

Philadelphia, PA

MAY 09 2018

CL-1109-310-2337

**U.S. DEPT. OF TRANSPORTATION
NAT'L HIGHWAY & TRAFFIC ADMIN.
OFFICE OF DEFECTS INVESTIGATION (NVS-210)
12 NEW JERSEY AVE. SOUTH EAST
WEST BLDG. WASHINGTON, D.C. 20590**

April 28, 2018

1. I purchased a new 2017 Mitsubishi Mirage G4 from Springfield Mitsubishi in PA on Sept. 26, 2017, and it's a Lemon, a piece of junk!
2. By the time I drove this car home, I realized it was an inadequate car.
3. I immediately contacted the Springfield Mitsubishi manager and was told the loud noise I hear when I put my foot on the gas, (it sound like a used truck) would go away once I reached 4,000 miles; at the time the car had 57 miles on it.
4. On October 8, 2017, I filed a complaint with the company's sales manager where I purchased the car, MR. Dave Cronin, and as of this date, I have not received a response from him or them.
5. I called the service department on February 8, 2018, and made complaints and was given an appointment for 2/12/18 which I kept. At this time one of Springfield's servicemen Mark drove the car. He too could hear the loud grinding noise, and experienced the car not moving when you first put your foot on the gas pedal and the other problems I pointed out. His response was, his father had a Mitsubishi with the same problems. I asked him how much did his father pay for his car, Mark said \$200.00! I asked him what made them think I should pay over \$15,000 for the piece of junk we're in and over 7 years \$32,760.00! He said nothing! The service call did not address any of my complaints.

NM

1 5.16.18

UO

6. Not receiving a response from Springfield Mitsubishi, I filed a complaint with the Penna. Attorney General's Bureau of Consumer Protection on March 21, 2018. I received a letter of acknowledgement from the A. G. office, but no response as of 4/29/18.

7. On March 1, 2018, I voluntarily returned the car to the finance company, Viriva whom I had previously complained to. I also cancelled the car insurance, and returned the tags.

8. On March 18, 2018, I wrote to Mitsubishi's Motors of North America in CA – this company's corporate headquarters about my issues, I never heard from them. 2 weeks later, I called them in CA, and the person I spoke to said he could not give me his name, but someone would call me; it never happened.

9. On April 6, 2018, I filed a complaint with the CA Attorney General's office; they did respond. They said they couldn't get involved because the transaction took place in Penna. even though the corporate office is in California.

10. Mitsubishi Corporation sold me a lemon, a piece of junk and I'm asking this office to help me and Viriva Finance Company get a return of the monies we have put out for a piece of junk; and for Mitsubishi to take their 2017 Mirage back that after 6 months has only been driven for 520 miles – it's a terrible car and company and I very, very seldom drove it!

11. Finally, **CR** Consumer Report in an April 2018 article itemized every problem I had with that 2017 Mitsubishi Mirage. Again, I am hoping this government agency can help me recover my losses, and get Viriva Finance Company their losses returned because that to will fall on me. Can you help me? I am supplying you with all the documents that I feel will help me explain my situation.

Respectfully Yours



Cc: Viriva Finance C.

2018

Auto Issue > 255

VEHICLES
RATED &
REVIEWED

CR Consumer Reports™

APRIL 2018

EXCLUSIVE

10 TOP PICKS

Best Overall Cars & Trucks

Mitsubishi Mirage



OVERALL
SCORE

Its rock-bottom sticker price and thrifty fuel economy of 37 mpg overall conjure an inviting image of an

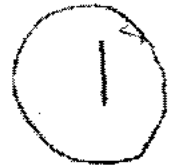
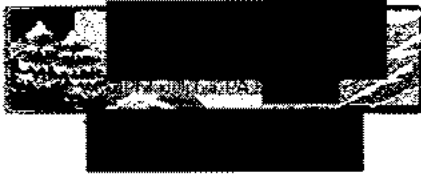
economical runabout. But that mirage quickly dissipates when you drive this tiny, tinny car. Recent minor updates brought a sedan body style, a hint more power, and Android Auto and Apple CarPlay, along with supposedly upgraded brakes. Yet those enhancements don't mask the weak, vibrating three-cylinder engine that delivers sluggish acceleration and a raspy chorus of lament, or the car's clumsy handling. Though it's relatively roomy, the depressing cabin feels drab, cheap, and insubstantial. In the end, there is no compelling reason to buy a Mirage, and, for the money, there are many much better used cars for the same price.



PRICE \$13,395-\$17,095

RELIABILITY SATISFACTION

ROAD-TEST SCORE 29 MPG 37



Springfield Mitsubishi Auto Sales
Mr. Dave Cronin, Sales Manager
313 Baltimore Pike
Springfield, PA 19064
October 8, 2017

Mr. Cronin:

1. Purchasing the Mirage G4 is the worst decision I've made in [REDACTED] and I have no one to blame but myself!
2. There is nothing about this car that I like!
3. I watch car restoration, auctions, and car sales all day long.
4. There is no arm rest for the driver, an uncomfortable experience.
5. There's no light in the glove compartment, it's too dark in there. No light with the overhead mirror.
6. The car is built like a baby coach.
7. Since I purchased a car, I have been paying attention to auto's hub caps. I haven't seen another car with hub caps like mine; all the vehicles have spoke wheels which make mine look like a toy.
8. I had to return to the dealership two days after the sale to resign some papers, the man in the auto parts department told me I could change the auto rims for \$500.00 a piece - \$500.00!
9. Because the way the Mirage G4 is made, I can't see the front or the rear of the vehicle, which makes parking difficult.
10. The A M portion of the vehicle's radio is horrible.
11. My car looks like a baby coach; I'm [REDACTED] and I hate it!

12. The engine grinds like a truck which I stated I didn't want. When I drove home, I heard it, and I was upset. When I returned to resign papers, I bought up the ruff engine. I was told that after 4,000 miles, the sound would calm down.

13. I've had the car for 13 days and the speedometer has 63 miles on it. Given how seldom I drive, just image how long 4,000 miles will take me

14. The blandness of the car makes it so unattractive, but I was told it was the only one you had in my price range. I'm sorry I didn't wait.

15. I put \$2,000.00 down, the dealership supposed to have given me \$1500.00, and I still owe over \$18,000.00! For all this money, I could have gone to Kerbeck's!

16. I don't have a registration card, or registration papers. The information is stuck on the back window. If someone asks to see my registration, what am I to say to them?

17. I was connected to a lousy insurance company Geico; I fired them already (letter included).

18. I would like to return this Mirage G4 to you; the vehicle only has 68 miles on it. 60 of those miles were when I originally drove home and when I had to return to the dealership to sign papers and back home.

19. If I can't get another car, and I lose my down payment, I'll live with that – but I want to return this Mirage G4, and I hope I can.

Respectfully Yours





SPRINGFIELD MITSUBISHI

313 Baltimore Pike
Springfield, PA 19064
484-574-8434 Fax: 484-842-1131



STAR LOAN AUTO CENTER

1495 Chester Pike
Folcroft, PA 19032
610-532-STAR (7827) Fax: 610-532-0197

PURCHASE ORDER FOR				TITLE BRAND		DATE
<input checked="" type="checkbox"/> NEW or <input type="checkbox"/> USED <input type="checkbox"/> DEMO <input checked="" type="checkbox"/> CAR <input type="checkbox"/> TRUCK					09/26/17	
YR. MAKE MODEL TYPE	2017 MITSUBISHI MIRAGE GS		SON EB CVT			
COLOR TRIM MILEAGE	PEARL WHITE		26		CITY PHILADELPHIA, PA ZIP	
VIN					PHONE BUS PHONE CELL	
STOCK NO. SALESMAN	PATRICIA DELIN		TO BE DELIVERED ON OR ABOUT 09/26/17		SOCIAL SECURITY NUMBER AGE N/A	
TRADE IF APPLICABLE				PRICE OF VEHICLE		
YR. MAKE MODEL TYPE			REBATE		17,452.00	
COLOR TRIM MILEAGE					1,000.00	
VIN						
TITLE NO. PLATE NO. EXP. DATE						
LOAN #						
LIENHOLDER PHONE						
ADDRESS SPOKE WITH						
AMOUNT GOOD TILL VERIFIED BY						
INSURANCE INFORMATION				EXTENDED WARRANTY TYPE		
NAME OF AGENT PHONE	MATTHEW MORRIS 2151477-2000		MONTHS MILES		Cash Price of Vehicle & Accessories 15,905.00	
ADDRESS	354 LANCASTER P AVE WYNNEMOOD, PA 19086				Sales Tax 1,272.00	
COLLISION DEDUCTIBLE					REGISTRATION 37.00 TITLE 53.00 TRANSFER N/A ENCUMBRANCE 25.00 715.00	
COPY ATTACHED					PLATE FEE 23.00 LOCAL FEE (IF APPLICABLE) 5.00 28.00	
EFFECTIVE DATE EXP. DATE VERIFIED BY	09/26/17 03/26/17				Documentary Fee 116.00	
WARRANTY INFORMATION				Messenger Fee 3.00		
<input type="checkbox"/> FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.				Notary Fee N/A		
<input type="checkbox"/> USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.				ADDITIONAL CHARGES (IF ANY) -		
<input type="checkbox"/> AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR THAT MAY OCCUR IN THE VEHICLE.				TOTAL CREDIT		
PURCHASER'S SIGNATURE X				Trade-In N/A		
USED CAR BUYER'S SIGNATURE X				Less Payoff* N/A		
FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.				Net Trade In N/A		
If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$				Deposit N/A		
PURCHASER'S SIGNATURE X				Cash on Delivery 2,000.00		
				Total Down Payment 2,000.00		
				Unpaid Balance of Total Price 15,452.00		
Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement.						
This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.						
<input type="checkbox"/> BUYER ACKNOWLEDGES THAT IF THIS BOX IS CHECKED, THIS AGREEMENT CONTAINS AN ARBITRATION CLAUSE.						
BUYER HAS READ AND UNDERSTANDS THE TERMS AND CONDITIONS IN THIS AGREEMENT.						
BUYER SIGNS X DATE 09/26/17 MANAGER'S APPROVAL (Must be Accepted by an Authorized Representative of the Dealer)						
CO-BUYER SIGNS X DATE						

No. [REDACTED]

MV-1 (12-16)							H. TAX/FEE'S	
A. VEHICLE DESCRIPTION	MAKE OF VEHICLE MITSUBISHI		VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE SIDE OF THIS APPLICATION ML32F3FJ2H1 [REDACTED]		BODY TYPE (SDN, TK, BUS, ETC.) SUN ES CV	MODEL YEAR 2017	PURCHASE PRICE (See Note on Reverse.) 5,985.00	
	GROSS VEHICLE WT. RATING	FUEL TYPE: <input type="checkbox"/> GASOLINE <input type="checkbox"/> HYBRID <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> OTHER <input type="checkbox"/> PROPANE <input type="checkbox"/> NATURAL GAS	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)		SIGN HERE		LESS TRADE-IN N/A	TAXABLE AMOUNT 5,985.00
B. APPLICANT INFORMATION	LAST NAME [REDACTED]		MIDDLE NAME	PA DL/PHOTO ID# [REDACTED]	DATE OF BIRTH [REDACTED]		SALES TAX X 8% (06), X 7% (07) OR X 8% (08) * (See Note on Reverse.)	1,272.40
	CO-PL [REDACTED]		MIDDLE NAME	PA DL/PHOTO ID#	DATE OF BIRTH		LESS TAX CREDIT N/A	
	STREET [REDACTED]		DATE ACQUIRED/ PURCHASED 09/26/17	COUNTY CODE 51	DEALER ID NUMBER (IF APPLICABLE)		REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY	1. SALES TAX DUE 1,272.40
	CITY STATE ZIP CODE DUNELPHIA, PA [REDACTED]		NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)		NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> . IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L.		1A. EXEMPTION REASON CODE (must be a number from 1 to 28 or 0)	N/A
C. MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING 25 TENTHS		10. PTA NO.	
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.						2. TITLE FEE	53.00
D. LIEN INFORMATION	IF NO LIEN, CHECK <input type="checkbox"/> IS THIS AN ELT? (IF YES, FIN REQUIRED) <input type="checkbox"/> YES <input type="checkbox"/> NO		IF NO 2ND LIEN, CHECK <input type="checkbox"/> IS THIS AN ELT? (IF YES, FIN REQUIRED) <input type="checkbox"/> YES <input type="checkbox"/> NO				3. LIEN FEE	25.00
	1ST LIENHOLDER FINANCIAL INSTITUTION NUMBER		2ND LIENHOLDER FINANCIAL INSTITUTION NUMBER				4. REGISTRATION OR PROCESSING FEE	37.00
	1ST LIENHOLDER NAME VIRVA COMMUNITY CREDIT UNION		2ND LIENHOLDER NAME				FEE EXEMPT NUMBER AS ASSIGNED BY THE DEPARTMENT	
	STREET 157 YORK RD		STREET				5. COUNTY FEE * (See Note on Reverse.)	5.00
E. VEHICLE TRADED	MAKE OF VEHICLE		VEHICLE IDENTIFICATION NUMBER (VIN)		MODEL YEAR		6. DUPLICATE REG. FEE NO. OF CARDS	N/A
	BODY TYPE (SDN, BUS, TK, ETC.)		CONDITION OF VEHICLE <input checked="" type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR				7. TRANSFER FEE	N/A
F. ADDITIONAL VEHICLE INFORMATION	PASSENGER, TAXI/BUS	<input type="checkbox"/> PASSENGER <input type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> SCHOOL BUS <input type="checkbox"/> MASS TRANSIT <input type="checkbox"/> OTHER BUS		SEATING CAPACITY		8. INCREASE FEE	N/A	
	MOTORCYCLE, MOTOR DRIVEN CYCLE, MOPED	CYLINDER CAPACITY 50CC OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO	OPERABLE PEDALS <input type="checkbox"/> YES <input type="checkbox"/> NO	BRAKE HORSEPOWER <input type="checkbox"/> 1.5 OR LESS <input type="checkbox"/> 1.6 TO 5.0 <input type="checkbox"/> OVER 5.0	MAX DESIGN SPEED 25 MPH OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO	9. REPLACEMENT FEE	N/A	
