



URGENT: NOTICE OF VOLUNTARY RECALL

Date: September 11, 2006

To: All Mitsubishi Dealers
All Mitsubishi Dealership Sales, Parts and Service Managers

Subject: 2007 Eclipse/Eclipse Spyder Front Crossmember Recall (SR-06-004)

We regret to inform you of a voluntary recall on certain 2007 Eclipse and Eclipse Spyder vehicles. Do not deliver any affected (see production dates below) 2007 Eclipse or Eclipse Spyder until the front crossmember inspection/repair described in Safety Recall bulletin SR-06-004 is performed. This notice is in accordance with Title #49, CFR 573 of the NHTSA regulation prohibiting the delivery of defective vehicles prior to correction of a defect. Safety Recall Bulletin SR-06-004 will be posted on the Mitsubishi Dealer Link (MDL) and MEDIC today.

Affected Vehicles

2007 Eclipse and Eclipse Spyder models produced between 6/21/06 and 7/19/06.

A list of affected VINs shipped to your dealership was mailed to you via 2nd Day Air delivery on Friday, 9/8/06. Check the Warranty SuperScreen to verify affected vehicles, as some have recently been inspected/ repaired.

Reason for Recall

On some affected vehicles, the metal forming the right rear portion of the front crossmember may be thinner than specification, and could over time break and allow the passenger side lower control arm to separate from the crossmember. ***Inspection for the defect requires special training, so it can only be performed by authorized personnel from the crossmember manufacturer or a specially trained MMNA representative.*** If the inspector determines that the crossmember is not defective, the recall procedure is complete. If the crossmember is defective, the dealer must order and install a crossmember kit.

NOTE: Dealerships in remote locations will not have crossmember inspections. Remote dealerships will receive replacement crossmember kits for their affected vehicles. Your regional office will contact you with instructions.

DO NOT DELIVER UNLESS INSPECTION/REPAIR IS PERFORMED. When inspection/repair is complete, you may deliver the vehicle.

Retailed Vehicles

1. Your DPSPM will contact you to schedule an inspector visit to your dealership.

2. Call your customer and explain the situation, using the attached sample script. Be sure the customer understands that this is a durability issue and their vehicle is safe to drive to the dealership. Set an appointment with the customer to have the crossmember inspected, coordinating with the scheduled inspector visit.
3. When the customer brings in their car, the inspector will check the crossmember. If crossmember replacement is necessary, order the appropriate crossmember kit (listed in SR-06-004). The replacement parts kit will be shipped to your dealership the next day. Provide the customer with a rental car until the replacement parts arrive and the repair is complete.

Inspection and Repair

Your DPSM will arrange for an authorized inspector (from the crossmember manufacturer or from MMNA) to visit your dealership. If no crossmember defect is found, the dealer should file a claim for the inspection for 0.2 hrs as described in SR-06-004. If crossmember replacement is necessary, order the appropriate replacement parts kit listed in the bulletin. When the replacement parts arrive, refer to the installation instructions in the recall bulletin SR-06-004 and file a recall claim for 2.8 hours.

We apologize for your inconvenience.

Sincerely,

A handwritten signature in black ink that reads "N. Semba". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

N. Semba
Vice President, Service and Product Support
Mitsubishi Motors North America, Inc.

Encl: Sample customer call script

2007 Eclipse/Eclipse Spyder Crossmember Recall Customer Call Script

Hello, may I please speak to (*customer*). This is (*dealer personnel name*) from (*dealership*). I have an important safety message about your new Eclipse.

[If you cannot speak with the customer but can leave a message, do so. But continue calling back until you reach them.]

Your new Eclipse may have a problem with the front lower crossmember, and we must ask you to bring your car to our dealership for inspection. When the front lower crossmember was produced, it may have been improperly stamped and a portion of the metal may be thinner than specifications. If so, it could, over time, break and allow the passenger side lower control arm to separate from the crossmember, resulting in loss of steering control. Since this is a durability issue and the problem will only occur after a period of time, you can continue to drive your vehicle until it is inspected for this concern.

A quick inspection will reveal whether the crossmember is defective. If it requires replacement, we will order the new part, and provide a rental vehicle to you at no charge until the repair is completed.

To correct this potential problem, we want to inspect your vehicle's front lower crossmember as soon as possible. We have an inspector available to inspect your vehicle on __DATE_____. Can we make an appointment?