



# SAFETY RECALL BULLETIN

SUBJECT: <h2 style="text-align: center; margin: 0;">TRANSMISSION FLUID HOSE CLAMP NOT RELEASED – SAFETY RECALL CAMPAIGN</h2>		No: <b>SR-16-005</b> DATE: <b>July, 2016</b> MODEL: <b>2015 Outlander Sport/ RVR w/ 2.0L Engine and CVT</b>	
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

## PURPOSE

This bulletin provides directions for inspection of continuously variable transmission (CVT) fluid hose clamps.

## BACKGROUND

The hose clamp(s) used on the CVT fluid hoses may not have been “released” on some vehicles during the vehicle assembly line process. These hose clamp(s), if left in the open position, may not properly secure the hose end to the fitting and the hose could become disconnected from the fitting during vehicle operation. If this occurs, transmission fluid will leak out of the disconnected hose and the transmission will not function properly. While the subject transmission hoses are not located adjacent to the exhaust manifold or the battery, transmission fluid in the presence of an ignition source can also present a fire hazard.

## AFFECTED VEHICLES

2015 Outlander Sport / RVR with a 2.0L engine and CVT.

### 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.

## REQUIRED EQUIPMENT

- Trim Removal Tool
- Pliers

## INSPECTION PROCEDURE

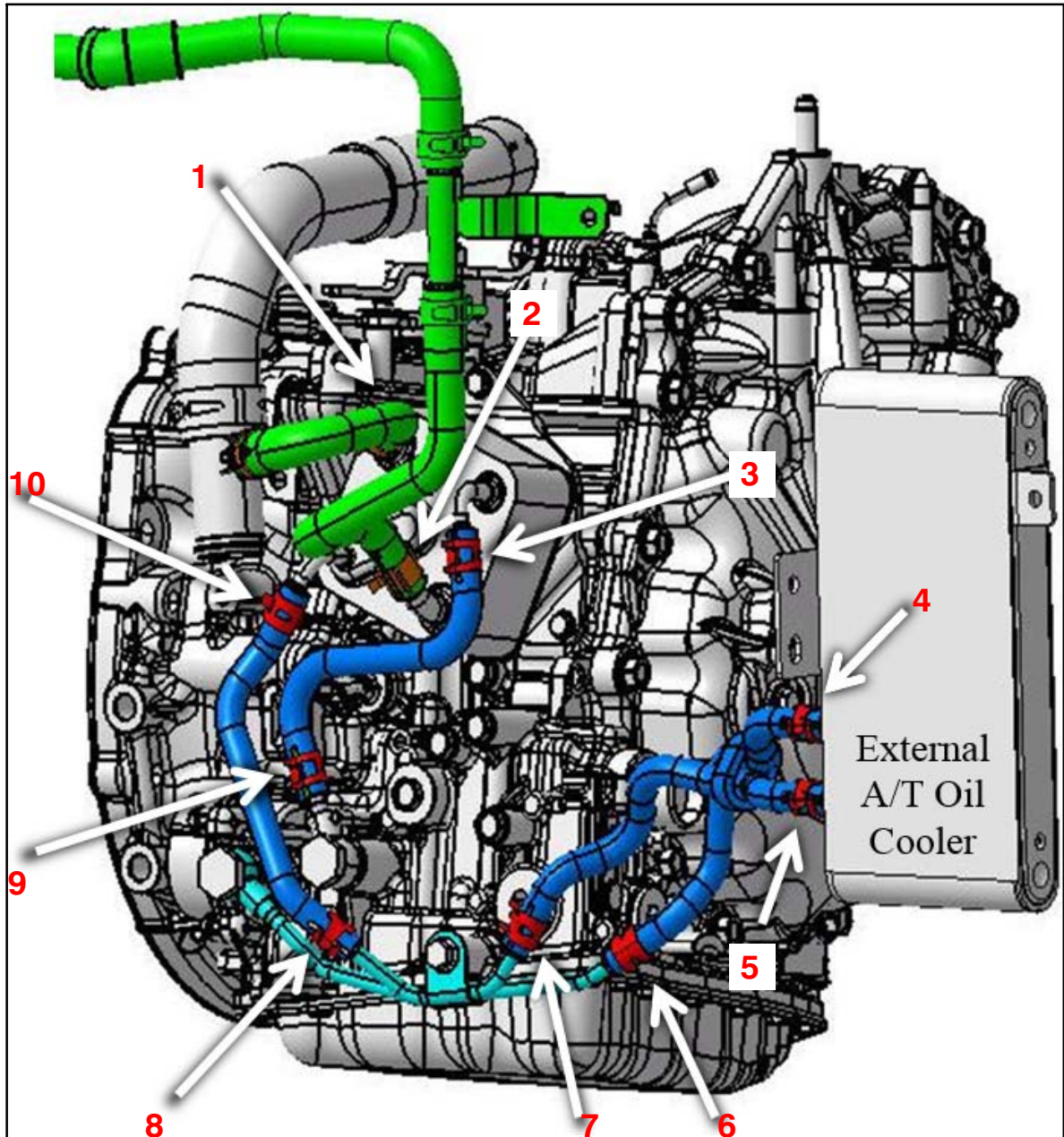
1. Raise the vehicle and partially remove the engine under cover to allow inspection of the hose clamps at the left front corner of the vehicle.

