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SECTION I

Compliance Summary

(12) Any other documents and communications (or

AWAP when the customer's disagreement rises to the level that the regulations consider a "dispute."

Regardless of the excellence of a program, it is only effective if the customer knows of its existence and can access it. The "notice" requirement seeks to ensure

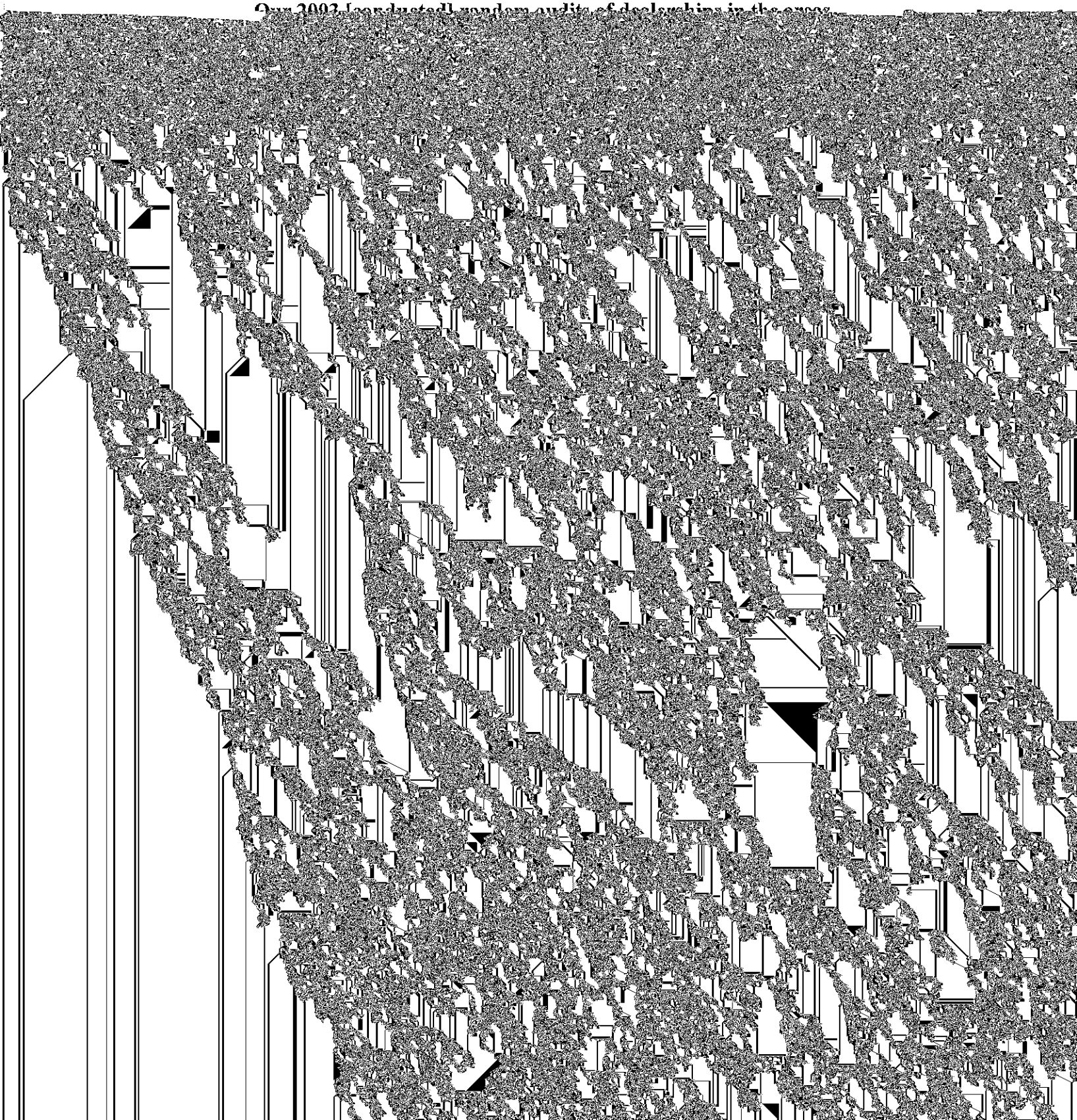
the Owner's Manual, customers will find a more detailed explanation of the

