



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

PO Box 689040
Franklin, TN 37068
Telephone: 888-648-7820
www.mitsubishicars.com

This notice applies to your vehicle, _____.

Date: April 2021

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 2016 Outlander and 2016 Outlander Sport vehicles. Due to improper assembly operation at the supplier, the coating for rust prevention on the rear brake operating shaft could peel off during the assembly process when the shaft is installed to the rear brake caliper body. As a result, penetrating water from the rear brake caliper boot may cause the brake operating shaft to rust. If this occurs, the rear brake operating shaft may become stuck, potentially causing brake dragging and/or a decrease in parking brake performance. If the parking brake does not operate properly, it could lead to a vehicle rollaway and increase 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, replaced. 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 brake caliper body, as necessary, free of charge.

How long will it take? The time needed for this repair is approximately a **½ hour to 2 hours**, 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. (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 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 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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