



# SAFETY RECALL BULLETIN

SUBJECT: <b>LANCER PASSENGER SIDE FRONTAL AIR BAG INFLATOR – SAFETY RECALL CAMPAIGN – REVISED</b>		No: <b>SR-17-004 REV</b>	
		DATE: <b>June 2023</b>	
		MODEL: <b>2004-06 Lancer, Lancer Sportback, and Lancer Evolution</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-17-004 issued October 2017, to update the Inflator Returns section. Revisions are indicated by: ◀*

### PURPOSE

This campaign bulletin instructs dealers to replace the passenger side frontal air bag inflator with one manufactured by a different supplier, and return the subject air bag inflator per the instructions at the end of this bulletin.

### BACKGROUND

Based upon a Defect Information Report submitted to the National Highway Traffic Safety Administration by TK Holdings (Takata), MMNA is recalling certain 2004-2006 Lancer and Lancer Evolutions, and certain 2004 Lancer Sportback vehicles.

Affected vehicles are equipped with a specific type of passenger side frontal air bag inflator provided by Takata that could be susceptible to rupture, due to excessive internal pressure, during a normal air bag deployment event. This condition is more likely to occur if the vehicle has been exposed to high levels of absolute humidity for an extended period of time.

### AFFECTED VEHICLES

- 2004 - 2006 Lancer vehicles built August 4, 2003 - August 28, 2006
- 2004 - 2006 Lancer Evolution vehicles built February 11, 2004 - September 1, 2006
- 2004 Lancer Sportback vehicles built August 4, 2003 - January 23, 2004

**IMPORTANT**

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

### 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.

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 EQUIPMENT

- Trim stick
- VCI (Vehicle Communication Interface) or VCI Lite - MB991824 or MB992744.
- MEDIC Laptop/Tablet with A/C power adapter - 520924, or 547708.
- MUT-III main harness 'B' (red or black connector at the DLC end) - MB991911 or MB992746.
- USB 2.0 cable - MB991827 or MB992747.

## REMOVAL PROCEDURE



**WARNING**

**Never attempt to disassemble or repair the air bag modules. If faulty, replace**

it.



