

February 15, 2022

Cerritos Mitsubishi
10944 South Street
Cerritos, CA 90703-5302

(Re: Incident Report)

To Whom It May Concern:

I am the owner of a 2017 Mitsubishi Outlander. On February 14, 2022 at 1:00 PM, my wife and I were driving home along the 405 freeway northbound from our son's house. All of a sudden, we heard a loud bang and shattered glass entered the vehicle from overhead. The majority of the sunroof glass spontaneously flew off with only remnants of shattered glass entering the vehicle. Upon later inspection, I noticed that the glass was very fragile (easily breaks). There were no warning messages and no prior indication of problems with the glass sunroof.

The glass sunroof randomly broke without incident (i.e., no contact with any other vehicles). The experience was tremendously jarring and unsettling because it was completely unexpected and could have caused me to lose control of the vehicle. Fortunately, I was able to maintain control of the vehicle and avoided any accident. We were a few car lengths away from any vehicles, both to the front of us and from behind and there were no foreign objects inside the vehicle that would indicate foul play.

Since we are both retired, the SUV is kept in the garage most of the time. It only has 31,500 miles on it.

We are reporting this incident to let you know that it could happen again to other vehicles of the same model or manufacturer that could result in serious injuries.

I hope you'll look into this incident as soon as possible.

Thank you for your attention to this matter. Please look at the quality of the glass and its proper installation. I went to the Cerritos Mitsubishi dealership on the day of the incident (February 14, 2022) to show them the damage. Rigo from the Service department took pictures of the damage.

Sincerely yours,

[REDACTED]
[REDACTED]
Long Beach, CA [REDACTED]
[REDACTED]

Vehicle ID #: JA4AD3A36H [REDACTED]

cc: U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington, D.C. 20590



Long Beach, CA

W41-304

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE
CERTIFIED MAIL



7021 2720 0000 3148 8047



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Department of Transportation

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