

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: May 3, 2021

TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Service Managers, and Parts Managers

RE: Parking Brake Caliper Safety Recall Campaign – “Remedy Available” Customer Letters

TIN NO. TIN-20-SR-005

AFFECTED VEHICLES: Certain 2016 Outlander and 2016 Outlander Sport vehicles

PURPOSE

A recall campaign will be released today due to improper assembly operation at the supplier. The coating for rust prevention on the Rear Brake Operating Shaft could peel off during the assembly process when the shaft is installed to the Rear Brake Caliper Body. As a result, penetrating water from the Rear Brake Caliper Boot may cause the Brake Operating Shaft to rust. If this occurs, the Rear Brake Operating Shaft may become stuck, potentially causing brake dragging and/or a decrease in parking brake performance.

Recall Bulletin SR-20-005 outlining the repair procedure will be available today on MEDIC and MDL.

Letters are being mailed on May 4, 2021 to owners of vehicles affected by Recall SR-20-005 “Parking Brake Caliper” notifying them that remedy parts are now available and requesting that they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this Recall performed. Sample copies of the letters are included in the Recall Bulletin for your reference.

The parts will initially be force allocated based on VIN distribution for this recall.

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 delivery to customers. This Recall Campaign Number is: C2005R.** When checking for applicability of this campaign, 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.