


FAX: MITSUBISHI MOTOR SALES OF AMERICA, INC.		
PAGE: 1	TOTAL PAGES: 1	DATE: 05/30/95
TO: DON BILSKI - MANAGER, CUSTOMER SATISFACTION ASC INCORPORATED J.MARCOZZI S.ODUM		
FROM: R.DONNELSON  MANAGER, AUTOMOTIVE TECHNICAL SERVICE CC: D.BETIAN L.HAYES D.MCKENZIE R.MCKENZIE T.MORI		
SENDER #: RD4223	REF #	
SUBJECT: SPYDER SUPPORT ITEMS		

Just a brief note to summarize the key points of our telephone conversation this morning.

Interim Repair Information (Ref 5/12/95 letter): Your letter requested that MMSA dealers contact your office on every repair of a retractable hardtop problem regardless whether the repair was to be accomplished by the dealer or an ASC service center. This additional procedure would be in effect from June 1 through July 31, 1995 and would allow us to ensure that the repair process functions smoothly. We agree to this recommendation and will send an ATIN (Advanced Technical Information Notice) supplementing our Technical Service Bulletin. We will ask the dealer to contact you prior to initiating any repair to a retractable hardtop system, either internally or through an ASC service center. They will be asked to provide you with the following information:

- Dealer Code
- Dealer Contact Phone Number
- Vehicle Mileage
- Date vehicle brought back by customer
- Dealer Contact Name
- VIN
- Hardtop System Symptom

Upon correction of the problem we will ask them to contact you again to close out the record by providing *Date Returned to Customer* and *Corrective Action*. Dan Betian will be sending you a draft of this ATIN for your comments prior to distributing it to our dealers.

MMSA DSM Visits to ASC Repair Facilities (Ref 5/18/95 letter): We will discuss with our District Service Managers to not "recruit" ASC personnel into your training programs. In addition, we have already informed our DSMs that they should only visit the ASC repair facilities that are identified on our Technical Service Bulletin. As such, there may be times that our DSMs visit one of these facilities prior to the personnel at that ASC Retractable Hardtop Repair Facility attending your training.

Authorized ASC Retractable Hardtop Repair Facilities: While comparing your training rosters against the original list of authorized ASC repair facilities I discovered that there are some additions to the list which was sent to our dealers as a Technical Service Bulletin attachment. As we discussed, one of your staff members will be sending me an updated list (effective June 1, 1995). We will distribute this as an update to our Technical Service Bulletin.

Computer Systems: As I mentioned on the telephone, several of our DSM contacts reveal that the ASC Repair Facilities do not currently have the computer hardware or software for reconfiguring the hardtop system. Per our discussion, that software has been finalized and shipments will begin within the week on a priority basis based on vehicle shipment locations.



Date 08/07/95

Number of pages including cover sheet 1

TO: Mr. Don Bilski
Customer Satisfaction Mgr.
ASC, Inc.

Fax Phone: 313/246-2671

Reference #

FROM: David G. Wobst
Manager, Corporate
Technical Training

Phone: 714/372-6143

Fax Phone: 714/934-7654

Sender # DW1341

Subject: MMSA Electrical Training

CC: R. Donnelson, Regional TSMs

Dear Don,

This facsimile is to confirm the status of our several conversations since April 18, 1995, regarding MMSA's offers to make our Electrical Fundamentals technical training courses available to your licensee repair facilities. Back in April, ASC acknowledged two or three internal individuals would screen our training class first before deciding whether or not to recommend it for your repair outlets. To date, this screening has not taken place in spite of continued interest expressed during my repeated follow-up contacts in May and June. I just wanted to let you know our offer is still open.

On a related note, please keep in mind MMSA will accept ASC licensee students only under the following conditions:

- The licensee requests this training through ASC's main office. For now I will assume you will be the contact person.
- ASC forwards their request to my attention.
- I will coordinate enrollment with our regional training centers on a space available basis.
- The ASC licensee (or ASC) incurs all travel and lodging costs. MMSA will supply the course workbook at no charge.

