

Technical Service Bulletin

SUBJECT: TSB-17-54-003 No: MAIN DRIVE BATTERY CANNOT BE DATE: July 2017 CHARGED TO FULL AVAILABLE CAPACITY -MODEL: 2012-13 i-MiEV WARRANTY EXTENSION – REVISED CIRCULATE TO: [] GENERAL MANAGER [X] PARTS MANAGER [X] TECHNICIAN [X] SERVICE ADVISOR [X] SERVICE MANAGER [X] WARRANTY PROCESSOR [] SALES MANAGER

This bulletin supersedes TSB-15-54-002, issued May, 2015, to add DTC P1AC6 as a possible trouble code, and to update Parts Information. Screen shots have also been updated using MUT3-SE. Revisions are italicized and indicated by ◀. In addition, the "i-MiEV Customer Interview Sheet for EV Related Concerns" has been updated slightly for improved readability.

PURPOSE

The Main Drive Lithium—ion Battery in 2012 – 2013 model year i—MiEV vehicles are covered for defects in material and workmanship for 8 years or 100,000 miles (160,000km), whichever comes first. In the event the Main Drive Lithium—ion Battery cannot be charged to full available capacity when properly connected to a properly functioning compatible charger, however, Mitsubishi is extending the warranty on the Main Drive Lithium—ion Battery to 10 years or 100,000 miles (160,000 km), whichever comes first.

This warranty extension does not apply to gradual capacity loss based on time and usage. The capacity of the Main Drive Lithium—ion Battery, like other commonly used Lithium—ion batteries, will decrease according to time and usage. This type of decrease in battery capacity is normal.

Please refer to Warranty Bulletin WB 2016–004 for additional details.

AFFECTED VEHICLES

2012 i-MiEV (US and Canada)

Certain 2013 i-MiEV built May 25, 2012 - November 15, 2012 (Canada Only)

CUSTOMER NOTIFICATION

Letters were sent to all owners of affected vehicles informing them of the warranty extension. A sample customer notification letter appears at the end of this bulletin.

REQUIRED OPERATIONS

Repairs must be completed by a certified i—MiEV technician. Please ensure the Main Drive battery's charge is properly maintained while the vehicle is not being serviced.

IMPORTANT

Please ensure the Main Drive battery is fully charged prior to vehicle delivery. This will limit customer inconvenience and maximize customer satisfaction.

SPECIAL EQUIPMENT

If necessary, the following equipment is needed to diagnose DTCs and perform Cell Voltage Smoothing.

- VCI (Vehicle Communication Interface) or VCI Lite MB991824 or MB992744V.
- MEDIC Laptop/Tablet with A/C power adapter 520924, or FZG1MK2.
- MUT-III main harness 'A' (blue connector at the DLC end) MB991910 or MB992745V.
- USB 2.0 cable MB991827 or RRAR1MBR–108GL.

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Continued

The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com). (4574)

PROCEDURE

Follow the flow chart below to troubleshoot the customer's concern.



IMPORTANT

<u>Before</u> performing any procedures described in this TSB, properly connect the vehicle to a properly functioning compatible charger until it reaches full charge. If the vehicle <u>CAN</u> charge to full available capacity (16 segments on the Energy Level Gauge), return the vehicle to the customer and advise a repair is not required at this time.

If the vehicle <u>CANNOT</u> charge to full available capacity (16 segments on the Energy Level Gauge), perform the procedures described in this TSB.

DTC CHECK

NOTE: Do not charge the Main Drive battery while performing this procedure. If the Main Drive battery is being charged, please disconnect the charging cable before proceeding.

1. Connect the equipment as follows:

NOTE: VCI Lite and MEDIC 4.0 Toughpad shown for illustration purposes only.



- Connect the USB cable from the MEDIC laptop/ tablet to the VCI/VCI Lite.
- Connect the MUT–III main harness with the blue DLC connection to the VCI/VCI Lite.
- Turn the MEDIC PC/tablet on. If the battery indicator in the lower right hand corner of the screen does not show a full charge, it is recommended that either the battery be charged prior to beginning, or be used with the A/C power adaptor connected.
- For VCI Only: Turn the VCI power switch ON. Verify that the indicator lamp in the upper right corner of the screen is green.
- Connect the blue connection of the MUT–III main harness to the vehicle's data link connector.

