

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

DATE: June 5, 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-A

AFFECTED VEHICLES: Certain 2016 Outlander and Outlander Sport

PURPOSE

A safety recall campaign will be 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 (approximately 370 vehicles nationwide) in your new vehicle inventory.

MMNA is making every effort to provide your dealership with remedy parts as quickly as possible and will communicate an update within the next few days. Recall Campaign Bulletin, SR-17-002, outlining the repair procedure will be forthcoming.

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

MMNA is sending interim owner notification letters 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 will be 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, replace affected door latches with existing service parts, and advise the customer to return to have the safety recall completed once they receive notification that final remedy parts are available. Process the temporary repair as a Warranty claim.

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, 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 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 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.