**WARNING**

**Do not drop the air bag modules or allow contact with water, grease or oil.**

**Replace it if a dent, crack, deformation or rust is detected.**



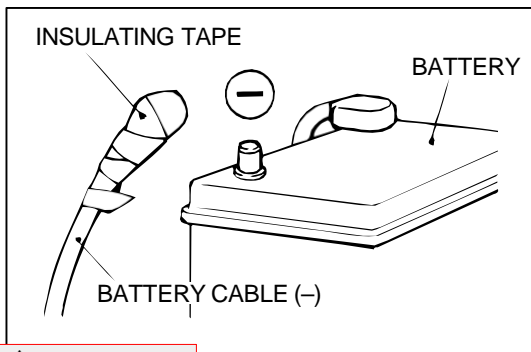
**WARNING**

**The air bag modules should be stored on a flat surface and facing upward. Do not place anything on top of it.**



**WARNING**

**Do not expose the air bag modules to temperatures over 93° C (200° F).**



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



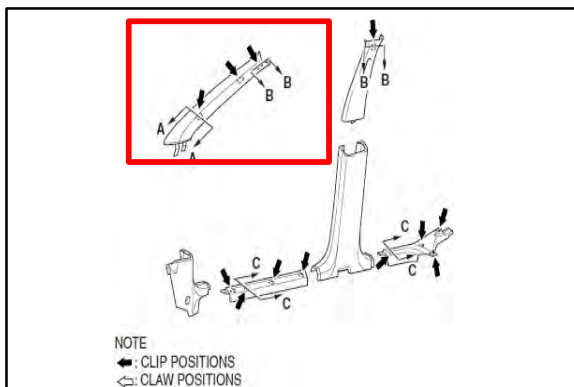
**WARNING**

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



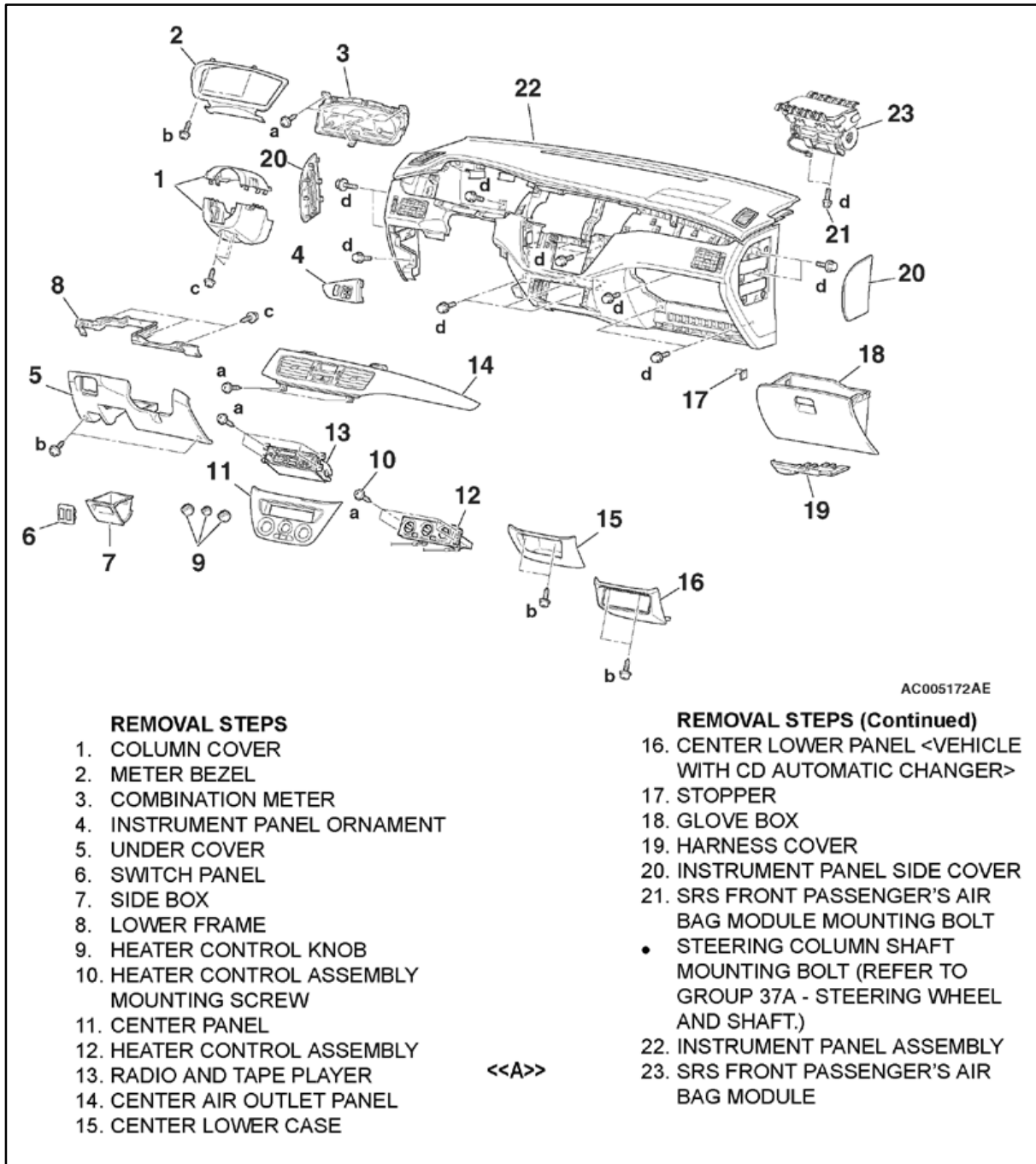
**WARNING**

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

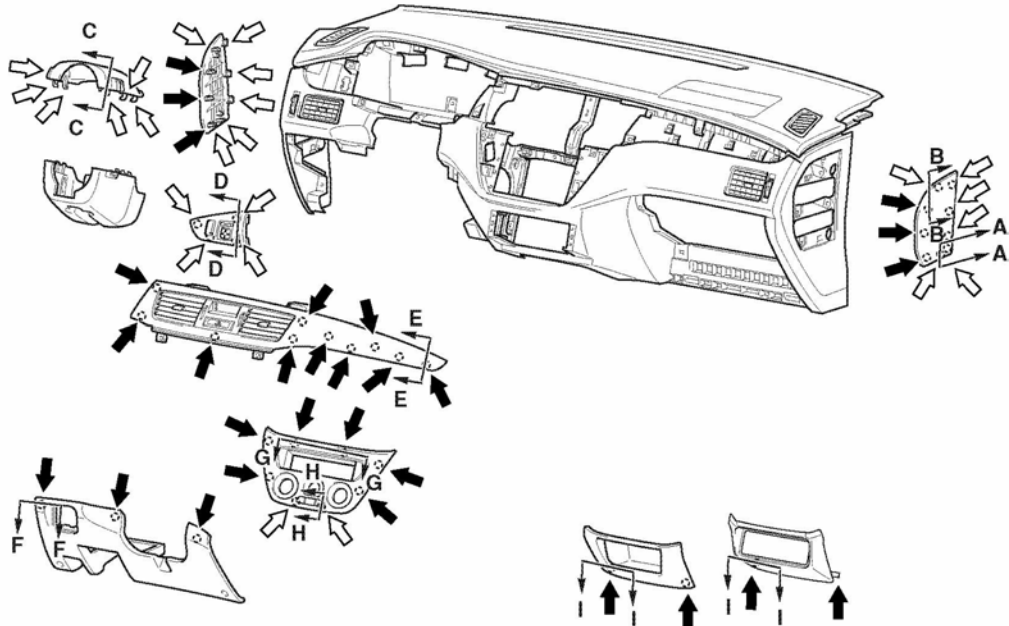


2. Remove the front left and right A-pillar trims.

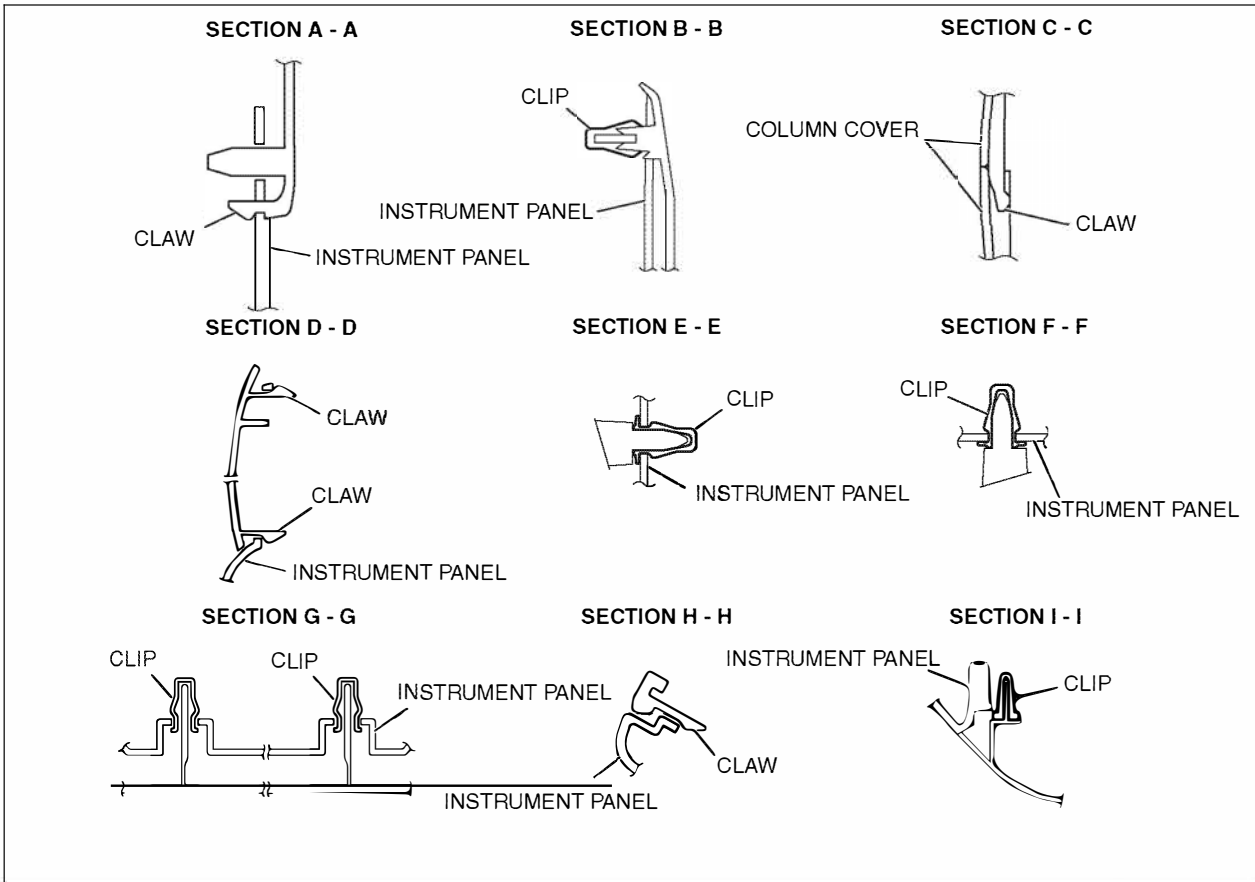
3. Remove the instrument panel.



