

**FRONT WIPER SYSTEM WORKSHEET:  
2007 & 2011 Outlander, 2011 & 2013-15 Outlander Sport**

**Date:** \_\_\_\_\_

1) Vehicle Information.

Model / Year	
VIN	
Mileage	
Date Sold	

Take a picture of the VIN label on the B pillar.

**UPLOAD PHOTO TO PRC**

2) Check the service history of the vehicle and verify there have been NO repairs made to the wiper system. ONLY vehicles with no prior wiper system repairs are eligible for this study.

Confirm proper operation of the front wiper PRIOR to continuing with this worksheet.

3) If the vehicle is 2011 - 2015 Outlander Sport, look up the VIN on the Warranty Superscreen to verify whether this vehicle is involved in SR-16-010, Windshield Wiper Motor – Safety Recall Campaign.

**NOTE:** Completing this procedure will also complete SR-16-010.

Check the appropriate box below, then continue with this procedure.

Part of SR-16-010	<input type="checkbox"/>
Not part of SR-16-010	<input type="checkbox"/>

4) Inspect for gaps between the Deck Garnish and glass.

a) Take a picture of the whole Deck Garnish.

**UPLOAD PHOTO TO PRC**

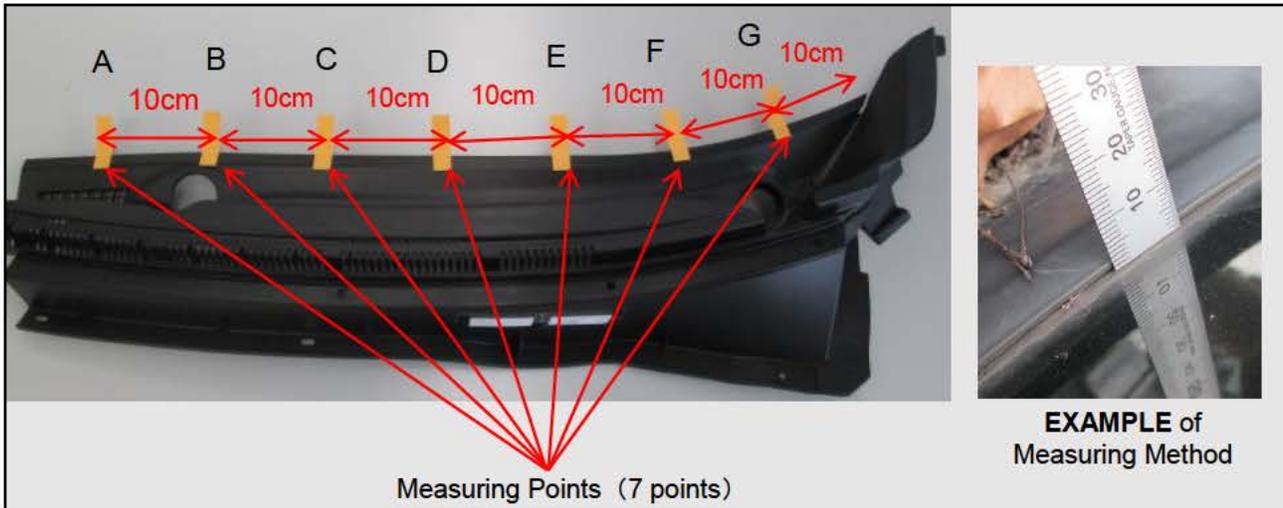
b) Take a picture of the Deck Garnish End (Driver side).

Divide the picture in 3 parts as shown below: Outside, Center, Inside.

<b>UPLOAD PHOTO TO PRC</b>	<b>UPLOAD PHOTO TO PRC</b>	<b>UPLOAD PHOTO TO PRC</b>
----------------------------	----------------------------	----------------------------