Please keep in mind we are willing to support ASC with electrical fundamentals training as a demonstration of our commitment in maintaining customer satisfaction for Spyder owners. My goal is to ensure we approach ASC's training needs in an organized and structured fashion to ensure equal benefit to both organizations.

Best Regards,



Intracompany Correspondence

August 1, 1995

Mr. Richard E. Donnelson
Mitsubishi Motor Sales of America
6400 Katella Avenue
Cypress, CA 90630-0064

Post-It™ brand fax transmittal memo 7671		# of pages > 2
To: R. Donnelson	From: D. Bilski	
By: K. Reeves	Co: ASC	
Dept:	Phone # (313) 246-0269	
Fax # (714) 373-1021	Fax #	

Dear Mr. Donnelson,

Recently, ASC has requested that MMSA dealers contact ASC when a concern arises regarding the Mitsubishi Spyder vehicles.

This notification process is in effect from June 1, 1995 through July 31, 1995. MMSA Dealers were notified by MMSA Advance Technical Information Notice Number: ATIN-95-00-002.

As a result of this notification, the attached updated listing is all concerns which have been reported to ASC during this period.

In the event that any additional reports are received after July 31, 1995, MMSA will be provided with concern updates.

As in the past, thank you for your support.

Sincerely,

Don Bilski
Customer Satisfaction Manager

/ss

Attachment

cc: S. Odum - ASC
J. Nechiporchik - ASC
D. Kushmaul - ASC
K. Reeves - MMSA

RECEIVED
AUG - 1 1995
R. DONNELSON

cc: D. McKenzie
H. Brooks
A. Cronin
R. Lavara
V. Luppino
R. Miner

MITSUBISHI 300 GT SPYDER CONCERN REPORT

VIN	FILE OPEN DATE	FILE CLOSE DATE	DEALER (1)	LICENSEE (2)	CONTACT	PHONE #	CONCERN
SY814750	6/7/95	6/8/95	MANHASSET	N/A	1) BOB SPALLETTA	(516) 627-7020	1) PLASTIC PART AT A-POST DOOR GLASS JOINT BROKEN AT DELIVERY. 2) DIRT IN PAINT ON HARD TOP ABOVE RH DOOR GLASS O - MILEAGE, C - DIS
SY810615	6/8/95	6/14/95	SALERNO DUANE (1)	PURICH (2)	1) JOE DAWSON 2) ADY ZETELSKY	(201) 252-7000 (1)	LH QTR GLASS CLOSES ON WRONG SIDE OF LOWER SEAL O - MILEAGE, C - DIS
SY810387	6/15/95	6/17/95	RAMSEY	PURICH	2) ADY ZEELSKY	(201) 342-0111	LH QTR GLASS OVER RIDES WEATHERSTRIP & ELECTRICAL
JA3AW75KGSY819636	6/19/95	6/19/95	ALHAMBRA	ASC-LA	1) GARY - DEALER	(818) 570-8000	LEAKS - DEALER HAS NO IDEA WHERE.
JA3AW75KISY815039	6/20/95	6/21/95	NORCO	ASC-BRITAX	1) ROGER KEENAN	(909) 735-7100	TOP FUNCTIONS - HALF WAY - TRUNK SENSOR
JA3AV65JXSY814668	6/21/95	6/21/95	QUAID	ASC-BRITAX	1) JOE SWAZE	(909) 688-9420	RH TONNEAU LATCH INOP
JA3AV65JBSY812756	6/19/95	6/21/95	JOE MACPHERSON	ASC-BRITAX	1) DOUG	(714) 832-6222	BROKEN FLIPPER CABLE
JA3AW75K6SY815246	6/20/95	6/20/95	SANTA MONICA	ASC-LA	1) ED FROMEN	(310) 998-2210	1) TOP INOP 2) HEADER LATCH INOP
JA3AW75KBSY814616	7/3/95	7/6/95	CLEARWATER MITSU	ASC-FLA	1) RUSSELL	(813) 799-6400	1) TRUNK SENSOR R&R 2) HYDRAULIC PUMP R&R LH
SA3AV6533SY818917	7/12/95	7/13/95	MILLER MITSUBISHI	ASC-VALLEY	1) SCOTT	(818) 780-7799	LH TONNEAU SWITCH - ADJUSTMENT HEADER LATCH MOTOR CONTINUOUS RUNNING - WIRE HARNESS HITTING LIMIT SWITCH MOVED HARNESS
SY819843	7/6/95	7/12/95	CROWN MITSUBISHI	ASC-FLORIDA	-	(813) 525-4990	1) ADJUST DECK LID 2) ADJUST QUARTER GLASS SEAL 3) ADJUST HEADER LATCH
SY815348	7/10/95	7/12/95	SANTA MONICA MITSUBISHI	ASC-LA	1) LARRY	(310) 998-2210	1) INTERMITTENT QUARTER GLASS OPERATION 2) ADJUST TONNEAU LATCH 3) ADJUST CABLE TIMING FOR CYCLE TIMING
SY810477	6/22/95	6/26/95	TUTTLE CLICK MITSUBISHI	ASC-BRITAX	-	-	ADJUST QUARTER WINDOW SWITCHES
SY814948	6/26/95	6/26/95	PUENTE HILLS	ASC-BRITAX	-	-	ADJUST TONNEAU LATCHES

Important Spyder Information

05\24\95

ATTENTION: Mitsubishi Motors Dealer General Manager and Dealer Principal

SUBJECT: Alternative Power Supply for Mitsubishi Spyder

FROM: Richard Donnelson Manager, Automotive Technical Service

We are pleased to announce the availability of an Alternative Power Supply Kit for the Mitsubishi Spyder. Since operation of the retractable hardtop normally requires the engine to be running, the alternative power supply unit provides a means to operate the hardtop system when the vehicle is indoors e.g. showroom, etc. The compact power supply unit is positioned under the vehicle and the installation of cables is easy and clean.

The Alternative Power Supply Kit includes a 75 amp power supply, 6' battery cable, UL approved extension cord, and a roll of duct tape (available in white, black, tan, or gray) for taping the extension cord to the facility floor.

The cost of the kit is \$272.00 plus shipping, handling, and applicable sales tax and is available through Rivergate Hobby in Tennessee. To order, simply call Rivergate at (615)859-3465. Orders can be placed with a check, money order, or Master Card.

Delivery will take 10 to 14 days.

NOTE: When the alternative power supply IS NOT used for the Mitsubishi Spyder, it can be used by your Service Department as a battery charger.

INTERNAL CORRESPONDENCE



To: Distribution

5/23/94

From: R. Donnelson

RD4219

Subject: Alternative Power Supply

As you are all probably aware, it is recommended that the engine be running on the Mitsubishi Spyder in order to operate the retractable hardtop. We have worked with an outside supplier to create a power supply kit so that our dealers will be able to demonstrate the retractable hardtop in the vehicle showroom without the engine running.

This kit includes a 75 amp power supply, 6' power supply cable, an extension cord, and a roll of colored duct tape. The kit is available through Rivergate Hobby in Tennessee for \$272 plus shipping, handling, and applicable sales tax.

Attached is a document that will be sent tomorrow by facsimile to select¹ dealers. This document announces the availability of an alternative power supply kit for the Mitsubishi Spyder. Due to the lead time in building the kits we are informing dealers in phases based on the Spyder shipments. To ensure that dealers receive kits in a timely manner it is very important that the dealers do not jump the gun by ordering the kit prior to receiving their facs. If information is communicated to all 500+ dealers then some dealers will have the kits long before they have cars and other dealers will have cars but no power supply kit.

I have also attached a set of the installation instructions which illustrate the ease of installation.

If you have any questions, please give me a call at 714.372.6141.

Attachments

5/24/95 Dealer Facs

Alternative Power Supply Installation Instructions

¹ The initial distribution will be to the following dealers: New York Metro - 24, Los Angeles Metro - 23, Miami Metro - 10, Tampa Metro - 3, Orlando Metro - 3

The following Advance Technical Information Notice (ATIN) was transmitted by Triple Diamond Electronic Mail, memo # XXXXXXXXX on 06/XX/95.

