



SAFETY RECALL BULLETIN

SUBJECT: 2012 i-MiEV VACUUM PUMP – SAFETY RECALL CAMPAIGN			No: SR-13-001
			DATE: February, 2013
			MODEL: 2012 i-MiEV
CIRCULATE TO:	<input type="checkbox"/> GENERAL MANAGER	<input type="checkbox"/> PARTS MANAGER	<input 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

Certain brake vacuum pumps equipped on 2012 i-MiEV vehicles built between December 2, 2011 – September 7, 2012 may become inoperable due to failure of an internal component. If the vacuum pump becomes inoperable, the brake warning light will illuminate and the brake warning buzzer will alert the vehicle operator. Vacuum pump inoperability will result in reduced brake power assist, which may increase stopping distances and could lead to greater risk of crash.

Replacing the vacuum pump on affected vehicles will resolve this potential condition.

AFFECTED VEHICLES

Certain 2012 i-MiEV vehicles built between December 2, 2011 – September 7, 2012

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or non-compliance is remedied.

CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles requesting them to schedule an appointment with their local certified Mitsubishi i-MiEV dealer to have their brake system vacuum pump replaced. A copy of the customer notification letter appears at the end of this bulletin.

REQUIRED OPERATIONS

Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and this campaign procedure has not already been completed.

Repairs must be completed by a certified i-MiEV technician.

IMPORTANT

Please ensure the Main drive battery is fully charged prior to vehicle delivery. If the vehicle cannot be immediately repaired, the Main drive battery should be charged while the vehicle is waiting for repairs. This will limit customer inconvenience and maximize customer satisfaction.

Continued

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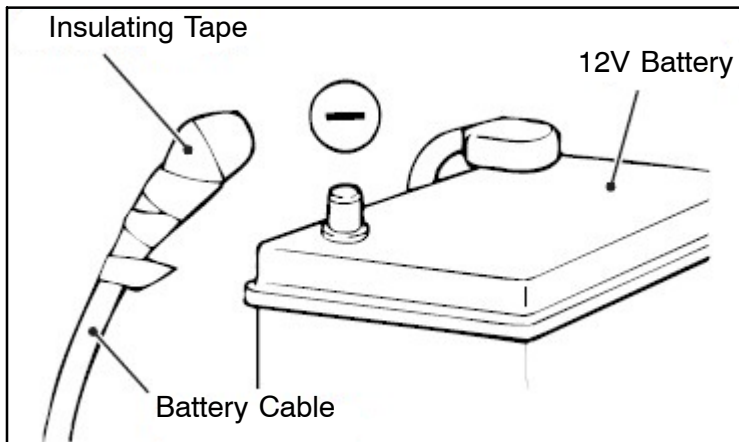
The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com).

VACUUM PUMP REPLACEMENT PROCEDURE

1. With the vehicle parked and the electric motor switch in "OFF" position, set the parking brake and open the hood. Remove the 12V battery cover and disconnect the negative (-) terminal of the battery. Wait at least 60 seconds. Insulate disconnected negative (-) terminal with electrical tape.

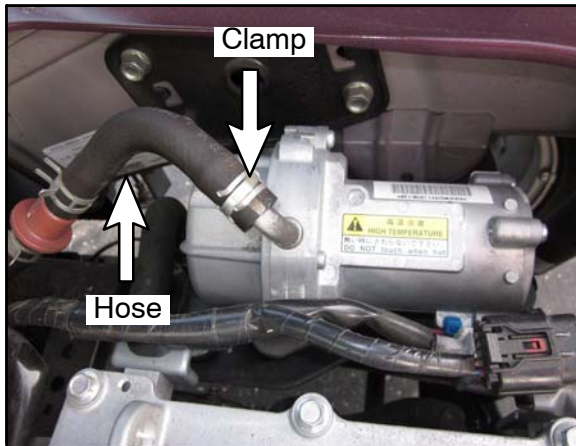
REMINDER: If the vehicle is not equipped with the optional OEM navigation unit, please record all radio station presets and reprogram when repair is completed.

⚠ WARNING To avoid causing any trouble to the electric motor unit components, do not disconnect the 12V battery negative (-) terminal for 1 minute after turning off the electric motor switch to "LOCK" (OFF).



