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By delia.lopez at 8:21 am, Oct 21, 2010

**Mitsubishi Motors North America, Inc.**

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October 20, 2010

10V-514  
(3 Pages)

Mr. Daniel C. Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

RE: 2006-2008 Mitsubishi Endeavor HVAC Controller (Safety Recall SR-10-03)

Dear Mr. Smith:

Mitsubishi Motors North America, Inc. (MMNA) submits this letter pursuant to 49 C.F.R. Part 573.5-Defect and Noncompliance Information Report (DIR). This DIR contains details of a potential defect relating to motor vehicle safety in the HVAC controller on certain 2006-2008 Mitsubishi Endeavor vehicles equipped with manual air conditioning.

The HVAC (heater) controller may intermittently send incorrect signals to the HVAC mode door until the various input data to the controller stabilize. These incorrect signals may cause the heater case mode door to infrequently move to unselected settings when the heater is operated. Additionally, over time, this excessive door movement may damage the mode door shaft and cause the door to stick at one setting location. These conditions could affect defroster performance, resulting in delayed clearing of the windshield that could compromise safe vehicle operation.

MMNA is unaware of any injuries and/or accidents related to this issue.

The subject vehicles are distributed in the United States by MMNA and in Puerto Rico by Mitsubishi Motor Sales of the Caribbean (MMSC). This recall campaign will also be launched in Canada and Mexico.

If you have any questions or need any additional information, please let me know.

Sincerely,

Tom Bennett, Director, Service  
Mitsubishi Motors North America, Inc.  
Telephone 714-372-5554  
Email: [tbennett@mmsa.com](mailto:tbennett@mmsa.com)

Encl.

**1. Manufacturer's Name**

Mitsubishi Motors North America, Inc.

**2. Vehicles Potentially Containing the Defect**

Vehicles of the following model years and manufacturing periods:

Make	Line	Model Year(s)	Manufacturing Period
Mitsubishi	Endeavor with manual air conditioning	2006 - 2008	May 16, 2006 – January 28, 2008

**3. Total Number of Vehicles**

Vehicle Line	Number of Vehicles – U.S. & Puerto Rico
Endeavor	19,410

**4. Approximate Percentage of Vehicles Actually Containing the defect:**

It is not possible to determine the percentage of vehicles that may experience the subject problem due to the combination of numerous data inputs necessary to initiate the mode door movement to unselected settings. However, all the vehicles identified above will be included in this recall campaign.

**5. Defect Description**

Software programming in the HVAC controller allows a combination of numerous data inputs to temporarily overload the calculation capacity of the controller, resulting in incorrect signals to be transmitted to the heater case mode door. This causes the mode door to move to unselected positions during heater operation until the controller recovers and returns to proper operation. Over time, this excessive movement may damage the mode door shaft. These conditions could affect defroster performance, resulting in delayed clearing of the windshield. MMNA has not been able to reproduce the combination of inputs to create the intermittent mode door movement on investigation vehicles. However, the HVAC controller vendor could, under laboratory conditions, selectively input sensor data and recreate the control processor overload.

**6. Chronological Summary of Events Leading to Determination**

In September, 2007 Mitsubishi Motors North America – Manufacturing (MMNA-Mfg) completed investigation of the cause of HVAC unit replacements on the affected vehicles. This investigation revealed that the HVAC controller may intermittently send incorrect signals to the heater case mode door, causing mode door movement, possibly resulting in mode door shaft damage. In January 2008, MMNA introduced an improved HVAC controller into production.

In July 2010, based on customer complaints relating to defroster performance caused by the intermitted mode door movement and the mode door shaft damage, MMNA-Mfg requested that Mitsubishi Motors in Japan review and analyze the issue to determine appropriate field action, if any.

On October 14, 2010 Mitsubishi Motors in Japan determined that a safety-related defect existed and advised MMNA to conduct a safety recall.

**7. Test Results or Data Used to Determine Non-compliance**

Not applicable, as the HVAC controller and heater case mode door shaft comply with the appropriate FMVSS requirements.

**8. Proposed Remedy Description**

All owners of affected vehicles will be notified via first class mail and instructed to bring their vehicles to their local Mitsubishi Motors dealer. The HVAC controller will be replaced with a new controller with corrected software, and the mode door shaft will be inspected for possible damage. If damaged, the mode door shaft will be repaired by installing a clamp to ensure its proper operation.

**9. Notice(s) and Bulletin(s)**

Dealer notification will begin on November 23, 2010, with owner notification to follow approximately one week later, in a 2-phase mailing plan. MMNA plans to notify customers in northern states in the first mailing, then as parts availability allows, to subsequently notify customers in the remaining states and Puerto Rico. The owner notification letter and dealer technical bulletin draft are enclosed with this notice. The timeline for completion of the initial phase of customer notification is December 3, 2010.

**10. Reimbursements**

Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact Mitsubishi Customer Relations for instructions on how to apply for a refund.

**11. Dealer Notification**

Mitsubishi has determined that this incident does not constitute an immediate and substantial threat to motor vehicle safety. Therefore, the three-day dealer notice does not apply. Dealer notification will begin on November 23, 2010.