

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

DATE: July 31, 2020
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Crossmember - Safety Recall Campaign --- **UPDATED INFORMATION**
ATIN NO. ATIN-20-SR-003D

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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

This **ATIN-20-SR-003D** supersedes **ATIN-20-SR-003C** and **ATIN-20-SR-003B**, providing notification of modifications to the TSB and repair procedure.

The work procedure **Recall Bulletin SR-20-003** has been revised to **SR-20-003REV**. The repair procedure has been updated, noting **when a Crossmember replacement is required the Anti-Corrosive Agent application IS NOT REQUIRED**. This updated bulletin is currently available on MEDIC and MDL.

All the following information has been previously provided in the preceding ATIN's.

On May 18, 2020, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding Crossmembers installed in certain affected vehicles listed above; 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 crossmember 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 Crossmember resulting in loss of vehicle control and a potential collision.

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 Crossmember.
- (2) If significant corrosion is identified, the Crossmember will be replaced with a countermeasure Crossmember.

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.

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 Superscreen.

Additionally, Interim Owners Notification Letters were mailed to affected owners on July 17, 2020. The letter informed 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.