



# SAFETY RECALL BULLETIN

SUBJECT: <b>DOOR LATCH – SAFETY RECALL CAMPAIGN</b>			No: <b>SR-17-002</b>
			DATE: <b>June 2017</b>
			MODEL: <b>SEE BELOW</b>
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

## PURPOSE

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.

This campaign bulletin instructs dealers to replace the appropriate door latches on affected vehicles.

## AFFECTED VEHICLES

Certain 2016 Outlander

Certain 2016 Outlander Sport / RVR

### IMPORTANT

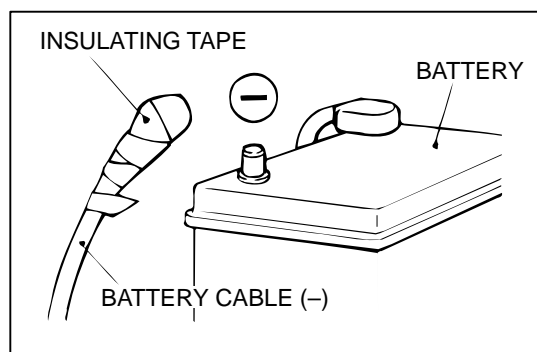
Affected new or used inventory vehicles must be repaired before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to deliver a new motor 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.

## REQUIRED OPERATIONS

Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

**The number of door latches to be replaced and the door latch part numbers are VIN-specific. It is imperative that you, before the removal process, first check the warranty superscreen for the correct part numbers and affected latches before proceeding. Cross reference the Campaign Operation Numbers with the Part Numbers in the PARTS INFORMATION section, to determine the correct part numbers and affected latches for each vehicle.**

## REMOVAL PROCEDURE



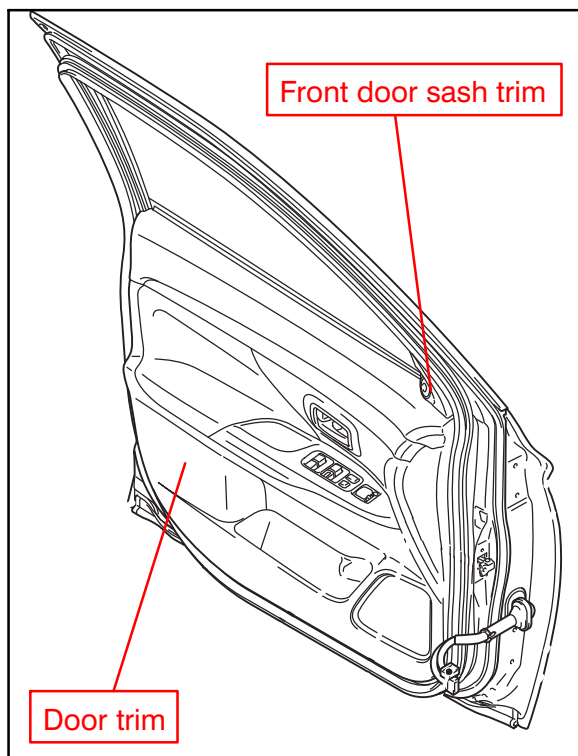
1. Record the radio station presets. Disconnect the negative (-) battery terminal and insulate the terminal with electrical tape.

**⚠ WARNING** Battery posts, terminals, and related accessories contain lead and lead compounds. WASH HANDS AFTER HANDLING.

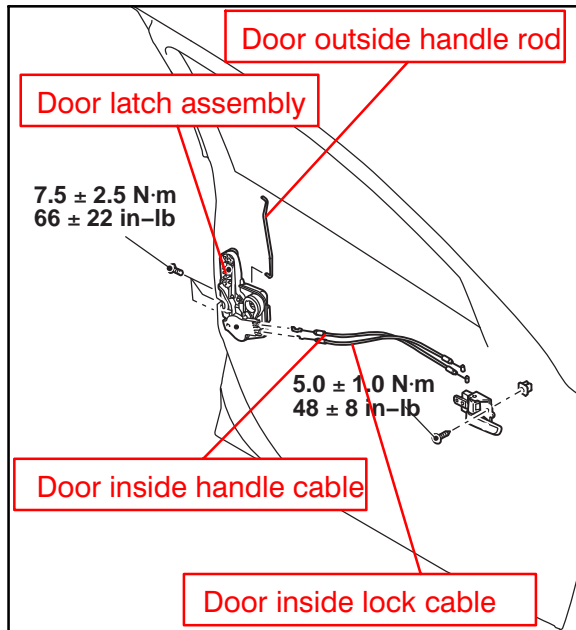
**!! IMPORTANT !!** Do not scratch or damage the door trims.

**NOTE:** Unless otherwise indicated, all images are of the left-front door.

2. Ensure that all windows are in the fully-closed position.



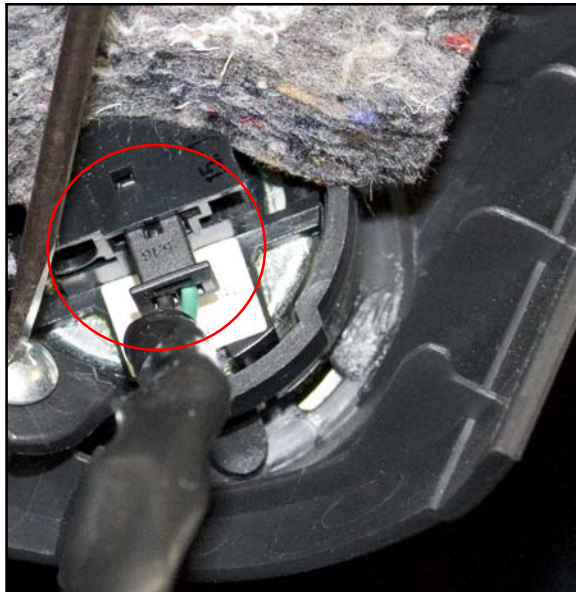
3. Identify the various door components:
  - a. Front door sash trim.
  - b. Door trim.



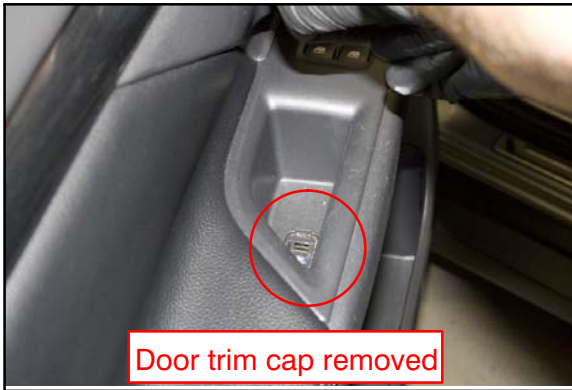
- c. Door outside handle rod.
- d. Door latch assembly.
- e. Door inside handle cable.
- f. Door inside lock cable.



4. **Front doors only:** Remove the front door sash trim.



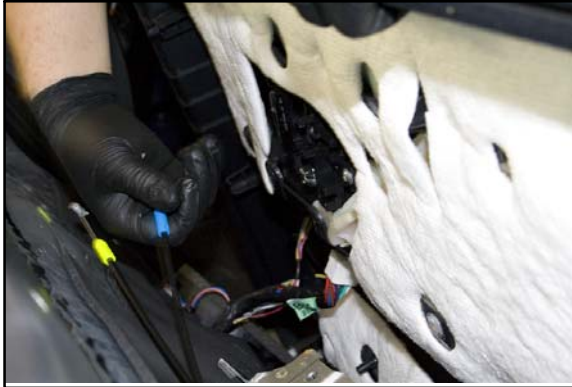
5. **Front doors only:** Disconnect the tweeter connector.



6. Remove the door trim cap and remove screw.

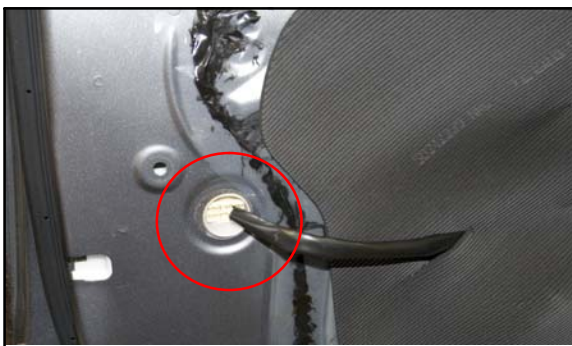


7. Remove the inside handle cover cap and remove screw.

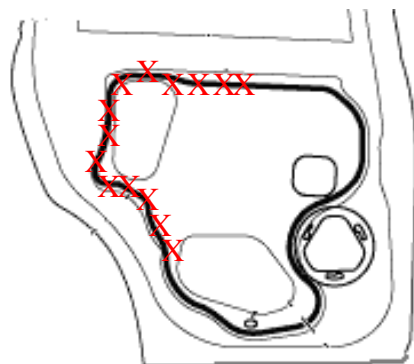


8. Remove the door trim and disconnect the power window switch connector, door inside handle cable, and door inside lock cable from the inside door handle.

**NOTE:** Do not separate the inside door handle or power window switch panel assembly from the door trim.



9. Disconnect the door latch assembly connector.



Left Rear Door Film Peeling Area



Left Front Door Film Peeling Area



10. Carefully peel off waterproof film at the illustrated crosshatched area.

**NOTE:** Be careful to **not** rip the waterproof film during the peeling process. The rear doors' waterproof films are more susceptible to tearing than the front ones.

**NOTE:** Do not stain any part of the vehicle with the adhesive material from the waterproof film.

**NOTE:** Do not damage any door harnesses.



11. Remove the tightening bolt of the door window sash lower assembly.



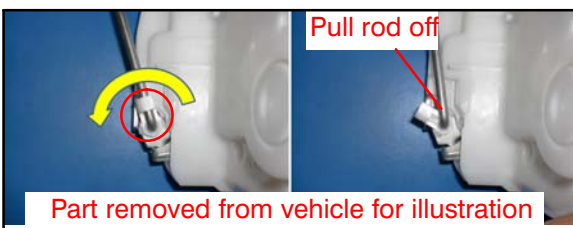
12. **Front doors only:** Disconnect the connector on the door window sash lower assembly.



13. Separate the door outside handle rod from the door latch assembly.



a. **For left-hand doors:** While operating the door outside handle, turn the locking part of the clip toward the inside of the vehicle, then pull the rod off.



b. **For right-hand doors:** Turn the locking part of the clip toward the outside of the vehicle, then pull the rod off.



14. Remove and **discard** 3 door latch assembly screws.

**NOTE:** New screws from MW400240 must be used with every new door latch assembly.

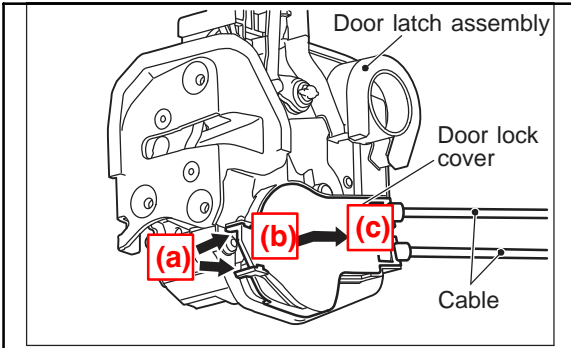
15. Remove the door latch assembly.



**CAUTION:** If any portion of the door latch assembly sealing pad remains attached to the door, make sure it is completely removed to prevent improper sealing when a new door latch assembly is installed. An improper seal may allow water intrusion.



