



# SAFETY RECALL BULLETIN

<b>SUBJECT:</b> <b>2007–2013 OUTLANDER POWER STEERING PRESSURE HOSE ASSEMBLY – SAFETY RECALL CAMPAIGN</b>			<b>No:</b> <b>SR-14-006</b>
			<b>DATE:</b> <b>August, 2014</b>
			<b>MODEL:</b> <b>2007–2013 Outlander</b>
<b>CIRCULATE TO:</b>	<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

The power steering pressure hose assembly installed on certain 2013 Outlander vehicles during production may have insufficient clearance to the automatic transaxle converter housing, possibly causing the power steering pressure hose assembly to rust from abrasive contact between the two components. In the worst case scenario, a pin hole could develop and allow for power steering fluid leakage, which can result in the loss of power steering assist.

2012 and older Outlander vehicles were not manufactured with the subject automatic transaxles, however, a total of six replacement (service parts) were installed on certain 2007-2012 Outlanders and are affected by this condition.

This campaign bulletin instructs dealers to replace the power steering pressure hose assembly and return tube.

## AFFECTED VEHICLES

Certain 2013 Outlander vehicles built September 3, 2012 – March 29, 2013 and six replacement (service parts) installed on certain 2007–2012 Outlander vehicles.

### **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 telling them to visit their local Authorized Mitsubishi Motors dealer and have the power steering pressure hose assembly and return tube replaced. A sample 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.

## REQUIRED EQUIPMENT

**The following equipment is needed to erase and read DTCs from all ECUs:**

- VCI (Vehicle Communication Interface) or VCI Lite – MB991824 or MB992744.
- MEDIC Laptop computer with A/C power adapter – 520924, or 547708.
- MUT–III main harness 'A' (blue connector at the DLC end) – MB991910 or MB992745.
- USB 2.0 cable – MB991827 or MB992747.

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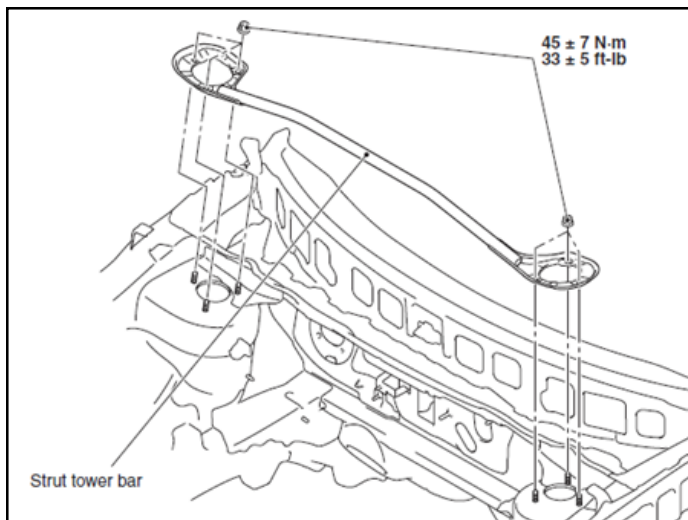
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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website ([www.mitsubishitechinfo.com](http://www.mitsubishitechinfo.com))

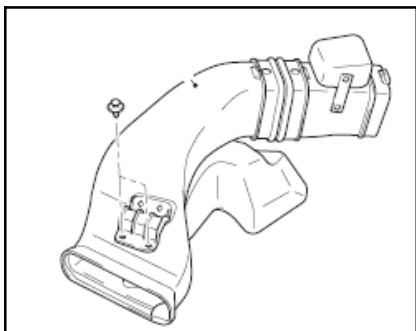
## REPLACEMENT PROCEDURE

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

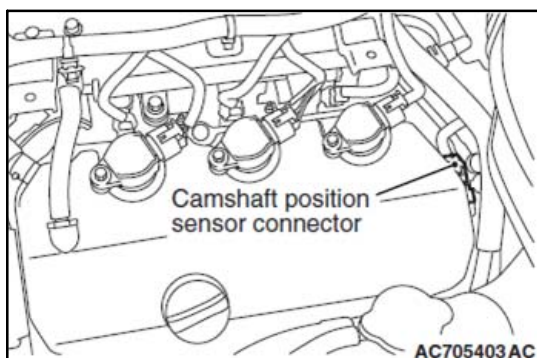
1. Place the vehicle on a lift. Stop the engine, shift the selector to “P” (Park) position, and engage the parking brake. **Do not raise the vehicle.**
2. Open the hood. If equipped, remove the strut tower bar. Once removed, reinstall the six strut mounting nuts and torque to specification to maintain suspension structure.



