



AFFECTED VEHICLES
MODEL: 2016 Outlander

This notice applies to your vehicle, _____.

Date: January, 2016

Re: Customer Satisfaction Campaign SC-15-004

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 2016 Outlander vehicles with CVT-8 transmissions built from May 11, 2015 to November 2, 2015.

Recommended Product Improvement:

Certain vehicles with CVT-8 transmissions may exhibit a shudder condition at low speeds (10 – 40 mph), or a surge/flare of engine rpm at higher speeds. This may be caused by improper programming of the CVT's hydraulic pressure control software. In the worst case scenario, with continued driving under these conditions, the CVT belt may become damaged and cause a warning light to turn on.

What your dealer will do:

Your local Mitsubishi dealer will reprogram the transmission control module (TCM). This repair will take from **0.3** to **0.6** hours to complete. In extreme cases, the transmission may need to be replaced. This repair will take approximately **6.8** to **8.8** 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.

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 CVT-8 transmission and had it reprogrammed or 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

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

Sincerely,

Mitsubishi Motors North America, Inc.

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