

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

**DATE:** March 27, 2018  
**TO:** Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers  
**RE:** Outlander Sport Windshield Wiper Link Safety Recall Campaign  
**TIN NO.** TIN-18-SR-004-B

\*\*\*\*\*  
**AFFECTED VEHICLES:** Certain 2011-2016 Outlander Sport

**PURPOSE**

Notification letters will be mailed today, March 27, 2018, to owners of affected vehicles, requesting they contact their local Authorized Mitsubishi Motors dealer to schedule an appointment to have this recall performed. Three different letters are being mailed, depending on whether the vehicle is also affected by SR-18-001 "Drive Belt Auto Tensioner" campaign or SR-18-002 "Parking Brake Corrosion" campaign. Sample copies of the letters are included below for your reference.

In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the wiper link may separate causing the windshield wipers to stop operating. If the windshield wipers become inoperative it may reduce driver visibility and increase the risk of a vehicle crash.

Some dealers may be force allocated stock of parts necessary to complete this recall using a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments will be processed via the 'R' order type and will start shipping along with your scheduled stock order beginning April 2, 2018. Dealers may place additional orders via the MDL. Please refer to Parts Bulletin WL-OU-01-18 for additional information.

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 (C1805Z or C1806Z), please check for and complete C1611Z or C1612Z, and 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 a defect which relates to motor vehicle safety exists in certain 2011 – 2016 Outlander Sport vehicles. In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the wiper link may separate causing the windshield wipers to stop operating. If the windshield wipers become inoperative it may reduce driver visibility and increase the risk of a vehicle crash.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the windshield wiper link replaced. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform this repair to your vehicle, free of charge.)

**What your dealer will do:** The dealership will replace the wiper link rod with a countermeasure part, free of charge. (If you have not had the wiper motor replaced, from a previous recall campaign, the dealership can replace both the wiper link rod and wiper motor at the same time.)

**How long will it take?** The time needed for the replacement of the wiper link rod is **1.0 hour**. 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, write 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 a problem with the windshield wiper link rod, and had it repaired or replaced 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.

C1805Z, C1806Z



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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 2011 – 2016 Outlander Sport vehicles.

- (1) In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the wiper link may separate causing the windshield wipers to stop operating. If the windshield wipers become inoperative it may reduce driver visibility and increase the risk of a vehicle 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 windshield wiper link 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 to your vehicle, free of charge.)

**What your dealer will do:** The dealership will replace the wiper link rod with a countermeasure part, free of charge. (If you have not had the wiper motor replaced, from a previous recall campaign, the dealership can replace both the wiper link rod and wiper motor at the same time.) 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 **1.5 - 2.0 hours**. 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, write 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 a problem with the windshield wiper link rod 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.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

C1805Z, C1806Z, C1801R



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Date: March 2018

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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 2011 – 2016 Outlander Sport vehicles.

- (1) In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the wiper link may separate causing the windshield wipers to stop operating. If the windshield wipers become inoperative it may reduce driver visibility and increase the risk of a vehicle crash.
- (2) Water may enter the rear brake calipers causing the parking brake operating shafts to corrode and possibly bind. If the parking brake operating shaft binds, the parking brake may not engage or disengage fully. If the parking brake does not engage properly, the vehicle may move unexpectedly if it is parked on a slope, 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 windshield wiper link rod replaced and have the parking brake inspected and, if necessary, repaired. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform these repairs to your vehicle, free of charge.)

**What your dealer will do:** The dealership will replace the wiper link rod with a countermeasure part, free of charge. (If you have not had the wiper motor replaced, from a previous recall campaign, the dealership can replace both the wiper link rod and wiper motor at the same time.) The dealership will inspect the rear brake calipers and replace the parking brake boot and lever or the brake caliper body, as necessary, free of charge. On certain vehicles, the piston assembly of the rear brake caliper will be replaced with a countermeasure unit.

**How long will it take?** The time needed for the replacement of the wiper link rod and inspection is **1.5 – 3.0 hrs**, depending on the inspection results and required repair. 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, write 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 a problem with the wiper link rod and/or encountered dragging or decreased parking brake performance, and had the wiper link rod and/or rear brake calipers repaired or replaced 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.

C1805Z, C1806Z, C1802Z, C1803R, C1802X, C1803X