12-2005 00:00:00	MJAUREGUI	DID VCM RESTATE AND CONFIRM ACCURACY OF THE CUSTOMER'S STATEMENT, WITH THE CUSTOMER? () YES; (X) NO REQUIRED ACTION: (X) INQUIRY - () VOICEMAIL TO DPSM, (X) E-MAIL TO MEDIATION MAILBOX - SPECIFIED "INQUIRY" () DEMAND - E-MAIL TO: () MEDIATION MAILBOX, () RPSM VOICEMAIL: () DPSM - SPECIFIED "DEMAND"
	07-12-2005 00:00:00	MJAUREGUI	REPURCHASE INQUIRY/DEMAND REPLACE OR REPURCHASE: () DEMAND BY CUSTOMER; (X) INQUIRY BY CUSTOMER CUSTOMER'S BASIS FOR DEMAND/INQUIRY: . VEHICLE UNSAFE - DOOR FIRE
	07-12-2005 00:00:00	MJAUREGUI	(07/12/05) (08:01) (MJAU): RECDV CALL FROM (CUST GIRLFRIEND) REITERATED NEED FOR RENTAL AS HER INS CO WILL NOT COVER. STATES DOES NOT WANT VEH BACK IF MFG PROBLEM, VEH UNSAFE. REQUESTED CUST PATIENCE IN MATTER AND ADVISED CONCERNS ARE BEING REVIEWED. ADVISED CUST WILL NEED TO HAVE CAUSE OF FAILURE DETERMINED BY INS/MITSU DLR. CUST UNDERSTOOD
	07-12-2005 00:00:00	MATIENZA	(07/12/05) (07:54) (ATIM): RECD RESPONSE FROM LANR, ADVISE HIM WHEN CUST WILL BE TAKING VEHICLE TO DEALER AND VERIFY DEALER NAME.
	07-12-2005 00:00:00	WJUSTICE	(07/12/05) (07:09) (JUSW): CALLED BACK STATES SHE REPORTED THE ACCIDENT TO HER INSURANCE COMPANY AND INSURANCE WILL BE PAYING TO HAVE THE VEHICLE TOWED TO MITS RETAILER ANN ARBOR CUSTOMER STATES THEY NEED A RENTAL AND INSURANCE DOES NOT COVER RENTAL AND BELEIVES THE MANF SHOULD PROVIDE A RENTAL CUSTOMER STATES SHE IS GOING TO SUE THE MANF BECAUSE SHE IS NOW ON MEDICATION CAN AFRAID TO DRIVE THIS VEHICLE STATES SHE HAS EVERYTHING ON VIDEO. CUSTOMER STATES RETAILER INFORM HER NEED TO PAY \$97.00 TO HAVE THE VEHICLE DIAGNOSE AND DO NO T HAVE THE MONEY AND BELEIVES MANF SHOULD PAY THIS FEE. VCM INFORM CUSTOMER VEHICLE HAS TO BE INSPECTED BY MITS RETIALER AND AFTER INSPECTION THE SM WOULD REVIEW WITH DPSM.
	07-11-2005 00:00:00	MATIENZA	(07/11/05) (18:55) (ATIM): VCM SENT EMAIL TO STEE/LANR.
	07-11-2005 00:00:00	MATIENZA	07/11/05 ATIM:FILE CLOSED
	07-11-2005 00:00:00	MATIENZA	CUST MR CRUMP PURCH VEH 9/03 W/ 29,000 MILES, STATES WAS PARKED IN THE DRIVEWAY AND CUST TURNED VEHICLE ON AND ROLLED DOWN POWER WINDOWS. CUST STATES THE PASSENGER DOOR CAUGHT ON FIRE AND SHE HAD TO RUN INSIDE AND GRAB A BUCKET OF WATER TO PUT IT OUT. NO EMERGENCY SERVICES OR POLICE WERE CONTACTED, CUST HAS NOT CONTACTED STATE FARM INSURANCE BECAUSE THEY WERE CLOSED. CUST STATES ENGINE HAD JUST BEEN TURNED ON, AS SOON AS THE WINDOWS WERE ROLLED DOWN CUST SAW FLAMES IN CAR DOOR. VCM ADVISED CUST TO CONTACT

			STATE FARM INSURANCE AND REPORT THE INCIDENT, VEHICLE CAN BE TOWED TO NEAREST MITSU DEALER FOR INSPECTION AS NEEDED. VCM EXPLAINED THAT INSURANCE CO WILL NEED TO COORDINATE THE PROCESS, AS THEY HAVE TO INSPECT VEHICLE AND AUTH TOW TO DEALER IF NECESSARY. CUST AWARE COST TO INSPECT IS CUST/INSURANCE PAY.
	07-11-2005 00:00:00	MATIENZA	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION -----</p> <p>DATE OF THE ACCIDENT/INCIDENT: 7/11/05 ALLEGED DEFECTIVE ITEM: PASS DOOR CAUGHT ON FIRE ESTIMATED SPEED OF MITS VEH: VEH WAS PARKED IN DRIVEWAY WERE SEATBELTS WORN ? : DRIVER: N/A PASSENGER(S) : WEATHER CONDITIONS: HOT LOCATION OF INCIDENT: CUST HOME OTHER VEHICLE(S) INVOLVED: N/A # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST' CAR: N/A EXTENT OF INJURIES IF ANY: SPRAINED ANKLE, BURN ON RIGHT LEG, BACK SPASM RECEIVED MEDICAL TREATMENT?: (X) YES ; () NO : NAME(S) OF INJURED PEOPLE: RHONDA SMITH POLICE NOTIFIED: () YES ; (X) NO ; REPORT # AND/OR CITY OF RECORD: N/A HAS CUST CONTACTED INSURANCE: (X) YES ; () NO ; REPS NAME: GUY INSURANCE CARRIER: STATE FARM ; CLAIM # NOT AVAIL VEHICLE LOCATION: CUST HOME IS THE VEHICLE REPAIRED: NO ESTIMATE/COST OF REPAIR: N/A IS VEHICLE DRIVEABLE: () YES ; (X) NO WHAT IS CUST SEEKING FROM MMNA?: REASON WHY DOOR CAUGHT FIRE, COMP FOR INJURY DATE FORWARDED TO ATIM: 7/11/05 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</p>
	07-11-2005 00:00:00	MATIENZA	(07/11/05) (16:47) (ATIM): ** MRS SMITH (CUST GIRLFRIEND) CALLED **

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Customer Relations

Help

Summary

Case Information

Row 1 of 1

Case No	375478	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	Please select one	Phone	
Open Date	08/26/2005	Close Date	08/26/2005	Days Open	1	Country	US
Re-Open Date		Re-Close Date		Original Assigned User	SRUMSEY		
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Middle Initial	
Business Name					
Address 1					
Address 2					
City	STOCKTON	State	CALIFORNIA	Zip Code	
Other Contact	First Name		Last Name		

Customer Contact Information

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

Vehicle Information

VIN	4A3AA48G72	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
Current Mileage	122000	Retail Sales Date	03/30/2002	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase		Used		Used	

Date Used	(MM/DD/YYYY)	Purchase Retailer	Purchase Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	05373 MODESTO MITSUBISHI	Service Dealer	05373 MODESTO MITSUBISHI	Self Auth Level	0
Sales Manager	**** TERMINATED****	Service Manager	**** TERMINATED****		
Selling Dealer Phone No	(209) 524-3600	Service Dealer Phone No	(209) 524-3600		
General Manager		General Manager			
District	L5	District	L5		
Current DSM	BRIAN RABOY	Current DPSM	MIKE EVANS		
DSM Phone No	714/372-5588	DPSM Phone No	714/372-8020		

Condition

Group	Sub-Group	Condition	Cust Code
52 INTERIOR	31 PANEL, INSTRUMENT, 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

6 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>		08-29-2005 00:00:00	ESTEELE	(08/29/05) (11:02) (STEE): REVIEWED FILE - NO FURTHER ACTION BY MMNA AT THIS TIME.
<input checked="" type="checkbox"/>		08-29-2005 00:00:00	MATIENZA	(08/29/05) (10:47) (ATIM): VCM REVIEWED FILE, CUST NOT SEEKING ANYTHING FROM MMNA BUT WANTED TO REPORT THE INCIDENT. SENT EMAIL TO STEE FOR REVIEW.
<input checked="" type="checkbox"/>		08-26-2005 00:00:00	SRUMSEY	08/26/05 RUMS:FILE CLOSED
<input checked="" type="checkbox"/>		08-26-2005 00:00:00	SRUMSEY	CUST STATES HUSBAND WAS DRIVING VEH AND SMELLED SMOKE, CUST PULLED VEH OVER AND NOTICED SMALL FLAMES COMING FROM PASSANGER SIDE DOOR PANEL, CUST HUSBAND PUT FIRE OUT WITH A SODA, AND HAS CONTACTED INSURANCE COMPANY, CUST IS CALLING MMNA TO MAKE THIS FIRE ISSUE KNOWN AND IS NOT ASKING FOR ANY ASSISTANCE WHAT SO EVER AS INSURANCE CO WILL TAKE CARE OF EVERYTHING.
				----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE INCIDENT: 8/26/05 ALLEGED DEFECTIVE ITEM: ELECTRICAL IN PASSANGER DOOR PANEL-FIRE ESTIMATED SPEED OF MITS VEH: N/A

	08-26-2005 00:00:00	SRUMSEY	<p>WERE SEATBELTS WORN ? : DRIVER: N/A PASSENGER(S) :N/A WEATHER CONDITIONS: FAIR/CLEAR LOCATION OF INCIDENT: FARMINGTON ROAD/STOCKTON CALIFORNIA OTHER VEHICLE(S) INVOLVED: N/A # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST' CAR: ONE,OWNER EXTENT OF INJURIES IF ANY: NO RECEIVED MEDICAL TREATMENT?: () YES ; (X) NO : NAME(S) OF INJURED PEOPLE: N/A POLICE NOTIFIED: () YES ; (X) NO ; REPORT # AND/OR CITY OF RECORD: N/A HAS CUST CONTACTED INSURANCE: (X) YES ; () NO ; REPS NAME:RHONDA HOWARD INSURANCE CARRIER: WESTERN UNITED ; CLAIM # 132651 VEHICLE LOCATION: HOME ADDRESS IS THE VEHICLE REPAIRED: NO ESTIMATE/COST OF REPAIR: NOT KNOWN AT THIS TIME IS VEHICLE DRIVEABLE: (X) YES ; () NO WHAT IS CUST SEEKING FROM MMNA?: MAKE ISSUE KNOWN WITH MANUFACTURE. DATE FORWARDED TO ATIM: 8/26/05 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 ; () NO VCM REFERRED CUSTOMER TO THEIR INSURANCE COMPANY AS THEY WOULD NEED TO INITIATE INSPECTION OF VEHICLE. VCM EXPLAINED SUBROGATION PROCESS. VCM 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. E-MAIL FORWARDED TO VCM KEGE.</p>
	08-26-2005 00:00:00	SRUMSEY	(08/26/05) (11:02) (RUMS):

Return Email Print



Help

Customer Relations

Summary

Case Information

Row 1 of 1

Mediation Case							
Case No	377738	Case Type	SERVICE	Created By			
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	OVID JOYAL	Phone	714/37
Open Date	10/20/2005	Close Date	11/10/2006	Days Open	22	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	NORMAL	State	ILLINOIS	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46H2	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - KALAPANA BLACK	Country	US
Current	0	Retail Sales	07/22/2002	Sales Type	04 - 04 RETAIL-CASH IS

Mileage		Date		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	15010 O'BRIEN MITSUBISHI-NORMAL	Service Dealer	15010 O'BRIEN MITSUBISHI-NORMAL	Self Auth Level	2
Sales Manager	JIM BAIETO	Service Manager	RICK WALDSCHMIDT		
Selling Dealer Phone No	(309) 454-1222	Service Dealer Phone No	(309) 454-1222		
General Manager	RYAN GREMORE	General Manager	RYAN GREMORE		
District	D8	District	D8		
Current DSM	TONY VACCARO	Current DPSM	CARL WEBSTER		
DSM Phone No	972/401-5970	DPSM Phone No	972/401-5929		

Condition

Group	Sub-Group	Condition	Cust Code
CO CORPORATE	CR CORPORATE CUSTOMER SERVICE	07 FIRE	R1 FIRE

Sales Questions

Current Vehicle Location	NONE	Other Location	
Have you spoken to the GM at the selling dealership?	NO		
What resolution are you seeking for your concern?	OTHER	If Other	CONVERSION

Comments

12 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		11-10-2005 00:00:00	OJOYAL	11/10/05 JOYO:FILE CLOSED
<input type="checkbox"/>		11-10-2005 00:00:00	OJOYAL	11/10/05 JOYO: SENT SETTLEMENT CHECK TO SHELTER INSURANCE. CLOSED FILE AND GAVE TO OLIC FOR BILLING
<input type="checkbox"/>		11-10-2005 00:00:00	COLIVER	11/10/05 ID: OLIC CHECK NO: 739554 FOR 1024.66 SEQ NO: 1 CHECK TO: SHELTER INSURANCE. FWD'D TO JOYO
<input type="checkbox"/>		11-04-2005 00:00:00	COLIVER	11/4/05 OLIC: RET'D CHK 739228 TO T NARDULLI, ACCTG, PER JOYO. INCORRECT PAYEE. CHK SHOULD BE PAYABLE TO SHELTER INS CO.
<input type="checkbox"/>		11-03-2005 00:00:00	COLIVER	11/03/05 ID: OLIC CHECK NO: 739228 FOR 1024.66 SEQ NO: 1 CHECK TO: CANDACE WADE FWD'D TO JOYO
<input type="checkbox"/>		10-27-2005 00:00:00	COLIVER	10/27/05 OLIC: REC'D SIGNED RELEASE FROM SHELTER INS. FWD'D TO JOYO
<input type="checkbox"/>		10-28-2005 00:00:00	OJOYAL	10/28/05 ID: JOYO CHECK REQUESTED FOR: \$1,024.66 SEQ NO: 1 PAYABLE TO: CANDACE WADE AGREED TO SETTLE INSURANCE COMPANY SUBROGATION DEMAND FOR REIMBURSEMENT OF DAMAGES DUE TO FIRE CAUSED BY FRONT PASSENGER DOOR WINDOW MOTOR
<input type="checkbox"/>		10-20-2005 00:00:00	OJOYAL	102406 JOYO: RECVD FAXED, SIGNED RELEASE BACK FROM MICHELE AT SHELTER INSURANCE. PREPARED CHECK REQUEST AND GAVE TO OLIC FOR PROCESSING. NEED ORIG RELEASE

<input type="checkbox"/>	10-20-2005 00:00:00	COLIVER	10/20/05 OLIC: REC'D ORIG LTR DTD 10/13/05 FWD'D BY LEGAL. FWD'D TO JOYO FOR FILE.
<input type="checkbox"/>	10-20-2005 00:00:00	OJOYAL	10/20/05 JOYO: REVIEWED DOCS FROM SHELTER INSUR AND FOUND VEHICLE FIRE DUE TO POWER WINDOW MOTOR/SWITCH FAILURE IN PASSENGER DOOR. CALLED SHELTER INSUR AGENT AND ADVISED WE WILL SETTLE CASE. PREPARED RELEASE AND FAXED TO MICHELE AT SHELTER INSUR COMPANIES.
<input type="checkbox"/>	10-20-2005 00:00:00	COLIVER	OLD REP WAS = OLIC, NEW REP IS = JOYO
<input type="checkbox"/>	10-20-2005 00:00:00	COLIVER	10/20/05 OLIC: REC'D EMAIL FROM J COBIN, LEGAL, OF LTR DTD 10/13/06 FROM MICHELLE ROWE OF SHELTER INS CO REQUESTING SUBRO DUE TO CLAIM OF MANUFACTURER DEFECT CAUSING FIRE LOSS. SUPPORTING DOCS ATTACHED. FWD'D TO JOYO

Return	Email	Print
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Help

Mediation

Super Screen	CR	Mediation	Auction Status	Billing Report	Open Case Status	Check Request List	Teachline	QMS	Regional Dir	Dir Locator	Claim Entry
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Mediation Main

Follow-Up	Main	Condition	Comments	Repurchase Worksheet	Replacement Worksheet	Billing Tracking Notes	Resale Warranty	History	Check Request
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Mediation Displayed Successfully.

Case Information

Case No	377738	Current Status	CLOSED	VIN	4A3AA48H22E	2002 GALANT
Customer		Dealer	18010 O'BRIEN MITSUBISHI-NORMAL	Assigned To	OJOYAL	
DP9M		District	D8			

Related Cases

Case Type Information

Case Type	SUB	Seq No	1	Type Status	CLOSED
Types Used	SUB 10/20/2005				
Follow-Up Date	11/10/2005	Assigned To	OVID JOYAL	Attorney Involved	<input type="radio"/> Yes <input checked="" type="radio"/> No
Case Status Notes	SUBRO SETTLEMENT. 4Q 2005 BILLING BILL MMNA 100%. ORIG SIGNED RELEASE IS IN FILE				[Bottom] [Top]

Mediation File Opening and Outcome Info

Received Date	10/20/2005 (MM/DD/YYYY)	Outcome Manager	OVID JOYAL
Response Date	(MM/DD/YYYY)	Outcome Date	10/24/2005 (MM/DD/YYYY)
Hearing Date	(MM/DD/YYYY)	Outcome	SETTLED
ARB Vendor Open Method	Please select one	Outcome Method	OTHER
Voluntary Agreement Form Received Date	(MM/DD/YYYY)		



Help

Mediation

Super Screen	CR	Mediation	Auction Status	Billing Report	Open Case Status	Check Request List	Timeline	OMS	Regional Dir	Dir Locator	Claim Entry
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Check Detail

Follow-Up	Main	Condition	Comments	Repurchase Worksheet	Replacement Worksheet	Billing Tracking Notes	Resale Warranty	History	Check Request
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Case Information

Case No	377738	Case Type	SERVICE	Mediation Case
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User
Customer		VIN	4A3AA46H22	2002 GALANT
Current Mileage	0	Retail Sales Date	07/22/2002	Used Sales Date

Check Requests

1

Check Seq	1	Request Date	10/24/2006 (MM/DD/YYYY)	Mediation	<input checked="" type="radio"/> Yes <input type="radio"/> No
Check Status	ISSUED	Account Code	1048-101-00000	Factory Share Cost	<input checked="" type="radio"/> Yes <input type="radio"/> No
Scheduled Issue Date	11/10/2006 (MM/DD/YYYY)	Void Date	(MM/DD/YYYY)	Stop Payment Date	(MM/DD/YYYY)
Check Amount	1024.66	Requester	JOYD JOYAL	Pick Up Check	<input type="radio"/> Yes <input checked="" type="radio"/> No
Pay Dealer		Manual Request	<input type="checkbox"/>	Warranty Claim	<input type="radio"/> Yes <input checked="" type="radio"/> No
Dept Approval Signature					
Dept Authorization	<input type="radio"/> Yes <input checked="" type="radio"/> No	Date Authorized	(MM/DD/YYYY)	Authorized By	
Required Exec Signature		Required Exec Signature		Required Exec Signature	[Bottom] [Top]
Sent to Accounting Date	11/10/2006 (MM/DD/YYYY)				
Check Number	739664	Date Issued	(MM/DD/YYYY)	Date Mailed	(MM/DD/YYYY)
Description	AGREED TO SETTLE INSURANCE COMPANY SUBROGATION DEMAND FOR REIMBURSEMENT OF DAMAGES DUE TO FIRE CAUSED BY FRONT PASSENGER DOOR WINDOW MOTOR				
Tax ID					

Payee Name and Address

Vendor Code		Bank 44	<input type="radio"/> Yes <input checked="" type="radio"/> No
Payee Name			
Address			
City	State	Zip Code	

Initials	Print	Download	View
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Help

Mediation

Super Screen	CR	Mediation	Auction Status	Billing Report	Open Case Status	Check Request List	Techline	OMS	Regional Dir	Dir Locator	Claim Entry
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Billing Tracking Notes

Follow-Up	Main	Condition	Comments	Repurchase Worksheet	Replacement Worksheet	Billing Tracking Notes	Recalls Warranty	History	Check Request
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Case No	377738	Current Status	CLOSED	VIN	4A3AA46H22E	2002 GALANT
Customer		Dealer	16010 - O'BRIEN MITSUBISHI-NORMAL	Assigned To	OJOYAL	
DPSM	CARL WEBSTER	District	D8	Case Type	SUBROGATION - 1	

Billing Information			
Settlement Check Req Date	10/24/2006 (MM/DD/YYYY)	Auction Vehicle Status	
Settlement Amount	1024.88	Auction Net Sale Amt	0.00
Transport Costs	0.00	Auction Sale Date	
Title Brand Costs	0.00	Sold Date	(MM/DD/YYYY)
Misc Costs	0.00	Sold Amount	0.00
Total Settlement Amt	1024.88	Net Cost	1024.88
Billing Amount	1024.88	Billing Vendor	15A08
Billing Percent	1.00	Billing Date	12/31/2006

Vendor Tracking			
ARB Vendor Close Method		SURR Vendor Veh Surrender Amt	0.00 [Bottom] [Top]
ARB Vendor File No		TA Fee	0.00
ARB Vendor Decision Date	(MM/DD/YYYY)	TA Expense	0.00
ARB Vendor Fee	0.00	SURR Vendor Total Due	0.00
ARB Vendor PO Charge Dt	(MM/DD/YYYY)	SURR Vendor Pd Chk Req Dt	(MM/DD/YYYY)
Arbitrator Expenses	0.00		
Arbitrator Exp PO Charge Dt	(MM/DD/YYYY)		
Arbitrator Misc Expenses	0.00		

Disclosure	
Mechanical Reason	FIRE, FRONT PASSENGER DOOR WINDOW MOTOR.