2. On the vehicle, turn the electric motor switch to the ON position (do not engage READY mode).

NOTE: Ensure all accessories are off (e.g. lights, heating and AC system, audio/navigation unit, etc...) and the Main Drive Lithium—ion battery is **not** charging.



From the MEDIC main page, click the "MUT3-SE" icon at the top center of the screen to open MUT-III

Click the STV button.

The System Select screen opens and populates with some basic information from the vehicle.

Click the "All DTC" button.



The "System List" on the left side of the screen will have all selections checked. <u>Do not</u> change these selections. DTCs may be set if the vehicle is equipped with options that are unchecked.

Click the check mark to continue.

A window will pop up asking you to start All DTC checking.

Click the check mark for DTC reading to begin.

A window will pop up indicating the DTC checking is complete.

Click the check mark in the dialog box.



Call	Techline: (800) 446-6064. Re	fer to case number 117183				
Case Open Date Opened By ** Required field	117183 5/5(2015 10012TEST	Closed Date Closed by		Last Upd Last Upd	ate Date ate By 10012TEST	
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				Service FAX	A CONTRACTOR AND A CONTRACTOR OF A	
			Vehicle Information			
VINB			VIN Fut			
Odometer *	48077		Model Year	and the		
Date of RO * mm/dd/yy	5/5/2015		Production Date			
RD # *	24548		Engine Code/Serial #	411.10		
			Transmission			
			Price Line	1000.0		
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- 10. When the DTC scan completes, there may be4 DTCs displayed with codes "U1111" and "U1116." This is normal.
 - a. If no DTCs are found (other than DTC U1111 or U1116), proceed to **Cell Voltage Smoothing** in this TSB.
 - b. If there are DTCs displayed (other than P1A2F, P1A4B, *P1AC6*, U1111, U1116, or any other DTC relating to battery cell voltage), troubleshoot the DTCs according to the service manual before proceeding to the **Cell Voltage Smoothing** section.
 - c. If DTC P1A2F, P1A4B, *P1AC6*, or any other DTCs relating to battery cell voltage is found, then do the following:
 - Print (and save) an "All DTC List."
 - Open a Techline case, and attach the DTC List to the Techline case.

Click on the paper clip icon to attach files.

- Call TechLine.
- Skip the Cell Voltage Smoothing section and proceed directly to the Capture BMU Data section in this TSB.
- **NOTE:** For detailed instructions on how to attach a DTC List to a Techline case, go to the Techline System home page, and click on the "How—To" Instructions button. Follow the instructions under "DTC Lists" to save and attach a DTC List to a Techline case.

CELL VOLTAGE SMOOTHING

NOTE: Do not charge the Main Drive battery while performing this procedure. If the Main Drive battery is being charged, please disconnect the charging cable before proceeding.

NOTE: Cell voltage smoothing will not start when certain DTCs are active. Ensure active DTCs are troubleshooted (other than DTC U1111 and U1116) prior to performing this procedure.

NOTE: MEDIC must remain connected during the cell smoothing procedure (approximately 2 hours). Ensure MEDIC is fully charged or connected to a charging cable.

1. Turn the electric motor switch to engage READY mode.



Return to the System select page by selecting the Home icon in the lower left corner.

In the System List, scroll down and select "BMU," then click the check mark.

Select "Cell voltage smoothing."

System select BMU Special Function Cell	voitage smoothing	▲► 5.	Verify that items 1, 3, 5, and 28 a
Command 3 Cell voltage smoothing -	Data List No. Name Ve	alue	
	3 Battery cell maximum voltage 4.0	195 V 🔺	NOTE: If they are NOT listed:
	5 Battery cell minimum voltage 4.0	I95 V	 Click the Data List Selection b
	1 Execution status act	tive	• Click the check mark (2).
	20 Target cell vollage 4.0		• Then select items 1, 3, 5, and 2
Press the OK button to execute.		T	the Data List. Click the check
Ver SEW16121-03 Part Number 9499D030 Software Part Number 9	4 (2) (1)		
<u>î</u> t St			
System select BMU Special Function Cell	voitage smoothing	<► 6.	Click the check mark in the "Ce
Selected 3 Cell voltage smoothing +	Data List		dialog box to proceed.
Cell voltage smoothing	No. Name V 3 Battery cell maximum voltage 4.0	/alue	
Cell voltage smoothing	5 Battery cell minimum voltage 4.0	095 V	
The selected command will be executed. Are you sure? Caution:	1 Execution status	Not	
Please check execution conditions.	28 Target cell voltage 4.0	095 V	
\checkmark \times			
Press the OK button to execute.			
Ver.SEW16121-03 Part Number.9499D030 Software Part Number.9	499D03000		
ñ 1 🖇			
System select BMU Special Function Cell	votage smoothing	<► 7.	Click the check mark in the dial
Selected 3 Cell voltage smoothing -	Data List		voltage smoothing.
Executed	No. Name Va	alue	
Executed.	3 Battery cell maximum voltage 4.0	095 V 🔺	
The command was executed.	5 Battery cell minimum voltage 4.0	090 V	
λY	1 Execution status Ac	tive	
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Ver SEW16121-03 Part Number 94990030 Software Part Number 9	499D03000		
System select BMU Special Function Cell	voitage smoothing	< ▶ 8.	Click the check mark at the bo
Selected 3 Cell voltage smoothing	Data List		begin cell voltage smoothing.
	No. Name V	falue	5 5 5
	3 Battery cell maximum voltage 4.0	095 V 🔺	
	5 Battery cell minimum voltage 4.0	090 ∨	
	1 Execution status Ad	ctive	
	28 Target cell voltage 4.0	095 V	
Press the OK button to execute.		V	
Ver SEW16121-03 Part Number 9499D030 Software Part Number 9	00		

