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| SUBJECT:  |   | No:  | SR-04-005   |
| <b>FMVSS LABEL REPLACEMENT<br/>— SAFETY RECALL CAMPAIGN</b> |   | DATE:  | May, 2004   |
|   |   | MODEL:   | 2003 Lancer Evolution                             |
| CIRCULATE TO:   | <input checked="" type="checkbox"/> GENERAL MANAGER | <input checked="" type="checkbox"/> PARTS MANAGER      | <input checked="" type="checkbox"/> TECHNICIAN    |
| <input checked="" type="checkbox"/> SERVICE ADVISOR         | <input checked="" type="checkbox"/> SERVICE MANAGER | <input checked="" type="checkbox"/> WARRANTY PROCESSOR | <input checked="" type="checkbox"/> SALES MANAGER |

## PURPOSE

The Federal Motor Vehicle Safety Standards (FMVSS) certification label on affected vehicles lists the incorrect Gross Vehicle Weight Rating (GVWR) and Gross Axle Weight Rating (GAWR). The original label must be removed and replaced with a corrected label.

Corrected labels are available upon dealer request by VIN. Customers are being asked to contact their Mitsubishi dealer to have the dealer place an order for the corrected label. The dealer must complete and fax the attached **FMVSS Label Request Form**. The corrected label will then be mailed to the dealer.

When the new label arrives at the dealership, the dealer must contact the owner and arrange for them to bring in their vehicle for FMVSS label replacement.

## AFFECTED VEHICLES

2003 Lancer Evolution vehicles produced between 1/27/03 and 1/7/04

## CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles, instructing them to contact their Mitsubishi dealer to have the dealer order a new FMVSS label. A sample copy of a customer notification letter appears later in this bulletin.

## REQUIRED OPERATIONS

### **IMPORTANT**

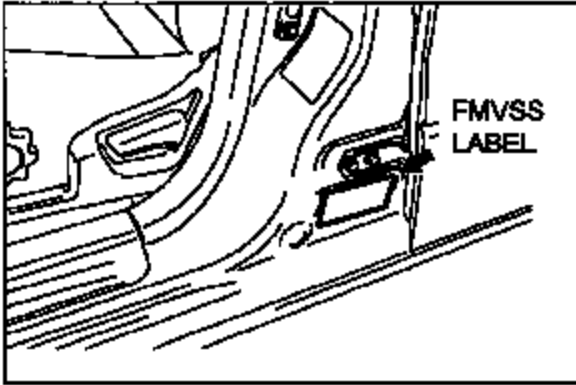
*Affected new or used inventory vehicles must be repaired before the vehicle is sold. A list of affected VINs in your dealership's inventory is enclosed with this bulletin, along with the corrected labels for these vehicles. Each label is VIN-specific, so be sure to install the correct label in each vehicle.*

1. When a customer contacts your dealership to request a corrected label, note the VIN, the customer's name and phone number on the attached Label Request Form.
2. Check on the Warranty Superscreen to verify that the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.
3. Fax the FMVSS Label Request Form to: 1-800-379-9443
4. When the dealership receives the new FMVSS label, verify that the new label has the correct VIN for the vehicle. Then call the customer to arrange for installation of the new label.

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| FILE UNDER: | Safety Recall Bulletins in the Dealer Service Information Binder | (2736) |
|-------------|--|--------|



5. Remove and discard the old FMVSS label.
6. Affix the new label in the location of the old label.



## WARRANTY INFORMATION Use campaign labor operation C0401HXX

Claims for this campaign must be entered as Recall type "C" claims. Sample claim screens are shown on the following pages.

### WEB BASED CLAIM SYSTEM - RECALL CLAIM SCREENS

#### Header Section

MITSUBISHI  
DEALER  
LINK

Enter in the first 6 characters of  
the campaign labor operation

**Campaign Information**

Campaign Code: **C0401HXX**

VIN: **JA...**

Only 2003 Lancer Evolutions - VINs that start with JA - built  
from 1/27/03-1/06/04 (= all 2003 Lancer Evolutions)

CT No: **415**

CT No: **C12345**

Dealer's Recall





Date: May, 2004

**RE: IMPORTANT SAFETY RECALL NOTIFICATION: SR-04-005**

Dear Mitsubishi Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason For Notice:** Mitsubishi Motors North America, Inc. has determined that the Federal Motor Vehicle Safety Standards (FMVSS) certification label on your vehicle lists the incorrect Gross Vehicle Weight Rating (GVWR) and Gross Axle Weight Rating (GAWR). Overloading can damage your vehicle, adversely affect vehicle performance, including handling and braking, cause frame failure, and result in an accident.

**What you should do:** Contact your Authorized Mitsubishi Motors Dealer to have the dealer order for a new FMVSS label for your vehicle.

**What your dealer will do:** The dealer will order the proper FMVSS label. When the label arrives at the dealership, the dealer will contact you to schedule a time for bringing your vehicle for label replacement, free of charge.

**How long will it take?** The time needed to complete repair is approximately 5 minutes after the dealer receives the new label. Your dealer may need your vehicle for a longer period of time due to service scheduling issues. Every effort will be made to minimize your inconvenience.

If you have any questions regarding your vehicle, please promptly and at no charge, please inform us by calling:  
Mitsubishi Customer Relations Department 888-MITSUBU-2004 (888-648-7820)  
Monday - Saturday 7 a.m. to 10 p.m. (Central Standard Time)

If after contacting Mitsubishi Customer Relations, you still have a problem having this repair made promptly and without charge, write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590, or call the Auto Safety Hotline toll-free (888) 327-4236.

If you have already encountered a problem regarding the above and have paid for the repair, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement:  
Mitsubishi Customer Relations Department, P.O. Box 8400, Cypress, CA 90630-0064

**Notice to Lessors:** If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law, (49 CFR Part 577), to provide the lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Further, you must maintain a record, which identifies the lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.

We appreciate your prompt attention to this matter. If you have any questions, please contact your Mitsubishi Motors Dealer.

Sincerely,

Chuck Halper  
Director of Service