



SAFETY RECALL BULLETIN

| | | | |
|---|---|--|---|
| SUBJECT: | | No: SR-20-003REV_2 | |
| CROSSMEMBER CORROSION - SAFETY RECALL CAMPAIGN | | DATE: August 2020 | |
| | | MODEL: SEE BELOW | |
| CIRCULATE TO: | <input checked="" type="checkbox"/> GENERAL MANAGER | <input checked="" type="checkbox"/> PARTS MANAGER | <input checked="" type="checkbox"/> TECHNICIAN |
| <input checked="" type="checkbox"/> SERVICE ADVISOR | <input checked="" type="checkbox"/> SERVICE MANAGER | <input checked="" type="checkbox"/> WARRANTY PROCESSOR | <input checked="" type="checkbox"/> SALES MANAGER |

This bulletin supersedes SR-20-003REV_1, issued July 2020; changes include:

- *Added Warranty Information for instances where subframe may fail and cause additional damage to unrelated parts. (Page 31)*

Revisions are italicized and indicated by ◀.

PURPOSE

This bulletin provides directions for inspection and repair of affected vehicles' Crossmembers.

BACKGROUND

The inside and outside surfaces of the Front Crossmembers used on certain vehicles, if exposed long term to snow melt 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.

AFFECTED VEHICLES

2008 - 2010 Lancer*

2009 - 2010 Lancer Sportback*

2008 -2013 Outlander*

2011 - 2016 Outlander Sport / RVR*

*Currently or ever registered in 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.











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 this 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.

NOTE: If you encounter a vehicle which has excessive Crossmember corrosion, but is not covered under this campaign (i.e., never registered in a salt belt state), contact your DPSM for further directions.

REQUIRED TOOLS, EQUIPMENT AND MATERIALS

1. Obtain necessary tools, equipment and materials.
2. Dealers that do not already have the Spray Gun, Regulator or Anti-Corrosion agents listed below, should order through their facing PDC.

| Picture | Name / Part number | Remark |
|---|--|---|
| | Corrugated Paper | For masking |
| | Universal Absorbent Pads | For masking and wiping off too much anti-corrosion agent |
|  | Hammer, 1 Pound | |
|  | Punch | |
| | Protective Gloves | |
|  | Respirator | |
|  | Safety Glasses | |
|  | Scraper Flathead Screwdriver Wire Brush | For rust removal |
| | Air Coupler | |
| | Air Compressor | |
| | Air Gun | |
|  | Spray Gun for Internal Application: MZ341023EX T99XXKXX01 | Clean spray gun after using |
|  | Air Regulator for use with MZ341023EX | |
|  | Anti-Corrosion Agent for Internal Application of: MZ321015 (Used in Canada) | 1 liter – Target amount of usage: 5 vehicles per bottle |
|  | Anti-Corrosion Agent for Internal Application: MZ341024EX (Used in US) | 1 liter – Target amount of usage : 5 vehicles per bottle |
|  | Anti-Corrosion Agent for External Application: MZ320800 | 0.48 liter – Target amount of usage: 5 vehicles per aerosol can |

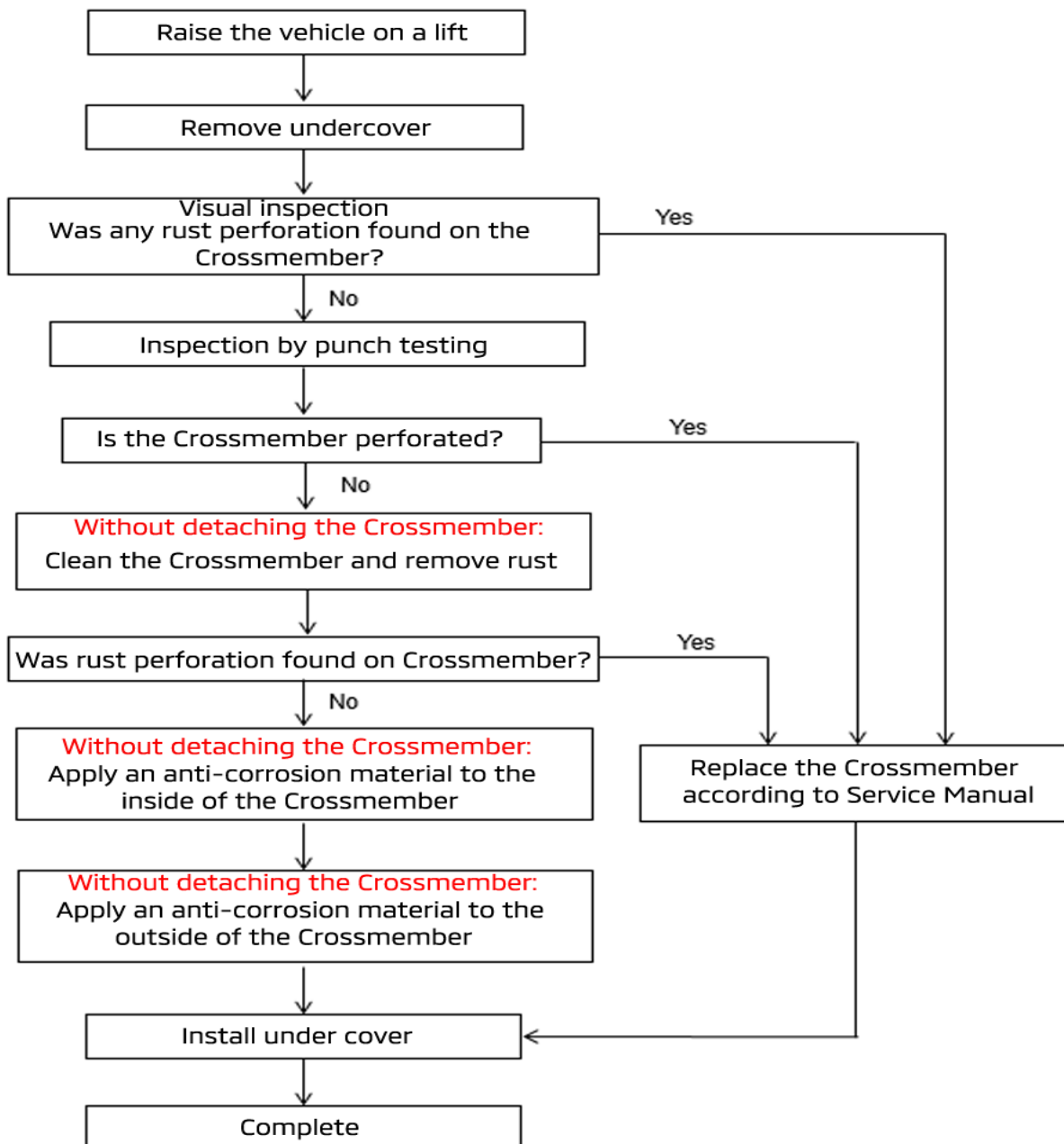
!! IMPORTANT !!

Inspect consistency of the Anti-Corrosion Agent (P/N: MZ341024EX) before use. The consistency should be smooth and creamy. If the consistency is chunky (like cottage cheese) do not use and discard the product.

| ANTI-CORROSION AGENT SPRAY GUN PART #: | MZ341024EX - ANTI-CORROSION AGENT | MZ321015 (Canada) - ANTI-CORROSION AGENT |
|---|--------------------------------------|---|
| MZ341023EX | Reference Page 12 | Reference Page 15 |
| T99XXKXX01 | Reference Page 17 | Reference Page 22 |

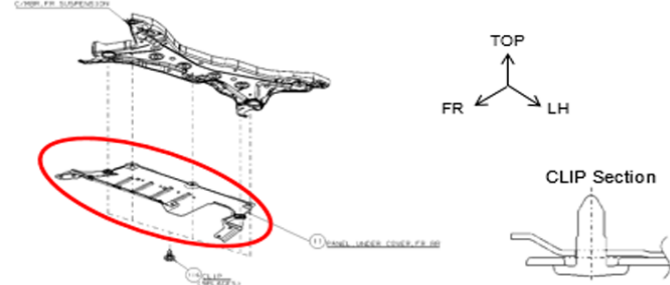
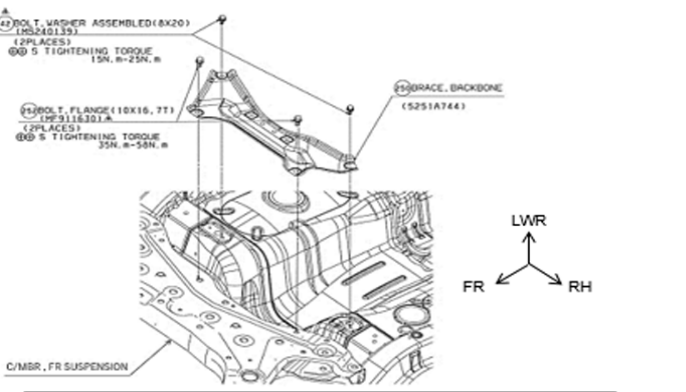
FLOW CHART

2. Review flow chart



INSPECTION PROCEDURE

3. Raise the vehicle on a lift.
4. Remove under cover clips and under cover.

| | |
|--|---|
| <ul style="list-style-type: none"> • 08-13MY Outlander (L4 Engine) • 11-16MY RVR • 08-10MY Lancer |  <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> • 5370A311 (PANEL, UNDER COVER, FR RR) • 5370B840 (PANEL, UNDER COVER, FR RR) : RVR 13-16MY ONLY • MR328954 (CLIP) 5pcs </div> |
| <ul style="list-style-type: none"> • 08-10MY Lancer(only) | <p>• Taking off Brace, Backbone</p>  <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> • 5251A744 (BRACE, BACKBONE) • MS240139 (BOLT, WASHER ASSEMBLED (8X20)) 2pcs • MF911630 (BOLT, FLANGE(10X16)AS-ROLLED) 2pcs </div> |

5. Inspection by punch testing.
 - a. Prepare punch and hammer.

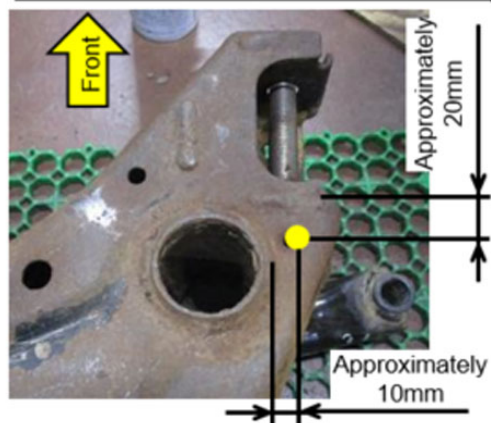


- b. Put the punch on the points shown below and strike the punch 5 times with the hammer. The punching point is located approximately 20mm from the weld and outward approximately 10mm from the pipe on the left and right sides, as shown below.
 - c. If the Crossmember becomes perforated, please replace the Crossmember.

NOTE: Crossmember removed from vehicle for illustration purposes.

08-13MY Outlander (L4 Engine)

08-10MY Lancer / 11-16MY Outlander Sport RVR

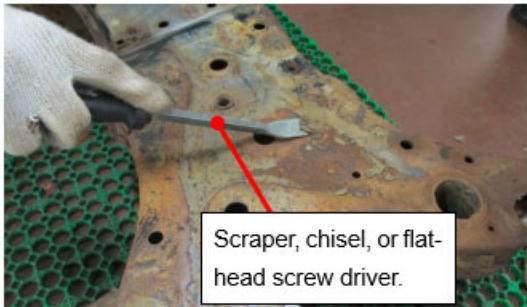


CAUTION Wear safety glasses, respirator, and protective gloves when punching, removing rust and cleaning the Crossmember.

