

January 26, 2000

RECEIVED  
00 JAN 28 AM 1:17  
OFFICE  
DEFECTS INVESTIGATION



Jonathan White, Chief  
Recall Analysis Division  
National Highway Traffic Safety Administration  
400 Seventh St., SW  
Room 5219  
Washington, D.C. 20590

6400 KATELLA AVENUE  
CYPRESS, CALIFORNIA 90630-6628  
(714) 372-8000 (310) 493-1236  
TELEFAX (714) 379-1020  
TELEX 938433

MAILING ADDRESS:  
P.O. BOX 8400  
CYPRESS, CALIFORNIA 90630-0304

Re: Recall Number 99V-333

Dear Mr. White:

Please find a copy of the draft Technical Service Bulletin (TSB) that Mitsubishi Motor Sales of America, Inc. (MMSA) will be using for the above referenced recall (the proposed owner notification letter is on page 11 of the attachment). Please review the TSB and owner letter at your earliest convenience and advise us of any comments or changes you would like. Mitsubishi Motor Manufacturing of America reports that they have not received an acknowledgement letter from you; however, the NHTSA web site lists the number as 99V333000. If our information is incorrect, please advise by return. MMSA's recall number will be SR-00-001, Battery Cable Harness Safety Recall Campaign.

MMSA will be submitting quarterly status reports for 99V-333 involving the 11,282 Galant and 7,897 Eclipse vehicles built for and distributed by MMSA in the United States. It is our understanding that Mitsubishi Motors Sales of the Caribbean (MMSC) will report on the 481 Galant and 51 Eclipse vehicles sold in Puerto Rico.

The schedule for the launch of this recall is to notify the dealer organization during the first week of February, 2000 (exact date will be provided) and the notification to all of the customers to be mailed approximately one week later. This is slightly later than originally anticipated due to parts availability. Owner names and addresses for this campaign will be derived from our internal owner files due to the fact that the vehicles are new and Polk Company may not have registration yet.

MMSA will provide the first quarterly report on this campaign no later than April 30, 2000 and will submit quarterly reports for six consecutive quarters thereafter.

Should you have any questions or comments on any of the above items or the attached documents, please contact me at the telephone number listed below or contact our Technical Compliance Specialist, Ms. D. Bolton at 714-372-6193.

Thank you for your attention to this matter and best regards!

Kent Reeves, Manager  
Product Engineering and Technical Compliance  
Mitsubishi Motor Sales of America, Inc.



OK 1/29/00

# MEDIA UPDATE SAFETY RECALL BULLETIN

<b>SUBJECT: BATTERY CABLE HARNESS — SAFETY RECALL CAMPAIGN</b>			No: <b>SR-00-001</b>
			DATE: <b>January, 2000</b>
			MODEL: <b>See below</b>
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

## PURPOSE

Mitsubishi Motor Sales of America, Inc. (MMSA) is voluntarily recalling affected vehicles for possible battery cable harness damage. The battery cable harness may become damaged by heat from the exhaust manifold. This could cause grounded electrical circuits, resulting in inoperation of turn signals and hazard lights. Other possible results are inoperative A/C system, illumination of the oil pressure warning light, and a possible no start condition.

This bulletin contains the following inspection and repair procedures:

- On Galant models, remove and discard the lower exhaust manifold stay (bracket). The bracket is a possible source of harness interference and heat. This bracket does not apply to Eclipse models.
- Inspect the battery cable harness for damage. If the harness is **NOT** damaged, install a heat protector made of special heat-resistant insulation. If the harness is damaged, install a new battery cable harness with special heat-resistant insulation.

## AFFECTED VEHICLES

1999-2000 Galant Federal-emission models equipped with V6 engine built before 11/4/99;  
2000 Eclipse Federal-emission models equipped with V6 engine built before 12/1/99

***Affected inventory vehicles must be repaired before the vehicle is sold. Dealers must check their inventory vehicles' VINs on the warranty superscreen to verify whether the vehicle is an affected VIN for this campaign.***

## CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles telling them to bring their vehicle to their Mitsubishi Motors dealer to have the battery cable harness repaired. A copy of the customer notification letter appears on page 11 of this bulletin.

Continued

FILE UNDER:	Safety Recall Bulletins in the Dealer Service Information Binder	(2075)
-------------	--	--------

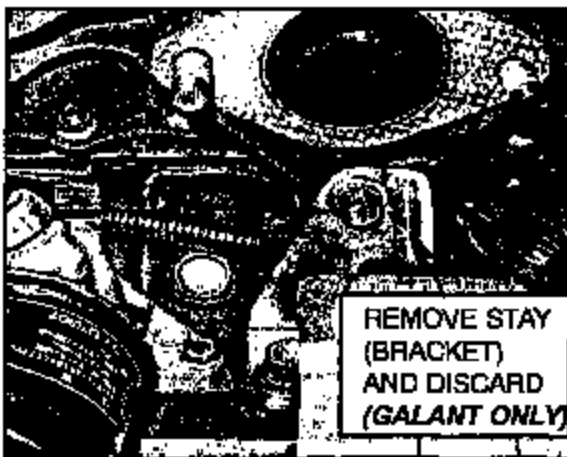
## REQUIRED OPERATIONS

Before starting the PROCEDURE section of this bulletin, **CHECK ON THE WARRANTY SUPERSCREEN** to verify that the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

