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## INTRODUCTION

### INTRODUCTION

Mitsubishi Motors North America, Inc. (MMNA) wants to thank you for purchasing one of our quality products. We are committed to assuring your satisfaction with your new 2008 Mitsubishi truck.

MMNA also wants you to be completely satisfied and invites you to visit a Mitsubishi Dealership for all your service needs, both during and after the warranty period.

### CUSTOMER SATISFACTION

#### IF YOU HAVE ANY QUESTIONS

MMNA and its Authorized Mitsubishi Motors Dealers are vitally interested in your satisfaction with our products and service. In the event a warranty or any other matter is not handled to your satisfaction, please discuss the matter with your Mitsubishi Motors Dealership Management.

MMNA is also available to assist you with all your automotive needs. If you have questions or concerns your dealership can-

not answer, please call MMNA's Customer Relations Department toll-free number 1-888-648-7820.

If a problem persists, we encourage you to use Mitsubishi's informal third party **Dispute Resolution Process** described in the brochure that can be found in your glove box of your new vehicle. An application describing your concern should be submitted to:

**National Center for Dispute Settlement  
Dispute Resolution Process**

**P. O. Box 586**

**Mt. Clemens, MI 48046**

1-866-WE-RESOLVE

(1-866-937-3765)

**IMPORTANT:**

You must use the National Center for Dispute Settlement (NCDS) prior to seeking remedies through a court action pursuant to the Magnuson-Moss Warranty Act (“the Act”). However, if you choose to seek remedies that are not created by the Act, you are not required to use NCDS, although that option is still available to you. You must also use NCDS if you are seeking remedies under the “Lemon Laws” of your state if your state statute requires you to do so. Please consult the Customer Satisfaction section of this manual and the Dispute Resolution Process brochure for more information about the NCDS program.

**WARRANTY START DATE**

This warranty starts on the date of original retail delivery or original use, whichever occurs first. All references to mileage limitations are for actual odometer miles.

**OBTAINING WARRANTY SERVICE**

To obtain warranty service, you must return your Vehicle to any Authorized Mitsubishi Motors Dealer or Authorized Service Center where such service will be performed without charge for parts and/or labor.

**IMPORTANT:**

Vehicles registered and operating outside of the United States are not covered under the term of this limited warranty.

**NOTE**

Vehicles registered in the United States, but temporarily traveling in Puerto Rico are covered by the terms of this warranty and may be brought to Mitsubishi dealers in Puerto Rico for warranty covered repairs.



### **DIAMOND CARE<sup>®</sup> PROTECTION PLAN**

Have you purchased the Mitsubishi Diamond Care Protection Plan? The Plan supplements your new vehicle warranties. See your authorized Mitsubishi dealer for details.

## WARRANTY AT A GLANCE

### NEW VEHICLE LIMITED WARRANTY

| Coverage                     | 12 months/<br>12,000 miles | 3 years/<br>36,000 miles | 5 years/<br>60,000 miles | 7 years/<br>100,000 miles | 10 years/<br>100,000 miles |
|------------------------------|----------------------------|--------------------------|--------------------------|---------------------------|----------------------------|
| New Vehicle Limited Coverage |                            |                          | **                       |                           |                            |
| Adjustments                  |                            |                          |                          |                           |                            |
| Anti-corrosion               |                            |                          |                          |                           |                            |

**Restraint System\*\***

For vehicles sold and registered in the state of Kansas, the seat belt and related components are covered for 10 years, regardless of mileage.

## WARRANTY AT A GLANCE

### EMISSION CONTROL SYSTEM WARRANTY

| Coverage  |   | 2 years/<br>24,000 miles | 3 years/<br>36,000 miles | 3 years/<br>50,000 miles | 5 years/<br>60,000 miles | 7 years/<br>70,000 miles | 8 years/<br>80,000 miles | 15 years/<br>150,000 miles |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------|
| Federal   | Defect warranty   |                          |                          |                          |                          |                          |                          |                            |
|   | • Emission-related parts  |                          |                          |                          |                          |                          |                          |                            |
|   | • Powertrain Control Module, Catalytic Converter(s) (Includes Onboard Emission Diagnostic Device – OBD) |                          |                          |                          |                          |                          |                          |                            |
|   | Performance warranty  |                          |                          |                          |                          |                          |                          |                            |
| California, Massachusetts, Maine, Vermont, Connecticut, Rhode Island and Pennsylvania | • Emission-related parts  |                          |                          |                          |                          |                          |                          |                            |
|   | • Long-term (1)   |                          |                          |                          |                          |                          |                          |                            |
|   | • Long-term (2)   |                          |                          |                          |                          |                          |                          |                            |
|   | Performance warranty  |                          |                          |                          |                          |                          |                          |                            |
| California, Massachusetts, Maine, Vermont, Connecticut, Rhode Island and Pennsylvania | • Emission-related parts  |                          |                          |                          |                          |                          |                          |                            |
|   | • Long-term (1)   |                          |                          |                          |                          |                          |                          |                            |
|   | • Long-term (2)   |                          |                          |                          |                          |                          |                          |                            |
|   | Performance warranty  |                          |                          |                          |                          |                          |                          |                            |

# NEW VEHICLE LIMITED WARRANTY

## WHAT IS COVERED

### NEW VEHICLE LIMITED WARRANTY COV- ERAGE AND TERM

MMNA warrants that all parts of this Vehicle supplied by MMNA (except batteries, adjustments required as a result of a manufacturing deficiency, tires and items listed under the headings "OTHERS" and "WHAT IS NOT COVERED") are free from defects in materials or workmanship at the time of delivery. If such a defect in materials or workmanship appears during the first 5 years or 60,000 odometer miles, the part will be repaired or replaced by any Authorized Mitsubishi Motors Dealer or Authorized Service Center, using new or remanufactured Authorized Mitsubishi parts. The remedy described

above shall be the sole and exclusive remedy for breach of warranty, either express or implied.

#### NOTE

"New or Remanufactured Authorized Mitsubishi Motors Parts" when used in connection with Mitsubishi vehicles, means parts manufactured by or approved by Mitsubishi, designed for use on Mitsubishi vehicles and distributed by MMNA or any division or subsidiary of MMNA.