6. Clean the Crossmember and remove rust without removing the Crossmember from the vehicle.
 - a. Remove any dirt, mud and water from outside and inside of the Crossmember by using compressed air.
 - b. Remove loose rust and rust scales from the external surface of the Crossmember by using a scraper, chisel, or flathead screw driver.

- c. Remove any remaining rust or dirt from the Crossmember by using a wire brush until the surface is smooth and clean.
- d. Visually inspect the Crossmember during the rust removal process. If rust perforation is found, proceed to the Crossmember replacement.

NOTE: Crossmember removed from vehicle for illustration purposes only, in the photos below.



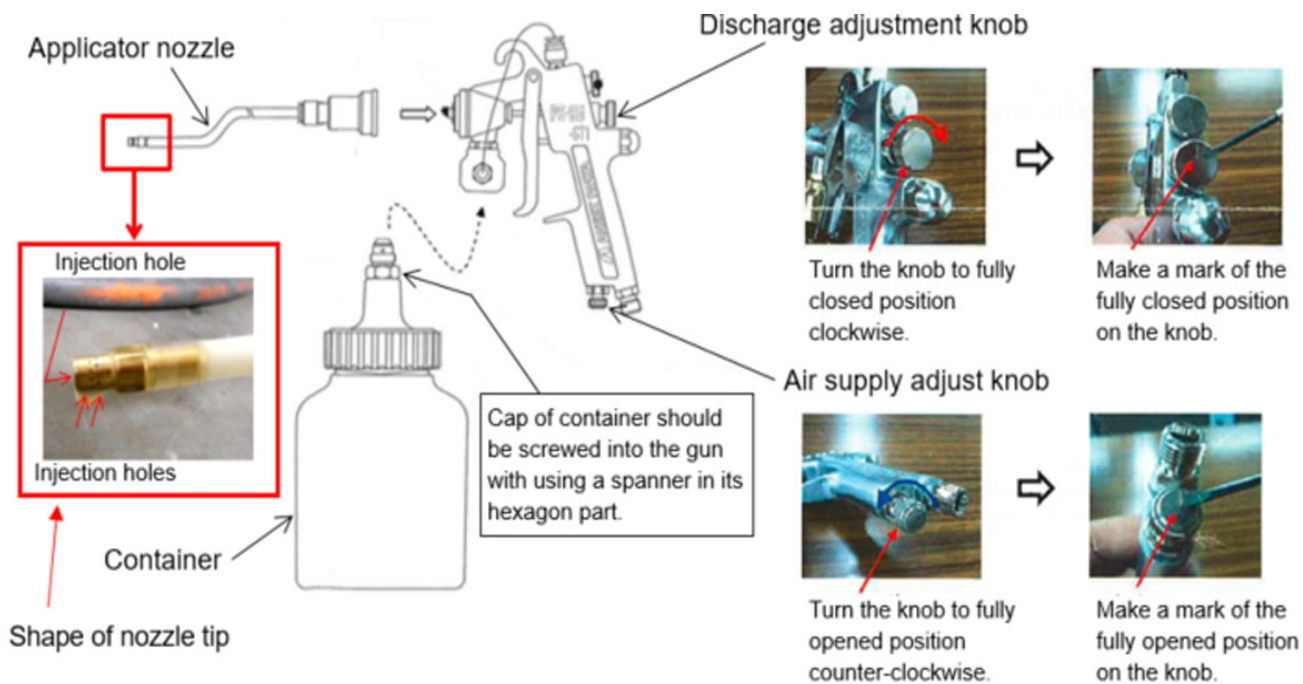
<Before rust removal>

<After rust removal>



Application of anti-corrosion agent to the inside of the Crossmember

1. When using **MZ341023EX** spray gun, prepare for internal application, as follows:
 - a. Assemble the spray gun as illustrated below.
 - b. Set zero-point of discharge and air adjustment knobs.
 - c. Remove the cap of the container and fill the container with anti-corrosion agent. Attach the cap to the container.



- d. Attach the air regulator and hose to the gun.
- e. Adjust the discharge and the air adjustment knobs.
- f. Adjust the compressor air pressure.

| | | | |
|--|---------------------------|--|---|
| | Discharge adjustment knob | | Open from fully closed position 1/2 turn (in summer) to 4 turns (in winter) |
| | Air supply adjust knob | | Close from fully opened position 1 turn |
| | Compressor air pressure | | 51 PSI (350 KPa) (in summer) to 71 PSI (490 KPa) (in winter) Never exceed 71 PSI. |

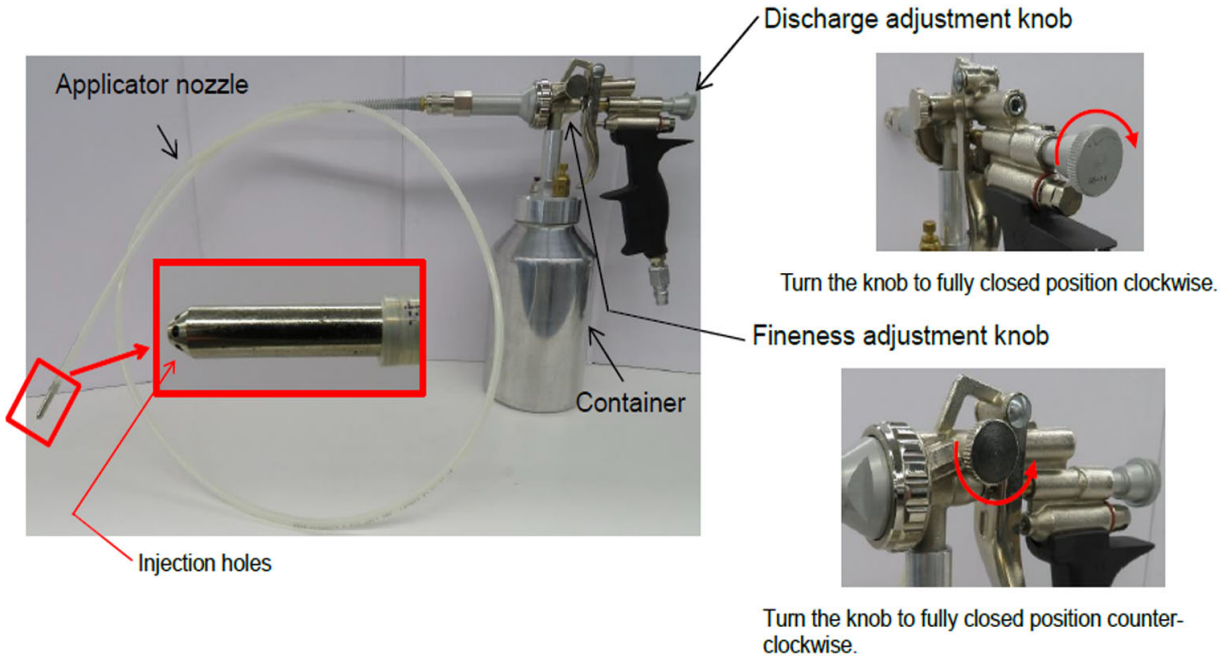
- g. Test the spray gun by fully engaging the gun trigger to confirm anti-corrosion agent is injected from nozzle.



CAUTION




Wear safety glasses when applying anti-corrosion agent.

2. When using the **T99XXKXX01** spray gun with **MZ321015 (used in Canada)**, prepare for internal application, as follows:
 - a. Assemble the spray gun as illustrated below.
 - b. Set zero-point of discharge and air supply adjustment knob.



- c. Remove the cap on the gun container and fill with anti-corrosion agent.
- d. Attach the air regulator and hose to the gun.
- e. Adjust the discharge and fineness adjustment knob.



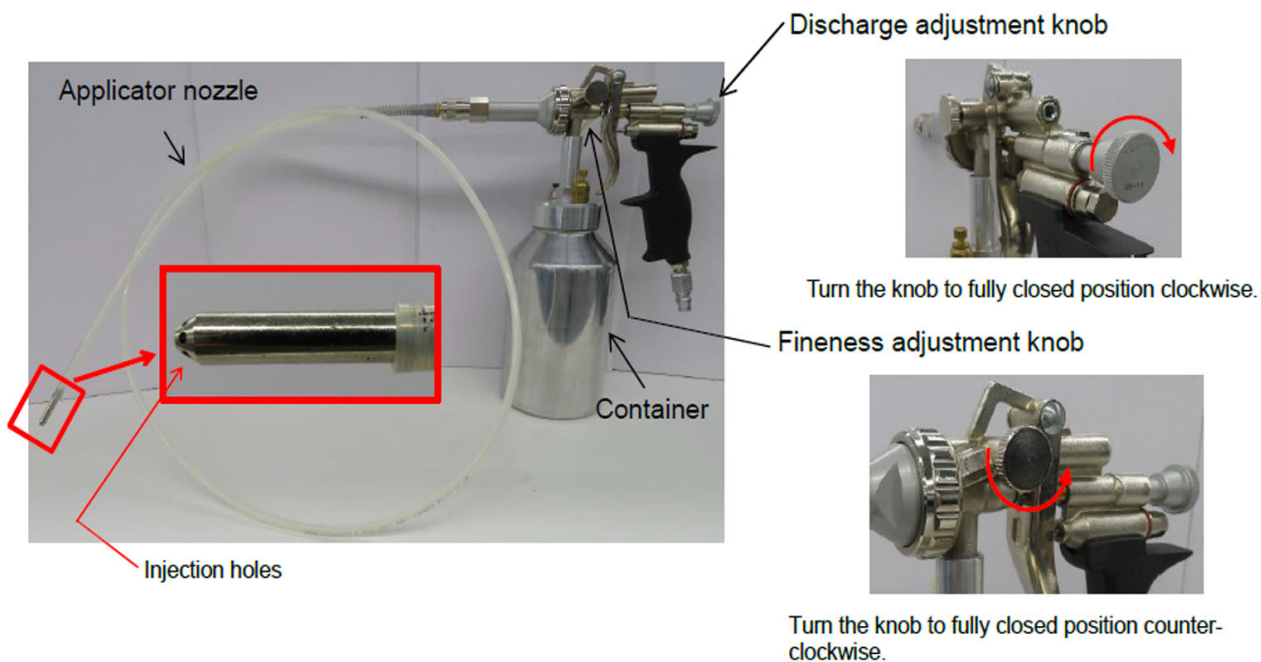
| | | |
|---------------------------|---|--|
| Discharge adjustment knob |  | Open from fully closed position 3 turns. |
| Fineness adjustment knob |  | Open from fully closed position 2 and 1/4 turns. |
| Compressor air pressure |  | 51 PSI (350 KPa) (in summer) to 71 PSI (490 KPa) (in winter) Never exceed 71 PSI |

- f. Adjust compressor air pressure.
- g. Test the spray gun by fully engaging the gun trigger to confirm anti-corrosion agent is injected from nozzle.






Wear safety glasses when applying anti-corrosion agent.

3. When using the **T99XXKXX01** spray gun with **MZ341024EX**, prepare for internal application, as follows:
 - a. Assemble the spray gun as illustrated below.
 - b. Set zero-point of discharge and air supply adjustment knob.



- c. Remove the cap on the gun container and fill with anti-corrosion agent.
- d. Attach the air regulator and hose to the gun.
- e. Adjust the discharge and fineness adjustment knob.



| | | |
|---------------------------|---|--|
| Discharge adjustment knob |  | Open from fully closed position 4 and 1/2 turns. |
| Fineness adjustment knob |  | Open from fully closed position 1 turn. |
| Compressor air pressure |  | 51 PSI (350 KPa) (in summer) to 71 PSI (490 KPa) (in winter) Never exceed 71 PSI |

- f. Adjust compressor air pressure.
- g. Test the spray gun by fully engaging the gun trigger to confirm anti-corrosion agent is injected from nozzle.



