



# SAFETY RECALL BULLETIN

|  |   |  |   |
|--|---|--|---|
| SUBJECT:<br><b>i-MiEV PASSENGER SIDE FRONTAL AIR BAG<br/>INFLATOR – SAFETY RECALL CAMPAIGN – REVISED</b> |   |  | No: <b>SR-17-008 REV</b>                          |
|  |   |  | DATE: <b>June 2023</b>                            |
|  |   |  | MODEL: <b>2016 – 2017 i-MiEV</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-17-008 issued December 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 from a different supplier. Dealers must return the subject air bag inflator per the instructions in the **Inflator Returns** section of this procedure.

## BACKGROUND

Based upon a Defect Information Report submitted to the National Highway Traffic Safety Administration by TK Holdings (Takata), MMNA is recalling certain 2016-2017 i-MiEV 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

2016 - 2017 i-MiEV

**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 Superscreen 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.

## CUSTOMER NOTIFICATION

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

## REQUIRED OPERATIONS

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

## REQUIRED EQUIPMENT

- VCI (Vehicle Communication Interface) or VCI Lite - MB991824 or MB992744V.
- MEDIC Laptop/Tablet with A/C power adapter - MIT540031 or FZG1MK2.
- MUT-III main harness 'A' (blue connector at the DLC end) - MB991910 or MB992745V.
- USB 2.0 cable - RRAR1MBR108GL.
- Clean Gloves

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

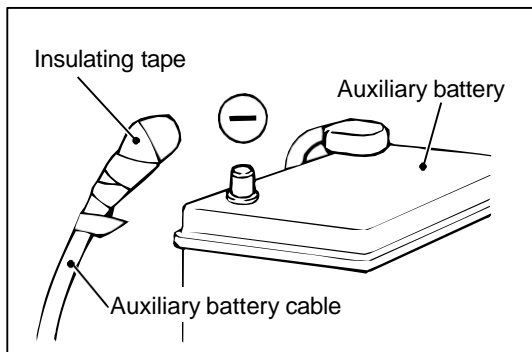
**⚠ CAUTION** Before starting work, and periodically while working on the vehicle, touch a metallic part of the vehicle with bare hands to discharge static electricity.

**⚠ WARNING** Never attempt to disassemble or repair the air bag modules or clock spring. 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).



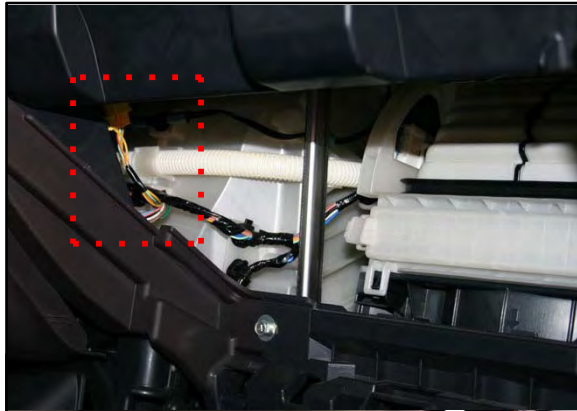
1. Record the radio station presets. Disconnect the negative (-) auxiliary battery cable and insulate the terminal with electrical tape.

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

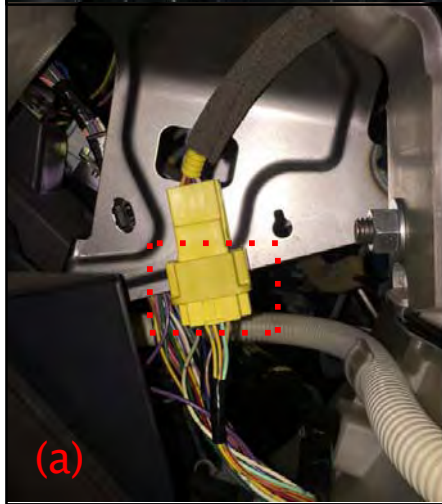
**⚠ WARNING** Battery posts, terminals, and related accessories contain lead and lead compounds. WASH HANDS AFTER HANDLING.



**CAUTION: ELIMINATE STATIC ELECTRICITY**  
Before starting work, and periodically while working on the vehicle, touch a metallic part of the vehicle with bare hands to discharge static electricity.



2. Open the glove box, and if necessary, remove the glove box.
3. Locate the front passenger's air bag module harness side connector.



