



# SAFETY RECALL BULLETIN

SUBJECT:			No: <b>SR-20-001REV2</b>
<b>DRIVER SIDE TAKATA NADI INFLATOR – SAFETY RECALL CAMPAIGN</b>			DATE: <b>August 2021</b>
			MODEL: <b>1998-2000 Montero</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

This bulletin supersedes SR-20-001REV issued June 2021, to update the Inflator Returns section. Revisions are indicated by: ◀

## **PURPOSE**

This campaign bulletin instructs dealers to replace the Takata Non-Azide Driver air bag Inflator (NADI) with the countermeasure part.

## **BACKGROUND**

A population of NADI (non-azide driver inflators) manufactured between May 1995 and March 1999 may absorb moisture, causing the inflators to rupture or the airbag cushion to underinflate in vehicle collisions involving airbag deployment, increasing the risk of serious injury or death.

## **AFFECTED VEHICLES**

Certain 1998 - 2000 Montero vehicles

## **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 Superscreen 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.

## **CUSTOMER NOTIFICATION**

A letter will be sent to all owners of affected vehicles telling them to visit their local Authorized Mitsubishi Motors dealer to have the passenger side front air bag inflator replaced. A **sample** customer notification letter appears at the end of this bulletin.

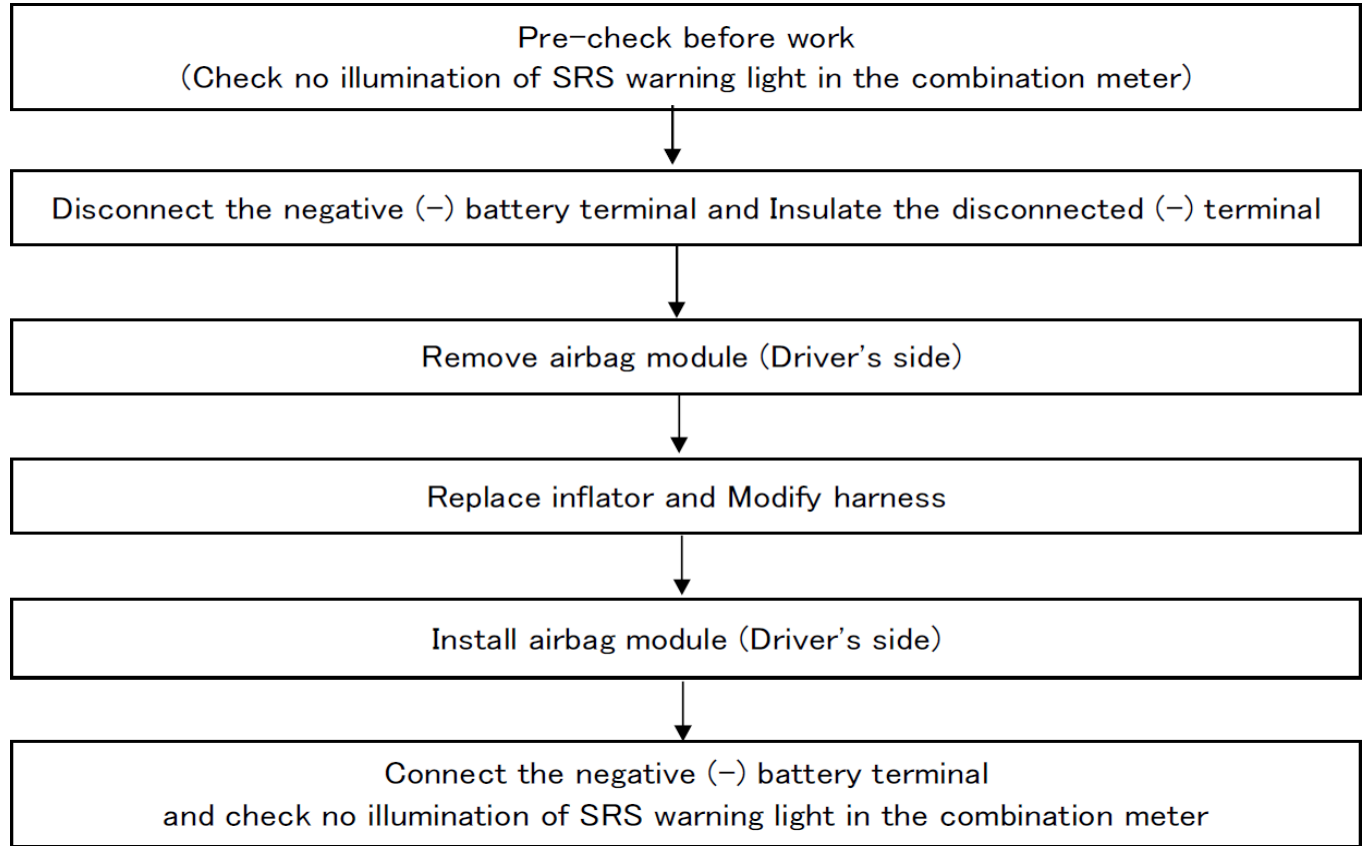
## **REQUIRED OPERATIONS**

Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and confirm if this campaign procedure has not already been completed.

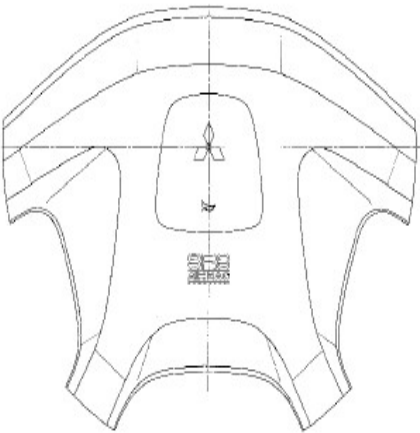
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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website ([www.mitsubishitechinfo.com](http://www.mitsubishitechinfo.com)). (5113)

## **WORK FLOW**

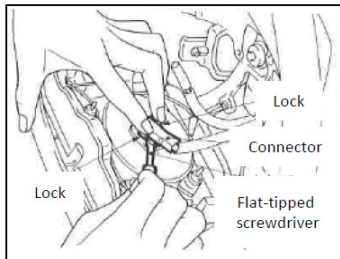
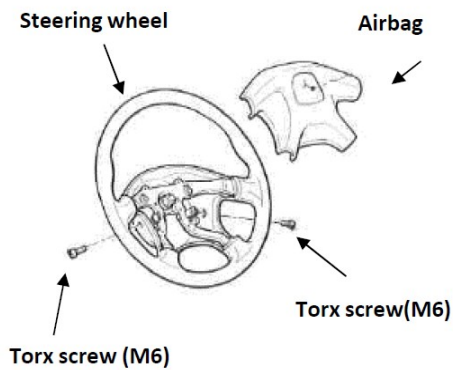


## **REPAIR PROCEDURE**

Applicable part	<b>MR307479 (Airbag module)</b>
	This work procedure describes replacement step of the inflator kit which is installed in this driver's airbag module.

## INFLATOR REMOVAL PROCESS

### 1. Preparation

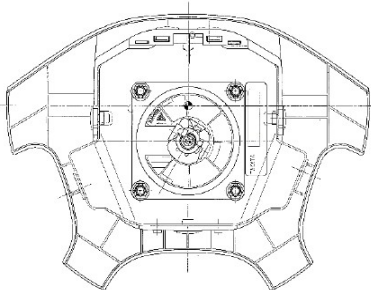


#### 1. Airbag module removal

- (1) Loosen 2 torx screws (T30) and release lock of airbag module.
- (2) While lifting up airbag module and pushing out connector locks (described in left figure), disconnect squib harness connector using flat-tipped screwdriver.
- (3) Remove horn harness.

#### **CAUTION**

- Make sure the SRS warning light is not illuminated on the combination meter.
- If illuminated, perform necessary diagnosis/repair before recall work.
- Record customer setting information of Audio, Clock etc.
- Disconnect the negative (-) battery terminal and wait for 60 seconds or more before starting work.
- Insulate the disconnected (-) terminal by wrapping the tape.

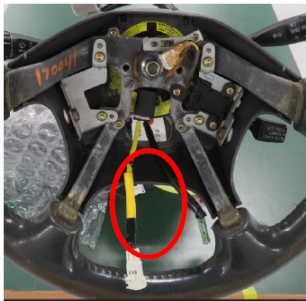


#### 2. Place the airbag module on a work bench covered with a clean cloth/sheet.

Place the airbag module onto the cloth/sheet facing down.

#### **CAUTION**

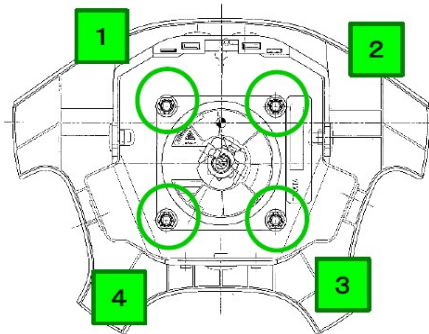
Airbag module must be protected from scratch, adhesive, dirt, dust & sharp tools.



#### 3. Condition after removal of airbag module as left figure

This Squib harness (left figure: red circle part) will be modified in next steps

2. Inflator removal

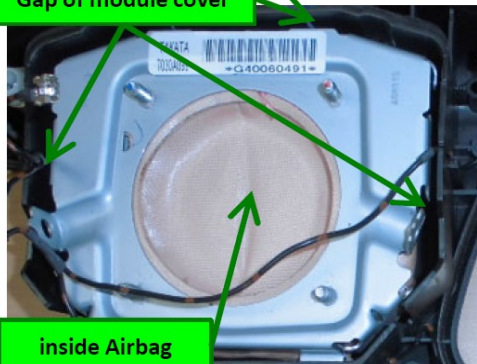


1. Remove 4 nuts (M6) securing the inflator.

**CAUTION**

These 4 nuts are unusable. Mark the 4 nuts removed to prevent reuse by mistake.

