

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

**DATE:** August 23, 2017  
**TO:** Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers  
**RE:** Door Latch Safety Recall Campaign – “Remedy Available” Customer Letters  
**TIN NO.** TIN-17-SR-002-C

\*\*\*\*\*

**AFFECTED VEHICLES:** Certain 2016 Outlander and Outlander Sport

**PURPOSE**

Customer letters for the Door Latch Safety Recall Campaign will be mailed on Friday, August 25, 2017 to owners of certain 2016 Outlander vehicles built from May 11, 2015 to March 14, 2016 and 2016 Outlander Sport vehicles built from January 11, 2016 to July 8, 2016, informing them that remedy parts are now available. If recalls SR-16-006, “CVT Hesitation – Safety Recall Campaign,” and/or SR-16-011, “Lift Gate Gas Spring Corrosion – Safety Recall Campaign,” are open, owners will be reminded in the notification letter. The sample customer notification letters appear at the end of this Technical Information Notice, and are as follows:

1. SR-17-002 (Sample A)
2. SR-17-002, SR-16-006 (Sample B)
3. SR-17-002, SR-16-011 (Sample C)
4. SR-17-002, SR-16-006, SR-16-011 (Sample D)

Recall Campaign Bulletin SR-17-002, outlining the repair procedure, has been made available on MDL and MEL. **The number of door latches to be replaced and the door latch part numbers are VIN-specific.** Prior to starting repairs, it is imperative that you first check the Warranty Superscreen for the applicable Campaign Operation Numbers. Cross reference the Campaign Operation Numbers with the Part Numbers in the PARTS INFORMATION section of SR-17-002 to determine the correct part numbers and affected latches for each vehicle.

Some dealers have been force allocated stock for SR-17-002 using a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments were processed via the 'R' order type and started shipping along with your scheduled stock order beginning 08/23/2017. Dealers may place additional orders via the MDL. In addition, please ensure you have adequate inventory of parts to support customers affected by SR-16-011, “Lift Gate Gas Spring Corrosion – Safety Recall Campaign.”

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 (C1702A, C1702B, C1702C, or C1702D), please check for and complete SR-16-006 (C1607Z), SR-16-011 (C1614Z), and 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 sold/delivered. Dealers must check their inventory vehicles’ VINs on the Warranty Super Screen 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.**



# 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: August 2017

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the requirements of 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 2016 Outlander and Outlander Sport vehicles. 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, creating a risk of injury.

**What you should do:** Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the affected door latches replaced. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform this replacement for your vehicle, free of charge.

**What your dealer will do:** The dealership will replace the affected door latches with remedy parts.

**How long will it take?** The time needed for this repair is approximately **1.5 hrs.** 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, you may submit a complaint 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 door latch as a result of this specific condition 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.

C1702A, C1702B, C1702C, C1702D



# 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: August 2017

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the requirements of 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 2016 Outlander and Outlander Sport vehicles. 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, creating a risk of injury.

Additionally, our records indicate that you have not yet responded to the following recall: (1) "CVT Hesitation – Safety Recall Campaign". During initial acceleration from a standstill, or when accelerating again after either constant speed operation or coasting down, affected CVT equipped vehicles may experience a hesitation if the range switch momentarily experiences a loss of signal. If the range switch momentarily experiences a loss of signal, this may result in reduced vehicle acceleration, resulting in an increased risk of an accident.

**What you should do:** Please contact your local Mitsubishi Motors dealer and schedule an appointment to have these recalls performed. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform these repairs for your vehicle, free of charge.

**What your dealer will do:** The dealership will replace the affected door latches with remedy parts, and the dealership will reprogram the CVT-ECU with a modified software.

**How long will it take?** The time needed for these repairs is approximately 2 hrs. 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, you may submit a complaint 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 door latch and/or transmission 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(s) 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.

Sincerely,

Mitsubishi Motors North America, Inc.

C1702A, C1702B, C1702C, C1702D, C1607Z



# 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: August 2017

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the requirements of 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 2016 Outlander and Outlander Sport vehicles. 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, creating a risk of injury.

Additionally, our records indicate that you have not yet responded to the following recall: (1) "Lift Gate Gas Spring Corrosion – Safety Recall Campaign". The supplier may have applied insufficient anti-corrosion treatment to the outer tube of the lift gate gas spring. 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.

**What you should do:** Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the affected door latches and lift gate gas springs replaced. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform these repairs for your vehicle, free of charge.

**What your dealer will do:** The dealership will replace the affected door latches with remedy parts and replace the lift gate gas springs with newly manufactured ones.

**How long will it take?** The time needed for these repairs is approximately **2.5 hrs**. 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, you may submit a complaint 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 door latch and/or lift gate gas springs 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(s) 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.

Sincerely,

Mitsubishi Motors North America, Inc.

C1702A, C1702B, C1702C, C1702D, C1614Z



# 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: August 2017

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the requirements of 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 2016 Outlander and Outlander Sport vehicles. 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, creating a risk of injury.

Additionally, our records indicate that you have not yet responded to the following recalls:  
(1) "CVT Hesitation – Safety Recall Campaign". During initial acceleration from a standstill, or when accelerating again after either constant speed operation or coasting down, affected CVT equipped vehicles may experience a hesitation if the range switch momentarily experiences a loss of signal. If the range switch momentarily experiences a loss of signal, this may result in reduced vehicle acceleration, resulting in an increased risk of an accident.  
(2) "Lift Gate Gas Spring Corrosion – Safety Recall Campaign". The supplier may have applied insufficient anti-corrosion treatment to the outer tube of the lift gate gas spring. 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.

**What you should do:** Please contact your local Mitsubishi Motors dealer and schedule an appointment to have these recalls performed. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform these repairs for your vehicle, free of charge.

**What your dealer will do:** The dealership will replace the affected door latches with remedy parts, replace the lift gate gas springs with newly manufactured ones, and reprogram the CVT-ECU with a modified software.

**How long will it take?** The time needed for these repairs is approximately 3 hrs. 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, you may submit a complaint 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 door latch, lift gate gas springs, and/or transmission 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(s) 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.

Sincerely,

Mitsubishi Motors North America, Inc.

C1702A, C1702B, C1702C, C1702D, C1614Z, C1607Z