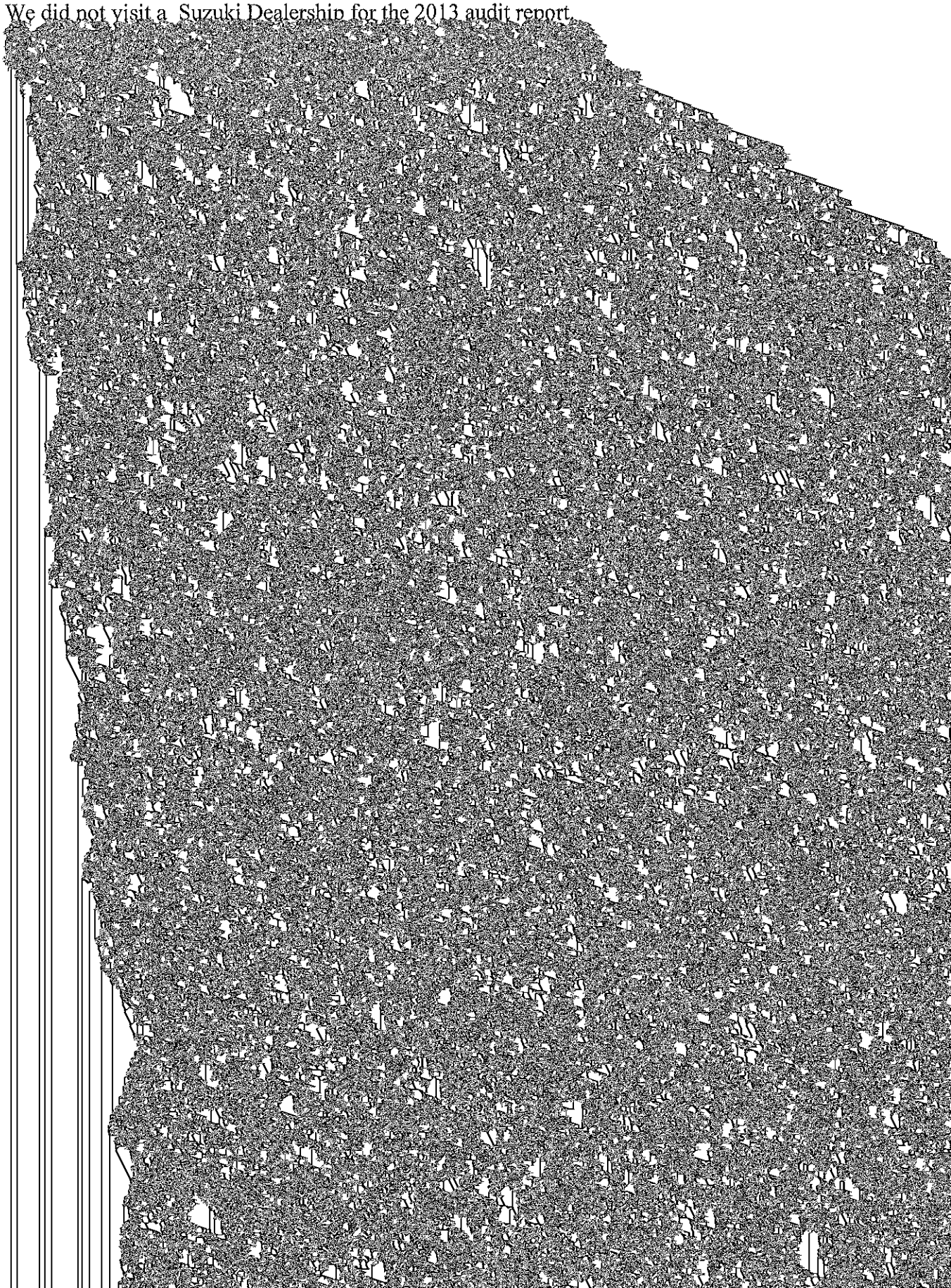
MITSUBISHI:

Mitsubishi uses the following means by which to meet this important requirement:[8]

- Mitsubishi, has addressed many of the concerns we raised in some of our past audits. Below, in italics, are some of the comments from our prior audits.

Our 2003 [conducted] random audits of dealerships in the area



at a minimum, be referred to this section of the booklet when expressing that they are experiencing a warrant dispute, or words to that effect.

We did not visit a Suzuki Dealership for the 2013 audit report.