- appear in the Data List, bottom of the screen.
 - outton (1).
 - 28 so that they appear in mark to proceed.
- ell voltage smoothing"

log box to confirm cell

ottom of the screen to

1 Execution status Active

Data List

Name

Battery cell maximum voltage

Battery cell minimum voltage

Execution status

Target cell voltage

Value

4.100 V

4.095 V

Not

active

4.095 V

(2)

(1)

No.

3

5

1

28

- Wait approximately 2 hours for Cell voltage smoothing to complete.
 - **NOTE:** During Cell voltage smoothing, the "Execution status" will display "Active."
- 10. The Cell voltage smoothing is complete when the "Execution status" displays "Not active" (1).
- 11. Once the Cell voltage smoothing is complete, properly connect the vehicle to a properly functioning compatible charger until it reaches full charge.
- 12. Confirm the Battery cell maximum voltage value (2) and the energy level gauge.
 - a. If the Battery cell maximum voltage value (2) is more than 4.080V and the energy level gauge can charge to 16 segments, repair is complete. Complete the warranty claim with **LOP 54302098**.
 - b. If the Battery cell maximum voltage value (2) is <u>less</u> than 4.080V, or the energy level gauge <u>cannot</u> charge to 16 segments, proceed to the **Capture** BMU Data section.

CAPTURE BMU DATA

NOTE: Do NOT charge the Main Drive battery while performing this procedure. If the Main Drive battery is being charged, please disconnect the charging cable before proceeding.



- Return to the System select page by selecting the Home icon in the lower left corner.
- In the System List, scroll down and select "BMU," then click the check mark.

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System select BMU Diagnostic Trouble Code Data List Actuator Test Drive Recorder Special Function	3.	Select "Data List."
Press select function.		
System select SIAU Data Lat R	4.	Install a USB flash drive to MEDIC.
Detail List No. Name Value 420 Auto caps measured rosult his 1 0.0 mile 401 Auto caps measured result his 1 46.2 Ah 402 Auto caps measured result his 2 48.7 Ah 403 Auto caps measured result his 3 48.6 Ah 404 Auto caps measured result his 3 48.6 Ah	5.	Save the service data with the "snapshot" function (icon with red dot in lower right). The file will automatically be saved as "AD+yyyy/mm/dd—time.csv" on the USB flash drive. Ensure the data is saved to the USB flash drive and do not edit the name or contents of the file.
405 Auto capa measured result his 5 48.0 Ah		NOTE: The saving process may take a few minutes.
Number of items selected 313/3131em Ver SEW16121-03 Part Number 946900000 Software Part Number 9469000000		
ATTACABLE TO CALL DATA AND A DATA AND AND AND AND AND AND AND AND AND AN	6.	Complete the Customer Interview sheet shown later in this TSB.
Open de la construit de	7.	Create a Techline case, attach the BMU data from the USB flash drive and the completed customer interview sheet to the Techline case.
Vete bioreadus Vete bioreadus Unit d'activité de la construir		Click on the paper clip icon to attach files.
Case Monsteres Case M	8.	Call TechLine.
. 2 The Dange (during from must recent).		
		NOTE: For instructions on how to attach files to a Techline case, go to the Techline System home page, and click on the "How—To" Instructions button. Follow the instructions under "Drive Recordings" to attach a file to a Techline case.
The first state is pursed, pursed as a grapping this by each discussion completely to the grapping the dark is used to the dark discussion frame of the provided interface the dark discussion of the dark dis		

PARTS INFORMATION

Use the genuine Mitsubishi part listed below.

