



# SAFETY RECALL BULLETIN

SUBJECT:			No: <b>SR-17-008</b>
<b>i-MiEV PASSENGER SIDE FRONTAL AIR BAG INFLATOR – SAFETY RECALL CAMPAIGN</b>			DATE: <b>December 2017</b>
			MODEL: <b>2016 – 2017 i-MiEV</b>
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

This campaign bulletin instructs dealers to replace the passenger side frontal air bag inflator with one from a different supplier. Dealers must return the subject air bag inflator per the instructions in the **Parts Information** section of this procedure.

## BACKGROUND

Based upon a Defect Information Report submitted to the National Highway Traffic Safety Administration by TK Holdings (Takata), MMNA is recalling certain 2016–2017 i-MiEV 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

2016 – 2017 i-MiEV

### 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 Superscreen 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.

## CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles telling them to visit their certified i-MiEV Mitsubishi Motors dealer to have the passenger side frontal air bag inflator replaced. A **sample** 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 that this campaign procedure has not already been completed.

## REQUIRED EQUIPMENT

- VCI (Vehicle Communication Interface) or VCI Lite – MB991824 or MB992744V.
- MEDIC Laptop/Tablet with A/C power adapter – MIT540031 or FZG1MK2.
- MUT–III main harness 'A' (blue connector at the DLC end) – MB991910 or MB992745V.
- USB 2.0 cable – RRAR1MBR108GL.
- Clean Gloves

## REMOVAL PROCEDURE

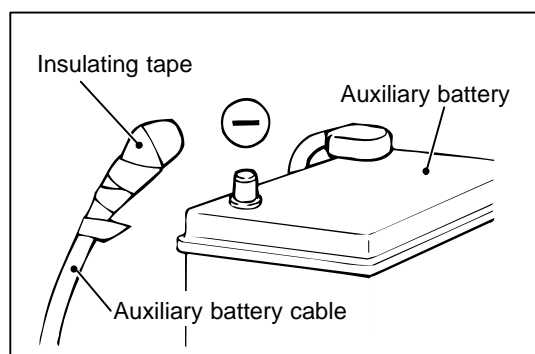
**⚠ CAUTION** Before starting work, and periodically while working on the vehicle, touch a metallic part of the vehicle with bare hands to discharge static electricity.

**⚠ WARNING** Never attempt to disassemble or repair the air bag modules or clock spring. 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).



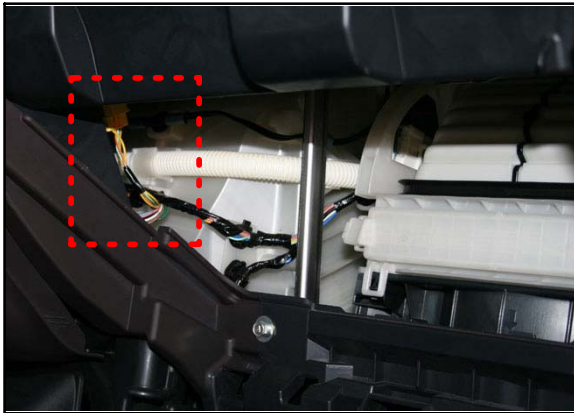
1. Record the radio station presets. Disconnect the negative (–) auxiliary battery cable and insulate the terminal with electrical tape.

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

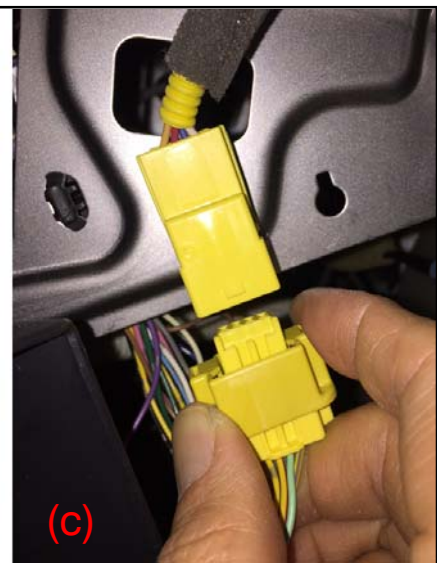
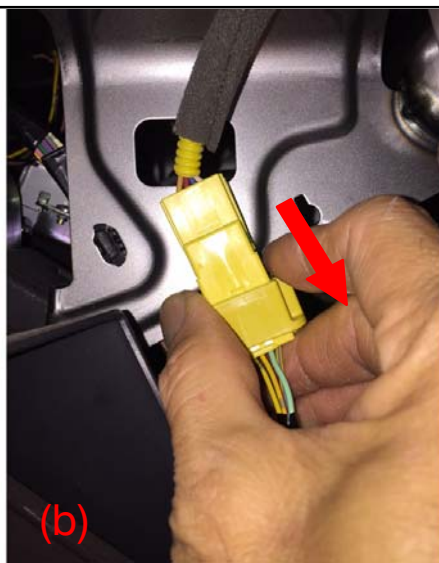
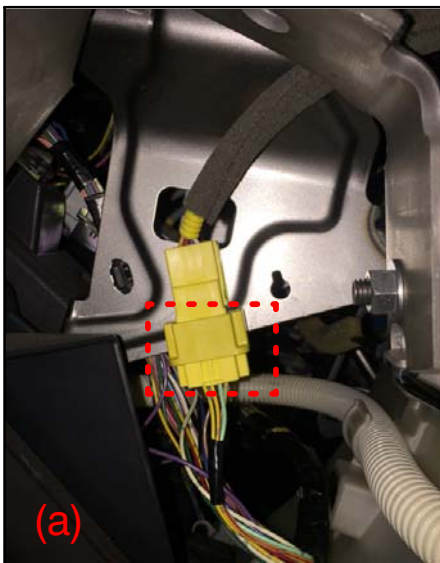
**⚠ WARNING** Battery posts, terminals, and related accessories contain lead and lead compounds. WASH HANDS AFTER HANDLING.



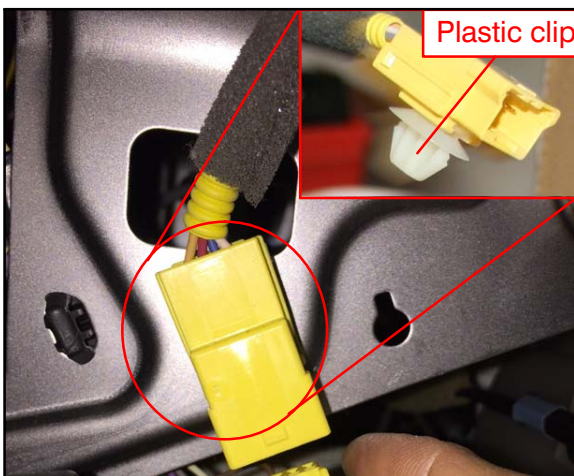
**CAUTION: ELIMINATE STATIC ELECTRICITY**  
Before starting work, and periodically while working on the vehicle, touch a metallic part of the vehicle with bare hands to discharge static electricity.



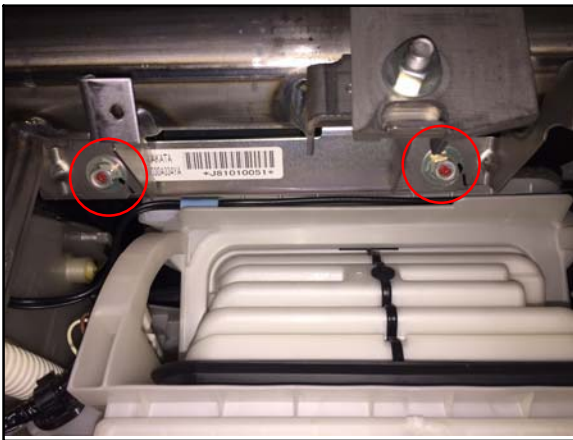
2. Open the glove box, and if necessary, remove the glove box.
3. Locate the front passenger's air bag module harness side connector.



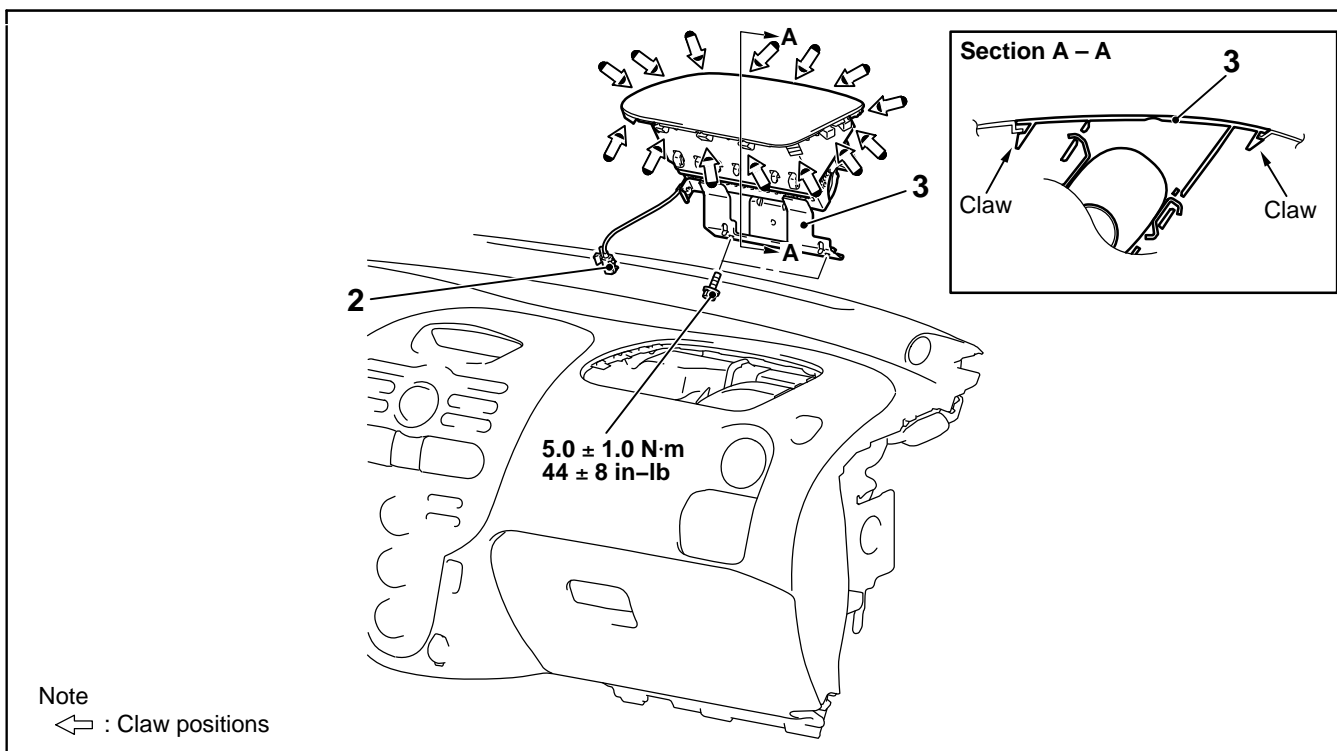
4. Identify the compressible connector sleeve (a).
5. Compress the sleeve in the direction of the arrow (b).
6. Disconnect the harness connector (c).



7. Gently pry the air bag module harness' plastic clip from the metal dash brace.



8. Unbolt the air bag module from the metal dash brace.



9. Remove the air bag module and air bag module cover.

**NOTE:** Do NOT scratch or damage the dash or air bag module cover.

**!! IMPORTANT !!**

Do NOT discard the air bag module cover as it will be reused.

