



# SAFETY RECALL BULLETIN

SUBJECT: <b>RAIDER PASSENGER SIDE FRONTAL AIR BAG INFLATOR – SAFETY RECALL CAMPAIGN – REVISED</b>			No: <b>SR-16-004 REV</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-16-004 issued March 2017, 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. 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.

This campaign bulletin instructs dealers to replace the passenger side frontal air bag inflator with a new, dessicated air bag inflator, and return the subject air bag inflator per the instructions in the **Inflator Returns** section of this procedure.

### AFFECTED VEHICLES

Certain 2006 - 2009 Raider

**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 noncompliance is remedied.

### REQUIRED OPERATIONS

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

### REQUIRED EQUIPMENT

**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.

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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)).

## REMOVAL PROCEDURE



### WARNING

To avoid serious injury or death, on vehicles equipped with air bags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, air bag, occupant classification system, seat belt tensioner, impact sensor, or instrument panel component diagnosis or service.

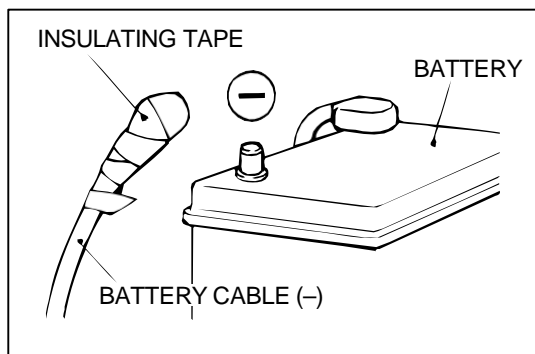
Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS.

Failure to take the proper precautions could result in accidental air bag deployment.



### WARNING

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 terminal and insulate the terminal with electrical tape.



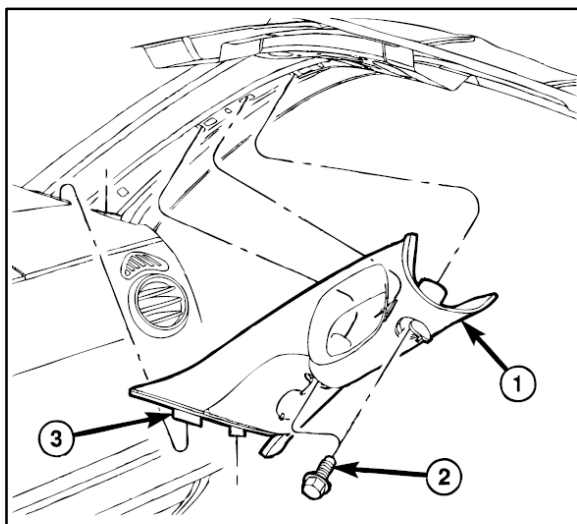
### WARNING

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

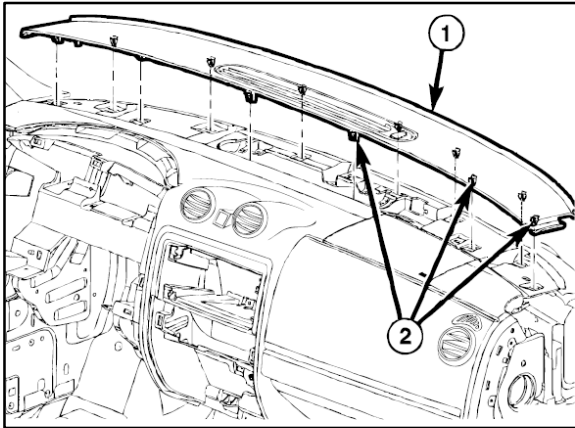


### WARNING

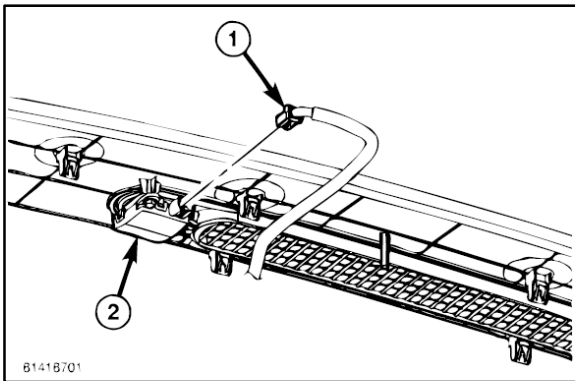
Wait at least two minutes after disconnecting the battery cable before doing any further work to prevent accidental air bag deployment.



