



SAFETY RECALL BULLETIN

SUBJECT: 2011 OUTLANDER SPORT/RVR BRAKE BOOSTER – SAFETY RECALL CAMPAIGN		No: SR-14-008
		DATE: October, 2014
		MODEL: 2011 Outlander Sport/RVR
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR
		<input checked="" type="checkbox"/> TECHNICIAN
		<input checked="" type="checkbox"/> SALES MANAGER

PURPOSE

Due to an inappropriate installation of the switch sleeve in the brake booster, the switch sleeve may crack and prevent the brake pedal from properly returning. The inability of the brake pedal to return to its proper position may inhibit normal vehicle movement.

This campaign bulletin instructs dealers to inspect the product ID label on the brake booster and replace units that were built during the suspect production period.

AFFECTED VEHICLES

Two 2011 Outlander Sport vehicles in the US and one RVR vehicle in Canada built September 3, 2010.

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 brake booster assembly inspected and replaced if necessary. A copy of the customer notification letter appears at the end of this bulletin.

REQUIRED OPERATIONS

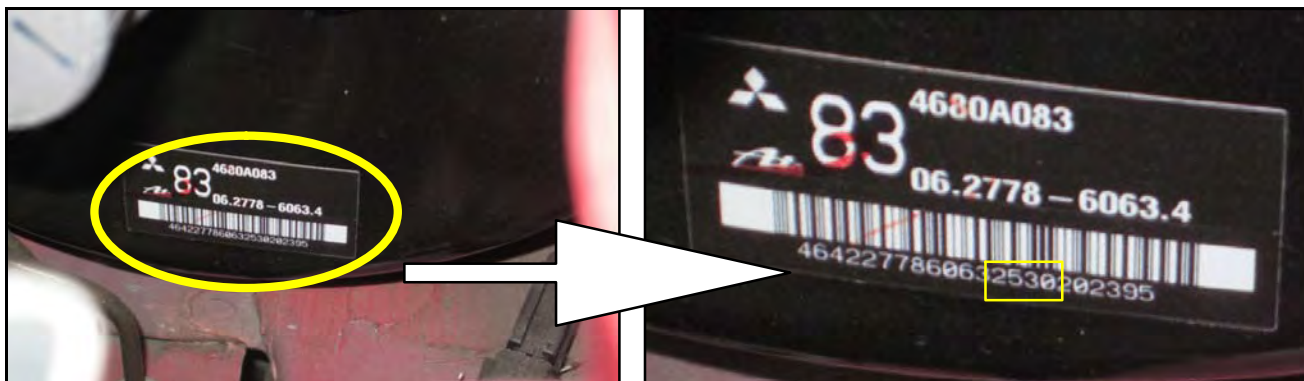
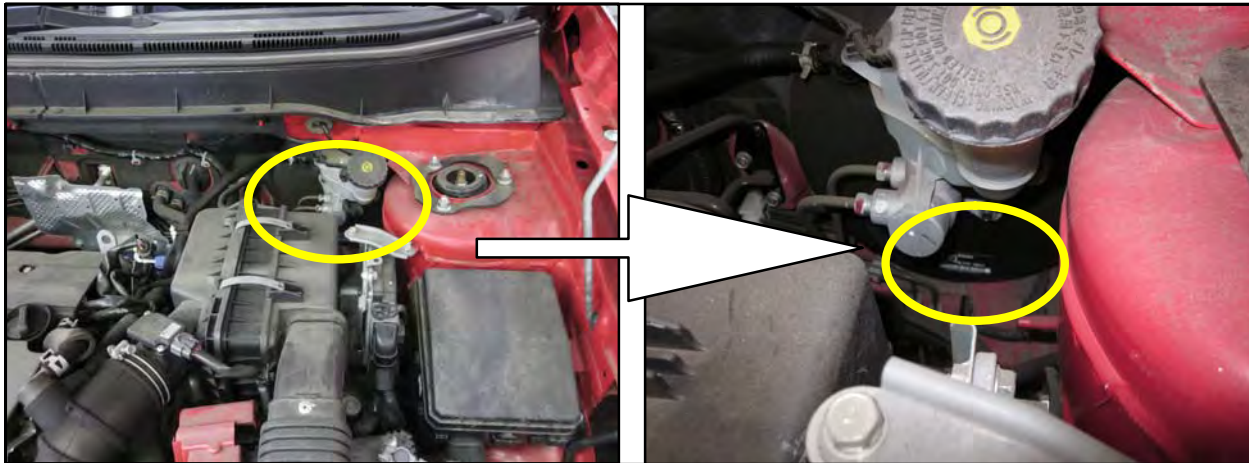
Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and this campaign procedure has not already been completed.

INSPECTION AND REPAIR PROCEDURE

1. Open the hood. Inspect the product ID label on the brake booster assembly.

IMPORTANT

If the product ID label is illegible, replace the brake booster assembly.



