

October 19, 2017

02-11035319-3128

NEF-010

Mitsubishi Motors North America, Inc.

P.O. Box 6400

Cypress, CA 90630

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

NOV 0 1 2017

SUBJECT: JA4LZ41F14U [REDACTED]

2004 Mitsubishi Outlander

I am writing to you for assistance in getting my vehicle's safety recall to full satisfaction.

I received notice that I had a recall on my vehicle regarding the front cross member corrosion. I tried my Cincinnati area service centers only to find out that the only certified Mitsubishi service center is located in Miamisburg, Ohio, or 51 miles from my home. I made the recall appointment at Walker Auto Group for today. I drove nearly an hour to have the recall inspected. Within 30 minutes I was asked to come back and look at my vehicle in the bay. Not only was my front cross body rusted through, but my rear cross body was as well. The hole in the rear was about the size of my fist-located just behind my fuel tank.

The mechanic informed me that he could not let me leave in the vehicle as it was a safety hazard. I was given a rental vehicle to drive until the parts were delivered and repair was complete.

I was told that the rear corrosion on the cross body was NOT covered under the recall (as per a phone call to Mitsubishi) and that the parts alone would be around \$2,000 plus labor and any other parts that may need replaced in repairing the rear cross body. The mechanic also mentioned that if the corrosion goes any further the drivers side rear wheel may fall off while driving.

I am beyond frustrated that Mitsubishi will cover the front cross body but not the rear- obviously caused by the same issue.

What I need from you is reconsideration in repairing my vehicle to a safe drivable manner.

I will not retrieve the vehicle until I am satisfied with the outcome of the repair. If the repair is more costly than the value of the vehicle then I am asking for you to purchase my vehicle at a fair market value.

12

NAM
11-15-17
WJ

This has been my personal vehicle for well over the past 100,000 miles. I have put nearly as much money into repairs as I paid initially for the vehicle.

Please respond as quickly as possible.

[REDACTED]
[REDACTED]
Cincinnati, Ohio
[REDACTED]

Walker Auto Group-937-433-4956 (service advisor is Shelby)

Cc: National Highway Traffic Safety Administration

1200 New Jersey Avenue SE

Washington, DC 20590



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: JA4LZ41F14U [REDACTED]

Date: November, 2016

Dea [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.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the repair performed. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform this replacement for your vehicle, free of charge.

What your dealer will do: The dealership will inspect and apply anti-corrosion agents to the inside and outside of your vehicle's cross member. If perforation(s) are found during inspection, the dealer will replace your vehicle's cross member with a new one, and apply anti-corrosion agents to the inside and outside of the new cross member.

How long will it take? The time needed for inspection and application of anti-corrosion agents is approximately 1.5 hrs. If perforation(s) are found during the inspection, the repair could take up to 4 hrs. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience.

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

V	JA4LZ41F14U [REDACTED]			DATE OF CHANGE	MO	DAY	YR
	18			19			24
<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	
25				4 - TRADED	5 - SOLD		
NAME	LAST NAME			FIRST NAME			
1	[REDACTED]						
26	[REDACTED]						
ADDRESS	[REDACTED]						
2	[REDACTED]						
26	[REDACTED]						
ADDRESS CONT.	[REDACTED]						
52	[REDACTED]						
CITY	[REDACTED]			STATE	[REDACTED]		
3	[REDACTED]			40	[REDACTED]		43
26	[REDACTED]			[REDACTED]			
ZIP CODE	[REDACTED]		PHONE NO.	[REDACTED]			
45	[REDACTED]		51	[REDACTED]			
62	[REDACTED]						
EMAIL	[REDACTED]						

VEHICLE IS OR WAS REGISTERED TO:

C MITS16/16 28331 *****AUTO**3-DIGIT 452

CINCINNATI, OH [REDACTED]

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.



8457 Springboro Pike
 MIAMISBURG, OHIO 45342-4403
 walkerautogroup.com
 (937) 433-4950



Service Parts
 (937) 433-4956 (937) 433-6726
 Sales Body Shop
 (937) 433-4950 (937) 433-4957



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
47MIZ03	TIRE ROTATION/INSP	MI	19.95	47MIZ04	CHASSIS INSPECTION	MI	0.00
47MIZ18	REPLACE TIMING BELT	MI	0.00	47MIZ17	TRANS DRAIN & FILL	MI	149.95
47MIZ16	COOLANT DRAIN & FILL	MO	119.95	47MIZ11A	EFI FUEL FILTER	MI	62.95
47MIZ01	LUBE, OIL, & FILTER	MI	37.95	31MIZAAQUICKLUB	QUICK LUBE PLUS	MI	22.63

SERVICE HISTORY

NOTICED BODY DAMAGE: FRONT REAR L ¼ R ¼ L FRONT R FRONT L SIDE R SIDE NONE

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

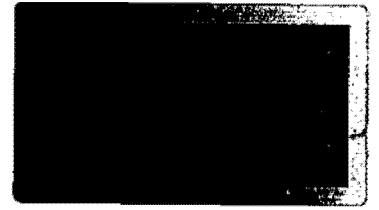
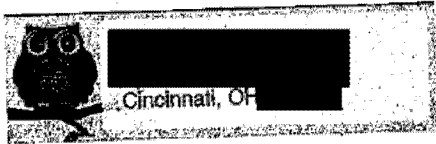
STATE REG# ENED

	VEHICLE I.D. NO. JA4LZ41F14U	YEAR/MAKE/MODEL 04/MITSUBISHI/OUTLANDER/4DR SUV XLS	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES		
	TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS <input type="checkbox"/> MILEAGE 169,216	ADVISOR NO. 26971	ADVISOR SHELBY			
RESIDENCE PHONE	BUSINESS PHONE	TERMS: STRICTLY CASH <input type="checkbox"/> UNLESS ARRANGEMENTS MADE <input type="checkbox"/> CHECK <input type="checkbox"/> MASTER CARD <input type="checkbox"/> VISA <input type="checkbox"/> DISCOVER <input type="checkbox"/>	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.			
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 09:52am	DATE/TIME PROMISED 10/19/17 11:00am	PRIORITY 40	CUSTOMER DECLINED RECOMMENDED MAINTENANCE SERVICE		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE		X			

JOB: MISCELLANEOUS SHOP SUPPLIES ARE 10% OF TOTAL LABOR UP TO A MAXIMUM OF \$19.00

ORIGINAL ESTIMATE: 0.00 CUSTOMER ESTIMATE: 0.00 FIRST ESTIMATE: 0.00 PLUS ADDITIONS: 0.00 TOTAL: 0.00	ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN FIFTY DOLLARS. INITIAL YOUR CHOICE: WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE <input checked="" type="checkbox"/>	ORIGINAL ESTIMATE \$ _____ CUSTOMER'S ACCEPTANCE INITIAL HERE _____ AUTHORIZED ADDITIONS \$ _____ DATE _____ TIME _____ BY _____ AUTHORIZED ADDITIONS \$ _____ DATE _____ TIME _____ BY _____
FRONT CROSS MEMBER CORROSION - INSPECT & REPLACE IF NECESSARY-ANTI RUST AGENT		
OWNER AUTHORIZES MULTI-POINT INSPECTION		
Limited Warranty This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, the dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A COPY OF THIS REPAIR ORDER MUST BE PRESENTED.) ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.		
REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE: SAVE <input type="checkbox"/> CUST. INITIAL DISCARD <input type="checkbox"/> _____ PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD BY US WILL NOT BE RETURNED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU. RO # _____ OF _____ QUALITY CONTROL CHECK ROAD TEST <input type="checkbox"/> INSPECT <input type="checkbox"/> CLEAN <input type="checkbox"/> BY: _____ DATE _____		

The Reynolds and Reynolds Company #RUMW02E CC712762 Q. (12/16)



Natl. Highway Safety Admin.
1200 New Jersey Ave. SE
Washington, DC 20590

Attn: Administrator