

CL- 11053298-4289

NOV 14 2017

[REDACTED]
Freeport, NY
[REDACTED]

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

November 5, 2017

Mitsubishi Motors North America, Inc.
Customer Relations Department
P O Box 6400
Cypress, Ca 90630-0064

CERTIFIED MAIL RETURN RECEIPT REQUESTED

To Whom It May Concern:

This letter is written in accordance with General Business Law 198-a(b)(2) to notify you that your dealer, Wantagh Mitsubishi of 3460 Sunrise Highway, Wantagh, NY 11793, has refused and/or failed to make repairs on my brand new, leased, 2017 Mitsubishi Outlander, Vin# JA4AZ3A38HIZ [REDACTED]. They have been in possession of the car since they had it towed to their dealership September 29, 2017 by their tow-truck designee.

The problem is that FIVE times between delivery to me on September 15, 2017 and the towing to the dealership on September 29, 2017 the brake pedal went all the way to the floor boards without engaging the brakes. In two of those instances the car didn't stop when the brake pedal was pressed and the car was damaged, the second time on September 28th when it struck the garage wall doing \$3500 in damage to the right rear. This loss of brakes is *Intermittent and dangerous*. As a result the value of the car to me has been substantially impaired.

The Service Manager maintains he can not FIND anything wrong with the car brakes. That the defect can't be located because it is intermittent is YOUR problem. The fact is the brakes intermittently didn't work!!! Obviously a car with untrustworthy brakes substantially impairs the value of the car and makes it unusable. I drove it for two weeks around 700 miles and not since September 28, 2017.

Discovery of the defect must be completed and satisfactory evidence it has been repaired MUST be completed within 20 days from the date you receive this notice under the General Business Law 198-a(b)(2) or you will be required to accept return of the car and, at my option, either issue me a full refund of the purchase expense or replace it with a comparable car.

ET
12.7.17
WD

I await your immediate reply.

Very truly yours,



cc: National Highway Traffic Safety Admin
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

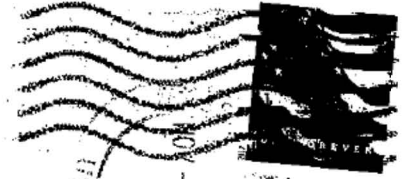
cc: Wantagh Mitsubishi
Attn: Martin Nix and Gary O'Toole
3460 Sunrise Highway
Wantagh, NY 11793

(Car Problem 8 Lemon Law Notice)

Freeport, NY

MID-ISLAND NY 117

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National Highway Traffic Safety Admin
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

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