Billing Notes	AGREED TO SETTLE INSURANCE COMPANY SUBROGATION DEMAND FOR REIMBURSEMENT OF DAMAGES DUE TO FIRE CAUSED BY FRONT PASSENGER DOOR WINDOW MOTOR
Check Handling Instructions	





Help

Customer Relations

Summary

Case Information

Row 1 of 1

Mediation Case							
Case No	378790	Case Type	SERVICE			Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	OVID JOYAL	Phone	714/37
Open Date	11/18/2005	Close Date	03/27/2006	Days Open	132	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Last Name		Middle Initial	
Business Name							
Address 1	15576 RICHFIELD RD LOT B						
Address 2							
City	DUSON	State	LOUISIANA				
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G82E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
Current Mileage	0	Retail Sales Date	04/03/2002	Sales Type	07 - 07 FLEET-GDP/GDPL

Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer	Used Purchase Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	76003 ROSEDALE DODGE, INC	Service Dealer	19024 HAMPTON MITSUBISHI	Self Auth Level	3
Sales Manager		Service Manager	ROBERT MALHIET		
Selling Dealer Phone No	(952)512-8823	Service Dealer Phone No	(337) 988-2996		
General Manager		General Manager	MARK HAMPTON		
District	D9	District	D5		
Current DSM	AUGIE SCHLAFFER	Current DPSM	DANIEL SCHEWE		
DSM Phone No	972/401-5971	DPSM Phone No	972/401-5992		

Condition

Group	Sub-Group	Condition	Cust Code
CO CORPORATE	CR CORPORATE CUSTOMER SERVICE	07 FIRE	R1 FIRE

Sales Questions

Current Vehicle Location	NONE	Other Location	
Have you spoken to the GM at the selling dealership?	NO		
What resolution are you seeking for your concern?	OTHER	If Other	CONVERSION

Comments

18 Total Comments

Set	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		03-27-2006 00:00:00	OJOYAL	03/27/06 JOYO:FILE CLOSED
<input type="checkbox"/>		03-27-2006 00:00:00	OJOYAL	3/27/06 JOYO: SENT SETTLEMENT CHECK TO STATE FARM. FILE TO OLIC FOR BILLING.
<input type="checkbox"/>		03-24-2006 00:00:00	COLIVER	03/24/06 ID: OLIC CHECK NO: 745843 FOR 1477.74 SEQ NO: 1 CHECK TO: STATE FARM INSURANCE FWD'D TO JOYO
<input type="checkbox"/>		03-17-2006 00:00:00	OJOYAL	03/17/06 ID: JOYO CHECK REQUESTED FOR: \$1,477.74 SEQ NO: 1 PAYABLE TO: STATE FARM INSURANCE AGREED TO SETTLE INSURANCE SUBROGATION CASE DUE TO FRONT PASSENGER DOOR POWER WINDOW SWITCH FAILURE AND RESULTING FIRE.
<input type="checkbox"/>		03-16-2006 00:00:00	OJOYAL	3/16/06 JOYO: PREPARED CHECK REQUEST AND FWD TO OLIC FOR PROCESSING AND RETURN TO ME.
<input type="checkbox"/>		03-16-2006 00:00:00	COLIVER	3/16/06 OLIC: RCVD SIGNED RELEASE FROM DOUG FLESHER OF STATE FARM. FWD'D TO JOYO
<input type="checkbox"/>		02-22-2006 00:00:00	OJOYAL	2/22/06 JOYO: SENT RELEASE TO STATE FARM
<input type="checkbox"/>		02-21-2006 00:00:00	MJAUREGUI	(02/21/06) (12:18) (MJAU): RECVD LETTER FROM MEGG BEVERAGE OF STATE FARM INSURANCE DATED 2/15/06, STATING TOTAL DEMAND \$1477.74. FWD'D TO JOYO.
<input type="checkbox"/>		02-16-2006 00:00:00	OJOYAL	2/15/06 JOYO: CALLED MEG AT STATE FARM.SHE ADVISED THAT THYE HAVE CALCULATED FULL LOSS AND WILL SEND A SUBO DEMAND WITH COMPLETE LOSS TOTAL.
<input type="checkbox"/>		02-10-2006		2/10/06 JOYO: REVIEWED LETTER FROM STATE FARM. THEY STATE THEY ARE STILL UNCL

<input type="checkbox"/>	00:00:00	OJOYAL	EAR WHAT WE ARE LOOKING FOR TO SETTLE THIS CLAIM. I CALLED AND SPOKE TO MEG WHO ADVISED THAT SHE WILL RESEARCH.
<input type="checkbox"/>	02-08-2006 00:00:00	COLIVER	2/8/06 OLIC: REC'D LTR TD 2/1/06 FROM TEAM 60 OF STATE FARM W/DOCS & COLOR PHOTOS, FWD'D TO JOYO
<input type="checkbox"/>	01-23-2006 00:00:00	BEISMAN	(01/23/06) (15:47) (EISB): MAILED LTR TO STATE FARMS SUBROGATION SERVICES REQUESTING FULL STATEMENT OF LOSSES.
<input type="checkbox"/>	01-11-2008 00:00:00	BEISMAN	(01/11/06) (08:02) (EISB): CALLED STATE FARM FOR STATUS OF LOSS STATEMENT. MM SPOKE TO DEBORAH KELSO WHO ADVISED THAT SHE WILL PUT TOGETHER PACKAGE AND SEND IT TO MMNA.
<input type="checkbox"/>	12-20-2005 00:00:00	OJOYAL	12/20/05 JOYO: CALLED REBECCA TAYLOR AGAIN AND LEFT A MESSAGE REMINDING HER I NEED FULL STATEMENT OF THEIR LOSSES.
<input type="checkbox"/>	11-21-2005 00:00:00	OJOYAL	11/21/05 JOYO: CALLED REBECCA TYLER AT STATE FARM AND ASKED HER IF THEY ARE ONLY ASKING FOR RENTAL CHARGES OR RENTAL AND DAMAGES REPAIR COSTS SINCE THEY ONLY HAVE RENTAL COSTS IN THEIR DEMAND. SHE ADVISED THAT THIS WAS A MISTAKE ON THEIR PART AND SHE WILL DO A FULL ACCOUNTING OF THE LOSS AND SEND ME A NEW DEMAND STATEMENT. WILL SETTLE DUE TO FIRE CAUSED BY PASS DOOR WINDOW SWITCH.
<input type="checkbox"/>	11-18-2005 00:00:00	OJOYAL	11/18/05 JOYO: CALLED LISA FARQUAR AT 19024 AND REQUESTED COPY OF REPAIR ORDER OF DAMAGE REPAIRS. RECVD THIS SAME DAY. TOTAL FOR DAMAGE REPAIRS ARE 1147.39
<input type="checkbox"/>	11-16-2005 00:00:00	COLIVER	OLD REP WAS = OLIC, NEW REP IS = JOYO
<input type="checkbox"/>	11-16-2005 00:00:00	COLIVER	11/16/06 OLIC: REC'D LTR DTD 10/27/05 FROM REBECCA TYLER OF STATE FARM INS FWD'D BY HAMPTON MITS, SEEKING SUBRO FOR RENTAL EXPENSE & DEDUCTABLE DUE TO FIRE. COLOR PHOTOS INCLUDED. FWD'D TO JOYO



Help

Mediation

Super Screen	CR	Mediation	Auction Status	Billing Report	Open Case Status	Check Request List	Teeline	OHS	Regional Dir	Dir Locator	Claim Entry
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Mediation Main

Follow-Up	Main	Condition	Comments	Repurchase Worksheet	Replacement Worksheet	Billing Tracking Notes	Reale Warranty	History	Check Request
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Mediation Displayed Successfully.

Case Information

Case No	378780	Current Status	CLOSED	VIN	4A3AA48G82E	2002 GALANT
Customer	RACHEL HEBERT	Dealer	19024 HAMPTON MITSUBISHI	Assigned To	OJOYAL	
DPSM	HEWE	District	De			

Related Cases

Case Type Information

Case Type	SUB	Seq No	1	Type Status	CLOSED
Types Used	SUB 11/16/2005				
Follow-Up Date	03/27/2008	Assigned To	OVID JOYAL	Attorney Involved	<input type="radio"/> Yes <input checked="" type="radio"/> No
Case Status Notes	BILL MMMA 100%. ORIG RELEASE IN FILE. FILE TO 1Q 2006 FIRE DUE TO POWER WINDOW SWITCH IN PRNT PASSENGER DOOR.				[Bottom] [Top]

Mediation File Opening and Outcome Info

Received Date	11/16/2005 (MM/DD/YYYY)	Outcome Manager	OVID JOYAL
Response Date	(MM/DD/YYYY)	Outcome Date	03/16/2006 (MM/DD/YYYY)
Hearing Date	(MM/DD/YYYY)	Outcome	SETTLED
ARB Vendor Open Method	Please select one	Outcome Method	OTHER
Voluntary Agreement Form Received Date	(MM/DD/YYYY)		



Help

Mediation

Super Screen	CR	Mediation	Auction Status	Billing Report	Open Case Status	Check Request List	Teachline	DMS	Regional Dir	Dir Locator	Claim Entry
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Check Detail

Follow-Up	Main	Condition	Comments	Repair Worksheet	Replacement Worksheet	Billing Tracking Notes	Resale Warranty	History	Check Request
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Case Information

Case No	378780	Case Type	SERVICE	Mediation Case	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	OJOYAL
Customer		VIN	4A3AA48G2E	2002 GALANT	
Current Mileage	0	Retail Sales Date	04/03/2002	Used Sales Date	

Check Requests

Check Seq	1	Request Date	03/16/2008 (MM/DD/YYYY)	Mediation	<input checked="" type="radio"/> Yes <input type="radio"/> No
Check Status	ISSUED	Account Code	1045-101-00000	Factory Share Cost	<input checked="" type="radio"/> Yes <input type="radio"/> No
Scheduled Issue Date	03/24/2008 (MM/DD/YYYY)	Void Date		Stop Payment Date	
Check Amount	1477.74	Requester	OVID JOYAL	Pick Up Check	<input type="radio"/> Yes <input checked="" type="radio"/> No
Pay Dealer		Manual Request	<input type="checkbox"/>	Warranty Claim	<input type="radio"/> Yes <input checked="" type="radio"/> No
Dept Approval Signature					
Dept Authorization	Yes <input checked="" type="radio"/> No	Date Authorized		Authorized By	
Required Exec Signature		Required Exec Signature		Required Exec Signature	
Sent to Accounting Date	03/24/2008 (MM/DD/YYYY)				
Check Number	746843	Date Issued		Date Mailed	
Description	AGREED TO SETTLE INSURANCE SUBROGATION CASE DUE TO FRONT PASSENGER DOOR POWER WINDOW SWITCH FAILURE AND RESULTING FIRE. [Bottom] [Top]				
Tax ID					

Payee Name and Address

Vendor Code		Bank 44	<input type="radio"/> Yes <input checked="" type="radio"/> No
Payee Name	STATE FARM INSURANCE		
Address			
City	State	Zip Code	

Print	Print	Print	Print
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Help

Mediation

Suppr Screen	CR	Mediation	Auction Status	Billing Report	Open Case Status	Check Request List	Teachline	OMS	Regional Dtr	Dtr Locator	Claim Entry
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Billing Tracking Notes

Follow-Up	Main	Condition	Comments	Repurchase Worksheet	Replacement Worksheet	Billing Tracking Notes	Resale Warranty	History	Check Request
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Case No	378780	Current Status	CLOSED	VIN	4A3AA4982E	2002 GALANT
Customer		Dealer	19024 - HAMPTON MITSUBISHI	Assigned To	OJCYAL	
DPSM	DANIEL SCHEWE	District	06	Case Type	SUBROGATION - 1	

Billing Information			
Settlement Check Req Date	03/18/2008 (MM/DD/YYYY)	Auction Vehicle Status	
Settlement Amount	1477.74	Auction Net Sale Amt	0.00
Transport Costs	0.00	Auction Sale Date	
Title Brand Costs	0.00	Sold Date	(MM/DD/YYYY)
Misc Costs	0.00	Sold Amount	0.00
Total Settlement Amt	1477.74	Net Cost	1477.74
Billing Amount	1477.74	Billing Vendor	16A06
Billing Percent	1.00	Billing Date	03/31/2006

Vendor Tracking			
ARB Vendor Close Method		SURR Vendor Veh Surrender Amt	0.00 [Bottom] [Top]
ARB Vendor File No		TA Fee	0.00
ARB Vendor Decision Date	(MM/DD/YYYY)	TA Expense	0.00
ARB Vendor Fee	0.00	SURR Vendor Total Due	0.00
ARB Vendor PO Charge Dt	(MM/DD/YYYY)	SURR Vendor Pd Chk Req Dt	(MM/DD/YYYY)
Arbitrator Expenses	0.00		
Arbitrator Exp PO Charge Dt	(MM/DD/YYYY)		
Arbitrator Misc Expenses	0.00		

Disclosure	
Mechanical Reason	FIRE FRONT PASSENGER DOOR POWER WINDOW SWITCH.

Billing Notes	AGREED TO SETTLE INSURANCE SUBROGATION CASE DUE TO FRONT PASSENGER DOOR POWER WINDOW SWITCH FAILURE AND RESULTING FIRE.
Check Handling Instructions	





Customer Relations

Help

Summary

Case Information

Row 1 of 1

Mediation Case							
Case No	379610	Case Type	SERVICE			Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	BRET EISMAN	Phone	714/37
Open Date	12/14/2005	Close Date	12/14/2005	Days Open	31	Country	US
Re-Open Date	12/27/2005	Re-Close Date	01/26/2005				
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
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		Last Name		Middle Initial	
Business Name							
Address 1	12121 E. COUNTY						
Address 2							
City	TALLAHASSEE	State	FLORIDA	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G32E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
Current Mileage	61089	Retail Sales Date	02/18/2002	Sales Type	11 - 11 FLEET-RISK

Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer	Used Purchase Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	05002 MILLER MITSUBISHI-VAN NUYS	Service Dealer	10306 FIRST TEAM MITSUBISHI-FL	Self Auth Level	4
Sales Manager	**** TERMINATED****	Service Manager	ROSS HARREL		
Selling Dealer Phone No	(818) 780-7789	Service Dealer Phone No	(950) 575-1212		
General Manager		General Manager	LOUIS HERNANDEZ		
District	L3	District	O2		
Current DSM	MIKE MAHONEY	Current DPSM	GARY EARL		
DSM Phone No	714/372-5546	DPSM Phone No	407/578-4181		

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	41 DOOR, FRONT, 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

36 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>		01-26-2006 00:00:00	BEISMAN	01/26/06 EISB:FILE CLOSED
<input type="checkbox"/>		01-23-2006 00:00:00	BEISMAN	(01/23/06) (08:40) (EISB): CLLD DLR FOR STATUS OF RPRS. DLR SM TERRY ADVISED THAT RPRS COMPLETED AND CUST HAPPY. EISB ADVISED THAT I HAVE ENTERPRISE RENTAL BILL THAT NEEDS TO BE INCLUDED IN WARR CLAIM. MM WILL CALL DPSM HARB TO ASK FOR HIS PWA FOR RENTAL AND WARR CLAIM FOR FIRE DAMAGE RPRS. DLR AGREED TO RECEIVE AND PROCESS RENTAL BILL UNDER WARR CLAIM. MM FAXED DOC TO SM TERRY'S ATTN. VM TO DPSM HARB. FILE CLOSED.
<input type="checkbox"/>		01-17-2006 00:00:00	BEISMAN	(01/17/06) (10:39) (EISB): CALLED DLR FOR REPAIR STATUS AND LEFT MSSG ASKING FOR CALLBACK.
<input type="checkbox"/>		01-14-2006	BEISMAN	(01/14/06) (08:33) (EISB): MM WILL FAX TO DLR TO ADD TO WARR CLAIM.