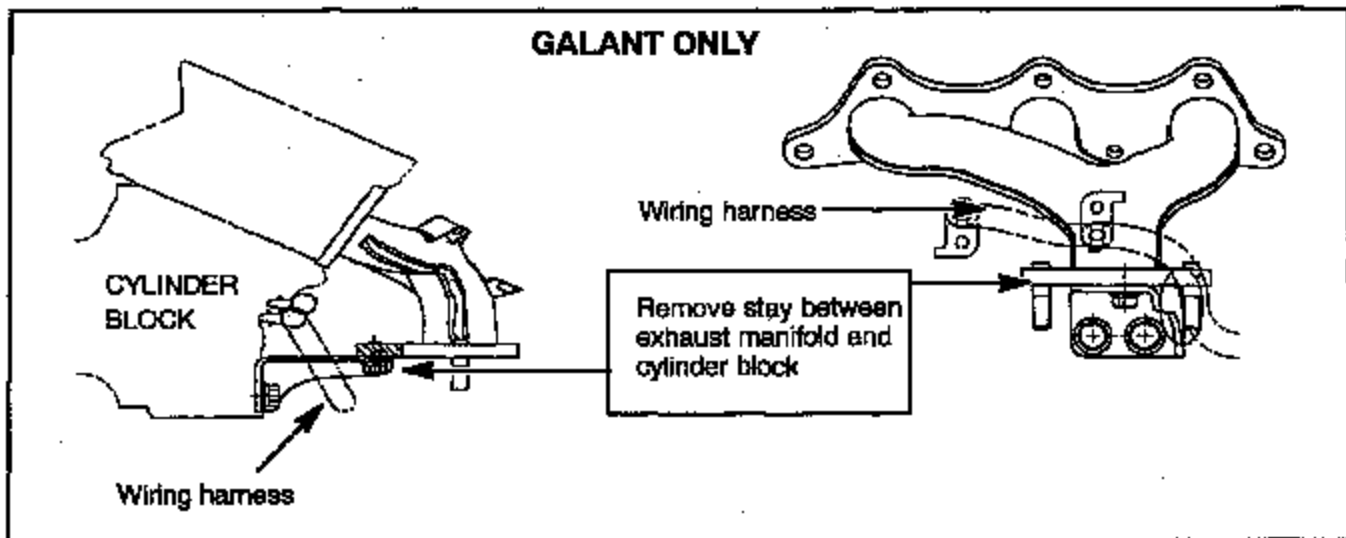


Make sure the underhood components are cool before starting this procedure.

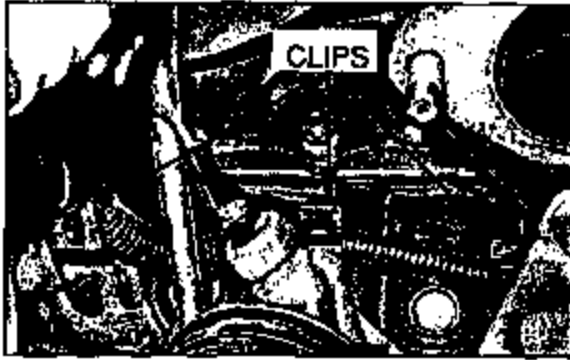
1. Inspect the corrugated tubing around the battery cable harness as follows:
  - a. Record the radio station settings. Then disconnect the negative terminal from the battery.
  - b. Remove the 2 nuts securing the front exhaust pipe to the exhaust manifold, then lower the front exhaust pipe. Use a piece of strong wire to suspend the exhaust pipe from the center crossmember.



- (1) **GALANT ONLY:** Remove the 3 bolts securing the stay (bracket) to the cylinder block and exhaust manifold. Unbolt the stay from the engine block. Remove and discard the stay.



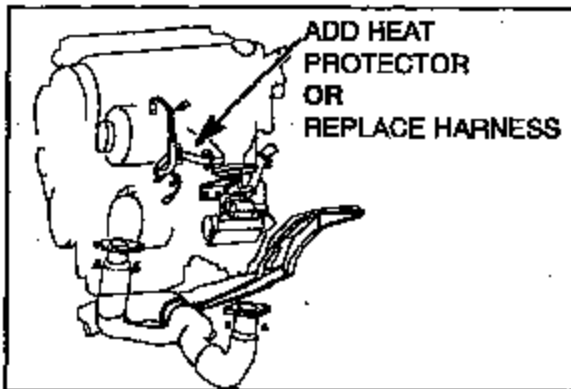
Continued



- c. Remove and discard the clips securing the battery cable harness to the cylinder block brackets. Gently lower the harness to inspect the corrugated tubing.

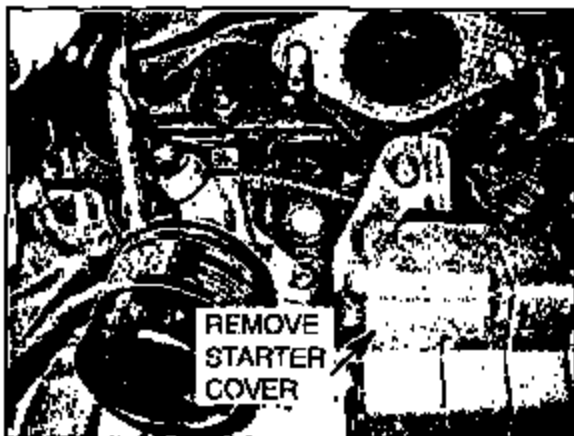


Insert a small screwdriver into the clip in the location shown and gently pry the clip to open.



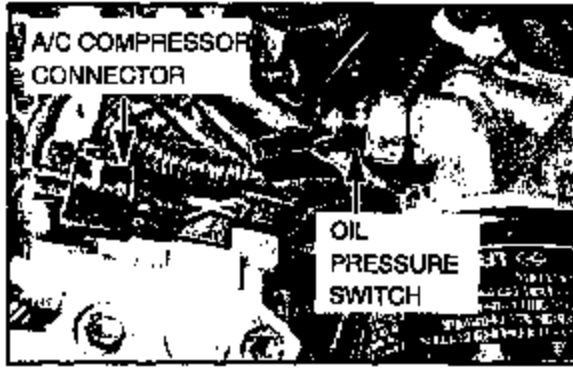
- If the harness wiring is not exposed through any holes in the corrugated tubing, install the Heat Insulator Kit. Go to Step 2 for Heat Insulator Kit installation instructions.
- If the harness wiring is exposed through holes in the corrugated tubing, **replace** the battery cable harness with the new harness listed in the PARTS INFORMATION section of this bulletin. Go to Step 3 for battery cable harness replacement instructions.

## 2. Heat Insulator Kit Installation

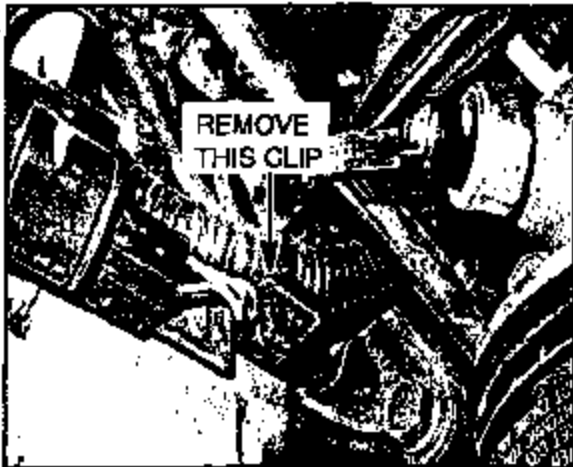


- a. Remove the heat protector from the starter. Disconnect the connector and B+ terminal from the starter. Disconnect the B+ terminal from the alternator.

