



| | | | |
|---------------------------------------------------------------|-----------------------------------------------------|--------------------------------------------------------|------------------------------------------------|
| SUBJECT: LOWER BALL JOINT — SAFETY RECALL CAMPAIGN | | | No: SR-01-007 |
| | | | DATE: March, 2001 |
| | | | MODEL: See below |
| 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 type="checkbox"/> SALES MANAGER |

This bulletin supercedes SR-99-002, issued June, 1999, for additional inspection and repair procedures and expanded model years.

00V-421,001

PURPOSE

Mitsubishi Motor Sales of America, Inc. (MMSA) is voluntarily recalling affected vehicles for possible premature wear to the lower lateral arm ball joint assembly as a result of moisture intrusion. MMSA identified that the lower lateral arm ball joint may have other areas of leakage beyond the cut or torn boot that was the subject of safety recall bulletin SR-99-002. Such moisture intrusion could result in excessive ball joint clearances that could eventually result in ball joint separation.

This bulletin contains inspection procedures that **must** be performed in order to determine whether the lower lateral arm assembly requires replacement.

Replace the lower lateral arm assembly if:

- the boot is damaged
- evidence of grease leakage is found, or
- the ball joint free play is excessive

If inspection does not reveal any boot damage, grease leakage, or excessive ball joint free play, sealant must be applied to the ball joint bottom surface on both sides of the vehicle. This bulletin contains sealant application instructions.

AFFECTED VEHICLES

1994-1998 Galant, 1995-1999 Eclipse, and 1996-1999 Eclipse Spyder models

IMPORTANT

Affected new or used inventory vehicles must be inspected/repared before the vehicle is sold. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is an affected VIN for this recall campaign.

FILE UNDER:

Safety Recall Bulletins in the Dealer Service Information Binder

(2261)

CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles over a six month period, telling them to bring their vehicle to their Mitsubishi Motors dealer to have the lower ball joint inspected. A copy of the customer notification letter appears later in this bulletin. Customer notification will be mailed according to the following schedule. **Parts availability is based upon this notification schedule (in order by vehicle production date, with oldest vehicles first):**

| Mailing Date | Number of Customers to be Notified | Vehicle Production Date | Lower Lateral Arm Part No. |
|-------------------|------------------------------------|-------------------------|--------------------------------|
| April 2, 2001 | 22,372 | 3/93 - 9/93 | MR972469 - LH MR972470 - RH |
| April 16, 2001 | 21,477 | 3/94 - 5/94 | MR972465 - LH MR972466 - RH |
| May 1, 2001 | 12,927 | 10/93 - 11/93 | MR972469 - LH MR972470 - RH |
| May 1, 2001 | 84,954 | 6/94 - 11/94 | MR972465 - LH MR972466 - RH |
| June 4, 2001 | 12,842 | 12/93 - 2/94 | MR972469 - LH MR972470 - RH |
| June 4, 2001 | 83,133 | 12/94 - 8/95 | MR972465 - LH MR972466 - RH |
| July 9, 2001 | 114,118 | 9/95 - 9/96 | MR972465 - LH MR972466 - RH |
| August 1, 2001 | 112,513 | 10/96 - 9/97 | MR972465 - LH MR972466 - RH |
| September 3, 2001 | 107,931 | 10/97 - 7/99 | MR972465 - LH MR972466 - RH |

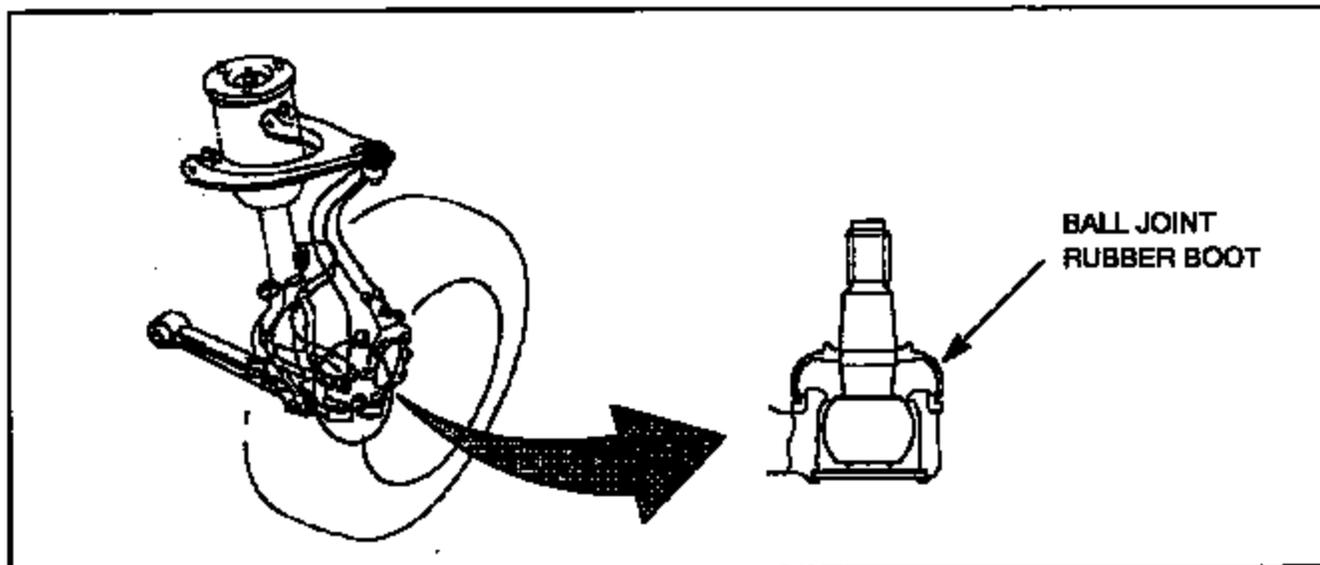
An initial supply of lower lateral arm assemblies and sealant will be shipped to each dealer automatically. Orders for additional parts can be placed through the normal parts system.

REQUIRED OPERATIONS

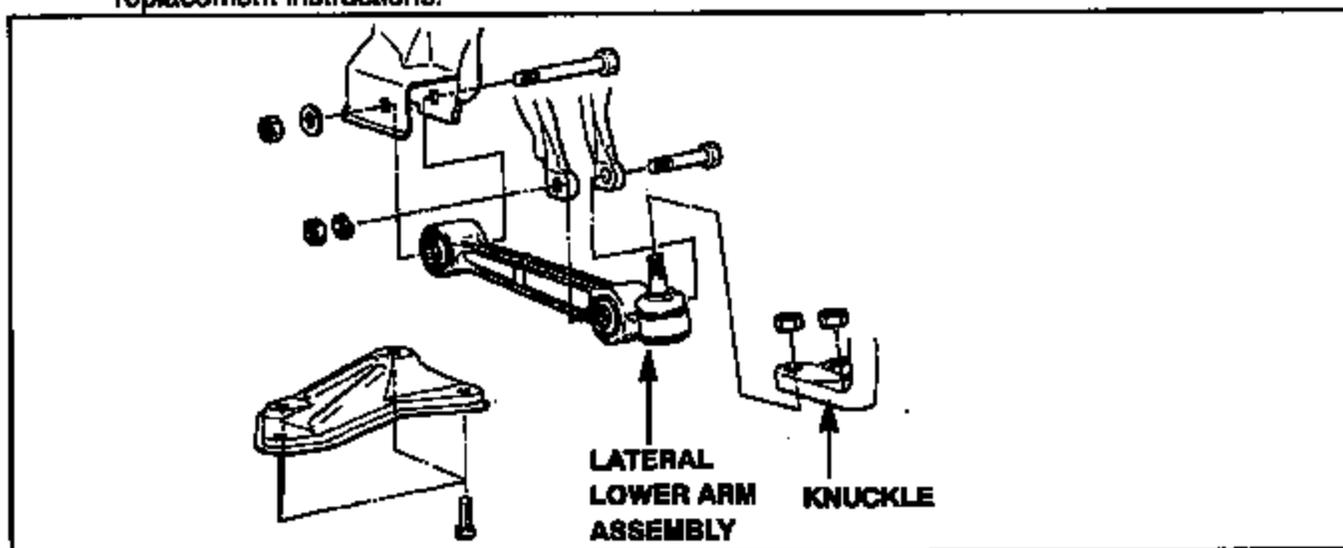
CHECK ON THE WARRANTY SUPERSCREEN to verify that the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

1. Raise the vehicle.

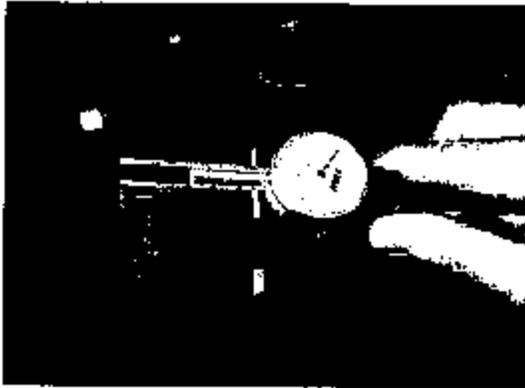
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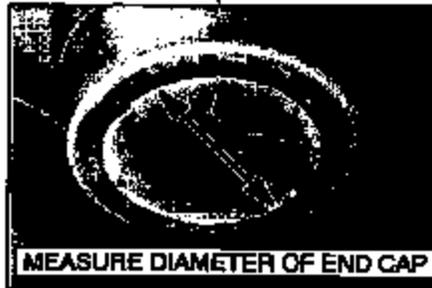
2. Inspect the lateral lower arm ball joint rubber boot on both sides for cracks and damage. Gently push the boot in with your fingers. Do not remove any parts for the inspection. Damage to the boot is evident if any cuts or tearing are observed, if grease comes out when it is pushed in, or if there are any other signs of leakage.
 - a. If the rubber boot is **not** damaged on either side of the vehicle, go to Steps 3 and 4 for ball joint inspection.
 - b. If the rubber boot is damaged, replace the lateral lower arm assembly, using the parts listed in the PARTS INFORMATION section of this bulletin. Go to Step 5 for lateral lower arm replacement instructions.



Continued



3. Measure the lower ball joint end cap diameter as shown. Note this measurement. (The free play specification is different for end caps 28 - 30 mm diameter, than for end caps 32 - 35 mm diameter.)



- a. Lower the vehicle.



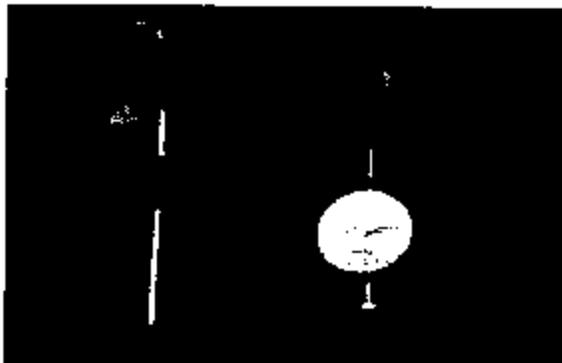
4. Check the ball joint free play as follows. There are different procedures depending upon the type of dial indicator mounting method used.

- a. If using a magnet stand with a dial indicator, insert a brake pedal depressor between the brake pedal and the front seat cushion. Confirm that the brake discs cannot rotate.
- b. Adjust the steering wheel so the wheels are in the straight ahead position.
- c. Remove the ignition key.

- d. Raise the vehicle.

- e. Remove both front tires. Then install two wheel nuts on each hub to secure the brake discs.

- f. Set up a dial indicator in one of the following ways:



Set up a dial indicator with a magnet stand on the rotor. Place the dial indicator plunger in the center bottom of the lower ball joint.

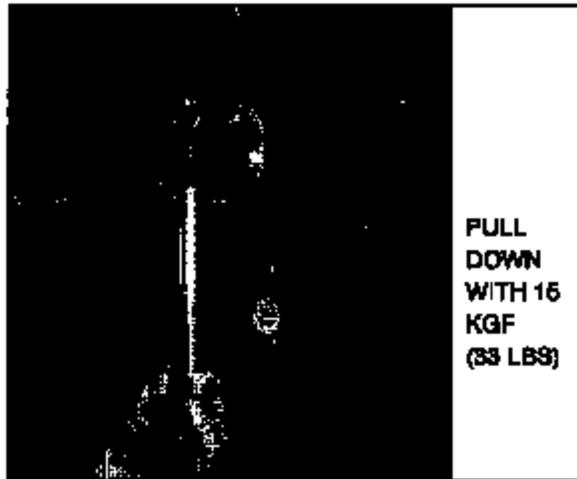
OR



Attach a flexible type dial indicator to the steering arm, using the vise grip.

Continued

- g. Adjust the dial indicator plunger to approximately the center of its travel.



- h. Adjust the vehicle height so that the wheel hub center is even with your shoulder.
- i. Install a wheel nut on the stud that is positioned at 12 o'clock. Using special tool J44372 Pull Gauge, hang the hook of the pull gauge on this stud. Pull down the gauge with 15 Kgf (33 lbs) force. While holding down the gauge with 15 Kgf (33 lbs) force, adjust the dial indicator to zero "0".

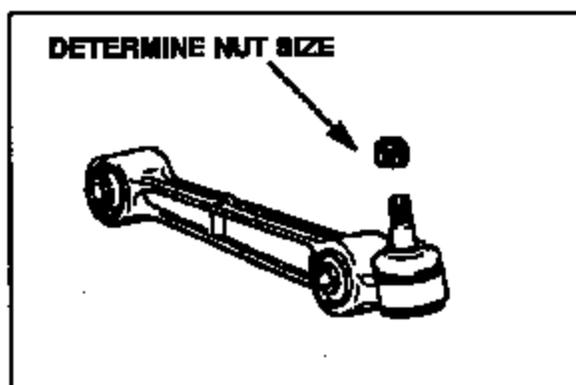


- j. Now hold the pull gauge hook upside down on the same stud. Pull up on the gauge with 15 Kgf (33 lbs). Note the dial indicator reading. This reading is the ball joint free play.

- For 28 - 30 mm diameter end cap ball joints, replace the lower lateral arm assembly if the ball joint free play is greater than 0.5 mm. Go to Step 5.
- For 32 - 35 mm diameter end cap ball joints, replace the lower lateral arm assembly if the ball joint free play is greater than 0.1 mm. Go to Step 5.
- If the ball joint free play is within specification (0.5 mm or less for 28 - 30 mm end cap diameter, 0.1 mm or less for 32 - 35 mm end cap diameter), go to Step 6 for sealant application instructions.

- k. Repeat Steps f. through j. on the other side of the vehicle. Then remove the dial indicator. If used, remove the brake pedal depressor and magnet stand.

5. If the ball joint free play exceeds the specifications in Step 4.j., replace the lower lateral arm assembly. Refer to the appropriate service manual for replacement instructions.



* **NOTE:** On 1994 Galant only, when replacing a lower lateral arm assembly, determine the appropriate replacement part number by determining the size of the nut which fits on the ball joint thread on the original part.

- If the nut size is 19 mm, use replacement part number MR972469 (LH) or MR972470 (RH).
- If the nut size is 22 mm, use replacement part number MR972465 (LH) or MR972466 (RH).

IMPORTANT: Be sure that the replacement part has sealant on the bottom cap of the ball joint. If it does not have sealant, follow the sealant application instructions in Step 6.



Before installation, apply molybdenum chassis grease to the lip area of the ball joint rubber boot.

Do not apply grease to the ball stud. Place a 17 mm deep socket wrench on the stud to prevent grease application to the stud. Use care to prevent removing the sealant from the bottom of the ball joint.

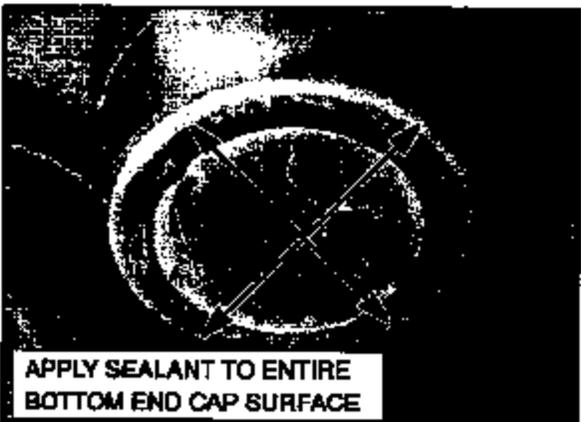
After installation, confirm the toe-in specification is correct. The specification is 0 ± 3 mm (0 ± 0.12 in.). Perform toe-in adjustment as required.

6. If the ball joint free play is within specification, apply sealant to the entire bottom end cap of the ball joint as follows:



- a. Use a dry cloth to remove dirt, oil and moisture from the bottom of the ball joint. Do not use any detergent or solvent. Dry thoroughly with a clean, dry rag.

If the bottom of the ball joint is heavily coated with contaminants, carefully use a wire brush to clean it. Use care to prevent damaging the original coating of sealant.



- b. Use a small natural-hair paintbrush to apply ThreeBond 6151 sealant to the entire bottom area of the ball joint end cap. Be sure that the sealant covers the area between the bottom cap and the case.

⚠ WARNING

ThreeBond 6151 sealant is a flammable material. Refer to the Material Safety Data Sheet on the MMSA Diamond Dealer Link. (Select "Parts", then "Hazardous Materials", then "Request MSDS.") Observe the sealant manufacturer's safety precautions. Wear protective gloves while applying sealant. When disposing of the brush, observe local, state, and Federal regulations.

⚠ WARNING

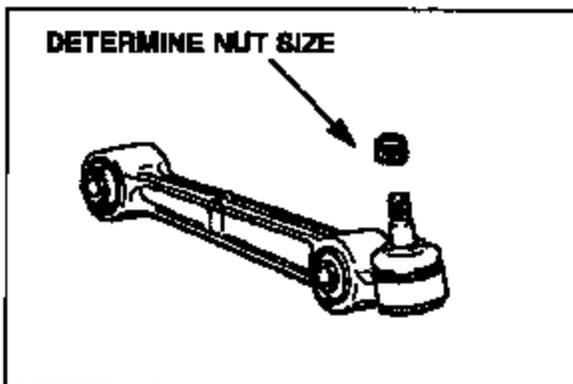
Use care to prevent removing the sealant after application.

Continued

PARTS INFORMATION

An initial supply of lower lateral arm assemblies and sealant will be shipped to each dealer automatically. Orders for additional parts can be placed through the normal parts system.

| Description | Model | Part Number | Bolt Thread |
|------------------------------------------------------------------------|-----------------------------------------------------|-------------|-------------|
| Lower Lateral Arm Assembly - Left | Galants built 3/83 - 2/94 * | MR972469 | 12 mm |
| Lower Lateral Arm Assembly - Right | Galants built 3/83 - 2/94 * | MR972470 | 12 mm |
| Lower Lateral Arm Assembly - Left | Galants built after 3/94; Eclipse/Eclipse Spyder | MR972465 | 14 mm |
| Lower Lateral Arm Assembly - Right | Galants built after 3/94; Eclipse/Eclipse Spyder | MR972466 | 14 mm |
| ThreeBond 6151 Sealant (one can) (One can will supply 25 vehicles.) | All affected vehicles | 6151 | --- |



*** NOTE:** On 1994 Galant only, when replacing a lower lateral arm assembly, determine the appropriate replacement part number by determining the size of the nut which fits on the ball joint thread on the original part.

- If the nut size is 19 mm, use replacement part number MR972469 (LH) or MR972470 (RH).
- If the nut size is 22 mm, use replacement part number MR972465 (LH) or MR972466 (RH).

WARRANTY INFORMATION

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <p>IMPORTANT NOTICE Previous Safety Recall Campaign SR-99-002 is now cancelled. This previous campaign is covered under this new campaign.</p> | <p>Cancelled Campaign Labor Operations: C9902KXX C9903JXX</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|

Claims for this campaign must be entered as Recall type "C" claims on your Advanced Diamond Network System Service Menu. Sample claim screens are shown on the next pages.

Continued

When damage to the boot is observed, or grease comes out when the boot is pushed in, or there are other signs of leakage:

| Procedures Performed (Select ONLY ONE of the following) | Labor Operation | Labor Time (hrs.) | Refer to Claim Sample |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------|--------------------------|
| <ul style="list-style-type: none"> • Replace <u>one</u> lower lateral arm assembly (no free play inspection) and apply sealant if needed. • On the other side, inspect ball joint free play and apply sealant. • Perform toe-in adjustment as needed. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 1.3 | 1 |
| <ul style="list-style-type: none"> • Replace one lower lateral arm assembly (no free play inspection) and apply sealant if needed. • On the other side, inspect ball joint free play, replace lower lateral arm assembly and apply sealant if needed. • Perform toe-in adjustment as needed. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 2.0 | 2 |
| <ul style="list-style-type: none"> • Replace lower lateral arm assemblies on <u>both sides</u> and apply sealant if needed. • Perform toe-in adjustment as needed. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 1.8 | 3 |

-- OR --

When NO damage to the boot is observed, NO grease comes out when the boot is pushed in, and there are NO other signs of leakage:

| Procedures Performed (Select ONLY ONE of the following) | Labor Operation | Labor Time (hrs.) | Refer to Claim Sample |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------|--------------------------|
| <ul style="list-style-type: none"> • On both sides, inspect ball joint free play and apply sealant. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 0.8 | 4 |
| <ul style="list-style-type: none"> • Inspect ball joint free play, replace <u>one</u> lower lateral arm assembly, and apply sealant if needed. • On the other side, inspect ball joint free play and apply sealant. • Perform toe-in adjustment as needed. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 1.5 | 5 |
| <ul style="list-style-type: none"> • Inspect ball joint free play on both sides and replace <u>both</u> lower lateral arm assemblies. Apply sealant if needed. • Perform toe-in adjustment as needed. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 2.2 | 6 |

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

SAMPLE CLAIMS 1, 2 and 3 ARE ONLY FOR VEHICLES WITH 1 OR 2 DAMAGED BALL JOINT BOOTS, OR EVIDENCE OF GREASE LEAKAGE AT THE BOOT(S).

- SAMPLE CLAIM # 1 - REPLACE ONE BALL JOINT AND APPLY SEALANT ON ONE SIDE + INSPECT OTHER SIDE FOR FREE PLAY AND APPLY SEALANT IF NEEDED.**

The screenshot shows a software interface for vehicle repair. At the top, there is a navigation bar with icons for different vehicle components. Below this, there are input fields for vehicle information, including a VIN field containing 'Z0008' and a 'C' label. A '4A OR JA.....' label is positioned above a field containing '17077'. A central text box reads: **TORN BOOT ON ONE SIDE, WITHIN SPECS ON THE OTHER SIDE. APPLY SEALANT IF NEEDED.** To its right, another text box says: *Verify the vehicle is actually involved in this campaign by checking the Superscreens.* Below these, there is a table with two rows: Row A shows '777' in the first column, '1' in the second, and '777' in the third; Row B shows '6151' in the first column, '1' in the second, and '1.50' in the third. To the right of the table, there is a field with 'C???????' and a '1.3' label with an upward arrow. Several callout boxes provide additional instructions: one for 'Lateral Arm Part Number - see chart & RO Qty = 1 Cost = dealer net price for one control arm.'; another for 'If needed: Sealant Part Number = 6151 Qty = 1 Cost = \$1.50'; a third for '4A VINs: Enter C0106KXX' and 'JA VINs: Enter C0107JXX'; and a fourth for 'Enter a qty of 1 x 1.3 hrs. labor x your dealership's warranty labor rate.' The interface also features a 'Total' button and various other control elements at the bottom.

SAMPLE CLAIMS 1, 2 and 3 ARE ONLY FOR VEHICLES WITH 1 OR 2 DAMAGED BALL JOINT BOOTS, OR EVIDENCE OF GREASE LEAKAGE AT THE BOOT(S).

- **SAMPLE CLAIM # 2 - REPLACE ONE BALL JOINT DUE TO A TORN BOOT, REPLACE THE OTHER SIDE AFTER FREE PLAY INSPECTION SHOWS IT TO BE OUT OF SPEC. APPLY SEALANT AS NEEDED.**

2008 C

4A OR JA..... 17077

REPLACE ONE BALL JOINT DUE TO A TORN BOOT, REPLACE THE OTHER SIDE AFTER INSPECTION SHOWS IT TO BE OUT OF SPEC. APPLY SEALANT AS NEEDED.

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

| | | | |
|---|-------------|---|------|
| A | 777 (right) | 1 | 777 |
| B | 777 (left) | 1 | 777 |
| C | 6151 | 1 | 1.50 |

CR777777 1 2.0

**Lateral Arms Part Number = see chart & RO
Qty = 1 per side
Cost = dealer net price for one central arm.**

**If needed: Sealant Part Number = 6151
Qty = 1 Cost = \$1.50**

**4A VINs:
Enter C0106KXX**

**JA VINs:
Enter C0107JXX**

Enter a qty of 1 x 2.0 hrs. labor x your dealership's warranty labor rate.

SAMPLE CLAIMS 1, 2 and 3 ARE ONLY FOR VEHICLES WITH 1 OR 2 DAMAGED BALL JOINT BOOTS, OR EVIDENCE OF GREASE LEAKAGE AT THE BOOT(S).

SAMPLE CLAIM # 3 - REPLACE BOTH BALL JOINTS DUE TO TORN BOOTS. NO FREE PLAY INSPECTION NEEDED. APPLY SEALANT AS NEEDED.

REPLACE BOTH SIDES DUE TO TORN BOOTS. APPLY SEALANT AS NEEDED. NO MEASUREMENTS TAKEN.

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

| | | | | |
|---|------|---------|---|------|
| A | ??? | (left) | 1 | ??? |
| B | ??? | (right) | 1 | ??? |
| C | 6151 | | 1 | 1.50 |

4A VINs:
 Enter C01060XX

JA VINs:
 Enter C0107JXX

Enter a qty of 1 x 1.8 hrs. labor x your dealership's warranty labor rate.

Lateral Arm Part Number = see chart & RO
 Qty = 1 per side
 Cost = dealer net price for two control arms.

If needed: Sealant Part Number = 6151
 Qty = 1 Cost = \$1.50

SAMPLE CLAIMS 4, 5 and 6 ARE ONLY FOR VEHICLES WITHOUT ANY DAMAGED BALL JOINT BOOTS, AND NO EVIDENCE OF GREASE LEAKAGE AT THE BOOTS.

- **SAMPLE CLAIM # 4 - BOOTS NOT TORN. INSPECT BALL JOINT FREE PLAY AND APPLY SEALANT - REPLACEMENT OF THE BALL JOINT(S) WERE NOT NEEDED.**

2008 C

4A OR JA

INSPECTION AND APPLICATION OF SEALANT IF NEEDED - NO BALL JOINT REPLACEMENT(S) NEEDED

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

| | | | |
|---|------|---|------|
| A | 6151 | 1 | 1.50 |
|---|------|---|------|

4A VINs:
Enter C0106KXX

JA VINs:
Enter C0107JXX

Enter a qty of 1 x 0.8 hrs. labor x your dealership's warranty labor rate.

SAMPLE CLAIMS 4, 5 and 6 ARE ONLY FOR VEHICLES WITHOUT ANY DAMAGED BALL JOINT BOOTS, AND NO EVIDENCE OF GREASE LEAKAGE AT THE BOOTS.

