



# IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
www.mitsubishicars.com

This notice applies to your vehicle, \_\_\_\_\_.

Date: August, 2016

Dear FIRSTNAME LASTNAME,

This notice has been sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

**Reason for notice:** Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2015-2016 Outlander Sport, and 2016 Outlander and Lancer vehicles. During initial acceleration from a standstill, or when accelerating again after either constant speed operation or coasting down, affected CVT equipped vehicles may experience a hesitation if the range switch momentarily experiences a loss of signal. If the range switch momentarily experiences a loss of signal, this may result in reduced vehicle acceleration. Unexpected reduction in available acceleration during every day driving, such as acceleration from a stop, merging on to a freeway, or turning left against traffic, could result in an increased risk of an accident.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the recall remedy performed on your vehicle. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform this inspection/repair to your vehicle, free of charge.)

**What your dealer will do:** The dealership will reprogram the CVT-ECU with a modified software.

**How long will it take?** The time needed for the inspection is approximately **0.5** hr. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time).

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem with the transmission hesitation due to loss of signal in the range switch and have paid for the repair, you may send your original repair order or invoice, **and** original receipt/proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

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