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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General In Charge
Consumer Frauds and Protection Bureau

212-416-8294

November 17, 2005

[REDACTED]
Troy, NY [REDACTED]

Our File Number: 2005-519935
Company: 1996 Mitsubishi Galant

Dear [REDACTED]

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

/cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

*Mania
11/30/05*

11/7/05

New York State Office of the Attorney General, Eliot Spitzer
Consumer Protection Bureau:

This complaint is regarding a situation with a recall on my car. I have owned the car, a teal color, [redacted] VIN #4A3AJ46GX [redacted] since May 1, 2000. I still own it. I purchased the car from Goldstein Subaru.

In July of this year the left ball joint failed, breaking the drive axle. I had it repaired. In October the right ball joint failed, breaking the drive axle. This time it broke while I was driving the car at 30 mph with my children in the car. The wheel turned sideways and we skidded to the side of the road. I had the car towed to a garage and fixed, in the area that the car broke down.

The next day I checked online to see if there had been any recalls on my car and there were. The parts that broke, the ball joints, had been recalled. I never recieved any notice of the recall. I contacted Otto Mitsubishi to try to get a refund on the work I had done on the car. They told me to call the home office in Texas. At first, Mitsubishi told me that I could not get a refund because they had a record showing that DeNooyer Mitsubishi had work orders showing that Goldstein Subaru brought my car in and had the recall fixed on 1/8/03. I have enclosed copies of the work orders. The work order shows that my car had 60,531 miles on 1/8/03. I had my car inspected on 2/5/03 at PEP BOYS. The receipt I have from PEP BOYS shows that my car only had 52,653 miles. Both DeNooyer and Goldstein say that PEP BOYS must have put the wrong milage on the inspection receipt. I don't think so.

We went to Goldstein and asked them to find the file on the car. They said that there was no record of anything. They denied that they ever even sold me the car, until we showed them the bill of sale proving that they had. They said they don't know who signed the work order from DeNooyer Mitsubishi and had no record of anything.

Even though Mitsubishi said that DeNooyer had the recall fixed, Mitsubishi has offered to pay me for the cost of the actual ball joints, but nothing else. That would be a little over \$200. The entire cost of the repairs were close to \$1,000. I do not want to settle with \$200 when I KNOW I never brought the car in for the recall, and that the recall had never been fixed on my car. I am positive that someone in this situation is not being honest, and I want justice in the situation. At this point no one is accepting responsibility.

There is NO WAY that Goldstein Subaru EVER brought my car into DeNooyer Mitsubishi to have the recall fixed. I have had possession of this car before, during and after the date in question. I have never brought the car to DeNooyer Mitsubishi for ANY repairs. The only repair ever had done at Goldstein Subaru was for a leak in the sunroof, a week after I bought the car. I have the receipt. I know that I never had the recalls fixed, until they broke. I did not know that there were any recalls until I looked it up in October.

I need help with this problem. I need to find a way to get the money back from the recall, and prove that Goldstein could not have brought my car in to get it fixed. I am not sure where to turn next.

I am asking you to please help me with this situation.

Sincerely,

Troy, NY

11/7/05

RECEIVED BY
CONSUMER FRAUDS BUREAU

NOV 14 2005

THE ATTORNEY GENERAL'S OFFICE
NEW YORK CITY OFFICE

New York State Office of the Attorney General
 Eliot Spitzer
 Consumer Protection Bureau
 120 Broadway, 3rd floor
 New York, New York 10271
 (212) 416-8345 (phone)
 (212) 416-8787 (fax)

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 CONSUMER FRAUDS BUREAU

NOV 14 2005

THE ATTORNEY GENERAL'S OFFICE
 NEW YORK CITY OFFICE

CONSUMER COMPLAINT FORM

1. Please Be Sure To Complain To The Company Or Individual Before Filing.
2. Please Type Or Print Clearly In Dark Ink.
3. You Must Complete The Entire Form. Incomplete Or Unclear Forms Will Be Returned To You.
4. Make Sure You Enclose Copies Of Important Papers Concerning Your Transaction.

