

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

DATE: October 17, 2017
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Electrical Power Control Relay Safety Recall Campaign
ATIN NO. ATIN-17-SR-005-A

AFFECTED VEHICLES: Certain 2015 – 2017 Outlander, 2015 – 2016 Lancer, 2015 Lancer Evolution, 2015 – 2016 Outlander Sport

PURPOSE

A safety recall campaign will be conducted for electrical power control relays in certain 2015 – 2017 Outlander built from December 5, 2014 to August 24, 2016; 2015 – 2016 Lancer built from December 5, 2014 to March 3, 2016; 2015 Lancer Evolution built from December 5, 2014 to December 24, 2015; 2015 – 2016 Outlander Sport built from October 15, 2014 to July 8, 2016. **Do not sell or deliver any affected 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.

Due to an inappropriate maintenance procedure used on a welding machine at a relay supplier, welding of components within the relay may have been performed incorrectly resulting in improper electrical conduction. As a result, one of the following conditions may occur depending on which system is using the defective relay:

- If the relay for the engine control unit fails, the engine will stall while driving and cannot be restarted. An engine stall while driving can increase the risk of an accident.
- If the relay for the engine valve lift control fails, the engine warning lamp will illuminate and fail-safe mode will be activated, limiting available engine power.
- If the relay for the radiator fan fails, the engine coolant temperature will rise, the coolant temperature warning lamp will illuminate, and the engine may overheat.

Recall Campaign Bulletin SR-17-005, outlining the repair procedure, will be made available today on MDL and MEL. **The specific relay to be replaced are model and engine specific.** Prior to starting repairs, it is important that you first check the Warranty Superscreen for the applicable Campaign Operation Numbers. Cross reference the Campaign Operation Numbers with the chart in the RELAY REPLACEMENT PROCEDURE section in SR-17-005 to determine the correct relay(s) to replace.

Some dealers will be force allocated Electrical Power Control Relays stock using a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments are processed via the 'R' order type and started shipping along with your scheduled stock order beginning 10/18/2017. Please refer to Parts Bulletin ER-LO-01-17 for additional information.

Customer letters are scheduled to begin mailing on October 24, 2017. Copies of the customer letters are attached for your reference.

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 (C1705A, C1705B, or C1705C), **please check for any other open campaigns. Some affected vehicles may have SR-16-005, SR-16-006, SR-16-011, and/or SR-17-002 recalls still open. Please ensure you have adequate inventory of affected parts to complete all open recalls.** 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: October 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 2015-2017 Outlander, Outlander Sport, and Lancer vehicles. Due to an inappropriate maintenance procedure used on a welding machine at a relay supplier, welding of components within the relay may have been performed incorrectly resulting in improper electrical conduction. As a result, one of the following conditions may occur depending on which system is using a defective relay: If the relay for the engine control unit fails, the engine will stall while driving and cannot be restarted. An engine stall while driving can increase the risk of an accident. If the relay for the engine valve lift control fails, the engine warning lamp will illuminate and fail-safe mode will be activated, limiting available engine power. If the relay for the radiator fan fails, the engine coolant temperature will rise, the coolant temperature warning lamp will illuminate, and the engine may overheat.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the relay(s) 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 relay(s) with a countermeasure unit.

How long will it take? The time needed for this repair is approximately **0.5** 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 relay(s) 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.

C1705A, C1705B, C1705C



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Additionally, our records indicate that your vehicle may have one other open recall.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the relay(s) replaced, and to complete any other open recall. 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 relay(s) with a countermeasure unit.

How long will it take? The time needed for this repair is approximately **0.5** hrs. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience. The dealer will be able to tell you approximately how much additional time it would need to complete other open recall, when you make your appointment.

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)

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Additionally, our records indicate that your vehicle may have additional open recalls.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the relay(s) replaced, and to complete any other open recalls. 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 relay(s) with a countermeasure unit.

How long will it take? The time needed for this repair is approximately **0.5** hrs. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience. The dealer will be able to tell you approximately how much additional time it would need to complete other open recalls, when you make your appointment.

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