

NET-010
CI-10929089-3487

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

RECALL NON-RESPONSE COMPLAINT

Date: November 15, 2016

NOV 23 2016

To: Administrator, National Highway Traffic Safety Administration

From: [REDACTED] Owner of Recalled Vehicle [REDACTED]

RE: Attachments – Non response from Mitsubishi

On August 29, 2016, as per the instructions on the attached Safety Recall Form, I submitted by request for reimbursement for repairs made to my 2004 Outlander. As explained in the attached letter, repairs were made after a very serious failure occurred while driving this vehicle.

It has been almost three months with no response from Mitsubishi, before taking any type of other action I am requesting assistance/direction from your agency. If you could respond to a few of my questions it would be appreciated;

What is a reasonable time frame for Mitsubishi to respond in light of this being a "Safety" related matter?

If reimbursement is not provided, can I require a new front cross member be installed at Mitsubishi's expense?

How long or when did Mitsubishi know there was a safety issue with the front cross member with the 2004 Outlander?

Thank you in advance for addressing my concerns and questions. Please submit your response for my address [REDACTED] Jefferson, OH [REDACTED]

Copy: Nicolas Curci

Copy: Mitsubishi – w/Attachments

File/Attachments

DT
11/28/16
SUD

REQUEST FOR REIMBURSEMENT

Date: August 29, 2016

To: Mitsubishi Customer Relations Department

From: [REDACTED] Jefferson, OH [REDACTED]

RE: Safety Recall – Lower Control Arm

I am in receipt of your recall notice via U.S. Mail on August 25, 2016 as it pertains to the lower control arm issues with my 2004 Outlander.

On November 20, 2015, my wife encountered a serious problem with the Outlander on her way to work when the lower control arm on the driver's side of the Outlander let loose (pulling out of engine cradle) causing the vehicle to go left of center as the driver's side tire snapped back into the wheel well. Fortunately there were no oncoming cars and she was not driving the legal 55 mile an hour speed limit when everything let loose.

The Outlander needed to be towed as the tire as turned up into the wheel well causing some damage to the fender area. It took a number of months to find a replacement lower control assembly and schedule the repair work). After transferring the title into my name, I am now driving the Outlander. My wife refers to this vehicle as the "Death Machine" to will not drive it. This forced us to purchase other car as an added cost and inconvenience (not reflected in the attached invoices).

As per the instructions in the attached copy of your recall notice, enclosed please find the invoices for actual expenses encountered to correct this recall problem. Your prompt attention for consideration and reimbursement in the amount of \$ \$1,357.67 for the cost to correct your recall is appreciated. If Mitsubishi plans not to reimburse, please submit your reasoning in writing so further action on my part can be taken.

Enclosures (Tow Invoice and Service Repair Order)

Copy: Nicolas Curci

File



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: JA4LZ41F64U [REDACTED]

Date: August, 2016

Dear [REDACTED]

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 2002 – 2007 Lancer, 2004 Lancer Wagon, 2003 – 2006 Lancer Evolution, 2003 – 2006 Outlander, and 2007 – 2013 V6 Outlander vehicles operated in cold weather states where road salt is used. The inside and outside surfaces of the front cross members used on certain vehicles, if exposed long term to snow melt water and anti-freezing agents, may corrode due to insufficient performance of the rust protection.

Should significant corrosion occur over time, a lower control arm could eventually become detached resulting in loss of vehicle control and a potential collision.

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, and 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. In the interim, if you believe that your vehicle's cross member exhibits excessive corrosion, you may schedule an appointment with your local Authorized Mitsubishi Motors dealer to have it inspected.

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 excessive cross member corrosion and had it repaired or 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.

C1609R

| | | | | | |
|-------------------------------------|---|----------------|------------|--------------|----|
| <input checked="" type="checkbox"/> | JA4LZ41F64U [REDACTED] | DATE OF CHANGE | MO | DAY | YR |
| <input type="checkbox"/> | 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 | | | |
| ADDRESS | | | | | |
| ADDRESS CONT. | | | | | |
| CITY | | STATE | | | |
| ZIP CODE | PHONE NO. | | | | |
| EMAIL | | | | | |

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.

MITS11/16 124223 *****AUTO**3-DIGIT 440
[REDACTED]
JEFFERSON, OH [REDACTED]

GRAY'S AUTO SALES- 1320 SR 46 N, JEFFERSON, OH 44047

Invoice #: [REDACTED]

Date: APR 18, 2016

Customer Information

Name: [REDACTED]

Address: [REDACTED]

City: Jefferson

State: OH

ZIP Code: [REDACTED]

Car Information

Make: Mitsubishi

Model: Outlander

Year: 2004

Tag #: JA4LZ41F64U [REDACTED]

Age: 171,763

| Part # | Part Name | Unit Price | Qty | Sub Total |
|--------|--|------------|-----|-----------|
| | Cradle w/ lower control arms (Delivered from Texas-Used) | 400- | 1 | 400- |
| | Sway bar linkage (New) | 30- | 1 | 30- |
| | Misc-hardware (bolts, clips, etc.) | 25- | | 25- |
| | Transport charges Pick up car from Tow yard in Akhtabula (Flat bed trailer) | 80- | 1 | 80- |

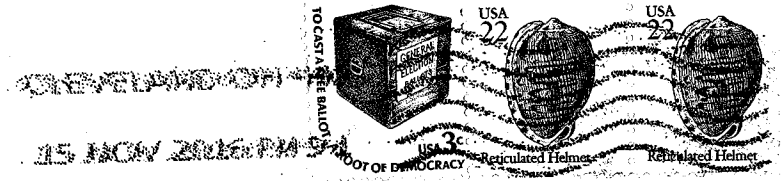
| Job Performed | Rate |
|---|------|
| Remove/Install engine cradle/arms from car (7 Hrs) | 420- |
| Remove/Replace sway bar linkage (damaged when arm let loose) (1 Hr) | 60- |
| Repaired damaged inner wheel wells & lower molding and touched up paint around damaged areas (3 Hrs) | 180- |

*Pd in full
Rep. by
Cash
4-22-16*

| | |
|----------------------------------|-----------|
| Total Parts: ^{few} 535- | \$535- |
| Total Labor: | \$660- |
| Tax Rate: 6.75% | |
| Tax Amount: | \$80.67 |
| Order Total: | \$1275.67 |



Jefferson, OH



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

20590-

