



SAFETY RECALL BULLETIN

SUBJECT:			No: SR-15-003
FRONT BLOWER MOTOR – SAFETY RECALL CAMPAIGN			DATE: June, 2015
			MODEL: See Below
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 a manufacturing error, the shaft and bearing inside the front blower motor on affected vehicles may have been improperly centered. If use continues under this condition, the shaft and bearing could ultimately seize resulting in total loss of blower performance.

This campaign bulletin instructs dealers to inspect the part number label on the front blower motor and replace it with a countermeasure unit if necessary.

AFFECTED VEHICLES

Certain 2009 – 2011 Lancers built March 16, 2009 to March 30, 2011
 Certain 2009 – 2011 Lancer Ralliarts built June 17, 2009 to December 1, 2010
 Certain 2010 – 2011 Lancer Sportbacks built June 17, 2009 to December 1, 2010
 Certain 2010 – 2011 Lancer Sportback Ralliarts built June 17, 2009 to November 23, 2010
 Certain 2010 – 2011 Lancer Evolutions built July 14, 2009 to January 7, 2011
 Certain 2009 – 2011 Outlanders built February 10, 2009 to June 22, 2011
 Certain 2011 Outlander Sport/RVRs built August 26, 2010 to November 19, 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

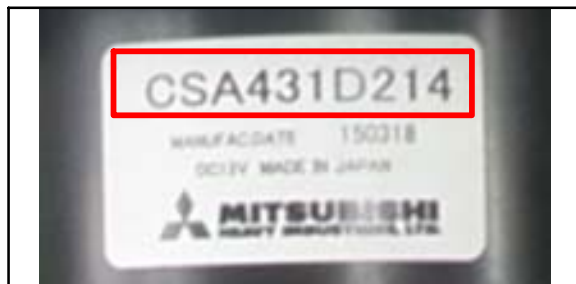
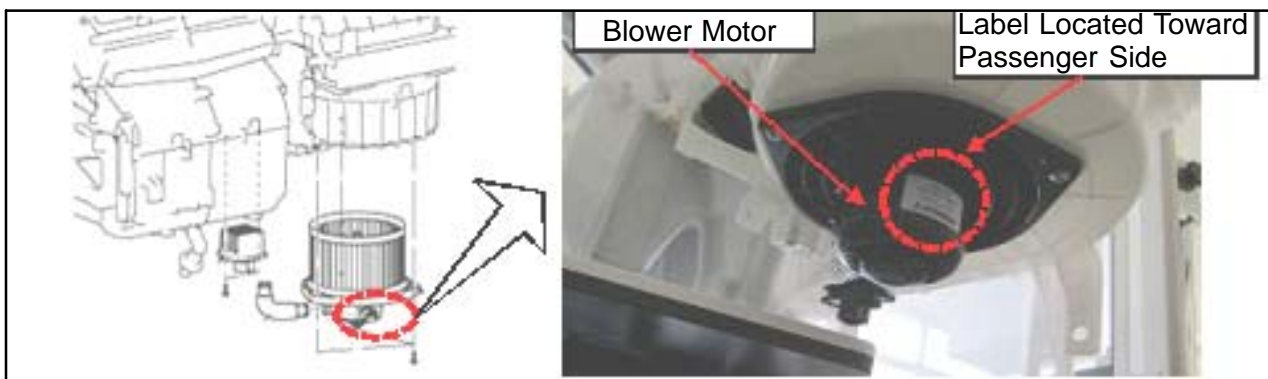
A letter will be sent to all owners of affected vehicles telling them to contact their local Authorized Mitsubishi Motors dealer to have the front blower motor inspected and replaced if necessary. A copy of the customer notification letter appears at the end of this bulletin.

