



# SAFETY RECALL BULLETIN

SUBJECT: <b>ENDEAVOR SHIFT INTERLOCK SAFETY RECALL CAMPAIGN</b>			No: <b>SR-08-003</b>
			DATE: <b>June, 2008</b>
			MODEL: <b>2004-08 Endeavor</b>
<b>CIRCULATE TO:</b>	<input 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

On some affected vehicles, it may be possible for the key to be removed from the ignition switch when the transmission gear selector is in a position other than P (Park). The gearshift to ignition switch interlock system may allow the ignition key to be removed from the ignition switch without placing the gearshift in the "P" position. If the driver does not shift to "P" before removing the key from the ignition, and does not engage the parking brake, the vehicle could roll away and a crash could occur.

Follow the instructions in the Repair Procedure in this Safety Recall Bulletin to install a repair parts kit to eliminate this condition.

## AFFECTED VEHICLES

2004-08 Endeavor built prior to March 14, 2008.

### ***IMPORTANT***

***A list of affected VINs in your inventory is included with this mailing.***

***Affected new or used inventory vehicles must be repaired before the vehicle is sold. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is involved in this recall campaign. If a VIN on the list was recently sold, please contact the owner to bring their vehicle to the dealership for this repair.***

## CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles telling them to bring their vehicle to their Mitsubishi Motors dealer to have repairs made to the shift interlock. A copy of the customer notification letter appears later in this bulletin.

## PARTS AND EQUIPMENT

Each dealer will be shipped an initial quantity of parts based on sales of affected vehicles. Each dealer will also be supplied 4 special lock pins to be used during repairs (a 2mm drill bit can be used as an alternative).

## REQUIRED OPERATIONS

Before starting this recall campaign procedure, CHECK 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.

Install a new shift interlock lever and return spring provided in the repair kit, following the repair instructions in this Recall Bulletin.

Continued

FILE UNDER:

**SAFETY RECALL BULLETINS, in the Dealer Service Information Binder**

**(3306)**

## REPAIR PROCEDURE

### Console Disassembly



1. Place the shift selector lever in the "P" position.
2. Turn the ignition key to the "Lock" (off) position.
3. Apply the parking brake.
4. Apply masking tape to the corners of the center console to prevent scratching during floor console disassembly.

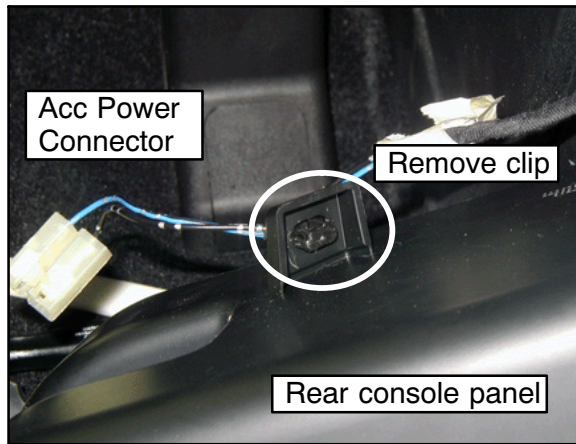


5. Remove the rear floor mat (if equipped).
6. Remove the floor console rear panel using a trim removal tool.

### **!!CAUTION!!**

**Do not use a tool that will scratch or otherwise damage the surface.**

7. Disconnect the harness from the ACC (accessory) socket and rear fan (if equipped). Remove the clip securing the harness to the rear console panel and set the panel aside. Use needle-nose pliers to remove the harness from the console structure as shown.



8. After removing the rear panel and the harness, use a 10mm socket to remove the two 10mm bolts from the bottom of the floor console as shown.



