

Hood Fluttering - Warranty Extension FAQs

- **What did the class actions claim and what is the Class Settlement?**

The class actions claimed that the hoods of certain 2022 Mitsubishi Outlander vehicles are defective because they flutter and bounce while driving. MMNA has denied and contested those claims. Without any admission of liability or fault, MMNA has entered into a nationwide class settlement that has been preliminarily approved by the court. The Settlement Class Vehicles, which were distributed by MMNA in the United States, will include certain model year 2022 Mitsubishi Outlander vehicles that were subject to TSB-21-42A-011REV2 ("MODIFIED HOOD FOR HOOD FLUTTER - 2022 OUTLANDER - REVISED"). The specific Settlement Class Vehicles are determined by VINs. You can look up whether the vehicle is a Settlement Class Vehicle by typing the vehicle's VIN in the Mitsubishi Dealer Link ("superscreen").

The class settlement provides the following categories of benefits relating to these Settlement Class Vehicles:

I. Warranty Extension for Current Owners/Lesseees of Settlement Class Vehicles:

Effective on May 1, 2026 [the date that the class notice will be mailed to the customers], the New Vehicle Limited Warranties ("NVLWs") for the Settlement Class Vehicles will be extended to cover 100% of the cost of hood replacement, by an authorized Mitsubishi dealer, on all Settlement Class Vehicles for customers that express concerns with hood fluttering, for a period of eighteen (18) months until October 31, 2027, without any mileage limitation. This Warranty Extension applies regardless of whether the Settlement Class Vehicle (i) is currently within the NVLW's 5-years/60,000-miles coverage period, or (ii) previously received a hood repair pursuant to TSB-21-42A-011, TSB-21-42A-011REV, or TSB-21-42A-011REV2. MMNA is revising TSB-21-42A-011REV2 to authorize Mitsubishi dealers to perform the hood replacement (including any necessary paint) on all eligible Settlement Class Vehicles pursuant to this Warranty Extension. Without cost to and upon request from customers, Mitsubishi dealers will provide loaner vehicles or rental cars during the time hoods are being replaced under this Warranty Extension. This Warranty Extension will be administered through the warranty claims system and is discussed in more detail below.

II. Reimbursement for the Past Paid Cost of a Covered Repair (TO BE HANDLED EXCLUSIVELY BY THE SETTLEMENT CLAIM ADMINISTRATOR):

Customers who, prior to May 1, 2026, paid out-of-pocket expenses for repair or replacement of the hood of a Settlement Class vehicle may be eligible to submit, to the Settlement Claim Administrator, a claim of reimbursement of the paid invoice amount for that repair or replacement (parts and labor). **This part of the settlement, including all claims and issues relating to reimbursement, will be handled exclusively by the Settlement Claim Administrator. It is not handled by MMNA.**

- **How should I respond to questions regarding the terms of the settlement?**

If a Settlement Class Member (customer) contacts you with any questions regarding the details of this settlement or any applicable procedures or deadlines, please tell them to contact the Settlement Claim Administrator at 1-888-238-0781 and/or to visit the settlement website at www.HoodSettlement.com, which will contain copies of the Class Notice and other necessary information.

- **What if the customer asks whether his/her/its vehicle is affected?**

The settlement covers *certain* 2022 Mitsubishi Outlander vehicles. If the customer asks whether his/her/its vehicle is covered by the Warranty Extension, you can advise the customer that they can check to see if their vehicle is covered by entering their vehicle's VIN in the VIN lookup tool at www.HoodSettlement.com. The "superscreen" differentiates between customers that are part of the settlement (approx. 33,000) and those that had already the hood replaced. See warranty bulletin for details.

- If the customer asks whether his/her/its vehicle is covered by the Warranty Extension, you can advise the customer that they can check to see if their vehicle is covered by entering their vehicle's VIN in the VIN lookup tool at www.HoodSettlement.com. If the customer has any other questions about the settlement, please tell them to contact the Settlement Claim Administrator at 1-888-238-0781 and/or to visit the settlement website at www.HoodSettlement.com, which will contain copies of the Class Notice and other necessary information. **When should a dealer perform a hood repair or replacement pursuant to the Warranty Extension?**

The Warranty Extension and TSB TSB-26-42A-002 (as revised) are not a recall, service action, or other campaign that would require a repair to be completed without any customer complaint. Rather, hood repairs should only be performed if the customer is presenting a VIN with a confirmed warranty extension and not prior hood replacement per the superscreen, the customer is actively complaining

about hood flutter, and it can be confirmed as specified in TSB 21-42A-002 that the current hood installed is not a countermeasure hood. Because approx. 7,500 of the approx. 33,000 Settlement Class Vehicles have already received a replacement hood pursuant to the applicable TSBs, and there have been very few instances of hood flutter involving previously replaced hoods, it is not anticipated that there will be appreciable numbers of customers presenting with hood flutter complaints.