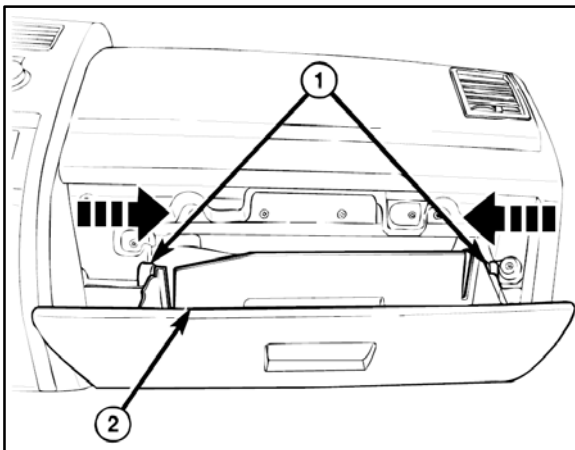
2. Open the trim covers in the A-pillar grab handle (1) and remove and save the bolts (2).
3. Remove the driver side and passenger side A-pillar trim panels (1).



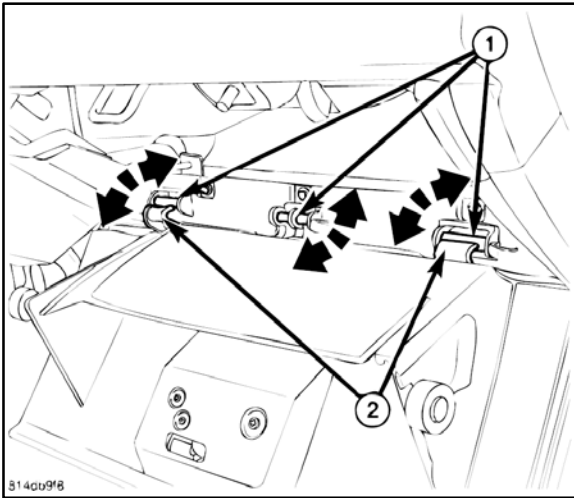
4. Using a trim stick, remove the instrument panel defroster grille.



5. Disconnect the sensor electrical connector (1).



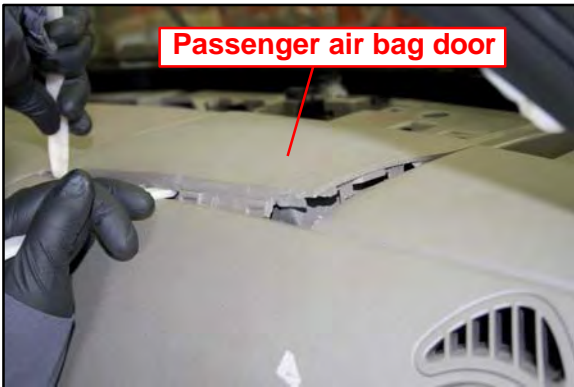
6. Open the glove box and squeeze the stop tabs inward.



7. Lower the glove box and release the hinges (1) using a twisting motion and remove the glove box.



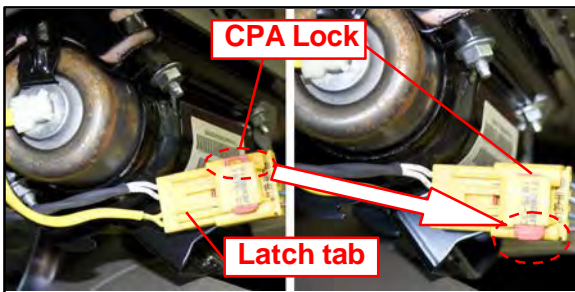
8. Reach up into the instrument panel between the upper glove box opening reinforcement and the cross car beam to access and remove and save the two bolts that secure the passenger air bag lower bracket to the instrument panel support structure.



9. Using a trim stick or another suitable wide flat-bladed tool, gently pry the edges of the passenger air bag door away from the top of the instrument panel far enough to disengage the snap features on the door from the receptacles in the instrument panel base trim.



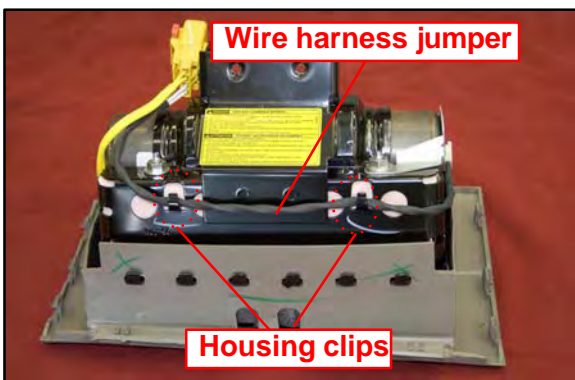
10. Pull the passenger air bag out of the instrument panel far enough to access and disconnect the instrument panel wire harness connector from the air bag inflator pigtail connector on the right side of the air bag lower mounting bracket. To disconnect the connector:



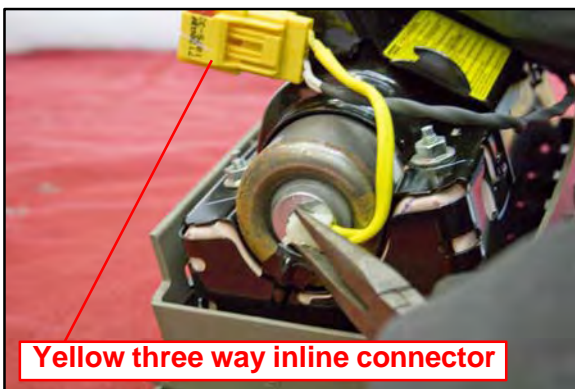
- a. Slide the red Connector Position Assurance (CPA) lock on the connector toward the side of the connector.
- b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.

11. Remove the passenger air bag and air bag door from the instrument panel as a unit.

12. Place the passenger air bag assembly on a clean, soft surface to prevent damage.



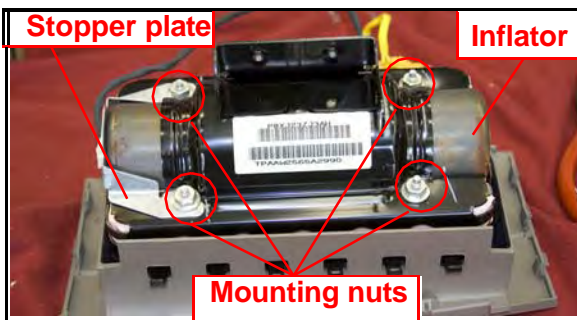
13. Disengage the wire harness jumper from the housing clips in two places.



14. Disconnect the single yellow wire inflator connector from the end of the inflator, using pliers.



15. Remove the yellow three way inline connector from the housing bracket.



16. Remove and discard the four mounting nuts from the passenger air bag module.

17. Remove the stopper plate.

**NOTE:** The stopper plate will be reused. Do not discard.

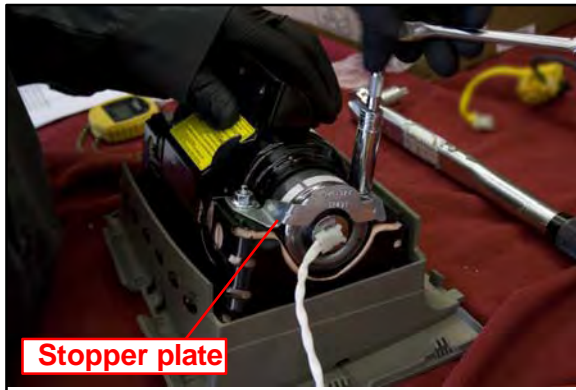
18. Slide the inflator out of the passenger air bag module.



