



**Mitsubishi Motors North America, Inc.**

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
[www.mitsubishicars.com](http://www.mitsubishicars.com)

**AFFECTED VEHICLES**

**MODEL:** 2012 i-MiEV built from December 2, 2011 – September 7, 2012

Date: February, 2013

Dear Mitsubishi Owner,

This notice has been 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 decided that a defect which relates to motor vehicle safety exists in 2012 i-MiEV vehicles built from December 2, 2011 – September 7, 2012. Certain vacuum pumps for the brake system manufactured during the subject time period may become inoperable due to failure of an internal component. If the vacuum pump becomes inoperable, the brake warning light will illuminate and the brake warning buzzer will alert the vehicle operator. Vacuum pump inoperability will result in reduced brake power assist which may increase stopping distances and could lead to greater risk of crash.

**What you should do:** To facilitate the repair process, please contact your local certified i-MiEV Mitsubishi dealer and schedule an appointment to have the vacuum pump replaced on your vehicle. To locate your local certified i-MiEV Mitsubishi dealer, please visit our website, [www.mitsubishicars.com](http://www.mitsubishicars.com). When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this repair to your vehicle, free of charge.) If your vehicle's brake warning light illuminates and the brake warning buzzer is heard, **do not drive your vehicle**. Please immediately contact your local certified i-MiEV dealer for repair.

**What your dealer will do:** Once an appointment is made, the dealership will ensure the new vacuum pump is available and replace the unit on all affected vehicles.

**How long will it take?** The time needed for this repair is approximately 30 minutes. 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 **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific 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 regarding the above condition 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 each 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 each 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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