



# 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: March 2017

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the requirements of 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 rupture in the event of a crash necessitating deployment of the passenger side frontal air bag. An inflator rupture could result in metal fragments striking and potentially causing serious injury or death to vehicle occupants.

**What you should do:** Please contact your local certified i-MiEV Mitsubishi Motors dealer and schedule an appointment to have the passenger side frontal air bag inflator replaced. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform this replacement for your vehicle, free of charge.

**To reduce the risk of serious injury, do not allow occupants to sit in the front passenger side seat until this replacement is performed.**

**What your dealer will do:** The dealership will replace the passenger side frontal air bag inflator with one produced by a different supplier.

**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, including providing you with a loaner/rental vehicle while the repair is being performed.

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 passenger side frontal air bag 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.

**C1701E**