



# SAFETY RECALL BULLETIN

SUBJECT: <b>RAIDER DRIVER SIDE FRONTAL AIR BAG INFLATOR - SAFETY RECALL CAMPAIGN - REVISED</b>			No: <b>SR-15-007REV</b>
			DATE: <b>June 2023</b>
			MODEL: <b>2006-09 Raider</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-15-007 issued June 2015, to update the Inflator Returns section. Revisions are indicated by: ◀*

### PURPOSE

Based upon a Defect Information Report submitted to the National Highway Traffic Safety Administration by TK Holdings (Takata), MMNA is recalling certain 2006 - 2009 Raiders, **including those 2006 - 2007 Raiders that were recently repaired pursuant to Special Service Campaign SC-14-005 (C1415R) and received a replacement driver side frontal air bag.** Affected vehicles are equipped with a specific type of driver 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.

This campaign bulletin instructs dealers to replace the driver side frontal air bag with a new air bag manufactured by a different supplier, and return the subject air bag per the instructions in the **Inflator Return** section of this procedure.

### AFFECTED VEHICLES

Certain 2006 - 2009 Raiders

**IMPORTANT**

**Affected new or used inventory vehicles must be repaired before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or non-compliance is remedied.**

### CUSTOMER NOTIFICATION

A letter will be sent to all owners of all affected vehicles telling them to contact their local Authorized Mitsubishi Motors dealer and have the driver side frontal air bag replaced. Draft customer notification letters appear at the end of this bulletin. Owners that have not had the Special Service Campaign completed will receive letter (A). Owners that already had the Special Service Campaign completed and must have the air bag replaced again will receive a different letter (B).

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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)) .

## 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

The following equipment is needed to erase and read DTCs from all ECUs:

- VCI (Vehicle Communication Interface) or VCI Lite – MB991824 or MB992744V.
- MEDIC Laptop/Tablet with A/C power adapter – 520924, or FZG1MK2.
- MUT-III main harness 'A' (blue connector at the DLC end) – MB991910 or MB992745V.
- USB 2.0 cable – MB991827 or RRAR1MBR-108L.

## REMOVAL PROCEDURE

**⚠ WARNING** To avoid personal injury or death, on vehicles equipped with air bags, disable the supplemental restraint system before attempting any steering wheel, steering column, air bag, occupant classification system, seat belt tensioner, impact sensor, or instrument panel component diagnosis or service.

Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the supplemental restraint system. Failure to take the proper precautions could result in accidental air bag deployment.

At no time should any source of electricity be permitted near the inflator on the back of a non-deployed air bag. When carrying a non-deployed air bag, the trim cover or air bag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment.

1. Record the radio station presets. Disconnect the negative (-) battery cable (10mm) and insulate the cable end with electrical tape.

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

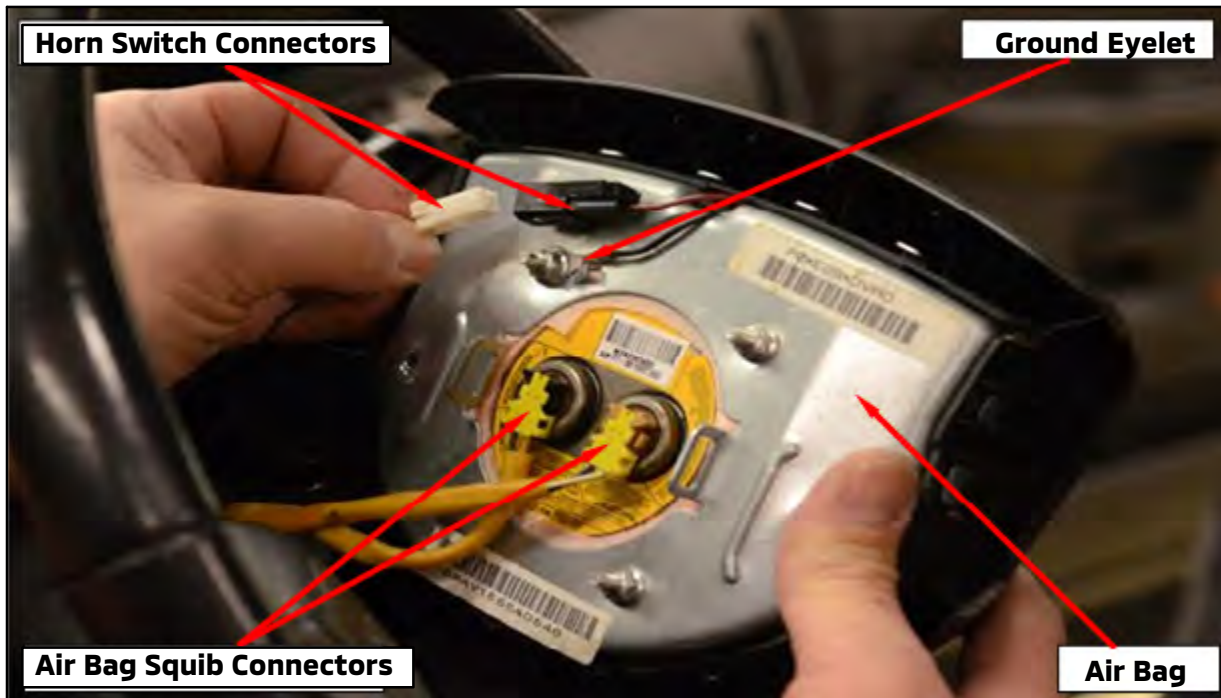


2. From the steering wheel's underside, remove the (2) 10mm bolts that secure the driver side frontal air bag to the steering wheel armature.

**NOTE:** Place masking tape over the steering column to prevent any damage during bolt removal.

**NOTE:** Rotate the steering wheel so that the bolts are at the top of the steering column as shown in the illustration.

- Carefully pull the driver side frontal air bag far enough away from the steering wheel to access the air bag's backside



**CAUTION** When disconnecting the horn switch, do not pull on the horn switch feed pigtail wire to disengage the connector from the driver side frontal air bag inflator housing or to disconnect the horn switch to steering wheel wire harness connection. Improper pulling on this pigtail wire or connection can result in damage to the horn switch membrane or feed circuit.

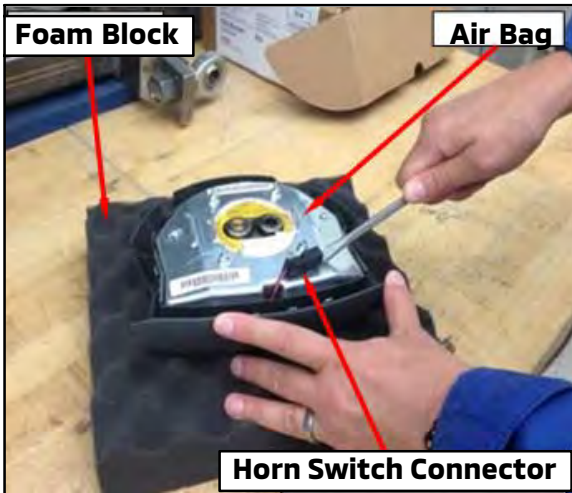
- Disconnect the horn switch connector.

**CAUTION** When disconnecting the air bag squib connectors, do not pull on the clockspring pigtail wires or pry on the connector insulator to disengage the connector from the driver side frontal air bag inflator connector receptacle. Improper removal of these pigtail wires and their connector insulators can result in damage to the air bag circuits or connector insulators.

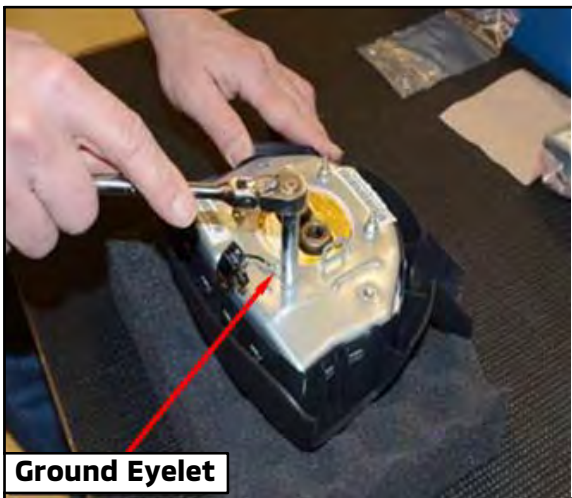


- Disconnect the (2) air bag squib connectors by depressing the latches on each side of the connector insulator and pull the insulators straight out from the inflator assembly to disconnect them from the connector receptacles.
- Remove the driver side frontal air bag from the steering wheel.

7. Open the box containing the replacement driver side frontal air bag, remove the air bag from the box and set it aside. Remove the foam block from the box and place it on a work bench.



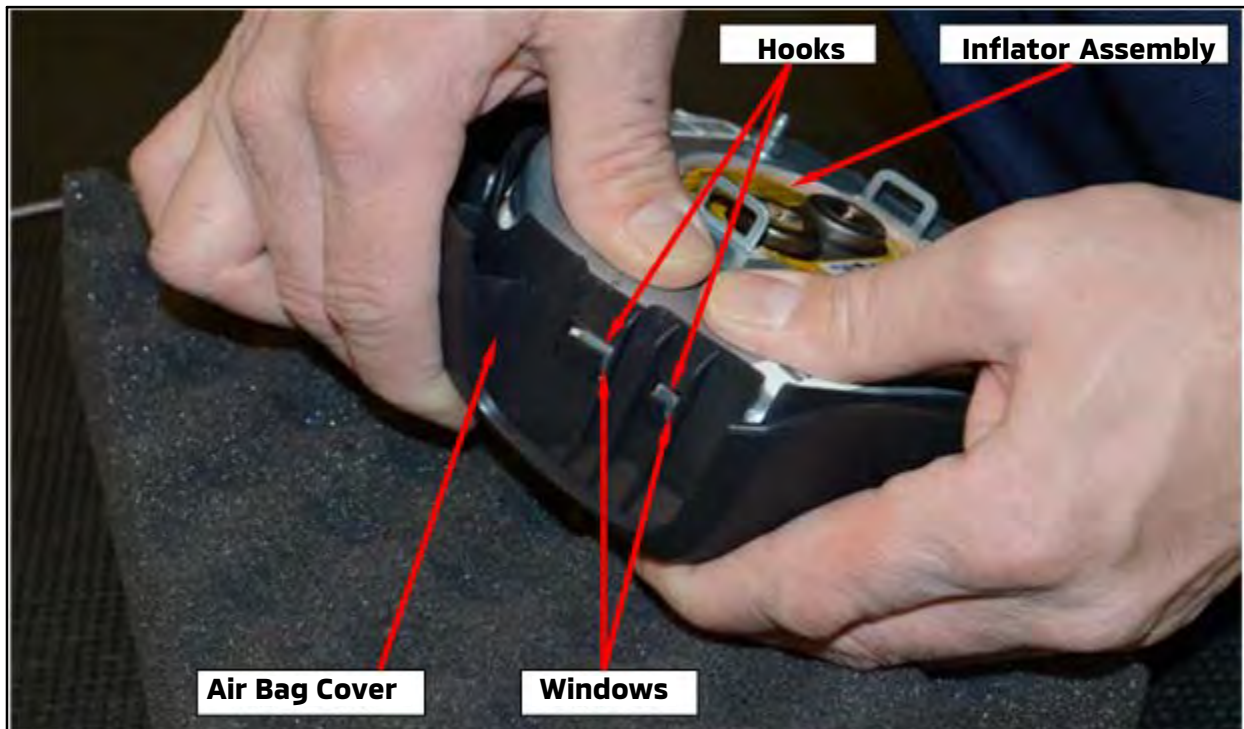
8. Place the old driver side frontal air bag on the foam block as shown.
9. Remove the horn switch connector from the inflator assembly with a flat head screwdriver.