16. Mark the removed door latch assembly, to distinguish it from the new, remedy part.

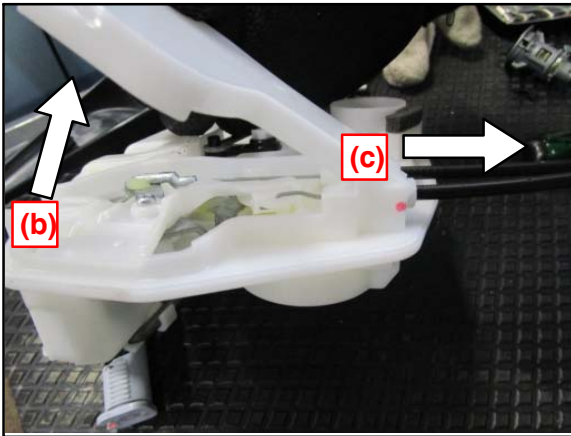


17. Open the door lock cover.

a. Unlock the catch on the door lock cover with a flathead screwdriver.

b. Lift the door lock cover.

c. Slide the cover toward the cable side and remove it from the door latch assembly.



18. Disconnect the 2 cables.

## INSTALLATION PROCEDURE



1. Connect the 2 cables to the new door latch assembly and install the door lock cover.

2. Install the door latch assembly to the vehicle.



3. Using new screws from MW400240, tighten the door latch assembly to  $66 \pm 22$  in-lb ( $7.5 \pm 2.5$  Nm).

**!! IMPORTANT !!** Door latch assembly screws cannot be reused. Make sure you replace them with new screws from part MW400240.





4.

- a. **For left-hand doors:** While operating the door outside handle, securely insert the tip of the door outside handle rod into the door latch assembly. Turn the locking part of the clip toward the outside of the vehicle, to lock the rod into place.
- b. **For right-hand doors:** Securely insert the tip of the door outside handle rod into the door latch assembly. Turn the locking part of the clip toward the inside of the vehicle, to lock the rod into place.



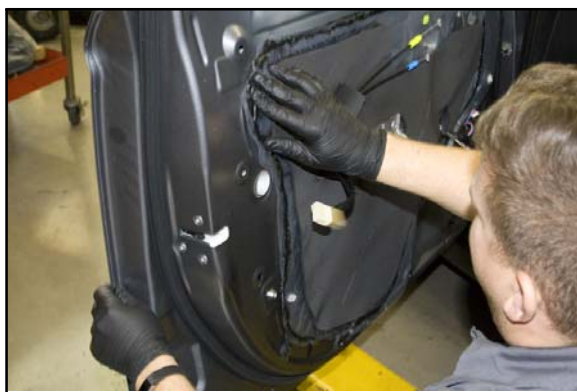
5.

- Front doors only:** Reconnect the connector on the door window sash lower assembly.



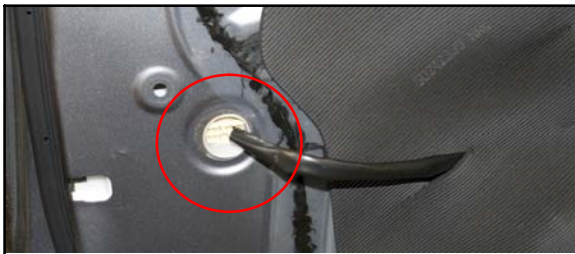
6.

- Install the door window sash lower assembly. Tighten bolt to  $48.5 \pm 9$  in-lb ( $5.5 \pm 1.5$  Nm).

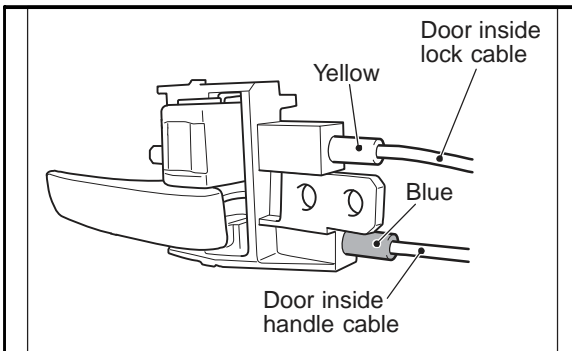


7.