**NOTE:** Refer to Group 51 of the service manual for detailed instructions.

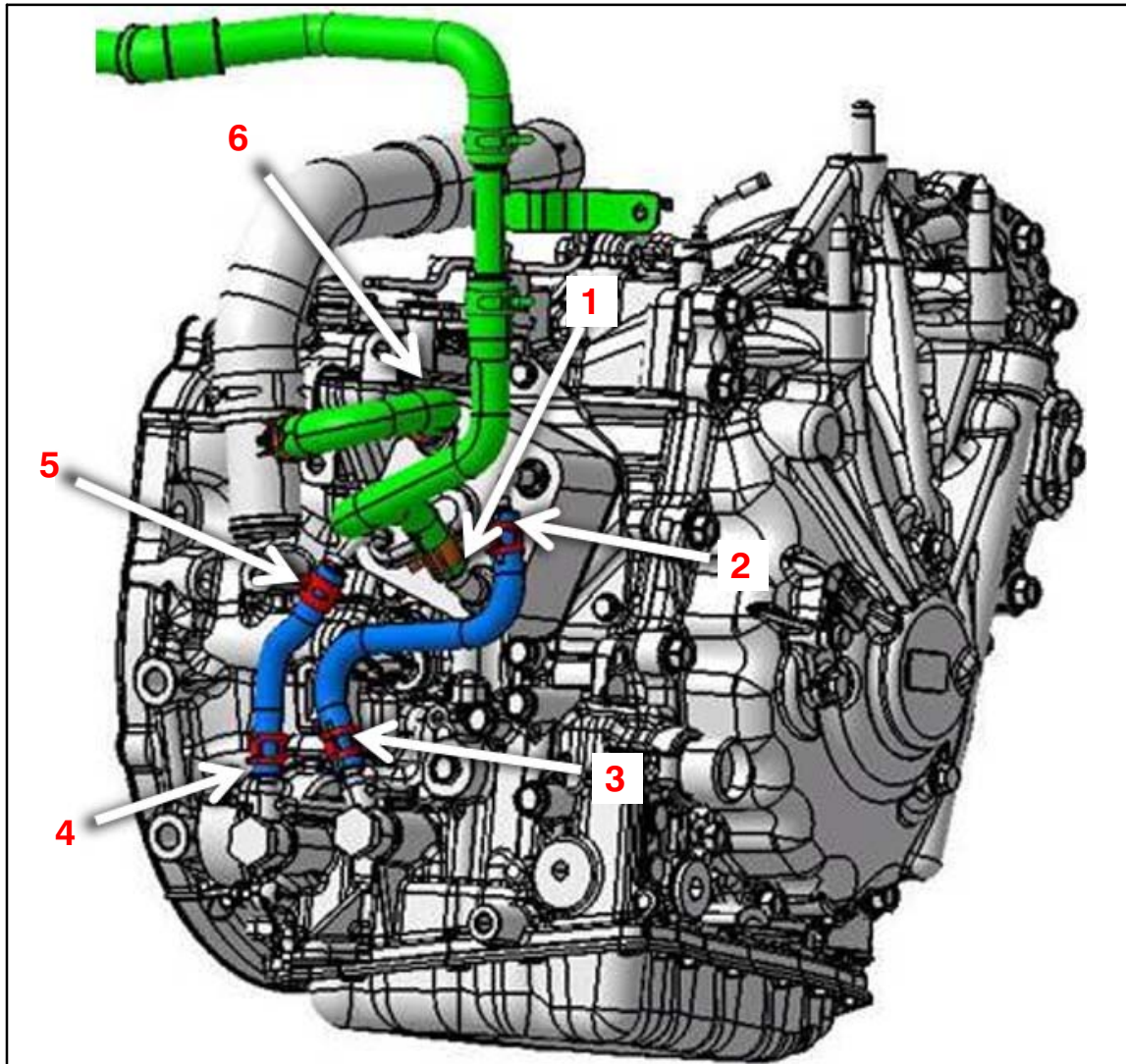


2. Inspect the hose clamps at the locations illustrated.
  - a. For CVT with an External Oil Cooler, inspect (10) hose clamps.
  - b. For CVT without an External Oil Cooler, inspect (6) hose clamps.

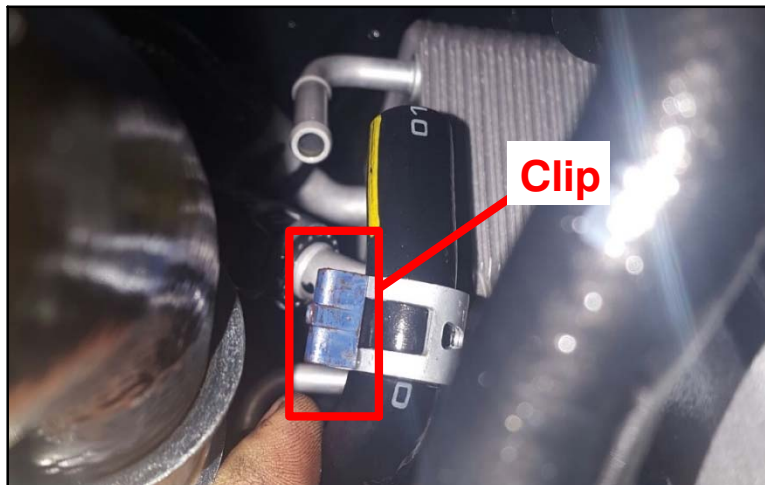
CVT with External Oil Cooler



### CVT without External Oil Cooler



- Verify that each hose clamp is correctly positioned on the hose and does not have a clip installed.



- If a clip is found to be installed (i.e., clamp not released), take clear photograph(s) of the clamp and clip, and submit to the MMNA Photo Required Center (PRC). Inspect for any signs of transmission fluid or engine coolant leak. Remove the clip and retain it for potential MMNA inspection. Ensure that the hose and clamp are installed correctly on the fitting, and transmission and coolant fluids are at their recommended levels.
- Reinstall engine under cover.

### PARTS INFORMATION

No parts required to complete this procedure.

### WARRANTY INFORMATION

#	Repair Procedure	Campaign Operation	Labor Time Allowance
1	CVT Hose Clamp Inspection of all 10 Clamps – All OK	C1605Z01	0.2 hrs.
2	CVT Hose Clamp Inspection of all 10 Clamps and Removal of 1–2 clips and submission of photos	C1605Z02	0.3 hrs.
3	CVT Hose Clamp Inspection of all 10 Clamps and Removal of 3–10 clips and submission of photos	C1605Z03	0.4 hrs.

## WARRANTY / RECALL CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' – Recall/Campaign Claims.

Please follow the campaign instructions when entering each claim in order to select the applicable operation code that correctly matches up with the work that was actually performed. A claim example is provided below.

