

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: July 31, 2015

TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Service Managers, and Parts Managers

RE: Vehicles Affected by Campaign C1504K - ABS Hydraulic Unit Safety Recall Campaign – Procedure if Pre-Recall Repair Inspection is Required Per Customer Request

TIN NO. TIN-15-SR-004-C

AFFECTED VEHICLES: Certain 2006 – 2009 Eclipse and 2007 – 2009 Eclipse Spyder

PURPOSE

The customer letter sent out for campaign C1504K states that the remedy is currently not available and that the customer will later receive a second notification when remedy parts are available. If a C1504K customer contacts your dealership indicating that the brake system in their affected vehicle is currently functioning abnormally, the dealership should test drive the vehicle and complete the attached check sheet to determine if:

1. The brake function is currently normal. [Below is a script you can use to address the customer:]

"After testing the brake function of your vehicle, we have determined that the brakes are operating normally at this time. You will, however, receive a second notification by first class mail when the remedy parts are available to perform the ABS hydraulic unit safety recall. Please contact us when you receive that notification to schedule an appointment to perform the remedy. Your safety is important to us. If you should experience any abnormal braking function before you receive that second letter, please bring your vehicle back to us as soon as possible for inspection."

2. The brake function is abnormal but appears to be caused by a non-recall related issue. [Handle complaint as a non-warranty issue.]
3. The brake function is abnormal and suspected to be recall related. [Contact your assigned DPSM to determine the next step.]

WARRANTY INFORMATION

Attach the completed check sheet to the Repair Order.

This is only for those customers whose vehicles are in the 'K' group - **C1504K**, and who bring their vehicles in **prior to** receiving a specific letter asking them to now come in for the recall, but who are currently claiming a possible recall related brake condition that needs to be checked. Conditions found after performing an eligible test that are not related to the recall as described in TSB SR15-004 for C1504M are to be considered customer pay items.

Vehicles that arrive showing **C1504M** are **not** eligible. With these vehicles, dealers should proceed directly with performing the recall. Conditions found that are not related to the recall are considered to be customer pay items.

To Be Reimbursed For An Applicable Vehicle Brake Test:

Submit a normal warranty claim type 'W' using labor operation number **C1504M95 for 0.2 hrs.**

Enter the appropriate Condition – Cause – Remedy based on the customer's complaint and the

technician's findings.

Enter the applicable Nature Code: _____ Enter Cause Code: _____ that apply to the customer's initially cited brake complaint and the technician's findings after performing the test.

Note: Conditions found that are not related to the recall are considered to be customer pay items.

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.

CHECK SHEET FOR PRE-RECALL REPAIR VEHICLE INSPECTION PER CUSTOMER REQUEST

Technician Name:		Date:	
VIN:		Repair Order #:	
Mileage In:		Mileage Out:	

To assess whether an abnormal brake pedal condition relating to the recall exists, please follow the directions below:

1. Drive the vehicle in normal city conditions for at least 5 minutes;
2. Drive the vehicle for at least 1 mile total; and
3. From various city speeds, bring the vehicle to a complete stop at least 5 times.

Insert a check mark that best matches your experience.

Evaluation of Brake Pedal Feel	Abnormal		Normal
	Low and Soft Pedal	All Other Conditions	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What To Do	Low and Soft Pedal	All Other Conditions	Normal
	Brake function is abnormal and issue is suspected to be recall related. Contact your assigned DPSM to determine next step.	Brake function is abnormal but appears to be caused by a non-recall related issue. Handle complaint as a non-warranty issue.	The brake function is currently normal. Inform the customer to wait for the notification indicating that the remedy is available.

Note: Attach completed check sheet to the Repair Order