3. Remove the air filter intake duct.



4. Disconnect the camshaft position sensor connector.



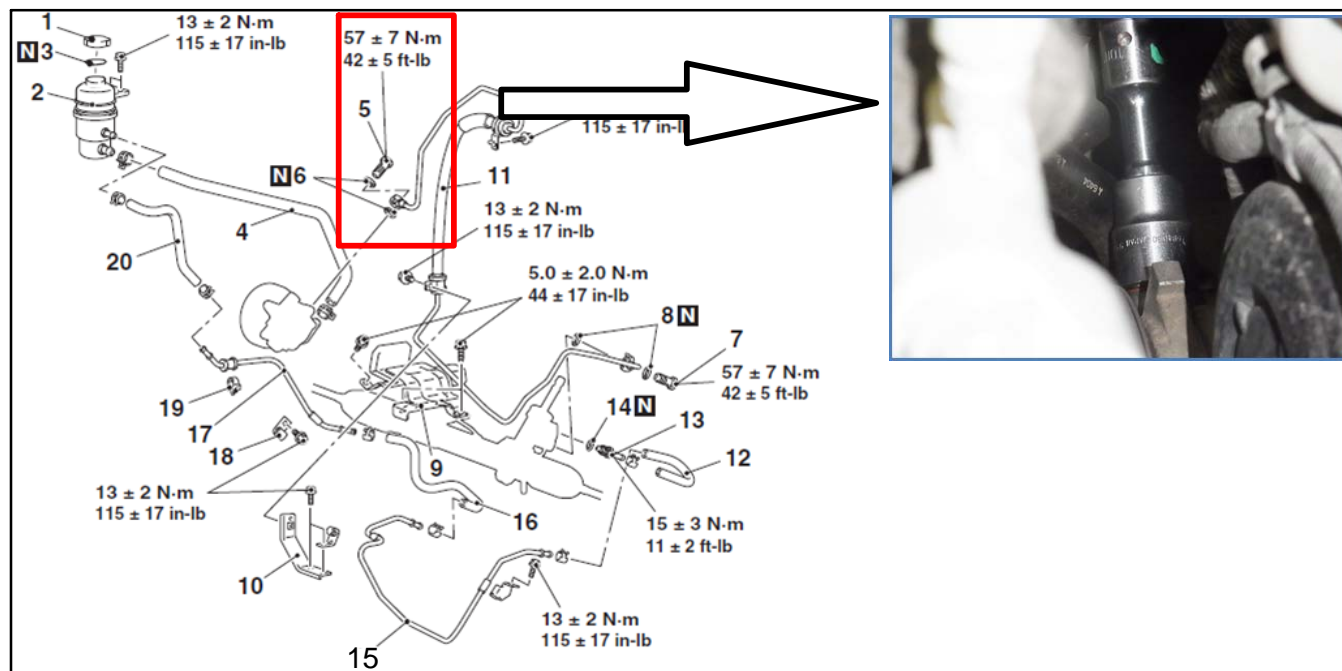
5. Raise the vehicle to a level where the wheels are approximately 3 inches from the ground. Place a fender cover along the passenger side fender to protect the body from power steering fluid leakage. Remove the cap and oil ring from the power steering oil reservoir. Extract as much fluid as you can from the reservoir.
6. Use pliers to loosen the clip/clamp and disconnect the return hose from the return tube assembly.
7. Connect a spare rubber hose that is at least 1 foot long to the return tube assembly nozzle. Insert the other end of the hose to an empty 1L container for fluid extraction.
8. Have another technician sit in the driver's seat and crank the engine. Keep the engine cranking in 15–20 second intervals while rotating the steering wheel from lock-to-lock five to six times. This action circulates the power steering fluid through the return tube assembly. Continue this action until power steering fluid is no longer flowing from the hose.

**NOTE:** Camshaft position sensor connector was disconnected to prevent the engine from starting.

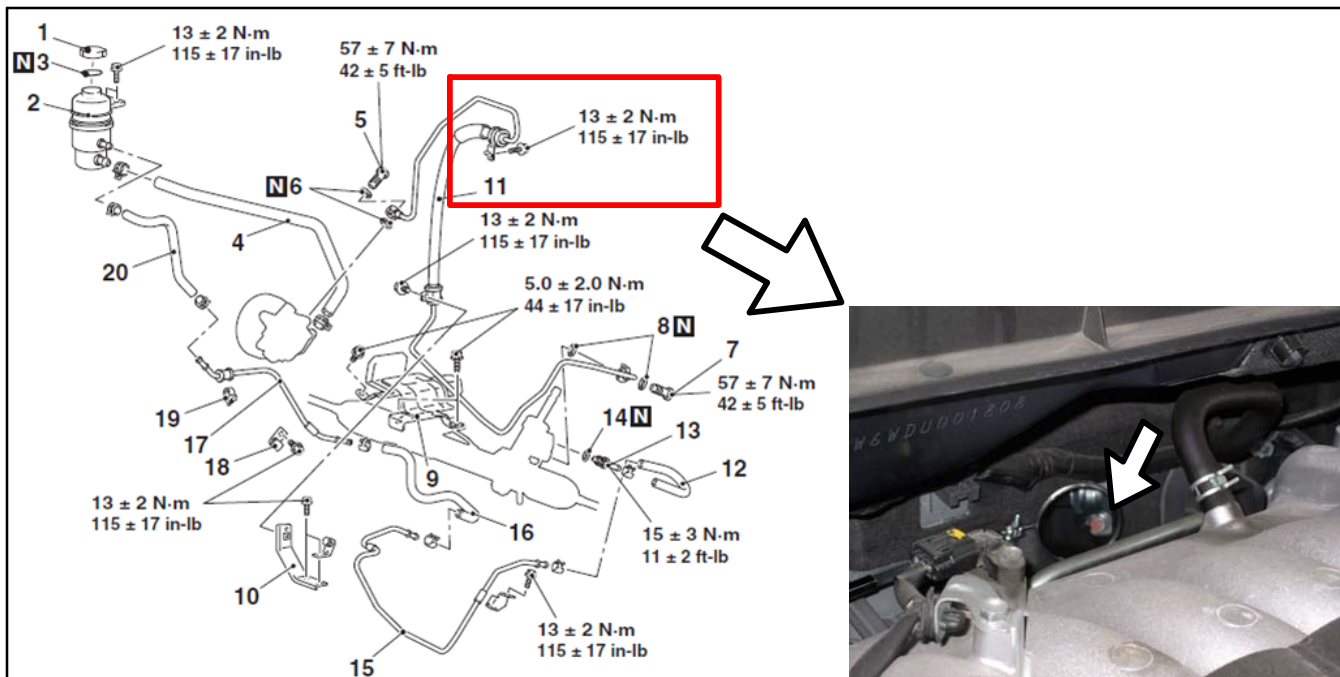
**CAUTION** Be careful to not overfill the bottle.