9. Remove the cup holder using a trim removal tool.

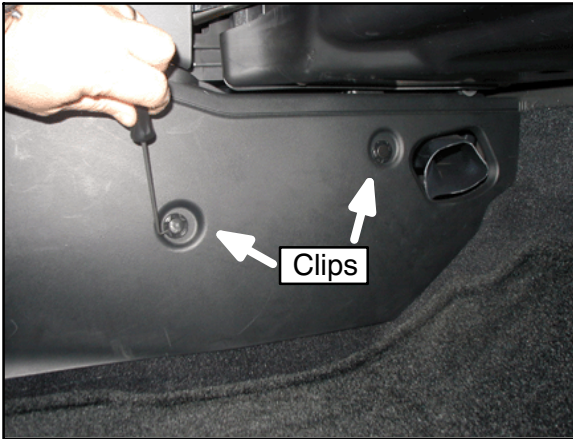
**!!CAUTION!!**

**Do not use a tool that will scratch or otherwise damage the surface.**

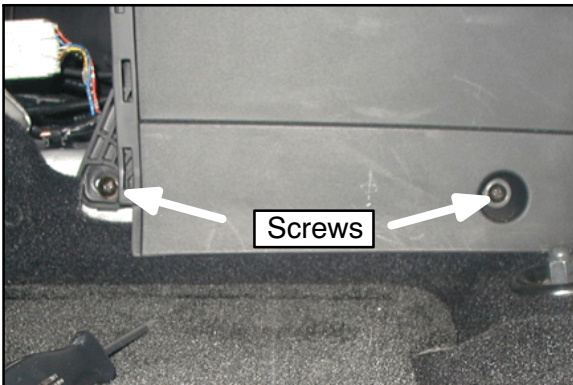
10. After removing the cup holder, remove the two front floor console retaining screws as shown.



11. Remove the shifter panel using a trim removal tool.  
**!!CAUTION!!**  
**Do not use a tool that will scratch or otherwise damage the surface.**

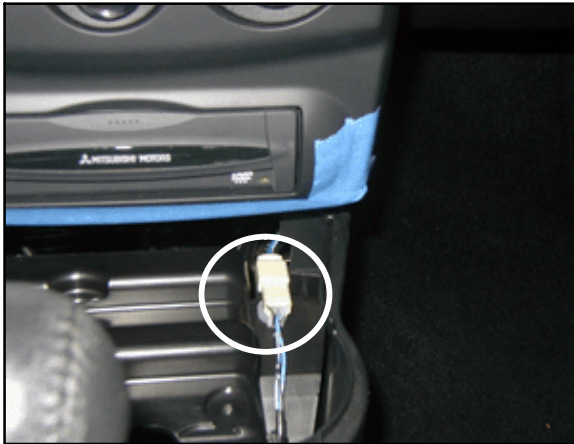


12. Remove 2 clips from the floor console side panel as shown.  
Pull out the center of the pin using a pick or small flat blade screwdriver, then remove the clip.
13. Remove the console side panel.



14. Remove 2 screws along the bottom edge of the console.
15. Repeat steps 12 through 14 on the opposite side of the console.





16. Disconnect the floor console harness connector at the right front area of the floor console.



17. Remove 2 screws from the floor console at the rear of the shifter.



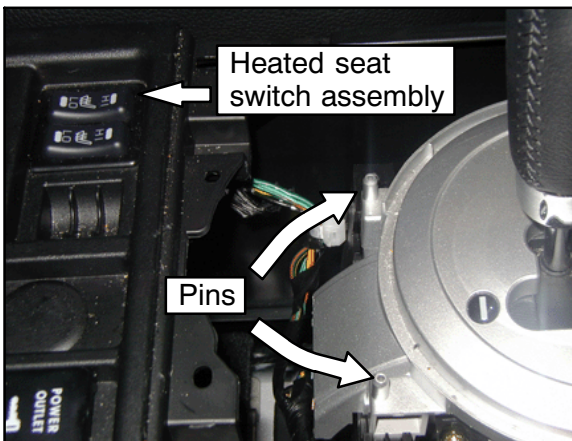
18. Using a small screwdriver or 90° pick, lift the floor plate from the bottom of the floor console storage box.