CONSUMER			
YOUR NAME [REDACTED]			HOME PHONE [REDACTED]
STREET ADDRESS [REDACTED]			BUSINESS PHONE [REDACTED]
CITY/TOWN Troy	COUNTY Rensselaer	STATE NY	ZIP [REDACTED]
COMPLAINT			
NAME OF SELLER OR PROVIDER OF SERVICES Goldstein Subaru		NAME OF OTHER SELLER OR PROVIDER OF SERVICES DeNooyer Mitsubishi	
STREET ADDRESS 1754 Central Ave		STREET ADDRESS 2041 Central Ave	
CITY/TOWN Albany	STATE/ZIP NY 12212	CITY/TOWN Albany	STATE/ZIP NY [REDACTED]

TELEPHONE NUMBER [REDACTED]		TELEPHONE NUMBER [REDACTED]	
DATE OF TRANSACTION In dispute	COST OF PRODUCT OR SERVICE : In dispute	HOW PAID (Check those which apply) Cash ☐ Check ☐ Credit ☐ Card ☐ Other _____	
DID YOU SIGN A CONTRACT? Yes ☒ No ☐	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED	
WAS PRODUCT OR SERVICE ADVERTISED? Yes ☒ No ☐	WHERE WAS IT ADVERTISED?	DATE ADVERTISED	
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) Car, See attached please			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL By Mail ☐ By Telephone ☒ In Person ☐ 11/7/05		PERSON CONTACTED Joe Baumgard Rick Finney	JOB TITLE Succ mgr. Goldstein Subaru Succ mgr. Denoyer Mitsubishi
NATURE OF RESPONSE Both managers said they couldn't help me. See attached please		DATE OF RESPONSE 11/7/05	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) Yes ☒ No ☐ Tom Martino, Troubleshooter.com			
IS COURT ACTION PENDING? (Please describe as necessary) Yes ☒ No ☐			
ADDITIONAL INFORMATION			
MANUFACTURER OF PRODUCT Mitsubishi Motors North America, Inc.		PRODUCT MODEL OR SERIAL NUMBER 1996 Galant VW # 4A3A34 [REDACTED]	

ADDRESS Head office: 6400 West Katella Avenue Cypress, California 90630-0664 USA	WARRANTY EXPIRATION DATE NONE
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☒ No	

BRIEFLY DESCRIBE YOUR COMPLAINT

Please see attached.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

money back on Repairs done that were part of recall.

WHO REFERRED YOU TO THIS OFFICE?

No one, Found information on line.

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, cancelled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: Date: **11/7/05**

1996 Mitsubishi Galant Recalls

Find a Car

1996

Mitsubishi

Galant

Zip

- Get Discount Invoice Pricing
- Low Rate Financing

- Find a Mitsubishi Dealer
- Find a Used Mitsubishi Galant

Overview Classifieds Reviews Photos Pricing **RECALLS** Safety Specs

1996 Mitsubishi Galant Recalls

1996 MITSUBISHI GALANT SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Recall Date:
DEC 18, 2000

Summary:

VEHICLE DESCRIPTION: PASSENGER VEHICLES. IF THE RUBBER BOOTS ON THE LOWER LATERAL ARM BALL JOINTS OF THE FRONT SUSPENSION WERE DAMAGED DURING ASSEMBLY, DIRT AND WATER CAN INTRUDE. ALSO, MMC HAS ADDED THE POTENTIAL OF LEAKING MOISTURE, WHICH CAN CAUSE THE BALL STUD TO CORRODE.

Consequence:

THIS CONDITION COULD CAUSE THE LOWER LATERAL ARM BALL JOINT TO SEPARATE, INCREASING THE RISK OF A VEHICLE CRASH. THIS CAMPAIGN SUPERCEDES MMC'S PREVIOUS SAFETY RECALL CAMPAIGN, SEE 99V-066.

Remedy:

DEALERS WILL INSPECT THE LOWER LATERAL ARM BALL JOINT FOR WEAR. BALL JOINTS THAT EXHIBIT WEAR BEYOND THE ESTABLISHED TOLERANCE WILL BE REPLACED WITH NEWLY DESIGNED LATERAL ARM BALL JOINTS. BALL JOINTS THAT ARE WITHIN THE ESTABLISHED TOLERANCE WILL BE CLEANED AND A SPECIAL SEALANT WILL BE APPLIED TO PREVENT INTRUSION OF MOISTURE.

Potential Units Affected:
567432

Notes:
MITSUBISHI AMERICA

Drop off
Car @ Thurs.
1060 Rt 9
Clifton Park

Kevin
Childers
General
mgr

Call Vehicle
Case mgr.

**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).**