

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: September 14, 2016
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Cross Member Corrosion Safety Recall Campaign – “Remedy Available” Customer Letters
TIN NO. TIN-16-SR-003-C

AFFECTED VEHICLES: Certain 2002 – 2007 Lancer, 2004 Lancer Wagon, 2003 – 2006 Lancer Evolution, 2003 – 2006 Outlander, and 2007 – 2013 V6 Outlander

PURPOSE

Customer letters for the Cross Member Corrosion Safety Recall Campaign are being mailed this week to 2,500 owners, informing them that remedy parts are now available. To help MMNA better understand potential parts demand, only 2,500 “remedy available” letters are being sent at this time. If one of these customers contacts your dealership after receiving this letter, please perform the procedures outlined in SR-16-003 on the affected vehicle.

Owners who were not mailed the “remedy available” letters but believe that their vehicle’s cross member exhibits excessive corrosion may still bring their vehicle into an Authorized Mitsubishi Dealership for inspection. If a customer presents their vehicle for inspection, please follow the inspection procedures outlined in SR-16-003.

If you encounter a vehicle which has excessive cross member corrosion, but is not covered under this campaign (i.e., never registered in a salt belt state), contact your DPSM for further directions.

As a reminder, MMNA would like to better understand the severity of the cross member corrosion on vehicles requiring cross member replacement. Therefore, **all cross member replacement recall claims must include photos of vehicle cross members inspected and found to exhibit perforation(s), and those photos must be posted to the Photos Required Condition (PRC) system in the “cross member” category.** The photos must be of the cross member still installed on the vehicle, and must clearly show the perforation or the results of the punch test (step 4 of the inspection procedure outlined in Safety Recall Bulletin SR-16-003) indicating the need for replacement, along with other areas of the cross member that exhibit corrosion.

Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1609R), please check for and complete any other open campaigns. Always obtain the customer’s approval before completing a campaign on a customer owned vehicle.

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 Superscreen 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.