

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received DEC 13 2012 18-OCT-2012	
				Repository ☐	
				Reference No. 10480966	
OWNER INFORMATION (Type or Print)					
Name				Daytime Telephone Number	
Address				E-mail Address	
City		State		Zip Code	
ROWLETT		TX			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
JA32U2FUXCU		MITSUBISHI		LANCER SPORTSBACK	
Model Year		2012			
Date Purchased		Dealer's Name and Telephone Number		Engine:	
				No: Cylinders	
Original Owner		Dealer's City		4	
☐				R ^{87%}	
Transmission Type		Antilock Brakes		Incident Date(s)	
A		☒		28-SEP-2012	
Cruise Control		☒			
		Powertrain		Multiple Failure:	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	
				16816	
				Failure Speed	
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: DOTM19ABC036)		☐ 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(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				Number of Deaths	
				0	
				Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). 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 2012 MITSUBISHI LANCER SPORTSBACK. THE CONTACT STATED THAT THE COLORS ON THE INSTRUMENT PANEL CHANGED FROM ORANGE TO YELLOW ERRONEOUSLY. THE CONTACT STATED THAT WHEN THE PANEL CHANGED TO YELLOW, THE TIRE SERVICE WARNING LIGHT WOULD ALSO ILLUMINATE. THE CONTACT TOOK THE VEHICLE TO THE DEALER AND WAS TOLD TO CHANGE THE TIRES FROM AIR TO NITROGEN GAS. THE CONTACT PERFORMED THE SWITCH AS INSTRUCTED BUT THE FAILURE PERSISTED. THE VEHICLE WAS TAKEN BACK TO THE DEALER AND THE VEHICLE WAS TEST DRIVEN FOR 80 MILES HOWEVER, THE WARNING LIGHT DID NOT ILLUMINATE. THE DEALER REPLACED THE TIRE SENSORS AS A PRECAUTION BUT THE TIRE SERVICE WARNING LIGHT CONTINUED TO ILLUMINATE INTERMITTENTLY. THE FAILURE MILEAGE WAS 16,816 AND THE CURRENT MILEAGE WAS 16,900.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.					
The Privacy Act of 1974-Public Law 93-579 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 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.					

[REDACTED]
Rowlett, Texas [REDACTED]

Phone: Office ([REDACTED]) or Cell ([REDACTED])

October 22-2012

Mitsubishi Motor North America, Inc
Post Office Box 6400
Cypress, CA 90630

TO WHOM IT MAY CONCERN:

I am writing to notify you of the problems I am experiencing with my **2012 Mitsubishi Lancer – JA32U2FUXCL** [REDACTED] and to request that you correct this problem within thirty (30) days of your receipt of this letter.

I purchased my vehicle from **Absolute Mitsubishi at 16200 LBJ Freeway, Mesquite Texas 75150** on January 12-2012 approximately \$19,200.00. I began having trouble with the tire light coming on at all times of the day and night telling me that I had a tire problem. I took my vehicle back to the dealer for repairs on September 29-2012 but, to date, the dealer has been unable to correct the problem. Attached are copies of the repair orders which document the dealership's attempts to repair my vehicle.

This problem **substantially impairs the use and value of my vehicle and creates a serious safety hazard.** Therefore if you and your dealer are unable to correct this problem, I will expect you to **REPLACE** the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated.

Please contact me on receipt of this letter at the address or telephone to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary repairs.

Sincerely,

[REDACTED]

CC
Absolute Mitsubishi
Attn: Charlie Brown
16200 LBJ Freeway
Mesquite, Texas 75150



LEMON LAW COMPLAINT FORM

Texas Department
of Motor Vehicles
MVD-140 Rev. 05/10
Page 1 of 4

OWNER: [REDACTED]

MAILING ADDRESS: [REDACTED]

CITY: Rowlett

STATE: TEXAS

ZIP: [REDACTED]

WORK PHONE: [REDACTED]

HOME PHONE: [REDACTED]

FAX: [REDACTED]

EMAIL ADDRESS: [REDACTED]

