



MITSUBISHI MOTORS NORTH AMERICA, INC.
6400 Katella Avenue, Cypress, CA 90630

December 17, 2018

To: All Mitsubishi Dealer Principals, General Managers, Parts Managers, & Service Managers

Subject: **Takata Airbag Recall - Update**

As part of our continuing efforts to minimize the number of vehicles with an open Takata airbag inflator recall, we have put together a holiday mailer featuring a free oil change offer.

The week of December 17th, MMNA will be sending approximately 55,000 holiday mailers to affected owners of the following vehicles: Lancer (2004-2007), Raider (2006-2009), Lancer Evolution (2004-2006), and i-MiEV urging them to have this important recall completed at an Authorized Mitsubishi Dealership as quickly as possible.

Included in this holiday mailer is an offer for a **free oil change** upon completion of the recall. Customers will have until the end of February to take advantage of this offer.

Dealers will be reimbursed the following amounts for the oil change:

- 2004-2007 Lancer = \$ [REDACTED]
- 2006-2009 Raider = \$ [REDACTED]
- 2004-2006 Lancer Evolution = \$ [REDACTED]

NOTE: You must submit promo claim code [REDACTED] for this offer. Although i-MiEV owners will be receiving a holiday mailer, it will not include the free oil change offer.

The free oil change is only applicable if the Takata recall is completed – promo claims submitted without a corresponding recall claim will not be paid.

MMNA has ample inventory of Takata recall parts – to minimize any customer inconvenience, be sure your dealership has an adequate supply of recall parts on hand.

Thank you in advance for your immediate attention. Should you have any questions, please do not hesitate to contact your District Parts and Service Manager.

Sincerely,

MMNA Aftersales





THIS HOLIDAY SEASON MITSUBISHI WANTS YOU TO

GET THERE SAFE.

HAVE YOUR AIRBAG REPLACED.

CALL YOUR LOCAL DEALERSHIP TODAY TO SCHEDULE YOUR **FREE** RECALL REPAIR.



CALL 1-877-576-9385



TO GET YOUR DEFECTIVE AIRBAG REPAIRED **IMMEDIATELY FOR FREE.**

Dear **Johnny Longest Name:**

The front passenger-side airbag in your vehicle has been recalled due to a **serious defect.**

The airbag could explode and shoot razor-like sharp metal fragments into your vehicle, **killing or injuring** everyone in their path.

To schedule your **FREE** recall repair with your authorized local dealer at a time and location that is most convenient to you, call us at **1-877-576-9385.**

Mitsubishi representatives may soon be in your neighborhood conducting home visits to explain the urgent safety issue, answer any questions you may have and help you schedule your **FREE** recall repair.



FREE OIL CHANGE

with Takata Recall

To	Customer's Name	Claim Code	
From	Mitsubishi Motors North America	Expires	February 28, 2019



MITSUBISHI MOTORS NORTH AMERICA

Redeem at a Mitsubishi dealership upon completion of Airbag Recall Repair

Mitsubishi only. Offers cannot be combined. Must present coupon at time order is written. Plus tax and shop supplies. Offer is nonnegotiable, non-assignable, and has no cash value. One offer per VIN number. Prior sales excluded. Valid at participating Mitsubishi dealers. VIN: ##### Expires 02/28/2019. Offer code: © 2018 Mitsubishi Motors North America, Inc.