	MOTOR HOME	AUTOMATIC TRANSMISSION <input type="checkbox"/> YES <input type="checkbox"/> NO	DESIGNED/ALTERED FOR ROAD USE <input type="checkbox"/> YES <input type="checkbox"/> NO	CHASSIS MFR	BODY MAKE	10. TOTAL PAID (ADD 1 THRU 9) Send One Check In This Amount	1,392.40	
	TRAILER & VEHICLES BELOW	NUMBER OF AXLES	SUM OF GAWRS	REQ. REGISTERED GROSS WT. (INCLUDING LOAD)	UNLADEN WT. (EMPTY)			
	TRUCK, TRUCK TRACTOR	REQ. REGISTERED GROSS COMBINATION WT.	GROSS COMBINATION WT. RATING					
G. APPLICATION FOR REGISTRATION	ORIGINAL PLATE - CHECK ONE <input type="checkbox"/> PLATE TO BE ISSUED BY DEPARTMENT (PROOF OF INSURANCE MUST BE ATTACHED.) <input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY DEPARTMENT <input checked="" type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (Note: This plate will expire 90 days from date of issuance.)		<input type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE <input type="checkbox"/> TRANSFER & RENEWAL OF PLATE		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE			
	PLATE NO. 01-011		EXPIRES Month Year		REASON FOR REPLACEMENT <input type="checkbox"/> LOST <input type="checkbox"/> DEFACED <input type="checkbox"/> STOLEN <input type="checkbox"/> NEVER RECEIVED (Lost in Mail)			
	TEMPORARY PLATE NO. [REDACTED]		SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT)		SIGN HERE		RELATIONSHIP TO APPLICANT	
	INSURANCE COMPANY NAME GEICO		NAIC NO.	POLICY NO. (OR ATTACH BINDER)	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE 03/26/18		
ISSUING AGENT INFORMATION I CERTIFY THAT ON MONTH 9 DAY 26 YEAR 17 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT (PRINT NAME) STAR LOAN ACCEPTANCE CENTER INC		AGENT NO. 0510232		TELEPHONE NO. 412-374-8434		
I. NOTARIZATION	SUSCRIBED AND SWORN TO BEFORE ME: MONTH 9 DAY 26 YEAR 17		SIGNATURE OF PERSON ADMINISTERING OATH		I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS APPLICATION AFTER ITS COMPLETION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN SECTION A. IF ANY EXEMPTION IS CLAIMED, THE PURCHASER FURTHER CERTIFIES THAT HE/SHE IS AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION.			
	SIGN IN PRESENCE OF NOTARY		SIGNATURE OF NOTARY		SIGNATURE OF MESSENGER		MESSENGER NO.	

Springfield Mitsubishi

313 Baltimore Pike
Springfield, PA 19064
(484) 574-8434



SERVICE DEPARTMENT HOURS
9:00 a.m. to 6:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
2/12/18	
R/O Close Date	Status
2/12/18	Pre-Invoice
Mileage In	Mileage Out
428	429
Service Advisor / Tag #	
ERNESTO WILSON	
Vehicle Identification Number	
ML32F3FJ2HHF	
Delivery Date	In-Service Date
9/26/17	9/26/17
Color	License Number
PEARL WHIT	

PHILADELPHIA, PA			Work Phone	Vehicle Identification Number	
			Home Phone	ML32F3FJ2HHF	
Year	Make	Model	Body	Color	License Number
2017	MITSUBISHI	MIRAGE G4	SDN ES CVT	PEARL WHIT	
14075					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 200: DRIVEABILITY C/S THAT VEHICLE RUNS ROUGH AND NOISY Caused by NO FAULT Tech: Jeremy King (116)	Warranty
#2 - 107: TPMS CONCERN C/S THAT IMBALANCED WHEEL LIGHT IS ON ? Caused by NO LIGHTS ILLUMINATED NO FAULT Tech: Jeremy King (116)	Warranty
Your next service is due on 05/14/18 at 4428 miles	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.


X

CONTINUING ISSUES WITH THIS 2017 MITSUBISHI G4

Returned to Springfield Mitsubishi on Feb. 12, 2018 for review of issues
(mileage 420 miles)

I wrote to Mr. David Cronin about these issues on Oct. 8, 2017, but I never received an answer. Things have not gotten any better.

1. This car runs like a beat up truck, how in this world can cars like this be allowed in this country!
2. When I'm driving, I have to have the CD or radio on because the grinding sound is so loud and annoying!
3. If this vehicle is this bad after 5 months and 400 miles, I can imagine what it's going to be like 6 years from now and I'm expected to pay for this thing for 72 months!
4. The imbalanced wheel light is always on (I returned the car in October for this issue, and it's still an issue)!
5. When I have other people in the car, I'm embarrassed because of the loud noise from grinding and we're in a new car!
6. If this car can sound this bad with the windows up, I can imagine how bad it must sound with the windows down!
7. I feel in good faith, Springfield Mitsubishi should put me in a better car or return my and Viriva Credit Unions monies.
8. I put all my saved monies into this car; I pay out \$4555.00 a month, but with the situation I'm in, I feel like I have been taken advantage of and I'm not going to stand for that!
9. Ladies and Gentlemen, I hope you will consider my situation and make me whole.

 \$455 per month x 72 months = \$32,760.00

[REDACTED]

Springfield Mitsubishi Auto Sales
Mr. David Cronin, Sales Manager
313 Baltimore Pike
Springfield, PA 19064

April 12, 2018

I purchased a car through a dealership you are in charge
of on 9/26/17

The car was a headache (and I've written you several
times about it with no responses)!

I've filed several formal complaints against you and the
dealership that sold me that piece of junk!

I'm hoping to hear from you – I am not going away! I've
been cheated out of my hard earned money, and I want it
back in full!

In case you have closed my file, my phone number is
above.

[REDACTED]



Philadelphia, PA

MITSUBISHI MOTORS NORTH AMERICA

Attn: Customer Relations

PO Box 6400

Cypress, CA 90630

March 18, 2018

Mitsubishi:

I purchased one of your vehicles, a Mitsubishi Mirage G4 2017 on September 26, 2017.

It has turned into a very unpleasant experience from the beginning until now.

I documented all the transactions, the problems and the issues; I'm sharing all of them with you.

Mitsubishi, I'm hoping once you examine all the documents, that you decide to make me whole by refunding all the money the finance company, Viriva, and I have invested in your vehicle.

Springfield Mitsubishi of Penna. had a very attracting advertisement on TV, and I bought in regretfully.

I purchased the Mirage G4 to help a life long friend get to places he needs to go. He has lost his mobility, his sight, and now he must have dialysis 3 times a week! He's a life long friend of mine and I saw an opportunity to help him, so I bought a car.

I was in possession of the vehicle from 9/26/17 till 3/1/18 when I voluntarily surrendered it with 495 miles on the odometer.

Again, once you read and evaluate everything I'm sending, that you agree that the finance company, Viriva and I, [REDACTED] are entitled to a full refund.

Please feel free to contact me at any time.

Respectfully Your

[REDACTED]

Cc:

Mr. Tony Saltarelli, Viriva Finance

JOSH SHAPIRO
ATTORNEY GENERAL

consumers@attorneygeneral.gov
www.attorneygeneral.gov



Consumer Complaint Form

Bureau of Consumer Protection
1600 Arch Street, Suite 300
Philadelphia, PA 19103

1-800-441-2555 – PA ONLY
1-215-560-2414

Required fields are marked with an asterisk*
Your information:

Are you a veteran? <input type="checkbox"/>		Age Group:	
Are you on active duty? <input type="checkbox"/>			
<input checked="" type="checkbox"/> Mr. <input type="checkbox"/> Mrs.	<input type="checkbox"/> Ms. <input type="checkbox"/> Dr.	Name*	
Address*			
City*	State*	Zip Code*	County*
Philadelphia	PA		Phila.
Daytime Phone Number*	Home Phone Number*	Email Address	
	() same	✓	

If completing this form on behalf of someone else, please complete the following information:

Are you a veteran? <input type="checkbox"/> Yes <input type="checkbox"/> No		Age Group:	
Are you on active duty? <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Under 18	<input type="checkbox"/> 60-64
		<input type="checkbox"/> 18-34	<input type="checkbox"/> 65
		<input type="checkbox"/> 35-59	
<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs.	<input type="checkbox"/> Ms. <input type="checkbox"/> Dr.	Name*	
Address*			
City*	State*	Zip Code*	County*
Daytime Phone Number	Home Phone Number	Email Address	
()	()		

Who is the complaint against?

