



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 20, 2018

Mr. Kurt Kurata  
Senior Manager, Product Support and Compliance  
Mitsubishi Motors North America, Inc.  
6400 Katella Avenue  
Cypress, CA 90630

NEF-150JK  
18V-621

**Subject:** Safety Systems may be Disabled When in Use

Dear Mr. Kurata:

This letter serves to acknowledge Mitsubishi Motors North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MITSUBISHI/ECLIPSE CROSS/2018  
MITSUBISHI/OUTLANDER/2017-2018  
MITSUBISHI/OUTLANDER SPORT/2018  
MITSUBISHI/OUTLANDER PHEV/2018

**Mfr's Report Date:** September 14, 2018

**NHTSA Campaign Number:** 18V-621

**Components:**

ELECTRICAL SYSTEM: SOFTWARE  
ELECTRONIC STABILITY CONTROL  
FORWARD COLLISION AVOIDANCE: ADAPTIVE CRUISE CONTROL  
SERVICE BRAKES, HYDRAULIC: ANTILOCK

**Potential Number of Units Affected:** 58,916

**Problem Description:**

Mitsubishi Motors North America, Inc. (MMNA) is recalling certain 2018 Mitsubishi Outlander Sport vehicles equipped with a Forward Collision Mitigation (FCM) system and 2018 Mitsubishi Outlander PHEV and Eclipse Cross vehicles and 2017-2018 Outlander vehicles equipped with an Adaptive Cruise Control (ACC) system and/or an Electric Parking Brake (EPB) system. The software for the Hydraulic Unit Electronic Control Unit (ECU) may be incorrect, possibly preventing the intervention of a safety system such as automatic emergency braking, Anti-lock Braking (ABS), Electronic Stability Control (ESC), or the Brake Auto Hold (BAH) function when any of these systems are in use.

**Consequence:**

If the safety systems do not function as intended, it can increase the risk of a crash.

**Remedy:**

MMNA will notify owners, and dealers will update the Hydraulic Unit-ECU software, free of charge. The recall is expected to begin October 16, 2018. Owners may contact MMNA customer service at 1-888-648-7820. MMNA's number for this recall is SR-18-008.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

The information in your report suggests that MMNA may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement