



SAFETY RECALL BULLETIN

SUBJECT: WINDSHIELD WIPER LINK – SAFETY RECALL CAMPAIGN		No: SR-16-009
		DATE: July 2017
		MODEL: 2007–2013 Outlander
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> SALES MANAGER
		<input checked="" type="checkbox"/> TECHNICIAN
		<input checked="" type="checkbox"/> WARRANTY PROCESSOR

PURPOSE

This bulletin provides directions for replacing the windshield wiper link rod. This bulletin is meant to be used in conjunction with bulletin SR-17-003, “Windshield Wiper Motor – Safety Recall Campaign.” Certain steps in SR-17-003 must be performed before starting the Procedure in this bulletin.

BACKGROUND

In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the resin case of the ball joint will wear prematurely due to the ball joint corrosion and the wiper link may ultimately separate causing the windshield wipers to stop operating.

If wiper link separation occurs, the windshield wipers will become inoperative which could reduce driver visibility under certain conditions and increase the risk of a vehicle crash.

AFFECTED VEHICLES

2007 – 2013 Outlander

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is sold/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 sell/ 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

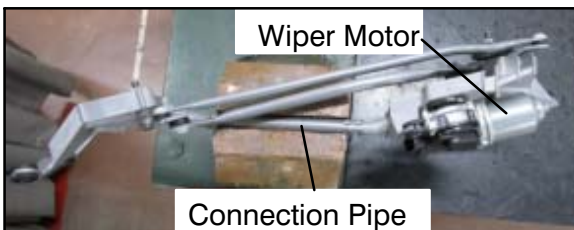
- 19 mm Socket
- Adjustable Wrench
- Slip Joint Pliers
- Bent Nose Pliers (45 Degrees)

NOTE: This recall C1613R – Wiper Link is meant to be performed at the same time as C1613S – Wiper Motor. Thus, the labor time is significantly reduced for this campaign. If C1613S–Wiper Motor is **NOT** performed at the same time as this recall C1613R – Wiper Link, a dealer will not be able to claim adequate labor for performing C1613R–Wiper Link in the future.

SR-17-003, "WINDSHIELD WIPER MOTOR – SAFETY RECALL CAMPAIGN"
STEPS 1 – 21 MUST BE COMPLETED BEFORE PROCEEDING

WIPER LINK ROD ASSEMBLY REPLACEMENT PROCEDURE

⚠ CAUTION Clamp the wiper link assembly at the connection pipe only.



1. Rotate the wiper link assembly 90 degrees upward so that the wiper motor is directly visible from the top.

CAUTION: Clamp ONLY the connection pipe section.

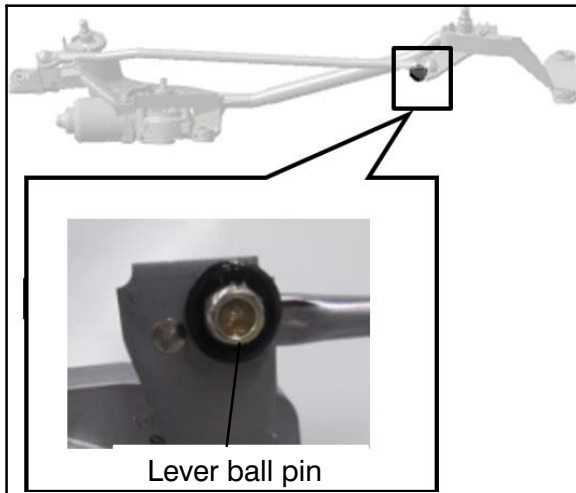
⚠ CAUTION Do not remove the wiper motor side joint.



2. Pull back the rubber seal to prevent damage when performing the following steps.



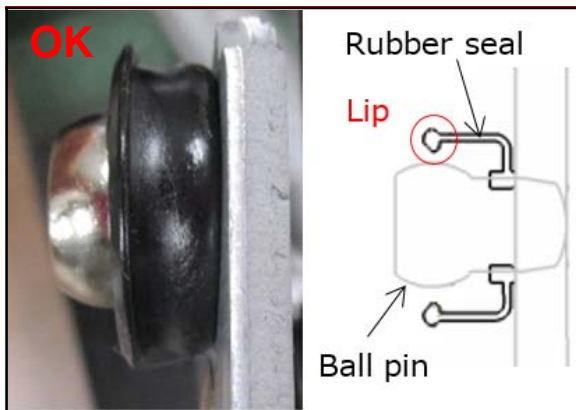
3. Use bent needle nose pliers to separate the wiper link rod from the wiper link assembly.



