



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

2007 MAY -3 AM 7:41
09-MAR-2007

Reference No.
10184640

OWNER INFORMATION (Type or Print)

Name
Address
City PUYALLUP State WA Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4A7AB35F Make MITSUBISHI Model GALANT Model Year 2006

Date Purchased
25-MAR-06

Dealer's Name and Telephone Number
KORUM MITSUBISHI 253-286-5232

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
PUYALLUP

State
WA

Zip Code
98371

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
ALL WHEEL DRIVE

Vehicle Component Code
180000 VEHICLE SPEED CONTROL

Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-NOV-2006 Failure Mileage 11000 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19A9C036) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash ☒ Yes ☐ No ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police

Narrative Description of Incident(s), Crash(es), and Injury(es).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* - THE CONTACT OWNS A 2006 MITSUBISHI GALLANT. THE HAD PUT THE VEHICLE IN DRIVE WHEN THE VEHICLE ACCELERATED TO 60 MPH, AND THE STEERING WHEEL LOCKED, AND SHE COULD NOT TURN IT AT ALL. THE CONTACT USED ALL OF THE STRENGTH IN HER ARMS TO TURN IT A COUPLE OF INCHES AVOID HITTING A LIGHT POST. WHEN SHE TRIED TO STOP THE VEHICLE BY PUMPING THE BRAKES THEY DID NOT WORK, AND SHE COULD NOT TURN THE IGNITION OFF. THE VEHICLE FINALLY STOPPED WHEN SHE RAN UP ON THE CURB AND HIT A SIGN THAT WAS BEING HELD UP BY CEMENT. THE CONTACT HIT THE CURB IN AN ATTEMPT TO KEEP FROM CRASHING INTO ANOTHER VEHICLE. THE CONTACT'S INSURANCE AGENT SUGGESTED THAT SHE HAD THE VEHICLE TOWED BY THE DEALERSHIP, WHO REFUSED THE VEHICLE. THE AGENT THEN HAD THE VEHICLE TOWED TO A COLLISION CENTER NEAR WHERE THE VEHICLE HAD CRASHED. THE VEHICLE WAS REPAIRED AT THE COLLISION CENTER AND THEN TAKEN TO MITSUBISHI, WHERE THEY SAID THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. THE CONTACT STATED THAT AFTER THE REPAIRS HAD BEEN MADE VEHICLE IT WOULD ACCELERATE OR DECELERATE ON ITS OWN. THE CONTACT WAS AFRAID AND DID NOT WANT THE VEHICLE ANYMORE. THE CONTACT WAS TOLD BY DEALER THAT THEY WERE GOING TO TRADE AND THAT SHE WOULD GET ANOTHER 2006 MITSUBISHI. THE FAILURE MILEAGE AND THE CURRENT MILEAGE WERE BOTH 11, 000. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Included:

All necessary documents and
info

ATTACH ADDITIONAL COPIES IF NEEDED (17)

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

www.nhtsa.gov

NHTSA

Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Dear Consumer:

NVS-216cg

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

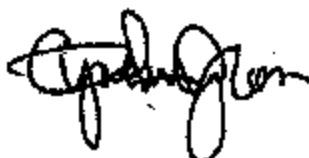
The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.
Thank you for your cooperation.

Sincerely,



Cynthia Glass, Acting Chief
Correspondence Research division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

101515 Sec

4-18-07

To Whom it May Concern

I find it very frustrating and humiliating to have ^{not} any consideration nor response from the Corporate Office of Mitsubishi in Cypress, Ca. Mr. Quar won't return my calls, he refuses to write a letter of expense to my Auto Insurance (Geico) and I have no where to turn to. I just contested Diaz after my auto accident when I had the misfortune of the malfunction on my 2006 Mitsubishi Galant. I've tried to understand, I am a Christian woman with good morals & faith and I've tried being patient with Mitsubishi. All this has been very expensive to me and my husband, and very discouraging. How can a great corporation treat their consumers in such degrading fashion? Cars do not cost pennies. They are expensive. I loved my car but it was unsafe. Why does Mitsubishi neglect to be honest with me? Please help me.

11/30/2006 at 06:06 PM
47084

Job Number: 3807

SOUTH HILL COLLISION, INC.
Federal ID [REDACTED]
15128 MERIDIAN E
PUYALLUP, WA 98375
(253)840-2269 Fax: (253)840-9244

PRELIMINARY SUPPLEMENT 3 WITH SUMMARY

Written By: Terry Foster
Adjuster: MARTY BONHAM

Insured: [REDACTED] Claim: [REDACTED]
Owner: [REDACTED] Policy #: [REDACTED]
Address: [REDACTED] Deductible: \$500.00
PUYALLUP, WA Date of Loss: 11/10/2006
Evening: [REDACTED] Type of Loss: Collision
Business: [REDACTED] Point of Impact: 6. Rear

Inspect: SOUTH HILL COLLISION, INC.
Location: 15128 MERIDIAN E
PUYALLUP, WA 98375

Business: (253)840-2269

Insurance: GEICO
Company:

10 Days to Repair

2006 MITS GALANT ES 6-3.8L-FI 4D SED WHITE Int:

VIN: 4A3AB36F5 [REDACTED] 73406WA WA Prod Date: Odometer: 8227

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Body Side Moldings	Dual Mirrors	Three Stage Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Mirrors	Power Trunk/Tailgate
AM Radio	FM Radio	Stereo
Search/Seek	CD Player	Anti-Lock Brakes (4)
Driver Air Bag	Passenger Air Bag	Front Side Impact Air Bag
4 Wheel Disc Brakes	Cloth Seats	Bucket Seats
Automatic Transmission	Overdrive	

