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February 14, 2001

To All Mitsubishi Motors Retailers,

Mitsubishi Motors Corporation (MMC) has indicated that it plans to hold a press conference in Tokyo on Thursday, February 15 to discuss new recall procedures in the Japanese market.

At this time, MMC will announce a number of recalls. This includes an expansion of the MMSA ball joint recall that was launched in the U.S. in 1999. This expanded recall will affect approximately 587,000 vehicles including the 309,000 that were previously recalled. Models affected are: 1994-1998 Galant, 1995-1999 Eclipse and 1996-1999 Eclipse Spyder. *00Y-421-001*

The expanded recall includes inspection of the lower lateral arm ball joint to determine whether there is premature wear. If necessary, the ball joint will be replaced at no charge to the consumer regardless of the mileage on his/her vehicle. MMSA plans to launch this expanded recall campaign around the first of April, 2001.

Consumers who contact our Call Center prior to receipt of their recall notification letter will be referred to their local Mitsubishi retailer for inspection of their vehicle in accordance with an interim inspection procedure that we have developed with the concurrence of NHTSA.

Should you receive any media inquiries, do not try to handle them on your own. Instead please refer them to Gael O'Brien, Vice President, Corporate Communications, Mitsubishi Motor Sales of America at 714-372-5528.

The interim inspection procedures are attached along with a list of potential questions and answers to assist you in communicating with your customers.

Greg O'Neill
Sr. Vice President and General Manager
Mitsubishi Motor Sales of America, Inc.



**Q&A Regarding Concerns on Ball Joint Recall Campaign
(Dealer/Call Center)**

These questions are for your assistance in responding to customer concerns. Any questions from the media should be directed to MMSA to Gael O'Brien, Vice President Corporate Communications, at 714-372-5528.

• **Which vehicles are affected by this voluntary recall?**

Mitsubishi Galant	MY 1994 – 1998 manufactured between	2/93 – 3/98
Mitsubishi Eclipse	MY 1995 – 1999 manufactured between	3/94 – 6/99
Mitsubishi Eclipse Spyder	MY 1996 – 1999 manufactured between	12/95 – 6/99

• **How many vehicles are involved?**

Mitsubishi Galant	273,969
Mitsubishi Eclipse	252,766
Mitsubishi Eclipse Spyder	<u>40,697</u>
	567,432

• **What is the reason for this recall?**

In those cases where water or contaminants have seeped into the ball joint, either from a tear to the boot or other cause, the ball joint is vulnerable to premature wear. In extreme circumstances, the ball joint could separate, which could lead to loss of steering control.

• **When are motorists likely to experience this problem?**

Any customers concerned about any potential safety problem for their vehicle prior to receiving the recall notice may visit their dealer and have their car inspected. Ball joint separation can occur at any mileage. The best way to ensure the ball joint is performing properly is to inspect the vehicle. Under the guidance of NHTSA we have developed a process to ensure all affected vehicles will be inspected and repaired over the next several months.

• **Is my vehicle safe to drive?**

There are nearly 600,000 Mitsubishi vehicles affected by this recall and it has not been established that any fatalities or serious injury have been caused as a result of ball joint failure. Owner notification will take place between April and September, with owners of older vehicles receiving the earlier notifications. However, if you're concerned about your vehicle's condition and do not want to wait to receive your notification, we encourage you to make an appointment with your local Mitsubishi retailer for a no-cost inspection and interim repair, if necessary. However, once you receive your official notification, you will still be required to bring your vehicle back to the dealer to complete the final repair.