(a)

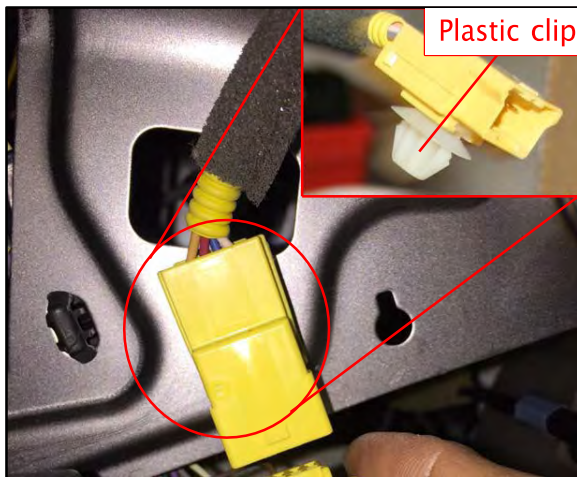


(b)

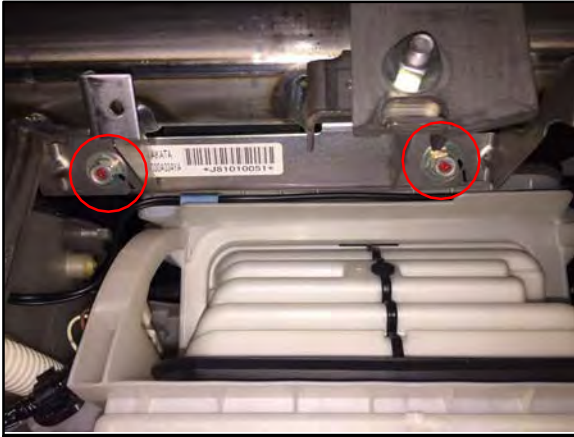


(c)

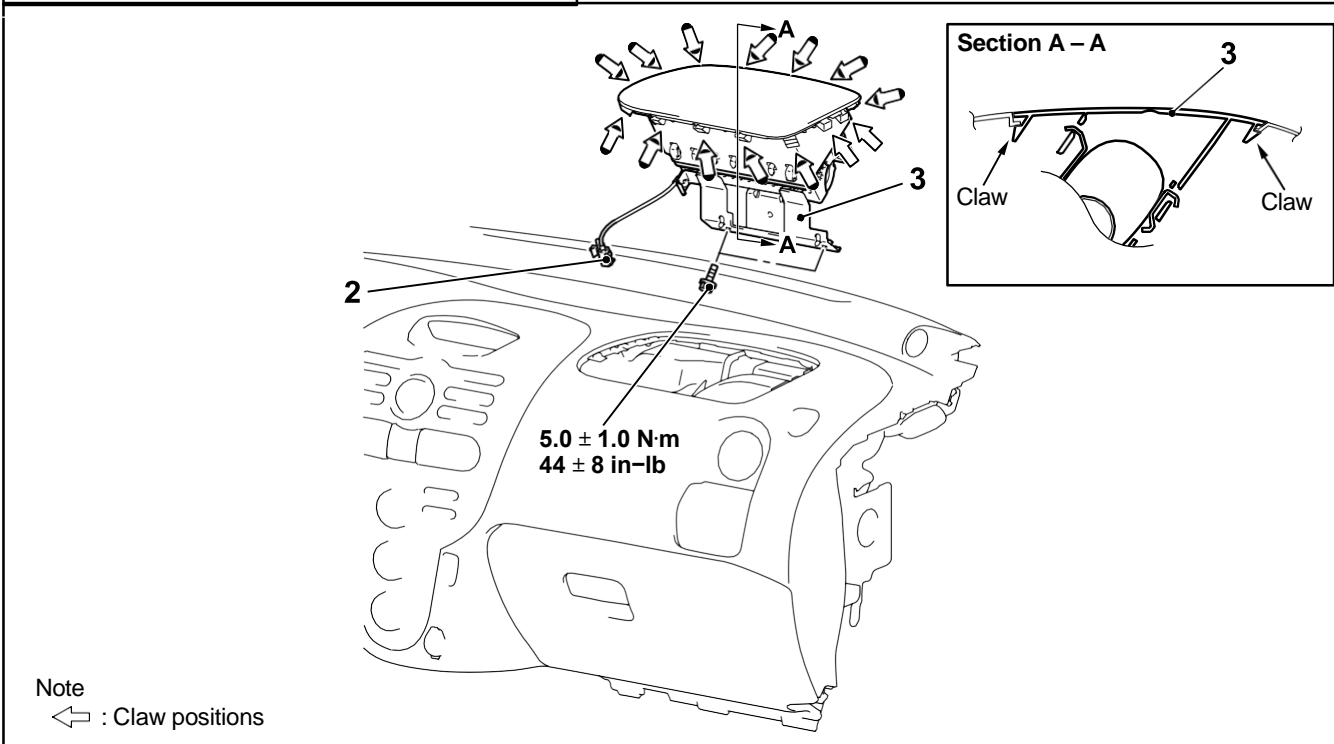
4. Identify the compressible connector sleeve (a).
5. Compress the sleeve in the direction of the arrow (b).
6. Disconnect the harness connector (c).