9. Disconnect the spare rubber hose and reinstall the return hose. Reinstall the clip/clamp.
10. Remove the pressure hose assembly's oil pump assembly eyebolt (5) and gaskets (6).

**IMPORTANT** Do not reuse the gaskets. Ensure the gaskets do not remain on the eyebolt's mounting location.

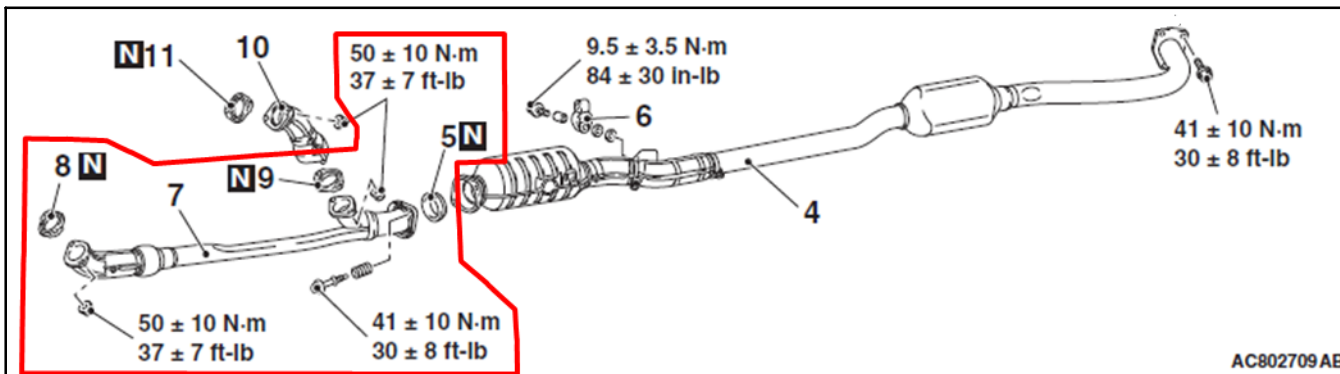


11. Remove the pressure hose assembly's installation bolt between the engine and the bulkhead.



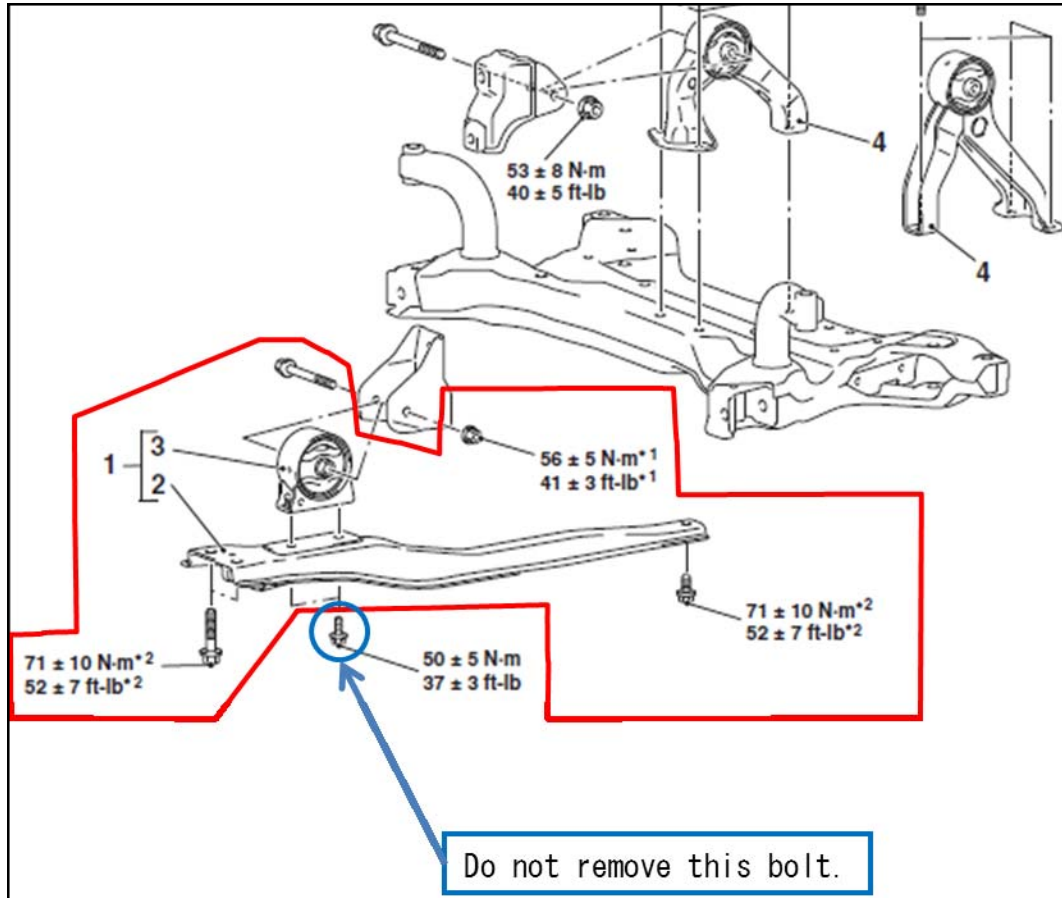
**NOTE:** Illustration displays the bolt's location when viewed with an inspection mirror.

