



MITSUBISHI MOTORS NORTH AMERICA, INC.  
PO Box 689040  
Franklin, TN 37068

# IMPORTANT SAFETY RECALL

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

Date: January 2020

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 2012 - 2017 i-MiEV vehicles. Due to the design of the brake vacuum pump, water may penetrate the brake vacuum pump, causing corrosion. If sufficient corrosion occurs, the brake vacuum pump may become inoperable. If the brake vacuum pump fails, this may result in a sudden loss of braking assist, and increased stopping distances, which can increase the risk of a crash. If the brake vacuum pump becomes inoperable, the brake warning lamp will illuminate and a continuous audible warning will sound, alerting the vehicle operator.

**What you should do:** Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the brake vacuum pump replaced, free of charge. 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 replace the brake vacuum pump with a countermeasure one.

**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.

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. (Central 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 brake vacuum pump and had it replaced 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 Motors North America Inc., Customer Relations, P.O. Box 689040, Franklin, TN 37068

**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.

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