



# SAFETY RECALL BULLETIN

<b>SUBJECT:</b> <b>PARKING BRAKE CALIPER – SAFETY RECALL CAMPAIGN - REVISION</b>		No: <b>SR-20-005REV2</b>
		DATE: <b>May 2021</b>
		MODEL: <b>See Below</b>
<b>CIRCULATE TO:</b>	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR
		<input checked="" type="checkbox"/> TECHNICIAN
		<input checked="" type="checkbox"/> SALES MANAGER

*This bulletin supersedes SR-20-005REV issued May, 2021, to update the Parts Information and Labor Operations sections and clarify the warranty billing process. Revisions are italicized and indicated by: ◀*

## PURPOSE

This campaign bulletin instructs dealers to inspect the rear brake caliper and, if necessary, replace the parking brake caliper body with the countermeasure part.

## BACKGROUND

Due to improper assembly operation at the supplier, the coating for rust prevention on the rear brake operating shaft could peel off during the assembly process when the shaft is installed to the rear brake caliper body. As a result, penetrating water from the rear brake caliper boot may cause the brake operating shaft to rust. If this occurs, the rear brake operating shaft may become stuck, potentially causing brake dragging and/or a decrease in parking brake performance. If the parking brake does not operate properly, it could lead to a vehicle rollaway and increase the risk of a crash.

## AFFECTED VEHICLES

Certain 2016 Outlander vehicles  
Certain 2016 Outlander Sport/RVR vehicles

### IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is 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 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.

## CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles telling them to visit their local Authorized Mitsubishi Motors dealer to have the rear parking brake caliper replaced. A sample customer notification letter appears at the end of this bulletin.

## REQUIRED OPERATIONS

Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

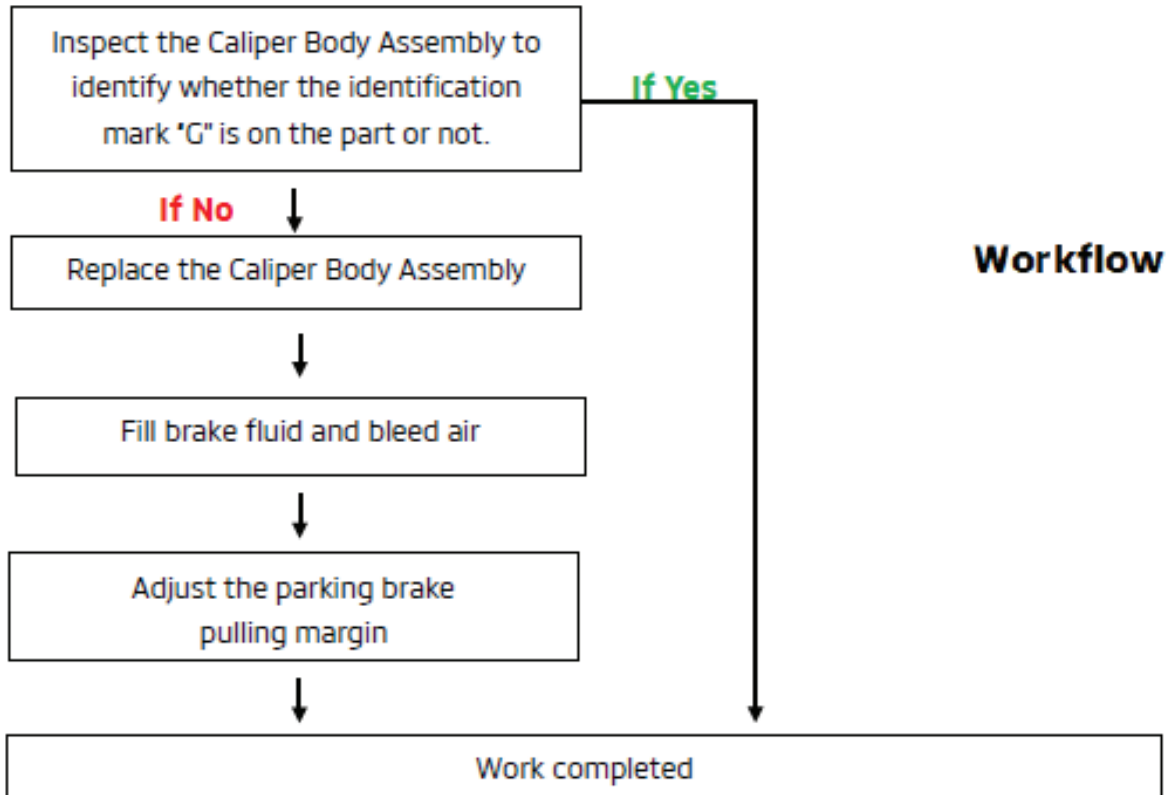
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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website ([www.mitsubishitechinfo.com](http://www.mitsubishitechinfo.com)).

## REPAIR PROCEDURE

### 1. Overview of Replacement Work

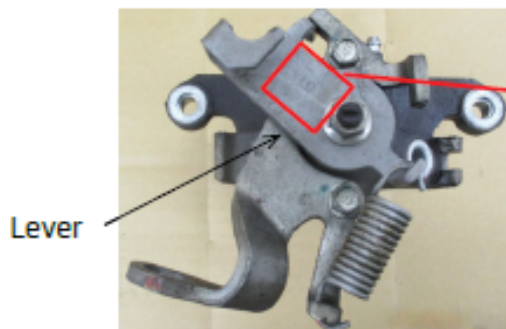
The work must be performed according to the work flow chart shown below.



### 2. Inspection For Identifying Countermeasure Parts

The affected parts may have already been replaced with countermeasure parts even if the vehicle is listed within the recall campaign of affected vehicle.

Inspect whether 'G' letter for countermeasure identification is stamped near the caliper lever nut at both left and right sides. If no 'G' letter is stamped as indicated below, go to item 3 for part replacement.



Rear Brake Caliper Assembly

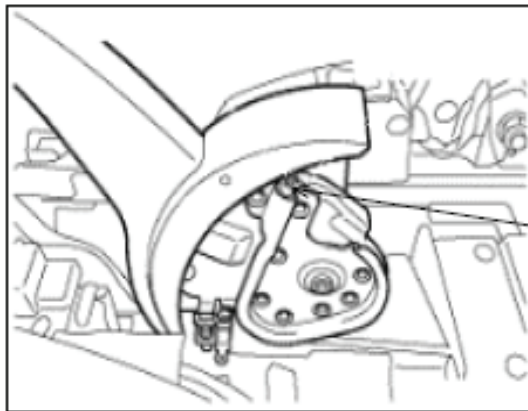


G stamp for countermeasure

### 3. Replacement of Caliper Body Assembly

(1) Remove the parking brake rear cable

- a) Loosen the adjusting nut of the parking brake lever in the cabin.

