



# SAFETY RECALL BULLETIN

<b>SUBJECT:</b> <b>LANCER PASSENGER SIDE FRONTAL AIR BAG INFLATOR – SAFETY RECALL CAMPAIGN</b>				No:	<b>SR-17-004</b>
				DATE:	<b>October 2017</b>
				MODEL:	<b>2004–06 Lancer, Lancer Sportback, and Lancer Evolution</b>
<b>CIRCULATE TO:</b>	<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

This campaign bulletin instructs dealers to replace the passenger side frontal air bag inflator with one manufactured by a different supplier, and return the subject air bag inflator per the instructions at the end of this bulletin.

## BACKGROUND

Based upon a Defect Information Report submitted to the National Highway Traffic Safety Administration by TK Holdings (Takata), MMNA is recalling certain 2004–2006 Lancer and Lancer Evolutions, and certain 2004 Lancer Sportback vehicles.

Affected vehicles are equipped with a specific type of passenger side frontal air bag inflator provided by Takata that could be susceptible to rupture, due to excessive internal pressure, during a normal air bag deployment event. This condition is more likely to occur if the vehicle has been exposed to high levels of absolute humidity for an extended period of time.

## AFFECTED VEHICLES

2004 – 2006 Lancer vehicles built August 4, 2003 – August 28, 2006

2004 – 2006 Lancer Evolution vehicles built February 11, 2004 – September 1, 2006

2004 Lancer Sportback vehicles built August 4, 2003 – January 23, 2004

## 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.

## 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.

## REQUIRED EQUIPMENT

- Trim stick
- VCI (Vehicle Communication Interface) or VCI Lite – MB991824 or MB992744.
- MEDIC Laptop/Tablet with A/C power adapter – 520924, or 547708.
- MUT–III main harness 'B' (red or black connector at the DLC end) – MB991911 or MB992746.
- USB 2.0 cable – MB991827 or MB992747.

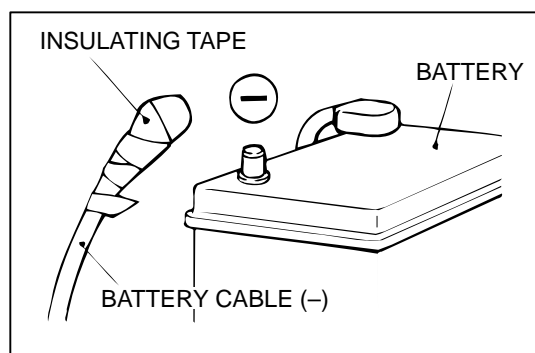
## REMOVAL PROCEDURE

**WARNING** Never attempt to disassemble or repair the air bag modules. If faulty, replace it.

**WARNING** Do not drop the air bag modules or allow contact with water, grease or oil. Replace it if a dent, crack, deformation or rust is detected.

**WARNING** The air bag modules should be stored on a flat surface and facing upward. Do not place anything on top of it.

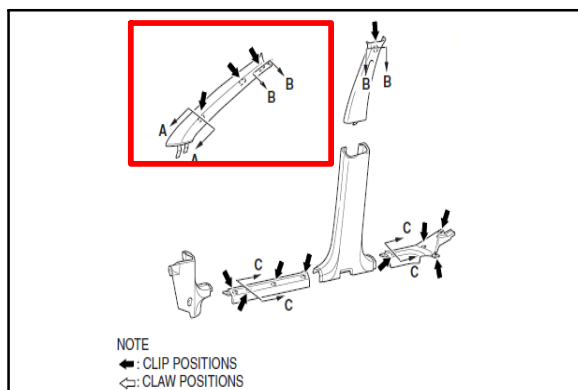
**WARNING** Do not expose the air bag modules to temperatures over 93° C (200° F).



1. Record the radio station presets. Disconnect the negative (–) battery terminal and insulate the terminal with electrical tape.

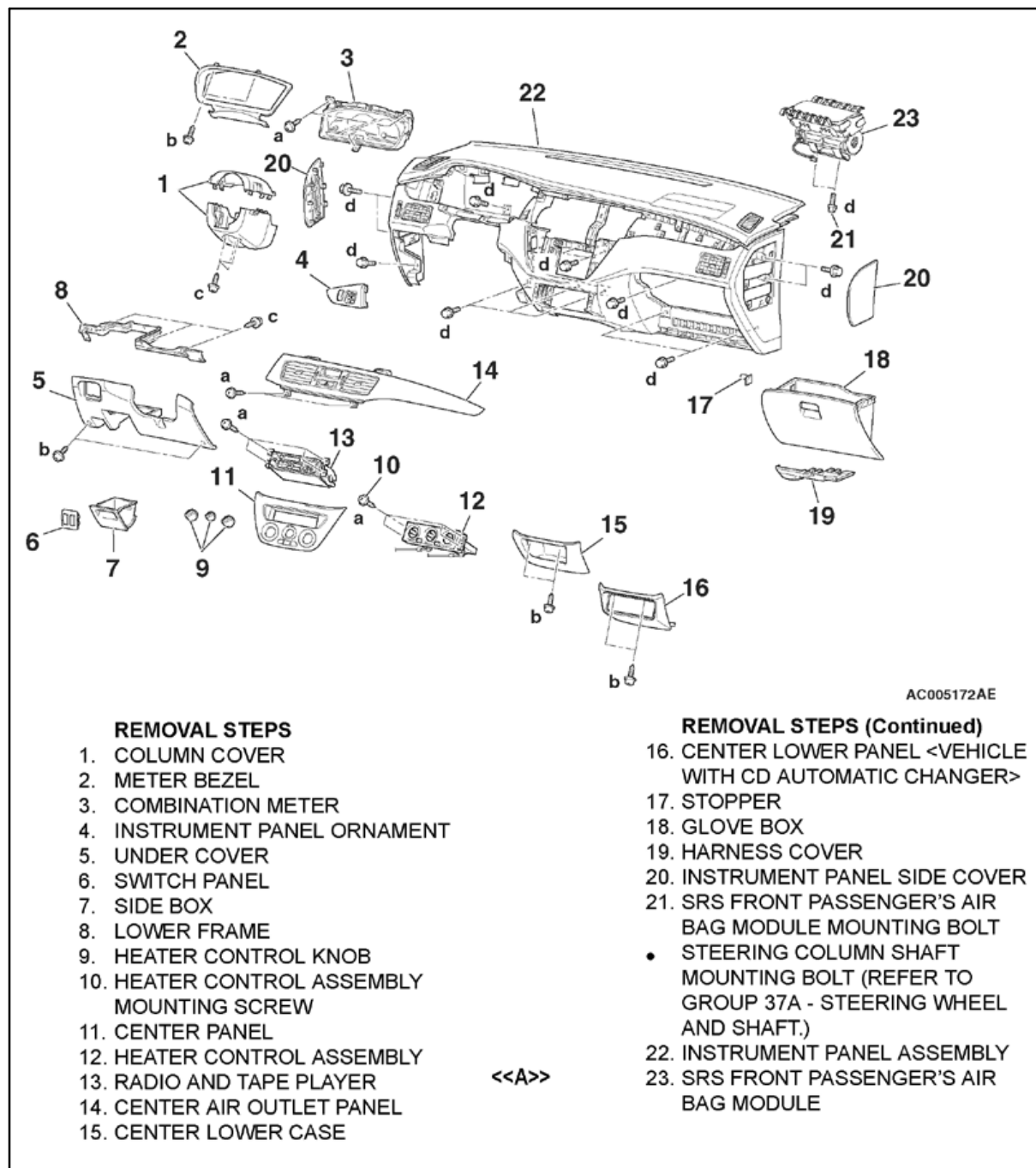
**WARNING** Wait at least 60 seconds after disconnecting the battery cable before doing any further work to prevent accidental air bag deployment.

**WARNING** Battery posts, terminals, and related accessories contain lead and lead compounds. WASH HANDS AFTER HANDLING.

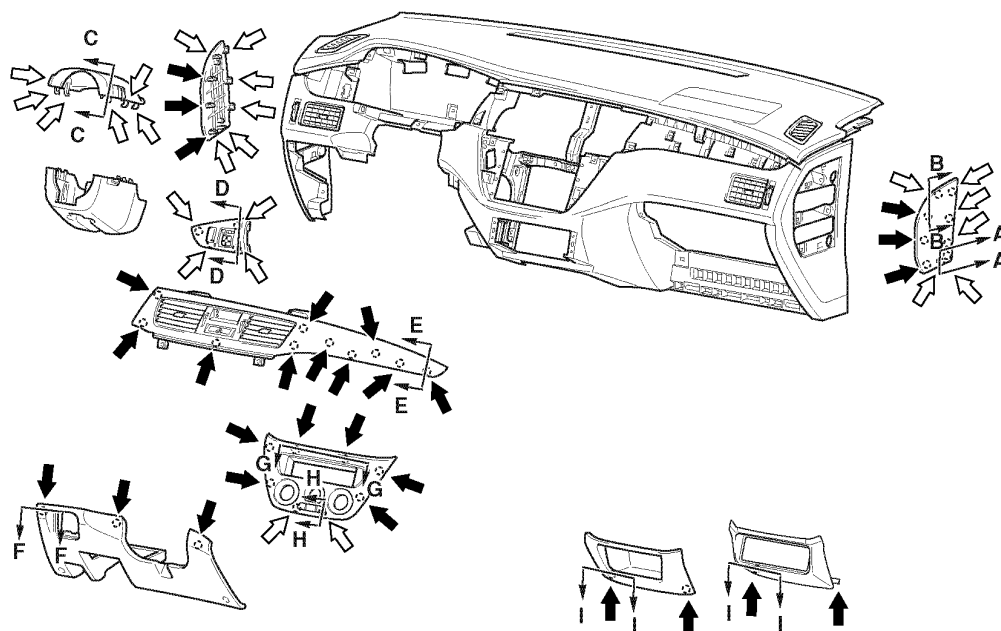


2. Remove the front left and right A-pillar trims.

## 3. Remove the instrument panel.



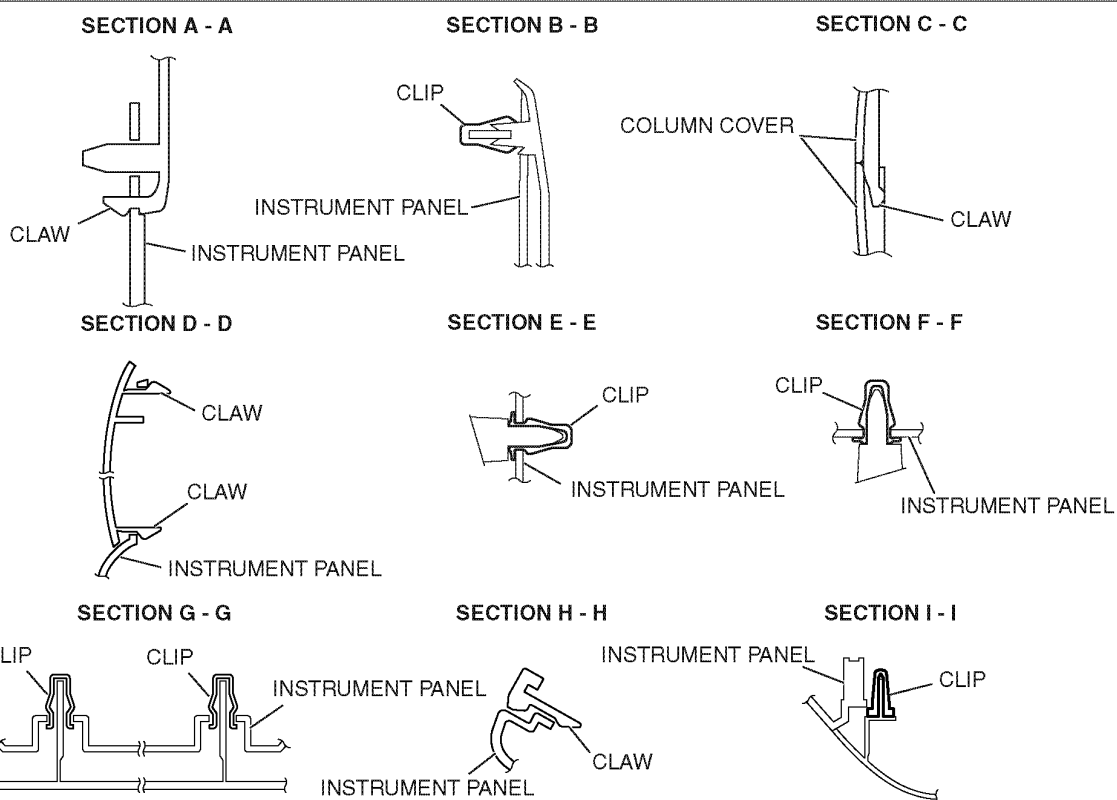
## CLIP AND CLAW POSITION



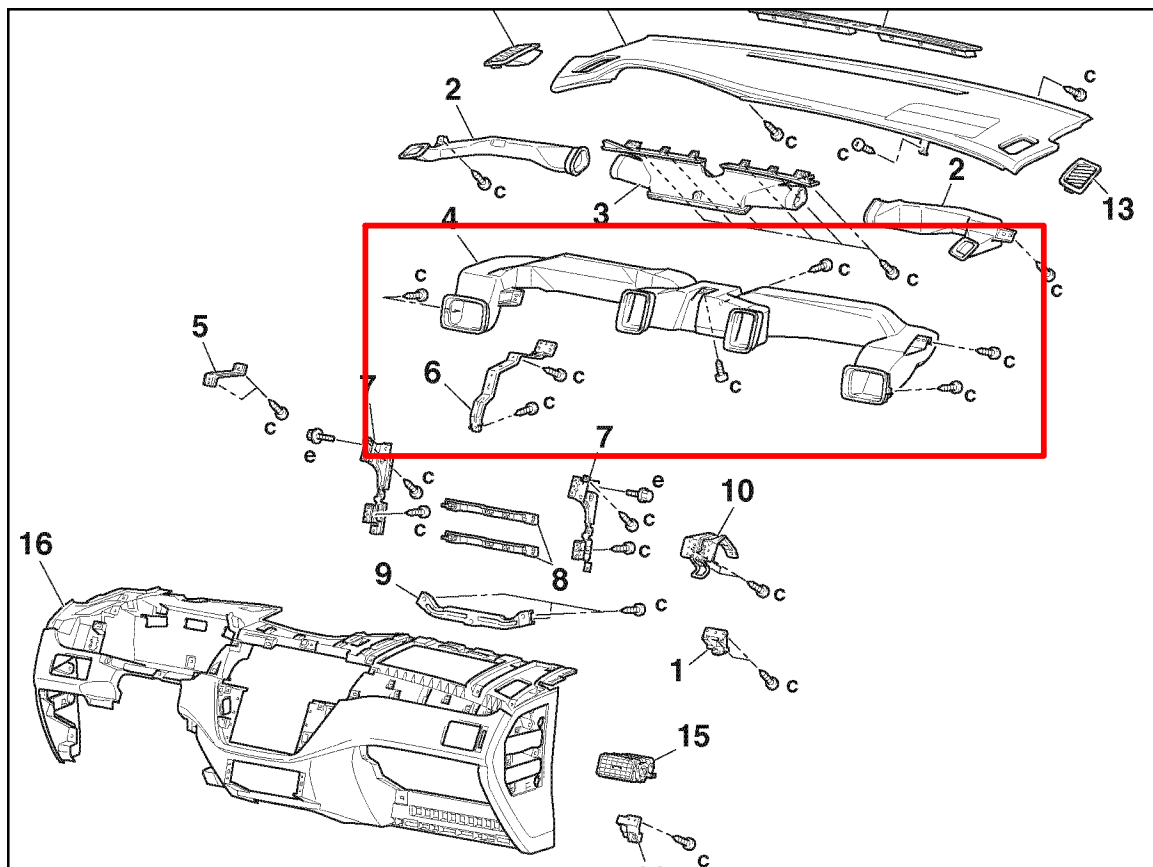
NOTE

(1) : CLIP POSITIONS

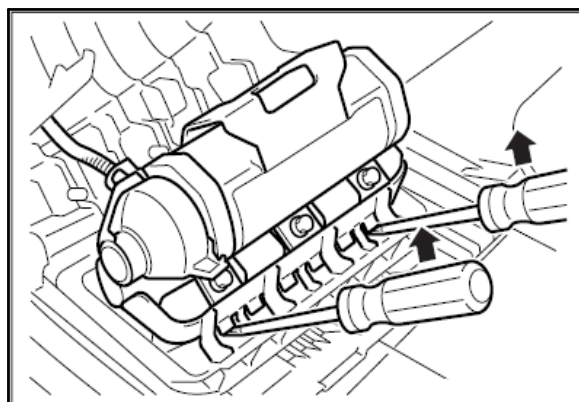
(2) : CLAW POSITIONS



4. Remove the distribution duct from the instrument panel.



**CAUTION** Do not damage the air bag or the instrument panel during air bag module removal.