# CLIP AND CLAW POSITION

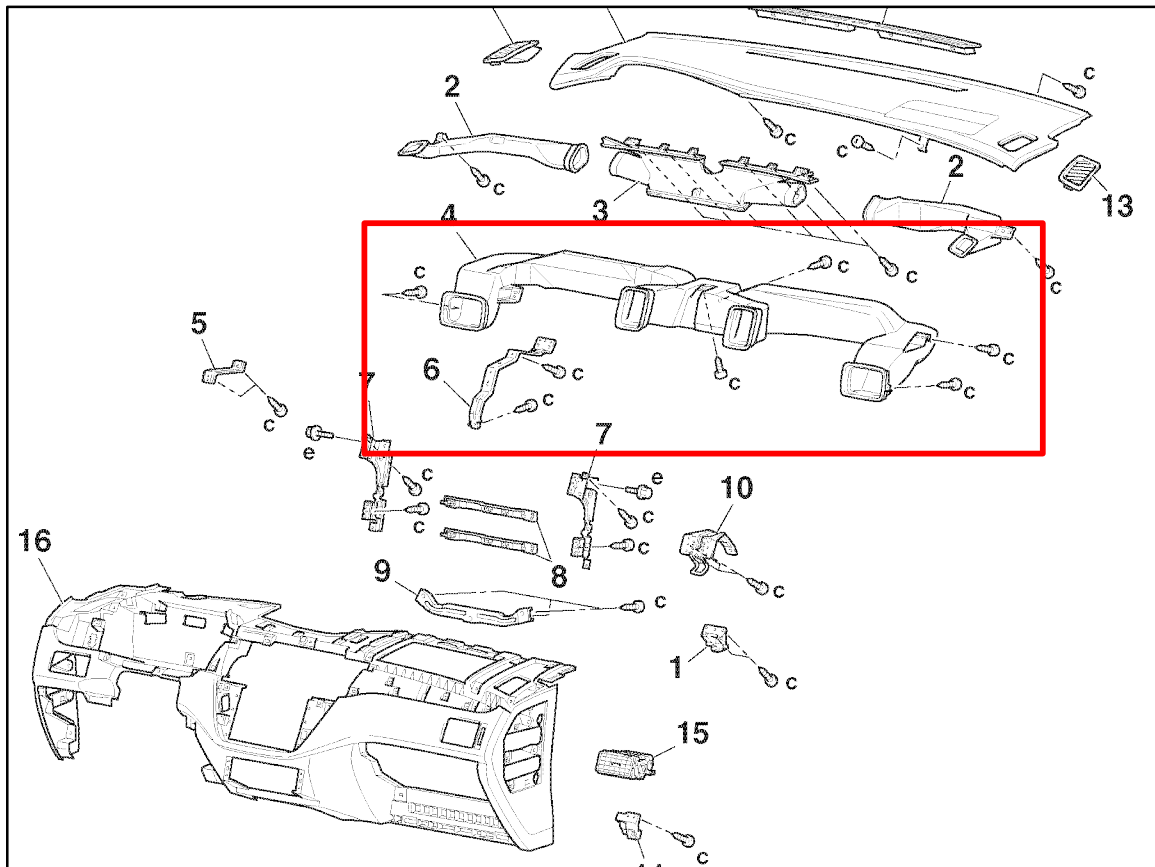


NOTE  
 (1) : CLIP POSITIONS  
 (2) : CLAW POSITIONS



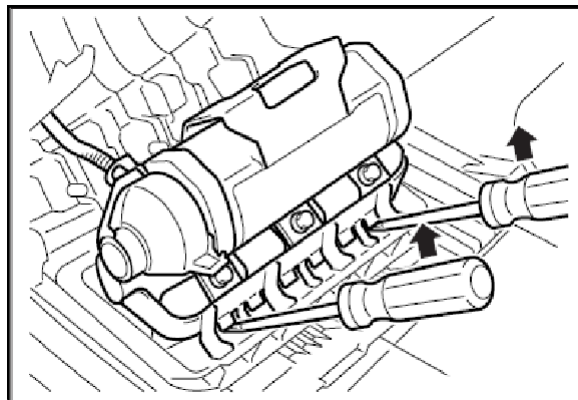
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4. Remove the distribution duct from the instrument panel.



**⚠ CAUTION**

**Do not damage the air bag or the instrument panel during air bag module removal.**



5. The front passenger side air bag module is secured to the instrument panel in a flexible plastic enclosure. Insert a flat head screwdriver and disengage the mounting hooks to dislodge the module from the enclosure.

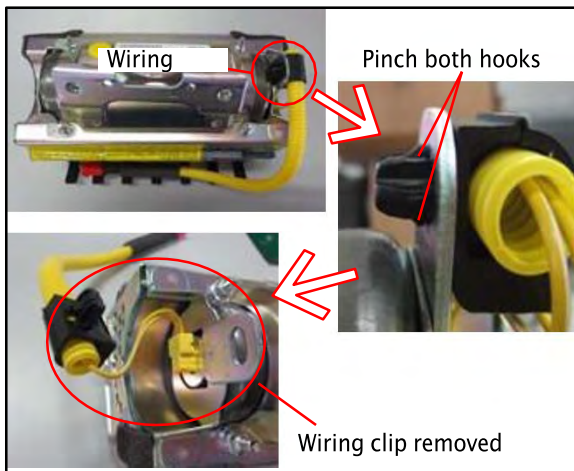
## AIR BAG INFLATOR REPLACEMENT PROCEDURE



1. Place the air bag module on a clean work bench covered with a new, clean cloth/sheet with the air bag facing down.

**NOTE:** The airbag module (especially the air bag) must be protected from adhesives, dirt, dust, and sharp objects.

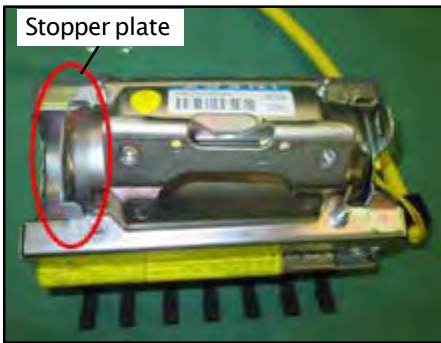
**NOTE:** The protective foam on the air bag module may be brittle. Ensure foam debris is immediately removed from the work area to maintain a contaminant-free work environment.



2. Use pliers to pinch the hooks and remove the wiring clip from the bracket.



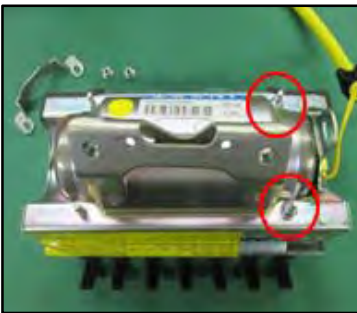
3. Remove and discard the 2 circled nuts.



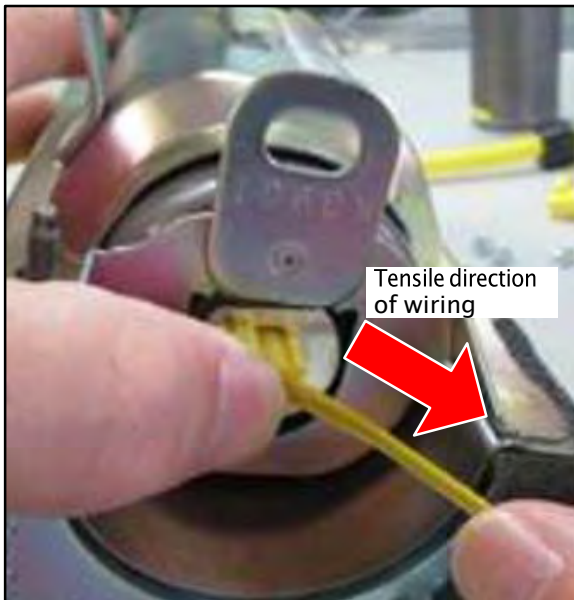
4. Remove and keep the stopper plate for reuse.



