



SAFETY RECALL BULLETIN

SUBJECT: DRIVE BELT AUTO TENSIONER – SAFETY RECALL CAMPAIGN			No: SR-18-001
			DATE: March 2018
			MODEL: See Below
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

PURPOSE

This campaign bulletin instructs dealers to inspect and, if necessary, replace the drive belt auto tensioner with a countermeasure part.

BACKGROUND

Due to repetition of high load operations, 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.

AFFECTED VEHICLES

Certain 2009 – 2012 Lancer built March 20, 2008 – November 17, 2011

Certain 2010 – 2012 Lancer Sportback built June 17, 2009 – November 15, 2011

Certain 2008 – 2012 Outlander built June 25, 2008 – November 16, 2011

Certain 2011 – 2012 Outlander Sport/RVR built August 26, 2010 – December 15, 2011

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.

CUSTOMER NOTIFICATION

Letters will be sent to all owners of affected vehicles requesting them to bring their vehicle to a local Authorized Mitsubishi dealer to have their vehicle remedied. Copies of the customer notification letters appear at the end of this bulletin.

REQUIRED OPERATIONS

Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

!! IMPORTANT !!

Inspect the front bumper and fenders for presence of any damages or scratches. If damages or scratches are found, notify the customer before proceeding.

⚠ WARNING

Vehicle and engine components may be hot.

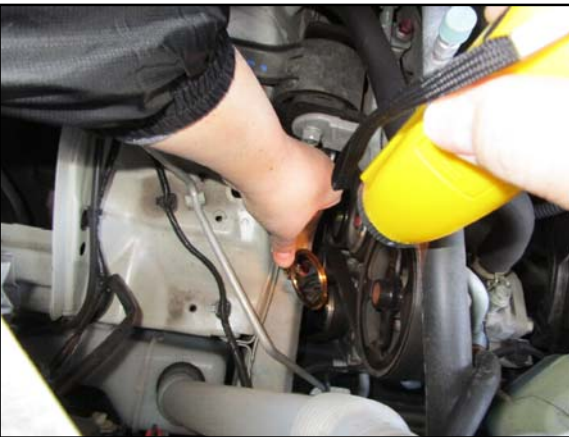
⚠ CAUTION

Panel edges inside the engine compartment may be sharp.

AUTO TENSIONER INSPECTION



1. Remove the radiator condenser tank mounting bolt, and move the radiator condenser tank to a place where it does not interfere with the removal and installation of the drive belt.

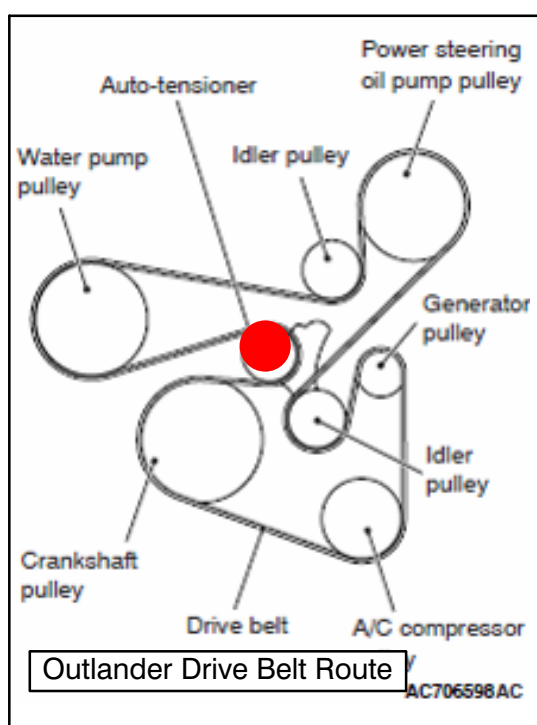
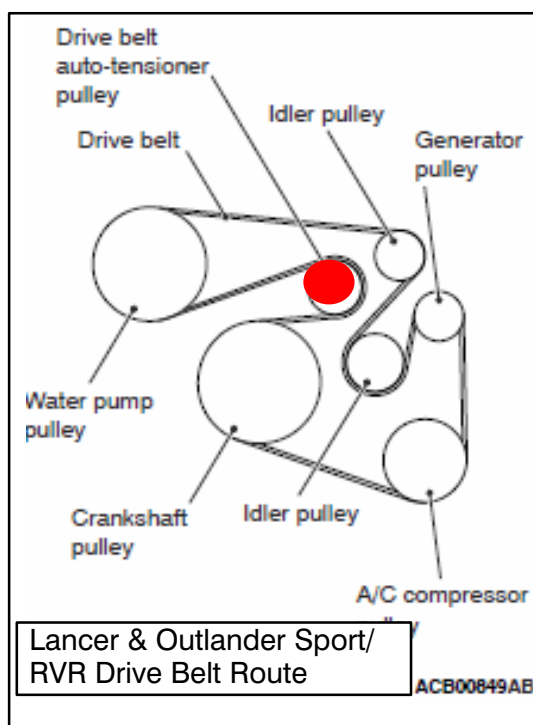


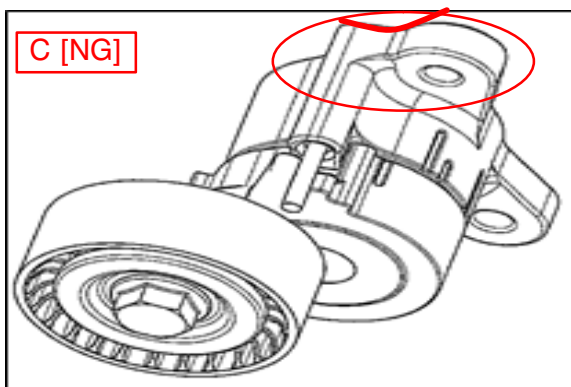
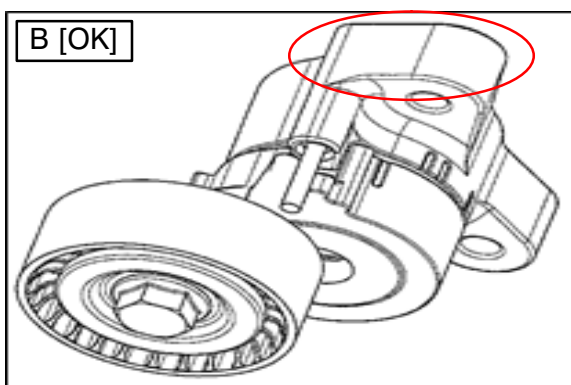
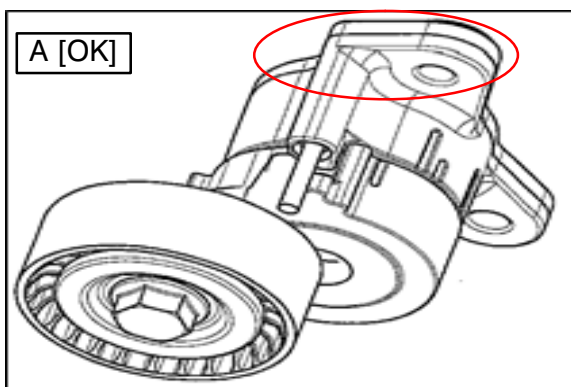
2. Inspect the auto tensioner flange with a mirror and a flashlight to check whether the flange is before (concave type flange) or after (straight type flange) the countermeasure.

NOTE: It may be easier to check if you move a mirror closer to the auto tensioner along the drive belt



- a. Placing the mirror closer to the auto tensioner along the drive belt.





3. Check the auto tensioner and note the flange shape.
 - a. If the flange is straight, as illustrated in figures A and B, **leave as is** and go to **step 4**.
 - b. If the flange is concave, as illustrated in figure C, proceed to **Auto Tensioner Removal** process.



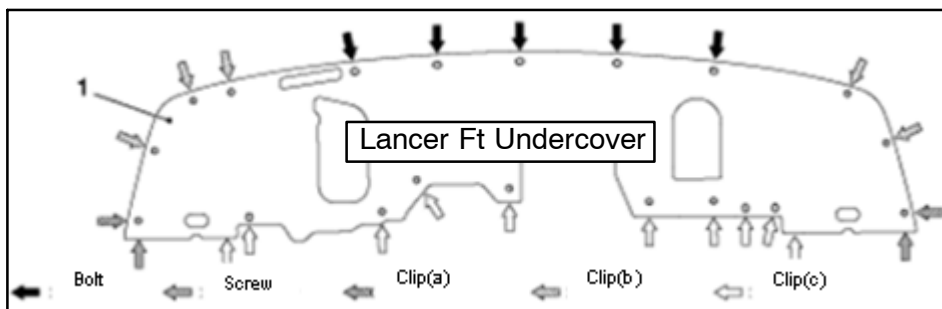
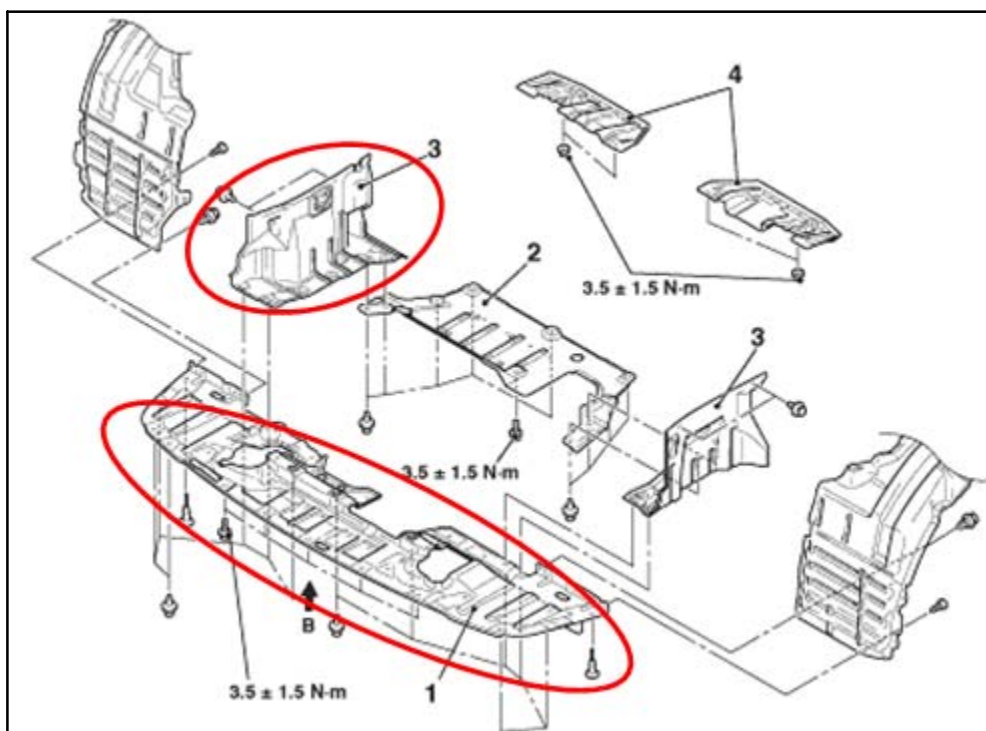
4. Reinstall the radiator condenser tank. **Repair is now complete.**