CHECK ALL THAT APPLY: ☒ NEW ☐ USED ☐ DEMO ☐ PROGRAM ☐ LEASE ☐ CONVERSION

YEAR: 2012

MFG/MAKE: MITSUBISHI

MODEL: LANCER

VIN: J A 3 2 U 2 F U X C U [REDACTED]

DATE PURCHASED: JANUARY 2012

MILEAGE: CURRENT 19274

AT DELIVERY: 16

DATE 24,000 MILES REACHED: N/A

NOT APPLICABLE TO TOWABLE RECREATIONAL VEHICLES

CONVERSION CO: _____

LEASE CO: _____

SELLING DEALER: ABSOLUTE MITSUBISHI

CITY: MESQUITE, TEXAS 75150

SERVICING DEALERS 1) ABSOLUTE

"

CITY: Mesquite, TX 75150

2) _____

CITY: _____

3) _____

CITY: _____

DEALER ADDED OPTIONS: Wheels + Wind bar

WHAT REMEDY ARE YOU SEEKING?:

☒ REPURCHASE/REPLACEMENT

OR

☒ REPAIRS

EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion.

Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
TIRE LIGHT KEEP COMING ON AT ANY TIME IT WANTS TOO. 35mph TEMP 54° 45mph 78° 60mph 84° 80mph 87° AND TIME	1 st visit	9/29/12	9/29/12	16816/16816
	2 nd visit	10/2/12	10/2/12	17088/17018
	3 rd visit	10/5/12	10/5/12	17295/17295
	4 th visit	10/9/12	10/9/12	17720/17720
	5 th visit	10/15/12	10/15/12	17976/17976

LL \$35

CONTINUATION OF EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
	1 st visit	10/22/12		139711
	2 nd visit			
	3 rd visit			
	4 th visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
	1 st visit			
	2 nd visit			
	3 rd visit			
	4 th visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
	1 st visit			
	2 nd visit			
	3 rd visit			
	4 th visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
	1 st visit			
	2 nd visit			
	3 rd visit			
	4 th visit			

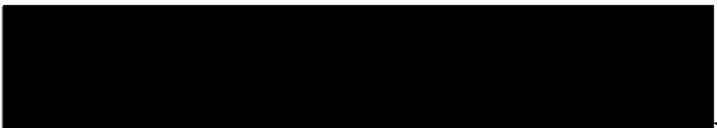
☒ YES ☐ NO The manufacturer, converter or distributor of the vehicle (**NOT THE DEALER**) was given written notice of the problem(s), on 10/22/2012.
IF YOU ANSWERED NO, PLEASE SEND A LETTER TO THE MANUFACTURER, CONVERTER OR DISTRIBUTOR AS SOON AS POSSIBLE (CERTIFIED MAIL/RETURN RECEIPT IS SUGGESTED) AND INCLUDE A COPY OF THE LETTER WITH THIS COMPLAINT FORM.

☒ YES ☐ NO The vehicle has been inspected by a factory representative. If you answered yes, please provide the inspection date, location, personnel involved, and outcome. Use a separate sheet if needed

DATE: 10/9/12 LOCATION: Mesquite, TX
BY WHOM: Charlie Brown
OUTCOME: STILL NOT REPAIRED HE SAID MY CELLPHONE (IPHONE) WAS THE PROBLEM BUT I HAD LEFT IT AT HOME AND THE PROBLEM STILL CAME ON.

I UNDERSTAND THAT THE INFORMATION I AM SUBMITTING MAY BE SHARED WITH THE OTHER INTERESTED PARTIES TO MY COMPLAINT IN ORDER TO RESOLVE THIS MATTER.

I HEREBY CERTIFY, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN THIS COMPLAINT ARE TRUE AND CORRECT.


SIGNATURE OF REGISTERED VEHICLE OWNER/LESSEE

10/23/12
DATE

The Texas Department of Motor Vehicles maintains the information collected through this form. With few exceptions, you are entitled on request to be informed about the information that we collect about you. Under Section 552.001 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect. For more information, call (512) 416-4800.

