



# IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
www.mitsubishicars.com

This notice applies to your vehicle, \_\_\_\_\_.

Date: October 2017

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

**Reason for notice:** Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2015-2017 Outlander, Outlander Sport, and Lancer vehicles. Due to an inappropriate maintenance procedure used on a welding machine at a relay supplier, welding of components within the relay may have been performed incorrectly resulting in improper electrical conduction. As a result, one of the following conditions may occur depending on which system is using a defective relay: If the relay for the engine control unit fails, the engine will stall while driving and cannot be restarted. An engine stall while driving can increase the risk of an accident. If the relay for the engine valve lift control fails, the engine warning lamp will illuminate and fail-safe mode will be activated, limiting available engine power. If the relay for the radiator fan fails, the engine coolant temperature will rise, the coolant temperature warning lamp will illuminate, and the engine may overheat.

Additionally, our records indicate that your vehicle may have one other open recall.

**What you should do:** Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the relay(s) replaced, and to complete any other open recall. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform this replacement for your vehicle, free of charge.

**What your dealer will do:** The dealership will replace the relay(s) with a countermeasure unit.

**How long will it take?** The time needed for this repair is approximately **0.5** hrs. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience. The dealer will be able to tell you approximately how much additional time it would need to complete other open recall, when you make your appointment.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time)

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem with the relay(s) 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

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

C1705A, C1705B, C1705C