

*** * ADVANCE TECHNICAL INFORMATION NOTICE * ***

DATE: December 20, 2016
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Windshield Wiper Motor Safety Recall Campaign
ATIN NO. ATIN-16-SR-010-A

AFFECTED VEHICLES: Certain 2011 – 2015 Outlander Sport

PURPOSE

A safety recall campaign will be conducted on certain 2011 – 2015 Outlander Sport vehicles for potential windshield wiper motor not operating. The Recall Campaign Bulletin (SR-16-010) outlining the repair procedure will be available today on MEDIC and MDL.

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 nonoperation of the windshield wiper motor. 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.

On December 23, 2016, **due to current, extremely limited parts availability**, MMNA will be sending interim owner notification letters to all 93,801 affected owners, **informing them that parts are not available and that they will be re-notified once an adequate number of parts become available**. Additionally, the owners receiving interim letters will be informed that if they believe their vehicle's windshield wiper motor has stopped operating, they may bring their vehicle into an Authorized Mitsubishi Dealership for inspection. (Each dealer will be force shipped one windshield wiper motor prior to the mailing of interim letters – see Parts Bulletin WM-XX-01-16.)

If an affected customer calls inquiring about this recall, or to set an appointment to have the recall completed, please ask the customer if their front windshield wipers are operational. If they are, please advise the customer that they will receive another letter informing them that final remedy parts are available and to contact your dealership at that time to set an appointment to have the recall completed.

If a customer presents their vehicle for inspection, please verify that the customer's vehicle has open campaign C1611Z or C1612Z and verify the customer's concern by turning the vehicle ignition to "ACC" or "ON" and operate the windshield wipers in "LO" mode.

- If the windshield wipers move, then no further action is required. Inform the customer that there is no failure, and to wait until a "remedy available" letter is mailed to them by the end of January 2017.
- If the windshield wipers do not move, perform the SR-16-010 repair procedures.

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 (C1611Z, C1612Z), 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.



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, _____.

Date: December, 2016

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Reason for interim notice: Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2011 – 2015 Outlander Sport vehicles. 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 nonoperation of the windshield wiper motor.

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.

MMNA intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. **MMNA is making every effort to obtain these parts as quickly as possible, and will contact you again by mail with a follow-up recall notice when the remedy parts are available.**

What you should do:

Once you receive your follow-up notice in the mail advising that parts are available, simply contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the repair performed. In the interim, if you believe your vehicle's windshield wiper motor has stopped operating, you may schedule an appointment with your local Authorized Mitsubishi Motors dealer to have it inspected.

If you have any questions, please contact 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 within a reasonable time frame and/or without charge, you may submit a complaint 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 wiper motor and had it repaired or 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.

Sincerely,

Mitsubishi Motors North America, Inc.

C1611Z, C1612Z