

Howell, Rosa (NHTSA)

From: Ong, Peter (NHTSA)
Sent: Monday, January 11, 2010 1:59 PM
To: Howell, Rosa (NHTSA)
Subject: FW: EA08-011

Please add email and Mitsubishi letter to EA09-011 investigation file

Peter C. Ong

Safety Defects Engineer
Office of Defects Investigation, NVS-212

From: Tom Bennett [mailto:TBennett@mmsa.com]
Sent: Wednesday, November 11, 2009 2:47 PM
To: Ong, Peter (NHTSA)
Subject: EA08-011

Peter,

MMNA has just been informed by R.L.Polk that some of the customer data sent to MMNA for the EA08-011 customer notification contained the names and addresses of the prior owners, not the current owners. Polk has indicated that this incorrect information was provided for 2,979 California customers.

To address this issue we will resend our owner notification to the corrected mailing addresses for these customers.

Let me know if you have questions.

(See attached file: NHTSA EA-08-011 CA Notification 111109.pdf)

Thomas Bennett
Director, Service
Office Phone 714-372-5554
Cell Phone 714-325-9208

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Mitsubishi Motors North America, Inc.

6400 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

November 11, 2009

Mr. Peter Ong
National Highway Traffic Safety Administration
Vehicle Integrity Division
1200 New Jersey Avenue SE, W45-204
Washington, DC 20590

RE: EA08-011 / PE08-014

Dear Mr. Ong:

Recently, Mitsubishi Motors of North America, Inc. (MMNA) completed the customer notification process related to an extended warranty program (EA08-011). MMNA has now been informed by R.L.Polk that some of the customer data sent to MMNA for the EA08-011 customer notification contained the names and addresses of the prior owners, not the current owners. Polk has indicated that this incorrect information was provided for 2,979 California customers.

To address this issue, Polk is now providing MMNA with corrected mailing addresses for these customers and MMNA will shortly be mailing out the necessary customer notification to these customers. I did want to make you aware of this situation and our immediate plan for providing the correct customers with the proper notice.

If you have any questions or need any additional information, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read "T Bennett".

Thomas Bennett
Director, Service
Mitsubishi Motors North America, Inc.
Telephone 714-372-5554
Email: tbennett@mmsa.com