



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 2018

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 2012 and 2014 i-MiEV vehicles. Continued exposure to high levels of humidity may cause the passenger side frontal air bag inflator housing to explode in the event of a crash necessitating deployment of the passenger side frontal air bag. **An inflator explosion could result in sharp metal fragments striking the vehicle occupants potentially resulting in serious injury or death.**

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the passenger side frontal airbag **replaced with a new airbag manufactured by a different supplier**. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still make this replacement to your vehicle, **free of charge**.
To reduce the risk of injury, do not allow occupants to sit in the front passenger seat until this replacement is performed.

What your dealer will do: The dealership will replace the passenger side frontal airbag with a new countermeasure airbag manufactured by a different supplier, **free of charge**.

How long will it take? The time needed for this repair is approximately **30 minutes**. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience, including providing you with a loaner/rental vehicle while the repair is being performed or towing your vehicle if necessary.

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 passenger side frontal airbag inflator and had it 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

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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