



AFFECTED VEHICLES
MODEL: 2014 - 2015 Mirage

This notice applies to your vehicle, _____.

Date: February, 2016

Re: Customer Satisfaction Campaign SC-16-001

Dear Mitsubishi Owner,

Mitsubishi Motors always strives to build vehicles with the highest level of quality, and continuously improve that quality with every vehicle built. To help assure continued satisfaction with your Mitsubishi vehicle, we are recommending that the following product improvement be performed on certain 2014 - 2015 Mirage vehicles built before February 18, 2015.

Recommended Product Improvement:

During a cold start, the engine ECU may order inappropriate fuel amounts to the engine, which may cause engine noise.

What your dealer will do:

Your local Mitsubishi dealer will reprogram the engine control module (ECM). This repair will take approximately **0.4** hours to complete. In extreme cases, an engine exhibiting engine noise may need to be replaced. This repair will take approximately **8.3** hours. However, the dealer may need your vehicle for a longer period of time due to scheduling. Every effort will be made to minimize your inconvenience. Product improvements will be completed free of charge.

What you should do:

Please contact your local Mitsubishi dealership to schedule an appointment. Although not required, it is recommended to bring this letter when you take your vehicle into the dealership.

There is also a Safety Recall associated with your vehicle, regarding possible water intrusion and corrosion of a connector to the left of the driver's foot rest. You were previously sent a letter that your vehicle is also part of this recall. If you have yet to schedule an appointment for the remedy, please ask the dealer to perform the recall remedy and this campaign at the same time when you take your vehicle in.

If you have any questions regarding this customer satisfaction campaign, please contact us:

Mitsubishi Customer Relations Department
P.O. Box 6400
Cypress, CA 90630-0064
Phone 1-888-648-7820
Hours: Monday – Friday 7 a.m. – 4 p.m. Pacific Time

If you have already encountered a problem with the engine 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

We appreciate your prompt attention to this matter, and apologize for any inconvenience.

Sincerely,

Mitsubishi Motors North America, Inc.

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