



SAFETY RECALL BULLETIN

SUBJECT:			No: SR-10-003
HVAC CONTROLLER REPLACEMENT — SAFETY RECALL CAMPAIGN			DATE: October, 2010
			MODEL: 2006-08 Endeavor
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

On affected vehicles, incorrect software parameters in the HVAC controller will cause the controller to supply incorrect signals to the HVAC mode door, causing the HVAC mode door to randomly move to various positions. This may result in cracking of the heater case mode door shaft. This condition could affect defroster performance, resulting in poor windshield visibility and potentially causing a crash.

Dealers are instructed to replace the HVAC (heater) controller assembly with a new, improved part programmed with updated software. Dealers should also inspect the mode door shaft on the mode selection motor. If the mode door shaft is cracked, repair it as described in this bulletin procedure.

AFFECTED VEHICLES

2006-2008 Endeavors built between 5/16/2006 and 1/28/2008 equipped with manual air conditioning.

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is sold.

Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is involved in this recall campaign.

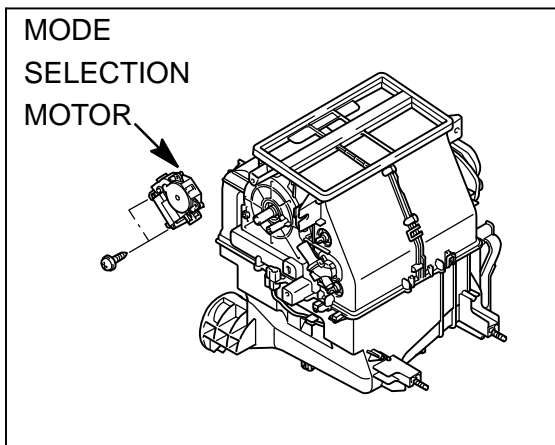
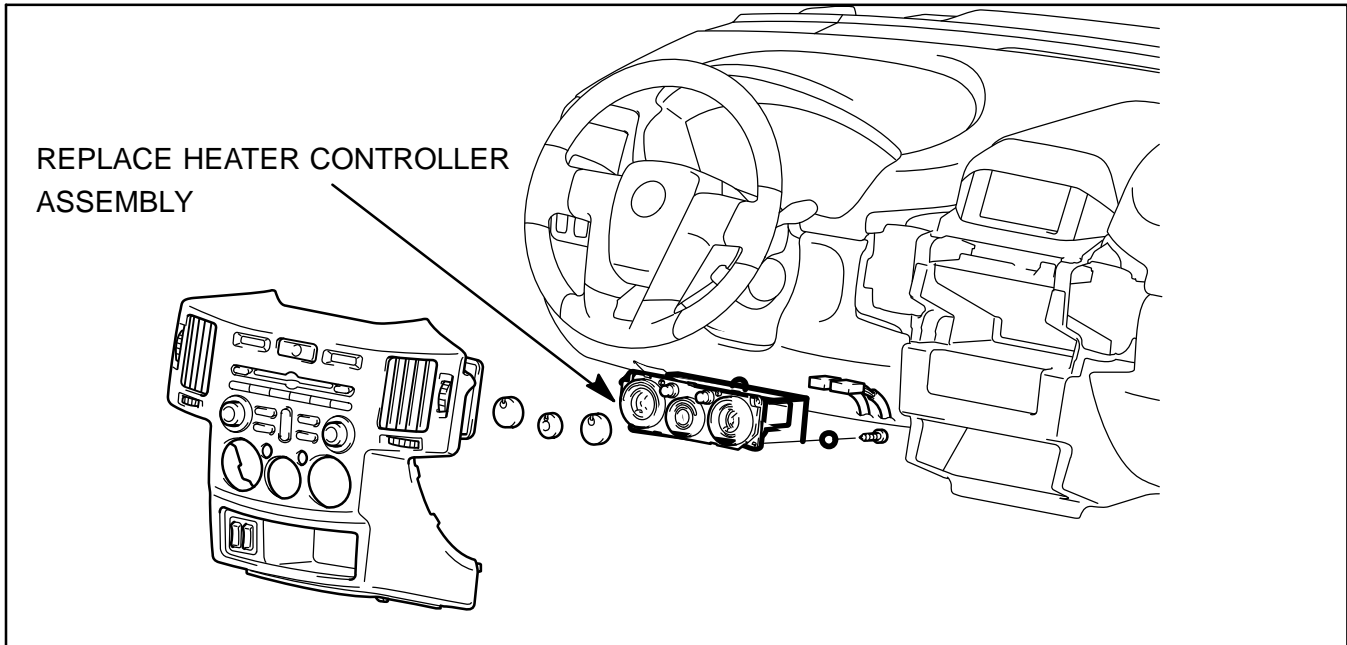
CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles telling them to bring their vehicle to their Mitsubishi Motors dealer for HVAC controller replacement. A copy of the customer notification letter appears at the end of this bulletin.

