

[REDACTED]  
[REDACTED]  
**Jackson Heights, New York** [REDACTED]  
[REDACTED]

2005 OCT 27 AM 11:17

Mitsubishi Motors North America Inc  
Customer Relations Department  
Cypress, CA 90630-0064

101 4211

Dear Sir,

On July 21 2004 I purchased from Koppel Mitsubishi (78-15 Northern Blvd Jackson Heights, NY. 11372) Vehicle ID # 4A3AB76S34E [REDACTED], between the time I purchased the vehicle and my 3000 thousand mile service check up the above mentioned dealer had closed their doors as a result it was recommended that I take my vehicle to another authorized Mitsubishi Dealer since I expresses that I was having a problem with the breaking system.

On 11/29/04 and with 3,230 miles on the vehicle I took my vehicle to the recommended dealer which was Five Towns Mitsubishi (550 Burnside Avenue Inwood, NY 11096), this dealer was a long way out of my area but, to get the proper service for my Break Problem I would have traveled even further. My brakes would make a loud bang a squeaking and rubbing sound then the TCL (Traction control system warning light) and the Anti-lock braking system warning light would come on, this condition would remain anywhere from several hours to several days. This problem first occurred the beginning of November 2004.

I have had my vehicle to Five Towns twice 11/29/04 and 11/30/04 they replaced a sensor in the ABS System, however, that did not take care of the problem. On 3/17/05 I brought my vehicle to the new Koppel Mitsubishi location (34-54 44 Street Long Island City, NY. 11101) at that time they could not find the problem. On 9/20/05 I brought my vehicle back to Koppel Mitsubishi one of the service techs said he would order a part which would be covered under warranty, to date they have not called me to install the part. If it is another sensor I want to know why the sensor keeps breaking. This is a **REAL SAFETY CONSERN** for me and my family; I am forwarding a copy of this letter to NHTSA, Department of Transportation Washington DC.

On 9/20/05 when I brought my vehicle to Koppel for service and after service was completed, my vehicle disappeared for several hours, it appeared that two (2) of the employees decided to take the vehicle for their personal use, I can tell you quite frankly this really got me very upset. When someone takes a vehicle for two hours, two days or a month this is still a crime. I grabbed my keys from the attendant and angrily left the premises.

I have a vehicle which is probably an accident waiting to happen should the brakes decide to fail completely, and service from a dealer which borders on abuse.

NAC  
RGS  
10/31/05

Before I purchased a vehicle from Mitsubishi my understanding was that you had good service and that you made a reliable automobile, I have not found this to be true. Since this unsafe condition has persisted for more than one year and on four different occasions your service people have not been able to find or correct this problem, I believe this situation comes under the New York State Lemon law. Under these circumstances I am requesting that you replace the vehicle before it causes a loss of life or other serious injuries. This situation must be addressed and corrected immediately.



cc: NHTSA Washington DC  
Koeppel Mitsubishi LIC  
Five Towns Mitsubishi