

*** * ADVANCE TECHNICAL INFORMATION NOTICE * ***

DATE: June 23, 2017
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Door Latch Safety Recall Campaign
ATIN NO. ATIN-17-SR-002-B

AFFECTED VEHICLES: Certain 2016 Outlander and Outlander Sport

PURPOSE

A safety recall campaign is being conducted for door latches on 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. **Do not sell or deliver any affected 2016 Outlander or 2016 Outlander Sport vehicles in your new vehicle inventory until this recall has been performed.** Please check the *Most Recent: Open Campaign List* e-report to identify affected vehicles in your new vehicle inventory.

Recall Campaign Bulletin SR-17-002, outlining the repair procedure, will be made available today 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.

To expedite the repair of affected new vehicles in your inventory, your DPSM will provide you a list of these vehicles and the part numbers applicable to each vehicle. Dealers will be force allocated the correct combination of parts based on the number of affected VINs in their new vehicle inventory. Parts shipments are processed via the 'R' order type and were shipped via next day delivery, for arrival on Saturday, 6/24/2017. Please refer to Parts Bulletin DL-OU-01-17 for additional information.

As a reminder, **parts are extremely limited** and MMNA has sent interim owner notification letters (sample copy included below) to approximately 35,000 affected owners, informing them that parts are **not available** and that **they will be re-notified once parts are available**. Additionally, the owners receiving interim letters have been informed that if their vehicle's door(s) are not latching properly, they may bring their vehicle into an Authorized Mitsubishi Dealership for inspection. If a customer presents their vehicle for inspection, verify the customer's concern, and check the Superscreen to determine which specific latches are part of this recall. If the subject latch is part of this recall, order the parts and perform the recall. If the subject latch is not included in this recall, contact your DPSM. **Again, parts are extremely limited, so do not perform the recall on a customer owned vehicle unless the customer explicitly requests that the recall be performed.** Additional parts will arrive late-July and "remedy available" notification letters will be mailed to all affected owners at that time.

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 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: June 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 interim 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.

MMNA intends to repair your vehicle free of charge (parts and labor). However, the parts that may be required to provide a permanent remedy for this condition are currently not available.

MMNA is making every effort to obtain these parts as quickly as possible, and will contact you again by mail with a follow-up recall notice when the remedy parts are available.

What you should do: Once you receive your follow-up notice in the mail advising that parts are available, simply contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the repair performed. In the interim, if your vehicle's door(s) is not latching securely, you may schedule an appointment with your local Authorized Mitsubishi Motors dealer to have it inspected.

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