



Mitsubishi Motors North America, Inc.

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Telephone: 714-372-6000
www.mitsubishicars.com

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)**

March 3, 2010

Mr. Scott Yon, Chief
Vehicle Integrity Division
NHTSA Office of Defects Investigation

RE: NVS-212jfa, PE09-056

Dear Mr. Yon:

On February 24, 2010, MMNA submitted a DIR for the fuel filler pipe for the 2004MY Endeavor, receipt of which has been acknowledged by NHTSA.

In response to Preliminary Evaluation PE09-056, and as discussed with and agreed to by your office, Mitsubishi Motors North America, Inc. (MMNA) further submits information and documentation in response to IR questions 1-9. In addition, as also discussed with and agreed to by your office, MMNA is providing information and documentation relating only to the subject 2004MY Mitsubishi Endeavor. As a result, all reference to other issues or matters, and/or other model vehicles or model year vehicles, has been redacted.

Please be advised that in response to IR question 8, MMNA has provided original English documents or, where applicable, translations of Japanese documents. If you would like copies of the Japanese documents from which these translations were made, please let me know. Also, the databases being provided in response to IR questions 1, 3 and 5 are attached in separate files, but are also being provided by mail on CD

Last, a substantial portion of the information being provided in response to the IR is confidential commercial or personal information. Accordingly, in accordance with 49 C.F.R. Part 512, MMNA is submitting this confidential information, together with a request for confidential treatment, to the Office of Chief Counsel.

In the event you have any questions or need any additional information, please contact me at your earliest opportunity.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Bennett".

Tom Bennett
MMNA Director, Service
Phone: 714-372-5554
Email: tbennett@mmsa.com

1. State the number of all subject vehicles Mitsubishi has manufactured for sale in the United States. Separately, for each vehicle manufactured to date by Mitsubishi, state the following:
 - a. Vehicle identification number (VIN);
 - b. Model year
 - c. Date of manufacture;
 - d. Date warranty coverage commenced; and
 - e. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

For subparts “a” through “e,” provide a table in Microsoft Access 2000, or a compatible format, entitled “PRODUCTION DATA.”

ANSWER: The Exel spreadsheet named “PRODUCTION DATA.xls” provided in this mailing contains the above information.

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:
 - a. Consumer complaints;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a fire, 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 the alleged defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Third-party arbitration proceedings where Mitsubishi is or was a party to the arbitration; and,
 - e. Lawsuits, both pending and closed, in which Mitsubishi is or was a defendant or codefendant.

For subparts “a” through “e,” state the total number of each item (e.g., consumer complaints, reports from retailers, etc.) separately. Multiple incidents involving the same vehicles 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 item “c” 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” and “e,” 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.

ANSWER:

Type	Total number
Item a. Consumer complaints	6
Item b. Field reports	4
Item c. Reports involving a fire/crash/injury/fatality	0
Item d. Third-party arbitration	0
Item e. Lawsuits	0

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 the item, as identified in Request No. 2 (i.e., consumer complaint, report from retailer, etc.);
 - c. Vehicle owner's name, address, and telephone number;
 - d. Vehicle identification number (VIN);
 - e. Model year;
 - f. Vehicle date of manufacture;
 - g. Incident date;
 - h. Report or claim date;
 - i. Number of alleged fires;
 - j. Number of alleged injuries; and
 - k. Number of alleged fatalities.

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

ANSWER: The Excel spreadsheet file named "REQUEST NUMBER TWO DATA.xls" provided in this mailing contains the above information.

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, reports from retailers, etc.) and describe the method Mitsubishi used for organizing the documents.

ANSWER: 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.

5. State a total count for all of the following categories of claims, collectively, that have been paid by Mitsubishi that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; 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 such claim, state the following information:

- a. Mitsubishi's claim number;
- b. Vehicle owner's name and telephone number;
- c. Vehicle identification number (VIN);
- d. Model Year
- e. Vehicle date of manufacture;
- f. Repair date;
- g. Repairing 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 the technician or person(s) making the repair, and/or the person(s) processing the claim that relate to the claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled “WARRANTY DATA.”

ANSWER: The Excel spreadsheet file named “WARRANTY DATA.xls” provided in this mailing contains the above information, which totals 46 warranty claims.

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 the terms of the new vehicle warranty coverage offered by Mitsubishi on the subject vehicles (i.e., the number of months for which coverage is provided and the vehicles systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect 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.

ANSWER: Warranty claim search criteria was based on replacement fuel filler neck part numbers MR556476 and 1710A147.

(Note: The fuel filler neck by itself, without the attaching hoses, is not available to our dealers, and its part number MR556477 is not in our parts ordering system. Therefore we did not include this part number in our warranty claim search criteria.)

Applicable labor operations and labor operation descriptions are listed below. Problem codes and problem code descriptions applicable to the alleged defect in the subject vehicles are listed in the “Nature Code chart” and “Cause Code chart” provided in this response.

Labor Operation	Labor Operation Description
13602110	Fuel Tank Filler Neck
13601010	Fuel Tank Assembly

Terms of the new vehicle warranty coverage offered by Mitsubishi on the subject vehicles are:

- **Vehicles sold prior to July 1, 2004 – 3 years/36,000 miles**
- **Vehicles sold on and after July 1, 2004 – 5 years, 60,000 miles**

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

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 any retailers or distributors, regional or zone offices, field offices, or other such entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or 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.

ANSWER: No documents have been issued that relate to, or may relate to, the alleged defect in the subject vehicles. Mitsubishi plans to issue a recall bulletin for fuel filler pipe replacement on 2004 Endeavor models originally shipped to or currently being operated in locations where road salt is used and in cold conditions, in July 2010 when replacement parts are available. For 2004 Endeavor vehicles which are registered in or the owner residing in U.S. non-salt-belt or cold states, Mitsubishi will extend

the warranty coverage for the fuel filler pipe to 10 years or 150,000 miles, whichever comes first. We will notify our dealers of this upcoming recall campaign by issuing an Advance Technical Information Notice no later than March 23, 2010. A draft copy the notice is included in this response.

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. The actual or planned start date;
 - c. The 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 for 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.

ANSWER: Responsive information with respect to each action is summarized in the attached document list. The document list includes a description of a. through f. for each action as requested above.

9. Describe all modifications or 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 such 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 number (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 vehicles production within the next 120 days.

ANSWER: Attachment A contains a table summarizing all modifications and changes, including design, manufacture, and quality control, which relate to the fuel filler pipe of the subject vehicles.

10. Furnish Mitsubishi's assessment of the alleged defect in the subject vehicles including:
 - a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;

- e. What warnings, if any, that the alleged defect was occurring or that the subject component was malfunctioning; and
- f. The reports included with this inquiry.

ANSWER: N/A

*** * ADVANCE TECHNICAL INFORMATION NOTICE * ***

DRAFT

DATE: March xx, 2010
TO: Mitsubishi Motors Service Managers
cc: Mitsubishi Motors Parts Managers
RE: 2004 Endeavor Fuel Filler Pipe Recall
TIN NO. ATIN-10-SR-001

AFFECTED VEHICLES: 2004 Endeavor

PURPOSE

A safety recall campaign will be conducted in July 2010 for 2004 Endeavor models for fuel filler pipe inspection and replacement. This recall campaign will be conducted only in U.S. salt-belt states, the adjoining states, cold weather states, and Canada. A warranty extension will be provided in all other states.

Road debris (mud) mixed with road salt, can become trapped between a reinforcing bracket and the fuel filler pipe, potentially causing corrosion of the pipe. Over time, corrosion could create a leak in the fuel filler pipe, leading to fuel leakage from the pipe during refueling.

Prior to the recall, if a customer **in any state** experiences this problem with a 2004 Endeavor, dealers should replace the fuel filler pipe at no charge to the customer, and submit a regular warranty claim using labor operation xxxxxx.

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	HBO	CONNECTOR TERMINAL(S) BENT
PCP	FOREIGN MATERIAL	HC0	CONNECTOR BROKEN/FRACTURED
PDP	PAINT RUNS	HDO	CONNECTOR TERMINAL BROKEN/FRACTURED
PEP	SCRATCHED	HE0	HARNESS NOT CLIPPED OR STRAPPED
PGP	DISCOLORATION	HF0	TERMINAL PUSHED OUT FROM CONNECTOR
PHP	FADING	HGO	CONNECTOR TERMINAL SPREAD APART
PJP	UNEVEN FINISH	HIO	CONNECTOR TERMINAL POORLY CRIMPED
PKP	BLISTERED	HJO	WIRES CUT/BROKEN BY SHARP EDGE
PMP	RUST SPOT	HKO	WIRES CUT/BROKEN BY SCREW OR BOLT
PNP	RUST PERFORATION	HLO	WIRES CROSSED IN CONNECTOR
PPP	RUST AT SEAMS OR JOINTS	HMO	WIRES BURNED
PGP	RUST CAUSED BY MOLDINGS	HNO	WIRE PINCHED
PRP	COLOR MISMATCHING	HP0	WIRE TERMINAL(S) CORRODED
PSP	ORANGE PEEL	HQ0	BROKEN SPLICE IN HARNESS
PTP	PEELING		
PXP	OTHER PAINT DEFECTS		<i>3RD CHARACTER OF ELECT. CAUSAL CODES IS ZERO</i>

MITSUBISHI CAUSAL CODES

NATURE CODE

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



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
20	CLUTCH SLIPPING		ACCESSORIES
21	WILL NOT STAY IN GEAR		
22	TRANSMISSION SEIZED		
23	WILL NOT SHIFT AT ALL		OTHER
24	POOR QUALITY SHIFT	80	ABNORMAL SOUND
25	WILL NOT SHIFT UP / DOWN	81	SQUEAK OR RATTLES
26	SHIFT SHOCK	82	VIBRATION
27	LOOSE/DISCONNECTED SHAFT	85	EXCESS FORCE REQUIRED
28	CLUTCH ACTION POOR	86	WON'T STAY IN POSITION
30	INEFFECTIVE OPERATION	87	VARYING FORCE REQUIRED
31	GRABBING/PULLING BRAKES	88	IMPROPER RETURN
35	POOR TRACKING	90	POOR FINISH OR STAINED
36	DRIFT TO ONE SIDE	91	IMPROPER CONTROL
37	OFF CENTER	92	FIRE
		99	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	DESCRIPTION
A	STARTING ENGINE
B	WARMING UP
C	IDLING
D	ALL THE TIME
E	STARTING IN MOTION
F	WHILE SHIFTING TRANSMISSION
G	ACCELERATING
H	DECELERATING
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

PE09-056

MITSUBISHI

3/3/2010

Question 3 CR cases

Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	412241	Case Type	SERVICE	Related Mediation		Created By	MLEON
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	MELINDA ATIENZA	Phone	714/372-5531
Open Date	10/08/2009	Close Date	10/14/2009	Days Open	7	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	QUESTION/INFO	Final Disposition	SATISFIED	Case Outcome	DECLINED WARRANTY
SR Number	1-234248980	SR Type	PROD CONCERN	SR Sub Type	UNSOLVED REPAIR		
Memo	CEL - OOW						
Follow-Up Date	10/14/2009	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	HENRY	Last Name	VINCENT	Middle Initial	
Business Name							
Address 1							
Address 2							
City	MEDFORD	State	NEW YORK	Zip Code			[Top]
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Work		Ext		Cell	
Other		Fax		Preferred Contact Method	WORK PHONE		
Best Contact Time	8:00AM-10:00AM	Time Zone	EASTERN TIME	Other Contact Time	ANYTIME		