- a. Locate the 13th-16th digit. Above illustration displays "2530" for the 13th-16th digit.
 - (1) If the 16th digit = 9, the brake booster assembly must be replaced. Please refer to the 2011 Outlander Sport Service Manual, Group 35A – Basic Brake > Master Cylinder Assembly and Brake Booster Assembly > Removal and Installation.
 - (2) If the 13th-15th digit is less than or equal to 071 **and** the 16th digit = 0, the brake booster assembly must be replaced. Please refer to the 2011 Outlander Sport Service Manual, Group 35A – Basic Brake > Master Cylinder Assembly and Brake Booster Assembly > Removal and Installation.
 - (3) If the 13th-15th digit is greater than or equal to 072 **and** the 16th digit = 0, brake booster assembly replacement is not required. Inspection is complete.

CAUTION Genuine Mitsubishi DOT 3 Brake Fluid Part Number MZ311987 must be used to bleed the brake system. Please refer to the 2011 Outlander Sport Service Manual, Group 35A – Basic Brake > On-Vehicle Service > Bleeding

CAUTION If the vehicle is equipped with a manual transmission, the clutch fluid must be replaced with Genuine Mitsubishi DOT 3 Brake Fluid Part Number MZ311987. Please refer to the 2011 Outlander Sport Service Manual, Group 21A – Clutch > On-Vehicle Service > Clutch Bleeding.

⚠ CAUTION

Cover the surrounding area with shop rags to protect from brake fluid spillage. If spillage occurs, clean the area immediately with commercially available car wash shampoo, rinse with water, dry with shop rags and remove remaining residue with compressed air.

- If the brake booster assembly was replaced, test drive the vehicle to ensure the brakes, and if applicable, the clutch, are functioning properly.

PARTS INFORMATION

Use the genuine Mitsubishi Parts listed below:

Description	Part Number	Quantity
Brake Booster Assy	4630A191	1
Brake Fluid Line Clip	4650B874	3
Brake Booster Body Seal	4630A001	1
DOT-3 Brake Fluid	MZ311987	As needed

WARRANTY INFORMATION

There are 2 possible repair scenarios:

#	Repair Scenario		Campaign Operation	Labor Time Allowance
1	Inspect Brake Booster Serial Number	Inspect the serial number on the Brake Booster to determine the production date. If on or after March 13, 2010 = OK	C1408Z01	0.2 hrs
2	Inspect Brake Booster Serial Number and Replace if Necessary	Inspect the serial number on the Brake Booster to determine the production date. If on or before March 12, 2010 = REPLACE	C1408Z02	2.4 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 (3) 2011 Outlander Sport models

Required Operation to be performed	Labor Operation	Labor Time
1. Inspect: Brake booster – production date is <u>on or after</u> 03/13/2010 = OK	C1408Z01	0.2 hrs.
1. Inspect: Brake booster – production date is <u>on or before</u> 03/12/2010 = Repl	C1408Z02	2.4 hrs.

Claim Header Section: 2011 MY Outlander Sport/RVR Brake Booster

MITSUBISHI DEALER LINK Service Warranty Warranty Claim Help

Claim Entry Vehicle Information PQR/VQR

Campaign Information

Enter in the first 6 characters of this campaign labor operation:
C1408Z

This campaign is for the inspection of the location of the Brake Booster production date on only certain (3) 2011 Outlander Sport/RVR models.

Check the "Open Recall" area of the Superscreen each time to be certain of a vehicle's eligibility. **Only 3 VINs** showing **C1408Z** as open are involved in this campaign.

Note: There are 2 VINs in the US and 1 VIN in Canada involved in this campaign.

Campaign Operation No: C1408Z__

Miles/Km: 5000

VIN: JA.....

Service Technician: Emp

Spec Value * Duplicate Recall *

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

Save & Continue Main Menu

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 scenario for this campaign.

CAMPAIGN INFORMATION		Repair Performed
Campaign Operation No	C1408Z	C1408Z01 Inspect Only C1408Z02 Inspect and Replace Brake Booster
Miles / KM	5,000	Repair Order No
VIN	JA4AP3AU1BZ000102	EX12345
Repair Date In	10 / 30 / 2014	Repair Date Out
		10 / 30 / 2014

Campaign Claim Example:

Follow these instructions to claim for performing the inspection of the brake booster production date code on certain 2011 MY Outlander Sport / RVR models.

PARTS:

Scenario #1: Inspect brake booster production stamp by decoding the serial number on the booster – if the booster was produced on or after March 13, 2010, it is NOT to be replaced.

Requires no parts to be replaced.

