



SAFETY RECALL BULLETIN

SUBJECT:			No: SR-18-002REV
PARKING BRAKE CORROSION – SAFETY RECALL CAMPAIGN – REVISED			DATE: April 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

This bulletin supersedes SR-18-002, to correct the labor ops table on page 29, and to clarify the number of 4650B827QA gaskets that the dealer must use for each caliper side. Revisions are italicized and indicated by ◀.

PURPOSE

This campaign bulletin instructs dealers to inspect the rear brake calipers and, if necessary, replace the parking brake boot and lever or the brake caliper body. On certain affected vehicles, the dealer must also replace the piston assembly and piston boot.

BACKGROUND

(A) Due to insufficient rust prevention to the operating shaft of the parking brake and insufficient sealing performance of the rear brake caliper lever boot, water may penetrate the brake caliper lever boot and the parking brake operating shaft, causing caliper body and/or parking brake operating shaft corrosion. As a result, the operating shaft may bind, causing the rear brakes to drag and/or decrease parking brake performance.

(B) Due to an inappropriate manufacturing process, the automatic adjuster in the rear brake caliper, with built-in parking brake, may not work. If the automatic adjusters do not work, as brake pads wear, the parking brake lever's effective engagement point will increase until the parking brake no longer engages.

If the parking brake does not operate properly, the vehicle, when parked on a slope, may move unexpectedly, increasing the risk of a crash.

AFFECTED VEHICLES

Certain 2014 – 2016 Outlander built April 12, 2013 – February 02, 2016

Certain 2013 – 2016 Outlander Sport built July 20, 2012 – July 08, 2016

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.

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. **The repair procedure is VIN-specific. If the vehicle has Campaign Operation C1802X or C1803X, follow Workflow A. If the vehicle has Campaign Operation C1802Z or C1803R, follow Workflow B.**

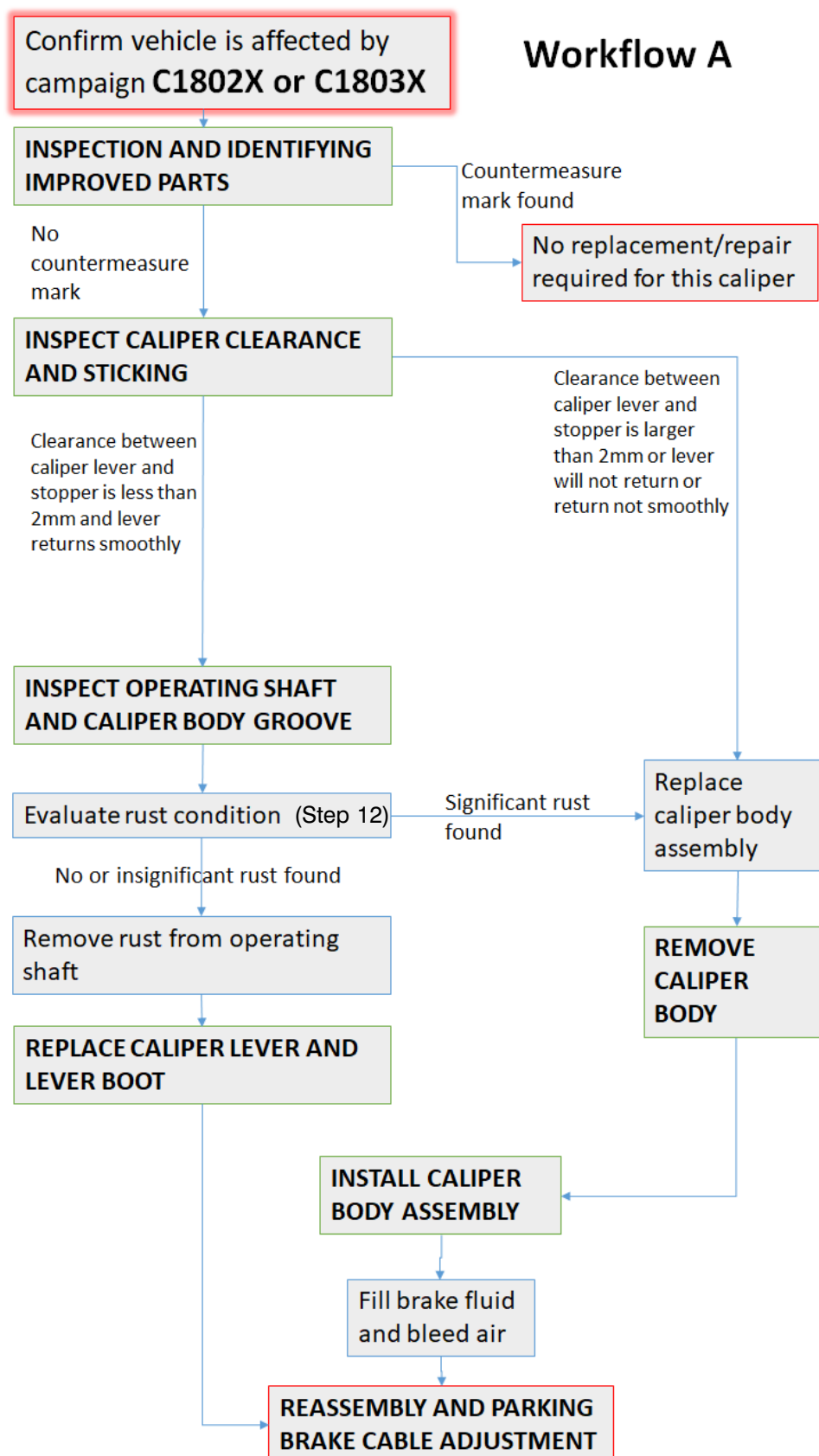
CUSTOMER NOTIFICATION

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.

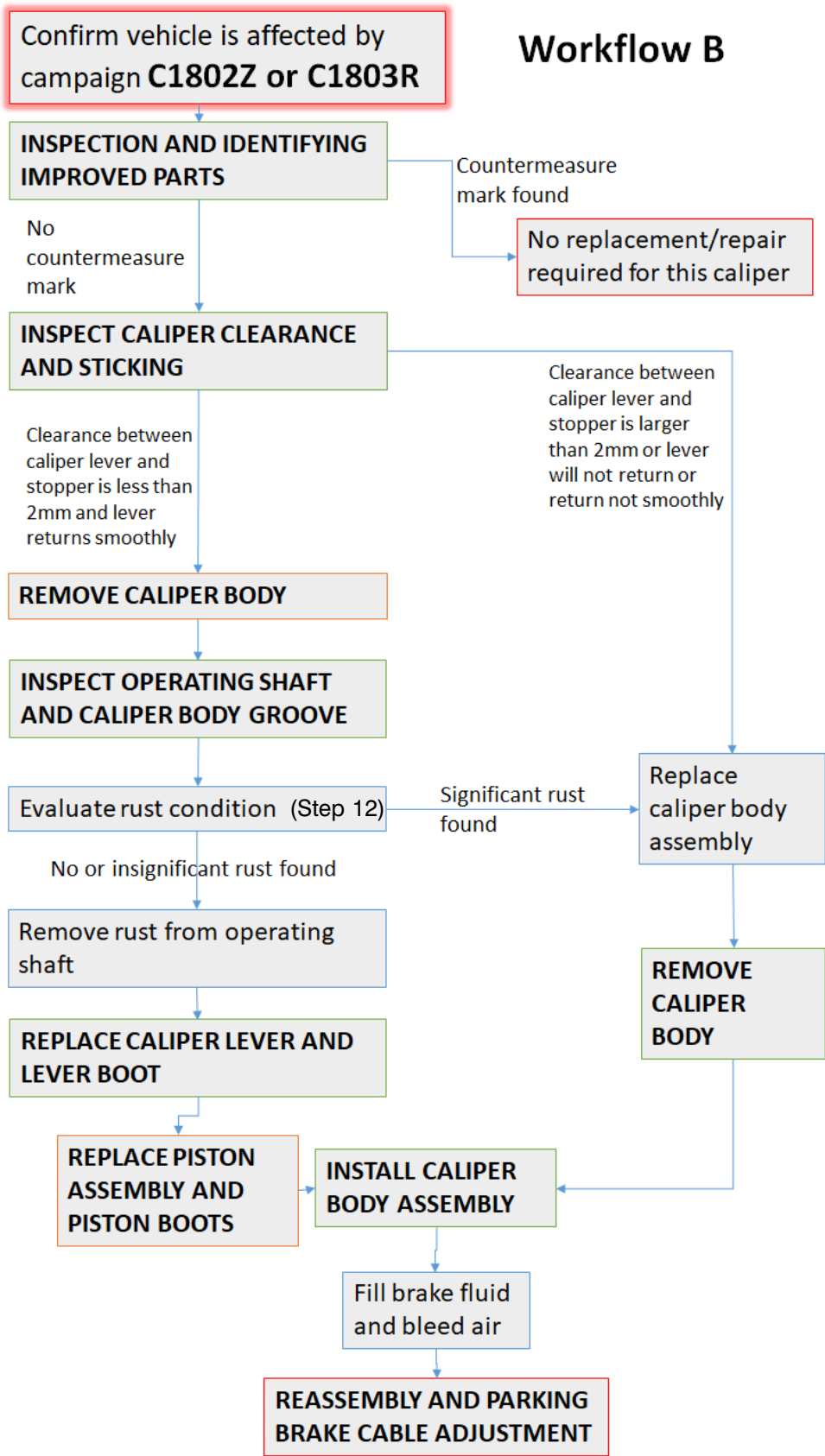
REQUIRED EQUIPMENT

- Internal hexagon wrench (12 mm, 14 mm, 19 mm)
- Ratchet
- Torque wrench (5 to 26 ft—lb [7 to 35 Nm])
- (2) Slotted screwdrivers
- Needle nose pliers
- Adjustable wrench
- Piston driver
- Vise
- Stainless wire brush
- Sandpaper (#400), Non—woven fabric abrasive (3M Scotch—Brite #400), or similar abrasive.
- Brake fluid (approximately 0.5 L per caliper)
- Clean rags, shop towels, etc.

Workflow A



Workflow B



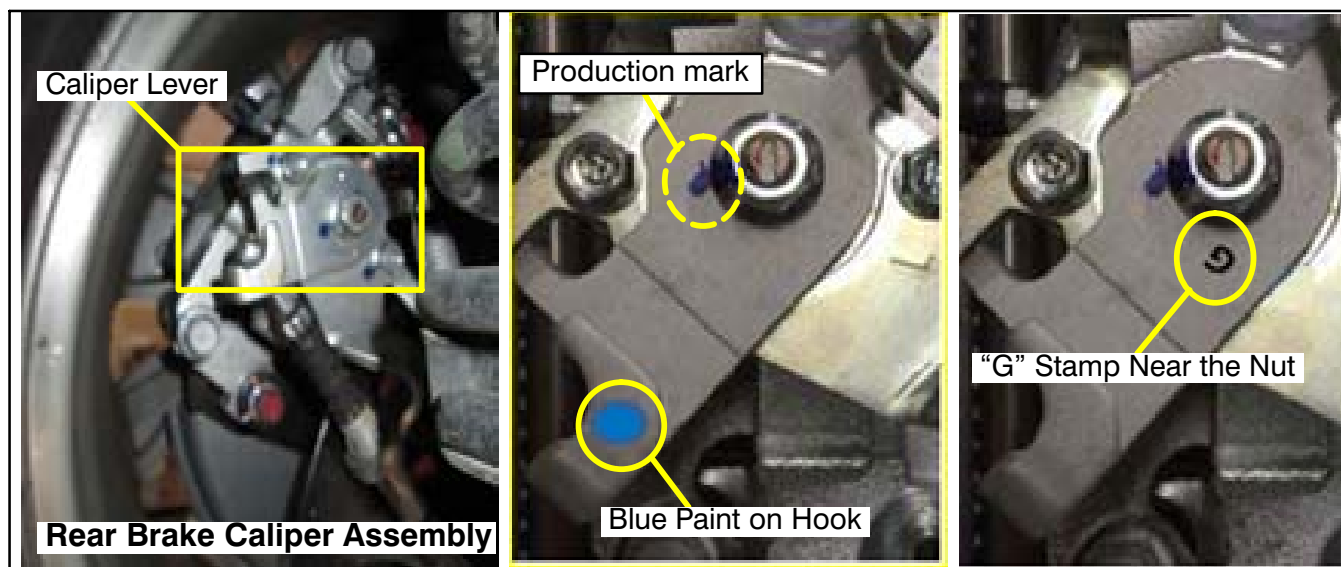
INSPECTION AND IDENTIFYING IMPROVED PARTS

The affected parts may have already been replaced with improved parts even if the vehicle is listed as a campaign-affected vehicle. Check for identification marks on the caliper lever of the rear brake caliper assembly to determine whether the repair/replacement procedures are required.

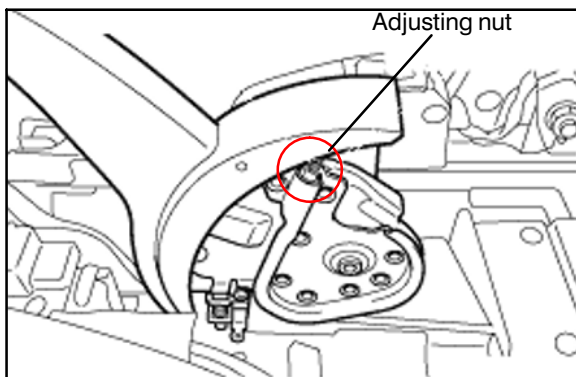
If blue paint mark is found on the hook of the caliper lever or if “G” is stamped near the nut, the caliper is already a countermeasure unit. No further inspection or replacement work is required.

Check both left and right rear brake caliper assemblies.