	00:00:00		
	01-12-2006 00:00:00	COLIVER	1/12/06 OLIC: REC'D CY OF RENTAL AGREEMENT FROM ENTERPRISE RAC. FWD'D TO EISB
	01-05-2006 00:00:00	BEISMAN	(01/05/06) (11:43) (EISB): CUST CALLED BACK TO ADVISE THAT HE DID NOT FEEL RIGHT TAKING RENTAL ON TRIP AND TURNED VEH IN. CUST HAS BORROWED GIRLFRIENDS CAR. EISB THANKED CUST FOR BEING CONSCIENTIOUS AND ADVISED THAT ENTERPRISE IS BILLING MMNA DIRECTLY.
	01-05-2008 00:00:00	BEISMAN	(01/05/06) (11:16) (EISB): HEATH FROM ENTERPRISE RENTAL LFT VM. EISB CLLD HEATH TO REVIEW RENTAL BILL. HEATH ADVISED THAT CUST TURNED IN RENTAL (?) AND WANT TO KNOW HOW TO BILL. ENTERPRISE UNABLE TO BILL DLR DIRECTLY. ENTERPRISE AGREED TO BILL MMNA DIRECTLY. EISB ASKED HOW MUCH BILL WAS. HEATH ADVISED THAT RENTAL IS \$602.30 MM PROVIDED VVGG ADDRESS TO INSURE THAT BILL WAS RECVD ASAP & COMES DIRECTLY TO MEDIATION. EISB CALLED CUST BACK TO ADVISE THAT MMNA PAYS \$30 A DAY FOR RENTAL AND DOES NOT INCLUDE EXTRA MILEAGE, GAS OR INSURANCE - LEFT VOICE MESSAGE.
	01-05-2008 00:00:00	BEISMAN	(01/05/06) (08:22) (EISB): CUST LEFT VM ASKING FOR RENTAL THROUGH WEEKEND AS CUST HAS FUNERAL TO ATTEND. EISB CLLD DLR SM WHO ADVISED THAT HE IS EXPECTING PART IN TOMORROW BUT DON'T KNOW IF ALL WILL BE RESOLVED UNTIL SWITCH IS INSTALLED. EISB ADVISED THAT MMNA WILL AUTH RENTAL THROUGH MONDAY AS THIS ACCOMODATES THE CUST AND GIVES DLR MORE TIME TO REPAIR AND TEST VEH TO INSURE THAT VEH IS FIXED.
	01-04-2006 00:00:00	BEISMAN	(01/04/06) (16:57) (EISB): DLR SM TERRY FOUND LEFT MAIN WINDOW SWITCH "FRIED" AND ASKED FOR AUTH TO REPLACE AS HE COULD NOT GET THROUGH TO DPSM. EISB ADVISED THAT IT DOES NOT MAKE SENSE THAT DRIVER SIDE MAIN SWITCH WOULD BE AFFECTED BY DAMAGE TO RT SWITCH BUT AUTHD DLR TO ORDER THE PART.
	01-01-2006 00:00:00	BEISMAN	(01/01/06) (13:45) (EISB): ENTERPRISE RENTAL REP "HEATH" LEFT VM ASKING FOR CALLBACK TO VERIFY THAT MMNA IS COVERING RENTAL BILL. EISB CLLD ENTERPRISE WHO IS CLOSED TODAY BUT LEFT DETAILED VM ASKING FOR CALLBACK FROM HEATH.
	12-27-2005 00:00:00	BEISMAN	(12/27/05) (15:22) (EISB): SPOKE TO DPSM HARB REGARDING DECISION TO COVER RPR HARB AGREED TO PROCESS WARR POLICY ADJUSTMENT CLAIM.
	12-27-2005 00:00:00	BEISMAN	NOTE: CREATED HARD FILE FOR DEMAND REQUEST BY CUST. DEMAND FOR BBK DECLINED. MMNA IS COVERING RPRS.
	12-27-2005 00:00:00	BEISMAN	(12/27/05) (13:24) (EISB): INSURANCE REP ELLEN CLLD BACK AND AGREED TO GET VEH BACK TO DLR TODAY OR TOMORROW AND WILL WORK WITH DLR SM TERRY TO COORD RPRS AND TO SUBMIT ANY TOWING AND RENTAL CHARGES TO BE ADDED TO CLAIM. ELLEN ADVISED THAT VEH IS 1/2 MILE FROM MITSU STORE.
	12-27-2006 00:00:00	BEISMAN	OLD REP WAS = ATIM, NEW REP IS = EISB
	12-27-2005 00:00:00	BEISMAN	FILE WAS REOPENED (12/27/05) (EISB)
	12-27-2005 00:00:00	BEISMAN	DEALER SERVICE MANAGER, PLEASE RESOLVE 1. PLS CALL INSURER AND ARRANGE FOR VEH TO BE RETURNED TO YOUR DLR FOR RPRS. 2. AS DISCUSSED, PLACE PARTS IN "SHO" STATUS TO EXPEDITE RPRS. PLS INCLUDE TOWING & RENTAL CHARGES IN WARR CLAIM & GET DPSM AUTH FOR CLAIM. 3. PLS UPDATE FILE WITH DETAILS OF REPAIRS AND OTHER PERTINENT CLAIMS INFO AND CLOSE THE FILE. THANK YOU TERRY - BRET
	12-27-2005 00:00:00	BEISMAN	(12/27/05) (12:50) (EISB): RCVD FAXD COPY OF FIRE INVESTIGATION REPORT BY JOHN A REUTTER WHO IS A FLORIDA CERTIFIED INVESTIGATOR. MR. REUTTER CONCLUDED IN REPORT THAT FIRE WAS CAUSED BY DEFECTIVE WINDOW OR DOORLOCK SWITCH. EISB CALLED INSURER AND LEFT DETAILED VM ASKING IF THEY COULD TRANSPORT VEH BACK TO MITS DLR. EISB LEFT VM FOR INSURANCE REP ELLEN ALEXANDER AND ASKED FOR HER TO COORDINATE WITH DLR SM TO ARRANGE FOR VEH TO BE RETURNED TO FIRST TEAM MITS AND RPRS WILL BE COVERED BY MMNA INCLUDING TOW, RENTAL, PARTS AND LABOR. EISB CALLED DPSM HARB AND LEFT VM ADVISING OF THE ABOVE AND SPOKE WITH DLR SM TERRY WHO AGREED TO COORDINATE WITH THE INSURANCE CO AND TO EXPEDITE RPRS. MM VM'D FMM WITH FILE INFO AS FYI.
	12-27-2005 00:00:00	BEISMAN	(12/27/05) (07:57) (EISB): RCVD VM FROM INSURANCE CLAIMS ADJUSTER ELLEN ALEXANDER REQUESTING CALLBACK AT (800) 637-0757 EXT. 2212 ON CLAIM # 6686259 -01. CLLD ELLEN WHO ADVISED THAT INSURER WILL SUBROGATE CLAIM IF MMNA REFUSES TO ASSIST. INSURER STATES THAT THEY HAVE EVIDENCE TO SUPPORT MFG'S DEFECT AS CAUSE AND WANT TO KNOW IF MMNA WANTS TO HANDLE DIRECTLY AS VEH HAS STILL NOT BEEN RPRD. EISB ASKED FOR COPY OF FIRE INVESTIGATION AND WILL MAKE DETERMINATION AFTER REVIEWING IT. ELLEN AGREED TO GET COPY OF REPORT. ELLEN REQUESTED THAT MMNA COVER RENTAL BILL FROM 12/14 TO COMPLETION DATE, IF MMNA ACCEPTS RESPONSIBILITY FOR DAMAGE. EISB AGREED TO ALSO COVER RENTAL. EISB CALLED DLR SM TERRY TO GIVE ADVANCE NOTICE THAT MMNA MAY BE REPAIRING VEH AND THAT DLR WILL NEED TO COORDINATE IN MM'S ABSENCE. DLR AGREED TO EXPEDITE RPRS, PLACE PART IN SHO STATUS & FIX VEH ASAP - IF MMNA APPROVES. EISB WILL CALLBACK DLR AFTER DOCS HAVE BEEN REVIEWED.

	12-22-2005 00:00:00	BEISMAN	(12/22/05) (13:31) (EISB): SPOKE TO FMM PHIJ WHO ADVISED THAT DPSM HARB DID NOT INSPECT VEH WHEN HE WAS AT DLR BECAUSE HE WAS NOT TRAINED IN FIRE INVESTIGATION AND DEFERRED CUST BACK TO THEIR INSURANCE CO. FMM ADVISED THAT HE HAS NOT SEEN VEH AND NOT ABLE TO OFFER OPINION. EISB RVWD WITH STEE AND CALLED DLR SM RONNIE TO SEE IF HE CAN GET PHOTOS. DLR ADVISED THAT CUST IS HAVING VEH PICKED UP TODAY OR TOMORROW TO BE TAKEN TO A CHEVY STORE (?). DLR STATES THERE ARE NO BODY SHOP REPAIRS THAT ARE NEEDED AND DLR HAS PARTS LIST AND DON'T KNOW WHY THEY ARE NOT AUTHORIZING DLR TO FIX. RONNIE STATES CUST HAS EXPRESSED DISSATISFACTION & MAY BE WHY. DLR ADVISED THAT DPSM NOR DLR GOT PICTURES OF DAMAGE, BUT STATES THAT FIRE INSPECTOR DID AND IS PART OF HIS REPORT. EISB RVWD WITH STEE WHO ASKED THAT MM CALL CUST TO ADVISE THAT MMNA DEFERRING TO INSURANCE AND NOT BUYING BACK VEH. EISB CALLED CUST WHO ADVISED THAT VEH IS BEING MOVED BUT IS NOT YET BEING RPRD. INSURANCE IS TRYING TO DETERMINE WHO IS RESPONSIBLE FOR RPRS. EISB PROVIDED MY NAME AND NUMBER AND ASKED THAT CUST GIVE THIS TO THEIR CLAIMS ADJUSTER IF THEY WISH TO REVIEW ANY INFORMATION THEY HAVE. EISB ADVISED CUST THAT, IF INSURER REPAIRS VEH AND LATER PROVIDES EVIDENCE TO SUPPORT MMNA PAYING FOR RPRS (SUBROGATES), CUST CAN SUBMIT DEDUCTIBLE EXPENSE TO MMNA FOR REVIEW FOR REIMBURSEMENT. EISB ADVISED CUST THAT MMNA IS DEFERRING TO CUST'S INSURER AT THIS TIME, BUT WILL BE GLAD TO REVIEW ANY INFORMATION THEY WANT TO SUBMIT TO MMNA. CUST UNDERSTOOD AND THANKED EISB FOR CALL.
	12-22-2005 00:00:00	BEISMAN	(12/22/05) (11:38) (EISB): RVWD NEW INFO WITH CR MGR STEE WHO ASKED FOR FMM AND DPSM INPUT AS THEY HAVE BEEN INVOLVED AND DPSM LOOKED AT VEH. EISB VM'D DPSM HARB AND FMM PHIJ ASKING FOR CALLBACK TO REVIEW.
	12-22-2005 00:00:00	BEISMAN	(12/22/05) (09:58) (EISB): INSURANCE FIRE INVESTIGATOR CLAIMED THAT SHORT IN ELECTRICAL CAUSED FIRE. DLR SM CLLD AND ADVISED THAT INSPECTOR JOHN RUETTER IS REPORTING BACK TO INSURER. JOHN CAN BE REACHED AT 800-779-2858 OR (407) 238-1561. SM RONNIE ALSO PROVIDED INSURANCE CLAIMS ADJUSTER INFO. CLAIMS ADJUSTER IS DAVID JOHNSON; PH # 800-637-0757, CLAIM # IS 006686259-01. EISB WILL REVIEW AGAIN WITH MGR AND FOLLOW-UP WITH DLR AND INSURANCE TO ADVISE OF OUR POSITION. DAVID JOHNSON ASSESSED DAMAGE AT \$1,917.22
	12-21-2005 00:00:00	BEISMAN	(12/21/05) (12:29) (EISB): REVIEWED FILE WITH CR MGR STEE AND WAS ADVISED THAT THIS IS INSURANCE ISSUE AND MMNA WILL ONLY REVIEW IF CUST'S INSURER SUBROGATES CLAIM. MMNA WILL NOT REPAIR, REPLACE OR REPURCHASE VEH. MM EISB WILL CALL CUST TOMORROW AFTER CUST'S INSURER INSPECTS VEH AND OUTCOME OF INSPECTION IS KNOWN.
	12-21-2005 00:00:00	BEISMAN	(12/21/05) (08:18) (EISB): DAVID WONG CALLED BACK TO ADVISE THAT ENGINEERING DOES NOT NEED TO INSPECT VEH AND IT WILL BE UP TO CR/MEDIATION TO DECIDE IF ASSIST WILL BE PROVIDED. EISB CALLED DLR AND SPOKE TO ASST. MGR RONNIE WHO ADVISED THAT INSURANCE CO. IS SENDING INSPECTOR TOMORROW TO LOOK AT DAMAGE. RONNIE TOOK MY NAME AND NUMBER AND WILL CALL TOMORROW WITH OUTCOME OF INSURANCE CO'S INSPECTION. EISB ALSO ASKED THAT DLR GIVE INSURANCE REP MY NAME AND NUMBER IF THEY WANT TO DISCUSS.
	12-21-2005 00:00:00	BEISMAN	(12/21/05) (EISB) (06:19): LEFT VM FOR DAVID WONG ASKING FOR STATUS. MMNA TO REVIEW INCIDENT TO DETERMINE IF MMNA WOULD OFFER ASSIST OUTSIDE OF WARR. REPAIR ESTIMATE IS APPROXIMATELY \$1,048.58. CUST IS NOT ORIGINAL OWNER. VEH IS FORMER HERTZ RENTAL VEHICLE. EISB WILL CALL CUST TODAY AFTER REVIEWING WITH ENGINEERING. MMNA WILL NOT REPURCHASE VEH.
	12-19-2005 00:00:00	BEISMAN	OLD REP WAS = ATIM, NEW REP IS = EISB
	12-19-2005 00:00:00	BEISMAN	(12/19/05) (08:00) (EISB): FWD FILE TO DAVID WONG IN RICK LANTZ'S ABSENCE. DAVID WILL REVIEW WITH LANR (WHO IS TRAVELING) AND DETERMINE IF MMNA WANTS TO INVESTIGATE FURTHER. EISB TO FOLLOW-UP WITH CUST AFTER ENGINEERING REVIEWS
	12-16-2005 00:00:00	MPALIKAN	12/16/05 PALM: E/M TO EISB ASKING THAT HE DISCUSS WITH RICK LANTZ TO DETERMINE IF PRODUCT SUPPORT WOULD LIKE TO INVESTIGATE FURTHER, OR IF THEY NEED VEHICLE FOR ANY REASON, AND IF NOT, TO TREAT AS A DEMAND.
	12-14-2005 00:00:00	WJUSTICE	(12/14/05) (14:17) (JUSW): CUSTOMER CALLING STATES HE WANTS TO SPEAK TO AREA MANGER DISTRCT MANAGE OR SO MEONE THAT IN MANGEMENT VCM INFORM CUSTOMER TO CONTACT HIS INSURANCE COMPANY AT THIS POINT AND WE DID RECEIVED HIS CALLS TODAY AND UPDATE FILES. CUSTOMER STATES HE WANT TO HAVE MANGEMENT AWARE OF HIS SITUATION VCM INFORM CUSTOMER MANAGEMENT AWARE OF HIS FILE. CUSTOMER STILL DEMANDING CALL BACK.
	12-14-2005 00:00:00	MATIENZA	(12/14/05) (13:20) (ATIM): RECD FAX COPY OF INSPECTION R/O FROM SM, DATED TODAY AND MILEAGE 61,089 MILES. HANDWRITTEN COMMENTS STATE "SHORT CIRCUIT IN DOOR HARNESS TO GROUND, SPARKED FIRE IN SWITCH AND HARNESS." ALSO INCLUDED ESTIMATE FOR REPAIRS (\$1048.58) AND PARTS LIST.
	12-14-2005 00:00:00	MATIENZA	(12/14/05) (12:47) (ATIM): VCM SENT EMAIL TO STEE, LANR, PHIJ, HARB, AND PALM FOR REVIEW.
	12-14-2005 00:00:00	WJUSTICE	(12/14/05) (11:56) (JUSW): CUSTOMER CALLING STATES HE HAS HAD QUITE A FEW PROBLEMS WITH THE VEHICLE THE TRANS REPLACED AT 50000 MILES THE RADATOR HOSES REPLACED AND NOW THE WIRING CUSTOMER CONCERN ABOUT HIS SAFETY AND HIS PASSENGERS AND BELIEVES MMNA SHOULD BUY BACK THE VEHICLE STATES HE THINKS THIS WOULD BE IN EVEYONES BEST INTEREST BECAUSE OF LIABILITIES ISSUES AND SAFETY ISSUES. CUSTOMER STATES HE DOES NOT WANT TO CONTINUE DRIVING THE VEHLCE WITH THE RISK OF INJURIES AND ANOTHER FIRE STARTING. CUSTOMER REQUESTING TO HAVE THIS ISSUE ADDRESS AND A CALL BACK

	12-14-2005 00:00:00	MATIENZA	(12/14/05) (11:02) (ATIM): SM TERRY ADVISED THAT DP5M REVIEWED THIS ISSUE WITH HIM AND NEITHER DEALER NOR DP5M ARE TRAINED TO INVESTIGATE ORIGIN OF FIRE, CUST WAS REFERRED TO INSURANCE CO FOR INSPECTION. SM TERRY STATES INSULATION AROUND AREA AFFECTED AND HARNESS WAS MELTED, COULD BE SHORTAGE IN WIRING. SM WILL FAX COPY OF REPAIR ORDER TO VCM.
	12-14-2005 00:00:00	MATIENZA	12/14/05 ATIM:FILE CLOSED
	12-14-2005 00:00:00	MATIENZA	CUST STATES HE WAS DRIVING ALONG LAKE BRANFORD ROAD LAST NIGHT, NOTICED SMOKE AND FIRE COMING FROM THE PASSENGER DOOR. CUST PULLED OVER AND PUT FIRE OUT, DROVE TO 10308 AND LEFT VEHICLE OVERNIGHT FOR INSPECTION TODAY. CUST STATES DEALER FOUND SHORT IN WIRING CAUSED THE FIRE, REFERRED HIM TO INSURANCE CO. AS VEHICLE IS OUT OF WARRANTY, VCM EXPLAINED THAT AT THIS TIME HE NEEDS TO CONTACT INSURANCE AND REPORT THE INCIDENT, CUST UNDERSTOOD BUT HE IS SEEKING MMNA REPAIR VEHICLE DUE TO DEFECTIVE WIRING. CUST WILL CONTACT INSURANCE CO AND FOLLOW UP WITH MMNA AS NEEDED. VCM CALLED DEALER AND LEFT DETAILED MESSAGE WITH SERVICE DEPT VOICEMAIL TO CALL BACK WITH INSPECTION FINDINGS.
	12-14-2005 00:00:00	MATIENZA	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION -----</p> <p>DATE OF THE ACCIDENT/INCIDENT: 12/13/05 ALLEGED DEFECTIVE ITEM: R/S PASSENGER DOOR FIRE ESTIMATED SPEED OF MITS VEH: 30MPH WERE SEATBELTS WORN ? : DRIVER: YES PASSENGER(S) : WEATHER CONDITIONS: COLD,CLEAR LOCATION OF INCIDENT: LAKE BRANFORD RD OTHER VEHICLE(S) INVOLVED: NO # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST CAR: 1 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: N/A HAS CUST CONTACTED INSURANCE: (X) YES ; () NO ; REPS NAME: DAVID JOHNSON INSURANCE CARRIER: LIBERTY MUTUAL ; CLAIM # 006685259-01 VEHICLE LOCATION: 1ST TEAM MITSU INSUR PH # 800-637-0757 IS THE VEHICLE REPAIRED: NO ESTIMATE/COST OF REPAIR: N/A IS VEHICLE DRIVEABLE: () YES ; (X) NO WHAT IS CUST SEEKING FROM MMNA?: REPAIR VEHICLE DATE FORWARDED TO ATIM: 12/13/05 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</p>
	12-14-2005 00:00:00	MATIENZA	(12/14/05) (09:40) (ATIM):





Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	387827	Case Type	SERVICE	Related Mediation		Created By	
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	DIETRA LEMON	Phone	714/37.
Open Date	09/07/2008	Close Date	09/12/2008	Days Open	1	Country	US
Re-Open Date	09/20/2008	Re-Close Date	09/20/2008				
Type of Contact	PHONE	Nature of Inquiry	SERVICE DEPT. COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
SR Number		SR Type		SR Sub Type			
Memo	KTI						
Follow-Up Date		CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	MS	First Name		Last Name		Middle Initial	E
Business Name							
Address 1							
Address 2							
City	ROCHESTER	State	NEW YORK	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G82	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
Current Mileage	58000	Retail Sales Date	06/05/2002	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
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Dealer Information

Selling Dealer	35139 CARLISLE MITSUBISHI	Service Dealer	35139 CARLISLE MITSUBISHI	Self Auth Level	0
Sales Manager	**** TERMINATED****	Service Manager	**** TERMINATED****		
Selling Dealer Phone No	(585) 586-8080	Service Dealer Phone No	(585) 586-8080		
General Manager		General Manager			
District	BB	District	BB		
Current DSM	TERRY JONES	Current DPSM	ROBERT DESIMONE		
DSM Phone No	856/467-7755	DPSM Phone No	856/467-7756		

Condition

Group	Sub-Group	Condition	Cust Code
52 INTERIOR	12 SEAT, FRONT, GENERAL (PASSENGER)		R1 FIRE
How long has the vehicle exhibited this condition?	50 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	NORMAL USE	

Service Questions

How long has/was the vehicle at the dealership?	0 day(s)		
Current Vehicle Location	SELLING DEALER	Other Location	
Last Service Performed	OIL CHANGE	Last Service Date	2006-07-01
Location of Last Service	SELF-SERVICED	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	INFORMATION	If Other	

Comments

12 Total Comments

Seq	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>	CR CLOSE	09-20-2006 10:32:12	DLEMON	VCM CALLED CUST HM# BUT REACHED V/M. VCM LEFT MESSAGE FOR CUST TO CALL MMNA. VCM CALLED CUST TO INQUIRE IF OLD PARTS WERE GIVEN TO HER WHEN REPAIR WAS DONE AND IF SO MMNA WILL NEED TO INSPECT. IF NOT NEEDED TO KNOW # OF DLR WHO DID REPAIR TO SEE IF PARTS ARE AVAIL FOR INSPECTION.
<input checked="" type="checkbox"/>	CR CLOSE	09-20-2006 10:28:53	DLEMON	CASE WAS CLOSED BY : DLEMON
<input checked="" type="checkbox"/>	CR CLOSE	09-20-2006 10:11:28	DMERRILL	RECEIVED REQUEST FROM RLANTZ TO CONTACT CUSTOMER TO TRY TO OBTAIN ORIGINAL PARTS THAT WERE REPLACED IN ORDER TO REVIEW CUSTOMER'S REQUEST FOR REIMBURSEMENT OF DEDUCTIBLE. SPECIFICALLY SWITCH AND/OR ANY DOOR TRIM. FORWARDED REQUEST TO DLEMON TO CONTACT CUSTOMER TO VERIFY IF PARTS ARE STILL AVAILABLE. MAY NEED TO CONTACT SUZUKI DEALERSHIP WHERE REPAIRS WERE PERFORMED ACCORDING TO EMAIL BY MATIENZA.
<input checked="" type="checkbox"/>	CR CLOSE	09-18-2006 13:27:17	LBARBA	09/18/06 MS GONZALEZ CALLS MMNA REQUEST STATUS REGARDING ABOVE INCIDENT CASE. VCM ADVISED ACCORDING TO EARLIER COMMENTS AND REFERRED CUST TO CONTINUE DEALING WITH HER VEH INSURANCE COMPANY. CUST REQUESTED MMNA ADDRESS DUE TO WILL HAVE HER ATTORNEY DEAL MMNA DIRECT. VCM PROVIDED WITH MMNA CR CORP. PO BOX 6400 CYPRESS, CA.