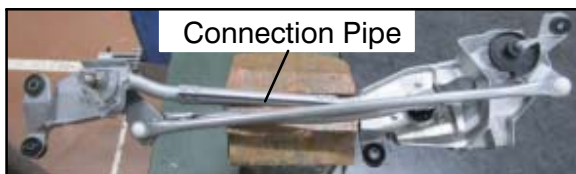
4. Use a rag to clean dirt and grease off of the lever ball pin and rubber seal.

⚠ CAUTION

Do NOT install link rod assembly if there is presence of water. If there is presence of water, remove excess water and dry thoroughly prior to re-installation.

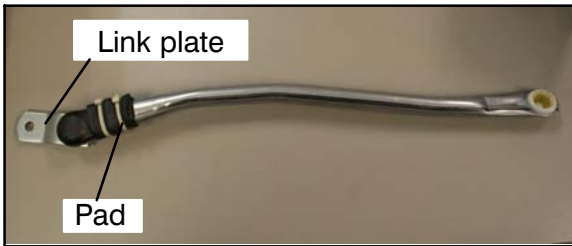


5. Verify that the rubber seal is not damaged. If rubber seal is damaged, replace it with a new rubber seal (part # 8251A098).



6. Rotate the wiper link assembly 90 degrees down so that the motor axle is facing up.

CAUTION: Clamp ONLY the connection pipe section.



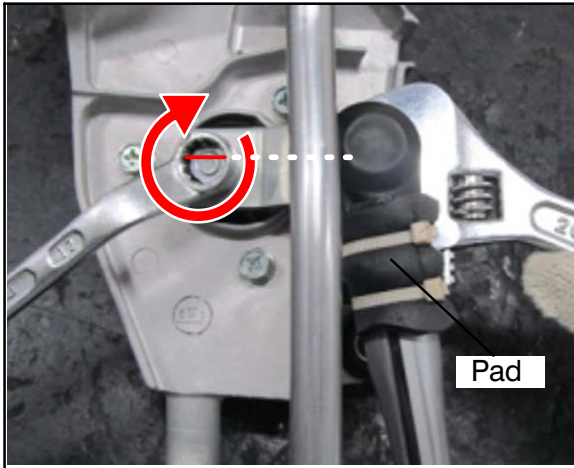
7. Obtain new wiper link rod (part # 8251A100).
8. Verify that the new wiper link rod appears as illustrated, complete with pad and link plate attached.



9. Install the wiper link plate to the wiper motor shaft. Make sure that the link plate and wiper link rod is in the correct orientation.

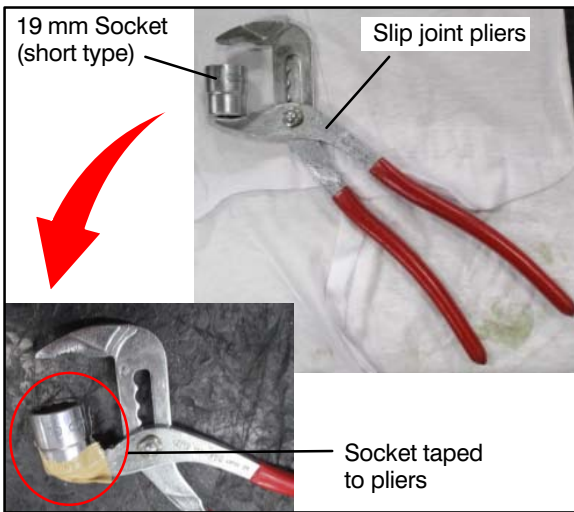
⚠ CAUTION Do NOT install link plate in a slanted position.

⚠ CAUTION Do NOT damage the pad.



10. Make sure that the wiper motor shaft mark and the link plate center line are lined up. Use an adjustable wrench to hold the link plate in position, to prevent link plate rotation.

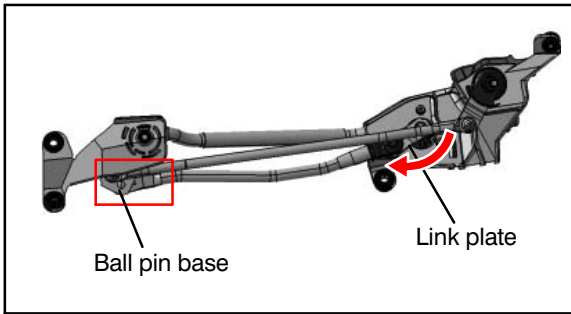
Tighten the nut to 12.5 ft–lb \pm 1 ft–lb (17.2 \pm 1.0 Nm).



