

# CSC-10056921-8103



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

AFFECTED VEHICLES  
MODEL: 2012 i-MiEV

This notice applies to your vehicle, \_\_\_\_\_.

Date: October, 2014

Re: Customer Satisfaction Campaign SC-14-003

Dear Mitsubishi Owner,

Mitsubishi Motors always strives to build vehicles with the highest level of quality, and continuously improve that quality with every vehicle built. To help assure continued satisfaction with your Mitsubishi vehicle, we are recommending that the following product improvement be performed on certain 2012 i-MiEV vehicles built between October 28, 2011 and May 28, 2012.

**Recommended Product Improvement:**

The undercarriage on certain 2012 i-MiEV vehicles, along with the bolts securing the Main Drive Lithium-ion battery under covers and non-essential ground connections, may be susceptible to rust.

**What your dealer will do:**

Your local certified i-MiEV Mitsubishi dealer will inspect the non-essential ground connection bolts and under covers. If the bolts are not rusted or damaged, the dealer will remove any undercarriage rust, apply anti-corrosion wax to the frame, reinstall the under covers, and replace the bolts. If the bolts are rusted or damaged, the dealer will remove any undercarriage rust, apply anti-corrosion wax to the frame, and replace the under covers with new covers that use ground bus bars. These services will be provided **free of charge**. Depending on operation, this repair will take approximately **1.5 to 4.0** hours 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 certified i-MiEV Mitsubishi 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 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 with undercarriage rust and had repairs completed 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

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

Sincerely,

Mitsubishi Motors North America, Inc.

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