#### NOTE

**Aftermarket parts or accessories not supplied or approved by MMNA are NOT covered by this warranty.**

### COVERAGE APPLICATION

This coverage applies to all owners of this Vehicle during the stated time and mileage limitations. This Limited Warranty applies only to Mitsubishi trucks that are registered in the United States and normally operated in the United States or temporarily in Puerto Rico.

## NEW VEHICLE LIMITED WARRANTY

### BATTERY

During the first 24 months from the vehicle's in-service date, with unlimited mileage, a defective original equipment battery will be replaced free of charge.

Should the battery fail after 24 months but before the 37th month of service, it will be replaced under warranty at a 50% charge to customer. Labor to test, remove and install the warranty replacement battery will be covered at 100%.

A battery that is merely discharged is not considered to be defective.

### ADJUSTMENT PERIOD

Adjustments required as a result of a manufacturing deficiency are covered for 12 months or 12,000 odometer miles, whichever occurs first.

### OTHERS

The following factory installed items are covered under warranty for 3 years or 36,000 odometer miles, whichever occurs first.

- Audio units, amplifiers, navigation systems, CD changers, DVD video players and other vehicle entertainment systems.
- Bulbs (All filament bulbs)

#### **Air Conditioner Refrigerant Charge**

The air conditioner refrigerant charge is covered for 1 year or 12,000 odometer miles, whichever comes first. After that, refrigerant charge is only covered as part of a warranty covered repair to the air conditioning system.

### TIRES

The tires on your new Mitsubishi vehicle are warranted independently from this limited warranty by the individual tire manufacturer. The individual tire manufacturer's warranty statement has been provided with your Vehicle. To obtain tire warranty service, you must follow the procedures outlined in the tire warranty statement.

### WHAT IS NOT COVERED

#### ALTERATION, MISUSE, OR ACCIDENT DAMAGE

Examples are:

- Any vehicle previously declared a total loss and/or transferred or title branded as salvage, due to an accident or other catastrophic event
- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking your Vehicle
- Misusing your Vehicle, such as, but not limited to, driving over curbs, overloading, racing, or using your Vehicle as a stationary power source
- Alteration or modification of your Vehicle, including, but not limited to, the body, chassis, braking system or other components
- Tampering with, or modification to emission control systems or with other parts that affect these systems
- Disconnecting or altering the odometer, where the actual mileage cannot be determined

- Contaminated or improper fuel/fluids
- Damage due to customer-applied chemicals (For example: abrasive waxes, polishes, sealants, etc.)

#### DAMAGE CAUSED BY USE AND/OR THE ENVIRONMENT

Examples are:

- Airborne fallout
- Industrial fallout
- Chemicals
- Acid rain
- Tree sap
- Bird droppings
- Sand
- Salt
- Stones
- Road hazards
- Hail
- Insects
- Lightning
- Floods

## NEW VEHICLE LIMITED WARRANTY

### **DAMAGE CAUSED BY IMPROPER MAINTENANCE OR FAILURE TO FOLLOW THE RECOMMENDED MAINTENANCE SCHEDULE**

The repair of damages, which are caused because parts or services used were not those prescribed in this booklet's recommended maintenance schedule, are not covered under warranty. It is the owner's responsibility to maintain the Vehicle as more fully set forth in, and in accordance with, the maintenance schedules outlined in this booklet. Be advised that Warranty coverage may be denied if proper maintenance is not followed.

### **MAINTENANCE / WEAR**

Parts and labor needed to maintain the vehicle and the replacement of parts due to normal wear and tear are not covered by warranty and are the owner's responsibility (unless those costs result from a warranty covered repair).

Examples are:

- Brake pads/shoes

- Clutch disc facings
- Wiper blades
- Lubrication
- Engine tune-ups
- Replacing filters, coolant or fuses
- Replacing spark plugs
- Cleaning and polishing

### **PAINT AND OTHER APPEARANCE ITEMS**

Defects in paint, trim or other appearance items are normally noted and corrected during the new vehicle inspection. For your protection, should you find any paint or appearance item which you suspect is defective, advise your Authorized Mitsubishi Motors Dealer without delay, as normal deterioration due to use and exposure is not covered by this warranty.

### **OTHER**

Incidental or consequential damages such as loss of use of Vehicle, loss of time, inconvenience, expense for gasoline,

telephone, travel or lodging, loss or damage to personal property, commercial loss of revenue or other matters not specifically included are not covered.

### **WARRANTY REPAIR ORDER**

If you should have warranty service performed on this Vehicle, you are entitled to receive a copy of the repair order listing the warranty service performed. **RETAIN THESE COPIES FOR YOUR RECORDS.**

Receipts covering the performance of maintenance services should be retained in the event questions arise concerning maintenance. These receipts should be transferred to each subsequent owner of this vehicle. MMNA reserves the right to deny warranty coverage if the vehicle has not been properly maintained. However, denial will not be based solely on the absence of maintenance records.

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### **PRODUCTION CHANGES**

MMNA and its Authorized Mitsubishi Motors Dealers reserve the right to make changes in Vehicles sold by them at any time without incurring any obligation to make the same or similar changes on Vehicles previously sold by them.

## NEW VEHICLE LIMITED WARRANTY

### **ROADSIDE ASSISTANCE - FOR 5 YEARS/ UNLIMITED MILEAGE**

Should you ever need it, you have access to 24-hour emergency roadside assistance for five full years, regardless of mileage. Covered services include towing, jump starts, flat-tire service, emergency fuel and fluid delivery and much more.

#### **Call 1-888-648-7820**

Please have your 17-character Vehicle Identification Number (VIN) available when you call.

#### **You are covered for:**

- Towing to the nearest Mitsubishi Motors Retailer or other approved service point if your vehicle is not drive-able
- Jump-starts in the event of a dead battery
- Exchange of a flat tire with your inflated spare
- Emergency fuel and fluid delivery
- Lockout assistance to gain entry into your vehicle
- Mechanical "first aid" for minor roadside repairs or adjustments

Roadside Assistance excludes winching of vehicles off road, vehicles disabled in rally, racing or other competitive events and vehicles used for commercial purposes such as police, taxi, route delivery, livery or daily rental services.