- **What should be emphasized to consumers about this voluntary recall?**
 The initial ball joint recall involved approximately 309,000 vehicles and an inspection for a cut or torn boot. This expanded recall involves almost 570,000 vehicles and involves an inspection to determine if there is premature wear to the ball joints. Mitsubishi wants to make sure customers follow the procedures outlined in the recall letter they will receive, even if they brought their vehicle in for inspection and/or repair under the original recall.
- **How can owners get additional information?**
 Mitsubishi consumers who may have a concern prior to receiving the recall notification should contact their Mitsubishi retailer or call MMSA directly at 1-888-MITSU2001.
- **Why did you wait until now to announce the expanded recall?**
 We have been working with NHTSA from the beginning and announced it as soon as we were able to identify the best remedy.
- **Did NHTSA order you to recall these vehicles?**
 No. Mitsubishi is undertaking this recall voluntarily.
- **What should I do if a customer demands to be reimbursed for a ball joint replacement they paid for?**
 Any concerns related to ball joint reimbursement should be addressed by calling Mitsubishi Customer Relations at 1-888-MITSU-2001.
- **How long does the inspection and repair take?**
 The inspection takes approximately 30 minutes and the repairs, if required, could take up to two hours depending on an individual dealer's service schedule.
- **Is this expanded recall the result of actions taken by The Ministry of Transportation in Japan regarding concealed customer complaints?**
 No. The initial recall in the United States occurred in 1999. Recalls of Mitsubishi Motors vehicles sold in the American market are handled by MMSA in the United States in close cooperation with NHTSA. We do not rely solely on information from Japan. MMSA has its own systems to track all customer and dealer complaints here regarding safety issues.

As a result of the problems MMC had with the Ministry of Transportation in Japan, NHTSA initiated an investigation last fall of MMSA practices related to recalls in the United States. It concluded that MMSA had met all NHTSA requirements for reporting safety issues and that automotive safety in the United States market for Mitsubishi vehicles had not been adversely affected.

**** ADVANCE TECHNICAL INFORMATION NOTICE ****99V-066.002
00V-421.001

DATE: February 14, 2001
TO: Mitsubishi Motors Service Managers
FROM: Dave McKenzie, Vice President, Product Support
RE: Safety Recall SR-99-002 – New Inspection Procedure And Expanded Model Years
ATIN NO. ATIN-01-SR-005

PURPOSE

In Safety Recall Bulletin SR-99-002, affected vehicles were recalled for possible lower lateral arm ball joint boot damage. That recall bulletin described inspection of the lower ball joint rubber boot only.

Model years affected by this recall have been expanded to 1994-1998 Galant, 1995-1999 Eclipse, and 1996-1999 Eclipse Spyder. Also, it has been determined that **additional inspection of the ball joint free play** must be done to properly determine whether lower lateral arm replacement is necessary.

- If the boot is damaged, if the ball joint free play is excessive, or if evidence of grease leakage around the boot is found, the lower lateral arm must be replaced.
- If no boot damage or grease leakage is found, and the ball joint free play is within specification, no repair is necessary.

This ATIN contains ball joint free play inspection procedures and lower lateral arm replacement criteria.

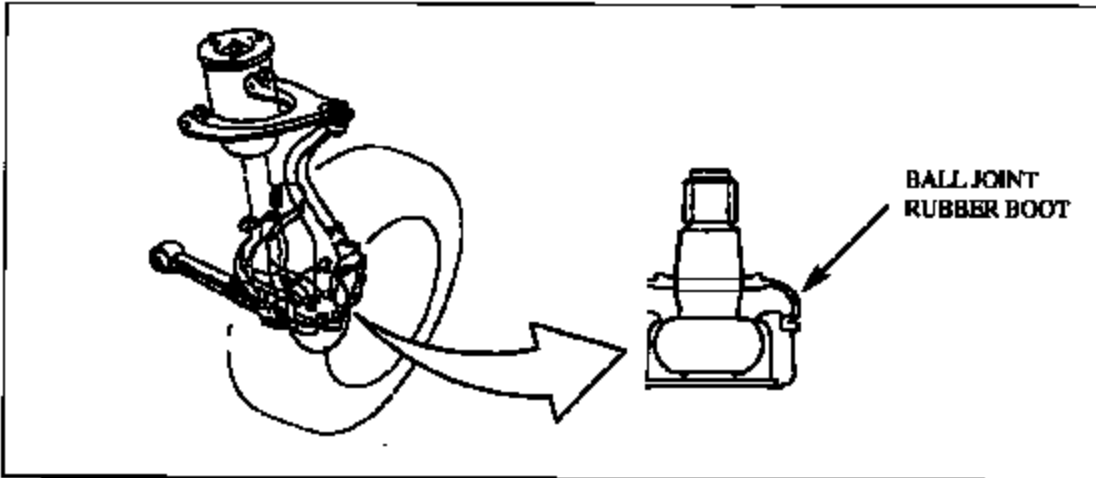
A new ball joint recall bulletin will be issued in the next few months. Until the new recall bulletin is issued, follow the inspection and replacement procedures in this ATIN. This is an interim procedure to be used until sufficient newly designed parts are available. When the newly designed parts become available, all owners of affected vehicles will be notified and asked to return their vehicle for final recall repairs.

