

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: October 16, 2018
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: FCM-ECU Reprogramming Safety Recall Campaign
TIN NO. TIN-18-SR-007-B

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AFFECTED VEHICLES: 2017-2018 Outlander, 2018 Outlander PHEV, 2018-2019 Eclipse Cross, 2018 Outlander Sport

PURPOSE

Notification letters are being mailed today, October 16, 2018, to owners of vehicles affected by recall SR-18-007 "FCM-ECU Reprogramming," requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed. **Do not sell or deliver any affected 2017-2018 Outlander, 2018 Outlander PHEV, 2018-2019 Eclipse Cross, 2018 Outlander Sport until this recall has been performed.** The recall bulletin was distributed to all dealers on October 2, 2018.

Some vehicles are also affected by SR-18-008 "ASC Hydraulic Unit-ECU Reprogramming" campaign. The owners of vehicles affected by both SR-18-007 and SR-18-008 will receive the "dual" letter. Sample copies of the owner letters are included below for your reference.

For vehicles affected by both SR-18-007 and SR-18-008, please ensure that they are repaired on the same visit.

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 (C1810R), please check for and complete any other open campaigns. 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 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.



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: October 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 2017-2018 Outlander, 2018 Outlander PHEV, 2018-2019 Eclipse Cross, and 2018 Outlander Sport vehicles. Due to incorrect software, when the FCM-ECU (Forward Collision Mitigation Electronic Control Unit) detects a pedestrian, the FCM-ECU may apply braking for longer than needed, even after a pedestrian is no longer detected. If the FCM-ECU software activates the brake for longer than necessary, the driver may react by applying additional braking. The resulting rapid deceleration of the vehicle can increase the risk of a rear-end collision.

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

What your dealer will do: The dealership will reprogram your vehicle's FCM-ECU, free of charge.

How long will it take? The time needed for this repair is approximately **30 minutes**. 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 a problem with the FCM-ECU 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.

C1810R



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Date: October 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 2017-2018 Outlander, 2018 Outlander PHEV, 2018 Eclipse Cross, and 2018 Outlander Sport vehicles.

- (1) Due to incorrect software, when the FCM-ECU (Forward Collision Mitigation Electronic Control Unit) detects a pedestrian, the FCM-ECU may apply braking for longer than needed, even after a pedestrian is no longer detected. If the FCM-ECU software activates the brake for longer than necessary, the driver may react by applying additional braking. The resulting rapid deceleration of the vehicle can increase the risk of a rear-end collision.
- (2) Due to incorrect software for the Hydraulic Unit Electronic Control Unit (H/U-ECU), electrical noise may be generated when the pump motor for the H/U operates, causing the H/U-ECU to reset. If this occurs, it may affect operation of certain safety systems such as automatic emergency braking, Anti-lock Braking (ABS), Active Stability Control (ASC), or the Brake Auto Hold (BAH) function when any of these systems are in use. If the safety systems do not function as intended, it can increase the risk of a crash.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the FCM-ECU and Hydraulic Unit ECU reprogrammed. 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 reprogram your vehicle's FCM-ECU and Hydraulic Unit ECU, free of charge.

How long will it take? The time needed for these repairs is approximately **1 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, 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 a problem with the FCM-ECU and/or the Hydraulic Unit ECU 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.

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