7. Gently pry the air bag module harness' plastic clip from the metal dash brace.



8. Unbolt the air bag module from the metal dash brace.



9. Remove the air bag module and air bag module cover.

**NOTE:** Do NOT scratch or damage the dash or air bag module cover.

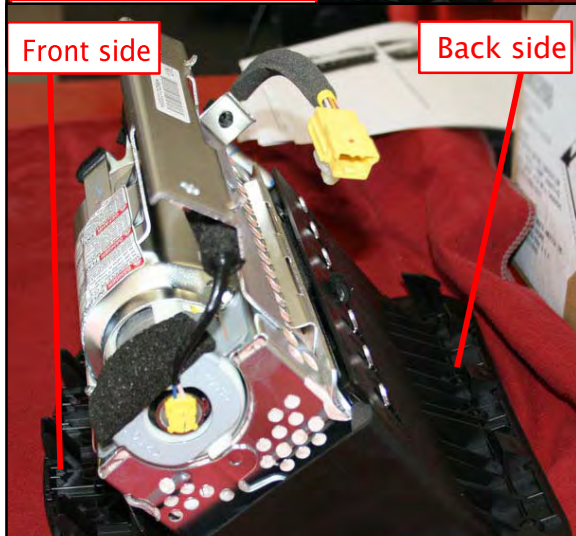
**!! IMPORTANT !!** Do NOT discard the air bag module cover as it will be reused.

**CAUTION** Do NOT damage the air bag module cover or the air bag module during removal.

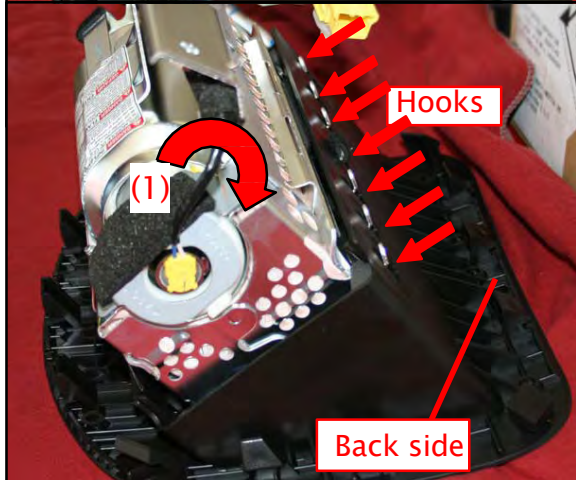
**CAUTION** The air bag module, and especially the air bag components, must be protected from adhesive, dirt, dust and sharp items.



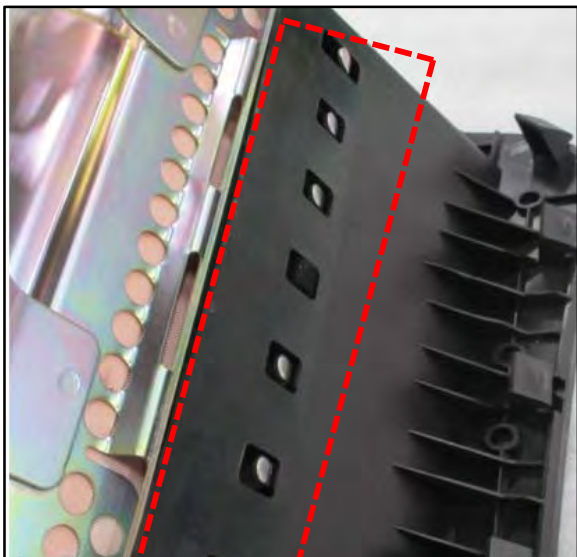
10. Place the air bag module on a clean work bench covered with a new, clean, static-free cloth/sheet with the air bag module cover facing down.
11. Identify the air bag module and air bag module cover.
12. Light surface rust may be present on the inflator surface. This is normal and does not affect the functionality of the inflator.



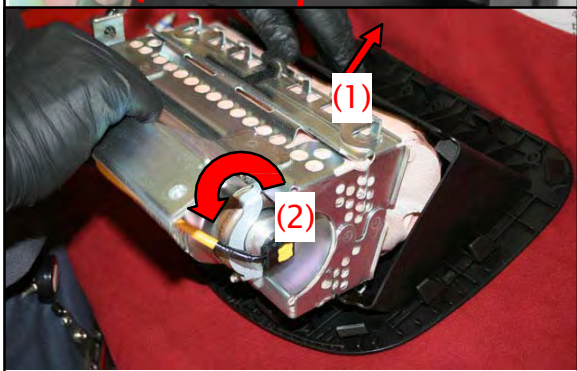
13. Identify the Front and Back sides of the air bag module cover.



