

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: November 10, 2017
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Mirage SRS Warning Lamp Illumination Safety Recall Campaign
TIN NO. TIN-17-SR-006-B

AFFECTED VEHICLES: Certain 2014-2018 Mirage vehicles

PURPOSE

Customer letters for the Mirage SRS Warning Lamp Illumination Safety Recall Campaign are being mailed today, November 10, 2017, to approximately 80,000 owners, requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed. **Several versions of the customer letters are being mailed, depending on whether the affected vehicles have SR-15-011 and/or SR-16-001, or SR-16-008 recall still open.** Below are samples of the customer letters being mailed, for your reference.

It is a violation of Federal law for a dealer to sell or deliver any affected vehicles in your new vehicle inventory until this recall has been performed. Please check the Most Recent: Open Campaign List e-report to identify affected vehicles in your new vehicle inventory.

Dealers are requested to reprogram the SRS-ECU software with countermeasure software that was posted on November 2, 2017 for download to MEDIC. Recall Campaign Bulletin SR-17-006, outlining the SRS-ECU reprogramming procedure, is available on MDL and MEL.

Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1706M), **please check for any other open campaigns. Some affected vehicles may have SR-15-011 (C1511A) and/or SR-16-001 (C1601A), or SR-16-008 (C1610M) recall still open. Please ensure you have adequate inventory of affected parts to complete all open recalls.** Always obtain the customer's approval before completing a campaign on a customer owned vehicle.

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.



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: November 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 a defect which relates to motor vehicle safety exists in certain 2014-2018 Mirage vehicles. The self-diagnostic function used by the internal acceleration sensor in the SRS-ECU may misinterpret vibration caused by severe road conditions and/or driving on a flat tire to be a malfunction in the SRS-ECU. If this occurs, the SRS warning lamp will illuminate and none of the seven airbags available in the vehicle will deploy in the event of a crash, increasing the risk of injury or death in a crash.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the SRS-ECU reprogrammed with countermeasure software. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform this repair for your vehicle, free of charge.

What your dealer will do: The dealership will reprogram the SRS-ECU software with countermeasure software.

How long will it take? The time needed for this repair is approximately **0.5** 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, you may submit a complaint 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 SRS-ECU 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

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.

C1706M



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Additionally, our records indicate that you have not yet responded to the following recall: (1) "SRS Warning Light Illuminates – Safety Recall Campaign". Due to an improper manufacturing process control, the electrical resistance inside the impact sensor for the air bag system may have increased causing the Supplemental Restraint System (SRS) warning light to illuminate. In the event of a crash necessitating deployment of the frontal, side and/or curtain air bags when the SRS warning is illuminated for this condition, the frontal air bag may have a delayed deployment and/or the side and curtain air bag may not deploy at all, increasing the risk of injury.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the SRS-ECU reprogrammed and replace the impact sensors. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform these repairs for your vehicle, free of charge.

What your dealer will do: The dealership will reprogram the SRS-ECU software with countermeasure software and replace the impact sensors with new parts.

How long will it take? The time needed for the SRS-ECU reprogramming and impact sensor replacement is approximately 2 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, you may submit a complaint 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 SRS-ECU and/or the air bag system impact sensors and had them replaced as a result of these specific conditions, and have paid for the repair(s), you may send your original repair order(s) or invoice(s) **and** original receipt(s)/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.

C1706M, C1511A



IMPORTANT SAFETY RECALL

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Reason for notice: Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2014-2018 Mirage vehicles. The self-diagnostic function used by the internal acceleration sensor in the SRS-ECU may misinterpret vibration caused by severe road conditions and/or driving on a flat tire to be a malfunction in the SRS-ECU. If this occurs, the SRS warning lamp will illuminate and none of the seven airbags available in the vehicle will deploy in the event of a crash, increasing the risk of injury or death in a crash.

