



# SERVICE CAMPAIGN BULLETIN

SUBJECT:			No: <b>SC-14-004</b>
<b>LANCER PASSENGER AIR BAG INFLATOR – SPECIAL SERVICE CAMPAIGN</b>			DATE: <b>October, 2014</b>
			MODEL: <b>2004-05 Lancer</b>
CIRCULATE TO:	<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

## PURPOSE

Mitsubishi Motors North America, Inc. is voluntarily conducting this special service campaign to assist the National Highway Traffic Safety Administration (NHTSA) in collecting passenger air bag inflators installed in certain 2004 – 2005 Lancer, Lancer Sportback, and Lancer Evolution vehicles originally sold or currently registered in Florida, Hawaii, Puerto Rico, or the US Virgin Islands. NHTSA/Takata is collecting and analyzing these air bag inflators to determine if high levels of humidity can cause the passenger air bag inflator housing to rupture if a vehicle is involved in a crash where the front passenger air bag is designed to deploy.

This campaign bulletin instructs dealers to replace the passenger air bag inflator with a new part, and return the subject air bag inflator per the instructions at the end of this bulletin.

## AFFECTED VEHICLES

Certain 2004 – 2005 Lancer/Lancer Sportback/Lancer Evolution vehicles built June 16, 2003 to December 8, 2004

### **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 service action.**

## CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles telling them to visit their local Authorized Mitsubishi Motors dealer and have the passenger air bag inflator replaced. A **draft** 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 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 MB992744.
- MEDIC Laptop/Tablet with A/C power adapter – 520924, or 547708.
- MUT-III main harness 'B' (red connector at the DLC end) – MB991911 or MB992746.
- USB 2.0 cable – MB991827 or MB992747.

Continued

Copyright 2014, Mitsubishi Motors North America, Inc.

(4202)

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.mitsubishi-techno.com](http://www.mitsubishi-techno.com))

## REMOVAL PROCEDURE

**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 clock spring 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, facing upward. Do not place anything on top of it.

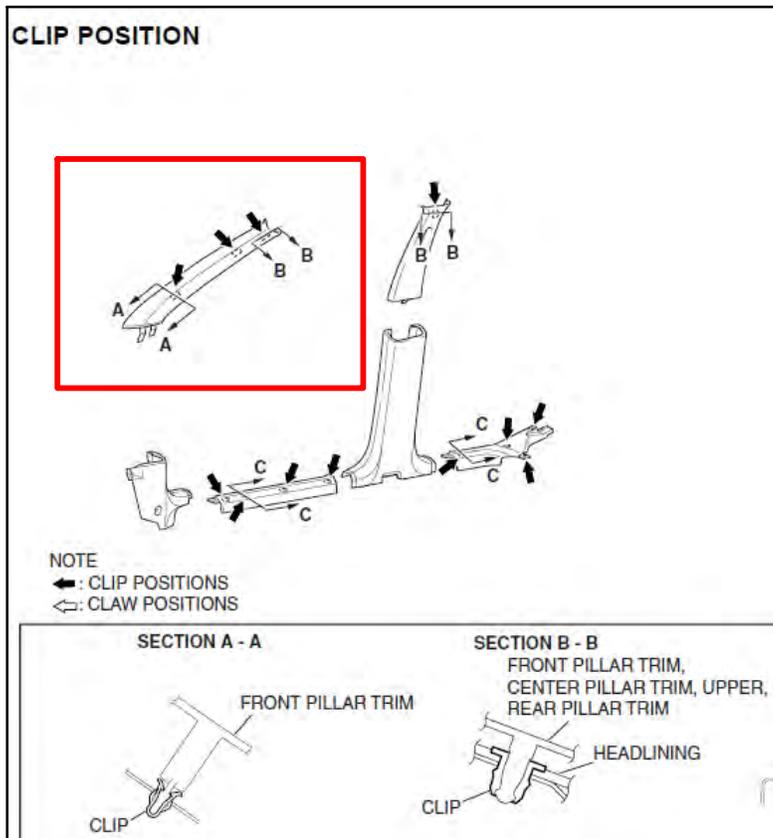
**WARNING** Do not expose the air bag modules to temperatures over 93° C (200° F).

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 incidental 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 trim.

