



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

1200 New Jersey Avenue, SE
Washington, DC 20590

November 26, 2018

[REDACTED]

Albany, NY [REDACTED]

Dear [REDACTED]

NEF-109 am
Ref. No. 10918395

Thank you for your correspondence concerning your model year (MY) 2011 Mitsubishi Outlander. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations received your correspondence. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that your MY 2011 Mitsubishi Outlander experienced the safety defect identified in NHTSA Safety Recall Campaign No. 18V-069 prior to receiving the recall notification. You paid to replace the drivebelt automatic tensioner and drivebelt prior to receiving the recall notification and therefore request a reimbursement.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. We recommend that you contact Mitsubishi or your dealer if you require further assistance.

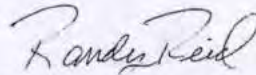
In regards to the warranty issues you have experienced with your transmission and tires and the towing, loss of work and rental car costs, NHTSA does not have any authority to intervene in those matters. You may consider contacting your local Consumer Protection Agency or the New York State Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Mitsubishi district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over

non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement