



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: October 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 a defect which relates to motor vehicle safety exists in certain 2017-2018 Outlander, 2018 Outlander PHEV, 2018-2019 Eclipse Cross, and 2018 Outlander Sport vehicles. Due to incorrect software, when the FCM-ECU (Forward Collision Mitigation Electronic Control Unit) detects a pedestrian, the FCM-ECU may apply braking for longer than needed, even after a pedestrian is no longer detected. If the FCM-ECU software activates the brake for longer than necessary, the driver may react by applying additional braking. The resulting rapid deceleration of the vehicle can increase the risk of a rear-end collision.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the FCM-ECU reprogrammed. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform this repair for your vehicle, free of charge.)

What your dealer will do: The dealership will reprogram your vehicle's FCM-ECU, free of charge.

How long will it take? The time needed for this repair is approximately **30 minutes**. 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 FCM-ECU and had it replaced or repaired as a result of this specific condition and have paid for the repair, you may send your original repair order or invoice **and** original receipt/proof of payment 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.

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