

Part 573 Safety Recall Report

18V-620

Manufacturer Name : Mitsubishi Motors North America, Inc.**Submission Date :** SEP 14, 2018**NHTSA Recall No. :** 18V-620**Manufacturer Recall No. :** SR-18-007**Manufacturer Information :****Population :**

Manufacturer Name : Mitsubishi Motors North America, Inc.

Number of potentially involved : 9,166

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 PHEV

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Only vehicles equipped with Forward Collision Mitigation (FCM) system.

Production Dates : NOV 13, 2017 - JUN 25, 2018

VIN Range 1 : Begin : JA4J24A52JZ011900 End : JA4J24A51JZ071148 Not sequential

Vehicle 2 : 2018-2019 Mitsubishi Eclipse Cross

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Only vehicles equipped with Forward Collision Mitigation (FCM) system.

Production Dates : DEC 26, 2017 - JUN 21, 2018

VIN Range 1 : Begin : JA4AT5AA6JZ027419 End : JA4AS5AAXKZ001314 Not sequential

Vehicle 3 : 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 - DEC 04, 2017

VIN Range 1 : Begin : JA4AR4AW6JZ000239 End : JA4AR4AW2JZ032153 Not sequential

Vehicle 4 : 2017-2018 Mitsubishi Outlander

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 01, 2016 - JUN 13, 2018

VIN Range 1 : Begin : JA4AZ3A38HZ000205 End : JA4AZ3A37JZ070963 Not sequential

Vehicle 5 : 2018-2018 Mitsubishi Outlander

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

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

Production Dates : NOV 03, 2017 - JUN 13, 2018

VIN Range 1 : Begin : JA4AZ3A34JJ000108 End : JA4AZ3A31JJ006416 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 : JAN 12, 2018 - JUN 25, 2018

VIN Range 1 : Begin : JA4AR4AW2JU000204 End : JA4AR4AW6JU023095 Not sequential

Description of Defect :

Description of the Defect : Due to an inappropriate software of the FCM-ECU, when the FCM system detects a pedestrian who may be hit by the vehicle in front of the vehicle, the FCM-ECU may activate the brake for longer than necessary. In this case, the driver may be prompted to slam the brake when not necessary.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the driver is prompted to slam the brake while the FCM-ECU activates the brake, the vehicle will be decelerated rapidly, increasing the risk of rear-end collision.

Description of the Cause : Due to an inappropriate software of the FCM-ECU, when the FCM system detects a pedestrian who may be hit by the vehicle in front of the vehicle, the FCM-ECU may activate the brake for longer than necessary. In this case, the driver may be prompted to slam the brake when not necessary.

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Continental Automotive Systems, Inc.
Address : 1830 MacMillan Park Dr.
Fort Mill SOUTH CAROLINA 29707
Country : United States

Chronology :

From March to May 2017, MMC received 3 field reports from Czech and Japan stating that the brake was activated by FCM system though there were no pedestrian or other vehicles in front of the vehicle. MMC began an investigation.

From May 2017 to October 2017, as a result of the investigation, MMC concluded that the FCM system operated properly.

In February 2018, MMC received an accident report from Australia stating that rear-end collision occurred due to the brake activated by the FCM system. But MMC concluded the FCM system operated properly.

In May 2018, MMC received two additional accident reports from Singapore and Japan. MMC confirmed that the driver depressed the brake pedal strongly when the brake was activated by the FCM system, causing the vehicle to be decelerated rapidly.

In June 2018, MMC reprogrammed the software of the FCM-ECU in production and shorten the operation time of the brake by the FCM system to help prevent the driver from applying strong brake when not necessary. MMC continued its investigation to assess the safety risk.

On September 07, 2018, even though there had been no report from the US, 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.

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 FCM-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 : The software used in the FCM-ECU will be reprogrammed as follows:
<Software NO.>

from Recalled Component : OUTLANDER / OUTLANDER PHEV

- Old: 8638A11000
- New: 8638A11001

ECLIPSE CROSS

- Old: 8638A18900
- New: 8638A18901

OUTLANDER SPORT

- Old: 8638A18000
- New: 8638A18001

The new software: the operation time of the brake by the FCM system is shortened.

Identify How/When Recall Condition was Corrected in Production : New software for the FCM-ECU was used in production starting with vehicles built in and after June, 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