- SAMPLE CLAIM # 5 - INSPECT BALL JOINT FREE PLAY - AND REPLACE ONE LOWER LATERAL CONTROL ARM AND APPLY SEALANT IF NEEDED.**

INSPECTION AND REPLACEMENT OF JUST ONE LATERAL CONTROL ARM ASSEMBLY AND APPLY SEALANT IF NEEDED

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

| | | | |
|---|------|---|------|
| A | 777 | 1 | 777 |
| B | 6151 | 1 | 1.50 |

Lateral Arm Part Number = see chart & RO
Qty = 1
Cost = dealer net price for one control arm.

If needed: Sealant Part Number = 6151
Qty = 1
Cost = \$1.50

4A VIN:
Enter C0106KXX

JA VIN:
Enter C0107JXX

Enter a qty of 1 x 1.5 hrs. labor x your dealership's warranty labor rate.

SAMPLE CLAIMS 4, 5 and 6 ARE ONLY FOR VEHICLES WITHOUT ANY DAMAGED BALL JOINT BOOTS, AND NO EVIDENCE OF GREASE LEAKAGE AT THE BOOTS.

- **SAMPLE CLAIM # 6 - INSPECT BALL JOINT FREE PLAY - AND REPLACE BOTH LOWER LATERAL CONTROL ARMS AND APPLY SEALANT IF NEEDED.**

Vehicle Shop Parts ?

Claim Number: 20008 C
 Year: 17077
 VIN: 4A OR JA.....

INSPECTION AND REPLACEMENT OF TWO LATERAL CONTROL ARM ASSEMBLIES AND APPLY SEALANT IF NEEDED

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

| Part Number | Qty | Unit Cost | Location | DD | Est Hours | Amount | Notes |
|---------------|-----|-----------|-----------|----|-----------|--------|-------|
| A ??? (left) | 1 | ??? | C???????? | 1 | 2.2 | | |
| B ??? (right) | 1 | ??? | | | | | |
| C 6151 | 1 | 1.50 | | | | | |

Lateral Arms Part Number = see chart & RO
 Qty = 1 per side
 Cost = dealer net price for each control arm
 If needed: Sealant Part Number = 6151
 Qty = 1 Cost = \$1.50

4A VINs:
 Enter C0106KXX
 JA VINs:
 Enter C0107JXX

Enter a qty of 1 x 2.2 hrs. labor x your dealership's warranty labor rate.

Total Lines: 1 Total Parts:

Pg 1 of 1 Pg 1 of 1 PE 00



AFFECTED VEHICLES
MODELS: 1994-1998 Galant
1995-1998 Eclipse
1998-1999 Eclipse Spyder

Date: January, 2004

RE: **IMPORTANT SAFETY RECALL RENOTIFICATION: SR-04-001 (previously SR-01-007)**

Dear Mitsubishi Owner,

This notice is a follow-up to a prior recall notification sent in April, 2001. Our records indicate that your vehicle has not been repaired for this defect. 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 which relates to vehicle safety exists in certain 1994-1998 Galant, 1995-1998 Eclipse, and 1998-1999 Eclipse Spyder vehicles. The lower lateral arm ball joints may be damaged or prematurely wear as a result of water intrusion. This leakage could possibly come from a door trim boot or from leakage at other areas of the ball joint. Should there be any ball joint, extraordinary wear could occur. In the worst case, the ball joint could separate from the steering knuckle. This could result in loss of steering control and cause a crash.

What Your Dealer Will Do: The dealer will inspect for leakage and measure the clearance in the lower lateral arm ball joints. Determine whether replacement of one or both of them are necessary. A special seal will be installed to the ball joint to prevent any future leakage into the ball joint.

What You Should Do: Please contact your Authorized Mitsubishi Motors Dealer immediately to schedule an appointment for a dealer to inspect and possibly replace the lower control arm assemblies. There will be no charge for this service.

How Long Will It Take? The inspection will require approximately 20 minutes to complete. If required, repairs will take up to two hours to complete, but may take longer, depending upon your dealer's schedule.

If you have any trouble getting your vehicle repaired promptly and at no charge, please inform us by calling:
Mitsubishi Customer Relations Department (888) MITSU-3004 (888-648-7820)
Hours: Monday - Saturday 7 a.m. to 10 p.m. (Central Standard Time)

If after contacting Mitsubishi Customer Relations, 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.

Notice to Lesors: 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 vehicle identification number (VIN) of the subject vehicle.

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

Sincerely,

Chuck Halper
Director, Service and Product Support

SR-04-001
C0108100X (Galant built in Japan)
C0107100X (U.S.-built Galant/Eclipse/Eclipse Spyder)

Thank you for your understanding and your prompt attention to this matter. We want you to feel secure about owning a Mitsubishi and we're committed to maintaining your safety and your trust.

Sincerely,

Greg Biall
Director, Customer Relations

P.S.— Once again, if you have any questions or concerns regarding the next steps, please call your local retailer or the Mitsubishi Customer Relations Department at 888-487-4208.

Notice to Lessee: If you are a lessee of a motor vehicle, upon receipt of this letter, you have an obligation under federal law, (49 CFR Part 577), to provide the lessor with a copy of this letter by first class mail within ten days of receipt. Further, your response should include the name of the lessor to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the vehicle.

SR-01-007
CD109000 (Galante built in Japan)
CD106100 (L200 built in Japan)



TECHNICAL INFORMATION

| | | | |
|----------------------------------------------------------------------------|-----------------------------------------------------|--------------------------------------------------------|------------------------------------------------|
| SUBJECT: | | No: SR-04-001 | |
| <p align="center">LOWER BALL JOINT — SAFETY RECALL CAMPAIGN</p> | | DATE: January, 2004 | |
| | | MODEL: See below | |
| 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 type="checkbox"/> SALES MANAGER |

This bulletin supercedes SR-01-007, issued March, 2001, for revised ball joint inspection procedures.

PURPOSE

Owners of vehicles involved in the recall announced in SR-01-007 who have not yet had their vehicle inspected are being renotified. Mitsubishi Motors North America, Inc. (MMNA) is voluntarily recalling affected vehicles for possible premature wear to the lower lateral arm ball joint assembly as a result of moisture intrusion. The lower lateral arm ball joint may have other areas of leakage beyond a cut or torn boot. Such moisture intrusion could result in excessive ball joint clearances that could eventually result in ball joint separation.

This bulletin contains revised inspection procedures that must be performed in order to determine whether the lower lateral arm assembly requires replacement.

Replace the lower lateral arm assembly if:

- the boot is damaged
- evidence of grease leakage is found, or
- the ball joint free play is excessive, as determined by the revised inspection method

If inspection does not reveal any boot damage, grease leakage, or excessive ball joint free play, sealant must be applied to the ball joint bottom surface on both sides of the vehicle. This bulletin also contains sealant application instructions.

AFFECTED VEHICLES

1994-1998 Galant, 1995-1999 Eclipse, and 1996-1999 Eclipse Spyder models

IMPORTANT

Affected new or used inventory vehicles must be inspected/repared before the vehicle is sold. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is an affected VIN for this recall campaign.

CUSTOMER NOTIFICATION

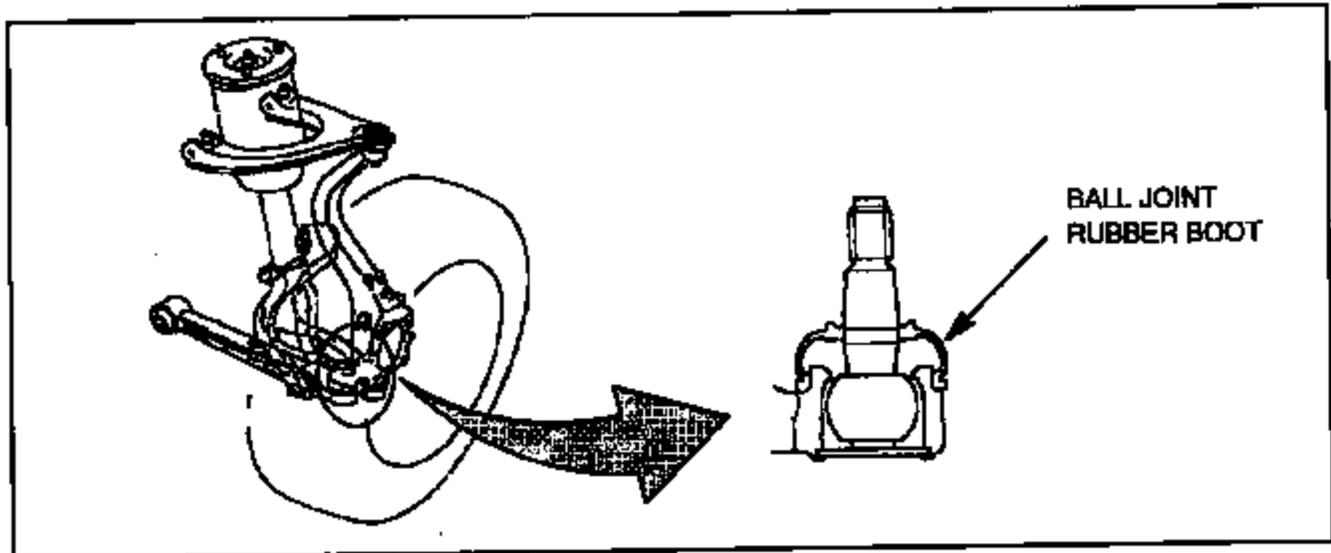
A renotification letter will be sent to owners of affected vehicles who have not yet had their vehicle inspected, telling them to bring their vehicle to their Mitsubishi Motors dealer to have the lower ball joint inspected. A copy of the customer renotification letter appears later in this bulletin. Due to the large number of vehicles involved in this renotification, the customer renotification letters will be mailed monthly over a five-month period, from February to June 2004. If a customer brings in their vehicle for this inspection before they receive the renotification letter, inspect the vehicle as soon as possible. Do not wait for their renotification letter.