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1*		***FIELD ESTIMATE***	1				
2		FRONT BUMPER					
3	R&I	R&I bumper cover				1.3	
4	Repl	License bracket	1	8.93		0.2	
5*	Rpr	Bumper cover				3.5	2.8
6		Add for Three Stage					2.0
7	S01	Repl Bumper cover clip	4	6.00			
8	S01	Repl Bumper cover screw	5	4.40			
9		Repl Emblem	1	18.15		0.1	
10		FRONT SUSPENSION					
11		Repl Susp crossmember	1	379.32	m	5.2 M	
12		Repl Center c'member	1	58.52	m	Incl.	
13		Repl RT Stay	1	7.98			

1/30/2006 at 06:06 PM
#7084

Job Number: 3807

PRELIMINARY SUPPLEMENT 3 WITH SUMMARY
2006 MITS GALANT ES 6-3.8L-FI 4D SED WHITE Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
14		ENGINE / TRANSAXLE					
15	Repl	Oil pan upper	1	443.40	m	2.7 M	
16	Repl	Oil pan lower	1	39.02	m	Incl.	
17#		Oil	1	15.00			
18# S03	Repl	Oil Pan Gasket	1	5.00			
19		RADIATOR SUPPORT					
20	Repl	RT Under cover	1	11.73		0.2	
21	Repl	LT Under cover	1	11.52		0.2	
22	Repl	RT Under cover fastener	1	1.50			
23	Repl	LT Under cover fastener	1	1.50			
24		EXHAUST SYSTEM					
25	Rpl	exhaust system			m	1.5 M	
26*	Repl	Cross over pipe	1	277.32	m	Incl.	
27	Repl	Cross over pipe gasket	1	7.62		Incl.	
28	Repl	Seal	1	15.22		Incl.	
29	Repl	Exhaust pipe gasket	1	4.83		Incl.	
30 S01	Repl	Exhaust pipe	1	113.35	m	Incl.	
31*	Repl	Front shield	1	24.45		0.3	
32		PILLARS, ROCKER & FLOOR					
33*	Rpr	Front floor pan				4.5	1.5
34#		Color Matching	1			0.3	
35#		Mask For Overspray	1				0.2
36#	Repl	UNDERCOATING	1	5.00		0.3	
37#	Subl	HAZARDOUS WASTE	1	3.00			
38#	Subl	Alignment	1	69.95			
39#		TOWING	1	70.00			
40 S02	R&I	RT Cowl trim black				0.3	
41 S02	R&I	RT Lwr ctr plr trim black				0.5	
42 S02	R&I	RT Front sill plate black				0.2	
43 S02	R&I	RT Rear sill plate black				0.2	
44 S02		SEATS & TRACKS					
45* S02	R&I	Seat back cloth				0.5	
46* S02	R&I	RT Seat back assy leather black				0.4	
47# S02	R&I	RT SIDE CARPET				0.5	
Subtotals ==>				1602.71		22.9	6.5

Prior Damage Notes:
NONE

PRELIMINARY SUPPLEMENT 3 WITH SUMMARY
2006 MITS GALANT ES 6-3.8L-FI 4D SED WHITE Int:

Parts	
Body Labor	13.5 hrs @ \$ 46.00/hr
Paint Labor	6.5 hrs @ \$ 46.00/hr
Mechanical Labor	9.4 hrs @ \$ 65.00/hr
Paint Supplies	6.5 hrs @ \$ 23.00/hr

SUBTOTAL	
Sales Tax	\$ 3283.21 @ 8.8000

GRAND TOTAL

ADJUSTMENTS:
Deductible

CUSTOMER PAY
INSURANCE PAY

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARP6242 Database Date 10/2006, CCC Data Date 10/2006, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LRQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

Nov. 10 '06

Today I had an accident with my 2006 Mitsubishi Galant. I am very sore all over and my arms, hands, neck and back hurt so much. I think my R leg and ankle are hurt, because I tried so hard to control the car. It went out of control! Nothing worked on it. I could not stop it! So many people came out to help. I'm glad I stopped the car before I'd hit or hurt anyone. That was so scary!

Went into the bank and the bank manager gave me a phone to use. I called my insurance. I was told the car needed to be towed to the car dealership. That is Forum Mitsubishi. So, I called them. They refused to accept the car. Told me to tow the car to a collision place, and that after it was repaired, they would check it out @ their service department by a mechanic, their own mechanic. I'm Went to hospital. I'm hurting so much.

Note Type: MD Discharge Sheet
Note Time: N/A
Last Stored: 1916 18 Nov 2006
Stored by: STALY, CHRISTOPHER E., MD

Emergency Department Discharge Sheet
Madigan Army Medical Center, Tacoma WA

TIME ENTER BY MD: 1650

Date/Time of Release: 1916 11/10/2006

Discharge Diagnosis 1: Acute lumbar muscle strain

Discharge Diagnosis 2: Acute costochondritis

Discharge Diagnosis 3:

Discharge Diagnosis 4:

Discharge Diagnosis 5:

Disposition: Home w/o Activity Restriction

Condition On Release: Stable

Patient Instructions

Return to the Emergency Room for a failure to improve in 24 to 48 hours or earlier if you have new or worsening symptoms.

Take Home Medications:

Discharge Instructions:

Discharge Instructions: Return to ER for worsening pain, numbness or tingling in legs, shortness of breath, difficulty breathing or any other concerning symptom.

Follow-up with your PCN in 1 week, or sooner if needed.

Responsible JR Resident: STALY, CHRISTOPHER E., MD

Responsible SR Resident:

Staff Physician: KANG, CHRISTOPHER S., MD

Two copies of this form were printed, the signed copy was placed in the Patient's record. The final copy was given to:

Patient / Significant Other communicates knowledge of and understands all of the above.

Signature: _____

Time: _____ Date: _____

REGISTRATION: 777 6120400000

PHYSICIAN: 30-061-36-0423

STATUS: 777

PCN: 777

ADMIT DATE: 18Nov2006

777

Note Report

11-16 Mitsubishi Direct Line
714-372-6000
Corporate Relations
Case Mng - Manufacturer Corp. Office
Case # 389299 - LUPE

Provide to insurance of Mitsubishi any investigation of abnormality. Should take approx. 2 wks. or less by legal dept. @ Mitsubishi. Spoke with AMAD

Told to call the local Mitsubishi Manager @ Serv. Dept. Richard Griffin for a car loaner while my car being repaired @ Collision center. He said "NO."

