

Part 573 Safety Recall Report

21V-144

Manufacturer Name : Mitsubishi Motors North America, Inc.

Submission Date : MAR 26, 2021

NHTSA Recall No. : 21V-144

Manufacturer Recall No. : SR-21-001



Manufacturer Information :

Population :

Manufacturer Name : Mitsubishi Motors North America, Inc.

Number of potentially involved : 15,347

Address : 4031 Aspen Grove Dr. Suite 650

Estimated percentage with defect : 1 %

Franklin TN 37067

Company phone : 1-888-648-7820

Vehicle Information :

Vehicle 1 : 2013-2015 Mitsubishi Outlander Sport

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Only vehicles manufactured within the specified production dates, and currently or ever registered in the Salt Belt region * are potentially affected by this recall.

*Connecticut, Delaware, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, Wisconsin, and Washington D.C.

Production Dates : JUL 20, 2012 - JAN 29, 2015

VIN Range 1 : Begin : 4A4AP3AUXDE000074 **End :** 4A4AR4AW0FE000055 Not sequential

Description of Defect :

Description of the Defect : The inside and outside surfaces of the front cross members used on certain vehicles, if exposed long term to snowmelt water and anti-freezing agents, may corrode due to insufficient performance of the rust protection. Should significant corrosion occur over time, a lower control arm could eventually become detached resulting in loss of vehicle control and a potential collision.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Should significant corrosion occur over time, a lower control arm could eventually become detached resulting in loss of vehicle control and a

potential collision.

Description of the Cause : Long term exposure to snowmelt water and anti-freezing agents, combined with insufficient cross member rust protection.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR
NR

Country : NR

Chronology :

Chronology of Defect is attached in a separate document.

Description of Remedy :

Description of Remedy Program : Owners of all affected vehicles who have not already been notified as part of recall 20V-279 will be notified and encouraged to bring in their vehicles for inspection. The cross member will be inspected, and the following action will be taken at no charge to the customer:

- (1) If no significant corrosion is identified, a sealing/anti-corrosion agent will be sprayed inside/outside the cross member;
- (2) In the event that significant corrosion is identified, the cross member will be replaced with a countermeasure cross member.

Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact the Mitsubishi Customer Relations Department for instructions on how to apply for a refund.

How Remedy Component Differs from Recalled Component : The cross member will be replaced with a countermeasure cross member as follows.

- New part number : MW400273, made of Zinc-coated steel sheets
- Old part number : MN100292, 4000A367, 4000A387, made of general steel sheets

Identify How/When Recall Condition was Corrected in Production : The material of the cross member was changed from general steel sheets to Zinc-coated steel sheets which have higher anti-corrosion performance in production in May 2016.

Recall Schedule :

Description of Recall Schedule : MMNA will send letters to the 24 newly added vehicle owners on the dates provided. The owners of the remaining 15,323 vehicles that are included in this recall were previously notified as part of recall 20V-279.

Planned Dealer Notification Date : MAR 22, 2021 - MAR 22, 2021

Planned Owner Notification Date : MAR 26, 2021 - MAR 26, 2021

* NR - Not Reported