5. The front passenger side air bag module is secured to the instrument panel in a flexible plastic enclosure. Insert a flat head screwdriver and disengage the mounting hooks to dislodge the module from the enclosure.

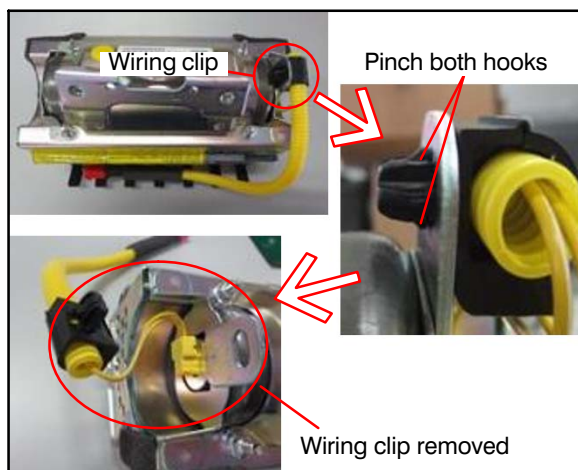
## AIR BAG INFLATOR REPLACEMENT PROCEDURE



1. Place the air bag module on a clean work bench covered with a new, clean cloth/sheet with the air bag facing down.

**NOTE:** The airbag module (especially the air bag) must be protected from adhesives, dirt, dust, and sharp objects.

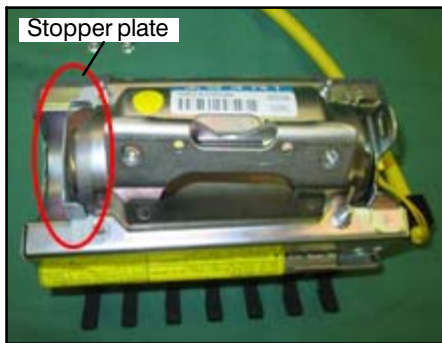
**NOTE:** The protective foam on the air bag module may be brittle. Ensure foam debris is immediately removed from the work area to maintain a contaminant-free work environment.