Gap of module cover

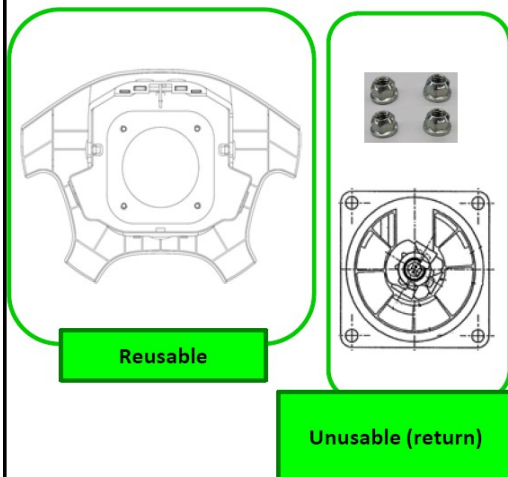


2. Remove the inflator.

**CAUTION**

- Do not drop the removed nuts into the air bag or into the gap of the module cover.  
If dropped , remove them securely.
- Check that there are 4 nuts after the completion of work.
- Do not reuse nuts.

3. Completion of removing parts



1. Check all removed parts are available (not scrapped)

2. Old inflator, 4 nuts and cut squib harness (instructed in next page)

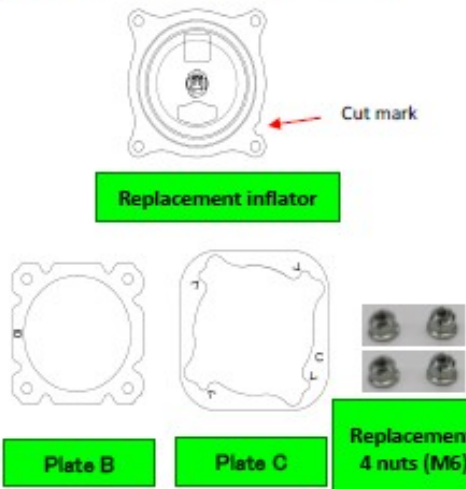
All of these parts must be returned within the same box the new inflator kit were contained

**CAUTION**

- Place the old inflator and removed parts in the same replacement kit packaging.
- Do not mix up with other inflator packaging.

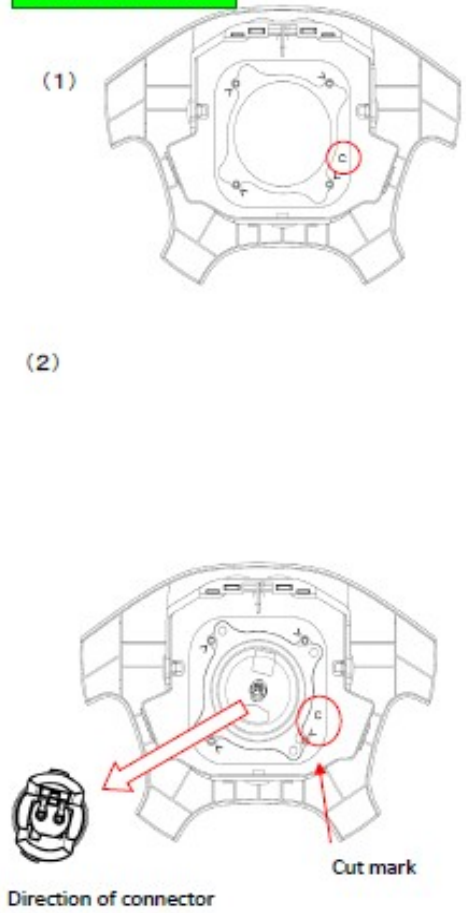
# INFLATOR INSTALLATION PROCESS

## 1. Install new inflator to airbag module



1. Take out the inflator and plates B, C and 4 nuts from new inflator kit box.

### Installation process



### 2. Installation process

(1) Install plate C on the reused air bag module

The "C" mark must be at the position of right bottom (as shown in the left figure).

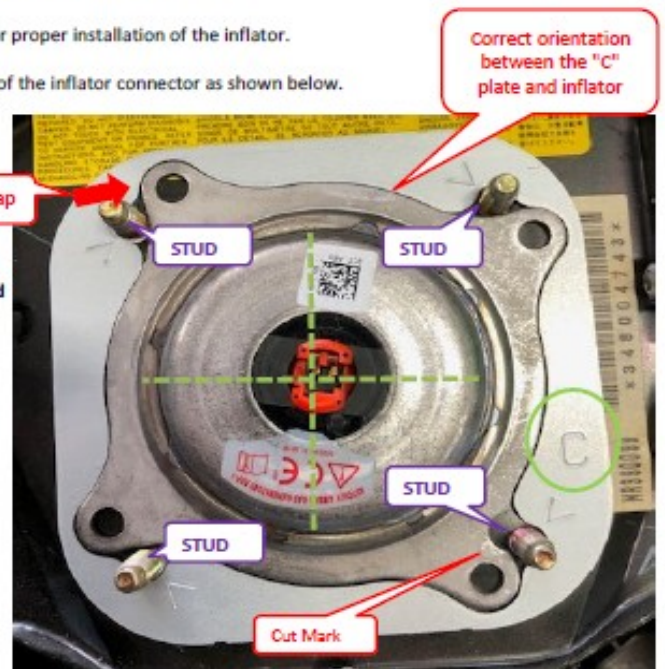
(2) Insert new inflator into the inner guide of plate C.

See images below for proper installation of the inflator.

Check the direction of the inflator connector as shown below.

Inflator and Connector slightly angled and fitted into plate C:

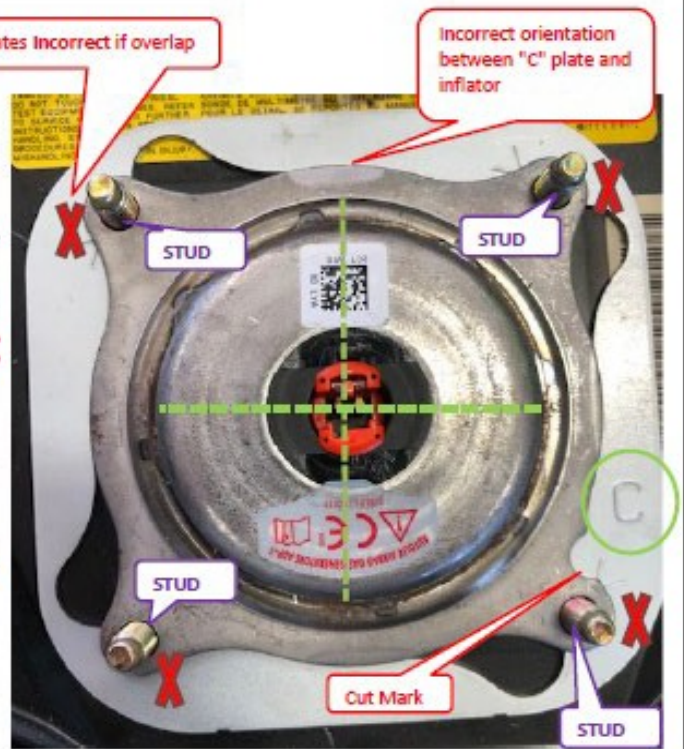
**Correct**



Inflator and Connector  
straight up and  
overlapping plate C:

**Incorrect**

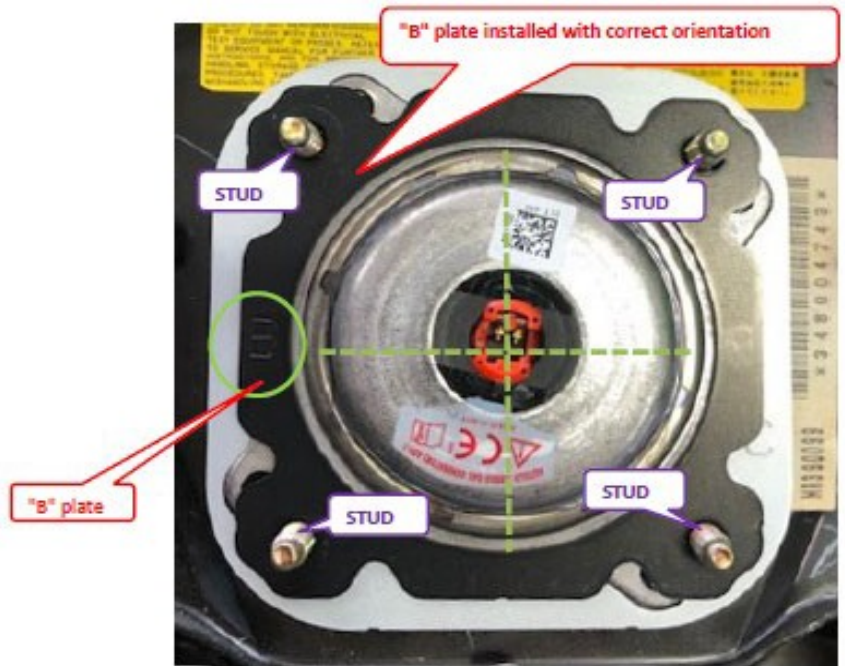
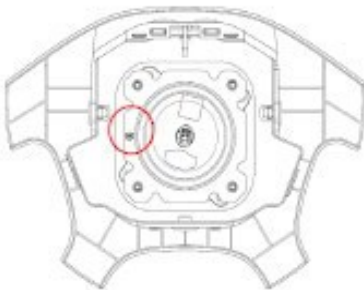
**NOTE:**  
4 studs **DO NOT** go  
through 4 holes in the  
inflator.



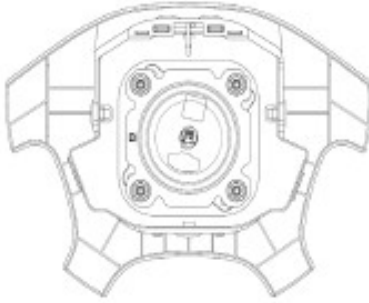
(3) Install plate B

The "B" mark must be at the position of middle left (as shown in the left figure and image below).

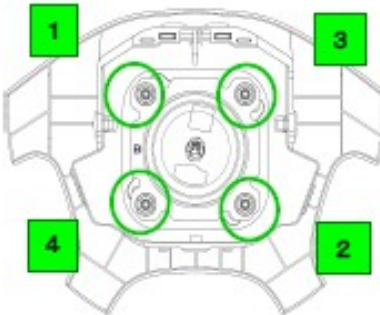
(3)



(4)



(4) Attach new nuts to the stud bolts.



3. Tighten new nuts in accordance with the following steps.

(1) Tighten the nuts temporarily in sequential order as illustrated in step 1 to 4

(2) Tighten with the specified torque below.

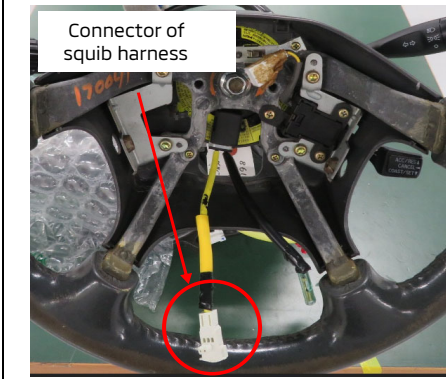
Specified torque :  $6.4 \pm 0.8$  [N·m]

**CAUTION**

Must use new nuts.



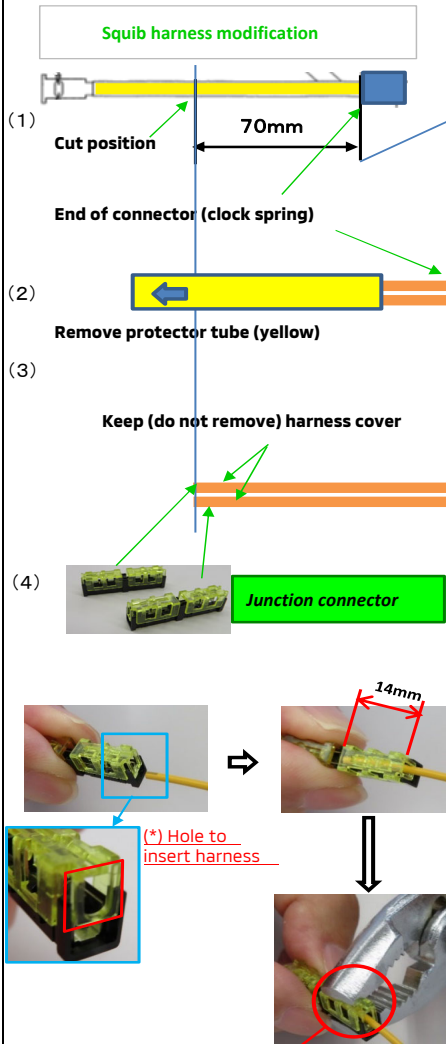
2. Squib harness modification (with on-vehicle condition)



1. Modify and install the squib harness/connector.



- Do not pull and bend the harness strongly.
- Harness must be protected damage from edge of metal parts.
- Be careful of injury from edge of metal parts.
- Harness has no polarity.



2. Modify the harness (with on-vehicle condition)

(1) Cut squib harness 70mm from the end of connector of clock spring side

(2) After cut, remove protector tube (yellow)

(3) Follow the steps below carefully.



- Do not peel off harness cover.
- Harness and connector must be protected from damage, dust and oil.
- Do not pull and bend the harness forcefully.

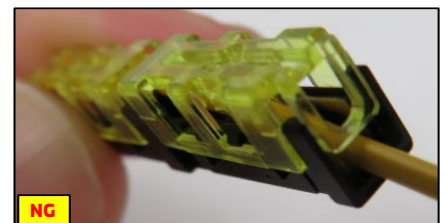
(4) Remove the junction connectors from the replacement kit and install them to the harness. (both 2 pcs)



- Without removing harness cover, insert harness from the hole of the junction connector until hitting to end of connector (end position is approx. 14mm) as indicated in the OK/NG photos.- Open pliers wide and pinch the junction connector securely until the claws of the connector lock correctly (Total 8 locks - 2 locking mechanism \* 4 locations).
- Do not reuse the junction connectors once it is locked.
- If performing recall repair under cold conditions (below 32 degrees Fahrenheit / 0 degrees Celsius ), warm up the harness using a hair dryer before harness connection to prevent hardening of the case resulting in no or poor continuity of the harness.

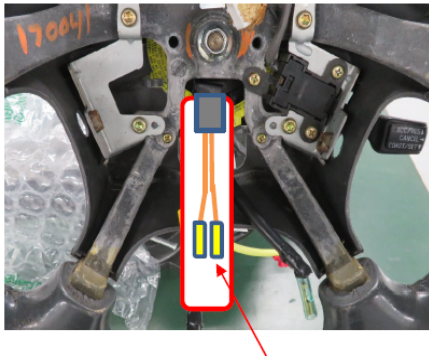
**\*Recommended temperature is from 32 to 104 degrees Fahrenheit / 0 to 40 degrees Celsius**

**Confirm that it is correctly locked (2 locking mechanism \* 4 locations)**





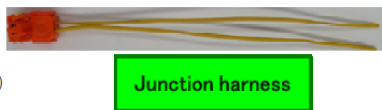
(5)



**Junction connector**

(5) Condition after attaching both connectors to the squib harnesses shown as left figure.

(6)

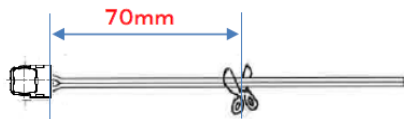


**Junction harness**

(6) Prepare junction harness

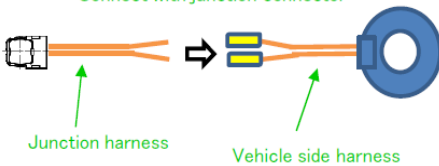
Take out the junction harness from the replacement kit.

Cut the junction harness 70mm from the end of connector.



(7)

Connect with junction connector



Junction harness

Vehicle side harness

(7) Connect junction harnesses (after cutting to 70mm) and vehicle (clock spring) side harnesses using junction connectors.

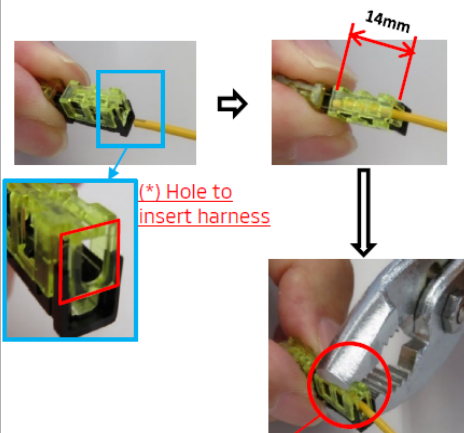
**<Junction connector attachment process>**

Steps for attaching junction connector is the same as (4)

**CAUTION**

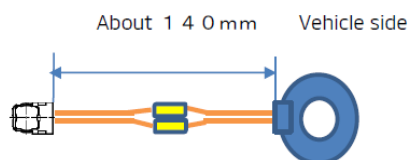
- Harness has no polarity.
- Keep (do not remove) harness cover, and insert from the hole of the junction connector until hitting to end of connector. (this position is approx. 14mm)
- Open pliers wide and pinch the junction connector securely until the claws of the connector lock correctly (Total 8 locks - 2 locking mechanism \* 4 locations).
- Do not reuse the junction connectors once it is locked.
- If performing recall repair under cold conditions (below 0 degrees), warm up the harness using a hair dryer before harness connection to prevent hardening of the case resulting in no or poor continuity of the harness.

**Recommended temperature is from 0 to 40 degrees Celsius**



(\* ) Hole to insert harness

**Confirm that it is correctly locked (2 locking mechanism \* 4 locations)**

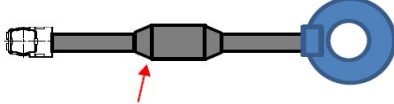


- Harness and connector must be protected from damage, dust and oil.

- Do not pull and bend the harness strongly.

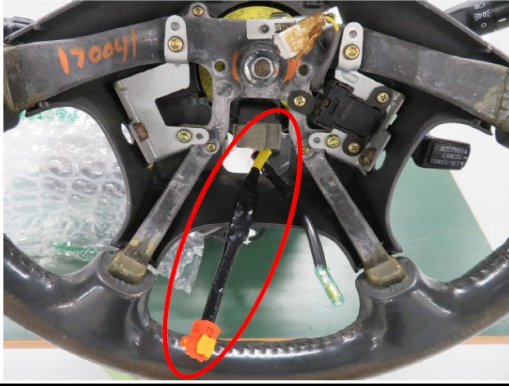
(8)

Vehicle side



Wrap whole area of modified harness with Insulated tape.

(8) Wrap the entire area of modified harness with insulation tape.



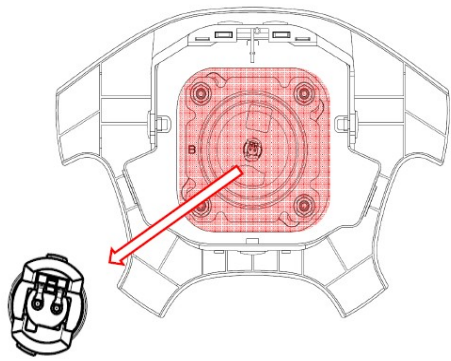
**CAUTION**

- Wrap insulation tape so that half of tape is overlapped
- Wrap insulation tape as much as possible until the end (within 5mm)

Condition after modifying the squib harness

(red circle point as left figure)

3. Final check of modifying airbag module



Direction of connector

The completed airbag module is as the left figure.

**CAUTION**

- When installing it to steering wheel, check the direction of the inflator connector as the left figure.

All claims must include a photo of the new countermeasure Inflator kit after assembly—the photo must be posted to the Photos Required Condition (PRC) system in the “RECALL PHOTO/DOCS SUPPORT” category. The photo must clearly show the countermeasure Inflator kit assembled correctly.

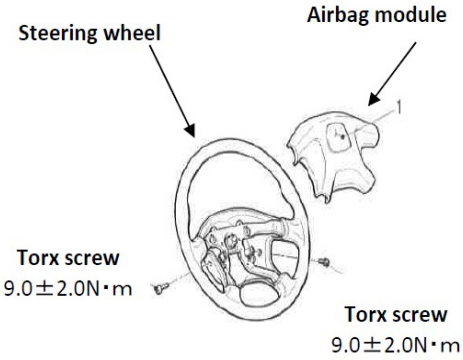
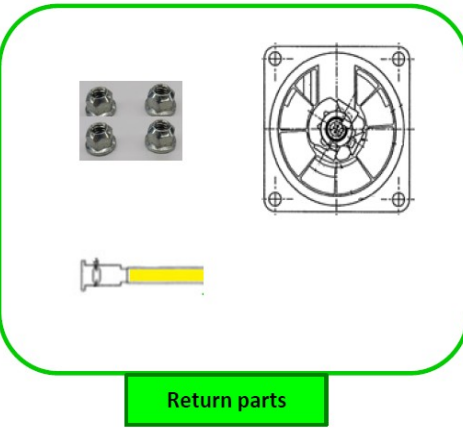
**NOTE:** Photos must be posted on the PRC BEFORE entering the related Warranty claim.