Wear safety glasses when applying anti-corrosion agent.

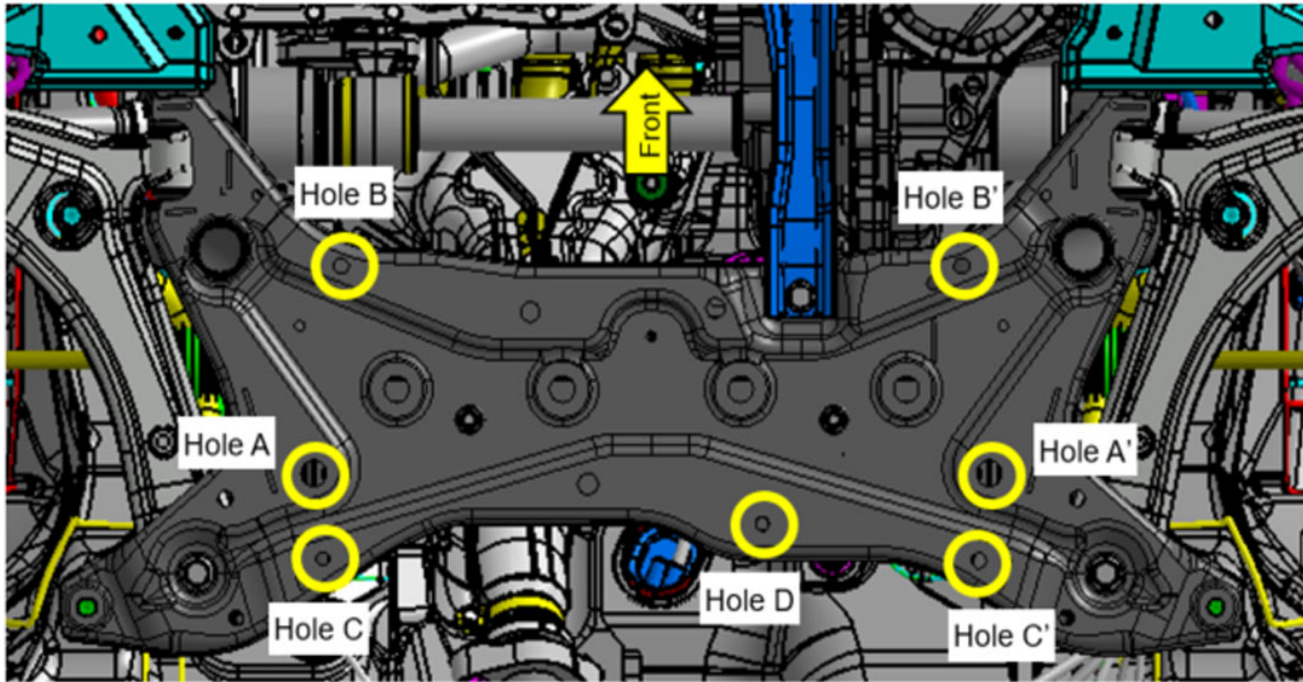
- 4. Anti-corrosion agent internal application should be completed without removing the Crossmember from the vehicle. According to the respective vehicle model, insert the nozzle into each hole as shown below.

| 08-13MY Outlander (L4 Engine), 08-10MY Lancer / 11-16MY Outlander Sport / RVR | | | | | |
|---|------------------------------|--|---------------------------|---------------|---------------------------|
| Anti-Corrosion Agent | | MZ341024EX | MZ321015 (used in Canada) | MZ341024EX | MZ321015 (used in Canada) |
| Spray Gun | | MZ341023EX | MZ341023EX | T99XXKXX01 | |
| Spray Gun Setting | Discharge adjustment knob | ½ turn (in summer) to 4 turns (in winter) | | - | |
| | Air supply adjustment knob | 1 turn | | | |
| | Discharge adjustment knob | - | | 4 and ½ turns | 3 turns |
| | Fineness adjustment knob | | | 1 turn | 2 and ¼ turns |
| | Air pressure | 51 PSI (350 Kpa) in summer - to - 71 PSI (490 Kpa) in winter | | | |
| Hole A, A' | Insert length of hose (mm) | 240 | | 180 | |
| | Spraying time (s) | Until Anti-Corrosion agent leaks from the opening of the lower arm bracket | | | |
| | Spraying time during removal | 10 seconds | | | |
| Hole B, B' | Insert length of hose (mm) | 100 mm | | 70 mm | |
| | Spraying time (s) | 10 seconds | | | |
| | Spraying time during removal | 10 seconds | | | |
| Hole C, C' | Insert length of hose (mm) | 25 mm | | | |
| | Spraying time (s) | 10 seconds | | | |
| Hole D | Insert length of hose (mm) | 25 mm | | | |
| | Spraying time (s) | 10 seconds | | | |
| Hole E, E' | Insert length of hose (mm) | - | | 180 mm | |
| | Spraying time (s) | | | 10 seconds | |
| | Spraying time during removal | | | 10 seconds | |

When using the combination below:

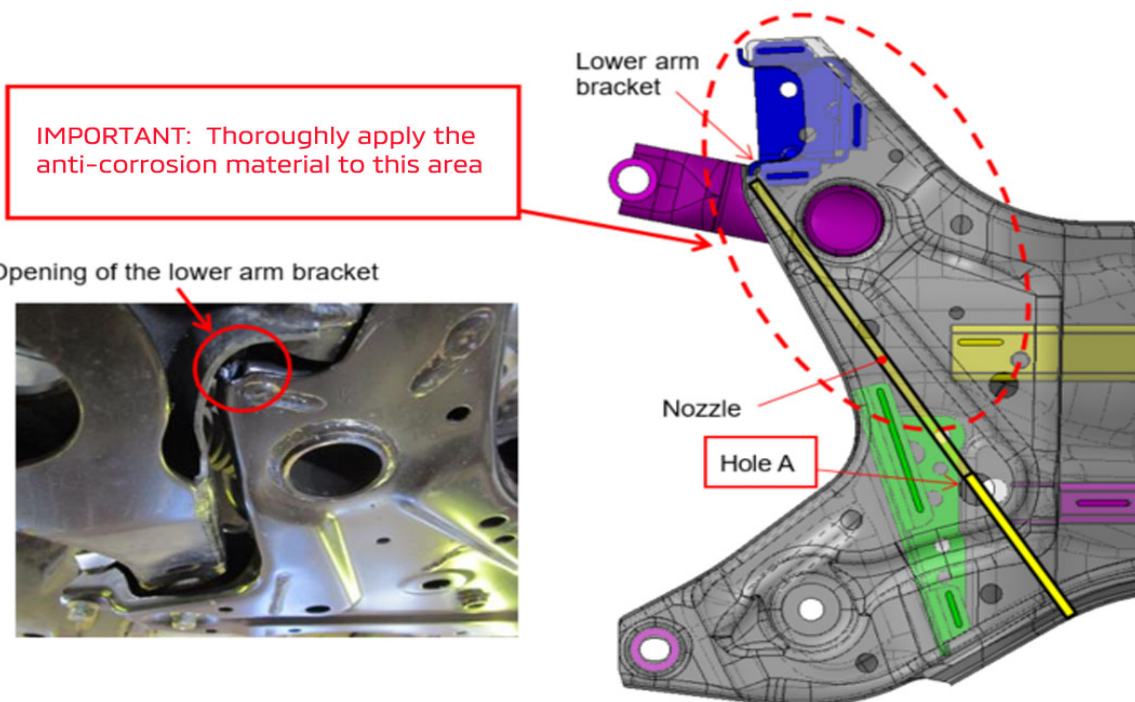
| Anti-Corrosion Agent | | Spray Gun | |
|----------------------|---------------------------|------------|------------|
| MZ341024EX | MZ321015 (used in Canada) | MZ341023EX | T99XXKXX01 |
| X | - | X | - |

Nozzle should be inserted into the 7 holes identified:



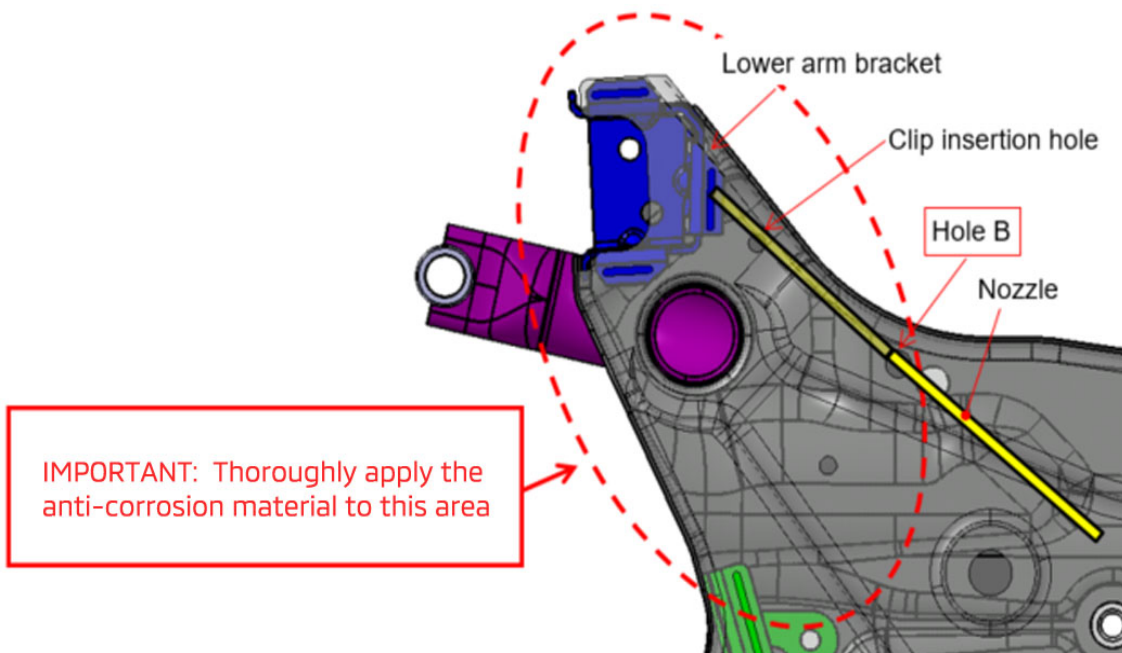
a. Spraying into the Hole A (RH) / A' (LH)

- Insert the nozzle through Hole **A(A')** in the direction shown below until it contacts the lower arm bracket (Insertion length: 240mm or 9.5 inches). Confirm that the nozzle has been fully inserted in the correct direction by looking in the opening of the lower arm bracket.
- Apply **MZ341024EX** by engaging the trigger fully at the position demonstrated below and confirm the **MZ341024EX** leaks out of the opening of the lower arm bracket. Continue spraying while removing the nozzle, which should take 10 seconds.



b. Spraying into the Hole B (RH) / B' (LH)

- Insert the nozzle through Hole **B (B')** in the direction shown below until it contacts the lower arm bracket (Insertion length: 100mm or 4 inches). Confirm that the nozzle has been fully inserted in the correction direction by looking in the clip insertion hole.
- Apply **MZ341024EX** fully by engaging the trigger fully at this position for 10 seconds and continue spraying while removing the nozzle, which should take another 10 seconds.



