

**\*\* TECHNICAL INFORMATION NOTICE \*\***

**DATE: March 18, 2022**

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

**RE: FUEL PUMP – SAFETY RECALL CAMPAIGN**

**ATIN NO. TIN-22-SR-001A**

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**AFFECTED VEHICLES:** Certain 2022 Outlander vehicles

**PURPOSE**

Notification letters for approximately 16,000 vehicles affected by recall SR-22-001 "FUEL PUMP – SAFETY RECALL CAMPAIGN", are being mailed to owners today, March 18, 2022, requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed. A sample copy of the owner notification letter is included below for your reference.

The commutator and wires in the fuel pump may not have been fused together correctly during production, resulting in poor continuity. As a result, the commutator and the brushes in the fuel pump could wear abnormally in use, causing the fuel pump to be inoperative. If the fuel pump does not operate, the engine may stall while driving, which increases risk of a crash.

In the letter, Mitsubishi advises owners that the fuel pump is located inside the fuel tank and recommends considering arriving at the dealer with the fuel tank below ½ – possibly reducing the amount of time necessary to complete the repair. It also states that this is NOT a requirement to have the recall completed – please do not turn a customer away if their fuel tank has more than ½.

Dealers will be allocated a stock of parts necessary to complete this recall using a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments will be processed via the 'R' order type and started shipping along with your scheduled stock order beginning **March 17, 2022**. Dealers will not be able to place orders on their own until additional stock becomes available. This should occur in the first week of April 2022.

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 delivering them.** When checking for the applicability of this campaign (**C2201R**), 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.**



## IMPORTANT SAFETY RECALL

NHTSA Recall 22V-027

This notice applies to your vehicle, \_\_\_\_\_.

Date: March 2022

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 2022 Outlander vehicles. The commutator and wires in the fuel pump may not have been fused together correctly during production, resulting in poor continuity. As a result, the commutator and the brushes in the fuel pump could wear abnormally in use, causing the fuel pump to be inoperative. If the fuel pump does not operate, the engine may stall while driving, which increases the risk of a crash.

**What you should do:**

Please contact your local Mitsubishi Motors Dealer and schedule an appointment to have the affected fuel pump replaced, free of charge. **The fuel pump is located inside of the fuel tank and the dealer may have to drain fuel to a lower level to complete the remedy repair. MMNA recommends that you consider arriving at the dealer with the fuel level below ½.** This request **is not a requirement** to have the repair completed, but it may allow the dealer to complete the remedy repair faster. When you bring your vehicle in for this recall repair 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 Dealer will replace the fuel pump with a countermeasure unit.

**How long will it take?**

The time needed for fuel pump replacement is approximately 1 hour and 15 minutes. 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. (Central 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 problem with the fuel pump and had it replaced 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 Motors North America Inc., Customer Relations, P.O. Box 689040, Franklin, TN 37068

**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.