



Mitsubishi Motors North America, Inc.

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**To: All Mitsubishi Dealers
All Mitsubishi Dealership Service Managers and Parts Managers**

Subject: 4B1 Engine Drive Belt Detachment – Safety Recall Campaign

MMNA recently launched Safety Recall SR-14-009 involving the drive belt on certain vehicles equipped with a 4B1 engine. This recall also included an inspection procedure to check the idler pulleys and auto tensioner pulley for unusual wear.

Unfortunately, due to the unusually high customer response rate and greater than expected number of pulleys that are failing the inspection, MMNA has not been able to fill dealer orders for some of the pulleys. In addition, this recall was launched globally by Mitsubishi Motors Corporation, which further complicated our efforts to promptly fill your orders.

Nevertheless, to strengthen our “customer first” philosophy and demonstrate our commitment to customer satisfaction, MMNA executives have rallied suppliers to step up production of the pulleys in question. Plus, MMNA will be using expedited delivery methods and ship parts to the U.S. via air shipment to cover your back order and customer needs.

These efforts will enable MMNA to receive the parts by the middle of next week and **your back ordered parts should begin shipping to your dealership by the end of next week.**

MMNA will continue to closely monitor this situation and do everything possible to maintain a good supply of parts for your recall needs.

Lastly, to avoid unnecessary replacement of pulleys as part of this recall, please ensure your technicians are accurately completing the pulley inspection procedure as outlined in Safety Recall Bulletin SR-14-009.

Sincerely,

MMNA Fixed Operations