

January 24, 2003

RECEIVED



Kathleen DeMeter, Esq.
Director, Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

JAN 30 P 2:05
OFFICE OF DEFECTS
INVESTIGATION

SALES DIVISION
8400 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-6205
(714) 872-6000
TELEFAX (714) 873-1020
WWW.MITSUBISHIUSA.COM
MAILING ADDRESS:
P.O. BOX 8400
CYPRESS, CALIFORNIA 90630-0804

Dear Ms. DeMeter:

03V-028 ① of ①

Mitsubishi Motors North America, Inc. (MMNA), formerly known as Mitsubishi Motor Sales of America, Inc. (MMSA), submits this letter pursuant to 49 C.F.R. Part 573.5 - Defect and Noncompliance Information Report. This report includes vehicles imported by both MMNA and Mitsubishi Motors Sales of Caribbean, Inc. (MMSA). The vehicle manufacturer, Mitsubishi Motors Corporation (MMC) furnished some of the information provided below. The production of such information should not be construed as an admission that NHTSA, or any other governmental agency, or court, has any jurisdiction over MMC or that MMNA or MMSA in anyway controls or has the ability to control MMC or its documents. Any jurisdictional or related objections in any future proceeding, investigation information or court action are hereby reserved. Accordingly, the following is the information required by 49 C.F.R. Part 573.5.

1. Importer's Name:

Mitsubishi Motors North America, Inc
6400 Katella Avenue
Cypress, CA 90630-0064

Mitsubishi Motors Sales of Caribbean, Inc (MMSA)
Road 2 Km. 20.1 Candelaria Ward
Toa Baja, P.R. 00949

2. Vehicles potentially containing the defect:

Make	Line	Model Years	Manufacturing Dates
Mitsubishi	Outlander	2003	August 20, 2002 to January 30, 2003

3. Total number of vehicles:

Vehicle Line	Number of Vehicles
Outlander	Approx 33,000

Note: Included in the above count are approximately 2000 vehicles imported into Puerto Rico. These vehicles will be included in this recall and reported by MMNA as a portion of the required quarterly completion reports.

4. Approximate percentage of vehicles estimated to actually contain the defect:

It is difficult for Mitsubishi to predict how many of the subject vehicles may experience throttle icing since vehicle driving styles and outside temperatures are key factors. Drivers who do not allow the vehicle to warm up prior to driving in extremely low temperatures may

who do not allow the vehicle to warm up prior to driving in extremely low temperatures may experience some degree of throttle icing. Owners of all potentially affected vehicles will be notified and subject vehicles included in this campaign.

5. Description of the defect:

In extremely low temperatures, ice can build up inside the engine throttle valve and cause the accelerator pedal to stick or not to return to idle after accelerating.

6. Chronological summary of events leading to this determination:

- December 17, 2002 Mitsubishi received a customer claim from Canada, however the investigation was inconclusive as to the cause.
- January 15, 2003 Mitsubishi received a dealer report from Minnesota of a similar complaint of a stuck throttle. The investigation revealed ice build-up in the throttle valve.
- January 16, 2003, Mitsubishi confirmed the condition at Mitsubishi, Japan.
- January 20, 2003, Mitsubishi decided to conduct a recall campaign for subject vehicles.

6. Test results or data used to determine noncompliance:

Not Applicable

7. Description of proposed remedy:

All owners of affected vehicles will be notified and asked to bring their vehicles to retailers where the engine control computer software will be modified by re-flashing, no parts are expected to be replaced.

8. Notices and Bulletins:

The draft owner notification and technical bulletin are attached. MMNA expects retailer and owner notification to begin on or before January 31, 2003. MMSC is still preparing and will advise their launch data as soon as it is determined.

