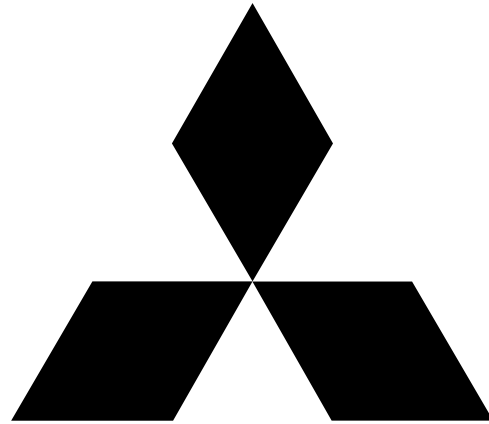




# i-MiEV

2016 / WARRANTY & MAINTENANCE MANUAL

UNITED STATES AND  
U.S. TERRITORIES  
AND POSSESSIONS  
EXCEPT PUERTO RICO



**MITSUBISHI  
MOTORS**

## ***IMPORTANT***

This manual contains the warranty applicable to your new Mitsubishi i-MiEV.  
Please read these warranties carefully to determine your warranty rights and obligations.

The maintenance schedule is also contained in this manual. Good maintenance is necessary to protect your investment and ensure proper performance. For information on correct maintenance, refer to pages 17 to 24.

Important Note (for the customers of Mitsubishi Motors North America Inc. (MMNA)):

Mitsubishi Motors also provides owners with a wide range of useful information, answers to FAQs (Frequently Asked Questions) and important contact numbers over the internet. Please visit our website at: <http://www.mitsubishicars.com>



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### 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 2016 Mitsubishi i-MiEV, powered by MiEV technology, hereinafter referred to as “Vehicle”.

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

#### APPLICABILITY

This warranty is provided to the original and subsequent owner(s) of the Vehicle, originally distributed by MMNA and originally sold by a Certified i-MiEV Dealership in the United States, and which is registered and normally operated in the United States.

#### 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

If your Vehicle is operational (both drivable and safe to operate), you must take your Vehicle to a Certified i-MiEV Dealer in the United States during regular business hours at your expense in order to obtain warrantable repairs or to have maintenance performed.

#### OBTAINING WARRANTY SERVICE IN CANADA:

Vehicles registered in the United States, but temporarily traveling in Canada are covered by the terms of this warranty but may only be brought to Certified i-MiEV Dealers in Canada for warranty covered repairs.

Should a Certified i-MiEV Dealer charge for warranty repairs, you should obtain a detailed receipt covering the work performed and, upon returning to the U.S., contact a Certified i-MiEV Dealer for reimbursement consideration.

#### IMPORTANT:

Vehicles registered or normally operating outside of the United States are not covered under the terms of this limited warranty.

#### SAFETY PRECAUTIONS

Your Vehicle is an electric vehicle (EV) that uses high voltage. Please familiarize yourself with your all areas of your Vehicle’s Owner’s Manual as it contains many important warnings and caution statements that must be adhered to avoid both personal injury as well as damage to your Vehicle.

## 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 Certified i-MiEV Dealer prepared to provide you with high quality service repairs. Every Certified i-MiEV Dealer 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 your Certified i-MiEV Dealer

This is the most direct and expedient way to obtain service. Certified i-MiEV Dealers 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.

### Step 2: Contact MMNA's Customer Relations Department

**CALL->1-888-648-7820**

After the completion of Step 1 and in the event your Certified i-MiEV Dealer 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 VIN. The VIN 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 4.)

## NOTICE TO CONSUMERS

### NOTICE TO CONSUMERS

**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 Motors' 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:

#### **Dispute Resolution Process**

First, contact your dealership to discuss your concern; if the dealer can not resolve your concern, contact MMNA's Customer Relations at **1-888-648-7820**. An MMNA regional representative will work with you to address your concern.

If you are not satisfied after contacting your dealership and MMNA's Customer Relations, and wish to pursue the matter further, submit an application (which can be found in the Dispute Resolution Process brochure located in the glove box of your Vehicle), 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. You may accept or reject the decision. 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.

Please send your correspondence to:

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

Please include the following information in your correspondence:

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

### **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.

### **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.



## WARRANTY AT A GLANCE

### NEW VEHICLE LIMITED WARRANTY

Coverage	12 months/ 12,000 miles	3 years/ 36,000 miles	5 years/ 60,000 miles	7 years/ 100,000 miles	8 years/ 100,000 miles
Basic Coverage	[Coverage bar spanning 12 months/12,000 miles]				
Powertrain Coverage	[Coverage bar spanning 5 years/60,000 miles]				
Main Drive Lithium-ion Battery Coverage	[Coverage bar spanning 8 years/100,000 miles]				
Restraint System Coverage	[Coverage bar spanning 5 years/60,000 miles]*				
Adjustments	[Coverage bar spanning 12 months/12,000 miles]				
Anti-corrosion Coverage	[Coverage bar spanning 7 years/100,000 miles]				

**NOTE:**

\* Restraint System

For Vehicle sold and registered in the states except Kansas, seatbelts and related components are covered by 5-year/60,000-mile coverage under the Restraint System Coverage.

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

## NEW VEHICLE LIMITED 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 Vehicles that are registered in the United States and normally operated in the United States or temporarily traveling in Canada.

### WHAT IS COVERED

#### BASIC COVERAGE

MMNA warrants that all parts of this Vehicle supplied by MMNA (except the 12V Starter Battery, adjustments required as a result of a manufacturing deficiency, air conditioner refrigerant charge, tires and items listed under the heading "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 3 years or 36,000 odometer miles, the part will be repaired or replaced by a Certified i-MiEV Dealer using new or remanufactured Authorized Mitsubishi Motors 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 Motors designed for use on Mitsubishi vehicles and distributed by MMNA or any division or subsidiary of MMNA.
- **Aftermarket parts or accessories not supplied or approved by MMNA are NOT covered by this warranty.**

### POWERTRAIN COMPONENTS COVERAGE

Powertrain Components listed below are covered for 5 years or 60,000 odometer miles, whichever occurs first.

#### NOTE:

- Coverage applies only to the repair or replacement of listed components originally manufactured and installed by Mitsubishi Motors that are defective in material or factory workmanship under normal use and maintenance or Authorized Mitsubishi Motors Powertrain component parts sourced from and installed by a Certified i-MiEV Dealer.
- Non-authorized aftermarket parts and/or Mitsubishi Motors parts not obtained from and installed by a Certified i-MiEV Dealer are not covered by this Warranty.

## NEW VEHICLE LIMITED WARRANTY

### **Powertrain Components**

- Transmission and Transmission Case Mounts
- Transmission Case and All Internal Parts, Gaskets & Seals
- Differential Carrier Assemblies and All Internal Parts, Gaskets and Seals
- Drive Shaft and Axle Shaft Assemblies (Including Constant Velocity Joints)
- EV Motor (Electric Vehicle Motor)
- Inverter-Motor Control Unit
- On board charger & DC/DC converter
- Electric Motor unit cooling system
- EV-ECU
- Charging connection for normal charging cable/for quick charging cable (NOT including external charging cable)
- Battery Management unit

### **MAIN DRIVE LITHIUM-ION BATTERY COVERAGE**

The Vehicle's Main Drive Lithium-ion Battery is covered for defects in material and workmanship for 8 years or 100,000 miles, whichever comes first.

Gradual capacity loss of the Main Drive Lithium-ion Battery based on time and usage is **NOT** covered under this warranty. See your Owner's Manual for more information regarding Battery capacity loss.

**This warranty does not cover damage to or failure of the Main Drive Lithium-ion Battery resulting from or caused by:**

- Storage in or exposure to extreme high or extreme low temperatures.
- Storing the Vehicle for long periods of the time without proper maintenance.
- Failure to keep the Main Drive Lithium-ion Battery charged during storage of the Vehicle.
- Physical damage to the Main Drive Lithium-ion Battery due to road hazards, debris, accidents or other outside factors.
- Exposing the Main Drive Lithium-ion Battery to a direct flame.
- Immersion of the Main Drive Lithium-ion Battery in water or other liquids.
- Servicing of the Main Drive Lithium-ion Battery by anyone other than a Certified i-MiEV Dealer.
- Not following the correct charging procedures as specified in your Vehicle's Owner's Manual.
- Charging your Vehicle using incompatible and/or incorrect charging equipment.
- Delay or failure to have an existing problem repaired on your Vehicle.
- Failure to follow the instructions regarding the Main Drive Lithium-ion Battery specified in the Vehicle's Owner's Manual.

