



March 22, 2019

To: All Mitsubishi Dealer Principals, General Managers, Parts Managers, and Service Managers

Subject: **Safety Recall Re-notification Campaign**

Consumer safety and customer satisfaction has always been and continues to be a top priority for Mitsubishi. As a reminder, we are continuing to actively re-notify customers with any of the following open recalls:

CAMPAIGN #	TSB NO.	CAMPAIGN DESCRIPTION
C1804R	SR-18-003	SUNROOF GLASS REPLACEMENT
C1805Z	SR-18-004	FRONT WIPER LINK REPLACEMENT
C1806Z	SR-18-004	FRONT WIPER LINK REPLACEMENT
C1611Z	SR-16-010	2011-2012 OUTLANDER SPORT/RVR - WIPER MOTOR REPLACEMENT
C1612Z	SR-16-010	2013-2015 OUTLANDER SPORT/RVR (USA BUILT) - WIPER MOTOR
C1613S	SR-17-003	2007-2013MY OUTLANDER -REPLACE WIPER MOTOR (PERFORM AT
C1614Z	SR-16-011	2011-2012 & 2016 OUTLANDER SPORT/RVR LIFT GATE GAS SPR
C1801R	SR-18-001	DRIVE BELT AUTO TENSIONER
C1802X	SR-18-002	REAR PARKING BRAKE - 4A MODELS (NO PISTON NEEDED)
C1802Z	SR-18-002	REAR PARKING BRAKE - 4A MODELS
C1803R	SR-18-002	REAR PARKING BRAKE - JA MODELS
C1803X	SR-18-002	REAR PARKING BRAKE - JA MODELS (NO PISTON NEEDED)
C1504M	SR-15-004	2006-09MY ECLIPSE & SPYDER ABS HYDRAULIC UNIT FLUSH-INS
C1507R	SR-15-007	RAIDER DRIVER'S SIDE FRONTAL AIR BAG INFLATOR SAFETY RE
C1603A	SR-16-002	2006-2007 LANCER TAKATA PSPI AIR BAG INFLATOR - REPAIR
C1604R	SR-16-004	2006-09 RAIDER TAKATA AIR BAG INFLATOR - REPAIRS ARE AV
C1701E	SR-17-001	2012-2014 I-MIEV PASSENGER SIDE AIRBAG INFLATOR REPLACE
C1709E	SR-17-008	2016-2017 I-MIEV PASSENGER SIDE FRONTAL AIR BAG INFLATO
C1704A	SR-17-004	DAICEL TYPE LANCER TAKATA -PASS SIDE AIRBAG INFLATOR (R
C1807A	SR-18-005	LANCER - PASSENGER SIDE DAICEL AIR INFLATOR

Please refer to the Technical Service Bulletins (TSBs) listed above for repair procedures and related parts information needed to properly complete these recalls. These TSBs can be found on the Mitsubishi Dealer Link under Service > Warranty Central > 10. Recall/Service Campaign Archives.

The National Highway Traffic and Safety Administration (NHTSA) continues to encourage that all automotive manufacturers improve recall completions. To help demonstrate Mitsubishi is doing everything in our power to get these customers back into our dealerships and ensuring the required parts are available, we reviewed the following information for each dealer:

- Number of vehicles in your current market area with open recalls
- Current on-hand quantities of these recall parts based on our Parts on Demand (POD) system



We evaluated each of the recalls and if your on-hand inventory was not sufficient to support at least 5% of the customers being notified in your Primary Market Area (PMA), we have force shipped enough pieces to cover the potential customers coming in to your store. The total number of recall parts shipped will vary by dealer so please contact your District Parts and Service Manager for complete details for your dealership. **And, as a reminder, all recall parts count towards your ASGP Q4 objective.**

These safety recall re-notifications will be sent to approximately 141,000 customers. You have a great opportunity to make a lasting first impression and to retain these customers for their future repair and maintenance needs. While their vehicle is at your dealership, be sure to review the Warranty SuperScreen to verify that all pending recalls have been completed. Please ensure they also receive a multi-point inspection through MiCAR or CVIR as well as return the vehicle to the customer clean or cleaner than when the vehicle was dropped off.

Working together, we can increase recall completions, improve customer satisfaction, and ensure that the vehicles we have on the road are as safe as possible. If you have any questions, please do not hesitate to contact your District Parts and Service Manager.

Sincerely,

MMNA Aftersales