Business/Person Name*		Phone Number:	
Springfield Mitsubishi auto sales		(484) 574-8434	
Name of the individual of whom you complained			
Dave Cronin, Sales Manager			
Mailing Address			
313 Baltimore Pike			
City	State	Zip Code	County
Springfield	PA	19064	media
Product or Service Purchased		Date of Purchase	Purchase Price
2017 Mitsubishi mirage 4 G		9/26/17	\$15,452.40



Legal Representation:

Have you retained an attorney? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
Attorney's Name			
Address			
City	State	Zip Code	County
Daytime Phone Number ()	Have you filed a legal action? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please state when:	
Where was the legal action filed?	What decision was made?		

Other Agencies:

Have you contacted other agencies? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
What agencies were contacted?
What action was taken?

Complaint Information:

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell **WHAT** happened, **WHEN** it happened and **WHERE** it happened. Be specific about any oral statements the business made to you, ESPECIALLY those that influenced you to deal with the company. Describe events in the order in which they happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

I purchased this automobile, new and (9/26) when I voluntarily surrendered it on 3/1/18 it had 509 miles on the odometer. I believe the car is a lemon made by a lemon company!

as the paperwork to explain the problems, the company's attitude and my retention efforts.

There is also paperwork between the finance company, Viriva (address enclosed) and me (Viriva Finance contact)

Mr. Tony Sartarelli
(215) 333-1201 # 115

What would you like the business to do to settle your complaint?



Insurance papers are also enclosed.
also my reaching out to the corporation
in California.

Hopefully the A.G.'s office can
help me return this lemon and get
my money back!

PLEASE READ CAREFULLY

THE ATTORNEY GENERAL CANNOT ACT AS YOUR PRIVATE ATTORNEY

As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

The Attorney General, through the Bureau of Consumer Protection ("Bureau"), provides a mediation service to consumers where an attempt may be made to mediate individual consumer complaints which fall within the Bureau's jurisdiction. The information you provide will be used in an attempt to resolve your complaint and will be shared with the party(ies) against which the complaint is filed. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

NOTE: We cannot mediate a matter which is or has been the subject of legal action. Your complaint will be kept on file and may be used to establish violations of PA law.

By signing below:

1. I certify that the information provided in my complaint, including my identity and any factual statements or allegations, are true and correct to the best of my knowledge, information and belief.
2. I certify that I have read and understand the informational sheet about the mediation process; and, further certify my understanding that the Bureau cannot provide individual legal representation to me.
3. I certify that I have authorized the Bureau to contact the party(ies) against which I have filed a complaint; and, that I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau.
4. I certify that I have authorized the Bureau to transfer my complaint, and any or all attachments related to it, to another federal, state, local or other agency which may have jurisdiction over this matter.

[Redacted Signature]

March 21, 2018
DATE

Please include copies of all documents regarding your problem. Be sure to send COPIES, not originals.





**CALIFORNIA ATTORNEY GENERAL'S
BUREAU OF CONSUMER PROTECTION**

**P.O. BOX 944-255
SACRAMENTO, CA 94244**

April 6, 2018

I would like to file a consumer complaint against the corporation I purchased a vehicle from; a new 2017 Mitsubishi Mirage G4 on Sept. 26, 2017. I returned it back to the financier, Viriva Finance Company on March 1, 2018 with 450 miles on it after many filed complaints.

I have never been unhappy with a purchase in my life ([REDACTED]); the car is a lemon, just a piece of junk!

On October 8, 2017, less then 2 weeks after I purchased this car, I sent a letter of complaint to the dealership (enclosed), I never received a response.

On February 2, 2018, I returned to the dealership for the appointment I made about my complaint(s), they did not address my issues, and found nothing wrong with the vehicle.

On March 21, 2018, I filed a complaint with the PA Attorney Generals Bureau of Consumer Protection against the dealership I purchased the vehicle from, Springfield Mitsubishi; I have not received a response yet.

On March 18, 2018, I sent a letter of complaint to the Mitsubishi Motors Corporate office in Cypress, CA; I have not received a response.

I would like to file a consumer complaint against the Mitsubishi Corporation. I feel Viriva Finance Company and I, [REDACTED] are entitled to all the monies we have paid out for that useless Mitsubishi Mirage G4. If there is any other information I can submit on my behalf, let me know and I will.

[REDACTED]
CC:

Viriva Finance Co.



