



09V-361  
(4 pages)

Mitsubishi Motors North America, Inc.  
6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-8000  
www.mitsubishicars.com

September 15, 2009

Kathleen DeMeter, Esq.  
Director, Office of Defects Investigation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

RE: 2010 Mitsubishi Endeavor Side Air Bag Anchor Bracket Inspection

Dear Ms. DeMeter:

Mitsubishi Motors North America, Inc. (MMNA) submits this letter pursuant to 49 C.F.R. Part 573.6 - Defect and Noncompliance Information Report (DIR). This DIR contains details of a potential defect relating to motor vehicle safety in the seat mounted side air bag on MY 2010 Endeavors.

The subject vehicles are distributed in the United States by MMNA.

If you have any questions or need any additional information, please let me know.

Sincerely,

Tom Bennett, Director, Service  
Mitsubishi Motors North America, Inc.  
Telephone 714-372-5554  
Email: [tbennett@mmsa.com](mailto:tbennett@mmsa.com)

RECEIVED  
2009 SEP 15 A 9:23  
OFFICE OF DEFECTS  
INVESTIGATION

**1. Manufacturer’s Name**

Mitsubishi Motors North American, Inc. – Manufacturing Division

**2. Vehicles Potentially Containing the Defect**

Vehicles of the following model years and manufacturing periods:

Make	Line	Model Year(s)	Dates of Manufacture
Mitsubishi	Endeavors	2010	5/26/09 – 7/28/09

**3. Total Number of Vehicles**

Vehicle Line	Number of Vehicles
	United States
Endeavor	531

**4. Approximate Percentage of Vehicles Actually Containing the defect:**

It is impossible to estimate the actual number of vehicles that may contain the subject defect. Owners of all potentially affected Mitsubishi Endeavors will be notified, and those vehicles will be included in this campaign.

**5. Defect Description**

The seat supplier, Bloomington Seating Company, identified a process variation which could potentially allow the retainer bracket for the seat mounted side airbag to be insufficiently welded to the seat back frame. If this retainer bracket is not sufficiently welded to the seat frame, the seat mounted side airbag may not properly deploy in a side impact.

Bloomington-Normal Seating Company (BSC)  
2031 Warehouse Road  
Normal, IL 61761

Contact Person:  
Mr. Takeshi Matsuoka,  
Purchasing and Sales Manager  
309/452-7878

**6. Chronological Summary of Events Leading to Determination**

On August 27, 2009, Mitsubishi Motors North America – Manufacturing Division notified MMNA that this potential issue existed for the 2010 Endeavor.

On August 27, 2009, Mitsubishi Motors North America – Manufacturing Division requested that MY 2010 Endeavors be held prior to shipment to dealers to allow an inspection of the seat mounted side airbag frames to ensure sufficient weld penetration. Mitsubishi Motors

North America – Manufacturing Division, Quality Control group, and the seat supplier inspected these vehicles.

More than 600 vehicles in manufacturing and dealer inventory were inspected, and three (3) retainer brackets total were found to be insufficiently welded to the seatback frame. Based on the results of this investigation, Mitsubishi Motors North America – Manufacturing Division determined that a safety-related defect existed and advised MMNA on September 8, 2009 to conduct a safety recall to inspect the retainer bracket and, as necessary, repair by installing a new seat back assembly for all affected 2010 Endeavors shipped.

**7. Test Results or Data Used to Determine Non-compliance**

Not applicable.

**8. Proposed Remedy Description**

All owners of affected vehicles will be notified via first class mail and instructed to bring their vehicles to their local Mitsubishi Motors dealer. The retainer bracket used for the seat-mounted side airbag frames on both the driver and front passenger seats will be inspected. If necessary, the seatbacks will be replaced. There will be no charge to the customer for the inspection and, if necessary, the replacement.

**9. Notice(s) and Bulletin(s)**

Our schedule for dealer notification will begin the week of September 15, with owner notification to follow about a week later. The owner notification and technical bulletin drafts are included in this notice for your review. The timeline for completion of the customer notification is the week of September 22, 2009.

**10. Reimbursements**

Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact Mitsubishi Customer Relations for instructions on how to apply for a refund.

**11. Dealer Notification**

As a precaution Mitsubishi placed the 2010 Endeavors on “Stop Sale” as of 9/3/2009 until all potentially affected vehicles could be inspected and informed dealers of this action. This action was instituted to allow a detailed and rapid inspection that allowed MMNA – Manufacturing Division to rapidly investigate, analyze and make a determination regarding this issue.

Dealers were provided an inspection process to verify the bracket weld condition and directed to inspect all affected vehicles at their dealership.

Mitsubishi Motors North America – Manufacturing Division has determined that an immediate and substantial threat to motor vehicle safety does not exist. Therefore, the three-day dealer notice does not apply.

Dealer notification is anticipated to begin the week of September 15.