

*** * ADVANCE TECHNICAL INFORMATION NOTICE * ***

DATE: February 22, 2018
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Outlander Sport Windshield Wiper Link Safety Recall Campaign
ATIN NO. ATIN-18-SR-004-A

AFFECTED VEHICLES: Certain 2011-2016 Outlander Sport

PURPOSE

A recall campaign will be released Friday, February 23, 2018 for the front windshield wiper link on certain 2011-2016 Outlander Sport vehicles built from August 26, 2010 to July 8, 2016.

In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the resin case of the ball joint will wear prematurely due to the ball joint corrosion and the wiper link may ultimately separate causing the windshield wipers to stop operating. If wiper link separation occurs, the windshield wipers will become inoperative which could reduce driver visibility under certain conditions and increase the risk of a vehicle crash.

Some vehicles affected by this campaign are also affected by SR-16-010 "Windshield Wiper Motor," SR-18-001 "Drive Belt Auto Tensioner," and/or SR-18-002 "Parking Brake Corrosion." Parts for SR-18-001 and SR-18-002 are not yet available. We anticipate having adequate parts for SR-18-001 and SR-18-002 in March. To reduce the number of visits that an owner of an affected vehicle must make to have these campaigns completed, the customer letters will be mailed in March.

It is important that whenever you verify if a vehicle has an affected VIN for this campaign, you also check the Superscreen for open recall SR-16-010 (C1611Z or C1612Z). To improve customer satisfaction and to prevent the customer from having to return for a separate repair, you must complete any open SR-16-010 campaign at the same time as this campaign. The labor allowance for SR-16-010 will be reduced to encourage the completion of both campaigns at the same time. Portions of SR-16-010 have been incorporated into SR-18-004 to enable a smooth completion of both campaigns.

Some dealers will be pre-allocated wiper link rods and wiper motors using POD data and a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments were processed via the 'R' order type and will start shipping along with your scheduled stock order beginning 02/23/2018. Please refer to Parts Bulletin WL-OU-01-18 for additional information. Another allocation of wiper link rods and motors will be made just prior to mailing of customer notification letters.

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. When checking for applicability of this campaign (C1805Z or C1806Z), please check for and complete C1611Z or C1612Z, and any other open campaign. 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 Super Screen 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.