AFFECTED VEHICLES

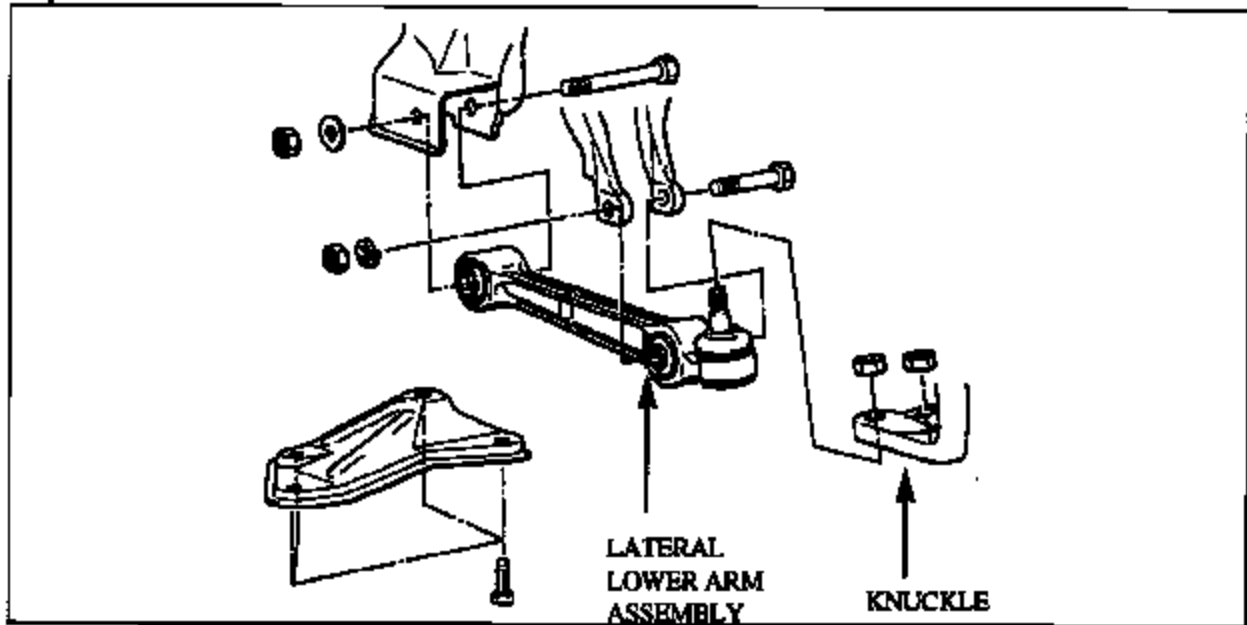
1994-1998 Galant, 1995-1999 Eclipse, and 1996-1999 Eclipse Spyder models

REQUIRED OPERATIONS

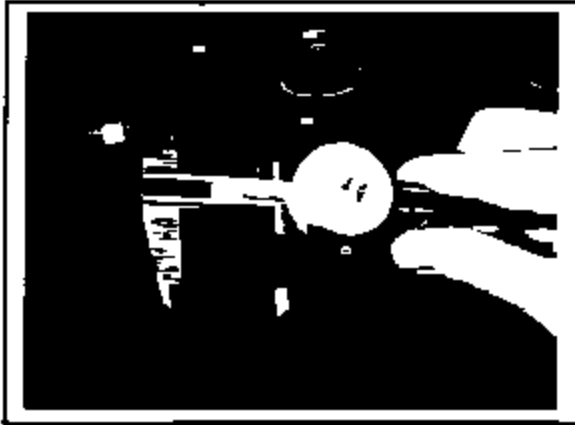
1. Raise the vehicle.