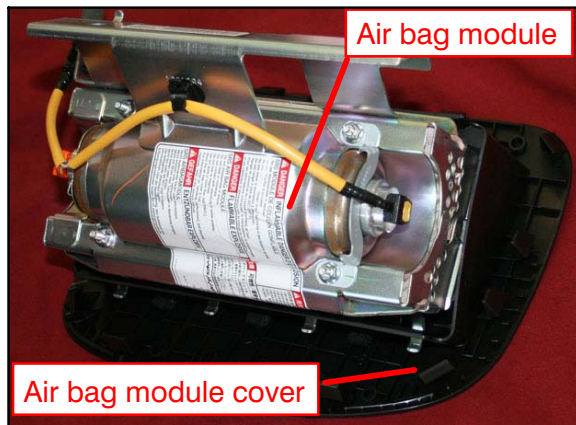
**CAUTION**

Do NOT damage the air bag module cover or the air bag module during removal.

**CAUTION**

The air bag module, and especially the air bag components, must be protected from adhesive, dirt, dust and sharp items.

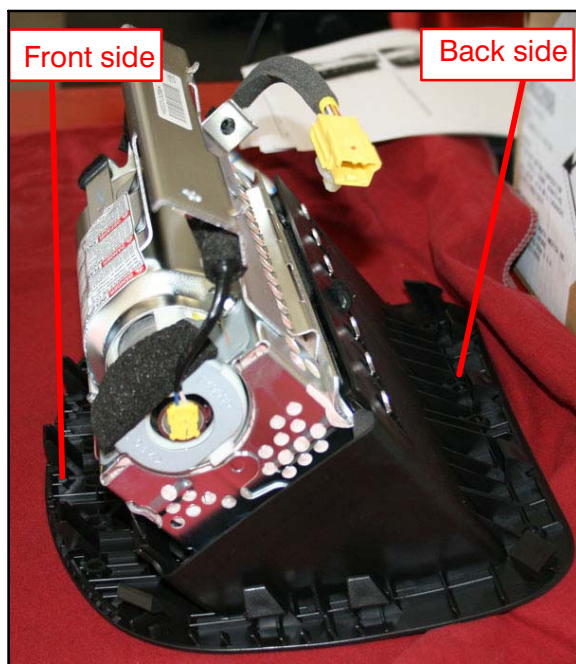




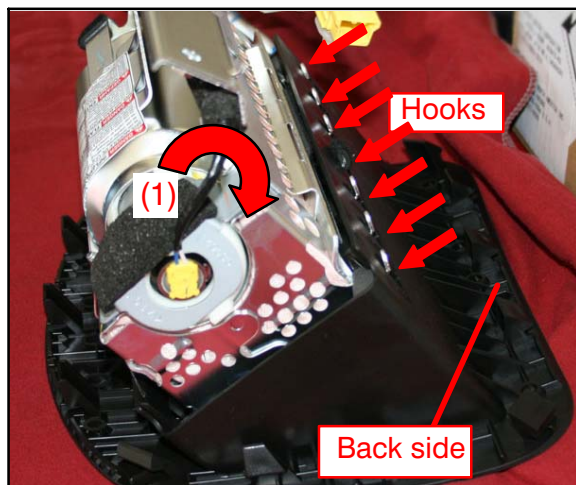
10. Place the air bag module on a clean work bench covered with a new, clean, static-free cloth/sheet with the air bag module cover facing down.

11. Identify the air bag module and air bag module cover.

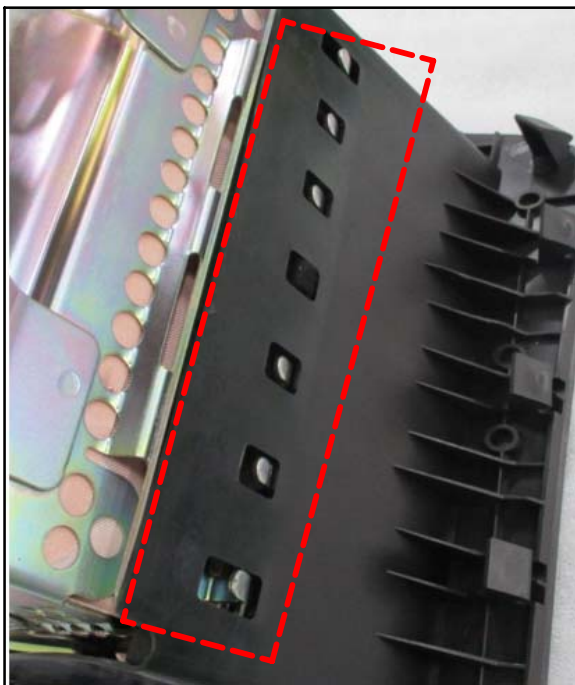
12. Light surface rust may be present on the inflator surface. This is normal and does not affect the functionality of the inflator.



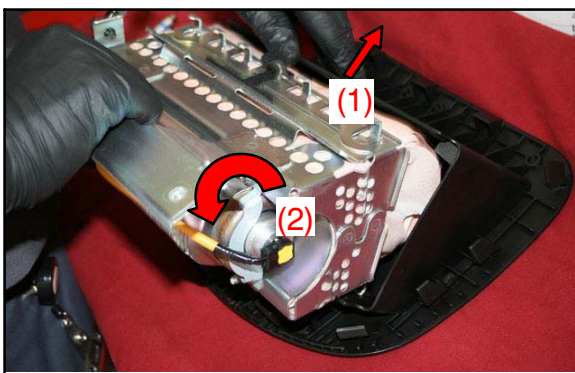
13. Identify the Front and Back sides of the air bag module cover.