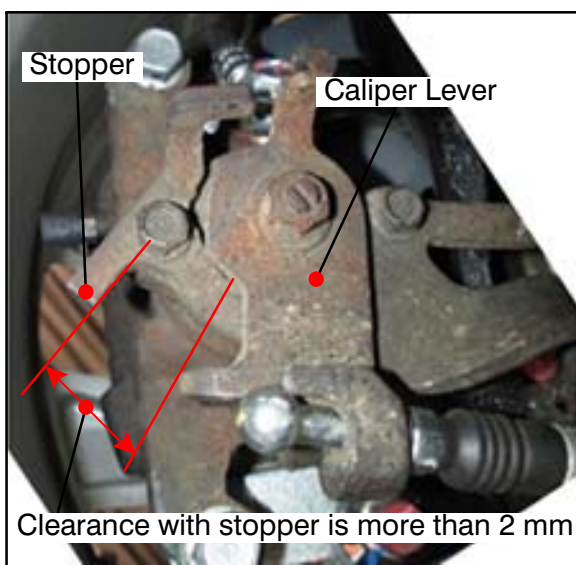
NOTE: Blue or green marks located on areas other than the lever hook are production marks and do not mean they are improved parts.



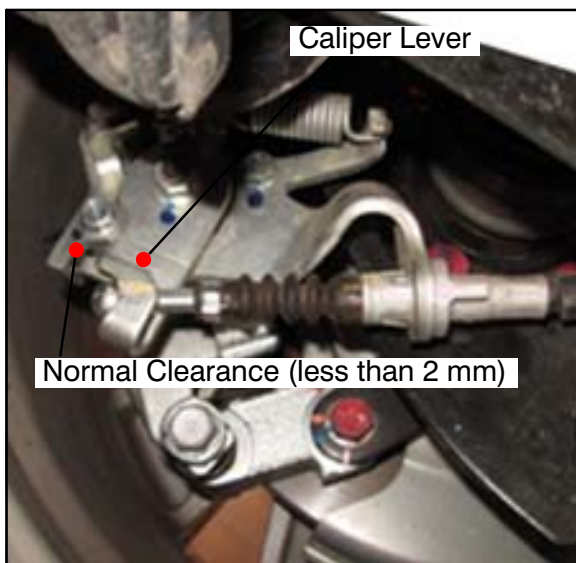
INSPECT CALIPER CLEARANCE AND STICKING



1. Ensure the ignition is OFF and the vehicle is on a level surface.
2. Release the parking brake.
3. Remove the rear floor console front panel assembly.
4. Loosen the adjusting nut to allow slack in the parking brake cables.
5. Raise the vehicle.
6. Remove rear left and rear right tires.



7. Inspect the clearance between the Caliper Lever and Stopper.
 - a. If the rear brake caliper lever is not in original position (clearance between the lever and stopper is more than 2 mm) when the parking lever inside the cabin is released, **replace caliper body assembly**.
 - b. If the clearance between the lever and stopper is less than 2 mm, but the rear brake caliper lever will not return to the original position when the caliper lever fixing nut is turned using a box end wrench and released, or if the lever is stiff to return when manually operated, **replace caliper body assembly**.



- c. If the caliper lever is at the original position (clearance between the lever and stopper is less than 2 mm), and the caliper lever smoothly returns to position, proceed to **INSPECT OPERATING SHAFT AND CALIPER BODY GROOVE (page 8)**.

REMOVE CALIPER BODY — (ONLY IF VEHICLE REQUIRES PISTON REPLACEMENT [C1802Z OR C1803R] OR CALIPER BODY ASSEMBLY REPLACEMENT)

【TIP】

Introduction of brake fluid stopper.

Bolt(M10*25), 2*Plain washer(M10 10.5x21) Rubber seal(M10: 10*18*2mm), 2*Gasket(from the vehicle), Nut(M10).

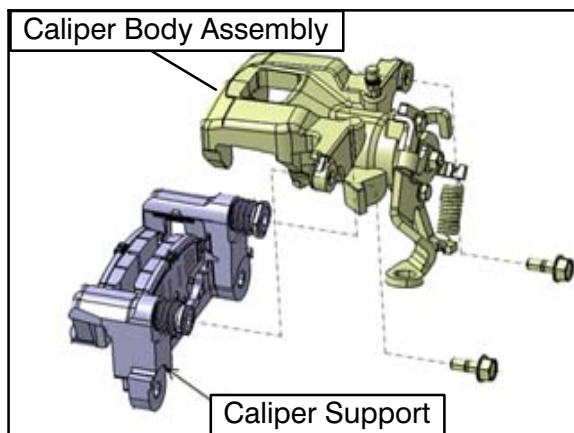


⚠ CAUTION

Do NOT spill any brake fluid on vehicle or vehicle components.

⚠ WARNING

Do NOT pinch or bend the brake hose.



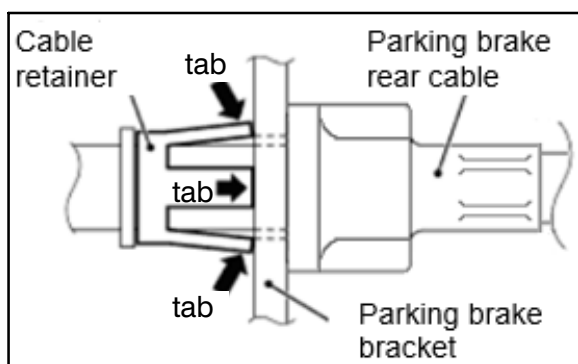
1. Carefully, while not allowing brake fluid to spill onto vehicle or vehicle components, disconnect the brake hose from the caliper. Use a brake fluid stopper on the disconnected brake hose.
2. Remove caliper body assembly mounting bolts.
3. Remove caliper body assembly from caliper support.

INSPECT OPERATING SHAFT AND BODY CALIPER GROOVE



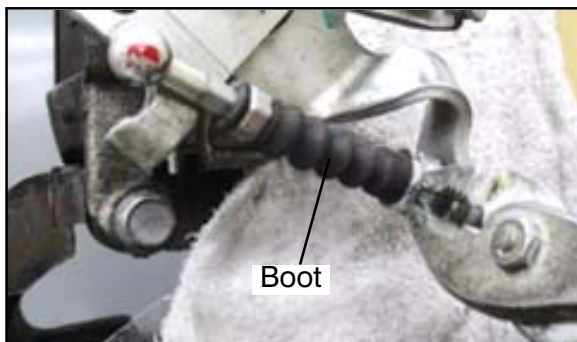
1. Unhook the spring from the lever, using needle nose pliers.

⚠ CAUTION When disconnecting the parking brake rear cable, be careful not to damage the tabs located on the retainer of the parking brake rear cable. Fit a 12.8 mm (0.5 in) hose clamp (MB248923) on the retainer of the parking brake rear cable will prevent damage to tabs during tabs compression.

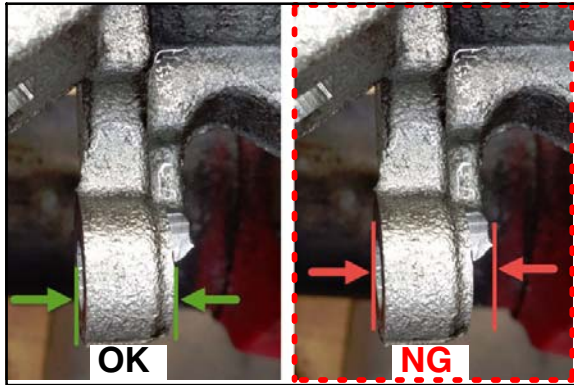


2. Fit a hose clamp over the parking brake cable retainer.

⚠ CAUTION Be careful to not damage the boot while pulling the parking brake rear cable off of the parking brake bracket.



