

10/25/2019

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

Woburn, MA [Redacted]

Mitsubishi Motors North America, Inc.

PO Box 6400

Cypress, CA

Ref: VIN# JA4AP3AU6[Redacted] miles: 30130

Dear Sir or Madam:

My Outlander has been having door problems for the last one month. I took the vehicle to Cornerstone Mitsubishi in Wilmington, MA for fixing when it occurred. Cornerstone dealership have been no help to me to-date despite repeat visits there. I tried to call in to Mitsubishi toll free line (888-648-7820) the issue but long wait time and no humans attended my call. The line held me up for over 30 minutes this am. I need urgent help as I am unable to use the car in its current condition.

Problem: Front and rear driver side doors locks have been malfunctioning over a month. They aren't locking 75% of the time and when it gets locked the doors do not open from outside. The passenger side doors seem to be working normal as it should.

Please arrange for fixing this problem under warranty.



cc: NHTSA and FTC

EA
11.7.19
W

RE

[REDACTED]
Woburn, MA [REDACTED]



NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
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