

*** * ADVANCE TECHNICAL INFORMATION NOTICE * ***

DATE: March 20, 2020
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: 1998 – 2000 Montero NADI Inflators - Safety Recall Campaign
ATIN NO. ATIN-20-SR-001-B

AFFECTED VEHICLES: Certain 1998 - 2000 Montero vehicles

PURPOSE

On January 22, 2020, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding Non-Azide Driver Air Bag Inflators (NADI Inflators) installed in certain 1998 – 2000 Montero vehicles.

According to Takata, NADI Inflators manufactured between May 1995 and March 1999 may absorb moisture, causing the NADI Inflators to rupture or the airbag cushion to underinflate in vehicle collisions involving airbag deployment. If a NADI Inflator ruptures or the airbag cushion underinflates in a vehicle collision involving airbag deployment, vehicle occupants could potentially be at increased risk of serious injury or death.

MMC is in the process of investigating NADI Inflators in Mitsubishi vehicles and is working to establish a remedy plan.

On March 20, 2020, interim owner notification letters will be mailed to affected owners, informing them that MMNA is making every effort to establish a remedy and will contact them again by mail with a follow-up recall notice when a remedy becomes available. Included below is a sample copy of the interim owner notification letter for your information.

You will be notified again when additional updates become available. In the event you receive any direct customer inquiries regarding this issue, please refer them to the MMNA Customer Relations Hotline at (888) 648-7820. We appreciate your patience while we make the necessary preparations to launch this recall.

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.



MITSUBISHI MOTORS NORTH AMERICA, INC.
PO Box 689040
Franklin, TN 37068

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, _____.

Date: March 2020

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Reason for interim notice: Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain **1998 - 2000 Montero vehicles**. According to Takata, Non-Azide Driver Air Bag Inflators (NADI) manufactured between May 1995 and March 1999 (installed in certain 1998 – 2000 Montero vehicles) may absorb moisture, causing the NADI Inflators to rupture or the airbag cushion to underinflate in vehicle crashes involving airbag deployment. If a NADI Inflator ruptures or the airbag cushion underinflates in a vehicle crash involving airbag deployment, vehicle occupants would be at an increased risk of serious injury or death. **MMNA is making every effort to establish a remedy and will contact you again by mail with a follow-up recall notice when a remedy becomes available.**

What you should do: Once you receive your follow-up notice in the mail advising that a remedy is available, simply contact your local Authorized Mitsubishi dealer and schedule an appointment to have the repair performed, free of charge.

If you have any questions, please contact the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Central Time)

If, after receiving a follow-up notice in the mail advising that a remedy is available and 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 NADI Inflator and had it replaced 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 Motors North America Inc., Customer Relations, P.O. Box 689040, Franklin, TN 37068

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.

C2001R