

CL-11439472-8322

Dr. Steven Cliff
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

Mr. Motegi Toshimitsu
Ministry of Foreign Affairs of Japan
2-2-1 Kasumigaseki, Chiyoda-ku,
Tokyo 100-8919, Japan

October 16, 2021

Dear your Honors, Cliff and Toshimitsu,

RE: I am writing to you today requesting your involvement or your respective National Government Agency's involvement into a matter that may have great importance to the safety of the people in the United States and possibly Japan.

Description of the issue:

In 2020 my vehicle lost power and control while being driven at about 40 mph which resulted in a crash that caused property damage and vehicle damage and probable internal personal injury.

In a nutshell, after the service engine light became active, I took the car to several different authorized Mitsubishi Service Centers to have the vehicle analyzed and repaired. I was told each time that either the Mitsubishi Service Center did not have the expertise to fix the mechanical issue and or that the diagnostic equipment could not recognize the code since the new machines could not read or recognize codes for a vehicle produced in 2008. Each time, I was told by the Mitsubishi Service Center manager that the car was safe to drive. Less than two months after these assurances the crash happened. The car has been inoperable ever since the crash because it won't start for over a year.

I have tried to contact Mr. Yoichi Yokzawa the President & CEO of the automobile manufacturer for nearly a year to discuss the cause of the accident and share the documentation and information I have gathered from the several Mitsubishi Dealership Service Centers, the police department, and the insurance company. Mr. Yokzawa has not responded to my communications as of today.

Description of the vehicle and automobile manufacturer:

I am a United States based owner of a 2008 Mitsubishi Eclipse Spyder GT, a product of the Japanese automobile manufacturer and distributor Mitsubishi Corporation. The vehicle was produced, sold and serviced in the United States of America via Mitsubishi North America.

Description of Action Sought:

I am requesting an investigation of the 2008 Mitsubishi Eclipse Spyder GT vehicle model, and the automobile manufacturer, distributor, and service center provider Mitsubishi Corporation and Mitsubishi North America, the crash, and any other possible considerations and accommodations.

Documents submitted with this letter include:

- communication requests to Mr. Yoichi Yokazawa asking him to investigate the issue
- accident report
- insurance claim
- return receipt delivery notice from the US Postal Service showing the authorized acceptance of a mailed letter from me, Drake Thomas

In conclusion, if what the Mitsubishi Dealership Service Centers indicated is true, eg. the service centers do not have the expertise to repair Mitsubishi vehicles, or that the diagnostic equipment used to analyze vehicle codes can't read 2008 model vehicle codes, this may have a significant impact on the safety of Mitsubishi automobile owners, and the insurance industry.

Thank you for your time and consideration with this matter.

Sincerely,

[REDACTED]
[REDACTED]
Rochester, NY
[REDACTED]

[REDACTED] Rochester, NY [REDACTED]

To: Mr. Yoichi Yokozawa
President & CEO
Mitsubishi Motors North America
4031 Aspen Grove Drive
Suite 700
Franklin, TN 37067

9/03/2021

RE: I have Not Been Allowed to Speak With You About a Very Important Safety Issue That Affected My
2008 Mitsubishi Eclipse Spyder GT

Dear Mr Yokozawa,

Today is my last attempt to contact you directly to resolve an outstanding issue that has affected me, and my 2008 Mitsubishi Eclipse Spyder GT that I own. For several months, I have sent emails, and have called and left voice mail messages for you specifically. If I am not allowed to communicate directly with you to resolve this issue, I will communicate this issue to Mr. Steven Cliff at the Department of Transportation National Highway Traffic Safety Administration, and to Mr. Motegi Toshimitsu at the Ministry of Foreign Affairs of Japan, with hopes to investigate and resolve this issue. Below is the issue that is to be communicated.

In the past year, I noticed the service engine indicator light was on and did not turn off. The vehicle was taken in several times to several different Mitsubishi dealerships to diagnose the issue and to try to fix it. I was told that since the service engine light was not flashing that the vehicle was safe to drive, and that all of the dealerships did not know what the code was that registered, and did not know how or could fix it. Several months after this, the car while driven at about 40 mph lost power on a curve, and crashed into a mailbox and tree. Significant damage was the result of the accident.

I have attempted to communicate this issue to the President & CEO of Mitsubishi Yoichi Yokozawa via email, phone and mail. To date, I have not been able to discuss this matter with Mr. Yokozawa. I have attempted to contact Mr. Yokozawa for nearly 6 months.

I have several forms of documentation regarding this issue, which may include phone records, email communications, written communication, audio and video. If you need my further assistance, I can be contacted via phone [REDACTED], email [REDACTED], or via mail.

Thank you for your assistance and attention regarding this matter.

Sincerely,
[REDACTED]

941 Ridge Road
Webster, NY 14580
Phone: (585) 671-3000
Accounting Sales: (585) 671-6109
Sales Fax: (585) 446-0124
www.mannamitsubishi.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Mon - Fri
8:00 a.m. to 1:00 p.m. Saturday
Closed Sunday

R/O Open Date	R/O Number
8/15/20	
R/O Close Date	Status
8/15/20	
Mileage In	Mileage Out
175010	
Service Advisor / Tag #	
LARRY C./043	
Vehicle Identification Number	
4A3AL35T08	
Delivery Date	In-Service Date
Color	License Number

Inventoried VR ORDER*

Year	Make	Model	Body	Color	License Number
2008	MITSUBISHI	ECLIPSE	2DR SPYDER AUTO G		

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Sub Total: Labor: .00 Parts: .00 Total: .00			
A33			

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

© 2012 DEALTRAC SYSTEMS, Inc. Dealership Application Group



MARINA

MITSUBISHI MOTORS

941 Ridge Road
Webster, NY 14580
Phone: (585) 871-3000
Accounting Sales: (585) 871-8100
Sales Fax: (585) 440-0124
www.marinamitsubishi.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Mon - Fri
8:00 a.m. to 1:00 p.m. Saturday
Closed Sunday

R/O Open Date	R/O Number
8/15/20	
R/O Close Date	Status
8/15/20	
Mileage In	Mileage Out
175010	
Service Advisor / Tag #	
LARRY C./043	

Inventoried VR ORDER*

Work Phone	Vehicle Identification Number
	4A3AL35T08
Home Phone	Delivery Date
	In-Service Date

Year	Make	Model	Body	Color	License Number
2008	MITSUBISHI	ECLIPSE	2DR SPYDER AUTO G		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
VOIDED DOCUMENT	

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

© 2012 DEARBORNCHRYSLER, Inc. Chrysler Financial Group

See Reverse for Instruction

00
MAY 19 1975

U.S. Postal ServiceTM
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com®

Franklin, TN 37067

Postmark Here

Postage

Postage

Postage

Postage

Postage

Postage

Postage

Postage

Postage

Postage

7020 0090 0001 2740 7337

Rochester, NY



7021 0950 0000 4902 4362

ROCHES
16 OCT 2



Department of Transportati

To: W41-306
Location Code: DOT
Cost Center: 4 West
Mail Point: NEC, NOA, NIA
External Carrier: PRIORITY
Sender:
Manufacturer:
Purchase Order:
DOT

10/20/2021 10:0

W41-306

Dr. Steven Cliff
US Department of Transportal
National Highway Traffic Safe
1200 New Jersey Ave. SE
Washington, DC 20590
20590- |||||



7021 0950 0000 4902 4362