| | | |
|-------------|------------------------------------------------------------------|--------|
| FILE UNDER: | Safety Recall Bulletins in the Dealer Service Information Binder | (2003) |
|-------------|------------------------------------------------------------------|--------|

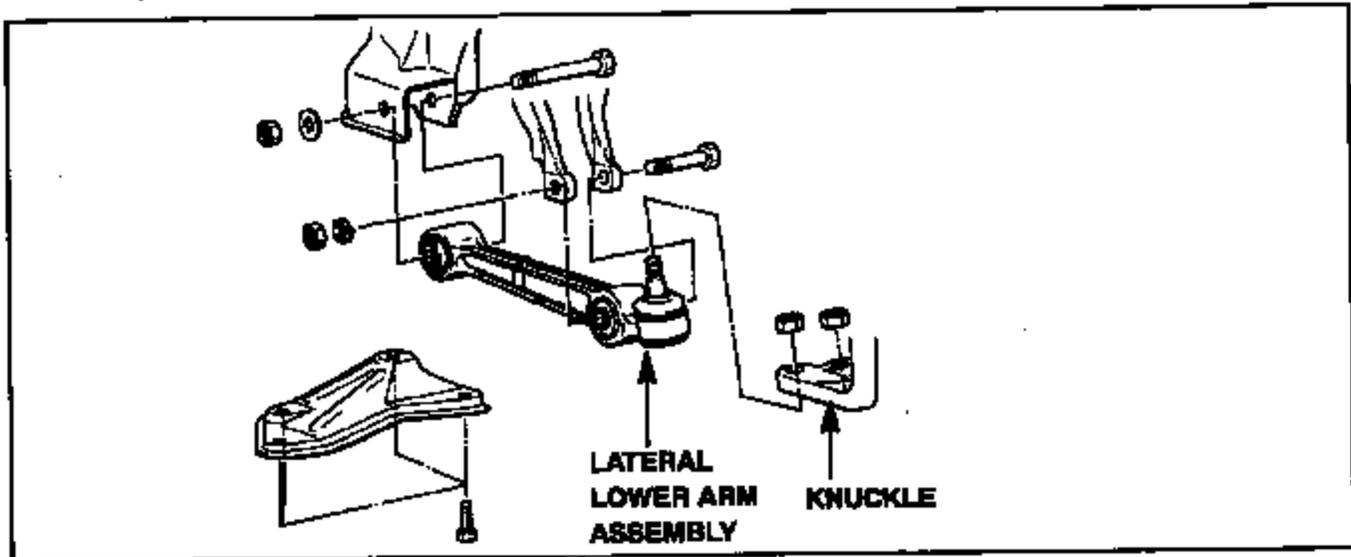
REQUIRED OPERATIONS

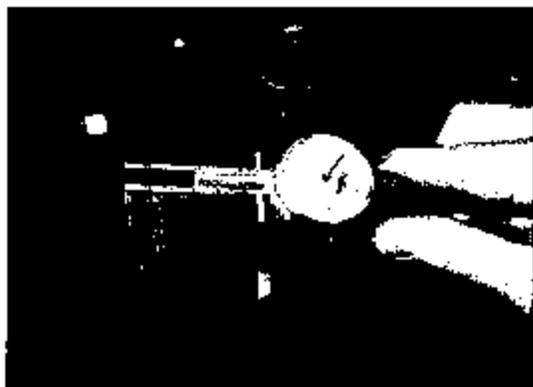
CHECK ON THE WARRANTY SUPERSCREEN to verify that the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

1. Raise the vehicle.



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, if grease comes out when it is pushed in, or if there are any other signs of leakage.
 - a. If the rubber boot is **not** damaged on either side of the vehicle, go to Step 4 for ball joint free play inspection.
 - b. If the rubber boot is damaged, replace the lateral lower arm assembly, using the parts listed in the PARTS INFORMATION section of this bulletin. Go to Step 5 for lateral lower arm replacement instructions.





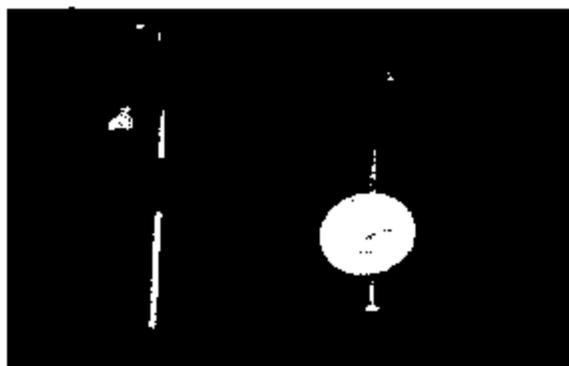
3. Measure the lower ball joint end cap diameter as shown. Note this measurement. (The free play specification is different for end caps 28 - 30 mm diameter, than for end caps 32 - 35 mm diameter.)



- a. Lower the vehicle.

4. Check the ball joint free play as follows:

- a. Adjust the steering wheel so the wheels are in the straight ahead position.
- b. Remove the ignition key.
- c. Raise the vehicle.
- d. Remove both front tires. Then install two wheel nuts on each hub to secure the brake discs.
- e. Set up a dial indicator in one of the following ways:



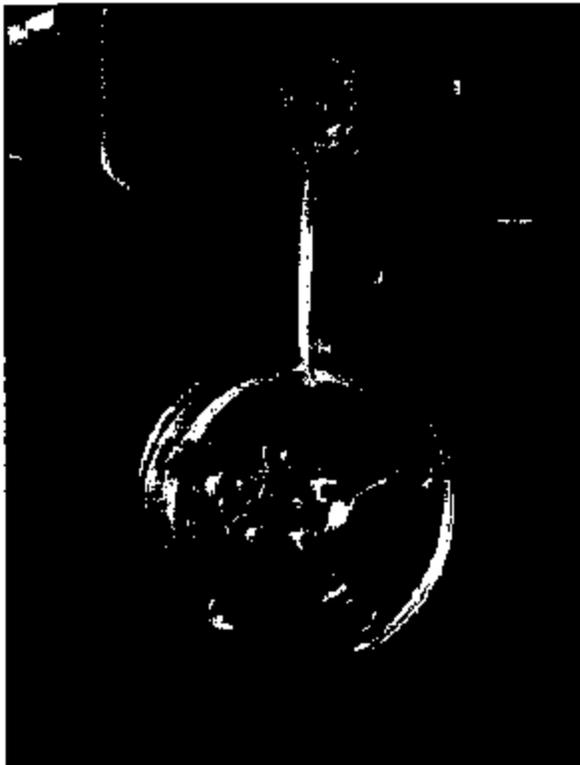
Set up a dial indicator with a magnet stand on the rotor. Place the dial indicator plunger in the center bottom of the lower ball joint.

OR

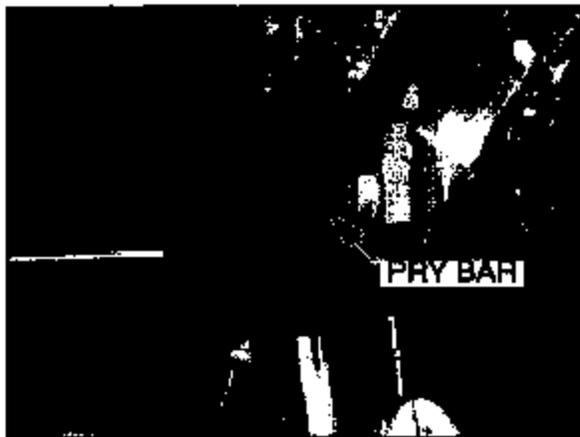


Attach a flexible type dial indicator to the steering arm, using the vise grip.

- f. Adjust the dial indicator plunger to approximately the center of its travel.
- g. Adjust the vehicle height so that the wheel hub center is even with your shoulder.



- h. Use a rope to suspend one of the vehicle's tires from the rotor as shown. The weight of the tire will bottom out the ball joint.



- i. Place the tip of an approximately 10" long (270 mm) pry bar to the flat side of the knuckle between the lateral lower arm and the compression lower arm.

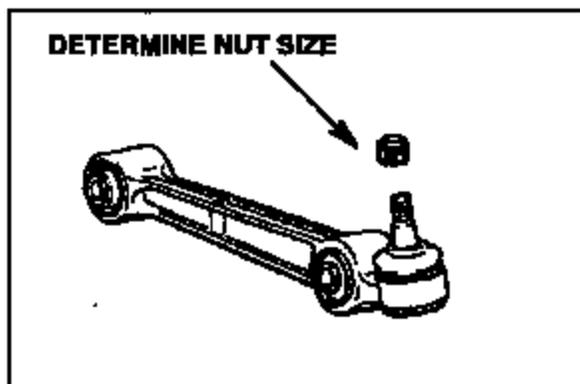
Using the shock absorber fixing bolt as a pivot, apply 44 lbs. (20 kg) of force downward on the pry bar. Note any dial indicator movement. Then release the force on the pry bar and note any dial indicator movement. Record the dial indicator reading for the warranty claim.