Certain 2015MY Outlander Sport and RVR Models

### Claim Header Section:

**MITSUBISHI DEALER LINK** Service Warranty Warranty Claim Help

Claim Entry Vehicle Information

**Campaign Information**

Campaign Operation No:  Enter As Subject  TSB

Miles/Km:

VIN:  Repair Date:

Service Technician:

Spec Value \*  Duplicate Recall \*

Dealer: 99320 Ref No:  VIN:

Claim No:  Adj:  Claim Status: Incomplete Model and Year:

Enter in the first 6 characters of the applicable campaign number: C1605Z.

This campaign is for inspecting all 10 hose clamps on the 2.0L automatic transmission to insure they are “released”.

Check the Open Campaign area of the Superscreen each time to be certain of a vehicle’s eligibility. Only VINS showing C1605Z as open are involved.

After entering the required customer data, vehicle information, selecting the applicable repair campaign and scenario performed (please note there are 3 possible repair scenarios for this campaign), and then hitting the “Save and Continue” button, the system will automatically fill—in several fields. See the labor and parts examples on the next page. Scenarios 2 and 3 both require photos to be taken of any clamp found to be have NOT been released prior to releasing it.

**LABOR:**

There are 3 possible repair scenarios for this campaign. You may only select 1 scenario.

<b>Scenario 1</b>	Inspect 10 hose clamps – all found to be released– NO PHOTOS NEEDED	C1605Z01	0.2 hrs.
<b>Scenario 2</b>	Inspect 10 hose clamps – 1–2 clamps need clips re-released plus photos to PRC.	C1605Z02	0.3 hrs.
<b>Scenario 3</b>	Inspect 10 hose clamps – 3–10 clamps need clips re-released plus photos to PRC.	C1605Z03	0.4 hrs.

**NOTE:** For Scenario 2 & Scenario 3, be sure to take photos of the unreleased clamps **BEFORE** you release them. Post photos to the PRC in the RECALL PHOTO DOCUS SUPPORT category.

- PAINT/BODY/HEADLINER
- PROD SUPPORT REQUEST PIX/DOCS
- RECALL PHOTO/DOCS SUPPORT** ←
- RUST/PERFORATION CORROSION
- SEATS/INTERIOR/UPHOLSTERY
- STEERING WHEELS

**PARTS:**

In most cases, no parts will be required for this recall. Replacing lost CVT and/or coolant fluid may be required if any clamps that were found not to have been released resulted in a leak.

**RENTAL CARS:**

If there is a need to provide the owner with a rental car, claim the applicable charges in this section of the claim on the lower portion of the labor entry screen.

Special Sublet Selection			
Select	Labor Operation	Labor Operation Description	
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order <input type="text"/>
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES ←	Days <input type="text"/> Reason <Select one> <input type="text"/> Rental Company <input type="text"/> Invoice Number <input type="text"/>
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company <input type="text"/> Invoice Number <input type="text"/>
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company <input type="text"/> Invoice Number <input type="text"/>



## IMPORTANT SAFETY RECALL

**Mitsubishi Motors North America, Inc.**  
6400 Kotella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
www.mitsubishicars.com

This notice applies to your vehicle, \_\_\_\_\_.

Date: 2016

Dear FIRSTNAME LASTNAME,

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

**Reason for notice:** Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2015 Outlander Sport vehicles. The hose clamp(s) used on the continuously variable transmission (CVT) fluid hoses may not have been "released" on some vehicles during the vehicle assembly line process. These hose clamp(s), if left in the open position, may not properly secure the hose end to the fitting and the hose could become disconnected from the fitting during vehicle operation. If this occurs, transmission fluid will leak out of the disconnected hose and may result in loss of drive train power and the vehicle could become inoperable. While the subject transmission hoses are not located adjacent to the exhaust manifold or the battery, transmission fluid in the presence of an ignition source can also present a fire hazard.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the recall remedy performed on your vehicle. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform this inspection/repair to your vehicle, free of charge.)

**What your dealer will do:** The dealership will inspect all transmission hose clamps to confirm that they are not in the open position. Clamps found in the open position will be released.

**How long will it take?** The time needed for the inspection is approximately 0.5 – 1.0 hrs. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling 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 promptly and/or without charge, write 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 transmission hose clamps and had them released 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.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

C1605Z