



Mitsubishi Motors North America, Inc.

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

**AFFECTED VEHICLES**

MODEL: 2016 Outlander

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

Date: October, 2016

Re: Customer Satisfaction Campaign SC-15-004

Dear FIRSTNAME LASTNAME,

Mitsubishi Motors strives to build vehicles with the highest level of quality, and continuously improve that quality with every vehicle built. To help assure continued satisfaction with your Mitsubishi vehicle, we are urging that the following product improvement be performed, **as soon as possible**. Failure to have this campaign timely completed may result in damage to your vehicle's transmission.

Our records indicate that you have **not** yet responded to previous notification letters for Customer Satisfaction Campaign SC-15-004 and Safety Recall Campaign SR-16-006. Please do so **immediately**.

**Recommended Product Improvement:**

Certain vehicles with CVT-8 transmissions may exhibit a shudder condition at low speeds (10 – 40 mph), or a surge/flare of engine rpm at higher speeds. This may be caused by a malfunctioning of the CVT's hydraulic pressure control software. In the worst case scenario, with continued driving under these conditions, the CVT belt may become damaged, causing a warning light to come on. Continued operation under these conditions can eventually cause damage to your vehicle's transmission. A CVT-ECU update is available to address this potential software malfunction.

**What your dealer will do:**

Your local Mitsubishi dealer will reprogram the CVT-ECU; this repair will take from **0.3 to 0.6** hours to complete. In extreme cases, the transmission may need to be replaced; this repair will take approximately **6.8 to 8.8** hours. However, the dealer may need your vehicle for a longer period of time. Every effort will be made to minimize your inconvenience.

**What you should do:**

Please contact your local Mitsubishi dealership to schedule an appointment to complete Customer Satisfaction Campaign SC-15-004 and Safety Recall Campaign SR-16-006. The CVT-ECU reprogramming that your Mitsubishi dealership will perform satisfies the requisites of both Customer Service Campaign SC-15-004 and Safety Recall Campaign SR-16-006. Although not required, it is recommended to bring this letter when you take your vehicle into the dealership.

If you have any questions regarding this customer satisfaction campaign, please contact us:

Mitsubishi Customer Relations Department  
P.O. Box 6400  
Cypress, CA 90630-0064  
Phone 1-888-648-7820  
Hours: Monday – Friday 7 a.m. – 4 p.m. Pacific Time

If you have already encountered a problem with the CVT-8 transmission and had it reprogrammed or replaced as a result of this specific condition 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

We appreciate your prompt attention to this matter, and apologize for any inconvenience.

Sincerely,

Mitsubishi Motors North America, Inc.

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