



SAFETY RECALL BULLETIN

SUBJECT:			No: SR-14-005
OUTLANDER AWD REPLACEMENT TRANSFER ASSEMBLY – SAFETY RECALL CAMPAIGN			DATE: July, 2014
			MODEL: 2007 & 2009 Outlander
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 improper manufacturing of the oil seal boss (hole) in certain replacement (service part) transfer assemblies, the oil seal can become out of position and allow for automatic transmission fluid (ATF) entry into the transfer assembly. Reduced ATF pressure in the transaxle could result in the inability to shift gears and in the worst case scenario, the vehicle cannot be driven. Affected transfer assemblies were built November 9, 2011 – July 10, 2013 and installed in a total of five 2007 and 2009 Outlander AWD vehicles.

This campaign bulletin instructs dealers to inspect the production date stamp on the transfer assembly and replace it if required.

AFFECTED VEHICLES

A total of five 2007 and 2009 Outlander AWD vehicles installed with certain replacement (service part) transfer assemblies.

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 noncompliance is remedied.

CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles telling them to visit their local Authorized Mitsubishi Motors dealer and have the transfer assembly inspected and replaced if necessary. A draft of the customer notification letter appears at the end of this bulletin.

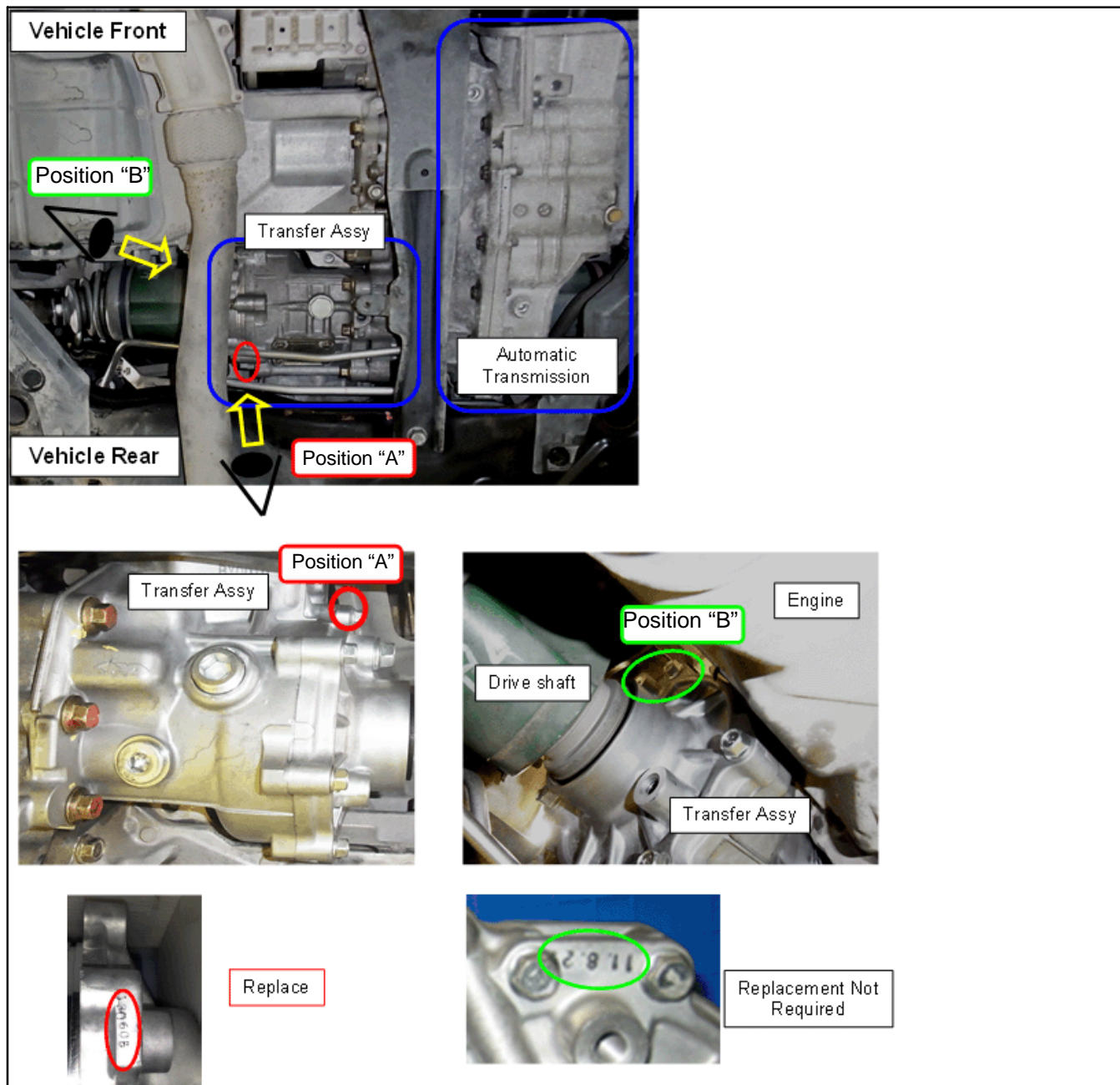
REQUIRED OPERATIONS

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.

INSPECTION PROCEDURE

1. Place the vehicle on a lift. Stop the engine, shift the selector to "P" (Park) position, and engage the parking brake
2. Raise the vehicle. Locate the transfer assembly's production date stamp.

⚠ WARNING The exhaust system may be hot. Do not touch.

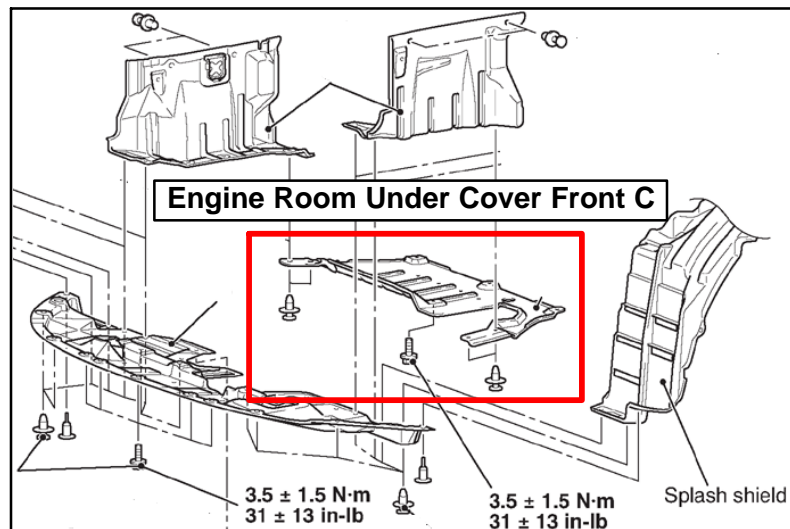


- a. If the production date stamp is in Position "A", **transfer assembly replacement is required**. Proceed to the **Replacement Procedure** section.
- b. If the production date stamp is in Position "B", **transfer assembly replacement is not required**. Complete the campaign claim and enter campaign labor operation **C1407T01**.

REPLACEMENT PROCEDURE

⚠ WARNING The exhaust system may be hot. Do not touch.

