

# CUSTOMER ARBITRATION APPLICATION

## STEPS TAKEN TO RESOLVE:

- Did you contact dealership management regarding your concern?  Yes  No
- Did you contact Mitsubishi Motors directly regarding your concern?  Yes  No
- Have you met or spoken with the Factory Representative regarding your concern?  Yes  No
- I request (check one only)  a single decision maker and an oral hearing  
 a 3-person panel and a documents-only review

## CUSTOMER INFORMATION:

- Mr. First Name \_\_\_\_\_ MI \_\_\_\_\_ Last Name \_\_\_\_\_
- Mrs. Street Address \_\_\_\_\_
- Ms. City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_
- Day Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_ E-mail Address \_\_\_\_\_

## VEHICLE INFORMATION:

- Name(s) as they appear on the vehicle title: \_\_\_\_\_
- Is vehicle currently registered?  Yes  No What State? \_\_\_\_\_
- Is vehicle used for business?  Yes  No What % is vehicle used for business purposes? \_\_\_\_\_
- Number of other vehicles owned or leased by the business: \_\_\_\_\_
- Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_ Current mileage: \_\_\_\_\_
- Vehicle Identification Number: \_\_\_\_\_ Selling Dealer: \_\_\_\_\_
- Do you currently own the vehicle?  Yes  No
- Purchased  Leased Lienholder/Leasing Co. Name: \_\_\_\_\_
- Account number: \_\_\_\_\_ Lienholder/Leasing Co. phone number: \_\_\_\_\_
- Purchased/leased as (check):  new  used  demo  fleet Purchase/Lease date: \_\_\_\_\_
- Mileage at purchase/lease: \_\_\_\_\_
- Are your loan/lease payments current?  Yes  No Date of last payment: \_\_\_\_\_

## VEHICLE CONCERN(S):

Concern	Servicing dealer name & location	Date	Mileage	Repair order #	Does problem currently exist?

- Does the vehicle have aftermarket equipment?  Yes  No
- Has the vehicle been modified?  Yes  No
- Has the vehicle been involved in an accident?  Yes  No Date of accident: \_\_\_\_\_

## Resolution Sought:

Specify damaged area: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Return this form to:**

National Center for Dispute Settlement  
 PO Box 485  
 Mt. Clemens, MI 48046

Signature(s)

Date