

# UPDATE

SUBJECT:		No: <b>SR-89-002</b>	
<b>LOWER BALL JOINT — SAFETY RECALL CAMPAIGN</b>		DATE: <b>June, 1999</b>	
		MODEL: <b>See below</b>	
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

## PURPOSE

Mitsubishi Motor Sales of America, Inc. (MMSA) is voluntarily recalling affected vehicles for possible lower lateral arm ball joint boot damage. Rubber boots on the lower lateral arms may have been damaged during assembly, allowing water/mud intrusion during driving. The water or mud intrusion could have prematurely worn the ball joint. If the wear is severe, the front lower lateral arm may separate from the steering knuckle at the ball joint, resulting in loss of vehicle control.

This bulletin contains repair procedures for inspecting the lower ball joint rubber boot on both sides of the vehicle for damage. If the boot is damaged or if evidence of grease leakage around the boot is found, the lower lateral arm must be replaced.

## AFFECTED VEHICLES

1994-96 Galant, 1995-96 Eclipse, and 1996 Eclipse Spyder models produced before 7/96

Vehicles produced since 7/96 have protective plastic ball joint caps installed for use during vehicle assembly.

## CUSTOMER NOTIFICATION

A letter has been sent to all owners of affected vehicles telling them to bring their vehicle to their Mitsubishi Motors dealer to have the lower lateral arm ball joint boot inspected. A copy of the customer notification letter appears on page 6 of this bulletin. To maintain adequate parts supply, owners will be notified over a several month period, starting with the oldest vehicles first. However, all affected VINS will be indicated on the Warranty Superscreen, so dealers may perform inspection/repair regardless of whether a customer has received a recall notification letter.

**NOTICE TO DEALERS:** MMSA strongly encourages all dealers to repair all affected vehicles in their inventory prior to re-sale.

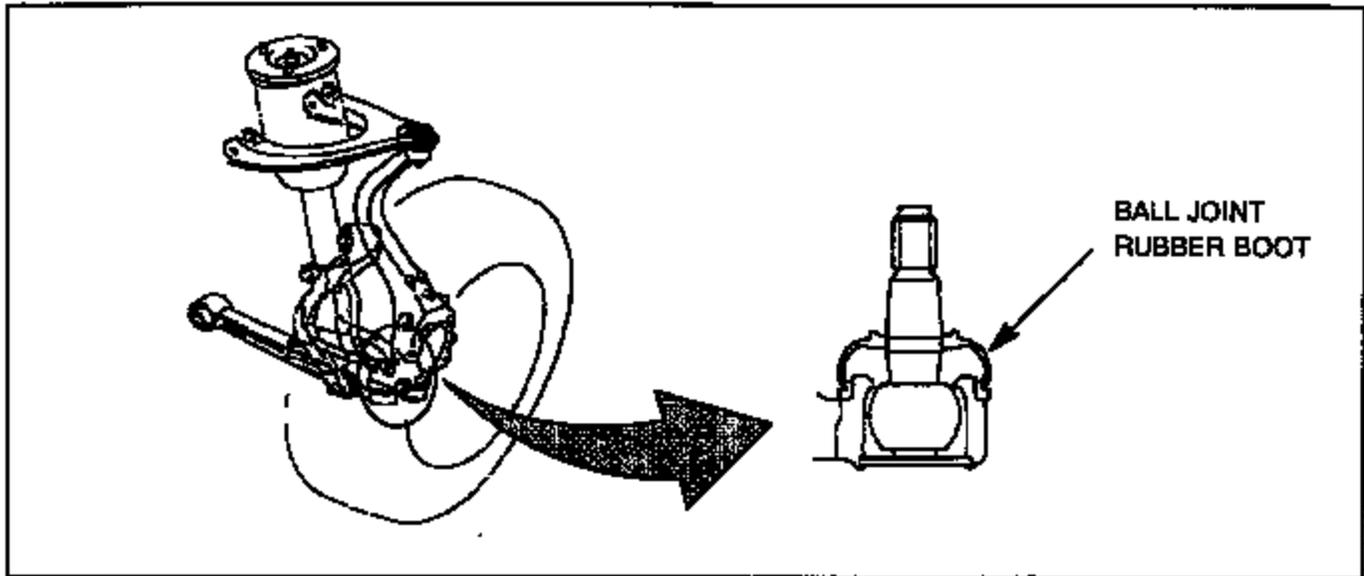
## REQUIRED OPERATIONS

Before starting the PROCEDURE section of this bulletin, **CHECK ON 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.

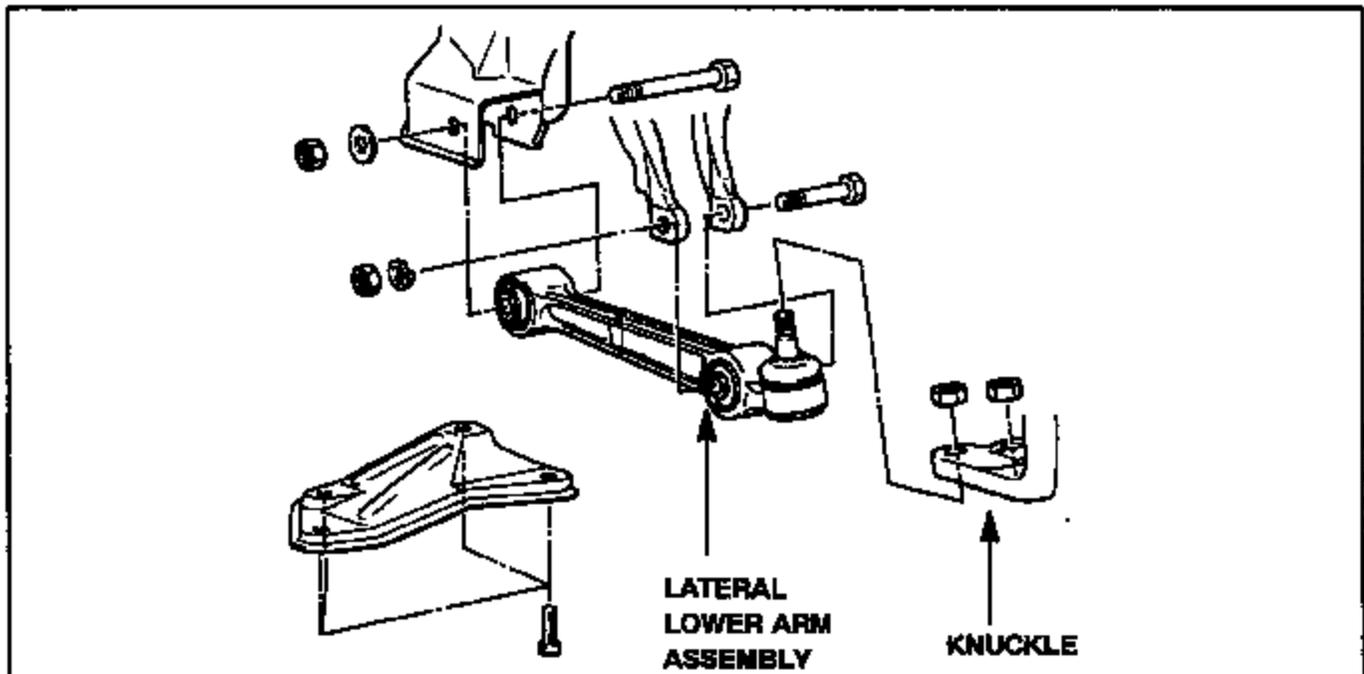
1. Raise the vehicle.

Continued

FILE UNDER:	<b>Safety Recall Bulletins in the Dealer Service Information Binder</b>	<b>(1997)</b>
-------------	---	---------------

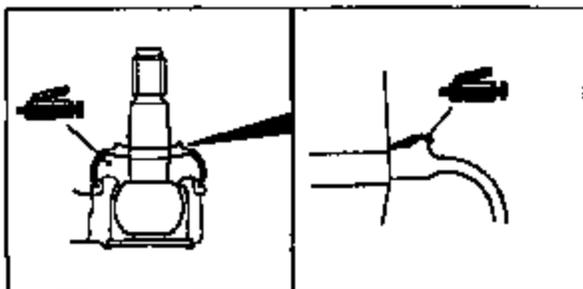


2. Inspect the lateral lower arm ball joint rubber boot on both sides for cracks and damage. Gently push the boot in with your fingers. Do not remove any parts for the inspection. Damage to the boot is evident if any cuts or tearing are observed or if grease comes out when it is pushed in.
3. If the rubber boot is not damaged, repeat the inspection on the other side of the vehicle. If the boot is not damaged on either side of the vehicle, this campaign procedure is complete.



Continued

4. If the rubber boot is damaged, replace the lateral lower arm assembly, using the parts listed in the PARTS INFORMATION section of this bulletin. Refer to the installation instructions in Group 33A of the appropriate service manual.



- a. Apply multi-purpose grease to the boot lip. This will prevent the boot from twisting after the lateral lower arm assembly is installed to the knuckle.
- b. Do not apply grease to the ball joint threads. If any grease is accidentally applied to the ball joint threads, wipe it off.

### PARTS INFORMATION

Description	Part Number
<b><i>Galant models produced 3/93 to 9/93:</i></b>	
Lower Lateral Arm - Left side	MR325577
Lower Lateral Arm - Right side	MR325576
<b><i>All models produced 10/93 to 6/96:</i></b>	
Lower Lateral Arm - Left side	MR296295
Lower Lateral Arm - Right side	MR296296

### WARRANTY INFORMATION

Claims for this campaign must be entered as "C" type claims (E-5) on your Diamond Network Warranty Menu). Sample claim screens are shown on pages 4 and 5 of this bulletin.

#### Inspection Only - Both Sides

Campaign Labor Operation: C9902KXX for VINs starting with "4A" Time Allowance: 0.2 hr.  
 Campaign Labor Operation: C9903JXX for VINs starting with "JA" Time Allowance: 0.2 hr.

