

Chronology

In March 2010, MMC received a complaint from the field in Japan regarding non-operation of the wipers on Outlander, which shares the same windshield wiper link ball joint with Outlander Sport. MMC started an investigation and confirmed that the wiper link ball joint had corroded, but MMC could not find the cause of the problem.

From March 2010 to September 2015, MMC monitored the field situation worldwide continuously and could only identify 10 additional cases on Outlander. And in February 2015, MMC received a first complaint from the field in Japan regarding non-operation of the wipers, caused by the corroded ball joint, on Outlander Sport. Given the results of internal testing which confirmed no corrosion under foreseeable moisture conditions, however, it was determined that these few incidents were likely the result of water intrusion due to high pressure vehicle washing.

From October 2015 to September 2016, continued investigation determined that aging/deterioration of the front deck garnish could result in water penetration, which water could enter the rubber boot causing the wiper link ball joint to corrode over time.

On October 25, 2016, given the results of its further analysis and to assure continued future performance of the wiper link ball joint, MMC decided to conduct a recall for Outlander and informed MMNA to proceed with a recall (16V791). With respect to Outlander Sport, given the significantly lower claim rate for this vehicle compared to Outlander, MMC decided to continue to investigate the issue for Outlander Sport and monitor field performance.

In May and November 2017, MMC reported the number of claims and the claim rate to NHTSA through MMNA. NHTSA agreed with MMC's proposal to monitor field performance for Outlander Sport.

On February 2, 2018, despite the obviously lower claim rate for Outlander Sport compared to Outlander, to assure continued future performance of the wiper link ball joint, MMC decided to conduct a recall and informed MMNA to proceed with a recall on Outlander Sport. MMC has not received any claims of injury relating to this condition.