

SAFETY RECALL BULLETIN

SUBJECT:		No: SR-06-004	
FRONT CROSSMEMBER — SAFETY RECALL CAMPAIGN		DATE: September, 2006	
		MODEL: See below	
CIRCULATE TO:	<input 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 type="checkbox"/> SALES MANAGER

PURPOSE

The metal forming part of the right rear portion of the front crossmember was improperly stamped resulting in the metal becoming thinner than specified. The defective stamping is located in a high stress area and could over time break and allow the passengers side lower control arm to separate from the crossmember without prior warning. **If inspection by authorized personnel determines it necessary to replace the crossmember** (or if instructed to replace the crossmember without inspection due to remote location where inspection is not possible), follow the replacement procedure in this bulletin.

A list of affected inventory and sold VINs for your dealership is included with this mailing.

AFFECTED VEHICLES

2007 Eclipse/Eclipse Spyder **produced from 6/21/06 to 7/19/06**

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 crossmember inspected and replaced if needed. A copy of the customer notification letter appears later in this bulletin.

PROCEDURE

Before starting this campaign procedure, **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. **Some vehicles within the production range were inspected and repaired at the assembly plant prior to shipment to your dealership.**

If the front crossmember requires replacement, follow the procedure below:

- Record the radio presets and disconnect the battery.
- Follow the service manual procedure in Group 32 of the 2007 Eclipse/Eclipse Spyder service manual for replacing the **crossmember** **except for the steps listed on the following page** as it is not necessary to remove the power steering gear and linkage. They can remain in the vehicle during this process.



NOTE: If special tool MB991113-01 – ball joint remover is used, it will need to be modified. Grind the opening, in the area shown, just large enough to go around the ball joint.

- Reconnect the battery and reset the radio presets.

FILE UNDER:

Safety Recall Bulletins in the Dealer Service Information Binder

(3072)

Steps not required:

- Power steering fluid draining
- Air bag module and steering wheel assembly removal
- Clock spring removal
- Accelerator stopper removal
- Removal step 3. Self locking nuts removal (connection for tie rod end)
- Removal step 8. Return tube disconnection
- Removal step 9. O-ring removal
- Removal step 10. Pressure hose disconnection
- Removal step 11. O-ring removal
- Removal step 21. Power steering gear and linkage removal

PARTS INFORMATION

Use the Genuine Mitsubishi Parts listed below.

It is not necessary to order parts for this recall. Arrangements will be made to ship the appropriate recall kit to the dealers where inspection has determined that a replacement crossmember is required.

Description	Model	Part Number
Crossmember Kit, Front Axle	2007 Eclipse/Eclipse Spyder 6G75 V6 3.8L	CMKIT38L
Crossmember Kit, Front Axle	2007 Eclipse/Eclipse Spyder 4G64 L4 2.4L	CMKIT24L

Each kit contains the following parts:

Description	Quantity	Comments
Crossmember, front axle	1	Crossmember, front axle
Nut, front suspension lower arm, flange, self locking, 14	2	Ball joint, lower control arm
Nut, front axle crossmember, flange, self locking	2	Crossmember to body
Nut, front axle crossmember, flange, self locking	2	Body bracket stud
Nut, front axle crossmember, flange, self locking	2	For bolt, rear side of lower control arm

WARRANTY INFORMATION

Enter as a "Recall" claim on the MDL

Campaign Labor Operation Number: C0605KXX

Allowed Labor Times:

Inspection only: 0.2 hrs

Inspection and authorized replacement if needed: 2.8 hrs

A sample claim with both scenarios has been provided on the following pages.

Mitsubishi Motors North America, Inc.

The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com).

Header Section 2007 Eclipse / Spyder Crossmember Inspection

MITSUBISHI DEALER LINK
Service Warranty
Help

Claim Entry
Vehicle Information
PQRVQR

Campaign Information

Campaign Operation No	C0605K		
Miles/Km			
VIN	4A.....	Repair Date In	Out
Service Technician	Emp No	Service Advisor	Emp No
Spec Value *		Duplicate Recall *	<input type="checkbox"/>

Dealer: 99320
Ref No:
VIN:

Claim No:
Adj:
Claim Status: Incomplete
Model and Year:

Enter in the first 6 characters of the campaign labor operation

This campaign is for certain 2007 Eclipse / Spyder models. There are approximately 1556 vehicles involved in this campaign) in the USA and Canada.

Note: In some instances, it may be necessary to arrange towing and/or to provide a temporary rental / loaner vehicle to a customer. Please use the entry fields at the bottom of the campaign claim's labor section.

Special Sublet Selection				
Select	Labor Operation	Labor Operation Description		Amount
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order	
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES	Days <input type="text"/> Reason <input type="text"/>	
			Rental Company <input type="text"/> Invoice Number <input type="text"/>	
<input type="checkbox"/>	9530040	FREIGHT CHARGES	Freight Company <input type="text"/> Invoice Number <input type="text"/>	
<input type="checkbox"/>	9520040	TOWING CHARGES	Towing Company <input type="text"/> Invoice Number <input type="text"/>	

SCENARIO 1: UPON INSPECTION THE CROSSMEMBER DOES NOT NEED REPLACEMENT

PARTS SECTION: No Parts Are Allowed For Inspection Only Claims

Delete	Part No	Part Description	Qty	Unit Price	Part Amount	Primary
1.						<input type="radio"/>
2.						<input type="radio"/>
3.						<input type="radio"/>
4.						<input type="radio"/>
5.						<input type="radio"/>
6.						<input type="radio"/>
7.						<input type="radio"/>

Buttons: Check Part Prices, Save & Continue, More Parts, Main Menu, Cancel Changes

LABOR SECTION: Crossmember Inspection Labor Time

Note: These entries will automatically be filled in based on the campaign number you entered on the previous screen.

Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Hrs	Labor Amt
		C0605KXX		1		.2	

Verify C0605KXX comes up as the full campaign labor operation number

Qty of 1

Enter the allowed labor time of .2 hours for an inspection

Total Labor Amount

Buttons: Update, Finish, PWA, Main Menu, Cancel Changes

SCENARIO 2: UPON INSPECTION – THE CROSSMEMBER REQUIRES REPLACEMENT

PARTS SECTION: If authorized, a new crossmember may be claimed

MITSUBISHI DEALER LINK Service Warranty Warranty Claim Help

Claim Entry Vehicle Information e-Reports DMS Interface POR/VOR

Add Page - Parts Information

Delete	Part No.	Part Description	Qty	Unit Price	Part Amount	Primary
1.			1			<input checked="" type="checkbox"/>
2.						<input type="checkbox"/>
3.						<input type="checkbox"/>
4.						<input type="checkbox"/>
5.						<input type="checkbox"/>
6.						<input type="checkbox"/>
7.						<input type="checkbox"/>

If the vehicle has 2.4L I4 engine:
Kit Part# = CMKIT24L
.....OF.....
If the vehicle has a 3.8L V6 engine:
Kit Part # = CMKIT38L

Check Part Prices Save & Continue More Parts Main Menu Cancel Changes

LABOR SECTION: Crossmember Inspection and Authorized Replacement Labor Time

MITSUBISHI DEALER LINK Service Warranty Recall Claim Help

Claim Entry Vehicle Information e-Reports DMS Interface POR/VOR

Add Page - Labor Information

Note: These entries will be automatically filled in based on the campaign number you entered on the previous screen.

Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Hrs	Labor Amt
		C0605KXX		1		2.8	

Verify C0605KXX comes up as the full campaign labor operation number

Qty of 1

Enter the allowed labor time of 2.8 hours for an inspection and authorized crossmember replacement.

Total Labor Amount

Update Finish PWA Main Menu Cancel Changes



AFFECTED VEHICLES
MODELS: 2007 Eclipse/Eclipse Spyder

Date: September, 2008

RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-06-004

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 Motors North America, Inc. has detected that a defect that relates to vehicle safety exists in certain 2007 Eclipse and Eclipse Spyder vehicles. The metal forming part of the front crossmember may have been improperly stamped resulting in the metal becoming thinner in cross-section than specified. This could over time result in breakage of the crossmember. Breakage of the crossmember may allow separation of the passenger side lower control arm which may result in a loss of steering control.

What you should do: Please contact your Authorized Mitsubishi Dealer to schedule an appointment to have the crossmember inspected. When you bring your vehicle in, show this letter. (If you misplace this letter, they will send you the repair, free of charge.)

What your dealer will do: The dealership will schedule an appointment to have the crossmember inspected by authorized personnel. If the crossmember requires replacement, the dealer will replace it.

How long will it take? The time needed for the inspection is approximately 10 minutes. If the crossmember requires replacement, actual repair time is approximately 3 hours. The dealer may need to keep your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you have any trouble having your vehicle repaired promptly and at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-MITSU-2006 (888-648-7820)**.
Hours: Monday – Friday 6 a.m. to 5 p.m. (Pacific Time).

If after contacting Mitsubishi Customer Relations, you still have a problem having this repair made promptly and without charge, write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (888) 327-4236 (TTY 800-424-1953), or go to <http://www.safercar.gov>.

If you have already encountered a problem regarding the above and have paid for the repair, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement:
Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

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. If you have any questions, please contact your Mitsubishi Dealer.

C0605KXX