- Reinstall the waterproof film.



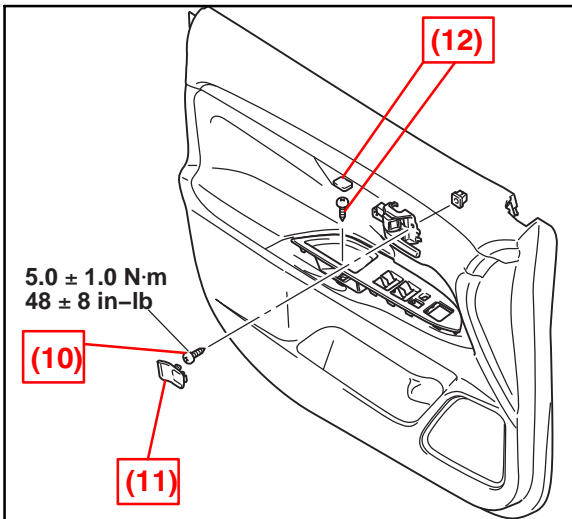
8. Reconnect the door latch assembly connector.



9. Connect the door inside handle and door inside lock cables as illustrated, paying close attention to the cable colors.

10. Reinstall the door trim.

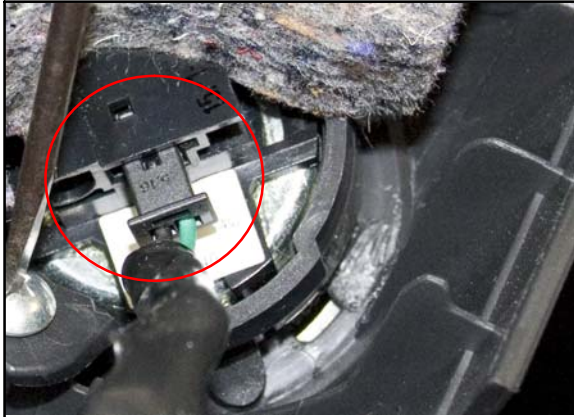
Right-hand door inside handle



11. Reinstall inside handle screw to  $48 \pm 8 \text{ in}\cdot\text{lb}$  ( $5.0 \pm 1.0 \text{ Nm}$ ).

12. Reinstall inside handle cover cap.

13. Reinstall screw and door trim cap.



14. **Front doors only:** Reconnect the tweeter connector.



15. **Front doors only:** Reinstall the front door sash trim.

16. Repeat REMOVAL PROCEDURE and INSTALLATION PROCEDURE for all remaining affected door latches.

### **OPERATION VERIFICATION PROCEDURE**

17. Reconnect the battery and, if applicable, re-enter the radio station presets.
18. Confirm that the door inside handle and door outside handle are operational.
19. Confirm the door inside handle lock knob properly locks and unlocks.
20. Confirm the door switch (KOS vehicle) and keyless entry function properly.
21. Confirm all windows operate from the driver's window switches.
22. Confirm each window operates from the respective door's window switch.

### **POWER WINDOW FULLY CLOSED LEARNING PROCEDURE**

23. Turn ignition switch to "ON".
24. From the driver's position, fully open the door window.
25. Close the window by holding the window close switch and keep holding the switch for at least 2 seconds after the window has closed.
  - a. Verify window auto open and close operations.

**PARTS INFORMATION**

Use only the Genuine Mitsubishi Parts listed below:

