

I have received no response -
When are you going to fix my
car!

CL-10662834-2198

Wailuku, HI
Nov 18, 2014

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

FEB 25 2015

Dear Administrator:

I recently received a letter notifying me of a safety recall regarding the passenger air bag inflator housing for 2004-2005 Mitsubishi Lancer vehicles. I currently still own a 2004 Lancer Mitsubishi and I am extremely concerned for the safety of any front seat occupants. Therefore, I immediately responded to the letter from Mitsubishi and followed your instructions. Unfortunately, the response that I received was shocking and quite frankly, ridiculous! I was informed that I would be responsible to pay to ship my car from Maui to Honolulu in order to get my car repaired! Additionally, they informed me that there were no authorized Mitsubishi Motor dealers to make the repair in Maui and the **only** solution was to have my car shipped and serviced. I left a message over a **week ago** to customer service and have not received any response to date. I contacted 76 Union and the Pearl Ridge, Aiea in Honolulu.

The notification letter clearly states under the reason for notice that the safety recalls are in the areas of Hawaii, Florida, Puerto Rico, and the US Virgin Islands. Mitsubishi should assume that "special arrangements" would have to be offered to service and repair in order to meet the requirements of the National Traffic and Motor Vehicle Safety Act. If you recognized that this recall affects island customers why are you penalizing them for your manufacturing mistake, forcing them to ship their cars inter-island for repair?

The letter also states "To reduce the risk of injury, do not allow occupants to sit in the front passenger seat until this replacement is performed". Therefore, **I am confused** as to your claim that you are assuming seriousness of this recall and the effects it can have on passengers and the liability and additional legalities involved yet you are unwilling to make any needed arrangements.

I am asking that Mitsubishi please assume their responsibility and comply with the National Traffic and Motor Vehicle Safety Act and pay for the shipping of my car from Maui to Honolulu to have my car repaired. At a minimum allow a certified Mitsubishi Motor dealer or **certified mechanic in Maui** to make the necessary repair. Please keep this letter in your archives as my attempt to find a solution to get my car repaired to avoid injury or any life changing events as a result of negligence on your behalf.

Best regards

cc: Mitsubishi Motors North America, Inc.
PO Box 6400
Cypress, CA 90630
www.mitsubishicars.com

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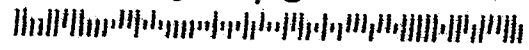
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FEB 13 15

Administrator, National Highway Traffic
Safety Administration
1200 New Jersey AVE SE
Washington, DC 20590

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Waiuku, HI

[Redacted]

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OF THE RETURN ADDRESS, FOLD AT DOTTED LINE