9. Reimbursement :

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

Sincerely,



Kent Reeves, Manager
 Product Engineering and Technical Compliance
 Mitsubishi Motor North America, Inc.
 Telephone (714) 372-6362 Fax (714) 934-4858
 E-mail kreeves@mmsa.com



SUBJECT:		No: SR-03-001	
THROTTLE ICING CONDITION — SAFETY RECALL CAMPAIGN		DATE: January, 2003	
		MODEL: 2003 Outlander	
CIRCULATE TO:	<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

BACKGROUND INFORMATION

Mitsubishi Motors North America, Inc. is voluntarily recalling certain 2003 Outlanders for possible throttle icing condition in low ambient temperatures. In extremely low temperatures, ice can build up inside the engine throttle valve, and may cause the accelerator pedal to stick or not to return to idle after accelerating. This condition can be eliminated by reprogramming the software parameters for EGR control in the PCM as described in this bulletin.

AFFECTED VEHICLES

2003 Outlander models produced before 1/30/03

⚠ WARNING

Effective immediately, affected vehicles in dealer stock must be inspected/repaired before the vehicle is sold. Affected vehicles may be in transit to your dealership; all vehicles produced before January 30, 2003 must be checked on the Warranty Super Screen to determine whether this reprogramming has been completed. Dealers must check all their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is an affected VIN for this recall campaign.

CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles, telling them to bring their vehicle to their Mitsubishi Motors dealer to have the PCM reprogrammed. A copy of the customer notification letter appears later in this bulletin.

REQUIRED OPERATIONS

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

⚠ CAUTION

BATTERY VOLTAGE (AS MEASURED AT THE BATTERY POSTS WITHOUT ELECTRICAL LOAD) MUST BE 12.4V OR HIGHER IN ORDER TO REPROGRAM THE PCM.

1. Use the MUT-II to read the ECU part number as described below, then refer to Step 3 to determine the appropriate ROM pack database number.
 - a. With the MUT-II connected, turn the ignition key to ON.
 - b. At the MAIN MENU, select "1. System Select" and press Yes.
 - c. Select "MFI" and press Yes.
 - d. Select "Mitsubishi MFI" and press Yes.

FILE UNDER:

Safety Recall Bulletins in the Dealer Service Information Binder

(2542)

- e. At the OBD-II check code screen, press **Yes**.
- f. At the Readiness Tests status screen, press **Yes**.
- g. At the MFI Main Menu screen, press **S**.
- h. At the Check Code screen, press the right arrow **▶**.
- i. The ECU part number and ROM ID will display. Note the part number and refer to Step 3 to select the appropriate ROM pack database.

03V-028 ④ of ⑪

2. Gather the following reprogramming equipment:

Interface cartridge (red label)	MB991711
256 KBYTE IC Memory Card (red)	MB991717
ROM Pack (red label)	MB991701
Adapter tool (shipped to all dealers with TSB-03-13-001 in early January)	MB991855
"Engine Compartment" and "Control Module" Labels	Part No. MSSF-023G-00A

3. Select the appropriate red label ROM pack database:

Vehicle	ECU P/N	Red Label ROM Pack	Database
Outlander 2WD	MN122009	MB991701	RN03011
Outlander AWD	MN122010	MB991701	RN03012

IMPORTANT

Dealers must update ROM packs as needed, depending on vehicle repair requirements for PCM software updates.

For instructions on updating ROM packs using MEDIC, and for current database information:

- 1) From the MEDIC Main Menu, select "MUT-II ROM Pack Re-write."
- 2) Select "ROM Pack Information."

When updating the ROM packs for this bulletin, use the following passwords:

Database Number	Password
RN03011	
RN03012	



- 4. Connect adapter tool MB991855 to the MUT-II as shown. Install the red label interface cartridge to the MUT-II. Then install the 256 KBYTE red memory card and the red label ROM pack. **Use the ROM pack with the appropriate database number.**

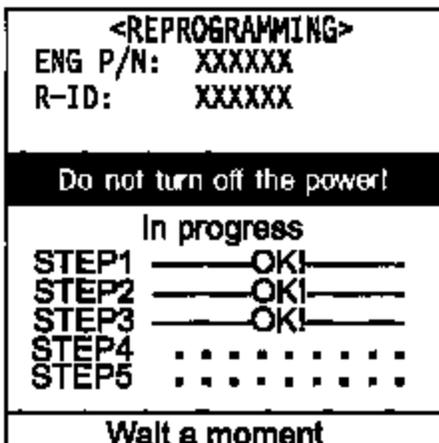
5. Connect the MUT-II to the vehicle. Connect both the 16-pin and the 12-pin data link connectors.
6. Turn the ignition key to ON. **DO NOT START THE VEHICLE.**

03V-028 ⑤ of ⑩

CAUTION

DO NOT DISTURB THE HARNESS CABLES OR CONNECTIONS. INTERRUPTION DURING THE PROGRAMMING PROCESS COULD CAUSE THE PCM TO LOSE DATA OR PREVENT FUTURE PCM REPROGRAMMING.