**!!CAUTION!!**

**Do not use a tool that will scratch or otherwise damage the surface.**



19. Remove 2 floor console retaining screws in the bottom of the storage area.



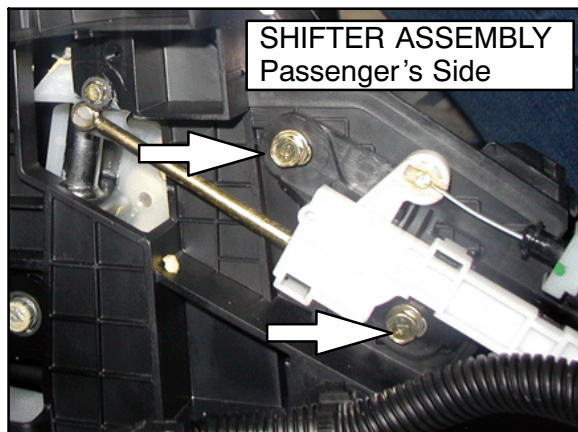
20. Turn the ignition key to the "ACC" position and place the shift lever in "D".
21. Grasp the the floor console at the rear and near the shift plate. Lift the floor console straight up until it clears the pins indicated in the photo, then slide the console toward the rear of the vehicle.
22. If the vehicle is equipped with heated seats, reach under the switch assembly and push it out of the floor console cover. Disconnect the electrical connector from the switch assembly and set the switch assembly aside.



23. Lift the floor console from the front edge and rotate it up and back as shown.

24. Return the shift selector lever to the "P" position and turn the ignition key to the "LOCK" position.

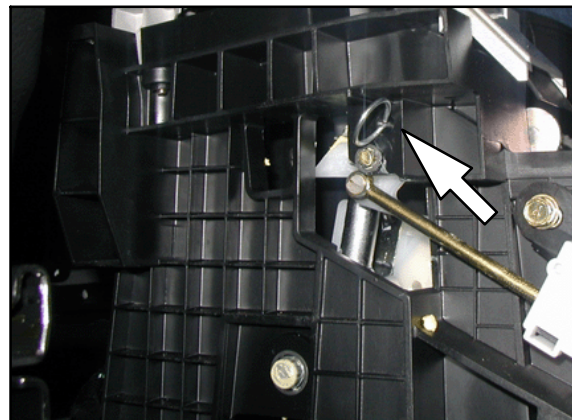
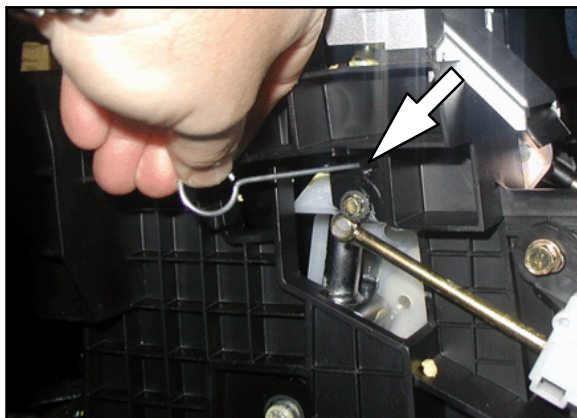
## CAM LEVER & ROD ASSEMBLY & RETURN SPRING INSTALLATION PROCEDURE



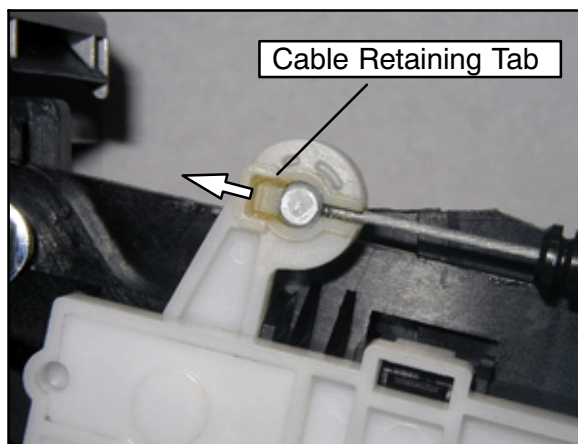
1. Loosen the two 10mm bolts that secure the shift lock cable unit to the passenger's side of the shifter assembly by 2 or 3 turns.

2. Special lock pins have been provided separately for this step. Insert a lock pin (or 2 mm drill bit) into the lock pin hole on the right side of the shift lever assembly as shown in the photos below. Ensure that the pin is inserted fully.

Confirm that the lock pin is fully inserted and the lock cam cannot be rotated by attempting to shift gears.



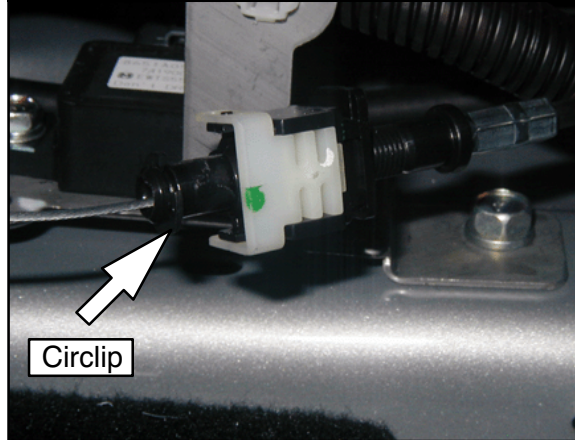
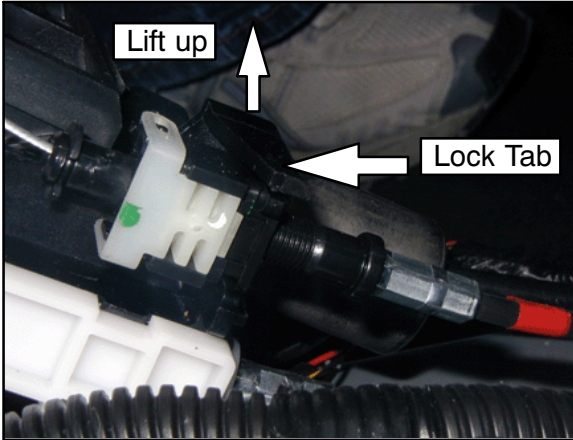
### Removing the Key Lock Cable Assembly from the Shift Lock Cable Assembly.



1. Using a small straight blade (—) screwdriver, push the lock tab on the cam lever in the direction of the arrow to release the end of the key lock cable assembly from the cam lever as shown. Remove the cable lug from the cam lever.



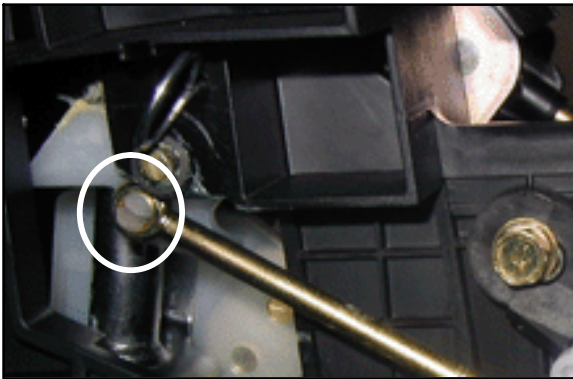
2. Push up on the key lock cable assembly lock tab to release the cable from the shift lever assembly as shown. Remove the key lock cable assembly from its retainer by pulling towards you. Cables on some early vehicles are equipped with a spring and retaining circlip. Others are equipped with a circlip only. Remove the circlip and/or spring from the key lock cable (if equipped) and discard them.



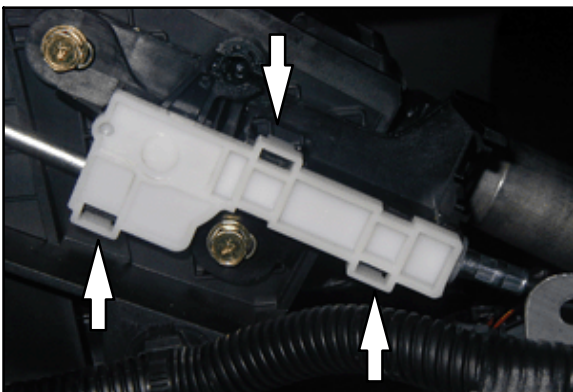
**⚠ CAUTION**

- A) Do not bend the key lock cable assembly when removing it.
- B) Do not release the key lock cable assembly adjustment lock.
- C) If the the key lock cable is bent, or the adjustment lock is released, the cable **MUST** be replaced.