<input type="checkbox"/>	CR CLOSE	09-18-2006 13:25:43	MATIENZA	FWD FIRE DEPT REPORT TO SCAN.
<input type="checkbox"/>	CR CLOSE	09-18-2006 11:45:34	MATIENZA	PER R. LANTZ, NO FURTHER ACTION AT THIS TIME. CUST HAS BEEN REFERRED TO INSURANCE CO.
<input type="checkbox"/>	CR CLOSE	09-14-2006 13:57:43	MATIENZA	VCM RECEIVED FAX FROM CUST, ROCHESTER FIRE DEPT REPORT WHICH STATES "SMALL FIRE IN PASSENGER SIDE DOOR PANEL, FIRE WAS EXTINGUISHED BY NEIGHBOR. FIRE APPEARS TO HAVE STARTED IN THE POWER WINDOW/DOOR LOCK BUTTONS." VCM SENT EMAIL TO R.LANTZ AND E.STEELE.
<input type="checkbox"/>	CR CLOSE	09-13-2006 12:52:16	DLEMON	CS CALLING FOR FAX NUMBER TO FAX FIRE DEPT. REPORT. VCM GAVE CS INFO.
<input type="checkbox"/>	CR CLOSE	09-12-2006 10:03:47	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input type="checkbox"/>	ASSIGNED	09-12-2006 08:54:04	MATIENZA	CUST STATES HER INSURANCE CO WILL NOT PURSUE INSPECTION OF DOOR PANEL FIRE, REFERRED HER TO MMNA AGAIN. VCM EXPLAINED THAT DEALER TECHNICIANS ARE NOT QUALIFIED TO INSPECT FOR ORIGIN/CAUSE OF FIRE, REFERRED CUST TO INSURANCE CO OR INDEP FIRE INSPECTOR THAT CAN PROVIDE DETAILED FIRE REPORT AND ORIGIN OF FIRE. VCM EXPLAINED THAT VEHICLE IS OUT OF WARRANTY AT THIS TIME AND REPAIRS ARE INSURANCE MATTER AT THIS TIME. CUST UNDERSTOOD, SHE WILL CONTACT INSURANCE CO AGAIN. VCM SENT EMAIL TO R. LANTZ AND E. STEELE FOR REVIEW.
<input type="checkbox"/>	ASSIGNED	09-07-2006 13:44:18	DLEMON	CUST STATED SHE WAS AT THE CORNER OF WOODSTOCK & ATLANTIC. CUST SAW SMOKE COMING FROM SPEAKER AREA. CUST WAS DRIVING AND LOOKED OVER AT DOOR AREA AND NOTICED SMALL FLAME COMING FROM FRONT PASSENGER DOOR PANEL SWITCH. CUST PULLED OVER VEH AT CORNER OF DREXMORE & ATLANTIC. CUST CALLED FOR FIRE DEPT. DOOR WAS OPEN AND DOOR PANEL STARTED TO MELT AT THE BOTTOM AND FLAMES STARTED COMING OUT. FIRE DEPT ARRIVED AND GAVE CUST A COPY OF REPORT WHICH SHE HAS IF MMNA NEEDS IT.
<input type="checkbox"/>	ASSIGNED	09-07-2006 13:33:17	DLEMON	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION -----</p> <p>DATE OF THE ACCIDENT/INCIDENT: 7/19/2008</p> <p>ALLEGED DEFECTIVE ITEM: PASSENGER DOOR PANEL SWITCH</p> <p>ESTIMATED SPEED OF MITS VEH: 15 MPH</p> <p>WERE SEATBELTS WORN ? : DRIVER: (X)Y ()N PASSENGER(S): (X)Y ()N</p> <p>WEATHER CONDITIONS: FINE</p> <p>LOCATION OF INCIDENT: DREXMORE ST & ATLANTIC</p> <p>OTHER VEHICLE(S) INVOLVED: NO</p> <p># OF PEOPLE+DRIVER IN OTHER CAR: N/A</p> <p># OF PEOPLE+DRIVER IN CUST CAR: 3</p> <p>EXTENT OF INJURIES IF ANY: NONE</p> <p>RECEIVED MEDICAL TREATMENT?: () YES (X) NO</p> <p>NAME(S) OF INJURED PEOPLE: N/A</p> <p>POLICE NOTIFIED: ()YES (X)NO</p> <p>REPORT# AND/OR CITY OF RECORD: ROCHESTER</p> <p>HAS CUST CONTACTED INSURANCE?: (X)YES ()NO</p> <p>INSURANCE REPS NAME: LORI THORTON @ (800) 854-6011 EXT 8537</p> <p>INSURANCE CARRIER: METLIFE & AUTO</p> <p>INSURANCE CLAIM NUMBER: 4004394750</p> <p>CURRENT VEHICLE LOCATION: IRONBEQUOIT SUZUKI</p> <p>IS THE VEHICLE REPAIRED?: ()YES ()NO (X) WORKING ON NOW</p> <p>ESTIMATE/COST OF REPAIR: \$559.00</p> <p>IS VEHICLE DRIVEABLE?: (X)YES ()NO</p> <p>WHAT IS CUST SEEKING FROM MMNA?: REIMB FOR DEDUCTIBLE</p> <p>DATE ASSIGNED TO KTI CONTACT: 9/7/2006</p> <p>() SENT AIRBAG BROCHURE () REFERRED CUST TO WWW.ACTSINC.ORG</p> <p>() 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.</p> <p>*****</p> <p>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> <p>*****</p>





Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	389407	Case Type	SERVICE	Related Mediation		Created By	AROM
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	MELINDA ATIENZA	Phone	714/37
Open Date	11/20/2006	Close Date	11/21/2006	Days Open	2	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	PRODUCT COMPLAINT	Final Disposition	OTHER	Case Outcome	Please
SR Number	1-200408139	SR Type	PROD CONCERN	SR Sub Type	KTI		
Memo	**11/21: KTI-THERMAL						
Follow-Up Date		CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	MS	First Name		Last Name		Middle Initial	
Business Name							
Address 1	15426 QUEENSLAND						
Address 2							
City	SAN ANTONIO	State	TEXAS	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Work		Ext		Cell	
Other		Fax		Preferred Contact Method	HOME PHONE <input checked="" type="checkbox"/>		

Vehicle Information

VIN	4A3AA46G52	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - KALAPANA BLACK	Country	US
Current Mileage	66700	Retail Sales Date	08/10/2002	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase		Used		Used	

Date if Used	(MM/DD/YYYY)	Purchase Retailer	Purchase Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	44043 METRO MITSUBISHI-TX	Service Dealer	44043 METRO MITSUBISHI-TX	Self Auth Level	0
Sales Manager	**** TERMINATED****	Service Manager	**** TERMINATED****		
Selling Dealer Phone No	(210) 340-8222	Service Dealer Phone No	(210) 340-8222		
General Manager		General Manager			
District	D6	District	D6		
Current DSM	DOUG DILLEHAY	Current DPSM	BRIAN PETERS		
DSM Phone No	972/401-5966	DPSM Phone No	972/401-5988		

Condition

Group	Sub-Group	Condition	Cust Code
54 CHASSIS ELECTRICAL	00 CHASSIS ELECTRICAL		R1 FIRE
How long has the vehicle exhibited this condition?	1 day(s)	Prior Repair Attempts	1
Location of Prior Repair Attempts	NONE	Other Location	
To whom have you spoken at the dealership?	SERVICE MANAGER CHRIS HERNANDEZ	Was the dealership able to duplicate the problem?	YES
Symptom	How Often/When	Under What Condition	
BURNT OUT	ONE TIME OCCURRENCE	ANY AND ALL CONDITIONS	

Service Questions

How long has/was the vehicle at the dealership?	0 day(s)		
Current Vehicle Location	CUSTOMER DRIVING	Other Location	
Last Service Performed	OIL CHANGE	Last Service Date	2006-08-16
Location of Last Service	SERVICING DEALER	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	REPAIR	If Other	

Comments

5 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>	CR CLOSE	11-21-2006 16:34:35	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input checked="" type="checkbox"/>	ASSIGNED	11-21-2006 14:52:45	MATIENZA	VCM CALLED CUST, STATES HER SON WAS DRIVING VEHICLE. WHEN PASSENGER ROLLED THE WINDOW DOWN SMOKE CAME FROM THE DOOR PANEL AND WINDOW STOPPED MOVING. CUST PULLED OVER AND THEY SMOTHERED THE FIRE OUT, STATES DOOR PANEL IS MELTED. CUST DROVE VEHICLE TO LONESTAR MITSU AND THEY ADVISED VEHICLE IS SAFE TO DRIVE, BASED ON VISUAL INSPECTION. VCM REFERRED CUST TO HER INSURANCE CO, CUST STATES NO COVERGE FOR THAT TYPE OF DAMAGE. VCM ADVISED CUST SHE CAN OBTAIN SERVICES OF QUALIFIED FIRE INSPECTOR TO ASSESS DAMAGES AND DETERMINE ORIGIN OF FIRE, ALL AT HER COST. VCM ADVISED IF INSPECTION REVEALS A VEHICLE MALFUNCTION CAUSED BY FACTORY DEFECT, TO CONTACT MMNA AND INSPECTION REPORT WILL BE REVIEWED WITHOUT ANY GUARANTEES. CUST UNDERSTOOD. VCM SENT EMAIL TO E.STEELE AND R.LANTZ.
		11-20-2006		

<input type="checkbox"/>	ASSIGNED	13:03:51	AROMO	CS ASKING FOR CALL BACK ON HER CELL AT 210-279-5670
<input type="checkbox"/>	ASSIGNED	11-20-2006 13:02:16	AROMO	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION -----</p> <p>DATE OF THE ACCIDENT/INCIDENT: 11-20-06 ALLEGED DEFECTIVE ITEM: FIRE IN PASSENGER DOOR ESTIMATED SPEED OF MITS VEH: 20 MPH WERE SEATBELTS WORN ? : DRIVER: (XY ()N PASSENGER(S): (XY ()N WEATHER CONDITIONS: DRY LOCATION OF INCIDENT: SEABROOK LANE OTHER VEHICLE(S) INVOLVED: N/A # OF PEOPLE+DRIVER IN OTHER CAR: N/A</p> <p># OF PEOPLE+DRIVER IN CUST CAR: 1 EXTENT OF INJURIES IF ANY: N/A RECEIVED MEDICAL TREATMENT?: () YES (X) NO NAME(S) OF INJURED PEOPLE: POLICE NOTIFIED: () YES (X) NO REPORT# AND/OR CITY OF RECORD: HAS CUST CONTACTED INSURANCE?: () YES () NO INSURANCE REPS NAME: N/A INSURANCE CARRIER: INSURANCE CLAIM NUMBER: CURRENT VEHICLE LOCATION: CUSTOMER HAS VEH IS THE VEHICLE REPAIRED?: () YES (X) NO ESTIMATE/COST OF REPAIR: \$ IS VEHICLE DRIVEABLE?: (X) YES () NO WHAT IS CUST SEEKING FROM MMNA?: () REFERRED CUST TO WWW.ACTSINC.ORG FOR AIRBAG BROCHURE & MORE INFORMATION () PLEASE SEND CUSTOMER AIRBAG BROCHURE</p> <p>*****</p>
<input type="checkbox"/>	OPEN	11-20-2006 12:50:38	AROMO	VEH CAUGHT FIRE IN PASSENGER DOOR WHILE VEH WAS BEING DRIVEN FIRST SMELL OF SMOKE AND PASSENGER TRIED TO OPEN WINDOW AND WHEN FLAMES STARTED "SHOOTING OUT" DOOR HAS MELTED

Return Email Print



Customer Relations

Help

Summary

Case Information

Row 1 of 1

Case No	389871	Case Type	SERVICE	Related Mediation		Created By	JPUEN
Current Status	CR CLOSE	Responsible Party	DEALER	Assigned User	MELINDA ATIENZA	Phone	714/37
Open Date	12/19/2006	Close Date	12/20/2006	Days Open	22	Country	US
Re-Open Date	12/22/2006	Re-Close Date	01/12/2007				
Type of Contact	PHONE	Nature of Inquiry	QUESTION/INFO	Final Disposition	SATISFIED	Case Outcome	Please
SR Number	1-202829522	SR Type	PROD CONCERN	SR Sub Type	KTI		
Memo	**1/9: KTI-REPAIRS AUTH BY PSC-REPAIRS COMPLETED, SM WILL CONTACT CUST AFTER DETAIL						
Follow-Up Date		CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	PRINCESS ANNE	State	MARYLAND	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46GX	Model	2003 - GALANT - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE PEARL	Country	US
Current Mileage	71000	Retail Sales Date	02/06/2003	Sales Type	07 - 07 FLEET-GDP/GDPL
Purchase Date if Used	06/01/2004 (MM/DD/YYYY)	Used Purchase	KOONS FORD	Used Purchase	38000

	Retailer	Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	76003 ROSEDALE DODGE, INC	Service Dealer	09004 WINNER MITSUBISHI	Self Auth Level	3
Sales Manager		Service Manager	CHIP YEADNICK		
Selling Dealer Phone No	(952)512-8823	Service Dealer Phone No	(302) 734-8200		
General Manager		General Manager	JOHN HYNANSKY		
District	D9	District	BC		
Current DSM	AUGIE SCHLAFFER	Current DPSM	MARK COLVIN		
DSM Phone No	972/401-5971	DPSM Phone No	856/467-7782		

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?	WINNER MITSUBISHI-SCOTT	Was the dealership able to duplicate the problem?	YES
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	2006-10-01
Location of Last Service	INDEPENDENT FACILITY	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	REPAIR	If Other	


Comments

28 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>	CR CLOSE	01-23-2007 11:23:32	MATIENZA	PER R.LANTZ, PARTS WERE SENT TO JAPAN FOR INSPECTION AND ANALYSIS. WHEN RESULTS ARE FINALIZED, HE WILL REVIEW WITH LEGAL DEPT IF TECHNICAL INFORMATION CAN BE RELEASED.
<input checked="" type="checkbox"/>	CR CLOSE	01-22-2007 13:48:34	MATIENZA	VCM RECD CALL FROM CUST, STATES DEALER DID NOT TELL HER WHAT CAUSED THE WINDOW SWITCH TO CATCH ON FIRE. CUST WAS ADVISED ENGINEERING DEPT WILL BE INSPECTING THE PARTS AND TO CONTACT MMNA. VCM SENT EMAIL TO R.LANTZ REGARDING INSPECTION FINDINGS, CUST CAN BE REACHED AT WK# DURING BUSINESS HOURS.
<input checked="" type="checkbox"/>	CR CLOSE	01-12-2007 10:27:36	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input checked="" type="checkbox"/>	AWAITING	01-12-2007 10:27:19	MATIENZA	VCM RECD MESSAGE FROM STUART, REPAIRS ARE COMPLETE AND CUST PICKED VEHICLE UP 2 DAYS AGO. VCM CLOSING CASE.

