



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552 (B)(6)

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
19-AUG-2016
NOV - 1 2016

Repository
Reference No.
10897207

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City ATLANTA State GA Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number
SAME

E-mail Address

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4A4AP3AU5FB [Redacted] Make MITSUBISHI Model OUTLANDER Model Year 2015
Date Purchased March 24, 2016 Dealer's Name and Telephone Number Don Jackson Import Cars, Inc. 770.969.8003 Engine: 2.0L No: Cylinders 16 Valve Fuel Type: Gasoline
Original Owner Dealer's City State Zip Code 4 cylinders
Transmission Type Antilock Brakes Powertrain Multiple Failure: Hesitation constantly Even after Recall Service Incident Date(s) 19-AUG-2016
Continuously Variable Transm. Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS) Failure Mileage 3282 Failure Speed 45-55 miles

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

NA
Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
No. (Example: DOTMAL9ABC036) Original Equipment Failure Location: Prior Repair
Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

NA
Make Date Manufactured Model No./Name
Seat Type Installation System
Child Seat Component Code Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured Number of Deaths 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 2015 MITSUBISHI OUTLANDER. WHILE ACCELERATING FROM A STOP, THE VEHICLE HESITATED TO ACCELERATE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED AND REPAIRED PER NHTSA CAMPAIGN NUMBERS 16V563000 AND 16V548000 (POWER TRAIN); HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 3,282.

Even when the recall for Hesitation was done, the vehicle continues to hesitate at crucial junctures. It does not perform like a new vehicle. I am fearful, especially when I am trying to accelerate in traffic. I will seek relief because I am going to have a new grandbaby in January and this is unacceptable, unsafe!

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 to 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)

On March 24, 2016, I purchased a silver Mitsubishi Outlander Sport from Don Jackson Import Cars, Inc. Once I put it on the road I noticed a jerking, hesitation sensation when accelerating and attempting to start after stopping for lights or stop signs. It was scary experiencing that especially when in traffic. On March 30th, less than a month having the car, I brought it in to be checked. I explained to the Service Consultant, Tim Hartman and he had the mechanics check it out and assured me it was road ready. Yet, this problem continued and again I brought it in to be checked out. Results were the same!

ATTACH ADDITIONAL SHEETS IF NECESSARY

IN METRO
GA 301
17 OCT '16
PM 6 L



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

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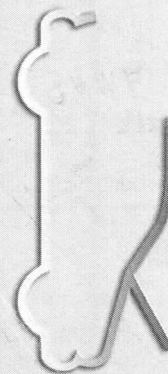
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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Washington, D.C. 20077-9382**



**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**



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