Please continue posting the Driver Side Takata NADI Inflator photos to the PRC until a cancellation notice is published by MMNA headquarters.

SAMPLE PHOTO OF CORRECT INFLATOR KIT ASSEMBLY



**\*\*DO NOT SHIP REPLACED INFLATORS TO MMNA\*\*  
SHIP TO TAKATA ONLY  
SEE INSTRUCTIONS ON PAGE 13 OF THIS BULLETIN**

<p>4. Install airbag module to vehicle</p>	
 <p>Steering wheel</p> <p>Airbag module</p> <p>Torx screw 9.0±2.0N·m</p> <p>Torx screw 9.0±2.0N·m</p>	<p>1. Install airbag module</p> <p>(1) Connect the vehicle side connector to driver's airbag module.</p> <p>(2) Connect horn harness</p> <p>(3) Tighten driver's airbag module with 2 torx screws (T30).</p> <p>Specified torque :9.0±2.0 [N·m]</p> <p><b>CAUTION</b></p> <ul style="list-style-type: none"> <li>- Do not pull and bend the harness strongly.</li> <li>- Do not pinch the harness by installing the inflator.</li> <li>- Make sure the SRS warning light is not illuminated on the combination meter. after connecting the negative (-) battery terminal and IG-ON.</li> <li>- Return to original setting of Audio and Clock etc.</li> <li>- Start engine, and make sure the SRS warning light is not illuminated on the combination meter.</li> </ul>
<p>5. Return parts</p>	
 <p>Return parts</p>	<p>1. Old inflator, 4 nuts, and cut squib harness (instructed in next page)</p> <p><b>All of these parts must be returned within the same box the new inflator kit were contained</b></p> <p><b>CAUTION</b></p> <ul style="list-style-type: none"> <li>- Ensure the 4 nuts are the old parts removed.</li> <li>- Return the old inflator in the same replacement kit box</li> <li>- Do not mix up with other inflator packaging.</li> </ul>

## 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 Logistics Customer Service Rep**

**Phone: 888-708-5712**

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

### **Puerto Rico**

**Forwarder: Crane Worldwide**

**Contact Person: Juan Armstrong**

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

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

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

**XPO Logistics Representative**

**Phone: 210-250-5061**

**Email: SCTakataRestrains.International@XPO.com**

The removed air bag inflator modules are to be returned to Takata **once every two weeks**. If you have NOT accumulated 7 inflator modules after two weeks, follow the return procedures on **page 14**. If you have accumulated **7 or more inflator modules** after two weeks, follow the inflator return procedures on **page 15**.

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.

### XPO LOGISTICS RETURN POLICY ON TAKATA AIRBAGS/INFLATORS

1. Begin to stack the pallet, ensuring NOTHING exceeds the edges of the pallet and less than 5 ft high so the pallet will be structurally safe for transport.
  2. **Keep a count of how many Driver and Passenger side airbags/inflators you have on that pallet (THIS IS REQUIRED TO SCHEDULE YOUR PICKUP)**. You can also send back multiple pallets if you have the capacity and ability to do so.
  3. Once the pallet is ready and secure (WRAPPED OR TIED DOWN), you can email your request to XPO Logistics to schedule the LTL pickup.
- After all the above is completed, XPO Logistics will contact and schedule the appropriate carrier for your pickup. They will request the pickup for the next business day but may take up to 72 business hours depending on truck availability.

At this point, XPO Logistics will email you five documents:

- a)** Bill of Lading
- b)** Overpack
- c)** ERG 171
- d)** TK Holdings address label
- e)** these return instructions

**DO NOT SHIP REPLACED INFLATORS TO MMNA. SHIP ONLY TO XPO LOGISTICS/TAKATA.**

**!! IMPORTANT !!**

Use these instructions if there are **LESS THAN 7** inflators being returned.

### 48 STATE FEDEX PRP SHIPMENT PREPARATION

**1. Shipping Instructions**  
If 7 Kits have not been accumulated within a week, please follow the instructions below  
a) Email XPO Logistics for direction at [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)


**1.a Shipping Documents**  
OP 900PRP Hazardous Materials Certification Form



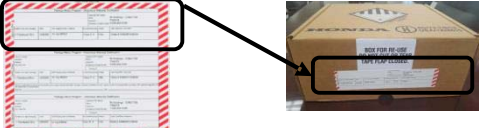
FedEx Ground Shipping Label

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.