<input type="checkbox"/>	AWAITING	01-10-2007 18:19:20	MATIENZA	VCM CALLED DEALER AND LEFT VOICEMAIL TO HAVE SM STUART CALL BACK, IF CUST HAS PICKED UP THE VEHICLE.
<input type="checkbox"/>	AWAITING	01-09-2007 13:45:16	MATIENZA	RECD MESSAGE FROM SM STUART, HAD TO ORDER ADDITIONAL PARTS AND REPAIRS WERE COMPLETED A FEW HOURS AGO. VEHICLE CURRENTLY GETTING A FULL DETAIL AND CLEANING, SHOULD BE COMPLETED BY LATE THIS AFTERNOON OR TOMORROW. SM WILL CONTACT CUST WHEN VEHICLE IS READY TO BE PICKED UP.
<input type="checkbox"/>	AWAITING	01-09-2007 12:10:04	MATIENZA	VCM CALLED SM STUART FOR STATUS OF REPAIR, LEFT VOICEMAIL TO CALL BACK.
<input type="checkbox"/>	AWAITING	01-02-2007 12:19:22	MATIENZA	CUST CALLED, STATES SHE IS AT DEALER DROPPING VEHICLE OFF AND WANTED TO LET VCM KNOW. CUST ALSO STATES THEY HAVE PROVIDED A RENTAL FOR HER. VCM ADVISED DEALER WILL REPAIR THE DOOR PANEL AND WILL CONTACT HER WHEN REPAIRS ARE COMPLETE. CUST UNDERSTOOD.
<input type="checkbox"/>	AWAITING	01-02-2007 08:55:21	MATIENZA	VCM RECD MESSAGE FROM JAY IN SERVICE, CONFIRMED THAT CUST WILL BE IN TODAY AT 2:30 TO DROP VEHICLE OFF FOR REPAIRS.
<input type="checkbox"/>	AWAITING	01-02-2007 08:34:48	MATIENZA	VCM CALLED CUST AND SHE IS SCHEDULED TO DROP VEHICLE OFF TODAY AT 2:30PM, SM HAS ADVISED PARTS ARE IN. VCM CALLED DEALER AND LEFT A MESSAGE FOR SCOTT IN SERVICE TO CALL BACK.
<input type="checkbox"/>	AWAITING	12-29-2006 08:22:05	MATIENZA	VCM RECD CC EMAIL FROM D.WONG IN PROD ENGINEERING, ADDRESSED TO SM STUART AT WINNER MITSU. PSC HAS AUTHORIZED IMMEDIATE INSPECTION/REPAIR OF VEHICLE, PARTS LIST INCLUDED. EMAIL ALSO STATES CUST WOULD LIKE REPAIRS COMPLETED THIS WEEK WHILE SHE IS OFF WORK. EMAIL ALSO CC DPSM J.PECORA AND R.DESIMONE.
<input type="checkbox"/>	FIELD RESPONSE	12-26-2006 08:41:20	MATIENZA	VCM CALLED DPSM VIA CELL, LEFT DETAILED MESSAGE THAT VEHICLE IS STILL WITH CUST AND SHE IS AWARE MMNA/DEALER WILL NOT CONTACT HER UNTIL PARTS HAVE BEEN DELIVERED AND READY TO REPAIR VEHICLE. VCM ALSO ADVISED THAT CUST SEEKING RENTAL AND R.LANTZ WILL PROVIDE WHILE VEHICLE BEING REPAIRED. VCM LEFT VOICEMAIL FOR SM STUART, ADVISING VEHICLE STILL WITH CUST AND HE WILL RECEIVE A CALL FROM PROD ENGINEERING WITH PARTS LIST AND PWA TO ORDER.
<input type="checkbox"/>	FIELD RESPONSE	12-26-2006 08:05:22	JPECORA	DPSM CALLED SM, STUART BYRANS, 12/26/06, 11:AM TO REVIEW FILE AND ADVISE TO PROCEED WITH REPAIR. SM STATED HE IS NOT AWARE THAT VEHICLE IS AT HIS DEALERSHIP. DPSM PROVIDED VIN# AND REQUESTED SM WALK THE LOT TO SEE IF VEHICLE HAD BEEN DROPPED OVER THE HOLIDAY AND NO ONE AT THE SERVICE DEPARTMENT WAS NOTIFIED. DPSM WILL UPDATE WHEN VEHICLE IS LOCATED.
<input type="checkbox"/>	AWAITING	12-26-2006 08:02:50	MATIENZA	RECD EMAIL FROM J.PECORA, SM ON VACATION AND HE WILL FOLLOW-UP WITH SA. VCM ALSO RECD VOICEMAIL FROM SM STUART TO CALL HIM AND DISCUSS. VCM CALLED SM AND LEFT MESSAGE WITH SERV DEPT RECEPTIONIST, HE WILL CALL BACK. VCM GAVE DIRECT#.
<input type="checkbox"/>	AWAITING	12-22-2006 12:54:59	MATIENZA	VCM RECD CALL FROM R.DESIMONE, HE IS NOT THE DPSM FOR THIS DEALER. VCM CONFIRMED WITH G.KIERNAN, TEMPORARY DPSM IS J.PECORA. VCM LEFT VOICEMAIL AT HIS OFFICE EXTN AS AN FYI, TO REVIEW AFTER HOLIDAY BREAK AS NEEDED.
<input type="checkbox"/>	AWAITING	12-22-2006 10:57:36	MATIENZA	VCM CALLED DEALER AND LEFT VOICEMAIL FOR SM STUART BRIAN, TO REVIEW CASE AS NEEDED AND THAT PRODUCT ENGINEERING WILL CONTACT HIM FOR PARTS LIST AND TO AUTH REPAIRS. VCM LEFT DIRECT# FOR SM TO CALL BACK. VCM ALSO CONTACTED DPSM B.DESIMONE (TEMPORARY) AND LEFT MESSAGE TO REVIEW AS NEEDED WITH R.LANTZ AND TO CALL BACK IF NECESSARY. VCM ALSO SENT EMAIL TO DPSM/RPSM AS AN FYI.
<input type="checkbox"/>	AWAITING	12-22-2006 10:51:48	MATIENZA	-----SERVICE POLICY ADJUSTMENT REQUESTED----- (X) FAILURE PREMATURE () PREVIOUS RELATED ISSUES () MULTIPLE VEHICLE PROBLEMS () LOYAL SERVICE CUSTOMER () MULTIPLE MITSUBISHI OWNER ----- () VEHICLE ALREADY DIAGNOSED BY MITSUBISHI DEALER (X) CUSTOMER AGREES TO HAVE DEALER DIAGNOSE ----- DEALER SERVICE MANAGER, PLEASE REVIEW THIS CASE FOR RESOLUTION: 1. PLEASE VERIFY CAUSE OF DEFECT OR REASON FOR REQUEST AND REVIEW WITH YOUR GM AND DPSM TO DETERMINE IF POLICY ADJUSTMENT IS AVAILABLE. 2. PLEASE UPDATE CASE WITH FINDINGS AND ANY ACTION TAKEN AND CLOSE THE CASE IF APPROPRIATE. THANK YOU!!
<input type="checkbox"/>	AWAITING	12-22-2006 10:50:54	MATIENZA	PER R.LANTZ, VCM TO CONTACT DEALER AND ARRANGE FOR SM TO CALL CUST AND SET APPT TO REPAIR. STATES RENTAL WILL BE AUTH WHILE VEHICLE IS BEING REPAIRED, TO ALSO CONTACT DPSM AND ADVISE. VCM CALLED CUST, SHE WILL WAIT FOR SM TO CALL HER AFTER THE HOLIDAY BREAK (TO ALLOW FOR PARTS ORDER/DELIVERY) AND ALSO APPRECIATES THAT A RENTAL WILL BE PROVIDED WHILE VEHICLE AT DEALER FOR REPAIRS.
<input type="checkbox"/>	CR CLOSE	12-22-2006 08:20:54	MATIENZA	CUST CALLED BACK, STATES NEAREST DEALER IS WINNER MITSU AND IS APPROX 1 HOUR AWAY. VCM EXPLAINED THAT REPAIRS WILL BE COMPLETED, SM TO BE CONTACTED TO REVIEW AND AUTHORIZE. CUST REQUESTING A LOANER VEHICLE DUE TO THE DISTANCE, SHE IS OFF FOR HOLIDAYS NEXT WEEK AND CAN BE REACHED AT 410-845-8526. VCM SENT E-MAIL TO R.LANTZ.
<input type="checkbox"/>	CR CLOSE	12-21-2006 13:21:21	MATIENZA	PER R.LANTZ, PSC WILL INVESTIGATE FURTHER AND REPAIR THE VEHICLE. CUST TO PROVIDE NAME OF DEALER SHE WILL BE TAKING VEHICLE TO, PSC WILL ISSUE A PWA FOR REPAIRS. VCM CALLED CUST AND LEFT MESSAGE WITH RECEPTIONIST AT WORK TO

				CALL BACK AND DISCUSS, GAVE DIRECT#.
<input checked="" type="checkbox"/>	CR CLOSE	12-20-2006 16:15:01	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input checked="" type="checkbox"/>	ASSIGNED	12-20-2006 14:56:09	MATIENZA	VCM REVIEWED CASE, HAS BEEN REFERRED TO INSURANCE CO REGARDING FIRE INCIDENT. VCM SENT EMAIL TO R.LANTZ AND E.STEELE FOR REVIEW.
<input checked="" type="checkbox"/>	ASSIGNED	12-20-2006 10:32:18	DCONSTANTINI	<p>CALLLED CUST AND DISCUSSED WITH CUST VEH FIRE THAT OCCURRED ON 12/19 AT 7:20AM, CLEAR CONDITIONS.</p> <p>CUST STATES THAT SHE STARTED THE VEH TO WARM IT UP AND LEFT VEH RUNNING, STATES SHE CAME OUT TO THE VEH AND NOTICE FIRE IN THE CABIN FROM THE RIGHT FRONT DOOR.</p> <p>CUST STATES ELECTRICAL FIRE IN DOOR THAT WAS EXTINGUISUED BY THE FIRE DEPT. CUST STATES NO INJURIES AND NO OTHER VEH OR PERSONS INVOLVED, CUST IS CURRENTLY DRIVING THE VEH A HAS NO ESTIMATE ON DAMAGE.</p> <p>CUST WANTS MMNA TO ASSUME RESPONSABILITY FOR THE FIRE AND CONDUCT AN INVESTIGATION OF THE INCIDENT AT NO CHARGE TO HER.</p> <p>INFORMED THE OWNER THAT THIS OUT OF WARRANTY CONCERN COULD BE INVESTIGATED BY THE CUST INSURANCE COMPANY OR CUST HERSELF, AT HER COST AND IF INVESTIGATION DETERMINES THERE IS A FAULT BY MITUSBISHI, CUST OR INSURANCE COMPANY CAN APPROACH MITUSBISHI AT THAT TIME.</p> <p>CUST UNDERSTANDS.</p>
<input checked="" type="checkbox"/>	ASSIGNED	12-20-2006 10:15:41	DCONSTANTINI	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION -----</p> <p>DATE OF THE ACCIDENT/INCIDENT: 12/19/2006</p> <p>ALLEGED DEFECTIVE ITEM: RIGHT FRONT PASSENGER DOOR</p> <p>ESTIMATED SPEED OF MITS VEH: PARKED AT RESIDENCE</p> <p>WERE SEATBELTS WORN ? : DRIVER: ()Y ()N PASSENGER(S): ()Y ()N</p> <p>WEATHER CONDITIONS: IN THE MORNING AT 7:20AM, CLEAR</p> <p>LOCATION OF INCIDENT: RESIDENCE</p> <p>OTHER VEHICLE(S) INVOLVED: NO</p> <p># OF PEOPLE+DRIVER IN OTHER CAR: N/A</p> <p># OF PEOPLE+DRIVER IN CUST CAR: N/A</p> <p>EXTENT OF INJURIES IF ANY: NO</p> <p>RECEIVED MEDICAL TREATMENT?: () YES (X) NO</p> <p>NAME(S) OF INJURED PEOPLE: NONE</p> <p>POLICE NOTIFIED: ()YES (X)NO</p> <p>REPORT# AND/OR CITY OF RECORD: PRINCES ANNE FIRE DEPT ESTINGUISED FIRE</p> <p>HAS CUST CONTACTED INSURANCE?: ()YES (X)NO</p> <p>INSURANCE REPS NAME: NO GIVING OUT THAT INFO</p> <p>INSURANCE CARRIER: COOPER INSURANCE</p> <p>INSURANCE CLAIM NUMBER: NOT GIVING OUT THAT INFO</p> <p>CURRENT VEHICLE LOCATION: CUST IS DRIVING IT.</p> <p>IS THE VEHICLE REPAIRED?: ()YES (X)NO</p> <p>ESTIMATE/COST OF REPAIR: \$ UNKNOWN</p> <p>IS VEHICLE DRIVEABLE?: (X)YES ()NO</p> <p>WHAT IS CUST SEEKING FROM MMNA?: WANTS MMNA TO ACCEPT RESPONSABILITY</p> <p>() REFERRED CUST TO WWW.ACTSINC.ORG FOR AIRBAG BROCHURE & MORE INFORMATION</p> <p>() PLEASE SEND CUSTOMER AIRBAG BROCHURE</p> <p>*****</p>
<input checked="" type="checkbox"/>	ASSIGNED	12-20-2006 09:06:44	MKOTASEK	CUST CLLG DAN BACK CUST REQUESTED TO HAVE HER PATCH THRU TO DANS VOICE MAIL
<input checked="" type="checkbox"/>	ASSIGNED	12-19-2006 15:49:26	DCONSTANTINI	<p>CALLLED THE CUST AT PREFERRED NUMBER AT WORK, NO ANSWER.</p> <p>CALLLED THE CUST AT HOME, CUST STATES SHE IS NOT PREPARED WITH ADDITIONAL INFO AND WILL NEED TO CALL BACK VCM.</p>
<input checked="" type="checkbox"/>	ASSIGNED	12-19-2006 11:55:43	JPUENTE	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION -----</p> <p>DATE OF THE ACCIDENT/INCIDENT: 12/19/2006</p> <p>ALLEGED DEFECTIVE ITEM:RIGHT FRONT PASSENGER SIDE DOOR</p> <p>ESTIMATED SPEED OF MITS VEH: VEH WAS PARKED</p> <p>WERE SEATBELTS WORN ? : DRIVER: ()Y (X)N PASSENGER(S): ()Y ()N</p> <p>WEATHER CONDITIONS: CLEAR DAY</p> <p>LOCATION OF INCIDENT: CUST RESIDENCE</p> <p>OTHER VEHICLE(S) INVOLVED: NONE</p> <p># OF PEOPLE+DRIVER IN OTHER CAR: NONE</p> <p># OF PEOPLE+DRIVER IN CUST CAR: NONE</p> <p>EXTENT OF INJURIES IF ANY: NONE</p> <p>RECEIVED MEDICAL TREATMENT?: () YES (X) NO</p> <p>NAME(S) OF INJURED PEOPLE: NONE</p> <p>POLICE NOTIFIED: ()YES (X)NO</p> <p>REPORT# AND/OR CITY OF RECORD: UNKNOWN</p> <p>HAS CUST CONTACTED INSURANCE?: ()YES (X)NO</p> <p>INSURANCE REPS NAME: UNKNOWN</p> <p>INSURANCE CARRIER: UNKNOWN</p> <p>INSURANCE CLAIM NUMBER: UNKNOWN</p> <p>CURRENT VEHICLE LOCATION: RESIDENCE</p> <p>IS THE VEHICLE REPAIRED?: ()YES (X)NO</p> <p>ESTIMATE/COST OF REPAIR: \$ UNKNOWN</p> <p>IS VEHICLE DRIVEABLE?: (X)YES ()NO</p> <p>WHAT IS CUST SEEKING FROM MMNA?: IF THIS WAS A DEFECT & GET VEH REPAIRED</p> <p>() REFERRED CUST TO WWW.ACTSINC.ORG FOR AIRBAG BROCHURE & MORE INFORMATION</p> <p>() PLEASE SEND CUSTOMER AIRBAG BROCHURE</p> <p>*****</p>

	OPEN	12-19-2006 11:41:11	JPUENTE	CUST CALLING ABOUT FIRE STARTED ON FRONT RIGHT PASSENGER SIDE DOOR, BETWEEN DOOR LOCK, WINDOW LOCK & MIRROR, CUST LOOKING TO GET REPAIRED AND IF THIS WAS A DEFECT IN THE VEH, THE VEH WAS PARKED AT RESIDENCE, CUST CALLED FIRE DEPT BUT NOT THE POLICE DEPT
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Customer Relations

Help

Summary

Case Information

Row 1 of 1

Case No	391308	Case Type	SERVICE	Related Mediation		Created By	CKENI
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	MELINDA ATIENZA	Phone	714/37
Open Date	03/07/2007	Close Date	03/12/2007	Days Open	14	Country	US
Re-Open Date	03/13/2007	Re-Close Date	03/26/2007				
Type of Contact	PHONE	Nature of Inquiry	QUESTION/INFO	Final Disposition	OTHER	Case Outcome	Please
SR Number	1-203124810	SR Type	PROD CONCERN	SR Sub Type	KTI		
Memo	KTI: DOOR FIRE						
Follow-Up Date		CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name		Middle Initial	
Business Name					
Address 1					
Address 2					
City	ROCHESTER	State	NEW YORK	Zip Code	
Other Contact	First Name		Last Name		

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G93	Model	2003 - GALANT - 4-SPD ELECT CNTRLD AUTO O/D TRANS - KALAPANA BLACK	Country	US
Current Mileage	46000	Retail Sales Date	10/08/2003	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	ECLIPSE/GALANT FUEL PUMP	

Dealer Information

Selling Dealer	35139 CARLISLE MITSUBISHI	Service Dealer	35114 CORTESE MITSUBISHI	Self Auth Level	2
Sales Manager	**** TERMINATED****	Service Manager	GARY ALGER		
Selling Dealer Phone No	(585) 586-8080	Service Dealer Phone No	(585) 272-1000		
General Manager		General Manager	LENORA CORTESE-BURNETTE		
District	BB	District	BB		
Current DSM	TERRY JONES	Current DPSM	ROBERT DESIMONE		
DSM Phone No	856/467-7755	DPSM Phone No	856/467-7756		

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	39 WINDOW, MISCELLANEOUS, GENERAL		R1 FIRE
How long has the vehicle exhibited this condition?	19 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	NONE	Other Location	
To whom have you spoken at the dealership?	BOB (SERVICE MANAGER)	Was the dealership able to duplicate the problem?	YES
Symptom	How Often/When	Under What Condition	
OTHER	ONE TIME OCCURRENCE	WHEN AMBIENT TEMP COLD	

Service Questions

How long has/was the vehicle at the dealership?	13 day(s)		
Current Vehicle Location	SERVICING DEALER	Other Location	
Last Service Performed	OIL CHANGE	Last Service Date	2006-11-15
Location of Last Service	INDEPENDENT FACILITY	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	REIMBURSEMENT	If Other	

Comments

14 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input type="checkbox"/>	CR CLOSE	03-27-2007 16:46:08	MATIENZA	CUST CALLED BACK, VCM EXPLAINED THAT MMNA WILL NOT BE INVOLVED AT THIS TIME AND REFERRED HIM BACK TO INSURANCE CO. VCM EXPLAINED THAT IF INSURANCE CO SUBROGATES THEN MMNA WILL REVIEW THEIR REQUEST AT THAT TIME. CUST UNDERSTOOD.
<input type="checkbox"/>	CR CLOSE	03-27-2007 16:44:52	LGARCIA	CUSTOMER CALLING BACK TO SPEAK WITH VCM MELINDA. TRANSFERRED THE CALL TO HER.
<input type="checkbox"/>	CR CLOSE	03-28-2007 13:20:50	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input type="checkbox"/>	FIELD RESPONSE	03-26-2007 13:19:03	MATIENZA	RECD CALL FROM DPSM, REVIEWED WITH RPSM AND NO FURTHER ACTION FROM MMNA AT THIS TIME. CUST TO BE REFERRED TO HIS INSURANCE CO. VCM CALLED CUST AND LEFT VOICEMAIL TO CALL BACK, VCM CLOSING CASE.
<input type="checkbox"/>	FIELD RESPONSE	03-26-2007 09:48:37	MATIENZA	VCM SENT EMAIL TO E.STEELE FOR STATUS, NO REIMBURSEMENT FROM CR DEPT. VCM CALLED DPSM AND LEFT VOICEMAIL TO CONFIRM FIELD POSITION AND IF ISSUE HAS BEEN DISCUSSED WITH SERVICE MANAGER.

<input type="checkbox"/>	FIELD RESPONSE	03-20-2007 08:39:30	RDESIMONE	DPSM WAS DIRECTED BY RPSM WTRESSMER NOT TO INSPECT VEHICLE. RPSM WILL ADVISE IF INSPECTION WILL TAKE PLACE AT A LATER DATE.
<input type="checkbox"/>	FIELD RESPONSE	03-14-2007 06:35:18	RDESIMONE	DPSM SCHEDULED @ DEALER #35114 ON 3/18/07.
<input type="checkbox"/>	CR CLOSE	03-12-2007 15:09:45	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input type="checkbox"/>	AWAITING	03-12-2007 15:08:38	MATIENZA	VCM REVIEWED CASE, CUST SEEKING REIMBURSEMENT FOR COST TO REPAIR DOOR PANEL FIRE. VCM SENT EMAIL TO R.LANTZ, E.STEELE, AND R.DESIMONE FOR REVIEW.
<input type="checkbox"/>	AWAITING	03-09-2007 08:59:21	DCONSTANTINIU	CALLED THE DPSM AND INFORMED HIM OF THE CASE AND WHAT THE CUST IS SEEKING.
<input type="checkbox"/>	AWAITING	03-09-2007 08:38:26	DCONSTANTINIU	CUST STATES HE WAS DRIVING WHEN HE NOTICED SMOKE COMING OUT OF THE DOOR PANEL ARMREST PORTION OF THE RIGHT FRONT DOOR. STATES IT OCCURRED AT 4:15 IN THE AFTERNOON ON THE EXPRESWAY, ROUTE 104 IN ROCHESTER, NY. CUST STATES THAT HE Poured COFFEE ON THE ARMREST, HOWEVER SMOKE KEPT COMING OUT. CUST STATES THAT HE PULLED OVER TO THE SIDE OF THE EXPRESSWAY SHOULDER AND NOTICED POWER WINDOW FINISHER PANEL WAS NOW MELTING AND COULD SEE FLAMES INSIDE, Poured SNOW ON THE INSIDE OF THE PANEL AND FIRE WENT OUT. CUST STATES THAT HE CONTACTED AND TOOK THE VEH TO CORTESE MITSU ON 02/21, VEH WAS DIAGNOSED AND DECLARED UNDRIVABLE DUE TO DANGER OF FURTHER ELECTRICAL FIRE, DLR PERFORMED THE REPAIRS, WERE COMPLETED ON 03/08. CUST HAS PICKED UP THE VEH FROM THE DEALER, WAS DEALING WITH THE SERVICE ADVISOR BOB BONTER. CUST STATES REPAIR WAS \$852.03 OF WHICH CUST PAID A \$500 INSURANCE DEDUCT, IN ADDITION 6 DAYS RENTAL IN THE AMOUNT \$323. CUST IS SEEKING REIMBURSEMENT ON THE ENTIRE COST OF THE REPAIR, SO THAT HIS INSURANCE RATE/PREMIUM IS NOT AFFECTED, WITH THE PORTION THE INSURANCE COMPANY PAID TO BE REIMBURSED TO THEM, THE DEDUCT COST AND THE RENTAL, A TOTAL OF \$1175.02. ADVISED CUST WILL FORWARD HIS CASE TO THE ACCIDENT INVESTIGATION TEAM AND WILL ALSO NOTIFY THE DPSM OF THE CUST REQUEST FOR REIMBURSEMENT ON THE COSTS INCURRED AND DECISION WILL BE REACHED BETWEEN THOSE TWO PARTIES REGARDING HIS REQUEST. MADE THE CUST AWARE OF THE SUBROGATION PROCESS THAT INSURANCE COMPANY MAY PURSUE WITH MITSUBISHI IF THEY DEEM NECESSARY TO DO SO. CUST UNDERSTANDS.
<input type="checkbox"/>	AWAITING	03-09-2007 08:24:20	DCONSTANTINIU	----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 02 /16 /07 ALLEGED DEFECTIVE ITEM: FAULTY DOOR WIRING ESTIMATED SPEED OF MITS VEH: CUST WAS DRIVING WERE SEATBELTS WORN ? : DRIVER: (X)Y ()N PASSENGER(S): ()Y ()N WEATHER CONDITIONS: SNOW, OVERCAST, AFTERNOON 4:15 LOCATION OF INCIDENT: ROUTE 104 EXPRESSWAY OTHER VEHICLE(S) INVOLVED: NO # OF PEOPLE+DRIVER IN OTHER CAR: NONE # OF PEOPLE+DRIVER IN CUST CAR: ONE 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: NONE HAS CUST CONTACTED INSURANCE?: (X)YES ()NO INSURANCE REPS NAME: STANLEY URVANSKI INSURANCE CARRIER: MERCURY INSURANCE (585) 467-1129 INSURANCE CLAIM NUMBER: NOT AVAILABLE CURRENT VEHICLE LOCATION: CUST DRIVING IS THE VEHICLE REPAIRED?: (X)YES ()NO ESTIMATE/COST OF REPAIR: \$ 852.03 IS VEHICLE DRIVEABLE?: (X)YES ()NO WHAT IS CUST SEEKING FROM MMNA?: COMPLETE REIMBURSEMENT () REFERRED CUST TO WWW.ACTSINC.ORG FOR AIRBAG BROCHURE & MORE INFORMATION () PLEASE SEND CUSTOMER AIRBAG BROCHURE *****
<input type="checkbox"/>	AWAITING	03-08-2007 10:36:36	DCONSTANTINIU	CALLED THE CUST AND LEFT VMX FOR HIM TO CALL VCM. - 03/08
<input type="checkbox"/>	OPEN	03-07-2007 10:30:58	CKENDRICK	ON FEB 16TH CUST CAR CAUGHT FIRE ON PASSENGERS SIDE DOOR. CUST HAD TO TAKE OFF SIDE PANEL AND THROUGH SNOW ON IT TO PUT OUT. ON THE 21ST HE TOOK IT TO CORTEZ MITSUBISHI TO HAVE CAR LOOKED AT AND THEY TOLD HIM SHORT IN WIRING CAUSED THE PROBLEM, AND THAT DUE TO BEING OUT OF WARRANTY MITSU. COULD NOT HELP HIM WITH REPAIR COSTS. CUST WAS ADV TO CONTACT HIS INS. WHO HAVE AGREED TO PAY FOR REPAIRS. CUST FEELS SINCE CAR CAUGHT FIRE MITSU SHOULD HAVE COVERED REPAIRS AND ALSO SHOULD REIMBURSE HIM FOR 2WEEKS OF CAR RENTAL CHARGES. PER GARY SINCE CAR CAUGHT FIRE OPEN CASE.







Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	395098	Case Type	SERVICE	Related Mediation		Created By	MBRA
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	KENNETH FINOCCHIO	Phone	714/37
Open Date	08/21/2007	Close Date	08/24/2007	Days Open	4	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	QUESTION/INFO	Final Disposition	UNSATISFIED	Case Outcome	Please
SR Number	1-219407247	SR Type	PROD CONCERN	SR Sub Type	KTI		
Memo							
Follow-Up Date		CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	MR	First Name		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	TALLHASSEE	State	FLORIDA	Zip Code			
Other Contact	First Name	JAMES	Last Name	DUNCAN			

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G3E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - TITANIUM	Country	US
Current Mileage	108000	Retail Sales Date	06/22/2002	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase Date If	02/15/2007 (MM/DD/YYYY)	Used Purchase	PRIVATE OWNER	Used Purchase	106300

Used	Retailer	Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	32017 KERBECK MITSUBISHI	Service Dealer	10306 FIRST TEAM MITSUBISHI-FL	Self Auth Level	4
Sales Manager	CARL PHILLIPS	Service Manager	ROSS HARREL		
Selling Dealer Phone No	(809) 646-7100	Service Dealer Phone No	(850) 575-1212		
General Manager	CHARLES KERBECK	General Manager	LOUIS HERNANDEZ		
District	B3	District	O2		
Current DSM	SATISH PRABHU	Current DPSM	GARY EARL		
DSM Phone No	856/467-7761	DPSM Phone No	407/878-4181		

Condition

Group	Sub-Group	Condition	Cust Code
42 BODY	33 WINDOW, SIDE, GENERAL		R1 FIRE
How long has the vehicle exhibited this condition?	30 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	CURRENT MITSUBISHI DEALER	Other Location	
To whom have you spoken at the dealership?	TERRY BLANCHARD	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?	1 day(s)		
Current Vehicle Location	RESIDENCE	Other Location	
Last Service Performed	UNKNOWN	Last Service Date	
Location of Last Service	NONE	Other Location	
Loan Car Requested?	YES		
What resolution are you seeking for your concern?	REPAIR	If Other	

Comments

7 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>	CR CLOSE	08-24-2007 10:12:02	KFINOCCHIO	CASE WAS CLOSED BY : KFINOCCHIO
<input checked="" type="checkbox"/>	FIELD CLOSE	08-24-2007 10:11:42	KFINOCCHIO	VCM SPOKE W/ CUST TO REFER TO INSR CO. RE VEH DAMAGE. CLOSE CASE.
<input checked="" type="checkbox"/>	FIELD CLOSE	08-23-2007 14:35:53	GEARL	DPSM REVIEWED CASE WITH SVM ON 8/23. SVM HAD INSPECTED VEHICLE PREVIOUSLY AND NOTED FIRE DAMAGE. THIS VEHICLE HAD A BASIC WARRANTY OF 3/36, IT IS CURRENTLY 5 YEARS OLD AND HAS 108,000 MILES ON IT. THE VEHICLE HAS FAR SURPASSED WARRANTY COVERAGE PERIOD AND SO MANY THINGS COULD HAVE HAPPENED TO CAUSE THIS PROBLEM (FOR EXAMPLE: WINDOW OPEN IN RAIN STORM) THAT DPSM IS NOT OFFERING ASSISTANCE, CUSTOMER NEEDS TO CONTACT HIS INSURANCE COMPANY.
		08-22-		VCM SPOKE W/ CUST FATHER JAMES DUNCAN WHO IS UPSET THAT PASS DOOR PANEL CAUGHT FIRE AND DAMAGED PANEL AND WINDOW WHICH WILL NOT GO UP. VEH WAS

<input type="checkbox"/>	ASSIGNED	2007 15:18:22	KFINOCCHIO	BROUGHT TO FIRST TEAM MITSU. CUST DOES NOT WANT TO GO THRU INSURANCE. VCM WILL CONTACT DPSM TO SEE IF REPAIR CAN BE GOOD WILL. VCM MADE CUST AWARE THAT MAY HAVE TO GO THRU INSR.
<input type="checkbox"/>	ASSIGNED	08-21-2007 16:23:42	MBRADFORD	CUST WOULD LIKE FOR MMNA TO PAY FOR REPAIR. CUST 'S FATHER DIDN' T CONTACT INSURANCE BECAUSE HE DIDN'T THINK THEY WOULD PAY THE CLAIM ON IT.
<input type="checkbox"/>	ASSIGNED	08-21-2007 18:22:42	MBRADFORD	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION -----</p> <p>DATE OF THE ACCIDENT/INCIDENT: 07 / 18 / 2007</p> <p>ALLEGED DEFECTIVE ITEM: PASS WINDOW</p> <p>ESTIMATED SPEED OF MITS VEH: 40</p> <p>WERE SEATBELTS WORN ? : DRIVER: (X)Y ()N PASSENGER(S): (X)Y ()N</p> <p>WEATHER CONDITIONS: CLEAR</p> <p>LOCATION OF INCIDENT: CUST'S FATHER THINKS IT WAS MAGNOLIA DRIVE AND APALACHE PARKWAY</p> <p>OTHER VEHICLE(S) INVOLVED:</p> <p># OF PEOPLE+DRIVER IN OTHER CAR: 0</p> <p># OF PEOPLE+DRIVER IN CUST CAR: 2</p> <p>EXTENT OF INJURIES IF ANY: NONE</p> <p>RECEIVED MEDICAL TREATMENT?: () YES (X) NO</p> <p>NAME(S) OF INJURED PEOPLE: N/A</p> <p>POLICE NOTIFIED: () YES (X) NO</p> <p>REPORT# AND/OR CITY OF RECORD: TALLAHASSE</p> <p>HAS CUST CONTACTED INSURANCE?: () YES (X) NO</p> <p>INSURANCE REPS NAME:</p> <p>INSURANCE CARRIER:</p> <p>INSURANCE CLAIM NUMBER:</p> <p>CURRENT VEHICLE LOCATION: RESIDENCE</p> <p>IS THE VEHICLE REPAIRED?: () YES (X) NO</p> <p>ESTIMATE/COST OF REPAIR: \$ 1000</p> <p>IS VEHICLE DRIVEABLE?: (X) YES () NO</p> <p>WHAT IS CUST SEEKING FROM MMNA?:</p> <p>() REFERRED CUST TO WWW.ACTSINC.ORG FOR AIRBAG BROCHURE & MORE INFORMATION</p> <p>() PLEASE SEND CUSTOMER AIRBAG BROCHURE</p> <p>*****</p>
<input type="checkbox"/>	OPEN	08-21-2007 16:10:18	MBRADFORD	CUST'S FATHER STATED THAT PASS WINDOW HAD AN ELECTRICAL . IT HAPPENED ON JULY 19TH THERE IS NO POWER TO THE WINDOWS THERE WAS A PASS IN THE VEH WHEN IT HAPPENED BUT HE WAS ABLE TO MAKE IT OUT..





Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	399986	Case Type	SERVICE	Related Mediation		Created By	BHERI
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	MELINDA ATIENZA	Phone	714/37
Open Date	11/14/2007	Close Date	11/21/2007	Days Open	8	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	QUESTION/INFO	Final Disposition	SATISFIED	Case Outcome	INFOR
SR Number	1-226621576	SR Type	PROD CONCERN	SR Sub Type	KTI		
Memo	KTI - DOOR FIRE - EMAIL TO R.LANTZ 11/21						
Follow-Up Date	11/21/2007	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	MS	First Name		Last Name		Middle Initial	
Business Name	[REDACTED]						
Address 1	[REDACTED]						
Address 2	[REDACTED]						
City	LAWNSIDE	State	NEW JERSEY	Zip Code			
Other Contact	First Name	PATRICE	Last Name	WARD			

Customer Contact Information

E-Mail	[REDACTED]						
Home	[REDACTED]	Work	[REDACTED]	Ext		Cell	
Other	[REDACTED]	Fax		Preferred Contact Method	OTHER		

Vehicle Information

VIN	4A3AA46G22E	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - DOVER WHITE	Country	US
Current Mileage	81151	Retail Sales Date	05/20/2002	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase		Used		Used	

Date if Used	(MM/DD/YYYY)	Purchase Retailer	Purchase Mileage
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Recall Information

Recall Number	Recall Description	Recall Completion Date
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Dealer Information

Selling Dealer	32065 PRESTIGE MITSUBISHI	Service Dealer	32066 CHERRY HILL MITSUBISHI	Self Auth Level	6
Sales Manager	GREG MERETT	Service Manager	CHRIS KEHNER		
Selling Dealer Phone No	(856) 629-9200	Service Dealer Phone No	(856) 665-8799		
General Manager	CHRISTOPHR ZANGER	General Manager	CHARLES FOULKE, JR.		
District	B3	District	B3		
Current DSM	SATISH PRABHU	Current DPSM	JOE PECORA		
DSM Phone No	856/487-7781	DPSM Phone No	856/467-7785		

Condition

Group	Sub-Group	Condition	Cust Code
86 ACCESSORIES	00 ACCESSORIES		R1 FIRE
How long has the vehicle exhibited this condition?	1 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	NONE	Other Location	
To whom have you spoken at the dealership?	NO ONE	Was the dealership able to duplicate the problem?	NO
Symptom	How Often/When	Under What Condition	
BROKEN	ONE TIME OCCURRENCE	NORMAL USE	

Service Questions

How long has/was the vehicle at the dealership?	0 day(s)
Current Vehicle Location	RESIDENCE Other Location
Last Service Performed	UNKNOWN Last Service Date
Location of Last Service	SERVICING DEALER Other Location
Loan Car Requested?	NO
What resolution are you seeking for your concern?	REPAIR If Other

Comments

8 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>	CR CLOSE	11-21-2007 11:04:49	MATIENZA	CASE WAS CLOSED BY : MATIENZA
<input checked="" type="checkbox"/>	ASSIGNED	11-21-2007 10:57:37	MATIENZA	VCM REVIEWED CASE, SENT EMAIL TO R.LANTZ/E.STEELE.
<input checked="" type="checkbox"/>	AWAITING	11-16-2007 11:43:35	DLEMON	DATE ASSIGNED TO KTI CONTACT: // () 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

				<p>AGREED TO REVIEW FURTHER WITH INSURANCE COMPANY. ASSIGNED CASE TO KTI CONTACT FOR FURTHER REVIEW. *****</p>
<input type="checkbox"/>	AWAITING	11-16-2007 11:24:23	DLEMON	<p>VCM REC'D V/M TO CALL CUST AT WK#. VCM CALLED CUST WHO REQUESTED VCM CALL HER BACK ON ANOTHER# 215-928-8481 FOR PRIVACY. CUST STATED THAT SHE PLACED CALL TO MMNA ON BEHALF OF HER DAUGHTER. MOTHER (PATRICE) STATED: DAUGHTER WENT TO GET IN VEH; THEN STARTED ENGINE AND PUFF OF SMOKE WAS COMING FROM PASSENGER DOOR AREA. MOTHER STATED THAT WHEN VEH WAS TURNED OFF FIRE SMOLDERED OUT. NO FIRE DEPT WAS CALLED. CUST STATED AT FIRST THEY COULD NOT TELL WHERE FIRE WAS COMING FROM UNTIL FATHER TOOK OFF DOOR PANEL TO FIND IT WAS ASSOCIATED TO WINDOW SWITCH. FATHER FOUND BURNT WIRES, WINDOW SWITCH HAD STARED TO BURN AND MELT, COVER FOR SWITCH STARTED TO MELT, DOOR HANDLE HAS EVIDENCE OF BURN. CUST WILL CONTACT HER INSURANCE COMPANY. CUST JUST LOOKING TO GET VEH REPAIRED. VCM GAVE CUST CASE# FOR REFERENCE.</p>
<input type="checkbox"/>	AWAITING	11-16-2007 10:48:01	JFITCHETT	<p>S. [REDACTED] (MOM) CALLED TO SPEAK TO DIETRA WITH CASE # 398-866 LEFT MESSAGE CONTACT OTHER # (215)928-8475</p>
<input type="checkbox"/>	ASSIGNED	11-16-2007 09:15:44	DLEMON	<p>VCM CALLED CUST HM# BUT REACHED V/M. VCM LEFT MESSAGE FOR CUST TO CALL VCM BACK.</p>
<input type="checkbox"/>	ASSIGNED	11-14-2007 14:05:25	BHERNANDEZ	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 11/7/2007 ALLEGED DEFECTIVE ITEM: WINDOW SWITCH ESTIMATED SPEED OF MITS VEH: 0 MPH WERE SEATBELTS WORN ? : DRIVER: ()Y (X)N PASSENGER(S): ()Y ()N WEATHER CONDITIONS: CHILLY, MISTY EARLY MORNING 5AM LOCATION OF INCIDENT: RESIDENCE OTHER VEHICLE(S) INVOLVED: NO # OF PEOPLE+DRIVER IN OTHER CAR: N/A # OF PEOPLE+DRIVER IN CUST CAR: 1 EXTENT OF INJURIES IF ANY: NONE RECEIVED MEDICAL TREATMENT?: () YES (X) NO NAME(S) OF INJURED PEOPLE:N/A POLICE NOTIFIED: ()YES (X)NO REPORT# AND/OR CITY OF RECORD: N/A HAS CUST CONTACTED INSURANCE?: ()YES (X)NO INSURANCE REPS NAME: 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 VEHICLE DRIVEABLE?: (X)YES ()NO WHAT IS CUST SEEKING FROM MMNA?: TO KNOW IF HAS BEEN AN ISSUE AND WHAT MITSU CAN DO TO ASSIST WITH REPAIR. () REFERRED CUST TO WWW.ACTSINC.ORG FOR AIRBAG BROCHURE & MORE INFORMATION () PLEASE SEND CUSTOMER AIRBAG BROCHURE *****</p>
<input type="checkbox"/>	OPEN	11-14-2007 13:56:50	BHERNANDEZ	<p>CS STATES THAT LAST WED (11-7-07) THE VEH STARTED SMOKING AS SHE GOT IN. THE PASSENGER SIDE WINDOW SWITCH CAUGHT FIRE AND DAMAGED THE DOOR. CS WANTING TO KNOW WHAT MITSU CAN DO TO ASSIST WITH REPAIR.</p>





Customer Relations

Help

Summary

Case Information

Row 1 of 1

Case No	397599	Case Type	SERVICE	Related Mediation		Created By	CKENI
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	DIETRA LEMON	Phone	714/37
Open Date	12/21/2007	Close Date	01/02/2008	Days Open	13	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	QUESTION/INFO	Final Disposition	SATISFIED	Case Outcome	NO MR
SR Number	1-229745888	SR Type	PROD CONCERN	SR Sub Type	KTI		
Memo							
Follow-Up Date	01/02/2008	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	MRS	First Name		Last Name		Middle Initial	
Business Name							
Address 1							
Address 2							
City	BROOKLYN	State	NEW YORK	Zip Code			
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A3AA46G22	Model	2002 - GALANT SEDAN - 4-SPD ELECT CNTRLD AUTO O/D TRANS - BODEGA BEIGE M	Country	US
Current Mileage	80000	Retail Sales Date	05/15/2002	Sales Type	04 - 04 RETAIL-CASH IS PAID ON A LMTD BA
Purchase		Used		Used	

Date if Used	(MM/DD/YYYY)	Purchase Retailer	Purchase Mileage
--------------	--------------	-------------------	------------------

Recall Information

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

Dealer Information

Selling Dealer	35007 BAY RIDGE MITSUBISHI	Service Dealer	35181 GIUFFRE MITSUBISHI	Self Auth Level	3
Sales Manager	**** TERMINATED****	Service Manager			
Selling Dealer Phone No	(718) 439-4400	Service Dealer Phone No	(718) 748-5367		
General Manager		General Manager	JOHN GIUFFRE		
District	B1	District	B1		
Current DSM	JIM REID JR.	Current DPSPM	VICTOR CIOCE		
DSM Phone No	856/467-7776	DPSPM Phone No	856/467-7784		

Condition

Group	Sub-Group	Condition	Cust Code
52 INTERIOR	82 SWITCH GENERAL		R1 FIRE
How long has the vehicle exhibited this condition?	1 day(s)	Prior Repair Attempts	1
Location of Prior Repair Attempts	OTHER	Other Location	NONE,FUSE OUT
To whom have you spoken at the dealership?	NA	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?	1 day(s)		
Current Vehicle Location	RESIDENCE	Other Location	
Last Service Performed	OIL CHANGE	Last Service Date	2007-12-01
Location of Last Service	INDEPENDENT FACILITY	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	INFORMATION	If Other	