2. Use pliers to pinch the hooks and remove the wiring clip from the bracket.



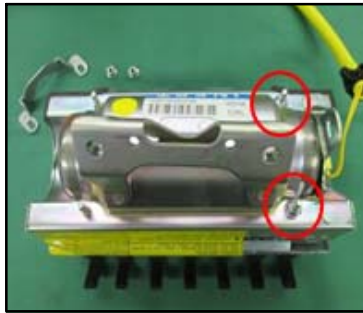
3. Remove and discard the 2 circled nuts.



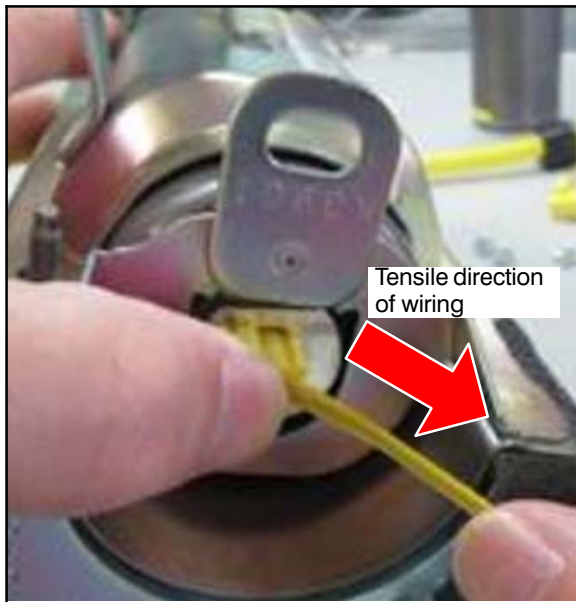
4. Remove and keep the stopper plate for reuse.



To avoid accidental dropping of the airbag, do not remove the nuts in Step 5.



5. Loosen, **but do not remove**, the circled nuts.

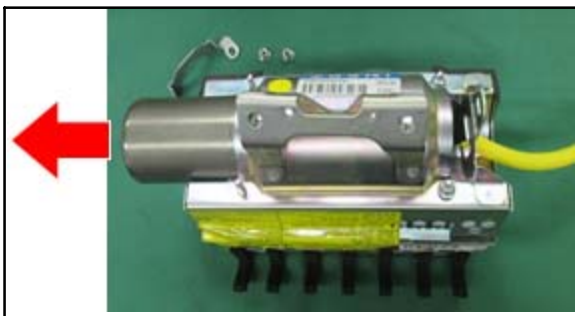


6. Gently pull and straighten the wires so it is in line with the inflator. This will prevent the wire from contacting the edges of the inflator housing during removal.



Do not damage the wiring harness during inflator removal.

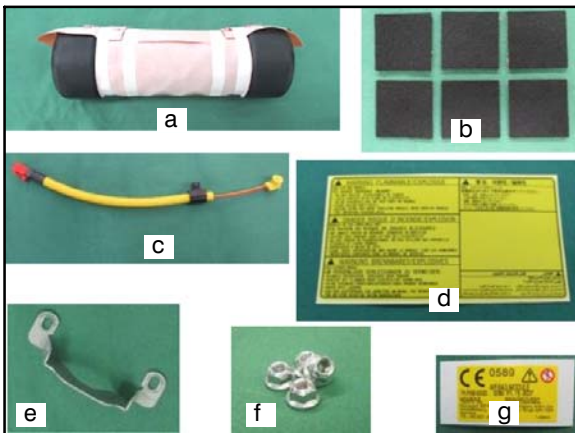




7. Gently push the inflator with your finger in the indicated direction while gently pulling (straightening) the wire to remove the inflator.



**Do not detach the wiring harness from the inflator to avoid the risk of accidental air bag deployment.**

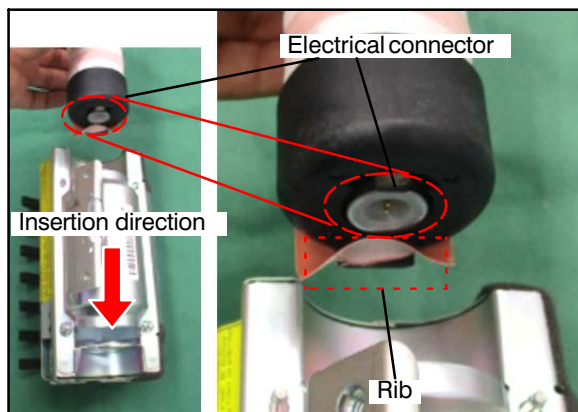


8. Unpackage the air bag inflator kit, remove and verify the contents:
  - a. (1) Replacement inflator with tapes and cloth cover.
  - b. (6) Felt tapes
  - c. (1) Replacement wiring harness
  - d. (1) Caution label
  - e. (1) Old stopper plate (not in box) from Step 4
  - f. (4) Replacement nuts – M5
  - g. (1) CE certification label



9. Package the old inflator, with its wiring harness still attached, into the box. Ensure the items are correctly wrapped with the old wrapping to protect from damage during shipping.

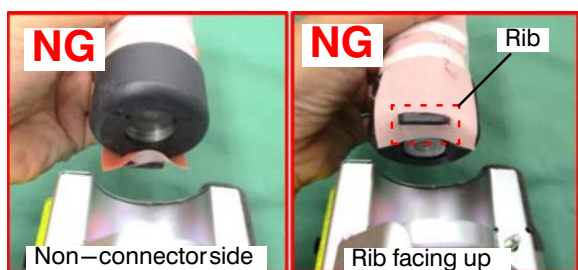




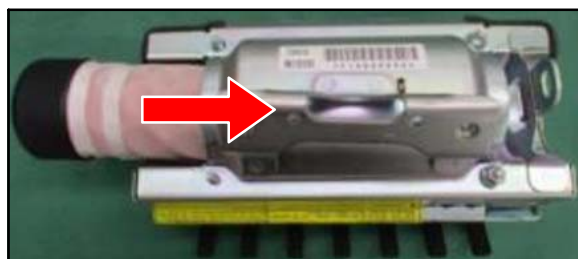
10. Begin insertion of the replacement inflator into the housing as shown, with the electrical connector side going in first.

**NOTE:** Make sure that the rib faces down.

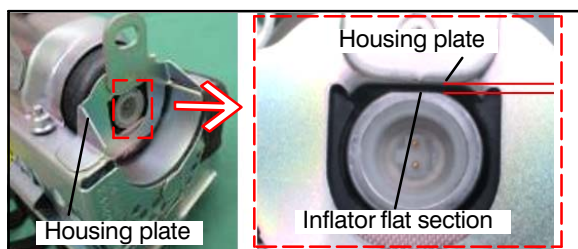
**NOTE:** Make sure that the cloth and tapes do not fall off.



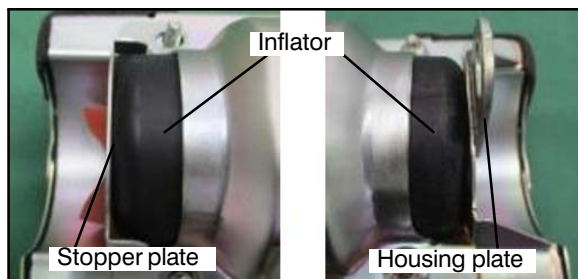
**CAUTION:** Do NOT incorrectly insert the inflator.



11. Fully insert the inflator.



12. Ensure that the inflator makes complete contact with the housing plate. If needed, rotate the inflator so that the inflator's flat section is parallel with the housing plate.



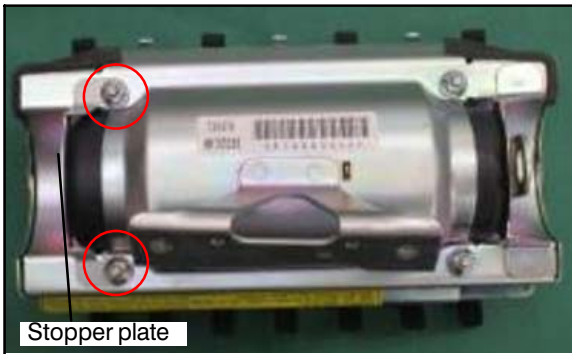
13. Reinstall the stopper plate.

14. Ensure the inflator is seated correctly in the housing, and there are no gaps on either end.

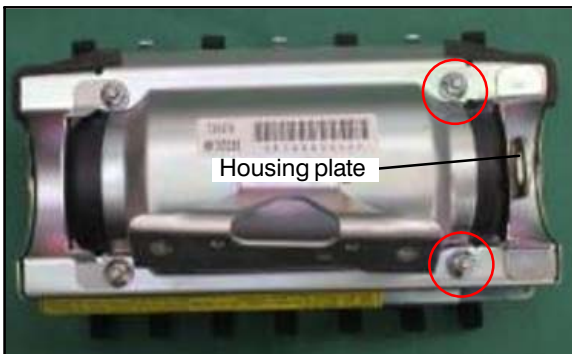


**CAUTION**

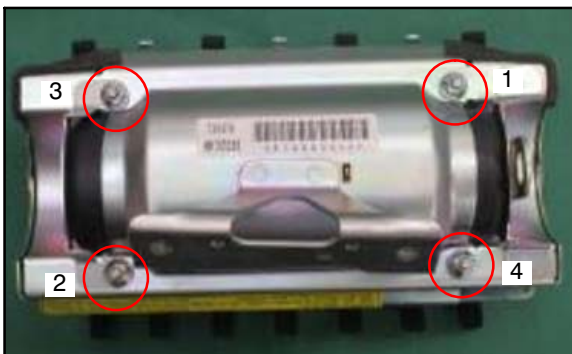
Do not reuse the old nuts.



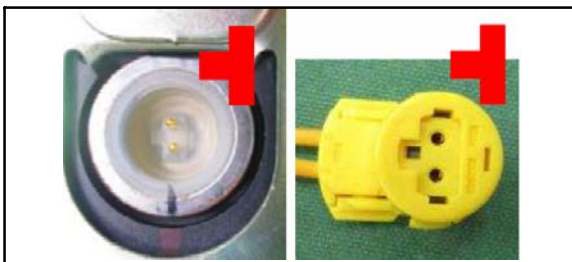
15. Install and lightly tighten the (2) nuts holding the stopper plate.



16. Remove and discard (2) nuts near the housing plate side.  
17. Install (2) **new** nuts and lightly tighten them.



18. In the illustrated order, torque all (4) nuts to  $34.5 \pm 3.5$  in-lb ( $3.9 \pm 0.4$  Nm).



19. Match the wiring harness connector's plug with the shape in the electrical connector socket.



**WARNING**

Do not touch the inflator's electrical connector.



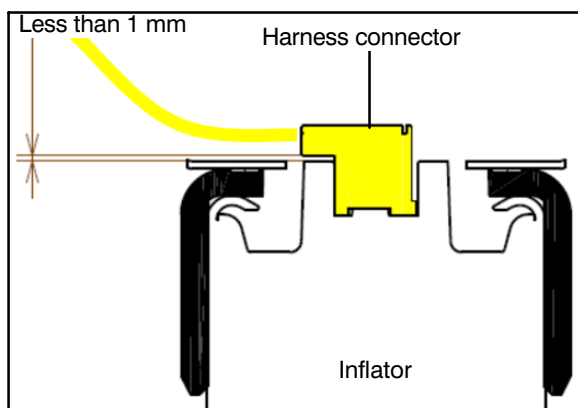
**WARNING**

Do not reuse the old wiring harness.



20. Press the wiring harness connector firmly into the electrical connector socket.

**NOTE:** A faint click will be heard when the connector is inserted correctly.



21. Ensure the harness connector is completely inserted into the electrical connector socket by gently pulling on the harness connector.

Measure the distance between the inflator and the harness connector to ensure it is less than 1 mm.

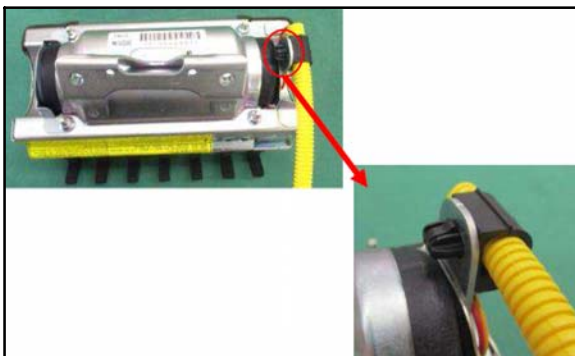
If the distance is more than 1 mm, the connection is NG.



22. Clip the wiring harness to the mounting bracket as shown.



**CAUTION:** Do not connect the wiring harness in the incorrect direction.



23. Confirm that the wiring harness clip has been fully inserted.

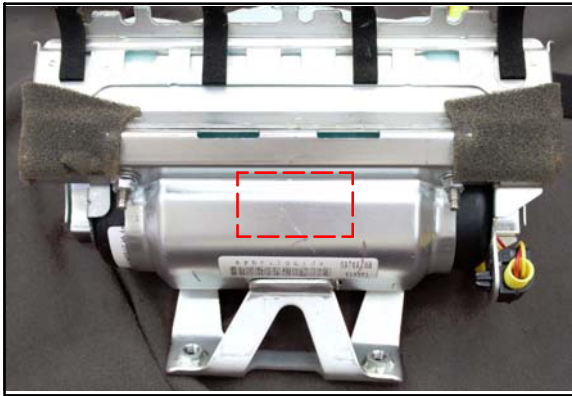


24. Use a clean, dry cloth or towel to wipe the old caution label.

25. Affix the new caution label directly over the old caution label.



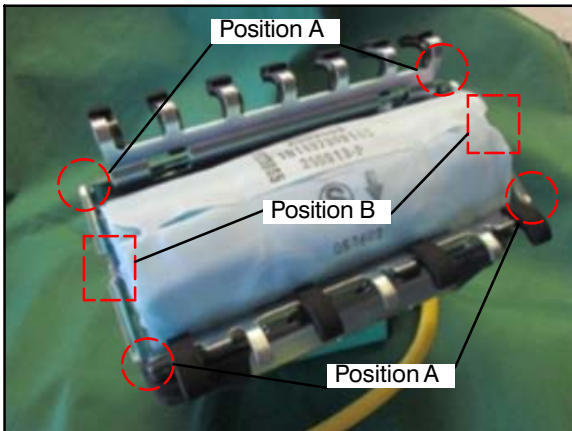




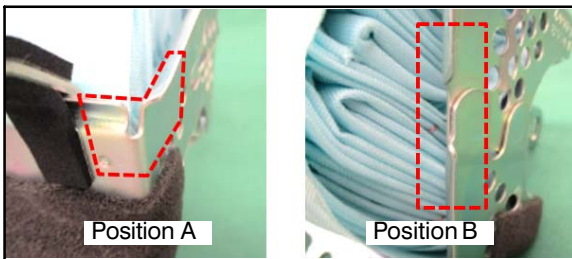
26. Apply degreaser onto a cloth or towel and wipe the outlined area.



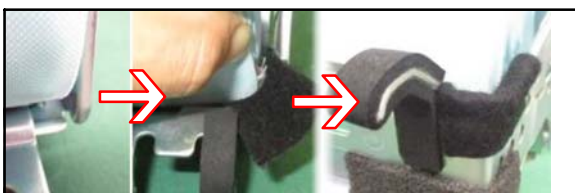
27. Affix the CE certification label on the degreased area.



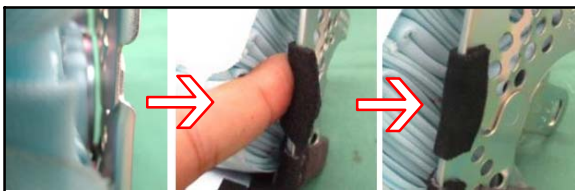
28. Prepare felt tapes for application to the outlined locations.



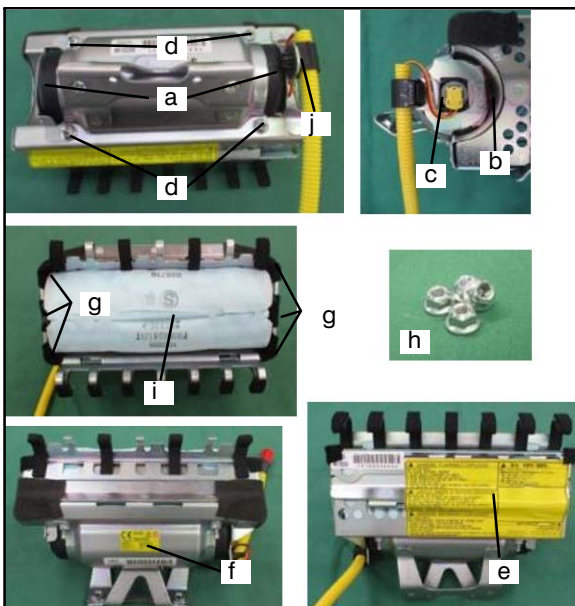
a. Note the taping area for Position A and Position B.



b. Tape (4) Position A as illustrated.



c. Tape (2) Position B as illustrated.



29. Confirm the following items:

- a. There is no gap between the inflator and housing plate or stopper plate.
- b. Inflator flat section is parallel with housing plate.
- c. Harness connector correctly connected to inflator.
- d. The nuts (silver finish) are properly torqued to  $34.5 \pm 3.5$  in-lb ( $3.9 \pm 0.4$  N-m).
- e. Caution label correctly affixed.
- f. CE certification label affixed.
- g. (6) felt tapes applied.
- h. (4) old nuts discarded.
- i. There are no scratches or debris/dirt on the air bag.
- j. Harness connector correctly clipped.

## REINSTALLATION PROCEDURE

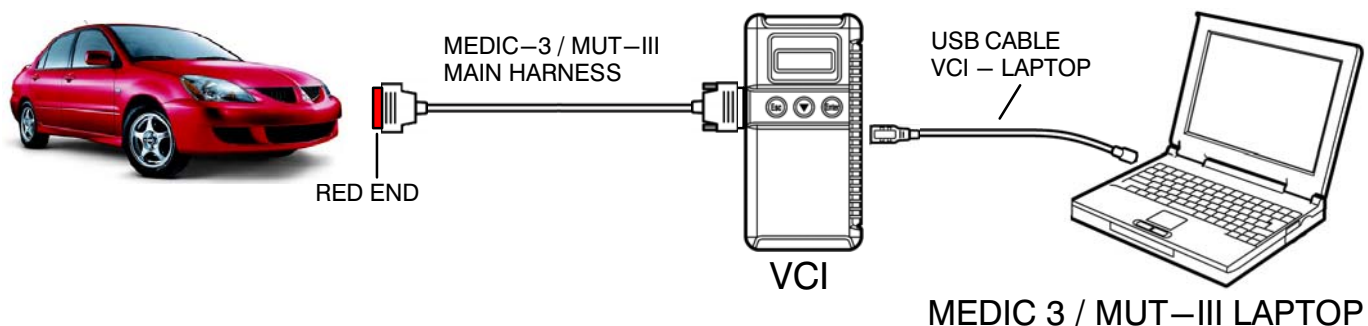
1. Reinstall the passenger air bag module to the instrument panel.
2. Reinstall the distribution duct to the instrument panel.  
**NOTE:** Reinstall the center bolts first to align the distribution duct.
3. Reinstall the instrument panel.
4. Remove the electrical tape and reconnect the negative (–) battery terminal. Tighten the clamp nut securely.
5. Turn the ignition switch to the “ON” position. If the “SRS” warning light illuminates continuously (does not extinguish after seven seconds), troubleshoot per the applicable service manual, Group 52B – Supplemental Restraint System (SRS) > SRS Air Bag Diagnosis > SRS Warning Light Check.
6. Input radio station presets and set the clock, if applicable.