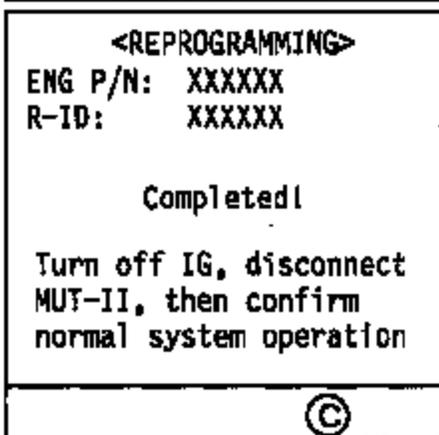
7. Select "MFI". Then press "YES". The MUT-II will take a few seconds to verify the ROM ID.
8. **If either of the following messages display, STOP! Do not continue with this procedure:**
 - a. If the PCM has already been reprogrammed, the MUT-II will display "This ECU has already been reprogrammed." Do not continue with this procedure.
 - b. If the PCM was manufactured with the latest software update, the MUT-II will display "ECU data for above part # and ROM-ID is not available." Do not continue with this procedure.
9. If the MUT-II displays "Reprogramming is not possible on this ECU," verify that the correct ROM pack is installed.
10. If the ECU can be reprogrammed, the MUT-II will display, "Do you want to reprogram this ECU?" Press "YES".



11. The MUT-II will display this screen as it reprograms the PCM. It will take approximately 18 minutes to complete.

CAUTION

DO NOT DISTURB THE HARNESS CABLES OR CONNECTIONS. INTERRUPTION DURING THE PROGRAMMING PROCESS COULD CAUSE THE PCM TO LOSE DATA OR PREVENT FUTURE PCM REPROGRAMMING.



12. When the reprogramming process is finished, the MUT-II screen will display "Completed." Press "C".

If reprogramming does not complete, turn the key off and repeat this process from Step 6.

To verify the correct reprogramming has been made, the ROM ID number will display on the MUT-II screen. The table below lists the ECU part numbers, ROM ID numbers, and Vendor numbers that should display after reprogramming. Note these numbers.

Database #RN03011	PCM P/N	PCM P/N DISPLAYED ON MUT-II		Vendor #
		PCM P/N	ROM ID	
Outlander 2WD	MN122009	MN122009	804321	E8T36481H00 or E8T36481H10 or E8T36481H20

Database #RN03012	PCM P/N	PCM P/N DISPLAYED ON MUT-II		Vendor #
		PCM P/N	ROM ID	
Outlander 4WD	MN122010	MN122010	804422	E8T36482H00 or E8T36482H10 or E8T36482H20

13. Turn the ignition key to OFF and disconnect the MUT-II. Reprogramming is complete.

THE FOLLOWING STEPS ARE REQUIRED BY LAW:

14. Using a ball-point pen, enter the appropriate PCM part number, vendor number, ROM ID#, this recall bulletin number (SR-03-001), your dealer code, and the current date on the Engine Compartment Label (part no. MSSF-023G-00A).

MITSUBISHI
AUTHORIZED MODIFICATIONS

These Modifications Have Been Approved as Appropriate by EPA and CARB

THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:

PART NUMBER	VENDOR CODE	ROM ID #
TSB		ENG
ENG		A/T
A/T	DEALER CODE	DATE / /

Engine Compartment Label

~~AUTHORIZED MODIFICATIONS~~

~~MITSUBISHI~~

~~P/N~~

~~Vendor Code~~

~~TSB~~

~~Dir Code~~

~~Date~~

~~Control Module Label~~

The "Control Module" label will NOT be used for this bulletin. Discard this label.

