

CHUCK HALPER VICE PRESIDENT SERVICE SALES DIVISION
6400 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-0064

URGENT: NOTICE OF VOLUNTARY RECALL

Date:

June 27, 2005

To:

All Mitsubishi Dealers

All Mitsubishi Dealership Sales, Parts and Service Managers

Subject:

2006 Eclipse Master Cylinder (Recall #SR-05-003)

We regret to inform you of a voluntary recall on the new 2006 Eclipse (all versions). Do not deliver, sell, lease, wholesale trade, or operate on public or private roadway, any 2006 model Eclipse unless repairs (as described in the "Recall Bulletin" attached) are performed. This notice is in accordance with Title #49, CFR 573; of the NHTSA regulation, prohibiting the sale or lease of defective vehicles prior to correction of a defect. Following are important details:

Models Affected

All 2006 Mitsubishi Eclipse models from start of production through production of June 10, 2005. Check your "super screen" to verify affected units, as some units you may have received recently have already been corrected.

Incident

Some vehicles may have a brake master cylinder with an improperly assembled internal seal. The improperly fitted seal could allow fluid to bypass intermittently, increasing brake pedal stroke ("travel"). This voluntary recall action is unrelated to the previous campaign covering the Brake Booster.

Do Not Sell Unless Repairs Are Performed

Effective immediately, do not demo, trade or retail any 2006 Eclipse until repairs are performed. Shipments by MMNA of corrected Eclipse models has resumed already.

Customer's Vehicles

Take the following action with/and for all customers who have taken delivery of a 2006 Eclipse, even if they have had the previous booster inspection or repair.

- Call your customer and explain the situation using the appropriate script attached. If you cannot reach them by phone or voicemail, use telegram, fax, or e-mail, etc. and follow-up by phone.
- 2. Set an appointment for repair; ensure that correct master cylinder kit is available.
- 3. R&R master cylinder using the instructions on the recall bulletin.

Note: The customer may drive their Eclipse to the dealership. Do not deviate from the script provided. One script is for customers who had a booster inspection or repair and one without.

Repair

The repair is described in the attached bulletin. A kit containing a new master cylinder, seal, and fasteners is being provided. Please follow the campaign claims instructions therein and submit claims promptly.

Parts Kits

A quantity of parts was force-fed, based on your sold/on-hand and in-transit inventory as of June 22, 2005. Your Parts Manager will receive parts with a VIN list and parts instructions enclosed. Additional parts should be ordered, as needed....but will be on "manual" allocation.

Kit Application	Kit Number	Contents	Dealer Net
All w/ manual trans. (5 spd or 6 spd)	4625A028KT	Master cylinder, seal, fasteners	\$ 38.25
All w/ auto trans.	4625A027KT	Master cylinder, seal, fasteners	\$ 38.25

Once repairs are performed, you may sell corrected units.

We apologize for your inconvenience.

Sincerely,

Chuck Halper

Vice President, Service

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Mitsubishi Motors North America, Inc.

Attachment:

- Calling Scripts
- Question and Answer
- Recall Bulletin
- Owner Letter

Call Script (Customers Not Affected by Previous Booster Recall)

Hello, may I please speak to <u>(customer)</u>. This is <u>(dealer person name)</u> from <u>(dealership)</u>. I have an important safety message about your / their new Eclipse. (If you cannot speak with them, but can leave a message, do so – but call back until you reach them).

Your / their new Eclipse may have a problem with the brake master cylinder, and we must ask you to return the car to our dealership for repair.

The brake master cylinder controls the fluid pressure to your vehicle's brakes when you press on the brake pedal. In a few cases, it has been determined that the master cylinder may intermittently allow fluid to "bypass" internally, resulting in an unexpected loss of braking efficiency.

While you will not lose the ability to stop your vehicle, the condition will make the pedal feel "soft and spongy" and your stopping distance will be substantially increased. Until you are able to return to your dealer for replacement of the master cylinder, you should avoid driving your vehicle in congested areas where you may have to make an emergency stop. In the event your brake pedal moves further than expected, release and reapply the pedal and full braking performance should be returned.

In order to correct this potential problem, we want to replace the master cylinder on your vehicle with a new one as soon as possible. When can you come in?

Call Script (Customers Affected by Previous Booster Recall)

Hello, may I please speak to <u>(customer)</u>. This is <u>(dealer person name)</u> from <u>(dealership)</u>. I have an important safety message about your / their new Eclipse. (If you cannot speak with them, but can leave a message, do so – but call back until you reach them).

Your / their new Eclipse may have a problem with the brake master cylinder, and we must ask you to return the car to our dealership for repair. This is a separate issue you may have been contacted about earlier this month.

The brake master cylinder controls the fluid pressure to your vehicle's brakes when you press on the brake pedal. In a few cases, it has been determined that the master cylinder may intermittently allow fluid to "bypass" internally, resulting in an unexpected loss of braking efficiency.

While you will not lose the ability to stop your vehicle, the condition will make the pedal feel "soft and spongy" and your stopping distance will be substantially increased. Until you are able to return to your dealer for replacement of the master cylinder, you should avoid driving your vehicle in congested areas where you may have to make an emergency stop. In the event your brake pedal moves further than expected, release and reapply the pedal and full braking performance should be returned.

In order to correct this potential problem, we want to replace the master cylinder on your vehicle with a new one as soon as possible. When can you come in?

Questions and Answers

Q. Is this different from the recent "Brake Booster" campaign?

A. Yes. While manufactured by the same supplier, the master cylinder problem is a separate issue. As such, another repair is needed on previously inspected or repaired "Brake Booster" vehicles.

Q. What happens if I drive the car?

A. If your car has an improperly installed seal, and if it malfunctions, the brake pedal will travel (stroke) farther than before and your overall stop distances will be lengthened. While you will not lose the ability to stop your vehicle, the condition will make the pedal feel "soft and spongy" and your stopping distance will be substantially increased. Until you are able to return to your dealer for replacement of the master cylinder, you should avoid driving your vehicle in congested areas where you may have to make an emergency stop. In the event your brake pedal moves further than expected, release and reapply the pedal and full braking performance should be returned.

Q. What will you do for me?

A. Install a new master cylinder assembly, at no charge.

Q. What should I do?

A. Make arrangements with your Mitsubishi dealership to have repairs done <u>as soon as possible</u>.

Q. How long will the repair take?

A. Approximately 1½ hours for the repair. Customers should allow at least ½ day for repairs to be completed.

Q. Will you provide me a loaner?

A. Substitute transportation will be provided, as needed.

Q. Who can I call for questions and to voice my concerns?

A. You can talk to your Mitsubishi dealership or directly to Mitsubishi Consumer Affairs at 1-888-MITSU2005.