

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

Subject: Urgent: Allegations of Bad Faith by Jenkins Mitsubishi

To Whom It May Concern,

I am writing to bring to your attention a deeply concerning matter of Bad Faith involving Jenkins Mitsubishi, which has left me both frustrated and genuinely concerned for my safety. As a loyal Mitsubishi customer, I believe it is essential to address this issue promptly and transparently.

In 2018, I purchased a Mirage G4 3 Cylinder from Jenkins Mitsubishi. Shortly after the purchase, I noticed a persistent problem: the vehicle swayed significantly when driven above 60 miles per hour. Despite numerous complaints and visits to the dealership, my concerns were consistently dismissed. It is disheartening that my pleas fell on deaf ears, especially considering the potential risks associated with this issue.

However, the situation escalated dramatically approximately a year ago. While driving on I-4, the front left tire made an alarming sound, causing the back of the vehicle to sway violently. The car veered to the left, and the left front tire ultimately blew out. I narrowly avoided a catastrophic accident by landing on the grassy area beside the shoulder. Liberty Mutual towed the vehicle to Tires Plus in Plant City, Florida, where they identified a known 2018 Mitsubishi issue: the back alignment had a sway bar issue, and it is a known issue with the 2018 Mitsubishi Mirage G4.

Curiously, when I took the car back to Jenkins Mitsubishi a few days later, they claimed they could not replicate the issue and marked it as such. However, their failure to check underneath the vehicle during previous visits raises serious questions about their diligence and honesty.

Recently, after years of persistence, Jenkins Mitsubishi finally addressed the paint issue under warranty. During this visit, they also inspected the sway issue more thoroughly. Astonishingly, they discovered issues with the sway bar and alignment, which they now want to charge me \$3,700 to fix. This is the same issue I had reported since the car was under warranty, and it nearly cost me my life on I-4.

Here's where the bad faith becomes evident: Jenkins Mitsubishi initially denied the problem, claiming they could not replicate it. Now, they attribute the sway bar issue to the I-4 incident, suggesting it occurred from this issue. This discrepancy is deeply troubling and suggests a deliberate attempt to avoid responsibility.

To resolve this matter, I kindly request the following actions:

1. **Mitsubishi Corporate Intervention:** I urge Mitsubishi corporate to contact Jenkins Mitsubishi directly and address this issue promptly. Their actions have endangered lives and eroded trust.
2. **Investigation:** I implore Mitsubishi, the State of Florida, and federal authorities (including the NHTSA) to investigate Jenkins Mitsubishi for potential bad faith practices. This case may not be isolated, and other customers could be at risk.

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- 3. Reseller Rights:** If Jenkins Mitsubishi is found to have acted in bad faith, I recommend that Mitsubishi revoke their reseller rights. Such behavior undermines the integrity of the brand.

If anything happens to me while driving this car in this condition Mitsubishi is now notified and so is the NHTSA as well as major media publications.

I have also copied the Florida Attorney General's Office, major news publications, social media influencers, Mitsubishi corporate, and the NHTSA on this communication. I believe transparency and accountability are essential for consumer safety and trust. Copies will be sent certified or receipt to the parties above.

Sincerely,

[Redacted]
[Redacted] Mulberry, FL [Redacted]

Phone [Redacted]