15. Carefully remove all dirt and oil from a vacant area near the VECI label on the underside of the hood, and affix the Engine Compartment label.

WARRANTY INFORMATION

Claims for this campaign must be entered as Recall type "C" claims. Sample claim screens are shown on the next pages.

Reprogram PCM for Throttle Icing – Includes ROM pack update if necessary

Campaign Labor Operation: C0301ZXX Time Allowance: 0.4 hrs.

No parts may be claimed on the campaign claim.

Mitsubishi Motors North America, Inc.

RECALL CAMPAIGN CLAIM PARTS AND LABOR DETAIL INFO SCREEN:

USE C0301ZXX TO REPROGRAM THE ECU ON ALL INVOLVED VEHICLES

Recall Claim Entry - Advanced Diagnostic Network System

Vehicle Service Parts Comm Reports Interface Profile Financial Help Exit

Claim Number: 20008 Claim Type: C

Repeat Vehicle: Repair: PWA: DSM SEQ Reasons Mileage

Repair Date: VIN: JA 17077

Customer / Repair Info > Parts & Labor Detail Info <

REPROGRAM THE ECU

Verify the vehicle is actually involved in this campaign by checking the SuperScreen.

Line	Part Number	Qty	Unit	Sub	Description	Qty	Unit	Amount	Rate
A					C0301ZXX	1	0.4		

No parts are necessary for this campaign

Enter C0301ZXX

Enter a qty of 1 x .4 hrs. labor times your dealership's warranty labor rate.

Detail Lines: 1 Total Parts: Total Labor:

Page: Pg 1 of 1 Pg Up Pg Dn Add Ln Del Ln

WEB BASED CLAIM SYSTEM - RECALL CLAIM SCREENS

Header Section

MITSUBISHI DEALER LSA
Service Warranty Warranty Class

Enter in the first 6 characters of the campaign labor operation

Campaign Information

Campaign Operation No: C0301Z
 (Only VINs that start with JA)
 Year As Labor: TSB:

Miles/Km:
 Repair Order No: C12345

VIN: JA.....
 Repair Date In:
 Repair Date Out:

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

Spec Value: Duplicate Recall:

Dealer: 99999 Ref No:
 Claim No: A4
 Claim Status: Incomplete Model and Year:

Save & Continue Main Menu

Parts Section

MITSUBISHI DEALER LSA
Service Warranty Warranty Class

Add Page - Parts Information

Delete	Part No	Part Description	Qty	Unit Price	Part Amount	Primary
1.						<input type="checkbox"/>
2.						<input type="checkbox"/>
3.						<input type="checkbox"/>
4.						<input type="checkbox"/>
5.						<input type="checkbox"/>
6.						<input type="checkbox"/>
7.						<input type="checkbox"/>

No parts are necessary for this campaign

Check Part Prices Save & Continue Add Parts Main Menu Cancel Changes

Labor Section

MITSUBISHI
DEALERS
LTD.

Vehicle Warranty
Warranty Form

Add Page - Labor Information

Note: These entries will automatically be filled in based on the campaign number you entered on the previous screen.

Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Labor Hrs	Labor Amt
		C0301ZXX		1	4		

Verify C0301ZXX as the full labor operation number

Verify QTY of 1

Verify 4 hrs. labor time

Total Labor Amount

Update | Print | PA | Main Menu | Cancel



AFFECTED VEHICLES
MODEL: 2003 OUTLANDER

January 29, 2003

RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-03-001

03V-028 ⑩ of ⑩

Dear Mitsubishi Outlander Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mitsubishi Motors of North America, Inc. has determined that a defect that relates to vehicle safety exists in certain 2003 Outlander models.

What is the safety issue? There is a possibility that during extremely low temperature conditions, ice can build up inside the engine throttle valve. This ice build-up may cause the accelerator pedal to stick or not to return to idle after accelerating. Failure to return to idle could result in a vehicle crash.

What you should do: Please call your Mitsubishi retailer immediately to schedule a repair date. When you bring your vehicle in, show the retailer this letter. (If you do not have this letter, the retailer will still make the repair, free of charge.)

