



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, _____.

This notice has been sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Date: June, 2015

Dear Mitsubishi Owner,

Reason for notice: Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2009 - 2011 Lancer, 2010 – 2011 Lancer Sportback, 2010 - 2011 Lancer Evolution, 2009 – 2011 Outlander, and 2011 Outlander Sport vehicles. Due to a manufacturing error, the shaft and bearing inside the front blower motor may have been improperly centered, potentially causing premature wear and reduced blower performance. If use continues under this condition, the shaft and bearing could ultimately seize resulting in total loss of blower performance.

If a driver experiences reduced or complete loss of blower performance and defrosting of the windshield is required, this may affect driver visibility and increase the risk of a crash. Prior to failure, the blower motor may emit an unusual noise from the passenger side compartment and blower performance will decrease.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the recall remedy performed on your vehicle. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this inspection/repair to your vehicle, free of charge.)

What your dealer will do: The dealership will inspect the front blower motor and replace it if necessary.

How long will it take? The time needed for this remedy is approximately **0.5** hr. 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, write 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 blower motor 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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