### **TOWING-AFTER EXPIRATION OF 5 YEARS/ UNLIMITED MILEAGE ROADSIDE SERVICE**

CALL 1-888-648-7820

Should your Mitsubishi Vehicle become inoperable due to a warrantable failure, MMNA will authorize the Vehicle to be towed to the nearest Authorized Mitsubishi Motors Dealer or Authorized Service Center at no charge. Contact the nearest Authorized Mitsubishi Motors Dealer or Authorized Service Center to make arrangements. (Towing will not be covered if your Vehicle is driveable and driving would not pose a safety problem or cause further damage to the Vehicle, or if your Vehicle is inoperable as a result of an accident, owner abuse, lack of maintenance, or driver error.)

### **ANTI-CORROSION PERFORATION LIMITED WARRANTY**

MMNA warrants to the owner of each 2008 Mitsubishi vehicle that any Authorized Mitsubishi Motors Dealer or Authorized Service Center will repair or replace at no charge any body sheet metal panel found to have developed perforation (metal rust-through) due to corrosion in normal use.

This warranty begins on the date of original retail delivery or original use, whichever occurs first, and extends for 5 years regardless of mileage.

In addition, outer panel rust-through protection coverage is extended as follows:

- New 2008 Vehicles are covered for 7 years or 100,000 odometer miles, whichever occurs first.

## NEW VEHICLE LIMITED WARRANTY

It is the owner's responsibility under the terms of this warranty to maintain the Vehicle as specified in this booklet and in the Owner's Manual.

### NOTE

This anti-corrosion perforation warranty covers perforation due to corrosion only. Perforation means a rust-through condition, such as an actual hole in a sheet metal panel.

This Limited Warranty applies only to Mitsubishi trucks that are registered in the United States and normally operated in the United States or temporarily traveling in Puerto Rico.

### THIS WARRANTY DOES NOT COVER:

- Corrosion due to accident, damage, abuse, abnormal use, Vehicle alteration or failure to properly maintain this Vehicle
- Payments for loss of use of the Vehicle during warranty repairs
- Surface corrosion, such as that caused by industrial fallout, sand, salt, hail and stones
- Corrosion due to extensive and/or abnormal transportation of corrosive material such as, but not limited to, chemicals, acid, fertilizer
- Corrosion other than perforation (metal rust-through) due to defects in material or workmanship that is otherwise covered by the 5 years or 60,000 odometer miles MMNA New Vehicle Limited Warranty
- The section titled "OTHER TERMS" stated in the MMNA New Vehicle Limited Warranty also applies to this limited warranty.

### **THINGS YOU SHOULD KNOW ABOUT YOUR MMNA ANTI-CORROSION PERFORATION LIMITED WARRANTY:**

#### **REPAIRING YOUR MITSUBISHI VEHICLE**

If your Vehicle is damaged and requires sheet metal repair or replacement, be sure anti-corrosion materials are applied to the parts repaired or replaced.

#### **MAINTAINING YOUR MITSUBISHI VEHICLE**

##### **Washing:**

The best way to preserve your Vehicle's finish and aid in avoiding rust is to keep the Vehicle clean by washing it frequently. Wash the Vehicle only with lukewarm or cold water. Do not wash the Vehicle in the direct rays of the sun, or use strong soap or chemical detergents. Any cleaning agents used should be washed off promptly and not allowed to dry on the finish.

##### **Foreign Material Deposits:**

Calcium chloride and other salts, ice melting agents, road oil and tar, tree sap, bird droppings, chemicals from industrial chimneys, acid rain, and other foreign matter may damage the Vehicle finish if left on the painted surfaces. Prompt washing may not completely remove all these deposits. Additional cleaners may be needed. When using chemical cleaners developed for this purpose, be sure they are safe for use on painted surfaces.

## NEW VEHICLE LIMITED WARRANTY

### **Underbody Maintenance:**

Corrosive materials used for ice removal and dust control can collect on underbody surfaces. If these materials are not removed, accelerated corrosion can occur on the underbody parts, such as fuel lines, frame, floor pan and exhaust system. At least twice a year, thoroughly flush these materials from the underbody with plain water. Take care to clean any areas where mud and other debris can collect.

### **Finish Damage:**

Any stone chips, fractures or deep scratches in the finish should be repaired promptly. Bare metal will corrode quickly and can develop into a major repair expense. Minor chips and scratches can be repaired with touch-up materials available from your Authorized Mitsubishi Motors Dealer or Authorized Service Center.

### FEDERAL EMISSION WARRANTY

#### FEDERAL EMISSION CONTROL SYSTEM DEFECT WARRANTY

MMNA warrants to the owner of each new 2008 Mitsubishi vehicle, (1) that the Vehicle, was designed, built and equipped so as to conform at the time of sale to applicable regulations of the National Emission Standards Act, as amended, and (2) the Vehicle is free from defects in material and workmanship at the time of sale which would cause the Vehicle to fail to conform with such regulations for a period of **5 years or 60,000 odometer miles**, whichever occurs first. MMNA additionally warrants the Powertrain Control Module (Includes Onboard Emission Diagnostic Device – OBD) and Catalytic Converter(s) for 8 years or 80,000 odometer miles, whichever occurs first.

Any part of this Vehicle covered under this limited emission defect warranty and which proves to be defective will be repaired or replaced at no charge by any Authorized

Mitsubishi Motors Dealer or Authorized Service Center, using new or remanufactured Authorized Mitsubishi Motors Parts. The limited warranty period begins on the date of original retail delivery or original use, whichever occurs first. This limited emission defect warranty shall not apply to parts other than Authorized Mitsubishi Motors Parts.

## FEDERAL EMISSION WARRANTY

### FEDERAL EMISSION CONTROL SYSTEM PERFORMANCE WARRANTY

Some states and local jurisdictions have established periodic vehicle inspection and maintenance (I/M) programs to encourage proper maintenance of your Vehicle.

If an I/M Program in your area has EPA approval, you may be eligible for MMNA's performance warranty coverage under the following conditions:

- 1. The Vehicle has been maintained and operated in accordance with the scheduled maintenance instructions described in this booklet and Owner's Manual provided with your Vehicle.**
- 2. The Vehicle fails to conform for a period of 2 years or 24,000 odometer miles, whichever occurs first, to the applicable emission standards of the U.S. Environmental Protection Agency, as judged by an EPA approved I/M Test.**  
MMNA additionally warrants the Powertrain Control Module (Includes Onboard Emission Diag-

**nostic Device – OBD) and Catalytic Converter(s) for 8 years or 80,000 odometer miles, whichever occurs first.**

- 3. The failure to conform to I/M test standards may result in the owner of the Vehicle having to bear a penalty or other sanctions, including the denial or the right to use the Vehicle under local, state or federal law.**

If all the foregoing conditions are met, MMNA warrants that any Authorized Mitsubishi Motors Dealer or Authorized Service Center will replace, repair or adjust to Mitsubishi's specifications at no charge, any of the components listed below or parts thereof, which may be necessary to cause your Vehicle to conform to the applicable emission standards. Parts "Certified to EPA Standards" shall be covered by this performance warranty. This performance warranty period begins on the date of original retail delivery or original use, whichever occurs first.