Description	Part Number	Application	Qty
	9499D398	With Battery Warming and Quick Charge	
Battery Pack Assy, EV	9499D399	With Battery Warming, Without Quick Charge	1
	9499D400	Without Battery Warming and Without Quick Charge	
O Ding EV Control	9499A169	With Quick Charge	2
Electrical	9499A789	With Quick Charge	2
	9499A789	Without Quick Charge	2

NOTE:

- All i-MiEV main battery packs are sent to the dealer on an exchange basis only.
- Dealers are NOT to order a replacement battery themselves.
- Battery situations that are reviewed and approved by MMNA Techline for replacement will be ordered by MMNA Techline for the dealer.
- Dealers will be paid a battery handling fee of \$500 MMNA Warranty will add the fee on the claim for the dealer.

WARRANTY INFORMATION

U.S.: Warranty extension to 10/100 (10 yrs/100,000 mi) for the i-MiEV main traction battery pack.

Canada: Warranty extension to 10/160 (10 yrs/160,000 km) for the i-MiEV main traction battery pack.

Check Battery: DTC Check & Cell Voltage Smoothing = OK

Nature Code: 80D	Cause Code: 100
Labor Operation No.: 54302098	Time Allowance: 2.0 hrs.

Check Battery: DTC Check & Cell Voltage Smoothing = Not OK, Replace i–MiEV Main Traction Battery

Nature Code: 80DCause Code: 100Labor Operation No.: 54302099Time Allowance: 3.9 hrs.Review Warranty Bulletin WB 2016–004 for details

Dealer Information	T	Co	mpany ealer / S	Name Shop													Repair Order Number R.O. Date				
internation			Conta	ct													(month / day / year	r)			
VIN ,	J																		Contact		
			Nam	е													MMNA		Techline Case	#	N/A
Information			Phon	e													Information		Phone		800-446-6064
	ſ		E-ma	il												E-mail		MMNATechline@mmsa.com			
Vehicle inference	orr	nat	ion														Vehicle FF	Đ	(Freeze Frame Data)		
Vehicle Type	Τ		ZA	A-HA	131	Ν		С	has	sis l	Num	ber			H	A3	W-	Γ	Acquired Date	9	
Power Unit (motor) Type	T			Y4F	1				Trar	nsm Tvr	iissio ne	n			F	1E	1A	ſ	File Name		
Registration Dat	e	/onth /	/ Day / Yea	t:				1	nspe	ectic	on Da	ate	Month /	Day / Y	'ear			ľ			Screen captures or printout
Concern Date	N	/onth /	/ Day / Yea	r				t	0	dorr	neter						mi	l	Freeze Frame Data	;	of freeze frames sent to Techline
	No	te:	In an	effo	rt	to fi	fully understand the concern that you are having with your Mitsubishi i-MiEV,										subishi i-MiEV,				
						pl	ease	e a	nsv	ver	the	fol	low	ng	que	es	tions as best	as	s possible.		
 2- Selector lever 3- Acoustic Vehi (AVAS) indica 4- High-beam in 5- Turn-signal ir /Hazard warn 6- Position indic 7- Front fog ligh (if so equippe 8- Service remin 9- Outside air te warning indic 10- Regenerative 11- Ready indica 12- Tire pressure warning light 13- 12V starter b system warn 	po icle ator dic ador ing ator ing ator mp cator tor tor tor tor tor	Ale eator cator g ligh or adica r eerath or ake s ponito ery c ligh	n marc erting S hts ator ure system oring sy charging t	indica stem	tor							a solution of the solution of		23 24 25 em #1 below	15 16 17 18 19 20 21 22 23 24 25	 waming ngin Electric motor unit warning light Brake warning light Anti-lock braking system warning light Active stability control (ASC) indicator Active stability control (ASC) OFF indicator Charging indicator Charging indicator Theft-alarm indicator Door-ajar warning light Driver's seat belt reminder/warning light Supplemental Restraint System (SRS) warning light 					
Customer	Co	nce	erns a	nd Ve	hi	cle	Svm	nto	ms	iou			Turri	ing i	igin		inde apply: 000				
	(i	(1) V Ilum	Varninę	g light	(s)		P	owe 2V I	er ur batte	nit v ery	varni char	ng lig ge w	ght il varnii	lumir ng lig	nate sht i	es (Ilur	(#15)]La]O	ow power warni ther warning lig	ing (ht(light illuminates (#18) s) #, #, #
	((2) E	EV ope	ration			" "	REA REA	ADY'	″da ″tu	besn' Irns d	t illu off w	mina ithou	te ut op	erat	tor	input]Na]O	o movement wh ther	nen	accelerator pedal is depressed
	() R	(3) E perfo)riving ormanc	e	Rough acceleration Bad acceleration performance Driving speed fl Does not reach Max. speed Rough deceleration Loud motor noi Abnormal power consumption Cruising range became short Sudden acceler Short driving range per one charge Other								Driving speed fluctuates .oud motor noise Sudden acceleration Dther								
Area of Concern	((4) (Chargin	g con	Concern Doesn't charge when 1st connected Charging time long Charging time short Circuit breaker trips Charging stops Strange noise Other								time short noiseOther								
(5) Air conditioning Air doesn't become cold Air doesn't become hot Outside/Inside air cannot change MAX-SW does not operate							come hot not operate		Blower speed cannot change Other												
	(6) Brake Brake warning lamp ON No regeneration while braking Br Brake Warning buzzer sounds No regeneration during deceleration Br Brake Brake Warning buzzer sounds Warning buzzer sounds after continuous use							Brake pedal feels hard Brake pedal feels spongy e													
	((7) i-	MiEV I	remote	9		U	nab nab	le to le to	o se	e ch t cha	arge arge	leve time	I]U]U	nable to start HI nable to start DI	EA EF	T/DEF		Unable to set charge Other
Additional concerns/ observations/ comments																					