Vehicle Information

VIN	4A4MN21S24E	Model	2004, ENDEAVOR	Country	US
Current Mileage	152240	Retail Sales Date	10/27/2003	Sales Type	07 - 07 FLEET-GDP/GDPL
Purchase Date if Used	12/01/2004 (MM/DD/YYYY)	Used Purchase Retailer	NATION WIDE CAR SALES	Used Purchase Mileage	18000

Recall Information

Recall Number	Recall Description	Recall Completion Date
C0406M	ENDEAVOR DRIVE SHAFT BOLTS	01/14/2005
C0501M	ENDEAVOR PARKING BRAKE	06/01/2005
C0803M	SHIFT INTERLOCK	08/30/2008

Dealer Information

Selling Dealer	05364 HUNTINGTON BEACH MITSUBISHI	Service Dealer	39109 MOTORWORLD MITSUBISHI	Self Auth Level	3
Sales Manager	**** TERMINATED****	Service Manager	DAN DEROBERTO		
Selling Dealer Phone No	(714) 375-9493	Service Dealer Phone No	(570) 829-3500		
General Manager		General Manager	GERARD T O'DONNELL		
District	WE	District	EC		
Current DSM	MATT SMYTH	Current DPSM	RICK MANETT		
IDSM Phone No		DPSM Phone No	856/467-7135		

Condition

Group	Sub-Group	Condition	Cust Code
11 ENGINE	00 ENGINE		
How long has the vehicle exhibited this condition?	60 day(s)	Prior Repair Attempts	1
Location of Prior Repair Attempts	CURRENT MITSUBISHI DEALER	Other Location	112 MITSU (TWICE)
To whom have you spoken at the dealership?	SCOTT- SERV DEPT.	Was the dealership able to duplicate the problem?	NO
Symptom	How Often/When	Under What Condition	
CEL ILLUMINATED	INTERMITTENTLY	NORMAL USE	

Service Questions

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

Comments

9 Total Comments

Sel	Orig Status	Date	Entered By	Comments
	CR CLOSE	10-14-2009 08:19:37	MATIENZA	CASE WAS CLOSED BY : MATIENZA
	FIELD CLOSE	10-14-2009 08:13:06	MATIENZA	VCM EMAILED AND MAILED DENIAL LETTER TO CUST, COPY TO SCAN. VCM CLOSING CASE.
	FIELD CLOSE	10-13-2009 16:01:55	RMANETT	VEHICLE IS OUT OF WARRANTY BY OVER 100,000 MILES AND IS 6 YEARS OLD. ASSISTANCE FOR POLICY ADJUSTMENT DENIED.
	AWAITING	10-12-2009 14:05:47	MATIENZA	RECD CALL FROM SCOTT AT MOTORWORLD, HE CONFIRMED VEH WAS BROUGHT IN 9/26/09 WITH 152,242 MILES. CUST DID NOT PASS STATE INSPECTION BECAUSE OF CEL, AND TECH FOUND HOLE IN FUEL FILLER NECK. VEH OUT OF WARRANTY, TOTAL FOR PARTS AND LABOR APPROX \$600.
	AWAITING	10-12-2009 13:04:04	MATIENZA	VCM CALLED CUST AT CELL#. CUST STATES HE TOOK VEH TO MOTORWORLD MITSU ABOUT 3 WEEKS AGO AND THEY QUOTED \$600-700 FOR CEL REPAIRS. CUST DID NOT HAVE R/O AND COULD NOT CONFIRM DIAGNOSIS, STATES HE FILED A COMPLAINT WITH NHTSA ABOUT POOR VEH QUALITY. CUST FEELS CEL CONCERN IS NOT A WEAR ITEM AND THAT IT IS A FACTORY DEFECT, STATES HE SPOKE WITH 2 INDEP MECHANICS WHO ADVISED HIM ENDEAVORS HAVE A LOT OF PROBLEMS. VCM EXPLAINED VEH IS NO LONGER COVERED BY FACTORY WARRANTY AND ANY REPAIRS NEEDED AT THIS TIME WILL BE CUST PAY, REGARDLESS OF CAUSE OF FAILURE. CUST REQUESTING THAT IN WRITING, VCM ADVISED WAITING FOR DEALER TO CALL BACK AND CONFIRM DIAGNOSIS AND WILL SEND IT IN WRITING. CUST REQUESTED IT EMAILED.
	AWAITING	10-12-2009 12:58:22	MATIENZA	VCM CALLED DEALER AND LEFT MESSAGE FOR SCOTT TO CALL BACK. VCM CALLED CUST AT WK#, LEFT VM MESSAGE.
	ASSIGNED	10-09-2009 16:00:16	MATIENZA	VCM CALLED DEALER AND LEFT VM MESSAGE FOR SCOTT OR DAN TO CALL BACK.
	FIELD RESPONSE	10-08-2009 13:44:07	RMANETT	DPSM LEFT MESSAGE FOR DEALER TO CALL BACK. NEED MORE INFORMATION IN ORDER TO ASSIST CUSTOMER.
	OPEN	10-08-2009 09:33:16	MLEON	UPDATED CUST INFO. REG VEH ONLINE. 112 MITSU- JUSTIN - CUST TOOK 3 TIMES FOR THE SERV ENG SOON LIGHT THEN TOOK TO MOTORWORLD MITSUBISHI- 1X FOR THE SERV ENG SOON LIGHT- FUEL LEAK- SCOTT. THIS PROBLEM HAS NOT BEEN SOLVED.

Return Email Print



Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	404549	Case Type	SERVICE	Related Mediation		Created By	TPOWERS
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	Please select one	Phone	
Open Date	10/09/2008	Close Date	10/10/2008	Days Open	4	Country	US
Re-Open Date	11/03/2008	Re-Close Date	11/06/2008	Original Assigned User	IMMINOR		
Type of Contact	PHONE	Nature of Inquiry	PRODUCT COMPLAINT	Final Disposition	CUSTOMER UNREACHABLE	Case Outcome	NO CUSTOMER RESPONSE
SR Number	1-233122044	SR Type	PROD CONCERN	SR Sub Type	DECLINED WARR		
Memo	F/U WITH CUST TO OBTAIN APPT DATE FOR REPAIR.						
Follow-Up Date	11/06/2008	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	AMY	Last Name	FERNANDEZ	Middle Initial	
Business Name							
Address 1	[REDACTED]						
Address 2							
City	PEPPERELL	State	MASSACHUSETTS	Zip Code	[REDACTED]	[Top]	
Other Contact	First Name		Last Name				

Customer Contact Information

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

Vehicle Information

VIN	4A4MN31S94E [REDACTED]	Model	2004, ENDEAVOR	Country	US
Current Mileage	53000	Retail Sales Date	06/08/2003	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
C0406M	ENDEAVOR DRIVE SHAFT BOLTS	10/07/2004
C0501M	ENDEAVOR PARKING BRAKE	01/20/2006
C0803M	SHIFT INTERLOCK	07/15/2008

Dealer Information

Selling Dealer	20054 DANVERS MITSUBISHI	Service Dealer	31007 NASHUA MITSUBISHI	Self Auth Level	3
Sales Manager	*** TERMINATED ***	Service Manager	DAVE NADEAU		
Selling Dealer Phone No	(978) 774-4040	Service Dealer Phone No	(603) 888-8080		
General Manager		General Manager	JEFFREY P. THOMPSON		
District	E8	District	E8		
Current DSM	WILLIAM WHITNEY	Current DPSM	GARY CASSIDY		
DSM Phone No	856/467-7781	DPSM Phone No	856/467-7786		

Condition

Group	Sub-Group	Condition	Cust Code
13 FUELING	60 TANK, FUEL, GENERAL		
How long has the vehicle exhibited this condition?	2 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	CURRENT MITSUBISHI DEALER	Other Location	
To whom have you spoken at the dealership?	SM-DAVE	Was the dealership able to duplicate the problem?	YES
Symptom	How Often/When	Under What Condition	
CEL ILLUMINATED	ONE TIME OCCURRENCE	NORMAL USE	

Service Questions

How long has/was the vehicle at the dealership?	1 day(s)		
Current Vehicle Location	CUSTOMER DRIVING	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?	WARRANTY REPAIR	If Other	

Comments

19 Total Comments

Seq	Orig Status	Date	Entered By	Comments
	CR CLOSE	02-10-2009 09:12:53	TWRIGHT2	CUST CALLING FOR CM, MARCUS NOT AVAILABLE, TRANSFERRED CALL TO VOICEMAIL.
	CR CLOSE	02-05-2009 10:31:33	MMINOR	CM CLLD CUST AND LEFT DETAILED MESSAGE FOR CUST TO RETURN CALL.
	CR CLOSE	02-05-2009 10:29:08	MMINOR	CM REC'D VIM FROM CUST WHO STATED THAT SHE IS GOING TO DLRSHIP ON 02/11/2009. HER CONTACT NUMBER IS 978 251 3531
	CR CLOSE	02-05-2009 10:24:47	MSILVA	TRANSFERED TO VOICEMAIL.
	CR CLOSE	02-03-2009 09:11:19	CMORRIS	CUST CALLED FOR MARCUS, TRANSFERED TO VOICEMAIL
	CR CLOSE	11-06-2008 14:36:54	MMINOR	CASE WAS CLOSED BY : MMINOR
	AWAITING	11-08-2008 14:36:40	MMINOR	CM CLLD CUST AND LEFT DETAILED MESSAGE FOR CUST TO RETURN CALL. CM ADV CUST THAT CASE WILL BE CLOSED AND IF HAD ANY FUTHRU QUESTION TO CONTACT MITUS
	AWAITING	11-05-2008 09:31:22	MMINOR	CM CLLD CUST AND LEFT DETAILED MESSAGE FOR CUST TO RETURN CALL.
	AWAITING	11-04-2008 12:42:12	MMINOR	CM CLLD CUST AND LEFT DETAILED MESSAGE FOR CUST TO RETURN CALL.
	AWAITING	11-04-2008 06:39:39	MMINOR	CM CLLD DLRSHIP AND SPOKE WITH SM DAVE WHO STATED THAT THE PART IS STILL ON BACKORDER BUT WILL CONTACT CUST ONCE PART ARRIVES.
	CR CLOSE	11-03-2008 13:09:21	MMINOR	CM CLLD DLRSHIP AND LEFT MESSAGE FOR SM TO RETURN CALL.
	CR CLOSE	10-10-2008 08:27:53	MMINOR	CM REC'D VIM FROM LEVEL 1 REP ADVISING ME TO FUJ WITH CUST ON BACK ORDER PART. CUST STATES PART IS ON BACK ORDER BUT WILL CALL. CM ONCE THERE'S AN ETA ON PART AND REPAIR. CM ADV CUST WILL CLOSE CASE UNTIL CUST C/B WITH INFO.
	CR CLOSE	10-10-2008 08:26:18	MMINOR	CASE WAS CLOSED BY : MMINOR
	AWAITING	10-10-2008 07:05:31	LFOLAND	CUST CB FOR CM. CM NOT AVAILABLE. LEFT MSG. CUST ADV PART IS ON BACK ORDER, PER SVC MGR. SO SHE DOES NOT HAVE A TIME/DATE WHEN SHE WILL BE BACK TO DEALERSHIP FOR SVC. ADV WILL CB WHEN SVC MGR ADV THAT PART IS IN.
	ASSIGNED	10-10-2008 06:40:41	MMINOR	CM CLLD CUST AND ADV CUST THAT MMNA WILL PAY FOR THE PART BUT CUST HAS TO PAY FOR LABOR. CUST UNDERSTOOD, AND WAS HAPPY AND STATED THAT SHE LOVED MITSU. CUST ALSO STATED THAT SHE WILL CALL DLR TO SCHEDULE APPT AND CALL CM BACK WITH TIME/DATE OF APPT.
	ASSIGNED	10-10-2008 06:34:26	MMINOR	CM CLLD DPSM AND ADV OF CUST CONCERN. CM ASKED DPSM IF THERE'S ANY GOODWILL ASSISTANCE THAT CAN BE OFFERED FOR CUST. DPSM ADV CM THAT WE WILL PAY FOR PART BUT CUST HAS TO PAY FOR LABOR. CM THANKED DPSM AND TOLD DPSM WILL ADV INFO TO CUST.
	ASSIGNED	10-10-2008 06:28:09	MMINOR	CM CLLD NASHUA MITSUBISHI AND SPOKE TO SM (DAVE NADEAU) WHO ADV CM THAT THE FUEL FILTER IS ROTTEN AND THE FILTER NECK IS WIDE OPEN WHICH IS CAUSING FAN AND SALT INTO THE WHEEL WELL. DAVE ALSO STATED THAT AMY IS A GREAT MITSU CUST AND HAS HER VEH SERVICE AT DLR. DAVE ALSO STATED THAT HE HAS SEEN THIS ISSUE BEFORE ON SAME MODEL VEH IN WHICH THE PART HAS BEEN ON BACK ORDER FOR A MONTH. CM ADV SM THAT CM WILL FUJ WITH DPSM TO SEEK POSSIBLE GOODWILL FOR CUST.
	ASSIGNED	10-09-2008 16:26:27	TPOWERS	CUSTOMER REALIZES VEH OUTSIDE WARRANTY, FEELS RECENT REPAIRS ARE RELATED. PLEASE CONTACT ON CELL.
	OPEN	10-09-2008 16:22:43	TPOWERS	CUSTOMER STATES THAT VEH HAS A ROTTEN GAS TANK, TOOK VEH TO DLR, AND WAS INFORMED THAT VEH IS OUTSIDE WARRANTY. CUSTOMER STATES THE WORK STATES THE "SMALL EVAP LEAK COMING FROM ROTTED LINE OF THE FUEL FILLER NECK. WILL NEED FUEL FILLER NECK ASSEMBLY. CUSTOMER STATES SM-DAVE INFORMED THAT REPAIR WOULD NOT BE COVERED UNDER WARRANTY AND WOULD COST \$477.50. CUSTOMER STAETS THAT "CAT" AND 2 SENSORS WERE REPAIRED, THEN 2 DAYS LATER THE CHECK ENGINE LIGHT CAME ON. CUSTOMER TOOK TO DLR, AND GOT THE LATEST DIAGNOSIS. CUSTOMER STATES THAT ALL SERVICING OF VEH ARE PERFORMED AT DLR. APOLOGIZED FOR THE EXPERIENCE AND INFORMED FILE WILL BE REVIEW BY CM, ALLOW END OF THE NEXT BUSINESS DAY. CUSTOMER UNDERSTOOD.



Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	408755	Case Type	SERVICE	Related Mediation		Created By	MCARDENAS
Current Status	CR CLOSE	Responsible Party	CASE MANAGER	Assigned User	GREGORY KIERNAN	Phone	714/372-5547
Open Date	04/27/2009	Close Date	04/28/2009	Days Open	1	Country	US
Re-Open Date	04/30/2008	Re-Close Date	04/30/2009				
Type of Contact	PHONE	Nature of Inquiry	PRODUCT COMPLAINT	Final Disposition	SATISFIED	Case Outcome	MMNA GOODWILL
SR Number	1-233845645	SR Type	PROD CONCERN	SR Sub Type	VEH MALFUNCTION		
Memo	FUEL FILLER RUSTED - DPSM DECLINED. BARM: WC TO BE FILED.						
Follow-Up Date	04/28/2009	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	ANTONIO	Last Name	DVAZ	Middle Initial	
Business Name							
Address 1							
Address 2							
City	BROOKFIELD	State	CONNECTICUT	Zip Code		[Tap]	
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail							
Home		Work		Ext		Cell	
Other		Fax		Preferred Contact Method	CELL PHONE		
Best Contact Time	10:00AM-12:00PM	Time Zone	EASTERN TIME	Other Contact Time	ANYTIME		

Vehicle Information

VIN	4A4MN21S14E	Model	2004, ENDEAVOR	Country	US
Current Mileage	47116	Retail Sales Date	09/23/2003	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
C0406M	ENDEAVOR DRIVE SHAFT BOLTS	02/02/2005
C0501M	ENDEAVOR PARKING BRAKE	07/05/2005
C0803M	SHIFT INTERLOCK	10/31/2008

Dealer Information

Selling Dealer	07045 COLONIAL MITSUBISHI-CT	Service Dealer	07040 COUNTY LINE MITSUBISHI	Self Auth Level	3
Sales Manager	*** TERMINATED ***	Service Manager	DANIELLE BULLOCK		
Selling Dealer Phone No	(203) 748-8700	Service Dealer Phone No	(203) 598-0033		
General Manager		General Manager	MARISSA JANAZZO		
District	ED	District	ED		
Current DSM	ROBERT COOK	Current DPSM	ROBERT DESIMONE		
DSM Phone No	856/467-7787	DPSM Phone No	856/467-7756		

Condition

Group	Sub-Group	Condition	Cust Code
13 FUELING	41 PIPE & NOZZEL, INJECTION, GENERAL		
How long has the vehicle exhibited this condition?	7 day(s)	Prior Repair Attempts	1
Location of Prior Repair Attempts	CURRENT MITSUBISHI DEALER	Other Location	
To whom have you spoken at the dealership?	SERV. MANAGER ?	Was the dealership able to duplicate the problem?	NO
Symptom	How Often/When	Under What Condition	
CEL ILLUMINATED	ONE TIME OCCURRENCE	NORMAL USE	

Service Questions

How long has/was the vehicle at the dealership?	2 day(s)		
Current Vehicle Location	SERVICING DEALER	Other Location	
Last Service Performed	CUSTOMER PAY REPAIR	Last Service Date	2009-04-24
Location of Last Service	NONE	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	REIMBURSEMENT	If Other	

Comments

20 Total Comments

Seq	Orig Status	Date	Entered By	Comments
	CR CLOSE	05-21-2009 13:15:05	MEBARNES	WC E0541 PAID FULL AMT OF CHECK.
	CR CLOSE	05-20-2009 09:57:14	MEBARNES	CLAIM DENIED, ADDED "98" TO PWA CODES, WILL CHK AGAIN 2MORROW.
	CR CLOSE	05-19-2009 15:34:32	MEBARNES	WC E0541 FILED.
	CR CLOSE	05-12-2009 11:18:58	MEBARNES	CHECK NO: 4400788084 FOR \$407.84 SEQ NO: 1 PAYEE: ANTONIO DVAZ CHECK MAILED ON 05/12/2009
	CR CLOSE	05-08-2009 15:03:42	GKIERNAN	SPOKE WITH CUSTOMER AND ADVISED CHECK WILL BE SENT ON 5/11 AND TO ALLOW A FEW DAYS FOR MAILING. CUSTOMER THANKFUL.
	CR CLOSE	05-06-2009 23:27:32	GCRPDC03	CHECK NO: 4400788084 FOR \$407.84 SEQ NO: 01 PAYEE: ANTONIO DVAZ CHECK ISSUED ON 05/06/2009
	CR CLOSE	05-01-2009 21:15:59	GCRPDC02	CHECK REQUEST PROCESSED & SENT TO ACCOUNTING
	CR CLOSE	04-30-2009 14:41:50	ESTEELE	CHECK AUTHORIZED ON 04/30/2009 FOR \$407.84 SEQ NO: 1 PAYEE: ANTONIO DVAZ
	CR CLOSE	04-30-2009 10:30:14	GKIERNAN	CASE WAS CLOSED BY : GKIERNAN
	ASSIGNED	04-30-2009 10:03:03	MEBARNES	CHECK AWAITING APPROVAL ON 04/30/2009 FOR \$407.84 SEQ NO: 1 PAYEE: ANTONIO DVAZ
	ASSIGNED	04-30-2009 10:02:28	MEBARNES	CHECK INITIATED ON 04/30/2009 FOR \$407.84 SEQ NO: 1 PAYEE: ANTONIO DVAZ
	ASSIGNED	04-30-2009 08:28:14	GKIERNAN	CONTACTED DPSM AND MADE HIM AWARE WE ARE REIMBURSING CUSTOMER FOR PAST FILLER NECK REPAIR.
	ASSIGNED	04-30-2009 08:06:24	GKIERNAN	REC'D FAX FROM CUSTOMER WITH INVOICE TOTALLING 622.77 WHICH INCLUDED UNRELATED SERVICE ITEMS. INVOICE SPECIFIES THAT VEH CAME IN FOR CEL AND DTC CODE P0458 WAS STORED FOR EVAP SYSTEM LEAK. SMOKE TEST IDENTIFIED LEAK AT FILLER NECK. TOTAL P&L FOR FILLER NECK REPLACEMENT IS 470.84. FORWARDED DOCS TO MABARNES TO PROCESS REIMBURSEMENT.
	ASSIGNED	04-30-2009 07:58:10	GKIERNAN	ESTEELE REVIEWED THIS ISSUE WITH PROD ENGINEERING AND REQUESTED CASE BE REOPENED AS PRODUCT CONCERN WILL BE FURTHER INVESTIGATED.
	CR CLOSE	04-29-2009 16:30:32	GKIERNAN	SPOKE WITH CUSTOMER AND APOLOGIZED FOR RUSTED FILLER NECK CONDITION AND COST ASSOCIATED WITH REPLACEMENT. CUSTOMER COMMENTED THAT FILLER NECK MUST HAVE RUSTED ENOUGH TO ALLOW AIR TO ENTER THE SYSTEM BUT NOTES THERE WAS NO RAW FUEL LEAKING OUT OR OBVIOUS PERFORATION THAT HE COULD SEE. CUSTOMER VERY PLEASED MMNA HAS RECONSIDERED AND AGREED TO REIMBURSE FOR THE REPAIR AS HE CLAIMS TO LOVE THE PRODUCT AND WILL DEFINITELY CONSIDER MMNA IN HIS NEXT PURCHASE DECISION. CUSTOMER WILL FAX PAPERWORK TO MY ATTN.
	CR CLOSE	04-28-2009 14:25:15	MATIENZA	CASE WAS CLOSED BY : MATIENZA
	FIELD CLOSE	04-28-2009 14:24:47	MATIENZA	VCM CALLED CUST AND EXPLAINED NO REIMBURSEMENT FOR THE REPAIR, CUST FEELS DEFECT ALREADY PRESENT WHEN HE PURCHASED VEHICLE AS HIS OWN PERSONAL MECHANIC HAS ADVISED RUSTING IS PREMATURE. CUST STATES HE WILL PURSUE FURTHER BEYOND MMNA, AS HE HAS OWNED OTHER VEHICLE BRANDS AND NONE HAVE EXPERIENCED RUSTING IN FUEL SYSTEM. VCM CLOSING CASE.
	FIELD CLOSE	04-28-2009 10:02:06	RDESIMONE	DPSM CALLED CUSTOMER @ 12:59PM LEFT DETAILED VOICE MESSAGE, NO MMNA GOODWILL OFFERED FOR RUSTED FUEL FILLER NECK ISSUE
	FIELD CLOSE	04-28-2009 10:00:42	RDESIMONE	DPSM REVIEWED OPEN FILE WITH CLYDE DEGRAY (07046). AFTER REVIEW OF CUSTOMER'S SERVICE HISTORY DPSM & DEALER CONCURRED THAT NO GOODWILL WOULD BE OFFERED.
	ASSIGNED	04-27-2009 15:39:09	MCARDENAS	CUSTOMER WOULD LIKE TO KNOW WHY WOULD THE FUEL FILLER NECK WOULD BE RUSTED BEING THAT THEY TAKE SUCH GOOD CARE OF VEH. AND THAT VEH IS AT A VERY LOW MILEAGE AT 47,000. ENGINE LIGHT WENT ON CUSTOMER HAD IT INSPECTION AT COUNTY LINE MITSU. CUSTOMER WAS CHARGED 408.00 FOR A REPLACEMENT FUEL FILLER NECK RECOMMENDED BY SERV. DEALERSHIP, CUSTOMER WAS ADVISED THAT IT WAS RUSTED OUT? CUSTOMER IS LOOKING FOR AN EXPLANATION BEING THAT DEALER DID NOT PROVIDE HIM WITH ONE AND POSSIBLE REIMBURSEMENT. NOTE: DEALERSHIP ADVISED CUSTOMER THAT IT WAS VERY ODD FOR VEH. TO BE EXPERIENCING THE RUSTING.