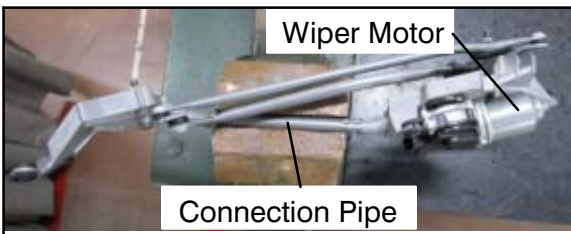
11. Install wiper link rod to the lever end that is opposing the wiper motor.

12. To prevent damage to the plastic case, improvise a tool using a 19 mm socket taped to slip joint pliers as shown.

CAUTION Turn the link plate slowly to avoid internal damage to the wiper motor.

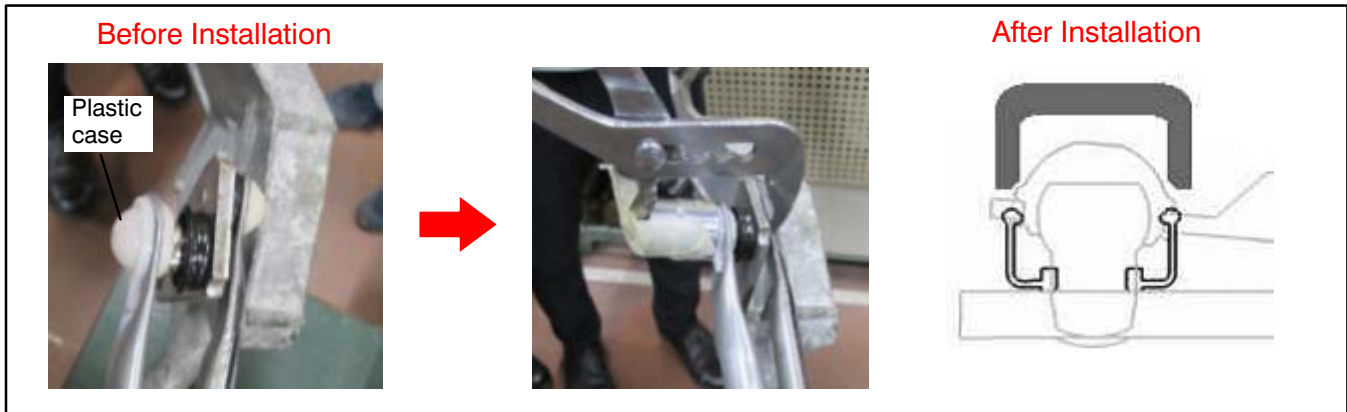


13. Turn the link plate slowly in the direction shown by the red arrow, so that the ball pin's base is visible (for easier installation).



14. Rotate the wiper link assembly 90 degrees upward so that the wiper motor is directly visible from the top.
CAUTION: Clamp ONLY the connection pipe section.

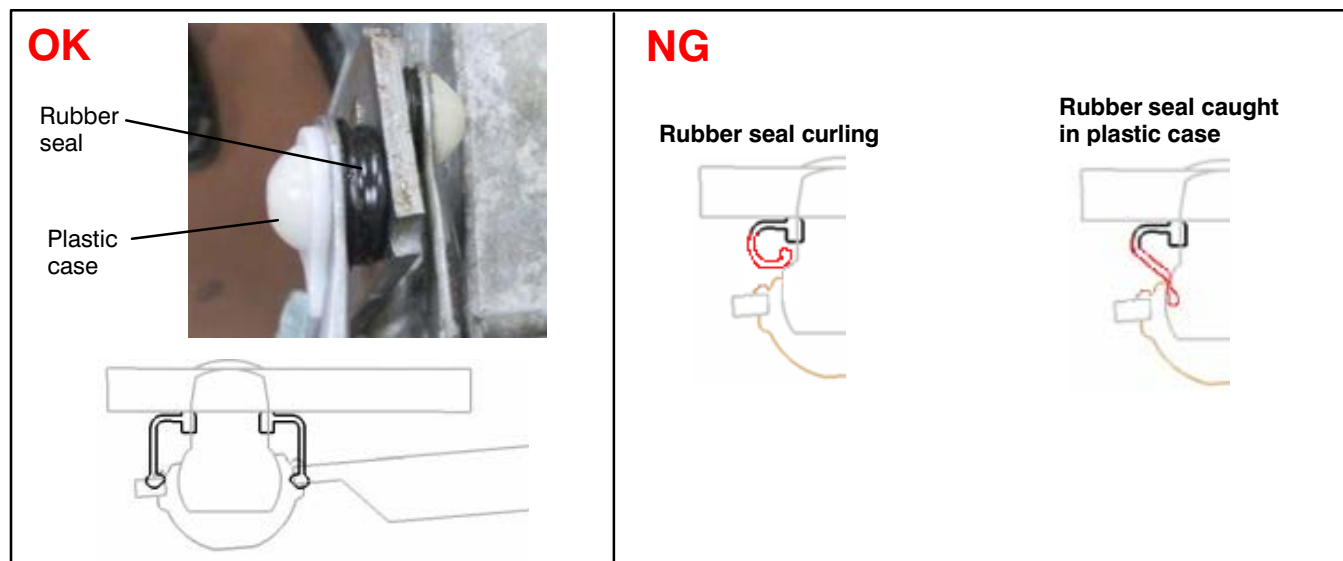
15. Install wiper link rod to lever using the improvised tool.



