

NEF-010

CL-1091895-8361

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

[REDACTED]
Gloversville NEW York [REDACTED]
[REDACTED]

OCT 18 2016

10/7/2016

Dear Mitsubishi Motors of North America,

I was a proud owner of a Mitsubishi Outlander Sport VIN Number

JA4AR4AU7BZ [REDACTED] Mainly my opinion has changed because of some recent high value price tag problems on minor parts. For starters my headlights are failing I order the 18.00 bulb with 12.00 installation price tag but was told when I got there my bulbs are 135.00 each and my light intensity baluster was 850.00. They also stated this is a premature failure and should be covered by manufactures defective parts coverage and or my warranty. My diagnostic fee was 75.00 for a total of 1060.00 fees. I was shocked because this did not include labor and is also problem with most vehicles equipped with this lighting system and each time my future bulbs fail (4) in total I could be hit with this price tag.

Next order of complaint is my car was sold to me way over priced with a lifetime warranty and now Goldstein Mitsubishi is disclaiming their own warranty because of some many recalls problems.

I ask for your intervention to honor my lifetime warranty repairs with Goldstein Mitsubishi and or your Factory Faults, recalls and or this extremely high priced lighting system.

I over paid for this used vehicle by 35% and now I am forced to pay extremely overpriced parts and or labor fees. Should I need for 4 head lamps and 4 separate baluster failures the price tag is about 5,000.00 Wow could you please help me in this situation and future situations?

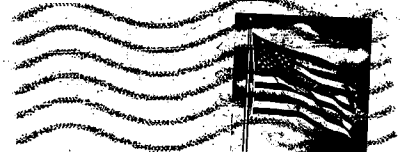
This vehicle was only and always serviced by Goldstein Mitsubishi Motors of Albany New York, [REDACTED] is an honest hard working man and cannot afford to be cheated like this. I also ask that this problem be resolved without my paying for this and also that no retaliatory actions be taken against [REDACTED] Also to mention this vehicle was to me with heated mirrors and it clearly does not work since I had gotten the vehicle.

Thank You
[REDACTED]

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