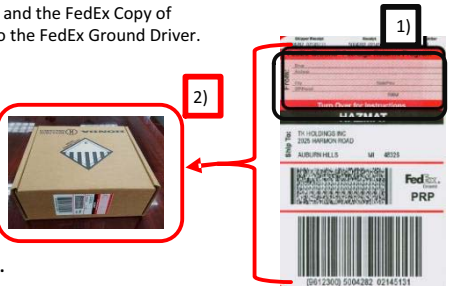



**7. FedEx Ground PRP Shipping label**  
a) Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required). **1)**

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. **1)**

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



**!! IMPORTANT !!**

**Use these instructions if there are 7 OR MORE inflators being returned**

**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: [SCTakataRestrains\\_International@XPO.com](mailto: SCTakataRestrains_International@XPO.com)**

**\*\*XPO LOGISTICS MAY BE REMOTE WORKING WITH NO ACCESS TO THE PHONES DUE TO COVID 19. PLEASE EMAIL THEM AT THE EMAIL ADDRESS ABOVE.\*\***

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

**1. Shipping Documents**

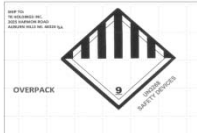
**a) Box Label**

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



**b) Over-pack Label**

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



**c) Bill of Lading**

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



**d) ERG Document**

- To be supplied by XPO Logistics.
- To be provide 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\*\***

- a) 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.
- b) If a new box is needed, follow the New B instructions located In Box 6 of this page.
- d) Place the un-deployed air bag inflator the “cradle” of the box insert.



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

- a) When ready to ship
  - Call XPO Logistics 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**

- a) Close the top box flap, per box closure instructions located on front panel 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:

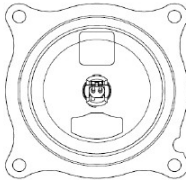
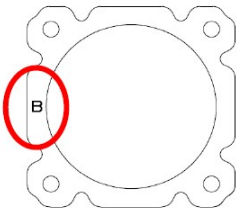
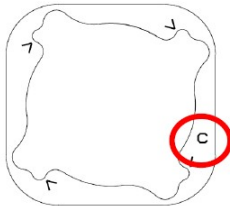



- a) What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label
  - Bill of Lading
  - ERG Form
- b) Dealer Shipping Information
  - Contact name
  - Dealer Address
  - Phone Number



## PARTS INFORMATION

Part number	Model Code	Contents					
		Inflator	PLATE -B	PLATE -C	NUT M6	Junction harness	Junction connector
98510W040P	V10V,V10W,V20W,V50W, V20C,V30V,V30W,V40W, PA0V,PB0V,PD0V,PA0W, PB0W,PC0W,PD0W,PF0W	1	1	1	4	1	2

Required Tool:  
Insulation tape

Components of inflator kit	
	1. Replacement new inflator : 1 pc
	2. Inflator mounting plate B : 1 pc *The identification mark is "B".
	3. Inflator mounting plate C : 1 pc *The identification mark is "C".
	4. Replacement nut (M6) : 4 pcs
	5. Junction harness: 1 pc
	6. Junction connector : 2 pcs



## LABOR OPERATIONS

Involved Models	Campaign Op#	Labor Time	Repair Description
1998 - 2000 Montero	C2001R01	0.6 hrs.	Replace Driver Side Frontal Airbag Inflator

## WARRANTY/RECALL CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' - Recall/Campaign Claims.

Please follow the campaign instructions when entering each claim. See the claim example provided below.

## RECALL CLAIM HEADER SECTION

The screenshot shows the 'Service Warranty Warranty Claim' form in the Mitsubishi Dealer Link system. The form is titled 'Claim Entry' and 'Vehicle Information'. The 'Campaign Information' section includes the following fields and callouts:

- Campaign Operation No:** C2001R. Callout: "Enter in the first 6 characters of the campaign number: **C2001R**."
- Miles/Km:** 64500. Callout: "Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C2001R** as open are involved."
- VIN:** JA.....
- Service Technician:** Emp No [ ]
- Service Advisor:** Emp No [ ]
- Spec Value \*:** [ ]
- Duplicate Recall \*:** [ ]

After entering the required customer data, vehicle information, selecting the applicable repair campaign, scenario performed (please note there are 2 possible repair scenarios for this campaign), and then clicking the "Save and Continue" button; the system will automatically fill-in several fields.



# IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.  
PO Box 689040  
Franklin, TN 37068  
Telephone: 888-648-7820  
www.mitsubishicars.com

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

Date: February 2021

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 **1998 - 2000 Montero vehicles**. According to Takata, Non-Azide Driver Air Bag Inflators (NADI) manufactured between May 1995 and March 1999 (installed in certain 1998 – 2000 Montero vehicles) may absorb moisture, causing the NADI Inflators to rupture or the airbag cushion to underinflate in vehicle collisions involving airbag deployment. If a NADI Inflator ruptures or the airbag cushion underinflates in a vehicle crash involving airbag deployment, vehicle occupants would be at an increased risk of serious injury or death.

**What you should do:** Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the affected NADI Inflators replaced, free of charge. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform this repair for your vehicle, free of charge.

**What your dealer will do:** The dealership will replace the NADI Inflator with a countermeasure unit.

**How long will it take?** The time needed for this repair is approximately **36 minutes**. The dealer may need your vehicle for a longer period of time, 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. (Central 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 NADI 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 Motors North America Inc., Customer Relations, P.O. Box 689040, Franklin, TN 37068

**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.

C2001R