

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

**DATE:** May 15, 2017  
**TO:** Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Service Managers, and Parts Managers  
**RE:** Raider Passenger Side Frontal Air Bag Inflator Safety Recall  
**TIN NO.** TIN-16-SR-004-B

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**AFFECTED VEHICLES:** Certain 2006 - 2009 Raiders

**PURPOSE**

Notification letters will be mailed on May 15, 2017, to owners of all affected vehicles, requesting them to contact their local Authorized Mitsubishi Motors dealer to have the passenger side frontal air bag inflator replaced. Four different letters will be mailed to owners, depending on their vehicle's recall status for the subject campaign, **SR-16-004** – Raider Passenger Side Frontal Air Bag Inflator – Safety Recall Campaign, **SR-15-007** – Raider Driver Side Frontal Air Bag Inflator – Safety Recall Campaign, and/or **SR-15-001** – Raider Clutch Interlock Switch – Safety Recall Campaign. The four draft customer notification letters appear at the end of this Technical Information Notice, and are as follows:

1. SR-16-004 (Sample A)
2. SR-16-004, SR-15-007 (Sample B)
3. SR-16-004, SR-15-007, SR-15-001 (Sample C)
4. SR-16-004, SR-15-001 (Sample D)

Some dealers may be force allocated stock for 1 or more of the above campaigns, using a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments are processed via the 'R' order type and will start shipping along with your scheduled stock order beginning Monday, May 15, 2017. Dealers may place additional orders via the MDL. Please refer to Parts Bulletin 37-RD-02-17 for additional information.

**The replaced inflator must be returned to Takata directly for testing and analysis.** The new air bag inflators are packaged with shipping instructions. It is okay to contact the FCA dealer hotline to start the return shipping process. Please refer to the Recall Bulletin (SR-16-004) for additional details.

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 (C1604R), please check for and complete any other open campaigns. It is extremely important that you check for and complete, if applicable, open driver side frontal air bag inflator campaign (C1507R) and clutch interlock switch campaign (C1501R) along with this campaign. 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 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 noncompliance is remedied.**



# 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, \_\_\_\_\_.

Date: May 2017

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with 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 certain 2006 - 2009 Raiders. The passenger side frontal air bag inflator may rupture, due to excessive internal pressure, during normal air bag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. **An inflator rupture, during air bag deployment events, could result in metal fragment(s) striking the vehicle occupant(s) resulting in serious injury or death.**

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the passenger side frontal air bag inflator replaced. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still make this replacement to your vehicle, free of charge.

**What your dealer will do:** The dealership will replace the passenger side frontal air bag inflator with a new desiccated one.

**How long will it take?** The time needed for this repair is approximately **1.0 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, including providing you with a loaner/rental vehicle while the repair is being performed.

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, you may submit a complaint 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 side frontal air bag inflator and had the air bag inflator replaced 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.

C1604R



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Additionally, our records indicate that you have not yet responded to the following recall: (1) "Raider Driver Side Frontal Air Bag Inflator – Safety Recall Campaign". The driver side frontal air bag inflator housing may rupture, due to excessive internal pressure, during normal air bag deployment events.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have both the passenger and driver side frontal air bag inflators replaced. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still make these replacements to your vehicle, free of charge.

**What your dealer will do:** The dealership will replace the passenger side frontal air bag inflator with a new desiccated one. The driver side frontal air bag will be replaced with a new air bag manufactured by a different supplier.

**How long will it take?** The time needed for these repairs is approximately **2.0** hrs. 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, including providing you with a loaner/rental vehicle while the repair is being performed.

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, you may submit a complaint 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 and/or driver side frontal air bag inflator and had either of them replaced as a result of this specific condition and have paid for the repair(s), you may send your original repair order(s) or invoice(s) **and** original receipt(s)/proof(s) of payment to the following address for reimbursement consideration:

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

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C1604R, C1507R



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Additionally, our records indicate that you have not yet responded to the following recalls:  
(1) "Raider Driver Side Frontal Air Bag Inflator – Safety Recall Campaign". The driver side frontal air bag inflator housing may rupture, due to excessive internal pressure, during normal air bag deployment events.  
(2) "Raider Clutch Interlock Switch – Safety Recall Campaign". The clutch interlock switch on your truck may contain a return spring that fatigues. A fatigued clutch interlock switch return spring could allow the driver to engage the engine starter motor without the clutch pedal being depressed. Engaging the engine starter motor with the transmission in gear and the clutch engaged could result in unintended vehicle movement and cause a crash without warning.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have these recalls performed. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still make these repairs to your vehicle, free of charge.

**What your dealer will do:** The dealership will replace the passenger side frontal air bag inflator with a new desiccated one; the driver side frontal air bag will be replaced with a new air bag manufactured by a different supplier; and the clutch interlock switch will be replaced with a countermeasure part.

**How long will it take?** The time needed for these repairs is approximately **2.5 hrs**. 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, including providing you with a loaner/rental vehicle while the repair is being performed.

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, you may submit a complaint 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 side frontal air bag inflator, driver side frontal air bag inflator, and/or clutch interlock and had any of them replaced as a result of these specific conditions and have paid for the repair(s), you may send your original repair order(s) or invoice(s) **and** original receipt(s)/proof(s) of payment to the following address for reimbursement consideration: Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

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Sincerely,

Mitsubishi Motors North America, Inc.

C1604R, C1507R, C1501R



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Additionally, our records indicate that you have not yet responded to the following recall: (1) "Raider Clutch Interlock Switch – Safety Recall Campaign". The clutch interlock switch on your truck may contain a return spring that fatigues. A fatigued clutch interlock switch return spring could allow the driver to engage the engine starter motor without the clutch pedal being depressed. Engaging the engine starter motor with the transmission in gear and the clutch engaged could result in unintended vehicle movement and cause a crash without warning.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the passenger side frontal air bag inflator and clutch interlock switch replaced. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still make these replacements to your vehicle, free of charge.

**What your dealer will do:** The dealership will replace the passenger side frontal air bag inflator with a new desiccated one, and the dealership will replace the clutch interlock switch with a countermeasure part.

**How long will it take?** The time needed for these repairs is approximately **1.5 hrs**. 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, including providing you with a loaner/rental vehicle while the repair is being performed.

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If you have already encountered a problem with the passenger side frontal air bag inflator and/or clutch interlock switch and had either of them replaced as a result of these specific conditions and have paid for the repair(s), you may send your original repair order(s) or invoice(s) **and** original receipt(s)/proof(s) of payment to the following address for reimbursement consideration: Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

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C1604R, C1501R