**Removing the Cam Lever & Rod Assembly from the Shift Lock Cable Unit.**



1. Using a small straight blade (—) screwdriver, push the rod from the selector lever lock cam.

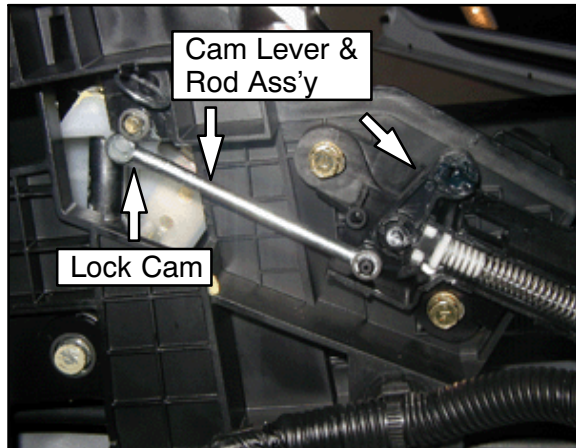


2. Insert the tip of a small straight blade (—) screwdriver into the three (3) slots on the shift lock cable assembly to release the cover.
3. The cam lever & rod assembly can now be removed from the shift lock cable assembly.



### Installing New Cam Lever & Rod Assembly and Cover

**NOTE:** It is recommended that you wear gloves for the next step. This will prevent the transfer of grease from your hands to the brake cable plunger during later steps.

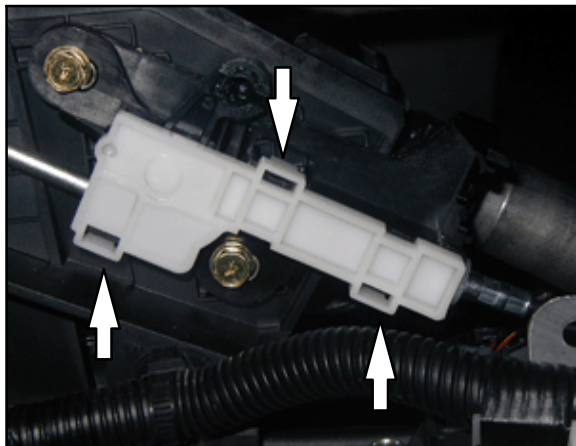


1. Install the new cam lever & rod assembly on the shift lock cable assembly as shown.
2. Remove the gloves at this time (replace them with clean gloves if so desired).

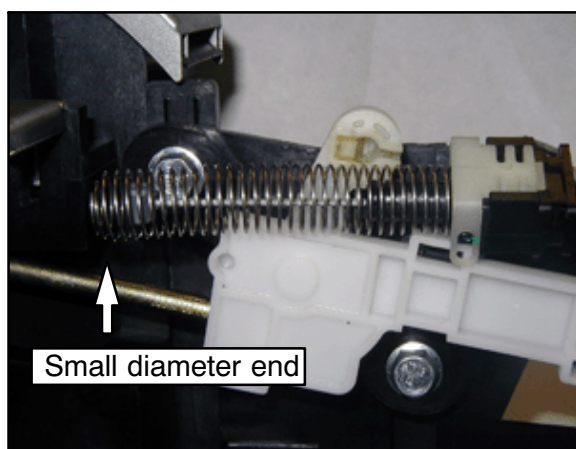
#### **!!CAUTION!!**

**IT IS EXTREMELY IMPORTANT TO KEEP GREASE AWAY FROM THE BRAKE CABLE PLUNGER. GREASE WILL CAUSE DETERIORATION OF RUBBER COMPONENTS.**

3. Install the end of the rod onto the lock cam.



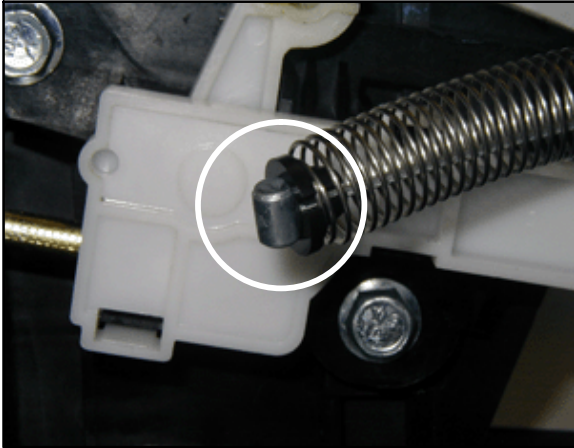
4. Install the cover onto the shift lock cable unit and confirm all 3 tabs are locked securely.



