



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

Subject: Safety Recall Re-notification Campaign

Date: December 23, 2015

Here at Mitsubishi, our customers come first and safety is a top priority. To that end, we are focused on improving recall completions as well as improving the overall safety and satisfaction of our customers. As a result, we will begin the process of re-notifying customers with one or more of the following pending recalls:

CAMPAIGN #	TSB #	DESCRIPTION
C1102M	SR-11-001	Fuel Filler Pipe
C1409Z	SR-14-009	Engine Drive Belt
C1414A	SR-14-012REVII	Passenger Side Air Bag Inflator
C1502T	SR-15-002	ETACS ECU Unit
C1503T	SR-15-003	Blower Motor

Please refer to the aforementioned Technical Service Bulletins (TSB) for repair procedures and related parts information needed to properly complete these recalls. These specific TSBs can be found on the Mitsubishi Dealer Link under *Service > Warranty Central > 10. Recall/Service Campaign Archives*.

We will be sending safety recall re-notifications via e-mail to approximately 62,000 customers. The first e-mail will be sent on December 28, 2015. Reminder e-mails will be sent on January 4, 2016 and January 11, 2016 targeting those customers who have not opened e-mail #1. *Attached for your review is a sample of one of the customer e-mails that will be sent.*

Featured in the customer e-mail is an offer for a complimentary Computerized Vehicle Inspection Report & 27-Point Inspection. Please provide this valuable service to all customers coming in to have these open recalls performed. **You have a great opportunity coming your way...**either to re-establish an old relationship and/or connect with a new customer and build their trust in your dealership service capabilities so you can retain them for long-term repair and maintenance needs.

NOTE: While the vehicle is in your dealership be sure to review the Warranty SuperScreen to verify that all pending recall work has been completed.

Working together, we can increase recall completions, improve customer satisfaction, and ensure that the vehicles we have on the road are as safe as possible. Should you have any questions, please do not hesitate to contact your District Parts and Service Manager.

Good Selling!

MMNA Fixed Operations

IMPORTANT SAFETY RECALL INFORMATION



Dear Mitsubishi Owner,

You are receiving this email because our records indicate that your %%CS_VehicleYear%% %%CS_VehicleModel%% with VIN %%CS_VehicleVIN%% has an open recall. Your safety is our top priority, please have this recall performed at **no charge** to you.

The following recall(s) are currently open on your Mitsubishi vehicle:

- %%RecallCode1%% %%RecallDescription1%%
- %%RecallCode2%% %%RecallDescription2%%
- %%RecallCode3%% %%RecallDescription3%%
- %%RecallCode4%% %%RecallDescription4%%
- %%RecallCode5%% %%RecallDescription5%%

To schedule a service appointment to have this recall performed at no charge, please contact your [local dealer](#).

Thank you for your attention to this matter,
Mitsubishi Motors North America

FIND A DEALER NOW >

COMPLIMENTARY COMPUTERIZED VEHICLE INSPECTION REPORT & 27 POINT INSPECTION

NO CHARGE

A \$49.95 VALUE

INCLUDES:

- 27 Point Inspection
- Battery test
- Remaining warranty summary
- Open recall notification
- Diagnostic scan

Mitsubishi only. Must present coupon when order is written. Prior sales excluded. Valid at participating Mitsubishi dealers. © 2015 Mitsubishi Motors North America, Inc.

Mitsubishi 27-Point Inspection	
ACCUSS SYSTEMS	STATUS
A1. Engine Oil	Passing
A2. Transmission	Passing
A3. Brake Pedal	Passing
A4. Power Steering	Passing
A5. Control Blade/Steering	Passing
A6. Vehicle Weight	Passing
INSPECTION ITEMS	STATUS
B1. Fuel Filter	Passing
B2. Cool. Warning Light	Passing
B3. Wash/Water Level Sensor	Passing
B4. Fuel Filter (Optional Equipped)	Passing
B5. Horn	Passing
B6. Headlights	Passing
B7. Headlights in Working Order	Passing
B8. Turn Signal	Passing
B9. Brake in Good Working Order	Passing
B10. Interior Light	Passing
B11. Hazard Warning Light	Passing
B12. Windshield Wiper/Washer/Control	Passing
B13. Windshield Glass, Wiper & Control	Passing
B14. Power Door (If Equipped)	Passing
B15. Drive Shaft in Good	Passing
B16. Lubric. Oil Filter	Passing
B17. Engine Air Filter	Passing
B18. Windshield/Washer/Wiper/Control/Steering	Passing
B19. Undercarriage & Exhaust System/Control/Steering	Passing
B20. Brake Control, Lines & Hoses	Passing
B21. Tire	Passing