



# SAFETY RECALL BULLETIN

|   |   |  |   |
|---|---|--|---|
| SUBJECT:<br><b>OUTLANDER FMVSS LABEL REPLACEMENT -<br/>SAFETY RECALL CAMPAIGN</b> |   |  | No: <b>SR-18-006</b>                              |
|   |   |  | DATE: <b>September 2018</b>                       |
|   |   |  | MODEL: <b>2018-2019 Outlander</b>                 |
| <b>CIRCULATE TO:</b>  | <input checked="" type="checkbox"/> GENERAL MANAGER | <input checked="" type="checkbox"/> PARTS MANAGER      | <input checked="" type="checkbox"/> TECHNICIAN    |
| <input checked="" type="checkbox"/> SERVICE ADVISOR                               | <input checked="" type="checkbox"/> SERVICE MANAGER | <input checked="" type="checkbox"/> WARRANTY PROCESSOR | <input checked="" type="checkbox"/> SALES MANAGER |

## PURPOSE

This campaign bulletin instructs dealers to apply a new overlay label that covers the incorrect rear wheel rim size portion of the original certification label.

## BACKGROUND

Due to a production oversight, the incorrect rear wheel rim size was entered into the label printing system. The Federal Motor Vehicle Safety Standards (FMVSS) certification label on affected vehicles shows a rear wheel rim size of "17X7.0J" instead of the correct "18X7.0J." If the vehicle's wheels are replaced with those of an incorrect rim size, it can result in an increased risk of a vehicle crash.

## AFFECTED VEHICLES

- 2018 - 2019 Outlander built between August 8, 2017 - July 26, 2018

### **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 Superscreen 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.

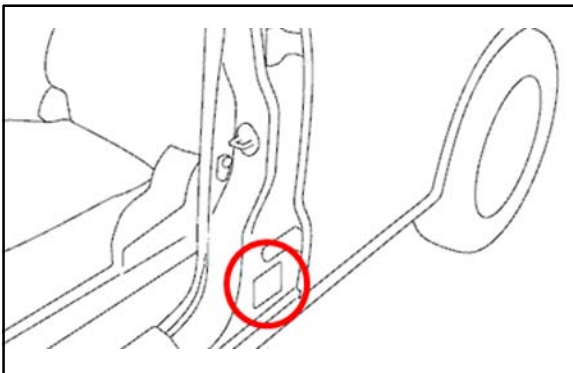
## REQUIRED OPERATIONS

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

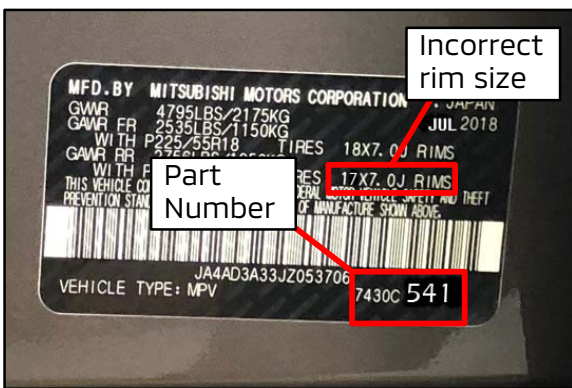
## REQUIRED EQUIPMENT

- Clean cloth
- Isopropyl (rubbing) alcohol
- Painter's tape or equivalent (removable masking tape)

## INSPECTION PROCEDURE



1. Open the driver's door and locate the certification label.



2. Confirm if the part number on the original label is "7430C**541**" and the rear wheel rim size is "17X7.0J."

If the label's part number is "7430C**541**" and the rear wheel rim size is "17X7.0J," proceed to the "Label Installation Procedure."

If the label's part number is **NOT** "7430C**541**" or the rear wheel rim size is "18X7.0J," this is not an affected vehicle. Do **NOT** proceed to the "Label Installation Procedure."