Until you have this recall completed, there are a few things you should do to reduce the possibility of ice on the throttle valve. Before starting the engine, especially in cold weather, check the throttle for binding by pressing on the accelerator pedal. If you do not detect any binding, start the vehicle and allow it to warm up for 3 to 10 minutes, or to approximately half way on the temperature gauge.

What your retailer will do: The retailer will reprogram the engine control computer in your vehicle to eliminate this condition.

How long will it take? The time needed for the actual repair is about 20 minutes. While your retailer may need your vehicle for a longer period of time due to service scheduling issues, every effort will be made to minimize your inconvenience or delay.

I live in a warm climate: Even if you live in a warm climate, it is important that you have this recall completed, since you never know when you may be travelling to a cold-weather climate.

Have you changed address or sold your vehicle? If you have changed your address or sold the vehicle, please fill out the enclosed postcard and mail it to us.

If you have any trouble getting your vehicle repaired promptly and at no charge, or if you have paid for repairs that you feel relate to this recall, please inform us by calling Mitsubishi Customer Connections at (888) MITSU-2403 (888-648-7820). Hours: Monday - Saturday 7 a.m. to 10 p.m. (Central Standard Time)
If after contacting Mitsubishi Customer Connections, you still have a problem having your vehicle repaired promptly and without charge, write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (888) 327-4236.

Mitsubishi is committed to making your safety our first concern, and we sincerely regret the inconvenience to you caused by this recall.

Sincerely,

SR-03-001
C0301ZXX

Richard Demelson
Director, Service and Product Support



February 14, 2003

Kathleen DeMeter, Esq.
Director, Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

SALES DIVISION
6400 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-0064
(714) 373-8000
TELEFAX (714) 373-1000
mna@mmna.com

MAILING ADDRESS:
P.O. BOX 9400
CYPRESS, CALIFORNIA 90630-0000

Dear Ms. DeMeter:

03V-028 ① of ③
Supplement

Mitsubishi Motors North America, Inc. (MMNA), formerly known as Mitsubishi Motor Sales of America, Inc. (MMSA), submitted a letter pursuant to 49 C.F.R. Part 573.5 - Defect and Noncompliance Information Report on a throttle icing condition that affected certain 2003 Mitsubishi Outlander vehicles. NHTSA subsequently assigned 03V-028 as the Recall number. In this earlier report we included some 2000 vehicles that were imported and sold in Puerto Rico by Mitsubishi Motors Sales of Caribbean, Inc. (MMSA). Since that time, Mitsubishi Motors Corporation (MMC) has determined that vehicles operated in Puerto Rico are not subject to this defect because the temperatures experienced in Puerto Rico never drop to a level that would allow ice to form in the throttle valve and thus cause the throttle to bind or fail to return to idle.

Accordingly, we are updating our prior Part 573.5 report to reflect the removal of these vehicles from the vehicle count.

1. Importer's Name:

Mitsubishi Motors North America, Inc
6400 Katella Avenue
Cypress, CA 90630-0064

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NVS-215
FEB 19 A 10:54
OFFICE OF
DEFECTS INVESTIGATION

2. Vehicles potentially containing the defect:

Make	Line	Model Years	Manufacturing Dates
Mitsubishi	Outlander	2003	August 20, 2002 to January 30, 2003

3. Total number of vehicles:

Vehicle Line	Number of Vehicles
Outlander	Approx 31,000

4. Approximate percentage of vehicles estimated to actually contain the defect:

It is difficult for Mitsubishi to predict how many of the subject vehicles may experience throttle icing since vehicle driving styles and outside temperatures are key factors. Drivers who do not allow the vehicle to warm up prior to driving in extremely low temperatures may

experience some degree of throttle icing. Owners of all potentially affected vehicles that are within the continental United States will be notified and subject vehicles included in this campaign.

5. Description of the defect:

In extremely low temperatures, ice can build up inside the engine throttle valve and cause the accelerator pedal to stick or not to return to idle after accelerating. This ice can cause the throttle valve not to open smoothly or not return to idle after accelerating.

