

**** TECHNICAL INFORMATION NOTICE ****

DATE: January 6, 2021
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Takata Airbag Recall - \$50 Amazon.com Gift Card Promo Notification
TIN NO.: TIN-20-00-001

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AFFECTED VEHICLES: Certain 2004-2007 Lancer, 2004-2006 Lancer Evolution, 2006-2009 Raider, and 2012-2017 i-MiEV

PURPOSE:

As part of our continuing efforts to minimize the number of vehicles with an open Takata airbag inflator recall, MMNA has put together a new limited-time promotional offer for all affected customers. For Takata Airbag recall repairs made between 1/1/2021 and 3/31/2021, customers will be eligible to receive a \$50 Amazon.com Gift Card via email (one gift card per VIN). **Timely claim submissions will minimize the time required to deliver Gift Cards to recipients. Additionally, capturing accurate customer contact information at the time of the repair will assist in the repair verification process.**

At the end of December 2020, MMNA sent approximately 45,000 letters to affected owners urging them to have this important recall completed as quickly as possible. Customers may also be notified via email and/or phone. These letters and emails explain that customers will need to complete a brief survey to enter their email address, contact information and VIN. They will access the survey from the www.mitsubishi.com/recall landing page or by a QR Code, which will be included on the letter and emails. **Survey Information will be compared to contact information captured at the time of the visit to help verify the repair.**

Customers with questions can call the MMNA Call Center at 888-648-7820. Customer Relations is aware of this program and will be able to assist as necessary.

As a reminder, MMNA has ample inventory of Takata recall parts. To minimize any customer inconvenience, be sure your dealership has an adequate supply of recall parts.

*NOTE: A copy of the draft communication to owner is attached.



Your **YEAR MITSUBISHI MODEL** is part of an
URGENT AIRBAG SAFETY RECALL



Complete your urgently needed **FREE** recall repair by **March 31, 2021** and receive a **\$50 Amazon.com Gift Card*** from Mitsubishi.

To schedule your **FREE** recall repair, call **1-855-681-6147** or visit **www.mitsubishicars.com/dealers** to locate your closest Mitsubishi dealer.

You and your passengers are at risk of **death or serious injury** in your **YEAR MITSUBISHI MODEL**, VIN ending in **XXXXX**. If the **driver and passenger** airbags are not repaired, the airbags can explode and shoot sharp metal fragments inside your vehicle, **killing or injuring** you and your loved ones.

To avoid long waits at the dealership or being without your vehicle, a **FREE** loaner or rental vehicle can be reserved for you when you call to schedule your **FREE** recall repair. Call us at **1-855-681-6147** to discuss additional ways Mitsubishi can help reduce that inconvenience.

After your **FREE** airbag recall repair is completed, scan this QR code or access the survey link at **www.mitsubishicars.com/recall** to enter your contact and vehicle information to receive your Gift Card. A valid email address is necessary to redeem this offer.



*Restrictions apply, see amazon.com/gc-legal

Offer is nonnegotiable and non-assignable. One offer per VIN number. Valid at participating Mitsubishi dealers for repairs made between 1/1/2021 and 3/31/2021. VIN: **#####**. © 2020 Mitsubishi Motors North America, Inc.

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Su MITSUBISHI **MODEL YEAR** es parte de un
**URGENTE RETIRO DE SEGURIDAD
DE LA BOLSA DE AIRE**

\$50
amazon

Complete la reparación **GRATIS** del urgentemente necesario retiro de seguridad antes del **31 de Marzo de 2021** y reciba una **\$50 Amazon.com Tarjeta de Regalo*** de parte de Mitsubishi.

Para coordinar su reparación **GRATIS**, llame al **1-855-681-6147** o visite **www.mitsubishicars.com/dealers** para localizar su concesionario Mitsubishi mas cercano.

Usted y sus pasajeros estan en riesgo de **muerte o de graves heridas** en su MITSUBISHI **MODEL YEAR**, con el numero VIN que termina en **XXXXX**. Si la bolsa de aire **del chofer y/o del pasajero** no son reparadas, las bolsas de aire podrian explotar y lanzar fragmentos de metal filosos dentro de su vehiculo, **matando o hiriendo** a usted y a sus seres queridos.

Para evitar largas esperas en el concesionario o estar sin su vehiculo, un vehiculo de prestamo o alquiler **GRATIS** puede ser reservado para usted cuando llame para coordinar su reparación **GRATIS**. Llamenos al **1-855-681-6147** para analizar formas adicionales en las que Mitsubishi puede ayudar a reducir ese inconveniente.

Luego que se complete la reparación **GRATIS** de el retiro de la bolsa de aire, escanee el codigo QR o accese el enlace en **www.mitsubishicars.com/recall** para entrar su información de contacto y la de su vehiculo para recibir su tarjeta de regalo. Se necesita una dirección de correo electronico para redimir esta oferta.



*Restricciones aplican, vea amazon.com/gc-legal

Oferta es no-negociable y no-asignable. Una oferta por VIN. Valido en concesionarios Mitsubishi participantes para reparaciones realizadas entre 1/1/2021 y 3/31/2021. VIN: #####. © 2020 Mitsubishi Motors North America, Inc.

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