SAC
Springfield Auto Care EXAMPLE SHOP
service@springfield-auto-care.example

2011 Mitsubishi Outlander at 120,000 mi

JA4AS3AW4BZ123456

MODEL / CHASSIS	ENGINE	MILEAGE	DRIVETRAIN
Outlander · CW Outlander ES 2WD (2.4L, CVT)	Mitsubishi 4B11 2.0L and 4B12 2.4L fours (with CVT)	120,000 mi	FWD
BUILD MONTH	**REPORT DATE**	**MODE**	**PREPARED FOR**
Not entered (door jamb)	October 27, 2026	Shop	Sample Owner

VIN check: check digit valid; model-year code 'B' = 2011, matches the year entered. The VIN doesn't record the build month. Sample report: synthetic VIN.

1 · SUMMARY

What this car needs, in order

Each item compares this car's mileage with when owners and shops report the part failing. It is not an inspection: our technician decides what the car actually needs.

2
jobs recommended now

0
to plan in the next 30,000 miles

2
to watch or check at each service

Safety recalls NHTSA lists for this model year (4 of 6)

- **18V-069** · Engine · drive belt tensioner: The belt tensioner flange can crack and the drive belt can come off; the battery runs down and the engine stalls.
- **14V-562** · Engine · drive belt pulleys: Worn pulleys can let the drive belt come off; the battery runs down and the engine stalls.
- **20V-279** · Front suspension · lower control arms (salt states): In road-salt states the front lower arms can rust and come loose, causing a loss of control.
- **16V-791** · Windshield wiper linkage: Water can corrode the wiper linkage ball joint, so the wipers stop.

A model-year list, not a VIN check. The full report lists the others. Repairs are free at a Mitsubishi dealer if open. On a car over 15 years old, ask the dealer whether a newer recall is still repaired free. Check this VIN at nhtsa.gov/recalls.

Step 0 · Free: run the VIN at nhtsa.gov/recalls and ask a Mitsubishi dealer for a campaign printout, including 14V-562, 18V-069. Read the build month (MM/YY) on the driver's door-jamb label.

Recommended now at the next service — $140

Inspection: check now, while it's cheaper to fix — $140

inspection EXAMPLE

CVT shudder, surge, belt slip and bearing noise: Past the range (37,000–90,000 mi, the middle half of 74 owner reports) · if it fails: $7,100–$10,000

Known weak point for this engine, not a finding on your car. The inspection shows whether yours has early signs.

Accessory drive belt comes off (worn pulley or cracked tensioner)

Free if open

Recalls 14V-562, 18V-069 are listed for this model year. Check the VIN; the repair is free at a Mitsubishi dealer if it is open.

Next 12 months up to about 132,000 mi

Nothing scheduled here.

Within the next 30,000 miles up to 150,000 mi

Nothing else enters its reported range in this window.

Watch inspect at each service, fix on condition, or optional

Oil leak from the front crankshaft seal — $120

our price EXAMPLE

Any mileage (2008–2011 Lancer and Outlander built before the seal change) · Inspect at each service; fix at the first sign

No restart or failsafe mode in extreme cold (frozen relays) — $100

our price EXAMPLE

Any mileage (Cars built before the relay change) · Inspect at each service; fix at the first sign

Recommended now

$140

Springfield Auto Care prices (example)

Planned through 150,000 mi

$140

Nothing else on the list before 150,000 mi. Now + next 12 months + next 30,000 miles. Excludes “watch” and optional items.

Prices are Springfield Auto Care's estimates for typical parts and labor. They don't include tax, shop supplies or disposal fees, and may change after inspection or if part prices change. Not a written repair estimate: Springfield Auto Care confirms the price and gets your OK before any work.

Bundled jobs are priced together because the labor overlaps. Routine service (oil, brakes, tires) isn't included; factory fluid and spark plug intervals are listed below.

FACTORY MAINTENANCE

The maker's maintenance schedule isn't on this report

This report doesn't include the maker's scheduled maintenance for this car yet, so brake fluid, spark plugs, coolant and transmission fluid aren't listed even when they're due. Check the service records and the maker's schedule for this car.

WHERE 120K SITS FOR EACH WEAK POINT

#	WEAK POINT	REPORTED RANGE	THIS CAR
1	CVT shudder, surge, belt slip and bearing noise	37,000–90,000 mi (middle half of 74 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA	Past the range
2	Accessory drive belt comes off (worn pulley or cracked tensioner)	2008–2012 cars in the recall ranges OFFICIAL	Any mileage
3	Oil leak from the front crankshaft seal	2008–2011 Lancer and Outlander built before the seal change OFFICIAL	Any mileage
4	No restart or failsafe mode in extreme cold (frozen relays)	Cars built before the relay change OFFICIAL	Any mileage

Colors compare mileage with reported failures, not the car's condition. Red: past the range. Amber: inside or approaching. Green: below, or not listed for a recall.

2 · RECALLS AND BULLETINS

Recalls to check for this 2011 Mitsubishi Outlander

Safety recall repairs are free at Mitsubishi dealers. On a car over 15 years old, ask the dealer whether a newer recall is still repaired free. Nothing here can tell whether a recall is open or already done on this VIN; only the official VIN lookup or a dealer can.

Official VIN check (2 minutes)

1. Go to nhtsa.gov/recalls and enter JA4AS3AW4BZ123456.
2. Note every recall shown as “Recall incomplete” and keep a screenshot.
3. Ask a Mitsubishi dealer for a campaign printout; it also lists completed campaigns.

2.0 / 2.4 4B11 / 4B12 RECALLS WE TRACK

16V-563 · CVT may delay acceleration (2015–2016 Outlander Sport, 2016 Outlander and Lancer)

Not listed for MY2011

Free CVT control unit reprogram. OFFICIAL [4]

22V-563 · CVT software may cut the gear ratio at high speed and stall the engine (2019–2022 Outlander Sport, mechanical key)

Not listed for MY2011

Free CVT-ECU software update. OFFICIAL [4]

14V-562 · Drive pulleys may wear and the belt may come off (2008–2011 Lancer, Outlander; 2011 Outlander Sport)

NHTSA lists this model and year: check by VIN

Free rubber drive belt; worn pulleys replaced. OFFICIAL [4]

☐ VIN checked ☐ Open: booked with dealer ☐ Completed (printout kept)

18V-069 · Drive belt tensioner flange may crack (2008–2012 Outlander, 2009–2012 Lancer, 2011–2012 Outlander Sport)

NHTSA lists this model and year: check by VIN

Free improved tensioner. OFFICIAL [4]

☐ VIN checked ☐ Open: booked with dealer ☐ Completed (printout kept)

EVERY RECALL NHTSA LISTS FOR THE 2011 MITSUBISHI OUTLANDER (6)

RECALL	COMPONENT	WHAT CAN HAPPEN (NHTSA, SHORTENED)
18V-069 2.0 / 2.4 4B11 / 4B12 tracked	Engine · drive belt tensioner	The belt tensioner flange can crack and the drive belt can come off; the battery runs down and the engine stalls. Details

RECALL	COMPONENT	WHAT CAN HAPPEN (NHTSA, SHORTENED)
14V-562 2.0 / 2.4 4B11 / 4B12 tracked	Engine · drive belt pulleys	Worn pulleys can let the drive belt come off; the battery runs down and the engine stalls. Details
20V-279	Front suspension · lower control arms (salt states)	In road-salt states the front lower arms can rust and come loose, causing a loss of control. Details
16V-791	Windshield wiper linkage	Water can corrode the wiper linkage ball joint, so the wipers stop. Details
17V-461	Windshield wiper motor	Water can get into the wiper motor and corrode it, so the wipers stop. Details
15V-233	Heater blower motor	The blower motor can fail, which weakens the windshield defroster. Details

Source: NHTSA recalls API, fetched 2026-10-27 and combined across NHTSA model names: OUTLANDER. Safety categories (air bags, fire, brakes, stalling, roll-away and loss of control) are listed first; listings whose NHTSA text names another engine, or an aftermarket part, go last. OFFICIAL

Left out of this list (OUTLANDER): Two listings are left out of this 2.4L CVT sample: 16V-458 (front control arm, V6 Outlanders only) and 14V-366 (power steering pipe, cars with the 6-speed automatic only). A VIN check would show them if they applied.

