



IMPORTANT SAFETY RECALL

NHTSA Recall 22V-027

This notice applies to your vehicle, _____.

Date: March 2022

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 2022 Outlander vehicles. The commutator and wires in the fuel pump may not have been fused together correctly during production, resulting in poor continuity. As a result, the commutator and the brushes in the fuel pump could wear abnormally in use, causing the fuel pump to be inoperative. If the fuel pump does not operate, the engine may stall while driving, which increases the risk of a crash.

What you should do: Please contact your local Mitsubishi Motors Dealer and schedule an appointment to have the affected fuel pump replaced, free of charge. **The fuel pump is located inside of the fuel tank and the dealer may have to drain fuel to a lower level to complete the remedy repair. MMNA recommends that you consider arriving at the dealer with the fuel level below ½.** This request **is not a requirement** to have the repair completed, but it may allow the dealer to complete the remedy repair faster. When you bring your vehicle in for this recall repair 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 Dealer will replace the fuel pump with a countermeasure unit.

How long will it take? The time needed for fuel pump replacement is approximately 1 hour and 15 minutes. 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 fuel 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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