To avoid accidental dropping of the airbag, do not remove the nuts in Step 5.



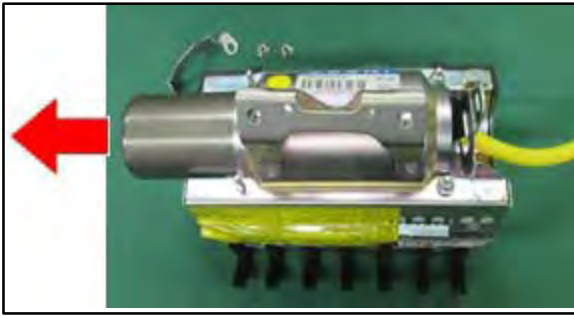
5. Loosen, **but do not remove**, the circled nuts.



6. Gently pull and straighten the wires so it is in line with the inflator. This will prevent the wire from contacting the edges of the inflator housing during removal.



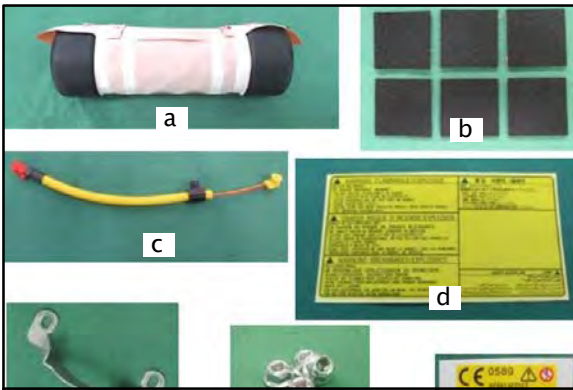
Do not damage the wiring harness during inflator removal.



7. Gently push the inflator with your finger in the indicated direction while gently pulling (straightening) the wire to remove the inflator.



**Do not detach the wiring harness from the inflator to avoid the risk of accidental air bag deployment.**

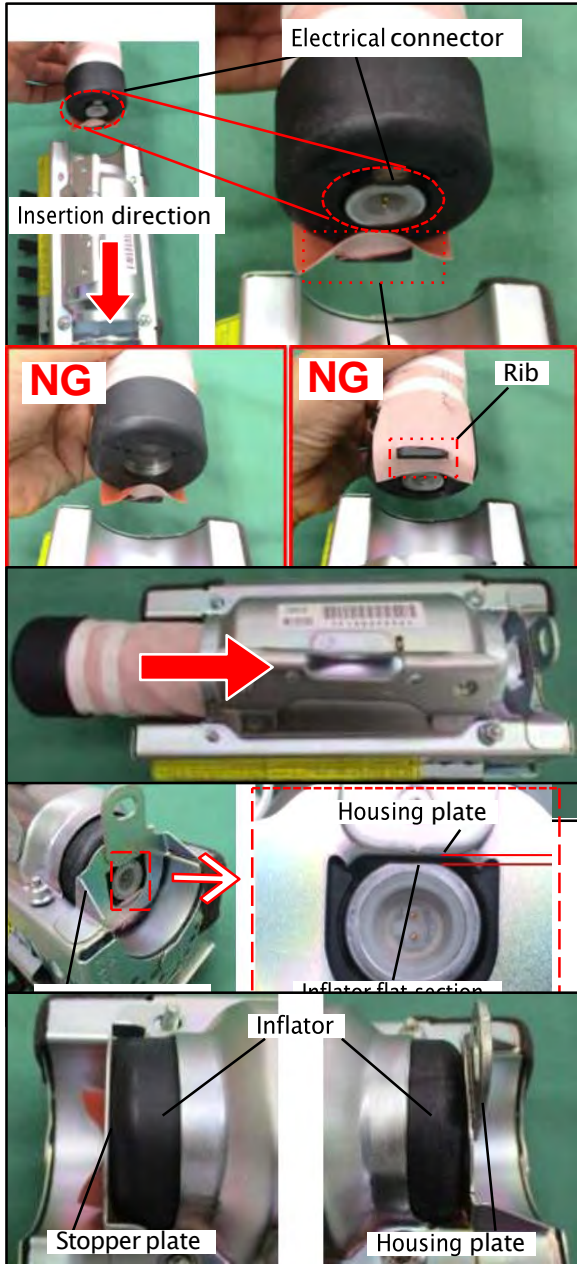


8. Unpackage the air bag inflator kit, remove and verify the contents:
  - a. (1) Replacement inflator with tapes and cloth cover.
  - b. (6) Felt tapes
  - c. (1) Replacement wiring harness
  - d. (1) Caution label
  - e. (1) Old stopper plate (not in box) from Step 4
  - f. (4) Replacement nuts - M5
  - g. (1) CE certification label



9. Package the old inflator, with its wiring harness still attached, into the box. Ensure the items are correctly wrapped with the old wrapping to protect from damage during shipping.