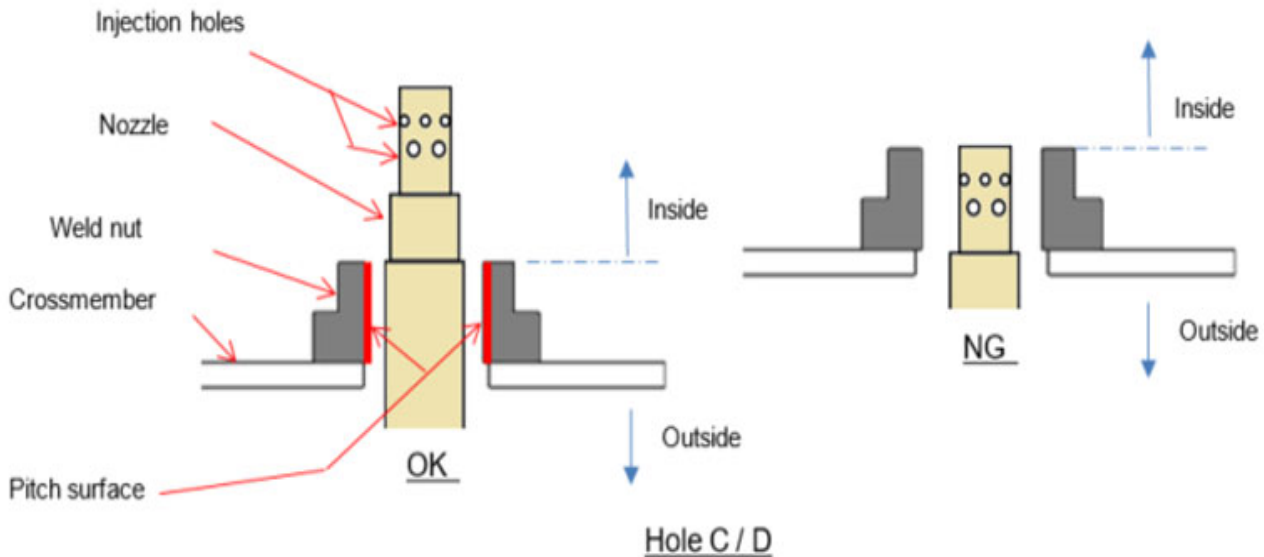
c. Spraying into the Hole C (RH) / C' (LH) and D

- Insert the nozzle through the Hole **C (C') or D** upwards (Insertion length: 25 mm or 1 inch).
- Apply **MZ341024EX** fully by engaging the trigger fully and continue spraying while moving the nozzle in a circular motion for 10 seconds at each hole.



CAUTION

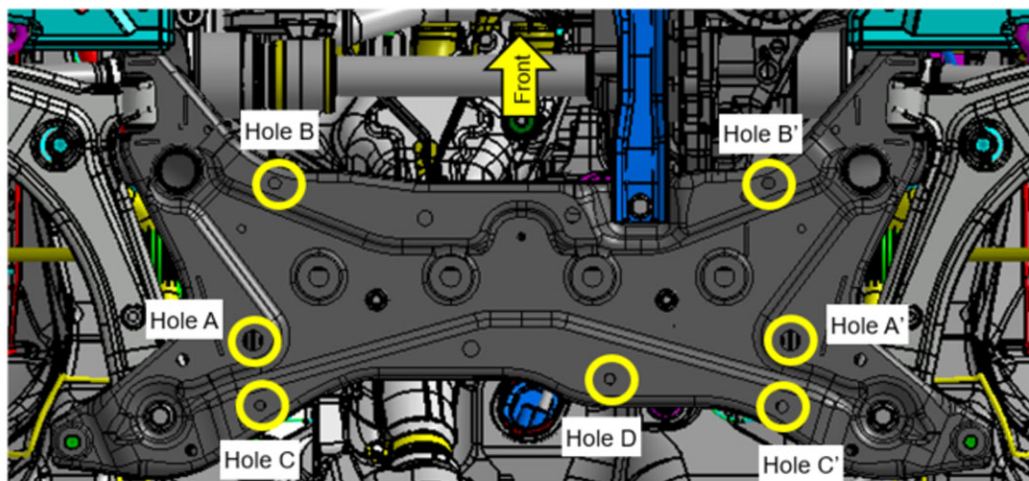
On Hole C and Hole D, insert nozzle until the nozzle is over weld nut. Make sure the anti-corrosion agent is not put on the inner surface of weld nut. Should anti-corrosion agent get on the inner surface of the weld nut; please remove by using a Universal Absorbent Pad.



When using the combination below:

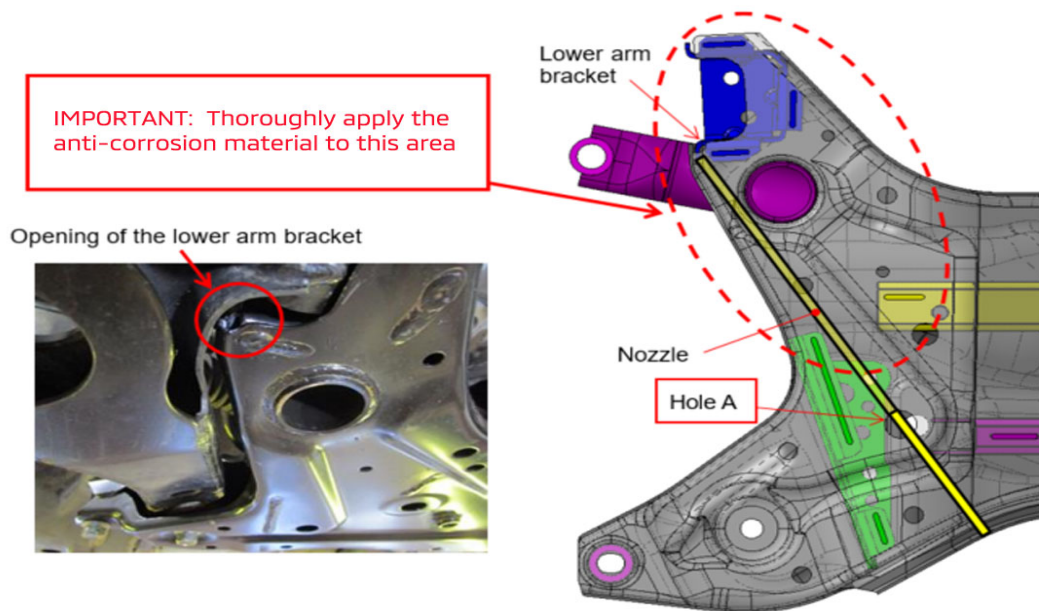
| Anti-Corrosion Agent | | Spray Gun | |
|----------------------|---------------------------|------------|------------|
| MZ341024EX | MZ321015 (used in Canada) | MZ341023EX | T99XXKXX01 |
| - | X | X | - |

Nozzle should be inserted into the 7 holes identified:



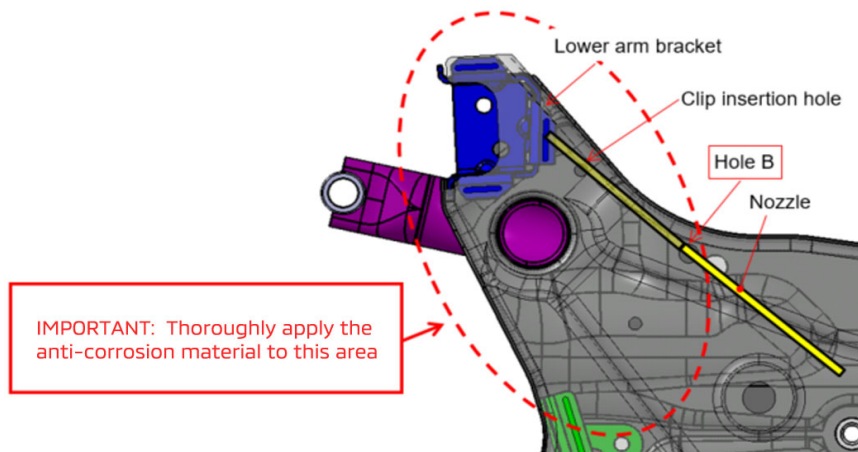
d. Spraying into the Hole A (RH) / A' (LH)

- Insert the nozzle through hole **A(A')** in the direction shown below until it contacts the lower arm bracket (Insertion length: 240mm or 9.5 inches). Confirm that the nozzle has been fully inserted in the correct direction by looking in the opening of the lower arm bracket.
- Apply **MZ321015 (used in Canada)** by engaging the trigger fully at the position demonstrated below and confirm the **MZ321015** leaks out of the opening of the lower arm bracket. Continue spraying while removing the nozzle, which should take 10 seconds.



e. Spraying into the Hole B (RH) / B' (LH)

- Insert the nozzle through Hole **B (B')** in the direction shown below until it contacts the lower arm bracket (Insertion length: 100mm or 4 inches). Confirm that the nozzle has been fully inserted in the correct direction by looking in the clip insertion hole.
- Apply **MZ321015 (used in Canada)** by engaging the trigger fully at this position for 10 seconds and continue spraying while removing the nozzle, which should take another 10 seconds.

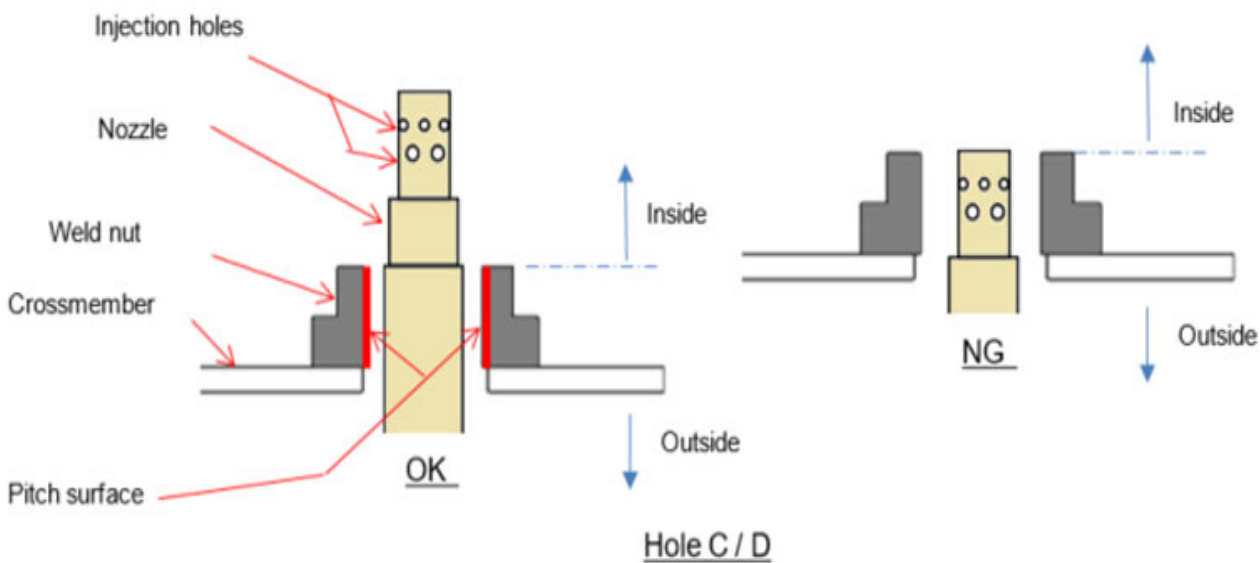


f. Spraying into the Hole C (RH) / C' (LH) and D

- Insert the nozzle through the Hole **C (C') or D** upwards (Insertion length: 25 mm or 1 inch).
- Apply **MZ321015 (used in Canada)** by engaging the trigger fully and continue spraying while moving the nozzle in a circular motion for 10 seconds at each hole.



