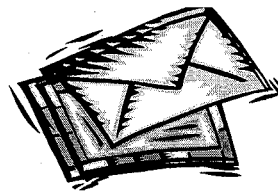


# NHTSA ccmMercury Routing Slip



AL-10594068-2272

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Printed: 5/20/2014

<b>NHTSA #:</b> ES14-002034	<b>Rec'd Date:</b> 5/20/2014	<b>Referred By:</b> NPO-011
<b>XREF #:</b>	<b>Doc Type:</b> CNG	<b>Doc Date:</b> 5/13/2014
<b>Delivery:</b> REG	<b>Address To:</b> DOT/I	<b>Due Date:</b> 6/13/2014
<b>S10 #:</b>	<b>DOT/I #:</b> S - 2014 102	<b>RMP #:</b>
<b>Subject:</b> LETTER FROM SENATOR TOOMEY ON BEHALF OF CONSTITUENT [REDACTED] RE 2011 MITSUBISHI (ATTN: ROBERT SIMPSON)		
<b>Ack Date:</b>	<b>Ack By:</b>	<b>Signed For:</b>
<b>Sign Office:</b> DIR. GOVT. AFFAIRS	<b>Signature:</b> KRISTIN J. KINGSLEY	
<b>Cleared Date:</b>	<b>Cleared By:</b>	<b>Cleared For:</b>
<b>File Loc:</b>	<b>XREF File:</b>	<b>Closed Date:</b>
<b>Added By:</b> CBUTLER x60180	<b>Modified By:</b> Chris.Butler	
<b>Most Recent Comment:</b>		

**Author:**

THE HONORABLE PATRICK TOOMEY  
UNITED STATES SENATOR  
1150 S. CEDAR CREST BLVD  
SUITE 101  
ALLENTOWN, PA 18103  
Tel: 610 434 1444 Fax: 610 434 1844 E-mail: kira.marles@toomey.senate.gov

MAY 22 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	5/20/2014	6/13/2014	
NVS-010	INFORMATION	5/20/2014		5/20/2014
NGA-110	SIGN	5/20/2014		5/20/2014
NOA-010	INFORMATION	5/20/2014		5/20/2014
NOA02	INFORMATION	5/20/2014		5/20/2014

NM  
52214  
SMD

PATRICK J. TOOMEY  
PENNSYLVANIA

COMMITTEES:  
FINANCE  
BANKING, HOUSING, AND  
URBAN AFFAIRS  
BUDGET  
JOINT ECONOMIC COMMITTEE

# United States Senate

WASHINGTON, DC 20510

May 12, 2014

Dana Gresham  
Asst. Secretary for Government Affairs  
U.S. Department of Transportation  
1200 New Jersey Ave, SE  
Washington, DC 20590

Fax: 202-366-3675

Dear Mr. Gresham:

Attached is a privacy release for my constituent [REDACTED]. Our office submitted an inquiry via email to Chan Lieu at the NHTSA (Chan.lieu@dot.gov) on April 8, 2014 and has received no response to date. [REDACTED] purchased a 2011 Mitsubishi Lancer that has serious mechanical issues. [REDACTED] is inquiring if any assistance may be available to him. I have attached the PRF for [REDACTED]. Any information you may be able to provide is greatly appreciated.

Please direct any response to my Constituent Advocate Robert Simpson by email at Robert\_Simpson@toomey.senate.gov, by phone at (610) 434-1444, by fax at (610) 434-1844 or by mailing address at 1150 S. Cedar Crest Boulevard, Suite 101, Allentown, PA 18104.

3

Sincerely,



Pat Toomey  
U.S. Senator

Enclosure



### OFFICE OF SENATOR PAT TOOMEY Privacy Release Form

The Privacy Act of 1974 is a Federal law designed to protect you from unauthorized use and exchange of personal information by Federal agencies. Any information that a Federal Agency has on file regarding your dealings with the United States government may not, with a few exceptions, be given to another agency or to a Senator or Member of Congress without your written permission.