11/22 Been 12 days since accident. Still waiting to hear from Mitsubishi of the Legal Dept. My contact again was Melinda. They told me my case was assigned to new manager in Cypress, CA. She is [REDACTED]

On 11-20 I called 1-202-366-0699. Safety Recall Compendium. re my Mitsubishi Galant '06. defects office of investigation and the Vehicle Safety Hotline. 1-888-327-4236. Was told they need a letter stating what

component failed and why. That the manufacturer needs to let me know, then I need to contact the Safety Hotline. There is no time frame.

These are some time spans of Mitsubishi failures I obtained from internet

- 1989 - Mitsubishi caused an accident. Excessive Speed Malfunction.
- 1989 - Another of same
- 1995 - " " "
- 1996 - " " "
- 1990 - " " "
- 1994 - " " "
- 1995 - Acceleration pedal got stuck report.
- 1995 - TRANSMISSION gear got stuck and stayed stuck, cause excessive acceleration also.
- 1995 - Another Acceleration Pedal malfunction
- 1995 - Same
- 1996 - Another Same
- 1997 - " "
- 1999 - Several reports of Same
- 2002 - Cruise Control Stuck
- 2003 - Acceleration, excessive Speed
- 2003 - Another Same
- (Continuous reports numerous)

11/17

South Hill Collision had a lot of trouble receiving the parts needed to repair my car. It was the 16th of Nov. of accident, and it is now 17th and South Hill Collision has not received Parts.

Spoke with Kathy. She has been in touch with 'Vern' @ Mitsubishi 841-7607. Nobody has idea of when parts will come in.

From 11/17 to 11/30 - my calls to Melinda @ Corp. Office in Cypress, Ca. have never been returned. Left so many mssgs. which do not get returned. FRUSTRATING.

11/30 - Finally - Spoke with 'Royal'. Kept me on line for about 47 minutes, after explaining to him the Situation. After 47 min. he came back on line and told me to leave another voice-mail mssg. for Melinda. NO RESPONSE.

12/04 - Spoke with 'Angelica' @ Corp. Mits. Office. concerning my case. She then put me on phone line with 'Mario Gonzalez' - he told me Melinda was off case and she could not help me. Case Told me to call 1-888-648-7520 →

the Mitsubishi #2 investigator but would not
supply ^{his} name nor insurance name.

Efrain Diaz
Paralegal II
Direct Dial: (714) 934-3554
E-mail: ediaz@mmsa.com

3600 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-6208
(714) 972-6000
TELEFAX (714) 972-1000
mmsa/distributors.com

MAILING ADDRESS:
P.O. BOX 6400
CYPRESS, CALIFORNIA 90630-0064

VIA US MAIL

November 28, 2006

[REDACTED]
Puyallup, Washington [REDACTED]

Re: 2006 Galant
VIN: 4A3AB36[REDACTED]

Dear [REDACTED]

Your claim has been forwarded to my attention for handling in regard to an auto accident that occurred on November 10, 2006 involving the above referenced vehicle in which you allege that the airbags failed to deploy, the accelerator stuck and that your wife suffered some injuries. I hope that she is feeling better.

In order for us to properly evaluate this matter we will need the following information:

- ~~sent~~ - 1. Copy of the purchase/sales or lease agreement for the subject vehicle.
- ~~none~~ - 2. Police and/or Fire reports for the incident described above.
- ~~sent~~ - 3. Any emergency room, hospital or medical center records related to the incident.
- 4. A detailed account of the incident in question providing the time of day, exact location of the incident and destination being traveled to.
- ~~sent~~ - 5. Any vehicle maintenance or service information.
- ~~sent~~ - 6. Any photographs taken by you or others of the subject vehicle and accident scene.
- ~~sent~~ - 7. Any insurance company reports or information pertaining to the subject incident.
- ~~sent~~ - 8. The current location of the subject vehicle.
- ~~sent~~ - 9. Any explanation of the nature of defect you believe contributed to the incident and /or any expert reports.
- ~~sent~~ - 10. Itemized list of any claimed injuries and damages.

If there is any other information beyond the scope listed above that you would like Mitsubishi to consider, please provide it



I look forward to receiving the information and materials listed above, as well as any other information you believe may help us evaluate this matter. Should we not hear from you in the next thirty days we will close our file.

Thank you for your anticipated cooperation.

Very truly yours,

[Redacted signature block]

Note: As soon as we received this letter, all requested info was sent to Diaz immediately! Thinking they were honest and their integrity valued, but all I have had is the run-around. Called them numerous times, but to no avail. They did send a man from corporate office to come and inspect the car. He, I and a mechanic from dealership went and drove the car several miles (approx 5 mi) If ~~at~~ only they had driven it on sm. Streets, maybe a com. parking lot where car need to stop ^{and park} instead of a Hwy @ 60 miles an hour, they would have noticed the stalling and accelerating the car made. But in less than 10 minutes they decided nothing was wrong with the car. There was. If only they had listened, and done it on a much slower way. I knew they were not interested in helping me. They were in a hurry. Not a stop and go situation. It was hopeless.

[REDACTED]
Puyallup, Wa. [REDACTED]

Via Overnight Express

Dec. 7, 2006

Mr. Efrain Diaz

714)934-3554 FAX 4619-819-4004 - NOT AVAILABLE

Re. 2006 Mitsubishi Galant....Cas [REDACTED]

Vin #4A3AB36F56 [REDACTED]

MY FIRST LETTER [REDACTED]

Dear [REDACTED]

Thank you for writing to me. I had been waiting to hear from Mitsubishi seems like forever! I hope that the info I send to you concerning my case will be sufficient for you to bring this to a satisfactory conclusion and that it will be done in an expedient manner. Time is running out for us here. I write this because my husband and I have been planning a vacation to go see our family for Christmas down in Texas. My husband has had no vacation for 8 years, and our plans were to take a vacation at this time of year, drive down there and see our family and do some sightseeing. We had wanted to go in my car, but then I had that misfortune of having the accident with my car and now we have no car to travel there. It is heartbreaking!

