

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

**DATE:** June 5, 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

**ATIN NO.** ATIN-20-SR-003B

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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 May 18, 2020, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding cross members installed in certain 2008 – 2010 Lancer, 2009 – 2010 Lancer Sportback, 2008 -2013 Outlander, and 2011 – 2016 Outlander Sport RVR vehicles; currently or ever registered in a salt belt state: Connecticut, Delaware, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, Wisconsin, and Washington D.C.

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. Should significant corrosion occur over time, a lower control arm could eventually become detached from a cross member resulting in loss of vehicle control and a potential collision.

The work procedure is currently being prepared.

Owners of all affected vehicles will be notified and encouraged to bring in their vehicles for inspection. The cross member will be inspected and the following action will be taken at no charge to the customer:

- (1) If no significant corrosion is identified, a sealing/anti-corrosion agent will be sprayed inside/outside the cross member;
- (2) In the event that significant corrosion is identified, the cross member will be replaced with a countermeasure cross member.

If you encounter a vehicle which has excessive cross member corrosion, but is not covered under this campaign (i.e., never registered in a salt belt state), contact your DPSM for further directions.

Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact the Mitsubishi Customer Relations Department for instructions on how to apply for a refund.

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. Always obtain the customer's approval before completing a campaign on a customer owned vehicle.

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.**