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

DATE: JUNE 1, 1995

TO: MITSUBISHI MOTORS SERVICE MANAGERS

FROM: DANIEL A. BETIAN, MANAGER, TECHNICAL INFORMATION

RE: ASC NOTIFICATION OF SPYDER MALFUNCTION CONCERNS

ATIN NUMBER: ATIN-95-00-002

In order to efficiently resolve customer concerns, American Sunroof Corporation (ASC) wishes to receive information on potential Spyder sunroof problems as early as possible. During the Spyder launch period **between 6/1/95 and 7/31/95**, dealers must notify ASC of all customer-requested Spyder sunroof repairs **before repair is attempted**.

During this time period, when a customer brings in a Spyder vehicle which requires sunroof-related repairs, the dealer should call ASC at 1-800-542-4906 and provide them with the following information:

- Dealer code
- Dealer contact person
- Vehicle Identification Number (VIN)
- Vehicle mileage
- Date customer brought vehicle in for repair
- Details of the malfunction
- Date vehicle was initially delivered to customer

The ASC 800 phone line is available Monday through Friday, from 7:00 a.m. to 5:00 p.m. Eastern Standard Time.

The above information may also be faxed to ASC at 313-246-2671 any day of the week, at any time of the day.

**File Under: ADVANCE TECHNICAL INFORMATION NOTICE
in the Dealer Service Information Binder**

R-28 COMPLETED TRAINING

5103	ASC BRITAX	3540 W WARNER	SANTA ANA	CA	92704	(714) 540-8915	OSCAR IBARRA
5100	ASC LA	1862 S LA CIENEGA	LOS ANGELES	CA	90035	(310) 204-0900	JEFF HUNTER, MARIO RAMIREZ
5322	ASC SAN DIEGO	9240 DOWDY DRIVE	SAN DIEGO	CA	92126	(619) 566-1770	RAFINO AUTUS JR
5101	ASC VALLEY	7834 SEPULVEDA	VAN NUYS	CA	91405	(818) 781-8400	DAN BOWRESTEN
6654	DSI SUNROOFS	111 CENTER AVE	PACHECO	CA	94553	(510) 671-7300	JOHN VERHOCK
6716	HIGH COUNTRY TOP & TRIM	3535 EAST 42ND AVE	DENVER	CO	80525	(303) 322-3744	TIM PANTHER
6517	AUTO SUNROOF OF CT	87 FRONTAGE RD	EAST HAVEN	CT	60512	(203) 468-8224	TOM CARUSO
5273	AMERICAN SUNROOF OF FL	4161 114TH TERRACE N	CLEARWATER	FL	34665	(813) 572-4723	BOB CLEMENS
5168	KELLEYS CUSTOM AUTO TRIM	4201 N DIXIE HWY	BOCA RATON	FL	33432	(407) 338-5703	TERRY KELLY
5177	KISER UPHOLSTERY	1377 NORTON RD	CONYERS	GA	30207	(404) 482-8026	MARION KISER
5136	LANGS AUTO	1470 PADDOCK DR	NORTHBROOK	IL	60062	(708) 724-2806	ROY OLUND
6760	LANGS AUTO	5190 CHURCH ST	SKOKIE	IL	60007	(708) 470-9880	ROY OLUND
6575	LANGS AUTO	9714 INDUSTRIAL	BRIDGEVIEW	IL	60455	(708) 430-8550	ROY OLUND
5138	TUCKER AUTOMOTIVE	330 ERIC DRIVE	PALANTINE	IL	60067	(708) 991-8560	JAMES BARTH
6563	CLASSIC AUTO TOPS	7159 EAST 46TH STREET	INDIANAPOLIS	IN	46226	(317) 545-3936	TRACY MARTIN, VIRGIL L. GOFF