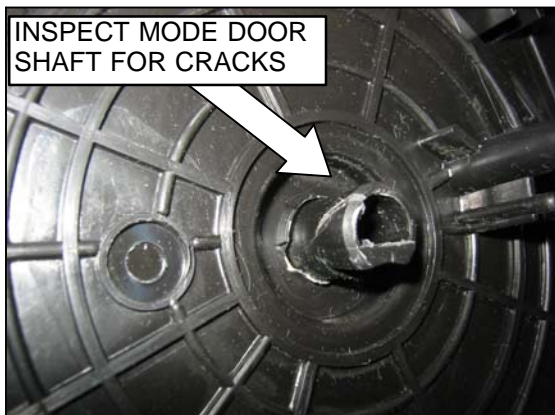
REQUIRED OPERATIONS

1. Before starting this 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.
2. Disconnect the vehicle battery.

3. Replace the heater controller assembly with the new, improved part listed in the PARTS INFORMATION section of this bulletin. Refer to GROUP 55A in the appropriate service manual for heater controller assembly replacement details.



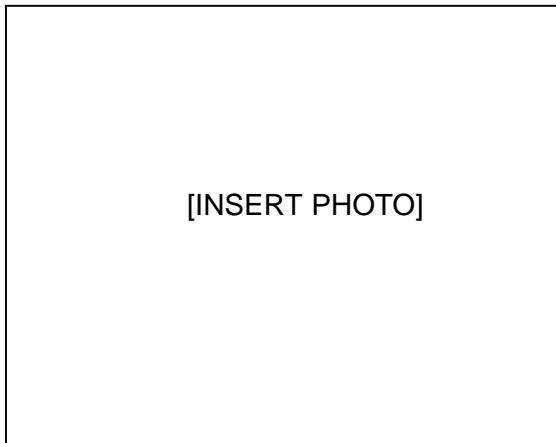
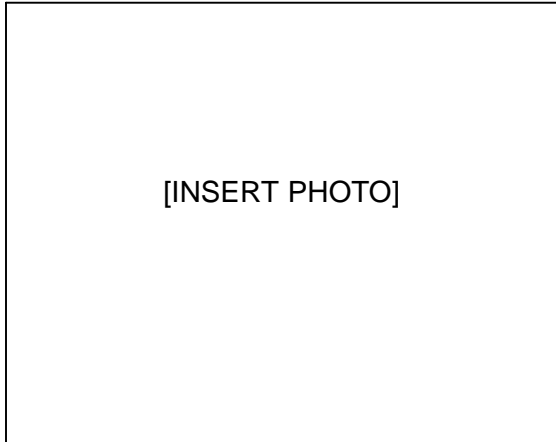
4. Disconnect and remove the mode selection motor. Refer to GROUP 55A in the appropriate service manual.



5. Inspect the mode door shaft for cracks.

If the shaft is **NOT** cracked, reinstall the mode selection motor and reconnect the battery. This repair is complete.

If the shaft is cracked,:



- a. Use the hose clamp provided in the Heater Controller repair kit.
- b. Install the hose clamp with the slot positioned on the shaft as shown, for ease of tightening.
- c. Position the clamp away from the heater case, so it will not contact the case when the shaft rotates during motor operation.
- d. Tighten the clamp firmly to the shaft.
- e. To ensure proper operation, align the flat side of the motor shaft with the flat side of the mode door shaft.
- f. Reinstall and reconnect the mode selection motor.
- g. Reconnect the battery.
- h. Turn on the fan and confirm proper mode door operation by using the mode selection dial to move through all door positions.

continued

PARTS INFORMATION

Use the genuine Mitsubishi Parts listed below.