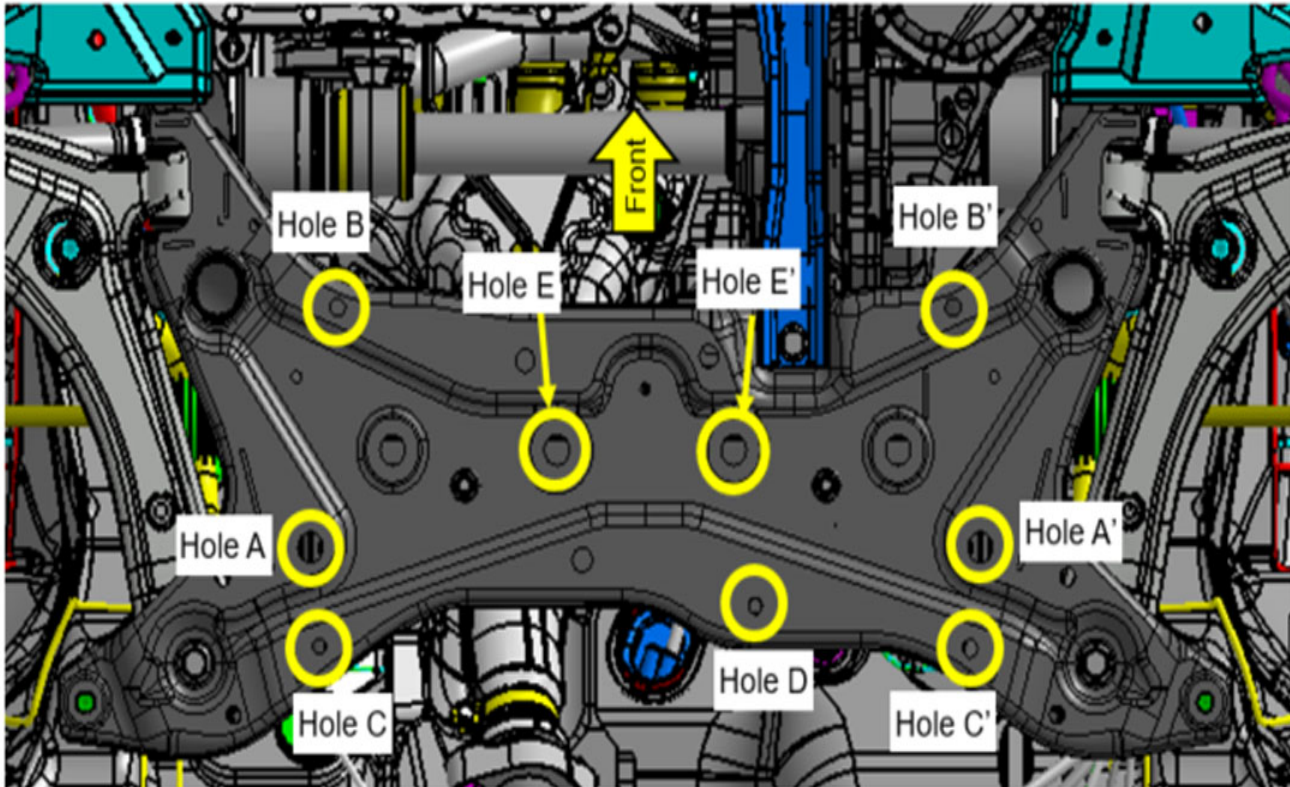
⚠ CAUTION On Hole C and Hole D, insert nozzle until the nozzle is over weld nut. Make sure the anti-corrosion agent is not put on the inner surface of weld nut. Should anti-corrosion agent get on the inner surface of the weld nut; please remove by using Universal Absorbent Pads.



When using the combination below:

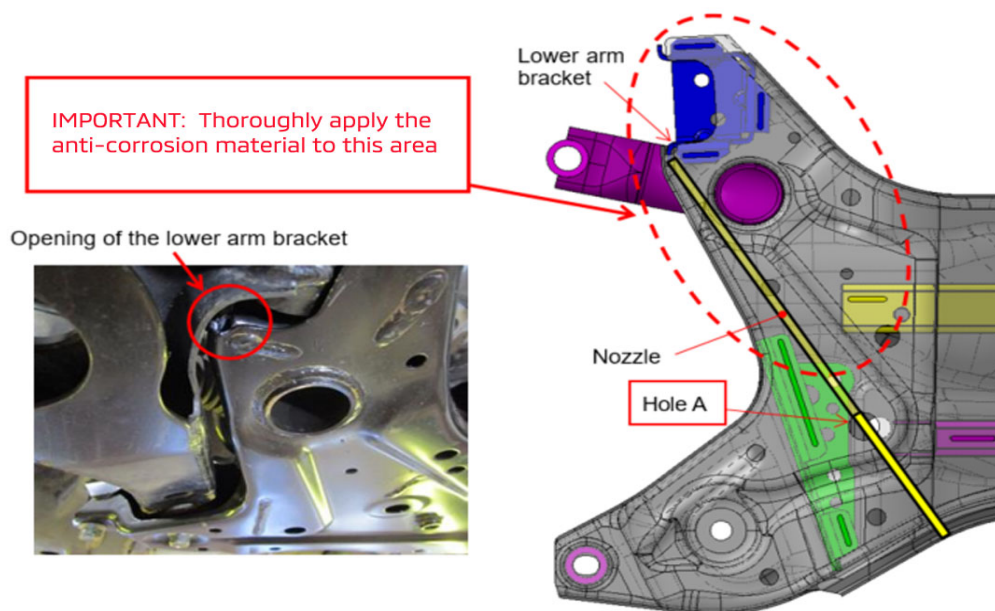
| Anti-Corrosion Agent | | Spray Gun | |
|----------------------|---------------------------|------------|------------|
| MZ341024EX | MZ321015 (used in Canada) | MZ341023EX | T99XXKXX01 |
| X | - | - | X |

Nozzle should be inserted into the 9 holes identified:



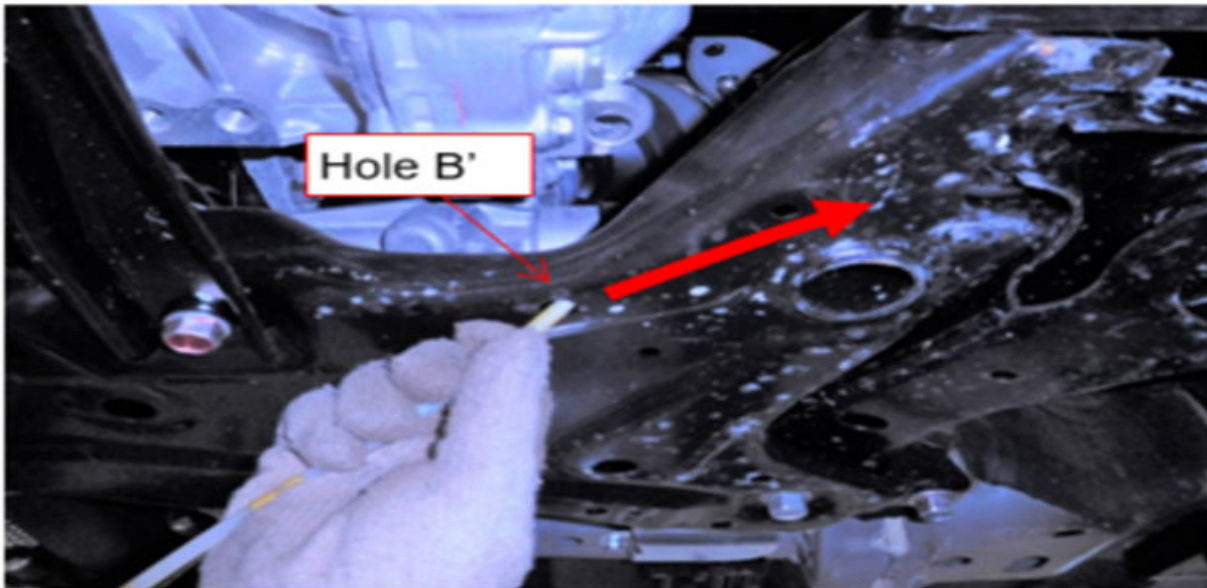
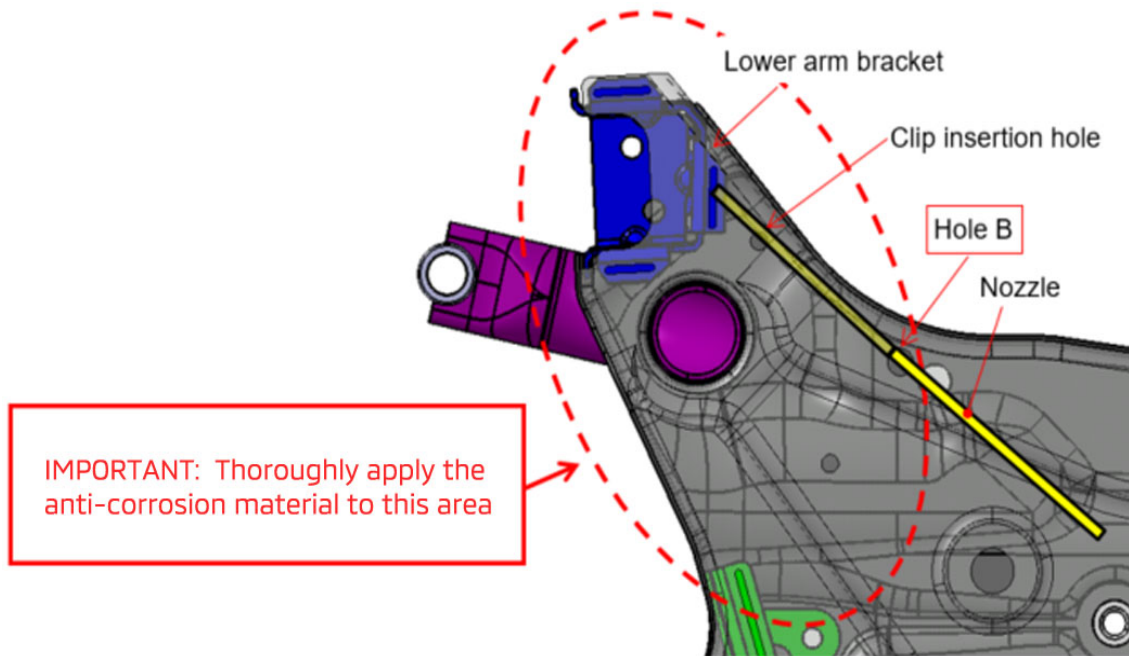
g. Spraying into the Hole A (RH) / A' (LH)

- Insert the nozzle through Hole **A(A')** in the direction shown below until it contacts the lower arm bracket (Insertion length: 180mm or 7 inches). Confirm that the nozzle has been fully inserted in the correct direction by looking in the opening of the lower arm bracket.
- Apply **MZ341024EX** by engaging the trigger fully at the position demonstrated below and confirm the **MZ341024EX** leaks out of the opening of the lower arm bracket. Continue spraying while removing the nozzle, which should take 10 seconds.



h. Spraying into the Hole A (RH) / A' (LH)

