

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

DATE: December 20, 2016
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Windshield Wiper Link Safety Recall Campaign
ATIN NO. ATIN-16-SR-009-A

AFFECTED VEHICLES: Certain 2007 – 2013 Outlander

PURPOSE

A safety recall campaign will be conducted on certain 2007- 2013 Outlander vehicles for potential windshield wiper link separation.

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.

On December 23, 2016, due to unavailability of permanent remedy parts, MMNA will be sending interim owner notification letters to all 100,082 affected owners, informing them that parts are **not available** and that **they will be re-notified once parts are available**. Additionally, the owners receiving interim letters will be informed that if their vehicle's windshield wipers have become inoperative and they believe that it is due to windshield wiper link separation, they may bring their vehicle into an Authorized Mitsubishi Dealership for inspection.

If a customer calls inquiring about this recall, or to set an appointment to have the recall completed, please ask the customer if their front windshield wipers are operational. If they are, please advise the customer that they will receive another letter informing them that final remedy parts are available and to contact your dealership at that time to set an appointment to have the recall completed.

If a customer informs you that their vehicle's windshield wipers have become inoperative and they believe that it is due to a windshield wiper link separation, please verify that the customer's vehicle has open campaign C1613R and inspect the vehicle to verify the customer's concern by turning the vehicle ignition to "ACC" or "ON" and operate the windshield wipers in "LO" and "HI" mode.

- If the front windshield wipers operate normally, no further inspection is required. Return vehicle to customer and inform the customer that a "final remedy" letter will be mailed to them once parts are available, and call to make an appointment at that time.
- Listen for the windshield wiper motor (located under the front deck cover, below the driver's side wiper shaft) for audible wiper motor operation.
 - If the wiper motor operation can be heard, but the wipers do not move, the wiper link may have separated from the motor due to ball joint corrosion. Follow Service Manual procedures to access the wiper link. If separated, remove any corrosion from the ball, and if damaged, replace the link with service parts (PT#8251A031). If there is excessive corrosion on the ball, contact your DPSM. Submit a warranty claim for the repair with the necessary PWA's. Advise the customer that they will still need to have the recall completed once they receive a "remedy available" letter.
 - If the wiper motor operation cannot be heard, a wiper link separation is an unlikely

cause, and normal diagnostic procedures should be followed upon receiving customer authorization for additional diagnosis. Any repair unrelated to this recall will be the customer's responsibility. Authorization must be obtained from the customer.

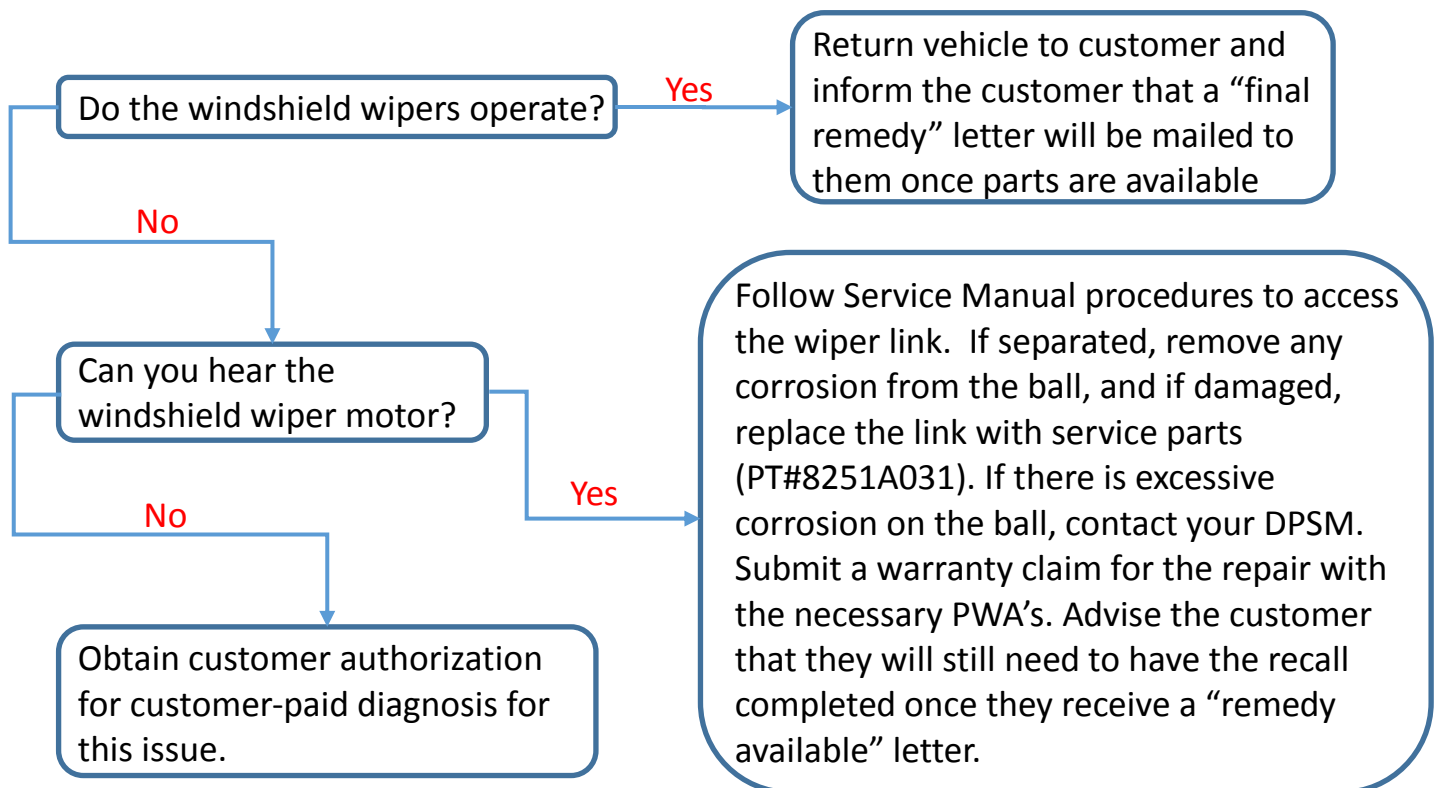


To view a short video demonstrating the process to listen for windshield wiper motor operation, click on this link:

[Link to video](#)

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 (C1613R), please check for and complete any other open campaigns. Always obtain the customer's approval before completing a campaign on a customer owned vehicle.

FLOW CHART



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.



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

6400 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

This notice applies to your vehicle, _____.

Date: December, 2016

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 which relates to motor vehicle safety exists in certain 2007 – 2013 Outlander vehicles. 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.

MMNA intends to repair your vehicle free of charge (parts and labor). However, the parts 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 and schedule an appointment to have the repair performed. In the interim, if your vehicle's windshield wipers have become inoperative and you believe that it is due to windshield wiper link separation, 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. (Pacific 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 the wiper link 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 6400, Cypress, CA 90630-0064

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.

Sincerely,

Mitsubishi Motors North America, Inc.

C1613R