

# Part 573 Safety Recall Report

# 16V-792

**Manufacturer Name :** Mitsubishi Motors North America, Inc.**Submission Date :** DEC 06, 2016**NHTSA Recall No. :** 16V-792**Manufacturer Recall No. :** SR-16-010**Manufacturer Information :****Population :**

Manufacturer Name : Mitsubishi Motors North America, Inc.

Number of potentially involved : 93,801

Address : 6400 Katella Avenue

Estimated percentage with defect : NR

Cypress CA 90630

Company phone : 1-888-648-7820

**Vehicle Information :**

Vehicle 1 : 2011-2012 Mitsubishi Outlander Sport

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : MMC Manufactured vehicles.

Production Dates : AUG 26, 2010 - JUN 01, 2012

VIN Range 1 : Begin : JA4AP4AU2BZ000101 End : JA4AP4AU3CZ012081  Not sequential

Vehicle 2 : 2013-2015 Mitsubishi Outlander Sport

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : MMNA Manufactured vehicles.

Production Dates : JUL 20, 2012 - JAN 05, 2015

VIN Range 1 : Begin : 4A4AP3AUXDE000074 End : 4A4AP3AU8FE005096  Not sequential**Description of Defect :**

Description of the Defect : Water can potentially drop down onto the front wiper motor through a gap between the front deck garnish (the body piece between the hood and windshield) and the front windshield. If this occurs, water could potentially collect in the area of the wiper motor breathing hole. If the wiper motor is not operating, this water can then potentially enter the wiper motor through the breathing hole. If this occurs, such water intrusion over time may cause internal corrosion and/or electrical conduction failure resulting in non-operation of the windshield wiper motor.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the windshield wiper motor stops operating, the driver will not be able to activate the windshield wipers, reducing driver visibility under certain conditions and increasing the risk of a vehicle crash.

Description of the Cause : Water penetration between the front deck garnish and the front windshield collects in the area of the wiper motor breathing hole, potentially resulting in water intrusion and internal corrosion and/or electrical conduction failure.

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 :

From January 2014 to June 2015, due to ongoing field complaints of windshield wiper motor failures, MMC investigated these failures. While apparently due to water contamination, MMC was not able to identify the root cause of the water contamination. Continuing to investigate, and in an abundance of caution, MMC changed the production breathing cap to a new style breathing cap utilizing a water proof sheet.

From June 2015 to September 2016, continuing its investigation, MMC determined that with age and exposure, a decrease in the cut off water performance of the front deck garnish could potentially allow water to drop down onto the wiper motor in the vicinity of the breathing hole resulting in potential water contamination.

On October 25, 2016, given the results of its further analysis, and in order to assure the continued long term performance of the wiper motor, MMC decided to conduct a recall and informed MMNA to proceed with a recall. MMC has not received any claims worldwide 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 repair. At no charge to the customer, the wiper motor will be replaced with a an upgraded wiper motor that will prevent water intrusion.

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 date and will update accordingly.

Planned Dealer Notification Date : JAN 20, 2017 - JAN 20, 2017

Planned Owner Notification Date : DEC 23, 2016 - DEC 23, 2016

\* NR - Not Reported