### NOTE

Vehicles equipped with a California Certified Emission Control System and registered in the states of California, Massachusetts, Maine, Vermont, New York, Connecticut, Rhode Island and Pennsylvania are also entitled to the California Emission Warranty.

### EMISSION WARRANTY PARTS

- Air System Controls
- Distributor and its Components
- Electronic Fuel Injection System, including Injector
- Evaporative-Emission Canister and Controls
- Exhaust Manifold
- Exhaust Gas Recirculation Valve and Control System
- Exhaust Pipes (between Exhaust Manifold and Catalyst)
- Fuel Cap and Tank Assembly, Pump, and Fuel Lines
- Ignition Coil and Ignition Module
- Intake Manifold
- Oxygen Sensors
- Positive Crankcase-Ventilation (PCV) Valve or Orifice
- Secondary Ignition Wires
- Spark Plugs
- Throttle Body
- Any other components necessary to assure conformity

## FEDERAL EMISSION WARRANTY

- Vacuum Hoses, Clamps and Fittings, as well as Tubing used for these components
- Vacuum, Temperature, Altitude, Speed, Time-Sensitive Valves, Sensors, and Switches used in these components and systems.

If failure of one of these components results in failure of another part, both will be covered by the performance warranty.

### WHAT IS NOT COVERED

- Noncompliance caused by defective replacement parts not certified in accordance with aftermarket parts certification regulations.
- Noncompliance caused by the use of replacement parts not equivalent to original equipment parts.

Other provisions specified under the "WHAT IS NOT COVERED" section in the New Vehicle Limited Warranty are also applicable to this warranty.

THE EMISSION CONTROL SYSTEM DEFECT WARRANTY AND THE EMISSION CONTROL SYSTEM PERFORMANCE WARRANTY SHALL NOT APPLY TO:

- Conditions resulting from contaminated fuel, misuse, improper adjustments, modifications, accidents, alterations, tampering, acts of God, improper or inadequate maintenance, or failure to use recommended fuel
- The replacement of maintenance parts used in regular maintenance services
- Loss of time, inconvenience, loss of use of the Vehicle, or other consequential damages
- Any Vehicle on which the odometer reading has been changed so that mileage cannot be readily determined.

MMNA does not authorize any person to create for it any other obligations or liability in connection with these systems. These warranties are in addition to MMNA's New Vehicle Limited Warranty for 2008 Vehicles.

## FEDERAL EMISSION WARRANTY

### THINGS YOU SHOULD KNOW ABOUT BOTH THE EMISSION CONTROL SYSTEM DEFECT WARRANTY AND THE EMISSION CONTROL SYSTEM PERFORMANCE WARRANTY

The emission control system of your new 2008 Mitsubishi vehicle was designed, built and tested using Authorized Mitsubishi Motors Parts and the Vehicle is certified as being in conformity with applicable emission regulations. Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new or remanufactured Authorized Mitsubishi Motors Parts.

THE WARRANTY OBLIGATIONS ARE NOT DEPENDENT UPON THE USE OF ANY PARTICULAR BRAND OF REPLACEMENT PART. THE OWNER MAY ELECT TO USE NON-AUTHORIZED MITSUBISHI MOTORS PARTS FOR REPLACEMENT PURPOSES. THE USE OF REPLACEMENT PARTS WHICH ARE NOT EQUIVALENT MAY IMPAIR

### THE EFFECTIVENESS OF EMISSION CONTROL SYSTEMS.

If other than Authorized Mitsubishi Motors Parts are used for maintenance replacements or for the repair of components affecting emission control, the owner should determine that such parts are warranted by the manufacturer to be equivalent to Authorized Mitsubishi Motors Parts in performance and durability.

MAINTENANCE REPLACEMENT OR REPAIR OF THE EMISSION CONTROL DEVICES AND SYSTEMS MAY BE PERFORMED BY ANY QUALIFIED AUTOMOTIVE REPAIR ESTABLISHMENT OR INDIVIDUAL USING ANY PART CERTIFIED PURSUANT TO APPLICABLE EMISSION REGULATIONS; HOWEVER, WARRANTY SERVICE MUST BE PERFORMED BY AN AUTHORIZED MITSUBISHI MOTORS DEALER OR AUTHORIZED SERVICE CENTER.

## FEDERAL EMISSION WARRANTY

Claims under the Emission Control Systems Performance Warranty may not be denied due to the failure of a properly installed certified non-Authorized Mitsubishi Motors Part.

Receipts covering the performance of maintenance services should be retained in the event questions arise concerning maintenance. These receipts should be transferred to each subsequent owner of this Vehicle. MMNA reserves the right to deny warranty coverage if the Vehicle has not been properly maintained. However, denial will not be based solely on the absence of maintenance records.

These warranties apply only to Vehicles manufactured to United States specifications and registered and normally operated in the 50 United States and Washington, D.C.

Vehicles manufactured to other specifications or registered and normally operated elsewhere, shall be entitled to service of emission control systems on the basis of the warranty applicable to such other country or territory.

To obtain warranty service under these warranties, the owner should return the Vehicle to an Authorized Mitsubishi

Motors Dealer or Authorized Service Center where such service will be performed at no charge for parts and labor. If an owner's warranty claim under the 2008 Emission Control Systems Performance Warranty is denied, MMNA will provide the owner with a written explanation of why the claim was denied within 30 days unless a shorter time period is required by law. Failure to provide an explanation within the required period may obligate MMNA to remedy the nonconformity under the Emission Control Systems Performance Warranty except:

- When delay is requested by the vehicle owner.
- When delay is caused by factors beyond the control of MMNA or Authorized Mitsubishi Motors Dealers or Authorized Service Centers.