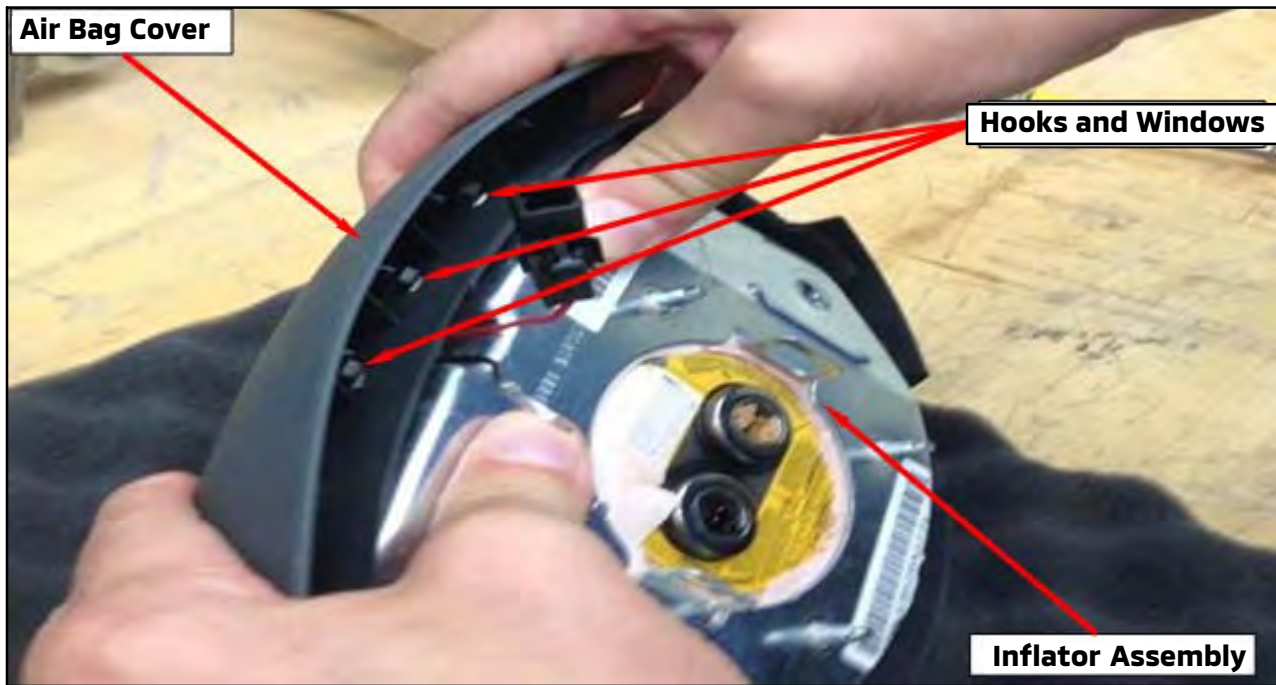
10. Remove and discard the nut holding the ground eyelet to the inflator assembly and remove the ground eyelet from the stud.



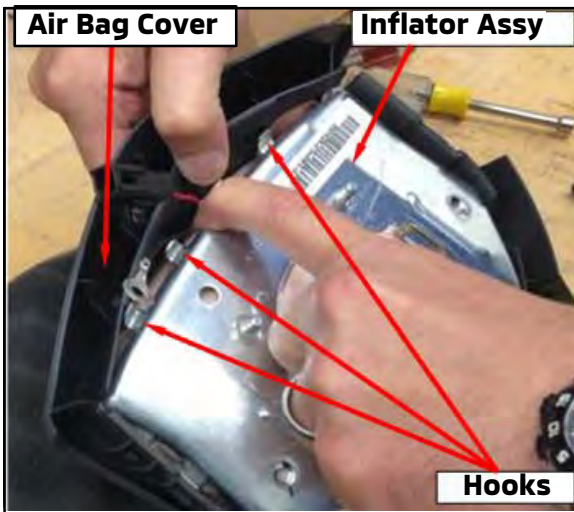
11. Remove the air bag cover starting with the left side by pressing down on the inflator assembly until the hooks unsnap from the windows.