3. Remove the parking brake cable.
 - a. Compress the tabs located on the retainer of the rear parking brake cable, and pull the parking brake rear cable off of the parking brake bracket of the rear brake caliper assembly.



4. Clamp the caliper body assembly with a vise, at the illustrated section. **(Only if caliper body has been removed, on page 7.)**

CAUTION: DO NOT fix the caliper body assembly at the stepped section (NG).

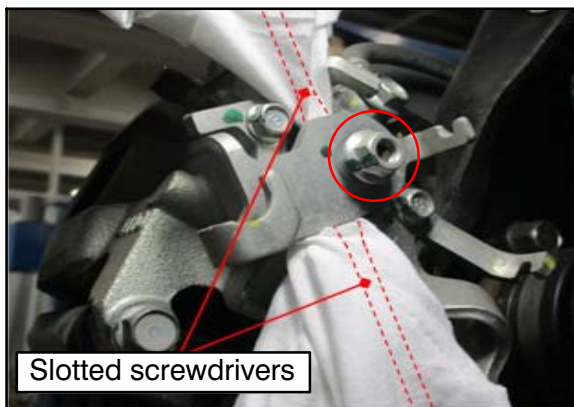


WARNING **Risk of Injury.** Force is required to remove the caliper lever as it is press-fitted. Ensure that the circled nut is loosened and **not** completely removed in the next step.



5. Loosen, **but do not remove**, the nut.

NOTE: To prevent the caliper lever from rotating, fix the stopper on the bracket and lever with an adjustable wrench or locking pliers.

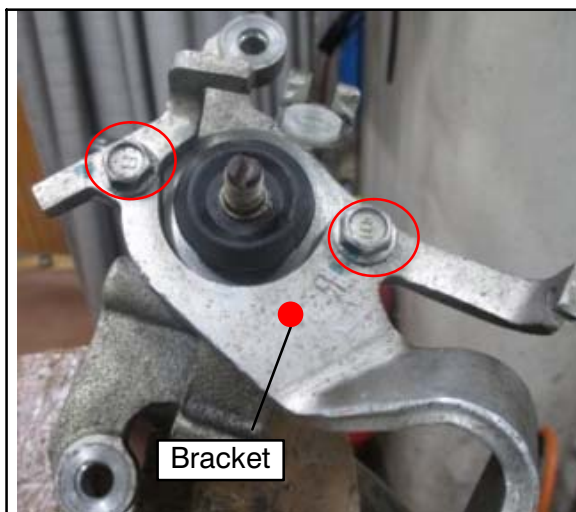


6. Insert (2) slotted screwdrivers diagonally, and remove the lever by lifting it with the tips of the screwdrivers.

NOTE: Cover the tip of the slotted screwdrivers with clean rags to prevent damage to the bracket.

7. Remove, but keep the nut for temporary reuse.

8. Remove and discard the caliper lever.



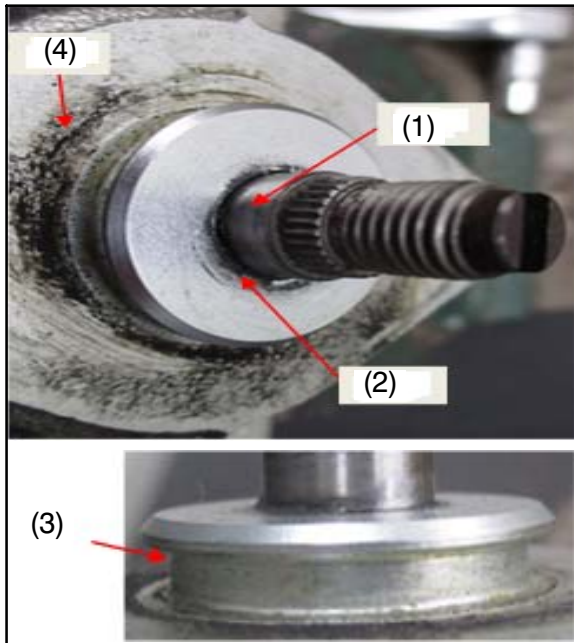
9. Unbolt and remove the bracket.



(After bracket removal.)



10. Remove the lever boot.



11. Wipe off grease and dirt.

- a. Wipe the operating shaft (1), the hole in the caliper body (2), the caliper body groove (3), and the caliper bracket installation surface (4) with clean rags.

NOTE: Do not spray cleaner directly onto the parts. If using cleaner, spray it onto rags first, then use rags to wipe off grease and dirt. This is to prevent swelling of the rubber seal (o-ring) located at the end of the operating shaft in the hole of the caliper body.



12. Evaluate the rust condition of the operating shaft and caliper body groove.

- a. From the operating shaft, if rust has not reached the caliper body surface and no rust is observed on the flange surface inside the boot, the condition is acceptable. Proceed to **REPLACE CALIPER LEVER AND LEVER BOOT (page 12)**.



- b. If rust has reached the caliper body surface and/or rust is observed on the flange surface inside the boot, obtain a new Caliper Body Assembly and proceed to **INSTALL CALIPER BODY ASSEMBLY (page 25)**.

NOTE: The condition must be evaluated as NG if any scarring is found on the operating shaft (1) or near the caliper body groove.

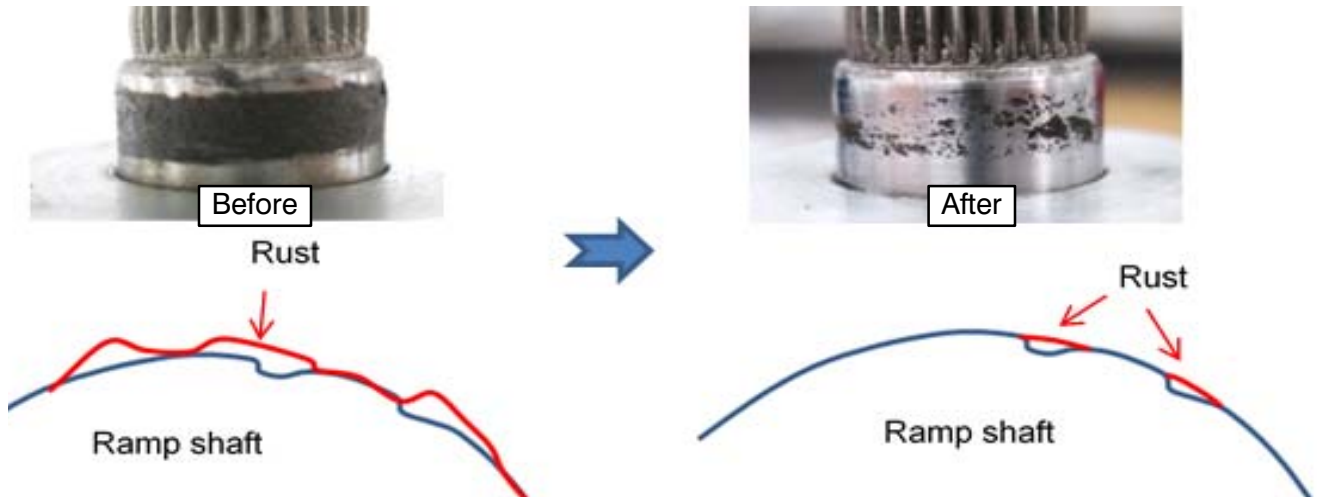
REPLACE CALIPER LEVER AND LEVER BOOT

Identify the parts required for the following procedure.



