

CL-10704 693-5209

February 23, 2015  
Humacao, P.R. [REDACTED]

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

Gentlemen :

APR - 2 2015

On October 2014 The Mitsubishi Motor Sales of Caribbean, Inc, sent me an Important Safety Recall Notice, which I have attached to this letter.

Mitsubishi Motor Sales of Caribbean Inc. (MMSC) has decided that a defect, which relates to motor vehicle safety exists in certain vehicles including my 2014 Outlander. Due to the build material of the drive belt, the pulleys in the drive belt system can experience unusual wear resulting in possible detach of the drive belt that may increase the risk of a crash. I am getting problem having my vehicle repaired promptly. Since that date of October 2014, Cruz Auto Corp. Mitsubishi Motor dealer in Humacao, Puerto Rico, placed my name on a waiting list for my Outlander vehicle to be repaired. I am still having problem getting this repair. Cruz Auto Corp, in Humacao Puerto Rico told me they don't have those repair parts available to replace the drive belt system, because the Mitsubishi Motor Corp. are not sending those repair parts to Puerto Rico.

On January 4, 2015 I called Mr. Jesus Santos, Mitsubishi Customer Relations Department at 787-251-8715 and he gave me the same excuse "Mitsubishi Motors is not sending those repair parts to Puerto Rico. For that reason we don't have those vehicle parts available in Puerto Rico to replace the vehicle drive belt system", also he said that they are

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SMD

receiving many calls from Mitsubishi vehicle owners, having that same problem, no repair parts available in Puerto Rico.

Note: Outlander 2011

4 cylinders

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Thanks for your cooperation  
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Humacao, P.R.  
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cc: File  
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Humacao, P.R.

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