2. Inspect the lateral lower arm ball joint rubber boot on both sides for cracks and damage. Gently push the boot in with your fingers. Do not remove any parts for the inspection. Damage to the boot is evident if any cuts or tearing are observed or if grease comes out when it is pushed in.
 - a. If the rubber boot is not damaged on either side of the vehicle, go to Steps 3 and 4 for ball joint inspection.

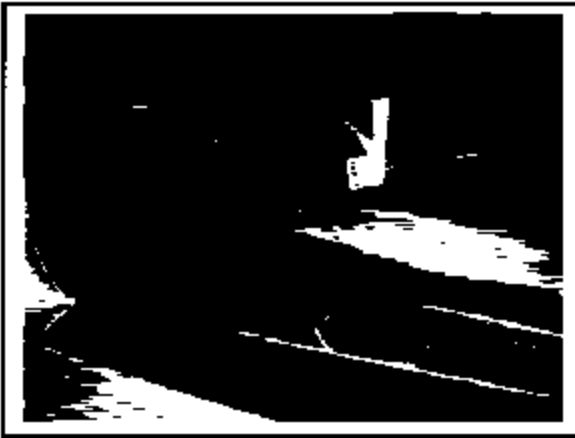


- b. If the rubber boot is damaged, replace the lateral lower arm assembly, using the parts listed in the PARTS INFORMATION section of this notice. Go to Step 5 for lateral lower arm replacement instructions.



3. Measure the lower ball joint diameter as shown. Note this measurement. (The free play specification is different for ball joints 28 - 30 mm diameter, than for ball joints 32 - 35 mm diameter.)

- a. Lower the vehicle.



4. Check the ball joint free play as follows:

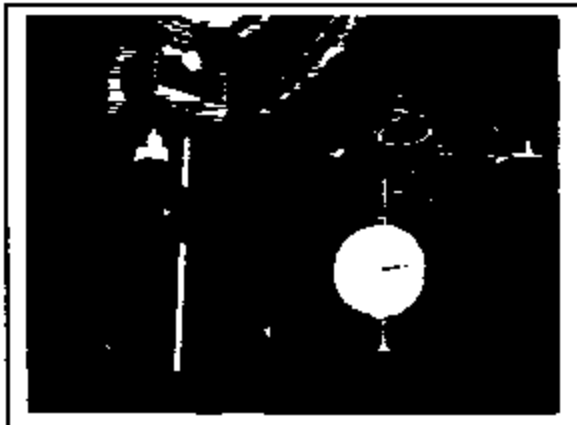
- a. To prevent the brake disc from rotating, insert a brake pedal depressor between the brake pedal and the front seat cushion. Confirm that the brake discs cannot rotate.

- b. Adjust the steering wheel so the wheels are in the straight ahead position.

- c. Remove the ignition key.

- d. Raise the vehicle.

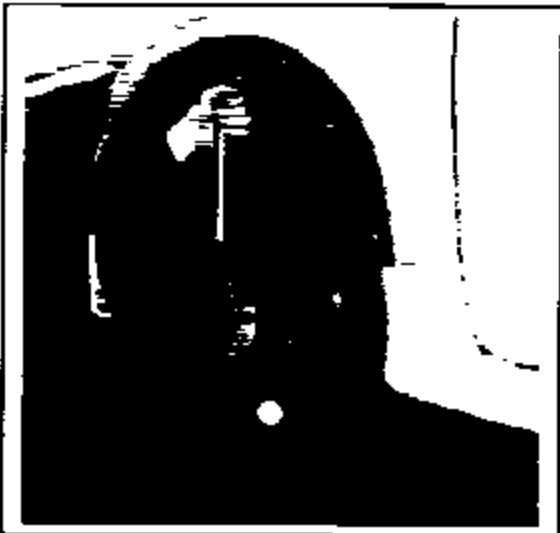
- e. Remove both front tires. Then install two wheel nuts on each hub to secure the brake discs.



- f. Set up a dial indicator with a magnet stand on the hub, and adjust the needle to its center point. Place the dial indicator plunger in the center bottom of the lower ball joint.