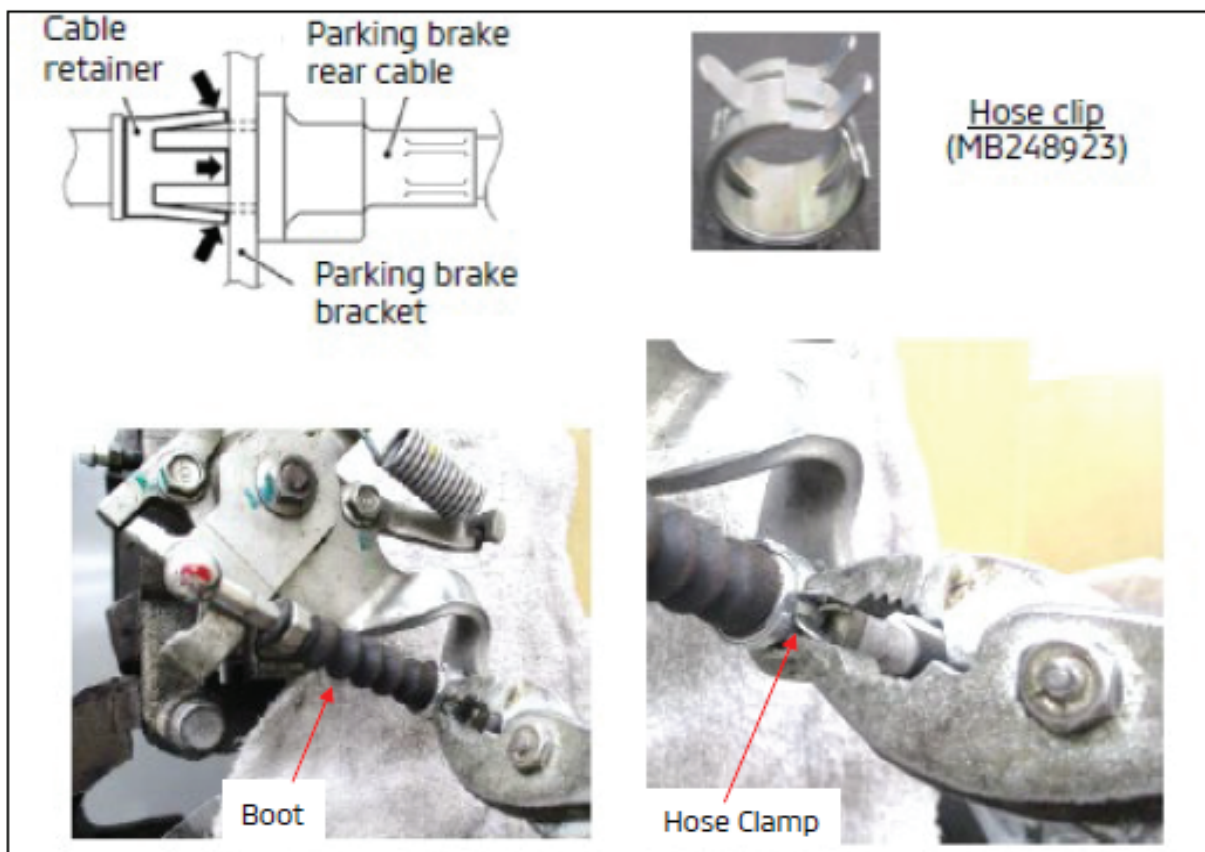


Adjusting nut

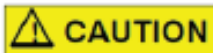
**NOTE: Parking brake lever inside cabin**  
**For Outlander,**  
**Outlander Sport, and RVR**

(2) Fit hose clamp over the parking brake caliper retainer

- a) Press to squeeze the tab located on the retainer of the parking brake rear cable, and pull out the parking brake rear cable from the parking brake bracket of the rear Brake Caliper Assembly



**⚠ CAUTION** When pulling out the parking brake rear cable, be sure not to damage the tab located on the retainer of the parking brake rear cable. Fitting a 12.8mm hose clip (MB248923) on the retainer of the parking brake rear cable will prevent damage to the tab during tabs compression.



**CAUTION**

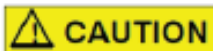
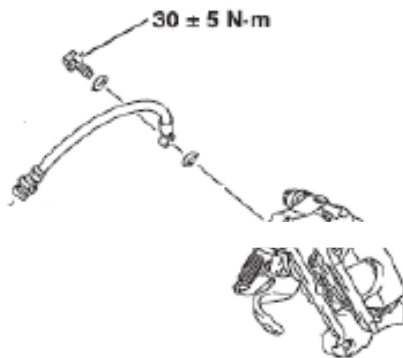
Be careful to not damage the boot while pulling the parking brake rear cable off of the parking brake bracket.

**NOTE:** Use 14 MM wrench to compress cable retainer



**(3) Replace the Caliper Body Assembly**

- a) Remove the brake hose from the Caliper Body Assembly.



**CAUTION**

Remove the brake fluid and be careful not to let the fluid adhere to the vehicle or peripheral parts. After disconnecting the callper from the hose, use a protective cover to avoid the spillage or debris.



**WARNING**

Do not bend or damage the hose.



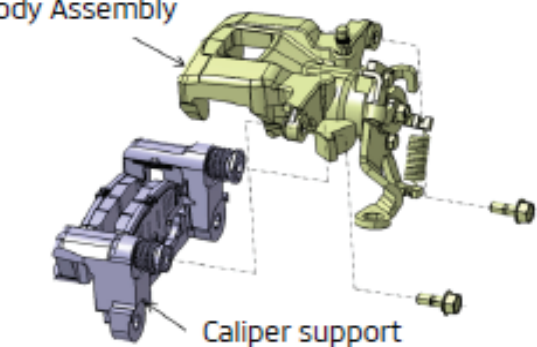
**!! IMPORTANT !!**

Use this method to help prevent brake fluid leakage during operation:  
Bolt (M10 \* 25), 2 Plain washer (M10 10.5\*21), Rubber seal (M10:10\*18\*2mm), 2 Gaskets (from the vehicle), and 2 nuts (M10) to prevent fluid leakage (as indicated in the pictures below).



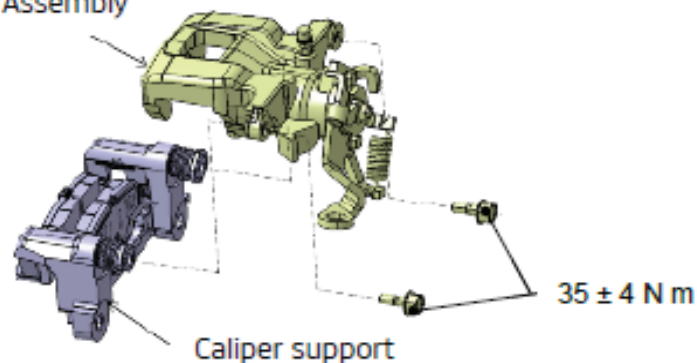
- b)** Remove the Caliper Body Assembly from the caliper support  
Remove two bolts, then remove the Caliper Body Assembly from the caliper support

Caliper Body Assembly



- c)** Install the countermeasure Caliper Body Assembly to caliper support on the vehicle side.  
Flange bolt tightening torque :  $35 \pm 4$  N M

Caliper Body Assembly



**CAUTION**

Do not use the Callper Body Assembly If the part Is dropped during Installation.

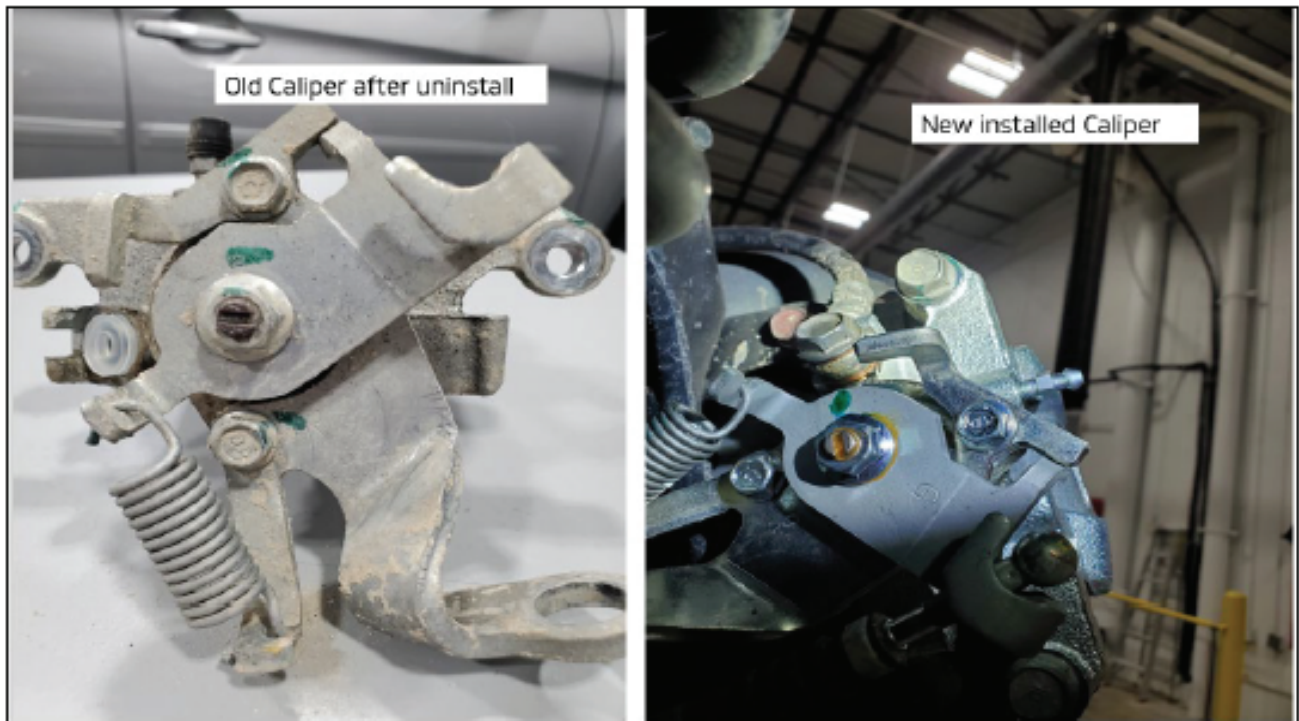
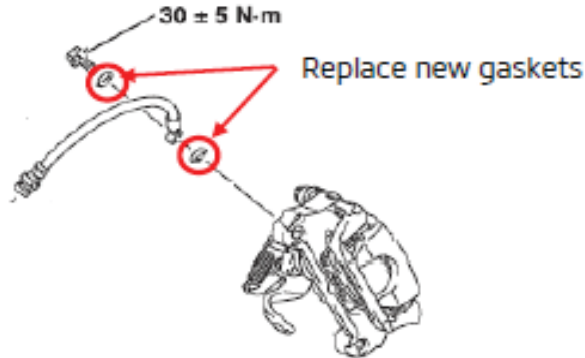
**WARNING**