Return Email Print



Help

Customer Relations

Summary

Case Information

Row 1 of 1

Case No	412758	Case Type	SERVICE	Related Mediation		Created By	DMORAND
Current Status	CR CLOSE	Responsible Party	CUSTOMER	Assigned User	LUPE BARBA	Phone	714/372-5538
Open Date	10/30/2009	Close Date	11/04/2009	Days Open	6	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	QUESTION/INFO	Final Disposition	SATISFIED	Case Outcome	INFORMATION PROVIDED
SR Number	1-234317887	SR Type	PROD CONCERN	SR Sub Type	OUT OF WARR		
Memo	E8 - B/O PART RECVD 11/04 & VEH COMPLETED (OPSM DECLND GOODWILL) CUST UNDERSTOOD.						
Follow-Up Date	11/04/2009	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	MR	First Name	AARON	Last Name	WALISEVER	Middle Initial	
Business Name							
Address 1	[REDACTED]						
Address 2							
City	SHARON	State	MASSACHUSETTS	Zip Code	[REDACTED]		[Top]
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail	[REDACTED]						
Home	[REDACTED]	Work		Ext		Cell	[REDACTED]
Other		Fax		Preferred Contact Method	CELL PHONE		
Best Contact Time	8:00AM-10:00AM	Time Zone	EASTERN TIME	Other Contact Time			

Vehicle Information

VIN	4A4MN31S74E [REDACTED]	Model	2004, ENDEAVOR	Country	US
Current Mileage	101628	Retail Sales Date	08/04/2003	Sales Type	01 - 01 RETAIL
Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer		Used Purchase Mileage	

Recall Information

Recall Number	Recall Description	Recall Completion Date
C0406M	ENDEAVOR DRIVE SHAFT BOLTS	10/09/2004
C0501M	ENDEAVOR PARKING BRAKE	04/13/2005
C0803M	SHIFT INTERLOCK	10/01/2008

Dealer Information

Selling Dealer	20003 BOCH MITSUBISHI	Service Dealer	20067 WALPOLE MITSUBISHI	Self Auth Level	3
Sales Manager	**** TERMINATED****	Service Manager	DOUG GRIMES		
Selling Dealer Phone No	(781) 769-8800	Service Dealer Phone No	(508) 660-7000		
General Manager		General Manager	STEVE LAMEIRAS		
District	E8	District	E8		
Current DSM	WILLIAM WHITNEY	Current DPSM	GARY CASSIDY		
DSM Phone No	856/467-7781	DPSM Phone No	856/467-7786		

Condition

Group	Sub-Group	Condition	Cust Code
13 FUELING	41 PIPE & NOZZEL, INJECTION, GENERAL		
How long has the vehicle exhibited this condition?	5 day(s)	Prior Repair Attempts	0
Location of Prior Repair Attempts	CURRENT MITSUBISHI DEALER	Other Location	
To whom have you spoken at the dealership?	DOUG-SM	Was the dealership able to duplicate the problem?	YES
Symptom	How Often/When	Under What Condition	
ODOR/FUMES	ONE TIME OCCURRENCE	ANY AND ALL CONDITIONS	
LEAK	ONE TIME OCCURRENCE	ANY AND ALL CONDITIONS	

Service Questions

How long has/was the vehicle at the dealership?	5 day(s)		
Current Vehicle Location	SERVICING DEALER	Other Location	
Last Service Performed	OIL CHANGE	Last Service Date	2009-10-01
Location of Last Service	SERVICING DEALER	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	REPAIR	If Other	

Comments

12 Total Comments

Sel	Orig Status	Date	Entered by	Comments
	CR CLOSE	11-04-2009 11:17:04	LBARBA	CASE WAS CLOSED BY : LBARBA
	FIELD CLOSE	11-04-2009 11:11:33	LBARBA	VCM CALLED CUST AT PH(781)603-7425 ADVISED(SEE COMMENTS NOTED TODAY). CUST CONFIRM VCM ADVISED THAT OUR MMNA MANAGEMENT TEAM REVIEWED CUST'S REQ FOR GOODWILL ASSIST W/PART AND REGRET TO INFORM THAT UNFORTUNATELY UNABLE TO HONOR ASSIS AS VEH HAS EXCEEDED MANUFACTURER WARR LIMITS. CUST UNDERSTOOD AND THANKED VCM FOR THE F/U. CUST INQ "IF" PART HAPPEN TO BE IN A RECALL CAN MMNA REIMB. VCM ADVISE CAN BE REVIEW. CUST UNDERSTOOD.
	FIELD CLOSE	11-04-2009 10:33:33	GCASSIDY	CONTACTED DLR AND THEY REC'D FUEL FILLER THIS AM AND INSTALLED IT IN VEHICLE. R06017587 DATED/OOPENED 10/26/09 AT 101648 MILES. THE JOB COMPLETED THIS DATE.
	AWAITING	11-04-2009 07:18:42	LBARBA	11/03; VCM RECVD EMAIL UPDATE FROM(CHARLIE CHAU)ADVISED: PART IS BEING SHIPPED TODAY(11/03)BY UPS. DEALER SHOULD HAVE IT BY TOMORROW (11/04)THE TRACKING NUMBER IN CASE IF NEED IT. 1Z8W33E70194508272.
	AWAITING	11-03-2009 07:20:41	LBARBA	VCM SENT EMAIL TO (CHARLIE CHAU & CC: DPSM GARY, FOSM DAN BALL)ADVISED: IF PART CAN BE EXPEDITE SOONER.
	AWAITING	11-03-2009 07:18:01	LBARBA	11/02; VCM RECVD EMAIL UPDATE FROM (CHARLIE CHAU) ADVISED: MMC WILL AIR SHIP TOMORROW. SHIPMENT SHOULD ARRIVE LATE NEXT WEEK.
	FIELD CLOSE	11-02-2009 11:12:01	LBARBA	VCM CALLED DPSM GARY REVIEWED CUST'S REQ FOR GOODWILL ASSIST W/PART ONLY. DPSM REVIEWED AND DECLINED GOODWILL ASSIST ADVISED VEH FAR OUT OOW(3/36). DPSM CURRENTLY AT DLR 20067 ASKED SM DOUG GRIMES IF WOULD LIKE TO OFFER ANY ASSIST.? - SM DOUG WILL OFFER A PART DISCOUNT.
	FIELD CLOSE	11-02-2009 10:44:41	LBARBA	VCM CALLED CUST AT PH(781)603-7425, CUST VOICES CONCERN WFUEL FILLER NECK, AND SEEK ASSIST FROM MMNA TO COVER PARTS. VCM APOLOGIZED FOR CONCERN AND EXPLAINED VEH FAR OOW. CUST STATES ITS HIS 2ND MITS VEH 1994 MONTERO AND 2004 ENDEAVOR. CUST HAS (ESC) BUT ONLY COVER UP TO 100K. CUST CLAIMS HIS IS A LOYAL PAY SERVICE CUST OF DLR. ALL PAY SERVICES PERFORMED AT DLR. VCM ADVISE WILL HAVE IT REVIEW W/DPSM TO DETERMINE AND WILL F/U WCUST BY THE END OF THIS WEEK OR SOONER. ADVISE WILL KEEP CUST UPDATE AS SOON REC V AN UPDATE FOR THE B/O PART. CUST UNDERSTOOD.
	FIELD CLOSE	11-02-2009 10:31:29	GCASSIDY	DEALER UPGRADED ORDER TO SHO ORDER # 1102H. COMES IN WHEN IT COMES IN.
	ASSIGNED	11-02-2009 10:23:26	LBARBA	<p style="text-align: center;">PARTS BACKORDER</p> <p>(X)VEHICLE DOWN DUE TO MECHANICAL FAILURE () VEHICLE DOWN DUE TO COLLISION OR OTHER DAMAGE (9)NUMBER OF DAYS DOWN () REPAIRS COVERED UNDER MANUFACTURER'S WARRANTY (X) CUSTOMER PAY OR CUST INSURER OR ESC COMPANY PAYING FOR REPAIRS (X)VCM SENT EMAIL TO JASON RATHBUN & CC: DPSM GARY, FOSM DAN BALL.</p> <p>B/O PART FUEL FLLER NECK - PART#MR556476 ORDER 10/26 SHO#1102H UNK ETA</p> <p>DEALER SERVICE/PARTS MANAGER, PLEASE REVIEW THIS CASE FOR RESOLUTION. 1. PLEASE VERIFY PART IS ON BACKORDER AND PLACE PART IN "SHO" STATUS IF ON BACKORDER - REVIEW WITH YOUR DPSM IF AUTHORIZATION IS REQUIRED. 2. PLEASE CONTACT YOUR PDC PARTS SPECIFIER TO PLACE ORDER ON "CR LIST". 3. PLEASE UPDATE THIS CASE WHEN PART IS RECEIVED AND CLOSE WHEN REPAIRS ARE COMPLETED. VEHICLE CASE MANAGER: IF THE VEHICLE HAS BEEN DOWN FOR 5 DAYS OR MORE, CONTACT THE PARTS DEPT TO PLACE ON CRITICAL BACK ORDER TO EXPEDITE THE PART</p>
	ASSIGNED	11-02-2009 10:20:50	LBARBA	VCM CALLED DLR 20067. SM DOUG ADVISED VEH WAS DROP SUNDAY 10/25 WIN 101,628 MILES DLR DIAG & VERIFIED CUST'S CONCERN FUEL LEAK/ODOR. FOUND NEEDS THE FUEL FILLER NECK AND PART B/O SM ADVISED CUST ALSO REQ ASSIST W/NUTS AND BOLTS RUSTED/CORROSION FOUND ENGINE COMPARTMENT AREA. SM ADVISED DPSM GARY AT DLR TODAY. VCM ADVISED SM TO PLEASE REVIEW W/DPSM REG THE NUTS/BOLTS FOR FINAL DECISION. SM WOULD DO.
	ASSIGNED	10-30-2009 11:28:28	DMORAND	CUST CALLED STATING THAT ON SUNDAY 10/25, THAT HE NOTICED A LEAK AND ODOR COMING FROM THE FUEL FILLER PIPE. AFRAID THAT IT WOULD CATCH FIRE, HE CALLED THE FIRE DEPARTMENT AND BROUGHT INTO DEALERSHIP NEXTDAY. SPOKE TO DOUG THE SM WHO STATED THAT IT WAS INDEED HIS FUEL FILLER PIPE AND THAT IT WAS ON BACK ORDER. CAR HAS BEEN AT SHOP SINCE SUNDAY AND CUST IS VERY FRUSTRATED. ALSO STATES HIS NUTS AND BOLTS ARE RUSTED AND DEALERSHIP TOLD HIM HE NEEDED TO CONTACT US. WARRANTIES HAVE EXPIRED. CUST WANTS HIS CAR REPAIRED.