Comments

6 Total Comments

Sel	Orig Status	Date	Entered By	Comments
<input checked="" type="checkbox"/>	CR CLOSE	01-02-2008 13:06:44	BHERNANDEZ	CS CALLING FOR DIETRA. TRNSFD TO DIETRA.
<input checked="" type="checkbox"/>	CR CLOSE	01-02-2008 12:29:36	DLEMON	CASE WAS CLOSED BY : DLEMON
<input checked="" type="checkbox"/>	AWAITING	01-02-2008 12:25:38	DLEMON	CUST STATED SHE WAS JUST LEAVING WORK. CUST GOT IN VEH AND STARTED ENGINE AND SMOKE STARTED FILLING THE CABIN AREA. CUST STATED HER SISTER WENT TO GET SECURITY GUARD. CUST STATED SHE WENT AROUND ON PASSENGER SIDE AND OPENED DOOR AND SAW PASSENGER SIDE FRONT WINDOW SWITCH MELTING AND BURNING. CUST STATED DOOR WAS HOT. CUST STATED SECURITY GUARD CAME OVER AND OPENED HOOD AND WAS ABLE TO PULL FUSE OUT OF FUSE BOX. CUST STATED SHE CALLED HER INSURANCE COMPANY AND WAS ADV'D SHE HAD A \$500 DEDUCTIBLE AND THAT THERE WAS A RECALL ON 2002 & 2005 VEHs FOR THE WIRING HARNESS WHICH CUST STATED SHE NEVER RECV'D A NOTICE ON. VCM ADV'D CUST HER VEH WAS NEVER INVOLVED IN A RECALL. VCM ADV'D CUST THAT WARRANTY FOR WINDOW SWITCH HAD EXPIRED. CUST

				<p>ASKED IF SHE WOULD HAVE TO LOOK FOR A PLACE TO TAKE VEH TOO? VCM SUGGESTED SHE SPEAK WITH HER INSURANCE COMPANY TO FIND THAT OUT IF THEY CAN REFER HER TO A PLACE OR IF SHE WAS ON HER OWN. CUST STATED OK. VCM GAVE CUST CASE# FOR HER & INSURANCE COMPANY REFERENCE.</p>
<input checked="" type="checkbox"/>	AWAITING	01-02-2008 12:17:21	DLEMON	<p>----- CUST STATED THE FOLLOWING ACCIDENT/INCIDENT INFORMATION ----- DATE OF THE ACCIDENT/INCIDENT: 12/20/07 ALLEGED DEFECTIVE ITEM: PASSENGER SIDE FRT WINDOW SWITCH ESTIMATED SPEED OF MITS VEH: NOT MOVING WERE SEATBELTS WORN ? : DRIVER: (Y)Y ()N PASSENGER(S): (Y)Y ()N WEATHER CONDITIONS: N/A LOCATION OF INCIDENT: CUST PLACE OF EMPLOYMENT OTHER VEHICLE(S) INVOLVED: NO # OF PEOPLE+DRIVER IN OTHER CAR: N/A. # OF PEOPLE+DRIVER IN CUST CAR: 2 EXTENT OF INJURIES IF ANY: NONE RECEIVED MEDICAL TREATMENT?: () YES (X) NO NAME(S) OF INJURED PEOPLE: N/A POLICE NOTIFIED: ()YES (X)NO REPORT# AND/OR CITY OF RECORD: N/A HAS CUST CONTACTED INSURANCE?: (X)YES ()NO INSURANCE REPS NAME: JUAN HERNANDEZ INSURANCE CARRIER: ALLSTATE @ 718-261-3134 INSURANCE CLAIM NUMBER: CURRENT VEHICLE LOCATION: CUST DRIVING IS THE VEHICLE REPAIRED?: ()YES (X)NO ESTIMATE/COST OF REPAIR: NOT AVAIL YET IS VEHICLE DRIVEABLE?: (X)YES ()NO WHAT IS CUST SEEKING FROM MMNA?: REPAIR () REFERRED CUST TO WWW.ACTSINC.ORG FOR AIRBAG BROCHURE & MORE INFORMATION () PLEASE SEND CUSTOMER AIRBAG BROCHURE *****</p>
<input checked="" type="checkbox"/>	ASSIGNED	12-21-2007 14:25:34	DLEMON	<p>VCM CALLED CUST HM# BUT REACHED V/M. VCM LEFT MESSAGE THAT VCM WILL CALL WORK # TO SEE IF CAN REACH CUST. VCM THEN CALLED CUST WK# AND REACHED V/M. VCM ADV'D CUST WILL CONTACT HER ON 12/31 WHEN VCM RETURNS FROM MITSU HOLIDAY WEEK.</p>
<input checked="" type="checkbox"/>	OPEN	12-21-2007 10:13:53	CKENDRICK	<p>ORIGINAL OWNER OF VEH CAME OUT OF WORK AND STARTED CAR, IN THE MATTER OF A FEW SECONDS AND SMELLED SOMETHING BURNING, AND NOTICES SMOKE COMING FROM PASSENGER DOOR. THE AUTOMATIC WINDOW CONTROLS WAS MELTED FROM HEAT. CUST SAYS THANK GOD NEVER GOT OUT OF PARKING LOT WITH VEH. CUST STATES HAS NOT CONTACTED INSURANCE COMPANY AS YET. ADV CUST OUT OF WARRANTY. CUST SAYS CAR IS DRIVEABLE THE SECURITY GUARD REMOVED FUSE TO WINDOWS AND TOLD HER WIRES AND MOTOR WERE ALL MELTED.</p>

Return Email Print

PE08-014 RESPONSE

QUESTION 4

LAWSUITS

Matter Screen Report

Matter Name: [REDACTED] Matter No: 2006-00553
Long Name: LGD1210-195598331
Claim by James Crump and Rhonda Smith
Matter Type: Product Liability Status: Settled/Adjudicated
Sub-Type: General Org Level 1: MMNA-Mfg
Attorney: Nelson, Jim Org Level 2:
Paralegal: Diaz, Efrain Region: NCRO
Open Date: 07/15/2005 Rank: Matter Class: Lawsuit
Close Date: 02/26/2008 Insured: Yes Access Group: Product
File Number:

Invoice Summary

Year to Date: \$0.00
Previous Years:
Total:

Budget Performance

	Budget	Actual	Expended
Annual:	\$0	\$0.00	
Life of Case:			

Case

Suit Type:

Plaintiff: No

Date Filed:

Date Served:

Trial Date:

Claim / Settlement

Compens:

Punitive:

Counter:

Demand:

Offer:

Case Value:

Court / Jurisdiction

Court:

Trial by:

Court Type:

Judge:

State/Prov: MI County:

Country:

Docket:

Disposition

Disposition: Other

Amount: \$ 5,000.00

Date Disposed: 04/24/2007

Appeal

Appeal:

Amount:

Court:

Matter Screen Report

Opposing Counsel

Primary	Firm	Attorney	Phone	Fax	Rating	Rate	Representing
---------	------	----------	-------	-----	--------	------	--------------

People

Name	Person Type	Phone	Fax	City	State/Prov
██████████	Claimant				
██████████	Claimant				

Vehicle

VIN: 4A3AA46G12E██████████
Model Year: 2002
Product: Galant
Dealer Number:
Auction Amount:
Defect/Allegation: Fire, Doors
Task Code Set: Litigation

Life of Case Budget Summary

Phase	Budget	Actual	Expended
-------	--------	--------	----------

Periodic Budgets

Period	Budget	Actual	Expended
--------	--------	--------	----------

Matter Screen Report

Matter Name:	[REDACTED]	Matter No:	2006-01372
Long Name:	State Farm Mutual Automobile Insurance Company v. Mitsubishi Motors North America, Inc.		
Matter Type:	Warranty	Status:	Closed
Sub-Type:		Org Level 1:	MMNA
Attorney:	Weterrings, Jorgen	Org Level 2:	
Paralegal:	Blumé, Mary	Region:	SERO
Open Date:	12/23/2005	Rank:	
Close Date:	02/01/2008	Insured:	No
		Matter Class:	Lawsuit
		Access Group:	Product
		File Number:	in cube

Invoice Summary

Year to Date:	\$0.00
Previous Years:	\$6,600.00
Total:	\$6,600.00

Budget Performance

	Budget	Actual	Expended
Annual:	\$0	\$0.00	
Life of Case:	\$0	\$6,600.00	

<u>Case</u>	<u>Claim / Settlement</u>
Suit Type:	Subrogation
Plaintiff:	No
Date Filed:	12/16/2005
Date Served:	12/21/2005
Trial Date:	
	Compens:
	Punitive:
	Counter:
	Demand:
	Offer:
	Case Value:

<u>Court / Jurisdiction</u>	
Court:	State Court of Cobb County
Trial by:	
Court Type:	State
Judge:	
State/Prov:	GA County: Cobb
Country:	USA
Docket:	2005A-11916-3

Disposition

Disposition:	Settled
Amount:	\$ 6,600.00
Date Disposed:	04/10/2006

Appeal

Appeal:	
Amount:	
Court:	

Matter Screen Report

Outside Counsel

Primary	Firm	Attorney	Phone	Fax	Rating	Rate	Representing
Yes	King & Spalding	Davis, Dwight J.	212-556-2303	(404) 572-5148		\$0.00	
No	King & Spalding	Gilfedder, Brent	(404) 572-4600	(404) 572-5100		\$0.00	
No	Swift Currie McGhee & Hiers, LLP	Marsh, C. Bradford	404-888-6151	404-888-6199		\$190.00	

Opposing Counsel

Primary	Firm	Attorney	Phone	Fax	Rating	Rate	Representing
Yes	Ronald W. Parnell, Esq.	Parnell, Ronald W.	770-929-8585			\$0.00	

People

Name	Person Type	Phone	Fax	City	State/Prov
Mitsubishi Motors North America Inc	Defendant				
Ovid Joyal	Mediation	714-372-6387			
State Farm Mutual Automobile Insur	Plaintiff				

Vehicle

VIN: 4A3AA46H42E XXXXXXXXXX
 Model Year: 2002
 Product: Galant
 Dealer Number: 11110
 Auction Amount:
 Defect/Allegation: Fire, Doors
 Task Code Set: Litigation

Matter Screen Report

Life of Case Budget Summary

<u>Phase</u>	<u>Budget</u>	<u>Actual</u>	<u>Expended</u>
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Periodic Budgets

<u>Period</u>	<u>Budget</u>	<u>Actual</u>	<u>Expended</u>
2007	\$0.00	\$6,600.00	

Bill-To

<u>Bill-To Entity</u>	<u>Pct</u>
MMNA-Mfg	100.00%

PICTURES IS IN
BLACK AND
WHITE WHEN
SCANNING IN.



**TECHNICAL INVESTIGATION REPORT
PSC FIELD INVESTIGATION**

To: Rick Lantz
Platform Manager
National Technical Support Center
MMNA, Cypress, California

Reporter: David Wong
Specialist II – Technical Support Center

Report number: DWG-04-013

cc: C. Halper, H. Semba, K Russell

Subject: ST41 Galant Door Trim

Date of Investigation: 15 of July 2004

Location of the investigation: Gossett Mitsubishi, Memphis, TN

Participants: D. Wong, Specialist 2, MMNA Product Support Center.
Wilson Jeeter, Service Manager Gossett Mitsubishi

Vehicle(s) investigated:

Dealer	Yr./Model	Eng. / Trans	VIN	Mileage at time of investigation	Tech-Line case #
Gossett Mitsubishi, TN	2002 Galant ES	L4 / 4sp AT	2E [REDACTED]	49,385	N/A

Product Concern: Melted passenger door trim and power window switch.

Background

The owner of this vehicle contacted the Mediation department to request an inspection due a incident that caused the passenger side power window and door lock switch to overheat. The overheated switch caused to the adjacent trim and door panel to smolder and catch on fire. A field investigation was initiated by MMNA PSC Cypress to study, to gather data and to find the root cause of melted the door switches and door trim panel on this ST41 Galant sedan.

TECHNICAL INVESTIGATION REPORT

PSC FIELD INVESTIGATION

Conditions Observed

2002 Galant ES, 2E142782 M. Fletcher, Beige

- This vehicle was towed to the dealership after the the incident.
- The exterior of this vehicle exhibited multiple body repairs. The repairs were of poor quality.
- The right rear quarter panel was replaced. Pop rivets were used around the wheel arch to attach the new panel. See photos
- There were evidence of repairs on the left rear quarter panel, trunk lid, rear spoiler and lower trunk opening. See photos.

Parts Recovered for further analysis

- Passengers side
 - Door panel/trim
 - Power window and door lock switch
 - Door wiring harness
 - Power window motor and regulator
 - Plastic waterproof door film
 - Inside door latch and cover
 - Door Speaker
 - Door latch and door lock actuator
- Drivers side
 - Power window master switch
 - Door wiring harness
 - Door latch and door lock actuator
 - ETACS ECU
- Engine Compartment
 - 30A mini fusible link in engine fuse box

Comments / Conclusion

**TECHNICAL INVESTIGATION REPORT
PSC FIELD INVESTIGATION**



Exterior view of the vehicle

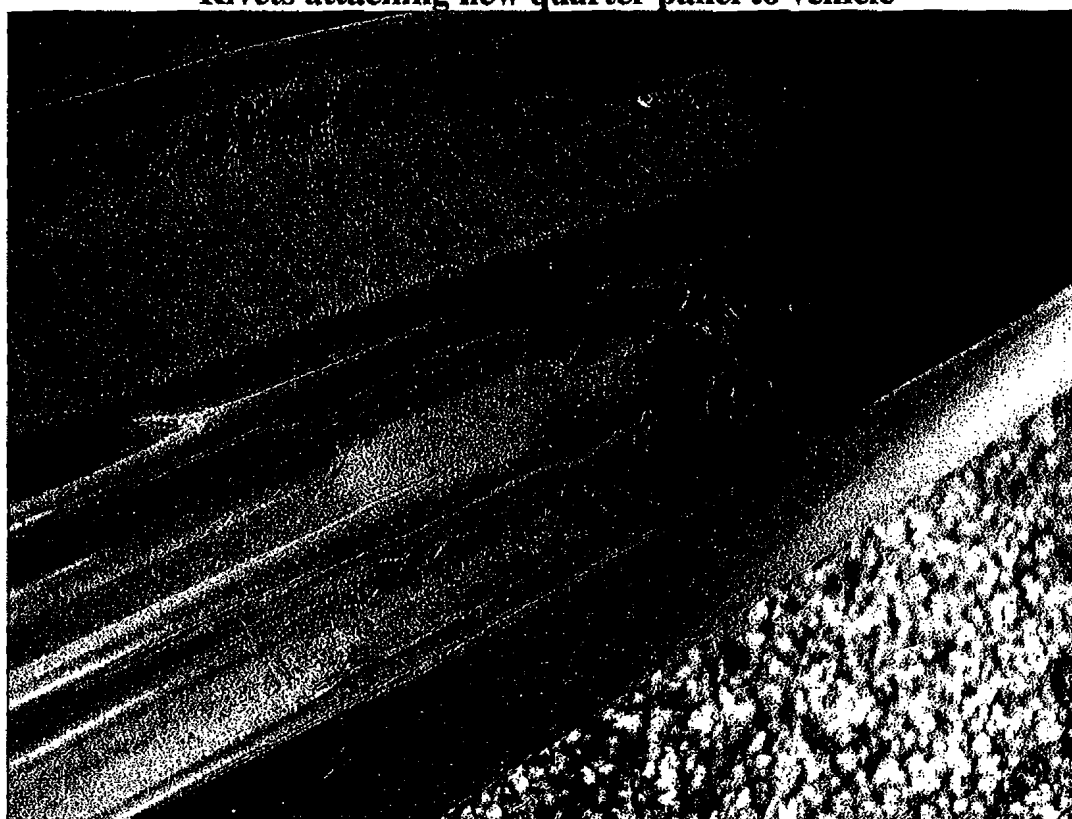


Close up of hood repair and damaged bumper cover

**TECHNICAL INVESTIGATION REPORT
PSC FIELD INVESTIGATION**

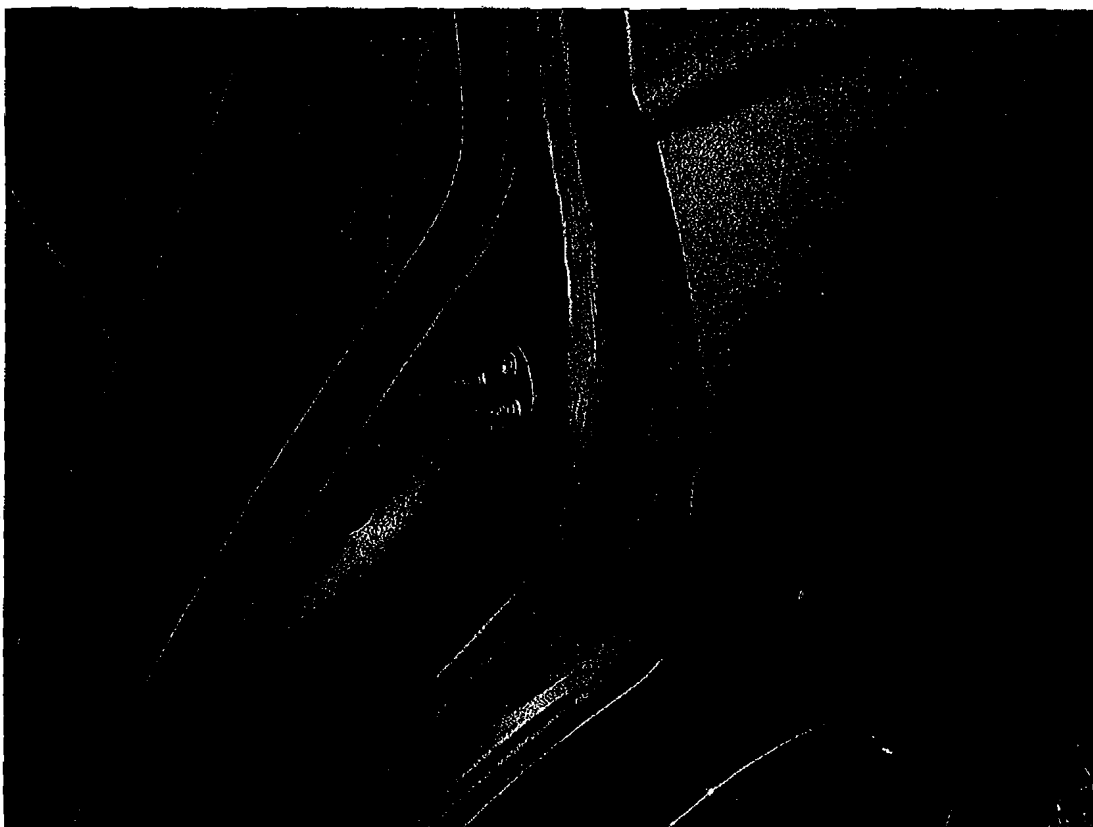


Rivets attaching new quarter panel to vehicle



Plastic body filler applied to rocker panel on right rear pass. door

**TECHNICAL INVESTIGATION REPORT
PSC FIELD INVESTIGATION**

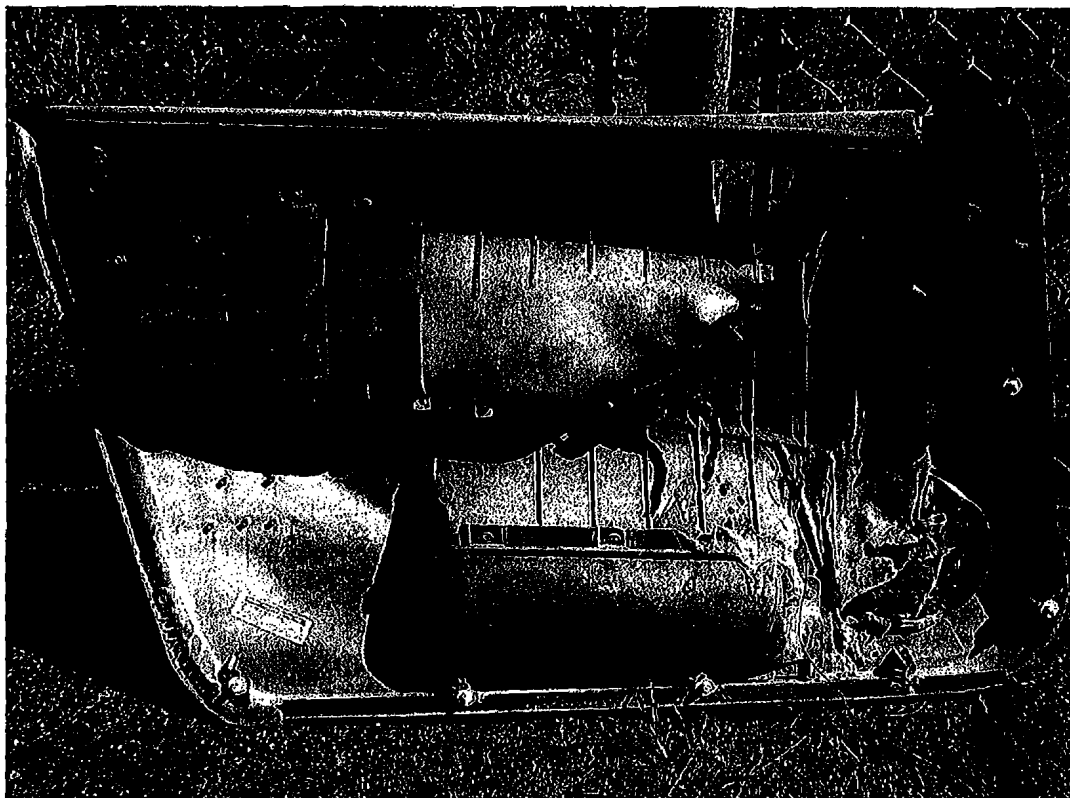


Grey primer overspray on left rear passenger door opening



Door trim/panel from right front passenger door

**TECHNICAL INVESTIGATION REPORT
PSC FIELD INVESTIGATION**



Backside of the door panel/trim



Right front passenger door with trim removed

TECHNICAL INVESTIGATION REPORT
PSC FIELD INVESTIGATION



View of power window and door lock switch

02MY ST41 Passenger Side Door Thermal Event

1. Purpose

MMNA-Sales received information on this thermal event and requested PSC-B/N to inspect the vehicle.