Do not use the Callper Body Assembly If there Is evidence of damage to the packaging.

**d) Install the brake hose to the Caliper Body Assembly**

Replace new gaskets on both sides of the metal piece on the brake hose, and tighten the connector bolt

**Brake hose connector bolt tightening torque:  $30 \pm 5$  N M**



**4. Fill Brake Fluid and Bleed Air**

Bleed the air in the order specified in the drawing below.

**!! IMPORTANT !!**

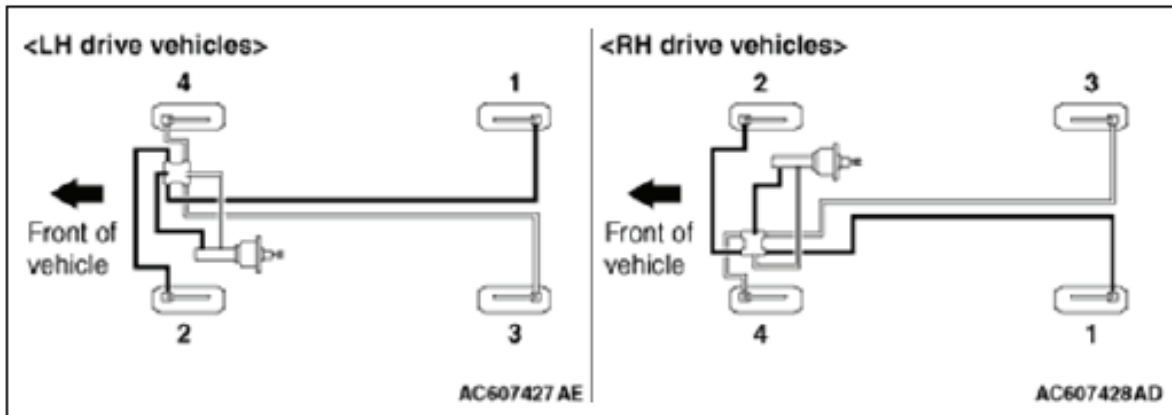
**Use DOT4 brake fluid.**

**CAUTION**

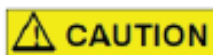
**For Manual Transmission vehicles, ensure the fluid level is maintained above the clutch inlet line at all times.**

**!! IMPORTANT !!**

**Do not mix different types of brake fluid.**



**NOTE: Bleeder tightening torque:  $7.9 \pm 0.9$  N M**



**CAUTION** After bleeding air, clean the brake fluid dripping and check the fluid leakage.

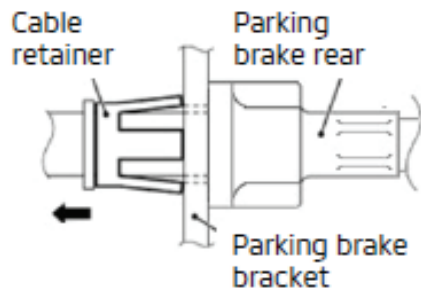
### 5. Assemble and Adjust the Parking Brake Rear Cable, Check the Parking Brake Force