## ERASE AND READ DTCs FROM ALL ECUs

7. Connect the equipment as follows:
  - Turn the laptop computer/tablet on.

- Connect the USB cable to the VCI/VCI Lite.
- When the laptop displays the MUT—III main screen, connect the USB cable to the laptop.
- Connect the MUT—III main harness 'B' with the red or black DLC connector to the VCI/VCI Lite.
- Connect the red or black connector of the MUT—III main harness 'B' to the vehicle's data link connector.

**NOTE:** VCI and laptop shown for illustration purposes only.



8. Turn the ignition switch to the “ON” position.

**NOTE:** Ensure all accessories are off (e.g. lights, heating and AC system, audio/navi unit, etc...).

9. From the MEDIC main page,
  - a. Click on MUT—III
  - b. Select “Special Function”
  - c. Select “All DTCs”
  - d. If any DTCs appear, troubleshoot per the applicable service manual.

## PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number	Quantity
Kit, Air Bag Inflator	7030A950	1



## INFLATOR RETURNS

**!! IMPORTANT !!**

**Do NOT deploy any inflator.**

Contact the appropriate Takata USA representatives below to obtain return shipping documents.

### US – 48 Contiguous States

**XPO Customer Service Rep**

**Phone: 888-708-5712**

**Email: SCFieldaction.14305@xpo.com**

### Puerto Rico

**Forwarder: Crane Worldwide**

**Contact Person: Juan Armstrong**

**Email: Juan.Armstrong@cranewww.com**

**Phone: (787) 410-6777**

### Hawaii, Alaska, US Virgin Islands, and Other US Territories

**XPO Representative**

**Phone: 210-250-5061**

**Email: SCTakataRestraints\_International@XPO.com**

The removed air bag inflator modules are to be returned to Takata **once per week**. If you have NOT accumulated 6 inflator modules after one week, follow the return procedures on **page 17**. If you have accumulated **6 or more inflator modules** after one week, follow the inflator return procedures on **page 18**.

There will not be a system generated material return request. Regardless, the campaign claim is subject to chargeback if the replaced air bag inflator is not returned to Takata. Please make sure you keep a copy of proof of shipment with the repair order.

As the shipper, you are responsible for proper packing and document completion. The person packaging the inflator must have received hazardous material training per 49 CFR 172.702, and the training records must be on file at your dealership. The US Department of Transportation will impose substantial fines and/or penalties on the shipper if either packaging, labeling or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

**DO NOT SHIP REPLACED INFLATORS TO MMNA. SHIP ONLY TO TAKATA.**

## 48 STATE FEDEX PRP SHIPMENT PREPARATION

NOTE: Dealers in **Canada** **CANNOT** follow these shipping instructions. The dealer **MUST** contact the following Takata USA representative directly for shipping instructions: XPO Representative— Tel #: 210-250-5061 or Email [SCTakataRestraints\\_International@XPO.com](mailto:SCTakataRestraints_International@XPO.com)

### 1. Shipping Instructions

If 6 Kits have not been accumulated within a week, please follow the instructions below

a) Call XPO for direction at 1-888-708-5712

E-Mail: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)

### 1.a Shipping Documents

OP 900PRP Hazardous Materials Certification Form

FedEx Ground Shipping Label



FedEx Ground Shipping Envelope

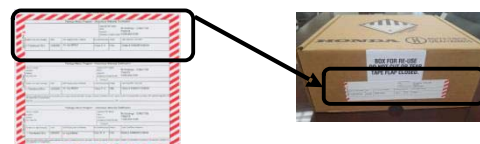


### 4. Shipping Documentation Instructions

a) Separate the bottom 4 labels (OP 900PRP form), place them in the FedEx Ground envelope, remove the backing and firmly place on bottom side of box.



b) Peel off the Box Copy of the OP 900PRP form and firmly apply to the front side of the box.



### 5. Shipping Documentation Instructions (Cont.)

a) Peel off the SHIPPER RECEIPT from the top of the FedEx Ground PRP Shipping label, place it in the Tracking ID box on the Customer Copy of the OP 900PRP form.

3)

b) Peel off the RECEIPT & SHIPPER NUMBER from the top of the FedEx Ground PRP Shipping label, and place it in the Tracking ID box on the FedEx copy.

4)



### 2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located on the next page.

b) Place the un-deployed air bag inflator in the box.



### 6. Shipping Documentation Instructions (Cont.)

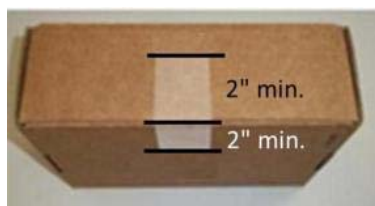
a) Separate the FedEx Copy and Customer Copy of the OP 900PRP form. Keep the FedEx copy with the box. Attach the Customer Copy to the Repair Order.

Note: Dealers must retain the Customer Copy of OP 900PRP form in their records for 2 years.

Dealership Copy

### 3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



### 7. FedEx Ground PRP Shipping label

a) Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required).

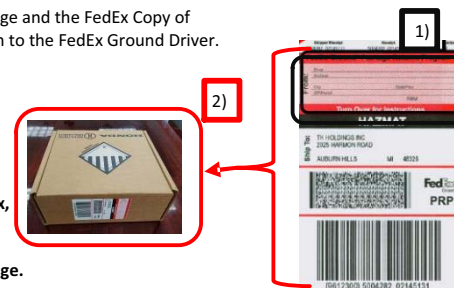
1)

b) Peel off the backing of the FedEx Ground PRP Shipping label and affix to the back side of the box.

