



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 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



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

6400 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

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, C1511A

SAMPLE