

Part 573 Safety Recall Report

17V-233

Manufacturer Name : Mitsubishi Motors North America, Inc.

Submission Date : APR 06, 2017

NHTSA Recall No. : 17V-233

Manufacturer Recall No. : SR-17-002



Manufacturer Information :

Population :

Manufacturer Name : Mitsubishi Motors North America, Inc.

Number of potentially involved : 35,674

Address : 6400 Katella Avenue

Estimated percentage with defect : NR

Cypress CA 90630

Company phone : 1-888-648-7820

Vehicle Information :

Vehicle 1 : 2016-2016 Mitsubishi Outlander

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Only vehicles manufactured within the specified production dates are potentially affected by this recall.

Production Dates : MAY 11, 2015 - MAR 14, 2016

VIN Range 1 : Begin : JA4AD2A32GZ000109 **End :** JA4JZ4AX9GZ603851 Not sequential

Vehicle 2 : 2016-2016 Mitsubishi Outlander Sport

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Only vehicles manufactured within the specified production dates are potentially affected by this recall.

Production Dates : JAN 11, 2016 - JUL 08, 2016

VIN Range 1 : Begin : JA4AR3AU8GZ018470 **End :** JA4AP4AW8GZ037730 Not sequential

Description of Defect :

Description of the Defect : Due to inappropriate manufacturing processes involving certain components used inside the door latch, certain dimensions of these components may be out of specification. As a result, the door latch mechanism may not securely latch in high-temperature conditions. If this occurs and the door mechanism does not securely latch, the door could inadvertently open while the vehicle is in motion.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the door mechanism does not securely latch, the door may open while the vehicle is in motion creating a risk of injury.

Description of the Cause : Due to inappropriate manufacturing processes involving certain components used inside the door latch, certain dimensions of these components may be out of specification.

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : ANSEI CORPORATION
Address : 30, Oshima Kitasaki-machi
Obu-city, Aichi FOREIGN STATES 474-0001
Country : Japan

Chronology :

In July 2016, MMC received a report in Japan of difficulty closing the right rear door on an Outlander PHEV vehicle. MMC began investigating this claim.

During MMC's ongoing investigation of this issue, it received and reviewed between July and December 2016, twenty three additional reports and warranty claims in Japan and the United States involving Outlander, Outlander PHEV, and Outlander Sport vehicles that were possibly related to this issue.

From July 2016 through March 2017, as part of its investigation in to this issue, MMC investigated vehicles in the field, reviewed warranty data, and reviewed production records, periodical inspection data, process change records and maintenance records. MMC also conducted repeated testing to analyse and attempt to duplicate the subject condition. Concluding its investigation in March 2017, MMC determined that inappropriate manufacturing processes at a supplier involving certain components used inside the door latch could, under high ambient temperature conditions, cause the door latch mechanism to not securely latch.

On March 30, 2017, MMC determined that a field action was necessary in the US to address this condition, and advised Mitsubishi Motors North America, Inc. to conduct a safety recall. There have been no reported injuries or accidents due to this condition.

Description of Remedy :

Description of Remedy Program : Owners of all affected vehicles will be notified and encouraged to bring their vehicles in to replace the door latch with a countermeasure unit.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : MMNA is working internally to determine the dealer and customer notification dates and will update accordingly.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported