

**\* \* TECHNICAL INFORMATION NOTICE \* \***

**DATE:** March 27, 2018  
**TO:** Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers  
**RE:** Sunroof Safety Recall Campaign  
**TIN NO.** TIN-18-SR-003-C

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

**PURPOSE**

Notification letters for approximately 17,000 vehicles affected by this campaign **and** SR-18-001 “Drive Belt Auto Tensioner” campaign will be mailed to owners today, March 27, 2018, requesting they contact their local Authorized Mitsubishi Motors dealer to schedule an appointment to have these recalls performed. Included below is a sample copy of the customer notification letter for your reference.

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.

Some dealers may have already been force allocated sunroof assembly stock in February 2018, during the initial notification letter mailing. No further force allocation is planned; however, dealers must review their current inventory and may place additional orders via the MDL to ensure that you have sufficient parts to complete this recall.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the **Most Recent: Open Campaign List** available under the service section of “e-reports.” 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: March 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 defects which relates to motor vehicle safety exist in certain 2008-2012 Outlander, 2009-2012 Lancer, 2010-2012 Lancer Sportback, and 2011-2012 Outlander Sport vehicles.

- (1) 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.
- (2) The flange of the drive belt automatic tensioner may crack, causing detachment of the drive belt. If the drive belt detaches, the alternator will not charge the battery, causing an engine stall, and/or the power steering assist will be disabled, 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 and drive belt automatic tensioner inspected. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform these repairs for your vehicle, free of charge.)

**What your dealer will do:** The dealership will replace the sunroof glass assembly with a countermeasure unit, free of charge. The dealership will inspect the drive belt automatic tensioner to determine if the drive belt automatic tensioner on your vehicle is a countermeasure unit. If the drive belt automatic tensioner on your vehicle is not a countermeasure unit, the dealer will replace it with a countermeasure unit, free of charge.

**How long will it take?** The time needed for these repairs is approximately **1.0 - 1.5 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/or a cracked drive belt automatic tensioner flange and had them replaced or repaired as a result of these specific conditions and have paid for the repair(s), you may send your original repair order(s) or invoice(s) **and** original receipt(s)/proof of payment(s) 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.

Sincerely,

Mitsubishi Motors North America, Inc.

C1801R, C1804R