

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: January 17, 2020
TO: Mitsubishi Motors US Service and Parts Managers
RE: South Carolina Department of Public Safety Letterhead – Takata Recalls
TIN NO. TIN-20-00-003

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AFFECTED VEHICLES: Certain 2004-2007 Lancer, 2006-2009 Raider, and 2012-2017 i-MiEV

PURPOSE

With permission from the South Carolina Department of Public Safety (SCDPS), on January 20, 2020, MMNA will be mailing letters to owners, with South Carolina addresses, of certain 2004-2007 Lancer, 2006-2009 Raider, and 2012-2017 i-MiEV vehicles with open Takata recalls. These notification letters will be printed on a SCDPS letterhead and mailed in an envelope with SCDPS's mail return address. Please take the time to familiarize yourself with the attached letter and envelope as some owners may ask you about their authenticity.

MMNA has ample inventory of Takata recall parts. To minimize any customer inconvenience, be sure your dealership has an adequate supply of recall parts on hand.

Thank you in advance for your immediate attention. Should you have any questions, please do not hesitate to contact your District Parts and Service Manager.



S.C. Department of Public Safety
PO Box 1993
Blythewood, SC 29016

[NAME]
[ADDRESS]

WHAT YOU NEED TO KNOW

- ▶ Your [YEAR] [MODEL] has an urgent airbag safety recall.
- ▶ The airbag could **injure or even kill** you and/or your passengers.
- ▶ The recall repair is **FREE** at an authorized [MAKE] dealership.
- ▶ Call [XXX-XXX-XXXX] for more information or to schedule a **FREE** recall repair.



URGENT AIRBAG SAFETY RECALL: IMMEDIATE ACTION REQUIRED!

This notice applies to a vehicle registered in your name:
[YEAR] [MODEL]
[XXXXXXXXXXXXXXXXXXXX]

Dear [First Name]:

The S.C. Department of Public Safety (SCDPS) is contacting you personally because your [YEAR][MODEL] has a recalled airbag that could **kill or seriously injure you and your passengers** if it deploys.

The SCDPS has received information from [MAKE] that the [YEAR] [MODEL] that is currently registered in your name with the Vehicle Identification Number [XXXXXXXXXXXXXXXXXXXX] has been recalled. **If the airbags deploy, in some cases the airbags may explode** and spray sharp metal fragments or shrapnel toward you and your passengers.

According to records from [MAKE], your vehicle has not been repaired yet. The potentially lifesaving recall repair is **FREE** and parts are available now. A **FREE** rental car, towing service or other alternative transportation may be available to assist with any inconvenience this recall repair may cause. Please **immediately call [XXX-XXX-XXXX]** for more information or to schedule a **FREE** recall repair.

IF YOU NO LONGER OWN THIS VEHICLE: DISREGARD THIS LETTER

What should you do?

- **Immediately** contact a local [MAKE] dealership to schedule a **FREE** recall repair. Ask for **FREE** alternative transportation, if needed.
- Visit [MAKE URL] or **CALL [XXX-XXX-XXXX]** to find your nearest [MAKE] dealership.
- *If you think you have already taken action on this recall*, visit NHTSA.gov/recalls and enter your vehicle's VIN to verify and ensure that no other safety recalls have been issued for your vehicle.



ENTER YOUR VIN

[MAKE] is one of 19 vehicle manufacturers affected by this recall. The National Highway Traffic Safety Administration (NHTSA) reports 16 confirmed deaths in the United States and hundreds of alleged injuries resulting from this defect.

Please encourage your family and friends to check for vehicle safety recalls using their VIN at NHTSA.gov/recalls or airbagrecall.com.

You and your family's safety on South Carolina's roadways is our top priority. **Please act NOW to protect yourself and your passengers.**

If you believe that [MAKE] or your [MAKE] retailer is unable to remedy the defect without charge within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590, or you may call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to NHTSA.gov.