AUTO TENSIONER REMOVAL

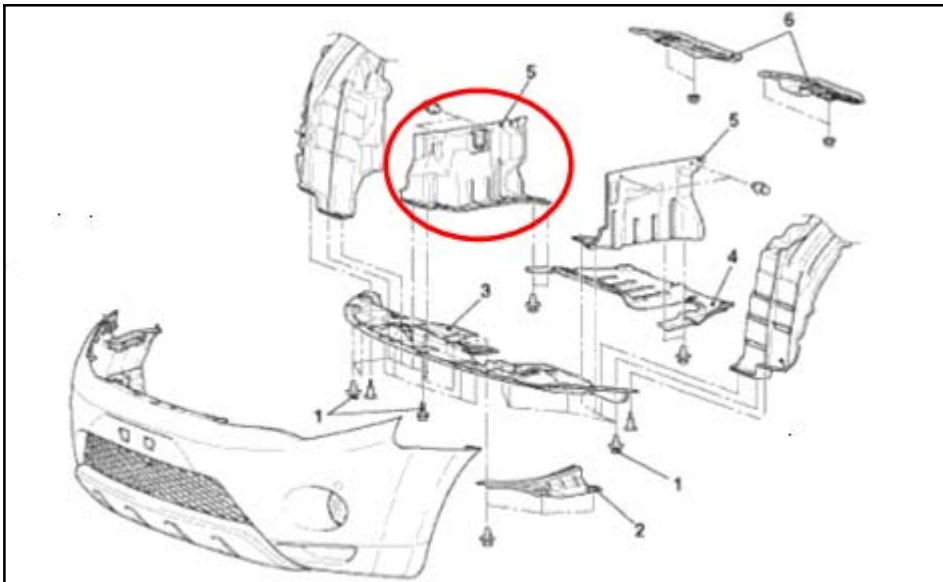


If the flange is concave, proceed with the repair.

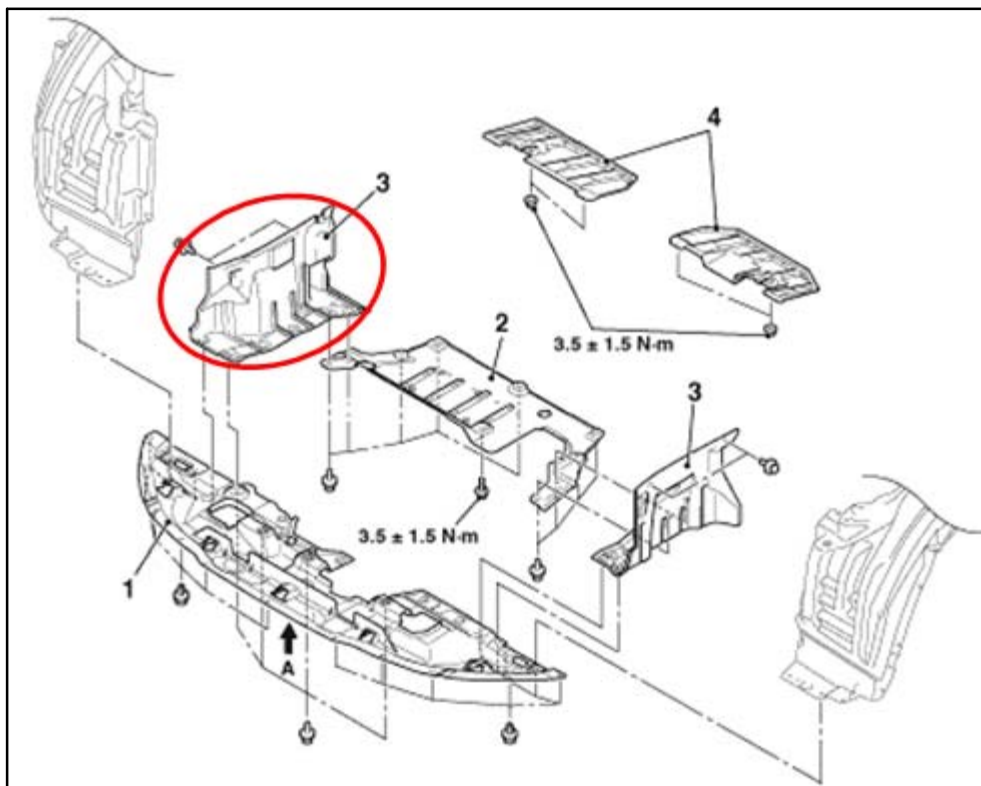
1. Turn the steering wheel fully to the right.
2. Raise the vehicle. Remove the circled undercover(s).
 - a. Lancer and Lancer Sportback



