

10139934

3 NHTSA
TO: Warranty Administration Manager
FROM: [REDACTED]
SUBJECT: Castle/Mitsubishi
DATE: 09/22/05

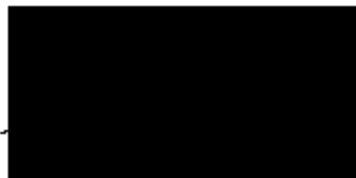
2005 OCT -7 AM 8:31

Dear Madams/Sirs:

On 09/22/05 at approximately 11:30a.m. I talked with a representative Carolyn who transferred me to another representative, and explained who I was to contact at Delaware Castle, Mitsubishi. The person who's name I was to contact was a Steve who was very impatient with me. Steve in the service department is probably in the wrong business because; he's not a people person. Steve conduct and his tone of voice was very annoying, no compassionate, and unprofessional manners on the phone, which lead me to hanging-up with out saying good-bye or thank you. Steve indicated that, the car was not recall, and that is not true because there is record of a recall in 2001 as recorded. (I think that was the year, but you have record of the recall).

I have no other choice but to write to the National Highway Traffic Safety Administration. in which I have tried to contact the Mitsubishi Motor Sales of America, Inc. to settle the problem, if according the Pete's Garage is accurate.

Thank you for your attention on this matter.



Handwritten:
10/12/05

TO: Warranty Administration Manager
FROM: [REDACTED]
SUBJECT: Pete's Garage, Inc.
DATE: 08/31/05

copy

Dear Sirs/Madams:

In the above subject matter who has written and stated that the safety issue has risen on the recall # SR-04-001 according to ALLDATA is still on my car. At this time, my car needs the repairs to be done correctly. If it was recall, my question is why weren't my car repaired of the ball joints.

I didn't go to the nearest dealer, because there are times they become very unprofessional. I was billed for a cloth, and did pay them because 46.00 approximately dollars then I never returned my car there again, due to the dispute we had, about repairs. Therefore; was not pleased with the service. If anyway possible, can I take my car to my mechanic to repair my car, instead of the dealer here in Wilmington, Delaware.

Attached is a report and copy of my bill of repairs, and a notation of what was found on my vehicle, which apparently was never repaired/ or changed by the dealer in Wilmington, Delaware, and my car in is severe need to repair the ball joints for safety.

Thank you for your attention on this matter.

CASE file # Castle Rock
Store: directed distracted

376136

357-323-1100

Next!

Castle Rock
Next!

CRM

9/22/15

15:30pm to the Service Desk.
[REDACTED] (no record
of call.)

Service #

607 ✓

1st Investors
Financial Services

675 Boring, Suite 710, Houston, Texas 77063

December 24, 2002

[REDACTED]
NEW CASTLE, DE [REDACTED]

Re:

VIN: 4A3AJ5 [REDACTED]

ACCT: [REDACTED]

VEHICLE: 1994 MITS

Dear Customer,

Thank you for using 1st Investors Financial Services for your financial needs. Your support of 1st Investors Financial Services is appreciated!

The above referenced loan has been PAID IN FULL. This letter is being issued in lieu of a paid and cancelled note. Also enclosed is the title documentation that we had on file for your loan. Please note that our lien has been released. This letter and your title information should be retained with your legal files.

Again, we thank you for your business and hope that you will consider using 1st Investors Financial Services for any future financial needs.

Sincerely,

1st Investors Financial Services

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**