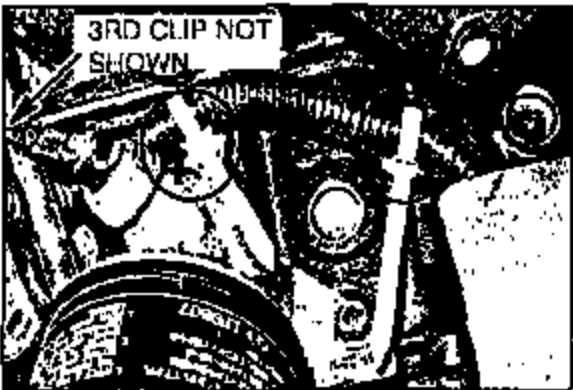
Continued



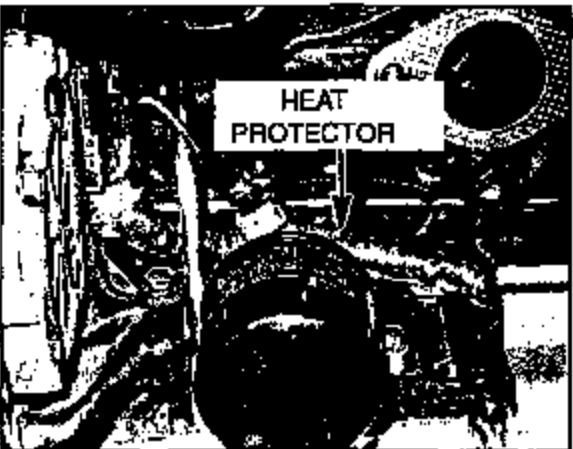
- b. Disconnect the battery cable harness from the A/C compressor and oil pressure switch.



- c. Remove and discard the black band clip located above the A/C compressor. Then lower the harness.



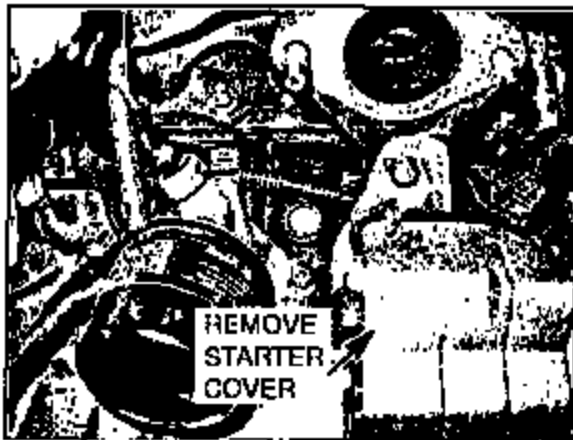
- d. Install the three clips provided in the Heat Insulator Kit at the exact positions as the clips removed in Step c.



- e. Wrap the heat protector around the harness, fitting the notches over the clips tightly. Then remove the backing from the adhesive strips and affix the protector firmly around the corrugated tubing. Confirm that the heat protector is completely and firmly sealed along the length of the tubing.

- f. Reinstall the harness connector to the starter. Be sure the harness has enough clearance to avoid contacting the front exhaust manifold.
- g. Tighten the B+ terminal to the starter to  $9.8 \pm 2$  Nm ( $87 \pm 17$  in/lb). Then reinstall the starter heat shield.
- h. Replace the front and rear gaskets, using the new gaskets provided in the kit. Remove and discard the wire suspending the front pipe to the center member. Reinstall the front pipe to the manifolds and tighten to 49 Nm (36 ft/lb).
- i. Reinstall the harness to the alternator B+ terminal and tighten to  $9.8 \pm 2$  Nm ( $87 \pm 17$  in/lb). Also reinstall the harness to the A/C compressor and oil pressure switch.
- j. Reinstall the negative terminal to the battery. Reset the radio stations and clock time.

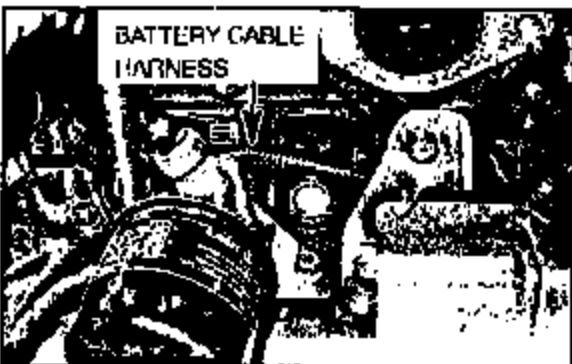
### 3. Battery Cable Harness Replacement



- a. Remove the heat protector (cover) from the starter. Disconnect the connector and B+ terminal from the starter. Disconnect the B+ terminal from the alternator.



- b. Disconnect the battery cable harness from the A/C compressor and oil pressure switch.



- c. Remove the battery cable harness. Install the new, heat-insulated harness provided in the Battery Cable Harness Kit.

- d. Reinstall the harness connector to the starter. Be sure the harness does not contact the front exhaust manifold.
- e. Tighten the B+ terminal to the starter to  $9.8 \pm 2$  Nm ( $87 \pm 17$  in/lb). Then reinstall the starter heat shield.
- f. Replace the front and rear gaskets, using the new gaskets provided in the kit. Remove and discard the wire suspending the front pipe to the center member. Reinstall the front pipe to the manifolds and tighten to 49 Nm (36 ft/lb).
- g. Reinstall the harness to the alternator B+ terminal and tighten to  $9.8 \pm 2$  Nm ( $87 \pm 17$  in/lb). Also reinstall the harness to the A/C compressor and oil pressure switch.
- h. Reinstall the negative terminal to the battery. Reset the radio stations and clock time.

## PARTS INFORMATION

A small supply of Heat Insulator Kits will be allocated to dealers who received affected vehicles. Orders for additional Heat Insulator Kits can be placed through the normal parts system.

Model	Description	Part Number
Galant & Eclipse	Heat Insulator Kit	MR563001



**HEAT INSULATOR KIT**  
Contains a heat protector, 3 harness clips, and 2 gaskets

If the harness is damaged, install the Battery Harness Kit, which contains a new battery cable harness with heat insulation and 2 gaskets.

Model	Description	Part Number
1999-2000 Galant	Battery Cable Harness Kit	MR563002

***Eclipse models with a damaged battery cable harness require a VIN-specific battery cable harness. Dealers should contact their facing PDC for information on ordering the battery cable harness kit for Eclipse models. The VIN and transmission type are required to place this order.***

## **WARRANTY INFORMATION**

Claims for this campaign must be entered as "C" type claims (E-5) on your Diamond Network Warranty Menu). Sample claim screens are shown on pages 8 through 10 of this bulletin.

### **Install Heat Insulator Kit**

Campaign Labor Operation: C0003CXX Time Allowance: 0.8

### **Replace Battery Cable Harness (Install Battery Cable Harness Kit)**

Campaign Labor Operation: C0003CXX Time Allowance: 1.5

**Other Additional Charges:** No other charges may be claimed on the "C" type campaign claim. Any other unrelated warranty-covered repairs must be separate and claimed on a normal "W" type claim (E-2 menu option).

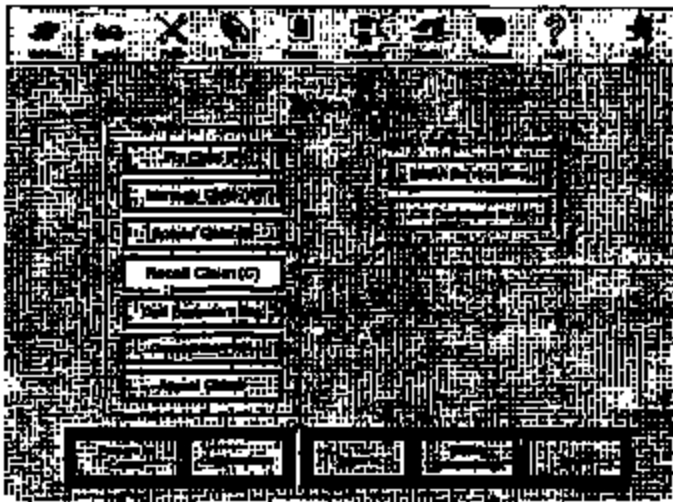
**Allowable Parts:** Refer to the PARTS INFORMATION section of this bulletin.

Produced by the MMSA Technical Information Department.



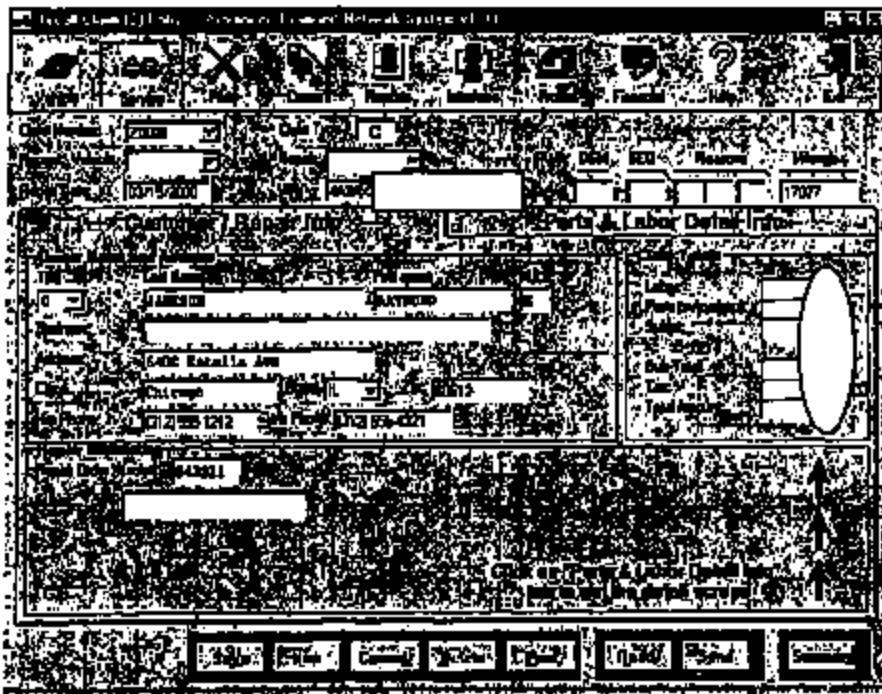
### RECALL CLAIM SCREEN SAMPLE - RECALL CAMPAIGN OP# C0003CXX

#### SERVICE MENU - SELECT RECALL CLAIM (C)



ENTER ALL CLAIMS AS RECALL CLAIM TYPE 'C' ONLY. ANY OTHER RELATED REPAIRS MUST BE CLAIMED ON A SEPARATE WARRANTY 'W' CLAIM.

#### RECALL CAMPAIGN CUSTOMER/REPAIR INFORMATION SCREEN



FILL IN ALL REQUIRED OWNER INFORMATION ITEMS, INCLUDING PHONE NUMBER.

*Be sure the vehicle is actually involved in this campaign. If the customer does not present a campaign notification letter, check the SuperScreen to confirm.*

Continued

### RECALL CAMPAIGN CLAIM PARTS AND LABOR DETAIL INFORMATION SCREEN

Use C0003CXX for 0.8 hrs. If the heat insulator kit was installed.

File Edit Help

2008 C

03/15/2008 44943 17077

Custom Repair Info Parts Labor Detail

Be sure the vehicle is actually involved in this campaign. Check the Super Screen to be sure if the customer letter is not presented.

Line	Part Number	Qty	Unit	Description	Labor Hours	Amount	Delete
A	MF553001	1	C	C0003CXX	0.8		

Enter the dealer net price of the HEAT INSULATOR ONLY part number.

ENTER ONLY C0003CXX FOR THIS CAMPAIGN

Enter only .8 hours labor times your dealership's warranty labor rate.