Customer Relations

Help

Summary

Case Information

Row 1 of 1

Case No	413350	Case Type	SERVICE	Related Mediation		Created By	TWRIGHT2
Current Status	CR CLOSE	Responsible Party	CUSTOMER	Assigned User	LUPE BARBA	Phone	714/372-5538
Open Date	12/07/2009	Close Date	12/14/2009	Days Open	8	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	QUESTION/INFO	Final Disposition	CUSTOMER UNREACHABLE	Case Outcome	NO CUSTOMER RESPONSE
SR Number	1-234411738	SR Type	PROD CONCERN	SR Sub Type	VEH MALFUNCTION		
Memo	E8 - (WTNG CLLBCK FRM CS) - SM ADVSD VEH COMPLETED/RELEASED TO CS ON 12/10						
Follow-Up Date	12/14/2009	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	DAYSE	Last Name	MORETTO	Middle Initial	
Business Name							
Address 1	[REDACTED]						
Address 2							
City	BOXFORD	State	MASSACHUSETTS	Zip Code	[REDACTED]		[Top]
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail	[REDACTED]						
Home	[REDACTED]	Work		Ext		Cell	
Other		Fax		Preferred Contact Method	HOME PHONE		
Best Contact Time	6:00PM-8:00PM	Time Zone	EASTERN TIME	Other Contact Time			

Vehicle Information

VIN	4A4MN21574E [REDACTED]	Model	2004, ENDEAVOR	Country	US
Current Mileage	87891	Retail Sales Date	11/26/2003	Sales Type	07 - 07 FLEET-GDP/GDPL
Purchase Date if Used	(MM/DD/YYYY)	Used Purchase Retailer		Used Purchase Mileage	

Recall Information

Recall Number	Recall Description	Recall Completion Date
C0406M	ENDEAVOR DRIVE SHAFT BOLTS	06/15/2005
C0501M	ENDEAVOR PARKING BRAKE	06/15/2005
C0803M	SHIFT INTERLOCK	09/26/2008

Dealer Information

Selling Dealer	05364 HUNTINGTON BEACH MITSUBISHI	Service Dealer	20070 MICHAUD MITSUBISHI	Self Auth Level	4
Sales Manager	**** TERMINATED****	Service Manager	PAUL DUBE		
Selling Dealer Phone No	(714) 375-8483	Service Dealer Phone No	(978) 774-4040		
General Manager		General Manager	KEVIN PAUL MICHAUD		
District	WE	District	E8		
Current DSM	MATT SMYTH	Current DPSM	GARY CASSIDY		
DSM Phone No		DPSM Phone No	856/467-7786		

Condition

Group	Sub-Group	Condition	Cust Code
13 FUELING	00 FUEL		
How long has the vehicle exhibited this condition?	8 day(s)	Prior Repair Attempts	1
Location of Prior Repair Attempts	CURRENT MITSUBISHI DEALER	Other Location	
To whom have you spoken at the dealership?	SM	Was the dealership able to duplicate the problem?	NO
Symptom	How Often/When	Under What Condition	
LEAK	ALL THE TIME	ANY AND ALL CONDITIONS	
CEL ILLUMINATED	INTERMITTENTLY	ANY AND ALL CONDITIONS	

Service Questions

How long has/was the vehicle at the dealership?	8 day(s)		
Current Vehicle Location	SERVICING DEALER	Other Location	
Last Service Performed	CUSTOMER PAY REPAIR	Last Service Date	2009-04-03
Location of Last Service	SERVICING DEALER	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	WARRANTY REPAIR	If Other	

Comments

28 Total Comments

Seq	Orig Status	Date	Entered By	Comments
	CR CLOSE	01-26-2010 15:27:00	OJOYAL	RECVD COMPLAINT LETTER TO MMNA ON 1/25/10 FROM MASS AG OFFICE, BEING HANDLED BY CONSUMER PROTECTION PROGRAM DIVISION, DATED BY CUST ON 12/9/09 AND RECVD BY AG ON 12/14/09. CUST ASKS FOR ASSISTANCE IN RESOLVING PARTS BACK ORDER FROM VEHICLE REPAIR WHICH APPEARS TO BE RESOLVED NOW. FRWD LETTER TO L.BARBA FOR HANDLING.
	CR CLOSE	12-14-2009 09:04:47	LBARBA	CASE WAS CLOSED BY : LBARBA
	AWAITING	12-14-2009 09:04:17	LBARBA	NO CUST RESPONSE. CASE CLOSE.
	AWAITING	12-11-2009 10:36:53	LBARBA	VCM CALLED CUST AT WORKPH AT (978)531-0767 EXT 126 LEFT MESSG.: ADVISED F/U TO CONFIRM VEH COMPLETED/RELEASED TO CUST ON 12/10 VCM THANKED CUST FOR THE OPPORTUNITY TO ASSIST. NOTE: CASE CLOSE "IF" NO CUST RESPONSE BY 12/14
	AWAITING	12-11-2009 08:19:02	LBARBA	VCM CALLED SM PAUL DLR 20070 REQ STATUS. SM ADVISED VEH VEH COMPLETED AND CUST PICKED UP VEH LAST NIGHT(12/10).
	AWAITING	12-10-2009 10:54:46	LBARBA	NOTE: VCM TO CALL SM PAUL DLR 20070 TO CONFIRM VEH COMPLETED & RELEASED TO CUST ON 12/10.
	AWAITING	12-10-2009 10:49:22	LBARBA	VCM CALLED CUST AT WORKPH AT (978)531-0767 EXT 126 ADVISED(SEE LATEST COMMENTS NOTED TODAY) CUST STATES THAT SHE ALREADY TALKED TO DLR/CONFIRM. VCM ADVISE WILL F/U W/CUST ON 12/11 FOR FINAL CONFIRMATION VEH COMPLETED. CUST UNDERSTOOD.
	AWAITING	12-10-2009 10:32:14	LBARBA	VCM CALLED SM PAUL DLR 20070 REQ STATUS. SM ADVISED PART REC'VD TODAY & ASSURED VEH WILL BE COMPLETED TODAY.
	AWAITING	12-10-2009 08:42:32	LBARBA	VCM CALLED SM PAUL DLR 20070 RECEIPT ADVISED SM/SA JASON BOTH CURRENTLY WITH CUSTOMERS. RECEIPT TOOK MESSG & WILL BE DELIVER TO SM TO CALL VCM BACK W/STATUS.
	AWAITING	12-09-2009 12:27:51	LBARBA	VCM CALLED CUST AT WORKPH AT (978)531-0767 EXT 126, ADVISED(SEE CONVERSATION HAD W/DPSM GARY & SM PAUL TODAY) CUST STATES THAT SHE DOES NOT HAVE A RENTAL AT THIS MOMENT, CURRENTLY TAKING RIDES FROM NEIGHBORS BUT WILL GO TO DLR TOMORROW TO CONFIRM PART REC'D. CUST INQ IF MMNA WILL COVER LABOR AS SHE STATES IS A DEFECTIVE COMPONENT. VCM APOLOGIZED FOR CONCERN AND REITERATE THAT MANUFACTURER WARR HAS EXCEEDED, HOWEVER B/O PART HAS BEEN EXPEDITED & TO BE REVIEW AT DLR ON 12/10. CUST VOICES AGAIN FRUSTRATION/UNSATISFIED THAT DLR KEEP TELLING HER THAT B/O PART SUPPOSED TO ARRIVE LAST FRIDAY(12/04). CUST UNSATISFIED AND THANKED MMNA FOR THE OFFER OF RENTAL. VCM ENCOURAGE CUST IF RENTAL ASSIST TO CONTACT SM PAUL DIRECT FOR RENTAL ARRANGEMENTS. VCM ADVISE WILL F/U W/DLR ON 12/10 & AFTER W/CUST. CUST UNDERSTOOD & ENDED CALL.
	AWAITING	12-09-2009 12:22:33	LBARBA	VCM CALLED SM PAUL DLR 20070 ADVISED(SEE CONVERSATION HAD W/DPSM TODAY) SM UNDERSTOOD. VCM ADVISE WILL CHECK W/SM ON 12/10
	AWAITING	12-09-2009 12:16:05	KNELSON	CUSTOMER CALLED FOR COMPANY ADDRESS PROVIDE PO BOX ADDRESS, BECAUSE SHE HAS FILED A COMPLAINT ON LUPE TO THE ATTORNEY'S OFFICE.
	AWAITING	12-09-2009 11:49:36	DLEMON	VCM SENT AN E-MAIL TO PARTS ANALYST INQUIRING ON WHERE PART ELSE NOW? VCM AWAITING E-MAIL RESPONSE.
	AWAITING	12-09-2009 11:40:01	DLEMON	CUST CALLING FOR STATUS ON CASE TO SEE IF MITSU HAD THE PART AVAIL, CUST STATED SHE WANTS A CALL BACK IN REGARDS TO HER CASE, CUST STATED SHE WAS PROMISED A CALL BY HER CASE MGR THIS MORNING AND SHE FAILED TO CALL HER, VCM ADV'D CUST THAT HER CASE MGR WAS WORKING ON HER CASE, CUST STATED SHE WANTS CASE RESEARCHED AND CALLED BACK THEN CUST HUNG UP.
	AWAITING	12-09-2009 11:33:31	MCARDENAS	CUSTOMER CALLING FOR LUPE, LUPE IS NOT AVAILABLE. CUST VERY UPSET REQUESTING TO SPEAK TO SUPERVISOR. TRANS TO LEVEL 2 Q. DIETRA TOOK CALL
	AWAITING	12-09-2009 09:35:21	LBARBA	VCM CALLED DPSM GARY REVIEWED CASE. DPSM GARY ADVISED THAT HE IS AWARE OF B/O PARTS FOR "FUEL FILLER NECK" - DPSM HAS BEEN IN CONTACT W/PM SHAWN & DPSM TALKED TO THE PDC AND ALLOCATED TODAY 7 PARTS TO ARRIVE TO DLR ON 12/10. DPSM AUTHORIZED STARTING TODAY(12/09/09) 3 DAY RENTAL MAX \$30 PER DAY.
	AWAITING	12-09-2009 09:26:31	LBARBA	VCM CALLED SM PAUL DLR 20070, RECEIPT ADVISED SM OUT TO LUNCH. VCM TALKED TO SA JASON ADVISE B/O & WAS SHO BUT DOES NOT HAVE THE SHO NUMBER.
	AWAITING	12-09-2009 08:43:46	LBARBA	VCM CALLED SM PAUL DLR 20070, RECEIPT ADVISED SM/SA BOTH CURRENTLY NOT AVAILABLE. RECEIPT TOOK MESSG.
	AWAITING	12-09-2009 08:43:09	LBARBA	**NOTE: LATEST NOTES FROM AGENT DMORAND UNRELATED TO THIS CASE.
	AWAITING	12-08-2009 15:59:52	LBARBA	NOTE: TO CALL CUST AT WORKPH 978)531-0767 EXT 126 OR AT PH(978)561-1659
	AWAITING	12-08-2009 15:39:43	DMORAND	12/8/09-CUST SPOKE TO TONY AND WILL BE BRINGING CAR IN TOMORROW. PLEASE