One thing I cannot send to you is a police report, because there was none made. The day of the accident, November 10th, on or about 10:30 A.M. at the Wells Fargo Bank on 15806 Meridian Ave. E in Puyallup, Wa. 98374. I went to do business at my bank as I usually do. After ending my transaction, I proceeded to my car, got in, seat belt, turned ignition on, put gear in reverse, backed out, and the immediately once I put the gear on Drive, the car took off! It went at an accelerated speed to the point I tried to turn off the ignition, it would not shut off. I tried putting on the breaks, NOTHING! Tried to change gears, NOTHING! All this was going on while at the same time I was trying to keep control of the car. During this time, I had to go through the drive-thru isle, and avoided hitting a car that was there. I was at the bank's parking lot, with not much space to go. I did not want to go into the main street, because the car was out of control and I did not want to hit other cars. When I had already gone through the drive-thru, I could not do so again because by then there were other cars lined up there. If I Had gone through there, it would have been a major catastrophic disaster.. At the speed the car was going, and out of control, the impact would have been extreme and disastrous catastrophe! By the time I was going around the bank, at that time

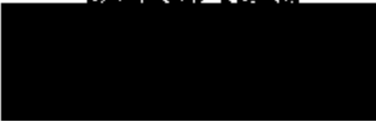
the steering wheel locked! Then I struggled hard and with all my strength in my body and hands, and slightly went up the curb in the parking lot and hit a sign and ran into the shrubbery. That is when the car finally died and it was no longer a threat to me nor anybody else. I could have gone straight into a metal lamppost, into the street, or hit other cars in the parking lot as they were coming in. In the process of doing all this, I hurt my hands and sprained my wrists, arms, back, and r.leg. I was hanging onto the steering wheel trying to control the car as best as I could. The manager at the bank, Rose Jackson, ran out the bank to assist me, and said she and the other employees saw what happened. Then two customers that I almost hit rushed to help me out of the car, asked if I was okay. I was so shaken and trembling, and I was assisted into the bank and that is when I called my husband and called my insurance to tell them what had happened. Someone called a tow truck, maybe my insurance; my car was towed to the auto collision place just about half a block from the bank. The name of the collision place is called South Hill Collision. They called a rental in for me so that I could get home. My insurance agent told me to go to the hospital to get checked out. I am enclosing the treatment and release form of the hospital I was seen at. It is our Military Medical Center called Madigan Army Medical Center. Before I go any further, the names of the two gentlemen that assisted me out of my car and helped pull the car from off the sign and cement block and off the curb.

Mr. Diaz, I have a beautiful car and I really liked it. It has leather seats, the whole works. It runs beautiful. This is the fourth Mitsubishi Gallant my husband and I own. My husband himself drives a Gallant of his own. Both our cars are 2006. We bought both our cars in March this year. Brand new. Cars are good to have. But, No one, when in a vehicle, should have any reason to feel unsafe nor in danger. A brand car like mine should be safe. That is why we buy new cars every other year or no later than 3 year. We have bought our cars from our local Mitsubishi dealer. I never had any reason to think or even feel I was in danger, nor did I have any inclination my life would be in danger that fateful day I drove my car. Cars should be safe to drive. I am a good driver, so is my husband. But what if someday he too will have the misfortune of his car malfunctioning and he get hurt or even yet, worse? His car is a Mitsubishi Gallant just like mine.

My plea to you Sir, and to Mitsubishi Manufacturer, is that you stand by your product and reputation, and for me as an owner of your product. I pray that your integrity and name will compensate me for all the stress and injuries I sustained with your product, and that you guarantee me that my automobile will never put me again through what I have been through since November 10, 2006. Sprains and bruises might disappear, but the reminder in my mind of what I went through, the frightful event, and painful results will forever be in my mind. My car is being repaired, the body and all the damage it sustained, are being repaired. But, will the car be safe to drive again? I have a deductible of \$500.00 that I will have to pay the collision place when they finish the repairs on it in just a few days. How am I supposed to pay that, when I never had fault in that? I have been driving a car from the rental, \$25.00 a day. I have had to pay a couple of ladies to come help me at home with my housework, because I am unable to use my hands well enough to do my housework and take care of my household! What is Mitsubishi going to do for me?

I wake up in the middle of the night after having nightmares. This will forever remind me that I almost lost my life on November 10, 2006. I was doing some research and discovered that Mitsubishi has had several problems with the Gallants since 1989! Why haven't these problems been corrected? Have their drivers suffered injuries or injured others due to the malfunctions on their Gallants? I was told that once my Gallant leaves the collision repair shop, it will be taken to the Mitsubishi Auto repair shop here in Puyallup, but they will not perform an investigation as to what caused the malfunction. That an investigator from the manufacture will have to come up here to investigate the matter. Is that so? From the very beginning, when I called Mitsubishi corporate office, I had told everyone I spoke with that I wanted expedient results, because of my husband's and my plans to take a trip vacation to go to Texas and spend Christmas with our family. Will you please contact me as soon as possible? That is all I am asking. Please let me hear from you guys as soon as possible my \$626.98 car payments on my car. I just made my Nov. 25th payment. And I don't have my car! Now, what's wrong with that picture? Please take into consideration all that I have told you, and please let me hear from you very soon! I hope that all this unfortunate episode can be resolved without any further adieu. Your prompt attention to this matter will be greatly appreciated.

