



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 2018

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 defects which relates to motor vehicle safety exist in certain 2011 – 2016 Outlander Sport vehicles.

- (1) In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the wiper link may separate causing the windshield wipers to stop operating. If the windshield wipers become inoperative it may reduce driver visibility and increase the risk of a vehicle crash.
- (2) The flange of the drive belt automatic tensioner may crack, causing detachment of the drive belt. If the drive belt detaches, the alternator will not charge the battery, causing an engine stall, and/or the power steering assist will be disabled, increasing the risk of a crash.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the windshield wiper link replaced and drive belt automatic tensioner 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 to your vehicle, free of charge.)

What your dealer will do: The dealership will replace the wiper link rod with a countermeasure part, free of charge. (If you have not had the wiper motor replaced, from a previous recall campaign, the dealership can replace both the wiper link rod and wiper motor at the same time.) The dealership will inspect the drive belt automatic tensioner to determine if the drive belt automatic tensioner on your vehicle is a countermeasure unit. If the drive belt automatic tensioner on your vehicle is not a countermeasure unit, the dealer will replace it with a countermeasure unit, free of charge.

How long will it take? The time needed for these repairs is **1.5 - 2.0 hours**. 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, write 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 link rod and/or a cracked drive belt automatic tensioner flange and had them replaced or repaired 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,

Mitsubishi Motors North America, Inc.

C1805Z, C1806Z, C1801R