b. Outlander



c. Outlander Sport/RVR





3. Make a mark on the drive belt, with chalk, to indicate the rotation direction before removing the drive belt.

NOTE: As the drive belt will be reused, marking the rotation direction will help you reinstall the drive belt in the correct orientation.

⚠ CAUTION

Release the auto tensioner tension from the top of the engine compartment. **DO NOT** perform the work from underneath the vehicle because work posture becomes unstable and there is a risk of tool detachment.

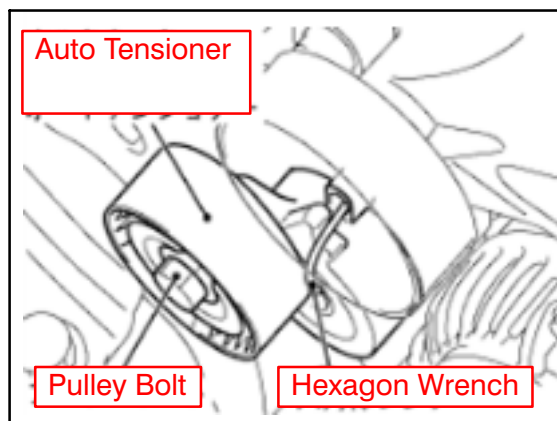
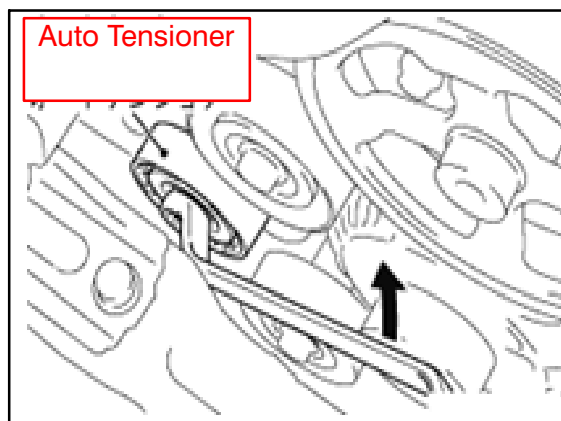
⚠ CAUTION