- g. Adjust the vehicle height so that the wheel hub center is even with your shoulder.
- h. Hang a hook on the drive shaft nut. Pull down the spring gauge with **15 Kgf (33 lbs)**. Note the dial indicator reading.



- i. Now hang the hook on the drive shaft nut upside down. Pull up on the spring gauge with **15 Kgf (33 lbs)**. Note the dial indicator reading.

- j. The difference between the two dial indicator readings taken in Steps h. and i. above is the ball joint free play.
 - For **28 - 30 mm diameter** ball joints, replace the lower lateral arm assembly if the ball joint free play is **greater than 0.5 mm**. Go to Step 5.
 - For **32 - 35 mm diameter** ball joints, replace the lower lateral arm assembly if the ball joint free play is **greater than 0.1 mm**. Go to Step 5.
 - If the ball joint free play is within specification (0.5 mm or less for 28 - 30 mm diameter; 0.1 mm or less for 32 - 35 mm diameter), this interim procedure is completed.
 - k. Remove the brake pedal depressor, magnet stand, and dial indicator.
5. If the ball joint free play exceeds the specifications in Step 4.j., refer to the appropriate service manual for lower lateral arm replacement instructions.
- a. Confirm the toe-in specification is correct. The specification is 0 ± 3 mm (0 ± 0.12 in.).

PARTS INFORMATION

Refer to SR-99-002 for parts information.

WARRANTY INFORMATION

Vehicles Originally Involved in SR-99-002: 94-96 Galant, 95-96 Eclipse, 96 Eclipse Spyder

Applicable Vehicles and Specific Repairs Performed	Operation Number	Labor Times
Vehicle shows outstanding recall for C9902 or C9903:		
Apply these new inspection procedure and specifications. Use the campaign numbers shown in SR-99-002.	Campaign Number	.5 hrs inspection only
Campaign Numbers: C9902KXX for "4A" VINs C9903JXX for "JA" VINs	Campaign Number	1.0 hrs - one side replaced
	Campaign Number	1.8 hrs - both sides replaced
Vehicle was already inspected or repaired under SR-99-002 (C9902 or C9903):		
Vehicle is inspected again prior to the new recall notification at the request of the customer and meets specifications.	33614090	.5 hrs inspection only
Vehicle is inspected again prior to the new recall notification at the request of the customer, does not meet specifications and the ball joints are replaced.	33614091	1.0 hrs - one side replaced
	33614092	1.8 hrs - both sides replaced

Vehicles NOT Involved in SR-99-002: 97-98 Galant, 97-99 Eclipse, 97-99 Eclipse Spyder

Applicable Vehicles and Specific Repairs Performed	Operation Number	Labor Times
Vehicle is requested to be inspected by the customer:		
Vehicle is inspected prior to the new recall notification at the request of the customer and meets specifications.	33614090	.5 hrs inspection only
Vehicle is inspected prior to the new recall notification at the request of the customer, does not meet specifications and the ball joints are replaced	33614091	1.0 hrs - one side replaced
	33614092	1.8 hrs - both sides replaced



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(email to dealerships on Friday, 2/18/01)

Attention: Mitsubishi Dealer Parts and Service Managers

From: Corporate Parts

Subject: Galant, Eclipse, Eclipse Spyder Ball Joint Recall

00V-421.001

Please carefully monitor your parts inventory and orders for the ball joints used in the current recall as NEW part numbers will be published soon to address the new recall announced by the press yesterday.

Parts numbers for the current recall are:

MR298295
MR298296
MR325576
MR325577

00V-421.001



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March 26, 2001

To: All Dealer Parts Managers
From: Corporate Parts
Subject: Ball Joint Recall

Starting March 27th, MMSA will begin force allocating ball joints in support of the recall affecting 1994-98 Galant, 1995-99 Eclipse, and 1996-99 Eclipse Spyder. The quantities to be allocated will be based upon the same A, B, and C ranking as used for the transmission cooler line recall. The quantities are as follows:

<u>Part Number</u>	<u>A Dealer</u>	<u>B Dealer</u>	<u>C Dealer</u>
MR972469	10	5	2
MR972470	10	5	2
MR972465	10	5	2
MR872466	10	5	2