Print F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12 Exit



**AFFECTED VEHICLES**

**MODEL:** 1999 & 2000 Galant (V6 engine)  
2000 Eclipse (V6 engine)

**Date:** January 2000

**RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-00-001**

Dear Mitsubishi Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason For Notice:** Mitsubishi Motor Sales of America, Inc. has determined that a defect which relates to motor vehicle safety exists with the battery cable harnesses on certain 1999 and 2000 model year Galant and 2000 model year Eclipse vehicles equipped with V6 engine and Federal emissions specifications.

It is possible that the battery cable harness may become damaged by the front exhaust manifold, causing grounded electrical circuits. Circuit failure may result in the engine failing to start, the cruise control warning light coming on, inoperative air conditioning, inoperative turn signals and lamps. Driving without properly operating turn signals and lamps could result in a vehicle crash.

**Call Your Dealer:** Please contact your Authorized Mitsubishi Motors Dealer immediately to schedule an appointment for the dealer to perform the required inspection and repair. There will be no charge for this service.

**What We Will Do:** At the time of the inspection, your dealer will inspect the battery cable to determine the extent of the damage. Depending upon the extent of the damage, a special heat-resistant insulation material will be installed to the battery harness, or the battery harness will be replaced.

**How Long Will It Take:** The actual inspection and repair will require approximately 60 to 90 minutes to complete, but may take longer, depending upon your dealer's schedule.

Should your dealer fail to perform the corrective procedure at no charge, and within a reasonable time, please inform our Customer Relations Department by calling toll-free (888) Mitsu-2000 (888-648-7820). You may also contact the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (800) 424-9393. Washington, D.C. residents may call (202) 366-0123.

**Notice to Lessors:** If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law, (49 CFR Part 577), to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Further, you must maintain a record which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.

We appreciate your prompt attention to this matter. Should you have any questions, please contact your Mitsubishi Motors Dealer.

Sincerely,

Jackie DeMarta  
Director, Customer Relations

SR-00-001  
C0003CXX



SUBJECT: <b>BATTERY CABLE HARNESS — SAFETY RECALL CAMPAIGN</b>		No: <b>SR-00-001</b>
		DATE: <b>January, 2000</b>
		MODEL: <b>See below</b>
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR
		<input checked="" type="checkbox"/> TECHNICIAN
		<input checked="" type="checkbox"/> SALES MANAGER

99V.333 R

## PURPOSE

Mitsubishi Motor Sales of America, Inc. (MMSA) is voluntarily recalling affected vehicles for possible battery cable harness damage. The battery cable harness may become damaged by heat from the exhaust manifold. This could cause grounded electrical circuits, resulting in inoperation of turn signals and hazard lights. Other possible results are inoperative A/C system, illumination of the oil pressure warning light, and a possible no start condition.

This bulletin contains the following inspection and repair procedures:

- On Galant models, remove and discard the lower exhaust manifold stay (bracket). The bracket is a possible source of harness interference and heat. This bracket does not apply to Eclipse models.
- On Galant and Eclipse models, inspect the battery cable harness for damage. If the harness is **NOT** damaged, install a heat protector made of special heat-resistant insulation. If the harness is damaged, install a new battery cable harness with special heat-resistant insulation.

## AFFECTED VEHICLES

1999-2000 Galant Federal-emission models equipped with V6 engine built before 11/4/99;  
2000 Eclipse Federal-emission models equipped with V6 engine built before 12/1/99

*Affected inventory vehicles must be repaired before the vehicle is sold. Dealers must check their inventory vehicles' VINs on the warranty superscreen to verify whether the vehicle is an affected VIN for this campaign.*

## CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles telling them to bring their vehicle to their Mitsubishi Motors dealer to have the battery cable harness inspected and repaired. A copy of the customer notification letter appears on page 11 of this bulletin.

Continued

FILE UNDER:

Safety Recall Bulletins in the Dealer Service Information Binder

(2075)

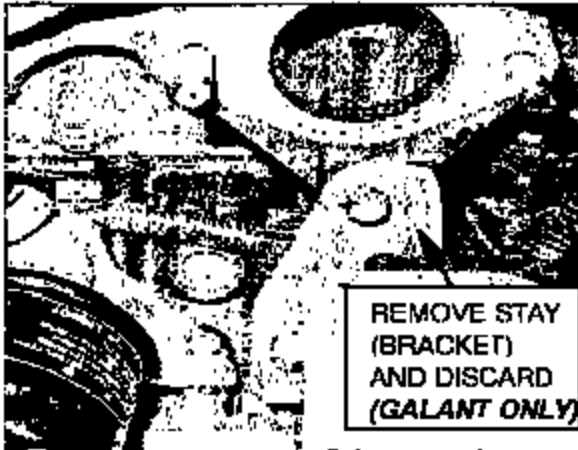
## REQUIRED OPERATIONS

Before starting the PROCEDURE section of this bulletin, **CHECK ON THE WARRANTY SUPERSCREEN** to verify that the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

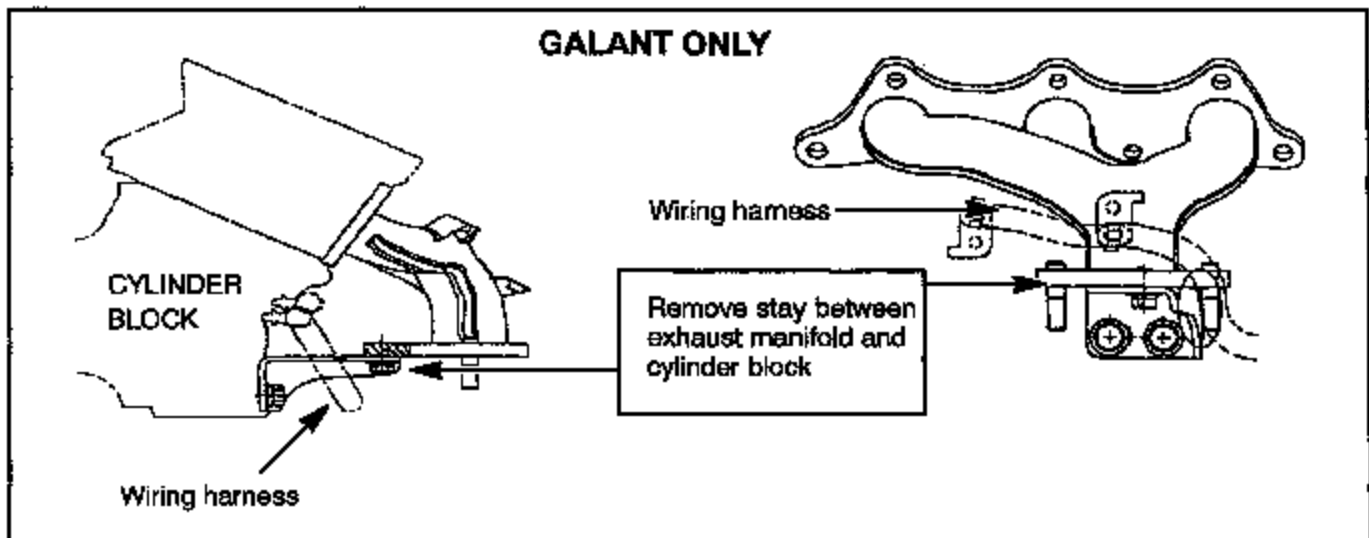


Make sure the underhood components are cool before starting this procedure.

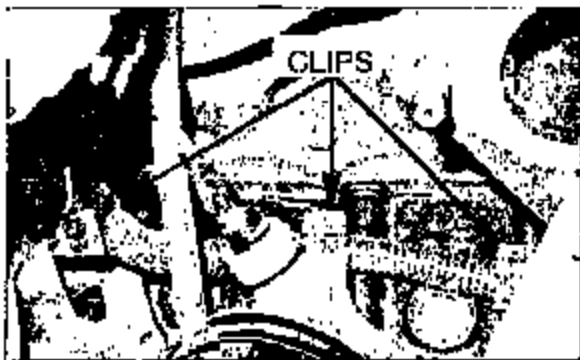
1. Inspect the corrugated tubing around the battery cable harness as follows:
  - a. Record the radio station settings. Then disconnect the negative terminal from the battery.
  - b. Remove the 2 nuts which secure the front exhaust pipe to each exhaust manifold, then lower the front exhaust pipe. Use a piece of strong wire to suspend the front exhaust pipe from the center crossmember.



- (1) **GALANT ONLY:** Remove the 3 bolts securing the stay (bracket) to the cylinder block and exhaust manifold. Remove the stay from the engine block and discard it.



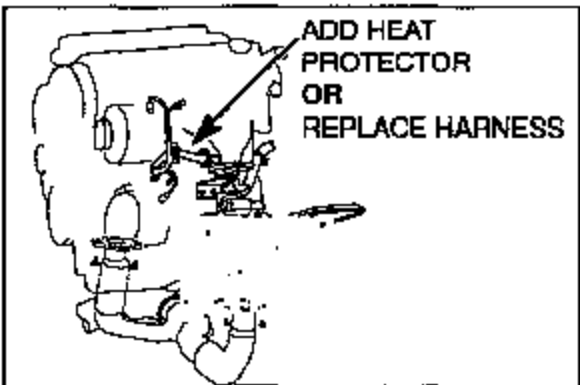
Continued



- c. Remove and discard the clips securing the battery cable harness to the cylinder block brackets. Gently lower the harness to inspect the corrugated tubing.



Insert a small screwdriver into the clip in the location shown and gently pry the clip to open.

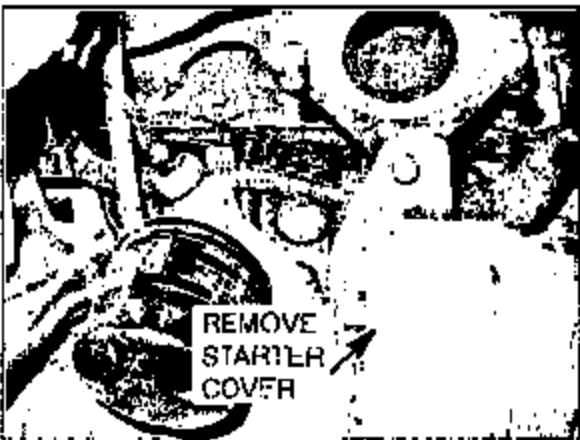


#### INSPECTION CRITERIA

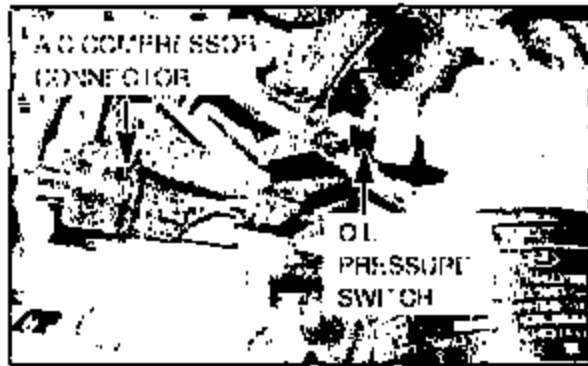
- If the harness wiring is **not** exposed through any holes in the corrugated tubing, install the Heat Insulator Kit. Go to Step 2 for Heat Insulator Kit installation instructions.
- If the harness wiring is **exposed** through holes in the corrugated tubing, **replace** the battery cable harness with the new harness listed in the PARTS INFORMATION section of this bulletin. Go to Step 3 for battery cable harness replacement instructions.

#### 2. Heat Insulator Kit Installation

- a. Remove the heat protector from the starter. Disconnect the connector and B+ terminal from the starter. Disconnect the B+ terminal from the alternator.



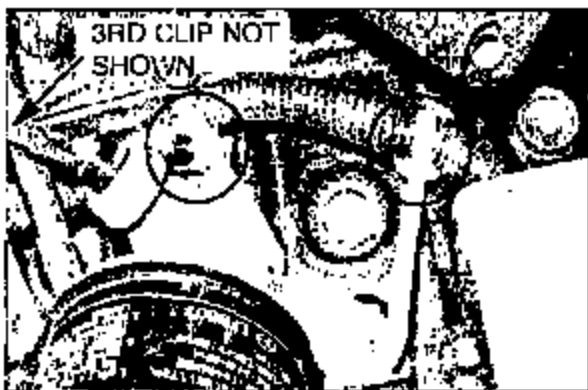
Continued



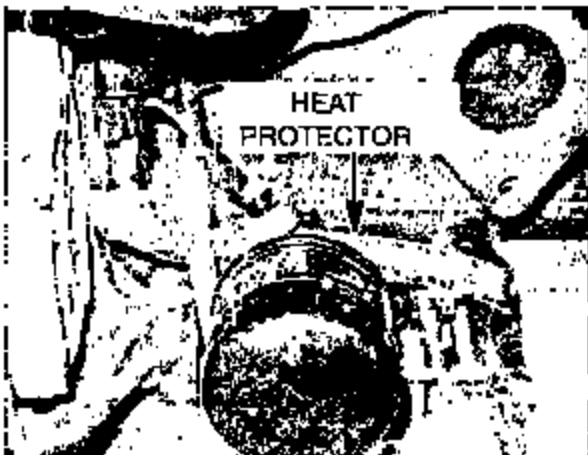
- b. Disconnect the battery cable harness from the A/C compressor and oil pressure switch.



- c. Remove and discard the black band clip located above the A/C compressor. Then lower the harness.



- d. Install the three clips provided in the Heat Insulator Kit at the exact positions as the clips removed in Step c.

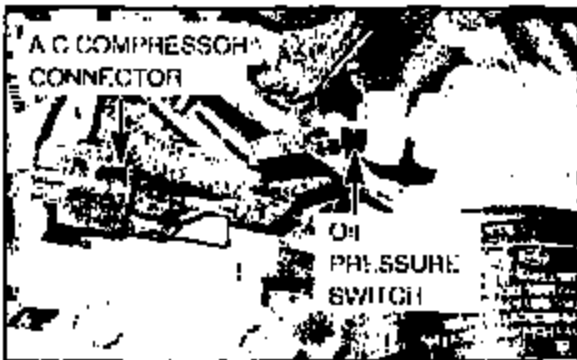
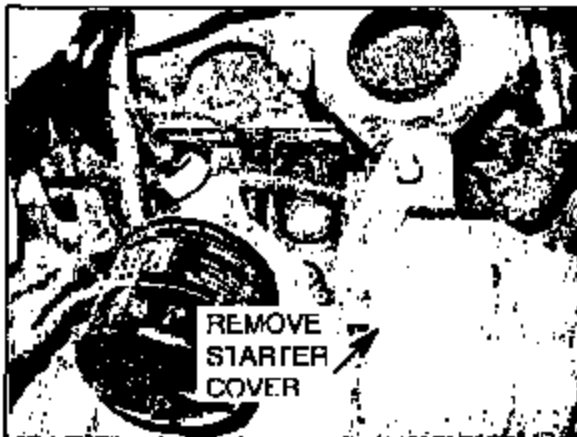


- e. Wrap the heat protector around the harness, fitting the notches over the clips tightly. Then remove the backing from the adhesive strips and affix the protector firmly around the corrugated tubing. Confirm that the heat protector is completely and firmly sealed along the length of the tubing.

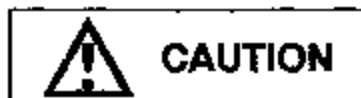


- f. Reinstall the harness connector to the starter. Be sure the harness has enough clearance to avoid contacting the front exhaust manifold.
- g. Tighten the B+ terminal to the starter to  $9.8 \pm 2$  Nm ( $87 \pm 17$  in/lb). Then reinstall the starter heat shield.
- h. Replace the front and rear exhaust manifold gaskets, using the new gaskets provided in the kit. Remove and discard the wire suspending the front pipe to the center member. Reinstall the front pipe to the manifolds and tighten to 49 Nm (36 ft/lb).
- i. Reinstall the harness to the alternator B+ terminal and tighten to  $9.8 \pm 2$  Nm ( $87 \pm 17$  in/lb). Also reinstall the harness to the A/C compressor and oil pressure switch.
- j. Reinstall the negative terminal to the battery. Reset the radio stations and clock time.

### 3. Battery Cable Harness Replacement



- a. Remove the heat protector (cover) from the starter. Disconnect the connector and B+ terminal from the starter. Disconnect the B+ terminal from the alternator.
- b. Disconnect the battery cable harness from the A/C compressor and oil pressure switch.
- c. Remove the battery cable harness. Install the new, heat-insulated harness provided in the Battery Cable Harness Kit.
- d. Reinstall the harness connector to the starter.



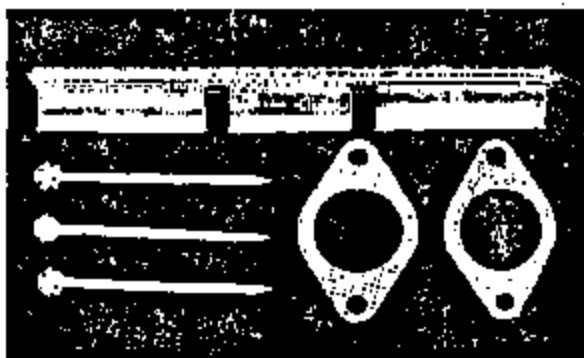
Be sure the harness does not contact the front exhaust manifold.

- e. Tighten the B+ terminal to the starter to  $9.8 \pm 2$  Nm ( $87 \pm 17$  in/lb). Then reinstall the starter heat shield.
- f. Replace the front and rear exhaust manifold gaskets, using the new gaskets provided in the kit. Remove and discard the wire suspending the front pipe to the center member. Reinstall the front pipe to the manifolds and tighten to 49 Nm (36 ft/lb).
- g. Reinstall the harness to the alternator B+ terminal and tighten to  $9.8 \pm 2$  Nm ( $87 \pm 17$  in/lb). Also reinstall the harness to the A/C compressor and oil pressure switch.
- h. Reinstall the negative terminal to the battery. Reset the radio stations and clock time.

## PARTS INFORMATION

A small supply of Heat Insulator Kits will be allocated to dealers who received affected vehicles. Orders for additional Heat Insulator Kits can be placed through the normal parts system.

Model	Description	Part Number
Galant & Eclipse	Heat Insulator Kit	MR563001



### HEAT INSULATOR KIT

Contains a heat protector, 3 harness clips, and 2 gaskets

If the harness is damaged (harness wiring is exposed through holes in the corrugated tubing), install the Battery Harness Kit, which contains a new battery cable harness with heat insulation and 2 gaskets.