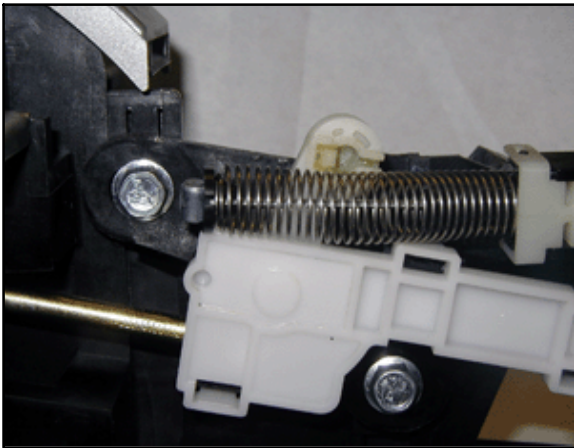
5. Slide the return spring over the key lock cable assembly.

#### **!!CAUTION!!**

**The return spring MUST be installed with the large diameter end first so that it fits over the shoulder of the cable.**

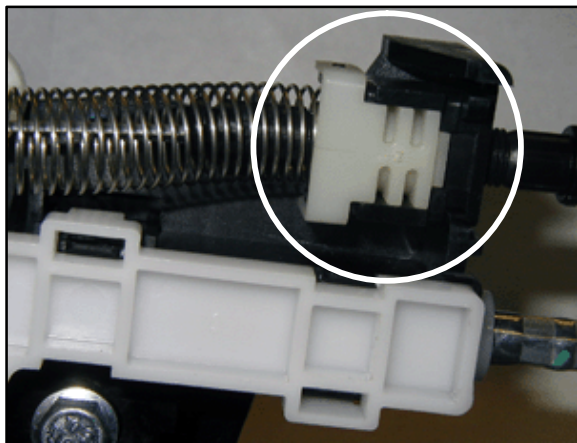


6. Compress the spring enough to expose the end of the cable, then install the spring seat by inserting the key lock cable through the slit in the spring seat . Confirm that the small diameter end of the spring fits into the underside of the seat.

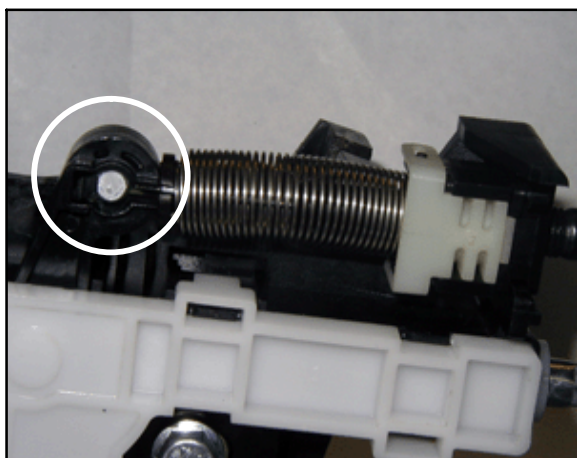


7. Confirm that the completed spring and spring seat assembly are installed properly as shown.

### Installing the Key Lock Cable Assembly to the Shift Lock Cable Unit.

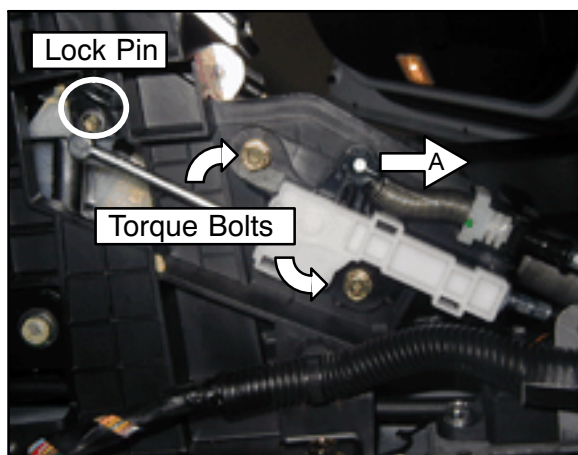


1. Install the socket of the key lock cable assembly into the shifter assembly as shown and confirm the key lock cable assembly is securely locked into place.



2. Install the end of the key lock cable into the hole of the cam lever and confirm the lock tab securely holds the cable end in position.