				CALL HER BACK AT 903-520-9930.
AWAITING	12-08-2009 15:38:28	LBARBA		(AGENT D.MORAND) ANNOUNCE CALLER. CUST EXTREMELY UPSET & STATES THAT VEH HAD "CEL ON" FOR OVER A MONTH AGO AND WAS TAKEN TO AN INDEPENDENT FACILITY FIRST BECAUSE VEH WAS INVOLVED IN A MINOR INCIDENT AND INDEPENDENT FACILITY CHECKED "CEL ON" THOUGHT WAS THE GAS CAP. AND CUST WENT TO THE INTERNET FOUND OUT EVERYONE BEEN COMPLAINING ABOUT THIS PART NOT AVAILABLE. CUST STATES THAT IS NOT ACCEPTABLE FOR PART B/O AND WILL FILED COMPLAINT WITH THE (AG). VCM APOLOGIZED FOR CONCERN AND ADVISE(SEE COMMENTS NOTED TODAY)CUST UNFORTUNATELY NOT ALLOWING VCM TO INFORM THAT WE ARE TRYING TO EXPEDITE PART. VCM ADVISED CUST WILL CONTACT SM ON 12/09 & WILL FUJ W/CUST AFTER. CUST REQ CALLBACK AT WORKPH(978)531-0767 EXT 126 IN THE AFTERNOON.
AWAITING	12-08-2009 15:25:23	KNELSON		CUSTOMER CALLED FOR LUPE ADVISED NOT AVAILBLE SAID WILL TRY AGAIN LATER. CUSTOMER CALLED STATES JUST FOUND OUT THAT THE PART WILL NOT ARRIVE AT DEALERSHIP AS PLANNED WITH NO ETA AND CUSTOMER IS LOOKING FOR A RENTAL VEHICLE, AND DOES NOT FEEL SAFE DUE TO GAS LEAKING FROM THE VEHICLE.
ASSIGNED	12-08-2009 10:47:05	LBARBA		VCM CALLED CUST AT PH(978)561-1559 LEFT MESSG.: ADVISED(SEE CONVERSATION HAD W/SM TODAY) ADVISED WILL FUJ W/SM ON 12/09 AND AFTER W/CUST TO ADVISE OUTCOME.
ASSIGNED	12-08-2009 10:41:15	LBARBA		VCM CALLED DPSM GARY REVIEWED CASE. DPSM UNDERSTOOD.
ASSIGNED	12-08-2009 10:25:59	LBARBA		VCM CALLED SM PAUL DLR 20070 REVIEWED CASE. SM ADVISED VEH DOWN SINCE 11/30/09 W/87,891 MILES FUEL FILLER LEAKING. B/O PART#MR556476 PART ORDERED ON 12/02/09 ETA 12/09/09 PER PDC COMING FROM ATLANTA.
ASSIGNED	12-08-2009 09:29:15	LBARBA		<p style="text-align: center;">PARTS BACKORDER</p> <p>(X) VEHICLE DOWN DUE TO MECHANICAL FAILURE () VEHICLE DOWN DUE TO COLLISION OR OTHER DAMAGE (9) NUMBER OF DAYS DOWN () REPAIRS COVERED UNDER MANUFACTURER'S WARRANTY (X) CUSTOMER PAY OR CUST INSURER OR ESC COMPANY PAYING FOR REPAIRS</p> <p>B/O FUEL FILLER NECK PART#MR556476 PART ORDERED ON 12/02/09 ETA 12/09/09 PER PDC COMING FROM ATLANTA.</p> <p>DEALER SERVICE/PARTS MANAGER, PLEASE REVIEW THIS CASE FOR RESOLUTION. 1. PLEASE VERIFY PART IS ON BACKORDER AND PLACE PART IN "SHO" STATUS IF ON BACKORDER - REVIEW WITH YOUR DPSM IF AUTHORIZATION IS REQUIRED. 2. PLEASE CONTACT YOUR PDC PARTS SPECIFIER TO PLACE ORDER ON "CR LIST". 3. PLEASE UPDATE THIS CASE WHEN PART IS RECEIVED AND CLOSE WHEN REPAIRS ARE COMPLETED.</p> <p>VEHICLE CASE MANAGER: IF THE VEHICLE HAS BEEN DOWN FOR 5 DAYS OR MORE, CONTACT THE PARTS DEPT TO PLACE ON CRITICAL BACK ORDER TO EXPEDITE THE PART</p>
OPEN	12-07-2009 11:07:18	TWRIGHT2		CUST SAYS THAT CAR HAS BEEN AT MCHAUD MITSUBISHI GOING ON TWO WEEKS, CUST SAYS THAT FUEL FILLER NECK IS LEAKING GASOLINE, CUST SAYS THAT PART IS ON BACKORDER, CUST SAYS THAT SHE FEELS THAT CAR IS DEFECTIVE AND WANTS THE PART AND LABOR PAID FOR OR CAR REPLACED, CUST SAYS THAT SHE RESEARCHED CONCERN ONLINE AND ALOT OF 2004 ENDEAVORS HAVE SAME PROBLEM.

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Customer Relations

Summary

Case Information

Row 1 of 1

Case No	413351	Case Type	SERVICE	Related Mediation		Created By	MSILVA
Current Status	CR CLOSE	Responsible Party	CUSTOMER	Assigned User	LUPE BARBA	Phone	714/372-5538
Open Date	12/07/2009	Close Date	12/11/2009	Days Open	5	Country	US
Re-Open Date		Re-Close Date					
Type of Contact	PHONE	Nature of Inquiry	QUESTION/INFO	Final Disposition	CUSTOMER UNREACHABLE	Case Outcome	NO CUSTOMER RESPONSE
SR Number	1-234411979	SR Type	PROD CONCERN	SR Sub Type	UNSOLVED REPAIR		
Memo	ED -B/O FUEL FILLER NECK REC'D & DELIVERED SAME DAY 12/09 KATHY FRM EASTHAMPTON TIRE						
Follow-Up Date	12/11/2009	CR Only	<input type="radio"/> Yes <input checked="" type="radio"/> No				

Customer Information

Title	Please select one	First Name	LYNN	Last Name	HELEMS	Middle Initial	
Business Name							
Address 1	[REDACTED]						
Address 2							
City	EASTHAMPTON	State	MASSACHUSETTS	Zip Code	[REDACTED]		[Top]
Other Contact	First Name		Last Name				

Customer Contact Information

E-Mail	[REDACTED]						
Home	[REDACTED]	Ext		Cell	[REDACTED]		
Other		Fax		Preferred Contact Method	CELL PHONE		
Best Contact Time	10:00AM-12:00PM	Time Zone	EASTERN TIME	Other Contact Time			

Vehicle Information

VIN	4A4MM21S94E [REDACTED]	Model	2004, ENDEAVOR	Country	US
Current Mileage	78152	Retail Sales Date	06/09/2003	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
C0501M	ENDEAVOR PARKING BRAKE	06/01/2005
C0803M	SHIFT INTERLOCK	

Dealer Information

Selling Dealer	20043 HOUSER MITSUBISHI	Service Dealer	07035 SCHALLER MITSUBISHI	Self Auth Level	4
Sales Manager	*** TERMINATED ***	Service Manager	ROGER BEAULIEU		
Selling Dealer Phone No	(413) 733-5175	Service Dealer Phone No	(860) 826-2066		
General Manager		General Manager	ARTHUR SCHALLER		
District	E8	District	ED		
Current DSM	WILLIAM WHITNEY	Current DPSM	ROBERT DESIMONE		
DSM Phone No	856/467-7781	DPSM Phone No	856/467-7756		

Condition

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Group	Sub-Group	Condition	Cust Code
13 FUELING	00 FUEL		
How long has the vehicle exhibited this condition?	90 day(s)	Prior Repair Attempts	1
Location of Prior Repair Attempts	INDEPENDENT FACILITY	Other Location	
To whom have you spoken at the dealership?	PARTS DEPARTMENT	Was the dealership able to duplicate the problem?	NO
Symptom	How Often/When	Under What Condition	
LEAK	ALL THE TIME	ANY AND ALL CONDITIONS	

Service Questions

How long has/was the vehicle at the dealership?	0 day(s)		
Current Vehicle Location	INDEPENDENT FACILITY	Other Location	
Last Service Performed	CUSTOMER PAY REPAIR	Last Service Date	2009-11-15
Location of Last Service	INDEPENDENT FACILITY	Other Location	
Loan Car Requested?	NO		
What resolution are you seeking for your concern?	OTHER	If Other	ASSIST W/ B/O PART FUEL FILLER

