

NHTSA Complete Record Information



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Printed:

2004 NOV 23 AM 10:37

NHTSA #: ES04-009078	Rec'd Date: 11/22/2004	Referred By: NEC-110
XREF #:	Doc Type: CNG	Doc Date: 10/26/2004
Delivery: REG	Address To: DOT/I	Due Date: 12/7/2004
S10 #:	DOT/I #: 2004-4496	RMP #:
Subject: EMAIL FWD FM [REDACTED] (TX) RE SAFETY RECAL NOTICED #SR-04-008 FM MITSUBISHI MOTOR FOR A 2002 MITSUBISHI MONTERO, HAVING DIFFICULTY HAVING SAFETY NOTICE AUTHORIZED BY DEALERSHIP IN [REDACTED], SPAIN REPLY ATTN. JAMES ALDREDGE/AUSTIN, TX, DOT/I#2004-4496		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR OF LEGISLATIVE AFFAIRS	Signature: OTERO	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: NMOODY x62544	Modified By: EHAYDEN	

COMPLETE CONTACT INFO:

The Honorable KAY BAILEY HUTCHINSON
UNITED STATES SENATE

WASHINGTON, DC 20510-4304
Tel: Fax: E-mail:

COMPLETE COMMENT INFO:

Comment Details	Comment
11/22/2004 02:15:18 PM Entered By: EHAYDEN Comment By: Ethel Hayden	FWD TO NVS216/ODI FOR RESPONSE 11/22/04.

COMPLETE ROUTING INFO:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/22/2004	12/7/2004	
NVS-010	INFORMATION	11/22/2004		11/22/2004
I10	INFORMATION	11/22/2004		11/22/2004
I20	INFORMATION	11/22/2004		11/22/2004
NOA-010	INFORMATION	11/22/2004		11/22/2004
NIA-110	INFORMATION	11/22/2004		11/22/2004

COMPLETE ATTACHMENT INFO:

Description	Added By	Date & Time
9078.tif	NMOODY	11/22/2004 01:54:24 PM

Amica
11/23/04

United States Senate

WASHINGTON, DC 20510-4304

October 26, 2004

RESPECTFULLY REFERRED:

Ms. Nicole Nason
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
400 Seventh Street SW, Room 10408
Washington, DC 20590

Dear Ms. Nason:

The attached communication was forwarded to Senator Hutchison by a constituent who is concerned about a matter that falls within your agency's jurisdiction. I would appreciate it if appropriate inquiries could be initiated on this individual's behalf, and if a full response could be prepared for me to report to the constituent.

It would be very helpful if the attached were to accompany your response. In the event you require more information, please do not hesitate to contact me in Austin at 512/916-5834 or by fax at 512/916-5839.

Thank you for your courtesy.

PLEASE REPLY TO:

Office of Senator Kay Bailey Hutchison
Attention: James Aldredge
961 Federal Building
300 East Eighth Street
Austin, Texas 78701

Enclosure

*Fanny: Would you
call Mitsubishi and
see if they can resolve this?
Thanks
al
11/23/04*

2004-4496

ES04-009078

Aldredge, James (Hutchison)

From: Sibley, Joyce (Hutchison)
Sent: Wednesday, October 20, 2004 2:33 PM
To: Aldredge, James (Hutchison)
Subject: FW: www_email

-----Original Message-----

From: Senator Hutchison
Sent: Wednesday, October 20, 2004 8:40 AM
To: Sibley, Joyce (Hutchison)
Subject: FW: www_email

-----Original Message-----

From: Nobody [mailto:nobody@www.senate.gov]
Sent: Tuesday, October 19, 2004 7:49 AM
To: Senator Hutchison
Subject: www_email

<Prefix>Mrs.</Prefix>
<FirstName>[REDACTED]</FirstName>
<LastName>[REDACTED]</LastName>
<Address1>[REDACTED]</Address1> <Address2>[REDACTED]</Address2> <City>[REDACTED]</City>
<State>[REDACTED]</State> <Zip>[REDACTED]</Zip> <HomePhone>[REDACTED]</HomePhone>
<WorkPhone>[REDACTED]</WorkPhone>
<Email>[REDACTED]</Email>
<Subject>Defense</Subject>
<MessageBody>Dear Senator Hutchison:

I am currently living in Spain with my husband who is in the United States Navy. We are currently stationed in [REDACTED], Spain [REDACTED]. We have lived in Spain for 8 months now. I am a Texas resident and my home is in San Antonio, TX. The home that I own is located at [REDACTED], San Antonio, TX. [REDACTED]. I am writing because recently I received an Important Safety Recall Notification: SR-04-008 from Mitsubishi Motors North America, Inc P.O. Box 5400 Cypress, CA 90630- 9804 (Warranty Administration Manager). I own a 2002 full size Mitsubishi Montero. Let me also say that there is an authorized Mitsubishi Dealership here in Jerez, Spain. The Warranty Administration Manager told us that because I was stationed overseas the company was not responsible for paying the costs of any Manufacture Safety Recall replacement parts or labor, and that all of my Warranty coverages did not apply to my vehicle any longer. Basically if my vehicles breaks, due to manufacture defects, we are totally responsible for all costs no matter how new the vehicle is. I was very appalled and confused by the response that I received. Is there any type of Military Clause that would help us in this situation? I never knew this was possible otherwise I would have never purchased this vehicle before coming to Spain. We plan on returning in a couple of years.

Senator Hutchinson, is there anything you can do to help in this matter? Why is this allowed, especially when military members are defending our country day in and day out? We are still citizens of the United States and are able to Vote while we are overseas. I don't understand how this is able to happen to us. The company still should cover all cost on Manufacture Safety Recalls, and any Warranty while I still own this vehicle. I appreciate anything you can do to shed some light on this matter and for taking time out of your busy schedule. I look forward to hearing from you along with many other military members over here.

Respectfully,

[REDACTED]
</MessageBody>

18-Nov-04

2004 Senate Report - Governmental Affairs Correspondence
Control Sheet (I-10), Room 10408

Control Number: 2004 - 4496
Date DOT Received: 11/1/2004
Date DOT Entered: 11/1/2004
Member's Date: 0/26/2004
Member Last Name: Hutchison
Member First Name: Kay Bailey
Member Organization: United States Senator
Address1: 961 Federal Building
Address2: 300 East Eighth Street
City: Austin
State: TX
Zip: 78701
Constituent File Name: ██████████
Constituent Date:
Action Office: National Highway Traffic Safety Administration
Subject: Mitsubishi
Action Office Code: NHTSA
Due Date: 12/13/2004
Member Contact:
Pending: Yes
Member Contact Phone: (512) 916-5834
Closed Date:
Remarks:
Direct Reply/Comeback Copy: Yes
Congressional Affairs Contact: Maria Harrison at (202) 366-4573

NATIONAL HIGHWAY
TRAFFIC SAFETY ADMIN.

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EXECUTIVE SECRETARIAT