



Date: 1/7/2015
To: All Mitsubishi Dealers
All Mitsubishi Dealership Service Managers & Parts Managers
Subject: 2006 – 2007 Raider Driver Airbag Inflator Campaign

Pursuant to decision of Chrysler Group LLC (Chrysler), the geographic scope of Special Service Campaign SC-14-005 – Raider Driver Airbag Inflator will now be expanded nationwide. The original regional campaign covered certain 2006 – 2007 Raiders sold in, or ever registered in the high absolute humidity states/territories of Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

Although Chrysler or MMNA has not made a determination of a defect in the subject airbag inflators, out of an abundance of caution and strict adherence to our “customer first” philosophy, a decision was made to expand the original regional action nationwide.

Due to limited availability of Raider replacement airbag inflators, MMNA plans on phasing in distribution of customer notification letters as follows:

	Area	Customer Notification Date
Phase one	Florida, Hawaii, Puerto Rico, U.S. Virgin Islands	Completed 12/26/2014
Phase two	Georgia, Alabama, Mississippi, Louisiana, Texas, South Carolina, California	TBD
Phase three	Balance of the U.S	TBD

In addition, any orders for the campaign part will automatically back order – our PDC personnel will then contact your dealership to verify the VIN and appointment date, and release the back order.

We understand and share your desire to demonstrate a “customer first” philosophy by ensuring our mutual customers are completely satisfied when they visit your dealership to have this campaign completed. You can be assured that MMNA is doing everything possible to obtain additional parts and minimize any customer inconvenience.

The attached FAQ can assist you in answering any customer inquiries.

Sincerely,

MMNA Fixed Operations

IMPORTANT TAKATA AIRBAG SPECIAL SERVICE CAMPAIGN INFORMATION

2006-2007 Mitsubishi Raider Vehicles

FREQUENTLY ASKED QUESTIONS

A Safety Recall notification was sent to certain 2006-2007 Mitsubishi Raider vehicle owners. This campaign currently applies to those owners of vehicles originally sold in, or ever registered in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands. The geographic scope of this campaign will be expanded nationwide but will start with those vehicles originally sold in, or ever registered in the high absolute humidity regions listed above.

The affected vehicles are equipped with a specific type of driver air bag inflator provided by Takata and when located in areas with high levels of humidity, the driver air bag inflator housing could be more susceptible to rupture due to excessive internal pressure during normal airbag deployment events, increasing the risk of injury to the vehicle occupants. The cause of the potential for inflator rupture and the influence of high absolute humidity are under investigation.

Mitsubishi Motors is concerned about the safety of vehicle owners, drivers, and occupants and is working quickly to assist all owners who are affected by this Special Service Campaign. The following information is being provided to you to help answer any questions you may have.

How will I know if I am affected by this recall?

Mitsubishi Motors will be notifying all owners of affected vehicles by first class mail. If you do not receive a notice, you may also confirm any current open Safety Recalls or Service Campaigns on your vehicle by visiting our website at <https://www.mitsubishicars.com/owners/service?=recallinfo>. Or visit www.mitsubishicars.com, and then select Owners, Service and then Recall Information. You will need to have the 17-character Vehicle Identification Number (VIN) available.

I received this Safety Recall notice in the mail. What should I do?

Please contact your local Mitsubishi dealership immediately to schedule an appointment to have the driver air bag inflator replaced and to ensure that they have the necessary part available to complete this for you. This will be replaced free of charge.

What will the dealership do exactly?

The dealership will replace the driver air bag inflator with a newly manufactured part at no charge to you. The time needed for this remedy is approximately 1.0 hour. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

Is my vehicle safe to drive?

Mitsubishi Motors is not aware of any incident or injury involving the vehicles affected by this campaign. Please contact your local Mitsubishi dealership immediately to schedule an appointment to have the driver air bag inflator replaced and to ensure that they have the necessary part available to complete this for you. The driver air bag is designed to inflate only in certain moderate to severe crashes, and this condition will not cause the air bag to activate when it should not.

Why is this campaign being launched in phases?

This campaign is being launched in phases due to the high demand for the driver air bag inflator amongst many automotive manufacturers. As these parts become available to Mitsubishi Motors, we will launch the additional phases of the campaign to the other regions across the U.S.

Are other air bags in the vehicle affected?

No. This campaign applies only to the driver air bag inflator. Other air bags in the vehicle are not affected by this Special Service Campaign.

What other Mitsubishi vehicles are included in this campaign?

This campaign for the driver air bag inflator affects 2006-2007 Mitsubishi Raider vehicles. A Safety Recall is being conducted for 2004-2005 Mitsubishi Lancer, Lancer Sportback, and Lancer Evolution vehicles for the front passenger air bag inflator.

Why is my vehicle not included in this campaign?

This current Special Service Campaign affects only certain vehicles that were originally sold in, or ever registered in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands. These regions are affected by consistent high absolute humidity, which is the subject of the current investigation. Additional regions of the United States will be added as replacement parts become available. Affected vehicle owners will be notified by first class mail once replacement parts are available in those regions of the United States.

How does Mitsubishi obtain my mailing address?

Mitsubishi utilizes the services of an industry provider who obtains mailing information for Safety Recalls and Service Campaigns based upon each state's Department of Motor Vehicles (DMV) registration or title information for the vehicle. It is important to keep both your registration and title ownership and address information updated with your corresponding state's DMV. If you lease your vehicle, the lessor appears as the owner of your vehicle, and will receive the Safety Recall notification. To comply with federal regulations, it is the responsibility of the lessor to forward a copy of the notice to the lessee within 10 days of receipt.

Do I need to show the Safety Recall notification in order to have the remedy performed?

You do not need to present the Safety Recall notification to have the remedy performed. All authorized Mitsubishi Motors dealers can electronically confirm your vehicle's inclusion in this campaign, and perform the remedy at no charge. You may want to present a copy of the Safety Recall notification when visiting your Mitsubishi dealership to help ensure faster assistance.

What should I do if I already replaced the driver air bag inflator for this condition and paid for repairs?

If you have already encountered a problem with the driver 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:

Mitsubishi Customer Relations
P.O. Box 6400
Cypress, CA 90630-0064

Who should I contact if I have additional questions or concerns?

You may contact Mitsubishi Customer Relations by visiting us online at www.mitsubishicars.com and selecting Contact Us at the bottom of the page. You may also contact Customer Relations by phone at (888) 648-7820, Monday – Friday, 7AM-4PM, Pacific Time.