5207	AUTOMOTIVE DESIGNS	1079 N. MONTELLO	BROCKTON	MA	2401	(508) 588-2123	DONALD GAY
6653	ADLER MANDEL	3600 COMMERCE DR	BALTIMORE	MD	21227	(410) 242-7102	STAN MANDEL
5209	ADLER MANDEL	12296 B. WILKENS AVE	ROCKVILLE	MD	20852	(301) 881-3525	STAN MANDEL
5211	CREATIVE CUSTOMS	634 RITCHIE RD	CAPITOL HGTS	MD	20743	(301) 350-4300	TIM FRONZOLI
5590	ASA	240 PARK ST	TROY	MI	48084	(810) 680-0515	TOM SULLIVAN
6684	AUTOMOTIVE RESTYLING CONC	6404 CAMBRIDGE ST	ST LOUIS PARK	MN	55426	(612) 820-3885	WM SCOTT BOHLMAN
5150	CENTRAL SERVICE CO	8041 OLIVE BLVD	ST LOUIS	MO	63130	(314) 432-8887	MICHAEL SMITH
6555	CAROLINA CUSTOM CAR	8821 - F GULF DRIVE	WILMINGTON	NC	27613	(910) 395-5591	DAVID WEBB
5568	CHARLOTTE SUNROOFS	1204 CENTRAL AVENUE	CHARLOTTE	NC	28204	(704) 375-5553	RICH GATRELL
5215	AUTO SUNROOF INC	1401 INDUSTRIAL	CINNAMINSON	NJ	8077	(609) 786-0600	KEVIN GRIFFITHS, JIM SHIVELY
5214	PURICH INC	149 EAST MAIN	BOGATA	NJ	07603	(201) 342-0111	ADY ZETELSKI
5330	GLORIFIED BODIES	3595 BOULDER HWY	LAS VEGAS	NV	89121	(702) 457-3002	JAMES HUDSON
5201	AUTO SUNROOF OF LARCHMONT	54 NARDOZZI PLACE	NEW ROCHELLE	NY	12206	(914) 633-1550	TOM CARUSO
6516	RAYCO AUTO SERVICE	501 GENESEE ST	SYRACUSE	NY	13204	(315) 476-4201	PAUL BROWN
8209	SUPERIOR AUTO RESTYLING	84 SYLVESTER	WESTBURY	NY	11590	(516) 567-5757	MARK PRICE
5156	AUTO OPTIONS	734 GARDEN ROAD	COLUMBUS	OH	43214	(614) 288-3500	JIM COZENS
5145	JIM HAYDEN	3154 EXON AVENUE	CINCINNATI	OH	45241	(513) 563-8828	ROB HIBBARD
5152	WARREN AUTO SEAT	3254 YOUNGSTOWN	WARREN	OH	44484	(216) 389-6900	RON GATRELL, RON SMITH
5689	BENEFIT AUTO TRIM & RESTYLING	156 BENEFIT ST	PAWTUCKET	RJ	2861	(401) 722-8287	MICHAEL GIATO
6763	CLASSIC SOFT TRIM	5032 SERVICE CTR DR	SAN ANTONIO	TX	78218	(210) 661-8896	SUSAN SHEEHAN
5159	TOP KING OF HOUSTON	10405 ROCKLEY RD	HOUSTON	TX	77099	(713) 568-8655	DANNY MATHES
6761	WINSLOWS TRIM	10429 GARLAND ROAD	DALLAS	TX	75218	(214) 321-8800	FRED SALCIDO JR
5325	MAXEY SEAT COVERS	2412 MELROSE	ROANOKE	VA	24017	(703) 982-0888	MAYLAN MAXEY, JOE KELLEY
6570	AUTO TRIM DESIGN	17219 AURORA AVE N #109	SEATTLE	WA	98133	(206) 542-8746	TODD MELKE
5181	ERICKSON AUTO TRIM	2210 LATHROP	RACINE	WI	53405	(414) 554-1202	ROBERT CRAMER

The following Advance Technical Information Notice (ATIN) was transmitted by Triple Diamond Electronic Mail, Memo # 32006006 on 06/27/96

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

DATE: June 27, 1996

TO: MITSUBISHI MOTORS SERVICE MANAGERS

FROM: DANIEL A. BETIAN, Manager, Technical Information

RE: 3000GT SPYDER UPGRADE RESPONSIBILITIES

ATIN NUMBER: ATIN-96-SC-001

PURPOSE

This ATIN is to remind participating MMSA dealers of the importance of your responsibilities in assisting ASC during the 3000GT Spyder Upgrade program.