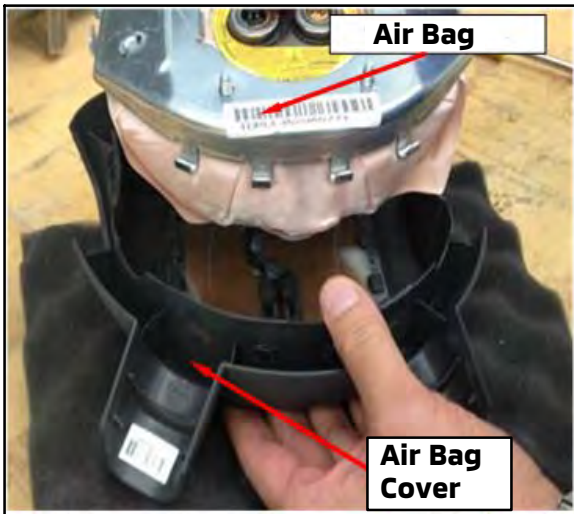
12. Unsnap the top hooks by pressing down on the inflator assembly until the hooks unsnap from the air bag cover windows.



13. Unsnap the right side hooks by pressing down on the inflator assembly until the hooks unsnap from the air bag cover.



14. Gently pull the inflator assembly up slowly, making sure the hooks are clear from the windows on all sides.



15. Disengage the air bag from the air bag cover and set it aside for shipping.

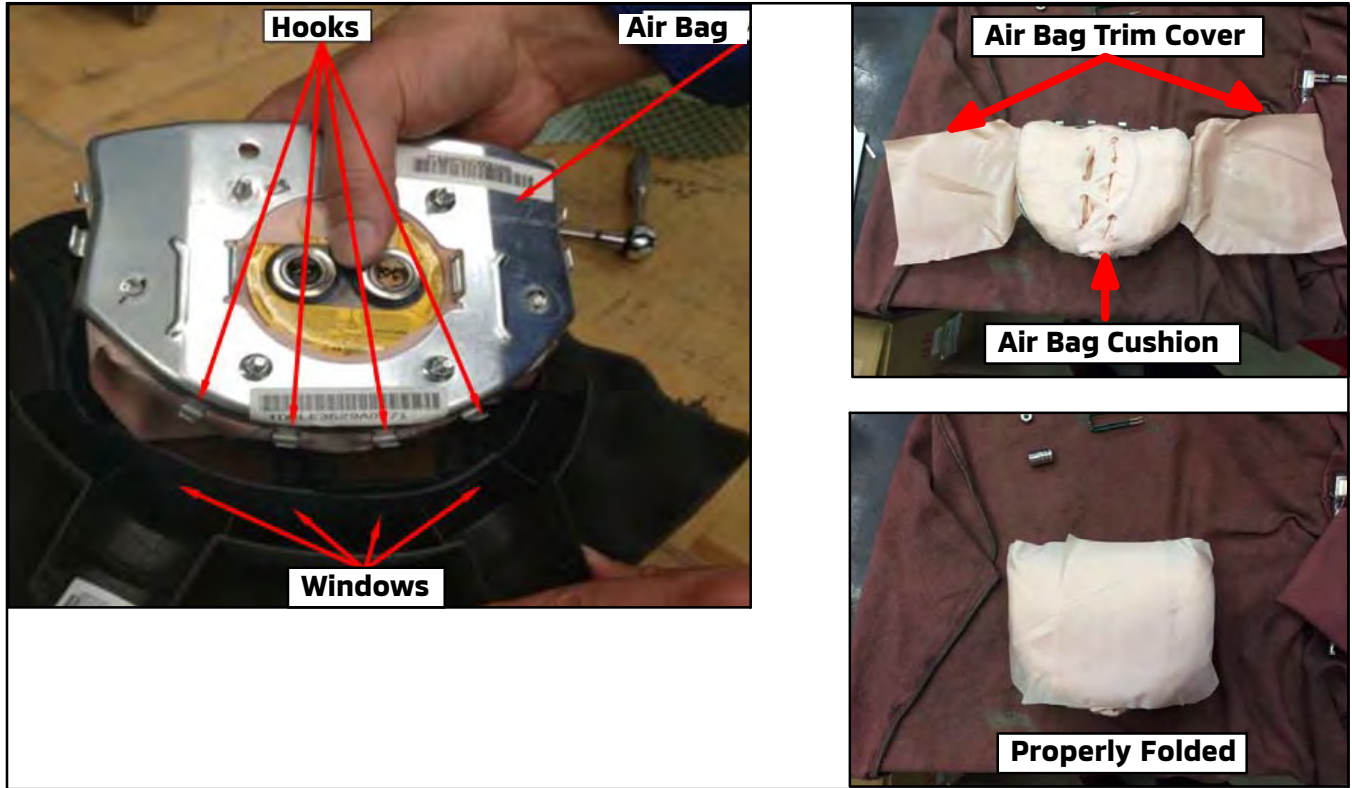
**⚠ WARNING** To avoid personal injury or death, the driver side frontal air bag trim cover must never be painted. Replacement trim covers are serviced in the original colors. Paint may change the way in which the material of the trim cover responds to an air bag deployment. Failure to observe this warning could result in occupant injuries upon air bag deployment.

**⚠ WARNING** To avoid personal injury or death, use extreme care to prevent any foreign material from entering the driver side frontal air bag, or becoming entrapped between the driver side frontal air bag cushion and the driver side frontal air bag trim cover. Failure to observe this warning could result in occupant injuries upon air bag deployment.