**IN ORDER FOR OUR OFFICE TO PROVIDE ASSISTANCE, YOU MUST FIRST COMPLETE AND RETURN THIS FORM.**

Dear Senator Toomey:

I hereby authorize you and your staff to request any information from any Federal Agency of Department in reference to my inquiry. This authorization includes written correspondence, telephonic or any other means of communication. The Federal Agency or Department is authorized to furnish you copies of any documents, correspondence or information relative to my inquiry.

Name: [Redacted] Address: [Redacted]  
City: Allentown State: PA Zip: [Redacted] Email: \_\_\_\_\_  
Telephone: [Redacted] Office: \_\_\_\_\_ Fax: \_\_\_\_\_

Please provide your social security number and any other agency provided numbers that will help us with our inquiry (Le Alien Registration #, ICE Receipt #, Veterans ID & Branch, DOB)

Social Security Number: \_\_\_\_\_

Other Numbers (please specify): \_\_\_\_\_

Briefly explain the problem below. Attach Copies of any relevant documents.

Purchased a 2011 Mitsubishi lancer. The car has been towed to body shop 4 times. Mitsubishi stated they couldn't fix the problem and has done nothing to solve the problem. The car had serious mechanical problems.

Signature: [Redacted]

Date: 5/13/13

Please Return To: Senator Pat Toomey

Attn: Constituent Service Dept.  
1150 S. Cedar Crest Blvd  
Suite 101  
Allentown PA 18103

Phone: 610 434 1444  
Fax: 610 434 1844

**Kelly**

CUSTOMER #: 110087

374346

Bulck GMC Chrysler Dodge Jeep Mitsubishi

INVOICE



P.O. Box 629  
501-23 State Road  
Emmaus, PA 18049  
Phone (610) 967-2101  
Fax (610) 967-4241



PAGE 1

ALLENTOWN, PA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 1549 JAMES HILLEGASS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	MITSUBISHI LANCER	JA32U2FU8BU		22389/22390	T1645	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 IS			18:00 19JAN13			XXXX	21JAN13
R.Q. OPENED		READY	OPTIONS: ENG:2.0 Liter DOHC MIVEC				
13:00 19JAN13	09:13 21JAN13						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A C.S. THAT THE VEHICLE WOULD NOT START

CAUSE: ELECTRICAL CONCERN

ELECT ELECTRICAL CONCERN

15 WM1 0.50

1 AMG8FB1X01 BATTERY 60 MONTH, GRP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

B PERFORM RECALL C 1202W

CAUSE: BODY CONCERN

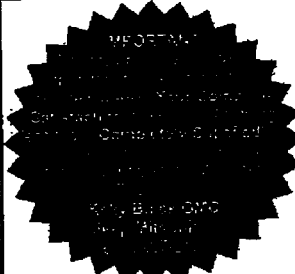
BODY BODY CONCERN

15 WM1 0.10

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

\*\*\*\*\*THANK YOU FOR YOUR BUSINESS\*\*\*\*\*  
IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR  
SERVICE, PLEASE CONTACT ME AT 610-967-2101.

DAN MOYER  
SERVICE, PARTS AND BODYSHOP DIRECTOR

<p><b>DISCLAIMER OF WARRANTIES</b> The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, other than those of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income or any other incidental damages.</p>	<p><b>Hours of Operation</b></p> <p>Monday thru Friday 7:30 am to 6:00 pm</p> <p>Saturday 8:00 am to 12:00 pm</p>		<p><b>DESCRIPTION</b></p> <p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	<p><b>TOTALS</b></p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p> <p>0.00</p>
	<p><i>Service Excellence is Our Number One Priority</i></p>		<p><i>You Deserve The Best! Wouldn't You Agree?</i></p>	<p>0.00</p>

**Kelly**

CUSTOMER #: 110087

376488

Buick GMC Chrysler Dodge Jeep Mitsubishi

INVOICE



P.O. Box 628  
501-23 State Road  
Emmaus, PA 18049  
Phone (610) 967-2101  
Fax (610) 967-4241



