SAC

Springfield Auto Care EXAMPLE SHOP

service@springfield-auto-care.example

TECHNICIAN WORKSHEET · 2.0 / 2.4 4B11 / 4B12
RA-MIT4B1-123456-20261027

2011 Mitsubishi Outlander · CW Outlander ES 2WD (2.4L, CVT) · FWD

JA4AS3AW4BZ123456

ODOMETER IN	DOOR-JAMB BUILD (MM/YY)	RO #	TECHNICIAN / DATE
120,000			

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

14V-562 · Drive pulleys may wear and the belt may come off (2008–2011 Lancer, Outlander; 2011 Outlander Sport)	☐ Open ☐ Done ☐ N/A
18V-069 · Drive belt tensioner flange may crack (2008–2012 Outlander, 2009–2012 Lancer, 2011–2012 Outlander Sport)	☐ Open ☐ Done ☐ N/A
20V-279 · Front suspension · lower control arms (salt states)	☐ Open ☐ Done ☐ N/A
16V-791 · Windshield wiper linkage	☐ Open ☐ Done ☐ N/A

16V-563 (CVT may delay acceleration (2015–2016 Outlander Sport, 2016 Outlander and Lancer)): not listed by NHTSA for MY2011. Confirm on the dealer printout.

22V-563 (CVT software may cut the gear ratio at high speed and stall the engine (2019–2022 Outlander Sport, mechanical key)): not listed by NHTSA for MY2011. Confirm on the dealer printout.

B · INSPECTION POINTS, IN PLAN ORDER

1. CVT shudder, surge, belt slip and bearing noise

Check now · Past the range (37,000–90,000 mi, the middle half of 74 owner reports)

Road test for shudder, flare and belt slip — ☐ OK ☐ Watch ☐ Fix

Scan for CVT codes — ☐ OK ☐ Watch ☐ Fix

CVT: smooth / shudder / slip / noise

Scan for: P0776, P0730, P0741, P084A, P0969, P2719

Parts (CW): Ask your parts supplier for the OE part number for this VIN.

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

Check now · Any mileage (2008–2012 cars in the recall ranges)

Inspect belt, pulleys and tensioner flange — ☐ OK ☐ Watch ☐ Fix

Belt / tensioner: OK / worn / cracked

Parts (CW): Ask your parts supplier for the OE part number for this VIN.

3. Oil leak from the front crankshaft seal

Watch · Any mileage (2008–2011 Lancer and Outlander built before the seal change)

Check behind the crank pulley for oil — ☐ OK ☐ Watch ☐ Fix

Parts (CW): Ask your parts supplier for the OE part number for this VIN.

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

Watch · Any mileage (Cars built before the relay change)

Scan for the bulletin code set — ☐ OK ☐ Watch ☐ Fix

Scan for: U0100, P1561

Parts (CW): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE

Not on this report for this car. Check the service records and the maker's schedule (brake fluid, spark plugs, coolant, transmission fluid). ☐ Records checked ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 2.0 / 2.4 4B11 / 4B12, QUICK CHECKS

- **Battery / electrical** (247 complaints): Mixed electrical complaints with no single engine cause.
- **Stalling / hesitation** (238 complaints): Mixed causes; much of it is CVT related (recalls 16V-563 and 22V-563) or cold-weather relays.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. CVT shudder, surge, belt slip and bearing noise

On the CVT-8 gearbox, poor hydraulic pressure response can cause shudder or surge. At 120,000 mi your car is past the usual range, so if the original part is still fitted it is worth checking.

Ask: have you noticed shudder or surge on acceleration, or engine flare (rpm rises, car does not)?

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

On 2008–2011 cars the drive pulleys can wear and let the belt come off. Owners report it at all mileages, so it is worth a look at every visit. A recall or warranty extension may pay for it: we check the VIN.

Ask: have you noticed squeal or chirp from the belt, or battery light?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.