Sincerely Yours,



Car is not driving well. Having trouble
Called:

9/14/03

Korum Mitsubishi 7:30 AM - 5:30 PM.
ROD - 255-4567 (253)

Told me to take car in for check-up
on this coming Saturday.

7:30
AM

Today is Sat. Jan. 27 - Rod not there.

Car could not be checked. Need to
call Rod next week for another
appt. ANOTHER let-down @ Mitsubishi.

1/23 - Called Mr. Diaz @ Corp Mits. Office in
Cypress, Ca. concerning my car 2006 Mit. Galant.
Left msg. Have not heard from Mr. Diaz
since Dec. 14. Car was picked up @ South Hill
Collision, taken to ^{Korum} Mitsubishi, checked by a
mechanic about 15 min., said car was OK,
Nothing wrong with it, as I drive the car,
still having problems. Car stalls, accelerates.
Feel very UNSAFE driving it. What am
I going to do. I'll call Mitsubishi. AGAIN!

When there is a malfunction in any situation,
and the car is taken apart and ~~all~~ parts
replaced, for instance, there was an oil leak,
when taken to a factory there is nothing
wrong with it, BECAUSE THE PROBLEM CANNOT
BE DUPLICATED!

3/1/07 Called LUPE. Left a msg.

She returned my call in the PM.

Said she has also left msgs.

for Mr. Diaz to return my calls.

3/2/07 - Mr Diaz never called me today.

Maybe he'll call next week.

I'll try calling him again Monday. on 3/5/07

All calls to Diaz @ Mitsubishi Corp. office
have been unresponsive.

All I'm asking for is a response to my
questions, and answers. Mitsubishi has
totally misguided me and has unfairly neglected
my calls.

Waiting to hear from The
Dept. of Vehicle Safety. I pray they
will be able to help me. Have no other
choice. I feel that after I traded my car
2006 Mit. Galant, some one bought it,
unaware of the unsafety of the
vehicle. Need to know what they did with
the car. I'm thinking of obtaining an
attorney, but I do not know who to turn
to.

From: "Bonham, Marty" <MBonham@geico.com>
To: [REDACTED]
Subject: FW: GEICO CLAIM
Date: Wednesday, December 06, 2006 2:02:12 PM

Marty Bonham
AD Adjuster (253) 279-7091

From: Bonham, Marty
Sent: Wednesday, December 06, 2006 11:35 AM
To: [REDACTED]
Subject: GEICO CLAIM

11/27/2006 AT 09:51 AM
96335

0239592420101080-01
1J3Y13IP

GEICO
RENTON
VISIT US AT GEICO.COM
725 POWELL AVE SW
SUITE B
RENTON, WA 98055
(253)279-7091 FAX: (253)444-9004

SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: GREG GUILLES 11/27/2006 09:48 AM
ADJUSTER: F793 EXT: 5713 FCC:

INSURED:

OWNER:

ADDRESS:

PUYALLUP, WA

CLAIM

POLICY

DATE OF LOSS: 11/10/2006 AT 12:00 AM

TYPE OF LOSS: COLLISION

EVENING: [REDACTED] POINT OF IMPACT: 12. FRONT
 BUSINESS: [REDACTED]

INSPECT 16318 MERIDIAN EASTPUYALLUP, WA 9 OTHER
 LOCATION: N HILL COLL253-840-2269

REPAIR SOUTH HILL COLLISION BUSINESS: [REDACTED]
 FACILITY: [REDACTED] 10 DAYS TO REPAIR
 POYALLUP, WA 98375 LICENSE #

2006 NITS GALANT ES 6-3.0L-FI 4D SED WHITE INT:

VIN: 4A3AB36F56[REDACTED] LIC: UNK WA PROD DATE: ODOMETER: 8227

AIR CONDITIONING	REAR DEFOGGER	TILT WHEEL
CRUISE CONTROL	INTERMITTENT WIPERS	KEYLESS ENTRY
BODY SIDE MOLDINGS	DUAL MIRRORS	THREE STAGE PAINT
POWER STEERING	POWER BRAKES	POWER WINDOWS
POWER LOCKS	POWER MIRRORS	POWER TRUNK/TAILGATE
AM RADIO	FM RADIO	STEREO
SEARCH/SEEK	CD PLAYER	ANTI-LOCK BRAKES (4)
DRIVER AIR BAG	PASSENGER AIR BAG	FRONT SIDE IMPACT AIR BAG
4 WHEEL DISC BRAKES	CLOTH SEATS	BUCKET SEATS
AUTOMATIC TRANSMISSION	OVERDRIVE	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2	R&I	R&I BUMPER COVER			1.3	
3		REPL LICENSE BRACKET	1	8.93	0.2	
4		REPL EMBLEM	1	18.15	0.1	
5*	RPR	BUMPER COVER			3.5*	2.8
6		ADD FOR THREE STAGE				2.0
7		REPL BUMPER COVER CLIP	4	6.00		
8		REPL BUMPER COVER SCREW	5	4.40		
9		FRONT SUSPENSION				
10		REPL CENTER C'MEMBER	1	58.52	MINCL.	
11		REPL SUSP CROSSMEMBER	1	379.32	M 5.2 M	

1

11/27/2006 AT 09:51 AM

0239592420101080-01

96335

1J3Y131F

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2006 HITS GALANT ES 6-3.8L-FI 4D SED WHITE INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
12*	REPL RT STAY		1	7.98	INCL.*	
13		ENGINE / TRANSAXLE				
14	REPL OIL PAN LOWER		1	39.02	MINCL.	
15	REPL OIL PAN UPPER		1	443.40	M 2.7 M	
16*	OIL		1	15.00		
17		RADIATOR SUPPORT				
18	REPL RT UNDER COVER		1	11.73	0.2	
19	REPL LT UNDER COVER		1	11.52	0.2	
20	REPL RT UNDER COVER FASTENER		1	1.50		
21	REPL LT UNDER COVER FASTENER		1	1.50		
22		EXHAUST SYSTEM				
23	RPL EXHAUST SYSTEM				M 1.5 M	
24	REPL CROSS OVER PIPE		1	277.32	MINCL.	
25	REPL CROSS OVER PIPE GASKET		1	7.62	INCL.	
26	REPL SEAL		1	15.22	INCL.	
27	REPL EXHAUST PIPE GASKET		1	4.83	INCL.	
28	REPL EXHAUST PIPE		1	113.35	MINCL.	
29*	REPL FRONT SHIELD		1	24.45	0.3*	

30#	COLOR MATCHING	1	0.3	
31#	MASK FOR OVERSPRAY	1		0.2
32#	UNDERCOATING	1	5.00	0.3
33#	SUBL HAZARDOUS WASTE DISP.	1	3.00	
34#	SUBL ALIGNMENT	1	69.95	
35	PILLARS, ROCKER & FLOOR			
36*	RPR FRONT FLOOR PAN		4.5*	1.5*
37#	TOWING	1	70.00	
38 S01	R&I RT COWL TRIM BLACK		0.3	
39 S01	R&I RT LWR CTR PLR TRIM BLACK		0.5	
40 S01	R&I RT FRONT SILL PLATE BLACK		0.2	
41 S01	R&I RT REAR SILL PLATE BLACK		0.2	
42 S01	SEATS & TRACKS			
43 S01	R&I R&I REAR SEAT		0.5	
44 S01	R&I RT R&I FRONT SEAT		0.4	
45# S01	R&I RT SIDE CARPET		0.5	

SUBTOTALS ==>

11/27/2006 AT 09:51 AM
96335

0239592420101080-01
1J3Y13IP

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2006 NITS GALANT ES 6-3.9L-FI 4D SED WHITE INT:

ESTIMATE NOTES:

LKQ VEHICLE TO NEW COULD NOT LOCATE LKQ WITH COMPARABLE MILEAGE
GUNDIES--HARVEY; FOSTERS--JOE; MERIDIAN--TONY
CO: 01 PC 2 PAYMENT ISSUED TO INSD / SHOP -- LEFT AT SHOP
****PLEASE CONTACT ROD @ KORUM NITS SERVICE FOR SAFETY CHECK OF VEHICLE AFTER
REPAIRS DONE (253) 255 - 4567 ****
VEHICLE TOWED TO SHOP TOW BILL IN PHOTOS
PLATES UNAVAILABLE AS INSD REMOVED DUE TO H/C PLATES

SUPP 01 - ADD R/I FOR ACCESS TO FLOOR RP.

PRIOR DAMAGE NOTES:
NONE SEEN

PARTS

BODY LABOR	13.5 HRS	@ \$ 46.00/HR
PAINT LABOR	6.5 HRS	@ \$ 46.00/HR
MECHANICAL LABOR	9.4 HRS	@ \$ 65.00/HR
PAINT SUPPLIES	6.5 HRS	@ \$ 23.00/HR

SUBTOTAL

SALES TAX	\$ 3278.21	@ 8.8000
-----------	------------	----------

TOTAL COST OF REPAIRS

ADJUSTMENTS:

DEDUCTIBLE

TOTAL ADJUSTMENTS

NET COST OF REPAIRS



11/27/2006 AT 09:51 AM
96335

0239592420101060-01
1J3Y13YP

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2006 MITS GALANT ES 6-3.0L-FI 4D SED WHITE INT:

"WE ARE PROHIBITED BY LAW FROM REQUIRING THAT REPAIRS BE DONE AT A SPECIFIC AUTOMOTIVE REPAIR DEALER. YOU ARE ENTITLED TO SELECT THE AUTO BODY REPAIR SHOP TO REPAIR THE DAMAGE COVERED BY US. WE HAVE RECOMMENDED AN AUTOMOTIVE REPAIR DEALER THAT WILL REPAIR YOUR DAMAGED VEHICLE. IF YOU AGREE TO USE OUR RECOMMENDED AUTOMOTIVE REPAIR DEALER, WE WILL CAUSE THE DAMAGED VEHICLE TO BE RESTORED TO ITS CONDITION PRIOR TO THE LOSS AT NO ADDITIONAL COST TO YOU OTHER THAN AS STATED IN THE INSURANCE POLICY OR AS OTHERWISE ALLOWED BY LAW. IF YOU EXPERIENCE A PROBLEM WITH THE REPAIR OF YOUR VEHICLE, PLEASE CONTACT US IMMEDIATELY FOR ASSISTANCE."

THIS IS NOT AN AUTHORIZATION TO REPAIR

NO SUPPLEMENT WILL BE HONORED UNLESS AUTHORIZED BY GEICO DIRECT'S SUPPLEMENT HOTLINE (800) 742-2347.

NOTICE: NEW HIGH STRENGTH STEELS MAY REQUIRE THE USE OF MIG WELDER FOR PROPER REPAIRS. NEW DESIGNS REQUIRE MEASUREMENT TO PROPERLY ALIGN THE VEHICLE. MAKE SURE YOUR SHOP HAS THE RIGHT EQUIPMENT TO REPAIR YOUR VEHICLE.

LOU _____ DAYS @ \$ _____ /DAY = \$ _____ /DR# _____

ESTIMATE OF DAMAGE REVIEWED AND ACCEPTED BY: _____

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE ARP6242 DATABASE DATE 11/2006, CCC DATA DATE 11/2006, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE

"BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2006 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

4

11/27/2006 AT 09:51 AM
96335

0239592420101080-01
1J3Y13IP

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2006 MITS GALANT ES 6-3.8L-FI 4D SED WHITE INT:

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

43	S01	R&I	R&I REAR SEAT	0.5
44	S01	R&I	RT R&I FRONT SEAT	0.4
45	S01	R&I	RT SIDE CARPET	0.5

SUBTOTALS ==>				0.00	2.6	0.0
---------------	--	--	--	------	-----	-----

ESTIMATE NOTES:

LKQ VEHICLE TO NEW COULD NOT LOCATE LKQ WITH COMPARABLE MILEAGE

GUNDIES--HARVEY; FOSTERS--JOE; MERIDIAN--TONY

CO: 01 PC 2 PAYMENT ISSUED TO INSD / SHOP -- LEFT AT SHOP

****PLEASE CONTACT ROD & KORUM MITS SERVICE FOR SAFETY CHECK OF VEHICLE AFTER
REPAIRS DONE (253) 255 - 4567 ****

VEHICLE TOWED TO SHOP TOW BILL IN PHOTOS

PLATES UNAVAILABLE AS INSD REMOVED DUE TO H/C PLATES

SUPP 01 - ADD R/I FOR ACCESS TO FLOOR RP.

PRIOR DAMAGE NOTES:

NONE SEEN

PARTS

BODY LABOR	2.6 HRS	\$ 46.00/H
------------	---------	------------

SUBTOTAL

SALES TAX	\$ 119.60	@ 8.800
-----------	-----------	---------

TOTAL SUPPLEMENT AMOUNT

NET COST OF SUPPLEMENT

ESTIMATE 3436.57 MARTY BONHAM

5

11/27/2006 AT 09:51 AM

0239592420101080-01

96335

1J3Y13IP

SUPPLEMENT OF RECORD 1 WITH SUMMARY

2006 MITS GALANT ES 6-3.8L-FI 4D SED WHITE INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
----- ADDED ITEMS -----							
38	S01	R&I RT COWL TRIM BLACK				0.3	
39	S01	R&I RT LWR CTR FLR TRIM BLACK				0.5	
40	S01	R&I RT FRONT SILL PLATE BLACK				0.2	
41	S01	R&I RT REAR SILL PLATE BLACK				0.2	
42	S01	SEATS & TRACKS					

SUPPLEMENT 501 130.12 GREG GUILLES

WORKFILE TOTAL \$ 3566.69

TOTAL ADJUSTMENTS \$ 500.00

NET COST OF REPAIRS \$ 3066.69

Marty Bonham
AD Adjuster (253) 279-7091

This email/fax message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution of this email/fax is prohibited. If you are not the intended recipient, please destroy all paper and electronic copies of the original message.

(Attachments successfully scanned for viruses.)

Attachment 1: (image/jpeg)

Attachment 2: (image/jpeg)

Attachment 3: (image/jpeg)

~~Not to be used~~

These are also/more other times tried to speak to Diaz.

3/8/07 Thursday - Called Mr. Diaz (Paralegal for Mitsubishi) left msg. No ans.

3/9/07 Friday - Called Diaz again. No answer. left msg.

3/9/07 Called Lupe, whom I had spoken with last week.

She told me she would notify Diaz that I had called, and for him to call me. He has NOT called.

George Jordan Watterling - is Diaz's supervisor.

I called him @ 10:45 and left him a msg, asking him to have Diaz call me. It's already 12:30 and no response from either Diaz nor Watterling.

10:56 Left msg Again for "LUPE" @ Mitsubishi. No response.

3/9 Called Dept. of Transportation Vehicle Safety Hotline

1-888-327-4236. Re. my Mitsubishi. Spoke with

KARLEEN. She told me to write letter to

Vehicle hotline with a written report. Karleen

told my verbal report over phone. Conference I.D.

10184640. She told me all the info she took

would go to engineers and they would send me

their report. She told me to add to the report also

that the air bags did not deploy, which I forgot to

mention prior to her as she wrote my report

over the phone. I shall be hearing from them in 3

(Cont.)

weeks or less. Also, Geico, my auto insurance, requested a "letter of acceptance" from Mitsubishi - which to this day I have never received from Mitsubishi.

Mitsubishi exchange my 2006 Galant for a 2007. Told me they wanted me to be "HAPPY". Car is not exactly like 2006 I used to have, and manager Mike Gettle said he'd arrange for leather seats, and a leather steering wheel. All I got was leather seats. This was also to keep me "HAPPY".

+1
Received from [REDACTED], [REDACTED] for assisting her with house keeping due to her recent automobile accident. She wasn't able to lift anything due to the pain and soreness she had.

[REDACTED]
11/13/06
[REDACTED]

+8
Received from [REDACTED] for house keeping services. She was still too much in pain from her car accident.

[REDACTED]
11/13/06
[REDACTED]

To Whom It May Concern,

This letter is to inform you for your records that, [REDACTED]

[REDACTED] hired me to work some housework on the dates of 11-17-06 and 11-22-06 due to a car accident his wife [REDACTED] [REDACTED] paid me cash of \$40 each time I came to his home to work.

Any questions please call me at my home ([REDACTED])

[REDACTED]

2/14/07

[REDACTED]
Cypress, Ca.
[REDACTED]

[REDACTED]
Puyallup, Wa.
[REDACTED]

Dear [REDACTED]

I find it necessary to write this letter to you once again. I have called you but have had no response.

This letter is concerning the automobile accident I had back in November 10, 2006. But, even though the car was repaired and all, I still continued to have problems with the car, and it made me very much afraid to drive the car and I felt very uncomfortable. I called you, and I called the local Mitsubishi dealer, and they called me back to tell me that a corporate manager was coming and would check the car. Which he and I and the mechanic drove. After a while, they had a meeting and decided that they wanted to make me "Happy", and that I would be getting another car from Mitsubishi.

All this is fine, but you never acknowledged to me that the 2006 Mitsubishi I had and also had the accident in was defaulted. You told me the first time you and I talked and I told you about the accident that "sometimes women mistakenly hit the acceleration pedal for the brake pedal and cause an accident.

I have never forgotten that.

Sir, I have tried to work with you about this, and I have been very patient. How could it have ever possibly been my fault if when I put the gear in 'DRIVE' than the car immediately takes off at an accelerated speed and out of control? The Power Steering Wheel was locked, brakes did not work, the ignition key would not turn, and there was no

way to stop the car! I desperately tried to control the car, but it became very difficult to do so at the accelerated speed the car was going and especially in a very small parking lot!