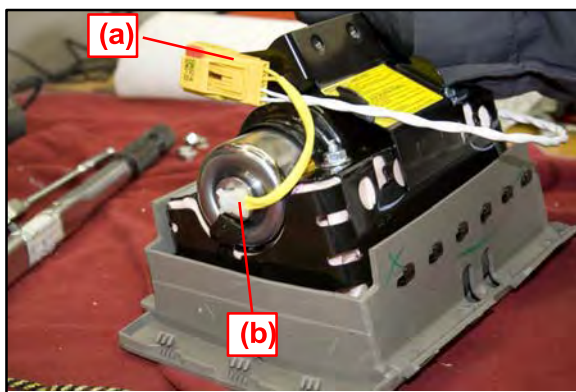
19. Slide the new inflator into the passenger air bag module.



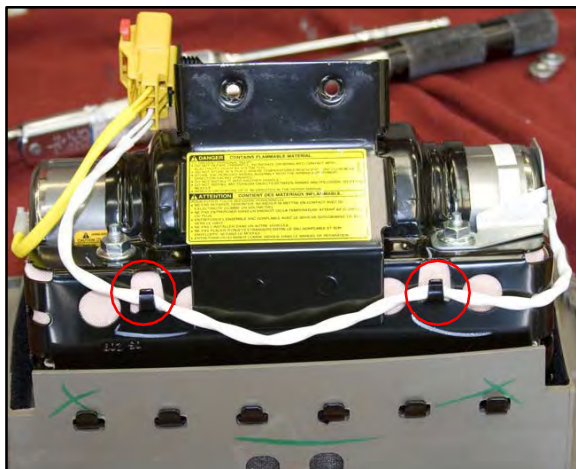
**NOTE:** The inflator is keyed to fit into the housing.



20. Install the stopper plate to the air bag module.
21. Install the four new mounting nuts to the air bag module and tighten to 53 in-lb (6 Nm).



22. Install the yellow three way in line connector to the housing bracket (a).
23. Connect the single yellow wire inflator connector to the end of the inflator after removing the protective tape from the end of the inflator (b).



24. Engage the wire harness jumper under the housing clips in two places.

## INSTALLATION PROCEDURE



**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.**



**To avoid serious or fatal injury, use extreme care to prevent any foreign material from entering the passenger air bag, or becoming entrapped between the passenger air bag cushion and the passenger air bag door. Failure to observe this warning could result in occupant injuries upon air bag deployment.**



**WARNING**

To avoid serious or fatal injury, the passenger air bag door must never be painted. Replacement passenger air bags are serviced with doors in the original colors. Paint may change the way in which the material of the air bag door responds to an air bag deployment. Failure to observe this warning could result in occupant injuries upon air bag deployment.



1. Carefully position the passenger air bag and air bag door to the instrument panel as a unit.

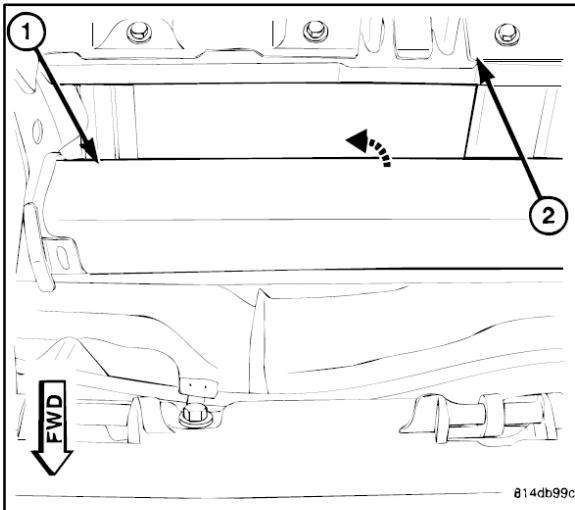


2. Connect the instrument panel wire harness connector for the air bag to the passenger air bag inflator pigtail wire connector on the right side of the air bag mounting bracket. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock are each fully engaged.



