



Mitsubishi Motors North America, Inc.

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**To: All Mitsubishi Dealers
All Mitsubishi Dealership Service and Parts Managers**

Subject: ABS Hydraulic Unit – Safety Recall Campaign

On July 21, 2015, MMNA will be notifying approximately 75,000 owners of certain 2006-2009 Eclipse and 2007-2009 Eclipse Spyder vehicles that are affected by Safety Recall SR-15-004 – ABS Hydraulic Unit – Safety Recall Campaign.

This recall involves:

- Replacing the existing brake fluid with high quality DOT 4 fluid
- Flushing the ABS hydraulic unit and bleeding each caliper 15 times
- Testing for proper valve movement within the ABS hydraulic unit
- In the rare instance the test fails, the ABS hydraulic unit must be replaced
- Modifying the brake master cylinder reservoir cap, adding an under hood label, and relabeling two pages of the owner's manual

It is extremely critical that the repair process described in SR-15-004 is strictly adhered to – including properly documenting and certifying that the process was completed in its entirety.

If you encounter a vehicle that does not pass the ABS hydraulic unit valve test – despite properly completing the flushing and bleeding process – please place an order for the part and contact your DPSM for review and release of the part.

Although the anticipated failure rate of the ABS hydraulic unit is minimal, due to its current extremely limited availability, initially, MMNA will be sending owner notification letters to only 1,000 owners of the older models who currently reside near the Eastern or Western Zone offices. The balance of affected vehicle owners will receive a letter advising them of the recall and that they will be re-notified once an adequate number of parts become available.

Please see SR-15-004 and the attached FAQs for additional information.

As always, please practice our “customer first” philosophy with owners having this recall completed.

Sincerely,
MMNA Fixed Operations

SR-15-004 ABS Hydraulic Unit – Safety Recall Campaign

Q1: *What vehicles are affected?*

A1: Certain 2006 – 2009 Eclipse

Certain 2007 – 2009 Eclipse Spyder

A total of around 75,000 affected units in the U.S. and Puerto Rico.

Q2: *Why are they being recalled?*

A2: Over time, corrosion may form on the internal valves of the ABS hydraulic unit due to a reaction between the brake fluid and the surface treatment of the internal valves, potentially causing one or more of the valves to seize during ABS hydraulic unit activation.

Q3: *What happens if one or more of the valves seize?*

A3: The brake pedal stroke will increase and braking performance may be reduced.

Q4: *What is the remedy?*

A4: Dealers are instructed to replace the existing brake fluid with DOT 4, flush/bleed the system 15 times, test for proper valve movement, add an under hood label, 2 owner's manual correction stickers, and scrape off "DOT 3 or" from the master cylinder reservoir cap.

Q5: *What is the anticipated failure rate?*

A5: With proper flushing, the expected number of hydraulic unit replacements is minimal. Proper flushing is critical to achieving an accurate pass/fail of the hydraulic unit.

Q6: *What is required to document the flushing procedure?*

A6: Included with the Recall Bulletin is a check sheet that must be completed documenting the 15 flush/bleed process and results of the test. The Service Manager and Technician must sign the document certifying completion. The current plan is to request back every replaced unit, complete a bench and/or on vehicle test of the unit and chargeback any unit that was replaced unnecessarily.

Q7 *What is the current parts inventory?*

We have plenty of DOT 4 brake fluid and labels; however, only an extremely limited number of hydraulic units. Each label kit contains the necessary labels to complete 20 vehicles – 20 underhood labels, 20 chapter 7 owner's manual labels, and 20 chapter 9 owner's manual labels.

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PARTS INFORMATION

Use the genuine Mitsubishi Parts listed below:

Description	Part Number	Remarks	Qty / Vehicle
Mitsubishi Motors Genuine Brake Fluid Super4 (DOT-4)	MZ341022EX	Supplied in 1.0L Bottle	Approximately 1.3L
Label Kit (2006 – 2008 MY) (See note)	4625A532	For US, PR, and Canada (English)	3 Labels per Vehicle: (1) Engine Compartment Label (1) Owner’s Manual Correction Label (chapter 7) (1) Owner’s Manual Correction Label (chapter 9)
Label Kit (2009 MY) (See note)	4625A533		
Label Kit (2006 – 2008 MY) (See note)	4625A534	For Canada (French)	
Label Kit (2009 MY) (See note)	4625A535		
ABS Hydraulic Unit	4670A746	If replacement is necessary	1 unit

NOTE: Each Label Kit will service 20 vehicles, and includes 2 sheets of labels in the following categories:

- 20 engine compartment labels
- 20 Owner’s Manual correction labels (chapter 7)
- 20 Owner’s Manual correction labels (chapter 9)

Q8: How will you control the limited number of hydraulic units currently in inventory?

Although the failure rate of the ABS hydraulic unit is expected to be minimal, MMNA will be sending owner notification letters to only 1,000 owners of older models due to the current extremely limited availability of replacement parts. The balance of customers will receive an interim notification advising them of an open recall, that a remedy is not currently available, and advising that they will be re-notified once the remedy is available. The ABS hydraulic unit will be placed on 203 parts restriction code – you must contact your DPSM for review and release of the part.

Q9: How can we tell if the customer is part of the original 1,000 that received a recall notification or one of the balance that received an interim notification?

A9: Each group of customers will be assigned 1 of 2 recall numbers:

C1504K = Vehicles showing this open campaign number on the super screen are **NOT YET** scheduled for the repair. Please advise the customer to wait until they receive a letter advising them to come in. You will **not be able to submit a recall claim** when a vehicle is showing this campaign number.

C1504M = Vehicles showing this campaign number on the super screen are **READY** for the recall repairs to be performed. **Claims may now be submitted.**

Q10: What if a customer that receives the interim notification wants to have the recall completed?

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A10a: If the dealership receives a phone call, ask the customer if they are experiencing a longer pedal stroke than normal. **If yes**, instruct the customer to have the vehicle towed to the dealership and complete the recall – dealership must call Mitsubishi Motors North America, Inc. (MMNA) Customer Service to have the VIN added to the appropriate recall number. **If no**, advise the customer they will receive a letter from Mitsubishi Motor Sales North America, Inc. once a remedy becomes available.

A10b: If the customer physically presents the vehicle, have qualified dealer personnel test drive the vehicle to see if the brake pedal stroke is abnormal. **If it is normal**, advise the customer they will receive a letter from Mitsubishi Motor Sales North America, Inc. once a remedy becomes available. **If there is an increased stroke length**, complete the recall – dealer must call Mitsubishi Motors North America, Inc. (MMNA) Customer Service to have the VIN added to the appropriate recall number.

Q11: If the vehicle exhibits a longer pedal stroke, does the bleeding/flushing process still need to be completed or should the ABS hydraulic unit be replaced automatically?

A11: Every vehicle requires the bleeding/flushing procedure completed PRIOR to ABS Hydraulic Unit replacement. In many instances, the bleeding/flushing procedure will release a seized valve in the ABS hydraulic unit and it will operate as designed.