

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: March 22, 2021
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Crossmember Corrosion Safety Recall Campaign
TIN NO. TIN-21-SR-001

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AFFECTED VEHICLES: Certain 2013 - 2015 Outlander Sport

PURPOSE

- **This TIN supports SR-21-001, which is an expansion of SR-20-003.**
- **SR-21-001 includes a very small amount of additional vehicles, plus a larger population that were transferred from SR-20-003.**

On March 5, 2021, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding cross members installed in certain 2013 - 2015 Outlander Sport 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.

Recall Bulletin SR-21-001 outlining the repair procedure will be available today on MEDIC and MDL. Notification letters are being mailed on March 26, 2021 to owners of the additional vehicles affected by recall SR-21-001 "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.

The owners of vehicles transferred from SR-20-003 to SR-21-001 will not receive another letter. Repair procedures for SR-21-001 are identical to SR-20-003 - if either recall is open on the Superscreen, complete the repairs and process the claim accordingly. The repairs only need to be completed once.

If you encounter a vehicle which has excessive cross member corrosion, but is not covered under this campaign (i.e., never registered in a salt belt state), contact your DPSM for further directions. 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 Campaign Number is: C2101R.** When checking for applicability of this campaign, 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.