Comments

23 Total Comments

Seq	Orig Status	Date	Entered By	COMMENTS
	CR CLOSE	12-11-2009 07:53:17	LBARBA	CASE WAS CLOSED BY : LBARBA
	AWAITING	12-11-2009 07:44:38	LBARBA	VCM CALLED CUST AT CELLPH(413)563-6308 FINAL MESSG.: REITERATE B/O PART PART FUEL FILLER NECK RECVD BY DLR 07035 ON 12/09/09 & SAME DAY DELIVERED TO: KATHY EASTHAMPTON TIRE. ADVISED KATHY FROM EASTHAMPTON TIRE CONFIRM WAS RECVD ON 12/09.
	AWAITING	12-10-2009 09:15:57	LBARBA	NOTE: CASE WILL BE CLOSE "IF" NO CUST RESPONSE BY 12/11.
	AWAITING	12-10-2009 09:08:04	LBARBA	VCM CALLED CUST AT PH(413)529-0018 LEFT MESSG.: ADVISED(SEE COMMENTS NOTED TODAY) VCM CALLED CUST'S CELLPH(413)563-6308 LEFT MESSG.: ADVISED(SEE COMMENTS NOTED TODAY)
	AWAITING	12-10-2009 08:50:19	LBARBA	VCM CALLED KATHY EASTHAMPTON TIRE AT PH(413)527-1381 ADVISED(SEE LATEST COMMENTS NOTED TODAY) KATHY CONFIRM PART RECVD YESTERDAY AND THANKED MMNA FOR ASSIST.
	AWAITING	12-10-2009 08:44:54	LBARBA	VCM CALLED DOUG FROM PARTS DEPT DLR 07035 REQ STATUS. DOUG ADVISED, PART FUEL FILLER NECK WAS RECVD ON 12/09 & DELIVERED DIRECTLY TO KATHY FROM EASTHAMPTON TIRE ON 12/09/09.
	AWAITING	12-09-2009 10:17:09	LBARBA	VCM CALLED CUST AT PH(413)529-0018 LEFT MESSG.: ADVISED(SEE COMMENTS NOTED TODAY)
	AWAITING	12-09-2009 10:14:52	LBARBA	VCM CALLED KATHY EASTHAMPTON TIRE AT PH(413)527-1381, ADVISED(SEE COMMENTS NOTED TODAY) KATHY UNDERSTOOD.
	AWAITING	12-09-2009 10:10:53	LBARBA	VCM CALLED PARTS DEPT DLR 07035 EDDIE ADVISED DOUG CURRENTLY NOT AVAILABLE. VCM ADVISED(SEE LATEST COMMENTS NOTED ON 12/08) ADVISED WILL CHECK W/DLR ON 12/10
	AWAITING	12-08-2009 15:00:19	LBARBA	VCM RECVD EMAIL FROM(JASON RATHBUN)ADVISED: THIS DEALER'S ORDER 1203H IS IN PICK AND SHOULD DELIVER TOMORROW.
	AWAITING	12-08-2009 11:03:56	LBARBA	VCM CALLED DOUG DLR 07035 PARTS DEPT REVIEWED(SEE LATEST COMMENTS NOTED TODAY) DOUG REVIEWED WPM ROGER AND PDC WAS CONTACTED & TALKED TO MILENNY WHO UPGRADED TO SHO 1203H UNKNOWN ETA - DOUG STATES THAT KATHY IS AWARE OF THE OVERNIGHT CHARGES THAT COULD BE OVER \$20 (VCM SENT EMAIL TO CHARLIE CHAU/JASON RATHBUN & CC: DPSM BOB DESIMONE)
	AWAITING	12-08-2009 10:57:26	LBARBA	KATHY EASTHAMPTON TIRE AT PH(413)527-1381 CALLED. ADVISE TALKED TO DOUG PARTS DEPT DLR 07035 AND WAS INFORMED THAT HE CONTACTED PDC MILENNY AND WAS ADVISED IT WAS CHANGED TO "H"
	AWAITING	12-08-2009 10:13:37	LBARBA	-----PARTS BACKORDER----- () VEHICLE DOWN DUE TO MECHANICAL FAILURE (X) VEHICLE DOWN DUE TO COLLISION OR OTHER DAMAGE (9) NUMBER OF DAYS DOWN () REPAIRS COVERED UNDER MANUFACTURER'S WARRANTY (X) CUSTOMER PAY OR CUST INSURER OR ESC COMPANY PAYING FOR REPAIRS ----- B/O PART FUEL FILLER NECK LINE PART#MR556476 ETA END OF JAN'2010 STOCK ORDER 1208S - SHO 1203H UNKNOWN ETA ----- DEALER SERVICE/PARTS MANAGER, PLEASE REVIEW THIS CASE FOR RESOLUTION. 1. PLEASE VERIFY PART IS ON BACKORDER AND PLACE PART IN "SHO" STATUS IF ON BACKORDER - REVIEW WITH YOUR DPSM IF AUTHORIZATION IS REQUIRED. 2. PLEASE CONTACT YOUR PDC PARTS SPECIFIER TO PLACE ORDER ON "CR LIST" 3. PLEASE UPDATE THIS CASE WHEN PART IS RECEIVED AND CLOSE WHEN REPAIRS ARE COMPLETED. VEHICLE CASE MANAGER: IF THE VEHICLE HAS BEEN DOWN FOR 5 DAYS OR MORE, CONTACT THE PARTS DEPT TO PLACE ON CRITICAL BACK ORDER TO EXPEDITE THE PART
	AWAITING	12-08-2009 10:09:27	LBARBA	KATHY EASTHAMPTON TIRE AT PH(413)527-1381 CALLED. ADVISE VEH DOWN SINCE 11/30/09 & THEY DID NOT DIAG UNTIL 12/01/09 W/79,152 MILES. VCM ADVISED KATHY(SEE LATEST COMMENTS NOTED TODAY). KATHY WILL CONTACT DLR 07035 PARTS DEPT TO AUTHORIZED (SHO). VCM ADVISE WILL F/U W/DLR ON 12/09/09.
	AWAITING	12-08-2009 09:37:08	LBARBA	VCM CALLED DLR 07035 PARTS DEPT DOUG ADVISED PART ORDERED TODAY STOCK ORDER 1208S. AND DLR AWARE OF THE PART IN BIO ETA MID-JAN'2010 *VCM CALLED DPSM BOB DESIMONE REVIEWED CASE & ADVISED B/O. DPSM ADVISE THAT CUST OR INDEPENDENT FACILITY NEEDS TO AUTHORIZED (SHO) AND DPSM WILL REVIEW AFTER 3BUSS DAYS B/O STATUS. DPSM STATES THAT HE WILL REVIEW SHO FEES/RENTAL "IF" PART NO REC'D WITH IN 3BUSS DAYS.
	AWAITING	12-08-2009 09:32:44	LBARBA	KATHY EASTHAMPTON TIRE AT PH(413)527-1381 CALLED. ADVISE PART ORDERED TODAY AT MITS DLR 07035 SCHALLER MITS.
				* VCM CALLED KATHY EASTHAMPTON TIRE AT PH(413)527-1381, * REVIEWED CASE. KATHY STATES HAVEN'T YET ORDERED THE PARTS SHE CURRENTLY

	AWAITING	12-08-2009 09:16:19	LBARBA	WAITING FOR DLR 20065 STEVE TO SEE IF PART HAS BEEN LOCATED HOWEVER SHE WOULD LIKE TO GO W/DLR SCHALLER MITS 07035 DUE TO THEY DELIVER PARTS FOR FREE. KATHY WILL CALL VCM BACK TO ADVISE WHAT MITS DLR SHE CHOOSE TO ORDER THE PART. VCM ADVISE TO PLEASE CALL MITS DLR SHE CHOOSE TOO AND ORDER THE PART FIRST THAN TO CALL VCM TO ADVISE WHAT MITS DLR PART WAS ORDERED. KATHY UNDERSTOOD AND WOULD DO.
	AWAITING	12-08-2009 09:03:36	LBARBA	VCM CALLED CUST AT PH(413)529-0018, CUST VOICES FRUSTRATION WITH B/O PART. CUST STATES VEH DOWN AT INDEPENDENT FACILITY SINCE 11/30/09 AT EAST HAMPTON TIRE AND DEALING WKATHY PH(413)527-1381 CUST WANTED TO KNOW WHAT MMNA WOULD DO AS SHE NEEDS BEEN WITHOUT TRANSPORTATION. CUST STATES THAT INDEPENDENT FACILITY CALLED DLR WESTBORO MITS 20065 AND WAS ADVISED B/O PART ETA BY THE END OF JAN '2010 AND CUST REQUEST PART SOONER AS SHE NEEDS HER VEH ASAP. VCM APOLOGIZED FOR CONCERN AND ADVISED THAT B/O PARTS DOES NOT INCLUDE RENTAL VEHs. HOWEVER WE CAN FIND OUT MORE INFO AND WILL TRY TO ASSIST TO EXPEDITE PART.
	AWAITING	12-08-2009 08:56:16	LBARBA	VCM REC'D MESSG FROM CUST ADVISED: CUST STATES DLR SCHALLER MITS 07035 (ED) DLR WESTBORO MITS 20065 MITS (E8) B/O PART FUEL FILLER NECK LINE PART#MR556476 ETA END OF JAN'2010 CUST CLAIMS VEH INOP DUE TO LEAKING FUEL - CUST REQ CALLBACK AT PH(413)529-0018 OR CELLPH(413)563-6308
	AWAITING	12-08-2009 08:38:08	DMORAND	CUST CALLING BACK FOR LUPE. TRANS CALL TO HER VM.
	AWAITING	12-08-2009 08:27:33	LBARBA	AGENT: PLEASE "IF" CUST CALLS BACK OBTAIN THE FOLLOWING INFO FROM CUST.: NAME OF THE MITS DLR & CONTACT PERSON. PART NUMBER. THANKS!
	ASSIGNED	12-08-2009 08:21:56	LBARBA	VCM CALLED CUST AT PH(413)563-6308 LEFT MESSG.: TO PLEASE CALL VCM SO MAY DISCUSS. ADVISED TO PLEASE PROVIDE W/NAME OF MITS DLR WHERE PART WAS ORDERED. ADVISED TO PLEASE PROVIDE W/PART#
	OPEN	12-07-2009 12:10:41	MSILVA	STATES THE DEALERSHIP IN HER AREA CLOSED. STATES THE CHECK ENGINE LIGHT WAS ON AND TOOK AN INDEPENDENT FACILITY WHO THOUGHT IT WAS THE GAS CAP HAD IT REPLACED THREE TIMES, BUT STATES THEN CONTACTED THE DEALERSHIP WHO ADVISED THEM THERE HAS BEEN A FILLER NECKLINE PROBLEM. FOUND THE PROBLEM AND STATES RIGHT NOW THE VEHICLE IS LEAKING FUEL FROM THE FILLER NECKLINE AND NEEDS TO BE REPLACED. IS NOT ABLE TO DRIVE THE VEHICLE AND CANNOT GET PART. STATES THEY HAVE CONTACTED THE PARTS AT THE DEALERS NEARBY AND NO ONE HAS THE PART AND ONE OF THE DEALERSHIP ADV IF THEY ORDER IT THEY WILL NOT BE ABLE TO GET IT UNTIL JANUARY AS IT IS IN VERY HIGH DEMAND. GAS.NEEDS TO OBTAIN PART.

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PE09-056

mitsubishi

3/3/2010

Question 3 PQR

CONFIDENTIAL

Return to view		PRODUCT QUALITY REPORT Rec No. 20855			PQR No. PSU -13 -1360-23-		DATE OF ISSUE 11/14/2008 REPORTER ID/SEQ.# 1194 / 14			
					DISTRIBUTOR MMSA		ACCY ENG. N		PRIORITY B	
YEAR NAME OF VEHICLE / PRICE LINE 2004 ENDEAVOR / LIMITED AWD			VEHICLE IDENTIFICATION No./CHASSIS No. 4A4MN41S84E			DISTRIBUTOR MMSA		ACCY ENG. N		PRIORITY B
ENGINE NO. -3.8L	TM TYPE S	MFG DATE 5/8/2003	REAR BODY (MODIFICATION) N/A		LOCATION: 24002 KLINE MITSUBISHI				USAGE RETAIL CAR	
DATE SOLD 6/20/2003		DATE / MILEAGE TROUBLE OCCURRED 11/14/2008 / 67326			STATE MN		REGION / DISTRICT 40 / W9			
VEHICLE / ENGINE SPEED N/A		ROAD CONDITION N/A		LOAD CONDITION N/A		WEATHER / TEMPERATURE N/A / N/A			MAINTENANCE GOOD	
SUBJECT FUEL FILLER PIPE CORROSION - MR556476						FREQUENCY: FIRST FREQUENT: 1 UNITS				
1. DESCRIPTION OF SYMPTOM DEALER REPORTED THIS CUSTOMER HAD REOCCURRING SES LIGHT ON EVENTS FOR AN EVAPORATIVE LEAK.						CONDITION				
DTC(S):										
2. POSSIBLE CAUSE CUSTOMER RETURNED NUMEROUS TIMES WITH A DTC FOR EVAPORTIVE LEAK. USING THE SCAN TOOL AND TESTING THE EVAPORATIVE SYSTEM THE MONITOR WOULD ALWAYS PASS. NEXT WE REMOVED THE FUEL PIPE PROTECTOR P/N MR970760 AND REVEALED A LARGE AREA OF CORROSION ON THE FUEL FILLER PIPE.										
3. ACTION TAKEN / RESULT ORDER FUEL FILLER NECK AND AT THIS TIME ARE ON BACK ORDER. MMNA PRODUCT SUPPORT - DEALER HAS BEEN CONTACTED TO REMOVE AND INSPECT FUEL TANK FOR INTERNAL DEBRIS AND REQUESTED TO PROVIDE PHOTOS. PQR WILL THEN BE UPDATED WITH INFORMATION AND PHOTOS. FAILED PART TO BE RETURNED PRIOR TO RECEIVING THE REPLACEMENT.										

4. ADDITIONAL COMMENTS

REPORTER'S NAME/SIGNATURE

5. MANUFACTURERS RESPONSES/COMMENTS

REPORT HAS BEEN SUBMITTED TO MANUFACTURER FOR REVIEW

MANUFACTURER'S NAME/SIGNATURE

MMMA CONTROL #: - - - - -

RO/CLAIM: N/A

PART #: MR556476	PART DESCRIPTION: NECK,FUEL FILLER	PART REQ'TD DATE: PART RECV'D DATE:	PART SENT TO: /
IQS CATEGORY: B	IQS QUESTION: -	KMODEL: D81WLRGEL4M	BODY MODEL:
CURRENT STATUS , DATE: APRV , 11/14/2008		DATE TO MFG: 11/14/2008	DATE FROM MFG:
CONTACT:	PHONE NUMBER: [REDACTED]	FAX NUMBER: [REDACTED]	PROD. ENGINEER: DS

PHOTO1

CLOSE UP VIEW OF FILLER NECK.



