

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: September 3, 2020
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Crossmember Corrosion Safety Recall Campaign
TIN NO. TIN-20-SR-003REV

.....

AFFECTED VEHICLES: Certain 2008 – 2010 Lancer, 2009 - 2010 Lancer Sportback, 2008 -2013 Outlander, and 2011 – 2016 Outlander Sport / RVR

PURPOSE

A revised Safety Recall Bulletin SR-20-003REV_2 has been released updating the following areas:

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

Recall Bulletin SR-20-003REV_2 outlining the repair procedure will be available today on MEDIC and MDL.

On May 18, 2020, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding cross members installed in certain 2008 – 2010 Lancer, 2009 - 2010 Lancer Sportback, 2008 -2013 Outlander, and 2011 – 2016 Outlander Sport RVR vehicles; currently or ever registered in a salt belt state: 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.

A recall campaign will be released today due to 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. Should significant corrosion occur over time, a lower control arm could eventually become detached from a cross member resulting in loss of vehicle control and a potential collision.

Notification letters are being mailed on July 14, 2020 to owners of vehicles affected by recall SR-20-003 "Crossmember Corrosion," requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed. Sample copies of the letters are included in the Recall Bulletin for your reference.

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. **This recall has three (3) different Campaign Numbers: C2003R, C2003X, and C2003Z.** When checking for applicability of these campaigns, 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.