



SAFETY RECALL BULLETIN

SUBJECT:			No: SR-13-007
2011 OUTLANDER SPORT/RVR PANORAMIC GLASS ROOF – SAFETY RECALL CAMPAIGN			DATE: July, 2013
			MODEL: 2011 Outlander Sport/RVR
CIRCULATE TO:	<input checked="" 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 checked="" type="checkbox"/> SALES MANAGER

PURPOSE

Due to a manufacturing error, a necessary primer may not have been applied to certain 2011 Outlander Sport/RVR vehicles during the installation of the panoramic glass roof. Continued use of those vehicles without the primer could result in reduced glass roof adhesion, and in the worst case, detachment of the panoramic glass roof. Detachment of the panoramic glass roof can create a road hazard to other vehicles.

This campaign bulletin instructs dealers to inspect the panoramic glass roof to determine if the primer was applied during production, and if necessary, remove and properly reinstall the glass roof.

AFFECTED VEHICLES

Certain 2011 Outlander Sport/RVR vehicles with panoramic glass roof built from August 26, 2010 to March 29, 2011.

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or non-compliance is remedied.

CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles requesting them to visit their local Authorized Mitsubishi Motors dealer to have their panoramic glass roof inspected and repaired if necessary. A copy of the customer notification letter appears at the end of this bulletin.

REQUIRED OPERATIONS

Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and this campaign procedure has not already been completed.

Continued

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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)

REPAIR PROCEDURE

1. With the vehicle parked, set the parking brake and turn the ignition switch to ON or press the start button twice to turn the vehicle ON.



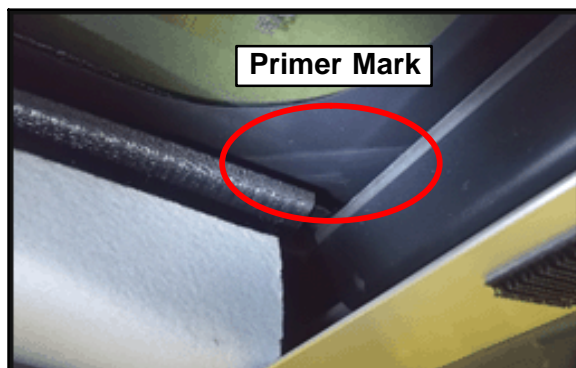
2. Fully retract the sunshade using the roof-mounted switch.



3. Completely cover the panoramic glass roof with a blanket or equivalent to block ambient lighting from entering the vehicle.



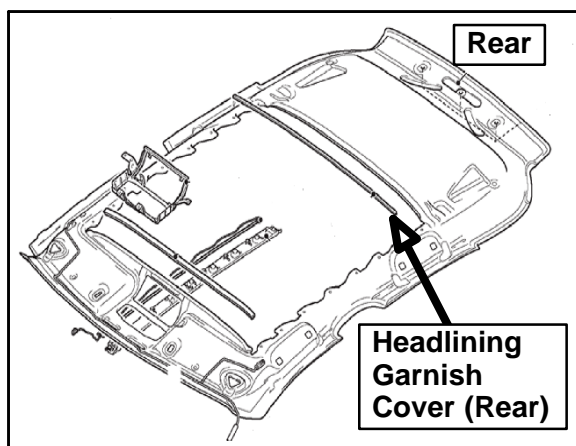
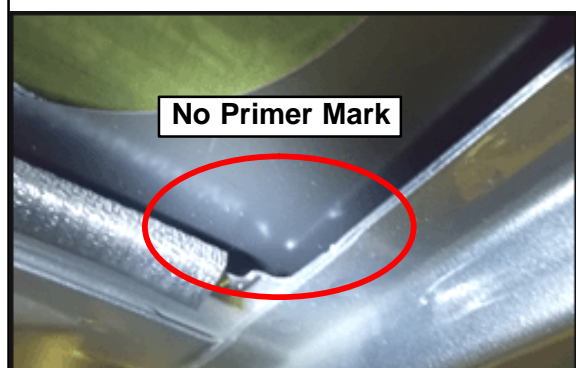
4. From the interior cabin, inspect the left rear or right rear corner of the panoramic glass roof with a flashlight to determine if primer was applied.



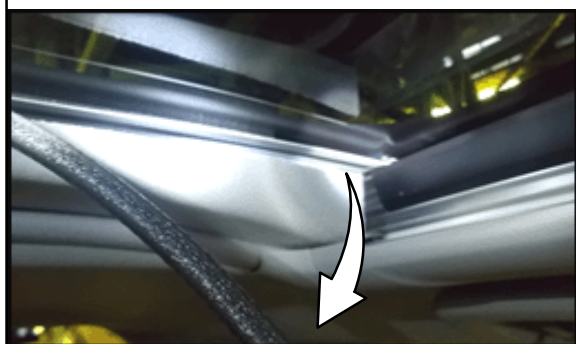
5. If you see the primer mark (thin white layer that intersects the rear corner at a 45 degree angle) on either the left or right side, primer was correctly applied during production. **Proceed directly to Step 12.**

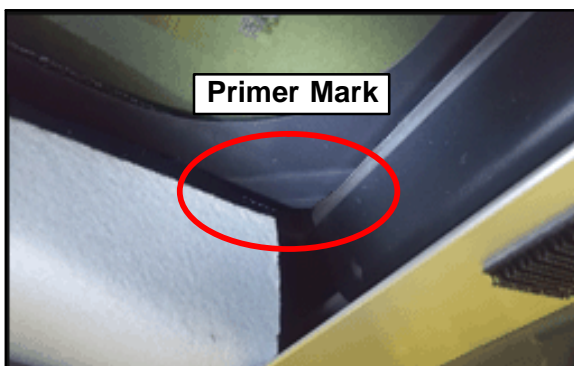
If you do not see the primer mark, or it is difficult to determine if it is there, continue to Step 6.

NOTE: It may be difficult to see the primer mark. Please inspect from different viewing heights and angles and with your flashlight focused on the corner.



6. Use your hands and carefully separate approximately six inches (150mm) of the rear headlining garnish cover from the side edge.

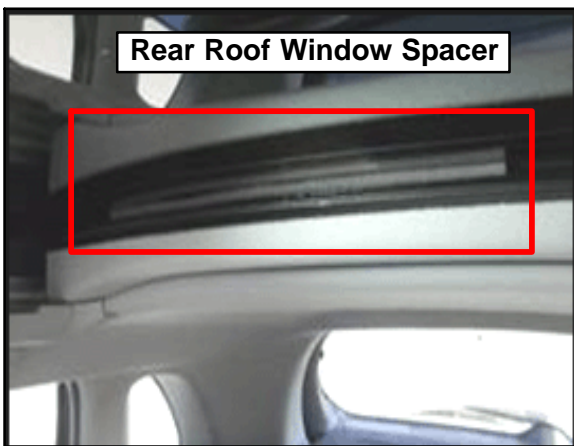




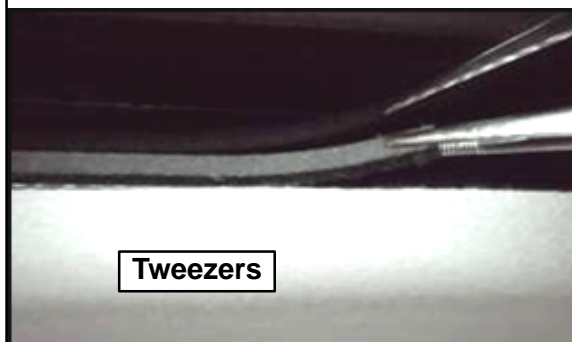
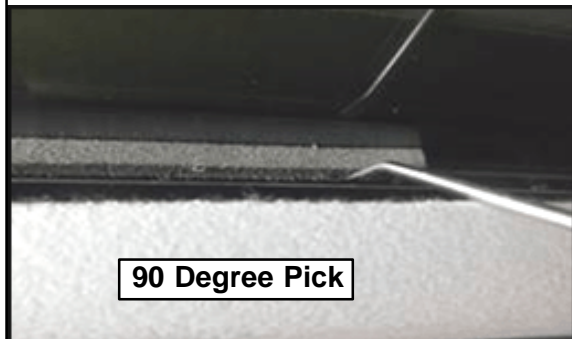
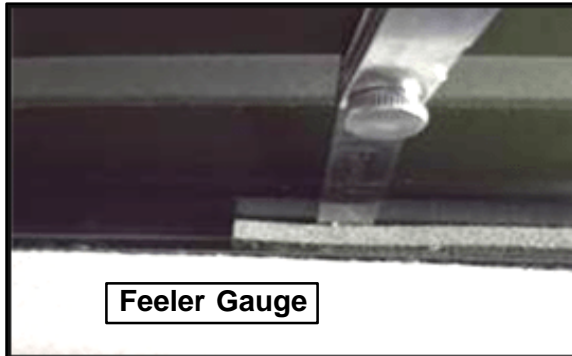
7. With the rear headlining garnish cover partially removed, it will allow greater viewing access to determine if the primer mark is there.

With your flashlight, inspect for the primer mark. If present, reinstall the cover back to its original position. **Proceed directly to Step 12.**

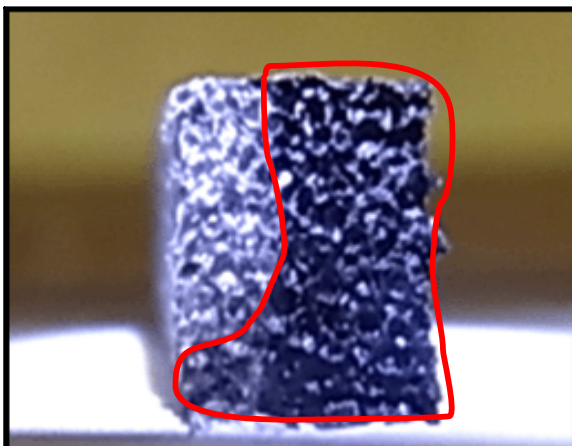
If you do not see the primer mark, or it is difficult to determine if it is there, continue to Step 8.



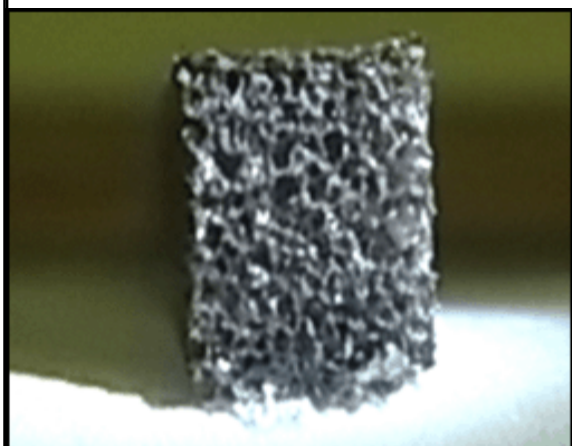
8. Carefully remove the entire rear headlining garnish cover. Search the area behind the removed cover to locate two rear roof window spacers (left and right side).



9. Carefully remove the two rear roof window spacers by using a thickness feeler gauge, a 90 degree pick, tweezers, or equivalent tool.



Primer



No Primer

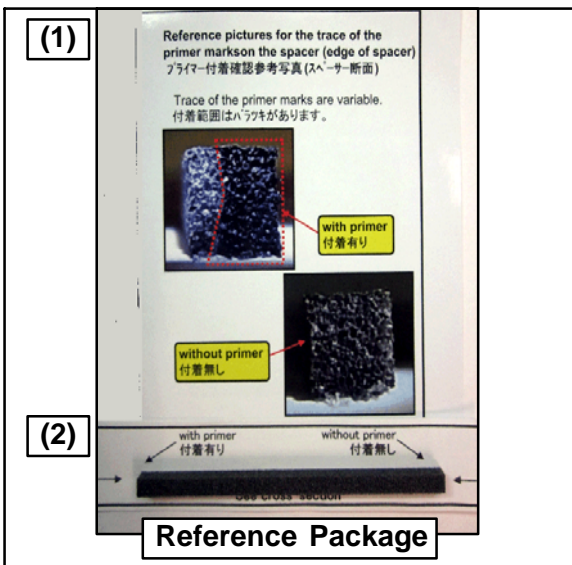
10. Inspect the ends of the roof window spacer. If you see two layers, one layer much darker and clearly distinguishable from the other (outlined in red), primer was correctly applied.

Reinstallation of the roof window spacers is not necessary. They are used during the factory installation process and no longer serve a function. Reinstall the rear headlining garnish cover and **proceed directly to Step 12.**

If you see a consistent, monotone color to the spacer, primer was not applied. Continue to Step 11.

NOTE: Images of the window spacer have been enhanced to display the difference in color between spacers with primer and spacers without primer. The actual difference in color will not appear as pronounced as shown in the images.

NOTE: **If you do not see any primer marks, or have difficulty confirming if primer was applied, please contact Tech Line.**



IMPORTANT

To assist in determining if primer was applied during the panoramic glass roof installation, a reference package will be sent to each dealership along with a color copy of this bulletin containing:

- (1) a reference card displaying the exterior difference between roof window spacers with and without primer, and
- (2) a sample spacer with one end having primer applied and the other end without primer, so you may visualize the difference between the two.

11. **After confirming with Tech Line that the primer was not applied to the panoramic glass roof during production**, follow the panoramic glass roof removal and installation procedures in Group 42A of the 2011 Outlander Sport service manual.
12. Campaign is complete. There are three allowed repair scenarios:
 - a. Primer application was confirmed in Step 5 (inspection only).
 - b. Primer application was confirmed in Step 7 or Step 10 (inspection and removal of cover/spacer).
 - c. After confirming with Tech Line that the primer was not applied, remove and properly reinstall the glass roof.

Please reference the **Warranty/Service Campaign Claim Information** section below and submit campaign claim using the appropriate labor operation number.

PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number	Quantity
Molding, Glass Roof Front	6190A035	1
Molding, Glass Roof Rear	6190A036	1
Pin	6190A041	1
Stopper, Glass LH	6190A045	1
Stopper, Glass RH	6190A046	1
Spacer, Window	MB851058	4
Spacer, Window	MB851060	2

Parts are only necessary when it is discovered that primer is missing from the panoramic glass roof. **Do not order parts until it has been confirmed with Tech Line that the glass roof requires removal and re-installation.** Please refer to Parts Bulletin 42-US-01-13 for additional information.

WARRANTY INFORMATION

There are three possible repair scenarios:

#	Repair Procedures	Inspection Results	Campaign Operation	Labor Time Allowance
1	Inspection Only	Primer Found	C1307Z01	.3 hours
2	Inspection Only with Removal of Cover & Spacers	Primer Found	C1307Z02	.5 hours
3	Inspection Only with Removal of Cover & Spacers and Tech-line Confirmation that Roof Glass Needs to be Reinstalled	No Primer Found – Reinstall Glass Roof	C1307Z03	6.8 hours

Warranty / Service Campaign Claim Information

Enter all claims as claim type 'C' – Recall/Campaign Claims

Please follow the campaign instructions when entering each claim in order to select the applicable operation code that correctly match up with the work that was actually performed. A claim example to follow is provided below.

Only certain 2011MY – Outlander Sport models with **PANORAMIC GLASS ROOFS**

<u>Required Operation to be performed</u>	<u>Labor Operation</u>	<u>Labor Time</u>
1. Inspect roof glass – Primer is Found	C1307Z01	.3 hrs.
2. Inspect roof glass after removing cover & spacer – Primer is found	C1307Z02	.5 hrs.
3. Inspect roof glass after removing cover & spacer – No Primer found	C1307Z03	6.8 hrs.

Operation #3 is only elected if no primer was found and you received a techline review and approval for glass roof reinstallation

Claim Header Section: 2011MY Outlander Sport Panoramic Glass Roof Inspection

MITSUBISHI DEALER LINK Service Warranty Help

Claim Entry Vehicle Information PQRVQR

Campaign Information

Campaign Operation No: Enter As TSR

Miles/Km:

VIN: Repair Date In

Service Technician:

Spec Value * Duplicate Recall *

Dealer: 99320 Ref No: VIN: Claim No: Adj: Claim Status: Incomplete Model and Year:

Callout 1: Enter in the first 6 characters of this campaign labor operation: C1307Z.

Callout 2: This campaign is for the inspection of certain 2011MY Outlander Sport models with a Panoramic Glass Roof. Check the Open Recall area of the Superscreen each time to be certain of a vehicle's eligibility. Only 2011 Outlander Sport VINS showing C1307Z as open are involved in this campaign.

After entering the required customer data, vehicle information and applicable campaign operation number, depending on the "Repair Performed" scenario that is selected from the menu, hitting the "Save and Continue" button will automatically fill-in several fields. Please note that there are 3 possible repair scenarios for this campaign.

CAMPAIGN INFORMATION		Repair Performed
Campaign Operation No	C1307Z	C1307Z01 Inspect Only - Primer Found
Miles / KM	34,568	C1307Z02 Inspect Only w/Remove Cover & Spacer - Primer Found
VIN	JA4AP4AUXBZ01X596	C1307Z03 Inspect Only w/Remove Cover & Spacer - NO Primer Found & Techline Confirmed Roof Glass needs to be reinstalled.
Repair Date In	08 / 10 / 2013	Repair Order No
Repair Date Out	08 / 10 / 2013	EX12345

Campaign Claim Example:

Follow these instructions for claiming for performing the required 2011MY Outlander Panoramic Glass Roof Inspection for Primer Campaign

PARTS:

The vast majority vehicles will need no parts. In very rare cases, if a panoramic glass roof needs to be reinstalled, the glass will be reusable and the only parts needed will be some moldings, stoppers and amount of primer. The allowed parts in these rare cases of a techline approved glass roof re-installation are shown on page 7 of this TSB. Parts replacements will only be allowed for glass roof re-installations using campaign operation C1307Z03.

LABOR:

The full campaign labor operation number of either C1307Z01, C1307Z02 or C1307Z03 and the allowed labor time of either .3 hours, .5 hours or 6.8 hours will be automatically entered as a result of your 'Repair Performed' entry from the "Vehicle" page.

Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Labor Hrs	Labor Amt
		C1307Z01	Inspection of Glass Roof for Primer - Primer verified	1	0.3	0.3	XX.XX
		C1307Z02	Inspection of Glass Roof after removal of cover/spacer - Primer verified	1	0.5	0.5	XX.XX
		C1307Z03	Inspection of Glass Roof after removal of cover/spacer - No Primer present verified (Glass Roof must be reinstalled)	1	6.8	6.8	XX.XX
Techline must review and approve all No Primer Found Conditions							



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Telephone: 714-372-6000
www.mitsubishicars.com

AFFECTED VEHICLES

MODELS: 2011 Outlander Sport with Panoramic Glass Roof built from August 26, 2010 – March 29, 2011

Date: July, 2013

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 decided that a defect which relates to motor vehicle safety exists in certain 2011 Outlander Sport vehicles equipped with a panoramic glass roof. Due to a manufacturing error, a necessary primer may not have been applied to the affected vehicles during the panoramic glass roof installation.

Continued use of those vehicles without the primer could result in reduced glass roof adhesion, and in the worst case, detachment of the panoramic glass roof. Detachment of the panoramic glass roof may occur without warning and can create a road hazard to other vehicles.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to verify if the necessary primer was applied during the panoramic glass roof installation. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this inspection/repair to your vehicle, free of charge.)

What your dealer will do: The dealership will inspect your vehicle to determine if the necessary primer was applied during the panoramic glass roof installation. If required, the dealer will remove the glass and properly reinstall it.

How long will it take? The time needed for this inspection is approximately 30 minutes. If your vehicle requires repair, the time needed is approximately 7 hours. 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.

C1307Z