



Mitsubishi Motors North America, Inc.

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November 5, 2014

Mr. Frank Borris
Director, Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

RE: October 29, 2014 Letter from the Deputy Administrator – Takata Inflator Recalls

Dear Mr. Borris,

In response to the Takata Inflator Recall letter dated October 29, 2014, Mitsubishi Motors North America, Inc. (MMNA), in its continued cooperation with the National Highway Traffic Safety Administration's (NHTSA) investigation on Takata air bags, submits the following information requested in Questions 1 through 10.

In the event you have any questions or need any additional information, please contact me at your earliest opportunity.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Chaffin", written over a horizontal line.

Mark Chaffin
Vice President, Fixed Operations
Mitsubishi Motors North America, Inc.

Q1.

The steps that you will take to (a) expedite Takata's production of replacement air bags; (b) expand the supply of replacement air bags by obtaining replacement air bags from other suppliers; (c) accelerate distribution of replacement air bags to repair facilities; and (d) urge and incentivize your dealers to increase the number of vehicles repaired.

A1.

Please see below

- a) MMNA has obtained adequate supply of replacement air bag inflators
- b) N/A
- c) MMNA force allocated stock to appropriate dealers using a formula based on the proximity and percentage of applicable registered VINs by ZIP code prior to dealer and customer notification. Additional orders are immediately filled.
- d) MMNA personnel are consistently contacting dealers to ensure customers are contacted in a timely manner and encouraged to have the repairs completed as quickly as possible. Dealers have also been instructed to prioritize these repairs over any other activities.

Q2.

The measures (including innovative approaches) that you will take to encourage and incentivize vehicle owners to bring their vehicles in for repair (e.g., expanding service hours for more convenience, accommodating owners whose vehicles cannot immediately be repaired by providing loaner vehicles, and the use of print, radio, television, and social media to inform vehicle owners of the recall program).

A2.

Customers in South Florida are being called by MMNA customer relations personnel. When contacted, the customer is advised of the outstanding campaign and an appointment for the repair is immediately made at the dealer of their choice. If they need alternate transportation while the repairs are being completed, MMNA will provide a rental vehicle. In addition, MMNA has provided dealers with owner phone numbers purchased specifically for expediting completion of this campaign. Dealers were instructed to immediately begin contacting customers to set an appointment to have the repairs completed.

An advertisement in a local Puerto Rican newspaper is currently prepared to inform vehicle owners in Puerto Rico of the recall.

Q3.

The efforts you will make to maintain clear, thorough, and up-to-date information regarding the recall on your website, and within your dealer network, to better inform consumers.

A3.

MMNA's official statement has been posted on the home page of Mitsubishi.com. It will provide customers with links to resources they can use to determine if their vehicle model / model year is part of the campaign and the information necessary to repair their vehicle. A recall information link is also conspicuously displayed on the home page. If an affected VIN is keyed in, along with other pertinent information, the campaign description, repair description, safety risk description, and status is prominently displayed.



Q4.

Any other interim measures you have taken or can take to address the safety risk and up-to-date information on the number of loaner vehicles you have provided.

A4.

In order to reduce the risk of injury, the customer notification letter advised customers to not allow occupants to sit in the front passenger seat until the inflator has been replaced. 4% of customers having their vehicle repaired were provided a loaner.

Q5.

A description of any ongoing efforts to evaluate the safety risks of Takata air bags in your vehicles, including a description of testing that is currently underway or planned.

A5.

Dealers have been instructed to return replaced inflators to Takata immediately after the repair has taken place. Dealers are required to provide MMNA with the associated tracking numbers after shipment has commenced. MMNA is instructing Takata to inspect, test and evaluate these returned inflators, and timely provide MMNA with the results.

Q6.

Testing results and data that you have conducted or gathered concerning your vehicles that contain Takata air bags that were sold or registered within the hot, humid regions of the country identified in NHTSA's consumer advisory.

A6.

To date, MMNA has no reported incidents of ruptured inflators on any Mitsubishi vehicles equipped with the airbag inflator. At this time, MMNA does not have any data regarding replaced inflators within the hot, humid regions of the country identified in NHTSA's consumer advisory, however, we are working with ODI and Takata in expediting the testing and evaluation process.

Q7.

Testing results and data that you have conducted or gathered concerning your vehicles that contain Takata air bags that were sold or registered outside of the hot, humid regions of the country identified in NHTSA's consumer advisory.¹

A7.

To date, MMNA has no reported incidents of ruptured inflators on any Mitsubishi vehicle equipped with the airbag inflator. At this time, MMNA does not have any data regarding replaced inflators outside the hot, humid regions of the country identified in NHTSA's consumer advisory.

Q8.

The testing protocols/methodologies used (or that will be used) to conduct or gather the information described in Nos. 5 through 7 above.

A8.

MMNA is instructing Takata to conduct testing by utilizing their protocols / methodologies and timely provide MMNA with the results.



Q9.

Up-to-date information regarding the number of vehicles covered by your recall, the number of those vehicles still in service and the number of vehicles remedied with a replacement air bag.

A9.

The number of vehicles covered by the Special Service Campaign is 11,985 and 99 have been remedied with a replacement inflator. At this time, MMNA is unable to determine the number of vehicles that are out of service – a customer notification letter was sent to the registered owner of all affected vehicles.

Q10.

Information on the testing, if any, you have done on the replacement air bags.

A10.

MMNA is relying on Takata to provide replacement inflators that meet OEM specifications.

NOTE: The information above pertains to the special service campaign involving 2004-2005 Mitsubishi Lancer. Although the 2006 – 2007 Mitsubishi Raider is affected by this service action, at this time, we do not have adequate information to respond to the questions and will defer to the vehicle manufacturer, Chrysler.