- **What if the customer asks how to submit a claim for reimbursement for a prior repair, what information or documentation he/she/it would need to provide, and/or what the deadline and procedure is for submitting a claim?**

For any questions about the reimbursement part of the settlement, including when and how to submit a claim for reimbursement, please tell the customer to contact the Settlement Claim Administrator at 1-888-238-0781 and/or to visit the settlement website at www.HoodSettlement.com, which will contain copies of the Class Notice and other necessary information.

- **What if the customer says he/she/it is not satisfied with the amount of the reimbursement for past repair?**

For any questions regarding the reimbursement part of the settlement, including the submission or outcome of any claim for reimbursement, please tell the customer to contact the Settlement Claim Administrator at 1-888-238-0781 and/or to visit the settlement website at www.HoodSettlement.com, which will contain copies of the Class Notice and other necessary information.

Warranty Extension

- **What is the effective date of the Warranty Extension?**

The effective date of the Warranty Extension is May 1, 2026. The Warranty Extension does not apply to any repair order opened prior to May 1, 2026.

- **What is covered under the Warranty Extensions?**

The Warranty Extension covers the cost of repair or replacement (parts and labor), by an authorized Mitsubishi dealer, of a hood of a Settlement Class Vehicle for customers that express concerns with hood fluttering, regardless of whether the Settlement Class Vehicle (i) is currently within the NVLW's 5-years/60,000-miles coverage period, or (ii) previously received a hood repair pursuant to TSB-21-42A-011, TSB-21-42A-011REV, or TSB-21-42A-011REV2. Without cost to and upon request from customers, Mitsubishi dealers will provide loaner vehicles or rental cars during the time hoods are being replaced under the Warranty Extension.

The applicable coverage period for the Warranty Extension is specified above. All claims submitted for repairs provided pursuant to the Warranty Extension must be bona fide and necessary to remedy an observable and verifiable complaint.

Note that there are certain exceptions to the Warranty Extension that are discussed below.

- **Does MMNA have to pay for labor and paint that is needed to blend in other body parts like fenders to match the new hood?**

Yes, see warranty bulletin WB2026-008 for details.

- **Are dealer-owned vehicles eligible for the Warranty Extension?**

Under the Settlement terms, "anyone who purchased a Settlement Class Vehicle for the purpose of commercial resale" is excluded from the Settlement Class. The Settlement also excludes "anyone acting as a used car dealer." Thus, the Warranty Extension would exclude authorized Mitsubishi dealers or any other commercial reseller or used car dealer, unless the vehicle was purchased for purposes other than for commercial re-sale, such as use as a company vehicle or loaner vehicle.

- **Is the Warranty Extension transferable?**

Yes, the Warranty Extension is fully transferable to subsequent owners to the extent that its time limitation period has not expired.

- **What if the dealer determines that other repairs are needed or should be done?**

The Warranty Extension applies to all hood-related repairs and any necessary paint. It does not cover any other repairs. Thus, any other needed or desired repairs must be addressed and/or dealt with outside of the Warranty Extension.

- **Are towing costs covered under the Warranty Extension?**

No. Towing costs are not covered under the Warranty Extension.

- **Will there be a loaner car provision / reimbursement as part of the Warranty Extension?**

Yes, if requested by a customer, loaner vehicles or rental cars are to be provided, at no cost to customers, during the time hoods are being replaced under the Warranty Extension.

- **Are there exceptions to coverage under the Warranty Extension?**

Yes. Excluded from the Warranty Extension is any failure of a hood resulting from damage, abuse, alteration, modification, collision or crash, vandalism and/or other impact or outside sources.

Copy of postcard mailed to class members by the Settlement Claim Administrator is attached.