



Mitsubishi Motors North America, Inc.

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

AFFECTED VEHICLES
MODELS: 2010 ENDEAVOR

Date: September, 2009

Dear Mitsubishi Owner,

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

Reason For Notice: Mitsubishi Motors North America, Inc. (MMNA) has determined that a defect relating to vehicle safety exists in certain 2010 Endeavors. The retainer bracket used for the seat-mounted side airbag frames on both the driver and front passenger seats may have been insufficiently welded. If this condition exists, the front seat-mounted side airbags may not properly deploy in a side impact accident.

What you should do: Please contact your Authorized Mitsubishi Dealer to schedule an appointment to have the retainer bracket used for the seat-mounted side airbag frames on both the driver and front passenger seats inspected. If necessary, the seatbacks on your vehicle will be replaced. There will be no charge for the inspection and, if necessary, the replacement. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still inspect your vehicle and repair, if necessary, free of charge.

What your dealer will do: The dealership will inspect the weld condition of the side airbag retainer bracket on the driver and front passenger seats. If a weld is found to be insufficient, the dealer will replace the seatback assembly.

How long will it take? The time needed for the inspection is approximately 30 minutes. If one seatback requires replacement, the repair will take about 1 hour. If both seatbacks require replacement, the repair will take about 2 hours. 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 trouble having your vehicle repaired promptly and at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**.

Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time)

If, after contacting Mitsubishi Customer Relations, you are still having 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 regarding the above and have paid for the repair, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement:
Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

Notice to Lessors: If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law, (49 CFR Part 577), to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Further, you must maintain a record, which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

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