

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

**DATE:** July 27, 2017  
**TO:** Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers  
**RE:** Windshield Wiper Motor Safety Recall Campaign  
**ATIN NO.** ATIN-17-SR-003-A

\*\*\*\*\*

**AFFECTED VEHICLES:** Certain 2007 - 2013 Outlander vehicles

**PURPOSE**

A recall campaign will be released today for the front windshield wiper motor on certain 2007 - 2013 Outlander vehicles built from September 8, 2006 to March 29, 2013.

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 the windshield wiper motor stops operating, the driver will not be able to activate the windshield wipers, reducing driver visibility under certain conditions and increasing the risk of a vehicle crash.

In December 2016, owners of the same vehicles were 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 and the recall campaign for the windshield wiper link rod will also be released today.

Notification letters will be sent to approximately 100,000 owners of affected vehicles, requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment **to have both recalls performed**. If the customer contacts your dealership after receiving this letter, please perform the procedures outlined in SR-17-003 "Windshield Wiper Motor – Safety Recall Campaign" **AND** SR-16-009 "Windshield Wiper Link – Safety Recall Campaign" on the affected vehicle. A sample copy of the customer letter is included for your reference.

Both Recall Campaign Bulletins, SR-17-003 and SR-16-009, outlining the wiper motor and wiper link rod replacement procedures will be available today on MEDIC and MDL. Barring extraordinary circumstances, **both recalls must be completed at the same time**. The time needed for completion of both recalls simultaneously are reflected in the allotted Labor Times.

Some dealers have been force allocated wiper motor and wiper link rod stock 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 07/27/2017. Dealers may place additional orders via the MDL. Please refer to Parts Bulletin WM-OU-01-17 for additional information.

Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct both campaigns prior to delivering them. When checking for applicability of these campaigns (C1613S and C1613R), 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: 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