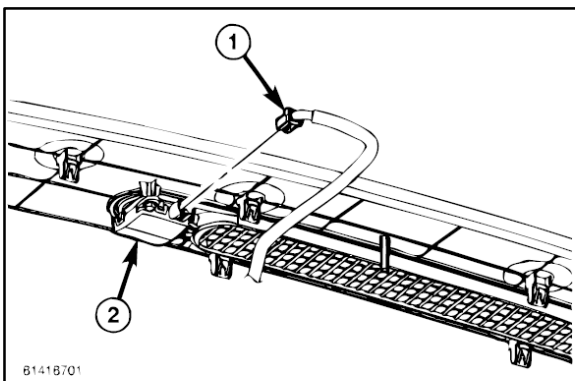


3. Carefully lower the passenger air bag unit into the instrument panel, being certain that the air bag lower mounting bracket is properly positioned to the instrument panel support structure.



4. Reach up into the instrument panel between the upper glove box opening reinforcement (2) and the cross car beam (1) to install and tighten the two screws that secure the passenger air bag lower mounting bracket to the instrument panel support structure. Tighten the screws to 55 in-lb (6 Nm).

5. Align and insert the rearward tabs of the passenger air bag door into the slots in the instrument panel top pad.
6. Using hand pressure, push down on the passenger air bag door over each snap feature until it snaps into its receptacle in the instrument panel base trim.
7. Reinstall the glove box into the instrument panel.



8. Connect the sensor electrical connector (1) to the sensor (2) on the defroster grille.

9. Reinstall the defroster grille onto the top of the instrument panel.
10. Install the passenger side A-pillar trim panels.

11. Install the bolts and tighten to 55 in-lb (6 Nm).
12. Install the passenger side A-pillar grab handle covers.
13. Install the driver side A-pillar trim panels.
14. Install the bolts and tighten to 55 in-lb (6 Nm).
15. Install the driver side A-pillar grab handle covers.
16. Do not reconnect the battery negative cable at this time. The Supplemental Restraint System (SRS) verification test procedure should be performed following service of any SRS component.

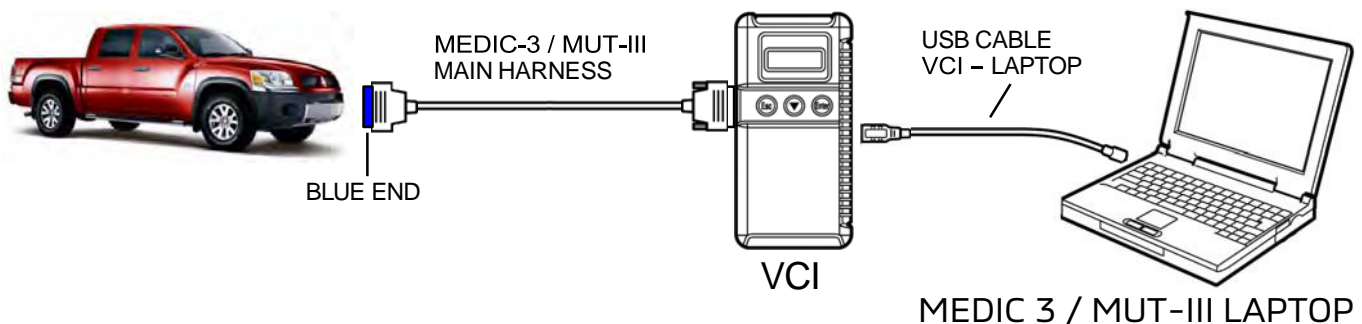
## SUPPLEMENTAL RESTRAINT SYSTEM (SRS) VERIFICATION TEST



**WARNING**

**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.



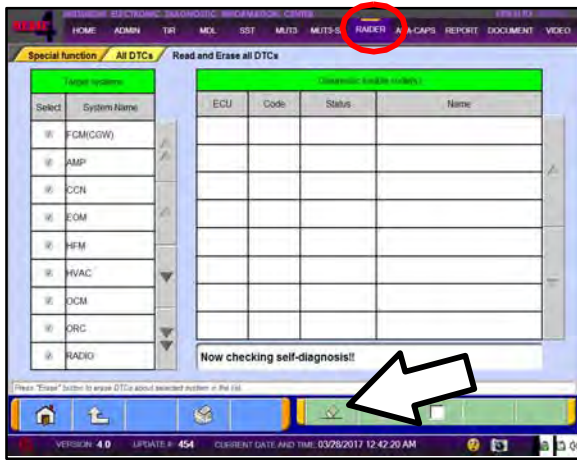
**NOTE:** VCI and laptop shown for illustration purposes only.

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. Tighten the battery terminal clamp pinch-bolt hex but to 45 in-lb (5 Nm).



**WARNING**

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



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.
7. Close the hood and remove the MEDIC.
8. Reinsert the foam block and repackage the old passenger side frontal air bag inflator in the shipping materials used for the new, replacement air bag. Follow the instructions in the **Inflator Returns** section and return the air bag directly to Takata.

## INFLATOR RETURNS



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

Fill out the form on **page 15** 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 13**. If you have accumulated **7 or more inflator modules** after two weeks, follow the inflator return procedures on **page 14**.

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

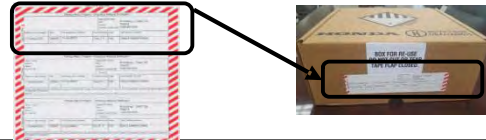


#### 4. Shipping Documentation Instructions

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.



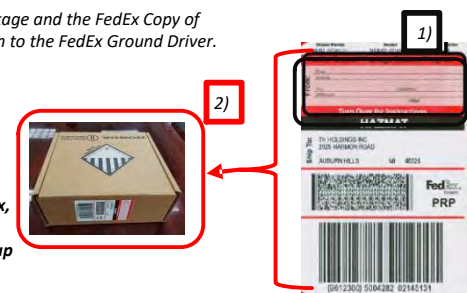
#### 7. FedEx Ground PRP Shipping label

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



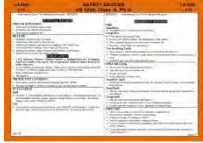
#### c) Bill of Lading

- 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

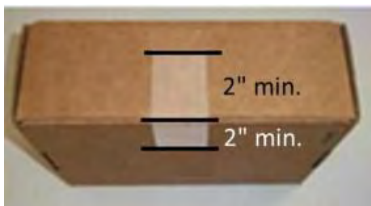
### 5. Shipping Instructions – Ship

#### 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.



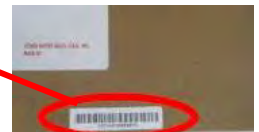
### 6. Requesting a New Box

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 Passenger's Side Frontal Air Bag Inflator Kit	C1604R01	0.9 hour	CBXZS432AA

## 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 applicable operation codes 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 Passenger's Side Frontal Air Bag Inflator C1604R01 0.9 hrs.**

Claim Header Section: Passenger's Side Air Bag Inflator Replacement

**Service Warranty Warranty Claim**

Enter in the first 6 characters of this campaign labor operation: **C1604R.**

This campaign is for the replacement of the passenger's side air bag inflator on certain 2006 - 2009MY Raider trucks. Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C1604R** as open are involved.

**Campaign Information**

Campaign Operation No: C1604R\_\_

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:



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.

**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 passenger's side air bag inflator.

**Scenario #1 - 2006-09MY Raider trucks - replace the air bag inflator kit. Part# CBXZS432AA. The current dealer net price will automatically appear when you enter the part number.**

**LABOR:**

The full service campaign labor operation number is C1604R01 and the allowed labor time of 0.9 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
		C1604R01	Replace Passenger Side Frontal Air Bag Inflator Kit	1	0.9	0.9	XX.XX

**RENTAL CARS/SHO:**

If there is a need or request by the owner to provide 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
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES	Days Reason (Select one) Rental Company Invoice Number
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company Invoice Number
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company Invoice Number

**PARTS RETURN:**

Follow the instructions in this TSB in regards to returning replaced air bag inflators. DO NOT return the replaced parts to MMNA. Failure to return a replaced inflator to Takata will result in a chargeback of the campaign claim.