



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: January, 2017

Dear FIRSTNAME LASTNAME,

This notice is 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 defects which relates to motor vehicle safety exists in certain 2011-2012 Outlander Sport vehicles.

(1) 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.

(2) The supplier may have applied insufficient anti-corrosion treatment to the outer tube of the lift gate gas spring. The lift gate gas spring provides lifting assistance for the lift gate and operates utilizing high pressure gas. If insufficient anti-corrosion coating is applied to the outer tube of the gas spring, it is possible for the outer tube to corrode over time due to salt and water penetration. If this occurs, it is possible for the gas spring to rapidly lose pressure. If the gas spring rapidly loses pressure, the lift gate may fall down suddenly, causing injury.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have these recall remedies 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 these repairs to your vehicle, free of charge.)

What your dealer will do: The dealership will replace the wiper motor with an upgraded wiper motor that will prevent water intrusion and replace both gas springs with newly manufactured ones.

How long will it take? The time needed for replacing the wiper motor and lift gate gas springs is **1.5 hrs**. The dealer may need your vehicle for a longer period of time, 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 windshield wiper motor and/or lift gate gas springs and had them repaired or replaced as a result of these specific conditions and have paid for these repairs, you may send your original repair order(s) or invoice(s), **and** original receipt/proof of payment(s) 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.

Sincerely,

Mitsubishi Motors North America, Inc.

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