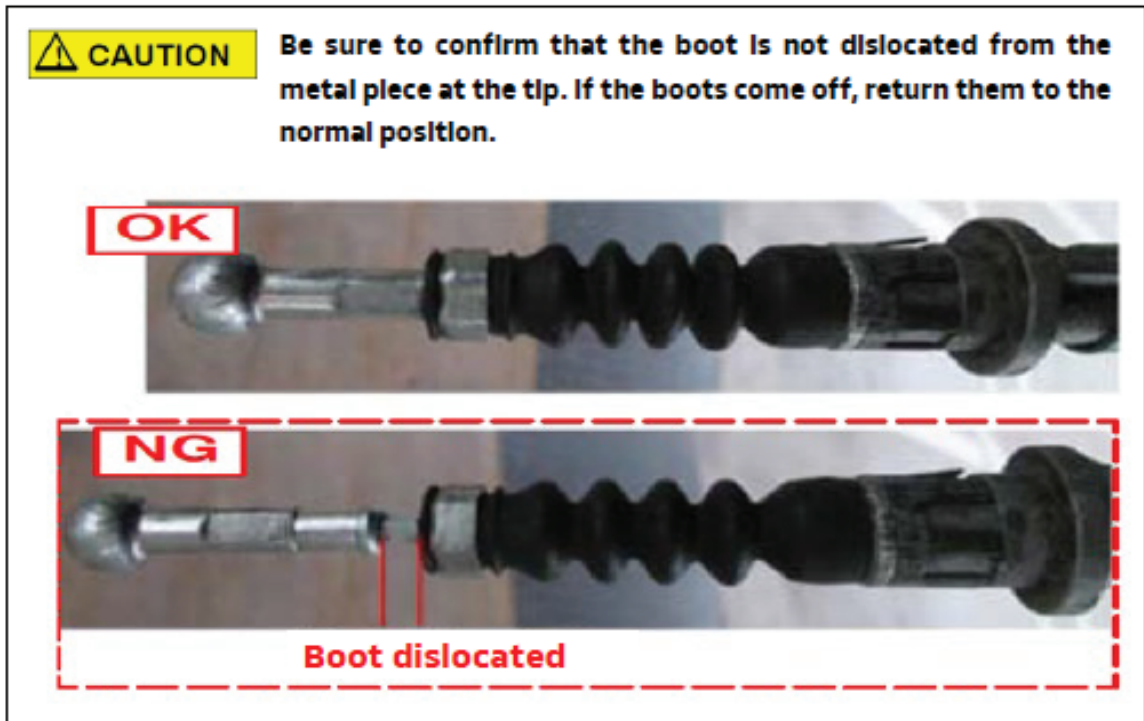
After adjusting the parking brake cable travel, check the parking brake operation.

**(1)** Install the parking brake rear cable (on the rear Brake Caliper Assembly side)

**a)** Put the retainer of the parking brake rear cable through the parking lever hole of the rear Brake Caliper Assembly.

**b)** Pull the parking brake rear cable in until it can be fixed at the retainer, and engage the metal piece at the tip of the cable on the caliper lever hook.





**(2) Adjust the parking brake lever travel**

- a) Start the engine and depress the brake pedal strongly twice or three times.

**NOTE:** By depressing the brake pedal, the clearance between the brake pads and rear brake disc is adjusted to its optimum level. The brake pedal should not sink to the floor while the engine is running. Perform troubleshooting to identify and repair any issues.

**WARNING** Do not set the travel of the parking brake lever at a notch lower than the standard as it will cause dragging of the rear brakes.

- b) Turn the adjusting nut to adjust the parking brake lever travel to the standard value. After adjustment, check for looseness between the adjusting nut and parking brake lever.

<b>Model</b>	<b>Outlander, Outlander Sport, RVR</b>
<b>Lever/Pedal Operating Force</b>	<b>200N</b>
<b>Lever Travel/Pedal Travel</b>	<b>6 to 7 notches</b>

- c) After adjusting the parking brake lever travel, release the parking brakes and rotate the rear wheels to check for dragging of the rear brakes.