14. Rotate the air bag module toward the Back side, in the direction of the arrow (1), to clear the hooks from the holes.



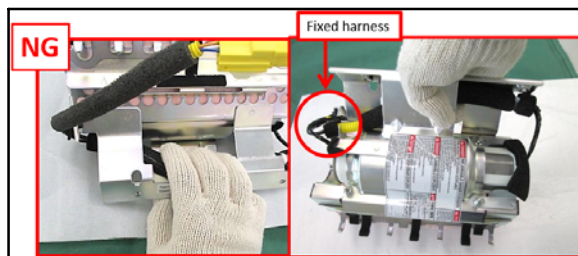
15. Verify that the (7) hooks appear retracted from the air bag module cover.



16. Using gloved hands, lightly pull the air bag module cover in the direction of the arrow (1) until there is sufficient gap for the hooks to clear the air bag module cover.
17. Rotate the air bag module in the direction of the arrow (2) until the hooks have cleared the air bag module cover.



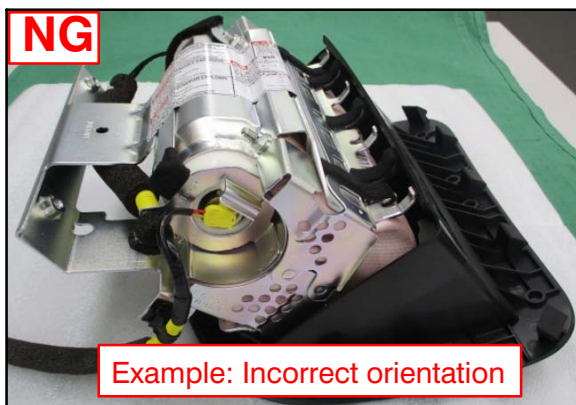
18. Continue rotating the air bag module until it fully separates from the cover.



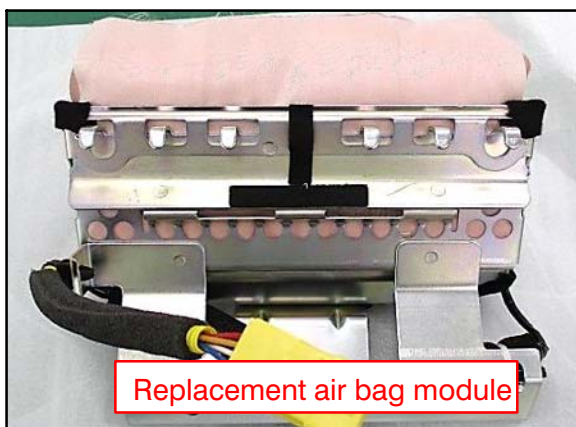
19. Retrieve the new, replacement air bag module for air bag module cover installation.

**CAUTION:** Do NOT pull on the harness or hold the harness while handling the air bag inflator module. The harness may separate or disconnect as a result.

## AIR BAG MODULE COVER INSTALLATION

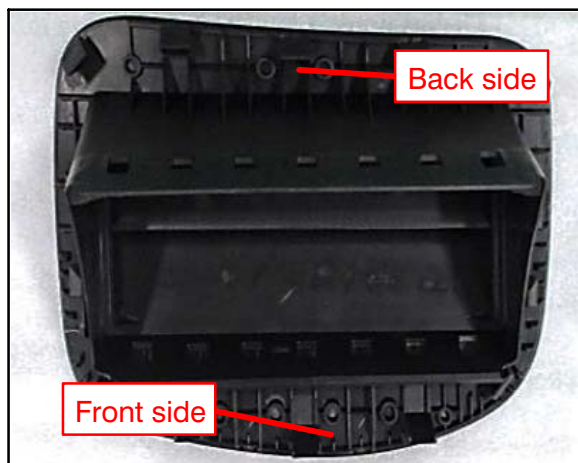


**CAUTION:** Do NOT misalign the air bag module and air bag module cover.

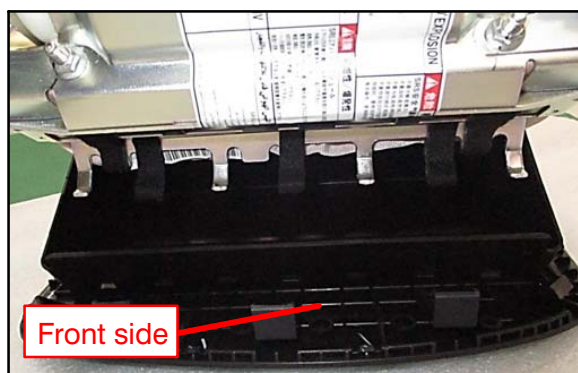


1. Verify that the replacement air bag inflator module appears intact. Light surface rust may be present on the inflator surface. This is normal and does not affect the functionality of the inflator.



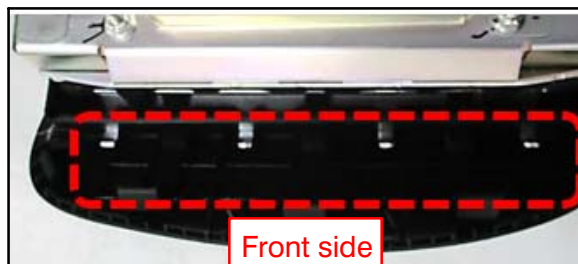


2. Identify the Front and Back sides of the air bag module cover.

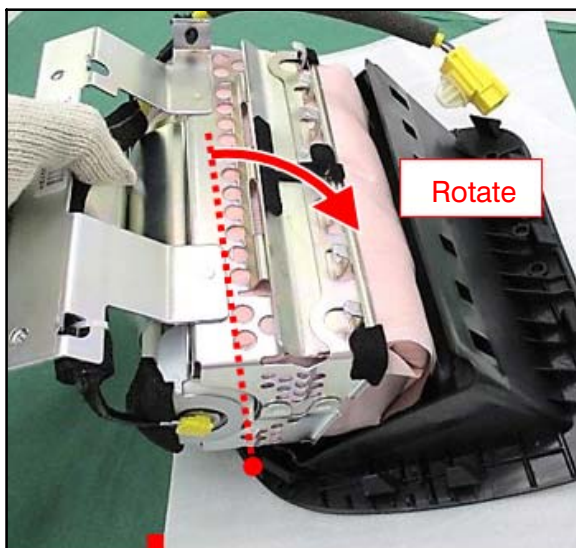


3. Align the warning label side of the air bag module toward the Front of the air bag module cover. Hook the air bag module into the appropriate air bag module cover holes.

