

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: October 26, 2016
TO: Mitsubishi Motors US & Puerto Rico Dealer Principals, General Managers, Service Managers, and Parts Managers
RE: Bulletin Revision - Potential Transmission Shudder/Surge Service Campaign
TIN NO. TIN-15-SC-004-B

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AFFECTED VEHICLES: Certain 2016 Outlander Equipped with 2.4L Engine and CVT-8 Automatic Transaxle

PURPOSE

A revised Service Campaign bulletin will be released today to address vehicles covered by SC-15-004 "Potential Transmission Shudder/Surge – Service Campaign" and SR-16-006 "CVT Hesitation – Safety Recall Campaign" in certain 2016 Outlander vehicles.

The revised service campaign bulletin includes the following instructions that dealers need to follow when encountering a vehicle included in both SC-15-004 and SR-16-006:

- *If the CVT-ECU was previously reprogrammed as part of SR-16-006 "CVT Hesitation - Safety Recall Campaign" and the customer did not inform the dealer that they had experienced a shudder or surge condition, **this Service Campaign (SC-15-004) does not apply.** The CVT-ECU reprogram for SR-16-006 includes all the necessary programming fixes for this Service Campaign.*
- *If a vehicle has both SC-15-004 and SR-16-006 open, and the customer does not inform the dealer that they had experienced a shudder or surge condition, complete SR-16-006 **only.***
- *If a vehicle has both SC-15-004 and SR-16-006 open, and in the rare case that the customer informs the dealer that they had experienced a shudder or surge condition, complete SR-16-006, then follow SC-15-004's procedure for shudder/surge condition.*

The revised Service Campaign bulletin will be available today on MEDIC and MDL.

When checking for applicability of SC-15-004 (C1513R) and SR-16-006 (C1606Z), please check for and complete any other open campaigns. Always get the customer's approval before completing a campaign on a customer owned vehicle.

IMPORTANT

To maximize customer satisfaction with the quality of their vehicle, affected new or used inventory vehicles should be remedied before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this service campaign.

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in a recall campaign. It is a violation of Federal law for a dealer to 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.