### Adjusting the Shift Lock Cable Unit



1. Push the cam lever and shift lock cable unit in direction "A" and tighten the bolts to  $5.0 \pm 1.0 \text{ Nm}$  ( $44 \pm 9 \text{ in/lb}$ ).

#### **!!CAUTION!!**

**DO NOT OVER TORQUE THE BOLTS. IF THE THREADED INSERTS IN THE SHIFT ASSEMBLY SPIN, THE ENTIRE ASSEMBLY MUST BE REPLACED.**

2. Remove the lock pin from the selector lever lock cam.



## SHIFT LOCK SYSTEM FUNCTION INSPECTION

Perform the following shift lock system function check BEFORE floor console reassembly. Shift gears between P and N to insure that the key cannot be removed unless the transmission selector is in the P position. Insure that the shifter moves smoothly when gear selections are made.

1. Check Lock Cam operation with shift lever in "N" position:
  - a) Start engine with shift lever in "P" position.
  - b) Depress the brake pedal.
  - c) Push the shift lever button with minimum stroke possible, and move shift lever to "N" position.
  - d) Depress the brake pedal full stroke and then release. Repeat this procedure 20 times at 2 second intervals.
  - e) Confirm the ignition key cannot be turned to the "LOCK" position and the key cannot be removed.
  - f) Move the shift lever to the "P" position.
2. Confirm the removal of the ignition key from the key cylinder with the shift lever in the "P" position:
  - a) Start the engine with the shift lever in the "P" position.
  - b) Depress the brake pedal.
  - c) Push the shift lever button with full stroke and move the shift lever to the "N" position.
  - d) Continue to depress the brake pedal, push the button on the shift lever with full stroke, and move the shift lever to the "P" position. Release the shift lever button slowly (about 5 seconds).
  - f) Confirm the ignition key can be turned to the "LOCK" position and removed.
3. Perform the following inspection. Confirm the shift lever push button force and the shift lever operation force are normal (no unusual effort).

Step	Condition			Check Item
	Brake Pedal	Ign. Switch Position	Shift Lever Position	
1	DEPRESSED	LOCK	P	Unable to depress shift button. Unable to shift from P.
2		ACC	P	Able to depress shift button. Able to shift from P. Able to shift to any position.
3	RELEASED	ACC	Any position except P	Able to shift to P from any position. Unable to turn the key to LOCK position.
4		ACC	P	Unable to shift from P position. Able to turn key to LOCK position.

## CONSOLE REASSEMBLY

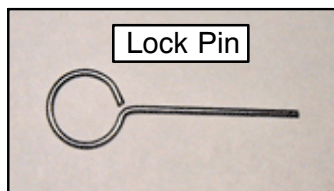
1. Reassemble the console in the reverse order of disassembly.
2. Confirm that all electrical connections and fasteners are properly secured.
  - Confirm that the accessory power sockets function.
  - Confirm function of the heated seats (if equipped) and that the switches illuminate when in the ON position.
  - Confirm function of the rear fan (if equipped).
3. Remove the tape protecting the center console.

## PARTS INFORMATION

**PARTS MANAGER:** Refer to Parts Bulletin [AI-ED-01-08](#) for additional details.

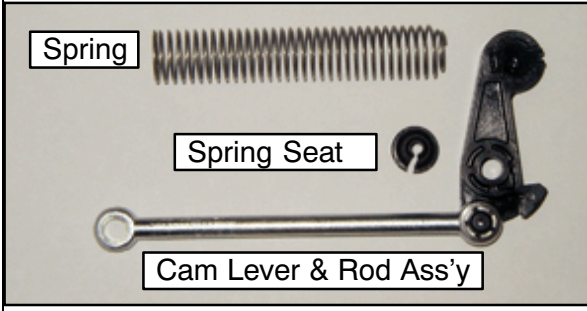
A supply of Shift Interlock Repair Kits will be allocated to each dealer. Determine your actual needs before ordering additional parts.

One shipment of four lock pins will be supplied to each dealer at the start of the Recall Campaign.



### Required Parts:

Each repair will use **only** quantity 1 of the part number listed below.

