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June 19, 2013

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attention: Recall Management Division (NVS-215)  
1200 New Jersey Avenue, SE  
Washington, DC 20590

RE: 2011 MY Mitsubishi Outlander Sport Panoramic Glass Roof (SR-13-007)

Dear Ms. Lewis:

Mitsubishi Motors North America, Inc. (MMNA) submits this letter pursuant to 49 C.F.R. Part 573.6 – Defect and Noncompliance Information Report (DIR). This DIR contains details of a potential defect relating to motor vehicle safety in the panoramic glass roof on certain 2011 MY Mitsubishi Outlander Sport vehicles.

MMNA is unaware of any injuries and/or accidents related to this issue.

The subject vehicles are distributed in the United States by MMNA. This recall campaign will also be launched in Canada.

If you have any questions or need any additional information, please let me know.

Sincerely,

A handwritten signature in black ink that reads "John McElroy". The signature is written in a cursive, flowing style.

John McElroy  
Senior General Counsel  
Mitsubishi Motors North America, Inc.  
Telephone 714.372.6203  
Email: jmcElroy@mmsa.com



**Sec 573.6 (c) (1) - Manufacturer's Name**

Mitsubishi Motors Corporation

**Designated U.S. Agency**

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

**Sec 573.6 (c) (2) - Vehicles Potentially Containing the Defect**

Certain vehicles of the following model years and manufacturing periods:

Make	Line	Model Year(s)	Manufacturing Period
Mitsubishi	Outlander Sport	2011	August 26, 2010 – March 29, 2011

**Sec 573.6 (c) (3) - Total Number of Vehicles**

Vehicle Line	Number of Vehicles		
	United States	Puerto Rico	Total
Outlander Sport	2,802	379	3,181

**Sec 573.6 (c) (4) - Approximate Percentage of Vehicles Actually Containing the Defect**

The percentage of vehicles that may experience the subject condition is unknown.

**Sec 573.6 (c) (5) - Defect Description**

A necessary primer may not have been applied to certain vehicles during the installation of the panoramic glass roof. Continued use of those vehicles without the primer could result in reduced glass roof adhesion, and in the worst case, detachment of the panoramic glass roof.

**Sec 573.6 (c) (6) - Chronological Summary of Events Leading to Determination**

In March 2011, Mitsubishi Motors Corporation (MMC) received a customer complaint from a foreign country that the panoramic glass roof became detached. MMC began an investigation into this incident including inspection of the subject vehicle.

MMC completed its investigation in May 2011, determining that a total of 12 vehicles produced on July 15, 2010, may have been manufactured without the application of a necessary primer during installation of the panoramic glass roof. This error was the result of a temporary operator responsible that day for the primer application.



Effective March 27, 2011, MMC changed the equipment used during installation of the panoramic glass roof to assure that the glass could not proceed to the next step without primer application.

On May 9, 2011, MMC advised MMNA that the Outlander Sport vehicles imported to the US were not affected by this issue since US specification Outlander Sports were not produced on the day this factory error occurred. A foreign recall notice was submitted to NHTSA on May 16, 2011, advising of the above situation.

Some 18 months later, in January 2013, MMC received a similar complaint from a different foreign country that the panoramic glass roof had detached from a vehicle manufactured outside the build date of the initial recall.

From February through May 2013, MMC conducted a further investigation based on this new claim outside the range of the previous recall. Based on that investigation, MMC determined that prior to the implementation of the production improvement on March 27, 2011, the primer application process may have been erroneously omitted on certain additional vehicles. This was the result of additional factory operators being assigned to assist the primer application operator when two consecutive vehicles with the panoramic glass roof were run on the assembly line. The original primer operator, under the impression that the assigned additional operators had applied the primer, may have sent a glass without any primer to the next sealing process.

On June 17, 2013, MMC decided that conducting a safety recall was necessary in Japan and other countries for all vehicles manufactured before the production improvement was implemented on March 27, 2011. Accordingly, MMC advised MMNA to conduct a safety recall in the US for this condition, even though no related claims have been made in the US market.

#### **Sec 573.6 (c) (8) - Proposed Remedy Description, Reimbursement, and Notification Schedule**

The remedy plan calls for dealers to inspect the panoramic glass roof to determine if the primer was applied during production. If primer is not present, the glass will be removed and properly reinstalled. There will be no charge to the customer. Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact Mitsubishi Customer Relations for instructions on how to apply for a refund.

Our schedule for dealer and customer notification will depend on parts availability. MMNA is working internally to determine the dealer and customer notification date and will update accordingly.

#### **Sec 573.6 (c) (11) – Manufacturer’s Campaign Number**

SR-13-007

