



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.
PO Box 689040
Franklin, TN 37068
Telephone: 888-648-7820
www.mitsubishicars.com

This notice applies to your vehicle, _____.

Date: February 2021

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 **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.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the affected NADI Inflators replaced, free of charge. 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 replace the NADI Inflator with a countermeasure unit.

How long will it take? The time needed for this repair is approximately **36 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. (Central 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 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.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

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