CUSTOMER #: 50486

104102



Absolute Mitsubishi

16200 LBJ Freeway
Mesquite, TX 75150

Toll Free (866) 226-0042 - Fax (972) 388-2150

9131 CYNTHIA JOHNSON

INVOICE

PAGE 1

DALLAS, TX

HOME:

BUS:

CONT:N/A

CELL:

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	12	MITSUBISHI LANCER	JA32U2FUXCU		15156/15156		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JAN12 DD			20:00 03SEP12			CASH	03SEP12
R.O. OPENED		READY	OPTIONS: STK:MCU DLR:44218				
03SEP12		03SEP12	ENG:2.0_DOHC_MIVEC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A 15,000 MILE SCHEDULED SERVICE PREMIUM PACKAGE INCLUDES: OIL SERVICE,

BG LUBRICATION SERVICE, REPLACE AIR FILTER, MULTI-POINT
INSPECTION, CHECK AND ADJUST TIRE PRESSURES, TOP OFF ALL
FLUIDS, BG BATTERY SERVICE AND CAR WASH.

H15KP 15,000 MILE SCHEDULED SERVICE PREMIUM

PACKAGE INCLUDES: OIL SERVICE, BG

LUBRICATION SERVICE, REPLACE AIR FILTER,

MULTI-POINT INSPECTION, CHECK AND ADJUST

TIRE PRESSURES, TOP OFF ALL FLUIDS, BG

BATTERY SERVICE AND CAR WASH.

1429 CPC

67.03 67.03

1 MZ690072 OIL FILTER

9.13

3.65

3.65

1 MD050317 GASKET,ENG OIL PAN DRAI

3.05

1.11

1.11

5 MZ320106 0W-20 SYNTHETIC MOTOR O

10.63

4.25

21.25

1 MOA KREX

5.95

5.95

5.95

1 1500A023 ELEMENT,AIR CLEANER

20.49

18.99

18.99

1 985 BATTERY PADS

6.02

6.02

6.02

B COMPLEMENTARY 27 POINT INSPECTION

27P COMPLEMENTARY 27 POINT INSPECTION

1429 CPC

0.00

0.00

C FREE CAR WASH. \$10.00 VALUE

FWASH FREE CAR WASH. \$10.00 VALUE

99 CPC

0.00

0.00

D C1202W SERVICE HEADLAMPS INSPECT AIMING PORTS OR TABS

CAUSE: SERVICE RECALL

C1202W04 INSPECT FOR SERVICE PART HEADLAMPS AND

AIMING PORT TABS

1429 WM

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: WAR

AUTH CODE:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either - press or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 50486

104452



INVOICE

Absolute Mitsubishi

16200 LBJ Freeway
Mesquite, TX 75150

Toll Free (866) 226-0042 · Fax (972) 388-2150

DALLAS, TX

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 1441 Charlie Brown

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	12	MITSUBISHI LANCER	JA32U2FUXCU [REDACTED]		16816/16816	T542

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JAN12 DD			20:00 29SEP12			CASH	29SEP12

R.O. OPENED	READY	OPTIONS:	STK:MCU [REDACTED]	DLR:44218
29SEP12	29SEP12	ENG:2.0 DOHC MIVEC		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CHECK FOR NAILS TIRE LIGHT COMES ON AT TIMES
01 MAINTENANCE80038 ISP (N/C)
NO NAILS FOUND

B FILL TIRES WITH NITROGEN

NIT FILL TIRES WITH NITROGEN
80038 CPC 39.95 39.95

C COMPLEMENTARY 27 POINT INSPECTION

27P COMPLEMENTARY 27 POINT INSPECTION
80038 ISP (N/C)

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 3.30

Thank you for choosing Absolute Mitsubishi,
we appreciate your business. You may receive
a phone or mail survey soon, if you don't
feel you can give us an excellent score,
please let us know. Thank you, Tony Bates
972-270-2080

PAID

Date: 9-29-12

Paid by: Visa

Rec'd by: VR

ABSOLUTE MITSUBISHI
16200 LBJ FREEWAY
MESQUITE, TX 75150
972-270-2080

Sale

Merchant ID: 542929804764389

Term ID: LK119995

09-29-12

Batch#: 000257

09:07:15

Inv #: 000001

VISA

Entry Method: S

XXXXXXXXXX [REDACTED]

Seq. #: 0001

Appr Code: 133973

Total. \$ 43.52

APPROVED

Customer Copy

THANK YOU!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STA
The f
of th
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Seller
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warr
fitnes
Seller
auth
assur
comn
item/

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUS.