12. Raise the vehicle. Remove front exhaust pipe (7). Discard gasket (8), gasket (9), and seal ring (5).



13. Remove front roll stopper and centermember.

**IMPORTANT** Do not remove the indicated bolt.



14. Remove the pressure hose assembly components in the following order:

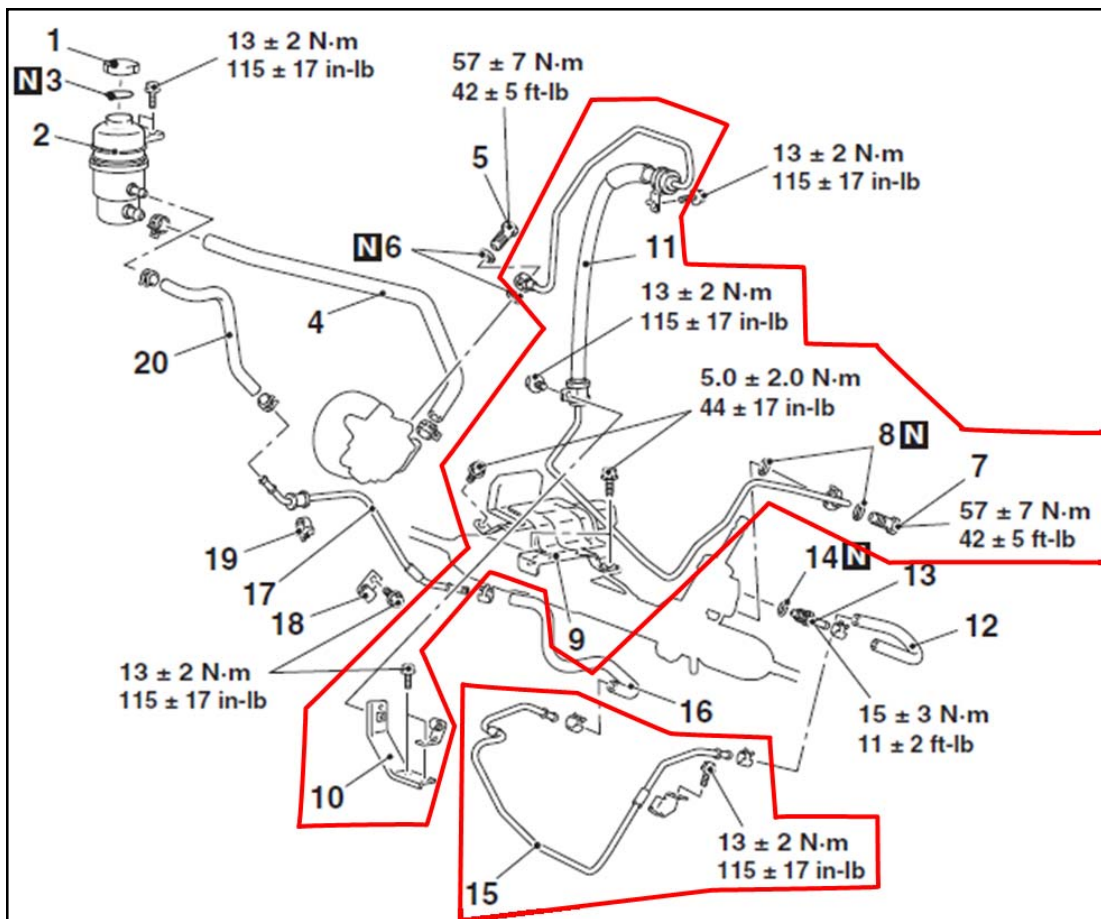
**NOTE:** Disconnect the oil pressure switch if equipped.

- Steering rack eyebolt (7).
- Two gaskets (8) and discard
- Heat protector (9)
- Hose bracket (10)
- Pressure hose assembly (11)
- Return tube (15)

**CAUTION** Eyebolt removal will cause power steering fluid to leak. Prepare a drain pan underneath the eyebolt and place shop rags near the area to prevent spillage.

