



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.

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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