PUBLIC INQUIRY UNIT
P.O. BOX 944255
SACRAMENTO, CA 94244-2550
(916) 210-6276
TOLL FREE: (800) 952-5225
TTY: CA Relay Service
(800) 735-2922

April 17, 2018

PIU: 787400

[REDACTED]
Philadelphia, PA [REDACTED]

RE: Mitsubishi Motor Sales of America, Inc.

Dear Mr. [REDACTED]

Enclosed are all materials received by this office in connection with the above matter. Regretfully, we must return them to you without action, as your complaint falls outside of our legal jurisdiction.

In reviewing your complaint, it appears that you purchased a motor vehicle from an automotive dealer in the state where you reside. California's motor vehicle warranty statutes apply only to the sale or lease of motor vehicles in California. You may have a remedy under your state's vehicle lemon laws. We suggest that you consult with an attorney in your state who handles these types of cases. In addition, any vehicle safety concerns should be reported to the National Highway Traffic Safety Administration.

We hope this information will be helpful to you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeanette Salazar".

Jeanette Salazar
Public Inquiry Unit

For XAVIER BECERRA
Attorney General

Enclosure

GALLO INSURANCE AGENCY

Mr. David Baransky, Agent

617 South 18th Street

Philadelphia, PA 19146

March 11, 2018

Mr. Baransky:

I received mail from Erie Insurance and I believe it contains errors. The cancellation of my auto insurance policy was first discussed between us on February 28, 2018.

I was instructed to call in when ever I returned the car, and I did just that on Thursday March 1, 2018 @ 7:35pm from the bus stop right down the street From Virvia Finance Company 7346 Frankford Avenue. I called you and left a message while I was waiting for the bus.

You returned my call the next day saying that you got my message, and you officially cancelled the policy.

Your home office is saying that the policy was cancelled on 3/1/18 at 12:01 Am. That's not possible because I called in on Thursday 3/1/18 @ 7:35pm at night.

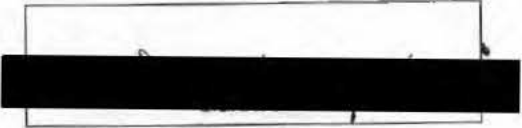
Mr. Baranasky, is this time difference a technicality or is it an error? If it's an error, I wish you would correct it with your home office. I would appreciate it very much if you would write me and clarify matters

I thank you in advance



EXPIRY: AUG 31, 2018 **VALID: 11/13/17**

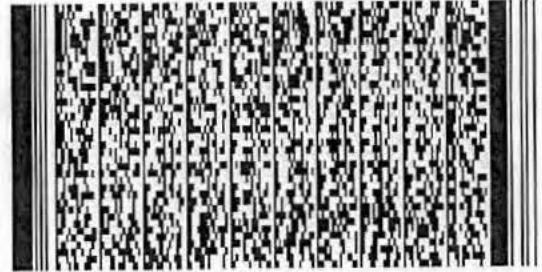
PLATE: [REDACTED]
TITLE: [REDACTED] HA
VIN: ML32F3FJ2HH [REDACTED]
YR/MAKE: 2017 MITSUBISHI
TYPE: SDN
WID: [REDACTED]



I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: PHILADELPHIA

[REDACTED]
PHILADELPHIA PA [REDACTED]



Financial Responsibility Identification Card

Erie Insurance Exchange
NAIC Code: 26271

Coverage provided by:
Erie Insurance Exchange
100 Erie Insurance Place Erie, PA 16530

Named Insured:
[REDACTED]
PHILADELPHIA, PA [REDACTED]

Policy Number:
[REDACTED]
Effective:
10/11/2017 until 04/11/2018
NOT VALID MORE THAN SIX MONTHS FROM EFFECTIVE DATE.

Vehicle:
2017 MITSUBISHI MIRAGE G4

VIN:
ML32F3FJ2HH [REDACTED]

DP80 PA 04/13

SEE IMPORTANT MESSAGES ON REVERSE SIDE

Your ERIE Agent
GALLO INSURANCE AGENCY
617 S 18TH ST
PHILADELPHIA, PA 19146-1534

Agent Phone
(215)545-9500

Your Auto Policy is effective from 10/11/2017 to 10/11/2018

To comply with Pennsylvania law, we will:

1. Issue a 6 month I.D. card on the policy effective date.
2. Six months later issue another 6 month I.D. card.
3. Issue a card for replacement or additional vehicle(s).

