



Mitsubishi Motors North America, Inc.

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Date: April 17, 2017

**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 2016 Outlander and Outlander Sport Vehicles

On April 6, 2017, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding certain 2016 Outlander built from May 11, 2015 to March 14, 2016, and 2016 Outlander Sport vehicles built from January 11, 2016 to July 8, 2016. Due to inappropriate manufacturing processes involving certain components used inside the door latch, certain dimensions of these components may be out of specification. As a result, the door latch mechanism may not securely latch in high temperature conditions. If this occurs and the door mechanism does not securely latch, the door could inadvertently open while the vehicle is in motion.

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 shortly after receipt of our Defect Information Report, 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.