

**Jimenez, Alberto**

10105004

**From:** Jimenez, Alberto  
**Sent:** Wednesday, December 15, 2004 8:45 AM  
**To:**  
**Subject:** An Unsafe Vehicle

Dear Consumer

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at [www.nhtsa.dot.gov/ivoc](http://www.nhtsa.dot.gov/ivoc) <<http://www.nhtsa.dot.gov/ivoc>>. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems) <<http://www.nhtsa.dot.gov/cars/problems>>. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

If further assistance is needed, please contact Mr. Michael J. Jordan, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

**NHTSA web site, [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov) provides information concerning a safer vehicles. You may want to visit that web site before you purchase your next vehicle.**

FULL NAME:  
EMAIL :  
SUBJECT : An Unsafe Vehicle

WEB USER COMMENTS:

El Paso TX

NEW YORK OFFICE (Headquarters)  
520 Madison Avenue  
New York, NY 10022

To Whom it may concern:

My name is \_\_\_\_\_, a veteran and I live and work in El Paso Texas. I am also a first time owner of a 2002 Mitsubishi Montero Sport LS. I bought this vehicle thinking I was buying a vehicle that was manufactured and sold by people that honor their loyal customers, and stand behind the Mitsubishi name and products. Unfortunately, I now know this is not the case at all. The reason for my disappointment is, I purchased a new 2002 Mitsubishi Montero Sport LS for my son in 2002 with the expectation of keeping it for about two years and then move into another vehicle. At the time of the purchase, the dealer/Sales Manager (at Heritage Mitsubishi, here in El Paso Texas) informed me that the Mitsubishi family/Company's main objective is to supply their consumers with deals that will make it easy for them to drive a well-manufactured vehicle and to continue to do business with Mitsubishi in the future. My son (the driver) has since informed me that he feels his Montero Sport is unsafe for his new born son, because it is top-heavy and has spent out of control several times. I went by the dealership (Heritage Mitsubishi) that I purchased my 2002 Mitsubishi Montero Sport LS from and voiced my son's concerns. The Sales Manager at Heritage Mitsubishi told me the previous manager had misinformed me, and that I was not the first dissatisfied customer, and that he would look into my situation and calls me back. He failed to do so. My next step was to call the company that financed this vehicle being that this is/was a company backed or owned by Mitsubishi. I called them asking for some help; again the doors were shut in my face. I am a person with good credit and has not missed nor been late with any of my payments. With my creditability/credit history I was hoping that your company (the Mitsubishi family) would welcome my business and would be willing to make sure that I would be a satisfied consumer. Sadly, so far this is not the case. Being a veteran I don't give up easily, so I am willing to give Mitsubishi another chance to keep me in the Mitsubishi family; I would like to trade this vehicle and get into a more stable one, can you help me? My contact information is below.

Regards,