



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



October 10, 2022

[REDACTED]
Braintree, MA [REDACTED]

NEF-109 tgd
Ref. No. 11464505

Dear [REDACTED] es:

Thank you for the letter about your model year (MY) 2012 Mitsubishi Outlander. Your letter was forwarded to 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 roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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 contacted Mitsubishi on your behalf to better understand your exact problem. Mitsubishi informed NHTSA that they have agreed to reimburse you for the repair. If you have not already received a reimbursement you will receive a check soon. We regret any inconvenience you experienced and appreciate your diligence in this matter.

We entered your information into our database where 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.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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