Further information can be obtained from and complaints registered with:

Manager, Vehicle Compliance Programs Group  
Vehicle Programs and Compliance Division  
Environmental Protection Agency

401 "M" Street, S.W.  
NMS-6405J  
Washington, D.C. 20460

**NOTE**

"New or Remanufactured Authorized Mitsubishi Motors Parts" when used in connection with Mitsubishi vehicles, means parts manufactured by or approved by MITSUBISHI, designed for use on Mitsubishi vehicles and distributed by MMNA or any division or subsidiary of MMNA.

## **“CALIFORNIA” EMISSION WARRANTY**

**FOR ALL JURISDICTIONS THAT HAVE ADOPTED CALIFORNIA EMISSION CONTROL SYSTEMS AND WARRANTY REQUIREMENT.**

### **“CALIFORNIA” EMISSION CONTROL WARRANTY STATEMENT**

#### **YOUR WARRANTY RIGHTS AND OBLIGATIONS**

The California Air Resources Board and Mitsubishi Motors North America, Inc. (MMNA) are pleased to explain the emission control system warranty on your 2008 Mitsubishi vehicle. In California, Massachusetts, Maine, Vermont, New York, Connecticut, Rhode Island and Pennsylvania new motor vehicles must be designed, built and equipped to meet California's stringent anti-smog standards.

MMNA warrants the emission control system on your Vehicle for the periods of time listed, provided there has been no abuse, neglect or improper maintenance of your Vehicle. Your emission control system may include parts such as the fuel-injection system, the ignition system, catalytic converter, and powertrain control module. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, MMNA will repair your Vehicle at no charge to you including diagnosis, parts and labor.

**MANUFACTURER’S WARRANTY COVERAGE:**

1. For 3 years or 50,000 odometer miles, whichever occurs first:
  - (1) If your Vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by MMNA to ensure that your Vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.
  - (2) For 5 years or 60,000 odometer miles, whichever occurs first: if any emission-related part on your Vehicle is defective, the part will be repaired or replaced by MMNA.  
This is your short-term emission control system DEFECTS WARRANTY.
2. For 7 years or 70,000 odometer miles, whichever occurs first:

If an emission-related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 odometer

miles is defective the part will be repaired or replaced by MMNA.

This is your Long-term (1) emission control system DEFECTS WARRANTY.

3. For 8 years or 80,000 odometer miles, whichever occurs first, the Federal Emission Warranty also applies to Vehicles registered in California, Massachusetts, Maine, Vermont, Connecticut, Rhode Island and Pennsylvania:

If an emission-related part listed in this warranty booklet specially noted with coverage for 8 years or 80,000 odometer miles is defective, the part will be repaired or replaced by MMNA. This is your Long Term (2) emission control system PERFORMANCE and DEFECTS WARRANTY.

## “CALIFORNIA” EMISSION WARRANTY

### **OWNER’S WARRANTY RESPONSIBILITIES:**

As the Vehicle owner, you are responsible for the performance of the required maintenance listed in this booklet.

MMNA recommends that you retain all receipts covering maintenance on your Vehicle. Coverage will not be denied solely for the lack of receipts or for your failure to ensure the performance of all schedule maintenance. However, failures or non-compliance caused by lack of required maintenance are not covered by the warranty.

You are responsible for presenting your Vehicle to an Authorized Mitsubishi Motors Dealer or Authorized Service Center as soon as a problem exists.

The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the Vehicle owner, you should also be aware that MMNA may deny you warranty coverage if your Vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact MMNA’s Customer Relations Department at 1-888-648-7820 or if in California, the California Air Resources Board, P.O. Box 8001 at 9528 Telstar Avenue, EL Monte CA 91734-8001.

### **WARRANTY START DATE:**

The 3-years/50,000 odometer miles, 5-years/60,000 odometer miles, 7-years/70,000 odometer miles and 8-years/80,000 odometer miles warranty periods shall begin on the date of original retail delivery or original use, whichever occurs first.

**CALIFORNIA VEHICLE INSPECTION PROGRAM:**

If the Vehicle fails an emission test conducted under the Smog Check Program, it should be brought to an Authorized Mitsubishi Motors Dealer or Authorized Service Center for appropriate service. The owner will not be charged for the adjustments, repair or replacement of parts, including diagnosis, necessary to make the Vehicle pass the Smog Check test for 3 years or 50,000 odometer miles, whichever occurs first. After the 3 years or 50,000 odometer miles performance warranty period has passed, a Smog Check test failure due to a defect in a part which is warranted for either 5 years or 60,000 odometer miles, or 7 years or 70,000 odometer miles is covered.

MMNA additionally warrants the Powertrain Control Module and Catalytic Converter(s) for 8 years or 80,000 odometer miles, whichever occurs first. If as the result of a vehicle inspection failure the owner elects to have the vehicle repaired at an independent service outlet, MMNA will not reimburse the owner for service performed by the independent service outlet unless such work is deemed an “EMERGENCY SERVICE”

and the repair is a covered item under the terms of the Emission Control Warranty. (See topic “EMERGENCY SERVICE”).

**WARRANTY SERVICE:**

To obtain warranty service, the owner must return the Vehicle to any Authorized Mitsubishi Motors Dealer or Authorized Service Center where such service will be performed at no charge to the owner. In case of emergency, see EMERGENCY SERVICE instructions. If you are not notified by the dealer within 30 days that the repair is not covered under warranty, then MMNA must repair the Vehicle free of charge. In addition, the owner should take a copy of the Smog Check test printout to the dealer when obtaining warranty service.

## “CALIFORNIA” EMISSION WARRANTY

### EXCLUSIONS:

This Warranty shall not apply to failures caused by abuse, neglect or improper maintenance. Nor shall this Warranty apply to any vehicle on which the odometer mileage has been altered so that the Vehicle's actual mileage cannot be determined. **Vehicles registered in states other than in California, Massachusetts, Maine, Vermont, New York, Connecticut, Rhode Island and Pennsylvania shall be entitled to the emission control system warranty issued pursuant to the Federal Clean Air Act.** This Warranty and any other warranties otherwise expressed under applicable California emissions laws and regulations are the only warranties in addition to the standard MMNA Warranty in the warranty statement applicable to the Vehicle, and are EXPRESSLY IN LIEU OF ANY WARRANTY OR CONDITIONS IMPLIED IN LAW PERTAINING TO EMISSION OR EMISSION CONTROLS SYSTEMS. No dealer, or any agent or employee thereof, is authorized to extend or enlarge this warranty.