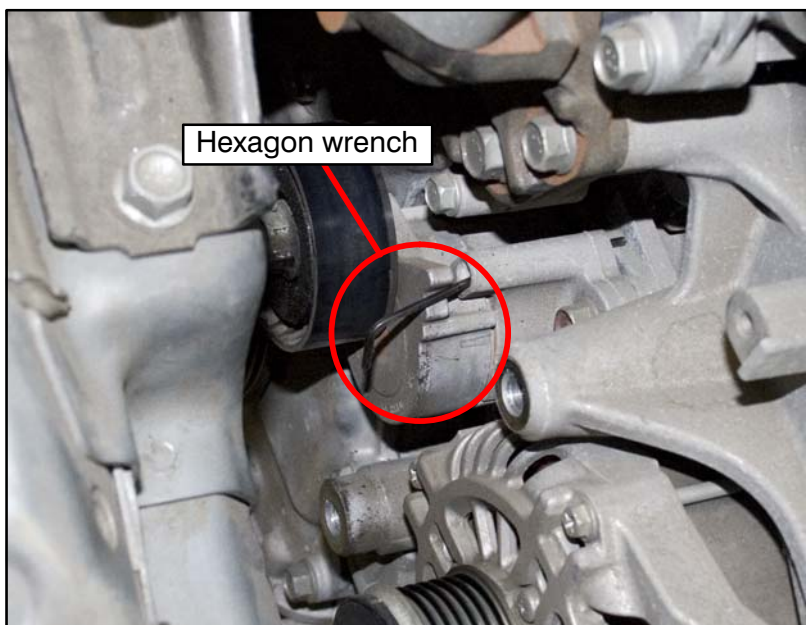
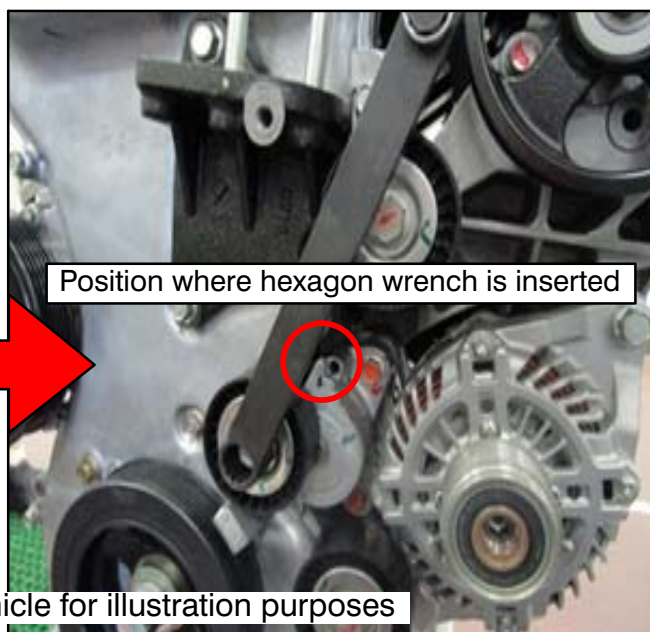
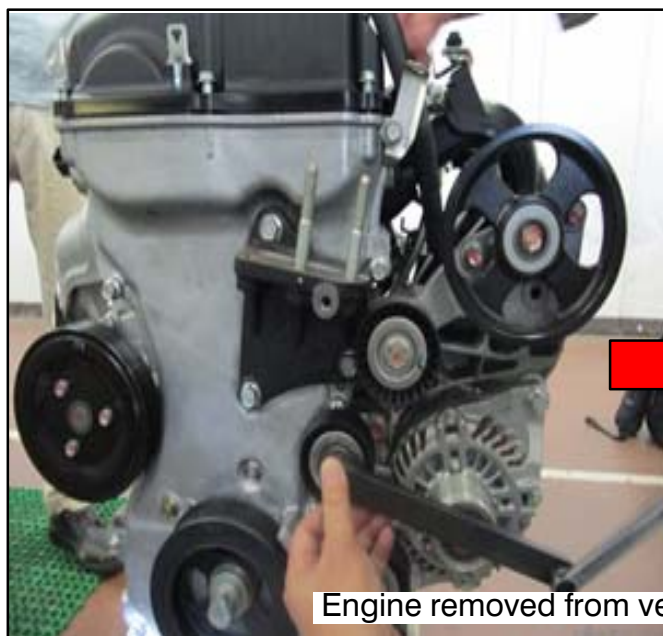
For a box-end wrench combined with the special tool, select the most appropriate one so that the work can be performed at the easiest angle.

⚠ CAUTION

As the tension of the auto tensioner is high, make sure to set the hex wrench to each hexagonal socket to prevent the tool from being detached.

4. Use a box-end-wrench [45 degree offset long box end wrench (5/8 x 11/16 inches) recommended], on the pulley bolt of the auto tensioner. Rotate the auto tensioner counterclockwise, and insert a L-shaped hexagon wrench into the auto tensioner hole to fix the auto tensioner.