PHOTO2

CLOSE UP VIEW OF FILLER NECK.



PHOTO3

OVERVIEW OF VIEW OF FILLER NECK. NOTE CORROSION PRIMARILY EVIDENT IN THE AREA OF THE PROTECTOR.



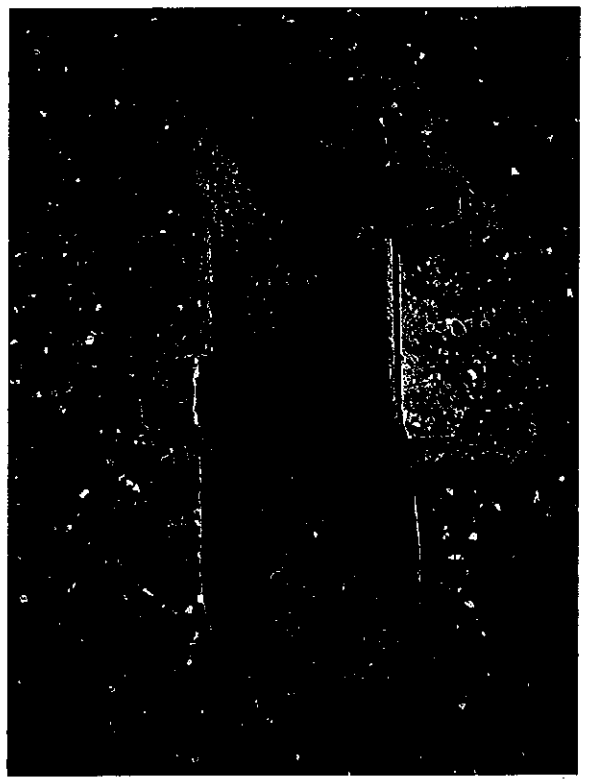
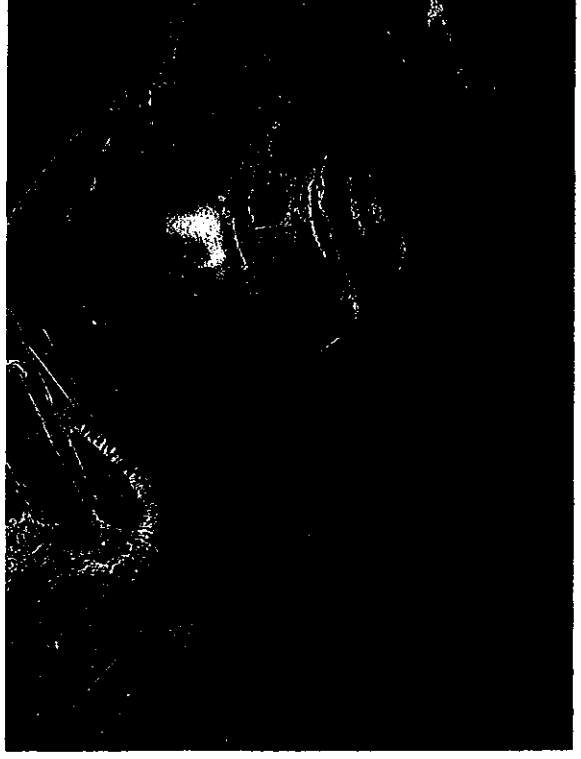
PE09-056

MITSUBISHI

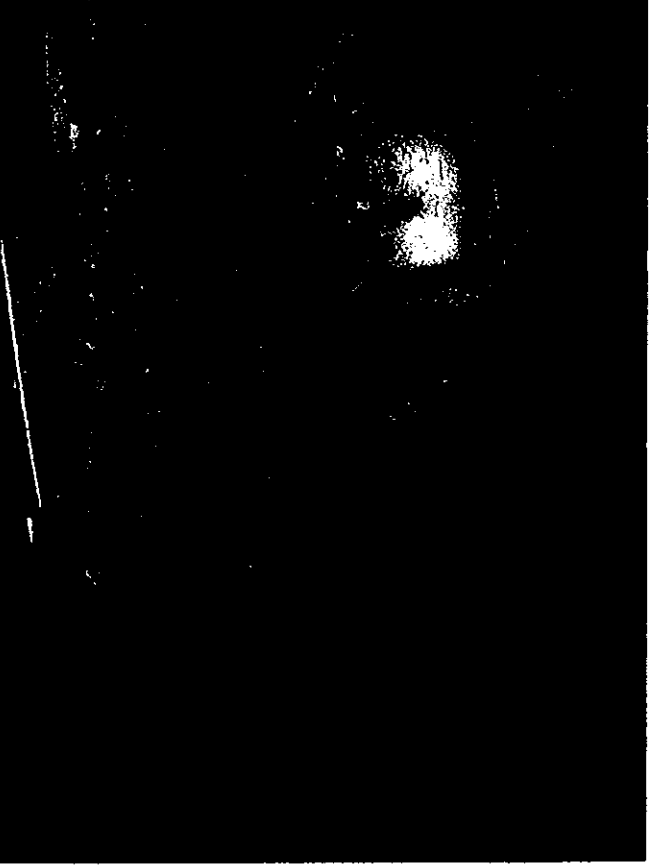
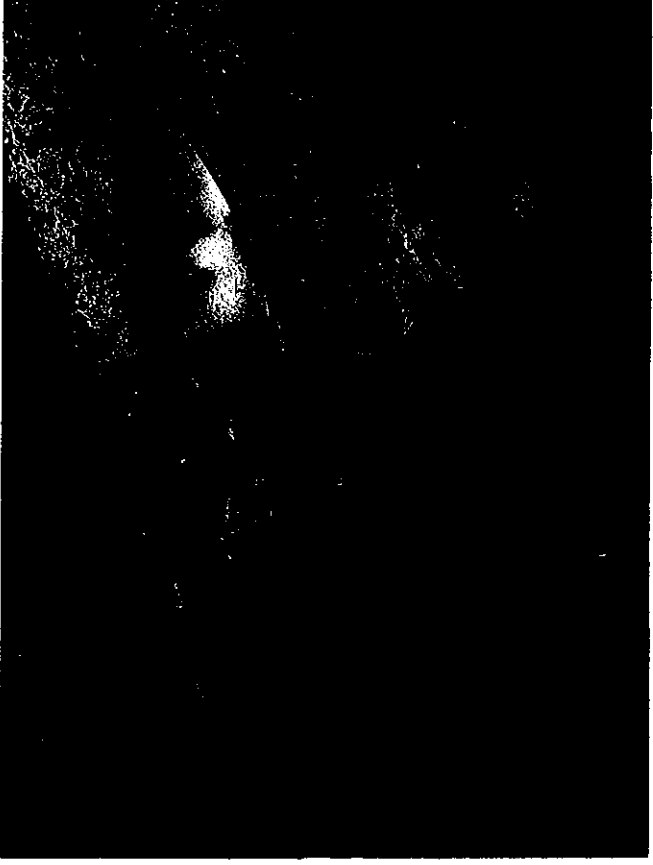
3/3/2010

Question 3 Photo Requests

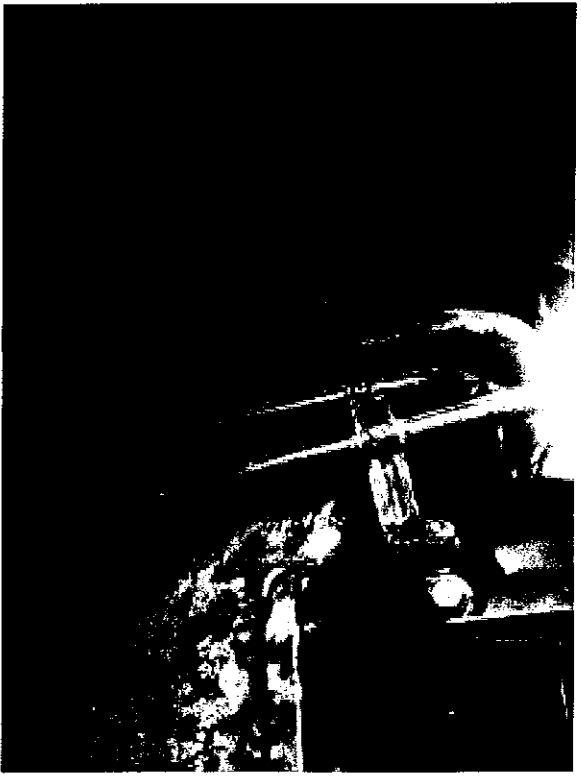
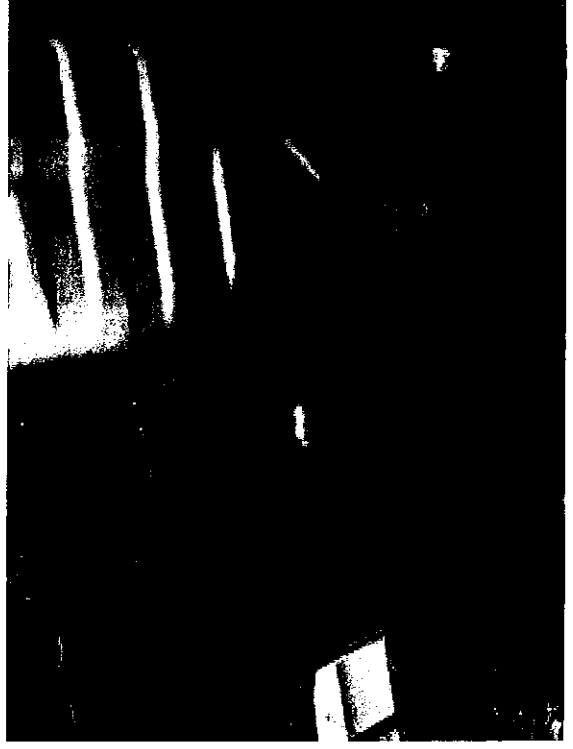
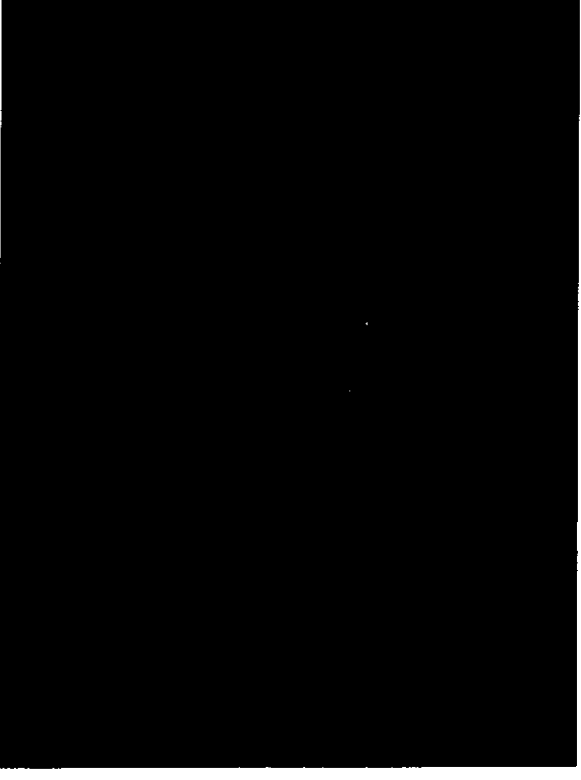
VIN 4E015708



VIN 4E015708



VIN 4E045081



VIN 4E045081



VIN 4E018051