### DEFECT WARRANTY:

MMNA warrants to the owner that the Vehicle certified for sale in California, Massachusetts, Vermont or Maine is designed, built and equipped to conform with all applicable regulations adopted by the California Air Resources Board. For the 5-years/60,000 odometer miles Defects Warranty, if any part which can affect emissions fails, MMNA will repair or replace it at an Authorized Mitsubishi Motors Dealer or Authorized Service Center. Any other parts damaged by the failure of a defective part will also be repaired or replaced. Listed below are some of the parts covered by the warranty. The parts shown with the asterisk (\*) are covered under the 7-years/70,000 odometer miles Emission-Related Parts Warranty Long Term (1) and additionally, the 8-years/80,000 odometer miles Emission-Related Parts Warranty Long Term (2), as described on the following page. The repair and/or replacement described above will be made at no charge to the owner including diagnosis and labor. The defects warranty coverage shall apply until the first scheduled replacement point specified by MMNA for any part listed below, and shall apply for the

## “CALIFORNIA” EMISSION WARRANTY

remaining warranty period of any such part repaired or replaced under warranty. Where no replacement point is specified, the coverage shall apply for the warranty period identified under the section entitled “New Vehicle Limited Warranty” of this warranty statement.

- Crankshaft Position Sensor
- Camshaft Position Sensor
- Fuel Pressure Regulator
- Throttle Body (with electronic throttle valve when equipped)
- Air Flow Sensor
- Intake Manifold
- Induction Control Valve Assembly
- Knock Sensor
- Fuel Tank Filler Tube and Cap
- Positive Crankcase Ventilation Valve
- Evaporative Emission Canister and Control System
- Fuel Filter/Evaporative Emission Separator
- Exhaust Gas Recirculation Valve and Control System
- Ignition Coil(s), High Voltage Wires and Boots
- Exhaust Pipe(s) between Exhaust Manifold(s) and Catalytic Converter
- Vacuum Hoses, Clamps, Fittings and Tubing used with the above components and systems
- Oxygen Sensor(s) used with the above systems
- Control Relay, Registers and Solenoids used with above systems
- Oil Filler Cap
- Exhaust Manifold(s)
- Fuel Injectors
- Distributor
- Spark Plugs
- Fuel Tank
- Fuel Pump
- Vacuum Sensor(s) used with the above systems
- Temperature Sensors used with the above systems

## “CALIFORNIA” EMISSION WARRANTY

Listed below are additional parts warranted against defects in materials and workmanship for 8 years or 80,000 odometer miles, whichever occurs first, for all models.

- Powertrain Control Module (Includes Onboard Emission Diagnostic Device – OBD)
- Catalytic Converter(s)

### **WHAT THE OWNER MUST DO:**

It is the owner's responsibility to have the required maintenance performed and use the Vehicle in accordance with MMNA's written instructions. Coverage WILL NOT be denied solely because there is no record of maintenance. However, failures or non-compliance caused by lack of required maintenance are not covered by the warranty. To avoid questions as to whether the vehicle maintenance has been performed, MMNA urges that the owner retain all receipts and/or maintenance records' indicating that service has been performed on the vehicle and these receipts and maintenance records should be transferred to any subsequent owner of the vehicle.

### **SERVICE:**

MAINTENANCE SERVICE CAN BE PERFORMED BY ANY QUALIFIED SERVICE OUTLET OR BY THE OWNER OR BY SOMEONE OF THE OWNER'S CHOOSING. HOWEVER, WARRANTY SERVICE MUST BE PERFORMED BY AN AUTHORIZED MITSUBISHI MOTORS DEALER OR SERVICE CENTER, IN ORDER TO BE PERFORMED AT NO CHARGE TO YOU.

**PARTS:**

IT IS RECOMMENDED THAT ANY REPLACEMENT PARTS USED FOR MAINTENANCE OR FOR THE REPAIR OF THE EMISSION CONTROL SYSTEMS BE NEW OR REMANUFACTURED, AUTHORIZED MITSUBISHI MOTORS PARTS.

However, the warranty obligations ARE NOT dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-Authorized Mitsubishi Motors Parts for replacement purposes. Use of replacement parts which are not of equivalent quality to Authorized Mitsubishi Motors Parts may impair the effectiveness of emission control systems.

**NOTE**

“New or Remanufactured Authorized Mitsubishi Motors Parts” when used in connection with Mitsubishi vehicles, means parts manufactured by or approved by MITSUBISHI, designed for use on Mitsubishi vehicles and distributed by MMNA or any division or subsidiary of MMNA.

**WHAT IS NOT COVERED:**

The Warranty does not cover:

- Malfunction in any part caused by abuse, misuse, alteration, tampering, disconnection or improper or inadequate maintenance.
- Damage to catalytic converters or oxygen sensors due to use of leaded gasoline or any additives.
- Damage resulting from fire, accident, negligence, acts of God or other events beyond the control of MMNA.
- Maintenance replacement parts (such as spark plugs) beyond the first scheduled replacement point.
- Incidental or consequential damages such as loss of use of the vehicle, loss of time, inconvenience, expenses for gasoline, telephone, travel or lodging.
- Any vehicle on which the odometer mileage has been altered so that actual vehicle mileage cannot readily be determined.
- Loss or damage to personal property, loss of revenue, commercial loss.
- Damages resulting from a defect in a part not designated by MMNA; see owner responsibilities stated above.

## “CALIFORNIA” EMISSION WARRANTY

### **EMERGENCY SERVICE:**

If emergency emission control system warranty service is required and the owner is unable to readily locate an Authorized Mitsubishi Motors Dealer or Authorized Service Center or if a warranted part is not available within 30 days, then, repairs may be performed at any available service establishment, or by the owner, using any replacement part. MMNA will reimburse the owner for the owner's expenses including diagnostic charges for such emergency repair or replacement at MMNA's suggested retail price for all warranted parts replaced and labor charges based on the MMNA's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. Replaced parts and copies of paid original receipts must be available for presentation to MMNA as a condition of reimbursement for these emergency repairs. In addition, the owner must provide MMNA a detailed description indicating why the situation was considered an emergency and why an Authorized Mitsubishi Motors Dealer or Authorized Service Center was not available. Additional information may be obtained by

calling 1-888-648-7820. A repair not being completed within 30 days due to the inability to obtain a warranted part or the unavailability of an authorized Mitsubishi Motors Dealer or Authorized Service Center constitutes an emergency.