In the event of an accident or loss:

- Help anyone who is injured. Get names, addresses, auto license plate numbers of involved, including all witnesses.
- Protect your auto and property from further damage.
- If injury, extensive damage, theft, or out-of-state accident, call police promptly. If "hit-and-run" accident, report to police within 24 hours.
- Notify your Agent or ERIE.
- Only discuss accident details with police or an ERIE representative.

MV-880 (3-08)



pennsylvania

DEPARTMENT OF TRANSPORTATION

Bureau of Motor Vehicles
PO Box 68597
Harrisburg, PA 17106-8597
www.dmv.state.pa.us

**FIR
US**

MV-880 (3-08)


**PA Department of Transportation
Return Tag Unit
P.O. Box 68597
Harrisburg, PA 17106-8597**

VIRIVA FINANCIAL COMPANY
Ms. Jeanette Smith, Teller Manager
7346 Frankford Avenue
Philadelphia, PA 19136

February 12, 2018

1. I kept my service appointment today and they found things to be wonderful (company mess!)
2. A man named Mark tested the car out with me driving.
3. I pointed out the truck noise when I started the thing; it's as loud as a diesel truck, just to turn it on! I pointed this out to Mark (no response).
4. When I stepped on the gas, the car had a loud grinding noise and the windows were up! I asked Mark was the sound Norman? His response was, "it has a 3hp engine, 3 hp – I watch car shows all the time, and some of the cars are restored with 325hp's – 450 hp's and more. I'm not looking for something that powerful, but 3hp's are the same as a motor bike! Why the hell would I pay for something like this, and why are they allowed to sell such junk? \$32,760.00 – not on my life!
5. Every time I stepped on the gas, the grinding started and it didn't let up until I took my foot off the gas pedal! – Windows down, worst!
6. Mark told me "my father had one of these one time" and I asked him how much did he pay for it; he said he paid \$200.00! I told him that about what this one I have is worth, not \$32,760.00!
7. Viriva, I hope you can recover your monies; I would hate to see you loose out because you haven't done anything wrong, but I'm going after this car company; they are not going to rob me!!!!!!

I'll be in touch.

 2/14/18

VIRIVA FINANCIAL COMPANY
7346 Frankford Avenue
Philadelphia, PA 19136
February 28, 2018

**I am voluntarily returning your 2017 Mitsubishi today –
February 28, 2018, and it's in your back parking lot.
This car has a total of 510 miles on the odometer.**

1. I have done all I can to peacefully resolve the differences, and I have gotten no where or no cooperation.
2. I am being ignored by all parties involved and I believe the thinking is to say nothing, don't respond to his correspondences and ignore his calls, and he will keep making his payments.
3. I will not! I will not be taken advantage of! I will not pay for a piece of crap that I complained about in writing the day I drove the car home, September 26, 2017.
4. I'm prepared to do what I must, so do what you have to do.
5. I saw no mail slot here at your office, so I put one car key in the glove department, and I will mail the other one March 1, 2018; I needed a key to lock the car.
6. I used my limited ability to try and work this out – I was taken, but I will not be taken!



MEMO

TO: Whom It May Concern

FROM: [REDACTED] former car owner

RE: Voluntary return of the Mitsubishi Mirage, 3027

DATE: March 2, 2018

I took the vehicle to Viriva Credit Union, 7346 Frankford Avenue, and arrived there @ 7:30pm.

I parked the car in their parking lot in the back of their building with one set of keys locked in the glove compartment because I found no mail slot.

ID-M632F3FJ2HH [REDACTED] – Title-[REDACTED] I slid a note under the front door stating that one key was in the car and I would mail the other one in because I could not lock the car without a key.

I sent their second key by priority on 3/2/18.

[REDACTED]

PRIORITY[®]
★ MAIL ★

-  DATE OF DELIVERY SPECIFIED*
-  USPS TRACKING™ INCLUDED*
-  INSURANCE INCLUDED*

1006



\$6.70
R2307M152764-02

FROM:



**U.S. DEPT. OF TRANSPORTATION
NAT'L HIGHWAY & TRAFFIC ADMIN.
OFFICE OF DEFECTS INVESTIGATION (NVS-210)
12 NEW JERSEY AVE. SOUTH EAST
WEST BLDG. WASHINGTON, D.C. 20590**

LE

Expected Delivery Day: 05/02/2018

USPS TRACKING NUMBER



9505 5132 4136 8120 2336 89

ALLY,
ON
D.

W48-226

Department of Transportation

To: W48-226
Location Code: DOT
Cost Center: 4 West
Mail Point: NVS-200,210,300,010
External Carrier
Sender
Manufacturer
Purchase Order
DOT

5/7/2018 1:55:52 PM



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PS00001000014

EP14F July 2013
OD: 12.5 x 9.5

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