1. Remove the rust on the operating shaft. (Only for cases determined to be "OK" in the evaluation on **page 11**.)
 - a. Remove loose rust using a stainless steel brush and wipe the part with clean rags. Wrap a piece of sandpaper (#400) cut in a strip, non-woven fabric abrasive (3M Scotch-Brite #400), or similar, around the shaft, and rotate it to remove the rust that has built up on the operating shaft surface.
2. Clean the operating shaft's thread with a wire brush.

3. Polish until the surface rust is removed and the surface feels smooth. There is no need to scrape off the rust that eroded the operating shaft surface. To finish, clean the abrasive powder using an air gun or clean rags.



4. Apply grease, included in the lever and boot kit, onto the caliper body around where the operating shaft is inserted, and set the O-ring, included in the lever and boot kit, onto the operating shaft.

NOTE: Make sure no contaminants are present.

NOTE: When applying grease, make sure that it does not go into the threaded bracket mounting holes. Mask the threaded bracket mounting holes, if necessary.

5. Fill inside the lever boot with grease (0.5 g), included in the lever and boot kit, and apply the same grease to the outer circumference of where it mates with the body groove.



6. Securely fit the lever boot to the caliper body groove, and rotate the boot to confirm that it is correctly fitted.
7. Using clean rags, wipe excess grease off of the bracket installation surface.



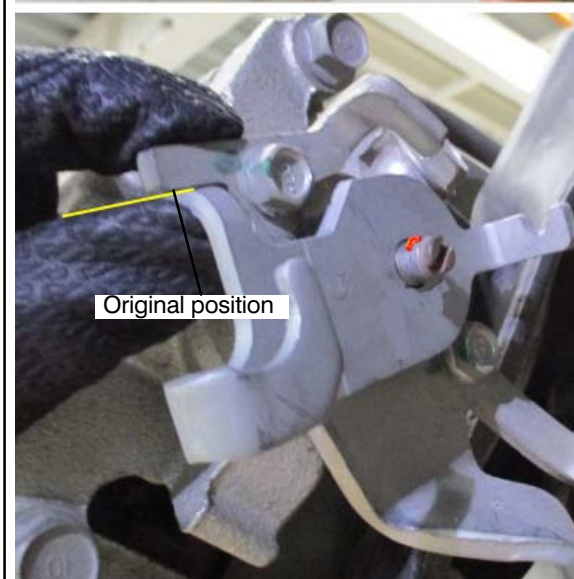
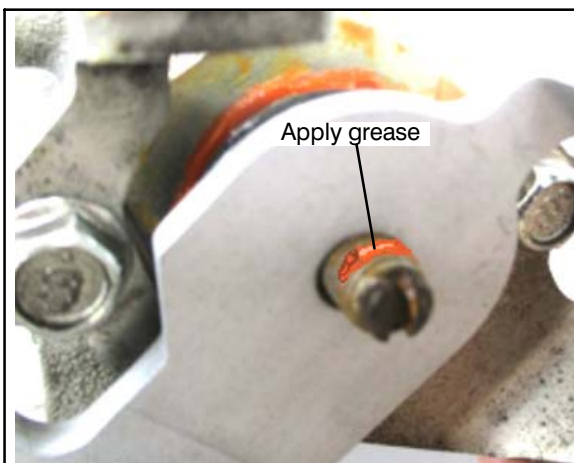
8. Install the bracket.
 - Flange bolt tightening torque: **70 to 103 in-lb (7.85 to 11.7 Nm)**



9. Use a masking sheet to prevent grease from spreading to the surrounding surfaces and apply grease on the outside of the lever boot (0.5 g).



10. Apply grease to the dipped portion and outer lip of the outer surface of the lever boot.
11. Remove the masking sheet.



12. Set the new caliper lever to the original position, apply grease to the thread of the operating shaft, pre-assemble the caliper lever **using the original nut that was removed during step 7 of the INSPECT OPERATING SHAFT AND BODY CALIPER GROOVE section (page 9).**

- a. Confirm that grease has been applied to the thread of the operating shaft before tightening the nut. In order to lower the tightening torque, the nut is to be tightened **only after** grease has been applied to the threaded portion of the operating shaft.
- b. Fix the stopper and caliper lever with an adjustable wrench or locking pliers to prevent the operating shaft from rotating, and hand tighten the **original nut** until the caliper lever has been pushed onto the operating shaft's serration.

NOTE: Clean the operating shaft's thread with a wire brush if the original nut cannot be tightened by hand.

13. Tighten the **original nut** (after grease application) to **21 ft–lb (29 Nm).**

CAUTION: Do NOT apply torque that exceeds 22 ft–lb (30 Nm). Exceeding the specified torque may cause the operating shaft to break.

CAUTION: Do NOT use a hammer.

14. Dispose of the remaining grease according to local regulations.



15. Confirm that the caliper lever is at the original position after it is assembled. (The clearance between the lever and stopper must be 1 mm or less.)

NOTE: The lever cannot be reused. Dispose the lever if the clearance is larger than 1 mm.

16. Confirm that the caliper lever is press-fitted to the operating shaft.



17. Remove and discard the **original nut**, and wipe off the grease on the thread of the operating shaft with dry, clean rags.

NOTE: Do not spray cleaner directly onto the parts.

If using cleaner, spray it onto rags first, then use rags to wipe off grease and dirt. This is to prevent swelling of the rubber seal (O-ring) located at the end of the operating shaft in the hole of the caliper body.



18. Fix the caliper lever using the **new nut** included in the lever & boot kit.

- Tightening torque: **13 to 19.5 ft-lb (17.7 to 26.5 Nm)**

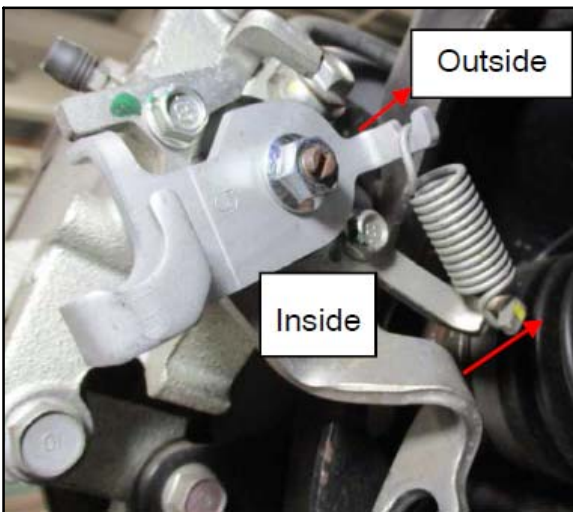
WARNING: If the nut cannot be tightened to the specified tightening torque, it is possible that the operating shaft may be broken. In that case, replace the caliper body assembly.