REQUIRED OPERATIONS

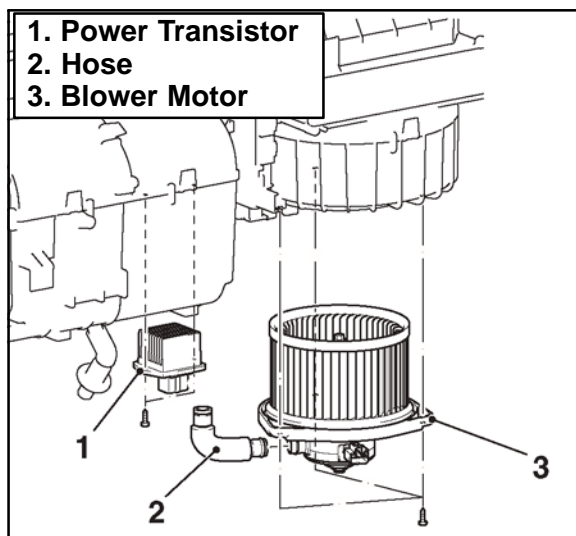
Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and this campaign procedure has not already been completed.

INSPECTION AND REPAIR PROCEDURE

1. Turn the ignition switch to the "ON" position or press the engine start/stop switch twice until the LED indicator illuminates green.
2. Turn on the blower motor to the "MAX" position. Note if the blower motor is able to achieve "MAX" performance.
3. Turn the vehicle "OFF."
4. Move the front passenger seat to the full rearward position and remove the front passenger side floor mat (if equipped).
5. Remove the passenger compartment bottom cover assembly (located below glove box).
6. With a flashlight, inspect the part number label on the blower motor.



- a. If the part number **is not CSA431D214 or CSA431D214A**, inspection is complete. **Replacement is not required.** Reinstall the passenger compartment bottom cover assembly and front passenger floor mat (if removed) and return vehicle to customer.
- b. If the part number **is CSA431D214 or CSA431D214A**, proceed to the next step.



7. Replace the blower motor with the corresponding part indicated in the **Parts Information** section.

8. If noted in Step 2 that the blower motor is unable to achieve "MAX" performance, replace the power transistor.
9. Turn the ignition switch to the "ON" position or press the engine start/stop switch twice until the LED indicator illuminates green.
10. Turn on the blower motor to the "MAX" position. Confirm the blower motor is able to achieve "MAX" performance.
11. Reinstall the passenger compartment bottom cover assembly and front passenger side floor mat (if removed).

PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Vehicle Applicability	Part Number	Qty
Blower Motor	2009-11 Lancer 2009-11 Lancer Ralliart 2010-11 Lancer Sportback with F.A.S.T-key 2010-11 Lancer Sportback Ralliart with F.A.S.T.-key 2009-11 Outlander with F.A.S.T-key	7802A217	1
Blower Motor with Noise Filter	2010-11 Lancer Sportback without F.A.S.T-key 2010-11 Lancer Sportback Ralliart without F.A.S.T-key 2010-11 Lancer Evolution 2009-11 Outlander without F.A.S.T-key 2011 Outlander Sport/RVR	7802A218	1
Power Transistor	All	7802A006	1*

*If required

WARRANTY INFORMATION

There are four possible Blower Motor repair scenarios. Review the scenario selection chart to choose the correct operation scenario. You may only claim 1 Scenario.

#	Check Blower Motor	Operation No.	Models
1	Check Blower Motor Label = OK	C1503T01	All Involved Models
2	Check Blower Motor Label = Not OK Replace Blower Motor	C1503T02	Outlander and Outlander Sport
3	Check Blower Motor Label = Not OK Replace Blower Motor	C1503T03	Lancer, Lancer Sportback, Lancer Ralliart, Lancer Sportback Ralliart and Lancer Evolution
4	Check Blower Motor – if found to be non-functional = Not OK Replace Blower Motor <u>and</u> Power Transistor	C1503T04	All Involved Models

Replaced Parts Retention

Retain all replaced parts for at least 5 days beyond the date the claim appears as paid on your warranty claim statement.