10. Begin insertion of the replacement inflator into the housing as shown, with the electrical connector side going in first.

**NOTE:** Make sure that the rib faces down.

**NOTE:** Make sure that the cloth and tapes do not fall off.

**CAUTION:** Do NOT incorrectly insert the inflator.

11. Fully insert the inflator.

12. Ensure that the inflator makes complete contact with the housing plate. If needed, rotate the inflator so that the inflator's flat section is parallel with the housing plate.

13. Reinstall the stopper plate.

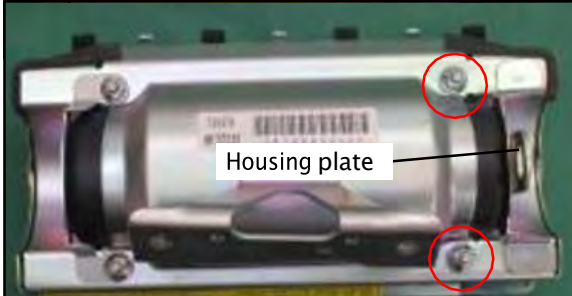
14. Ensure the inflator is seated correctly in the housing, and there are no gaps on either end.



**Do not reuse the old nuts.**

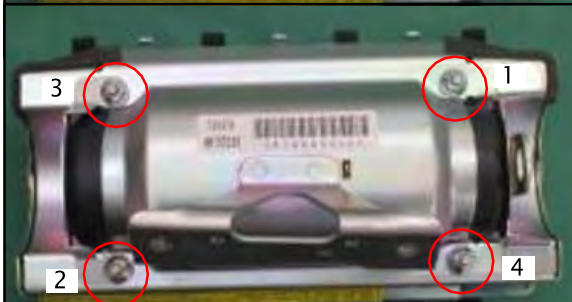


15. Install and lightly tighten the (2) nuts holding the stopper plate.



16. Remove and discard (2) nuts near the housing plate side.

17. Install (2) **new** nuts and lightly tighten them.



18. In the illustrated order, torque all (4) nuts to  $34.5 \pm 3.5$  in-lb ( $3.9 \pm 0.4$  Nm).



19. Match the wiring harness connector's plug with the shape in the electrical connector socket.

 **WARNING**

**Do not touch the inflator's electrical connector.**

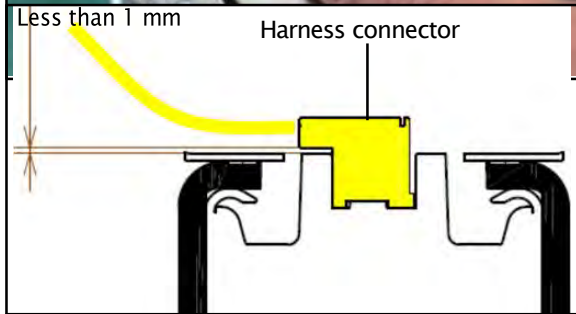
 **WARNING**

**Do not reuse the old wiring harness.**



20. Press the wiring harness connector firmly into the electrical connector socket.

**NOTE:** A faint click will be heard when the connector is inserted correctly.



21. Ensure the harness connector is completely inserted into the electrical connector socket by gently pulling on the harness connector.

Measure the distance between the inflator and the harness connector to ensure it is less than 1 mm.

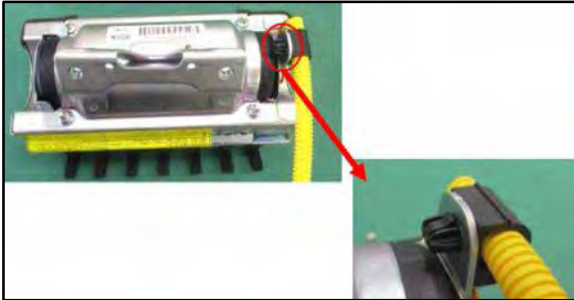
If the distance is more than 1 mm, the connection is NG.



22. Clip the wiring harness to the mounting bracket as shown.



**CAUTION:** Do not connect the wiring harness in the incorrect direction.



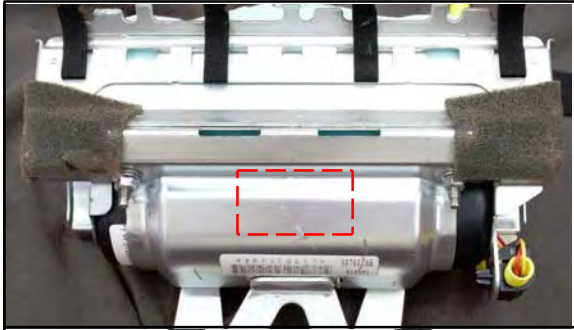
23. Confirm that the wiring harness clip has been fully inserted.