The Spyder Upgrade program is moving along, and in most cases, very successfully. There have been a few problems (listed below) that have been encountered so far. For optimum customer satisfaction, the following problems should be addressed:

- Improper work space at the dealership
- No technicians to assist ASC representatives
- Improper cleaning — just wiping off the car
- Failure to fill out the worksheet
- Excessive mileage on the car when returned to the customer (after it was delivered to the dealer on a flatbed)

Though the general idea is to get the vehicle into the dealership to perform the upgrade, dealers need to make sure that any other problems found on the vehicle are also corrected. You should also make sure to **DETAIL** the vehicle before returning it to the customer.

AFFECTED VEHICLES

1995 3000GT Spyder

PROCEDURES

The following is a summary of the dealers' responsibilities for the 3000GT Upgrade.

1. The dealer must provide 1 technician per day.
2. The dealer must provide a work bay along with a workbench.
3. Before starting work, inspect the vehicle with the ASC representative to identify any vehicle damage.
4. After the upgrade, inspect the vehicle to make sure there is no additional damage. Use the TSB worksheet to verify proper top operation. This is the dealers' responsibility along with filling out the worksheet to include with the work order.
5. The vehicle should be detailed in the same manner as it would be during P.D.I. The time provided for compensation to the dealer for this detailing is the same as that provided for P.D.I.
6. Any other work to be done on the vehicle should be done only after finishing the upgrade. Make sure all additional work is done before returning the vehicle to the customer so the customer does not have to come back again.
7. Make sure that a PREMIUM rental car is provided to the customer if they need one.
8. Make sure that on upgraded IN-STOCK unsold units, a copy of the letter located in back of the service campaign bulletin SC-96-002, is placed the glove box.
9. Make sure that no EXCESS road-test mileage is put on a customer's vehicle. Drive the vehicle ONLY enough miles to make sure all systems are operating properly.

Please follow the above procedures to reduce the inconvenience to the customer and to increase the customer's satisfaction with the upgrade and the 3000GT Spyder.

File under the ATIN tab in the Dealer Service Information Binder until further notice.

The following Advance Technical Information Notice (ATIN) was transmitted by
Triple Diamond Electronic Mail, memo # 32006001 on 06/02/95.

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

DATE: JUNE 2, 1995

TO: MITSUBISHI MOTORS SERVICE MANAGERS

FROM: DANIEL A. BETIAN, MANAGER, TECHNICAL INFORMATION

RE: ASC NOTIFICATION OF 3000GT SPYDER RETRACTABLE HARDTOP
CUSTOMER CONCERNS

ATIN NUMBER: ATIN-95-00-002

In order to efficiently resolve customer concerns, American Sunroof Corporation (ASC) wishes to receive information on 3000GT Spyder retractable hardtop problems as early as possible. During the 3000GT Spyder launch period **between 6/5/95 and 7/31/95**, dealers must notify ASC of all customer-requested 3000GT Spyder retractable hardtop repairs **before repair is attempted or as soon as possible after repairs are started.**

During this time period, when a customer brings in a 3000GT Spyder vehicle which requires retractable hardtop-related repairs, the dealer should call or fax ASC and provide them with the following information:

- Dealer code
- Dealer contact person
- Vehicle Identification Number (VIN)
- Vehicle mileage
- Date customer brought vehicle in for repair
- Details of the malfunction

In addition, the dealer should call or fax ASC again after repairs are completed (repairs completed either by the dealer or by the Authorized ASC Convertible Repair Facility) and provide them with the following information:

- Details of the repair
- Date vehicle was returned to the customer

The ASC phone line (800-542-4906) is available Monday through Friday, from 7:00 a.m. to 5:00 p.m. Eastern Standard Time.

The ASC fax line (313-246-2671) may be used any day of the week, any time of day.

**File Under: ADVANCE TECHNICAL INFORMATION NOTICE
in the Dealer Service Information Binder**