Customer Interview Sheet page 2

VIN:

Customer Usage Information

(1) Frequency of u	se	Every day	2~4days/week	Only on weekends	Several times/month
(2) Mileage per dar	у	15 mi or below	25 mi. or below	35 mi. or below	45 mi. or below 60 mi. +
(3) Max. driving sp	veed	Lower than 35 mph	About 35 mph	About 50 mph	Higher than 50 mph
(4) Main use time of	of the day	Morning	Daytime	Evening	Nighttime
(5) Hours of use pr	er day	1 hour or less	1 to 2 hours	3 to 4 hours	More than 4 hours
(6) Charging	Charge Cable (120v) (Level 1 charging)	Battery levelba Used daily? Y or N	ars Morning Noon Used weekly? Y or N	Nightly Each tim Only when low? Y or N	ne after use Every day regardless N # of usage
method and	EVSE (240v) (Level 2 charging)	Battery levelba Used Daily Y or N	Irs Morning Noon Used weekly? Y or N	Nightly Each tim Only when low? Y or N	ne after use Every day regardless N # of usage
frequency of use	DC Quick Charge (Level 3 charging)	Battery levelba Used daily? Y or N	ars Morning Noon Used weekly? Y or N	Nightly Each tim Only when low? Y or N	ne after use Every day regardless N # of usage
Brand or Make o	of charger being used				
(7) Typical usage	(7) Typical usage of vehicle		reeway 🗌 Near the coa	ast 🗌 Mountain side	Other
Additional concerns/observations/ comments					



Please indicate number of bars on the Energy level / SOC (state of charge) gauge when concern occurred (item #7)

Condition when problem occurred

(1) Time of occurrence	From new car delivery	From some specific time	on (month/year, mileage:)
(2) Prior concerns/issues	No	Yes (phenomenon:) Timing (m	ionth/year:)
(3) Frequency of occurre	e Always Sometimes	s Under certain specific co	nditions () 🗌 Rando	mly/infrequently
(4) Weather condition	Clear Cloudy	Rainy Snowy	with Lightning	Other ()
(5) Outside temperature	Hot Warm		Other (F)	
(6) Occurring place	City Suburb	Highway Mountai	in roads Uphill	Downhill Other	()
(7) Energy level gauge	□Near "F" □F to 1/2	Near 1/21/2 to r	near "E" 🗌 Near "E"	Warning light illuminate	es
 (8) Operational status (9) Auxiliary operation 	At start up At re-sta At stopping At starti Left long in the state of "R Accelerator state On light app Brake state On light app Shifter position P A/C Heater	art up At normal driving ng At acceleration EADY" D Wide open throttle D Continuous operation R D Defogger	At uphill At down At fixed acceleration (Other (At release At resume At release At re-appl E Seat heater	hill At highway mph) At braking At specific open thro ication B	In traffic jam In reverse) ottle (%)
(10) Occupants	1 person 2 pers	ons 3 persons	4 persons		
(11) Load in vehicle	No load	Yes (Ibs.)			
(12) While Charging	Charge Quick chargi	ing (Place:	, Supplier name o	of charger:)
	method Home chargi	ing (V) * Condition (Ener	gy level gauge - Number of segme	ent indicated:)
Additional concerns/ observations/comments					



