



April 7, 2014

## **CSC-10055968-9811**

CUSTOMER  
STREET  
CITY, STATE ZIP

**PRODUCT IMPROVEMENT CAMPAIGN: C1006710 Engine Protection System  
VEHICLES INVOLVED – Certain 2012 through 2015 Model Year FEC52, FEC72, FEC92 and FGB72 Trucks**

### **Vehicle Identification Number – VIN**

Dear Valued Mitsubishi Fuso Truck Owner:

At Mitsubishi Fuso, we strive to deliver the best possible products and business solutions. We are very pleased to announce that we have recently developed several vehicle software enhancements designed to both protect your investment as well as further reduce your operating costs. Effective immediately, all 2012 and newer Canter models are eligible for installation of our recently released Engine Protection System (EPS) free of charge.

The EPS software is designed to prevent engine damage in the event of low engine oil pressure. Should your engine lose oil pressure a warning buzzer and lamp will illuminate, and then approximately 40 seconds later, the engine will shut down to prevent engine damage.

Also, if you so desire, Idle Limiting System (ILS) software can be enabled. Enabling this system will allow you to select a predetermined amount of time that ILS will allow the truck to remain parked at idle before shutting down the engine. Once the required time has elapsed, a warning buzzer will sound to alert the driver that engine operation will soon cease. If driver wishes, the shut down sequence can be overridden for another event period. This software has the potential to save you thousands of dollars annually in wasted fuel and maintenance cost, as well as prolonging engine life.

While we are on the topic of reduced operating costs and vehicle maintenance, I would like to take a moment to review our extended drain intervals and how they apply to your vehicle. As you are aware Mitsubishi Fuso has the longest medium duty maintenance interval in the marketplace (18,000 miles or 12 months). However, we have recently seen increased incidents of engine damage occurring as a result of low lubricants. Your Owner's Manual provides instructions on how to inspect and adjust your vehicle's fluid levels as required. It is important to note that a small amount of oil consumption is normal. You should expect to consume around 1 quart of engine oil every 5000 - 6000 miles. If your drivers neglect to perform the required daily vehicle pre-trip checks, it is quite conceivable to be at critical oil levels prior to vehicle maintenance, risking non-warrantable damage to your engine.

Our advice to you is simple, should your drivers be unwilling or unable to perform the required daily vehicle checks, we strongly suggest you reduce your maintenance intervals accordingly. As a reminder, failures caused by lack of lubrication are not warrantable and all vehicle maintenance records will routinely be requested upon component failure.

**WHAT WE WILL DO:** The engine control unit will be reprogrammed and EPS (and if desired, ILS) will be enabled. The update(s) will be completed at no cost to you when performed by an Authorized Dealer or Parts and Service Center. The scheduled time for repair is approximately 0.4 hour.

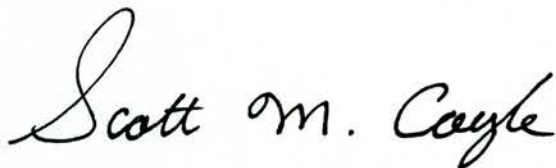
**WHAT YOU SHOULD DO:** For your continued satisfaction, please contact any Authorized Mitsubishi Fuso Dealer or Parts and Service Center to schedule an appointment for this procedure. Refer to this Product Improvement Campaign Notification letter when speaking with Dealer Service Department personnel.

We at MFTA remain committed to providing excellent support for the Mitsubishi Fuso Canter now and in the future.

If an Authorized Dealer or Parts and Service Center is unable to perform this procedure without charge, or within a reasonable time frame, please contact MFTA Customer Service toll-free at 877-711-0707 for further assistance.

**Please note that this campaign will expire on April 7, 2015.**

Sincerely,

A handwritten signature in black ink that reads "Scott M. Coyle". The signature is written in a cursive style with a large, looping initial 'S'.

Scott M. Coyle  
Director, Service Operations