MITSUBISHI MOTORS EUROPE B.V.

# SERVICE NEWSLETTER

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| Issue Date | 8 Feb 2021 |
| Service Newsletter Nr. | **CS-21-001-SR Revision_IO** |

## Malfunction of electric heated windshield (VSP)

| | |
|---|---|
| Model:<br>**Eclipse Cross (GK0W), Outlander (GF0W), Outlander PHEV (GG0W)** | **RECALL CAMPAIGN** |
| Revision:<br>**1. Update FIELD FIX add required parts** | MMC Ref.<br>No reference |

**1. CONDITION:**

On vehicles with VSP replaced heated windshield, the electric terminal of the heated windshield may be overheated excessively when activated.

**2. CAUSE:**

Due to improper soldering of electrical connection at the terminal located at the bottom of the windshield glass, the terminal may be overheated excessively, which might cause a thermal incident.




Picture 1: VSP windshield



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## 3. AFFECTED MODEL RANGE:

| | | |
|---|---|---|
| Models | : | Eclipse Cross (GK0W), Outlander (GF0W), Outlander PHEV (GG0W) |
| Model year | : | Eclipse Cross MY18-20**, Outlander / Outlander PHEV MY16-20** |
| Remarks | : | Equipped with electric heated windshield VSP |
| VIN | : | See attached VIN list |
| Markets concerned | : | AT, BE, CH, CZ (SK), DK, EE, DE, HU, NL, NO, PL, PT, RO, RU, SE, UA |

** Your vehicle might not be included, please confirm with an authorized Mitsubishi dealer.

## 4. PRODUCTION FIX:

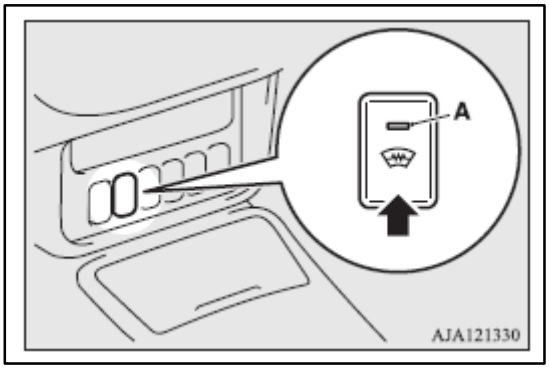
To be defined, investigations ongoing.

## 5. FIELD FIX:

**Repair procedure**

Replace the electric heated windshield (VSP) by the OE electric heated windshield according to the Workshop Manual.

Please note:
For the Eclipse Cross, if the windshield cannot be replaced immediately due to non-availability, then please instruct the customer to not use the heating function. Additionally, it is advised to invite the customer to the workshop and disconnect the connector from the front windshield heating switch, picture 2.




Picture 2: front heating switch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**Required parts**

| Vehicle | Old Part Number | New Part Number | Part Name New Part Number | Qty |
|---|---|---|---|---|
| Outlander (GF0W), Outlander PHEV (GG0W) | MZ691055 | 6102B510 | Glass, windshield | 1 |
| | MZ691056 | 6102B554 | | |
| | MZ691058 | 6102B552 | | |
| | MZ691061 | 6102C169 | | |
| | - | 6107A052 | Moulding, windshield side | 2 |
| | - | 6107A046 | Moulding windshield | 1 |
| Eclipse Cross (GK0W) | MZ961062 | 6102B835 | Glass, windshield | 1 |
| | MZ691063 | 6102B834 | | |
| | - | 6107A018 | Moulding, windshield side | 2 |
| | - | 6107A017 | Moulding windshield | 1 |
| All | - | MR462285 | Stopper, windshield glass | 2 |
| | - | MR957780 | Spacer, windshield | 3 |
| | - | LPN-WINKIT | Sealant expense | 1 |

## 6. WARRANTY REIMBURSEMENT:

Please visit our authorized Mitsubishi workshop. The repair will be carried out by the authorized Mitsubishi Workshop free of charge for the customer.

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|---|---|
| **Vehicle** | Eclipse Cross (GK0W), Outlander (GF0W), Outlander PHEV (GG0W) |
| **Claim type** | S-type |
| **Expiration date** | Not applicable |
| **Order number** | R0X111 Please select the correct order number from the order number table (below). |
| **Operation** | Replacement of electric heated windshield glass |
| **Operation time** | 3.2H – 5.8H (see order number table below) |

**Order number table**

| Order number | Operation | Operation time (H) | Remarks vehicle + new part number | |
|---|---|---|---|---|
| R0X111 10 | Replacement of electric heated windshield | 4.9 | Outlander (GF0W), Outlander PHEV (GG0W) | 6102B510 |
| R0X111 20 | | 3.5 | | 6102B554 |
| R0X111 30 | | 3.3 | | 6102B552 |
| R0X111 40 | | 4.9 | | 6102C169 |
| R0X111 50 | | 4.6 | Eclipse Cross (GK0W) | 6102B835 |
| R0X111 60 | | 3.2 | | 6102B834 |



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Only in case OE front windshield is not available and customer has to re-visit the workshop:

| Order number | Operation | Operation time (H) | Remarks vehicle + new part number | |
|---|---|---|---|---|
| R0X111 51 | Disconnect front windshield heating switch on 1st visit customer + Replacement of electric heated windshield on 2nd visit customer | 5.8 | Eclipse Cross (GK0W) | 6102B835 |
| R0X111 61 | | 4.4 | | 6102B834 |

**7. PART SUPPLY:**

The parts will be supplied via the Mitsubishi dealer network.

**8. PART RETENTION:**

This recall campaign will be excluded from the obligation to retain the replaced parts for 2 months at your dealers. This means that parts can be scrapped after repair, to reduce storage burden at your dealers.

Campaigns are issued by MME to ensure the systematic rectification of design, construction or manufacturing defects. It is the Distributor's responsibility to implement and follow an adequate procedure to ensure that any Recall and Service Campaign information is made available to the Dealers without delay, and that Dealers will carry out the campaign as instructed.
PDI campaigns only applicable for involved vehicles which are not delivered to end customers.

Normal newsletters only require action on customer complaint basis.
A revised newsletter supersedes the previous release as from the revised date.

For additional information and responsibilities please refer to the After Sales Policies & Warranty Procedures Manual.

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