#	Repair Procedure	Campaign Operation	Labor Time Allowance	Part Number	Location	QTY
A	Replace 4 latches – Vehicles w/o Fast Key	C1702 <u>A</u> 01	1.2 hours	MW400227J	Left Front	1
				MW400232J	Right Front	1
				MW400234J	Left Rear	1
				MW400235J	Right Rear	1
				MW400240	1 set per latch	4
B	Replace 4 latches – Vehicles with Fast Key	C1702 <u>B</u> 01	1.2 hours	MW400227J	Left Front	1
				MW400233J	Right Front	1
				MW400234J	Left Rear	1
				MW400235J	Right Rear	1
				MW400240	1 set per latch	4
C	Replace 2 Latches RF & RR – Vehicles w/o Fast Key	C1702 <u>C</u> 01	0.7 hours	MW400232J	Right Front	1
				MW400235J	Right Rear	1
				MW400240	1 set per latch	2
D	Replace 2 Latches RF & RR – Vehicles with Fast Key	C1702 <u>D</u> 01	0.7 hours	MW400233J	Right Front	1
				MW400235J	Right Rear	1
				MW400240	1 set per latch	2

Description	Part Number	Quantity	Remark
Screw set	MW400240	3 screws per set	1 set per door latch.

## WARRANTY / RECALL CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' – Recall/Campaign Claims.

Please follow the campaign instructions when entering each claim in order to select the applicable campaign operation that correctly matches up with campaign shown on the Superscreen for each involved VIN.

**Claim Header Section: 2016MY Outlander, Outlander Sport/RVR Door Latches.**

**MITSUBISHI DEALER LINK** Service Warranty Warranty Claim Help

Claim Entry Vehicle Information face PQR/VQR

**Campaign Information**

Campaign Operation No:  Enter As  TSP

Miles/Km:

VIN:

Service Technician:  Emp No:  Service Advisor:  Emp No:

Spec Value \*:  Duplicate Recall \*:

Dealer: 99320 Ref No:  VIN:

Claim No:  Adj:  Claim Status: Incomplete Model and Year:

Enter in the first 6 characters of this campaign labor operation: **C1702A**, **C1702B**, **C1702C**, or **C1702D**.

This campaign is for the replacement of door latches on certain 2016MY Outlander, Outlander Sport and RVR models.

Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C1702A**, **B**, **C**, or **D** as open are involved.

After entering the required customer data, vehicle information and applicable campaign operation number, hitting the "Save and Continue" button will automatically fill—in several fields. Please note there is only 1 possible repair scenario for each campaign operation. Only 1 campaign operation will apply to each involved vehicle.

## Campaign Claim

Follow the allowed labor time and required parts to be replaced depending on the one specific campaign operation that applies to the specific vehicle. The applicable campaign operation is shown on the Superscreen.

#	Repair Procedure	Campaign Operation	Labor Time Allowance	Part Number	Location	QTY
A	Replace 4 latches – Vehicles w/o Fast Key	C1702A01	1.2 hours	MW400227J	LF	1
				MW400232J	RF	1
				MW400234J	LR	1
				MW400235J	RR	1
				MW400240	1 set per latch	4
B	Replace 4 latches – Vehicles with Fast Key	C1702B01	1.2 hours	MW400227J	LF	1
				MW400233J	RF	1
				MW400234J	LR	1
				MW400235J	RR	1
				MW400240	1 set per latch	4
C	Replace 2 Latches RF & RR – Vehicles w/o Fast Key	C1702C01	0.7 hours	MW400232J	RF	1
				MW400235J	RR	1
				MW400240	1 set per latch	2
D	Replace 2 Latches RF & RR – Vehicles with Fast Key	C1702D01	0.7 hours	MW400233J	RF	1
				MW400235J	RR	1
				MW400240	1 set per latch	2

## Rental Cars and/or Towing Charges:

If there is a need to provide the owner with a rental car and/or tow their vehicle, claim the applicable charges in this section of the claim on the lower portion of the labor entry screen.

Select	Labor Operation	Labor Operation Description	Amount
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order <input type="text"/>
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES	Days <input type="text"/> Reason <input type="text"/> Rental Company <input type="text"/> Invoice Number <input type="text"/>
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company <input type="text"/> Invoice Number <input type="text"/>
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company <input type="text"/> Invoice Number <input type="text"/>

## Replaced Parts Retention:

Retain all replaced latches for at least 5 days after the campaign claim is paid. Replaced latches may be scrapped after 5 days if a request for return is not received.