14. Rotate the air bag module toward the Back side, in the direction of the arrow (1), to clear the hooks from the holes.

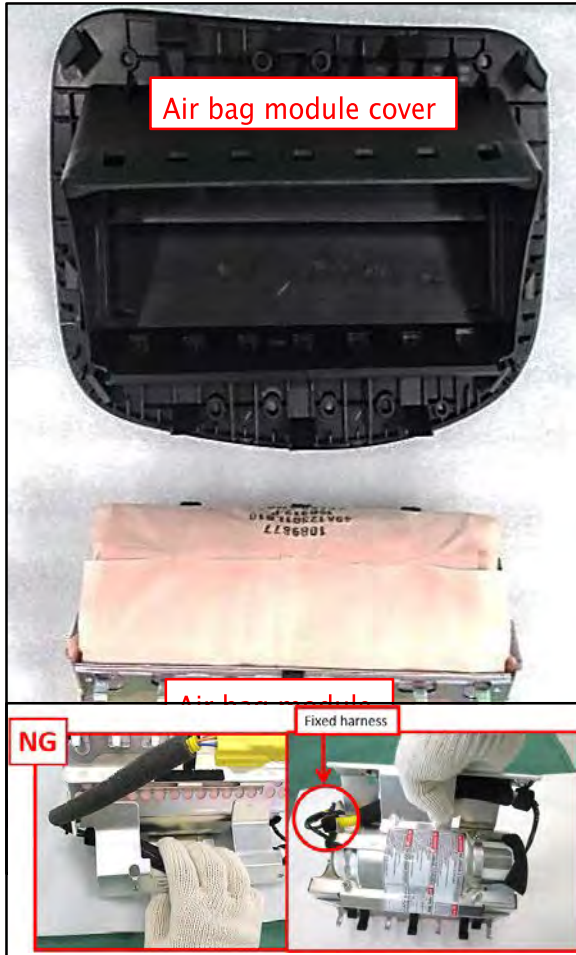


15. Verify that the (7) hooks appear retracted from the air bag module cover.



16. Using gloved hands, lightly pull the air bag module cover in the direction of the arrow (1) until there is sufficient gap for the hooks to clear the air bag module cover.

17. Rotate the air bag module in the direction of the arrow (2) until the hooks have cleared the air bag module cover.



18. Continue rotating the air bag module until it fully separates from the cover.

19. Retrieve the new, replacement air bag module for air bag module cover installation.

**CAUTION:** Do NOT pull on the harness or hold the harness while handling the air bag inflator module. The harness may separate or disconnect as a result.

## AIR BAG MODULE COVER INSTALLATION

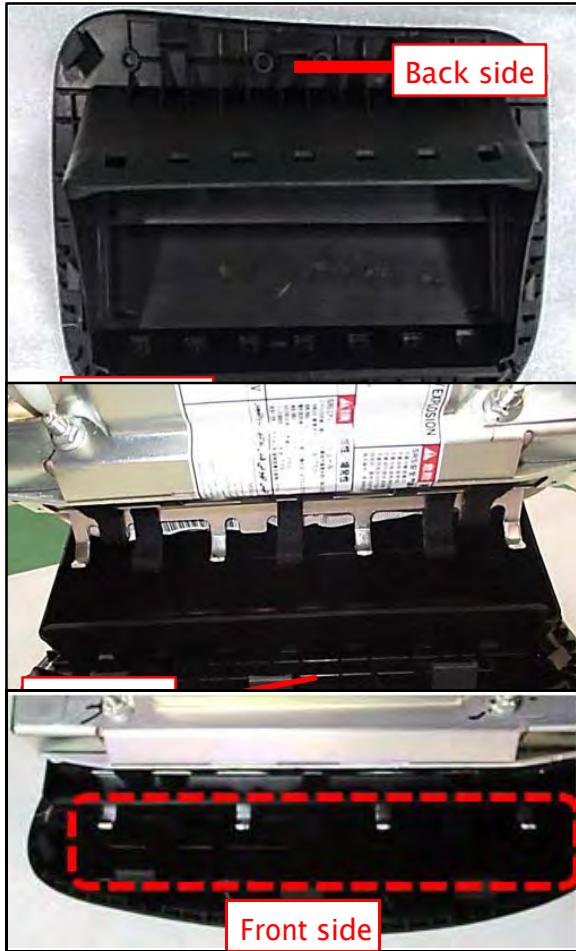


**CAUTION:** Do NOT misalign the air bag module and air bag module cover.



1. Verify that the replacement air bag inflator module appears intact. Light surface rust may be present on the inflator surface. This is normal and does not affect the functionality of the inflator.