1. Remove the right front wheel.
2. Remove engine room under cover front C.

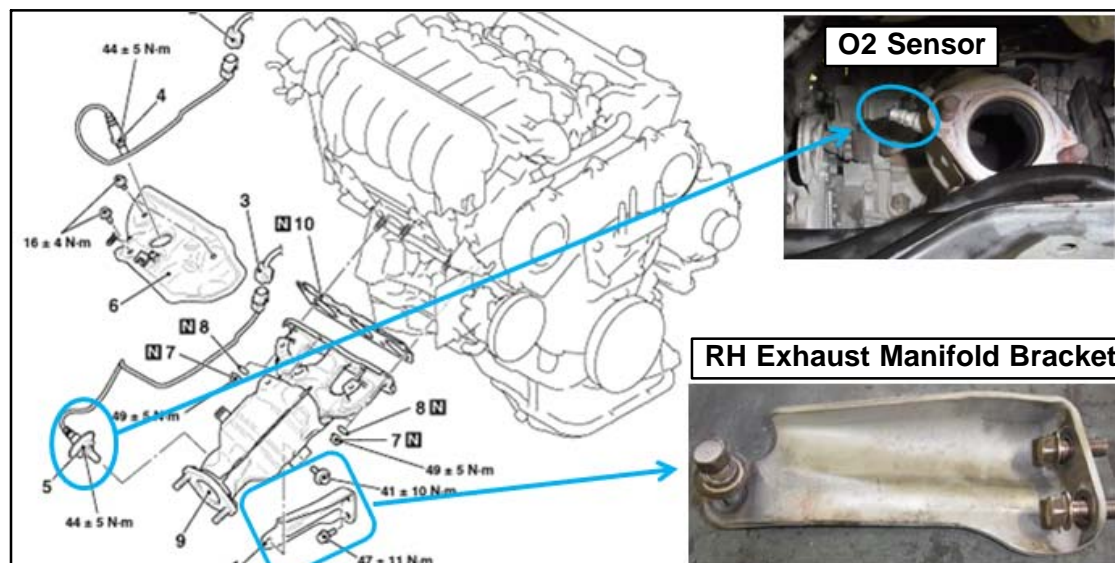


3. Drain the ATF. Please refer to the applicable service manual, Group 23C – Automatic Transaxle, On-Vehicle Service > Transmission Fluid Change.

NOTE: After draining the ATF, install the drain plug with (1) new gasket P/N 2702A031 and torque to 65 ± 21 in-lb (7.4 ± 2.4 N-m)

4. Drain the transfer assembly oil. Please refer to the applicable service manual, Group 23C – Automatic Transaxle, On-Vehicle Service > Transfer Oil Replacement.
5. Remove the front exhaust pipe. Please refer to the applicable service manual, Group 15 – Intake and Exhaust, Exhaust Pipe and Main Muffler > Removal and Installation (3.0L Engine).
6. Remove the right exhaust manifold bracket and O2 sensor.

NOTE: Use rust penetrant lubricant during O2 sensor removal to prevent damage.

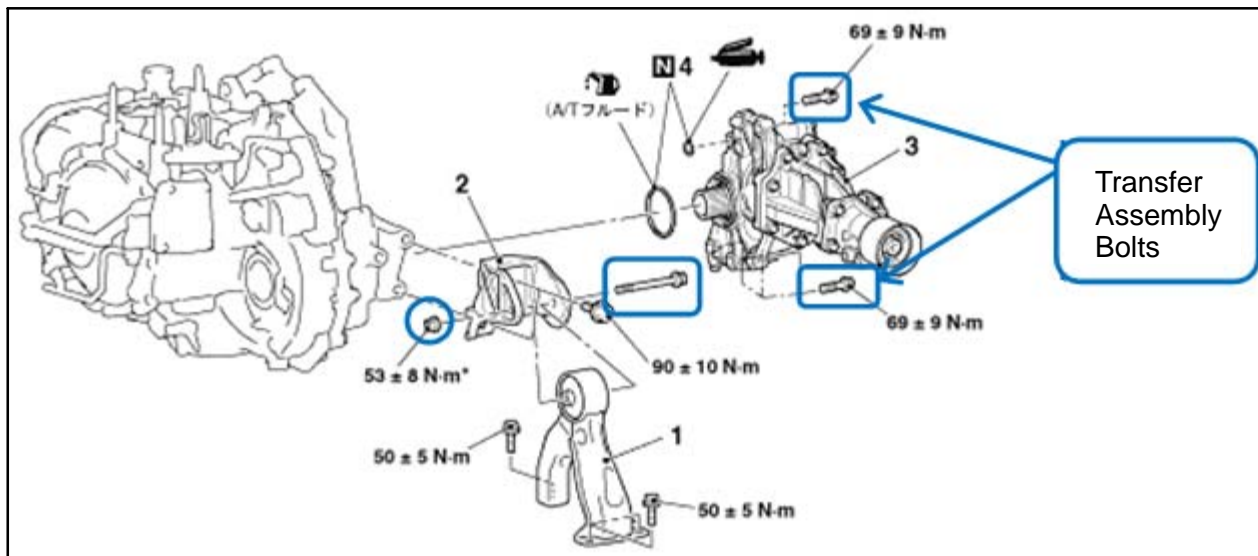


7. Remove the propeller shaft. Please refer to the applicable service manual, Group 25 – Propeller Shaft, Propeller Shaft > Removal and Installation.

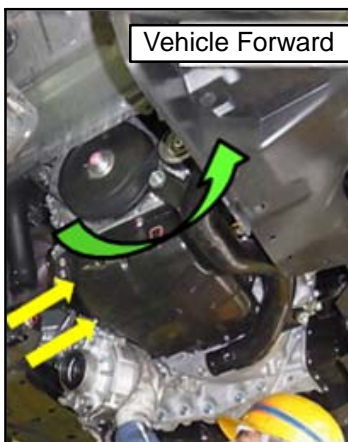
NOTE: To prevent transfer fluid leakage during propeller shaft removal, take the new transfer assembly's output shaft plastic cap and place it on the old transfer assembly's output shaft immediately after propeller shaft removal.

8. Remove the right hand front driveshaft assembly. Please refer to the applicable service manual, Group 26 – Front Axle, Driveshaft Assembly > Removal and Installation.
9. Remove the front roll stopper and centermember. Please refer to the applicable service manual, Group 32 – Power Plant Mount, Engine Roll Stopper and Centermember > Removal and Installation.
10. Remove the power steering hoses. Please refer to the applicable service manual, Group 37 – Power Steering, Power Steering Hoses > Removal and Installation.
11. Remove the transfer assembly. Please refer to the applicable service manual, Group 23C – Automatic Transaxle, Transfer Assembly (AWD) > Removal and Installation.

NOTE: Loosen the indicated transfer assembly bolts before removing the rear roll stopper.



NOTE: Move the engine and transmission assembly forward to create space for transfer assembly removal. Do not use a tool such as a bar to move the engine and transmission. Be careful not to push the engine into the radiator assembly.



- a. To create space for transfer assembly removal, roll the engine by pushing the oil pan towards the direction indicated by the yellow arrows.

12. Install the new transfer assembly P/N 3200A158. Please refer to the applicable service manual, Group 23C – Automatic Transaxle, Transfer Assembly (AWD) > Removal and Installation.