TOTALS
39.95
0.00
0.00
0.00
3.30
43.25
0.00
0.27
43.52

CUSTOMER #: 50486

104482



INVOICE

Absolute Mitsubishi

16200 LBJ Freeway
Mesquite, TX 75150

Toll Free (866) 226-0042 · Fax (972) 388-2150

DALLAS, TX

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 5940 DENISE MARTINEZ

BUS: [REDACTED]		CELL: [REDACTED]		SERVICE ADVISOR: [REDACTED]		3940 DENISE MARTINEZ		
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
BLUE	12	MITSUBISHI LANCER		JA32U2FUXCU [REDACTED]			17018/17018	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
19JAN12 DD			20:00 02OCT12				CASH	02OCT12
R.O. OPENED		READY		OPTIONS: STK:MCU [REDACTED]		DLR:44218		
02OCT12		02OCT12		ENG:2.0_DOHC_MIVEC				
LINE		OPCODE		TECH		TYPE		HOURS
LIST		NET		TOTAL				

A CUSTOMER STATES TIRE LIGHT CONTINUES TO COME ON AFTER NITROGEN FILL

ON 09-29-12

01 MAINTENANCE

80038 ISP

(N/C)

NO WORK WAS DONE. COULD NOT DUPLICATE COMPLAINT.

Thank you for choosing Absolute Mitsubishi,
we appreciate your business. You may receive
a phone or mail survey soon, if you don't
feel you can give us an excellent score,
please let us know. Thank you, Tony Bates
972-270-2080

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 50486

104528



INVOICE

Absolute Mitsubishi

16200 LBJ Freeway
Mesquite, TX 75150

Toll Free (866) 226-0042 · Fax (972) 388-2150

DALLAS, TX

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 1441 Charlie Brown

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	12	MITSUBISHI LANCER	JA32U2FUXCU		17295/17295	T1135
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
19JAN12 DD			20:00 04OCT12			CASH
R.O. OPENED	READY	OPTIONS: STK:MCU		DLR:44218		
04OCT12	05OCT12	ENG:2.0 DOHC MIVEC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S TIRE LIGHT COMES ON AT TIMES THEN GOES OFF.

CAUSE: 2 SENSORS FAILED

31870210 TPMS TRANSMITTER..REPL

80038 WM

(N/C)

2 4250B975 VALVE,TIRE

(N/C)

318702A9 INSPECT BY SCAN TOOL

80038 WM

(N/C)

31870201 EACH ADDITIONAL PIECE R&R

80038 WM

(N/C)

FC: 99D990

PART#: 4250B975

COUNT: 2

CLAIM TYPE: WM

AUTH CODE:

FOUND CODE C1911, C1921, FOR TPMS SENSOR---REPLACED 2

SENSORS---TEST DROVE LIGHT DID NOT COME BACK ON AT THIS TIME

Thank you for choosing Absolute Mitsubishi, we appreciate your business. You may receive a phone or mail survey soon, if you don't feel you can give us an excellent score, please let us know. Thank you, Tony Bates
972-270-2080

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 50486

104566

INVOICE



Absolute Mitsubishi

16200 LBJ Freeway
Mesquite, TX 75150

Toll Free (866) 226-0042 • Fax (972) 388-2150

DALLAS, TX

PAGE 1

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 1441 Charlie Brown

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	12	MITSUBISHI LANCER	JA32U2FUXCU		17720/17720	T1159	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JAN12 DD			20:00 08OCT12			CASH	09OCT12
R.O. OPENED		READY	OPTIONS: STK:MCU DLR:44218				
08OCT12		09OCT12	ENG:2.0_DOHC_MIVEC				
LINE		OPCODE	TECH	TYPE	HOURS	LIST	TOTAL

A C/S TIRE LIGHT CAME BACK ON AFTER INSTALLING 2 SENSORS

38 WHEEL/TIRES HY

1429 ISP

(N/C)