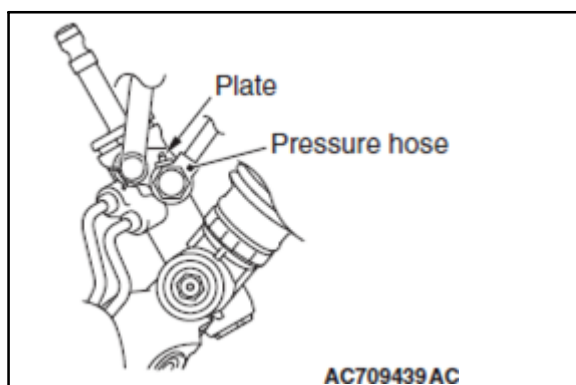
**CAUTION** When removing the pressure hose assembly, keep it upright to prevent power steering fluid spillage. Drain the remaining fluid into a drain pan.

**IMPORTANT** Do not reuse the gaskets. Ensure the gaskets do not remain on the eyebolt's mounting location.



15. Install the pressure hose assembly components in the following order:

**NOTE:** Connect the oil pressure switch if equipped.

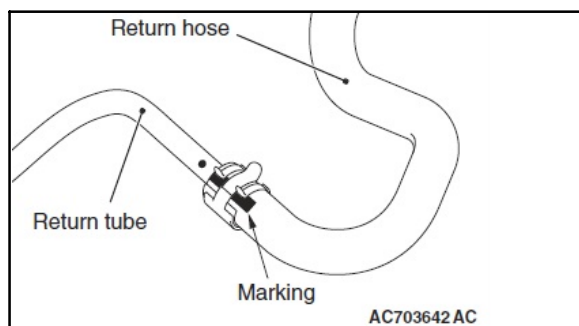


a. Pressure hose assembly (11). See **Parts Information** section for correct part number.

i. Install so the plate area of the pressure hose is in the position shown.

b. Steering rack eyebolt (7) and two new gaskets (8) P/N MF660066.



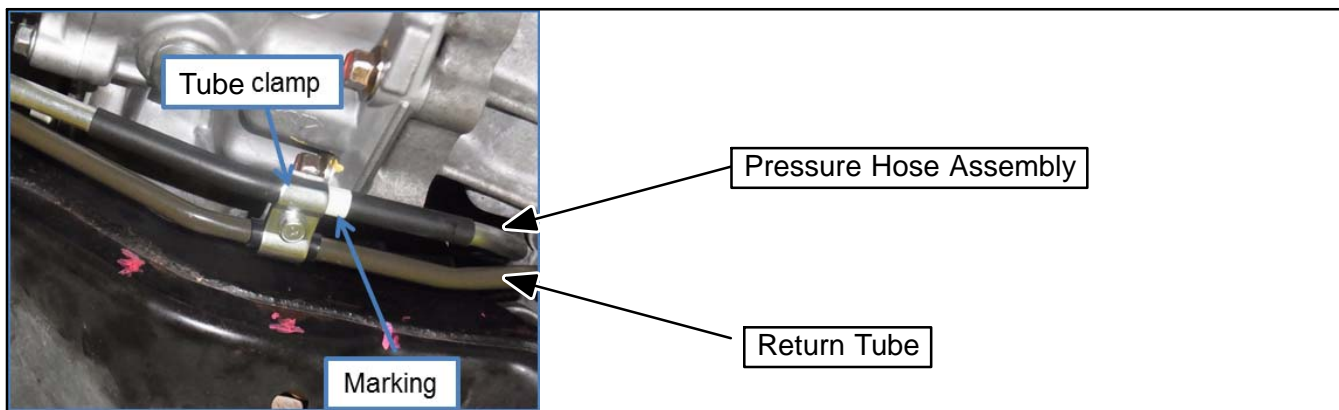


- c. Return tube (15). Align the marking on the return tube and return hose.

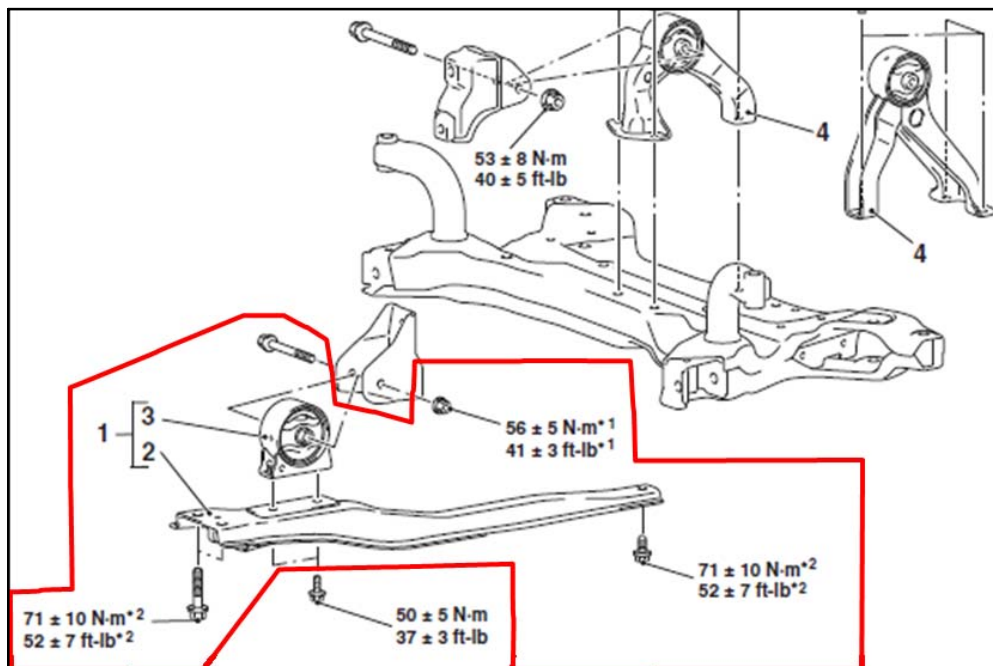
d. Hose Bracket (10).

e. Heat protector (9).