PAGE 1

ALLENTOWN, PA

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 1549 JAMES HILLEGASS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	MITSUBISHI LANCER	JA32U2FU8BU		23197/23197	T283	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 IS						XXXX	27FEB13
01JAN11 DD			WAIT 25FEB13				
R.O. OPENED	READY	OPTIONS:	ENG:2.0 Liter DOHC MIVEC				
12:53 25FEB13	13:11 27FEB13						

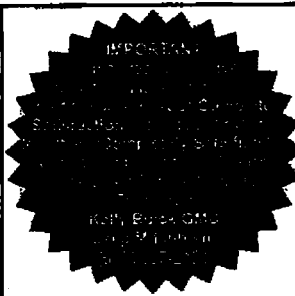
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES HEADLIGHTS WONT TURN OFF							
CAUSE:							
Q3 PERFORM 3000 MILE SERVICE							
128 CM1 0-00							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

\*\*\*\*\*THANK YOU FOR YOUR BUSINESS\*\*\*\*\*  
IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE, PLEASE CONTACT ME AT 610-967-2101.

DAN MOYER  
SERVICE, PARTS AND BODYSHOP DIRECTOR

**DISCLAIMER OF WARRANTIES**  
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties or merchantability of those for a particular purpose, and neither promises or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of time, loss of time, loss of profits or income or any other incidental damages.

**Hours of Operation**  
Monday thru Friday  
7:30 am to 6:00 pm  
Saturday  
8:00 am to 12:00 pm



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

*Service Excellence is Our Number One Priority*

*You Deserve The Best! Wouldn't You Agree?*

CUSTOMER COPY

**Kelly**

CUSTOMER #: 110087

378409

**Buick GMC Chrysler Dodge Jeep Mitsubishi**

\*INVOICE\*

P.O. Box 629  
501-23 State Road  
Emmaus, PA 18049  
Phone (610) 967-2101  
Fax (610) 967-4241



PAGE 1

SERVICE ADVISOR: 1549 JAMES HILLEGASS

ALLENTOWN, PA

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	MITSUBISHI LANCER	JA32U2FU8BU		23251/23251	T1084	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 IS			18:00	25MAR13		XXXX	25MAR13
01JAN11 DD							
R.O. OPENED	READY	OPTIONS: ENG:2.0 Liter DOHC MIVEC					
09:52 25MAR13	11:08 25MAR13						

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

A C.S. THAT THE HEADLIGHTS WOULD NOT GO OFF CUST PLAYED WITH SWITCH AND THEN THE HEADLIGHTS WENT OUT. THEN THE CAR WOULD NOT START AFTERWARDS. AFTER THE CAR SAT OVERNIGHT IT STARTED RIGHT UP.

CAUSE: BODY CONCERN

BODY BODY CONCERN

128 WM1 0.30

PARTS: 1 MSSF024G00 LABEL, ENGINE COMPARTMEN  
0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE A: 0.00

(N/C)

(N/C)

0.00

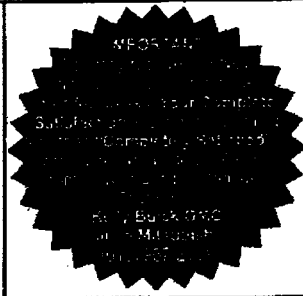
\*\*\*\*\*

\*\*\*\*\*THANK YOU FOR YOUR BUSINESS\*\*\*\*\*  
IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE, PLEASE CONTACT ME AT 610-967-2101.

