



IMPORTANT SAFETY RECALL

MITSUBISHI MOTOR SALES OF CARIBBEAN INC.

Road 2 Km. 20.1 Candelaria Ward
Toa Baja, PR 00949
PO Box 192216 San Juan, PR 00919-2216
Tel.: (787) 251-8715
Fax: (787) 251-2953

DEC -9 2014

This notice applies to your vehicle: JA32U2FU1AU [REDACTED]

This notice has been sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Date: October, 2014

Dear Mitsubishi Owner,

Reason for notice:

Mitsubishi Motors Sales of Caribbean, Inc. (MMSA) has decided that a defect which relates to motor vehicle safety exists in certain 2008 - 2011 Lancer, Lancer Evolution, and Outlander vehicles, 2009 - 2011 Lancer Sportback vehicles, and 2011 Outlander Sport vehicles. Due to the build material of the drive belt, the pulleys in the drive belt system can experience unusual wear, resulting in possible detachment of the drive belt. A detached drive belt could result in battery depletion and an overheated engine, which could cause a moving vehicle to stall and may increase the risk of a crash. A loss of power steering assist could occur in vehicles with hydraulic power steering, resulting in increased steering effort and may also increase the risk of a crash. Engine warning lamp(s) illumination will alert the vehicle operator in the event of drive belt detachment.

What you should do:

Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the recall remedy performed on your vehicle. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this inspection/ repair to your vehicle, free of charge.)

What your dealer will do:

The dealership will replace the drive belt with a countermeasure part, and if necessary, replace the pulley and/or tensioner assemblies with a new part.

How long will it take?

Depending on the vehicle, the time needed for this remedy is approximately 1.5 hrs. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at 787-251-8715. Hours: Monday through Friday 8 a.m. to 5 p.m. (Eastern Time)

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem with the drive belt, pulley and tensioner assemblies and had them replaced as a result of this specific condition and have paid for the repair, you may send your original repair order or invoice, and original receipt/proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 192216, San Juan PR, 00919-2216

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

We appreciate your prompt attention to this matter.

Sincerely, Mitsubishi Motors Sales of Caribbean, Inc.

C1409Z

V	JA32U2FU1AU [REDACTED]	DATE OF CHANGE	MO	DAY	YR
1	18	19			24
IF THE VEHICLE IS NO LONGER OWNED, ENTER THE REASON NUMBER IN THE BOX AT THE LEFT		1 - SCRAPPED 2 - STOLEN 3 - EXPORTED 4 - TRADED 5 - SOLD			
25	LAST NAME FIRST NAME				
NAME	1				
ADDRESS	2				
ADDRESS CONT.	3				
CITY	40				STATE 42
ZIP CODE	45		49		PHONE NO. 51
EMAIL	43				

VEHICLE IS OR WAS REGISTERED TO:



MITS13/1414 758 **AUTO**SCH 5-DIGIT 00603

AGUADILLA, PR [REDACTED]

NH
12/11/14
MW

COMPLETE THIS CARD ONLY IF YOUR ADDRESS HAS CHANGED OR IF YOU ARE NOT CURRENT OWNER.
CAMPAIGN VEHICLE DISPOSITION CARD

IMPORTANT -

FOR THE ACCURACY OF OUR
SAFETY RECALL MAILING
RECORDS, PLEASE
COMPLETE THIS CARD
IF YOU HAVE CHANGED
YOUR ADDRESS OR ARE
NO LONGER THE OWNER
OF THE MITSUBISHI
VEHICLE LISTED.

12-02-2014

Tel # [REDACTED]
from [REDACTED]

Vehicle # JA32U2FU [REDACTED]
Mitsubishi Lancer, 2011

Address [REDACTED]
Agua Dilla P.R. [REDACTED]

Record # at Mitsubishi # [REDACTED]

Spoke to Eliezer Gonzales - Agua Dilla (787) 830-7889

(at Mitsubishi Dealer Isabela) Purchased June 23, 2010
Miles on car

To: Adm. National Highway Customer relations

I Called today to the Mitsubishi Dealer where I purchase my car for the Recall Dated October, 2014 by Mitsubishi/Caribbean. I spoke with Eliezer Gonzales He explained to me that this service will prolong till after February of 2015 since still they have not been working on this problem of Recall. Due to lack of parts that won't be coming in until after Feb, 2015 my customer ID # for this Dealer as a Customer is [REDACTED]. I was put on a list He mentioned it will take a con while since they have not received any parts.

Continue →

VIN# JA32U2FULAU [REDACTED]
Customer Number at Mitsubishi P.R. [REDACTED]

As of yet and that I will
Be put in a waiting list for a
call at February - 2015 And they
will service the cars with the
defects of letter which stated

Due to the build material of the
Drive belt, the pulleys in the Drive
Belt system can experience unusual
wear, resulting in possible detachment
of the Drive Belt.

Important Safety Recall letter
is attached to my letter of concern
As you may see I live in Puerto Rico
and Island full of curves Hills
valleys and highways. If this
Recall was to delay and my life
is at risk and Mitsubishi is not
taking this matter seriously that still
we do not have the parts or ability to
fix this problem ASAP Mitsubishi will be accounted
for this matter of defect unresolved.

Aguadilla, PR

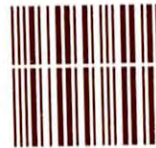
CERTIFIED MAIL™



7011 2000 0001 3607 7265



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20590

U.S. POSTAGE
PAID
SAN ANTONIO, PR
00690
DEC 03, 14
AMOUNT

\$6.00

00096407-02



W40-304

Administration National Highway
Traffic Safety Administration
1200 New Jersey Ave
SE Washington, Dc 20590