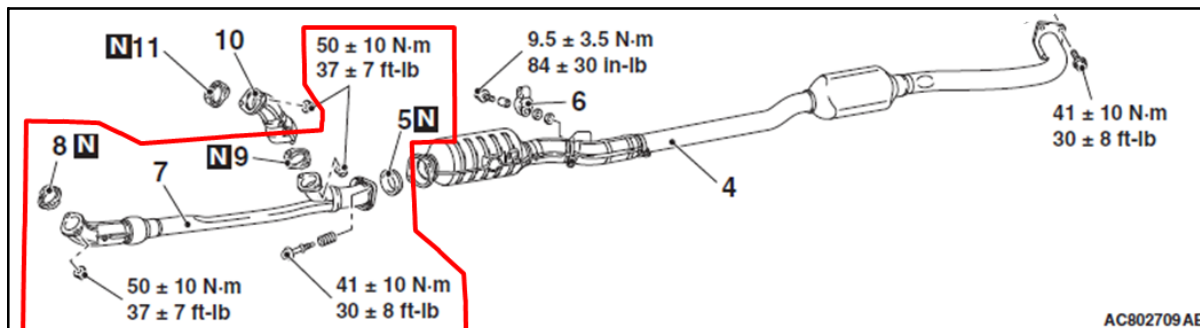
- f. Fix the hose clamp provided in the Kit to the pressure hose assembly and return tube so the marking on the pressure hose assembly and clamp are positioned as shown below. Torque to 26 – 39 in-lb (2.9 – 4.4 Nm).



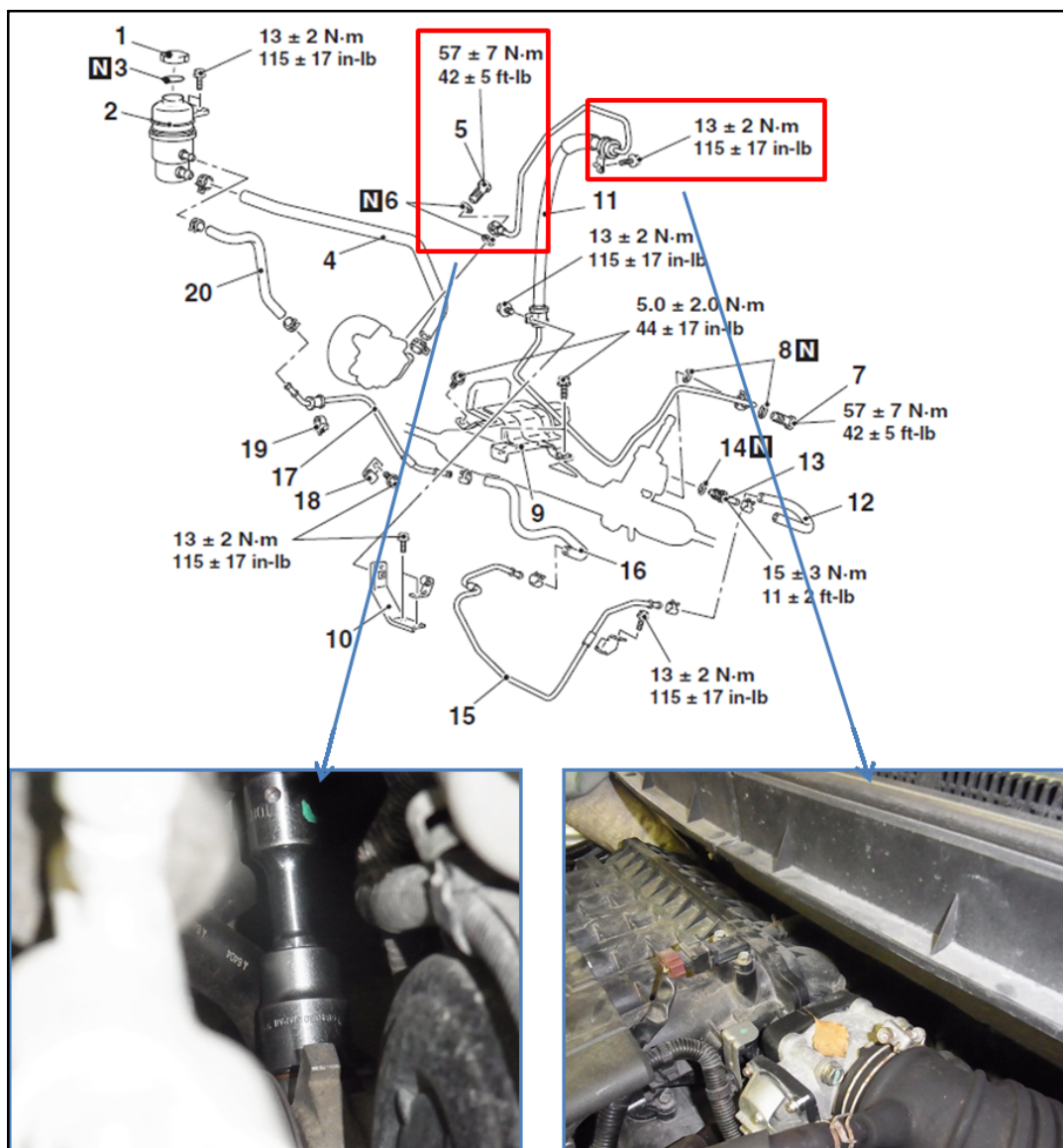
16. Reinstall front roll stopper and centermember assembly.