DAN MOYER  
SERVICE, PARTS AND BODYSHOP DIRECTOR

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Monday thru Friday  
7:30 am to 6:00 pm  
Saturday  
8:00 am to 12:00 pm  
*You Deserve The Best!  
Wouldn't You Agree?*



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

*Service Excellence is Our  
Number One Priority*

CUSTOMER COPY

**Kelly**

**Buick GMC Chrysler Dodge Jeep Mitsubishi**

CUSTOMER #: 110087

381420

INVOICE

PAGE 1



P.O. Box 629  
501-23 State Road  
Emmaus, PA 18049  
Phone (610) 967-2101  
Fax (610) 967-4241



ALLENTOWN, PA  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 1549 JAMES HILLEGASS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	MITSUBISHI LANCER	JA32U2FU8BU [REDACTED]		24991/24993	T2270

DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
01JAN11 IS			18:00 01JUN13			XXXX	11MAY13

R.O. OPENED	READY	OPTIONS:
09:56 07MAY13	11:50 11MAY13	ENG:2.0_Liter_DOHC_MIVEC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
A C.S. HE PARKED AT 3:00 PM AND AFTER ABOUT 5 OR 6 HOURS THE CAR WAS DEAD THIRD TIME THIS HAS HAPPENED.

CAUSE: BODY CONCERN  
0. QUICK SERVICE  
PARTS: 15 CMI 0.00 0.00 0.00 0.00 0.00 0.00  
LABOR: 0.00 0.00 0.00 0.00 0.00 0.00  
TOTAL LINE A: 0.00

TECH CHECK NO START BATTERY DEAD CHARGE BATTERY AND CHECK VEHICLE FOR EXCESS DRAW NONE FOUND RECHECK BATTERY THE NEXT DAY CHARGED HOURLY DROVE CAR WITH HEADLIGHTS ON AND ALL SWITCHES ON IN NORMAL POSITION ALL LIGHT GO OFF WHEN CAR IS SHUT OFF CHECK ETACS PROGRAMING ETACS UP TO DATE.

\*\*\*\*\*THANK YOU FOR YOUR BUSINESS\*\*\*\*\*  
IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE, PLEASE CONTACT ME AT 610-967-2101.

DAN MOYER  
SERVICE, PARTS AND BODYSHOP DIRECTOR

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Saturday  
8:00 am to 12:00 pm  
*You Deserve The Best! Wouldn't You Agree?*



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
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

CUSTOMER COPY



# 2014 Senate Input Form for Governmental Affairs Correspondence Control Sheet (I-10), W85-328



Control Number S - 2014 102

## General

**Date DOT Received** 5/19/2014  
**Date DOT Entered** 5/19/2014  
**Member's Date** 5/13/2014  
**Member Last Name** Toomey  
**Member First Name** Pat  
**Member Organization** United States Senator  
**Address1** 1150 South Cedar Crest Boulevard, Suite 101  
**Address2**  
**City** Allentown  
**State** PA  
**Zip** 18103

## Constituents

**File Name** [REDACTED]  
**Date** 5/13/2014  
**Subject** 2011 Mitsubishi  
**Action Office** NHTSA  
**Action Code**  
**Due Date** 6 /13/2014

## Contacts

**MemberContact** Robert Simpson  
**Phone** (610) 434-1444  
**Pending**   
**Closed Date**  
**Remarks**  
**DOT Contact** Maria Harrison at (202) 366-4573

Notes:



# Senator Pat Toomey

*United States Senate – Pennsylvania*



OFFICE OF SENATOR PAT TOOMEY

1150 SOUTH CEDAR CREST BOULEVARD  
SUITE 101  
ALLENTOWN, PA 18103  
PHONE: 610-434-1444  
FAX: 610-434-1844

FACSIMILE TRANSMITTAL SHEET

TO: Dana Gresham

FROM: Robert Simpson

FAX NUMBER: (202) 366-3675

DATE: May 13, 2014

COMPANY: US DOT

TOTAL NUMBER OF PAGES: 19 (w/cover)

PHONE NUMBER:

SENDERS REFERENCE NUMBER:

RE: [REDACTED]

YOUR REFERENCE NUMBER:

URGENT

FOR REVIEW

PLEASE COMMENT

PLEASE REPLY

COMMENTS:

Dear Mr. Gresham,

Please see attached correspondence. Thanks!

Best,

Robert Simpson  
Constituent Advocate