

RECEIVED
110 215



2005 SEP -6 A 10: 02

Road 2 Km. 20.1 Candelaria Ward
Toa Baja, P.R. 00949
PO Box 192216, San Juan, PR 00919-2216
Tel. (787) 251-8715
Fax: (787) 251-8700 • 251-3720

OFFICE OF
DEFECTS INVESTIGATION

August 25, 2005

Associate Administrator for Enforcement,
National Highway Traffic Safety Administration
400 7th Street, SW
Washington, DC 20590

Dear Associate Administrator:

We received a letter from Mr. George Person, in relation to the 1996 M/Y Mitsubishi Expo (no. 04V-542), Radiator Upper Hose Clamp Safety Recall. In the letter, it was mentioned that the DIR was sent on November 9, 2004 and that the recall mailing will start 30 days before. At the end of the paragraph was also stated that the Customer Notification Letter was not received and on the Quarterly Status Report, this recall had not been reported.

Last January after the Holidays recess I called Ms. Patricia Wallace, since we did not received an answer on the Customer Notification Letter sent for approval. We were told that the information was not received and resend it for review. The information was verified and Ms. Wallace advised us to make some corrections to the Customer Notification Letter. On that same day, we received the acknowledge approving the notification letter. Because of this recommendation and modification, I understood that the Customer letter was not approved until the corrections were made and the letter accepted. The Acknowledge is included for review. Because of this situation, I assume that the starting date should be January 2005.

Also, in that same phone conversation with Ms. Wallace, I mentioned her that we were renewing the contract with RL Polk, the company which performs the customer's address upgrading and it was causing a delay. Later Mitsubishi Motors North America (hereby MMNA) offer us (Mitsubishi Motor Sales of Caribbean, hereby MMSC) to bring together both contracts on the renewal. It caused a delay in the addresses upgrading process, while all the contract paper work was done between MMNA and MMSC. Due to the aging of the vehicles, the address upgrading was imperative to do, because the registration data of the units would not be effective, so we have to wait for the renewal of the contract. But we assured that as soon as the data was provided, we will send the notification letters. The customer notification letter were just waiting for the data merge and be printed to start the mailing, which we were going to make due the small amount of letters.

The customer notification letter was sent via email to NHTSA to the attention of Ms. Patricia Wallace, this communication was follow by the letter correction and the approval acknowledge. Due to the delay on the contract renewal the mailing started last March 2005. I looked for any written document from us notifying NHTSA the launching date of the recall, and after not

finding it I must regretfully inform that the announcement of the launching was not made to NHTSA. To avoid this situation in the future, an acknowledge form will be prepared to officially inform and certificate the mailing launching date.

On the failing to report on the Quarterly status report, it was a chained-mistake, caused as an effect of the misunderstanding of the official starting recall date and the delays caused due to the unusual situations occurred. I assume that January was the starting date because of the acknowledgement document. Upon the proximity of the starting date on March, no cases were reported during that quarter. With the receiving of this letter we realize that the recall was left out in the March Quarter report.

Enclosed are a copy of the email requesting the changes to the notification letter, also the acknowledge emailed from NHTSA accepting the changes and copies of the mailing to our customers as proof of the compromise from MMSC with our customer's safety and to comply with NHTSA on Safety Recalls.

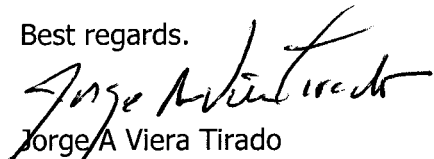
As part of MMSC initiative, we develop a procedure to notify the dealer when a vehicle with an open recall is serviced and the open recalls are not performed. A warning is displayed in the dealer's computer to inform them automatically (no need of human action) to view the recalls status is also available for the dealer's personnel awareness. Even vehicles without performed recalls (rental units, second owners or owners which moved unaware recalls), are repaired to make their vehicles safer, even if the recall are out NHTSA's Quarterly Reports. All efforts and are been pulled to continuously improve recall capture rates, even if not to be included in the Quarter Reports. This year we started a Recall Monthly Report to discuss and analyze customer's response on recalls and other related trends.

Up to July 2005, our file reflects that 17 units related to this recall have been repaired.

If there is any other question or recommendation on this matter, please let us know. As we said before, we are focusing all effort to increase the capture rate on safety recalls.

If additional information is needed on the referred subject, please contact us at 1-787-251-8715, ext. 2248.

Best regards.



Jorge A Viera Tirado
Service Engineer, MMSC

Included Documents:

- a) Email, RE: 04V-542 review of owner letters - resend
- b) Email, RE: 04V-542 review of owner letters
- c) Copy (2), envelope of customer notification letter

Jorge Viera

01/12/2005 02:50 PM

Dear Ms. Wallace:

After your advice on the Customer Notification Letter for the 1996 Expo Radiator Upper Hose Replacement, we add those remaining statements for your review. Please let us know if additional changes are necessary. If the letter is approved, please send the acknowledge form used in previous recalls for our records.

On the mailing starting date, we are renewing the contract with the address upgrading company. Since a few modifications were made, it is now in the final approval and signature. As soon as we get cleared, we will inform you the mailing starting date. We expect to be before the 20th of this month. Before that, we will send the final documents to you.

Any additional information let us know.



SR-04-0rr - '96 Expo Radiator Upper Hose Replacement CNL ENG 041122.doc

>

01/12/2005 10:20 AM

cc:

Subject: RE: 04V-542 review of owner letters - resend

I have reviewed your proposed letter and it still needs some changes.

You need to tell the consumer what could happen if the engine stalls, i.e., which could result in a crash without warning.

Also, a paragraph needs to be added advising the consumer that they could be reimbursed if they had this repair performed prior to the recall notice. The following is a paragraph we are suggesting you could use: If you had this repair performed before you received this letter,

you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact

Please let me know the date when the actual mailing takes place and, as usual, provide this office with final copies of all documents relating to the recall.

Thanks.

01/12/2005 03:35 PM

cc:

Subject: RE: 04V-542 review of owner letters

U.S. Department

400

Seventh Street, SW
of Transportation
Washington, DC 20590
National Highway
Traffic Safety
Administration

ACKNOWLEDGMENT FAX SHEET OF RECEIPT OF
DEALER/OWNER NOTIFICATION DOCUMENTS
SUBMITTED UNDER 49 CFR PART 577.6

Assigned Recall No. 04V-542 by the
National Highway Traffic Safety Administration

Part 577 Report Date: January 12, 2005
January
12, 2005

Date E-Mailed:

MANUFACTURER: Mitsubishi Motor Sales of Caribbean, Inc.

MANUFACTURER CONTACT: Jorge Viera

SUBJECT: 276 Mitsubishi 1996 Expo, manufactured from May 24, 1996 through July 15, 1996. The length of the radiator upper hose, the holding power on the pipes inserted into the affected hoses is insufficient. Due to engine behavior, forces may pull on the radiator hose and the hose may come out, potentially leading to coolant leakage and subsequent overheating.

NOTIFICATION TO PURCHASERS:

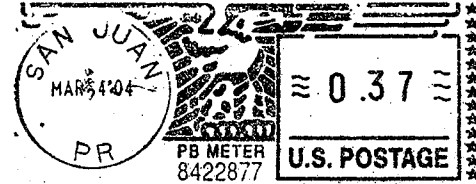
We have reviewed your proposed, revised owner notification letter and it meets the requirements of Part 577.

If you have any questions, please call:

Patricia Wallace, Safety Defects Analyst on (202) 366-5232 or
George Person, Chief on (202) 366-5210
or Fax at (202) 366-7882
or e-mail at Patricia.Wallace@nhtsa.dot.gov
Recall Management Division

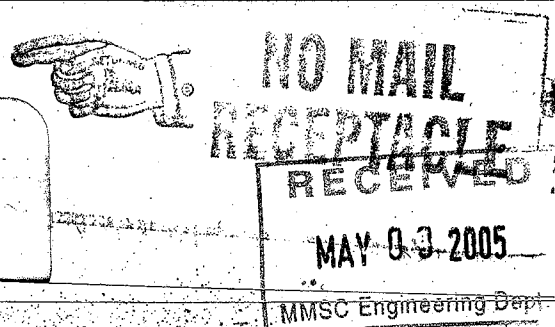


PO Box 192216, San Juan, PR 00919-2216



IMPORTANT SAFETY RECALL NOTICE

04V542-RADUPRHOSE.TZ00486
JESSICA TIRADO
RES. MANUEL A PEREZ
165 EDIF B-14 APTO
SAN JUAN, PR 00923



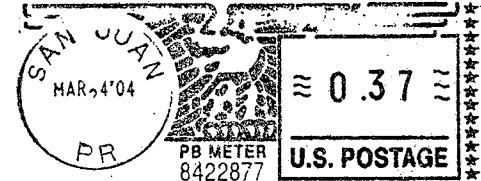
MMSC Engineering Dept.

00923+1700-8422877
00919/2216



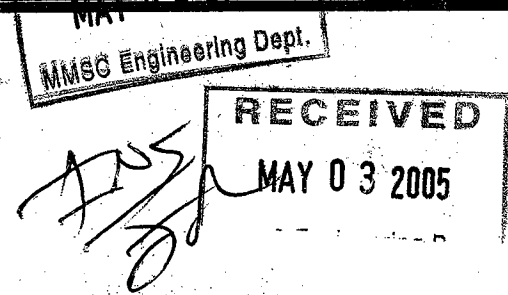
PO Box 192216, San Juan, PR 00919-2216

REASON CHECKED
Unclaimed
Refused
Attempted Not Known
Insufficient Address
No Such Street
No Such Number



IMPORTANT SAFETY RECALL NOTICE

04V542-RADUPRHOSE.TZ00476
MYRNA E FELICIANO-VALEDON
REPARTO ALT PEÑUELAS I
H-1 CALLE I
PEÑUELAS, PR 00624

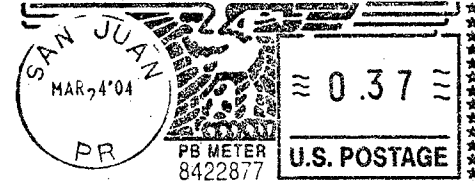


MMSC Engineering Dept.

00624+1700-8422877
00624



PO Box 192216, San Juan, PR 00919-2216



IMPORTANT SAFETY RECALL NOTICE

04V542-RADUPRHOSE.TZ00469
SAMUEL GONZALEZ-RODRIGUEZ
204 EDIF 2
BAYAMON, PR 00956



NO SUCH ADDRESS

RECEIVED
MAR 30 2005
Engineering Dept.

00956/99990919/2216