



AFFECTED VEHICLES
MODEL: 2012 i-MiEV

This notice applies to your vehicle, _____.

Date: September, 2015

Re: Customer Satisfaction Campaign SC-15-002

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 from November 4, 2011 to May 8, 2012.

Recommended Product Improvement:

The Motor Control Unit (MCU) in your i-MiEV may contain certain internal components that were not manufactured to factory specifications. This can lead to an unstable voltage within the circuit, potentially resulting in reduced electric motor power (turtle mode) during vehicle operation. In the worst case scenario, MCU related functions such as starting the vehicle and/or charging the Main Drive lithium-ion battery may be prohibited.

What your dealer will do:

Your local certified i-MiEV Mitsubishi dealer will replace the MCU, **free of charge**. This repair will take approximately **1.5** 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 the MCU 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 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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