



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



February 28, 2023

[REDACTED]
Ellington, CT [REDACTED]

NEF-109 ela
Ref. No. 11494679

Dear [REDACTED]:

Thank you for your follow-up letter concerning your model year (MY) 2009 Mitsubishi Lancer vehicle. 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. According to the repair order you provided, NHTSA Safety Recall Campaign No. 20V-279 was completed in September 2020. Please note that Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fails to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge, **one time**. Therefore, Mitsubishi has met its obligation to complete Recall 20V-279. We understand your frustration; however, we do not have any evidence of reports indicating that Mitsubishi's corrective action is inadequate or does not work. Furthermore, NHTSA cannot guarantee that a dealer will successfully perform a recall remedy on your vehicle.

Furthermore, we reviewed our database to identify whether a safety defect trend exists with the rear subframe in MY2009 Mitsubishi Lancer vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's 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. We encourage you to continue to work with Mitsubishi or your local dealer if you require further assistance in this matter. You may also ask your dealership for a meeting with a Mitsubishi district manager regarding your problem.

A request for reimbursement does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Office of Attorney General in your State regarding your problem(s) or request. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, 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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement