



# 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 defects which relate to motor vehicle safety exist in certain 2008-2010 Outlander vehicles.

- (1) 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.
- (2) Due to an incorrect outer frame material which the sunroof glass is bonded to, the sunroof glass may detach from the sunroof glass assembly. If the sunroof glass detaches while driving, it can become a road hazard, increasing the risk of a crash.
- (3) 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 sunroof glass assembly and wiper motor replaced, and the 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 for your vehicle, free of charge.)

**What your dealer will do:** The dealership will replace the sunroof glass assembly and wiper motor with countermeasure units, free of charge. The dealership will also inspect the drive belt automatic tensioner on your vehicle to determine if it 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 approximately **2.0 - 2.5 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 sunroof glass detachment from the sunroof glass assembly, a problem with the windshield wiper motor, 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.

Sincerely,

Mitsubishi Motors North America, Inc.

C1613S, C1801R, C1804R

SAMPLE