



SAFETY RECALL BULLETIN

SUBJECT: PASSENGER SUN VISOR – SAFETY RECALL CAMPAIGN		No: SR-15-005	
		DATE: July, 2015	
		MODEL: 2000-05 Eclipse and Eclipse Spyder	
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

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. The removed sun visor could strike a passenger seated in the front passenger seat.

This campaign bulletin instructs dealers to install a tether strap on the passenger sun visor to prevent potential removal of the sun visor by the deploying passenger air bag.

AFFECTED VEHICLES

Certain 2000 – 2005 Eclipse vehicles built April 5, 1999 to December 17, 2004

Certain 2001 – 2005 Eclipse Spyder vehicles built January 19, 2000 to March 18, 2005

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 telling them to contact their local Authorized Mitsubishi Motors dealer to have the passenger sun visor tether installed. A sample 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.

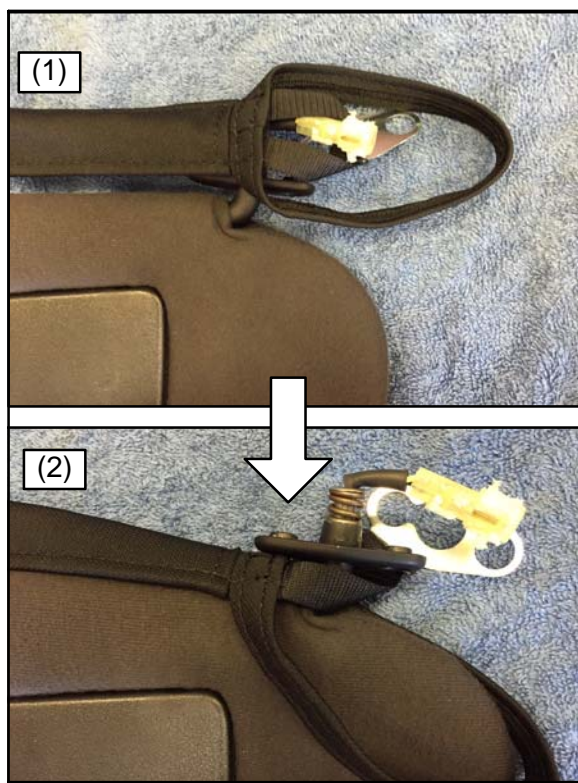
REPAIR PROCEDURE

1. Remove the passenger sun visor and disconnect the sun visor's mirror light harness connector (if equipped).



2. For Eclipse Spyder vehicles: remove the sun visor mounting hook.

3. Install the tether strap to the passenger sun visor.

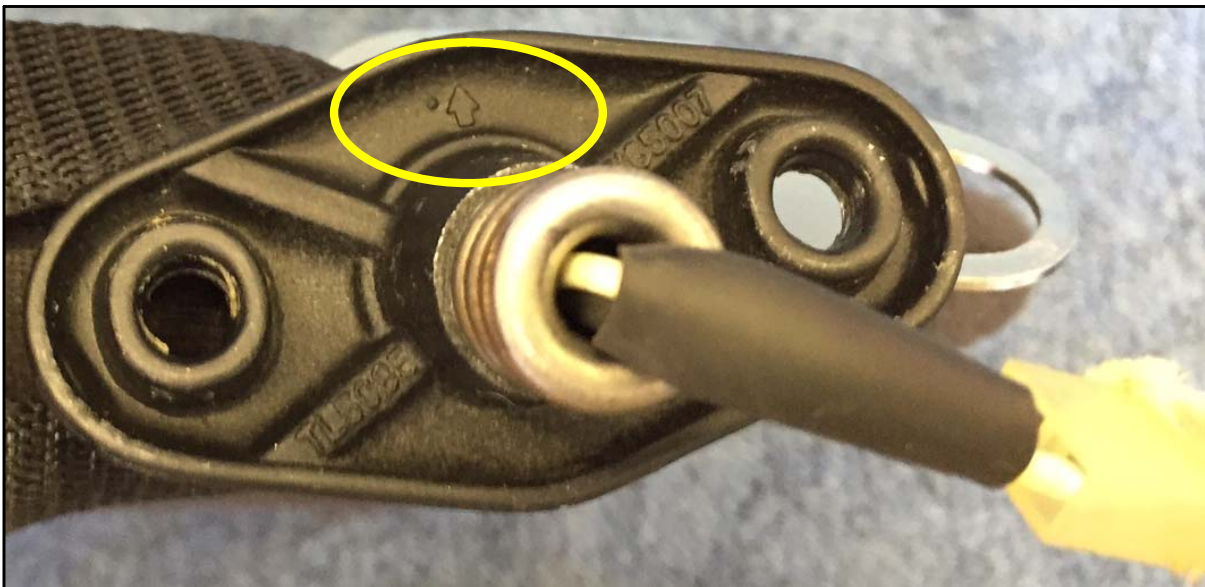


- a. Place the tether strap's mounting bracket reinforcement strap around the sun visor's mirror light harness connector (1) (if equipped) and sun visor's mounting bracket (2), eventually coming to rest on the sun visor.

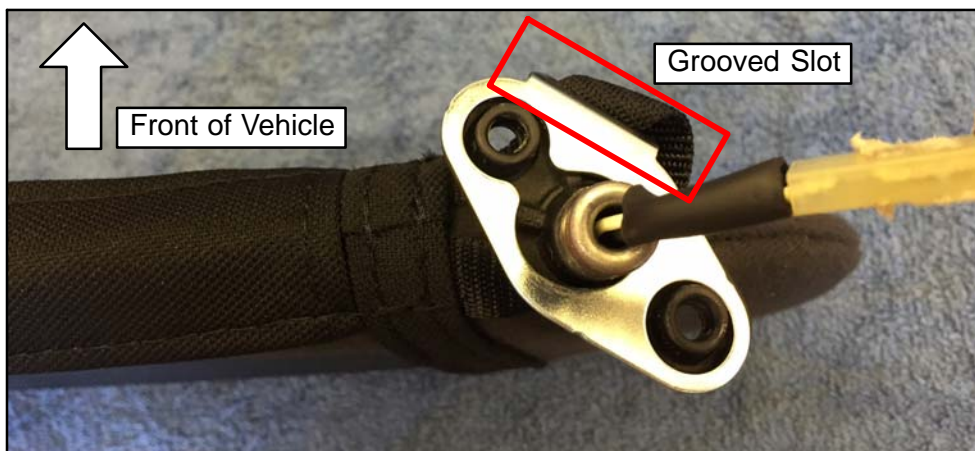


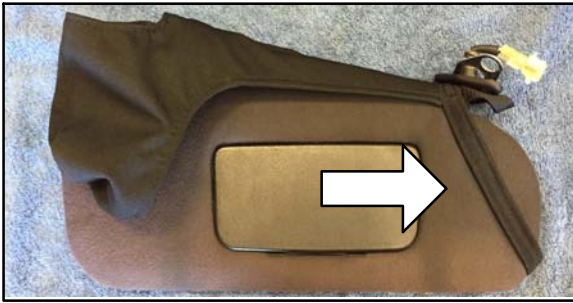
- b. Place the tether strap's reinforcement bracket (silver finish) over the sun visor's mirror light harness connector (if equipped) and onto the sun visor's mounting bracket.

- c. Rotate the sun visor's mounting bracket in a position where the arrow inside the mounting bracket is pointing towards the front of the vehicle.

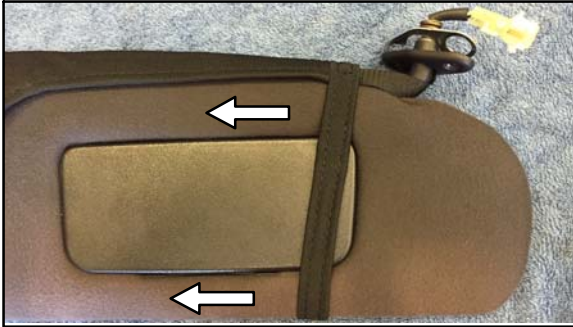


- d. Mount the tether strap's reinforcement bracket (silver finish) on top of the sun visor's mounting bracket. The tether strap's reinforcement bracket (silver finish) has a grooved slot that seats over the mounting bracket and indicates the mounting bracket's position during sun visor re-installation (grooved slot must be facing towards front of the vehicle).





- e. Install the right portion of the tether strap over the right side of the sun visor.



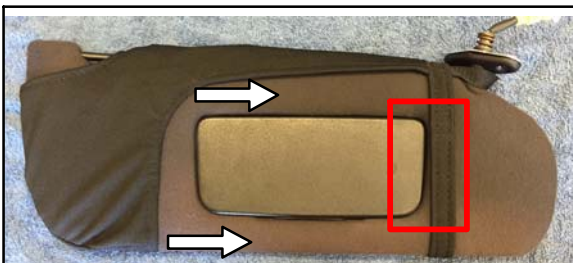
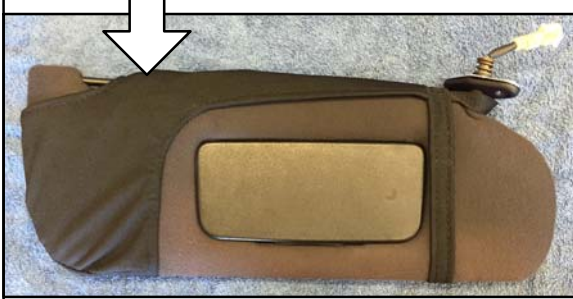
- f. Pull the right portion of the tether strap across the sun visor in the direction indicated. Doing this provides additional slack to install the left portion of the tether strap.

⚠ CAUTION

During tether strap install on the right side of the visor, do not damage the tether strap or the sun visor. Be careful, patient, and gentle during installation. The tether strap is designed to be a tight fit over the sun visor.



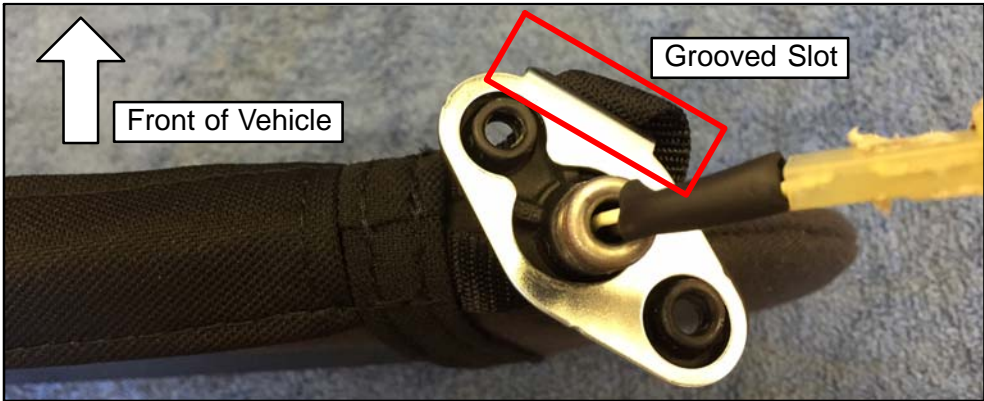
- g. Install the left portion of the tether strap over the left side of the sun visor.



- h. Pull the tether strap in the direction indicated to center the tether strap. Adjust the tether strap so it correctly fits over the sun visor and ensure the strap does not block the mirror cover from opening.
- i. Ensure all warning labels on the back side of the sun visor are still visible.

⚠ CAUTION

Ensure the grooved slot of the tether strap's reinforcement bracket (silver finish) is facing towards the front of the vehicle during passenger sun visor re-installation.



4. Reinstall the passenger sun visor and the sun visor's mirror light harness connector (if equipped).
 - a. For Eclipse Spyder, replace the sun visor mounting hook with the new part.
 - i. If the passenger sun visor mounting hook uses a flat head screw (2001–2003MY vehicles built before June, 2002), replace the flat head screw with the replacement screw.

PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Vehicle Applicability	Description	Part #	Qty
2001–05 Eclipse Spyder	Tether Strap Kit, Sunvisor (Black) (kit includes tether strap assy P/N 7620B377 and sun visor mounting hook P/N 7620B302)	7620B337	1
2001–03 Eclipse Spyder built before June, 2002	Replacement Screw (in addition to above Kit)	MF200316	1
2000–05 Eclipse	Tether Strap Assy, Sunvisor (Beige)	7620B390	1

WARRANTY INFORMATION

There is only 1 possible sun visor repair scenario. Review the scenario by model type. You may only claim 1 scenario

#	Eclipse Coupe	Campaign Operation No.
1	Tether strap installation	C1505E01

or

#	Eclipse Spyder	Campaign Operation No.
1	Tether strap installation	C1505E01

WARRANTY / RECALL 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 operation code that correctly matches up with the work that was actually performed. A claim example is provided below.

Certain 2000–2005MY Eclipse and 2001–2005MY Eclipse Spyder Models

Claim Header Section: Passenger side sun visor assembly modification

MITSUBISHI DEALER LINK Service Warranty Help

Claim Entry Vehicle Information

Campaign Information

Campaign Operation No: C1505E

Miles/Km: 85,000

VIN: 4A...

Service Technician: Emp No: Service Advisor: Emp No:

Spec Value * Duplicate Recall *

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

Enter in the first 6 characters of this campaign labor operation: **C1505E**

This campaign is for the modification of the passenger side sun visor on certain 2000–2005MY Eclipse and Eclipse Spyder models.

Check the “Open Recall” area of the Superscreen each time to be certain of a vehicle’s eligibility. Only specific VINs showing **C1505E** as open are involved in this campaign.

After entering the required customer data, vehicle information and applicable campaign labor operation number 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 is only 1 repair scenario that may be selected.

CAMPAIGN INFORMATION				Campaign Labor Operation	
Campaign Operation No	C1505E	Involved Eclipse and Eclipse Spyder	Repair Performed	C1505E01	
Miles / KM	85,000		Repair Order No	EX12345	
VIN	4A3AE35G91E00904	Repair Date In	7 / 30 / 2015	Repair Date Out	7 / 31 / 2015

Campaign Claim Example:

Follow these instructions to claim for performing the modification to the passenger side sun visor assembly.

PARTS:

Tether strap kit installation is necessary for all models. Kit part numbers differ from Eclipse vs. Eclipse Spyder. Replacement screw only needed for 2001 – 2003 Eclipse Spyders built prior to June, 2002.

2000–2005MY Eclipse (all)

Part # 7620B390 (tether strap)

2001–2005MY Eclipse Spyder (all)

Part # 7620B337 (tether strap & mounting hook)

2001–2003MY Eclipse Spyder (pre 6/2002) Part # MF200316 (replacement screw)

LABOR:

Follow the chart below to select the appropriate campaign labor operation and labor time that matches the repair that was actually performed. These operations will appear on the dropdown.

	Campaign Number: C1505E		Pass Side Sun Visor Tether Strap	
	Campaign Operations - Select from Claim Drop Down Menu		Labor Times by Model	
	Select the repair actually performed and the corresponding operation scenarios and times shown below. Check the repair order to be sure you are selecting the correct repair.			
	Repair Description	Operation Scenario	Eclipse	Eclipse Spyder
#1	Install passenger side sun visor tether strap assembly	C1505E01	0.3	
#1	Install passenger side sun visor tether strap kit and screw	C1505E01		0.3

OTHER CHARGES:

In rare cases, towing and/or a rental car may be necessary. The lower portion of the labor page has the fields that must be filled in if there are such charges.

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 <input type="text"/> <input type="button" value="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"/>



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

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

This notice applies to your vehicle, _____.

This notice has been sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Date: July, 2015

Dear Mitsubishi Owner,

Reason for notice: Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2000 - 2005 Eclipse and 2001 - 2005 Eclipse Spyder vehicles. During a crash resulting in frontal air bag deployment, the passenger sun visor in the down position could come into contact with the deploying passenger air bag. 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. The removed sun visor could strike a passenger seated in the front passenger seat, increasing their risk of injury.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the repair performed 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 make this inspection/repair to your vehicle.

To reduce the risk of injury, please do not use the passenger sun visor and keep it in the stowed position until this recall repair is performed.

What your dealer will do: The dealership will install a tether strap on the passenger sun visor to prevent potential removal of the sun visor by the deploying passenger air bag.

How long will it take? The time needed for this remedy is approximately 0.5 hr. 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 problem 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 with the passenger sun visor and had it repaired as a result of this specific condition and have paid for the repair, you may send your original repair order or invoice, **and** original receipt/proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

C1505E