

**Part 573 Safety Recall Report****14V-560****Manufacturer Name :** Mitsubishi Motors North America, Inc.**Submission Date :** SEP 11,2014**NHTSA Recall No. :** 14V-560**Manufacturer Recall No. :** SR-14-008**Manufacturer Information :**

Manufacturer Name : Mitsubishi Motors North America, Inc.

Address : 6400 Katella Avenue

Cypress CA 90630

Company phone : 714-372-6000

**Population :**

Number of potentially involved : 2

Estimated percentage with defect : NR

**Vehicle Information :**

Vehicle : 2011-2011 mitsubishi outlander sport

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : These two vehicles will have the brake booster's product ID label inspected to determine if the brake booster was built during the suspect production period.

Production Dates : SEP 03, 2010 - SEP 03, 2010

**VIN (Vehicle Identification Number) Range**

Begin : JA4AP3AU1BZ000102

End : JA4AP3AU7BZ000105

 Not sequential VINs**Description of Defect :**

Description of the Defect : The switch sleeve in the brake booster may crack and prevent the brake pedal from properly returning.

Description of the Safety Risk : The inability of the brake pedal to return to its proper position may inhibit normal vehicle movement, resulting in increased risk of crash without prior warning.

Description of the Cause : An inappropriate installation of the switch sleeve in the brake booster may cause the switch sleeve to crack.

Identification of Any Warning that can Occur : NR

**Supplier Identification :****Component Manufacturer**

Name : Continental Automotive Corporation

Address : Technowave 100 15F, 1-1-25

Shin-Urashimacho, Yokohama Kanagawa, Japan, 221-0031 DC 20590

Country : US

**Chronology :**

In May 2010, Mitsubishi Motors Corporation (MMC) received a customer report in Japan in which the brake pedal could not return to its original position after brake application. MMC immediately began an investigation of the failed part.

In September 2010, as a result of the investigation, MMC judged the cause of the problem was improper installation of the switch sleeve. MMC could not find any manufacturing problems with the failed part.

In November 2010, MMC decided to monitor the field situation due to the low occurrence ratio of this issue.

From September 2012 to August 2014, MMC received five additional reports with similar symptoms from the Japanese market and continued its investigation, which included inspection of failed parts, review of the assembly process, review of the supplier's manufacturing process, and interview of assembly line workers.

On September 4, 2014, as a result of its thorough investigation, MMC decided that field action was necessary as a safety recall in Japan and other countries, and advised Mitsubishi Motors North America Inc. (MMNA) to conduct a safety recall in the US even though no similar claims were received in the US.

**Description of Remedy :**

Description of Remedy Program : Owners of all affected vehicles will be notified and encouraged to bring in their vehicles for inspection. If required, the brake booster will be replaced with a countermeasure unit at no charge to the customer. Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact the Mitsubishi Customer Relations Department for instructions on how to apply for a refund.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : MMNA is working internally to determine the dealer and customer notification date and will update accordingly.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported