

FEB - 7 2012

CL-10447609-4548

[REDACTED]
East Hanover, New Jersey
[REDACTED]

January 27, 2012

Mitsubishi Customer Relations
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

To Whom It May Concern:

I am the owner of a 2001 Mitsubishi Mirage. I purchased my car in August, 2001 from Salerno Duane Dealer in Summit, New Jersey.

Not once in the 10 years that I've owned and operated my car have I ever received a recall notice. However, I did receive the attached recall notice in December, 2012. BUT, I had to have major work done on my car on January 18, 2011, regarding the steering, rattling, torque, etc.

Attached are my receipts for those repairs. Since I had no knowledge of a recall, I would appreciate if Mitsubishi would please reimburse me for these repairs.

If you should need to contact me, please do - via e-mail or phone.
Thank you for your help in this matter!

[REDACTED]

Attachments

MC
02012
TW

AFFECTED VEHICLES
MODELS: 1999-2001
MIRAGE 1.5L



November, 2001

RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-01-010

Dear Mitsubishi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mitsubishi Motor Sales of America, Inc. has determined that a defect which relates to vehicle safety exists in certain 1999-2001 Mirage models. The bolt securing the crankshaft pulley may become loose, possibly resulting in loss of power steering assist.

What is the safety issue? If the bolt securing the front crankshaft pulley to the crankshaft becomes loose, it will allow the pulley to move about on the end of the crankshaft, causing rattling noises and the potential loss of the accessory drive belts. In the worst case, the pulley may separate from the front of the crankshaft, causing a loss of power steering assist.

What you should do: Please call your Mitsubishi dealer immediately to schedule a repair date. When you bring your vehicle in, show the dealer this letter. (If you misplace this letter, the dealer will still make the repair, free of charge.)

What your dealer will do: The dealer will ensure the crankshaft pulley bolt is tightened to the proper torque specifications. If the bolt was not sufficiently tightened, the dealer will inspect the bolt, the crankshaft pulley, and related components for signs of damage. Any parts showing signs of damage will be replaced.

How long will it take? The time needed for this repair is about 30 minutes. However, your dealer may need your vehicle for a longer period of time due to service scheduling issues.

Have you changed address or sold the vehicle? If you have changed your address, or sold the vehicle, please fill out the enclosed postcard and mail it to us.

If you have any trouble getting your vehicle repaired promptly and at no charge, please inform us by calling:

Mitsubishi Customer Relations Department
(888) MITSU-2001 (888-648-7820)
Hours: Monday - Saturday 7 a.m. to 10 p.m. (Central Standard Time)

If after contacting Mitsubishi Customer Relations, you still have a problem having your vehicle repaired promptly and without charge, write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (888) 327-4236.

Notice to Lessors: If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law (49 CFR Part 577) to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Also, you must maintain a record which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.

Mitsubishi is committed to making your safety our first concern and we sincerely regret the inconvenience to you caused by this recall.

Sincerely,

Richard Donnelson
Director, Customer Relations

SR-01-010 C0112YXX

V	JA3AY11A31U										DATE OF CHANGE		MO	DAY	YR		
1											19			24			
IF THE VEHICLE IS NO LONGER OWNED, ENTER THE REASON NUMBER IN THE BOX AT THE LEFT																	
1-SCRAPPED 2-STOLEN 3-EXPORTED																	
4-TRADED 5-SOLD																	
25	LAST NAME										FIRST NAME						
NAME	1											47					
ADDRESS	2											47					
ADDRESS CONT	26											73					
CITY	3											STATE	42	43			
ZIP CODE	45											PHONE NO.	51	62			
VEHICLE IS OR WAS REGISTERED TO: JA3AY11A31U																	

*****AUTO**MIXED AADC 926

BLOOMFIELD NJ



COMPLETE THIS CARD ONLY IF YOUR ADDRESS HAS CHANGED OR IF YOU ARE NOT CURRENT OWNER.

CAMPAIGN VEHICLE DISPOSITION CARD

DETACH CARD AT PERFORATIONS

IMPORTANT --
FOR THE ACCURACY OF OUR SAFETY/EMISSIONS RECALL MAILING RECORDS, PLEASE COMPLETE THIS CARD IF YOU HAVE CHANGED YOUR ADDRESS OR ARE NO LONGER THE OWNER OF THE MITSUBISHI VEHICLE LISTED.

AFFECTED VEHICLES
MODELS: 1997-1999 MIRAGE 1.5L

6400 WEST KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-0064
(888) MITSU-2002



October 2002

RE: IMPORTANT SAFETY RECALL RENOTIFICATION: SR-01-010

Dear Mitsubishi Owner,

This notice is a follow-up to a prior recall notification sent in November, 2001. Our records indicate that your vehicle has not been repaired for this defect. This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mitsubishi Motor Sales of America, Inc. has determined that a defect which relates to vehicle safety exists in certain 1999-2001 Mirage models. The bolt securing the crankshaft pulley may become loose, possibly resulting in loss of power steering assist.

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Mitsubishi is committed to making your safety our first concern. We sincerely regret inconvenience to you caused by this recall.

Sincerely,

Richard Donnelson
Director, Service and Product Support

V	JA3AY11A31U	DATE OF CHANGE	MO	DAY	YR
1	18	19			24
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1-SCRAPPED 2-STOLEN 3-EXPORTED					
4-TRADED 5-SOLD					
NAME	1	LAST NAME FIRST NAME			
ADDRESS	2				
ADDRESS CONT	26				
CITY	3	STATE			
ZIP CODE	45	PHONE NO.			
VEHICLE IS OR WAS REGISTERED TO: JA3AY11A31U					

*****AUTO**MIXED AADC 926

BLOOMFIELD NJ



COMPLETE THIS CARD ONLY IF YOUR ADDRESS HAS CHANGED OR IF YOU ARE NOT CURRENT OWNER

CAMPAIGN VEHICLE DISPOSITION CARD

DETACH CARD AT PERFORATIONS

SR-01-010
C0112YXX

IMPORTANT –
FOR THE ACCURACY OF OUR
SAFETY/EMISSIONS RECALL
MAILING RECORDS, PLEASE
COMPLETE THIS CARD IF
YOU HAVE CHANGED YOUR
ADDRESS OR ARE
NO LONGER THE OWNER OF
THE MITSUBISHI VEHICLE
LISTED.

[Notice to Lessors: If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law (49 CFR Part 577) to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Also, you must maintain a record which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.]



Store: 073
155 ROUTE 10
EAST HANOV NJ 07936
1-973-503-1595
Inspect/Repair Fac# -

Document #: 20019319
Document Type: WORKORDER
Create Date: 1/18/2011
Print Date: 1/18/2011
Salesman ID: 090430

CUSTOMER INFORMATION

EAST HANOVER NJ
Contact#: 2014527741

VEHICLE INFORMATION

2001/DAEWOO/MIRAGE/1.5L 1468cc
NJ
NTD45823654
In: 62459 Out: 62459

EXTERIOR CONDITIONS TO NOTE

Customer Initial:

Customer States:

BRAKE INSPECTION
(FRONT ARE MAKING NOISE)

Technician's Findings:

NEED FRONT BRAKES AND ROTORS
CLEAN AND ADJUST REAR BRAKES

Qty	SKU	Map	Save	Description	Warr Mo.	Part \$	Labor \$	Total \$
Job	315004	S	A	BRAKE SERVICE	3	172.95	129.99	302.94
		S	A	LF .312 RF .310 DISC.				
		S	A	LR SHOE RR SHOE DISC.				
		S	A	F-FRICTION- /32 R-FRICTION- /32				
		S	A	RUNOUT HOSES LINES CALIPERS				
		S	A	MASTER CYL				
		S	A	CUSTOMER MUST RETURN WITHIN				
		S	A	100 MILES TO RE-TORQUE WHEELS				
		S	A	*** INITIAL				
		S	A	WHEEL TORQUE SPECIFICATION				
		S	A	80 FT LBS				
		S	A	INSTALLED BY ** DANY				
		S	A	TORQUE CHECKED AND SEALED BY				
		S	A	GORDON				
		S	A	NOT TO BE CHARGED FOR WARRANTY WORK				
		S	A	DEDUCTABLE FROM RETURN ESTIMATES				
		S	A	WITHIN 30 DAYS OF INITIAL INSPECTION				
		S	A	R+R FRONT PADS (BENDIX)			105.00	
1.0	216290	S	A	N BENDIX BRAKE PADS	LT	54.99		
		S	A	FRONT BRAKE HARDWARE KIT				
1.0	641592	S	A	N DISC BRK HDWE KIT (AXLE SET)	12	14.99		
		S	A	R+R 2 ROTOR (WITH JOB)				
2.0	649560	S	A	N 5/ROTOR DISC	24	47.99		
		S	A	ADJUST AND LUBRICATE PARKING BRAKE			24.99	
		S	A	FLUSH AND FILL BRAKE SYSTEM				
1.0	122020	S	A	N DOT 3 HD 32OZ BRK FLUID GUNK		6.99		
Tech ID: 034846								

checked after 100 miles
done 1-29-11 (for)

Qty	SKU	Map	Save	Description	Warr Mo.	Part \$	Labor \$	Total \$
Job	315020	S	A	MANUFACTURERS SUG. MAINT. SERV	3	16.99	23.00	39.99
		S	A	LOF				
1.0	654353	S	A	N 4/OIL FILTER, PROMOTIVE		2.54		
5.0	646301	S	A	N CASTROL 5W20 BULK OIL-SHOP USE		2.89		
		S	A	ROTATE TIRES				
		S	A	TEST ALTERNATOR, STARTER, AND BATTERY				
		S	A	GOOD WINTER MAINTENANCE PACKAGE			23.00	
		S	A	BRAKE INSPECTION				
		S	A	LF .217 F DISC				
		S	A	LR . RR DISC				
		S	A	F-FRICTION /32 R-FRICTION /32				
		S	A	RUNOUT HOSES LINES CALIPERS				
		S	A	MASTER CYLINDER				
		S	A	CUSTOMER MUST RETURN WITHIN				
		S	A	100 MILES TO RE-TORQUE WHEELS				
		S	A	WHEEL TORQUE SPEC FT LBS				
		S	A	CUSTOMER INITIALS				
		S	A	INSTALLED BY				
		S	A	RECHECKED BY				
Tech ID: 034846								

Customer States:

Technician's Findings:

RACK AND PIGNION LEAKING

Qty	SKU	Map	Save	Description	Warr Mo.	Part \$	Labor \$	Total \$
Job	315033	S	A	STEERING/SUSPENSION SERVICE	3	406.98	255.00	661.98
		S	A	WHEEL ALIGNMENT				
		S	A	STEERING GEAR - R&R [B]			255.00	
1.0	200001	S	A	N RACK & PINION COMPLETE UNIT	12	399.99		
1.0	647087	S	A	N MISC HDWR		6.99		
Tech ID: 034846								

Customer States:

Technician's Findings:

RECOMMEND COOLANT FLUSH
TRANSMISSION FLUSH
AND FUEL SYSTEM CLEANING



Store: 073
155 ROUTE 10
EAST HANOV NJ 07936
1-973-503-1595
Inspect/Repair Fac# -



Document #: 20019319
Document Type: WORKORDER
Create Date: 1/18/2011
Print Date: 1/18/2011
Salesman ID: 090430

Qty	SKU	Map	Save	Description	Warr Mo.	Part \$	Labor \$	Total \$
Job	315020	S	A	MANUFACTURERS SUG. MAINT. SERV	3	121.33	119.38	240.71
		S	A	RUN RITE SERVICE			119.38	
1.0	634615	S	A N	CAT RUN-RITE KIT		24.99		
		S	A	TRANS RITE - TRANS FLUSH SERVICE				
1.0	634848	S	A N	4/CAT SHIFT-RITE KIT		7.54		
1.0	647088	S	A N	RECYCLING FEE		1.25		
2.0	649241	S	A N	GAL IMPORT MULTI-VEH ATF CST		23.49		
		S	A	COOL RITE - COOLANT FLUSH (REGULAR)				
1.0	634847	S	A N	4/CAT COOL-RITE KIT		10.59		
2.0	640433	S	A N	GAL PRST 50/50 EXT LIFE A/F		14.99		

Tech ID: 034846

Authorization:

Estimate	Amount	Date	Time	Employee	Phone	Customer	Auth.#
Original	1332.83	1/18/2011	16:01				

I acknowledge notice and oral approval of an increase in the original estimate Price.