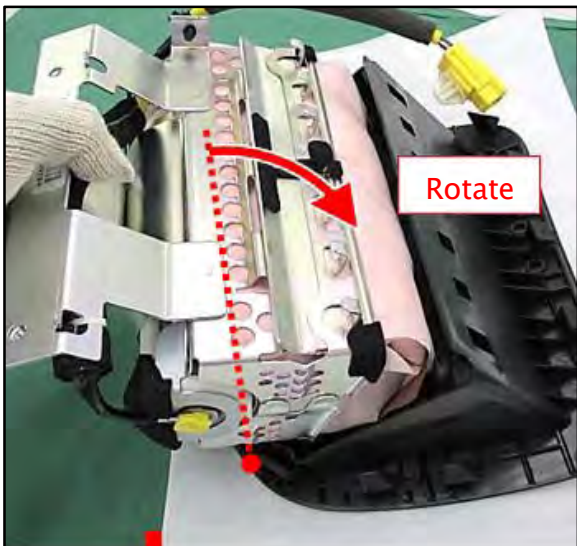


2. Identify the Front and Back sides of the air bag module cover.

3. Align the warning label side of the air bag module toward the Front of the air bag module cover. Hook the air bag module into the appropriate air bag module cover holes.

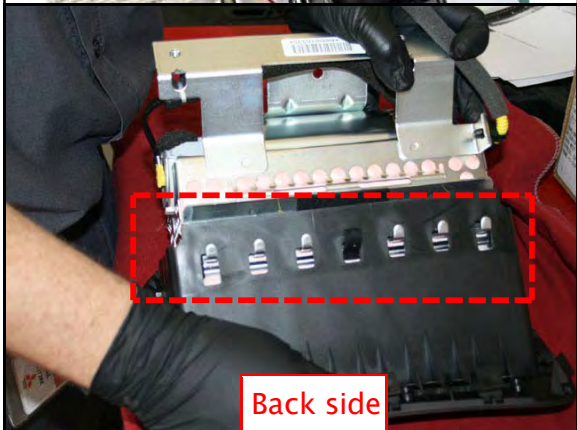
**NOTE:** There are 4 silver hooks on the Front side.

4. Confirm that the air bag module is correctly hooked into place.

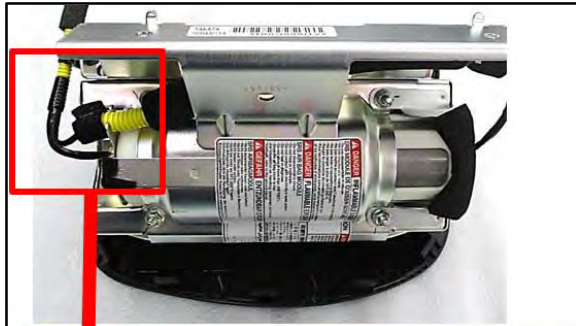


5. Rotate the air bag module toward the Back side of the air bag module cover until the hooks protrude from and latch into the appropriate holes.

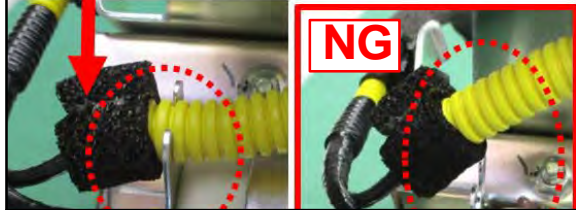
**NOTE:** There are 6 silver hooks on the Back side.



6. Confirm that the air bag module is correctly hooked into place.



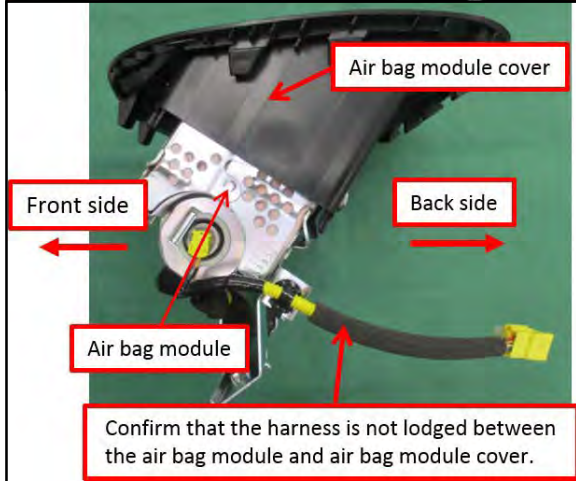
7. Confirm that the harness is correctly fixed in the air bag module bracket.