SERVICE ACTIONS, BULLETINS AND WARRANTY PROGRAMS

Manufacturer bulletins and warranty programs for this engine are cited on each weak point in section 4, where they apply.

4 · THE 4 WEAK POINTS

Each weak point, one card each

Every figure carries its source. Retailer part numbers are shown only when the retailer lists them for this chassis (CW).

1 CVT shudder, surge, belt slip and bearing noise

Past the range

Severity: Critical: rare, but can badly damage the engine · 358 mentions in counted NHTSA complaints COMPUTED FROM NHTSA DATA

At 120,000 mi this car is past the reported range (37,000–90,000 mi (middle half of 74 owner complaints that state a mileage)). If the original parts are still fitted, have them checked and plan for them. Range: 37,000–90,000 mi (middle half of 74 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA [1]



Applies to: Any mileage; most 2016-on CVT-8 cars and 2008–2010 early CVTs

WHAT FAILS OFFICIAL [2][3]

On the CVT-8 gearbox, poor hydraulic pressure response can cause shudder or surge. If driving continues, the belt slips, wear powder gets into the hydraulic circuit and a warning light comes on. Mitsubishi may replace the valve body or the whole CVT. Early CVTs (2008–2010) can make a clicking and whining noise from worn pulley shaft bearings. Recalls updated the CVT software on 2015–2016 and 2019–2022 cars.

SYMPTOMS

- Shudder or surge on acceleration
- Engine flare (rpm rises, car does not)
- Transmission warning light
- Clicking or whining that rises with road speed

IF IT'S LEFT TOO LONG

Belt slip can ruin the CVT and leave the car without drive.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Check that CVT software recalls are done; act on shudder early; change CVT fluid on schedule.

ESTIMATED REPAIR COST

No published price; covered only while the powertrain warranty lasts (10 yr / 100k original owner, 5 yr / 60k later owners)	**Our price is in the plan above** ask us for a written quote
Owner-reported repair bills in NHTSA complaints (n=25)	**$7,100–$10,000** COMPUTED FROM NHTSA DATA [1] reported range for the bill after a failure

Where the numbers come from: Computed from 25 NHTSA owner complaints that quote a repair bill for this problem (middle half of the bills; median $8,000). Examples: ODI 11495996, 11387253, 11323589, 11478691. Owner-reported, often dealer prices; not shop quotes.

PARTS FOR CW

- Ask your parts supplier for the OE part number for this VIN.

QUESTIONS TO ASK US

- CVT recalls done?
- CVT fluid ever changed?
- Any shudder, slip or noise?

2 Accessory drive belt comes off (worn pulley or cracked tensioner)

Any mileage

Severity: High: overheating, stalls, limp mode or a big bill · 123 mentions in counted NHTSA complaints COMPUTED FROM NHTSA DATA

Reports cover a wide mileage span (2008–2012 cars in the recall ranges), so mileage doesn't say much here. Range: 2008–2012 cars in the recall ranges OFFICIAL [4]

WHAT FAILS OFFICIAL [4]

On 2008–2011 cars the drive pulleys can wear and let the belt come off. On 2008–2012 cars the automatic belt tensioner flange can crack, so the belt detaches. The belt drives the alternator, the cooling fan and, where fitted, the power steering pump.

SYMPTOMS

- Squeal or chirp from the belt
- Battery light
- Heavy steering
- Engine temperature rising

IF IT'S LEFT TOO LONG

A lost belt can stop charging and cooling, and steering gets heavy.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Check the VIN for recalls 14V-562 and 18V-069; inspect the belt and tensioner.

ESTIMATED REPAIR COST

Free under recall	**Free if covered** OFFICIAL [4] published independent-shop range
No published price outside the recalls	**No published price** reported range for the bill after a failure

PARTS FOR CW

- Ask your parts supplier for the OE part number for this VIN.

QUESTIONS TO ASK US

- Belt and tensioner recalls done?

3 Oil leak from the front crankshaft seal

Any mileage

Severity: Medium: leaks and wear · 3 mentions in counted NHTSA complaints COMPUTED FROM NHTSA DATA

Reports cover a wide mileage span (2008–2011 Lancer and Outlander built before the seal change), so mileage doesn't say much here. Range: 2008–2011 Lancer and Outlander built before the seal change OFFICIAL [5]

WHAT FAILS OFFICIAL [5]

Sand and dirt can damage the lip of the front crankshaft seal, so oil leaks at the front of the engine. Mitsubishi changed the seal design. The repair is a new seal, and a new crank pulley if its rubber is damaged.

SYMPTOMS

- Oil at the front of the engine
- Oil drips under the crank pulley

IF IT'S LEFT TOO LONG

ESTIMATED REPAIR COST

Labor only, 0.7 h Mitsubishi warranty time plus the seal	**Our price is in the plan above** ask us for a written quote

Oil on the drive belt can make it slip or come off.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Replace the seal when the leak is confirmed.

Labor only, 0.7 h Mitsubishi warranty time plus the seal	**$70–$110** OUR ESTIMATE [5][7] labor only, parts extra

Where the numbers come from: Estimate: Mitsubishi warranty labor time of 0.7 h (bulletin [5]) × $100–$160/h independent-shop labor rate [7]. Parts are extra unless stated; check the VIN for open warranty coverage first.

PARTS FOR CW

- Ask your parts supplier for the OE part number for this VIN.

QUESTIONS TO ASK US

- Any oil leaks?

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4 No restart or failsafe mode in extreme cold (frozen relays)

Any mileage

Severity: Medium: leaks and wear · 15 mentions in counted NHTSA complaints

COMPUTED FROM NHTSA DATA

Reports cover a wide mileage span (Cars built before the relay change), so mileage doesn't say much here. Range: Cars built before the relay change OFFICIAL [6]

WHAT FAILS OFFICIAL [6]

In extreme cold, relays in the fuse box can freeze. The check engine light comes on and speed will not rise (failsafe mode), or the engine does not restart after a short stop. Dealers fit anti-freeze relays for the throttle, CVT, injector and starter.

SYMPTOMS

- No restart after a short stop in cold weather
- Check engine light and no acceleration in cold

IF IT'S LEFT TOO LONG

Losing power or failing to restart in extreme cold can strand you.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Fit the anti-freeze relays if the bulletin codes are present.

ESTIMATED REPAIR COST

Labor only, 0.3 h Mitsubishi warranty time plus the relays	**Our price is in the plan above** ask us for a written quote
Labor only, 0.3 h Mitsubishi warranty time plus the relays	**$30–$50** OUR ESTIMATE [6][7] labor only, parts extra

Where the numbers come from: Estimate: Mitsubishi warranty labor time of 0.3 h (bulletin [6]) × $100–$160/h independent-shop labor rate [7]. Parts are extra unless stated; check the VIN for open warranty coverage first.

PARTS FOR CW

- Ask your parts supplier for the OE part number for this VIN.

QUESTIONS TO ASK US

- Any cold-weather no-start?

5 · ALSO REPORTED, NOT RANKED

Other themes in 2.0 / 2.4 4B11 / 4B12 owner complaints

Every NHTSA complaint theme with 10 or more counted reports is either a weak point above or explained here.

THEME	COMPLAINTS	WHY IT ISN'T A WEAK POINT
Battery / electrical	247	Mixed electrical complaints with no single engine cause.
Stalling / hesitation	238	Mixed causes; much of it is CVT related (recalls 16V-563 and 22V-563) or cold-weather relays.

How this report is built

Inputs. VIN, model year, model, mileage and build month (if entered). Model and engine are checked with NHTSA's vPIC decoder.

Mileage positions. Below: more than 10,000 miles before the reported range. Approaching: within 10,000. Inside: in the range, or past the start of an open-ended range. Past: beyond the top of the range. These bands are our rules, not an industry standard.

The plan. Critical items inside or past their range go first; high-severity items follow, and jobs that share labor are bundled. At most three jobs land in “Recommended now”. Leaks that are cheap to watch are fixed on condition; inspections are asked for at each service.

Costs. Published independent-shop ranges from shop quotes, retailer prices and owner reports. Shop prices come from the issuing shop. The worst-case cost of every item failing is not shown: it isn't an expected cost.

Labels. `OFFICIAL` NHTSA/Mitsubishi documents · `SHOP/RETAILER` parts prices and shop articles · `FORUM/BLOG` owner forums and blogs · `COMPUTED FROM NHTSA DATA` our analysis of NHTSA data · `OUR ESTIMATE` ours.