**NOTE:** There are 4 silver hooks on the Front side.

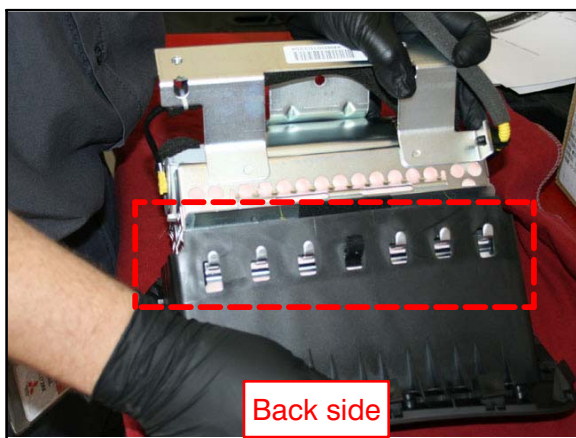
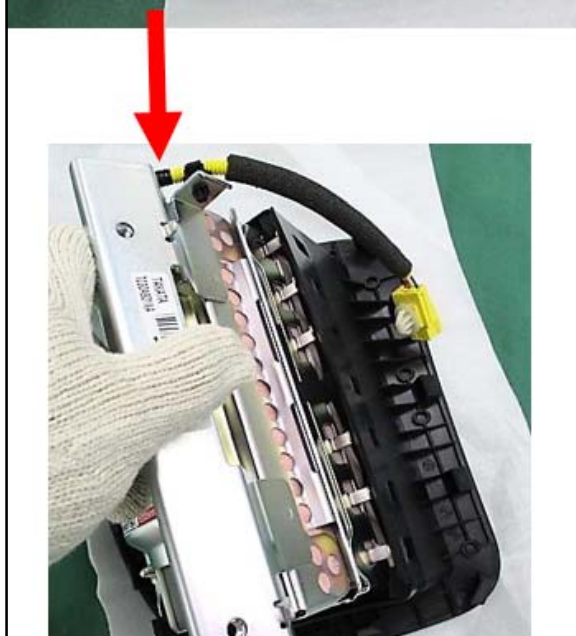


4. Confirm that the air bag module is correctly hooked into place.

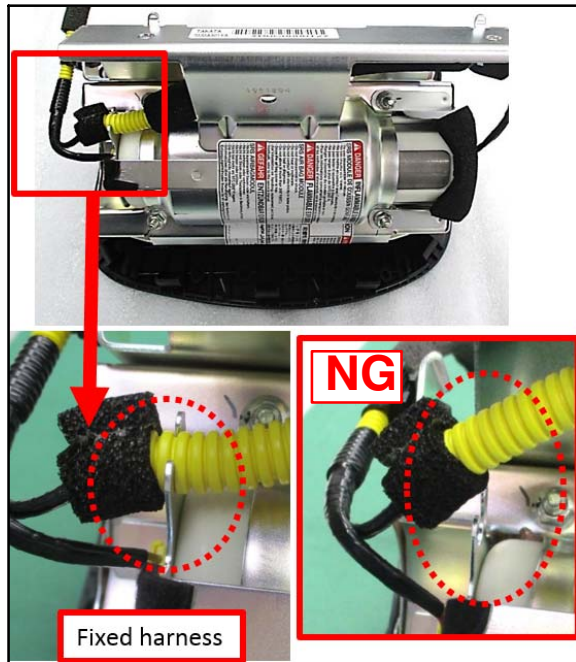


5. Rotate the air bag module toward the Back side of the air bag module cover until the hooks protrude from and latch into the appropriate holes.

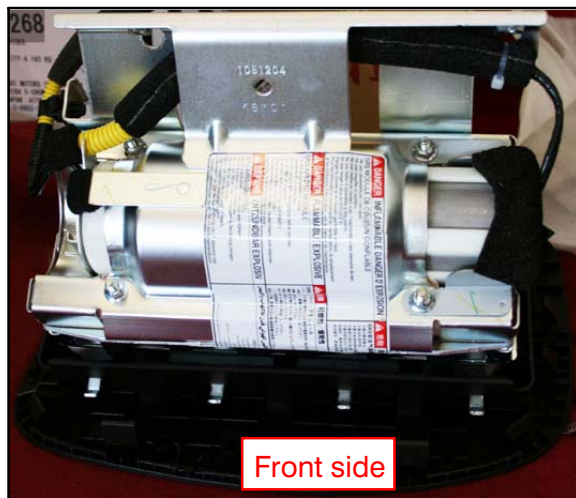
**NOTE:** There are 6 silver hooks on the Back side.