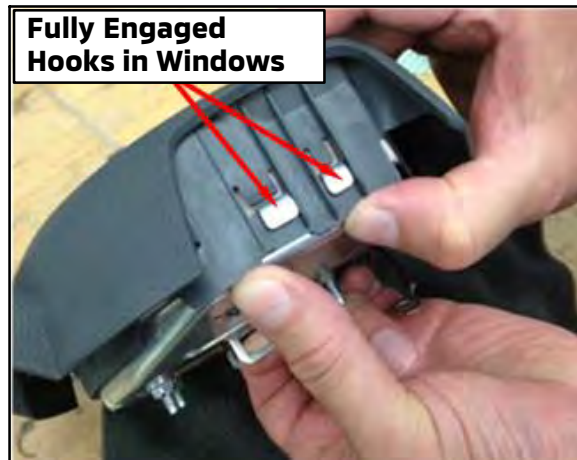
**⚠ CAUTION** If the Mitsubishi emblem on the air bag cover becomes loose during driver side frontal air bag removal, replace the air bag cover.

16. Install the new air bag to the air bag cover by first inserting the bottom hooks into the windows.

**NOTE:** Ensure the driver side frontal air bag trim cover is properly folded over the air bag cushion during installation and remains folded.



17. Snap all the remaining hooks on all sides into place.

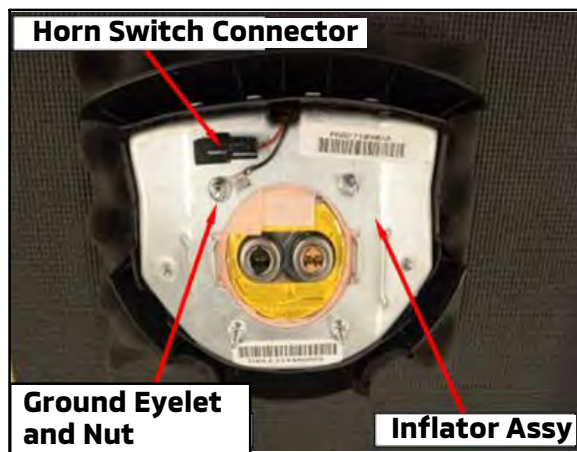
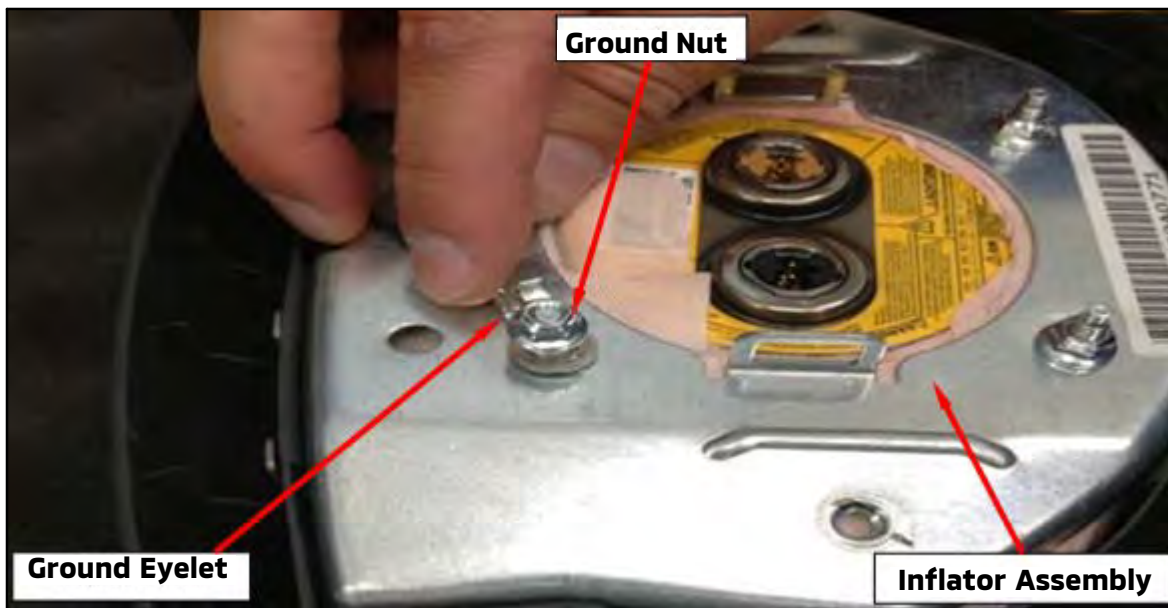


18. Pull on the inflator assembly to engage the windows and hooks on all sides.

**NOTE:** Visually inspect and verify that all hooks are fully engaged with the windows on all sides.



19. Install the ground outlet on the upper right stud. Install the new ground nut provided with the replacement driver side frontal air bag and tighten to 26 in-lbs (3 N-m).

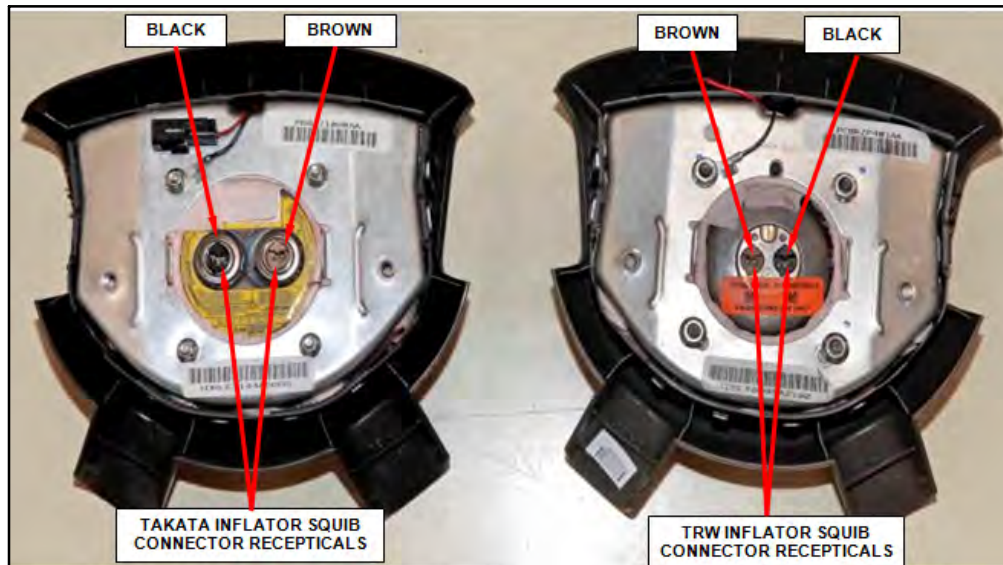


20. Clip the horn switch connector to the air bag inflator assembly.

21. Driver side frontal air bag retrofit is complete. Position the driver side frontal air bag to the steering wheel to connect the (3) electrical connections on the back of the air bag housing - (1) horn switch connector and (2) air bag squib connectors. See illustration in Step 3 for reference.



22. Connect the two airbag squib connectors to the air bag inflator assembly connector receptacles by bypassing straight in on the connector. **Be certain to engage each keyed and color-coded connector to the matching connector receptacle. Be certain that each connector is fully engaged in its receptacle by listening carefully for a distinct, audible click as the connector latches snap into place.**



**NOTE: The squib connector receptacle locations on the driver side front air bag inflators are switched between the original Takata inflator and the TRW replacement inflator kits. Squib connectors are keyed and color coded for error proofing.**

23. Connect the steering wheel wire harness connector for the horn switch to the horn switch connector which is located on the back of the inflator assembly.
24. Carefully position the driver side frontal air bag in the steering wheel. **Be certain that the clockspring pigtail wires and the steering wheel wire harness in the steering wheel hub area are not pinched between the driver side frontal air bag and the steering wheel armature.**
25. Install and tighten the (2) 10 mm bolts that secure the driver side frontal air bag to the steering wheel armature. Tighten the bolts to 90 in. lbs (10 N-m). See illustration in Step 2 for reference.

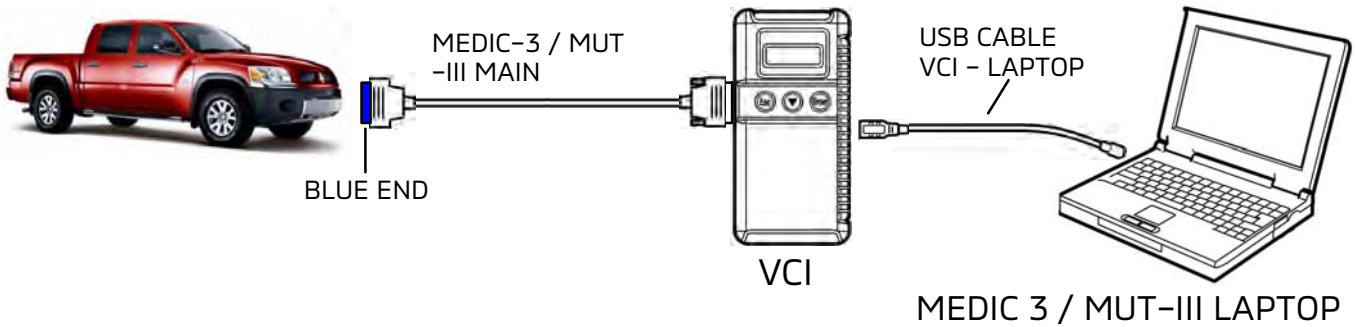
## SUPPLEMENTAL RESTRAINT SYSTEM (SMS) VERIFICATION TEST



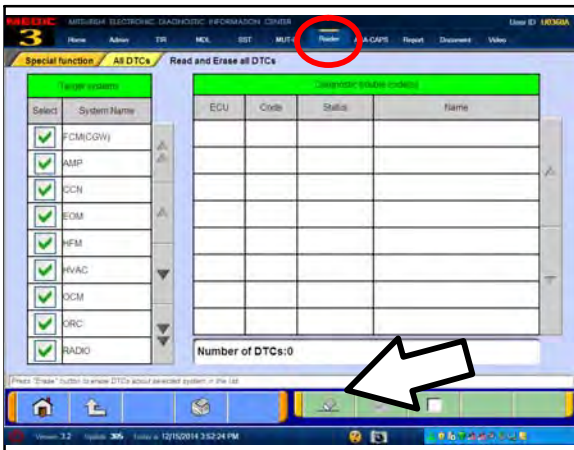
**Do not reconnect the negative (-) battery cable until instructed.**

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

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



2. Turn the ignition switch to the "ON" position, exit the vehicle, and close the door.
3. Ensure nobody is in the vehicle. Remove the electrical tape and reconnect the negative (-) battery cable.



4. From the MEDIC main page,
  - a. Click on Raider
  - b. Select "Special Function"
  - c. Select "All DTCs"
  - d. Select "Erase and read all DTCs" (eraser icon). If any DTCs appear, troubleshoot per the applicable service manual.



5. Turn the ignition switch to the "OFF" position for at least 15 seconds, then turn it back to the "ON" position. The air bag indicator should illuminate and then turn off after 6-8 seconds. If it does not illuminate or is continuously illuminated, refer to the appropriate diagnostic information to diagnose the problem before proceeding to the next step.

6. Input radio station presets and set the clock, if applicable. Remove the masking tape from the steering column if previously applied. Depress the horn and ensure it is functioning properly.
7. Reinsert the foam block and repackage the old driver side frontal air bag in the shipping materials used for the new, replacement air bag. Follow the instructions in the **Parts Information** section and return the air bag directly to Takata.

## INFLATOR RETURNS

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

Fill out the form on **page 14** and contact the appropriate Takata USA representatives below to obtain return shipping documents.

### **US - 48 Contiguous States**

**RXO Logistics Customer Service Rep**  
**Email: SCFieldaction.14305@rxo.com**

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

**RXO Logistics Representative**  
**Email: SCTakataRestrains\_International@rxo.com**

If a response is **not** received within 2 to 3 days, call 210-317-6436 to escalate. In most cases, the replaced Takata air bag inflators will be picked up within 3 business days.

The removed air bag inflator modules must be returned to Takata. If you have NOT accumulated inflator modules after two weeks, follow the return procedures on **page 12**. If you have accumulated **7 or more inflator modules** after two weeks, follow the inflator return procedures on **page 13**.

There will not be a system generated airtel 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.

### *RXO 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 RXO Logistics to schedule the LTL pickup.*

*After all the above is completed, RXO 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, RXO 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 RXO 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 RXO Logistics for direction at [SCFieldAction.14305@rxo.com](mailto:SCFieldAction.14305@rxo.com)

#### 1.a Shipping Documents

OP 900PRP Hazardous Materials Certification Form



FedEx Ground Shipping Label



FedEx Ground Shipping Envelope

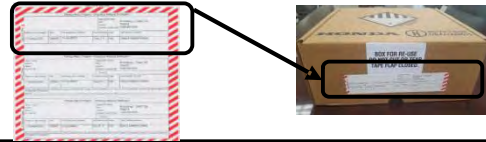


#### 4. Shipping Documentation Instructions

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.





# INFLATOR RETURNS

## International Shipping Return Instructions

**NOTE: ALL International Locations outside of the United States (APAC, EMEA, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers) please follow below shipping instructions. Dealerships in these locations MUST contact the following Takata / RXO representative directly for shipping instructions primarily via**

**New Email at: [SCTakataRestrains\\_International@rxo.com](mailto:SCTakataRestrains_International@rxo.com)**

**Escalation Contact: Miguel Prigadaa Phone: 210-317-6436**

**If dealers are in need of additional boxes, please send your request to the same email address: [SCTakataRestrains\\_International@rxo.com](mailto:SCTakataRestrains_International@rxo.com) and make sure to indicate how many boxes you need, as well as the model, part number and include pictures if possible. (please consider that shipping additional boxes will take a few weeks to get process depending in the area/country you are located)**

### 1. Shipping Documents

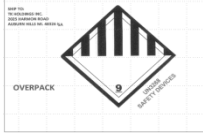
#### a) Box Label

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



#### b) Over-pack Label

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



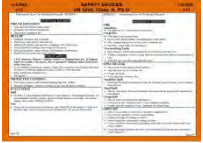
#### c) Bill of Lading

- To be supplied by the local carrier.
- Print 2 copies: 1 for Dealer Records, 1 for the local pickup Driver



#### d) Commercial Invoice

- To be dealer provided by the if possible.



### 3. Shipping Instructions – Prepare the Pallet

#### a) Accumulate and palletize Kits

#### b) Arrange Kits on Pallet

- A minimum of 25 boxes and maximum of 200 boxes per pallet .

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

#### d) Prepare to ship per IATA International regulations

#### e) Affix Over-pack Label and Pallet Label on (1) side of Pallet

#### F) (Not Please on Top)hold as many Airbags as possible in order to accumulate as many as possible and limit the number of pickups to at least 1 per month.



### 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.

- d) Place the un-deployed air bag inflator in the "cradle" of the box insert.



### 4. Shipping Instructions – Schedule Intl Pickup

#### a) When ready to ship

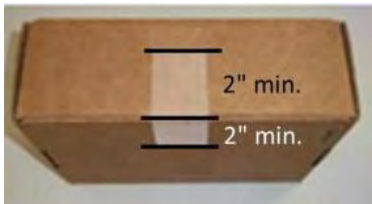
- Email RXO at [SCTakataRestrains\\_International@rxo.com](mailto:SCTakataRestrains_International@rxo.com)
- EXCALATION PURPOSES Contact: Miguel Prigadaa Phone: 210-317-6436
- b) Fill out the International Pickup Template with all details:
- Dealer/Pickup contact Information including hours of operations
- Quantity of boxes/Pallets
- Weight and Dimensions
- Email Address

### 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

### 2.1 Closure Instructions

- a) 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.



### 6. Requesting a New Box

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

E-Mail: [SCTakataRestrains\\_International@rxo.com](mailto:SCTakataRestrains_International@rxo.com)

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

- a) What Type of shipping material needed
  - Number of Replacement Boxes needed
  - Part Return Label
  - Airbag Model
  - Pictures (of the airbag if possible)
- b) Dealer Shipping Information
  - Contact name
  - Dealer Address
  - Phone Number





PALLET (S) MUST BE READY BEFORE SENDING IN THE TEMPLATE. ALL FIELDS PERTAINING TO YOUR LOAD MUST BE FILLED IN AND SENT TO SCFIELDACTION.14305@RXO.COM ESCALATION PHONE NUMBER 210-317-6436 MIGUEL PRIGAADA

Dealer Code

Dealer or Business Name

Pickup Address

City, State & Zip

Physical Address (if different from pickup address)

City, State & Zip

YOUR Name & Phone #

Hours Available for Pickup

Days/hours pickup is not allowed  
(lunch hour if shut down)

Email address for BOL

Do you need a truck with lift gate and pallet jack?      YES      NO

Where can the driver expect to find pallet on property? Please give clear directions

Special instructions or notes that will help driver locate pallet on site

LTL	Pallet #1	Pallet #2	Pallet #3	Pallet #4	Pallet #5	Pallet #6	Pallet #7	Pallet #8	Pallet #9	Pallet #10	Pallet #11	Pallet #12	Pallet #13	Pallet #14	Total Boxes
Driver Side Count															
Passenger Side Count															
<b>Total</b>															

## WARRANTY INFORMATION

There is only one repair scenario for this campaign.