⚠ WARNING

Use care to prevent personal injury.
Do not damage the boot with the pry bar.

- For 28 - 30 mm diameter end cap ball joints, replace the lower lateral arm assembly if the ball joint free play is greater than 0.5 mm (0.0197 in.). Go to Step 5.
 - For 32 - 35 mm diameter end cap ball joints, replace the lower lateral arm assembly if the ball joint free play is greater than 0.1 mm (0.0039 in.). Go to Step 5.
 - If the ball joint free play is within specification (0.5 mm or less for 28 - 30 mm end cap diameter; 0.1 mm or less for 32 - 35 mm end cap diameter), go to Step 6 for sealant application instructions.
- j. Repeat Steps e. through i. on the other side of the vehicle. Then remove the dial indicator.

5. If the ball joint free play exceeds the specifications in Step 4.j., replace the lower lateral arm assembly. Refer to the appropriate service manual for replacement instructions.



*** NOTE:** On 1994 Galant only, when replacing a lower lateral arm assembly, determine the appropriate replacement part number by determining the size of the nut which fits on the ball joint thread on the original part.

- If the nut size is 19 mm, use replacement part number MR972469 (LH) or MR972470 (RH).
- If the nut size is 22 mm, use replacement part number MR972465 (LH) or MR972466 (RH).

IMPORTANT: Be sure that the replacement part has sealant on the bottom cap of the ball joint. If it does not have sealant, follow the sealant application instructions in Step 6.



Before installation, apply molybdenum chassis grease to the lip area of the ball joint rubber boot.

Do not apply grease to the ball stud. Place a 17 mm deep socket wrench on the stud to prevent grease application to the stud. Use care to prevent removing the sealant from the bottom of the ball joint.

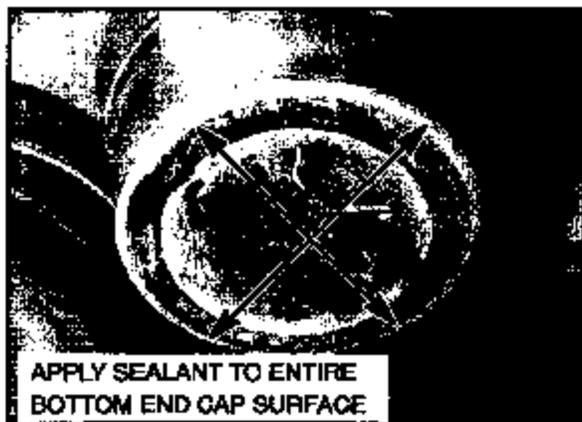
After installation, confirm the toe-in specification is correct. The specification is 0 ± 3 mm (0 ± 0.12 in.). Perform toe-in adjustment as required.

6. If the ball joint free play is within specification, apply sealant to the entire bottom end cap of the ball joint as follows:



- a. Use a dry cloth to remove dirt, oil and moisture from the bottom of the ball joint. Do not use any detergent or solvent. Dry thoroughly with a clean, dry rag.

If the bottom of the ball joint is heavily coated with contaminants, carefully use a wire brush to clean it. Use care to prevent damaging the original coating of sealant.



- b. Use a small natural-hair paintbrush to apply ThreeBond 6151 sealant to the entire bottom area of the ball joint end cap. Be sure that the sealant covers the area between the bottom cap and the case.

⚠ WARNING

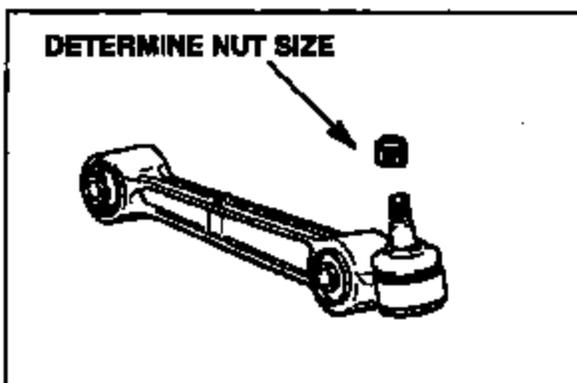
ThreeBond 6151 sealant is a flammable material. Refer to the Material Safety Data Sheet on the MMSA Diamond Dealer Link. (Select "Parts", then "Hazardous Materials", then "Request MSDS.") Observe the sealant manufacturer's safety precautions. Wear protective gloves while applying sealant. When disposing of the brush, observe local, state, and Federal regulations.

⚠ WARNING

Use care to prevent removing the sealant after application.

PARTS INFORMATION

| Description | Model | Part Number | Bolt Thread |
|------------------------------------------------------------------------|-----------------------------------------------------|-------------|-------------|
| Lower Lateral Arm Assembly - Left | Galants built 3/93 - 2/94 * | MR972469 | 12 mm |
| Lower Lateral Arm Assembly - Right | Galants built 3/93 - 2/94 * | MR972470 | 12 mm |
| Lower Lateral Arm Assembly - Left | Galants built after 3/94; Eclipse/Eclipse Spyder | MR972465 | 14 mm |
| Lower Lateral Arm Assembly - Right | Galants built after 3/94; Eclipse/Eclipse Spyder | MR972466 | 14 mm |
| ThreeBond 6151 Sealant (one can) (One can will supply 25 vehicles.) | All affected vehicles | 6151 | --- |



* **NOTE:** On 1994 Galant only, when replacing a lower lateral arm assembly, determine the appropriate replacement part number by determining the size of the nut which fits on the ball joint thread on the original part.

- If the nut size is 19 mm, use replacement part number MR972469 (LH) or MR972470 (RH).
- If the nut size is 22 mm, use replacement part number MR972465 (LH) or MR972466 (RH).

WARRANTY INFORMATION

Claims for this campaign must be entered as Recall type "C" claims. Check the repair process(es) performed. You may only claim the repairs actually made associated with the specific vehicle condition found. Sample claim screens are shown on the next pages.

Replaced Parts Retention Time - For this recall, replaced lower control arms may be scrapped two days after the recall claim is paid unless a related parts return request is received.

When damage to the boot is observed, or grease comes out when the boot is pushed in, or there are other signs of leakage:

| Procedures Performed (Select ONLY ONE of the following) | Labor Operation | Labor Time (hrs.) | Refer to Claim Sample |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------|--------------------------|
| <ul style="list-style-type: none"> • Replace <u>one</u> lower lateral arm assembly (no free play inspection) and apply sealant if needed. • On the <u>other</u> side, inspect ball joint free play and apply sealant. • Perform toe-in adjustment as needed. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 1.3 | 1 |
| <ul style="list-style-type: none"> • Replace one lower lateral arm assembly (no free play inspection) and apply sealant if needed. • On the other side, inspect ball joint free play, replace lower lateral arm assembly and apply sealant if needed. • Perform toe-in adjustment as needed. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 2.0 | 2 |
| <ul style="list-style-type: none"> • Replace lower lateral arm assemblies on <u>both sides</u> and apply sealant if needed. • Perform toe-in adjustment as needed. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 1.8 | 3 |

-- OR --

When NO damage to the boot is observed, NO grease comes out when the boot is pushed in, and there are NO other signs of leakage:

| Procedures Performed (Select ONLY ONE of the following) | Labor Operation | Labor Time (hrs.) | Refer to Claim Sample |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------|--------------------------|
| <ul style="list-style-type: none"> • On both sides, inspect ball joint free play and apply sealant. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 0.8 | 4 |
| <ul style="list-style-type: none"> • Inspect ball joint free play, replace <u>one</u> lower lateral arm assembly, and apply sealant if needed. • On the other side, inspect ball joint free play and apply sealant. • Perform toe-in adjustment as needed. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 1.5 | 5 |
| <ul style="list-style-type: none"> • Inspect ball joint free play on both sides and replace <u>both</u> lower lateral arm assemblies. Apply sealant if needed. • Perform toe-in adjustment as needed. | VINs starting with 4A = C0106KXX VINs starting with JA = C0107JXX | 2.2 | 6 |

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

WEB BASED CLAIM SYSTEM – RECALL CLAIM SCREENS

Header Section

MITSUBISHI DEALER LINK

Enter in the first 6 characters of the campaign labor operation

Campaign Information

| | | | | | | | |
|------------------------|----------------------------------------------|------------------------------------|--------|--------------------------|-----|--------------------|--------------------------|
| Campaign Operation No. | C0106KXX for 4A VINs C0107JXX for JA VINs | Only VINs that start with 4A or JA | As | <input type="checkbox"/> | TSE | | |
| Miles/Km | | Repair Order No. | C12345 | | | | |
| VIN | 4A..... | Repair Date | | Repair Date | OK | | |
| Service Technician | Emp No | Service Advisor | Emp No | | | | |
| Spec Value * | | | | | | Duplicate Recall * | <input type="checkbox"/> |

Dealer: 99920 Re
Claim No: A

Important: You MUST enter one of the following in the SPEC VALUE FIELD for each side:

- 1) The readings from the dial indicator for both right and left sides
Cite the right side reading then the left. RS=?? mm and LS = ?? mm.
or
- 2) A description of the damage if the ball joint is leaking and / or torn
(i.e. RS = Torn or LS = Leaking). You may need to enter a reading for one side and damage description for the other.