### EMISSION CONTROL SYSTEM MAINTENANCE

The “Scheduled” maintenance services, listed in **bold type** on the following pages, must be done at the times or mileages specified to assure the continued proper functioning of the emission control system. These, and all other maintenance services included in this manual, should be done to provide best vehicle performance and reliability. More frequent maintenance may be needed for vehicles in severe operating conditions such as dusty areas and very short trip driving.

Inspection and service also should be done anytime a malfunction is suspected.

**NOTE:** Maintenance, replacement, or repair of the emission control devices and systems on your vehicle may be performed by any automotive repair establishment or individual, using any automotive part that has been certified pursuant to U.S. EPA or, in the State of California, California Air Resources Board regulations.

### MAINTENANCE SCHEDULE

The oil change indicator system will remind you that it is time to take your vehicle in for scheduled maintenance.

The “Change Oil” message will flash in the instrument cluster odometer and a single chime will sound, indicating that an oil change is necessary.

Based on engine operation conditions the oil change indicator message will illuminate, this means that service is required for your vehicle. Have your vehicle serviced as soon as possible, within the next 500 mi (805 km).

**NOTE:**

- The oil change indicator message will not monitor the time since the last oil change. Change your vehicle's oil if it has been six months since your last oil change, even if the oil change indicator message is NOT illuminated.
- Change your engine oil more often if you drive your vehicle off road for an extended period of time.

## MAINTENANCE SCHEDULES

- Under no circumstances should oil change intervals exceed 6,000 mi (10,000 km) or 6 months, whichever comes first.

Your authorized dealer will reset the oil change indicator message after completing the scheduled oil change. If this scheduled oil change is performed by someone other than your authorized dealer the message can be reset by referring to the steps described under “Oil Change Required” in “Use Factory Settings” of the EVIC section in this manual, or under “Odometer/Trip Odometer” in the “Instrument Cluster Descriptions section of this manual.

### ***At Each Stop for Fuel***

- Check the engine oil level about five minutes after a fully warmed engine is shut off. Checking the oil level while the vehicle is on level ground will improve the accuracy of the oil level reading. Add oil only when the level is at or below the ADD or MIN mark.

- Check the windshield washer solvent and add if required.

### ***Once a Month***

- Check tire pressure and look for unusual wear or damage.
- Inspect the battery, and clean and tighten the terminals as required.
- Check the fluid levels of coolant reservoir, brake master cylinder, power steering and transmission, and add as needed.
- Check all lights and other electrical items for correct operation.

### ***At Each Oil Change***

- Change the engine oil filter.
- Inspect the brake hoses and lines.
- Check the Manual Transmission fluid level.

**CAUTION!**

Failure to perform the required maintenance items may result in damage to the vehicle.

### **Required Maintenance Intervals**

**NOTE:** \*\*Vehicles built with the 4.7L engine are equipped with sixteen spark plugs, one set is located on the top of the engine under the coils, and the second set is located on the side of the engine.

The spark plugs located under the coils are a standard plug, and must be change every 30,000 mi (50 000 km).

The spark plugs located on the side of the engine are a premium plug, and must be changed every 102,000 mi (170 000 km).

## MAINTENANCE SCHEDULES

| Maintenance Items  | Perform Maintenance Every (Where time and mileage are listed, follow the interval that occurs first.) |            |           |
|--|---|------------|-----------|
|  | Miles   | Kilometers | or Months |
| Change engine oil and engine oil filter.   | 6,000   | 10 000     | 6         |
| Rotate Tires.  | 6,000   | 10 000     | 6         |
| If using your vehicle for any of the following: Dusty or off-road conditions. Inspect the engine air cleaner filter, replace if necessary. | 12,000  | 20 000     | 12        |
| Inspect brake linings, replace if necessary.   | 12,000  | 20 000     | 12        |
| Inspect the front and rear axle fluid, change if using your vehicle for police, taxi, fleet, off-road or frequent trailer towing.          | 18,000  | 30 000     | 18        |
| Inspect the CV Joints. Perform the first inspection at 12,000 mi (20 000 km) or 12 months.   | 24,000  | 40 000     | 24        |
| Inspect Exhaust System. Perform the first inspection at 12,000 mi (20 000 km) or 12 months.  | 24,000  | 40 000     | 24        |
| Inspect the front suspension, tie rod ends and boot seals, replace if necessary.   | 24,000  | 40 000     | 24        |

## MAINTENANCE SCHEDULES

| Maintenance Items  | Perform Maintenance Every (Where time and mileage are listed, follow the interval that occurs first.) |            |           |
|--|---|------------|-----------|
|  | Miles   | Kilometers | or Months |
| Replace the engine air cleaner filter.   | 30,000  | 50 000     | 30        |
| Inspect the transfer case fluid  | 30,000  | 50 000     | 30        |
| <b>Replace the top row of spark plugs on 4.7L engines.</b><br>**   | 30,000  | 50 000     | 30        |
| <b>Replace the spark plugs on 3.7L engines.</b>  | 30,000  | 50 000     | 30        |
| Change the automatic transmission fluid & filter if using your vehicle for any of the following: police, taxi, fleet or frequent trailer towing. | 60,000  | 100 000    | 60        |
| Change the transfer case fluid if using your vehicle for any of the following: police, taxi, fleet, off-road or frequent trailer towing.         | 60,000  | 100 000    | 60        |

## MAINTENANCE SCHEDULES

| Maintenance Items  | Perform Maintenance Every (Where time and mileage are listed, follow the interval that occurs first.) |            |           |
|--|---|------------|-----------|
|  | Miles   | Kilometers | or Months |
| Change the manual transmission fluid if using your vehicle for any of the following: trailer towing, snowplowing, heavy loading, taxi, police, delivery service (commercial service), off-road, desert operation or more than 50% of your driving is at sustained high speeds during hot weather, above 90° F (32° C). | 60,000  | 100 000    | 60        |
| <b>Inspect and replace PCV valve if necessary.</b> <sup>†</sup>  | 90,000  | 150 000    | 90        |
| Flush and replace engine coolant.  | 102,000   | 170 000    | 60        |
| <b>Replace the ignition cables on 4.7L engines.</b>  | 102,000   | 170 000    | 102       |
| <b>Replace the side row of spark plugs on 4.7L engines.</b><br>**  | 102,000   | 170 000    | 102       |
| Change the automatic transmission fluid & filter.  | 120,000   | 200 000    | 120       |
| Replace Accessory Drive Belt(s).   | 120,000   | 200 000    | 120       |

† This maintenance is recommended by the manufacturer to the owner, but is not required to maintain emissions warranty.