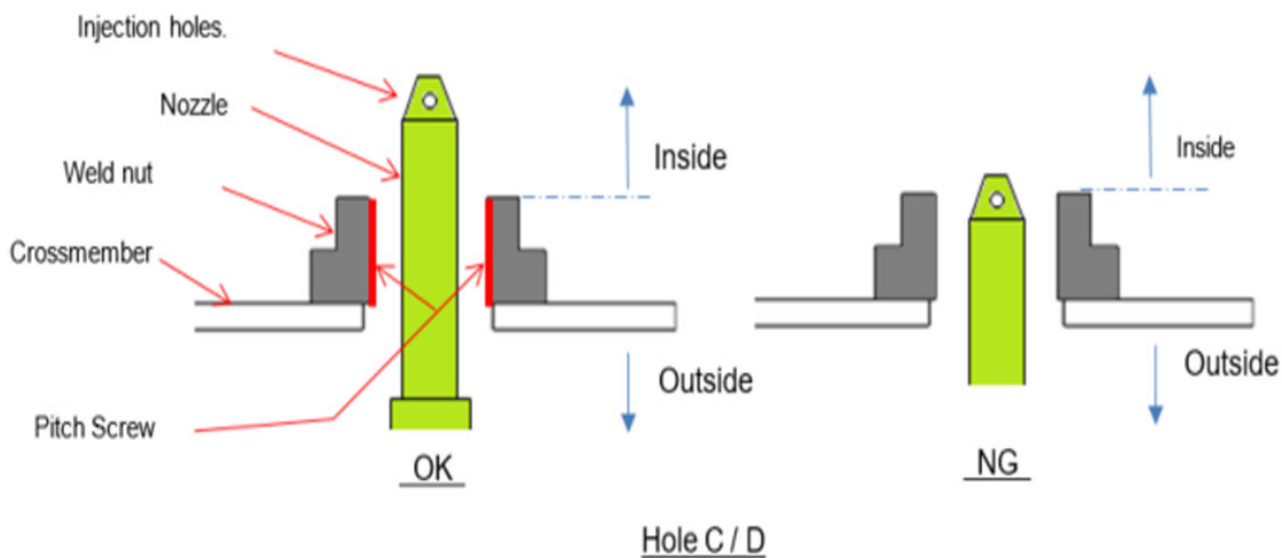
- Insert the nozzle through Hole **A(A')** in the direction shown below until it contacts the lower arm bracket (Insertion length: 70mm or 2.75 inches). Confirm that the nozzle has been fully inserted in the correct direction by looking in the opening of the lower arm bracket.
- Apply **MZ341024EX** by engaging the trigger fully at the position demonstrated below for 10 seconds and continue spraying while removing the nozzle, which should take 10 seconds.



- i. Spraying into the Hole C (RH) / C' (LH) and D
- Insert the nozzle through the Hole **C (C')** or **D** upwards (Insertion length: 25 mm or 1 inch).
 - Apply **MZ321015 (used in Canada)** by engaging the trigger fully and spray for 10 seconds at this position.

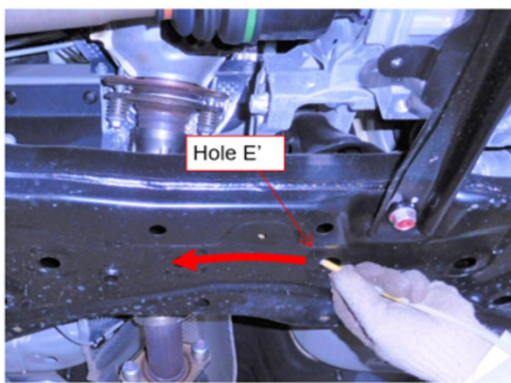
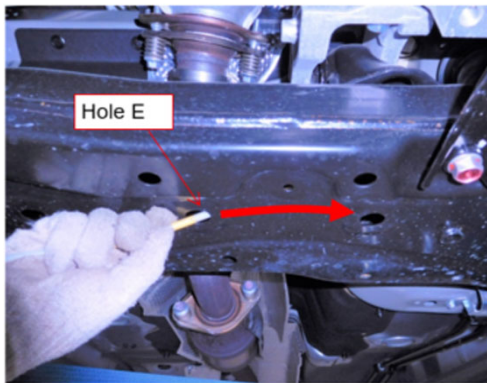
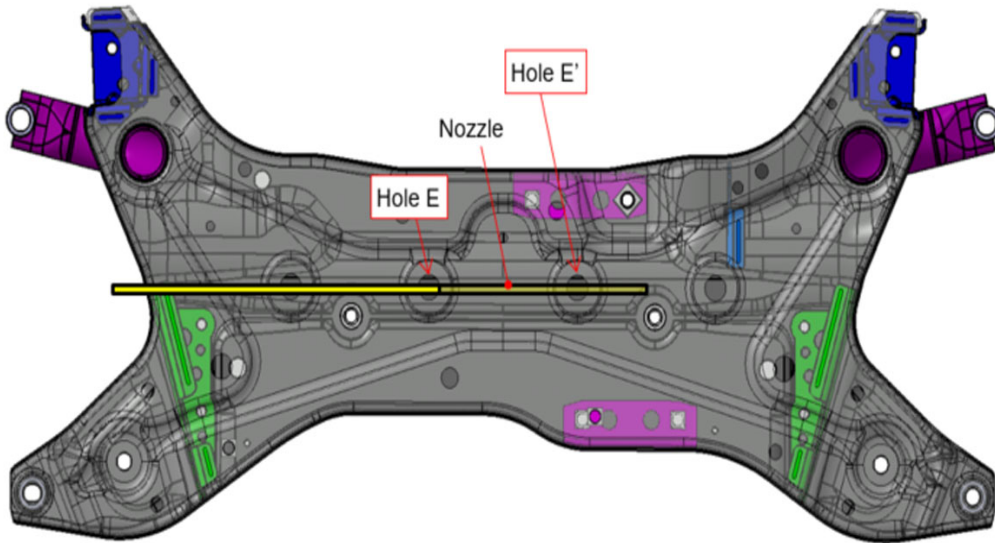


⚠ CAUTION On Hole C and Hole D, insert nozzle until the nozzle is over weld nut. Make sure the anti-corrosion agent is not put on the inner surface of weld nut. Should anti-corrosion agent get on the inner surface of the weld nut; please remove by using Universal Absorbent Pads.



j. Spraying into the Hole E (RH) / E' (LH)

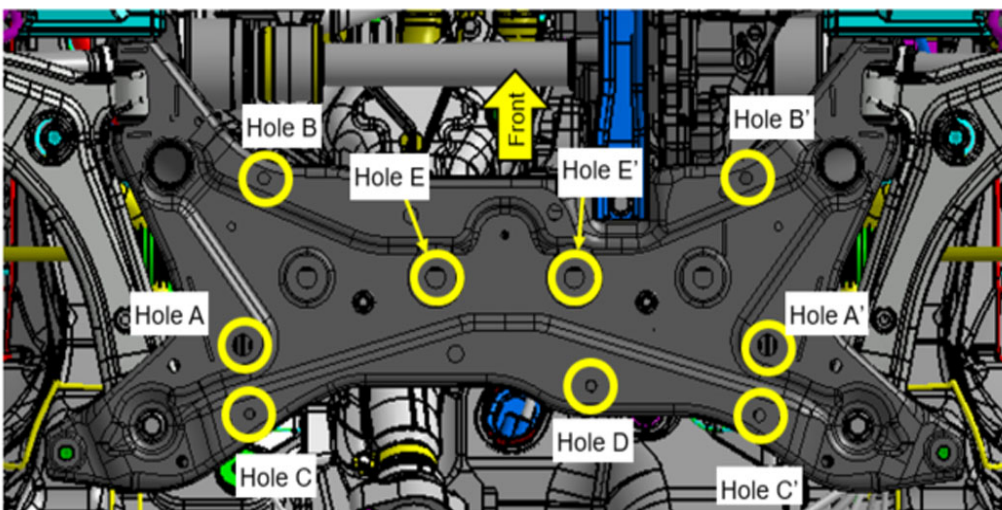
- Insert the nozzle through the Hole **E (E')** in the direction shown below (Insertion length: 180 mm or 7 inches).
- Apply **MZ321015 (used in Canada)** by engaging the trigger fully and spray for 10 seconds. Continue spraying while removing the nozzle, which should take 10 seconds.



When using the combination below:

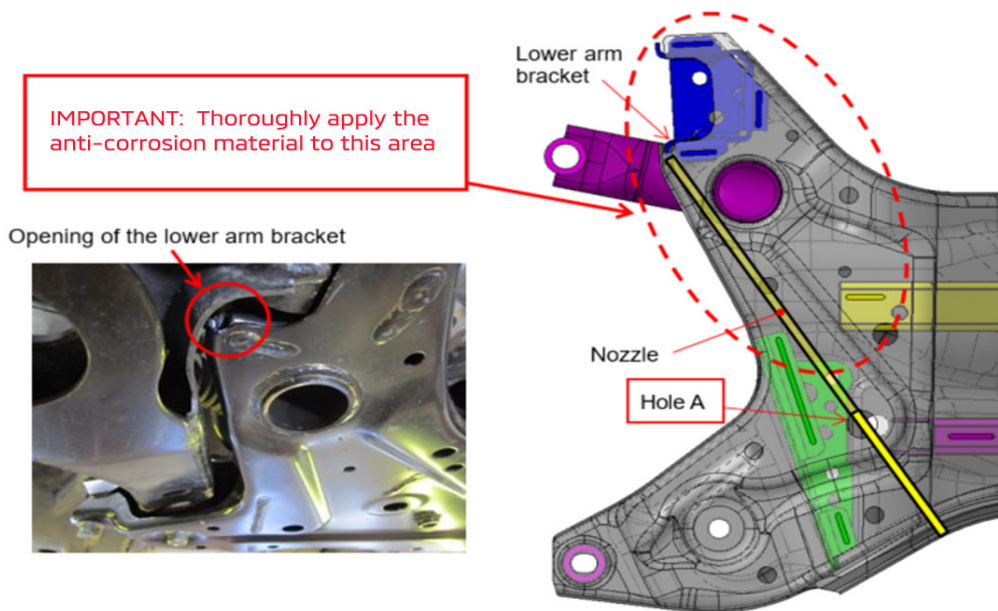
| Anti-Corrosion Agent | | Spray Gun | |
|----------------------|---------------------------|------------|------------|
| MZ341024EX | MZ321015 (used in Canada) | MZ341023EX | T99XXKXX01 |
| - | X | - | X |

Nozzle should be inserted into the 9 holes identified:



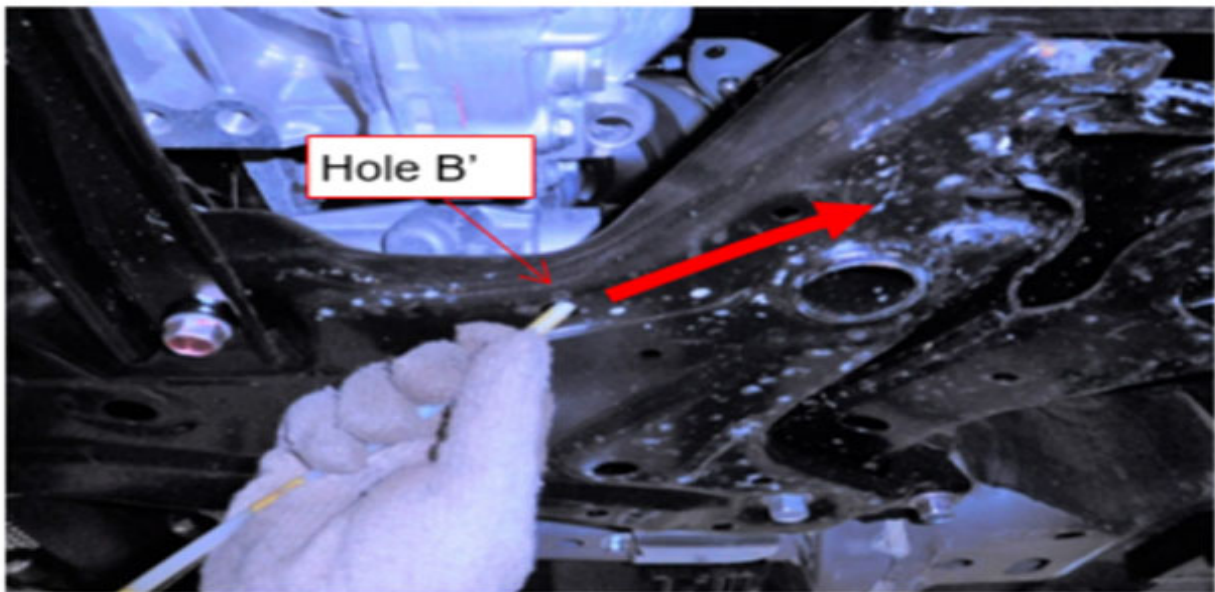
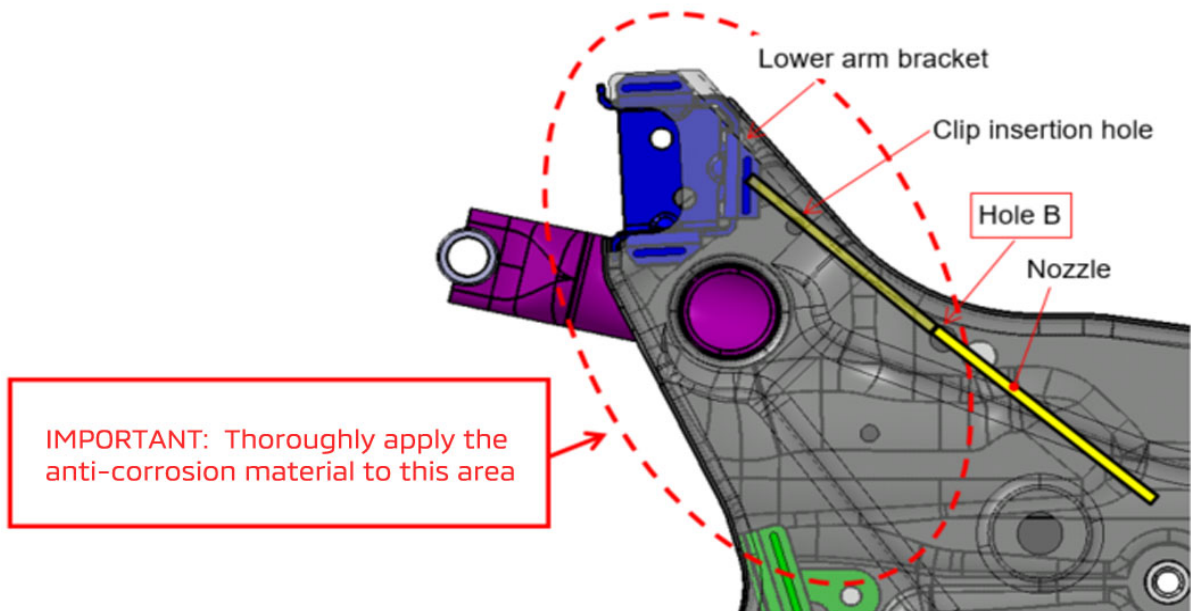
k. Spraying into the Hole A (RH) / A' (LH)

- Insert the nozzle through Hole **A(A')** in the direction shown below until it contacts the lower arm bracket (Insertion length: 180mm or 7 inches). Confirm that the nozzle has been fully inserted in the correct direction by looking in the opening of the lower arm bracket.
- Apply **MZ321015 (used in Canada)** by engaging the trigger fully at the position demonstrated below and confirm the **MZ321015 (used in Canada)** leaks out of the opening of the lower arm bracket. Continue spraying while removing the nozzle, which should take 10 seconds.



i. Spraying into the Hole B (RH) / B' (LH)

- Insert the nozzle through Hole **B (B')** in the direction shown below until it contacts the lower arm bracket (Insertion length: 70mm or 2.75 inches). Confirm that the nozzle has been fully inserted in the correct direction by looking in the clip insertion hole.
- Apply **MZ321015 (used in Canada)** by engaging the trigger fully at this position for 10 seconds and continue spraying while removing the nozzle, which should take another 10 seconds.

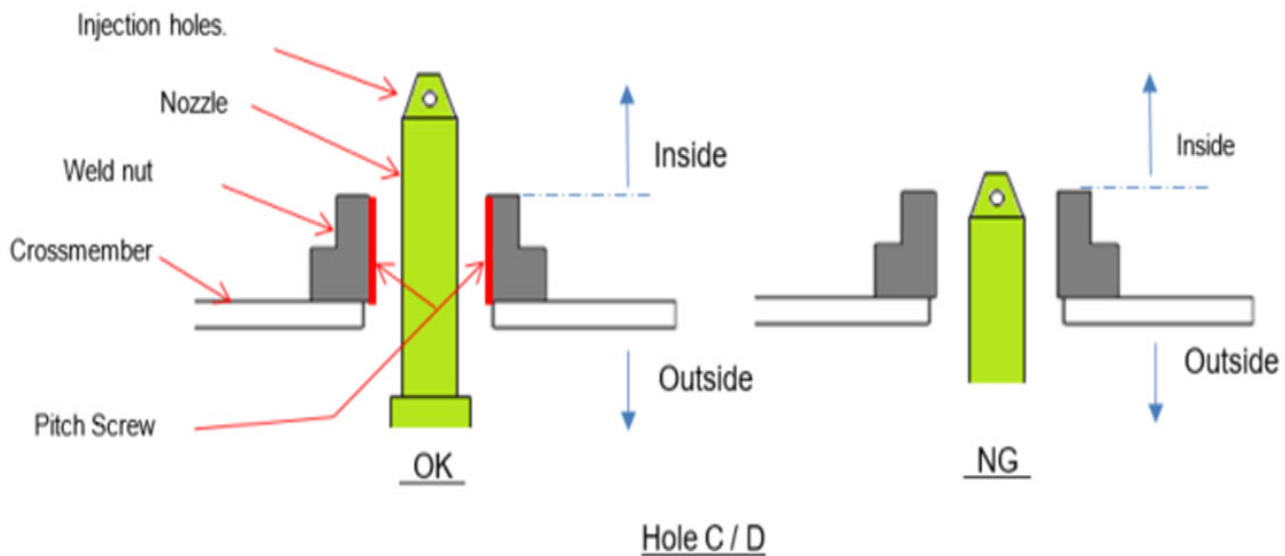


m. Spraying into the Hole C (RH) / C' (LH) and D

- Insert the nozzle through the Hole **C (C') or D** upwards (Insertion length: 25 mm or 1 inch).
- Apply **MZ321015 (used in Canada)** by engaging the trigger fully and spray for 10 seconds at this position.

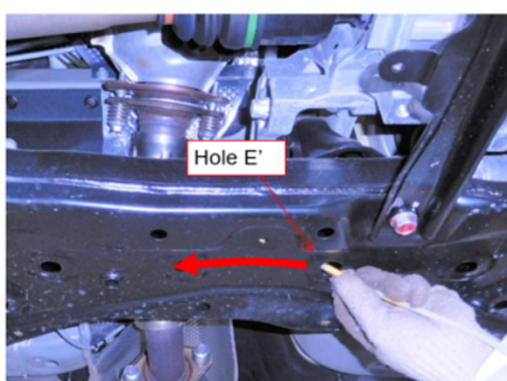
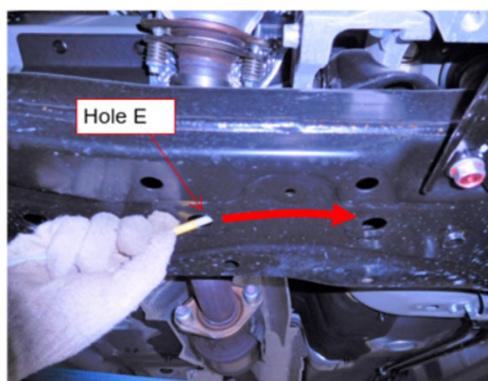
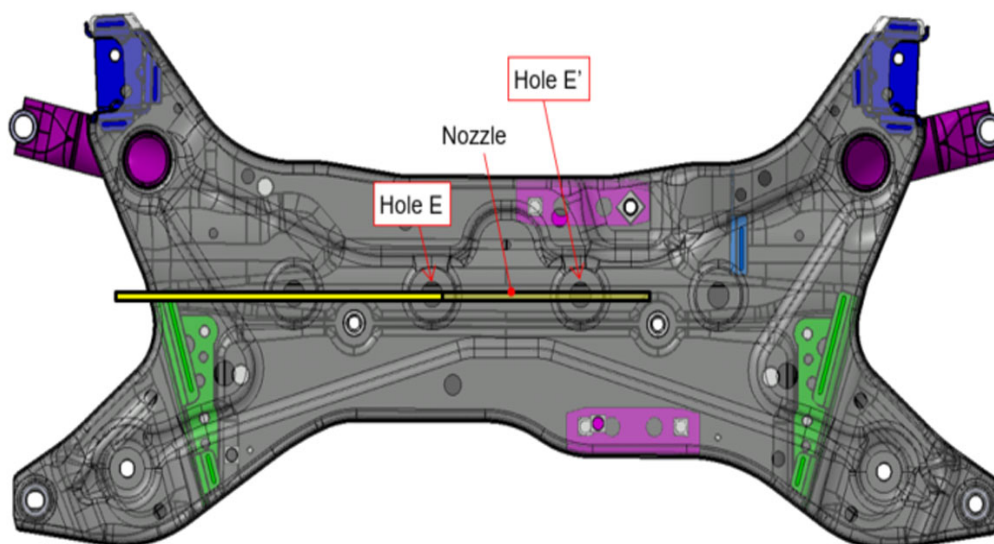


⚠ CAUTION On Hole C and Hole D, insert nozzle until the nozzle is over weld nut. Make sure the anti-corrosion agent is not put on the inner surface of weld nut. Should anti-corrosion agent get on the inner surface of the weld nut; please remove by using Universal Absorbent Pads.



n. Spraying into the Hole E (RH) / E' (LH)

- Insert the nozzle through the Hole **E (E')** in the direction shown below (Insertion length: 180 mm or 7 inches).
- Apply **MZ321015 (for Canada)** by engaging the trigger fully and spray for 10 seconds. Continue spraying while removing the nozzle, which should take 10 seconds.

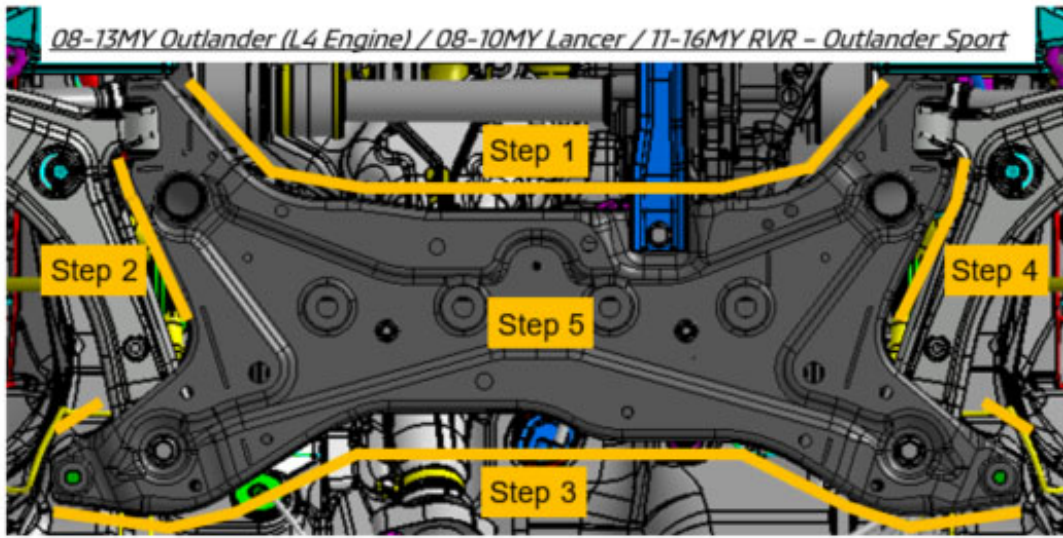


Application of anti-corrosion agent - MZ320800 - to the outside of the Crossmember.

CAUTION Wear safety glasses, respirator, and gloves when spraying MZ320800.

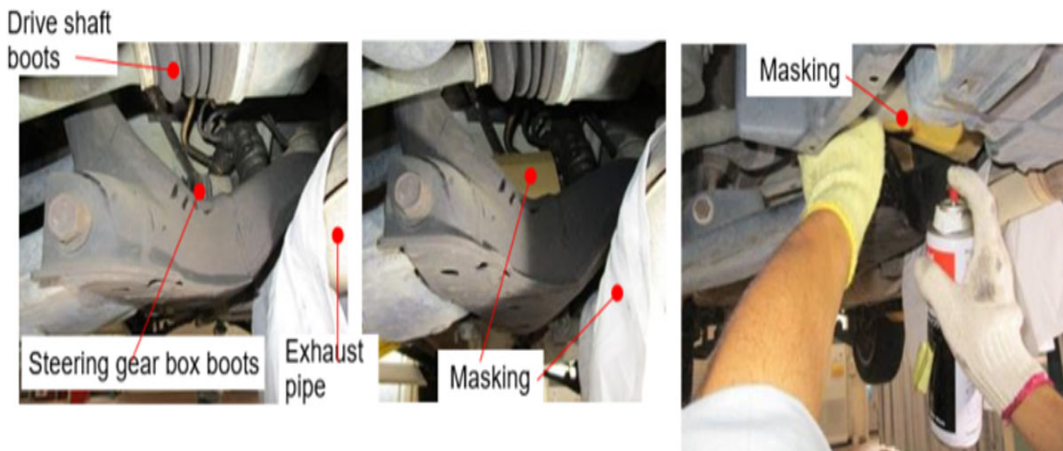
1. Masking:
 - Mask rubber components such as suspension bushings, brake hoses, steering gear box boots/drive shaft boots, and exhaust pipe to prevent **MZ320800** from coming into contact with these components.
2. **MZ320800** external application:
 - Without detaching the Crossmember from the vehicle, apply **MZ320800** by positioning the nozzle 100 to 200 mm (or 4 to 8 inches) away from the Crossmember surface in the following order:
 - Step 1 Front surface

- Step 2 Right surface
- Step 3 Rear surface
- Step 4 Left side surface
- Step 5 bottom surface
- Spray **MZ320800** by moving the nozzle at a constant speed of 0.2m/second (or 8 inches/second). Spray it 2 to 3 times, repeatedly.

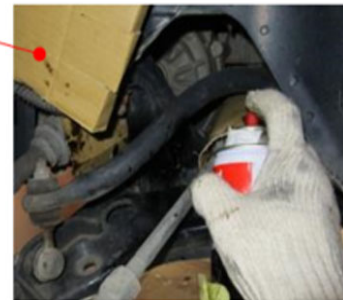
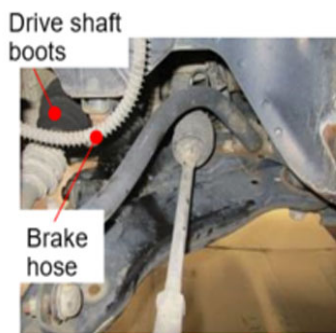


CAUTION Wear safety glasses, respirator, and gloves when spraying MZ320800.

- a. Step 1 - Front surface:
- Mask steering gear box boots, drive shaft boots and exhaust pipe.



- b. Step 2 - Right side surface / Step 4 - Left side surface:
- Mask suspension bushings, steering gear box boots, drive shaft boots, and brake hoses.



- c. Step 3 - Rear surface / Step 5 bottom surface:
- Mask exhaust pipe.



PARTS INFORMATION

Use only the Genuine Mitsubishi Parts listed below:

| Part Number | Part Description | Quantity/Vehicle | Comments |
|---------------------------------------|--|-----------------------|-----------------------------------|
| MZ341024EX or MZ321015 (in Canada) | Anti-Corrosion Agent (Use with spray gun) | 5 vehicles per bottle | For inside of the Crossmember |
| MZ320800 | Anti-Corrosion Agent (Aerosol) | 5 vehicles per can | For outside of the Crossmember |
| MW400273 | Crossmember | 1 | For applicable replacement |

NOTE: Additional spray gun or air regulators may be purchased at dealer's expense.

WARRANTY INFORMATION

- For instances where the sub-frame fails and causes additional damage to unrelated parts; PRC submission is required. Dealers should submit photos and make direct contact to the Warranty Hotline for resolution. ◀

| Vehicles | Campaign Operation | Labor Time (hrs) | Repair Description |
|---|--------------------|------------------|--|
| 2008-2010 Lancer, 2009-2010 Lancer Sportback, 2008-2013 Outlander, 2011-2012 Outlander Sport / RVR & 2016 Outlander Sport / RVR | C2003R01 | 1.0 | Inspection & Application of Anti-Rust Agents (Lancer, Lancer Sportback) |
| | C2003R02 | 0.9 | Inspection & Application of Anti-Rust Agents (Outlander, Outlander Sport/RVR) |
| | C2003R03 | 3.3 | Inspection & Replacement of Cross-member (Lancer, Lancer Sportback, Outlander) |
| | C2003R04 | 2.5 | Inspection & Replacement of Cross-member (Outlander Sport/RVR) |
| 2013 Outlander Sport / RVR | C2003X01 | 0.9 | Inspection & Application of Anti-Rust Agents (2013 Outlander Sport/RVR) |
| | C2003X02 | 2.5 | Inspection & Replacement of Cross-member (2013 Outlander Sport/RVR) |
| 2014-2015 Outlander Sport / RVR | C2003Z01 | 0.9 | Inspection & Application of Anti-Rust Agents |
| | C2003Z02 | 2.5 | Inspection & Replacement of Cross-member |

Warranty / Recall Campaign Claim Information

Enter all claims as claim type 'C' – Recall/Campaign Claims

Please follow the campaign instructions below.

Certain affected vehicles:

- 2008 - 2010 Lancer*
- 2009 - 2010 Lancer Sportback*
- 2008 - 2013 Outlander*
- 2011 - 2016 Outlander Sport / RVR*

NOTE: Always check the Superscreen to verify vehicle involvement.

A claim *example for reference*:

The screenshot shows the 'Service Warranty Warranty Claim' form in the Mitsubishi Dealer Link system. The form is titled 'Campaign Information' and contains the following fields and data:

- Campaign Operation No:** C2003R01
- Miles/Km:** 100,500
- VIN:** JA
- Service Technician:** (Empty field)
- Spec Value *:** (Empty field)
- Duplicate Recall *:** (Empty checkbox)
- Dealer:** 99320
- Ref No:** (Empty field)
- VIN:** (Empty field)
- Claim No:** (Empty field)
- Adj:** (Empty field)
- Claim Status:** Incomplete
- Model and Year:** (Empty dropdown)

A pop-up window displays the following text:

This campaign is for inspection of the Crossmember for corrosion, the application of anti-rust agents when no corrosion is found - or - replacement of the Crossmember.

Check the Open Campaign area of the Superscreen each time to be certain of vehicle eligibility. Only VINs showing C2003R01, C2003R02, C2003R03, C2003R04, C2003X01, C2003X02, C2003Z01, and C2003Z02 as open are involved.

Buttons at the bottom of the form are 'Save & Continue' and 'Main Menu'.

LABOR AND PARTS

There are only 2 possible repair scenarios for this campaign.

Scenario 1

Inspect = OK - then, still must apply the 2 anti-rust agents only.

Scenario 2

Inspect = applicable corrosion - replace Crossmember. **Do not apply anti-rust agent.**

Each can of the anti-rust agents is enough to complete 5 vehicles. Thus, the dealer net price for each of the materials is priced at dealer net divided by 5 and will be reflected automatically when entering the parts costs on the related recall campaign claim. Dealers will receive markup based on the per vehicle material prices.

REPLACED PARTS

Replaced parts must be held for at least 10 days beyond the recall claim payment date unless requested to be returned to MMNA. Return requested parts as you would any return requested warranty replaced part.

RENTAL CARS

If there is a need to provide the owner with a rental car or to claim return freight charges, claim the applicable charges in this section of the claim on the lower portion of the labor entry screen.

| Select | Labor Operation | Labor Operation Description | | Amount |
|--------------------------|-----------------|-----------------------------|---|----------------------|
| <input type="checkbox"/> | SHO | SPECIAL HANDLING ORDER | SHO Parts Order <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> | RENTACAR | RENTAL CAR CHARGES | Days <input type="text"/> Reason <input type="text" value="<Select one>"/> Rental Company <input type="text"/> Invoice Number <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> | 95300040 | FREIGHT CHARGES | Freight Company <input type="text"/> Invoice Number <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> | 95200040 | TOWING CHARGES | Towing Company <input type="text"/> Invoice Number <input type="text"/> | <input type="text"/> |



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

PO Box 689040
Franklin, TN 37069
Telephone: 888-648-7820
www.mitsubishicars.com

This notice applies to your vehicle, _____.

Date: July, 2020

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Reason for interim notice: Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect relating to motor vehicle safety exists in certain 2008 – 2010 Lancer, 2010 Lancer Sportback, 2008 – 2013 Outlander, and 2011 – 2016 Outlander Sport vehicles operated in states where road salt is used. The inside and outside surfaces of the front cross members used on certain vehicles, if exposed long term to snow melt water and anti-freezing agents, may corrode due to insufficient performance of the rust protection agent. If this occurs, the front lower control arms may detach. A detached front control arm can result in a loss of vehicle control, increasing the risk of a crash.

MMNA intends to repair your vehicle free of charge (parts and labor). However, the parts that may be required to provide a permanent remedy for this condition are currently not available. MMNA is making every effort to obtain these parts as quickly as possible, and will contact you again by mail with a follow-up recall notice when the remedy parts are available.

What you should do: Once you receive your follow-up notice in the mail advising that parts are available, simply contact your local Authorized Mitsubishi Motors dealer to schedule an appointment to have the repair performed. In the interim, if you believe that your vehicle's cross member exhibits excessive corrosion, you may schedule an appointment with your local Authorized Mitsubishi Motors dealer to have it inspected.

If you have any questions, please contact 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 within a reasonable time frame 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 excessive cross member corrosion and had it repaired or 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 Customer Relations Department, P. O. Box 689040 Franklin, TN 37069

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.

C2003R



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- What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the repair performed. When you bring your vehicle in, 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 dealership will inspect and apply anti-corrosion agents to the inside and outside of your vehicle's cross member. If perforation(s) are found during inspection, the dealer will replace your vehicle's cross member with a new one.
- How long will it take?** The time needed for inspection and application of anti-corrosion agents is approximately 1.5 hrs. If perforation(s) are found during the inspection, the repair could take up to 4 hrs. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience.

If you have any questions, please contact 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 within a reasonable time frame 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>.

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C2003R