Model	Description	Part Number
1999-2000 Galant	Battery Cable Harness Kit	MR563002

***Eclipse models with a damaged battery cable harness require a VIN-specific battery cable harness. Dealers should contact their facing PDC for information on ordering the battery cable harness kit for Eclipse models. The VIN and transmission type are required to place this order.***

## WARRANTY INFORMATION

Claims for this campaign must be entered as "C" type claims (E-5) on your Diamond Network Warranty Menu). Sample claim screens are shown on pages 8 through 10 of this bulletin.

### Install Heat Insulator Kit

Campaign Labor Operation: C0003CXX Time Allowance: 0.8

### Replace Battery Cable Harness (Install Battery Cable Harness Kit)

Campaign Labor Operation: C0003CXX Time Allowance: 1.5

**Other Additional Charges:** No other charges may be claimed on the "C" type campaign claim. Any other unrelated warranty-covered repairs must be separate and claimed on a normal "W" type claim (E-2 menu option).

**Allowable Parts:** Refer to the PARTS INFORMATION section of this bulletin.

Produced by the MMSA Technical Information Department.

Copyright 2000  
Mitsubishi Motor Sales of America, Inc.  
All rights reserved.

# RECALL CLAIM SCREEN SAMPLE - RECALL CAMPAIGN OP# C0003CXX

## SERVICE MENU - SELECT RECALL CLAIM (C)

ENTER ALL CLAIMS AS RECALL CLAIM TYPE 'C' ONLY. ANY OTHER RELATED REPAIRS MUST BE CLAIMED ON A SEPARATE WARRANTY 'W' CLAIM.

## RECALL CAMPAIGN CUSTOMER/REPAIR INFORMATION SCREEN

FILL IN ALL REQUIRED OWNER INFORMATION ITEMS, INCLUDING PHONE NUMBER.

*Be sure the vehicle is actually involved in this campaign. If the customer does not present a campaign notification letter, check the SuperScreen to confirm.*

Continued

## RECALL CAMPAIGN CLAIM PARTS AND LABOR DETAIL INFORMATION SCREEN

Use C0003CXX for 0.8 hrs. If the heat Insulator kit was Installed.

Recall Claim Entry - Advanced Diagnostic Network System v1.03

Claim Number:       Claim Type:   
 Report Vehicle:       Repair:       PWA: DSM    SEQ    Reason:    Nbrsp:  
 Repair Date:       VIN:                  

Customer / Repair Info
→ Parts & Labor Detail Info ←

*Be sure the vehicle is actually involved in this campaign. Check the Super Screen to be sure if the customer letter is not presented.*

Line	Part Number	Qty	Unit	Description	Hrs	Amount	Unit Price
A	MF55300	1		C0003CXX	0.8		

Enter the dealer net price of the **HEAT INSULATOR ONLY** part number.

**ENTER ONLY C0003CXX FOR THIS CAMPAIGN**

Enter only .8 hours labor times your dealership's warranty labor rate.

Detail Line:     Total Parts:     Total Labor:

Page:

## RECALL CAMPAIGN CLAIM PARTS AND LABOR DETAIL INFORMATION SCREEN (Continued)

Use C0003CXX for 1.5 hrs. If the battery cable harness was replaced.  
NOTE: The new battery cable harness is equipped with the heat insulator.

Recall Claim Entry - Advanced Diamond Network System v1.03

Vehicle Service Parts Comm Reports Interface Profile Financial Help Exit

Claim Number: 20008 Claim Type: C

Repeat Vehicle: Repair: PWA: DSW SEQ Reasons Mileage

Repair Date: 03/15/2000 VIN: 4A3AK3 17077

Customer / Repair Info → Parts & Labor Detail Info ←

*Be sure the vehicle is actually involved in this campaign. Check the Super Screen to be sure if the customer letter is not presented.*

Line	Part Number	Qty	Cost	Sub	Operation	Qty	Est Hours	Amount	Delete
A	MR53002	1			C0003CXX	1	1.5		

Enter the dealer net price of the **BATTERY CABLE ONLY** part number. No other parts are allowed.

**USE ONLY C0003CXX FOR THIS CAMPAIGN**

Enter 1.5 hours labor times your dealership's warranty labor rate.

Detail Lines: 1 Total Part: Total Labor:

Page: Pg 1 of 1 Pg Up Pg Dn Add Ln Del Ln

Save New Cancel Delete Print Ready Send Summary

**AFFECTED VEHICLES**

**MODEL:** 1999 & 2000 Galant (V6 engine)  
2000 Eclipse (V6 engine)

Date: January 2000

RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-00-001

Dear Mitsubishi Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason For Notice:** Mitsubishi Motor Sales of America, Inc. has determined that a defect which relates to motor vehicle safety exists with the battery cable harnesses on certain 1999 and 2000 model year Galant and 2000 model year Eclipse vehicles equipped with V6 engine and Federal emissions specifications.

It is possible that the battery cable harness may become heat damaged by the front exhaust manifold, causing grounded electrical circuits. This circuit failure may result in the engine failing to start, the oil pressure warning light coming on, inoperative air conditioning or inoperative turn signal/hazard lamps. Driving without properly operating turn signal or hazard lamps could result in a vehicle crash.

**Call Your Dealer:** Please contact your Authorized Mitsubishi Motors Dealer immediately to schedule an appointment for the dealer to perform the required inspection and repair. There will be no charge for this service.

**What We Will Do:** For the engine stalls, your dealer will inspect the battery cable to determine the extent of the heat damage. Depending upon the extent of the damage, a special heat-resistant insulation material will be installed to the battery harness, or the battery harness will be replaced.

**How Long Will It Take:** The actual inspection and repair will require approximately 60 to 90 minutes to complete, but may take longer, depending upon your dealer's schedule.

Should your dealer fail to perform the corrective procedure at no charge, and within a reasonable time, please inform our Customer Relations Department by calling toll-free (888) Mitau-2000 (888-648-7820). You may also contact the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (800) 424-9393. Washington, D.C. residents may call (202) 386-0123.

**Notice to Lessors:** If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law, (48 CFR Part 577), to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Further, you must maintain a record which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.

We appreciate your prompt attention to this matter. Should you have any questions, please contact your Mitsubishi Motors Dealer.

Sincerely,

Jackie DeMaria  
Director, Customer Relations

SR-00-001  
C0003CXX