2. Location and Participants

Location: O'Brien Mitsubishi -Peoria , IL Participants: Steve Dreesen (Service Manager) , H.Tachibana(PSC-B/N)

3. Vehicle Information

02MY PS41 VIN#:4A3AA46G72E [redacted]
Production date: Feb.2002 Mileage: 56515mile

Warranty history:

- 2/27/02 PDI
- 8/5/02 Radio inop. Radio unit replaced.
- 9/10/02 Rear speaker inop. Rear deck speaker replaced.
- 12/13/02 Right side headlight has moisture inside. Headlight assy replaced.
- 1/27/03 Passenger side window doesn't go up. Window regulator replaced.
- ↑ Passenger side door mirror pops off. Delta cover broken, replaced.

Situation of incident

The problem occurred on 6/19/05. The customer states that he attempted to roll down windows at parking lot. (It's not known which side of the switch he operated.) And he states passenger side door window got stuck, sparked and door panel then caught on fire. He states the fire was put out with fire extinguisher.



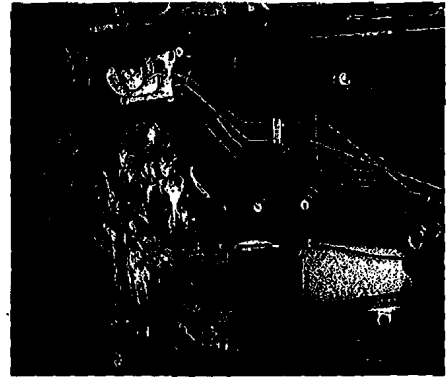
4. Results

1) Outside of the vehicle

Having a sign of crash on the front end. (Front grill is missing. Front bumper has damage. Hood is bent.) It's not sure when it's occurred. Rear bumper is also deformed slightly.

2) Passenger side door body

Materials have melted around the location of the door switch. Service Mgr states the door trim has already been removed when the vehicle came to the dealer.



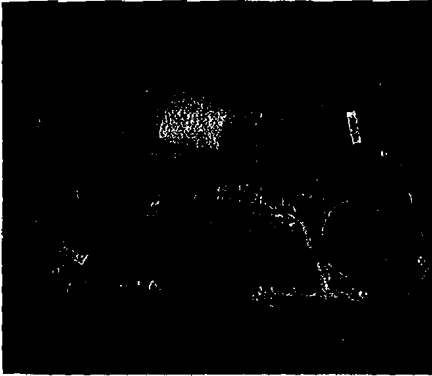
3) Pass side door switch

This part has the most severe damage. It is highly likely that this part (power window switch) is the cause of fire. The appearance of the melted switch is similar to others that sustained the same incident.



4) Door trim

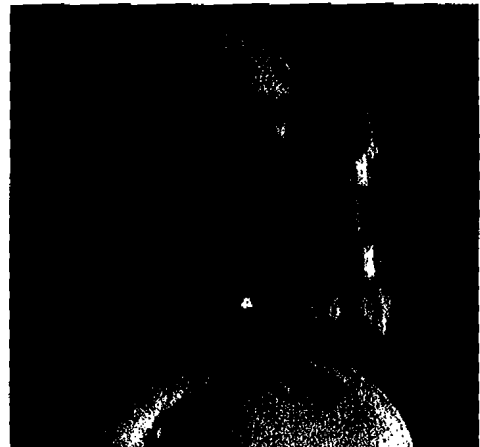
This part is melted around the location of the door switch. White powder is residue of fire extinguisher. No visual sign of liquid spill is found.




5) Others

Audio unit and window regulator that have been replaced previously by warranty show no problems in appearance. Fuse for power window has been blown and is repaired by the wiring. The customer states that he repaired the fuse after this thermal event.

The service manager, however, suspects that this fuse was tampered prior to the thermal event and this tampered fuse is the cause of the incident.



CONFIDENTIAL

		PRODUCT QUALITY REPORT Rec No. 19508		PQR No. ST41 -54 -5482-65-S	DATE OF ISSUE 7/13/2005 REPORTER ID/SEQ.# 0917 / 1	
YEAR NAME OF VEHICLE / PRICE LINE 2002 GALANT SEDAN / ES L4		VEHICLE IDENTIFICATION No./CHASSIS No. 4A3AA46G12E		DISTRIBUTOR MMSA	ACCY ENG. N	PRIORITY A
ENGINE NO. 4G64 -2.4	TM TYPE A	MFG DATE 3/12/2002	REAR BODY (MODIFICATION) N/A	LOCATION: 23056 ANN ARBOR MITSUBISHI		USAGE RETAIL CAR
DATE SOLD 3/14/2002		DATE / MILEAGE TROUBLE OCCURRED 7/13/2005 / 65717		STATE MI	REGION / DISTRICT 50 / C3	
VEHICLE / ENGINE SPEED 0 MPH		ROAD CONDITION N/A	LOAD CONDITION NONE	WEATHER / TEMPERATURE HOT/DRY / 90		MAINTENANCE GOOD
SUBJECT RIGHT FRONT PASSENGER DOOR POWER WINDOW SWITCH OVERHEATING				FREQUENCY: FIRST FREQUENT: 1 UNITS		
1. DESCRIPTION OF SYMPTOM CUSTOMER STATES THAT PASSENGER FRONT DOOR CAUGHT FIRE AFTER ENGINE WAS STARTED.				CONDITION		
DTC(S):						
2. POSSIBLE CAUSE PASSENGER DOOR SWITCH ASSEMBLY SHORTED						
3. ACTION TAKEN / RESULT REPLACING DOOR TRIM PANEL, DOOR WIRING HARNESS, SWITCH ASSEMBLY.						
4. ADDITIONAL COMMENTS						
				REPORTER'S NAME/SIGNATURE M.Sinkoff		
5. MANUFACTURERS RESPONSES/COMMENTS <p style="text-align: center;">REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW</p>						
				MANUFACTURER'S NAME/SIGNATURE		
MMSA CONTROL #: -----			RO/CLAIM: 246655			
PART #:	PART DESCRIPTION:	PART REQ'D DATE: PART REC'VD DATE:	PART SENT TO:			
IQS CATEGORY: G	IQS QUESTION: 108 -	KMODEL: EA3ASRHEL9M	BODY MODEL:	PROD. ENGINEER: KR		
CURRENT STATUS, DATE: APRV , 7/28/2005		DATE TO MFG: 7/28/2005	DATE MFG HOLD:	DATE FROM MFG:		
CONTACT: BOB CHISHOLM		PHONE NUMBER: (734) 663-7770		FAX NUMBER: (734) 663-5460		

MANUFACTURER'S NAME/SIGNATURE				
MMMA CONTROL #: -----		RO/CLAIM: 246655		
PART #:	PART DESCRIPTION:	PART REQ'D DATE: PART REC'D DATE:	PART SENT TO: / -	
IQS CATEGORY: G	IQS QUESTION: 108 -	KMODEL: EA3ASRHEL9M	BODY MODEL:	PROD. ENGIN KR
CURRENT STATUS , DATE: APRV , 7/28/2005	DATE TO MFG: 7/28/2005	DATE MFG HOLD:	DATE FROM MF	
CONTACT: BOB CHISHOLM	PHONE NUMBER: (734) 663-7770	FAX NUMBER: (734) 663-5460		

PHOTO1
DOOR PANEL LABAL

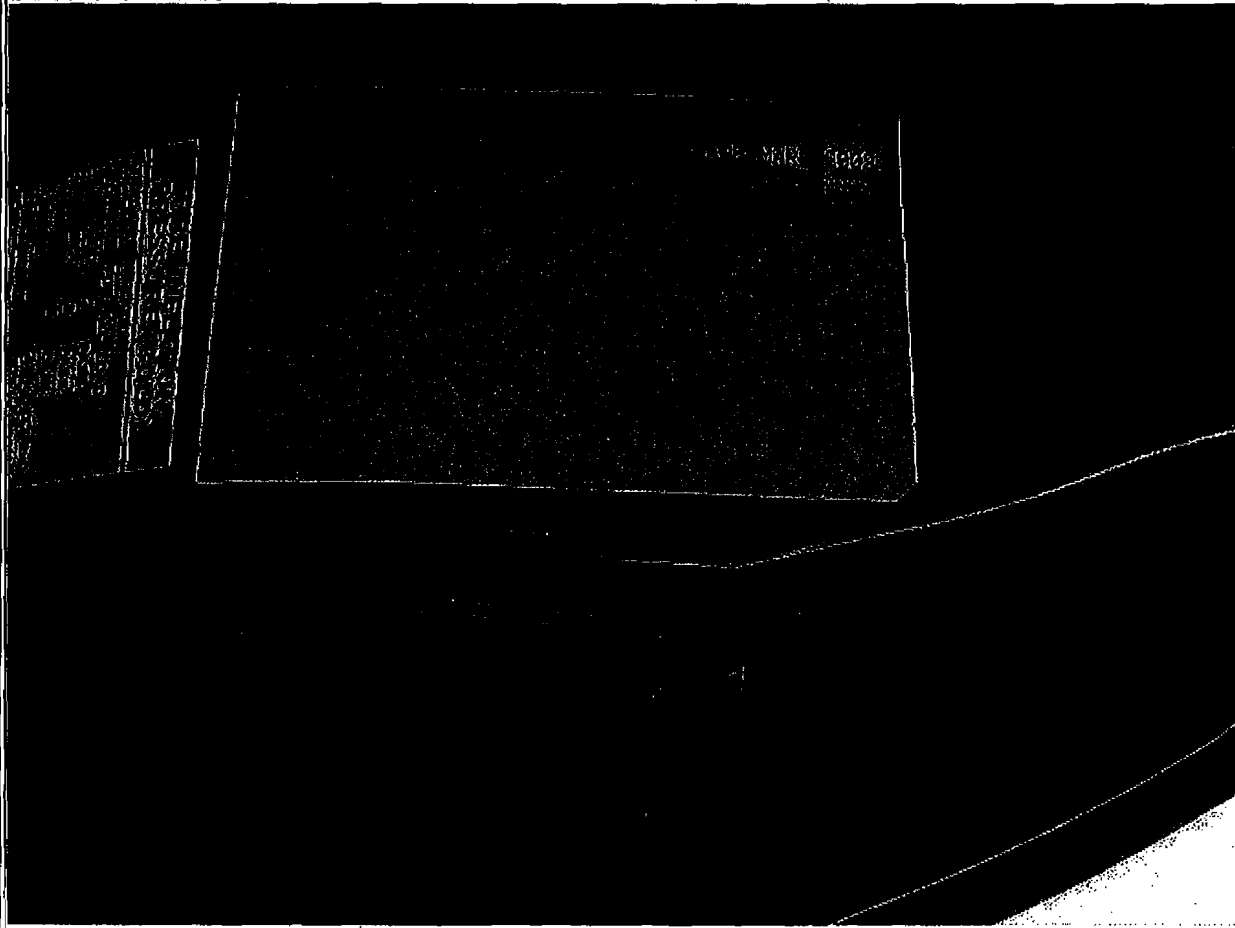


PHOTO2
VIN LABAL

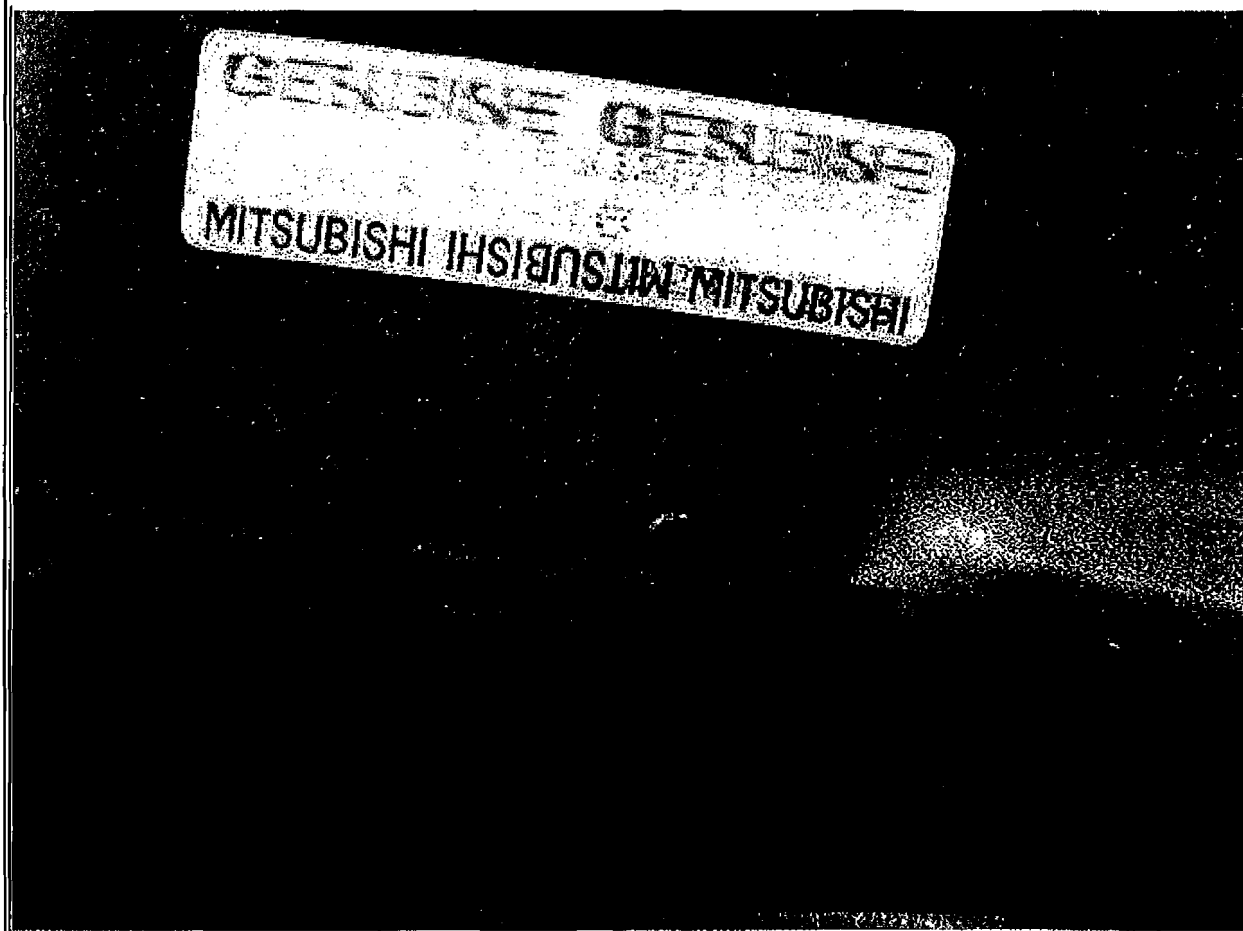


PHOTO3
DOOR PANAL

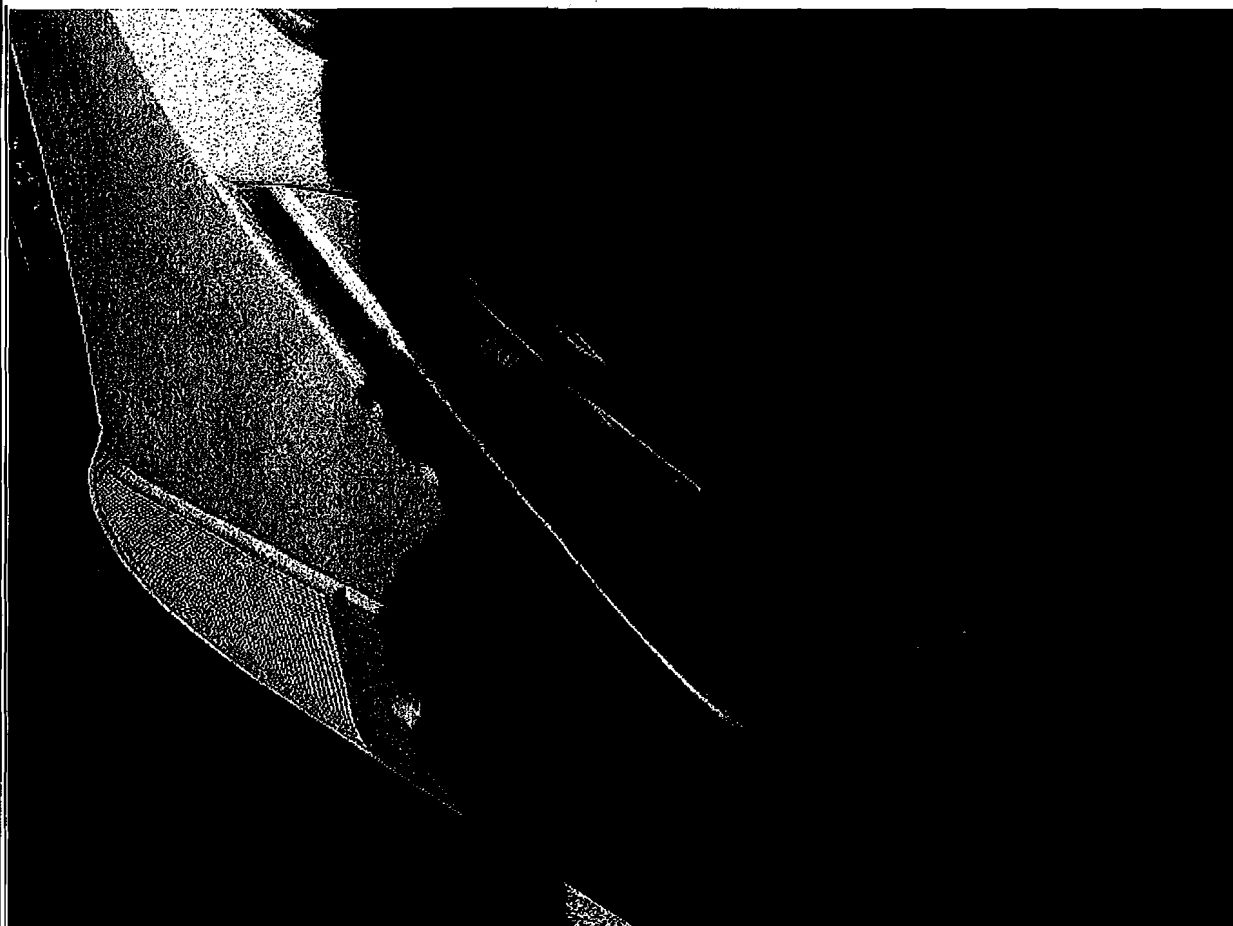


PHOTO4
DOOR PANEL

PE08-014 RESPONSE

QUESTION 4

FIELD REPORTS



PHOTO5
RT SIDE FRONT LOCK AND WINDOW SWITCH