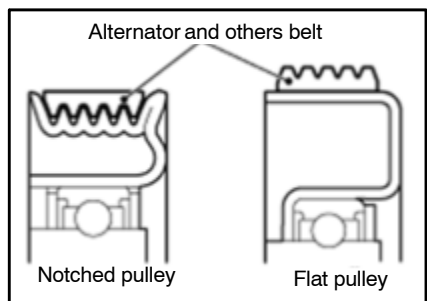
5. Remove the drive belt.
6. Remove the (2) idler pulleys and then remove the auto tensioner.

INSTALLATION PROCEDURE

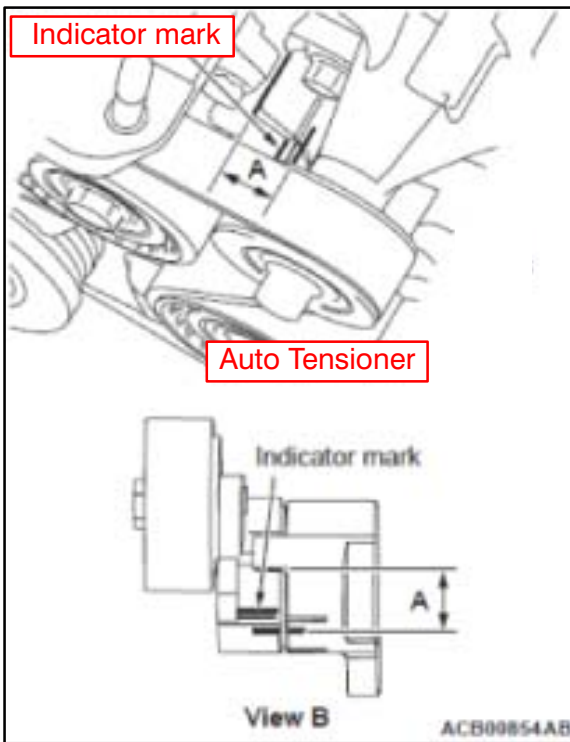
CAUTION New flange bolts (MW400221 [contains 2 pieces]) must be used with the new auto tensioner.

1. Install the new auto tensioner, and tighten to 16 ± 3 ft—lb (22 ± 4 Nm).
2. Install the idler pulleys. **Tightening torque: 35 ± 5 ft—lb (48 ± 7 Nm)**
3. Installation of the Drive Belt.
 - a. Refer to the applicable service manuals for the belt routing diagram.
 - b. Install the drive belt in the correct rotating direction of the drive belt as indicated in AUTO TENSIONER REMOVAL procedure.
 - c. Set a box—end wrench (angle of 45 degrees box—end wrench [5/8 x 11/16 inches] recommended) on the pulley bolt of the auto tensioner. Rotate the auto tensioner in a counterclockwise direction and remove the pin that came with the new auto tensioner.

CAUTION Ensure the drive belt's notched side is mated correctly to the notched pulleys. Ensure the drive belt's flat side is centered on the flat pulleys.



- d. Apply tension to the drive belt by slowly rotating the auto tensioner in a clockwise direction.



4. After the drive belt is reinstalled, rotate the crankshaft in a clockwise direction.
5. Using a mirror, make sure that the auto tensioner indicator mark is located within the “A” range, shown in this figure.

NOTE: When the auto tensioner indicator mark is located out of the range of “A in the following image”, the belt needs to be replaced because it is extended.

CAUTION: Verify the drive belt’s notched side is mated correctly to the notched pulleys and the drive belt’s flat side is centered on the flat pulleys. (Shown in figure on page 9)

6. Reinstall the radiator condenser tank.
7. Start the engine to make sure that there is no abnormal noise.
8. Reinstall the engine compartment side cover (RH) and front undercover (if applicable).

RECALL CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' – Recall/Campaign Claims

Please follow the campaign instructions when entering each claim. See the example below.

Certain 2008–2012 Outlander, 2011–2012 Outlander Sport, 2009–2012 Lancer and 2010–2012 Lancer Sportback models only.