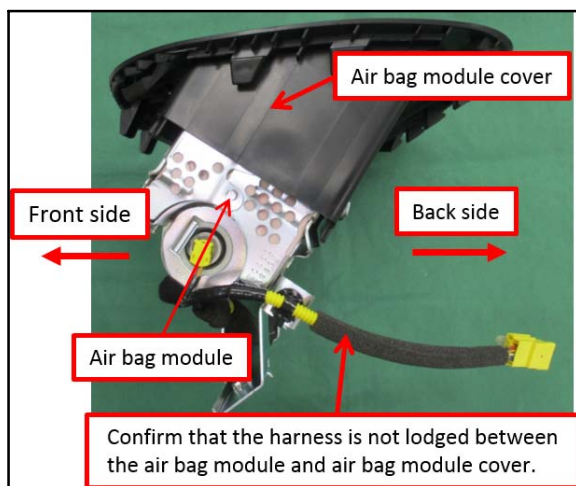
6. Confirm that the air bag module is correctly hooked into place.



7. Confirm that the harness is correctly fixed in the air bag module bracket.

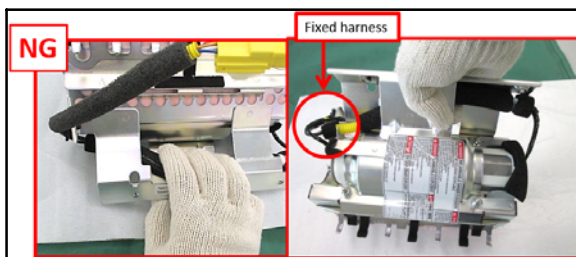


8. Verify that the air bag module and air bag module cover appear as illustrated.

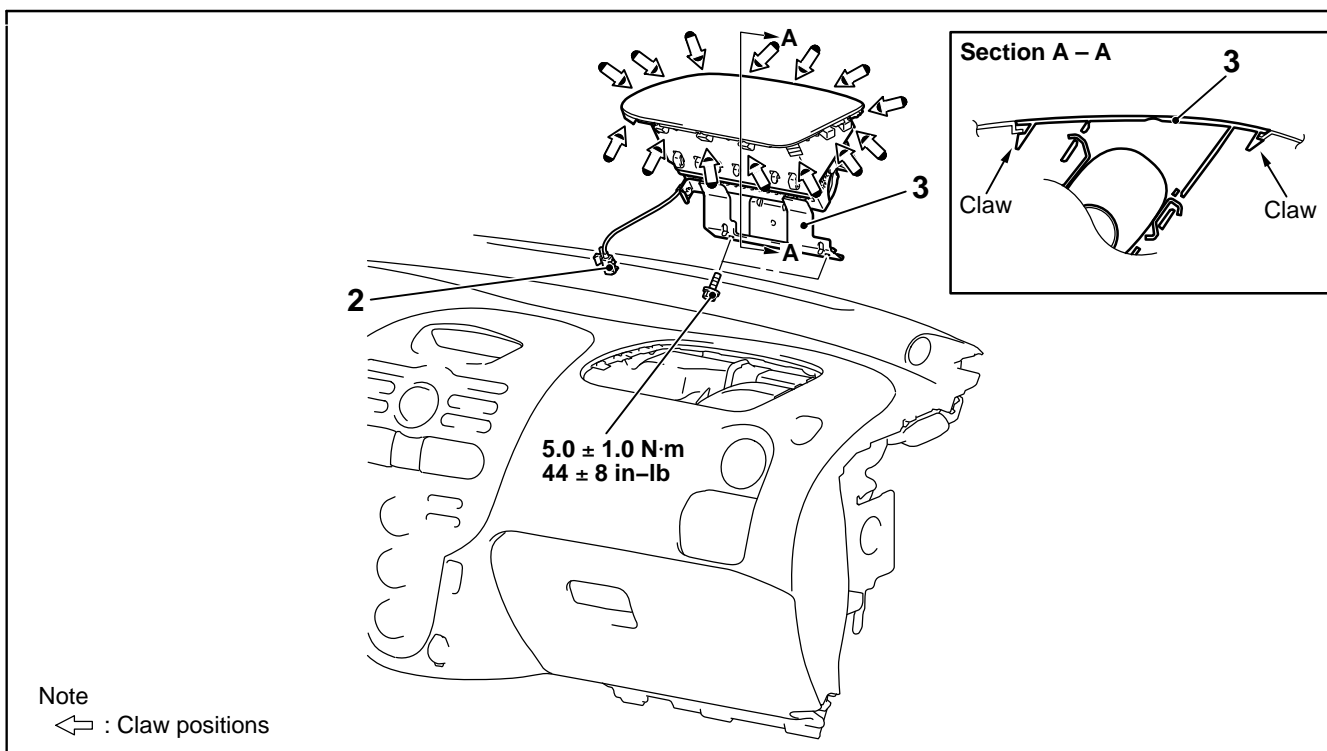


9. Confirm that the air bag module and air bag module cover are correctly aligned.
10. Confirm that the harness is not lodged between the air bag module and air bag module cover.

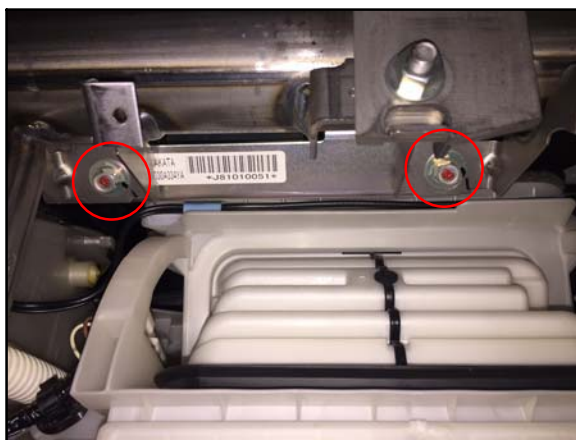
## REINSTALLATION PROCEDURE



**CAUTION:** Do NOT pull on the harness or hold the harness while handling the air bag inflator module. The harness may separate or disconnect as a result.