8. Verify that the air bag module and air bag module cover appear as illustrated.



9. Confirm that the air bag module and air bag module cover are correctly aligned.

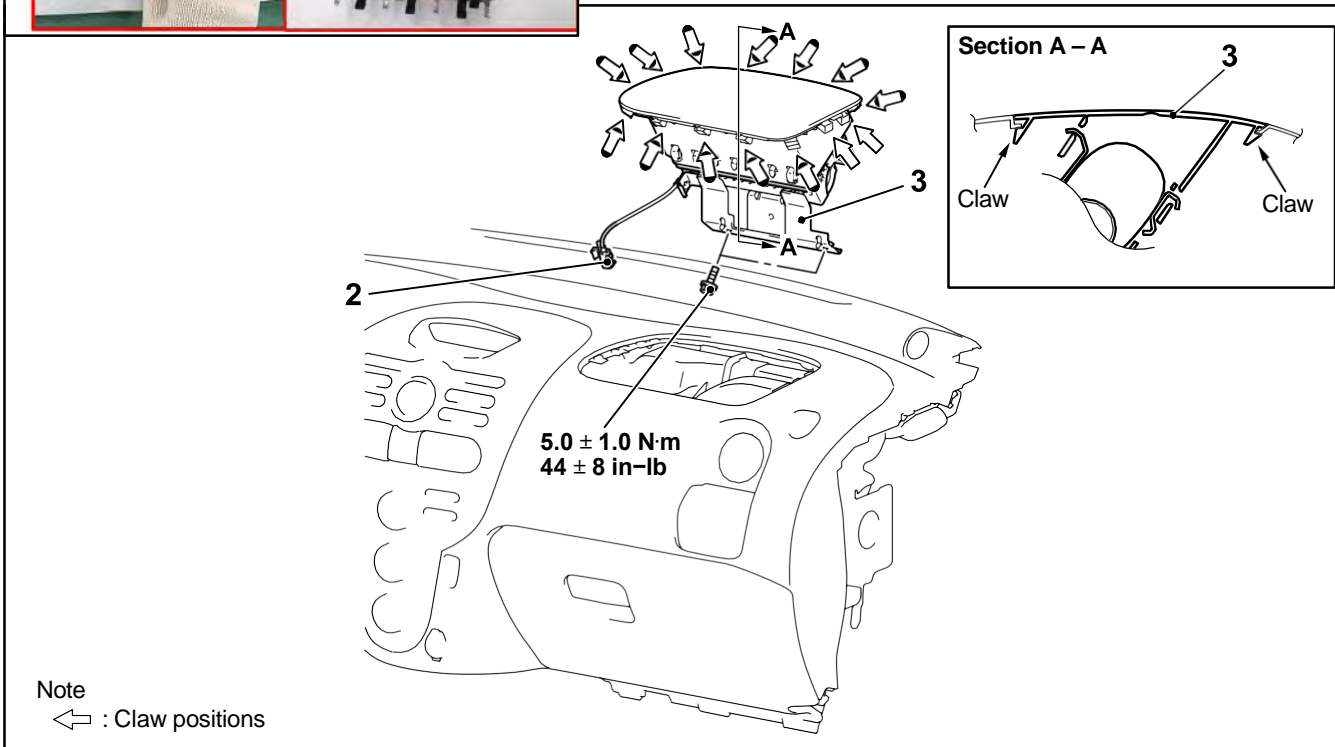


10. Confirm that the harness is not lodged between the air bag module and air bag module cover.

## REINSTALLATION PROCEDURE



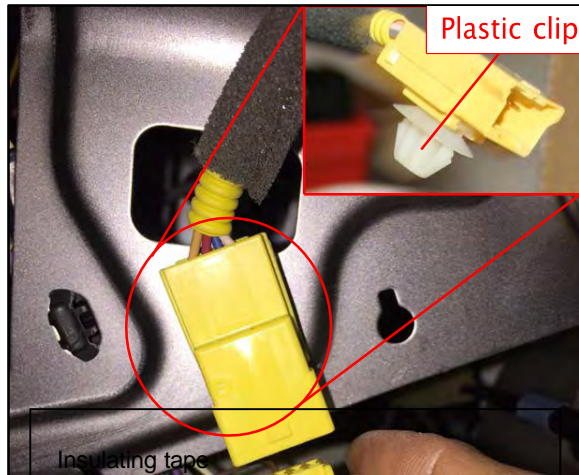
**CAUTION:** Do NOT pull on the harness or hold the harness while handling the air bag inflator module. The harness may separate or disconnect as a result.



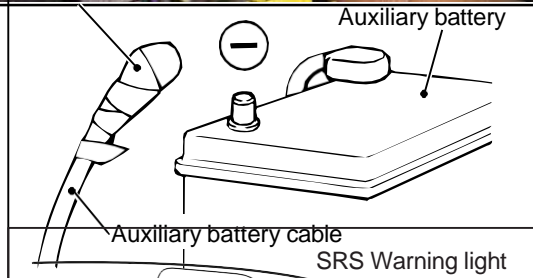
1. Reinstall the air bag module and cover into the vehicle.



