



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)



October 20, 2020

[REDACTED]

NEF-109 ela
Ref. No. 11244413

Chelsea, MA [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2018 Mitsubishi Eclipse Cross vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. 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. We reviewed our database to identify whether a safety defect trend exists with computer and electrical problems that may cause drivability issues in MY 2018 Mitsubishi Eclipse Cross vehicles. At this time, our research did not identify enough evidence to open a safety defect investigation or to initiate a recall. The two safety recalls that you reference (NHTSA Safety Recalls No. 18V-620 and 18V-621) are not related to the drivability problem that you are experiencing.

We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We encourage you to continue to work with the Attorney General's Office 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. You may also consider contacting the Federal Trade Commission (FTC), which has jurisdiction over non-safety defects, 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.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

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

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