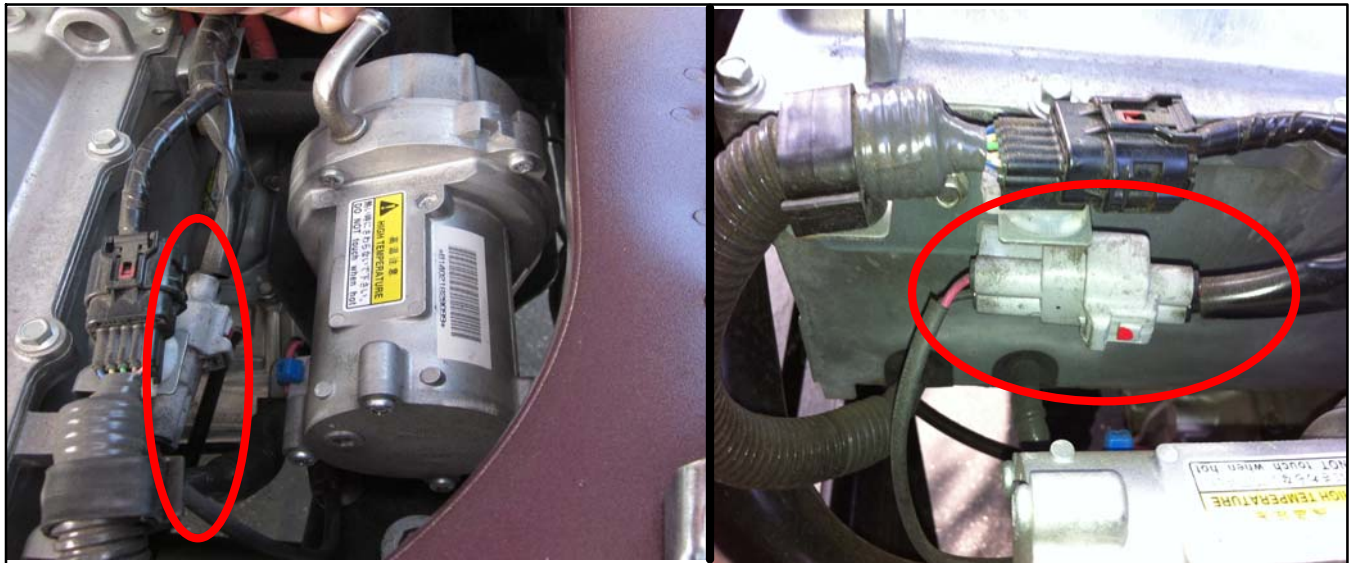
2. Open the liftgate. Adjust the rear seatbacks forward into the passenger compartment. Remove and store the rear access cover. Unscrew the four wing nuts from the power unit inspection lid and open the lid to gain access to the vacuum pump.



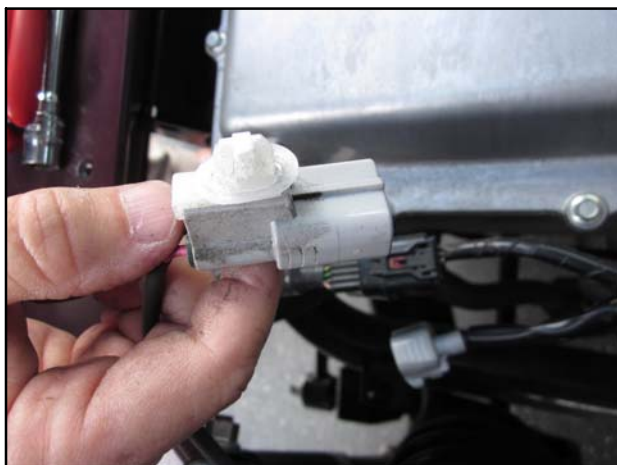


3. Squeeze the vacuum hose clamp and slide it to the center of the vacuum hose.
4. Gently pull off the vacuum hose from the vacuum pump.