CAUTION The rubber seal must be properly seated. Confirm good condition of the rubber seal.

16. Verify that the rubber seal is properly seated.

⚠ CAUTION Confirm that the plastic case is not damaged or cracked.



CONTINUE SR-17-003, "WINDSHIELD WIPER MOTOR – SAFETY RECALL CAMPAIGN" FROM STEP 22

PARTS INFORMATION

Part Number	Part Description
8251A100	WIPER LINK ROD

WARRANTY INFORMATION

#	Repair Procedure	Model Years	Campaign Operation	Labor Time Allowance	Part Number
1	Wiper Link Rod Replacement	2007-2013	C1613R01	0.2 hours	8251A100

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 2007–2013 MY Outlander models

Claim Header Section:

MITSUBISHI DEALER LINK Service Warranty Help

Claim Entry Vehicle Information Interface PQR/VQR

Campaign Information

Enter in the first 6 characters of the applicable campaign number: **C1613R.**

This campaign is for replacing the wiper link.

Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C1613R** as open are involved.

Note: This recall was meant to be done at the same time as recall C1613S–Replace Wiper Motor. The 2 combined labor times pay the correct amount of labor to perform the 2 recalls if done at the same time.

Campaign Operation No: **C1613R**

Miles/Km: **64500**

VIN: **JA.....**

Service Technician: [] Emp N

SERVICE ADVISOR: []

Spec Value * [] Duplicate Recall *

Dealer: 99320 Ref No: [] VIN: []

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

Save & Continue Main Menu

After entering the required customer data, vehicle information, select the applicable campaign number and the one replacement scenario performed. Then, by hitting the "Save and Continue" button, the system will automatically fill—in several fields. See the labor parts examples on the next page.

Labor and Parts

Labor: There is 1 repair scenario for this campaign – Replace the wiper link.

Replace the wiper link: C1613R01 .2 hrs.

 Parts: The wiper link will be the required part for this recall.

Replace with part number: 8251A100 Rod, Assembly Wiper Link (LHD)

Campaign Claim

Follow the allowed labor time and required parts to be replaced depending on the one specific campaign operation that applies to the specific vehicle. The applicable campaign operation is shown on the Superscreen.

#	Repair Procedure	Model Years	Campaign Operation	Labor Time Allowance	Part Number
1	Wiper Link Rod Replacement	2007–2013	C1613R01	0.2 hours	8251A100

Rental Cars and/or Towing Charges:

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 <input type="text" value="<Select one>"/> 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 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

This notice applies to your vehicle, _____.

Date: July 2017

Dear FIRSTNAME LASTNAME,

This notice is 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 2007 – 2013 Outlander 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 non-operation of the windshield wiper motor.

If non-operation of the windshield wiper motor occurs, the windshield wipers will become inoperative which could reduce driver visibility under certain conditions and increase the risk of a vehicle crash.

In December 2016, you were also notified of a similar safety related defect involving the windshield wiper link rod. At that time, parts to provide a permanent remedy were not available. Those parts are now available. Accordingly, your local Authorized Mitsubishi Motors dealer can now repair your vehicle, both the windshield wiper motor and the wiper link rod, free of charge.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have these recall remedies 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 repair to your vehicle, free of charge.)

What your dealer will do: The dealership will replace the wiper motor and wiper link rod with countermeasure parts.

How long will it take? The time needed for the replacement of the wiper motor and wiper link rod is **1 hour**. The dealer may need your vehicle for a longer period of time, 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 windshield wiper motor and/or wiper link rod, and had either repaired or replaced as a result of these specific conditions, and have paid for the repair(s), you may send your original repair order(s) or invoice(s), **and** original receipt(s)/proof of payment(s) 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.

C1613R, C1613S