TECH LINE ADVISED US TO DRIVE CAR TO SEE IF CODES COME BACK---DROVE
CAR 88 MILES LIGHT NEVER CAME BACK ON. WAS TOLD TO DRIVE CAR WITHOUT
PHONE PLUGED INTO CAR

B COMPLEMENTARY 27 POINT INSPECTION

27P COMPLEMENTARY 27 POINT INSPECTION

1429 ISP

(N/C)

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warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 50486

104620



INVOICE

Absolute Mitsubishi

16200 LBJ Freeway
Mesquite, TX 75150

Toll Free (866) 226-0042 · Fax (972) 388-2150

PAGE 1

DALLAS, TX

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 1441 Charlie Brown

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	12	MITSUBISHI LANCER	JA32U2FUXCU		17976/17976	T1150
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
19JAN12 DD			20:00 12OCT12			CASH
R.O. OPENED	READY	OPTIONS:	STK:MCU	DLR:44218		
		ENG:2.0 DOHC MIVEC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S TIRE LIGHT IS ON

27 DRIVEABILITY

80038 ISP

DROVE CAR FOR 60 MILES AND THE LIGHT DID NOT COME BACK ON.

CASE#156361

B RENTAL CAR

CAUSE: F

01 MAINTENANCE

99 ISP

Thank you for choosing Absolute Mitsubishi,
we appreciate your business. You may receive
a phone or mail survey soon, if you don't
feel you can give us an excellent score,
please let us know. Thank you, Tony Bates
972-270-2080

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

1150

SERVICE ADVISOR

1150

R. O. #

November 30, 2012

Mr. John DuFour, Case Advisor
Texas Department of Motor Vehicles
P. O. Box 2063
Austin, TX 78768-2063

RE: [REDACTED] Complainant v.
Mitsubishi Motor North America, Inc.
MVD Cause #13-0055 CAF

Dear Mr. DuFour:

This letter is a follow up to my complaint. On November 20, 2012 at 1:15 the low tire light on my car came on *again*. I immediately carried the car directly to Absolut Mitsubishi arriving at 1:30 p.m. I spoke with both Dale the service manager and Charles the service advisor. They had a mechanic take my car to the service area and put it on the computer as the light was still on upon my arrival.

As of today, I have not gotten my car back. I have talked to Charles Brown several times with Absolut Mitsubishi. He tells me they're trying to make a decision what to do with it. Undoubtedly this is a problem they do not know how to repair and since I personally have met someone else with a 2010 model of the same car with the same problem, I feel like they have misled me by telling me they have never had this problem before. My fear with them continually getting this car back in the service shop numerous times is they may disconnect something to make the light go off but not fix the problem.

At this time I feel they've had enough time to repair it so I am seeking your assistance with this matter. They can either replace the car or give me my purchase value as a trade in on another vehicle or buy it back for my purchase price. I have no faith in their ability to repair this car because of the numerous times it's been to the shop for the same problem and it **STILL** is not resolved.

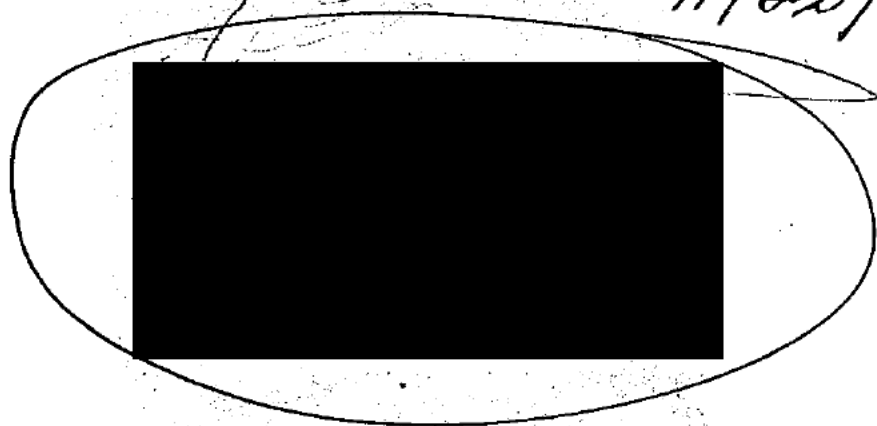
Please let me know how you can assist me in resolving this matter because my frustration with the attempts to get this car repaired is starting to take a mental toll and the limitations as to where I can go in their loaner is affecting my business and personal life. From September 29, 2012 to present is more than enough time to resolve and fix this problem if they know how.

