

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

DATE: February 23, 2018
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Sunroof Safety Recall Campaign
ATIN NO. ATIN-18-SR-003-B

AFFECTED VEHICLES: Certain 2007-2010 Outlander, 2008-2010 Lancer, 2009-2010 Lancer Evolution, 2010 Lancer Sportback

PURPOSE

A recall campaign will be released today for the sunroof assembly on certain 2007-2010 Outlander built from September 8, 2006 to November 3, 2009; 2008-2010 Lancer built from January 15, 2007 to March 3, 2010; 2009-2010 Lancer Evolution built from September 1, 2008 to October 30, 2009; and 2010 Lancer Sportback built from June 17, 2009 to October 30, 2009.

Due to inappropriate polyurethane materials of the outer frame that the sunroof glass is bonded to, the sunroof glass may detach from the sunroof glass assembly. If the sunroof glass detaches while driving, it can become a road hazard, increasing the risk of a crash.

Approximately 39,000 customer notification letters will be mailed, by the end of February 2018, to owners of vehicles affected by this campaign, requesting they contact their local Authorized Mitsubishi Motors dealer to schedule an appointment to have this recall performed. Included below is a sample copy of the customer notification letter for your reference. Many of these vehicle also have SR-16-003 "Cross Member Corrosion" and/or SR-17-003 "Windshield Wiper Motor" and SR-16-009 "Windshield Wiper Link" campaigns open. Another 17,000 customer notification letters will be mailed, in March 2018, to owners of vehicles affected by both this campaign and SR-18-002 "Parking Brake Corrosion" campaign.

Some dealers have been force allocated sunroof assembly stock and/or wiper motors, wiper links, cross members, cross member coating materials using POD data and 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 02/23/2018. Dealers may place additional orders via the MDL. Please refer to Parts Bulletin SF-OU-01-18 for additional information. Additional orders may be allocated based on the above criteria when the additional 17,000 customer notification letters are mailed.

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 (C1804R), please check for and complete any other open campaign. 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: February 2018

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 2007-2010 Outlander, 2008-2010 Lancer, 2009-2010 Lancer Evolution, and 2010 Lancer Sportback vehicles. Due to an incorrect outer frame material which the sunroof glass is bonded to, the sunroof glass may detach from the sunroof glass assembly. If the sunroof glass detaches while driving, it can become a road hazard, increasing the risk of a crash.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the sunroof glass assembly 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 sunroof glass assembly 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 sunroof glass detachment from the sunroof glass assembly and had it replaced or repaired 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.

C1804R