Sir, my auto insurance has tripled my insurance costs and has me labled as a driver who cannot control her driving! I am a senior citizen with an impeccable driving record, who has never had any bad driving and who loved her car. Why would I want to damage my car and also get hurt? Why? To this day I have so much pain on my hands and wrists and arms and neck and back, and nightmares about that fateful day, and it is quite unfair and quite dishonest! You told me you would take care of everything, but it was only to cover yourselves at Mitsubishi. Yes, when Mr Robin Cleary came, he saw the car and talked to the dealer to give me another car, but that is not the end of it. My insurance went up sky high and my record of driving is messed up, and also, my injuries are still there. My car payments also rose. (I did get another car, but it cost me a lot more. That is why I write to you once again).

I write to request a letter from you that the car was defaulted and that the automobile DID have a mechanical malfunction and that the car was exchanged for another automobile, a 2007. I need a LETTER of EXPERIENCE, so that my insurance can take that into great consideration and my driving record can get cleared.

When an automobile malfunctions, has a locked steering wheel while the engine is still running, and the ignition cannot be turned off, and the breaks do not work, and the gears cannot move, there is something wrong with that picture.

I had thought about trading the car in myself, but how could I explain to any dealer that I had had an accident in the car because of all that had happened. I don't believe that any car dealer would have given me a trade off on my car. How would I ever be able to buy another car? Each time I got into the car and drove it I felt totally unsafe driving it. It was very terrifying to me. Now, I wonder what Mitsubishi has done with the car. Is it being sold to some unsuspecting person who might have the same thing happen to them?

And if that someone has the same problem with the car as I did and gets hurt or even worse, hurts or kills someone if the car gets out of control, what then? Will they come after me, since I owned the car before? That is why I have kept all documentation of all correspondence with you and Mitsubishi and insurance. I don't think Mitsubishi is being honest with me and or if

Mitsubishi has already accepted responsibility about the car. I was told on Feb.3, that Mitsubishi wanted to keep me happy. What about safety? That was my main concern. I felt very unsafe driving that car, and above all now I feel Mitsubishi hasn't quite accepted the responsibility for what happened. I haven't gotten compensation for my injuries, and I now need a LETTER OF ACCEPTANCE from Mitsubishi. I did not get a fair trade on the 2006, and my insurance went up, my car payments went up, and I feel nothing was done to satisfy me, but to satisfy Mitsubishi.

When I first spoke with you and I wrote to you, I asked you if the integrity of Mitsubishi was going to be honest and fair, and you told me "Yes. Has Mitsubishi been truly fair?"

I will await your reply and also for the LETTER of EXPERIENCE. I trust that you will be honest and helpful, and that I will hear from you IN THE VERY NEAR FUTURE! Time is running out, and my insurance premiums start on March 13th. Please write as soon as possible. It is very important that you do so. I will be expecting to hear from you.

I remember that on the day I had that terrible accident, I called my insurance. The agent told me to call Mitsubishi and have the local Mitsubishi service department tow the car to their place so that they could check the car. Mitsubishi service refused to have the car towed to them until the car was repaired at a collision place. They asked me if I knew where to take it. You cannot duplicate the problem. Once a car is taken apart and redone, there is no way anyone can locate the problem, even though the problem is still there. I know that much. That is why the Mitsubishi service department keeps saying there was nothing wrong. But why were they in agreement to KEEP ME HAPPY? Was it because I could very possibly have another accident and maybe the next time I would not be so lucky?

Respectively Yours,

[REDACTED]



Efrain Diaz
Paralegal II
Direct Dial: (714) 934-2554
[REDACTED]

VIA US MAIL

March 5, 2007

[REDACTED]
Puyallup, Washington [REDACTED]

*late time received complaint
with DMV. will not return my calls*

Re: 2006 Galant
VIN: 4A3AB36F5 [REDACTED]

Dear [REDACTED]

On February 22, 2007, I received your letter dated February 14, 2007. Specifically, you stated that you have traded out of the vehicle listed above for another vehicle. You are also requesting that I provide you with a letter that the vehicle was somehow defective and that I provide you with a "letter of experience" for your insurance company.

wrong date
Please be advised that your vehicle was inspected by a Mitsubishi representative and by a dealer technician on December 11, 2006. Your vehicle was driven for approximately 10 miles and no defects or problems were identified. You were advised of these findings and the vehicle was returned to you.

on this date, never test drive

did show. Mechanic was off that day.

On January 24, 2007, you contacted the dealer and stated the car was still having problems and that you were bringing it in that day. You did not show at the dealer with your car. You again contacted the dealer on January 30, 2007, and set up an appointment for February 2, 2007. You showed up on that date and the vehicle was again inspected that day by both our representative and by the dealer technician. No defects were found. I further understand that you, Robin Cleary and the service technician test drove the vehicle together with you driving approximately 6 miles and the technician driving for another 6 miles in an attempt to identify the problems that you describe. None could be duplicated by yourself or by the technician. Also, on both occasions, the vehicle was connected to a diagnostic tool to check for any diagnostic codes that could pertain to the problems you described and none were present. Mr. Cleary then briefly spoke to you and advised you that there were no problems found with your vehicle and that it was operating properly. Subsequently, you met with the sales Manager at Korum Mitsubishi and traded in your vehicle for another vehicle. *was told by Cleary and Manager that they wanted to trade me another car. They gave me a 2007 Galant.*

In your letter, you state that Mitsubishi has not treated you fairly or honestly because a problem could not be identified. It is unfortunate you feel that way. Both Mitsubishi and dealer representatives spent considerable time with you trying to identify any potential problem with your vehicle. None, however, could be found. I can assure you that if a problem had been found with your vehicle, the problem would have been addressed.