(Customer Signature)

The following parts (and/or) services were declined.

S D STANDARD BRAKE INSPECTION



Store: 073
155 ROUTE 10
EAST HANOV NJ 07936
1-973-503-1595
Inspect/Repair Fac# -

Document #: 20019319
Document Type: WORKORDER
Create Date: 1/18/2011
Print Date: 1/18/2011
Salesman ID: 090430

Limited Warranty:

Nonspecific Product Warranty Certificate

Strauss Discount Auto will extend any and all Manufacturer's warranties to the purchaser. In the absence of, or in addition to, a specific manufacturer's warranty, parts purchased from Strauss Discount Auto are covered by the limited warranty policies outlined below. The warranty period varies by product. Except for batteries and tires, a list of the warranty periods can be found on the back page. For tires, a separate warranty is available for review and will be provided at time of purchase. For batteries, please refer to the free replacement period and the total months warranty listed on the label of the battery. For items listed on a work order, refer to the warranty period shown on the work order.

This warranty is non-transferable and thereby limits coverage to the original purchaser using the part on the same vehicle for which it was originally purchased. This warranty does not cover defects due to improper installation, damage caused by other defective parts, low fluid levels, abuse, off-road or marine use, or any other use not recommended by the manufacturer. To make a claim under the terms of this warranty, return the covered item along with the receipt and/or validated work order to any of our retail stores. If you are making a claim under the Labor portion of the warranty, bring the vehicle and the validated work order to any one of our service locations.

PARTS

For all non-performance parts, Strauss Discount Auto will replace or refund your original purchase price, at our option, any part described on your validated work order or sales receipt that has a manufacturing defect, breaks, or wears out during the warranty period. For performance parts, unless specified otherwise by the Manufacturer, we will replace or refund your original purchase price, at our option, any part described on your validated work order or sales receipt that has a manufacturing defect within 90 days of purchase. Performance parts are not warranted for wear or breakage under any circumstance. Your warranty starts on the day you buy the part and expires at the end of the warranty period stated on the back page of this Warranty Certificate. Replacement parts are warranted for the remainder of the warranty period or 90 days, whichever is longer.

THIS LIMITED WARRANTY REPRESENTS THE TOTAL LIABILITY OF STRAUSS DISCOUNT AUTO FOR ANY WARRANTED PART OR LABOR, AND STRAUSS DISCOUNT AUTO MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. STRAUSS DISCOUNT AUTO SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, ADDITIONAL LABOR CHARGES INCURRED FOR THE REPLACEMENT OF A WARRANTED PART.

Some states do not allow limitations on how long an implied warranty lasts, or exclusion or limitation on incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

M.A.P Codes

R = Required, S=Suggested, A=Accepted, D=Declined

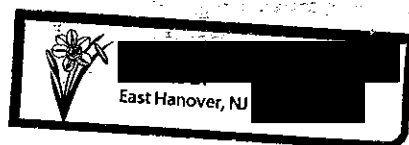
(Customer Signature) _____

I hereby authorize that the necessary repairs and materials shown on the estimate be provided, as well as all incidental work to perform the above repairs. You and your employees may operate my vehicle for the purposes of testing, inspecting, or delivering at my risk. The repair facility shall not be responsible for any loss or damage to the vehicle, to any property on or in the vehicle, or any damage from fire, theft, collision, accident, or otherwise. An express lien in the amount of the authorized repairs to the vehicle is hereby acknowledged under both statutory and common law of the state in which the repair facility is located. The repair facility hereby limits all implied warranties to those printed on this work order. I acknowledge that all recommendations for the repairs made by the facility are being made for the purpose of the safe operation of the vehicle and if I choose to not accept a recommendation and not authorize a repair, I do so at my own knowing risk.

Total Taxable Parts: 718.25
Total Taxable Labor: 527.37
Total Non-Tax Parts:
Total Non-Tax Labor:
WorkOrder SubTotal: 1245.62
Tax: 87.21

Total Due: 1332.83

CASHIER: Please validate on rear



DUPLICATE COPY

26 JAN 1997



Mitsubishi Customer Relations
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Beth