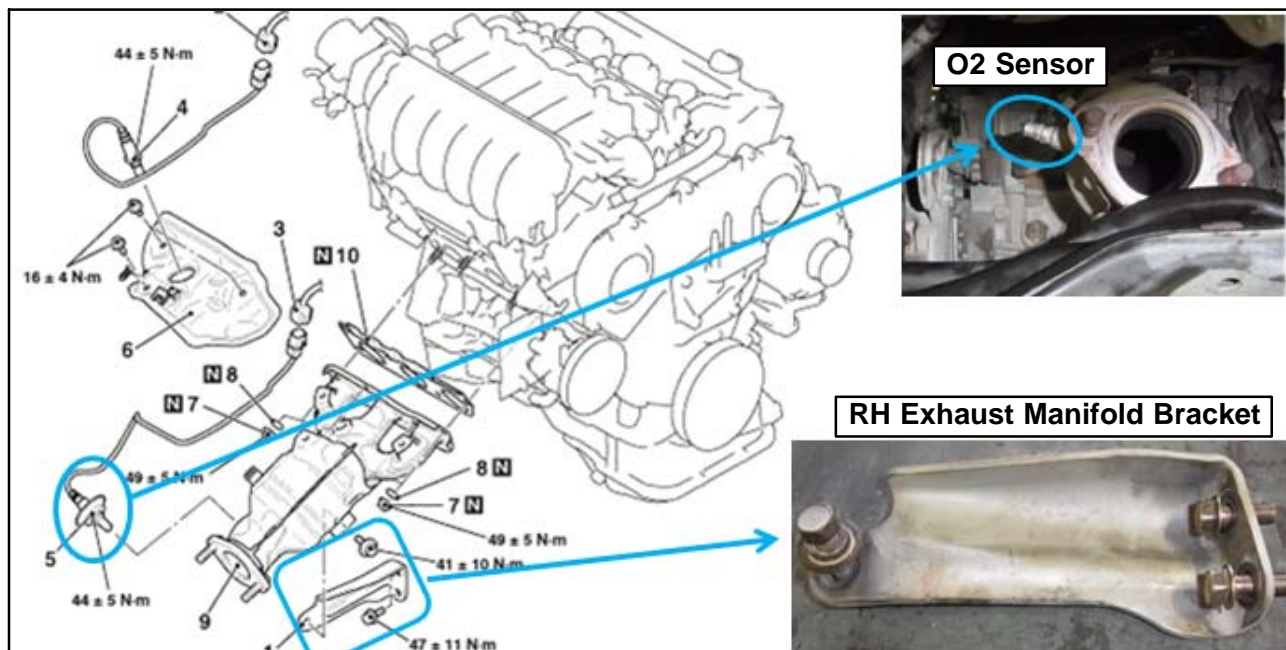
NOTE: Install O-ring P/N MD743612 to the new transfer assembly.



13. Install the power steering hoses. Please refer to the applicable service manual, Group 37 – Power Steering, Power Steering Hoses > Removal and Installation.

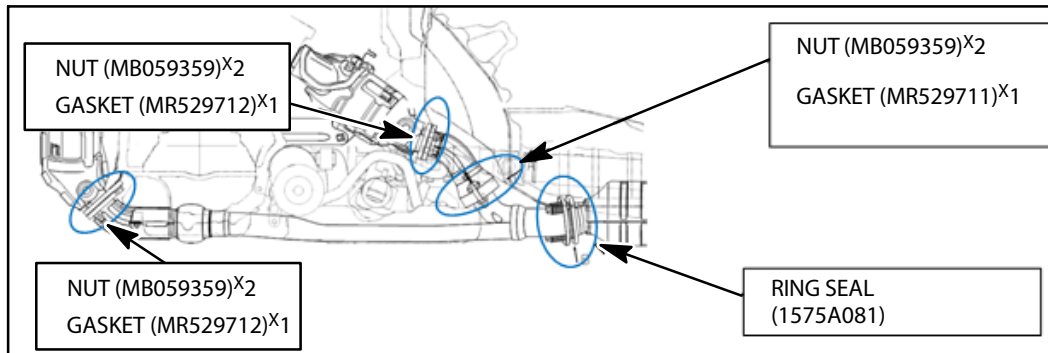
NOTE: Install (4) new gaskets on the eye bolts P/N MF660066.

14. Install the front roll stopper and centermember. Please refer to the applicable service manual, Group 32 – Power Plant Mount, Engine Roll Stopper and Centermember > Removal and Installation.
15. Install the propeller shaft. Please refer to the applicable service manual, Group 25 – Propeller Shaft, Propeller Shaft > Removal and Installation.
16. Install the right exhaust manifold bracket and O2 sensor. Torque specification for right exhaust manifold bracket is 35 ± 8 ft-lb (47 ± 11 N-m). Torque specification for O2 sensor is 33 ± 3 ft-lb (44 ± 5 N-m).



17. Install the front exhaust pipe. Please refer to the applicable service manual, Group 15 – Intake and Exhaust, Exhaust Pipe and Main Muffler > Removal and Installation (3.0L Engine).

NOTE: Install (6) new nuts P/N MB059359, (1) new gasket P/N MR529711, (2) new gaskets P/N MR529712, and (1) new seal ring P/N 1575A082.



