



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

March 29, 2018

[REDACTED]

Tolland, CT [REDACTED]

NEF-109 nlm
Ref. No. 10985188

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Mitsubishi Lancer. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret and inconvenience our delay in responding may have caused. 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 rate and adequacy of manufacturers' recall campaigns.

Letters concerning the type of problem you experienced with your MY 2004 Mitsubishi Lancer do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Office of Attorney General in your state regarding your problem(s) or request. You have certain rights under your state's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.

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 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.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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