



AFFECTED VEHICLES
MODEL: 2012 i-MiEV (built before July 26, 2012)

Date: September, 2012

Re: Customer Satisfaction Campaign SC-12-002

Dear Mitsubishi Owner,

Mitsubishi Motors always strives to build vehicles with the highest level of quality, plus continuously improve the level of quality with every vehicle built. We are recommending the following product improvement be performed on your 2012 i-MiEV:

Recommended Product Improvement:

The current internal software programming for the Cell Monitoring Unit (CMU) may falsely detect a failure of the Main Drive Lithium-ion Battery, which may result in illumination of the warning light and reduce battery output.

What your dealer will do:

Your Certified Mitsubishi i-MiEV dealer will update the CMU with the latest programming. This update will be completed **free of charge** and will take approximately ½ hour to complete. However, the dealer may need your vehicle for a longer period of time due to scheduling. Every effort will be made to minimize your inconvenience.

What you should do:

Please contact your Certified Mitsubishi i-MiEV dealership to schedule an appointment. Although not required, it is recommended to bring this letter when you take your vehicle into the dealership.

If you have already encountered the problem described above, and have paid for the update, you may submit your original receipts and/or other adequate proof of payment to your Mitsubishi dealer for reimbursement.

If you have any questions regarding this customer satisfaction campaign, please contact us:

Mitsubishi Customer Relations Department
P.O. Box 6400
Cypress, CA 90630-0064
Phone 1-888-648-7820
Hours: Monday – Friday 7 a.m. – 4 p.m. Pacific Time

We appreciate your prompt attention to this matter, and apologize for any inconvenience.

Sincerely,

Mitsubishi Motors North America, Inc.

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