In addition, we will also force allocate an initial quantity of sealant that is to be used on those vehicles which do NOT require ball joint replacement. Each container has enough sealant for 25 vehicles. Part number and initial quantity is:

<u>Part Number</u>	<u>A Dealer</u>	<u>B Dealer</u>	<u>C Dealer</u>
6151	2	1	1

Please note that page 2 of Safety Recall Bulletin SR-01-007 provides information showing the number of customer mailings, and the effected part numbers, that will occur over the next 6 MONTHS. Please use this information when ordering additional quantities. Due to this staggered mailing, these part numbers will be on manual allocation and the PDC's will be reviewing dealer order quantities against the number of vehicles each dealer has in each of the individual mailings. All order quantities which are considerably more than the number of vehicles will be questioned. MMSA is taking these steps to control the volume of parts ordered.

Also, the current ball joints CANNOT be used for this recall and all current dealer orders will be cancelled. Within the next 30 days, you will receive information advising you to return any inventory you may still have. A special return type has been established that allows the return of these parts but does not impact your Return Accrual nor apply any restocking fee. Do NOT return inventory until further notice. Part Numbers are:

- MR296295
- MR296296
- MR325578
- MR325577

00V421.001

**** TECHNICAL INFORMATION NOTICE ****

DATE: March 29, 2001
TO: Mitsubishi Motors Service Managers
FROM: Peg Dilworth-Hunt, Director of Service
RE: Recall Replacement Parts
TIN NO. TIN-01-SR-008

IMPORTANT RECALL INFORMATION:

BALL JOINT RECALL- IN-STOCK PARTS USAGE: (TSB SR-01-007 - C0106K or C0107J)

During the initial rollout of the ball joint recall, many dealers may already have a supply of the older lateral control arms. In order to resolve customer issues occurring prior to receiving a supply of the new parts, dealers may temporarily utilize these older lateral control arm parts (and prices) in ball joint recall repairs. Use of these older lateral control arm part numbers on the new recall campaign will only be allowed on claims submitted through Friday, April 6th. After that, only the specified new part numbers in TSB SR-01-007 will be allowed to be used in these repairs (see list below). Claims with the older part numbers submitted after Friday, April 6th will not be processed.

Please note that on March 27th, MMSA began force allocating the new part number ball joints in support of this recall. The new ball joint part numbers allocated are:

- Part Number**
- MR972469
- MR972470
- MR972465
- MR972466

Also force allocated was an initial quantity of sealant that is to be used on those vehicles that do NOT require ball joint replacement. Each container has enough sealant for at least 25 vehicles. The part number is: 6151

By Friday, April 6th, dealers should have received their initial allocation of new part numbers and sealant. Dealers should contact their facing PDC to initiate orders for additional quantities of the new parts as demand dictates. Contact your facing PDC if you have any questions regarding obtaining supplies of the new parts.

TRANSMISSION COOLER HOSE RECALL - ATF FLUID ALLOWANCE (SR-01-005 - C0105C)

Effective immediately, dealers may claim \$1.00 (dealer net) per repair to compensate for ATF (automatic transmission fluid) used or lost during the replacement of the transmission cooler hose. Dealers must only use NPN to claim the \$1.00 charge for the small amount of ATF fluid. Do not use the actual ATF part number.

BALL JOINT AND TRANS COOLER HOSE - PARTS SCRAPPING POLICY

Unless otherwise instructed, dealers may immediately scrap any replaced transmission cooler hoses or lateral control arms replaced under these two recall campaigns.



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August 28, 2001

To: Dealer Parts Managers
From: Corporate Parts
**Subject: Transmission Cooler Hose and Ball Joint Recalls –
Customer Notification Status**

Please be aware that all customers affected by the Galant-Eclipse transmission cooler hose recall have been notified. The final customer mailing was completed on July 23rd.

01V-011.001

Also, the final customer mailings for the Eclipse ball joint recall will occur in September.

00V-421.001

Please use this information when submitting your parts orders.

Part numbers are:

Transmission Cooler Hose

MR968541
MR968542
MR968543
MR968544
MR968545
MR968546

Ball Joints

MR972465
MR972466
MR972469
MR972470