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[REDACTED]
Bridgeton, Missouri
[REDACTED]

Email: [REDACTED]

March 9, 2010

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

Re: Mitsubishi Diamande (Vin 6MMA67P4VT [REDACTED])

Dear Sir/Madam;

In early January of this year the following occurred:

“While leaving my parking lot and pulling into traffic, my car barely moved at about 5mph even though I was pressing on the accelerator and the RPM was not rising. After going about ¼ mile all of a sudden the car jumped into gear and the car lurched forward. All of this going on with traffic all around us, and people honking because my car was barely moving. This happened twice within two weeks”

When I called Mitsubishi Motors in California and talked to a representative. After she took all the details she indicated the warranty on the car had expired and Mitsubishi Motors was no longer responsible for what happened. A few days later another person called and took all the details of the incident and said they would look into it. The local Mitsubishi representative, Carl Webster, set up an appointment at Kirkwood Mitsubishi to look at the car, but he never showed up at the dealer. The next day Mr. Webster came to my office and reviewed my car and said the throttle cable need adjusting and I should take it into a dealer. All this time I kept getting calls from Mitsubishi Motors insisting that I take my car in immediately to be adjusted and/or have the cable replaced. However, if you read the enclosed emails the dealers never got informed about ordering the cable or making an appointment with me.

So six weeks have expired and my car has not been fixed, I doubt that a cable exist that will fix my car as it's a 2000 model Diamande.

Another problem I have had since owning the car, after about the first year I kept having a “hitch” in the accelerator and twice I called Mitsubishi Motors and twice they arranged to have it adjusted, the first time the dealer, Lou Fusz, test rode the car for 10 miles. However, I had recorded the odometer before hand and it had not moved. The second dealer did not fix the problem.

KB

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TGW

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I have learned to live with the "hitch" over the years. This "hitch" occurs mostly in cold/wet weather, as the two times the car would not accelerate was in early January during extremely cold weather.

As of now I am reluctant to take the car out of town as my wife or myself trust the car on the road. I am not conversant with the legal ramifications of this matter, I would like to have the car fixed, and as of now I doubt that the proper cable to fix the car exists.

I would like the NHTSA to look into this matter and find out if Mitsubishi can fix my car. Six weeks of miss-management doesn't speak highly of the company. However this is my third Mitsubishi and the first two worked extremely well.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.A black rectangular redaction box covering the address of the sender.

Enclosure: Email regarding Mitsubishi

Cc: Mitsubishi Motors, P O box 6400 Cypress, Ca 90630

To: Carl Webster

I beginning to appreciate what all the Toyoda owners when through when dealing with the company regarding their complaints.

In mid-January I brought to Mitsubishi Motors attention my problem, i.e., the problem of the car not going into drive but barely moving when I pressed down on the accelerator. This happened twice during the month of January and the one time I pulled into traffic with the car not accelerating I nearly had a wreck and scared my wife.

Perhaps, Mitsubishi Motors didn't take my complaint very serious as at first I was told the warrantly had expired and they weren't responsible. Since then you have assumed responsibility for a flaw in the throttle cable design. the "hitch" in the cable has existed since I bought the car.

If by the end of this week, something positive isn't done about my car I shall document all my experience with Mitsubishi Motors (phone calls, missed appointments, dealers not informed, email, and calls to Melinda) in a document and send to the National Highway Traffic Administration. I'm sure they take their resonsibility more seriously as they are as much responsible as Toyoda for not responding to citizens complaints.

cc: Mitsubishi Motors North America
P. O. Box 6400
Cypress, CA 90630

Carl Webster wrote:

> [redacted] timing is everything, the only problem is this..... by
> the time I get the information from California, it is after Central time
> zone business hours (CA 2-hours behind us) and both times you have
> called the dealer the next business day before I have had a chance to
> notify them as to what needs to happen, therefore they are unaware of
> the details.
>
> As far as the re-directing of repairing dealer, this was my original
> suggestion based on your comment of not having a good experience at the
> Lou Fusz dealer years ago and them not having the part ordered as directed.
>
>
> For the record as of this morning (just shortly after you apparently
> called Kirkwood) I contacted Kirkwood Mitsubishi Service Director Chris
> Butano(with the info that I received late Friday and e-mail was opened
> this morning) and he was instructed to order a cable and also replace
> the cable as a goodwill repair (no cost to you). He has been instructed
> to contact you to set an appointment. If that does not happen please
> let me know.
>
> The throttle plate inspection and/or cleaning will be your
> responsibility as this is strictly maintenance of any vehicle. If you
> opt to not have the throttle plate cleaned, the newly replaced cable
> will likely stretch if the plate is sticking closed due to it will take
> more pedal pressure to depress the gas pedal and therefore will stretch
> a new cable due to that resistance. Also if the throttle plate is not
> cleaned the newly installed cable will not have any warranty on that
> part if it stretches or fails.
>
> Sorry for the time delays in broadcasting the info and let me know if
> there are any further questions.
>
>
> Regards,
>
> Carl Webster
> DPSM WC
> 314.809.3596 (cell)
> Fax 714.934.4459
>
> [redacted] -----
>
> To: cwebster@mmsa.com
> From: [redacted]
> Date: 03/07/2010 12:06PM
> Subject: mitsubishi repair
>