18. Install the right hand front driveshaft assembly. Please refer to the applicable service manual, Group 26 – Front Axle, Driveshaft Assembly > Removal and Installation.

NOTE: Install (1) new front axle circular clip P/N 3817A130 and (1) self locking nut P/N MS440002 for the right hand tie-rod end. Also install (1) front driveshaft castle nut P/N 3885A009 and (1) split pin P/N MF472085.

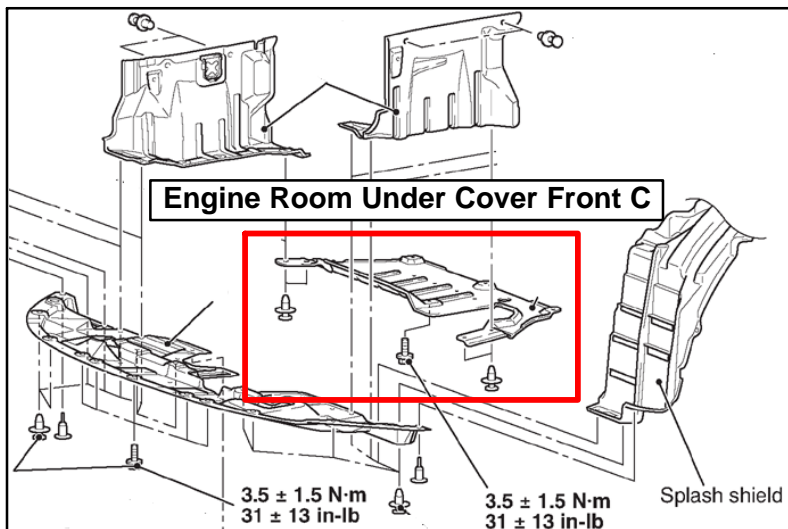
19. Fill the transfer assembly oil. Please refer to the applicable service manual, Group 23C – Automatic Transaxle, On-Vehicle Service > Transfer Oil Replacement.

NOTE: Fill Mitsubishi genuine super hypoid gear oil (GL-5 SAE80). Install oil filler plug with (1) new aluminum gasket P/N MF660036.

20. Refill the ATF. Please refer to the applicable service manual, Group 23C – Automatic Transaxle, On-Vehicle Service > Transmission Fluid Change.

NOTE: Use Mitsubishi genuine ATF (ATF-J3)

21. Install the engine room under cover front C.



22. Install the right front wheel. Torque specification is $73 \pm 7 \text{ ft}\cdot\text{lb}$ ($98 \pm 10 \text{ N}\cdot\text{m}$).

23. The repair is now completed. Lower the vehicle, test drive to ensure the powertrain operates properly and that there are no leaks. Return the vehicle to the customer when you have verified the repair is completed satisfactorily.

PARTS INFORMATION

Use the genuine Mitsubishi Parts listed below:

Description	Part Number	Quantity
Transfer Sub Assy	3200A158	1
Repair Kit, Transfer Assy	3200A242	1
Power Steering Fluid, DiaQueen (1 Liter)	4039645	1
Super Hypoid Gear Oil API Classification GL-5 SAE 80 (1 Quart)	MZ320350	1
Automatic Transmission Fluid, DiaQueen – J3 (1 Quart)	MZ320286	4

WARRANTY INFORMATION

There are 2 possible repair scenarios:

#	Campaign Operation	Repair Scenario	Labor Time Allowance
1	C1407T01	C1407T01 Inspect – Transfer case production date stamp = position “B” = OK	0.3 hrs
2	C1407T02	C1407T02 Inspect – Transfer case production date stamp = position “A” = Replace transfer case	5.3 hrs

WARRANTY / RECALL 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 operation code that correctly matches up with the work that was actually performed. A claim example is provided below.

Certain (5) 2007 and 2009 MY – Outlander AWD models

Required Operation to be performed	Labor Operation	Labor Time
1. Inspect: T/Case production date stamp location- if in position "B" = Ok T/C	C1407T01	0.3 hrs.
2. Inspect: T/Case production date stamp location- if in position "A" = Replace T/C	C1407T02	5.3 hrs.