24. Use a clean, dry cloth or towel to wipe the old caution label.

25. Affix the new caution label directly over the old caution label.

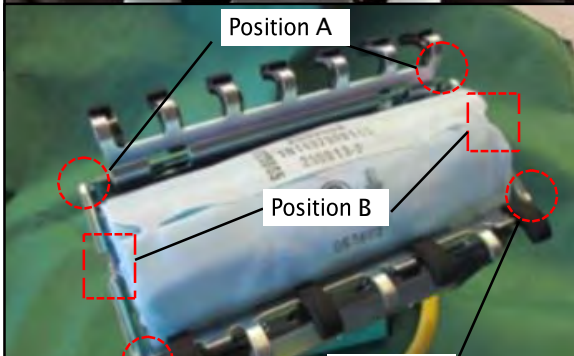




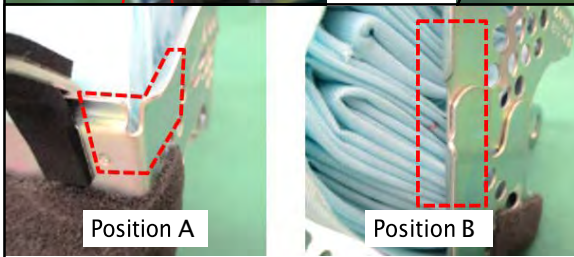
26. Apply degreaser onto a cloth or towel and wipe the outlined area.



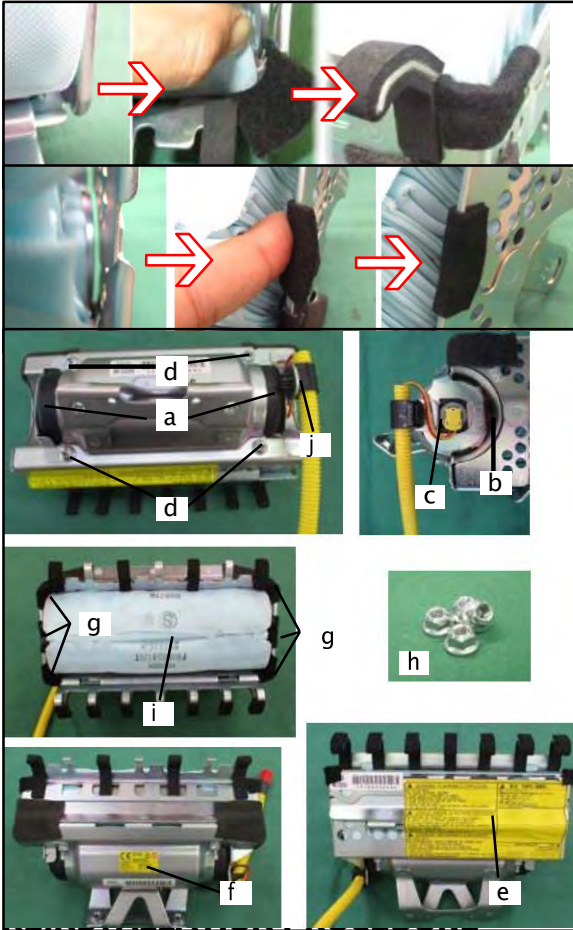
27. Affix the CE certification label on the degreased area.



28. Prepare felt tapes for application to the outlined locations.



a. Note the taping area for Position A and Position B.



b. Tape (4) Position A as illustrated.

c. Tape (2) Position B as illustrated.

29. Confirm the following items:

- a. There is no gap between the inflator and housing plate or stopper plate.
- b. Inflator flat section is parallel with housing plate.
- c. Harness connector correctly connected to inflator.
- d. The nuts (silver finish) are properly torqued to  $34.5 \pm 3.5$  in-lb ( $3.9 \pm 0.4$  N-m).
- e. Caution label correctly affixed.
- f. CE certification label affixed.
- g. (6) felt tapes applied.
- h. (4) old nuts discarded.
- i. There are no scratches or debris/dirt on the air bag.
- j. Harness connector correctly clipped.

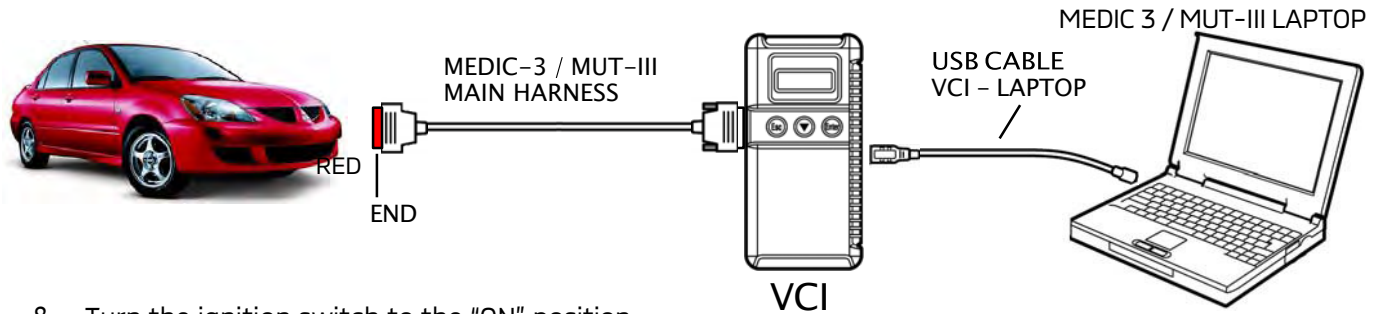
1. Reinstall the passenger air bag module to the instrument panel.
2. Reinstall the distribution duct to the instrument panel.  
**NOTE:** Reinstall the center bolts first to align the distribution duct.
3. Reinstall the instrument panel.
4. Remove the electrical tape and reconnect the negative (-) battery terminal. Tighten the clamp nut securely.
5. Turn the ignition switch to the "ON" position. If the "SRS" warning light illuminates continuously (does not extinguish after seven seconds), troubleshoot per the applicable service manual, Group 52B - Supplemental Restraint System (SRS) > SRS Air Bag Diagnosis > SRS Warning Light Check.
6. Input radio station presets and set the clock, if applicable.

### **ERASE AND READ DTCs FROM ALL ECUs**

7. 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 'B' with the red or black DLC connector to the VCI/VCI Lite.
- Connect the red or black connector of the MUT-III main harness 'B' to the vehicle's data link connector.

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



8. Turn the ignition switch to the "ON" position.  
**NOTE:** Ensure all accessories are off (e.g. lights, heating and AC system, audio/navi unit, etc...).
9. From the MEDIC main page,
  - a. Click on MUT-III
  - b. Select "Special Function"
  - c. Select "All DTCs"
  - d. If any DTCs appear, troubleshoot per the applicable service manual.

## PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number	Quantity
Kit, Air Bag Inflator	7030A950	1

## INFLATOR RETURNS



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

Fill out the form on **page 19** 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 17**. If you have accumulated **7 or more inflator modules** after two weeks, follow the inflator return procedures on **page 18**.

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

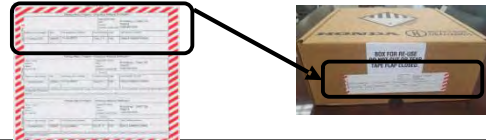


#### 4. Shipping Documentation Instructions

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.



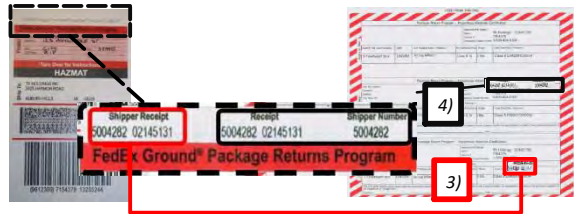
b) Peel off the Box Copy of the OP 900PRP form and firmly apply to the front side of the box.



#### 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.



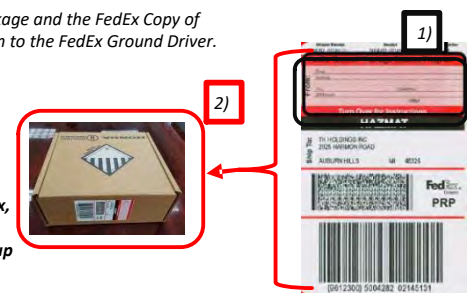
#### 7. FedEx Ground PRP Shipping label

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

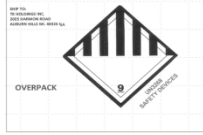
#### a) Box Label

- 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



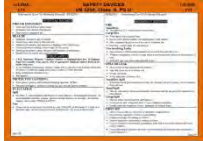
#### c) Bill of Lading

- 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

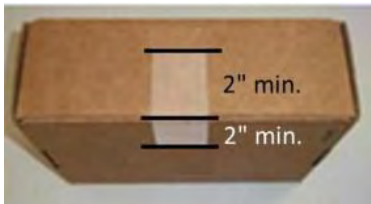
### 5. Shipping Instructions – Ship

#### 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 air bag inflator kit	C1704A01	1.6 hours	7030A950

## 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 codes that correctly match up with the work that was actually performed. A claim example is provided below.

**Certain 2004-2006MY - Lancer models (Lancer, Lancer EVO, and Lancer Wagon)**

<u>Required Operation to be performed by model year</u>	<u>Labor Operation</u>	<u>Labor Time</u>
1. 2004-2006MY Lancer – Replace Air Bag Inflator Kit	C1704A01	1.6 hrs.

## Claim Header Section: Passenger Side Air Bag Inflator Replacement

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

Claim Entry Vehicle Information PQR/VQR

### Campaign Information

Campaign Operation No: C1704A\_\_ Enter As TCR

Miles/Km: 64500

VIN: JA.....

Service Technician Emp No Service Advisor Emp No

Spec Value \* Duplicate Recall \*

Dealer: 99320 Ref No: VIN: Claim No: Adj: Claim Status: Incomplete Model and Year:

Save & Continue Main Menu

Enter in the first 6 characters of this campaign labor operation: **C1704A.**

This campaign is for the replacement of the air bag inflator on certain 2004-2006 MY Lancers (Lancer, EVO, and Wagon). Check the Open Campaign area of the Superscreen each time to be certain of a vehicles eligibility. Only VINs showing **C1704A** 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 there is only 1 possible repair scenario for this campaign.

**Recall Campaign Claim Example:**

Follow these instructions to claim for performing the replacement of the air bag inflator.

**PARTS:**

There is only one repair scenario and it requires replacement of **ONLY** this air bag inflator.

**Scenario #1 - on 2004-06MY Lancer vehicles - replace the air bag inflator kit. Part# 7030A950**

	Delete	Part No	Part Description	Qty
1	<input type="checkbox"/>	7030A950 X	INFLATOR KIT,AIR BAG PASS	1

**LABOR:**

The full recall campaign labor operation number is C1704A01 and the allowed labor time of 1.6 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	XX.XX Amt
		C1704A01	Replace Air Bag Inflator Kit	1	1.6	1.6	XX.XX

**RENTAL CARS:**

If there is a need to provide the owner with a rental car, 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.