

Chronology

On November 13, 2014, MMC received a field report from the US stating that the SRS warning lamp was illuminated. MMC began an investigation.

Between December 2014 and April 2016, MMC received 19 additional reported incidents worldwide for this same issue, SRS warning lamp illumination. From these 19 additional incidents, MMC was able to obtain and examine 8 returned SRS-ECUs, but was not able to identify the root cause of the issue.

From May 2016 to December 2016, MMC continued its investigation of this issue. MMC examined potential contributing factors including road vibration, SRS-ECU hardware design, electrical noise, and software. MMC also conducted testing trying to duplicate SRS warning lamp illumination. Unable to identify any specific causative factor, however, MMC began a field investigation program to respond to any potential future field complaints.

From January 2017 to March 2017, MMC conducted two field investigations in the US for this condition. In one case, MMC determined that the subject vehicle experienced SRS warning lamp illumination following a flat tire. MMC then conducted vibration testing involving flat tire conditions and confirmed that driving on a flat tire could potentially cause SRS warning lamp illumination.

Based on the above findings, MMC began the development process for a software fix to eliminate potential SRS warning lamp illumination due to vibration caused by driving on a flat tire.

Between March 2017 and June 2017, having received 39 total reports of this condition worldwide, MMC continued its investigation. This investigation revealed that some of the prior affected vehicles did not have a tire problem prior to the SRS warning lamp illumination. Accordingly, MMC continued to investigate other potential causes for this condition.

From July 2017 to October 2017, as part of its investigation processes and consistent with its further testing, MMC was able to determine that driving on specific roads in combination with vehicle speed could result in a vibration condition which, in some limited circumstances, could cause the SRS warning lamp to illuminate. MMC was also able to confirm that the software change developed to resolve potential SRS warning lamp illumination due to a flat tire would effectively address this specific road/vehicle speed concern as well.

On October 23, 2017, MMC determined that a field action was necessary in the US to address this condition, and advised Mitsubishi Motors North America, Inc. to conduct a safety recall.