Claim Header Section: 2007 & 2009MY Outlander AWD Inspect Transfer Case & Replace if Needed

MITSUBISHI DEALER LINK Service Warranty Warranty Claim Help

Claim Entry Vehicle Information PQR/VQR

Campaign Information

Campaign Operation No: C1407T__

Miles/Km: 5000

VIN: JA.....

Service Technician: [] Emp No: []

Spec Value * [] Duplicate Recall *

Dealer: 99320 Ref No: [] VIN: []

Claim No: [] Adj: [] Claim Status: Incomplete Model and Year: []

Save & Continue Main Menu

Enter in the first 6 characters of this campaign labor operation: C1407T.

This campaign is for the inspection of the location of the Transfer Case production date stamp on only certain (5) 2007 & 2009 Outlander AWD models.

Check the "Open Recall" area of the Superscreen each time to be certain of a vehicle's eligibility. Only 5 VINs in the USA showing C1407T are involved in this campaign.

Note: There are a total of 5 VINs in the USA involved in this campaign.

After entering the required customer data, vehicle information and applicable campaign labor 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 only 2 possible repair scenarios for this campaign.

CAMPAIGN INFORMATION			
Campaign Operation No	C1407T	2007 & 2009 Outlander AWD	Repair Performed C1407T01 Inspect - T/Case production date stamp location = position 'B' = OK C1407T02 Inspect - T/Case production date stamp location = position 'A' = Replace T/Case
Miles / KM	5,000	Repair Order No	EX12345
VIN	JA4MT41X17U019279	Repair Date In	08 / 01 / 2014
		Repair Date Out	08 / 01 / 2014

Campaign Claim Example:

Follow these instructions to claim for performing the inspection of the transfer case production date stamp location on certain 2007 & 2009 model year Outlander AWD models.

PARTS:

Scenario #1: Inspect T/Case production date stamp location – if in position “B” = Transfer case is OK. Requires no parts.

Scenario #2 – Inspect T/Case production date stamp location – if in position “A” = Replace the Transfer Case. Refer to page 7 of this TSB for a complete list of parts and compare to the parts used on your RO.

LABOR:

The full campaign labor operation number of either: #1) C1407T01 or #2) C1407T02 and the allowed labor time of either 0.3 hours for scenario #1, 5.3 hours for scenario #2, will be automatically entered as a result of the 'Repair Performed' selected from the “Vehicle” page.

Scenario	Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Labor Hrs	Labor Amt
#1			C1407T01	C1407T01 Inspect - T/Case production date stamp location = position 'B' = OK	1	0.3	0.3	XX.XX
#2			C1407T02	C1407T02 Inspect - T/Case production date stamp location = position 'A' = Replace T/Case	1	5.3	5.3	XX.XX



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

6400 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

This notice applies to your vehicle, _____.

This notice has been sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Date: July, 2014

Dear Mitsubishi Owner,

Reason for notice: Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2007 and 2009 Outlander AWD vehicles. The oil seal boss (hole) in certain replacement (service part) transfer assemblies may have been improperly manufactured. The oil seal can become out of position and allow for automatic transmission fluid (ATF) entry into the transfer assembly.

Reduced ATF pressure in the transaxle could result in the inability to shift gears and in the worst case scenario, the vehicle cannot be driven, increasing the risk of crash. This condition will illuminate the "Automatic Transmission" A/T warning light in the instrument panel.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the transfer assembly inspected. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this inspection/replacement to your vehicle, free of charge.)

What your dealer will do: The dealership will inspect the transfer assembly and determine if the oil seal boss was properly manufactured. If necessary, the transfer assembly will be replaced with a countermeasure unit.

How long will it take? The time needed for this inspection is approximately **0.5 hrs.** If the transfer assembly requires replacement, the time needed is approximately **5.5 hrs.** 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 with the transfer assembly and had it replaced as a result of this specific 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 consideration:

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.

C14071