



AFFECTED VEHICLES
MODEL: 2017 Outlander

This notice applies to your vehicle, _____.

Date: December 2017

Re: Customer Satisfaction Campaign SC-17-001

Dear **NAME**,

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 2017 Outlander vehicles built between August 1, 2016 and July 3, 2017.

Recommended Product Improvement:

Due to an inappropriate programming of the Active Stability Control (ASC) ECU, the Forward Collision Mitigation function does not operate when the vehicle is in Neutral.

What your dealer will do:

Your local Mitsubishi dealer will reprogram the ASC ECU. This repair will take approximately **0.5** hours to complete. However, the dealer may need your vehicle for a longer period of time, but 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 ASC ECU 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.

C1708R