NOTE: There is no need to wipe off excess grease that flows out of the boot after the lever has been tightened (Grease overflows as the boot is filled with a sufficient amount, and therefore, this is not an issue.)



19. Install the spring.



- a. Engage the hook of the spring from “inside” to the “outside” direction.

20. If vehicle does **not** require piston and piston boot replacement, go to **REASSEMBLY AND PARKING BRAKE CABLE ADJUSTMENT** section.

REPLACE PISTON ASSEMBLY AND PISTON BOOTS — (ONLY ON AFFECTED VEHICLES [C1802Z AND C1803R] AND WHERE THE CALIPER BODY IS NOT BEING REPLACED)

Identify the parts required for the following procedure.

<Washer Kit 4605B846>

(1) Washer (*NOT used) (2) Piston Boots (3) Piston Seal (4) Grease (2g)



<Piston Assy 4605C046> <Gasket 4650B827QA >>2 gaskets per wheel>



1. Clamp the caliper body assembly in the vise.

CAUTION: When clamping the caliper body assembly with a vise, sandwich the caliper body with wood or rags, to prevent damage to the caliper body.



2. Pull up the piston, pinch and remove the piston boot.



Piston Driver

3. Use a Piston Driver and rotate counterclockwise to remove piston assembly from the caliper.

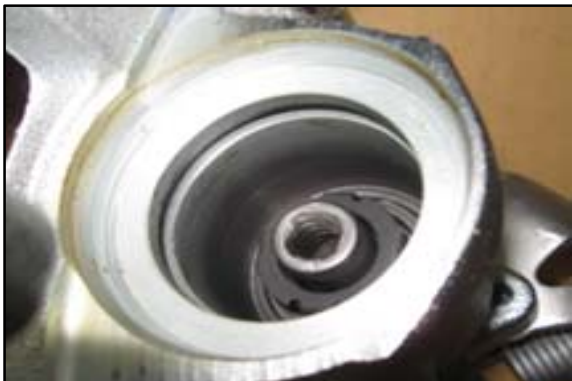




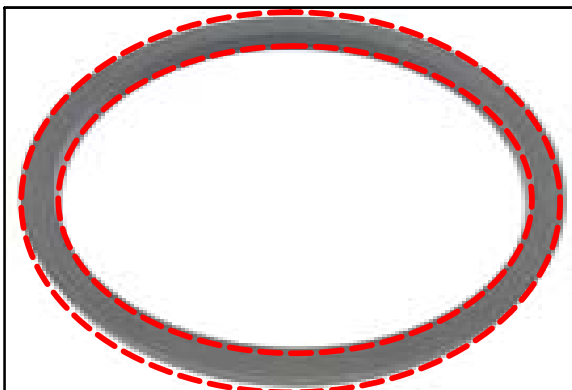
4. Pull up and remove the piston.



CAUTION: Do NOT allow any foreign materials to enter the caliper cylinder.



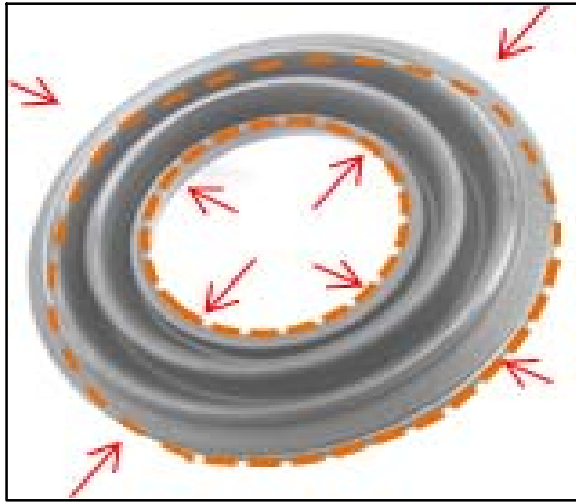
5. Remove the piston seal.



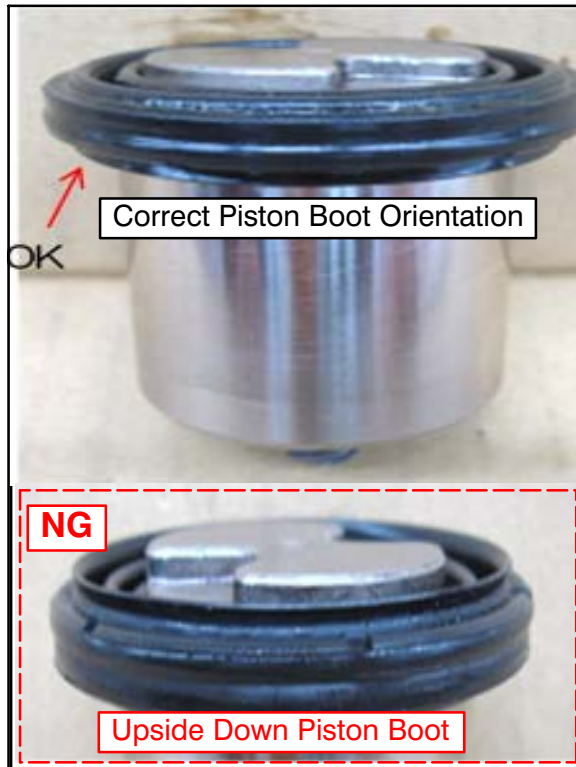
6. Apply the grease in washer kit to the new piston seal, from kit, as shown on the dotted lines.
- a. Fit the new, greased seal into the gap.

CAUTION: Confirm that the seal is fully seated.





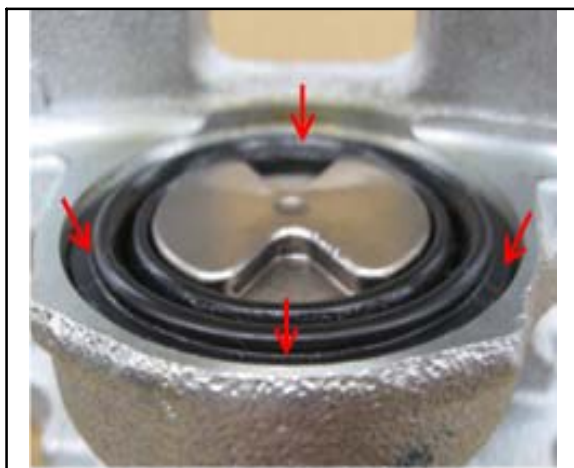
7. Apply the grease to the inner and outer races of the piston boot, as shown on the dotted lines.



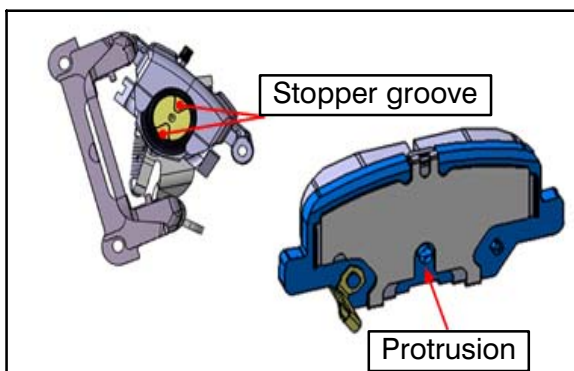
8. Install the new piston boot to the piston assembly.