NHTSA complaint data. Pulled Oct 27, 2026 from NHTSA's complaints API for All Outlander 2008–2020 complaints except those naming the V6 / 3.0 or PHEV; all Lancer 2008–2017 complaints except Evolution / Ralliart; all Outlander Sport 2011–2025 complaints. The 2011–2013 and 2015–2016 Outlander Sport files also hold Outlander complaints, so for those years complaints naming the V6 / 3.0 or PHEV are left out: 1,569 complaints. Some of these nameplates were sold with other engines too; for those we left out complaints whose text names another engine or a hybrid, so a few complaints about other engines can remain. Themes are keyword matches on the complaint text. `COMPUTED FROM NHTSA DATA`

THEME	COMPLAINTS IN THIS REPORT	
CVT / transmission	358	Item 1
Battery / electrical	247	Also reported
Stalling / hesitation	238	Also reported
Drive belt / tensioner	123	Item 2
Cold no-start / relays	15	Item 4
Oil leak	3	Item 3

Limits: complaints are self-reported and not adjusted for cars sold; keyword matching over- and under-counts; owners rarely file safety complaints about oil seeps, so leaks look rarer than they are.

SOURCES

1. NHTSA owner complaints for 2008–2020 Outlander (not V6 / PHEV), 2008–2017 Lancer (not Evolution / Ralliart) and 2011–2025 Outlander Sport, pulled Oct 27, 2026 (ODI numbers in the cost notes) `OFFICIAL`
https://www.nhtsa.gov/report-a-safety-problem#complaints

2. Mitsubishi TSB-22-23-001REV: Potential transmission shudder / surge with possible DTC (F1CJC / W1CJC CVT-8): belt slip, diagnosis and CVT or valve body replacement (2022-02-02), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2022/MC-10208827-0001.pdf

3. Mitsubishi TSB-15-23-003: Noise from CVT at all engine speeds: replace primary and secondary pulley shaft bearings (2008–2010 Outlander / Lancer, 2011 Outlander Sport built before Oct 1, 2010) (2015-02-01), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2016/SB-10098878-0335.pdf

4. NHTSA recall records: 16V-563 and 22V-563 (CVT control software), 14V-562 (drive pulley / belt wear) and 18V-069 (drive belt tensioner flange cracks), checked Oct 27, 2026 `OFFICIAL`
https://www.nhtsa.gov/recalls?nhtsaId=18V069000

5. Mitsubishi TSB-16-11-003: Oil leakage from front oil seal of crankshaft (2008–2011 Lancer and Outlander 4B11 / 4B12) (2016-11-01), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2016/SB-10091466-0335.pdf

6. Mitsubishi TSB-19-13-003: Engine does not restart and / or failsafe mode occurs due to frozen relays (2007–2019 Outlander, 2008–2017 Lancer, 2011–2019 Outlander Sport) (2019-04-01), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2019/MC-10159667-9999.pdf

7. Tekmetric: average auto repair labor rates by state, 2026
SHOP/RETAILER
https://tours.tekmetric.com/answers/average-auto-repair-labor-rates-by-state-2026

This report contains no affiliate links; retailer prices are quoted as price sources only. Found an error? Email hello@repairahead.com.

PLEASE READ

Important

Based on public records and published repair costs. Not a diagnosis or a guarantee. Your technician's inspection decides what your car needs. Confirm recalls with a dealer using your VIN.

Informational only. This report is not a mechanical inspection, a diagnosis, or professional, legal or financial advice. It was issued by Springfield Auto Care using RepairAhead data; the inspection findings and prices are the shop's.

Reported ranges and estimates, not predictions

Failure mileages are reported ranges compiled from public owner complaints, manufacturer bulletins, recalls and repair-shop reports. Costs are estimates. Parts can fail earlier, later or not at all, and other problems can occur. Statistics from owner complaints describe past reports to NHTSA; NHTSA has not reviewed or endorsed this analysis.

Safety issues go to a dealer

If you notice overheating, a burning or fuel smell, smoke, a brake-assist problem, stalling or loss of power, pull over when it's safe and contact a Mitsubishi dealer or qualified shop. Safety recall repairs are free at Mitsubishi dealers. Confirm recalls for this VIN at nhtsa.gov/recalls.

No warranty

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