

NEF-010

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

OCT 23 2018

9/30/2018

CL-10918395-3167

[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

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10/24/18
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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.

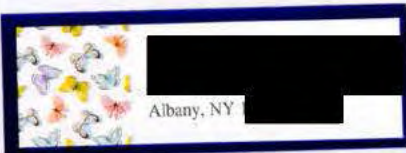
Another incident was tire warranty repair on a pair of 100,000-mile tires under warranty that failed at 60,000 miles and they again refused to honor their car tire warranty repair replacement another staggering loss of 600.00 dollars and a safety issue. Goldstein is a pack of serviceable lies and over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

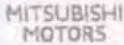
Thank you ahead of time for all your help in the return of my losses'

Sincerely

[Redacted signature]

God Bless America





IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.
PO Box 6400
Cypress, CA 90630
Telephone: 888-646-7820
www.mitsubishicars.com

This notice applies to your vehicle: JA4AR4AU7B2 [REDACTED]

Date: March 2018

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Reason for notice:

Mitsubishi Motors North America, Inc. (MMNA) has decided that defects which relates to motor vehicle safety exist in certain 2011 - 2016 Outlander Sport vehicles.

- (1) In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the wiper link may separate, causing the windshield wipers to stop operating. If the windshield wipers become inoperative it may reduce driver visibility and increase the risk of a vehicle crash.
- (2) The flange of the drive belt automatic tensioner may crack, causing detachment of the drive belt. If the drive belt detaches, the alternator will not charge the battery, causing an engine stall, and/or the power steering assist will be disabled, increasing the risk of a crash.

What you should do:

Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the windshield wiper link replaced and drive belt automatic tensioner inspected. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform these repairs to your vehicle, free of charge.)

What your dealer will do:

The dealership will replace the wiper link rod with a countermeasure part, free of charge. (If you have not had the wiper motor replaced, from a previous recall campaign, the dealership can replace both the wiper link rod and wiper motor at the same time.) The dealership will inspect the drive belt automatic tensioner to determine if the drive belt automatic tensioner on your vehicle is a countermeasure unit. If the drive belt automatic tensioner on your vehicle is not a countermeasure unit, the dealer will replace it with a countermeasure unit, free of charge.

How long will it take?

The time needed for these repairs is 1.5 - 2.0 hours. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at 888-646-7820. Hours: Monday through Friday, 9 a.m. to 4 p.m. (Pacific Time).

After contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

If you have already encountered a problem with the windshield wiper link rod and/or a cracked drive belt automatic tensioner flange and had them replaced or repaired as a result of these specific conditions and have paid for the repairs, you may send your original repair order(s) or invoice(s) and original receipt(s)/proof of payment(s) to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.



V | JA4AR4AU7B2 [REDACTED] | DATE OF CHANGE | MO | DAY | YR

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	

NAME: LAST NAME | FIRST NAME

ADDRESS: 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 | 52 | 53 | 54 | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 63 | 64 | 65 | 66 | 67 | 68 | 69 | 70 | 71 | 72 | 73 | 74 | 75 | 76 | 77 | 78 | 79 | 80 | 81 | 82 | 83 | 84 | 85 | 86 | 87 | 88 | 89 | 90 | 91 | 92 | 93 | 94 | 95 | 96 | 97 | 98 | 99 | 00

PHONE NO: | STATE: | ZIP CODE: | CITY: | COUNTRY: |

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

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

[REDACTED]
ALBANY, NY [REDACTED]



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]		JA4AR4AU7B2 [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 LOVED OUR SERVICE TELL A FRIEND. IF YOU DIDN'T PLEASE TELL US. WE WANT YOU SATISFIED.

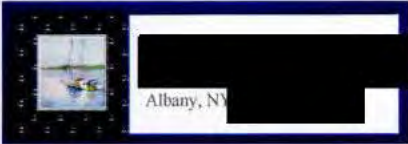
LABOR WARRANTIED FOR 90 DAYS OR 1000 MILES.
 *****DO WE HAVE YOUR EMAIL ADDRESS?*****
 *NO RETURNS ON SPECIAL ORDER/ELECTRICAL PARTS !!

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]		JA4AR4AU7B2 [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
SalesTax	\$30.35
TOTAL CREDIT CARD	\$409.70



Albany, NY

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)



S JERSEY
NJ 0853
PLEASE OPEN
15 OCT '18
IMMEDIATELY



NHTSA Headquarters
1200 New Jersey Ave SE
West Building
Washington DC 20590
w41-306

20590-