**WARNING!**

**You can be badly injured working on or around a motor vehicle. Do only that service work for which you have the knowledge and the right equipment. If you have any doubt about your ability to perform a service job, take your vehicle to a competent mechanic.**

## NOTICE TO CONSUMERS

### NOTICE TO CONSUMERS

Mitsubishi Motors North America, Inc. (MMNA) is committed to assuring your satisfaction with your vehicle.

If you have a concern that is not resolved to your satisfaction, we encourage you to use Mitsubishi's informal third party Dispute Resolution Process, administered by the National Center for Dispute Settlement (NCDS). While you may use the Process at any time, we suggest that you first follow Mitsubishi Motors' normal complaint handling process: First contact your dealership to discuss your concern; if the dealer cannot resolve your concern, contact Mitsubishi Customer Relations at 1-888-648-7820.

If you are not satisfied after contacting your dealership and Mitsubishi Customer Relations, and wish to pursue the matter further, submit an application (which can be found in the Dispute Resolution Process brochure), describing your concern.

**National Center for Dispute Settlement  
Dispute Resolution Process  
P.O. Box 485  
Mt. Clemens, MI 48046  
1-866-WE-RESOLVE  
(1-866-937-3765)**

There is no cost to you for submitting your application.

To file a claim, complete the Dispute Resolution Process application, which includes the following information:

- **Your name and address,**
- **Your vehicle model and Vehicle Identification Number (VIN), and**
- **The nature of your concern.**

Once your claim is submitted, NCDS will review your request for arbitration and inform you if your concern meets the program criteria for the Dispute Resolution Process. If your concern meets the program criteria, it will be referred to an NCDS decision-maker (arbitrator) for hearing. If you requested an oral hearing, you will be contacted by an NCDS representative to arrange a mutually agreeable date and location to conduct the hearing. If you selected a three-person panel and a “documents only” hearing, NCDS will notify you of the date all your documents must be received by NCDS. (Arkansas customers may choose a single arbitrator or panel regardless of format)

The arbitrator or panel will render a decision on your case. If you accept the decision it will be binding on MMNA. The entire process will normally take no longer than forty (40) days from the date your application is received to the date the decision is rendered.

In the event your vehicle does not conform to MMNA's express warranty after a reasonable number of repair attempts, the federal Magnuson-Moss Warranty Act and state lemon laws permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. The provisions of state laws vary from state to state.

Some states require that written notification be given to the manufacturer before the consumer may be eligible for a refund or replacement vehicle. Therefore, MMNA requests that you first provide us with written notification of any such non-conformities so that we may have an opportunity to make final repairs to the vehicle before you pursue lemon law remedies.

## NOTICE TO CONSUMERS

Please send your correspondence to:

**Mitsubishi Motors North America, Inc.**  
**P.O. Box 6400**  
**Cypress, CA 90630-0064**

Please include the following information in your correspondence:

- Your name and address,
- Your vehicle year, model and 17-character Vehicle Identification Number (VIN)
- The nature of your concern.

## OTHER TERMS

ANY IMPLIED WARRANTY APPLICABLE TO THIS VEHICLE IS LIMITED IN DURATION TO THE LENGTH OF THIS WRITTEN WARRANTY. MMNA SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES FOR BREACH OF THIS WARRANTY OR ANY IMPLIED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, or limitations on available remedies, so the above limitations or exclusions may not apply to you. This warranty gives the owner specific legal rights and the owner may also have other rights which vary by state.

### CUSTOMER SATISFACTION

At MMNA, we are proud of the quality and of the workmanship that is built into every MMNA Vehicle. We are equally proud of our corporate commitment to promote the highest possible degree of customer satisfaction with our products and services.

Today's automobiles are extremely complex and are comprised of an enormous number of individual parts. Occasionally, a problem with one of these parts can occur.

Should you experience such a problem, we are confident that you will find your Authorized Mitsubishi Motors Dealer or Authorized Service Center prepared to provide you with high quality service repairs. Every Authorized Mitsubishi Motors Dealer or Authorized Service Center has Mitsubishi-trained personnel, plus the tools and equipment necessary to provide for your various service needs.

In the event a problem arises, we ask that you follow the procedure outlined on the following pages.

#### **Step 1: Contact the Nearest Authorized Mitsubishi Motors Dealer or Authorized Service Center:**

This is the most direct and expedient way to obtain service. Authorized Mitsubishi Motors Dealers or Authorized Service Centers have the ultimate responsibility for providing the service and repairs you may need. We recommend that you contact the Dealership Service Advisor or Service Manager for assistance. In the event that you feel additional assistance is required, ask to speak to the Dealership owner. Since it is his or her business, he or she will be very interested in your continued satisfaction and patronage.

## CUSTOMER SATISFACTION

### **Step 2: Contact MMNA's Customer Relations Department CALL -> 1-888-648-7820**

After the completion of Step 1 and in the event your Authorized Mitsubishi Motors Dealer or Authorized Service Center has been unable to provide an adequate resolution, contact MMNA's Customer Relations Department. Be sure to have your 17-character Vehicle Identification Number (VIN) available when you call.

If you choose to write us, please send your correspondence to the following address:

**Mitsubishi Motors North America, Inc.  
Customer Relations Department  
P.O. Box 6400  
Cypress, CA 90630**

Please be sure to include your name, address and telephone number along with your 17 character vehicle identification number. The VIN (vehicle identification number) can be found in the upper corner of the dashboard on the driver's side of the vehicle and on your vehicle's registration.

MMNA's Customer Relations Department will be prepared to investigate your concern and provide you with assistance.

### **Step 3: Dispute Resolution (See "Notice to Consumers" on Page 40.)**



**DIAMOND CARE<sup>™</sup> PROTECTION PLAN**

Have you purchased the Mitsubishi Diamond Care Protection Plan? The Plan supplements your new vehicle warranties. See your authorized Mitsubishi dealer for details.