

**\* \* TECHNICAL INFORMATION NOTICE \* \***

**DATE:** April 7, 2017

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

**RE:** Second Repairs After Completion of Lift Gate Gas Spring Corrosion Safety Recall Campaign

**TIN NO.** TIN-16-SR-011-C

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**AFFECTED VEHICLES:** Certain 2011, 2012, 2016 Outlander Sport

**PURPOSE**

It has come to our attention that some dealership personnel may have been using vice grips or a similar clamping device on the new, replacement lift gate gas springs when performing this recall remedy. Mitsubishi Motors North America, Inc. (MMNA) would like to remind everyone that the procedures outlined in SR-16-011 (available on MEDIC and MDL) must be followed when performing this recall remedy. Clamping devices must **never** be used on the replacement lift gate gas springs. Usage of clamping devices on the replacement lift gate gas spring(s) could cause them to develop a leak.



Always properly support the lift gate prior to removal of the old lift gate gas springs. **Do NOT take any shortcut by clamping the lift gate gas springs.**



Customer satisfaction is important to MMNA, and we would like to take this opportunity to remind you that the proper procedures must followed to fix the customer's vehicle right the first time as well as maintain or improve the condition and cleanliness of the vehicle upon return to the customer.

***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.**