**(3) Check the parking brake force.**

- a) With brake tester: Confirm whether it satisfies the parking brake force specified in the periodic inspection service manual.



b) Without brake tester: While the vehicle is lifted up and its parking brake lever/pedal is pulled/depressed for the number of notches shown below, assemble tires, tighten the wheel nuts to the torque of 98 N·M, and confirm that the tires will not rotate. OR, engage the parking brakes while creeping to confirm that the vehicle can be stopped.

<b>Model</b>	<b>Outlander, Outlander Sport, and RVR</b>
<b>Notch</b>	<b>4</b>

## PARTS INFORMATION

Part Number	Part Name	Qty	Notes
4605B841	Caliper body assy (LH)	1	
4605B842	Caliper body assy (RH)	1	
4650B827QA	Gasket	2*	<b>(2)</b> gaskets required for each caliper body installation. <b>(when replacing both calipers a quantity of 4 must be claimed.)</b>
MZ341022RCL**	DOT4 Brake Fluid <b>(to be used only for claims processing on this recall)</b>	1	(1) per side when caliper is replaced

\*Gaskets are packaged 2 pieces per pack. Each caliper uses 1 pack of 2 gaskets per caliper. When replacing both calipers a quantity of 4 must be entered when submitting the warranty claim.

\*\*Brake Fluid quantity will vary depending on the repair. If only doing left or right, then use a quantity of 1. If replacing both left **AND** right, then use a quantity of 2.

\*\*\*Order part number MZ320900 if additional brake fluid is required.

## LABOR OPERATIONS

Involved Models	Campaign Op#	Labor Time	Repair Description
2016 Outlander 2016 Outlander Sport/RVR	C2005R01	0.3H	Inspection Only
	C2005R02	0.9H	Inspection and Replace LH Caliper
	C2005R03	0.9H	Inspection and Replace RH Caliper
	C2005R04	1.5H	Inspection and Replace Both Caliper

## WARRANTY /RECALL CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' – Recall/Campaign Claims

Please follow the campaign instructions when entering each claim. See the example below.

### Recall Claim Header Section

The screenshot shows the 'Service Warranty Warranty Claim' form in the Mitsubishi Dealer Link system. The form is divided into several sections: 'Claim Entry', 'Vehicle Information', and 'Campaign Information'. The 'Campaign Information' section contains the following fields and options:

- Campaign Operation No:** C2005R. A callout box indicates: "Enter in the first 6 characters of the campaign number: C2005R".
- Miles/Km:** 64500.
- VIN:** JA..... A callout box indicates: "Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing C2005R as open are involved."
- Service Technician:** Includes a dropdown menu and an "Emp No" field.
- Service Advisor:** Includes a dropdown menu and an "Emp No" field.
- Spec Value \*:** A text input field.
- Duplicate Recall \*:** A checkbox.

Other visible elements include the Mitsubishi Dealer Link logo, a "Help" button, and a "PQR/VQR" label.

After entering the required customer data and vehicle information, select the applicable repair campaign and the scenario that was performed. Then, by hitting the "Save and Continue".



# 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: May 2021

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

**Reason for notice:** Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2016 Outlander and 2016 Outlander Sport vehicles. Due to improper assembly operation at the supplier, the coating for rust prevention on the rear brake operating shaft could peel off during the assembly process when the shaft is installed to the rear brake caliper body. As a result, penetrating water from the rear brake caliper boot may cause the brake operating shaft to rust. If this occurs, the rear brake operating shaft may become stuck, potentially causing brake dragging and/or a decrease in parking brake performance. If the parking brake does not operate properly, it could lead to a vehicle rollaway and increase the risk of a crash.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the parking brake calipers inspected and, if necessary, replaced. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform this repair for your vehicle, free of charge).

**What your dealer will do:** The dealership will inspect the rear brake calipers and replace the brake caliper body, as necessary, free of charge.

**How long will it take?** The time needed for this repair is approximately a ½ hour to 2 hours, depending on the inspection results and required repair. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling 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 promptly 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 dragging or decreased parking brake performance, and had the rear brake calipers replaced or repaired as a result of these specific conditions 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 Motors North America Inc., Customer Relations, P.O. Box 689040, Franklin, TN 37068

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.