6. Chronological summary of events leading to this determination:

- December 17, 2002 Mitsubishi received a customer claim from Canada, however the investigation was inconclusive as to the cause.
- January 15, 2003 Mitsubishi received a dealer report from Minnesota of a similar complaint of a stuck throttle. The investigation revealed ice build-up in the throttle valve.
- January 16, 2003, Mitsubishi confirmed the condition at Mitsubishi, Japan.
- January 20, 2003, Mitsubishi decided to conduct a recall campaign for subject vehicles.

6. Test results or data used to determine noncompliance:

Not Applicable

7. Description of proposed remedy:

All owners of affected vehicles will be notified and asked to bring their vehicles to retailers where the engine control computer software will be modified by re-flashing, no parts are expected to be replaced.

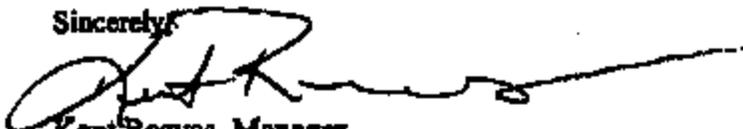
8. Notices and Bulletins:

The owner notification was modified to reflect the changes requested by George Person during a telephone call with him on January 27, 2003. We have attached a final version of that letter for your convenience. MMNA notified the retailers on January 28, 2003 and notified the owners on January 31, 2003.

9. Reimbursement:

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

Sincerely,



Kent Reeves, Manager
Technical Compliance and Quality Engineering
Mitsubishi Motor North America, Inc.
Telephone (714) 372-6362 Fax (714) 934-4858
E-mail kreeves@mmsa.com



AFFECTED VEHICLES
MODEL: 2003 OUTLANDER

January 29, 2003

03V-028 ③ of ③
Supplement

RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-03-001

Dear Mitsubishi Outlander Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Mitsubishi Motors North America, Inc. has determined that a defect that relates to vehicle safety exists in certain 2003 Outlander models.

What is the safety issue?

There is a possibility that during extremely low temperature conditions, ice can build up inside the engine throttle valve. This ice build-up may cause the accelerator pedal to stick or not to return to idle after accelerating. Failure to return to idle could result in a vehicle crash without prior warning.

What you should do:

Please call your Mitsubishi retailer immediately to schedule a repair date. When you bring your vehicle in, show the retailer this letter. (If you misplace this letter, the retailer will still make the repair, free of charge.)

Until you have this recall completed, there are a few things you can do to minimize the possibility of ice on the throttle valve. Before starting your vehicle on a cold morning or after it has cooled down completely on a cold day, you should check the throttle for binding by pressing on it two or three times. If you do not detect any binding, start the vehicle and allow it to warm up for 5 to 10 minutes, or to approximately half way on the temperature gauge.

What your retailer will do:

The retailer will reprogram the engine control computer in your vehicle to eliminate this condition.

How long will it take?

The time needed for the actual repair is about 20 minutes. While your retailer may need your vehicle for a longer period of time due to service scheduling issues, every effort will be made to minimize your inconvenience or delay.

What if I live in a warm climate?

Even if you live in a warm climate, it is important that you have this recall completed, since you never know when you may be travelling to a cold-weather climate.

Have you changed address or sold your vehicle?

If you have changed your address or sold the vehicle, please fill out the enclosed postcard and mail it to us.

If you have any trouble getting your vehicle repaired promptly and at no charge, or if you have already paid to have this condition repaired, you can seek a refund by contacting Mitsubishi Customer Connections at (888) MITSU-2003 (888-648-7236) Hours: Monday - Saturday 7 a.m. to 10 p.m. (Central Standard Time).

If after contacting Mitsubishi Customer Connections, you still have a problem having your vehicle repaired promptly and without charge, write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (888) 327-4236.

Mitsubishi is committed to making your safety our first concern, and we sincerely regret the inconvenience to you caused by this recall.

[Notice to Lessee: If you are a lessee as of the date of this notice, you have an obligation under federal law (49 CFR Part 577) to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Also, you must maintain a record which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.]

Sincerely,

Richard Donelson
Director, Service and Product Support

SR-03-001
003012XX