#### Inspect Both Sides; and Replace Lower Lateral Arm on One Side

Campaign Labor Operation: C9902KXX for VINs starting with "4A" Time Allowance: 1.0 hr.  
 Campaign Labor Operation: C9903JXX for VINs starting with "JA" Time Allowance: 1.0 hr.

#### Inspect Both Sides; and Replace Lower Lateral Arm on both Sides

Campaign Labor Operation: C9902KXX for VINs starting with "4A" Time Allowance: 1.8 hr.  
 Campaign Labor Operation: C9903JXX for VINs starting with "JA" Time Allowance: 1.8 hr.

**Other Additional Charges:** No other charges may be claimed on the "C" type campaign claim. Any other unrelated warranty-covered repairs must be separate and claimed on a normal "W" type claim (E-2 menu option).

**Allowable Parts:** Refer to the PARTS INFORMATION section of this bulletin.

Produced by the MMSA Technical Information Department.

## RECALL CLAIM SCREEN SAMPLE RECALL CAMPAIGN OP# C9902KXX ("4A" VINS) AND RECALL CAMPAIGN OP# C9903JXX ("JA" VINS)

### SERVICE MENU - SELECT RECALL CLAIM (C)

**ENTER ALL CLAIMS AS RECALL CLAIM TYPE 'C' ONLY. ANY OTHER RELATED REPAIRS MUST BE CLAIMED ON A SEPARATE WARRANTY 'W' CLAIM.**

### RECALL CAMPAIGN CUSTOMER/REPAIR INFORMATION SCREEN

**FILL IN ALL REQUIRED OWNER INFORMATION ITEMS, INCLUDING PHONE NUMBER.**

**RECALL CAMPAIGN CLAIM PARTS AND LABOR DETAIL INFORMATION SCREEN**

- USE **C9902K0X** FOR VEHICLES WITH VIN STARTING WITH "4A".
- USE **C9903J0X** FOR VEHICLES WITH VIN STARTING WITH "JA".

Customer / Repair Info      → Parts & Labor Detail Info ←

Part Number	Description	UoM	Amount	Unit Price	Total
A	C9902K0X	1	0.2		

Total Labor: 0.00

0.2 HR. LABOR FOR BOOT INSPECTION. SEE PAGE 3 OF THIS BULLETIN FOR OTHER LABOR TIMES.

USE C9902K0X FOR VEHICLES WITH A VIN STARTING WITH "4A".

Customer / Repair Info      → Parts & Labor Detail Info ←

Part Number	Description	UoM	Amount	Unit Price	Total
A	C9903J0X	1	0.2		

Total Labor: 0.00

SAME PROCEDURE, BUT USE C9903J0X FOR VEHICLES WITH A VIN STARTING WITH "JA".

USE C9903J0X FOR VEHICLES WITH A VIN STARTING WITH "JA".



AFFECTED VEHICLES		
MODELS:	1994-1995	GALANT
	1995-1996	ECLIPSE
	1996	ECLIPSE SPYDER

CUSTOMER SERVICE  
P.O. BOX 800  
CYPRESS, CALIFORNIA 90630-0804  
(800) 222-0037  
TELEFAX (714) 662-4651

Date: June 15, 1999

**RE: IMPORTANT SAFETY RECALL NOTICE (SR-99-002)**

Dear Mitsubishi Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason for Notice:** Mitsubishi Motor Sales of America, Inc. has determined that a defect relates to motor vehicle safety exists in certain 1994-1995 Galant, 1995-1996 Eclipse and 1996 Eclipse Spyder vehicles manufactured before July 30, 1996.

The rubber boot (dust covers) on your vehicle's lower control arm ball joints may have been cut or damaged during initial assembly. The damage may allow moisture to enter the ball joint resulting in premature wear. In the worst case, the ball joint can separate from the steering knuckle, which could result in a loss of steering control and cause a crash without prior warning.

**Call Your Retailer:** Please contact your authorized Mitsubishi Motors retailer immediately to schedule an appointment for the required service as follows:

**What we will do:** Your retailer will inspect both front lower control arm ball joint boots on your vehicle and replace or repair both lower control arm assemblies, if necessary.

**How long it will take:** This inspection will take about 20 minutes. If required, repairs will take up to two hours to complete, but may take longer depending on your retailer's schedule.

**Reimbursements:** If you have paid for repairs that you feel should be covered under this campaign, please bring the original paid invoices to the retailer for reimbursement consideration. You should retain photocopies for your records. Reimbursements will not be issued for photocopied receipts.

Should your retailer fail to perform the corrective procedure at no charge, and within a reasonable time, please inform our Customer Relations Department by calling toll-free (800) 222-0037. You may also contact the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20560, or call the Auto Safety Hotline toll-free (800) 424-9393. Washington, D.C. residents may call (202) 366-0123.

**Notice to Lessors:** If you are a lessor of five or more leased vehicles as of the date of this letter, 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. Further, 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 VIN of the subject vehicle.

We appreciate your prompt attention to this matter. Should you have any questions, please contact your Mitsubishi Motors Retailer.

Sincerely,

George H. Croker  
Manager, National Customer Service

MMMA  
MMC

SR-99-002  
C9902KXX  
C9903JXX