S.C. Department of Public Safety
 PO Box 1993
 Blythewood, SC 29016

[NAME]
 [ADDRESS]

LO QUE NECESITA SABER

- ▶ Su [YEAR] [MODEL] tiene una notificación urgente sobre bolsas de aire defectuosas.
- ▶ La bolsa de aire podría **lesionar o incluso matar** a todos en su vehículo.
- ▶ La reparación es **GRATIS** en las agencias autorizadas de [MAKE].
- ▶ Llame al [XXX-XXX-XXXX] para obtener más información o coordinar una reparación **GRATIS**.



NOTIFICACIÓN URGENTE DE SEGURIDAD: ¡ES NECESARIO QUE ACTÚE DE INMEDIATO!

Esta notificación corresponde a un vehículo registrado a su nombre:
 [YEAR] [MODEL]
 [XXXXXXXXXXXXXXXXXXXX]

Estimado/a [First Name]:

El Departamento de Seguridad Pública de S.C. (SCDPS) le está contactando personalmente porque su [YEAR] [MODEL] tiene una bolsa de aire defectuosa que podría **matar o herir gravemente a todos en el vehículo** si se desplegara.

“SCDPS” ha recibido información de [MAKE] que el [YEAR] [MODEL] está registrado a su nombre actualmente con el Número de Identificación del Vehículo [XXXXXXXXXXXXXXXXXXXX] y el mismo ha recibido una notificación urgente de seguridad. **Si las bolsas de aire defectuosas se despliegan, en algunos casos pueden explotar** y lanzar fragmentos filosos de metal o metralla hacia usted y sus pasajeros.

Según los registros de [MAKE], su vehículo no ha sido reparado aún. Esta reparación que pudiera salvarle la vida es **GRATIS** y las piezas necesarias están disponibles ahora. Usted puede recibir servicios **GRATIS** durante la reparación, como un vehículo prestado, servicio de remolque u otro medio de transporte alternativo que le ayude ante cualquier inconveniente. **Llame de inmediato al [XXX-XXX-XXXX]** para obtener más información o coordinar una reparación **GRATIS**.

SI USTED YA NO POSEE ESTE VEHÍCULO: IGNORE ESTA CARTA

¿Qué debe hacer?

- Contacte de **inmediato** una agencia local de [MAKE] para coordinar una reparación **GRATIS**. Pida un transporte alternativo **GRATIS**, si lo necesita.
- Visite [MAKE URL] o llame al [XXX-XXX-XXXX] para saber dónde está su agencia [MAKE] más cercana.
- *Si cree que ya respondió a esta notificación*, visite NHTSA.gov/recalls y entre el número VIN de su vehículo para verificar y asegurarse de que no existan otras notificaciones de seguridad sobre su vehículo.



ENTRE SU NÚMERO VIN

[MAKE] es uno de los 19 fabricantes de vehículos afectados por esta notificación de seguridad. La Administración Nacional de Seguridad del Tráfico en las Carreteras (NHTSA) reporta 16 muertes confirmadas en los Estados Unidos y cientos de presuntas lesiones como resultado de este defecto.

Por favor hable con sus familiares y amigos para que verifiquen las notificaciones de seguridad de sus vehículos utilizando el número de VIN en NHTSA.gov/recalls o airbagrecall.com.

La seguridad vial suya y de su familia en South Carolina es nuestra mayor prioridad. **Por favor responda AHORA para garantizar su protección y la de sus pasajeros.**

Si usted cree que [MAKE] o su agencia [MAKE] le ha fallado o no puede arreglar el defecto de forma gratis y en un tiempo razonable, puede enviar su queja al Administrador a National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590, o llamar a la línea gratis de Seguridad Vial al 1-888-327-4236 (TTY: 1-800-424-9153), o visitar el sitio web NHTSA.gov.



S.C. Department of Public Safety
PO Box 1993
Blythewood, SC 29016

FIRST CLASS PRSRT
U.S. POSTAGE
PAID
ST. LOUIS, MO
PERMIT NO. 6

SAMPLE

NAME
ADDRESS