

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: February 28, 2013
TO: Mitsubishi Motors Certified i-MiEV Dealership Dealer Principals, General Managers, Service Managers, and Parts Managers
RE: Customer Notification – 2012 i-MiEV Vacuum Pump Safety Recall
TIN NO. TIN-13-SR-002

AFFECTED VEHICLES: 2012 i-MiEV (built from December 2, 2011 – September 7, 2012)

PURPOSE

Safety recall campaign SR-13-001 for the brake vacuum pump equipped on 2012 i-MiEV vehicles built from December 2, 2011 – September 7, 2012 was released to Certified i-MiEV dealers on February 19, 2013.

Customer notification letters will be mailed today. As a result, you may get an influx of calls from customers of affected vehicles.

It is extremely important that these calls are handled in a professional manner and the necessary parts are ordered **immediately**.

Once the customer appointment is confirmed, you must contact your facing PDC with the corresponding VIN and an order will be placed. Please refer to Safety Recall Bulletin SR-13-001 and Parts Bulletin 35-IM-01-13 for additional information.

After the repair is completed, please ensure the Main Drive Battery is fully charged prior to vehicle delivery. If the vehicle cannot be immediately repaired, the Main Drive Battery should be charged while the vehicle is waiting for repairs. This will limit customer inconvenience and maximize customer satisfaction.

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.