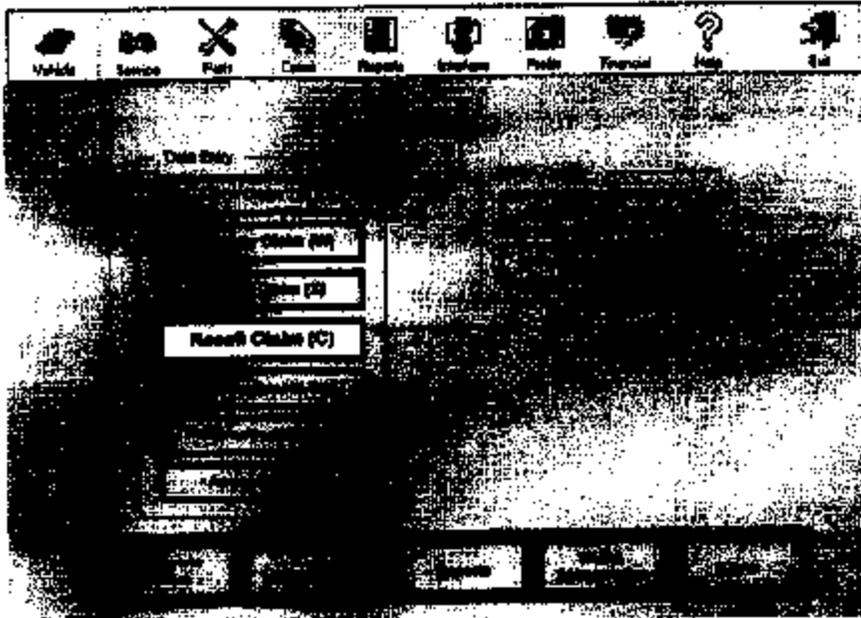
Possible Scenarios:

| Scenario | One Side | | One Side | | Allowed Parts (See TSB) | | Labor |
|----------|-----------|-----------------|-------------|-----------------|-------------------------|------------------|----------|
| | Operation | Reason | Operation | Reason | Lower Control Arm | Sealant | |
| 1 | Replace | tom boot | Recess | OK freeplay | (1) ball joint part # | "6151" if needed | 1.3 hrs. |
| 2 | Replace | tom boot | Replace | excess freeplay | (2) ball joint part #s | "6151" if needed | 2.0 hrs. |
| 3 | Replace | tom boot | Replace | tom boot | (2) ball joint part #s | "6151" if needed | 1.8 hrs. |
| 4 | Recess | OK freeplay | Recess | OK freeplay | (1) ball joint part #s | "6151" if needed | .8 hrs. |
| 5 | Replace | excess freeplay | OK freeplay | OK freeplay | (1) ball joint part # | "6151" if needed | 1.5 hrs |
| 6 | Replace | excess freeplay | Replace | excess freeplay | (2) ball joint part #s | "6151" if needed | 2.2 hrs |

CAMPAIGN CLAIM SAMPLE - BALL JOINT CAMPAIGN LABOR OPERATION

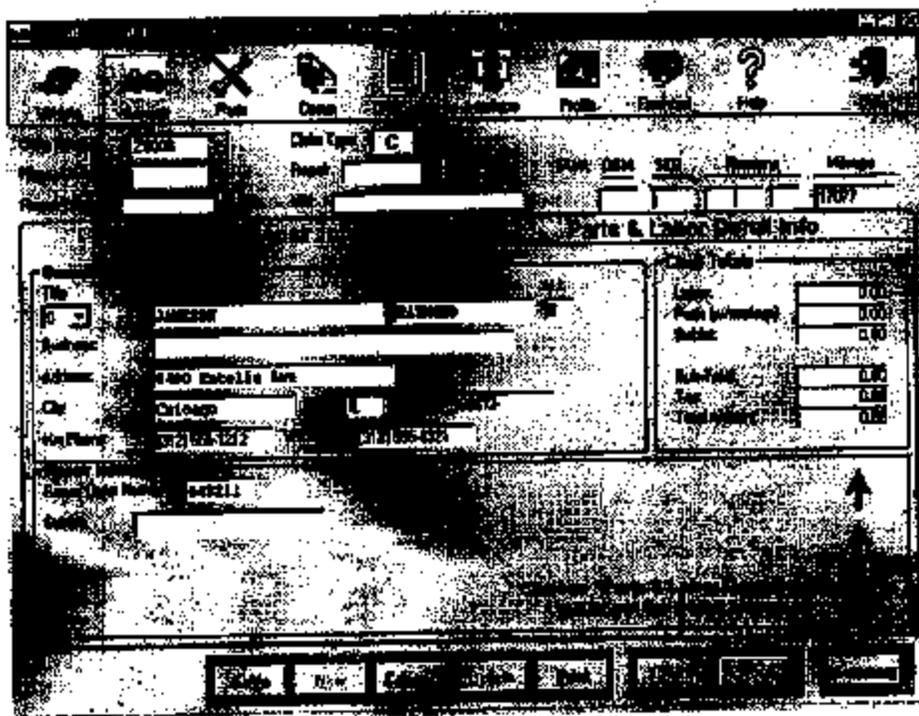
ADVANCED DIAMOND NET SCREENS FOR RECALL CLAIMS

SERVICE MENU - SELECT RECALL CLAIM (C)



ENTER THIS CLAIM AS
RECALL CLAIM TYPE 'C'
ONLY.

RECALL CAMPAIGN CUSTOMER / REPAIR INFO SCREEN



FILL IN ALL OF THE REQUIRED
OWNER INFORMATION ITEMS
INCLUDING PHONE NUMBER.

*Be sure the vehicle is actually
involved in this campaign.
Check the Superscreen to be
sure.*

SAMPLE CLAIMS 1, 2 and 3 ARE ONLY FOR VEHICLES WITH 1 OR 3 DAMAGED BALL JOINT BOOTS, OR EVIDENCE OF GREASE LEAKAGE AT THE BOOT(S).

- SAMPLE CLAIM # 1 - REPLACE ONE BALL JOINT AND APPLY SEALANT ON ONE SIDE + INSPECT OTHER SIDE FOR FREE PLAY AND APPLY SEALANT IF NEEDED.**

The screenshot shows a software interface for vehicle repair. At the top, there is a navigation bar with icons for home, car, tools, and help. Below this, there are input fields for year (2006), make (C), and model (4A OR JA). A table lists parts with columns for Part No., Qty., and Price. A callout box explains the part numbers and costs. Another callout box provides VIN information for 4A and JA models. A third callout box specifies the quantity and labor rate for the warranty. A fourth callout box provides instructions on how to verify the vehicle's involvement in the campaign.

TO RN BOOT ON ONE SIDE, WITHIN SPECS ON THE OTHER SIDE. APPLY SEALANT IF NEEDED.

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

| Part No. | Qty. | Price |
|----------|------|-------|
| A 7?? | 1 | ??? |
| B 6151 | 1 | 1.50 |

Lateral Arm Part Number = see chart & RO
 Qty = 1
 Cost = dealer net price for one control arm.

If needed: Sealant Part Number = 6151
 Qty = 1 Cost = \$1.50

4A VINs:
 Enter C0106KXX

JA VINs:
 Enter C0107JXX

Enter a qty of 1 x 1.3 hrs. labor x your dealership's warranty labor rate.

SAMPLE CLAIMS 1, 2 and 3 ARE ONLY FOR VEHICLES WITH 1 OR 2 DAMAGED BALL JOINT BOOTS, OR EVIDENCE OF GREASE LEAKAGE AT THE BOOT(S).

- **SAMPLE CLAIM # 2 - REPLACE ONE BALL JOINT DUE TO A TORN BOOT, REPLACE THE OTHER SIDE AFTER FREE PLAY INSPECTION SHOWS IT TO BE OUT OF SPEC. APPLY SEALANT AS NEEDED.**

The screenshot shows a software interface for vehicle repair. At the top, there are icons for different vehicle components. Below the icons, there are input fields for Year (2008), Make (C), and VIN (4A0RJA.....). A callout box on the left contains the text: "REPLACE ONE BALL JOINT DUE TO A TORN BOOT, REPLACE THE OTHER SIDE AFTER INSPECTION SHOWS IT TO BE OUT OF SPEC. APPLY SEALANT AS NEEDED." A callout box on the right says: "Verify the vehicle is actually involved in this campaign by checking the Super Screens." Below the VIN field, there is a table with columns for Part Number, RO, and Cost. The table contains three rows: A ??? (right) with Qty 1 and Cost ???; B ??? (left) with Qty 1 and Cost ???; and C 6151 with Qty 1 and Cost 1.50. To the right of the table, there are input fields for C????????, 1, and 2.0. Below the table, there are two callout boxes: one for "4A VINs: Enter C0106KXX" and "JA VINs: Enter C0107JXX", and another for "Enter a qty of 1 x 2.0 hrs. labor x your dealership's warranty labor rate." At the bottom left, there is a callout box for "Lateral Arm Part Number - see chart & RO Qty = 1 per side Cost = dealer net price for one control arm. If needed: Sealant Part Number = 6151 Qty = 1 Cost = \$1.50".

| Part Number | RO | Cost |
|---------------|----|------|
| A ??? (right) | 1 | ??? |
| B ??? (left) | 1 | ??? |
| C 6151 | 1 | 1.50 |

Lateral Arm Part Number - see chart & RO
Qty = 1 per side
Cost = dealer net price for one control arm.

