



Mitsubishi Motors North America, Inc.

6400 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

AFFECTED VEHICLES

MODEL: 2008 – 2014 Lancer Evolution, 2009 – 2014 Lancer Ralliart, and 2009 – 2011 Lancer Sportback Ralliart

Date: January, 2014

Re: Customer Satisfaction Campaign SC-13-004

Dear Mitsubishi Owner,

Mitsubishi Motors always strives to build vehicles with the highest level of quality, plus continuously improve the level of quality with every vehicle built. We are recommending the following product improvement be performed on certain 2008 – 2014 Lancer Evolution, 2009 – 2014 Lancer Ralliart, and 2009 – 2011 Lancer Sportback Ralliart built before September 25, 2013:

Recommended Product Improvement:

Due to an improper Permitted Torque threshold value in the software programming of the Engine Control Module (ECM), the Malfunction Indicator Light (MIL) may falsely illuminate.

What your dealer will do:

Your Authorized Mitsubishi dealer will update the ECM with software programming that optimizes the - Permitted Torque threshold value to minimize false MIL illumination. This software update will be completed **free of charge** and will take approximately **0.5** hour to complete. 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.

What you should do:

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

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 based on the above condition and have paid for the repair, you may send your original receipts and/or other adequate 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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