

Part 573 Safety Recall Report

18V-621

Manufacturer Name : Mitsubishi Motors North America, Inc.**Submission Date :** SEP 14, 2018**NHTSA Recall No. :** 18V-621**Manufacturer Recall No. :** SR-18-008**Manufacturer Information :****Population :**

Manufacturer Name : Mitsubishi Motors North America, Inc.

Number of potentially involved : 58,916

Address : 6400 Katella Avenue

Estimated percentage with defect : 100 %

Cypress CA 90630

Company phone : 1-888-648-7820

Vehicle Information :

Vehicle 1 : 2018-2018 Mitsubishi Outlander Sport

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Only vehicles equipped with Forward Collision Mitigation (FCM) system manufactured in Okazaki plant.

Production Dates : AUG 08, 2017 - MAR 13, 2018

VIN Range 1 : Begin : JA4AR3AU2JZ000201 End : JA4AP3AU8JZ039025 Not sequential

Vehicle 2 : 2017-2018 Mitsubishi Outlander

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Only vehicles equipped with Adaptive Cruise Control (ACC) system and/or Electric Parking Brake (EPB) system manufactured in Okazaki plant.

Production Dates : AUG 01, 2016 - APR 06, 2018

VIN Range 1 : Begin : JA4JZ4AX1HZ000202 End : JA4AZ3A39JZ057079 Not sequential

Vehicle 3 : 2018-2018 Mitsubishi Outlander

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Only vehicles equipped with Adaptive Cruise Control (ACC) system and/or Electric Parking Brake (EPB) system manufactured in Gifu plant.

Production Dates : NOV 03, 2017 - APR 06, 2018

VIN Range 1 : Begin : JA4JZ4AX2JJ000102 End : JA4AZ3A38JJ005182 Not sequential

Vehicle 4 : 2018-2018 Mitsubishi Outlander PHEV

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Only vehicles equipped with Adaptive Cruise Control (ACC) system and/or Electric Parking Brake (EPB) system.

Production Dates : NOV 13, 2017 - APR 09, 2018

VIN Range 1 : Begin : JA4J24A52JZ011900 End : JA4J24A59JZ057112 Not sequential

Vehicle 5 : 2018-2018 Mitsubishi Eclipse Cross

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Only vehicles equipped with Adaptive Cruise Control (ACC) system and/or Electric Parking Brake (EPB) system.

Production Dates : DEC 26, 2017 - APR 12, 2018

VIN Range 1 : Begin : JA4AT5AA6JZ027419 End : JA4AT5AA2JZ057419 Not sequential

Vehicle 6 : 2018-2018 Mitsubishi Outlander Sport

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Only vehicles equipped with Forward Collision Mitigation (FCM) system manufactured in Mizushima plant.

Production Dates : DEC 21, 2017 - APR 13, 2018

VIN Range 1 : Begin : JA4AP3AU9JU000201 End : JA4AP3AU5JU015214 Not sequential

Description of Defect :

Description of the Defect : Due to an inappropriate software in hydraulic unit ECU (H/U-ECU), electrical noise is generated when the pump motor of the H/U operates, causing the H/U-ECU to reset. As a result, the following conditions may occur depending on which system is in operation if equipped:

- If ACC system and/or FCM system is in operation, automatic braking will be cancelled.
- If ABS is in operation, wheels will lock momentarily.
- If ASC is in operation the electrical stability control function will be cancelled momentarily.
- If Brake Auto Hold (BAH) function is in operation, brake will be released.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If any of the brake functions shown above do not operate properly, it could increase the risk of an accident.

Description of the Cause : Due to an inappropriate software in hydraulic unit ECU (H/U-ECU), electrical noise is generated when the pump motor of the H/U operates, which may cause the H/U-ECU to reset.

Identification of Any Warning NR
that can Occur :

Supplier Identification :

Component Manufacturer

Name : Continental Automotive Systems, Inc.

Address : 1830 MacMillan Park Dr.

Fort Mill SOUTH CAROLINA 29707

Country : United States

Chronology :

In March 2017, MMC received a field report from Japan stating that the "ACC CHECK" warning appeared in the multi-information display of combination meter while driving. MMC conducted the bench test with the returned part, but was not able to reproduce the problem.

From April 2017 to August 2017, MMC received two additional field reports, conducted the bench test, but was not able to reproduce the problem.

From September 2017 to November 2017, MMC conducted the vehicle test with the additional two returned parts, and was able to reproduce the problem with one of the returned parts. MMC conducted the bench test again using the driving data of the vehicle test which had successfully reproduced the problem, but was not able to reproduce the problem.

From December 2017 to April 2018, MMC and the supplier conducted further investigations. Concluding its investigation in April 2018, MMC determined that due to an inappropriate software in the H/U-ECU and its variations, electrical noise is generated when the pump motor of the H/U operates, may cause the H/U-ECU to reset. The software was corrected in production.

From May to August 2018, MMC continued its investigation to analyse the effect of the variations to estimate the future occurrence and concluded that the failure would occur continuously in the future.

On September 07, 2018, MMC determined that a field action was necessary in the US to address this condition, and advised Mitsubishi Motors North America, Inc. to conduct a safety recall. There have been no reported injuries or accidents due to this condition.

Description of Remedy :

Description of Remedy Program : Owners of all affected vehicles will be notified and encouraged to bring their vehicles in to reprogram the H/U-ECU software with countermeasure software. The repair will be performed at no charge to vehicle owners. Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact the Mitsubishi Customer Relations Department for reimbursement consideration.

How Remedy Component Differs from Recalled Component : The software used in the H/U-ECU will be reprogrammed as follows:
<Software NO.>

OUTLANDER / OUTLANDER PHEV

- Old: 4670B55500 or 4670B37400

- New: 4670B70100

ECLIPSE CROSS(without ACC)

- Old: 4670B15100

- New: 4670B70900

ECLIPSE CROSS(with ACC)

- Old: 4670B15300

- New: 4670B71100

OUTLANDER SPORT

- Old: 4670B44100

- New: 4670B70700

New software does not generate electrical noise which may reset the H/U-ECU.

Identify How/When Recall Condition was Corrected in Production : New software for the H/U-ECU was used in production starting with vehicles built in and after April 2018.

Recall Schedule :

Description of Recall Schedule : Owner notification scheduled.

Planned Dealer Notification Date : OCT 02, 2018 - OCT 02, 2018

Planned Owner Notification Date : OCT 16, 2018 - OCT 16, 2018

* NR - Not Reported