



**Mitsubishi Motors North America, Inc.**

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**Date: November 9, 2016**

**To: All US and PR Mitsubishi Dealer Principals  
All US and PR Mitsubishi Dealership Service Managers  
All US and PR Mitsubishi Dealership Parts Managers**

**Subject: Upcoming Safety Recall Affecting Certain 2007 - 2013 Outlander Vehicles**

On October 26, 2016, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding certain 2007 – 2013 Outlander vehicles built from September 8, 2006 to March 29, 2013. In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the resin case of the ball joint will wear prematurely due to the ball joint corrosion and the wiper link may ultimately separate causing the windshield wipers to stop operating, which could reduce driver visibility under certain conditions and increase the risk of a vehicle crash.

You will receive a formal/official dealer notification from MMNA regarding the above safety recall soon. You are receiving this advance, informal letter because NHTSA will announce the recall on their website soon, and MMNA wants to assist you in handling any customer inquiries you may receive regarding this recall.

In the event you receive any direct customer inquiries regarding this issue, please refer them to the MMNA Customer Relations Hotline at (888) 648-7820. We appreciate your patience while we make the necessary preparations to launch this recall.

Sincerely,

Mitsubishi Motors North America, Inc.