Additionally, our records indicate that you have not yet responded to the following recall: (1) "SRS Connector Corrosion – Safety Recall Campaign". If a driver enters the vehicle with his/her shoes covered with snow containing road salt, the carpet may become soaked when that snow melts. Water containing road salt may contaminate a wiring connector terminal located in a junction box behind the kick panel to the left of the driver's foot rest. If this occurs, the connector terminal may corrode over time and cause several warning lamps to illuminate, including the SRS warning lamp.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the SRS-ECU reprogrammed and to have the connector remedy performed. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform these repairs for your vehicle, free of charge.

What your dealer will do: The dealership will reprogram the SRS-ECU software with countermeasure software and install a waterproof sheet to prevent potential contamination and corrosion of the connector. The connector will also be inspected and, if any corrosion is found, it will be replaced with a new one.

How long will it take? The time needed for the SRS-ECU reprogramming and connector inspection and installation of the waterproof sheet is approximately 1 hr. If the connector needs replacing, these repairs will take approximately 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, you may submit a complaint 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 SRS-ECU and/or corrosion of the connector as described above and had it replaced as a result of these specific conditions, and have paid for the repair(s), you may send your original repair order(s) or invoice(s) **and** original receipt(s)/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.

C1706M, C1601A



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Additionally, our records indicate that you have not yet responded to the following recall: (1) "HID Headlamp Horizontal Adjustment Locking Clips Not Secured – Safety Recall Campaign". HID headlamps on certain '17 Mirage vehicles were inadvertently shipped without the horizontal adjustment locking clips being secured. Without the horizontal adjustment locking clip being secured, the headlight can be adjusted to either reduce the driver's visibility or blind oncoming vehicles. Both conditions can increase the risk of a crash.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the SRS-ECU reprogrammed with countermeasure software and to have the HID headlamp adjustment locking clips inspected. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform these repairs for your vehicle, free of charge.

What your dealer will do: The dealership will reprogram the SRS-ECU software with countermeasure software and inspect the HID headlamp adjustment locking clips to confirm that they are secured. Any HID headlamp adjustment locking clips not secured will be corrected.

How long will it take? The time needed for the SRS-ECU reprogramming, and inspection and securing of any headlamp adjustment locking clip(s) is approximately **0.5** 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, you may submit a complaint 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 SRS-ECU and/or the headlamp locking clips not being secured as a result of these specific conditions, and have paid for the repair(s), you may send your original repair order(s) or invoice(s) **and** original receipt(s)/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.

We appreciate your prompt attention to this matter.

Sincerely,



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Mitsubishi Motors North America, Inc.

C1706M, C1610M

SAMPLE



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Additionally, our records indicate that you have not yet responded to the following recalls:

(1) "SRS Warning Light Illuminates – Safety Recall Campaign." Due to an improper manufacturing process control, the electrical resistance inside the impact sensor for the air bag system may increase causing the Supplemental Restraint System (SRS) warning light to illuminate.

(2) "SRS Connector Corrosion – Safety Recall Campaign." If a driver enters the vehicle with his/her shoes covered with snow containing road salt, the carpet may become soaked when that snow melts. If the carpet becomes soaked in the area of the driver's foot rest, water containing road salt may contaminate a wiring connector terminal located in a junction box behind the kick panel to the left of the driver's foot rest.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the SRS-ECU reprogrammed with countermeasure software and to complete remaining open recalls. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform these repairs for your vehicle, free of charge.

What your dealer will do: The dealership will reprogram the SRS-ECU software with countermeasure software, replace the impact sensors with new parts, and install a waterproof sheet to prevent potential contamination and corrosion of the connector. The connector will also be inspected and, if any corrosion is found, it will be replaced with a new one.

How long will it take? The time needed for the SRS-ECU reprogramming, impact sensor replacement, and connector inspection and installation of the waterproof sheet is approximately **2.5 hrs.** If the connector needs replacing, these repairs will take approximately **6 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, you may submit a complaint 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 SRS-ECU, air bag system impact sensors, and/or corrosion of the connector as described above, and had them replaced as a result of these specific conditions and have paid for the repair(s), you may send your original repair order(s) or invoice(s) **and** original receipt(s)/proof of payment(s) to the following address for reimbursement consideration:

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



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Sincerely,

Mitsubishi Motors North America, Inc.

C1706M, C1601A, C1511A

SAMPLE