Outside                      Center                      Inside

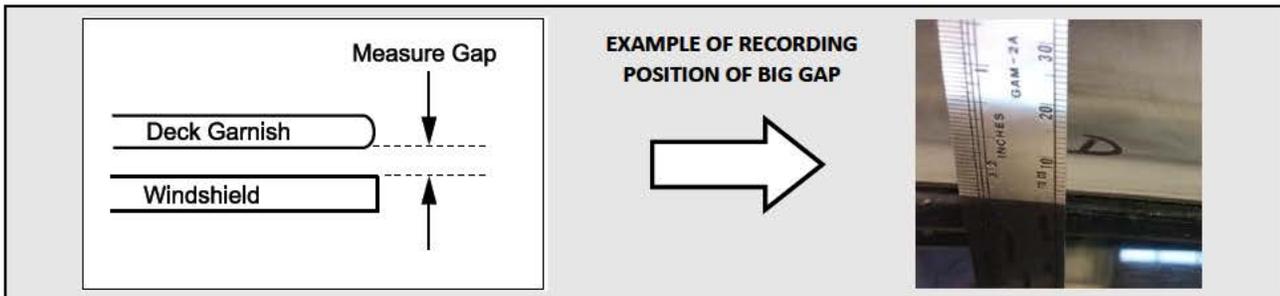
c) Measure gap between Deck Garnish and Glass at 10 cm intervals, starting at "G," as shown below.



Check the appropriate boxes below based on your measurements.

Measuring point	A	B	C	D	E	F	G
0 mm ~ 0.5 mm	<input type="checkbox"/>						
0.5 mm ~ 1.5 mm	<input type="checkbox"/>						
1.5 mm or more	<input type="checkbox"/>						

d) If there is a big gap (1.5 mm or more), take a picture and record the position of each one by writing with permanent marker on the Deck Garnish.



**UPLOAD PHOTO(S) TO PRC**

5) Remove the Deck Garnish and take a picture of the Wiper Motor and Linkage.  
**NOTE:** Be sure to take the following pictures (steps 5 – 10) BEFORE cleaning any components.

**UPLOAD PHOTO TO PRC**

6) Verify that the Wiper Motor electrical connector is fully seated and locked. Check the appropriate box below.

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

- 7) Remove the connector, then remove the Wiper Motor and Linkage.  
 a) Take a picture of the Deck, including bottom edge of Glass (both RH and LH sides).

<i>UPLOAD PHOTO TO PRC</i>	<i>UPLOAD PHOTO TO PRC</i>
RH Side	LH Side

**NOTE:** If there is a lot of debris or dust in the Deck, take the picture before cleaning. If there is evidence of water collected in the Deck, be sure to include in the picture (for example, showing corrosion on the Deck panel).

- b) Inspect and take pictures of the drain outlets in the Deck (both RH and LH sides).

<i>UPLOAD PHOTO TO PRC</i>	<i>UPLOAD PHOTO TO PRC</i>
RH Side	LH Side

- 8) Inspect and take pictures of the Pad and Hooks on Deck Garnish (driver side).  
 If a hook is broken or the pad is peeling off, take a picture(s) showing all areas of any damage.

<i>UPLOAD PHOTO TO PRC</i>	<i>UPLOAD PHOTO TO PRC</i>
RH Side	LH Side

- 9) Inspect and take a picture of the connector on body side.  
 a) Inspect connector terminals for corrosion, then check appropriate box below.

Corrosion	<input type="checkbox"/>
No Corrosion	<input type="checkbox"/>

- b) If terminals show corrosion, include a picture of the corrosion, then call Techline and open a Techline case.

<i>UPLOAD PHOTO TO PRC</i>
----------------------------

- 10) Inspect and take pictures of Rubber Boot (both end and lip).

<i>UPLOAD PHOTO TO PRC</i>	<i>UPLOAD PHOTO TO PRC</i>
Boot End	Boot Lip

- a) Inspect for damage to the boots, then check appropriate box below.

Damage	<input type="checkbox"/>
No Damage	<input type="checkbox"/>

- b) If Rubber Boot is damaged, include picture of damaged boot.

<i>UPLOAD PHOTO TO PRC</i>
----------------------------

**NOTE:** If a gap exists in the damaged boot, water can enter inside the boot.

11) Cleaning.

If there is dust or debris on the edge of the glass, clean before assembly of Deck Garnish.



12) Replace Wiper Motor and Linkage and Deck Garnish (LH and RH) with new parts following Service Manual procedures. Be sure to transfer original hood weatherstrip onto the new parts.

**Outlander (2007 / 2011)**

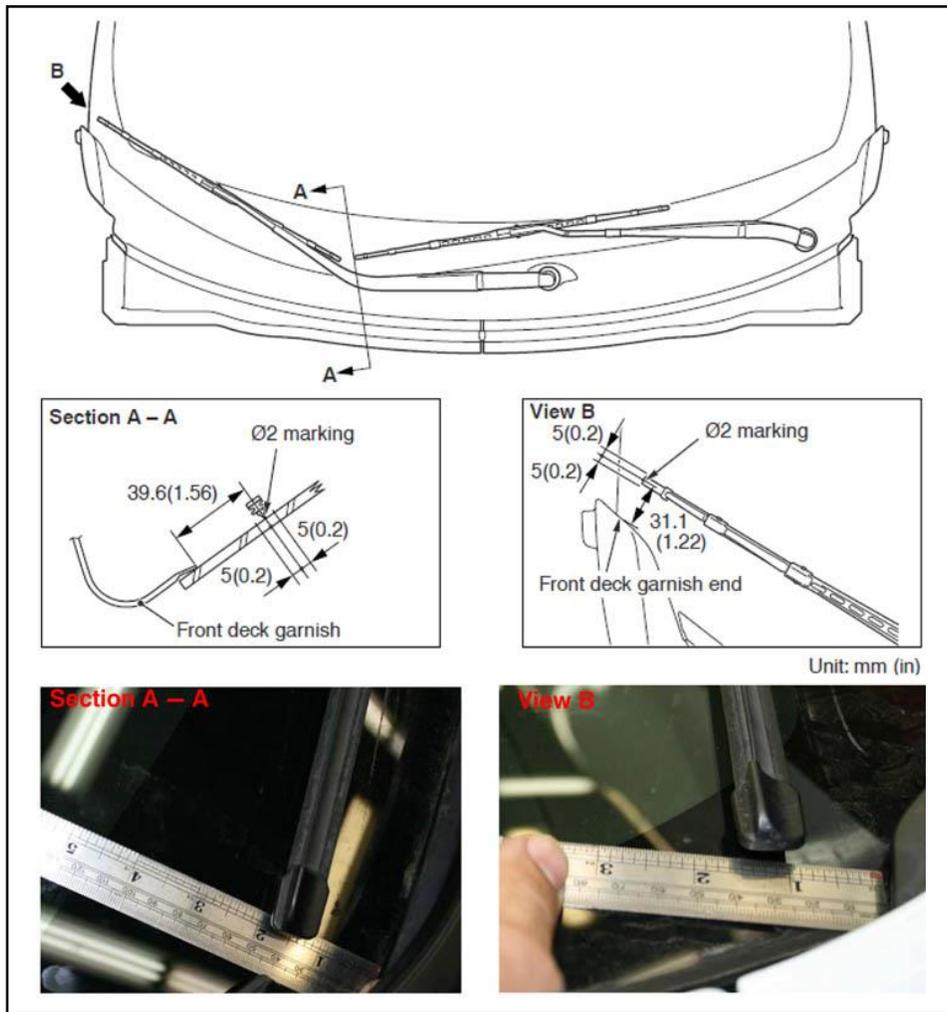
PART NUMBER	PART DESCRIPTION
8250A809	Motor Assy, Windshield Wiper
8251A031	Link Assy, Windshield Wiper
MF243623	Bolt, Washer Assembled, 6x14
7405A435	Garnish Assy, Fr Deck, LH
7405A436	Garnish Assy, Fr Deck, RH
MR777365	Clip, Air Inlet Grille

**Outlander Sport (2011, 2013-15)**

PART NUMBER	PART DESCRIPTION
MW400223 (SR-16-010)	Motor Assy, Windshield Wiper*
8251A058	Link Assy, Windshield Wiper
MF243623	Bolt, Washer Assembled, 6x14
7405A435	Garnish Assy, Fr Deck, LH
7405A436	Garnish Assy, Fr Deck, RH
MR777365	Clip, Air Inlet Grille

**\*NOTE:** If vehicle is also part of SR-16-010, replace wiper motor with P/N MW400223 instead of P/N 8250A809.

13) Reinstall wiper arm and blade assembly as shown.



14) Package all old parts together, preferably in one large box, for shipment to MMNA.

**NOTE:** If a larger box is not available, 2 boxes securely taped together is acceptable. Use adequate protective packing material (see below for example of this method).

Ship old parts to:

**Mitsubishi Motors North America, Inc.**  
**6400 Katella Avenue**  
**Cypress, CA 90630**  
**Attention: Product Support**

Include in the shipment:

- a) A printed copy of this completed file (with all information filled in).
- b) A printed copy of the Repair Order.