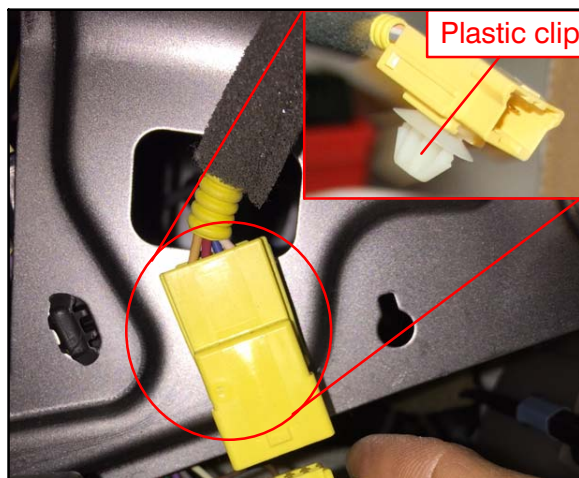


1. Reinstall the air bag module and cover into the vehicle.

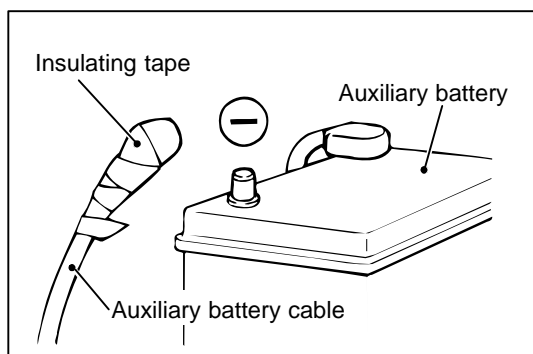


2. Bolt the air bag module to the metal dash brace to  $44 \pm 8$  in-lb ( $5.0 \pm 1.0$  Nm).

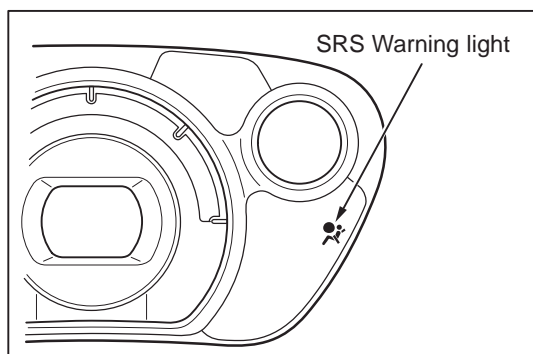




3. Connect the air bag module harness' plastic clip to the metal dash brace.
4. Reconnect the front passenger's air bag module harness side connector.
5. If applicable, reinstall the glove box.
6. Close the glove box.



7. Remove the electrical tape and reconnect the negative (–) auxiliary battery terminal. Tighten the clamp nut to  $44 \pm 8$  in–lb ( $5.0 \pm 1.0$  Nm).



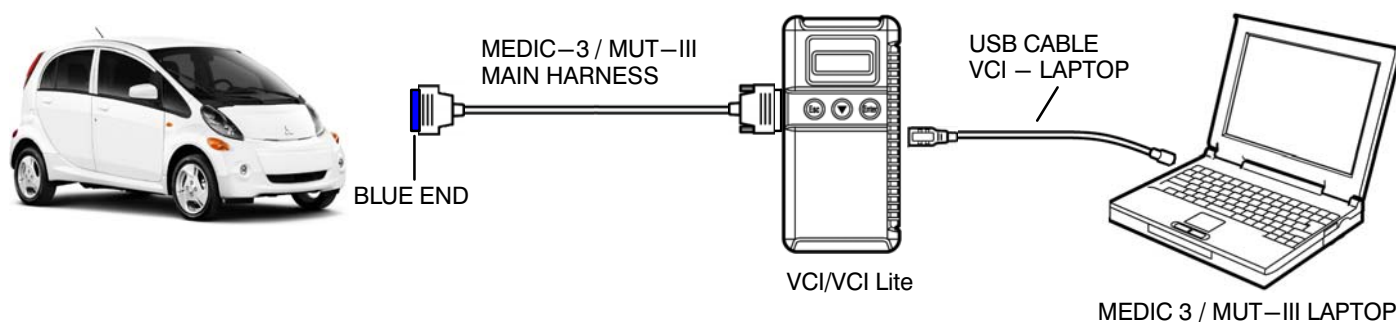
8. Turn the electric motor switch to the "ON" position. If the "SRS" warning light illuminates continuously (does not extinguish after eight seconds), troubleshoot per the applicable service manual, Group 52B – Supplemental Restraint System (SRS) > SRS Air Bag Diagnosis > SRS Warning Light Check.

9. Input radio station presets and set the clock, if applicable.

## ERASE AND READ DTCs FROM ALL ECUs

1. 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 'A' with the blue DLC connector to the VCI Lite.
  - Connect the blue connector of the MUT–III main harness 'A' to the vehicle's data link connector.

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



2. Turn the electric switch to the “ON” position. Confirm the “READY” light is displayed.  
**NOTE:** Ensure all accessories are off (e.g. lights, heating and AC system, audio/navi unit, etc...).
3. From the MEDIC main page:
  - a. Click on MUT—III SE.
  - b. Select “All DTCs.”
  - c. Select “Erase and read all DTCs.” If any DTCs appear, troubleshoot per the applicable service manual.

## PARTS INFORMATION

Use only the Genuine Mitsubishi Parts listed below:

Description	Part Number	Quantity
Kit, Air Bag Inflator	7030A918	1

**!! IMPORTANT !!** Do NOT deploy any inflator.

Return the removed air bag inflator module to Takata by contacting the following Takata USA representatives directly to obtain the appropriate return shipping documents:

**Miguel Prigadaa, Armando Rodriguez**  
**Phone: 210-250-5079**  
**Email: SCFieldaction.14305@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 15**. If you have accumulated **6 or more inflator modules** after one week, follow the inflator return procedures on **page 16**.

