

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

JUN 18 2018

June 11, 2018

Ladies and Gentlemen:

CL-11096310-6152

I wrote to you on April 28, 2018 about an auto dealership I'm having problems with – Springfield Mitsubishi Auto Sales – 313 Baltimore Pike Springfield, PA 19065 – (484) 574-8434).

I'd like to share the latest information related to my issues.

I thank you .



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

NM
6-19-18
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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.
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.



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
1600 Arch Street, Ste. 300
Philadelphia, Pennsylvania 19103
215-560-2414
June 6, 2018

[REDACTED]
Philadelphia, PA [REDACTED]

Re: Springfield Mitsubishi Auto Sales
[REDACTED]

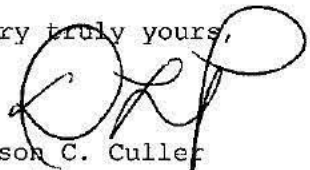
Dear [REDACTED]

The Bureau of Consumer Protection has attempted to resolve your complaint against Springfield Mitsubishi Auto Sales through mediation. Our mediation efforts included a review of the information you provided to our office and relevant background information letters to the business and other communications with the company. Despite these efforts we have not been able to resolve this matter and have reached an impasse. Further attempts at mediation would not be productive.

We regret that we are unable to proceed further with this matter on your behalf. However, there are other options available to you. Should you decide to pursue this complaint, you may wish to consult an attorney or file a complaint with your magisterial district judge. Magisterial district courts do have restrictions on the amount of money that can be recovered in such actions. We have enclosed relevant information on these proceedings for your review. If the amount at issue in your complaint is above the monetary limit, private legal counsel may be able to file an action on your behalf in the Court of Common Pleas.

If you wish to discuss this matter, please feel free to contact me. A copy of your complaint will remain on file for possible future reference. On behalf of the Office of Attorney General, thank you for bringing this matter to our attention.

Very truly yours,


Jason C. Culler
Agent

dlp
Enclosure
26A



SPRINGFIELD MITSUBISHI

313 Baltimore Pike. Springfield, PA 19064 | 484.574.8434 | www.phillydrive.com

RECEIVED

APR 27 2018

WJC

Office of the Attorney General,

re: [REDACTED]

Office of Attorney General
BCP - Phila.

Mr. [REDACTED] purchased a 2017 Mitsubishi Mirage G4 on 9-26-2017 from Springfield Mitsubishi. [REDACTED] insisted on a payment of \$250.00 per month, that was the budget [REDACTED] came to us with. We showed [REDACTED] the 2017 Mitsubishi Mirage G4 because that was the vehicle that best fit his budget. [REDACTED] got a complete walk around of the vehicle, showing all the features and benefits. [REDACTED] then took a test drive in the car, after which we showed [REDACTED] the price and payment of the new Mirage G4. [REDACTED] chose to purchase the vehicle. Mr. Harris was approved by Viriva credit union based in warminster, PA. [REDACTED] received an interest rate of 5.64 because Mr. [REDACTED] had a good credit history [REDACTED] could have purchased just about any car we had inventory. [REDACTED] was insistent on having a payment of 250.00 per month [REDACTED] then returned to the dealership 2 days later because there was a mistake on the paperwork. [REDACTED] did not express any remorse or regret with his purchase at that time [REDACTED] then called the dealership about 10 days later expressing that he was unhappy with the car. He did not want to trade the car in, he wanted a complete refund on his purchase. We told him we were unable to do so at that time. We were willing to trade the car and put [REDACTED] into something bigger but again [REDACTED] was stuck on his payment being 250.00 per month.

[REDACTED] says he went to a few other dealerships that were willing to trade the Mirage and sell him a different car. We can't say exactly why [REDACTED] did not complete any of those deals but our guess was again the payment was to high for [REDACTED] to accept.

[REDACTED] reviewed the car, reviewed the terms of the car purchase before buying the car, then returned 2 days later to resign some paperwork. There was plenty of opportunity to decline the car.

As it states in the letter he sent to the attorney general, "1.Purchasing the Mirage G4 is the worst decision I've made in [REDACTED] and I have no one to blame but myself". Unfortunately [REDACTED] is correct it was all his decision and no one forced him to do anything.

Sincerely

William Shivers
Finance Mgr

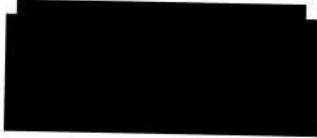
Complaint filed March 21, 2018 – I did not receive a letter of acknowledgement
A.G. received response from defendant April 27, 2018 – 37 days letter
A.G. ending letter to me dated June 6, 2018 – 41 days since I filed the complaint

Highlights to the AG exit letter to ██████████

1. There was no mediation; you sent the defendant my complaint and weeks later they sent you a letter back full of lies! You did not mediate anything with those bastards, and if you would have read the documents you asked me for that I sent you, you would have known that! You sent them a form letter, they responded; case closed!
2. What effort – all you did was send those people a form letter which they responded to with a page full of lies which you shared with me 41 days later.
3. Are you talking about my letters and communication or yours – this form letter is retarded!
4. You say further attempts would not be productive if you consider sending the culprits a letter as communication, you should be in rehab or back in school! Further would not be productive for the A.G. office because you(s) would have to get off your tardy, lazy asses and do some work!
5. You haven't sent me any relevant information, so why are you saying you did? If that sentence is not meant for me, why say it to me?
6. The people who should be discussing the Bureau of Consumer Protection are the state legislature because it is a waste of tax payer's money. You are not properly serving / protecting the residents of Phila. and I am not just talking about my case.
7. With all the information and documents I shared with you and you say it had no relevance, what else we could we discuss – you didn't read what I sent you!
8. But what I do want is a sit down mediation session with the Mitsubishi dealership because I can dispute everything they told you - with evidence; I sent you the information – did you read it?
9. I'm asking for a sit down mediation session – ██████████ V. Mitsubishi Motors with the A.G. office as the mediator; is this possible?

10. The letter you sent me from Mitsubishi Motors is full of lies and if you read my information, you know I disagree with their points!

11. As I'm sure you are aware of by now, I filed a complaint with Mr. Josh Shapiro about the tardy, unconcerned service the taxpayers receive here in Philadelphia and how these businesses in this area of the state abuse citizens and know there are no repercussions for it; maybe you can't or won't protect citizens, but you can enforce the PA state laws.



Cc:
Mr. Josh Shapiro, Attorney General



Philadelphia, PA



PLACE
STAMP
HERE

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