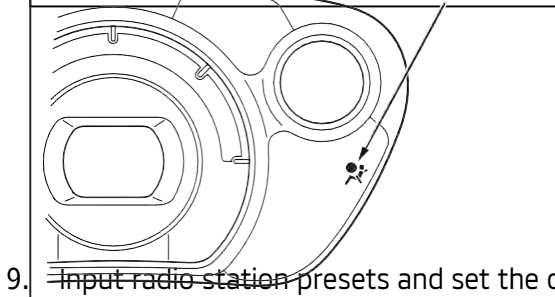
2. Bolt the air bag module to the metal dash brace to  $44 \pm 8$  in-lb ( $5.0 \pm 1.0$  Nm).



3. Connect the air bag module harness' plastic clip to the metal dash brace.
4. Reconnect the front passenger's air bag module harness side connector.
5. If applicable, reinstall the glove box.
6. Close the glove box.
7. Remove the electrical tape and reconnect the negative (-) auxiliary battery terminal. Tighten the clamp nut to  $44 \pm 8$  in-lb ( $5.0 \pm 1.0$  Nm).



8. Turn the electric motor switch to the "ON" position. If the "SRS" warning light illuminates continuously (does not extinguish after eight seconds), troubleshoot per the applicable service manual, Group 52B - Supplemental Restraint System (SRS) > SRS Air Bag Diagnosis > SRS Warning Light Check.

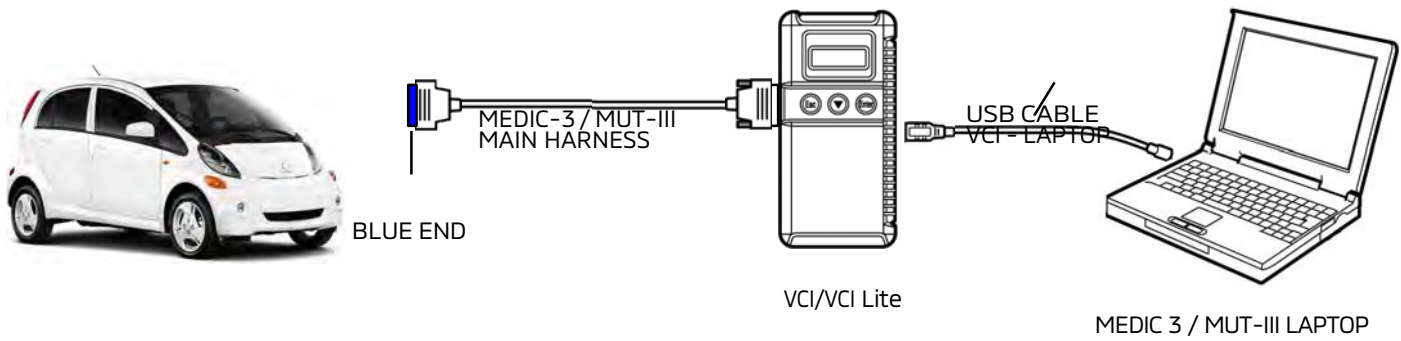


9. Input radio station presets and set the clock, if applicable.

## ERASE AND READ DTCs FROM ALL ECUs

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

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



2. Turn the electric switch to the "ON" position. Confirm the "READY" light is displayed.  
**NOTE:** Ensure all accessories are off (e.g. lights, heating and AC system, audio/navi unit, etc...).
3. From the MEDIC main page:
  - a. Click on MUT-III SE.
  - b. Select "All DTCs."
  - c. Select "Erase and read all DTCs." If any DTCs appear, troubleshoot per the applicable service manual.

## INFLATOR RETURNS



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

Fill out the form on **page 18** 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 16**. If you have accumulated **7 or more inflator modules** after two weeks, follow the inflator return procedures on **page 17**.

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

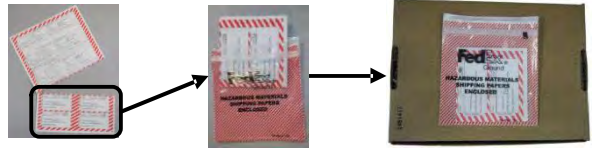


FedEx Ground Shipping Envelope

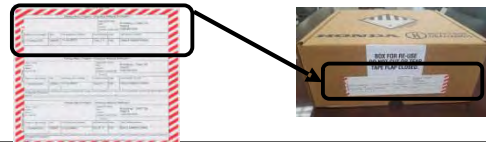


#### 4. Shipping Documentation Instructions

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

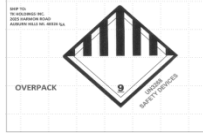
#### a) Box Label

- 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



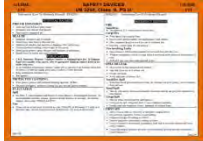
#### c) Bill of Lading

- 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

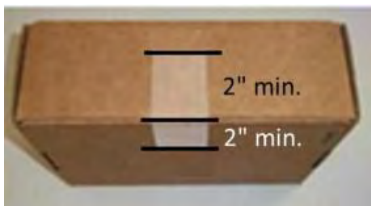
- Email RXO at [SCTakataRestrains\\_International@rxo.com](mailto:SCTakataRestrains_International@rxo.com)
- EXCALATION PURPOSES Contact: Miguel Prigadaa Phone: 210-317-6436
- b) Fill out the International Pickup Template with all details:
- Dealer/Pickup contact Information including hours of operations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