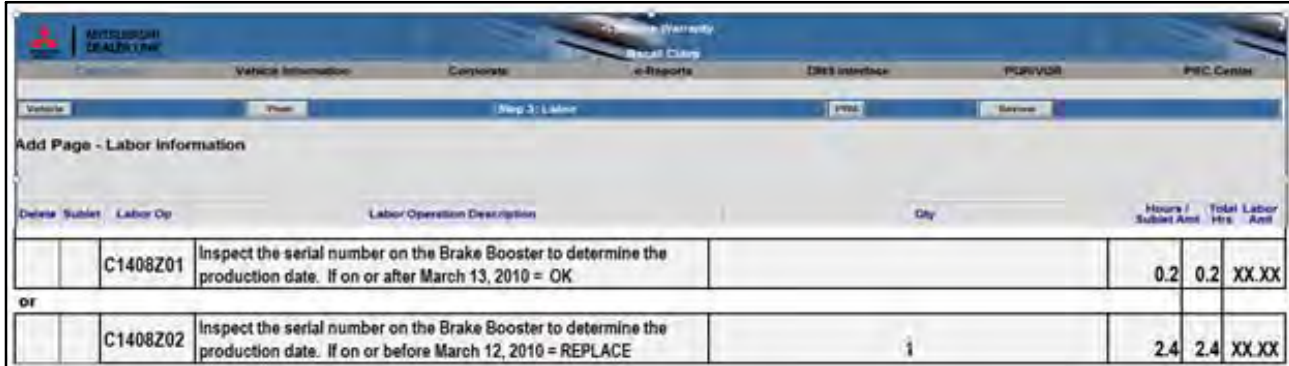
Scenario #2 – Inspect brake booster production stamp by decoding the serial number on the booster – if the booster was produced on or before March 12, 2010, it MUST be replaced.

Requires these parts:

MITSUBISHI DEALER LINK		Service Warranty				
Claim Entry		Recall Claim				
Vehicle Information	Corporate	e-Reports				
DMS Interface	PQR/VQR	PRC Center				
Vehicle	Step 2: Parts	Labor				
		PWA				
		Review				
dd Page - Parts Information						
Vehicle Page Completed; Claim Status is Incomplete.						
Delete	Part No	Part Description	Qty	Unit Price	Part Amount	Primary
	4630A191	Brake Booster Assy	1			*
	4650B874	Fluid Line Clip	3			
	4630A001	Seal, Brake Booster Body	1			
	MZ311987	Brake Fluid	1			

LABOR:

The full campaign labor operation number of either #1) C1408Z01 or #2)C1408Z02 and the allowed labor time of either .2 hours for scenario #1, 2.4 hours for scenario #2 will be automatically entered as a result of the 'Repair Performed' selected from the "Vehicle" page.



The screenshot shows a software interface for labor information. The title bar includes 'MITSUBISHI DEALER LINK' and 'Warranty'. The main menu has 'Vehicle Information', 'Corporate', 'e-Reports', 'DMS Interface', 'PDR/VDR', and 'PEC Center'. Below the menu, there are tabs for 'Vehicle', 'Plan', 'Step 3: Labor', 'PEC', and 'Service'. The main content area is titled 'Add Page - Labor Information'. Below this, there is a table with columns: 'Delete', 'Sublet', 'Labor Op', 'Labor Operation Description', 'Qty', 'Hours / Sublet Amt', and 'Total Labor Hrs. Amt'. The table contains two rows of labor operations, separated by the word 'OR'.

Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Labor Hrs. Amt
		C1408Z01	Inspect the serial number on the Brake Booster to determine the production date. If on or after March 13, 2010 = OK		0.2	0.2 XX.XX
OR						
		C1408Z02	Inspect the serial number on the Brake Booster to determine the production date. If on or before March 12, 2010 = REPLACE	1	2.4	2.4 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: October, 2014

Dear Mitsubishi Owner,

Reason for notice:

(1) Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2008 - 2011 Lancer, Lancer Evolution, and Outlander vehicles, 2009 - 2011 Lancer Sportback vehicles, and 2011 Outlander Sport vehicles. Due to the build material of the drive belt, the pulleys in the drive belt system can experience unusual wear, resulting in possible detachment of the drive belt.

A detached drive belt could result in battery depletion and an overheated engine, which could cause a moving vehicle to stall and may increase the risk of a crash. A loss of power steering assist could occur in vehicles with hydraulic power steering, resulting in increased steering effort and may also increase the risk of a crash. Engine warning lamp(s) illumination will alert the vehicle operator in the event of drive belt detachment.

(2) Two 2011 Outlander Sport vehicles may also contain a separate and unrelated defect which relates to motor vehicle safety. Due to an inappropriate installation of the switch sleeve in the brake booster, the switch sleeve may crack and prevent the brake pedal from properly returning.

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

What you should do:

Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the recall remedy(s) performed on your vehicle. 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 replace the drive belt with a countermeasure part, and if necessary, replace the pulley and/or tensioner assemblies with a new part. The brake booster will also be inspected and replaced if necessary.

How long will it take?

Depending on the required operation(s), the time needed for this remedy is approximately 1.5 – 3.5 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 drive belt, pulley and tensioner assemblies or the brake booster and had them 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.

C1408Z / C1409Z