17. Reinstall front exhaust pipe. Install new seal ring (5) P/N 1575A082, gasket (8) P/N MR529712, gasket (9) P/N MR529711, and four lock nuts P/N MB059359.

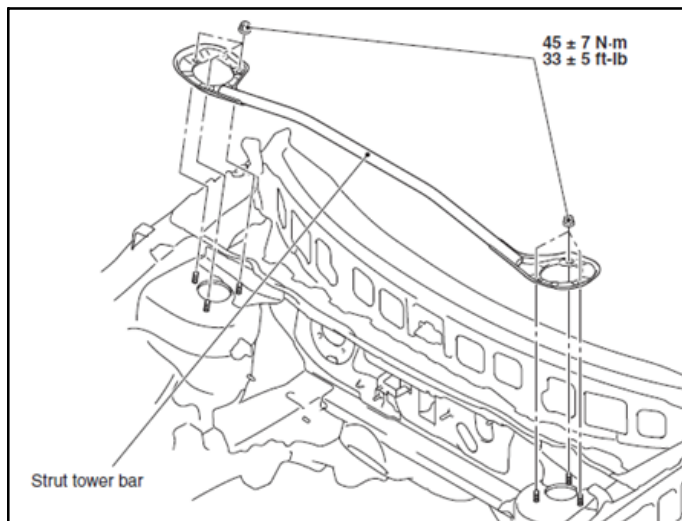


18. Lower the vehicle. Install pressure hose assembly from the engine compartment. Reuse the oil pump assembly eyebolt and use two new gaskets P/N MF660066.





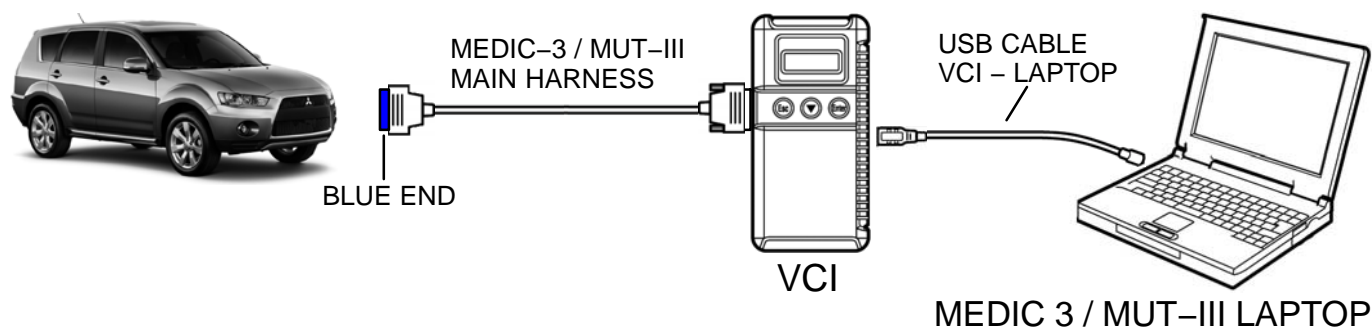
19. Raise the vehicle to a level where the wheels are approximately 3 inches from the ground.
20. Refill the reservoir with Diaqueen Power Steering Fluid P/N 4039645.
21. Have another technician sit in the driver's seat and crank the engine. Keep the engine cranking in 15–20 second intervals while rotating the steering wheel from lock-to-lock five to six times. This action circulates the power steering fluid through the power steering system. **Do not allow the reservoir level to fall below the return hose. Doing so may allow air into the system.**
22. To remove aeration from the system, repeat steps 20–21 until the reservoir's MAX level is reached and no bubbles are seen in the fluid.
23. Reconnect the camshaft position sensor connector.
24. Raise the vehicle. With a flashlight, inspect for any power steering fluid leakage.
25. Lower the vehicle. Take note of the power steering oil reservoir level. Start the engine (idling) and rotate the steering wheel to the left and right until there are no air bubbles in the oil reservoir. Confirm the fluid is not milky, and that the level is between the high and low dipstick marks. Look for any power steering fluid leakage in the engine compartment. Check the reservoir level again. If the level has decreased by 5mm (0.2 in) or more, air may still be in the system. Stop the engine, disconnect the camshaft position sensor connector, and return to step 19.
26. Raise the vehicle. Check again for power steering fluid leakage.
27. Lower the vehicle. Check the power steering oil reservoir and top off if necessary. Reinstall the power steering oil reservoir cap and oil ring.
28. Reinstall the air filter intake duct.
29. If equipped, reinstall the strut tower bar.



