



# 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: March 2018

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 2014-2016 Outlander and 2013-2016 Outlander Sport vehicles. Water may enter the rear brake calipers causing the parking brake operating shafts to corrode and possibly bind. If the parking brake operating shaft binds, the parking brake may not engage or disengage fully. If the parking brake does not engage properly, the vehicle may move unexpectedly if it is parked on a slope, increasing the risk of a crash.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the parking brake inspected and, if necessary, repaired. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform this repair for your vehicle, free of charge.)

**What your dealer will do:** The dealership will inspect the rear brake calipers and replace the parking brake boot and lever or the brake caliper body, as necessary, free of charge. On certain vehicles, the piston assembly of the rear brake caliper will be replaced with a countermeasure unit.

**How long will it take?** The time needed for this repair is approximately **0.5 – 2.0 hrs**, depending on the inspection results and required repair. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience.

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 dragging or decreased parking brake performance, and had the rear brake calipers replaced or repaired as a result of these specific conditions 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.

Sincerely,

Mitsubishi Motors North America, Inc.

C1802Z, C1803R, C1802X, C1803X