

OCT 12 2018
CL-10918395-1142

9/30/2018

[REDACTED]

[REDACTED]

Albany New York [REDACTED]

Dear National Recall Alert Center,

As stated above this is my name the reason for this letter is to inform you of an injustice by Mitsubishi Customer Relations Department P.O. Box 6400 Cypress CA 90630-0064 1-800-648-7820 and Goldstein Mitsubishi 613 Loudon Road Latham New York 12110 518-690-2172

Complaint. Belt tension tightener recall repair 2011 Mitsubishi Outlander vin JA4AR4AU7BZ [REDACTED]

Date of break down and costly repair on or around 6/28/2017 This vehicle has a lifetime power train warranty and towing written by Goldstein Auto's it has always been there policy with each vehicle sold by there group. With that alone it should have paid for this repair but non the less this recall notice was hidden by Goldstein and Mitsubishi Motors. Total cost of repair and incidentals by this manufacturers defect product cost me listed below in order

Repair and parts	409.70	
Towing 65 miles approximately	195.00	
Loss of work	750.00	
Rental Car	465.00	loss 1819.70
Later dated covered warranty repair transmission		2588.22
4 Tire failure rated 100,000 lasted 60,000 miles		600.00
		5007.92

Then after it was paid for in full I discovered they are responsible for the whole thing after being stone walled by the whole repair I decided to fight this way and file a full complaint upon both Mitsubishi Motors and Goldstein Auto Group.

Next incident the transmission with this 8/2018 Got towed in to Mitsubishi Motors Loudonville N.Y.

And after 3 days was quoted a price of 8,200.00 when it should have been covered 100% by there warranty repairs toke it Mangione's Motor's Clifton Park N.Y Quoted 4,000.00. Then went to another repair shop and got it repaired for 2,588.22 the moral to the story is these companies forgot to respect the consumers who are paying their salaries by buying their product and servicing their vehicles at their repair shops. They must be held accountable for there lies and safety of their passengers my vehicle was

NM
10/16/18
AS

PR

only serviced by Goldstein Auto throughout its life I sent them 16 car buying customers over the years and when it was their turn to pay for warranty repairs they spat, laughed a lied to my face. Furthermore, they have lost the trust of my 17-customer group I sent them who will be promptly lied to when their cars need warranty or recall service. These two companies are disgrace to society and have left an indelible stain in the community and their customers.

Another incident was tire warranty repair on a pair of 100,000-mile tires under warranty that failed at 60,000 miles and they again refused to honor their car tire warranty repair replacement another staggering loss of 600.00 dollars and a safety issue. Goldstein is a pack of serviceable lies and overpriced repair dealership.

Thank you ahead of time for all your help in the return of my losses'

Sincerely

[REDACTED]

God Bless America



GOLDSTEIN MITSUBISHI
 613 LOUDONVILLE ROAD
 LATHAM NY 12110
 PH: (518)690-2500 FAX: (518)690-2597
 WWW.GOLDSTEINMITSUBISHI.COM

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
GLOVERSVILLE, NY [REDACTED]		JA4AR4AU7BZ [REDACTED]	131162	131162	06/30/17 10:28	06/30/17	[REDACTED]
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2011 MITSUBISHI OUTLANDER (BL)						COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]			02/04 11	12/23/14		Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]			[REDACTED]	HAMID ZAMANI (HZ1)			

WE APPRECIATE YOUR BUSINESS. IF YOU LIKED OUR SERVICE TELL A FRIEND, IF YOU DIDN'T PLEASE TELL US. WE WANT YOU SATISFIED.

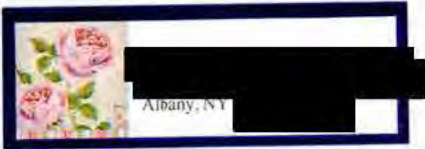
LABOR WARRANTED FOR 90 DAYS OR 3000 MILES.
 *****DO WE HAVE YOUR EMAIL ADDRESS?*****
 *NO RETURNS ON SPECIAL ORDER/ELECTRICAL PARTS !!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	
A *			CTB DMF		Customer	\$150.00	
Concern	Customer states: DRIVE BELT BROKE. PLEASE CHECK AND ADVISE						
Cause	TECHNICIAN VEREFIED CONCERN. TECHNICIAN REMOVED DRIVE BELT AND DRIVEBELT TENSIONER. TECHNICIAN FOUND DRIVER BELT TENSIONER CAT HOUSING BROKEN OFF MAKING THE INTERNAL SPRING VISIBLE. TECHNICIAN DETERMINED FATIGIED TENSIONER AND BELT NEED TO BE REPLACED						
Correction	TECHNICIAN REPLACED DRIVER BELT AND TENSIONER						
Part Number		Description			Qty.	Unit Price	Ext. Price
1340A123		BELT,ALTERNATO			1	\$99.57	\$99.57
1345A079		TENSIONER,ALTE			1	\$123.78	\$123.78
Parts Total...						\$223.35	
Line Total...						\$373.35	

B +	FOB B+		AR1		Customer	\$0.00	
Concern	KEY FOB BATTERY						
Part Number		Description			Qty.	Unit Price	Ext. Price
CR2032		BATTERY			1	\$6.00	\$6.00
Parts Total...						\$6.00	
Line Total...						\$6.00	



[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		JA4AR4AU7BZ [REDACTED]	131162	131162	06/30/17 10:28	06/30/17	[REDACTED]
GLOVERSVILLE, NY [REDACTED]		VEHICLE DESCRIPTION			TAG NO.	STATUS	
[REDACTED]		2011 MITSUBISHI OUTLANDER (BL)			[REDACTED]	COMPLETE	
CONTROL NO.	LICENSE PLATE NO	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	02/04/11	12/23/14	[REDACTED]	Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	HAMID ZAMANI (HZ1)		[REDACTED]	



Totals	
	Amount
Labor	\$150.00
Parts	\$229.35
Sales Tax	\$30.35
TOTAL CREDIT CARD	\$409.70

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.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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.

CUSTOMER SIGNATURE

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



ALBANY NY 120

01 OCT 2008 PM 2 L



NHSTA Headquarters
1200 New Jersey Ave
South East
West Building
Washington D.C. 20590

20590-

