



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 2019

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 2007 – 2013 Outlander vehicles. Water can potentially drop down onto the front wiper motor through a gap between the front deck garnish (the body piece between the hood and windshield) and the front windshield. If this occurs, water could potentially collect in the area of the wiper motor breathing hole. If the wiper motor is not operating, this water can then potentially enter the wiper motor through the breathing hole. If this occurs, such water intrusion over time may cause internal corrosion and/or electrical conduction failure resulting in non-operation of the windshield wiper motor.

If non-operation of the windshield wiper motor occurs, the windshield wipers will become inoperative which could reduce driver visibility under certain conditions and increase the risk of a vehicle crash.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the windshield wiper motor replaced. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform this repair to your vehicle, free of charge.)

What your dealer will do: The dealership will replace the wiper motor with a countermeasure part.

How long will it take? The time needed for the replacement of the wiper motor is **1 hour**. 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 windshield wiper motor and had it repaired 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

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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