

FEB 10 2016

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

January 26, 2016

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20590

RE: Safety Recall for my Mitsubishi Eclipse 4A3AK24F86E [REDACTED]

Good morning,

I'm requesting assistance getting my safety recall parts replaced as per the recall notices sent me dating back from July 2015. I received two notices and have made several requests from my local Mitsubishi dealership (Hampton). On two occasions I brought the vehicle in and I've called them several other times. Each time they tell me they don't have the parts. I think ample time has passed for them to obtain the parts needed to repair my car. I have experienced braking issues in 2015, weather related to the recall or not I don't know. I attached a copy of one of the notices sent me and should you have any further questions or concerns my contact information is listed below. Your help is greatly appreciated.

Sincerely,

[REDACTED]
Broussard, LA [REDACTED]

Home: [REDACTED]

Mobile [REDACTED]

NM
3816
SMD



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: 4A3AK24F86E [REDACTED]

Date: July, 2015

Dear Mitsubishi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Reason for interim notice: Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2006 – 2009 Eclipse and 2007 – 2009 Eclipse Spyder vehicles. The Anti-lock Braking System (ABS) hydraulic unit installed on your vehicle is susceptible to failure from internal corrosion that may occur over time.

If the ABS hydraulic unit has sufficient internal corrosion and is activated during braking events where the ABS is designed to engage, the ABS hydraulic unit's internal valves could seize. If one or more valves were to seize, the brake pedal stroke will increase and braking performance may be reduced, increasing the risk of crash without warning.

If the ABS is not activated, and even if the ABS hydraulic unit has sufficient internal corrosion, **the service brakes on your vehicle will continue to perform as designed.**

MMNA intends to repair your vehicle free of charge (parts and labor). However, the parts that may be required to provide a permanent remedy for this condition are currently not available. MMNA is making every effort to obtain these parts as quickly as possible. **MMNA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.**

What you should do:

Once you receive your follow-up notice in the mail advising that parts are available, simply contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the repair performed.

If you have any questions, please contact 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 within a reasonable time frame and/or without charge, you may submit a complaint 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 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem with the ABS hydraulic unit and had it 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.

C1504K

V	4A3AK24F86E [REDACTED]	DATE OF CHANGE	MO	DAY	YR
1	18	19			24
IF THE VEHICLE IS NO LONGER OWNED, ENTER THE REASON NUMBER IN THE BOX AT THE LEFT →		1 - SCRAPPED 2 - STOLEN 3 - EXPORTED			
		4 - TRADED 5 - SOLD			
NAME	LAST NAME		FIRST NAME		
26					
ADDRESS					
26					
ADDRESS CONT.					
52					
CITY	3		STATE		73
26					43
ZIP CODE	PHONE NO.				
45	49	51	62		
EMAIL					

VEHICLE IS OR WAS REGISTERED TO:



MITS8/15 70809 *****AUTO**MIXED AADC 630

[REDACTED]
BROUSSARD, LA

COMPLETE THIS CARD ONLY IF YOUR ADDRESS HAS CHANGED OR IF YOU ARE NOT CURRENT OWNER.
CAMPAIGN VEHICLE DISPOSITION CARD

IMPORTANT -

FOR THE ACCURACY OF
OUR SAFETY RECALL
MAILING RECORDS, PLEASE
COMPLETE THIS CARD
IF YOU HAVE CHANGED
YOUR ADDRESS OR ARE
NO LONGER THE OWNER
OF THE MITSUBISHI
VEHICLE LISTED.

BASTON ROUGE LA 707

27 JAN 2016 PM 11



Broussard, LA

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

20590