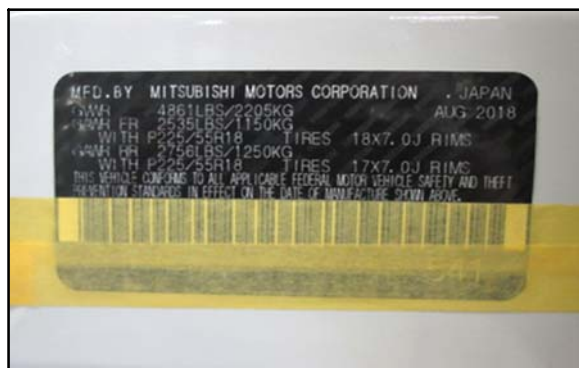
## LABEL INSTALLATION PROCEDURE



**Do NOT** use a denatured alcohol or any other higher solutions of alcohol.



3. Gently clean and dry the surface of the original label with isopropyl alcohol and a clean cloth.

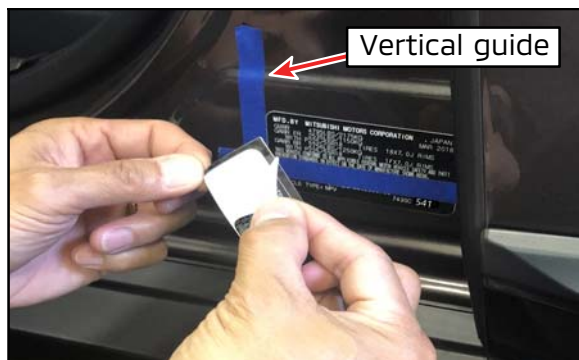


4. Place a piece of painter's tape (or equivalent) over the top of the bar code to use as a horizontal guide for positioning the overlay label.

**Note:** Another piece of painter's tape may be used along the left edge of the label as a vertical guide, if desired.



**Do NOT** apply the painter's tape over any part of the label above the bar code.



5. Carefully remove the backing of the overlay label.

Be careful **NOT** to touch the adhesive side of the label. The adhesive will lose effectiveness if it is touched.



6. Apply the overlay label onto the original label.

**IMPORTANT:** Ensure the overlay label is properly positioned before allowing contact with the original label.

If the overlay label is not properly positioned or damaged, remove the label and dispose of it, and apply a new label.

- a. Carefully align the overlay label with the vertical edge of the original label (or vertical painter's tape guide if used) and the top edge of the horizontal painter's tape guide, as shown.



- b. Once the overlay label is properly positioned, use your thumb to work out any air-bubbles or creases, starting from the bottom edge to the top edge.



- 7. Remove the painter's tape carefully.
- 8. Close the driver's door to complete the procedure.

## 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.

Certain 2018MY and 2019MY Outlanders

### Recall Claim Header Section

**MITSUBISHI DEALER LINK** Service Warranty Warranty Claim Help

Claim Entry Vehicle Information PQR/VQR

### Campaign Information

Enter in the first 6 characters of the applicable campaign number: **C1808R** and simply follow the campaign operation shown on the Super-screen.

Campaign Operation No:  Enter As:  TSP

Miles/Km:

VIN:

This campaign is related to the B-Pillar label replacement. Check the Open Campaign area of the Superscreen each time to be certain of a vehicles eligibility. Only VINs showing C1808R as open are involved.

Service Technician:  Emp No:  Service Advisor:  Emp No:

Spec Value \*:  Duplicate Recall \*:

Dealer: 99320 Ref No:  VIN:

Claim No:  Adj:  Claim Status: Incomplete Model and Year:

After entering the required customer data, vehicle information and applicable campaign operation number, hitting the “Save and Continue” button will automatically fill—in several fields. Please note there is only 1 possible repair scenario for this campaign.

**LABOR AND PARTS:**

There are 2 possible repair scenarios for this campaign. #1 is for all dealers except AVIS, #2 is for AVIS only.

Replace with 1 label from this part number: 7430C786

Although there 2 labels per part number, if claimed, you will be reimbursed ½ the dealer net price + markup. Use applicable campaign labor operation below.

| # | Repair Procedure       | Campaign Operation | Labor Time Allowance | Part Number                            |
|---|------------------------|--------------------|----------------------|--|
| 1 | Replace B-Pillar label | C1808R01           | 0.3 hrs              | 7430C786<br>(Dealer In-Stock Vehicles) |
| 2 | Replace B-Pillar label | C1808R02           | 0.3 hrs (AVIS)       | Claim No Parts                         |

**RENTAL CARS:**

If there is a need to provide the owner with a rental car, claim the applicable charges in this section of the claim on the lower portion of the labor entry screen.

| Select                   | Labor Operation | Labor Operation Description |  | Amount               |
|--------------------------|-----------------|-----------------------------|--|----------------------|
| <input type="checkbox"/> | SHO             | SPECIAL HANDLING ORDER      | SHO Parts Order <input type="text"/>                                     | <input type="text"/> |
| <input type="checkbox"/> | RENTACAR        | RENTAL CAR CHARGES          | Days <input type="text"/> Reason <input type="text" value="Select one"/> | <input type="text"/> |
|                          |                 |                             | Rental Company <input type="text"/> Invoice Number <input type="text"/>  | <input type="text"/> |
| <input type="checkbox"/> | 95300040        | FREIGHT CHARGES             | Freight Company <input type="text"/> Invoice Number <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> | 95200040        | TOWING CHARGES              | Towing Company <input type="text"/> Invoice Number <input type="text"/>  | <input type="text"/> |

**NOTE:** Rental cars applicable in the US and Puerto Rico only.