**NOTE:** Be sure to send the entire Wiper Motor and Linkage assembly.



15) Upload files to PRC:

- a) Save an electronic copy of this completed file, naming it with your dealer code, and the last 8 digits of the vehicle's VIN.
- b) Upload this electronic copy, and all the photos, to the PRC.

**WARRANTY INFORMATION**

Use the following labor operation codes as detailed below.

**Outlander, Outlander Sport (Not part of SR-16-010)**

Submit as a normal Warranty claim:

Labor Operation Code	Description	Time Allowance*
5181PS01	Replace Windshield Wiper Motor, Deck Garnish (LH & RH), and Wiper Link Assembly	1.0 hrs

**Outlander Sport: Part of SR-16-010**

If vehicle is involved in Safety Recall SR-16-010, the Campaign Operation Code from SR-16-010 PLUS the Labor Operation Code below must BOTH be entered after completing this Worksheet.

Follow instructions in Recall bulletin SR-16-010, Recall Claim Information section, to enter the proper Campaign Operation Code.

Submit as a normal Warranty claim:

Model Year	Labor Operation Code	Description	Time Allowance*
2011, 2013-15	5181PS02	Replace Deck Garnish (LH & RH), and Wiper Link Assembly	0.4 hrs

Submit as a Recall claim:

Model Year	Campaign Operation Code	Description	Time Allowance*
2011	C1611Z01 (follow SR-16-010)	Replace Windshield Wiper Motor	0.6
2013-15	C1612Z01 (follow SR-16-010)		0.6

\* Time includes packaging old parts and uploading files and photos to PRC.

## CHECK LIST

Check the boxes below to verify all steps have been performed in this worksheet.

STEP	PROCEDURE	DONE?
1	Vehicle information	<input type="checkbox"/>
2	Confirm wiper operation	<input type="checkbox"/>
3	Check if vehicle involved in SR-16-010	<input type="checkbox"/>
4	Inspect for gaps between Deck Garnish and glass	<input type="checkbox"/>
4a	Picture of whole Deck Garnish	<input type="checkbox"/>
4b	Pictures of 3 parts of Driver Side Deck Garnish	<input type="checkbox"/>
4c	Measure gap at intervals, (A through G), check boxes by	<input type="checkbox"/>
4d	Take picture(s) of big gaps (1.5 mm and over), if applicable	<input type="checkbox"/>
5	Remove Deck Garnish, take picture of Wiper Motor & Linkage	<input type="checkbox"/>
6	Confirm Wiper Motor connector positive connection	<input type="checkbox"/>
7	Remove connector and Wiper Motor & Linkage	<input type="checkbox"/>
7a	Picture of Deck (RH and LH) (include debris/dust and/or corrosion, if applicable)	<input type="checkbox"/>
7b	Inspect, take pictures of drain outlets in Deck (RH and LH)	<input type="checkbox"/>
8	Inspect, take pictures of Pad & Hooks on Deck Garnish, incl. damage (RH and LH)	<input type="checkbox"/>
9	Inspect Connector	<input type="checkbox"/>
9a	Inspect for corrosion, take picture, check box for Corrosion/No Corrosion	<input type="checkbox"/>
9b	If Connector has corrosion, take picture, open Techline case	<input type="checkbox"/>
10	Inspect, take pictures of Rubber Boot (end and lip)	<input type="checkbox"/>
10a	Check box for Boot Damage/No Damage	<input type="checkbox"/>
10b	If Boot is damaged, take picture	<input type="checkbox"/>
11	Clean edge of glass (before assembly of Deck Garnish)	<input type="checkbox"/>
12	Replace parts (Note different wiper motor for SR-16-010 vehicles)	<input type="checkbox"/>
13	Reinstall wiper arm and blade assembly	<input type="checkbox"/>
14	Package old parts, ship to MMNA	<input type="checkbox"/>
14a	Include printed copy of completed Worksheet	<input type="checkbox"/>
14b	Include printed copy of Repair Order	<input type="checkbox"/>
15	Upload all files to PRC	<input type="checkbox"/>
15a	Save electronic copy of this file	<input type="checkbox"/>
15b	Upload electronic copy and all photos to PRC	<input type="checkbox"/>
16	Warranty Information: Enter correct codes, including SR-16-010, if applicable	<input type="checkbox"/>