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:** International and ALL Locations outside of the Continental United States (APAC, EMEA, Mexico, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers) CANNOT follow the shipping instructions below. The Dealers **MUST** contact the following Takata USA representative Directly for shipping instructions: XPO Representative Armando Gonzales – Tel #: 210-250-5039 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

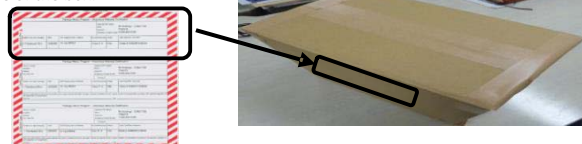


### 4. Shipping Documentation Instructions

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)**

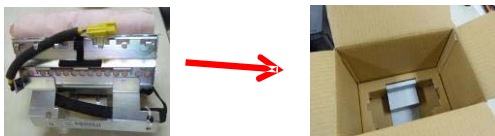
b) Peel off the RECEIPT & SHIPPER NUMBER from the top of the FedEx Ground PRP Shipping label, and place it in the Tracking ID box on the FedEx copy. **4)**



### 2. Packing Instructions

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

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



### 3. Label each Box

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

- Hazard Class Labels Class9 (pre-printed)
- UN3268 label
- Ship To Address Label to the box
- Do not cover up Class 9 Marking.



### 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

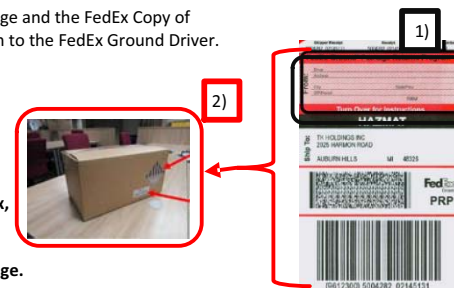
### 7. FedEx Ground PRP Shipping label

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 FedEx, 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 Armando Gonzales – Tel #: 210-250-5039 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

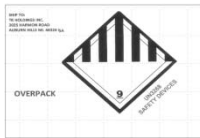
##### a) Box Label

- 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 60 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)

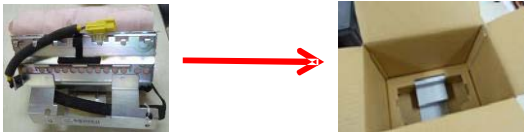
##### f) If a minimum of 6 Kits have not been accumulated within a week, follow PRP instructions



#### 2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located in Box 7 of this page.

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



#### 2a. Packing Instructions

A)



B)



C)



D)



E)



F)



#### 4. Shipping Instructions– Schedule LTL Pickup

##### a) When ready to ship

- Call XPO at 1-877-650-3476
- 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

#### 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 #: 210-250-5079

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	C1709E01	0.4 hours	7030A918

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 is provided below.

### Claim Header Section: Air Bag Inflator Replacement

**MITSUBISHI DEALER LINK** Service Warranty Warranty Claim Help

Claim Entry Vehicle Information PQR/VQR

**Campaign Information**

Campaign Operation No: C1709E\_\_ Enter As TSR

Miles/Km: 64500

VIN: JA.....

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:

Save & Continue Main Menu

Enter in the first 6 characters of this campaign labor operation: **C1709E.**

This campaign is for the replacement of the passenger side air bag inflator on certain 2016–2017MY i-MiEV. Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C1709E** as open are involved.

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 that there is only 1 possible repair scenario for this campaign.

## **PARTS:**

There is only one repair scenario and it requires the replacement of the passenger air bag inflator.

Scenario #1 – on 2016–2017MY i–MiEV vehicles – replace the air bag inflator kit.

Part# 7030A918.

No other parts are needed or allowed to be claimed.

Show Part Number to Labor Operation Lookup on Labor Page						Yes <input type="radio"/>	No <input checked="" type="radio"/>
	Delete	Part No	Part Description	Qty	Unit Price	Part Amount	
1	<input type="checkbox"/>	7030A918	INFLATOR KIT,AIR BAG PASS,RH	1	XXX.XX X	\$0.00	
2							

## **LABOR:**

The full service campaign labor operation number C1709E01 and the allowed labor time of 0.4 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	Labor Amt
		C1709E01	Replace Air Bag Inflator Kit	1	0.4	0.4	XX.XX

## **PARTS RETURN:**

Return the removed air bag inflator module to Takata by contacting the following Takata USA representatives directly to obtain the appropriate return shipping documents. Failure to return a replaced module to Takata may result in a chargeback of the campaign claim.

**Miguel Prigadaa, Armando Rodriguez**

**Phone: 210–250–5079**

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

## **RENTAL CARS AND/OR TOWING CHARGES:**

If there is a need to provide the owner with a rental car and/or tow their vehicle, 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"/>



# IMPORTANT SAFETY RECALL

This notice applies to your vehicle, \_\_\_\_\_.

Date: December 2017

Dear FIRSTNAME LASTNAME,

This notice is 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 certain 2016 and 2017 i-MiEV vehicles. Continued exposure to high levels of humidity may cause the passenger side frontal air bag inflator housing to rupture in the event of a crash necessitating deployment of the passenger side frontal air bag. An inflator rupture could result in metal fragments striking and potentially causing serious injury or death to vehicle occupants.

**What you should do:** Please contact your local certified i-MiEV 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 perform this replacement for your vehicle, free of charge.

**To reduce the risk of serious injury, do not allow occupants to sit in the front passenger side seat until this replacement is performed.**

**What your dealer will do:** The dealership will replace the passenger side frontal air bag inflator with one produced by a different supplier.

**How long will it take?** The time needed for this repair is approximately **0.5 hrs.** The dealer may need your vehicle for a longer period of time, 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 it 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.

C1709E