

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

DATE: January, 2017

TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Service Managers, and Parts Managers

RE: Lift Gate Gas Spring Corrosion – Safety Recall Campaign

ATIN NO. ATIN-16-SR-011-A

AFFECTED VEHICLES: Certain 2011, 2012, 2016 Outlander Sport

PURPOSE

A recall campaign will be released today for certain 2011, 2012, and 2016 Outlander Sport vehicles built between August 26, 2010 and July 8, 2016. **IT IS A VIOLATION OF FEDERAL LAW TO DELIVER ANY AFFECTED NEW VEHICLE UNTIL THIS RECALL HAS BEEN PERFORMED.** The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

The supplier may have applied insufficient anti-corrosion treatment to the outer tube of the lift gate gas spring. The lift gate gas spring provides lifting assistance for the lift gate and operates utilizing high pressure gas. If insufficient anti-corrosion coating is applied to the outer tube of the gas spring, it is possible for the outer tube to corrode over time due to salt and water penetration. If this occurs, it is possible for the gas spring to rapidly lose pressure. If the gas spring rapidly loses pressure, the lift gate may fall down suddenly, causing injury.

Dealers are requested to inspect **and replace** the lift gate gas springs on all affected vehicles. Inspections resulting in “NG” finding(s) must have photos taken of the NG condition and posted to Photos Required Condition (PRC). Both lift gate gas springs must be replaced on all affected vehicles.

Some dealers will get two (2) forced allocation orders. The first allocation of orders will be for in stock dealer inventory. Part shipments will be processed via the ‘R’ order type and began shipping on Friday, January 6, 2017. The second allocation of orders will be for expected initial repairs to sold vehicles. These part shipments will begin shipping with stock orders on January 20, 2017. If you receive inquiries from customers of affected vehicles prior to receipt of the second shipment, please keep our “customer first” philosophy in mind and appropriately allocate inventory. Parts are readily available and dealers may place additional orders via the MDL as necessary. Please refer to Parts Bulletin TS-XX-01-17 for additional information.

Notification letters will be sent to owners of affected vehicles on January 20, 2017, requesting that they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the **Most Recent: Open Campaign List** available under the service section of “e-reports.” 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 (C1614Z), 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.