CAUTION: Do NOT install the piston boot upside down (NG).

9. Use a Piston Driver to assemble the piston assembly to caliper body.

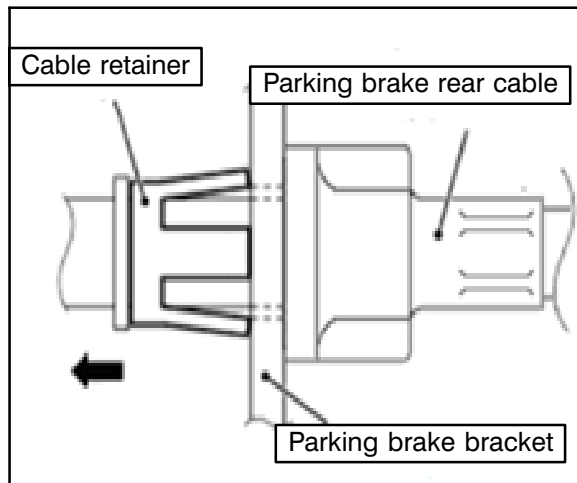


10. Fit the piston boot outer race to the caliper body gap.

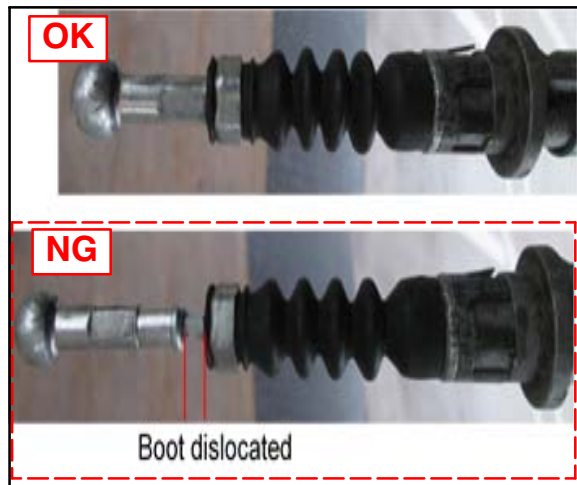


11. Rotate the piston to the correct position.
12. Ensure that the piston does not interfere with the brake pad assembly by ensuring that the brake pad assembly protrusion lines up with the piston stopper groove.

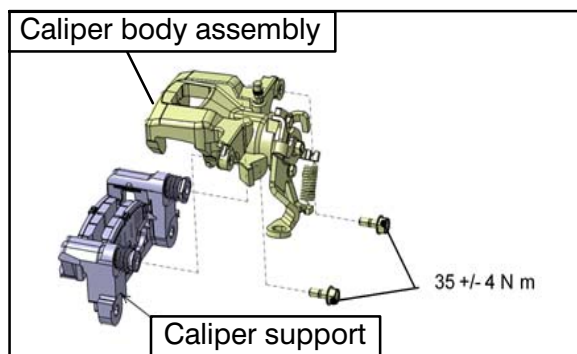
INSTALL CALIPER BODY ASSEMBLY



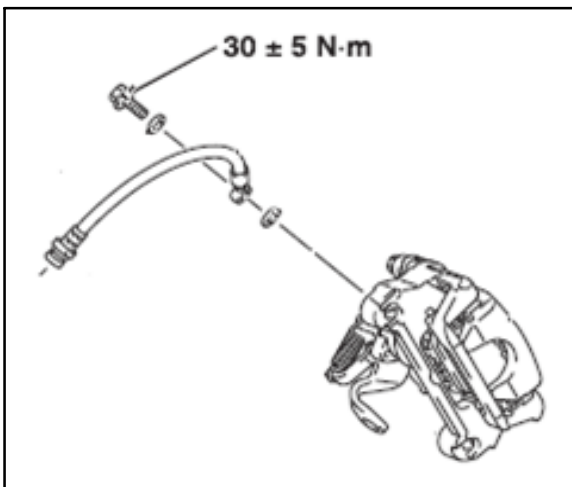
1. Install the parking brake rear cable (on the rear brake caliper assembly side).
 - a. Put the retainer of the parking brake rear cable through the parking lever hole of the rear brake caliper assembly.
 - b. Pull the parking brake rear cable in until it can be fixed at the retainer and engage the metal piece at the tip of the cable onto the caliper lever hook.



NOTE: Ensure that the boot is not dislocated.



2. Bolt the improved caliper body assembly to the caliper support on the vehicle side.
 - Flange bolt tightening torque: **26 ± 2 ft—lb (35 ± 4 Nm)**



3. Place new gaskets on both sides of the metal fitting of the brake hose and tighten the connector bolt.

- Brake hose connector bolt tightening torque: **22 ± 3 ft-lb (30 ± 5 Nm)**

!! IMPORTANT !!

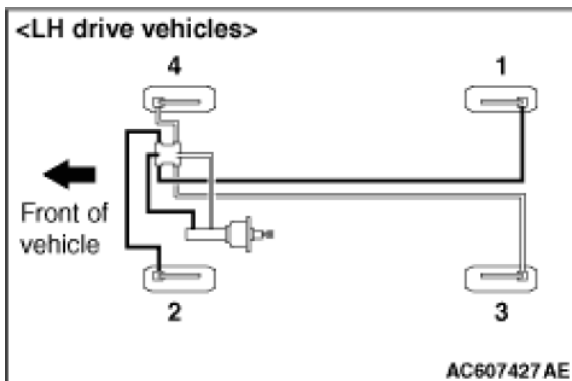
Use DOT4 brake fluid.

⚠ CAUTION

Do NOT mix different types of brake fluid.

!! IMPORTANT !!

For Manual Transmission vehicles, ensure the fluid level is maintained above the clutch inlet line at all times.



4. Fill brake fluid and bleed air.

- a. Bleed air in the order specified in the drawing.
- Bleeder screw torque: **70 ± 7 in-lb (7.9 ± 0.9 Nm)**

5. Start the engine and firmly depress the brake pedal two to three times.

NOTE: By depressing the brake pedal, the clearance between the brake pads and rear brake disc is adjusted to its optimum level.

The brake pedal should not sink to the floor while the engine is running. Perform troubleshooting to identify and repair any issues.

REASSEMBLY AND PARKING BRAKE CABLE ADJUSTMENT

1. Turn the adjusting nut to adjust the parking brake lever travel to the standard value. After adjustment, check for looseness between the adjusting nut and parking brake lever.

Model	Outlander, Outlander Sport, RVR
Lever operating force	200 N (45 pounds)
Lever travel	6 to 7 notches

!! IMPORTANT !! Do NOT set the parking brake lever travel to a value lower than the standard value as it will cause dragging of the rear brakes.

2. After adjusting the parking brake lever travel, release the parking brakes and rotate the rear wheels to check for dragging of the rear brakes.
3. Reinstall rear left and rear right tires.
4. Check the parking brake force.
 - a. With a brake tester: Confirm whether it satisfies the parking brake force specified in the service manual.
 - b. Without brake tester: While the vehicle is lifted up and its parking brake lever pulled up **4 notches**, assemble tires, torque the wheel nuts to 98 Nm, and confirm that the tires will NOT rotate. OR, engage the parking brakes while creeping to confirm that the vehicle can be stopped.

