


FEB 10 2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				Date Received 30-DEC-2014	
				Repository <input type="checkbox"/> Reference No. 10668998	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City NEWARK	State DE	Zip Code		Evening Telephone Number	
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JA4AS3AWXB...		Make MITSUBISHI		Model OUTLANDER	
				Model Year 2011	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
				No: Cylinders 4	
Original Owner		Dealer's City		Fuel Type:	
<input checked="" type="checkbox"/>		NEW CASTLE		GS	
		State		Zip Code	
		DE			
Transmission Type		Powertrain		Multiple Failure:	
AUTO					
<input checked="" type="checkbox"/> Antilock Brakes		<input checked="" type="checkbox"/> Cruise Control		Incident Date(s)	
				15-NOV-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, ENGINE (PWS)				Failure Mileage	
				Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury (ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured 0	
				Number of Deaths 0	
				Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury (ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2011 MITSUBISHI OUTLANDER. THE CONTACT RECEIVED A NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V562000 (ENGINE AND ENGINE COOLING) AND STATED THAT THE PART WAS NOT AVAILABLE. THE DEALER DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE DELAY. THE CONTACT HAD NOT EXPERIENCED A FAILURE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I HAVE CONTACTED MITSUBISHI NA. AFTER THIS COMPLAINT WAS FILED - I WAS TOLD POINT BLANK BY THEIR CUSTOMER RELATIONS DEPT. ~~THAT~~ THAT THEY HAD ABSOLUTELY NO IDEA WHEN THE REPLACEMENT PARTS FOR THE RECALL WOULD BE AVAILABLE

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

WILMINGTON DE 19

02 FEB 2015 PM 5 T

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

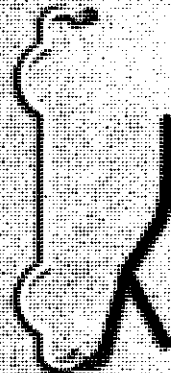
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE
Washington, DC 20077-9382



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.
PO Box 6400
Cypress, CA 90630
Telephone: 888-648-7820
www.mitsubishicars.com

This notice applies to your vehicle: JA4AS3AWXBU [REDACTED]

This notice has been sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Date: October, 2014

Dear Mitsubishi Owner,

Reason for notice:

Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2008 - 2011 Lancer, Lancer Evolution, and Outlander vehicles, 2009 - 2011 Lancer Sportback vehicles, and 2011 Outlander Sport vehicles. Due to the build material of the drive belt, the pulleys in the drive belt system can experience unusual wear, resulting in possible detachment of the drive belt. A detached drive belt could result in battery depletion and an overheated engine, which could cause a moving vehicle to stall and may increase the risk of a crash. A loss of power steering assist could occur in vehicles with hydraulic power steering, resulting in increased steering effort and may also increase the risk of a crash. Engine warning lamp(s) illumination will alert the vehicle operator in the event of drive belt detachment.

What you should do:

Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the recall remedy performed on your vehicle. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this inspection/ repair to your vehicle, free of charge.)

What your dealer will do:

The dealership will replace the drive belt with a countermeasure part, and if necessary, replace the pulley and/or tensioner assemblies with a new part.

How long will it take?

Depending on the vehicle, the time needed for this remedy is approximately 1.5 hrs. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at 888-648-7820. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time)

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4226 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem with the drive belt, pulley and tensioner assemblies and had them replaced as a result of this specific condition and have paid for the repair, you may send your original repair order or invoice, and original receipt/proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

We appreciate your prompt attention to this matter.

Sincerely, Mitsubishi Motors North America, Inc.

FILED COMPLAINT 12-23
OBI# 1068998

C1409Z

MO DAY YR