

**\* \* TECHNICAL INFORMATION NOTICE \* \***

**DATE:** May 16, 2023  
**TO:** Mitsubishi Motors US Service and Parts Managers  
**RE:** United Services Automobile Association (USAA) Letterhead – Takata Recalls  
**TIN NO.:** TIN-23-00-004

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

**PURPOSE:**

With permission from United Services Automobile Association (USAA), on May 17<sup>th</sup>, 2023, MMNA will be participating in the mailing of letters to USAA insured drivers of certain 2004-2007 Lancer, 2006-2009 Raider, and 2012-2017 i-MiEV vehicles with open Takata recalls. These notification letters will be printed on USAA letterhead. Please take the time to familiarize yourself with the attached letter as some owners may ask you about their authenticity.

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

Thank you in advance for your immediate attention. Should you have any questions, please do not hesitate to contact your District Parts and Service Manager.



United Services Automobile Association  
With address if not claims

## URGENT AIRBAG INFLATOR SAFETY RECALL REMINDER

Portal for address

Address Line (allow up to 5):

Address Line 1

Address Line 2

Address Line 3

IF Print:

Call to Schedule Free Airbag Inflator Safety Recall Repair on Your [Year]  
[Make2] [Model] Vehicle

If Email:

Subject: Your USAA-Insured Vehicle Has a Recall

Title: Schedule Free Airbag Inflator Safety Recall Repair

Month Day, Year

[Standard], Default is Dear Title Name

Thank you for trusting USAA with your insurance needs. Recently, [Make1] notified USAA that the [year] [model] with the vehicle identification number [VIN] has an open recall to replace a defective airbag inflator that could cause serious injury or death to you or your passengers. Our top priority is to make sure you are always safe on the road, so we wanted to ensure that you were aware of this hazard. This has no impact on your USAA policy or rates.

What Is the Issue?

If the airbags deploy, in some cases a part inside the airbags may explode and spray sharp metal fragments toward you and your passengers.

What Do I Need to Do?

**Immediately contact your authorized [Make2] dealer to schedule your FREE airbag inflator safety recall repair. Please call [CTN] for more information or to find your closest [make2] dealership.** A FREE loaner vehicle, towing service or other alternate transportation may be available to assist with any inconvenience this recall repair may cause.

What If I Have Questions?

If you need more information, please don't hesitate to call [Make3] at [CTN]. [Make3] customer service specialists are standing by to answer any questions you may have.

If you think you have already taken action on this urgent airbag inflator safety recall or to check for additional recalls on all your vehicles, please visit the following websites:

- IF Print: National Highway Traffic Safety Administration: [nhtsa.gov/recalls](https://nhtsa.gov/recalls) / IF Email: [National Highway Traffic Safety Administration](mailto:NationalHighwayTrafficSafetyAdministration)
- IF Print: USAA Auto Recall: [usaa.com/autorecall](https://usaa.com/autorecall) / IF Email: [USAA Auto Recall](mailto:USAAAutoRecall)

**How to Contact Us (for non-Claims) Include icons next to each**

If you have questions about your USAA policy, please contact us at the numbers below.

**Phone:** 210-531-USAA (8722), our mobile shortcut #8722 or 800-531-8722

Thank you,  
USAA

**If Email:**

Include company address in blue box. Content is centered in blue box  
If &company.name = U

United Services Automobile Association, 9800 Fredericksburg Road, San Antonio, Texas 78288

SAMPLE