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NEF-010

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[REDACTED]
Los Angeles, CA
Tel. [REDACTED]

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

June 8, 2018

Dear Administrator:

I am writing in regard to a safety recall notice that I received for a 2004 Mitsubishi Lancer, VIN JA3AJ26E84U [REDACTED] dated April 2018. The notice instructed me to contact a Mitsubishi dealership to arrange for a replacement passenger side airbag inflator to be installed. When I contacted the nearest Mitsubishi dealership to my home, Commerce Mitsubishi, I was instructed to bring my car in to the dealership before 2 pm any day of the week of June 4. On June 7, I took half of a day off of work to make it to Commerce (a one hour drive from West Los Angeles in the middle of the day) before 2 pm. When I arrived, I was informed by the dealership's service manager that the dealership was unable to perform the repair that day; she offered to make an appointment to bring my car back in another day, an offer that had not been extended to me when I spoke to the dealership by phone.

While the recall notice sent to me by Mitsubishi Motors claimed that "every effort [would] be made to minimize [my] inconvenience" in having the recall repair performed, the dealership could not provide any solutions that would not require me total another half day off of work to bring my car in for repairs (the dealership would not arrange, for instance, to have pick up my car from and return it to West Los Angeles, even though their error had caused me to take half a day off of work to bring my car to their dealership). When I contacted the Mitsubishi Customer Relations Department, they also could not provide any solutions to minimize my inconvenience (for instance, they refused to authorize repairs to be performed by a provider close to my home or workplace). As a result, I have not had the repair performed, and will not have it performed until I can again afford to take half a day off of work to have a defective airbag inflator replaced (for the second time) by Mitsubishi.

I hope that the NHTSA might help to resolve this matter; I would be satisfied with a resolution that saw Mitsubishi take meaningful responsibility for its error and actually take some concrete steps to minimize my inconvenience.

Sincerely,

[REDACTED]

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Los Angeles, CA

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