



SAFETY RECALL BULLETIN

SUBJECT: 2013 OUTLANDER SPORT/RVR LEFT FRONT STRUT – SAFETY RECALL CAMPAIGN		No: SR-13-008	
		DATE: July, 2013	
		MODEL: 2013 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 part manufacturing error, the left front strut assembly on certain 2013 Outlander Sport/RVR vehicles may have an improperly welded stabilizer link bracket. On affected parts, the bracket may become disconnected from the strut assembly. If use continues under this condition, a detached bracket could cause damage to the tire and/or brake hose.

This campaign bulletin instructs dealers to inspect the left front strut and replace it if necessary.

AFFECTED VEHICLES

Certain 2013 Outlander Sport/RVR vehicles built from January 17, 2013 – January 25, 2013

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 left front strut 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

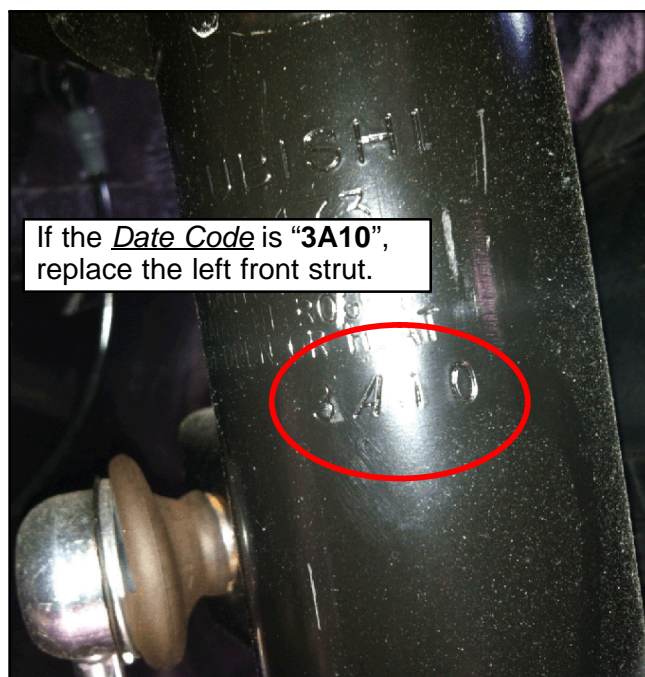
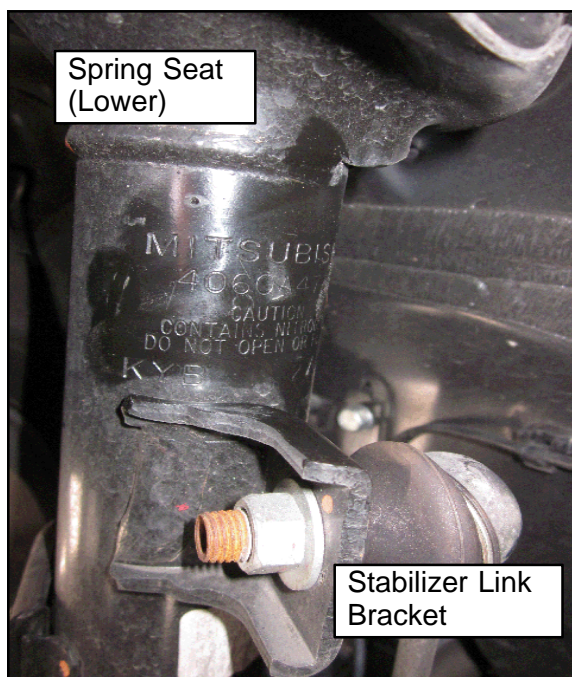
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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com)

INSPECTION PROCEDURE

1. Place the vehicle on a lift. Turn the steering wheel clockwise (to the right) until it stops.
2. Lift the vehicle and remove the left front wheel.
3. Inspect the left front strut tube with a flashlight. The Date Code is located between the spring seat (lower) and the stabilizer link bracket, and faces the inner wheel well. Wipe this area clean with a damp towel to obtain maximum legibility.



- If the Date Code is **NOT** "3A10", reinstall the left front wheel and lower the vehicle. Torque the wheel to 73 ± 7 ft-lb (98 ± 10 N-m). **Strut replacement is not required. Complete the campaign claim and enter campaign labor operation C1308Z01.**
- If the Date Code is "3A10", strut replacement is required. Proceed to the Replacement Procedure Section below.

REPLACEMENT PROCEDURE

1. Replace the strut with the parts indicated in the **Parts Information Section** below. Refer to the 2013 Outlander Sport/RVR Service Manual – Group 33: Front Suspension > Strut Assembly > Removal and Installation.

