



# 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: February, 2015

Dear Mitsubishi Owner,

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 2004 - 2005 Lancer vehicles originally sold in, or ever registered in, the following areas: Alabama, American Samoa, Florida, Georgia, Guam, Hawaii, Louisiana, Mississippi, Puerto Rico, Saipan, South Carolina, Texas, or the U.S. Virgin Islands. Continued exposure to high levels of humidity may cause the passenger air bag inflator housing to rupture in the event of a crash necessitating deployment of the passenger side frontal air bag. An inflator rupture could result in metal fragments striking and potentially seriously injuring vehicle occupants.

**What you should do:**

Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the front passenger air bag inflator replaced. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this replacement to your vehicle, free of charge.)

**To reduce the risk of injury, do not allow occupants to sit in the front passenger seat until this replacement is performed.**

**Additional Incentive:**

Mitsubishi is committed to motor-vehicle safety and the safety of our customers. Accordingly, we strongly encourage you to have this important recall completed as soon as possible. To demonstrate our commitment, if you have this recall completed by 5/31/2015, as an added incentive, we will send you a \$40 MasterCard® reward card. You should receive the reward card four to six weeks after the recall is completed. Please see the attached coupon for additional details.

**What your dealer will do:**

The dealership will replace the front passenger air bag inflator with a newly manufactured one.

**How long will it take?**

The time needed for this repair is approximately 2.0 hrs. The dealer may need your vehicle for a longer period of time due to service scheduling issues, 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 a problem with the front passenger air bag inflator 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 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.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

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**\$40 Prepaid MasterCard® Reward Card**

**Vehicle Identification Number:**

%%VIN%%

Upon completion of the air bag recall repair, the reward card will be mailed to the customer who is listed on the repair order. Offer is non-negotiable, non-transferable and non-assignable.

One reward card per VIN. Offer expires: 05/31/15.  
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