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 2009–2011MY – Lancer, Lancer Sportback, Lancer Ralliart, Lancer Ralliart Sportback, Lancer Evolution, Outlander and Outlander Sport models

Claim Header Section: Blower Motor Inspection and Replacement if Necessary

The screenshot shows the 'Service Warranty' interface with the 'Campaign Information' section. A callout box points to the 'Campaign Operation No' field containing 'C1503T', stating: 'Enter in the first 6 characters of this campaign labor operation: C1503T'. Another callout box points to the 'VIN' field containing 'JA....', stating: 'This campaign is for the inspection and replacement if necessary of the blower motor on certain 2009–2011MY Lancer, Lancer Sportback, Lancer Ralliart, Lancer Ralliart Sportback, Lancer Evolution, Outlander and Outlander Sport models. Check the “Open Recall” area of the Superscreen each time to be certain of a vehicle’s eligibility. Only specific VINs showing C1503T as open are involved in this campaign.'

After entering the required customer data, vehicle information and applicable campaign labor operation number 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 only 1 repair scenario may be selected from the 4 available.

CAMPAIGN INFORMATION			
Campaign Operation No	C1503T	Repair Performed	C1503T01 C1503T02 C1503T03 C1503T04
Miles / KM	85,000	Repair Order No	EX12345
VIN	[REDACTED]	Repair Date In	7 / 30 / 2015
		Repair Date Out	7 / 31 / 2015

Campaign Claim Example:

Follow these instructions to claim for performing the inspection of the Blower Motor label and replacement if necessary.

PARTS:

Replacement is only necessary if the Blower Motor's label dictates and/or the Blower motor is no longer functioning. If a replacement is needed, only these part numbers are allowed to be claimed. No other parts are involved.

7802A217 = Front Blower Motor
 or
 7802A218 = Front Blower Motor with noise filter

and
 7802A006 = Power Transistor (only needed if blower motor no longer functions)

LABOR:

Follow the chart below to select the appropriate campaign labor operation and labor time that matches the repair that was actually performed. These operations will appear on the drop-down.

Campaign Number: C1503T		Blower Motor	
Campaign Operations - Select from Claim Drop Down Menu		Labor Times by Model	
Select the repair actually performed and the corresponding operation scenarios and times shown below. Check the repair order to be sure you are selecting the correct repair.			
Repair Descriptions	Operation Scenarios	Outlander and Outlander Sport	Lancer, Lancer Sportback, Lancer Ralliart, Lancer Ralliart Sportback, Lancer Evolution.
Blower Motor Label Inspection - If Blower Motor is non-functional skip to #4 - C1503T04			
#1 Check Blower Motor Label = OK	C1503T01	.3 hrs	.3 hrs
#2 Check Blower Motor Label = Not OK - Replace Blower Motor	C1503T02	.3 hrs	
#3 Check Blower Motor Label = Not OK - Replace Blower Motor	C1503T03		.4 hrs
#4 Check Blower Motor Label - if found to be non-functional = Not OK Replace Blower Motor <u>and</u> Power Transistor	C1503T04	.4 hrs	.4 hrs

OTHER CHARGES:

In rare cases, towing and/or a rental car may be necessary. The lower portion of the labor page has the fields that must be filled in if there are such charges.

Select	Labor Operation	Labor Operation Description	Amount
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order <input type="text"/>
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES	Days <input type="text"/> Reason <input type="text"/> <small><Select one></small> Rental Company <input type="text"/> Invoice Number <input type="text"/>
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company <input type="text"/> Invoice Number <input type="text"/>
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company <input type="text"/> Invoice Number <input type="text"/>



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 National Traffic and Motor Vehicle Safety Act.

Date: June, 2015

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 2009 - 2011 Lancer, 2010 – 2011 Lancer Sportback, 2010 - 2011 Lancer Evolution, 2009 – 2011 Outlander, and 2011 Outlander Sport vehicles. Due to a manufacturing error, the shaft and bearing inside the front blower motor may have been improperly centered, potentially causing premature wear and reduced blower performance. If use continues under this condition, the shaft and bearing could ultimately seize resulting in total loss of blower performance.

If a driver experiences reduced or complete loss of blower performance and defrosting of the windshield is required, this may affect driver visibility and increase the risk of a crash. Prior to failure, the blower motor may emit an unusual noise from the passenger side compartment and blower performance will decrease.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the recall remedy 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 inspect the front blower motor and replace it if necessary.

How long will it take? The time needed for this remedy is approximately **0.5 hr.** 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 front blower motor 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.

C1503T