If needed: Sealant Part Number = 6151
Qty = 1 Cost = \$1.50

4A VINs:
Enter C0106KXX

JA VINs:
Enter C0107JXX

Enter a qty of 1 x 2.0 hrs. labor x your dealership's warranty labor rate.

SAMPLE CLAIMS 1, 2 and 3 ARE ONLY FOR VEHICLES WITH 1 OR 2 DAMAGED BALL JOINT BOOTS, OR EVIDENCE OF GREASE LEAKAGE AT THE BOOT(S).

SAMPLE CLAIM # 3 - REPLACE BOTH BALL JOINTS DUE TO TORN BOOTS. NO FREE PLAY INSPECTION NEEDED. APPLY SEALANT AS NEEDED.

Local Area Network - Alameda County - 1/1/2008 12:00:00 PM

Vehicle Status Parts Logs Repair Orders Reports Finance Finance ?

Year: 2008 Make: C

Report: Report: PMA: 854 854 Finance: Finance: 17077

4A OR JA.....

Replace Part In Parts & Labor Detail Info

REPLACE BOTH SIDES DUE TO TORN BOOTS. APPLY SEALANT AS NEEDED. NO MEASUREMENTS TAKEN.

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

| Item | Part Number | Qty | Unit Cost | Location | Ab | Ho | Amount | Del |
|------|-------------|-----|-----------|-----------|----|-----|--------|-----|
| A | 777 (left) | 1 | 777 | C77777777 | 1 | 1.8 | | |
| B | 777 (right) | 1 | 777 | | | | | |
| C | 6151 | 1 | 1.50 | | | | | |

Lateral Arm Part Number - see chart & RO
Qty = 1 per side
Cost = dealer net price for two control arms.

If needed: Sealant Part Number = 6151
Qty = 1 Cost = \$1.50

4A VINs:
Enter C0106KXX

JA VINs:
Enter C0107JXX

Enter a qty of 1 x 1.8 hrs. labor x your dealership's warranty labor rate.

Database: 1 Signature: Date: User: Password: 17077

Print Pg 1 of 1 Print Pg 1 of 1 Print Pg 1 of 1 Print Pg 1 of 1

Save Print Cancel Done Exit Ready Send Done

SAMPLE CLAIMS 4, 5 and 6 ARE ONLY FOR VEHICLES WITHOUT ANY DAMAGED BALL JOINT BOOTS, AND NO EVIDENCE OF GREASE LEAKAGE AT THE BOOTS.

- **SAMPLE CLAIM # 4 - BOOTS NOT TORN. INSPECT BALL JOINT FREE PLAY AND APPLY SEALANT - REPLACEMENT OF THE BALL JOINT(S) WERE NOT NEEDED.**

The screenshot shows a software interface for a vehicle repair claim. At the top, there are several icons representing different vehicle components. Below the icons, there are input fields for 'Claim Number' (21000), 'Claim Type' (C), 'Repair Code' (4A OR JA), and 'Mileage' (17077). A central text box reads: **INSPECTION AND APPLICATION OF SEALANT IF NEEDED - NO BALL JOINT REPLACEMENT(S) NEEDED**. To the right of this box, a note says: *Verify the vehicle is actually involved in this campaign by checking the Superscreen.*

Below the main text box, there is a table with columns for 'Part Number', 'Qty', and 'Cost'. The first row contains the data: A 6151, 1, 1.50. To the right of the table, there are input fields for 'Part Number' (C11111111), 'Qty' (1), and 'Cost' (0.8). Below the table, there are three separate text boxes providing instructions:

- If needed:**
Sealant Part Number = 6151
Qty = 1
Cost = \$1.50 (per vehicle use)
- 4A VINs:**
Enter C0106KXX
- JA VINs:**
Enter C0107JXX
- Enter a qty of 1 x 0.8 hrs. labor x your dealership's warranty labor rate.

At the bottom of the screen, there are several buttons for navigation, including 'Back', 'Next', and 'Print'.

SAMPLE CLAIMS 4, 5 and 6 ARE ONLY FOR VEHICLES WITHOUT ANY DAMAGED BALL JOINT BOOTS, AND NO EVIDENCE OF GREASE LEAKAGE AT THE BOOTS.

- SAMPLE CLAIM # 5 - INSPECT BALL JOINT FREE PLAY - AND REPLACE ONE LOWER LATERAL CONTROL ARM AND APPLY SEALANT IF NEEDED.**

INSPECTION AND REPLACEMENT OF JUST ONE LATERAL CONTROL ARM ASSEMBLY AND APPLY SEALANT IF NEEDED

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

| | | | |
|---|------|---|------|
| A | 777 | 1 | 777 |
| B | 6151 | 1 | 1.50 |

4A VINs:
Enter C0106KXX

JA VINs:
Enter C0107JXX

Enter a qty of 1 x 1.5 hrs. labor x your dealership's warranty labor rate.

Lateral Arm Part Number = see chart & RD
Qty = 1
Cost = dealer net price for one control arm.

If needed: Sealant Part Number = 6151
Qty = 1
Cost = \$1.50

SAMPLE CLAIMS 4, 5 and 6 ARE ONLY FOR VEHICLES WITHOUT ANY DAMAGED BALL JOINT BOOTS, AND NO EVIDENCE OF GREASE LEAKAGE AT THE BOOTS.

- **SAMPLE CLAIM # 6 - INSPECT BALL JOINT FREE PLAY - AND REPLACE BOTH LOWER LATERAL CONTROL ARMS AND APPLY SEALANT IF NEEDED.**

INSPECTION AND REPLACEMENT OF TWO LATERAL CONTROL ARM ASSEMBLIES AND APPLY SEALANT IF NEEDED.

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

| | | | | |
|---|------|---------|---|------|
| A | ??? | (left) | 1 | ??? |
| B | ??? | (right) | 1 | ??? |
| C | 6151 | | 1 | 1.50 |

Lateral Arm Part Number = see chart & RO
Qty = 1 per side
Cost = dealer net price for each control arm

If needed: Sealant Part Number = 6151
Qty = 1 Cost = \$1.50

4A VINs:
Enter C8106KXX

JA VINs:
Enter C0197JXX

Enter a qty of 1 x 2.2 hrs. labor x your dealership's warranty labor rate.



6400 KATELLA AVENUE
CYPRESS, CALIFORNIA 90630-8208
(888) MITSU2001



April 2, 2001

Re: IMPORTANT SAFETY RECALL NOTIFICATION (SR-01-007)

Dear Mitsubishi Owner:

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

Mitsubishi Motor Sales of America, Inc. has determined that a defect related to vehicle safety exists in certain 1994-1998 Galant, 1995-1998 Eclipse, and 1998-1999 Eclipse Spyder vehicles. Outline below is a description of the safety concern and the steps needed to correct the situation. If after reading this notice you have any questions, please call our Customer Relations Department at 1-888-MITSU2001 and we'll be glad to assist you.

REASON FOR NOTIFICATION:

We've identified that a suspension part called a "lower lateral arm ball joint" may become worn prematurely due to water getting into a sealed area of the ball joint. Water may get into the ball joint by tearing or torn "sealing boot" that covers each ball joint or from leakage at other areas of the ball joint. Over time, the water may cause extraordinary wear, which might lead to separation of the ball joint. This could result in loss of steering control and cause a crash without prior warning.

NOTE: It is possible that your vehicle may have already been inspected for this condition. Because the first inspection could only find a torn boot, leakage in other areas may not have been identified. Since additional inspection procedures now apply, you need to return for re-inspection and possible repair.

WHAT YOU SHOULD DO:

Call your Mitsubishi retailer immediately and schedule an appointment for inspection and possible replacement of any lower lateral arm ball joints that are worn past the set limits. *This service will be done at no charge to you.*

WHAT YOUR RETAILER WILL DO:

Your retailer will inspect your vehicle according to the new guidelines. They will inspect for leakage and measure the clearance in the lower lateral arm ball joints to determine if excessive wear has occurred. This measurement will determine whether replacement of one or both of the lower lateral arm ball joint assemblies is necessary. In addition, your retailer will apply a specially designed sealer to prevent future leakage into the ball joint.

How long will it take? While the inspection itself will take around 20 minutes, your Mitsubishi Motors retailer can tell you the total time you should anticipate based on his schedule. Also, if it is determined that a ball joint replacement is needed, those repairs will take approximately two hours to complete, again, depending on your retailer's schedule.

QUESTIONS? - Your local Mitsubishi retailer can answer any questions you may have about this notification and you should call him to set up an appointment for an inspection. You can also call our Customer Relations Department at 1-888 MITSU2001 (888-648-7820) to ask any questions you may have or if you have paid for repairs you feel should be covered under this campaign. In the event your retailer should fail to perform the corrective procedure at no charge or not within a reasonable time, contact our Customer Relations Department or the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the Auto Safety Hotline toll-free at (888) 327-4236.