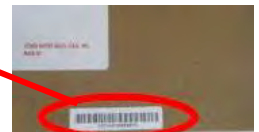
### 6. Requesting a New Box

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 | C1709E01           | 0.4 hours            | 7030A918    |

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

### Claim Header Section: Air Bag Inflator Replacement

**Service Warranty  
Warranty Claim**

Claim Entry Vehicle Information

**Campaign Information**

Campaign Operation No:  Enter As  TSR

Miles/Km:

VIN:

Service Technician:  Emp No:

Service Advisor:  Emp No:

Spec Value \*:  Duplicate Recall \*:

Dealer:  Ref No:  VIN:

Claim No:  Adj:  Claim Status:  Model and Year:

Enter in the first 6 characters of this campaign labor operation: **C1709E**.

This campaign is for the replacement of the passenger side air bag inflator on certain 2016-2017MY i-MiEV. Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C1709E** 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.

**PARTS:**

There is only one repair scenario and it requires the replacement of the passenger air bag inflator.  
 Scenario #1 - on 2016-2017MY i-MiEV vehicles - replace the air bag inflator kit.

Part# 7030A918.

No other parts are needed or allowed to be claimed.

| Show Part Number to Labor Operation Lookup on Labor Page |                          |          |                              |     |            |             | Yes <input type="radio"/> | No <input checked="" type="radio"/> |
|--|--------------------------|----------|------------------------------|-----|------------|-------------|---------------------------|-------------------------------------|
|  | Delete                   | Part No  | Part Description             | Qty | Unit Price | Part Amount |                           |                                     |
| 1  | <input type="checkbox"/> | 7030A918 | INFLATOR KIT,AIR BAG PASS,RH | 1   | xxx.xx x   | \$0.00      |                           |                                     |
| 2  |                          |          |                              |     |            |             |                           |                                     |

**LABOR:**

The full service campaign labor operation number C1709E01 and the allowed labor time of 0.4 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 |
|--------|--------|----------|------------------------------|-----|--------------------|-----------------|-----------|
|        |        | C1709E01 | Replace Air Bag Inflator Kit | 1   | 0.4                | 0.4             | XX.XX     |

**PARTS RETURN:**

Return the removed air bag inflator module to Takata by contacting the following Takata USA representatives directly to obtain the appropriate return shipping documents. Failure to return a replaced module to Takata may result in a chargeback of the campaign claim.

**Miguel Prigadaa, Armando Rodriguez**

**Phone: 210-250-5079**

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

**RENTAL CARS AND/OR TOWING CHARGES:**

If there is a need to provide the owner with a rental car and/or tow their vehicle, 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 unit)<br>Rental Company Invoice Number |
| <input type="checkbox"/> | 95300040        | FREIGHT CHARGES             | Freight Company Invoice Number                             |
| <input type="checkbox"/> | 95200040        | TOWING CHARGES              | Towing Company Invoice Number                              |



# IMPORTANT SAFETY RECALL

**SR-17-008**  
**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: December 2017

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the requirements of 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 2016 and 2017 i-MiEV vehicles. Continued exposure to high levels of humidity may cause the passenger side frontal air bag inflator housing to rupture in the event of a crash necessitating deployment of the passenger side frontal air bag. An inflator rupture could result in metal fragments striking and potentially causing serious injury or death to vehicle occupants.

**What you should do:** Please contact your local certified i-MiEV Mitsubishi Motors dealer and schedule an appointment to have the passenger side frontal air bag inflator replaced. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform this replacement for your vehicle, free of charge.

**To reduce the risk of serious injury, do not allow occupants to sit in the front passenger side seat until this replacement is performed.**

**What your dealer will do:** The dealership will replace the passenger side frontal air bag inflator with one produced by a different supplier.

**How long will it take?** The time needed for this repair is approximately **0.5** hrs. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience, including providing you with a loaner/rental vehicle while the repair is being performed.

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 passenger side frontal air bag inflator and had it replaced as a result of this specific condition and have paid for the repair, you may send your original repair order or invoice **and** original receipt/proof of payment to the following address for reimbursement consideration:

Mitsubishi 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.

C1709E