WARRANTY BULLETIN

Warranty Extension for 2012-2013MY I-MiEV Main Traction Battery

(Check Superscreen for eligibility)

Warranty Bulletin Application								
USA	Can	ada	P. Rico					
х)	ĸ	x					
Issue Da	te		May 26, 2015					
Bulletin Nu	mber		WB 2016-004					

Coverage Extension: 8-Years/100,000 miles extended to 10-Years/100,000 miles

The warranty coverage for the 2012-2013MY <u>I-MiEV main traction battery pack</u>, has been extended from the original 8-years/100,000 miles to <u>10-yrs/100,000 miles (Canada 10-yrs/160,000 kilometers)</u>, whichever comes first. The main traction battery's 10yrs/100,000 mile extension is transferable.

Warranty Coverage Application: NOTE: This is NOT a Recall Campaign.

If diagnosis of a covered I-MiEV vehicle requires that main traction battery needs to be replaced, it is submitted on a warranty type 'W' claim. <u>A PWA 10 will be required as well as both a MMNA Techline case and Techline approved and authorized main traction replacement battery order release.</u>

Warranty Claim Procedures:

- 1. Only Mitsubishi dealers authorized to sell and service I-MiEV vehicles are allowed to perform any warranty covered repairs on I-MiEV models.
- 2. Replace the I-MiEV main traction battery pack only on a customer complaint basis and only after extensive and guided diagnosis from MMNA Techline. Only MMNA Techline may approve the replacement of an I-MiEV main battery pack with a MMNA provided exchange unit.
- 3. I-MiEV vehicles eligible for this warranty extension will be identified on the MMNA Superscreen.

Warranty Extensions (Note: These are Not Recalls or Service Campaigns) 2012-2013MY IMIEV MAIN BATTERY WARRANTY EXTENSION: 8/100 TO 10/100 (160K CAN)

4. Use the current LOTS system labor operation and labor time for replacement of an IMIEV main traction battery. Only one of these operations may be claimed.

- 5. Nature Code: <u>80D</u> Cause Code: <u>100</u>
- 6. Replaced main traction batteries are not available through a normal parts order and are only shipped as an <u>exchange item</u> after being authorized and ordered by Techline. USA and Puerto Rico dealers are reimbursed a \$500 handling fee and the required and authorized labor costs.

If you have any questions, please call the Warranty Information Line @ 1.800.380.2324 or email us at <u>WarrantyWebHotline@mmsa.com.</u>

MMNA WARRANTY ADMINISTRATION

- Check Box As Reviewed			GENERAL MANAGER
	PARTS MANAGER	☐ OTHER	□ WARRANTY ADMINISTRATOR

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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: Month, 2015

Dear Mitsubishi Owner,

The Main Drive Lithium-ion Battery on your 2012 i-MiEV is covered for defects in material and workmanship for 8 years or 100,000 miles, whichever comes first. In the event the Main Drive Lithium-ion Battery cannot be charged to full available capacity when properly connected to a properly functioning compatible charger, however, Mitsubishi is extending the warranty on the Main Drive Lithium-ion Battery to 10 years or 100,000 miles, whichever comes first.

In the event your vehicle experiences the subject condition within the terms of the warranty extension, please contact your certified i-MiEV Mitsubishi dealer to have the repair performed. This warranty extension does not apply to gradual capacity loss based on time and usage. The capacity of the Main Drive Lithium-ion Battery, like other commonly used Li-ion batteries, will decrease according to time and usage. This type of decrease in battery capacity is normal.

If you have already encountered a problem with the Main Drive lithium-ion battery and had it repaired/replaced on your vehicle 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

Please keep a copy of this notification with your vehicle's warranty book for future reference. If you have any questions, 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

Sincerely,

Mitsubishi Motors North America, Inc.

TSB-15-54-002