2)

c) Provide the package and the FedEx Copy of The OP 900PRP form to the FedEx Ground Driver.

Note: If you don't receive regular pickups from Fed-Ex, call 800-463-3339 to schedule a pickup of the package.



## INFLATOR RETURNS Mitsubishi Kits

### These Return Instructions are for the Continental US dealerships (48 States)

NOTE: International and ALL Locations outside of the Continental United States (APAC, EMEA, Mexico, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers) **CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/XPO USA representative directly for shipping instructions: XPO Representative – Tel #: 210-250-5061 or Email: [SCTakataRestraints\\_International@XPO.com](mailto:SCTakataRestraints_International@XPO.com)

NOTE: For Continental US 48 State dealerships, please follow steps 1-6 below.

### 1. Shipping Documents

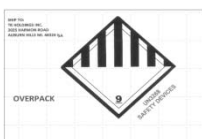
#### a) Box Label

- Supplied with each Kit
- To be affixed to each box



#### b) Over-pack Label

- To be supplied by XPO
- To be affixed to the outside of each pallet



#### c) Bill of Lading

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



#### d) ERG Document

- To be supplied by XPO.
- To be provided by the Dealer to the LTL Driver for each shipment



### 3. Shipping Instructions – Prepare the Pallet

#### a) Accumulate and palletize Kits

#### b) Arrange Kits on Pallet

- A maximum of 120 pieces (boxes) per pallet.

#### c) Shrink-wrap Kits to Pallet

#### d) Prepare to ship LTL when you accumulate 6 or more Kits

#### e) Affix Over-pack Label and Pallet Label on (1) side of Pallet (Not on Top)

#### f) If a minimum of 6 Kits have not been accumulated within a week follow PRP instructions



### 2. Packing Instructions

#### \*\*DO NOT DEPLOY THE INFLATOR\*\*

- Confirm box is in acceptable condition. Box should be in good condition with no visible signs of damage and should be capable of withstanding additional transportation.
- If a new box is needed, follow the New Box instructions located in Box 6 of this page.
- Place the un-deployed air bag inflator in the "cradle" of the box insert.



### 4. Shipping Instructions – Schedule LTL Pickup

#### a) When ready to ship

- Call XPO at 1-888-708-5712
- b) Have the following information available:
  - Dealer #
  - Quantity of Over-packs/Pallets
  - Quantity of module Kits on each Pallet
  - Email Address where shipping Documentation can be received

### 2.1 Closure Instructions

- Close the top box flap, per box closure instructions located on front panel of box using a 2" wide by 4" long piece of tape to securely Close the box.



### 5. Shipping Instructions – Ship

#### a) Give 1 Copy of BOL and 1 Copy of ERG to Driver

#### b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

### 6. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: XPO Customer service Rep- Tel #: 1-888-708-5712

E-Mail: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)

To help expedite your request, please be prepared to provide the following information:

#### a) What Type of shipping material needed

- Replacement Box
- Two Part Return Label
- Bill of Lading
- ERG Form

#### b) Dealer Shipping Information

- Contact name
- Dealer Address
- Phone Number



**WARRANTY INFORMATION**

There is only one repair scenario for this campaign.

#	Repair Procedure	Campaign Operation	Labor Time Allowance	Part Number
1	Replace air bag inflator kit	C1704A01	1.6 hours	7030A950

**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 codes that correctly match up with the work that was actually performed. A claim example is provided below.

Certain 2004–2006MY – Lancer models (Lancer, Lancer EVO, and Lancer Wagon)

<u>Required Operation to be performed by model year</u>	<u>Labor Operation</u>	<u>Labor Time</u>
1. 2004–2006MY Lancer – Replace Air Bag Inflator Kit	C1704A01	1.6 hrs.

### Claim Header Section: Passenger Side Air Bag Inflator Replacement

The screenshot shows the 'Campaign Information' section of a Mitsubishi Dealer Link Service Warranty Claim form. The form is titled 'Service Warranty Warranty Claim' and includes a 'Help' link. The 'Campaign Information' section contains the following fields and labels:

- Campaign Operation No:** C1704A\_\_ (A callout box points to this field with the text: "Enter in the first 6 characters of this campaign labor operation: C1704A.")
- Miles/Km:** 64500
- VIN:** JA..... (A callout box points to this field with the text: "This campaign is for the replacement of the air bag inflator on certain 2004–2006 MY Lancers (Lancer, EVO, and Wagon). Check the Open Campaign area of the Superscreen each time to be certain of a vehicles eligibility. Only VINs showing C1704A as open are involved.")
- Service Technician:** (Empty field)
- Service Advisor:** (Empty field)
- Emp No:** (Two empty fields, one for Technician and one for Advisor)
- Spec Value \*:** (Empty field)
- Duplicate Recall \*:** (Empty checkbox)
- Dealer:** 99320
- Ref No:** (Empty field)
- VIN:** (Empty field)
- Claim No:** (Empty field)
- Adj:** (Empty field)
- Claim Status:** Incomplete
- Model and Year:** (Empty field)

At the bottom of the form are two buttons: "Save & Continue" and "Main Menu".

After entering the required customer data, vehicle information and applicable campaign operation number, hitting the “Save and Continue” button will automatically fill—in several fields. Please note there is only 1 possible repair scenario for this campaign.



**Recall Campaign Claim Example:**

Follow these instructions to claim for performing the replacement of the air bag inflator.

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**PARTS:**

There is only one repair scenario and it requires replacement of **ONLY** this air bag inflator.

Scenario #1 – on 2004–06MY Lancer vehicles – replace the air bag inflator kit. Part# 7030A950

	Delete	Part No	Part Description	Qty
1	<input type="checkbox"/>	7030A950 X	INFLATOR KIT,AIR BAG PASS	1
2				

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**LABOR:**

The full recall campaign labor operation number is C1704A01 and the allowed labor time of 1.6 hours will be automatically entered as a result of the 'Repair Performed' scenario selected from the "Vehicle" page.

Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Labor Hrs	Amount
		C1704A01	Replace Air Bag Inflator Kit	1	1.6	1.6	XX.XX

**RENTAL CARS:**

If there is a need to provide the owner with a rental car, claim the applicable charges in this section of the claim on the lower portion of the labor entry screen.

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 <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"/>

**PARTS RETURN:**

Follow the instructions in this TSB in regards to returning replaced air bag inflators. **DO NOT** return the replaced parts to MMNA.