

*** * ADVANCE TECHNICAL INFORMATION NOTICE * ***

DATE: September 19, 2018
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Outlander FMVSS Certification Label Safety Recall Campaign
ATIN NO. ATIN-18-SR-006-A

.....

AFFECTED VEHICLES: 2018-2019 Outlander

PURPOSE

A non-compliance recall campaign will be released today for certain 2018-2019 Outlander vehicles built between August 8, 2017 to July 26, 2018. **Do not sell or deliver any affected 2018-2019 Outlander until this recall has been performed.** Please check the Most Recent: Open Campaign List e-report to identify affected vehicles in your new vehicle inventory. The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

Due to a production oversight, an incorrect rear wheel rim size was printed on the FMVSS Part 567 certification label. If the wheels are replaced with those of an incorrect rim size, it can result in an increased risk of a vehicle crash.

Dealers are requested to follow the repair procedure to affix the remedy labels to affected vehicles.

Notification letters are scheduled to begin mailing to owners of affected vehicles on September 26, 2018. **Included in the letters are the remedy labels and instructions for affixing the remedy labels to their vehicles.** However, if the customers are uncomfortable with performing the repair themselves, they may contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed.

Some dealers have been force allocated stock of parts necessary to complete this recall on their new vehicle inventory. Parts shipments were processed via the 'R' order type and should be arriving at dealers by September 19, 2018. Dealers may place additional orders via the MDL. Please refer to Parts Bulletin OP-UT-01-18 for additional information.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the Most Recent: Open Campaign List available under the service section of "e-reports." **Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them.** When checking for applicability of this campaign (C1808R), please check for and complete any other open campaigns. Always obtain the customer's approval before completing a campaign on a customer owned vehicle.

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.



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: September 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 certain 2018-2019 Outlander vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110 "Tire Selection and Rims." Due to a production oversight, an incorrect rear wheel rim size was printed on the FMVSS Part 567 certification label (located at the lower portion of your vehicle's driver side B-pillar). If the wheels are replaced with those of an incorrect rim size, it can result in an increased risk of a vehicle crash.

What you should do: Please locate the remedy label, included with this letter, and follow the included instructions for affixing the remedy label on top of your vehicle's current Part 567 certification label. If you are uncomfortable with following the included instructions for affixing the remedy label, please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the dealer affix the remedy label for you at no charge. When you bring your vehicle in, please bring the included remedy label, and show the dealer this letter.

What your dealer will do: If you do so require, the dealership will apply the remedy label for you at no charge.

How long will it take? The time needed for this repair is approximately **5 minutes**.

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 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.

C1808R