## ERASE AND READ DTCs FROM ALL ECUs

1. Connect the equipment as follows:
  - Turn the laptop computer on.
  - Connect the USB cable to the VCI/VCI Lite.
  - When the laptop displays the MUT-III main screen, connect the USB cable to the laptop.
  - Connect the MUT-III main harness with the blue DLC connection to the VCI/VCI Lite.
  - Connect the blue connector of the MUT-III main harness to the vehicle's data link connector.

**NOTE:** VCI shown for illustration purposes only.



2. Turn the ignition switch to the “ON” position.

**NOTE:** Ensure all accessories are off (e.g. lights, heating and AC system, audio/navi unit, etc...).

3. From the MEDIC main page,
  - a. Click on MUT-III
  - b. Select “Special Function”
  - c. Select “All DTCs”
  - d. Select “Erase and read all DTCs”. If any DTCs appear, troubleshoot per the applicable service manual.

## PARTS INFORMATION

Use the genuine Mitsubishi Parts listed below:

Description	Part Number	Quantity
Kit, Power Steering Oil Line Tube (All except for 07MY Canadian Outlander)	4455A629	1
Kit, Power Steering Oil Line Tube (07MY Canadian Outlander Only)	4455A718	1
Gasket, Power Steering Oil Line	MF660066	Included in Kit
Seal Ring, Exhaust Pipe	1575A082	1
Gasket, Exhaust Pipe	MR529711	1
Gasket, Exhaust Pipe	MR529712	1
Nut, Lock, 12, 6T	MB059359	4
Power Steering Fluid, Diaqueen (1 liter)	4039645	1

## WARRANTY INFORMATION

There is only 1 possible repair scenario:

#	Campaign Operation	Repair Scenario	Labor Time Allowance
1	C1406T01	Replace the Power Steering oil pressure hose	2.0 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 2007–2013 MY – Outlander models

Required Operation to be performed	Labor Operation	Labor Time
1. Replace power steering pressure hose –	C1406T01	2.0 hrs.

Claim Header Section: 2007–13 MY PS Pressure Hose

**MITSUBISHI DEALER LINK** Service Warranty Warranty Claim Help

Claim Entry Vehicle Information

**Campaign Information**

Campaign Operation No: C1406T\_ \_

Miles/Km: 5000

VIN: JA.....

Service Technician: Emp No: Service Advisor:

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: C1406T.

This campaign is for the replacement of the power steering pressure hose on certain 2007–13MY Outlander models. Check the “Open Recall” area of the Superscreen each time to be certain of a vehicle’s eligibility. Only VINs showing C1406T as open are involved in this campaign.

Note: There are 203 VINs in the US and 1,635 in Canada 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 is only 1 possible repair scenario for this campaign.

CAMPAIGN INFORMATION			
Campaign Operation No	C1406T	2007-2013 Outlander	Repair Performed C1406T01 Replace Power Steering Pressure Hose
Miles / KM	5,000	Repair Order No	EX12345
VIN	JA4JT5AX1DU009402	Repair Date In	Repair Date Out
		07 / 10 / 2014	07 / 10 / 2014

### Campaign Claim Example:

Follow these instructions to claim for performing the replacement of the power steering pressure hose on certain 2007–2013MY Outlander models.

### PARTS:

Repair scenario #1 requires parts. All involved vehicles require the power steering pressure hose to be replaced.

### Scenario #1 – Replace the power steering pressure hose

### Parts Required

	Delete	Part No	Part Description	Qty
1		4455A629	TUBE KIT,P/S OIL LINE	1
2		MF660066	GASKET,P/S OIL LINE	1
3		1575A082	SEAL RING,EXHAUST PIPE	1
4		MR529712	GASKET,EXHAUST PIPE	1
5		4039645	POWER STEERING FLUID,DIAQUEEN	1

### LABOR:

The full campaign labor operation number of **C1406T01 at 2.0 hours** will be automatically entered as a result of the 'Repair Performed' selected from the “Vehicle” page.

MITSUBISHI DEALER LINK							
Claim Entry		Vehicle Information		Corporate		DMS Interface	
Vehicle		Parts		Step 3: Labor		PWA	
Add Page - Labor Information							
Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Labor Hrs	
#1		C1406T01	Replace Power Steering Pressure Hose	1	2.0	2.0	XX.XX



## IMPORTANT SAFETY RECALL

**Mitsubishi Motors North America, Inc.**

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
[www.mitsubishicars.com](http://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: August, 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 2007-2013 Outlander vehicles. The power steering pressure hose assembly may have been installed with insufficient clearance to the automatic transaxle, possibly causing the power steering hose assembly to rust from abrasive contact between the two components.

A pin hole could develop on the power steering hose assembly and allow for power steering fluid leakage, which can result in the loss of power steering assist and increase the risk of crash.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the power steering hose assembly and return tube replaced. 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 replace the power steering pressure hose assembly and return tube.

**How long will it take?** The time needed for this repair is approximately 2.0 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 power steering pressure hose assembly and had it replaced as a result of this specific condition and have paid for the repair, you may send your original repair order or invoice **and** original receipt/proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

C1406T