Description	Part Number	Kit components
Heater Controller Repair Kit	7820A518	Heater Controller Assembly & Clamp

An initial supply of repair kits will be allocated to dealers. Before ordering additional kits, determine your actual needs by referring to the Open Campaign List on the MDL e-reports, or contact your District Parts and Service Manager for assistance.

RECALL CLAIM INFORMATION

Enter all claims as Recall Claims.

Please follow the campaign claim examples shown on the following pages.

Replace Heater Controller Assy and Inspect Mode Door Shaft

Campaign Labor Operation: C1003M01

Labor Time: 0.6 hrs.

Replace Heater Controller Assy, Inspect Mode Door Shaft & Install Clamp on Shaft

Campaign Labor Operation: C1003M02

Labor Time: 0.7 hrs.

Header Section: 2006-2008 Endeavor HVAC Controller Replacement

The screenshot shows the 'Campaign Information' section of the Mitsubishi Dealer Link Service Warranty system. The fields are as follows:

- Campaign Operation No:** C1003M
- Miles/Km:** [Empty]
- VIN:** 4A
- Service Technician:** [Empty]
- Service Advisor:** [Empty]
- Spec Value *:** [Empty]
- Duplicate Recall *:**
- Dealer:** 99320
- Ref No:** [Empty]
- VIN:** [Empty]
- Claim No:** [Empty]
- Adj:** [Empty]
- Claim Status:** Incomplete
- Model and Year:** [Empty]

Callouts provide the following instructions:

- Enter the first 6 characters of the campaign labor operation.
- Check the Open Recall are of the Superscreen each time, to be certain of a vehicle's eligibility. Only VINs showing C1003M as open are involved.

Buttons at the bottom: Save & Continue, Main Menu

Note: In rare instances it may be necessary to arrange towing and/or 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 [] Reason [<Select one>] Rental Company [] Invoice Number []	[]
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company [] Invoice Number []	[]
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company [] Invoice Number []	[]

CLAIM EXAMPLE: HVAC CONTROLLER REPLACEMENT

PARTS SECTION

Service Warranty
Recall Claim
Help

Claim Entry
Vehicle Information
e-Reports
DMS Interface
PQR/VQR

Add Page - Parts Information

All involved vehicles require the HVAC Controller to be replaced.
P/N 7820A518 Heater Controller Kit

	Qty	Unit Price	Part Amount	Primary
1.	Qty = 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"/>

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

LABOR SECTION

Recall Claim
Help

Claim Entry
Vehicle Information
e-Reports
DMS Interface
PQR/VQR

Add Page - Labor Information

Parts Cancelled; Claim Status is Incomplete

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

	Qty	Total Hrs	Labor Amt
C1003M01	1	0.6 hrs	
Total Labor Amount			

Update
Finish
PWA
Main Menu
Cancel Changes

Select C1003M01 for HVAC controller replacement only. Select C1003M02 for HVAC controller replacement AND mode door shaft repair using a hose clamp.

Allowed labor time for HVAC controller replacement is .6 hrs. Add .1 hr if mode door shaft damage was found & a hose clamp was installed.

AFFECTED VEHICLES

MODELS: 2006-2008 ENDEAVOR

Date: November, 2010

Dear Mitsubishi Owner,

This notice has been 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. (MMNA) has determined that a defect relating to vehicle safety exists in certain 2006-2008 Endeavor vehicles equipped with manual air conditioning. Due to an incorrect heater (HVAC) controller signal, the air flow from the air vents may randomly change direction and/or the temperature may briefly cycle between hot and cold. This condition could affect defroster performance, resulting in poor windshield visibility and potentially cause a crash.

What you should do: Please contact your Authorized Mitsubishi Dealer and schedule an appointment to have the heater controller replaced on your vehicle, free of charge. If necessary, the dealer will also repair the heater case mode door shaft, free of charge. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this repair to your vehicle, free of charge).

What your dealer will do: The dealership will replace the heater controller on your vehicle and inspect the heater case mode door shaft for damage. If necessary, the dealer will repair the mode door shaft,

How long will it take? The time needed for this repair is approximately 45 minutes. The dealer may need 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 experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time)

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem regarding the above condition 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 each 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 each 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.

Sincerely,

Mitsubishi Motors North America, Inc.

C1003M01