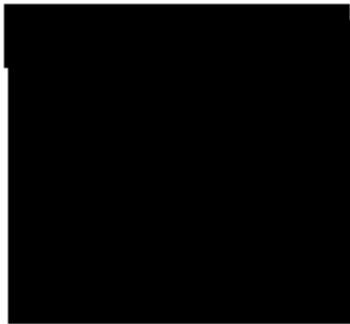


10095315

NVS-200



TYLER, TEXAS

TYLER, TEXAS

TELEPHONE
FACSIMILE

September 20, 2004

CERTIFIED MAIL NO [REDACTED]
RETURN RECEIPT REQUESTED

Warranty Administration Manager
Mitsubishi Motors North America, Inc.
P.O. Box 6400
Cypress, CA 90630-9804

Re: VIN JA4NW51843J [REDACTED]

Dear Sir or Madam:

I purchased the above referenced vehicle in early 2003 from Peltier Mitsubishi at 2700 WSW Loop 323 Tyler, TX 75701 and am in receipt of your recall notification SR-04-008, a copy of which is attached for your reference.

I have been informed by Peltier Mitsubishi that they will not service this vehicle in accordance with the recall notification. In addition, upon my contacting your customer relations department I have been informed that I must deliver the vehicle not to the original seller-dealer but to an unrelated dealer in another city. This will involve my taking off a day of work and driving well over two hours in addition to waiting at the dealership two to perhaps four or more hours for you to correct your defect. I have been informed that regardless of this inconvenience to me, no pick up and delivery service nor courtesy car will be provided and no local service center may correct your defect.

This position of Mitsubishi and its representatives, including the local dealer, is unacceptable and I request that reasonable alternatives be provided for the correction of

NATIONAL HIGHWAY
TRAFFIC SAFETY ADMIN.

2004 SEP 30 A D 017

EXECUTIVE SECRETARIAT

2003
MITSUBISHI
MONTERO

04V-319 000

OCT -5 PM 3-01

2/11/04
10/6/04

Warranty Administration Manager
Mitsubishi Motors North America, Inc.
9/20/2004
Page 2

this defect before it leads to any of these serious consequences you identify. I would appreciate a response within ten days.

Sincerely,



RCB/jml

cc/cac: Administrator, National Highway Traffic Administration,
Peltier Mitsubishi

AFFECTED VEHICLE
MODEL: 2002-04 MONTRO

ONE WEST AVENUE
CHRYSLER CREDIT FINANCIAL GROUP
ONE MIAMI-200



Date: August, 2004

RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-04-008

Dear Mitsubishi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For Notice:

Mitsubishi Motors North America, Inc. has decided that a defect that relates to motor vehicle safety exists in certain 2002-04 Montro vehicles. When the fuel tank is in the full condition and the vehicle is parked forward on an upward slope, the fuel tank leveling valve may not maintain proper sealing in the event the fuel expands from the rise in ambient temperature. If the fuel-leveling valve does not seal properly, gasoline may leak onto the ground. Gasoline in the presence of an ignition source may result in a fire. Please contact your Authorized Mitsubishi Dealer to schedule a repair date. When you bring your vehicle in, show this letter. (If you misplace this letter, they will still make the repair, free of charge.) To simplify repairs, please deliver your vehicle to your dealership with less than 1/2 tank of fuel.

What you should do:

The dealership will replace the fuel leveling valve and the fuel filler tube check valve. The dealership will also inspect the fuel vapor canister, replacing it if necessary.

What your dealer will do:

The time needed for the actual repair is approximately 2 hours if the canister does not require replacement. If canister must be replaced, additional time will be needed. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

How long will it take?

The time needed for the actual repair is approximately 2 hours if the canister does not require replacement. If canister must be replaced, additional time will be needed. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you have any trouble having your vehicle repaired promptly and at no charge, please inform us by calling:

Mitsubishi Customer Relations Department
(888) MITSU-2004 (888-648-7826)

Hours: Monday - Saturday 7 a.m. to 10 p.m. (Central Standard Time)

If after contacting Mitsubishi Customer Relations, you still have a problem having this repair made promptly and without charge, write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (888) 327-4236.

If you have already encountered a problem regarding the above and have paid for the repair, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

Notice to Lessors: If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law, (49 CFR Part 577), to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Further, you must maintain a record, which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.

We appreciate your prompt attention to this matter. If you have any questions, please contact your Mitsubishi Motors Dealer.

Sincerely,

Chuck Halper
Chuck Halper
Director of Service

SR-04-008
C040W3X

<input checked="" type="checkbox"/> JA4NW51S43		DATE OF CHANGE		MO	DAY	YR
IF THE VEHICLE IS NO LONGER OWNED, ENTER THE REASON NUMBER IN THE BOX AT THE LEFT		1-SCRAPPED	2-STOLEN	3-EXPORTED	4-TRADED	5-BOLD
NAME	1	LAST NAME FIRST NAME				
ADDRESS	2					
ADDRESS CONT	3					
CITY	4	STATE				
ZIP CODE	5	PHONE NO.				
VEHICLE IS OR WAS REGISTERED TO:		JA4NW51S43				

DETACH CARD AT PERFORATIONS

IMPORTANT -
FOR THE ACCURACY OF OUR SAFETY/EMISSIONS RECALL MAILING RECORDS, PLEASE COMPLETE THIS CARD IF YOU HAVE CHANGED YOUR ADDRESS OR ARE NO LONGER THE OWNER OF THE MITSUBISHI VEHICLE LISTED.

SR-04-008
C040W3X

7:40:10 AM

10-06-2004

VINassist (R) Version 1.28

(c) by NICB 1991

Law Enforcement Edition

VIN: JA4NW51S43J [REDACTED]

DIGIT	DESCRIPTION	MEANING
J	Country of Origin	JAPAN
A	Manufacturer	MITS MITSUBISHI
4	Vehicle Type	MULTI PURPOSE PASSENGER VEHICLE
N	Gross Vehicle Weight	6001-7000 GVWR
W5	Line	MONTERO LIMITED
1	Body Style	5 DR WAGON
8	Engine	3.8L SOHC
4	Check Digit	CHECK DIGIT VALID
3	Year	2003
J	Assembly Plant	NAGOYA, JAPAN
035845	Sequence Number	IN RANGE

***** VIN Passed Test *****

VIN indicates a 2003 MITSUBISHI MONTERO LIMITED

(c) by NICB, 1991