

**\* \* TECHNICAL INFORMATION NOTICE \* \***

**DATE:** June 29, 2017  
**TO:** Mitsubishi Motors US Principals, General Managers, Service Managers, and Parts Managers  
**RE:** Passenger Sun Visor Safety Recall Campaign – Owner Re-Notification  
**TIN NO.** TIN-15-SR-005-B

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**AFFECTED VEHICLES:** 2000 – 2005 Eclipse and 2001 – 2005 Eclipse Spyder

**PURPOSE**

MMNA will be re-notifying approximately 70,000 customers who have not had the Passenger Sun Visor Safety Recall completed on their vehicles. The re-notifications will request them to contact their local Authorized Mitsubishi dealership to schedule an appointment and have this recall performed. Sample copies of the re-notification communications are included below this TIN for your familiarization.

Affected vehicles include certain 2000 - 2005 Eclipse vehicles built April 5, 1999 – December 17, 2004 and 2001 – 2005 Eclipse Spyder vehicles built January 19, 2000 – March 18, 2005. During a frontal accident resulting in frontal air bag deployment, there is the potential for interaction between the deploying passenger air bag and the passenger sun visor if the sun visor is in the down position. Depending on the position and angle of the sun visor in the down position, the deploying passenger air bag may remove the sun visor, propelling it rearward. In a worst case scenario, the removed sun visor could strike a passenger seated in the front passenger seat, increasing their risk of injury.

Dealers are requested to perform Recall Bulletin **SR-15-005**, to install a tether strap on the passenger sun visor to prevent potential removal of the sun visor by the deploying passenger air bag.

**Dealers are reminded to focus on providing an exceptional customer experience, maximizing this opportunity to retain these customers for future service needs.** If you have any questions, immediately address them to your DPSM.

Having the necessary parts available at your dealership to complete these safety recalls is critical to minimizing your customers' inconvenience—contributing to your efforts to provide an exceptional customer experience. As a result, some dealers may be force allocated stock using a formula based on their current inventory positions, the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments are processed via the 'R' order type and started shipping along with your scheduled stock order beginning Thursday, June 29, 2017. Dealers may place additional orders via the MDL.

Dealers must review the Warranty Superscreen to confirm if any vehicles in their used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (**C1505E**), please check for and complete any other open campaigns. Always get the customer's approval before completing a campaign on a customer-owned vehicle.

***IMPORTANT***

**Affected new or used inventory vehicles must be repaired before the vehicle is sold/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 sell/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 noncompliance is remedied.**

ATTENTION: Certain 2000-2009 Eclipse and Eclipse Spyder vehicles are involved in a nationwide safety recall. To see if your vehicle is affected, go to [mitsucars.co/bGL9S](http://mitsucars.co/bGL9S) and enter your VIN. Contact a local Authorized Mitsubishi Motors dealer for more information and to schedule any recall repairs at NO COST.



**CALL 888-648-7820  
FOR INFO.**

**Make safety your top priority**

Click for the closest dealer.

[MITSUBISHICARS.COM](http://MITSUBISHICARS.COM)

[Learn More](#)

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SAMPLE



# IMPORTANT SAFETY RECALL ON

YOUR %%VEHICLEYEAR%% %%VEHICLEMODEL%%



CALL YOUR LOCAL MITSUBISHI DEALER TODAY FOR NO COST REPAIR.



## IMPORTANT SAFETY RECALL INFORMATION

Dear Mitsubishi Owner,

Your safety continues to be a top priority for us. We are reaching out to notify you that our records are showing that your [MMYY] [vehicle name] with VIN [XXXXXXXXXXXXXXXX] has the following important safety recall(s) needing to be repaired.

Recall Code: Recall Description  
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Call Mitsubishi Motors customer relations department at 888-648-7820 for more information on your vehicle and to find a dealer closest to you.

Or go online to [www.mitsubishicars.com/dealers](http://www.mitsubishicars.com/dealers) for a list of dealers in your area to schedule repair on the outstanding recalls at no cost to you.

If you no longer own this vehicle, please help us update our records by calling our customer relations department, and notifying them of the change.

Thank you for your attention to this matter,  
Mitsubishi Motors North America



COMPLIMENTARY COMPUTERIZED  
VEHICLE INSPECTION REPORT  
& 27-POINT INSPECTION

**NO CHARGE**  
A \$49.95 VALUE

INCLUDES:  
- 27-Point Inspection  
- Battery test  
- Remaining warranty summary  
- Open recall notification  
- Diagnostic scan

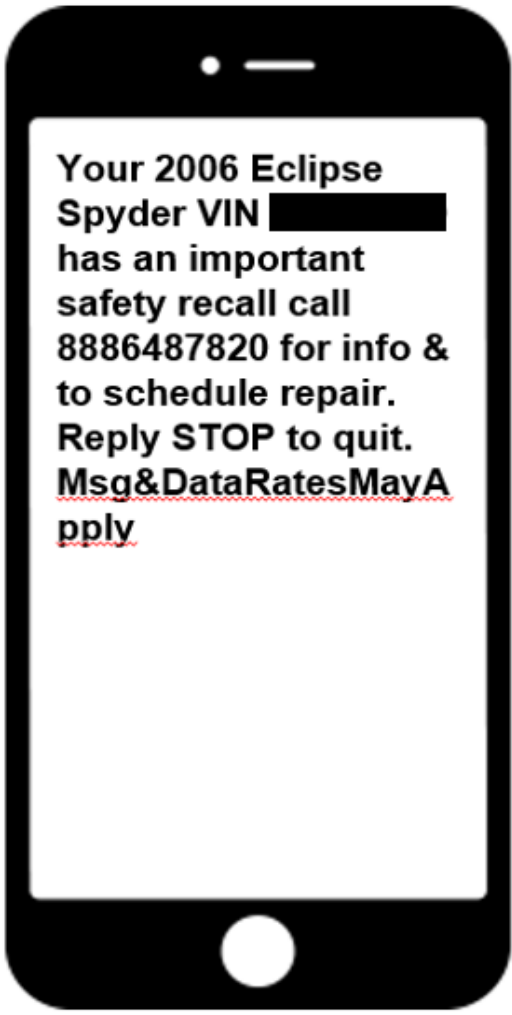
Mitsubishi only. Must present coupon when order is written. Hour rates excluded.  
Valid at participating Mitsubishi dealers.  
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PHOENIX, AZ 85038-9001

U.S. Postage

%%ContactFirstName%% %%ContactLastName%%  
%%ContactStreet1%%  
%%ContactCity%%, %%ContactState%% %%ContactZip%%



Your 2006 Eclipse  
Spyder VIN [REDACTED]  
has an important  
safety recall call  
8886487820 for info &  
to schedule repair.  
Reply STOP to quit.  
Msg&DataRatesMayA  
pply

SAMPLE