



**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 2011 - 2015 Outlander Sport Vehicles**

On October 26, 2016, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding certain 2011 – 2015 Outlander Sport vehicles built from August 26, 2010 to January 5, 2015. Water can potentially drop down onto the front wiper motor through a gap between the front deck garnish (the body piece between the hood and windshield) and the front windshield. If this occurs, water could potentially collect in the area of the wiper motor breathing hole. If the wiper motor is not operating, this water can then potentially enter the wiper motor through the breathing hole. If this occurs, such water intrusion over time may cause internal corrosion and/or electrical conduction failure resulting in nonoperation of the windshield wiper motor. If the windshield wiper motor stops operating, the driver will not be able to activate the windshield wipers, reducing driver visibility under certain conditions and increasing 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.