5. Disconnect the vacuum pump electrical connector.



6. Unclip the vacuum pump electrical connector mount from the vehicle's body.

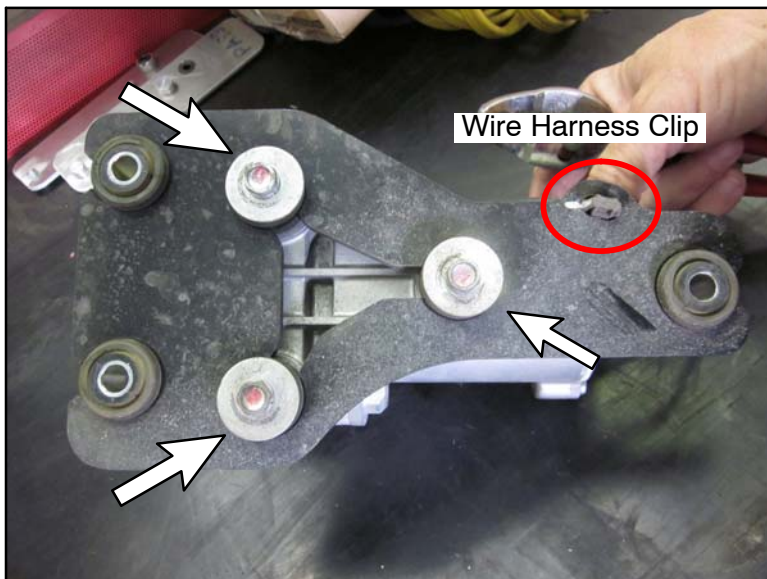


7. Remove three 12mm bolts to disconnect the vacuum pump assembly.



CAUTION To prevent any damage to the vacuum pump connector, ensure the connector is disconnected from the vacuum pump prior to removal.

8. Remove three 10mm bolts and unclip the wire harness to disconnect the vacuum pump from its bracket.



9. Replace the vacuum pump with the new unit.

NOTE: The affected vacuum pump has a monotone (silver) exterior. The new replacement unit has a two-tone exterior (black and silver).



10. Reattach the wire harness clip to the bracket first, and then reinstall the three 10mm bolts. Doing so will ensure the vacuum pump is installed correctly to the bracket.

NOTE: Use hand tools only. Torque specifications is 44 ± 8 in-lb (5 ± 1 N-m).

11. Secure the vacuum pump assembly to the vehicle by reinstalling the three 12mm bolts.

NOTE: Use hand tools only. Torque specifications is 84 ± 30 in-lb (9.5 ± 3.5 N-m).

12. Clip the vacuum pump connector mount to the body of the vehicle.
13. Reconnect the vacuum pump connector.
14. Reinstall the vacuum hose.
15. Reinstall the vacuum hose clamp.
16. Close the power unit inspection lid and reinstall the four wing nuts. Replace the rear access cover and close the liftgate. Set the rear passenger seatbacks to their original position.
17. Remove the electrical tape and reconnect the negative (-) terminal of the 12V battery. Reinstall the battery cover.

NOTE: Use hand tools only. Torque specifications for the negative (-) terminal is 44 ± 8 in-lb (5 ± 1 N-m). Torque specifications for the battery cover is 35 ± 8 in-lb (4 ± 1 N-m).
18. Turn the electric motor switch to "ON". Release the parking brake and confirm the "READY" light is on. With the gear selector in "P" (Park), fully depress the brake pedal (as you normally would when bringing a moving vehicle to a complete stop) several times. If the brake warning light illuminates and/or the brake warning buzzer sounds, perform the troubleshooting as shown in the Service Manual Group 35A Basic Brake >> Brake Electric Vacuum Pump Check.
19. Fully charge the i-MiEV Main drive lithium-ion battery. If applicable, set the clock and radio station presets before returning the vehicle to the customer.

PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number
i-MiEV Brake Electric Vacuum Pump	4641A032

Certified i-MiEV dealers will automatically receive an initial quantity of parts to complete the recall on in-stock dealer units, shipped with stock orders the week of February 18, 2013. Certified i-MiEV dealers are requested to check their Open Campaign List on the MDL and contact customers of affected vehicles to schedule an appointment to have the recall completed. Once the customer appointment is confirmed, the dealer must contact their facing PDC with the corresponding VIN information and an order will be placed. Please refer to Parts Bulletin 35-IM-01-13 for additional information.

Warranty / Service Campaign Claim Information

Enter all claims as claim type ‘C’ – Recall/Campaign Claims

Please follow the campaign instructions when entering each claim in order to select the applicable operation codes that correctly match up with the work that was actually performed. A claim example to follow is provided below.

Certain 2012MY – I-MiEV Electric Vehicles

Required Operation to be performed	Labor Operation	Labor Time
1. Replace Brake Vacuum Pump	C1302E01	.4 hrs.
2. Replace Brake Vacuum Pump - if done at the same time as C1301E Reflash	C1302E02	.3 Hrs.

Claim Header Section: 2012MY I-MiEV Brake Vacuum Pump Replacement

After entering the required customer data, vehicle information and applicable campaign operation number, depending on the “Repair Performed” scenario that is selected from the menu, hitting the “Save and Continue” button will automatically fill-in several fields. Please note that there are 2 possible repair scenarios for this campaign.

CAMPAIGN INFORMATION			
Campaign Operation	C1302E	Repair Performed	<input type="radio"/> C1302E01-Replace Brake Vacuum Pump <input checked="" type="radio"/> C1302E02-Replace Brake Vacuum Pump at same time as C1301E reflash
Miles / KM	5,000	Repair Order No	EX12345
VIN	JA3215H8CU010000	Repair Date In	03 / 02 / 2013
		Repair Date Out	03 / 02 / 2013
		Enter As Sublet	TSB SR-13-001

Campaign Claim Example:

Follow these instructions for claiming for performing the required 2012MY I-MiEV Brake Vacuum Pump replacement.

PARTS:

One part is required to be used and claimed for this campaign. No other parts needed or allowed.

Add Page - Parts Information							
Vehicle Page Completed; Claim Status is Incomplete.							
Delete	Part No	Part Description	Qty	Unit Price	Part Amount	Primary	
1	4641A032	Vacuum Pump, EV Brake Booster	1			<input type="radio"/>	
2						<input type="radio"/>	

LABOR:

The full campaign labor operation number of either C1302E01 or C1302E02 and the allowed labor time of either .4 hours or .3 hours will be automatically entered as a result of your 'Repair Performed' entry from the "Vehicle" page.

Add Page - Labor Information							
Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Labor Hrs	Labor Amt
		C1302E01	Replace Brake Vacuum Pump	1	0.4	0.4	XX.XX
		OR					
		C1302E02	Replace Brake Vacuum Pump at same time as C1301E Reflash	1	0.3	0.3	XX.XX

OTHER CHARGES:

In some cases, it may be necessary to pick up and drop off a customer's vehicle and/or provide a rental car to allow for adequate recharging of the vehicle for the customer to make a return trip home. Claim the actual vehicle transport costs as towing charges and/or claim for related rental car charges in the lower area of the campaign claim. Towing and/or rental car charges that exceed your dealership's Self-Auth limits will require DPSM approval.

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

Replacement Parts Storage and Retention:

Retain all replaced vacuum pumps for at least five (5) days after the payment of the related campaign claim. The five days begins the day after the claim appears in the "PAID" section of your warranty claim statement. If the part is requested during those five days, you must return the part as indicated on the parts return request letter. If you do not receive a request after five days from the claim payment date, you may scrap the replaced vacuum pump.


Mitsubishi Motors North America, Inc.

6400 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

AFFECTED VEHICLES

MODEL: 2012 i-MiEV built from December 2, 2011 – September 7, 2012

Date: February, 2013

Dear Mitsubishi Owner,

This notice has been 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 which relates to motor vehicle safety exists in 2012 i-MiEV vehicles built from December 2, 2011 – September 7, 2012. Certain vacuum pumps for the brake system manufactured during the subject time period may become inoperable due to failure of an internal component. If the vacuum pump becomes inoperable, the brake warning light will illuminate and the brake warning buzzer will alert the vehicle operator. Vacuum pump inoperability will result in reduced brake power assist which may increase stopping distances and could lead to greater risk of crash.

What you should do: To facilitate the repair process, please contact your local certified i-MiEV (Mitsubishi) dealer and schedule an appointment to have the vacuum pump replaced on your vehicle. If the nearest certified i-MiEV Mitsubishi dealer is not within driving distance or the capability of your i-MiEV, please inform the dealer so appropriate arrangements can be made. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this repair to your vehicle, free of charge.) If your vehicle's brake warning light illuminates and the brake warning buzzer is heard, **do not drive your vehicle.** Please immediately contact your local certified i-MiEV dealer for assistance.

What your dealer will do: Once an appointment has been made, the dealership will ensure the new vacuum pump is available and replace the unit on affected vehicles.

How long will it take? The time required for repair 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 experience any problems having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time)

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or 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 condition 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 each 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 each 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.

C1302E