**For more information on damage to or failure of the Main Drive Lithium-ion Battery that will not be covered under warranty, see the section "WHAT IS NOT COVERED" starting on page 10 of this manual.**

**NOTE:**

The capacity of the Main Drive Lithium-ion Battery used as the traction battery on your Vehicle, like other commonly used Li-ion batteries, will decrease according to time and usage. This type of decrease in battery capacity is normal, and is not indicative of any defect or failure in your Main Drive Lithium-ion Battery. As the Main Drive Lithium-ion Battery capacity decreases, the initial cruising range of the Vehicle will similarly decrease. See your Owner's Manual for additional information how you can help maintain the capacity of your battery.

**12V STARTER BATTERY**

During the first 24 months from the Vehicle's in-service date, with unlimited mileage, a defective original equipment 12V Starter Battery will be replaced free of charge. The 12V Starter Battery also provides power to the vehicle systems and features such as the audio system, supplemental restraint systems, headlights and windshield wipers. Should the 12V Starter Battery fail after the first 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 the 12V Starter Battery will be covered at 100%. A 12V Starter Battery that is merely discharged is not considered to be defective and a recharge is at the owner's expense.

**RESTRAINT SYSTEM COVERAGE**

Restraint systems listed below are covered for 5 years or 60,000 miles, whichever occurs first.

- Air Bag Systems
- Seat Belt Systems

**ADJUSTMENT PERIOD**

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

**AIR CONDITIONER REFRIGERANT CHARGE**

The air conditioner refrigerant charge is covered for 1 year or 12,000 odometer miles, whichever occurs 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 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:

- Failure to operate the Vehicle in accordance with the OWNER'S MANUAL
- 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
- Tampering with, or alteration of your Vehicle, including, but not limited to, the body, chassis, braking system, software programming, Main Drive Lithium-ion Battery, EV components or other components
- Disconnecting or altering the odometer, where the actual mileage cannot be determined
- Use of contaminated or improper fluids or lubricants
- 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

#### MODIFICATIONS

Damage or performance problems resulting from modifications to or racing of your Vehicle are not covered under warranty.

Examples of modifications to your Vehicle that can cause damage or performance problems include the following:

- Failure to use Mitsubishi Motors genuine parts
- Failure to use required fluids as specified in your Owner's Manual
- Failure to use proper size tires and wheels
- Modification of the suspension, Main Drive Lithium-ion Battery, motor, inverter (EV motor control unit), drive train or electrical wiring systems
- Modification of any onboard computer/control module, including reprogramming, or replacing/adding chips to any onboard computer/control module
- Unapproved and/or incompatible repairs, upgrades and modifications to your Vehicle are not covered under this warranty nor are the repairs needed to correct any subsequent damages caused by such repairs

**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 manual's recommended maintenance schedule, are not covered under warranty. Damage, failures, or performance issues from repairs performed by anyone other than a Certified i-MiEV Dealer 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 manual. Be advised that Warranty coverage may be denied if proper maintenance is not followed.

**MAINTENANCE / WEAR / UPDATES**

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:

- Batteries of keyless entry remote fob
- Brake pads/shoes
- Cleaning and polishing
- Lubrication
- Replacing fluids, filters or fuses
- Wiper blades
- Software and/or map updates for Navigation systems (such updates are considered an owner responsible expense)

- Hardware or software updates needed to support and/or interface your Vehicle with non-Mitsubishi Motors supplied devices (such as, but not limited to, cell phones, music players, tablets, laptops and other audio, video and data sources)
- Emergency tire inflation kits after each use (these are one time use inflation kits and must be replaced after each use)

**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 Certified i-MiEV 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 battery charge, 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.

### PRODUCTION CHANGES

MMNA and its Certified i-MiEV 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.