NOTE: The stabilizer link pivot stud must be held with a hex wrench to prevent the stud from turning during removal or installation of the strut connection nut (please reference TSB-13-33-001 for revised service manual instructions). Since a socket cannot be used during tightening, a crow's foot is used with a torque wrench to torque the nut. To correctly torque the nut, please reference Tech Talk Volume 191 (published in November, 2012 and available on MDL > Service > Service Tech Resources > Service Related Items > Tech Talk Newsletters) and/or the Torque Wrench Adapter Calculator on MDL > Service > Service Tech Resources > Technician's Calculators / Tools.



CAUTION If using a crow's foot, do not set the torque wrench to 29 ± 4 ft-lb (39 ± 6 N-m) as indicated in the service manual. Reference material below for correct torque wrench setting.

<p>An easy way to find the compensated torque value is using the new Torque Wrench Adapter Calculator located on the MDL. From the Main Page, select:</p> <p>“service”</p> <p>“Service Tech Resources”</p> <p>“Technician’s Calculators/Tools.”</p> <p>Insert the correct values in boxes 1, 2 & 3, then click Calculate.</p>	<p>3. SPECIFIED TORQUE:</p> <input type="text"/>		<p>SET TORQUE WRENCH TO:</p> <input type="text"/> <input type="button" value="Calculate"/>
	<p>1. CROW'S FOOT ADAPTER LENGTH: <input type="text"/></p> <p>2. WRENCH LENGTH: <input type="text"/></p> <p>HANDLE CENTERLINE</p>		

- L1 is measured from the center of the handle to the center of the torque wrench drive in inches or cm.
- L2 is measured from the center of the fastener head to the center of the torque wrench drive in inches or cm.
- The specified torque is 29 ± 4 ft-lb (39 ± 6 N-m). Input 29 (if measurement in ft-lb) or 39 (if measurement in N-m) in Box 3 of the Torque Wrench Adapter Calculator.
- Click the Calculate button. The desired torque specification will appear. Set torque wrench to the number specified.

Using a calculator, a compensated torque value can be calculated with either of the following formulas:

$\text{Torque to Set} = \frac{\text{Desired Torque}}{1 + (L2 / L1)}$	$C1 = (L2 / L1) + 1$ $\text{Torque To Set} = \text{Desired Torque} / C1$
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2. Reinstall the left front wheel. Lower the vehicle. Torque the wheel to 73 ± 7 ft-lb (98 ± 10 N-m).
3. **Perform a front wheel alignment check.** Refer to the 2013 Outlander Sport/RVR Service Manual – Group 33: Front Suspension > On-Wheel Service > Front Wheel Alignment Check and Adjustment.
 - **If the front wheel alignment is within specification, adjustment is not required. Complete the campaign claim and enter campaign labor operation C1308Z02.**
 - **If the front wheel alignment is not within specification, adjustment is required. Proceed to the Alignment Adjustment Procedure below.**

ALIGNMENT ADJUSTMENT PROCEDURE

1. Perform the front wheel alignment adjustment. Refer to the 2013 Outlander Sport/RVR Service Manual – Group 33: Front Suspension > On-Wheel Service > Front Wheel Alignment Check and Adjustment.
2. Once the alignment is within specification, you must calibrate the Steering Wheel Sensor. Refer to the 2013 Outlander Sport/RVR Service Manual – Group 35C: Active Stability Control System (ASC) > On-Vehicle Service > Steering Wheel Sensor Calibration. **Complete the campaign claim and enter campaign labor operation C1308Z03.**

NOTE: To claim campaign labor operation C1308Z03, you must retain the alignment pre-adjustment and post-adjustment print out with the repair order.

PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number	Quantity
Strut, Front Suspension (LH)	4060A473	1
Nut, Locking, M12 (Top of Strut Rod)	MU431503	1

WARRANTY:

Claim Submission: Select one of the three possible repair operations that matches the work actually performed. Refer to the claim example that follows.

#	Operation #	Description	Labor Time
1	C1308Z01	Inspection only – Date of mfg. on strut is NOT “3A10”.	.3 hrs.
2	C1308Z02	Inspection – Date of mfg. on strut is “3A10” – Replace Strut and Check Alignment, Toe Adjustment is not needed.	1.4 hrs.
3	C1308Z03	Inspection – Date of mfg. on strut is “3A10” – Replace Strut, Check Alignment, Toe Adjustment is needed and Recalibrate SAS (Steering Wheel Angular Sensor). Requires pre-adjustment and post-adjustment print out.	1.6 hrs

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 codes that correctly match up with the work that was actually performed. A claim example is provided below along with the 3 possible campaign operation number options.

Campaign Claim Example:

The screenshot shows the 'Service Warranty Warranty Claim' form in the Mitsubishi Dealer Link system. The form is titled 'Claim Entry' and 'Vehicle Information'. It includes fields for 'Campaign Operation No', 'Miles/Km', 'VIN', 'Service Technician', 'Emp No', 'Service Advisor', 'Spec Value', 'Duplicate Recall', 'Dealer', 'Ref No', 'VIN', 'Claim No', 'Adj', 'Claim Status', and 'Model and Year'. The 'Campaign Operation No' field is populated with 'C1308Z'. The 'VIN' field is populated with '4A.....'. The 'Claim Status' is set to 'Incomplete'. The 'Model and Year' is set to '2013MY'. The 'Duplicate Recall' checkbox is unchecked. The 'Save & Continue' and 'Main Menu' buttons are at the bottom.

Callout 1: Enter in the first 6 characters of this campaign labor operation: **C1308Z.**

Callout 2: This campaign is for the inspection to confirm the date of mfg. of the left front strut on certain 2013MY Outlander Sport models only.

Callout 3: Check the Open Recall area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing C1308Z as open are involved in this campaign.

Please note that there are 3 possible repair operations for this campaign.

Campaign Information				Select One C1308Z01 Inspection only – date of mfg NOT 3A10 C1308Z02 Inspection – date of mfg is 3A10 – Replace Strut and Check Alignment C1308Z03 Inspection – date of mfg is 3A10 – Replace Strut, Check Alignment, & adjustment needed and Calibrate SAS sensor					
Please Select the Repair Performed from the List									
Campaign Operation No	C1308Z	Repair Performed							
Miles/Km	5000	Repair Order No							
VIN	JA4AJ4AU8BZ600106	Repair Date In	08	17	13	Repair Date Out	08	17	13
Service Technician		Emp No		Service Advisor		Emp No			
		<Select one>				<Select one>			
Spec Value *				Enter DTC on Labor Page		Duplicate Recall *			

After entering the required customer data, vehicle information and applicable campaign operation number, depending on the “Repair Performed” scenario that is selected from the dropdown menu, hitting the “Save and Continue” button will automatically fill-in several fields.

LABOR:

As shown, the full campaign labor operation number of either C1308Z01, C1308Z02, or C1308Z03 and the allowed labor times of .3 hours, 1.4 hours or 1.6 hours respectively, will be automatically entered as a result of your selection of the actual “Repair Performed” as entered on the “Vehicle” page of the campaign claim entry.

Service Warranty Recall Claim Claim Entry Vehicle Information Corporate e-Reports DMS Interface PQR/VQR PRC Center							
Vehicle		Parts		Step 3: Labor		PWA Review	
Add Page - Labor Information							
Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Hrs	Labor Amt
		C1308Z01	Inspection only - date of mfg NOT 3A10	1	0.3	0.3	XX.XX
or							
		C1308Z02	Inspection - date of mfg IS 3A10 - Replace Strut and Check Alignment	1	1.4	1.4	XX.XX
or							
		C1308Z03	Inspection - date of mfg IS 3A10 - Replace Strut, Check Alignment & adjustment needed and Calibrate SAS Sensor	1	1.6	1.6	XX.XX

NOTE: If you select repair order operation #3 – C1308Z03, you are required to retain with the related repair order, documentation of the initial, after-strut replacement alignment specifications which indicated that the vehicle then needed a re-alignment. The documentation may be requested at a later date to further validate the repair and the additional labor time claimed.

PARTS: Parts are only required if the LF Strut needs to be replaced.

#	Delete	Part Number	Description	Quantity	Unit Price	Part Amount	Primary
1		4060A473	Strut, Front Suspension (LH)	1	xxx.xx		
2		MU431503	Nut, Locking, M12	1	xxx.xx		



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AFFECTED VEHICLES

MODELS: 2013 Outlander Sport built from January 17, 2013 – January 25, 2013

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 2013 Outlander Sport vehicles. Due to a part manufacturing error, the left front strut assembly in certain 2013 Outlander Sport vehicles may have an improperly welded stabilizer link bracket.

On affected parts, the stabilizer link bracket may become disconnected from the strut assembly. If the bracket detaches, an abnormal noise may be heard from the left front wheel area when the vehicle is in motion. Use of a vehicle with a detached bracket could cause damage to the tire and/or brake hose, which could lead to a greater risk of crash.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to verify if the left front strut assembly is affected by this recall. 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 left front strut assembly has an improperly welded stabilizer link bracket. If required, the dealer will replace the strut.

How long will it take? The time needed for this inspection is approximately 30 minutes. If your vehicle requires strut replacement, the time needed is approximately 2 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.

C1308Z