Claim Header Section: Drive Belt Auto Tensioner

MITSUBISHI DEALER LINK Service Warranty Help

Claim Entry Vehicle

Campaign Information

Campaign Operation No: **C1801R** Enter As: []

Miles/Km: **65500**

VIN: **JA.....** Repair Date: []

Service Technician: [] Emp No: [] Service Advisor: [] Emp No: []

Spec Value *: [] Duplicate Recall *: ☐

Dealer: **99320** Ref No: [] VIN: []

Claim No: [] Adj: [] Claim Status: **Incomplete** Model and Year: []

Save & Continue **Main Menu**

Enter in the first 6 characters of the applicable campaign number: **C1801R** and simply follow the campaign operation shown on the Superscreen.

This campaign is related to the drive belt auto tensioner. Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C1801R** as open are involved.

After entering the required customer data, vehicle information, select the applicable campaign operation number and the one replacement scenario that was actually performed. Then, by hitting the "Save and Continue" button, the system will automatically fill—in several other fields.

LABOR AND PARTS:

There are up to 4 possible repair scenarios for this campaign – follow the charts provided to select the appropriate labor operation that applies to the vehicle.

There are multiple repair scenarios for this campaign.

Outlander

#	Campaign Operations	Repair	Labor Time	Replace Flange Bolts	Replace Auto Tensioner	Flange Bolt Part Numbers	Tensioner Part Number
1	C1801R01	Inspect – then Replace Tensioner & Flange Bolts	0.8 hrs	X	X	MW400221	MW400244
2	C1801R02	Inspect Tensioner & Flange Bolts only	0.3 hrs				
3	C1801R03	Inspect then Replace Tensioner & Flange Bolts W/C1804R	0.7 hrs	X	X	MW400221	MW400244
4	C1801R04	Inspect Tensioner & Flange Bolts Only W/C1804R	0.2 hrs				

Lancer and Lancer Sportback


#	Campaign Operations	Repair	Labor Time	Replace Flange Bolts	Replace Auto Tensioner	Flange Bolt Part Numbers	Tensioner Part Number
1	C1801R01	Inspect – then Replace Tensioner & Flange Bolts	0.7 hrs	X	X	MW400221	MW400244
2	C1801R02	Inspect Tensioner & Flange Bolts only	0.3 hrs				
3	C1801R03	Inspect then Replace Tensioner & Flange Bolts W/C1804R	0.6 hrs	X	X	MW400221	MW400244
4	C1801R04	Inspect Tensioner & Flange Bolts Only W/C1804R	0.2 hrs				

Outlander Sport/RVR

#	Campaign Operations	Repair	Labor Time	Replace Flange Bolts	Replace Auto Tensioner	Flange Bolt Part Numbers	Tensioner Part Number
1	C1801R01	Inspect – then Replace Tensioner & Flange Bolts	0.7 hrs	X	X	MW400221	MW400244
2	C1801R02	Inspect Tensioner & Flange Bolts only	0.3 hrs				

RENTAL CARS:

If there is a need to provide the owner with a rental car, claim the applicable charges in this section of the recall claim on the lower portion of the labor entry screen.

Select	Labor Operation	Labor Operation Description	Amount
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order <input type="text"/>
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES 	Days <input type="text"/> Reason <input type="text"/> <small><Select one></small> Rental Company <input type="text"/> Invoice Number <input type="text"/>
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company <input type="text"/> Invoice Number <input type="text"/> <input type="text"/> <input type="text"/>
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company <input type="text"/> Invoice Number <input type="text"/> <input type="text"/> <input type="text"/>

NOTE: Rental Cars applicable in the US and Puerto Rico only.



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 2008-2012 Outlander, 2009-2012 Lancer, 2010-2012 Lancer Sportback, and 2011-2012 Outlander Sport vehicles. 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 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 this repair for your vehicle, free of charge.)

What your dealer will do: 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 this repair is approximately **0.5 – 1.0 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 a cracked drive belt automatic tensioner flange and had the drive belt automatic tensioner 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.

C1801R



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



IMPORTANT SAFETY RECALL

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 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