### ANTI-CORROSION PERFORATION COVERAGE

MMNA warrants to the owner of each Vehicle that any Certified i-MiEV Dealer 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:

- Vehicle is covered for 7 years or 100,000 odometer miles, whichever occurs first.

It is the owner's responsibility under the terms of this warranty to maintain the Vehicle as specified in this manual 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 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 fall-out, 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 Basic Coverage of the New Vehicle Limited Warranty

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

#### **REPAIRING YOUR 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 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 the frame and floor pan. Wash the Vehicle according to the instruction of the Owner's Manual, and 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 Certified i-MiEV Dealer. The cost of such repairs is considered the responsibility of the owner.

## **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.

## ROADSIDE ASSISTANCE FOR 3 YEARS/ 36,000 MILES

Should you ever need it, you have access to 24-hour emergency roadside assistance for 3 years or 36,000 miles, whichever comes first, from the date of the original retail delivery or original use, whichever is earlier. Covered services include towing, jump starts, flat tire service, and 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 Certified i-MiEV Dealer from the point of disablement if your Vehicle is not drivable due to a warrantable defect
- One (1) complimentary tow per ownership year (3 Years) to the nearest Certified i-MiEV Dealer if your Vehicle has run out of energy
- Out of energy tows needed more than once per ownership year will be the owner's responsibility
- Jump-starts in the event of a dead 12V Starter Battery
- Help with using the tire inflation kit in the event of a flat tire
- Lockout assistance to gain entry into your Vehicle

## TOWING-AFTER EXPIRATION OF THE 3 YEAR/36,000 MILES ROAD ASSISTANCE BENEFIT

### CALL-> 1-888-648-7820 (Have your VIN at hand)

Should your Vehicle become inoperable due to a warrantable failure after the expiration of 3 years/36,000 mile roadside service benefit, MMNA will arrange for the Vehicle to be towed to the nearest Certified i-MiEV Dealer.

In case you are charged for this service, please retain all towing receipts; you will be reimbursed for towing expenses if it is determined that the Vehicle became inoperable due to a warrantable failure.

#### NOTE:

- These programs are benefits provided to you at no charge as part of the purchase of your Vehicle. Generally, there is no charge for any of the Roadside Assistance services listed for the first 3 years or 36,000 miles. However, you will be responsible for the cost of non-warrantable parts, lost-key replacement, and non-warrantable tire repair.
- These programs are NOT a warranty and are subject to change without notice. MMNA reserves the right to limit and/or change available services.
- Roadside Assistance excludes winching of Vehicle off road, Vehicle disabled in rally, racing or other competitive events, and Vehicle used for commercial purposes such as police, taxi, route delivery, livery, or daily rental services.

## ROADSIDE ASSISTANCE

- ALL TOWING services are only one-way from the point of disablement to the nearest Certified i-MiEV Dealer; you are responsible to pick up your Vehicle from the Certified i-MiEV Dealer after it has been repaired.

## Service precautions

Vehicle maintenance is an important yet frequently neglected item. Proper maintenance will aid in retaining the level of performance that has been engineered into your Mitsubishi vehicle and it will guard against major repair expenses resulting from neglect. Good maintenance is necessary to protect your investment and ensure proper performance.

Your Mitsubishi Motors Dealership is in the best position to provide proper maintenance service through Mitsubishi's exclusive "Diamond Care Service".

- Factory Trained Technicians
- Advanced Diagnostic Equipment
- Quality Workmanship
- Genuine Mitsubishi Parts
- Genuine Mitsubishi Accessories
- Competitive Prices
- Fast Service
- Commitment to Customer Satisfaction

## Selecting the proper maintenance schedule

There are two maintenance schedules that show proper service for your vehicle.

### Schedule 1

Use Schedule 1 if you primarily operate your vehicle under any of these conditions;

- Driving on dusty, rough, muddy or salt-spread roads
- Police, taxi or commercial operation
- Extended use of brakes while driving
- Driving in sandy areas
- More than 50 % operation in heavy city traffic during hot weather above 90 °F (32 °C)

### Schedule 2

Use Schedule 2 only if you primarily operate your vehicle under conditions other than those listed in Schedule 1.

## Schedule 1

# Schedule 1

MAINTENANCE ITEM	MAINTENANCE INTERVAL (Mileage or Time- whichever occurs first)																					
	miles x 1,000	7.5	15	22.5	30	37.5	45	52.5	60	67.5	75	82.5	90	97.5	105	112.5	120	127.5	135	142.5	150	
	km x 1,000	12	24	36	48	60	72	84	96	108	120	132	144	156	168	180	192	204	216	228	240	
	months	6	12	18	24	30	36	42	48	54	60	66	72	78	84	90	96	102	108	114	120	
Check transmission oil level and condition		X				X				X				X				X				
Change transmission oil					X				X				X				X				X	
Inspect coolant hoses condition (radiator hose, heater hose)					X				X				X				X				X	
Inspect high voltage wire for looseness and damage					X				X				X				X				X	
Change motor coolant	Every 240 months																					
Change heater fluid	Every 240 months																					
Inspect disc brake pads and rotors for wear	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Inspect rear drum brake linings and rear wheel cylinders for wear and leaks		X			X				X				X				X				X	
Check brake hoses for deterioration or leaks		X			X				X				X				X				X	
Change brake fluid						X							X								X	
Inspect ball joint and steering linkage seals for grease leaks and damage					X				X				X				X					X
Inspect driveshaft boots for grease leaks and damage		X			X				X				X				X				X	
Inspect suspension system for looseness and damage	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Inspect air purifier filter for clogging	Every 3,750 miles (6,000 km) or every 3 months																					
Replace air purifier filter	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Check tire repair sealant expiration date	Every 12 months																					

# Schedule 2

MAINTENANCE ITEM	MAINTENANCE INTERVAL (Mileage or Time- whichever occurs first)																				
	miles x 1,000	7.5	15	22.5	30	37.5	45	52.5	60	67.5	75	82.5	90	97.5	105	112.5	120	127.5	135	142.5	150
	km x 1,000	12	24	36	48	60	72	84	96	108	120	132	144	156	168	180	192	204	216	228	240
	months	6	12	18	24	30	36	42	48	54	60	66	72	78	84	90	96	102	108	114	120
Check transmission oil level and condition		X			X		X		X		X		X		X		X		X		X
Inspect coolant hoses condition (radiator hose, heater hose)					X				X				X				X				X
Inspect high voltage wire for looseness and damage					X				X				X				X				X
Change motor coolant	Every 240 months																				
Change heater fluid	Every 240 months																				
Inspect disc brake pads and rotors for wear		X			X		X		X		X		X		X		X		X		X
Inspect rear drum brake linings and rear wheel cylinders for wear and leaks					X				X				X				X				X
Check brake hoses for deterioration or leaks		X			X		X		X		X		X		X		X		X		X
Change brake fluid							X						X						X		
Inspect ball joint and steering linkage seals for grease leaks and damage					X				X				X				X				X
Inspect driveshaft boots for grease leaks and damage		X			X		X		X		X		X		X		X		X		X
Inspect suspension system for looseness and damage					X				X				X				X				X
Replace air purifier filter		X			X		X		X		X		X		X		X		X		X
Check tire repair sealant expiration date	Every 12 months																				

## Maintenance Record

### Maintenance Record

<b>3,750 Miles (6,000 km) or 3 months</b> MILEAGE/ MONTHS: _____ DEALERSHIP NAME/CODE: _____ DATE: _____ REPAIR ORDER #: _____	<b>7,500 Miles (12,000 km) or 6 months</b> MILEAGE/ MONTHS: _____ DEALERSHIP NAME/CODE: _____ DATE: _____ REPAIR ORDER #: _____	<b>11,250 Miles (18,000 km) or 9 months</b> MILEAGE/ MONTHS: _____ DEALERSHIP NAME/CODE: _____ DATE: _____ REPAIR ORDER #: _____
<b>15,000 Miles (24,000 km) or 12 months</b> MILEAGE/ MONTHS: _____ DEALERSHIP NAME/CODE: _____ DATE: _____ REPAIR ORDER #: _____	<b>18,750 Miles (30,000 km) or 15 months</b> MILEAGE/ MONTHS: _____ DEALERSHIP NAME/CODE: _____ DATE: _____ REPAIR ORDER #: _____	<b>22,500 Miles (36,000 km) or 18 months</b> MILEAGE/ MONTHS: _____ DEALERSHIP NAME/CODE: _____ DATE: _____ REPAIR ORDER #: _____
<b>26,250 Miles (42,000 km) or 21 months</b> MILEAGE/ MONTHS: _____ DEALERSHIP NAME/CODE: _____ DATE: _____ REPAIR ORDER #: _____	<b>30,000 Miles (48,000 km) or 24 months</b> MILEAGE/ MONTHS: _____ DEALERSHIP NAME/CODE: _____ DATE: _____ REPAIR ORDER #: _____	<b>33,750 Miles (54,000 km) or 27 months</b> MILEAGE/ MONTHS: _____ DEALERSHIP NAME/CODE: _____ DATE: _____ REPAIR ORDER #: _____

## Maintenance Record

<p><b>37,500 Miles (60,000 km) or 30 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>41,250 Miles (66,000 km) or 33 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>45,000 Miles (72,000 km) or 36 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>
<p><b>48,750 Miles (78,000 km) or 39 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>52,500 Miles (84,000 km) or 42 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>56,250 Miles (90,000 km) or 45 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>
<p><b>60,000 Miles (96,000 km) or 48 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>63,750 Miles (102,000 km) or 51 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>67,500 Miles (108,000 km) or 54 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>



## Maintenance Record

<p><b>71,250 Miles (114,000 km) or 57 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>75,000 Miles (120,000 km) or 60 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>78,750 Miles (126,000 km) or 63 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>
<p><b>82,500 Miles (132,000 km) or 66 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>86,250 Miles (138,000 km) or 69 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>90,000 Miles (144,000 km) or 72 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>
<p><b>93,750 Miles (150,000 km) or 75 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>97,500 Miles (156,000 km) or 78 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>101,250 Miles (162,000 km) or 81 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>

## Maintenance Record

<p><b>105,000 Miles (168,000 km) or 84 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>108,750 Miles (174,000 km) or 87 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>112,500 Miles (180,000 km) or 90 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>
<p><b>116,250 Miles (186,000 km) or 93 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>120,000 Miles (192,000 km) or 96 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>123,750 Miles (198,000 km) or 99 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>
<p><b>127,500 Miles (204,000 km) or 102 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>131,250 Miles (210,000 km) or 105 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>135,000 Miles (216,000 km) or 108 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>

## Maintenance Record

<p><b>138,750 Miles (222,000 km) or 111 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>142,500 Miles (228,000 km) or 114 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>	<p><b>146,250 Miles (234,000 km) or 117 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>
<p><b>150,000 Miles (240,000 km) or 120 months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>		<p><b>240 Months</b></p> <p>MILEAGE/ MONTHS: _____</p> <p>DEALERSHIP NAME/CODE: _____</p> <p>DATE: _____</p> <p>REPAIR ORDER #: _____</p>