Sincerely,

[REDACTED]

JOHN THIS IS THE NAME AND
PHONE NUMBER OF ANOTHER OWNER
OF A 2010 THAT HAS THE SAME
PROBLEMS THE TIRE LIGHT COMING
ON AT ANY TIME & SPEED
NOW I HAVE 26 PICTURES
OF MY LIGHTS BE ON.

11/22/12





Texas Department of Motor Vehicles

ENFORCEMENT DIVISION
P O Box 2063 - Austin, Texas 78768
TELEPHONE (512) 416-4800 - FAX (512) 302-2328

November 6, 2012

[REDACTED]
Rowlett TX [REDACTED]
VIA First Class Mail

RE: [REDACTED] Complainant v.
MITSUBISHI MOTOR NORTH AMERICA, INC., Respondent
MVD CAUSE NO. 13-0055 CAF

To the Parties Addressed:

This is with reference to your recent complaint involving problems you have experienced with your motor vehicle or towable recreational vehicle. Your complaint has been assigned to the undersigned Case Advisor. The Case Advisor will help resolve your complaint through mediation with the manufacturer of the vehicle.

The dealer and the manufacturer have been notified of your complaint and have been asked to provide comments on the problems you reported and explanation of what action can be taken to resolve these problems. Responses sent by the dealer and manufacturer will be forwarded to you.

A video about the lemon law complaint process may be viewed on the Internet at:
http://www.txdmv.gov/protection/lemon_law.htm

If you decide that you no longer need assistance, notify this office as soon as possible. In addition, notification is requested if the vehicle is sold, wrecked or repossessed.

If you have questions about the above information, write to the above address or call (512) 416-4873.

Sincerely,

John DuFour

John DuFour, Case Advisor
Lemon Law Section

LEMON LAW INFORMATION (800) 622-8882

An Equal Opportunity Employer

632506-773481

LTR 20121106175440-0011

ROWLETT TX



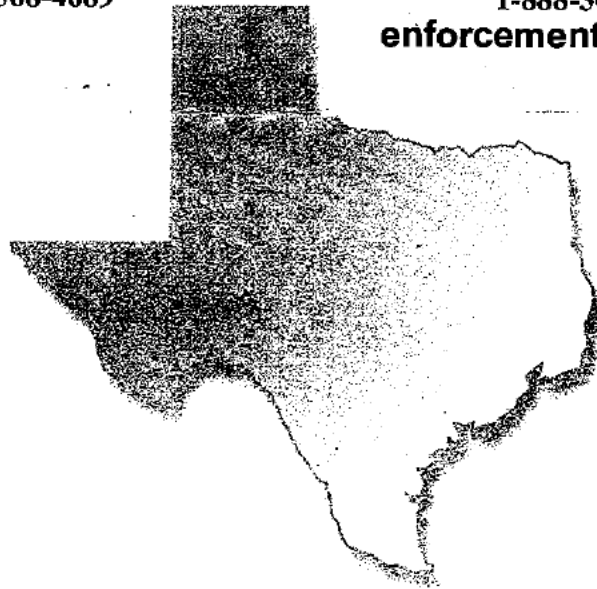
Texas Department of Motor Vehicles

Motor Vehicle Division

Licensing
1-888-368-4689

Enforcement Division

Complaints About Dealers
1-888-368-4689
enforcement@txdmv.gov



Dealer e-Tags

1-512-302-2020
etags@txdmv.gov

Texas Lemon Law

1-888-368-4689

on the web at:

txdmv.gov/vehicles/dealers.htm
txdmv.gov/protection/lemon_law.htm



Now they
will not
give me
a ticket



St. Jude Children's
Research Hospital

ALSAC • Danny Thomas, Founder

1-800-231-3441 • www.stjude.org

KEYTAG 1084

Rowlett, TX

BUSINESS REPLY MAIL

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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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