

# Part 573 Safety Recall Report

# 16V-791

**Manufacturer Name :** Mitsubishi Motors North America, Inc.

**Submission Date :** OCT 26, 2016

**NHTSA Recall No. :** 16V-791

**Manufacturer Recall No. :** SR-16-009



## Manufacturer Information :

## Population :

**Manufacturer Name :** Mitsubishi Motors North America, Inc.

**Number of potentially involved :** 100,082

**Address :** 6400 Katella Avenue

**Estimated percentage with defect :** NR

Cypress CA 90630

**Company phone :** 1-888-648-7820

## Vehicle Information :

**Vehicle 1 :** 2007-2013 Mitsubishi Outlander

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** MMC Manufactured vehicles.

**Production Dates :** SEP 08, 2006 - MAR 29, 2013

**VIN Range 1 : Begin :** JA4MT41X47U001029 **End :** JA4IS4AX5DU026054  Not sequential

## Description of Defect :

**Description of the Defect :** In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the resin case of the ball joint will wear prematurely due to the ball joint corrosion and the wiper link may ultimately separate causing the windshield wipers to stop operating.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If wiper link separation occurs, the windshield wipers will become inoperative which could reduce driver visibility under certain conditions and increase the risk of a vehicle crash.

**Description of the Cause :** Water flow along the backside of the front deck garnish drops down onto the wiper link and enters the rubber boot which covers the ball joint causing the ball joint to corrode over time.

**Identification of Any Warning that can Occur :** NR

**Supplier Identification :****Component Manufacturer**

Name : DENSO Corporation  
Address : 1-1, Showa-chou  
Kariya, Aichi FOREIGN STATES 448-8661  
Country : Japan

**Chronology :**

In March 2010, MMC received a complaint from the field in Japan regarding non-operation of the wipers. MMC started an investigation and confirmed that the wiper link ball joint had corroded, but MMC could not find the cause of the problem.

From March 2010 to September 2015, MMC monitored the field situation worldwide continuously and could only identify 10 additional cases. Given the results of internal testing which confirmed no corrosion under foreseeable moisture conditions, however, it was determined that these few incidents were likely the result of water intrusion due to high pressure vehicle washing.

From October 2015 to September 2016, continued investigation determined that aging/deterioration of the front deck garnish could result in water penetration, which water could enter the rubber boot causing the wiper link ball joint to corrode over time.

On October 25, 2016, given the results of its further analysis and to assure continued future performance of the wiper link ball joint, MMC decided to conduct a recall and informed MMNA to proceed with a recall. MMC has not received any claims of injury relating to this condition.

**Description of Remedy :**

Description of Remedy Program : Owners of all affected vehicles will be notified and encouraged to bring in their vehicles for the repair. At no charge to the customer, the rubber boot which covers the ball joint will be replaced with a countermeasure one to prevent water intrusion. The wiper motor crank arm will also be inspected and replaced as necessary in case of excessive free play on the link.

How Remedy Component Differs  
from Recalled Component : NR

Identify How/When Recall Condition  
was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : MMNA is working internally to determine the dealer and customer notification dates and will update accordingly.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported