

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: April 20, 2018

TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Service Managers, and Parts Managers

RE: Countermeasure Part Inspection During Parking Brake Corrosion Safety Recall

TIN NO. TIN-18-SR-002-C

AFFECTED VEHICLES: Certain 2014-2016 Outlander and 2013-2016 Outlander Sport

PURPOSE

Mitsubishi Motors North America, Inc. (MMNA) would like to remind everyone that the “Confirm Mark” labor ops are applicable **only** when countermeasure mark(s) are found during the **INSPECTION AND IDENTIFYING IMPROVED PARTS** step in SR-18-002. As a reminder, the countermeasure marks are:

- 1) Blue paint mark on the hook; or
- 2) “G” stamp near the nut.

Any other marks found on the caliper lever are production (or “manufacturing”) marks, **NOT** countermeasure marks.

MMNA would also like to ensure that technicians are correctly identifying the vehicles that do not need a repair performed. Therefore, **all inspection-only claims processed after 4/23/2018 must include photos of the caliper lever with a countermeasure mark—those photos must be posted to the Photos Required Condition (PRC) system in the “RECALL PHOTO/DOCS SUPPORT” category. The photo must clearly show the countermeasure mark with a legible, hand-written note of the last 8 characters of the VIN.**

If blue paint mark is found on the hook of the caliper lever or if “G” is stamped near the nut, the caliper is already a countermeasure unit. No further inspection or replacement work is required.

Check both left and right rear brake caliper assemblies.

NOTE: Blue or green marks located on areas other than the lever hook are production marks and do not mean they are improved parts.

Caliper Lever

Production mark

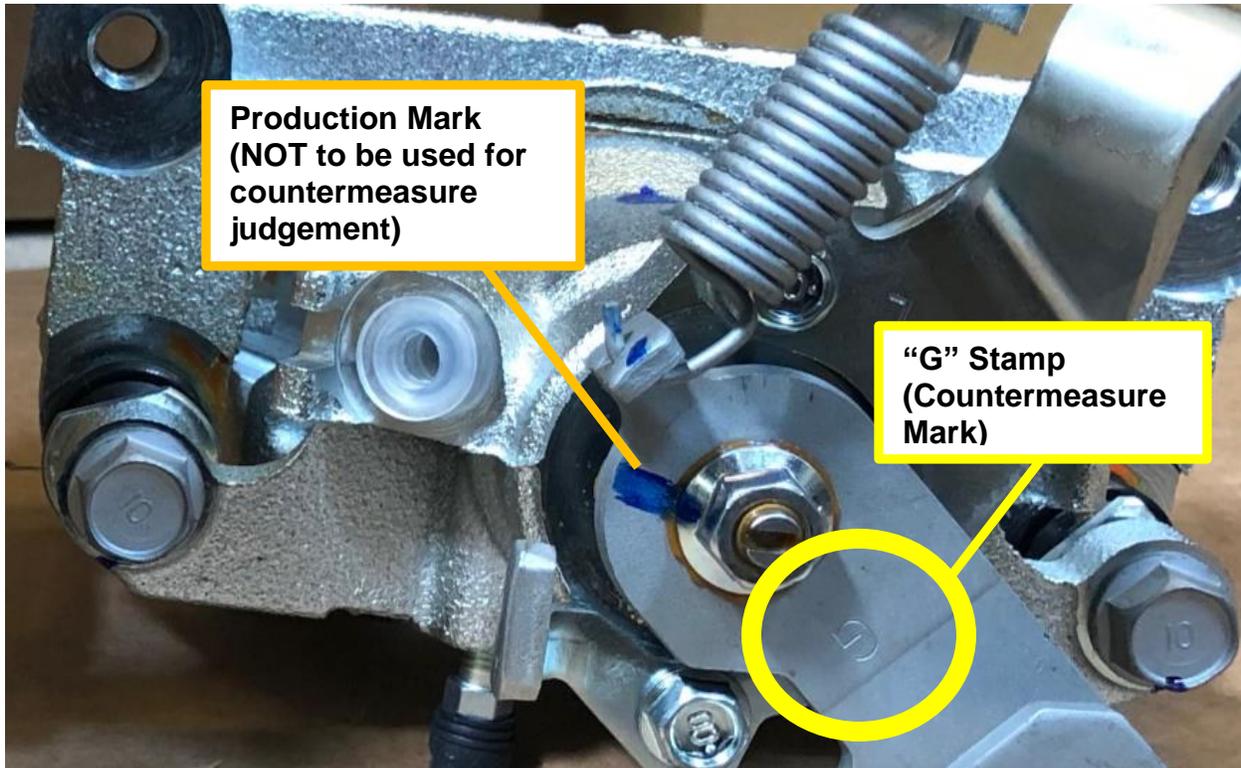
Blue Paint on Hook

“G” Stamp Near the Nut

Rear Brake Caliper Assembly

Page 5 from SR-18-002REV

Additional sample photo of marks:



Customer satisfaction is important to MMNA, and we would like to take this opportunity to remind you to **follow the proper flowcharts**, and that the **proper inspection and repair** procedures **must** be followed to fix the customer's vehicle right the first time.

Please contact your DPSM if you have any questions.

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 Superscreen 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.