

September 22, 2003
Kathleen DeMeter, Esq.
Director, Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

03V-429 ① of ②

RE: 2004 Mitsubishi Outlander Windshield Wiper Recall

Dear Ms. DeMeter:

Mitsubishi Motor Sales Caribbean, Inc (MMSC) submits this letter pursuant to 49 C.F.R. Part 573.5 - Defect and Noncompliance Information Report for certain 2004 Mitsubishi Outlander vehicles imported and distributed in the Caribbean by MMSC. 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 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.

Importer Name

Mitsubishi Motor Sales Caribbean, Inc.
Carretera #2, KM 20.1
Barrio Candelaria Toa Baja, Puerto Rico 00949

1. Vehicles Potentially Containing the Defect

Make	Line	Model Year(s)	Manufacturing Period
Mitsubishi	Outlander	2004	June 20, 2003 through July 11, 2003

2. Total Number of Vehicles

Vehicle Line	Number of Vehicles
Outlander	394

3. Approximate Percentage of Vehicles Actually Containing the Defect

Mitsubishi determines the estimated percentage of vehicles that could potentially experience irregular intermittent windshield wiper intervals to be nearly 100% because of the software program error in the Electronic Time and Alarm Control System (ETACS) ECU that controls intermittent windshield wiper operation.

4. Defect Description

Due to a software programming error in Electronic Timing and Control System (ETACS), while using the intermittent wiper mode, the intermittent wiper time interval may increase to as much as 6.8 seconds between wiper sweeps during high-speed vehicle operation. If this were to occur during bad weather, driver visibility would be reduced.

5. Chronological Summary of Events Leading to Determination

Mitsubishi received information from its supplier that the ETACS ECU contained an error in the programming for the intermittent windshield wiper function. MMC's internal investigation revealed that the intermittent interval could be unexpectedly longer at relatively high speeds, and therefore Mitsubishi decided to conduct a safety recall.

6. Test Results or Data Used to Determine Non-compliance

Not applicable

7. Proposed Remedy Description

All owners of affected vehicles will be notified of the defect by first class mail and instructed to bring their vehicles to dealers to have the ETACS module replaced with a new one.

8. Notice(s) and Bulletin(s)

The owner notification and technical bulletin drafts will be provided as soon as they are available.

9. Reimbursements

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.

If you have any questions or comments regarding this information, please contact me at one of the addresses listed below.

Sincerely,

Rafael Arzuaga
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Fax: 787-251-3232
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