

CSC-10055644-3400



Mitsubishi Motors North America, Inc.
6400 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

AFFECTED VEHICLES
MODEL: 2012 – 2013 Outlander Sport

This notice applies to your vehicle, _____.

Date: March, 2014

Re: Customer Satisfaction Campaign SC-14-001

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 certain 2012 Outlander Sports built December 26, 2011 to June 1, 2012 and certain 2013 Outlander Sports built July 20, 2012 to February 28, 2013.

Recommended Product Improvement:

Due to a manufacturing error, the Keyless Operation System Electronic Control Unit (KOS ECU) may fail in low temperature conditions. As a result of this failure, the engine cannot be started and the doors, tailgate, and steering cannot be locked or unlocked.

What your dealer will do:

Your Authorized Mitsubishi dealer will replace the KOS ECU, **free of charge**. This replacement will take approximately **1.0** 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 local Authorized Mitsubishi dealership to schedule an appointment. Although not required, it is recommended to bring this letter when you take your vehicle into the dealership. **Please bring all Free-Hand Advanced Security Transmitter (F.A.S.T.) keys with you to the dealership. The keys must be reprogrammed to work with the new KOS ECU.**

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

If you have already encountered a problem based on the above condition and have paid for the repair, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

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

Sincerely,

Mitsubishi Motors North America, Inc.

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