

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

DATE: July 15, 2020

TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers

RE: 2008 – 2010 Lancer, 2009 - 2010 Lancer Sportback, 2008 - 2013 Outlander, and 2011 - 2016 Outlander Sport RVR - Cross Members - Safety Recall Campaign --- **UPDATED INFORMATION**

ATIN NO. ATIN-20-SR-003C

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

PURPOSE

On June 5th, 2020 **ATIN-20-SR-003B** was issued to notify of a Defect Information Report that was issued to the National Highway Traffic Safety Administration (NHTSA) on May 18th, 2020 regarding the potential of corrosion on cross members installed in affected vehicles.

This **ATIN-20-SR-003C** is to notify of additional information to the previously issued **ATIN-20-SR-003B**.

Due to a parts availability delay of the Crossmember, customer vehicles requiring a replacement of the crossmember are unable to be completed at this time. However, the customer's vehicle may still be inspected and if it is found that the customer's vehicle only requires a repair of the anti-corrosion agent, this repair may be completed. This recall campaign will remain active on the warranty super screen.

Recall Bulletin **SR-20-003**, outlining the repair procedure, is currently available on MEDIC and MDL.

Additionally, an Interim Owner Notification Letter will be mailed to affected owners on July 17th, 2020. The letter will inform customers that MMNA is making every effort to establish a remedy and will contact them again by mail with a follow-up recall notice once parts are in stock and the final remedy is available. Included below is a sample copy of the interim owner notification letter for your information.

You will be notified again when additional updates become available. In the event you receive any direct customer inquiries regarding this issue, please refer them to the MMNA Customer Relations Hotline at (888) 648-7820. We appreciate your patience while we make the necessary preparations to launch this recall.

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.



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.

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