Part #	Description
2440A063	Kit, Shift Interlock Repair, Endeavor <ul style="list-style-type: none"> <li>● One Spring,</li> <li>● One Spring Seat</li> <li>● One Cam Lever &amp; Rod Assembly</li> </ul> 

## RECALL CAMPAIGN CLAIM INFORMATION

*Campaign Labor Operation:* C0803MXX *Labor Time:* 0.6 hr.

### Required Kit Part Numbers

Each repair requires the use of one repair kit. Claim only the one applicable part number (2440A063) with a quantity (QTY) of 1.

Please follow the recall claim example that follows.

Header Section 2004-2008 Endeavor Shift Interlock

**MITSUBISHI DEALER LINK** Service Warranty Help

Claim Entry Vehicle Information PQR/VQR

**Campaign Information**

Campaign Operation No: **C0803M**  
 Miles/Km:   
 VIN: **4A.....**  
 Service Technician:  Emp No:  SERVICE ADVISOR:

Spec Value \*  Duplicate Recall \*

Dealer: 99320 Ref No:  VIN:   
 Claim No:  Adj:  Claim Status: Incomplete Model and Year:

Save & Continue Main Menu

**Callouts:**  
 - Enter in the first 6 characters of the campaign labor operation  
 - This campaign is for 2004-2008 Endeavors built prior to March 14, 2008.  
 - There are approximately 116,600 vehicles involved in this campaign in the USA, Canada and Puerto Rico.

**Note:** In some instances, it may be necessary to arrange towing and/or to provide a temporary rental / loaner vehicle to a customer. Please use the entry fields at the bottom of the campaign claim's labor section.

Special Sublet Selection

Select	Labor Operation	Labor Operation Description		Amount
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order <input type="text"/>	<input type="text"/>
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES	Days <input type="text"/> Reason <Select one> <input type="text"/> Rental Company <input type="text"/> Invoice Number <input type="text"/>	<input type="text"/>
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company <input type="text"/> Invoice Number <input type="text"/>	<input type="text"/>
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company <input type="text"/> Invoice Number <input type="text"/>	<input type="text"/>



**CLAIM EXAMPLE: SHIFT INTERLOCK – INSTALL REPAIR PARTS KIT**

**PARTS SECTION: SHIFT INTERLOCK REPAIR PARTS KIT**

**Recall Claim**

Claim Entry    Vehicle Information    e-Reports    DMS Interface    PQR/VQR

**Add Page - Parts Information**

Delete	Part No.	Part Description	Qty	Unit Price	Part Amount
	<b>2440A063</b>	Kit, Shift Interlock Repair	<b>1</b>		

Buttons: Check Part Prices, Save & Continue, More Parts, Main Menu, Cancel Changes

**LABOR SECTION: LABOR TO INSTALL THE SHIFT INTERLOCK REPAIR PARTS KIT**

**Recall Claim**

Claim Entry    Vehicle Information    e-Reports    DMS Interface    PQR/VQR

**Add Page - Labor Information**

Note: These entries will automatically be filled in based on the campaign number you entered on the previous screen.

Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Hrs	Labor Amt
		<b>C0803MXX</b>		<b>1</b>		<b>.6</b>	

Buttons: Update, Finish, PWA, Main Menu, Cancel Changes



**AFFECTED VEHICLES**

**MODELS:** 2004-2008 Endeavor

Date: July, 2008

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. (MMNA) has decided that a defect that relates to vehicle safety exists in certain 2004-2008 Endeavor vehicles. The gearshift to ignition switch interlock system may allow the ignition key to be removed from the ignition switch without placing the gearshift in the Park position. If the driver does not shift to Park before removing the key from the ignition, and does not engage the parking brake, the vehicle could roll and a crash could occur.

**What you should do:** Please contact your Authorized Mitsubishi Dealer to schedule an appointment to have the shift interlock system repaired on your vehicle, free of charge. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still install the new parts on your vehicle, free of charge.)

**What your dealer will do:** The dealership will install a repair parts kit into the shift interlock assembly.

**How long will it take?** The time needed for the installation of these new parts is approximately 30 minutes. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you have any trouble having your vehicle repaired promptly and at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**.

Hours: Monday through Friday 6 a.m. to 5 p.m. (Pacific 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, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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 6400, 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.

Sincerely,

Mitsubishi Motors North America, Inc.

C0803MXX