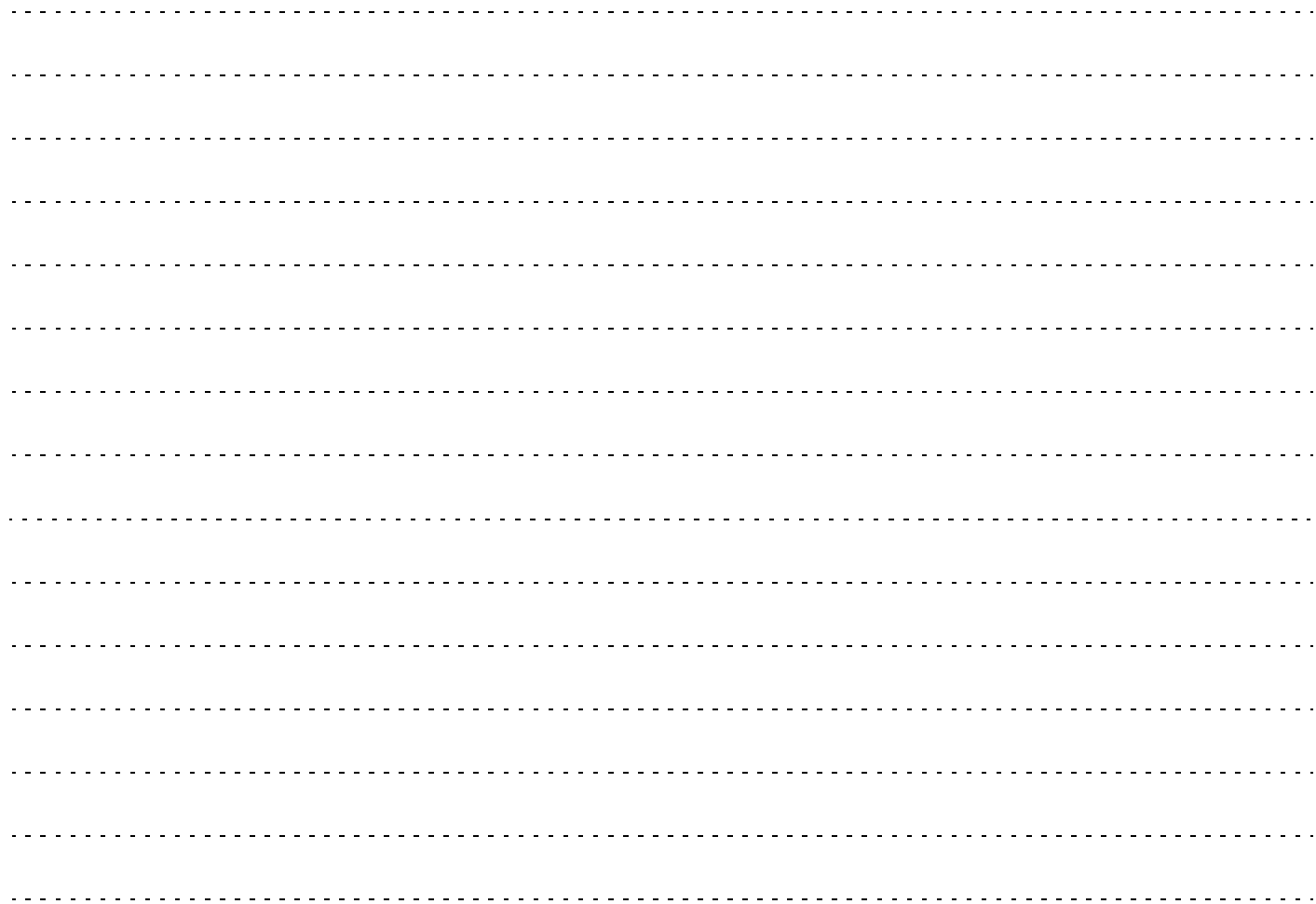


**MITSUBISHI  
MOTORS**

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**DIAMOND CARE  
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.



**OWNER INFORMATION**

<hr/>		
OWNER'S NAME		
<hr/>		
ADDRESS		
<hr/>		
CITY	STATE	ZIP

**VEHICLE / DEALER INFORMATION**

<hr/>														
VEHICLE IDENTIFICATION NUMBER														
<hr/>														
WARRANTY START (IN-SERVICE) DATE							MILEAGE AT START OF WARRANTY							
<hr/>														
SELLING DEALER NAME										DEALER CODE				
<hr/>														
ADDRESS														
<hr/>														
CITY	STATE							ZIP						

**DIAMOND CARE PROTECTION PLAN INFORMATION (IF APPLICABLE)**

<hr/>				
POLICY NUMBER			EXPIRATION DATE	
<hr/>				
MONTHS OF COVERAGE			EXPIRATION MILEAGE	
<hr/>				

**IMPORTANT NOTICE TO OWNER**

PLEASE PRESENT THIS BOOKLET TO ANY AUTHORIZED MITSUBISHI MOTORS DEALER OR AUTHORIZED SERVICE CENTER FOR WARRANTY SERVICE ON THE ABOVE LISTED VEHICLE.

Part Number: 9290G452