#	Repair Procedure	Campaign Operation	Labor Time Allowance	Part Number
1	Replace Driver's Side Frontal Air Bag Inflator kit	C1507R01	0.7 hour	CBXZP811AA

## 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 code that correctly matches up with the work that was actually performed. A claim example is provided on the following pages.

Certain 2006 - 2009 MY - Raider Trucks (sold in USA and Puerto Rico)

**Required Operation to be performed by model year** \_\_\_\_\_ **Labor Operation** \_\_\_\_\_ **Labor Time** \_\_\_\_\_

1. 2006-2009MY Raider - Replace Driver's Side Frontal Air Bag Inflator Kit    **C1507R01**    **0.7 hrs.**

### Claim Header Section: Driver's Side Air Bag Inflator Replacement

**Service Warranty  
Warranty Claim**

Claim Entry    Vehicle Information    PQR/VQR

**Campaign Information**

Campaign Operation No: **C1507R\_ \_**    Enter As

Miles/Km: **64500**

VIN: **1Z.....**

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: \_\_\_\_\_

Enter in the first 6 characters of this campaign labor operation: **C1507R**.

This campaign is for the replacement of the driver's side frontal air bag inflator on certain 2006 - 2009MY Raider.

Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C1507R** 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.**

Campaign Information										
Campaign Operation No	C1507R	Replace Driver's Side Frontal Air Bag Inflator	Repair Performed	Replace Driver's Side Frontal Air Bag Inflator Kit	Enter As Sublet	<input type="checkbox"/>				
Miles/Km	64,500	Repair Order No	EX12345	TSB	SR15-007					
VIN	1Z.....	Repair Date In	07/15/2015	Repair Date Out	07/15/2015					
Service Technician	XXXXXX	Emp No		Service Advisor	XXXXXX	Emp No				
Spec Value *		Enter DTC on Labor Page		Duplicate Recall *						

**Safety Recall Campaign Claim Example:**

Follow these instructions to claim for performing the replacement of the air bag inflator **PARTS:**

Only one repair scenario and it requires the replacement of the driver's side air bag inflator. Scenario #1 - 2006-09MY Raider trucks - replace the air bag inflator kit. Part# CBXZP811AA.

Delete	Part No	Part Description	Qty	Unit Price	Part Amount	Primary
	CBXZP811AA	AIR BAG MODULE	1			*

**LABOR:**

The full safety recall campaign labor operation number is C1507R01 and the allowed labor time of 0.7 hours will be automatically entered as a result of the 'Repair Performed' scenario selected from the "Vehicle" page.

Add Page - Labor Information									
Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours	Sublet Amt	Total Labor Hrs	Amt	
		C1507R01	Replace Driver's Side Frontal Air Bag Inflator Kit	1	0.7	0.7	XX.XX		

**RENTAL CARS/SHO:**

If there is a need to provide the owner with a rental car or expedite the part, 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
-	SHO	SPECIAL HANDLING ORDER	SHO Parts Order
-	RENTACAR	RENTAL CAR CHARGES	Days Reason Rental Company Invoice Number
-	95300040	FREIGHT CHARGES	Freight Company Invoice Number
-	95200040	TOWING CHARGES	Towing Company Invoice Number





## IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
www.mitsubishicars.com

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

Date: June, 2015

Dear Mitsubishi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

**Reason for notice:** Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2006 - 2009 Raiders.

The driver side frontal air bag inflator housing may rupture, due to excessive internal pressure, during normal air bag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. If this were to occur, metal fragments could strike the driver and/or other vehicle occupants potentially resulting in serious injury or death.

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

**What your dealer will do:** The dealership will replace the driver side frontal air bag.

**How long will it take?** The time needed for this repair is approximately **1.0 hr**. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

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 driver side frontal air bag inflator and had the air bag 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.

C1507R



(B)

# IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
www.mitsubishicars.com

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

Date: June, 2015

Dear Mitsubishi Owner,

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 **continuing defect which relates to motor vehicle safety exists in those 2006 - 2007 Raiders that were recently repaired pursuant to Special Service Campaign SC-14-005 and received a replacement driver side frontal air bag.** The replacement driver side frontal air bag inflator housing may still be susceptible to rupture, due to excessive internal pressure, during a normal air bag deployment event. If this were to occur, metal fragments could strike the driver and/or other vehicle occupants potentially resulting in serious injury or death.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the driver side frontal air bag **replaced again, this time with a new air bag manufactured by a different supplier.** When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this replacement to your vehicle, free of charge.)

**What your dealer will do:** The dealership will replace the driver side frontal air bag with a new countermeasure air bag manufactured by a different supplier.

**How long will it take?** The time needed for this repair is approximately **1.0 hr.** The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

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 driver side frontal air bag inflator and had the air bag 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.

C1507R