PARTS INFORMATION

Use only the Genuine Mitsubishi Parts listed below:

Part Number	Description	Qty	Note
4605B841	Caliper body assy (LH)	1	
4605B842	Caliper body assy (RH)	1	
4605B849	Caliper lever & Boots Kit (LH)	1	
4605B850	Caliper lever & Boots Kit (RH)	1	
4605B846	Washer Kit	1	(1) washer kit required per piston assembly. (Washer from washer kit is not used)
4605C046	Piston assy	1	Only C1802Z and C1803R campaigns
4650B827QA	Gasket	2	(2) gaskets required for each caliper body installation
MZ341022RCL*	DOT4 Brake Fluid (to be used only for claims processing on this recall)	1	(1) per side when caliper or piston is replaced

*Order part number MZ341022EX if additional brake fluid is required.

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 2013–2015 MY Outlander Sport (4A models only), 2014–2016 MY Outlander, 2016 MY Outlander Sport (JA models only).

Recall Claim Header Section

The screenshot shows the 'Recall Claim Header Section' in the Mitsubishi Dealer Link system. The interface includes a top navigation bar with 'Claim Entry' and 'Vehicle Information' tabs. The 'Claim Entry' tab is active, displaying the 'Campaign Information' section. A callout box points to the 'Campaign Operation No' field, which contains the text 'C1802X or C1803X C1802Z or C1803R'. Another callout box points to the 'Miles/Km' field, which contains the value '64500'. A third callout box points to the 'VIN' field, which contains the value '4A / JA.....'. A fourth callout box points to the 'Service Technician' field, which is empty. A fifth callout box points to the 'Service Advisor' field, which is empty. A sixth callout box points to the 'Spec Value' field, which is empty. A seventh callout box points to the 'Duplicate Recall' checkbox, which is unchecked. A final callout box points to the 'Claim Status' field, which contains the value 'Incomplete'. The bottom of the screen features a 'Save & Continue' button and a 'Main Menu' button.

MITSUBISHI DEALER LINK

Service Warranty

Help

Claim Entry Vehicle Information

Campaign Information

Campaign Operation No: **C1802X or C1803X C1802Z or C1803R**

Miles/Km: **64500**

VIN: **4A / JA.....**

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 numbers: C1802X, C1803X, C1802Z or C1803R and follow the campaign operation shown on the Superscreen.

This campaign is related to the Parking Brake campaign.

Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing C1802X, C1803X, C1802Z or C1803R as open are involved.

After entering the required customer data and vehicle information, select the applicable campaign 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:

Labor: There are many possible repair scenarios for this campaign – follow the charts provided to select the appropriate labor operation and parts used for the repair performed.

C1802X Outlander Sport (4A)		or		C1803X Outlander and Outlander Sport (JA)							
Recall		Repair Description	LBR	Lever & Boots		Caliper Bodies		Piston Assy		Confirm Marks	
Campaign	No.		TIME	LEFT	RIGHT	LEFT	RIGHT	LEFT	RIGHT	LEFT	RIGHT
C1802X/03X	01	INSPECTION - BOTH SIDES HAVE CONFIRMATION MARKS	.3							LH	RH
C1802X/03X	02	RPL LH LEVER & BOOTS - CONFIRM MARK RH SIDE	.8	LH							RH
C1802X/03X	03	RPL RH LEVER & BOOTS - CONFIRM MARK LH SIDE	.8		RH					LH	
C1802X/03X	04	RPL CALIPER BODY LH - CONFIRM MARK RH SIDE	1.4			LH					RH
C1802X/03X	05	RPL CALIPER BODY RH - CONFIRM MARK LH SIDE	1.4				RH			LH	
C1802X/03X	06	RPL LEVER AND BOOTS BOTH SIDES	1.1	LH	RH						
C1802X/03X	07	RPL RH LEVER & BOOTS - RPL LH CALIPER BODY	1.6		RH	LH					
C1802X/03X	08	RPL LH SIDE LEVER & BOOTS - RPL RH CALIPER BODY	1.6	LH			RH				
C1802X/03X	09	RPL BOTH SIDES - CALIPER BODIES	1.5			LH	RH				

C1802Z Outlander Sport (4A)		or		C1803R Outlander and Outlander Sport (JA)							
Recall		Repair	LBR	Lever & Boots		Caliper Bodies		Piston Assy		Confirm Marks	
Campaign	No.	Description	TIME	LEFT	RIGHT	LEFT	RIGHT	LEFT	RIGHT	LEFT	RIGHT
C1802Z/03R	01	INSPECTION - BOTH SIDES HAVE CONFIRMATION MARKS	.3							LH	RH
C1802Z/03R	02	** - DO NOT USE - ** (4/6/2018)									
C1802Z/03R	03	** - DO NOT USE - ** (4/6/2018)									
C1802Z/03R	04	RPL LH LEVER & BOOTS-LH PISTON-CONFIRM MARK RH	1.6	LH				LH			RH
C1802Z/03R	05	RPL RH LEVER & BOOTS-RH PISTON-CONFIRM MARK LH	1.6		RH				RH	LH	
C1802Z/03R	06	RPL LH CALIPER BODY - CONFIRMATION MARK RH	1.4			LH					RH
C1802Z/03R	07	RPL RH CALIPER BODY - CONFIRMATION MARK LH	1.4				RH			LH	
C1802Z/03R	08	** - DO NOT USE - ** (4/6/2018)									
C1802Z/03R	09	RPL LEVER & BOOTS BOTH SIDES - RPL PISTON BOTH SIDES	2.0	LH	RH			LH	RH		
C1802Z/03R	10	** - DO NOT USE - ** (4/6/2018)									
C1802Z/03R	11	** - DO NOT USE - ** (4/6/2018)									
C1802Z/03R	12	RPL RH LEVER & BOOTS - RPL LS CALIPER BODY- RH PISTON	1.8		RH	LH			RH		
C1802Z/03R	13	RPL LH LEVER & BOOTS - RPL RH CALIPER BODY- LH PISTON	1.8	LH			RH	LH			
C1802Z/03R	14	RPL BOTH SIDES - CALIPER BODIES	1.5			LH	RH				

Rental Cars

If there is a need to provide the owner with a rental car, claim the applicable charges in this section

Special Sublet Selection			
Select	Labor Operation	Labor Operation Description	
<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" value="<Select one>"/> 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="checkbox"/>	95200040	TOWING CHARGES	Towing Company <input type="text"/> Invoice Number <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 2014-2016 Outlander and 2013-2016 Outlander Sport vehicles. 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 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 this repair for your vehicle, free of charge.)

What your dealer will do: 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 this repair is approximately **0.5 – 2.0 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, 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 dragging or decreased parking brake performance, and had the rear brake calipers replaced or repaired as a result of these specific conditions 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.

Sincerely,

Mitsubishi Motors North America, Inc.

C1802Z, C1803R, C1802X, C1803X



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 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