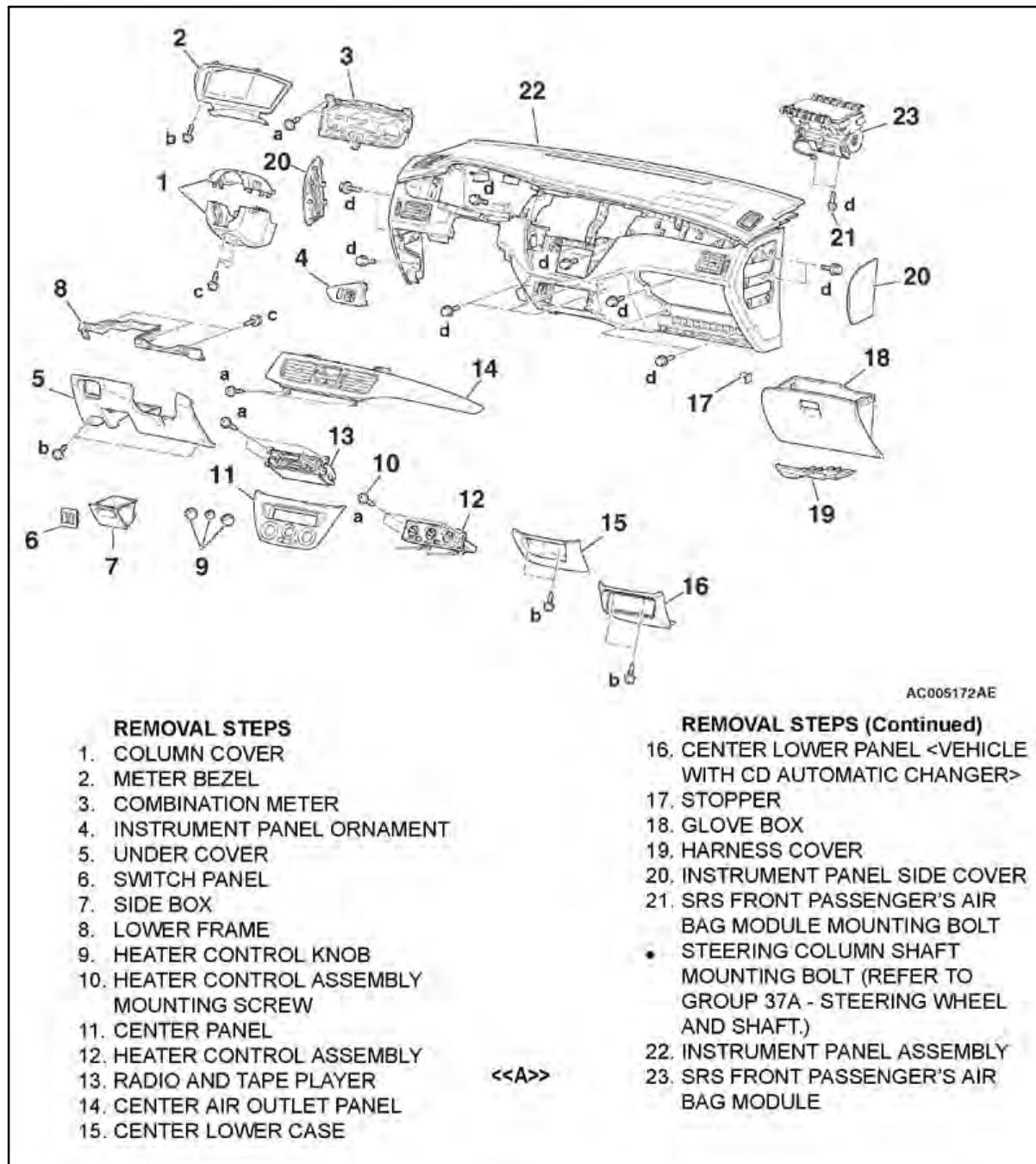


3. Remove the instrument panel.



**CAUTION**

Instrument panel components may become brittle and break easily due to age and vehicle condition. Take care to not damage them during removal.



#### REMOVAL STEPS

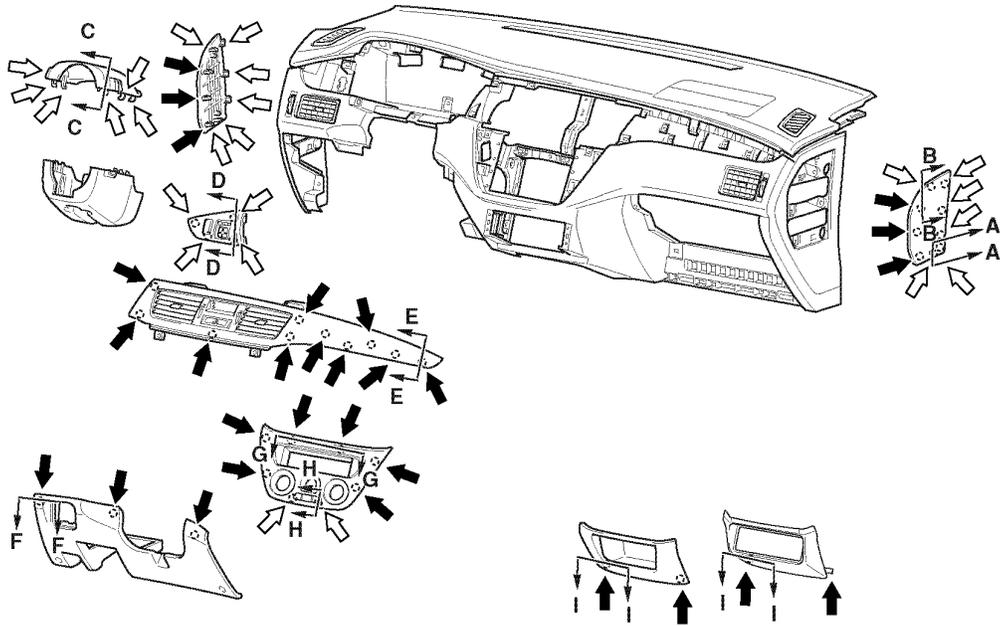
1. COLUMN COVER
2. METER BEZEL
3. COMBINATION METER
4. INSTRUMENT PANEL ORNAMENT
5. UNDER COVER
6. SWITCH PANEL
7. SIDE BOX
8. LOWER FRAME
9. HEATER CONTROL KNOB
10. HEATER CONTROL ASSEMBLY MOUNTING SCREW
11. CENTER PANEL
12. HEATER CONTROL ASSEMBLY
13. RADIO AND TAPE PLAYER
14. CENTER AIR OUTLET PANEL
15. CENTER LOWER CASE

<<A>>

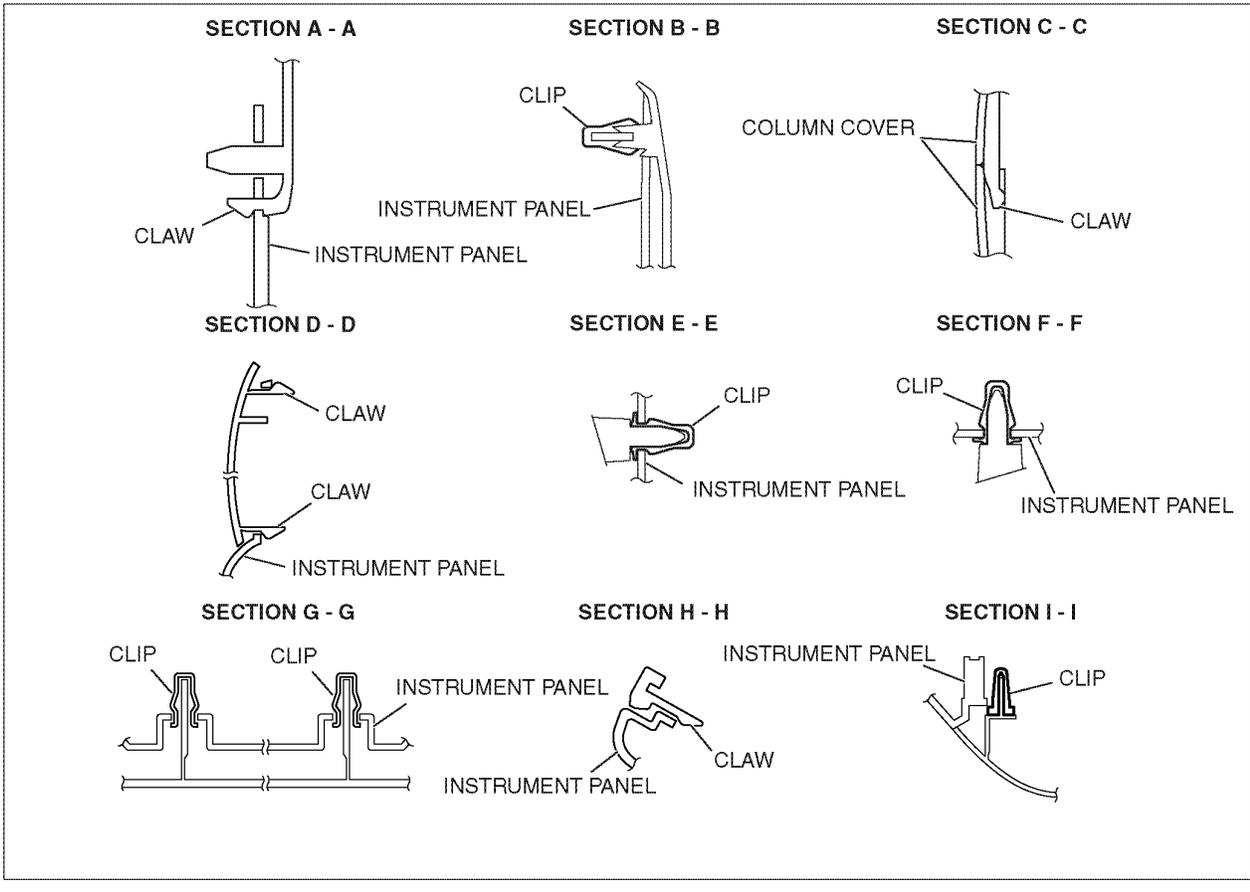
#### REMOVAL STEPS (Continued)

16. CENTER LOWER PANEL <VEHICLE WITH CD AUTOMATIC CHANGER>
17. STOPPER
18. GLOVE BOX
19. HARNESS COVER
20. INSTRUMENT PANEL SIDE COVER
21. SRS FRONT PASSENGER'S AIR BAG MODULE MOUNTING BOLT
  - STEERING COLUMN SHAFT MOUNTING BOLT (REFER TO GROUP 37A - STEERING WHEEL AND SHAFT.)
22. INSTRUMENT PANEL ASSEMBLY
23. SRS FRONT PASSENGER'S AIR BAG MODULE

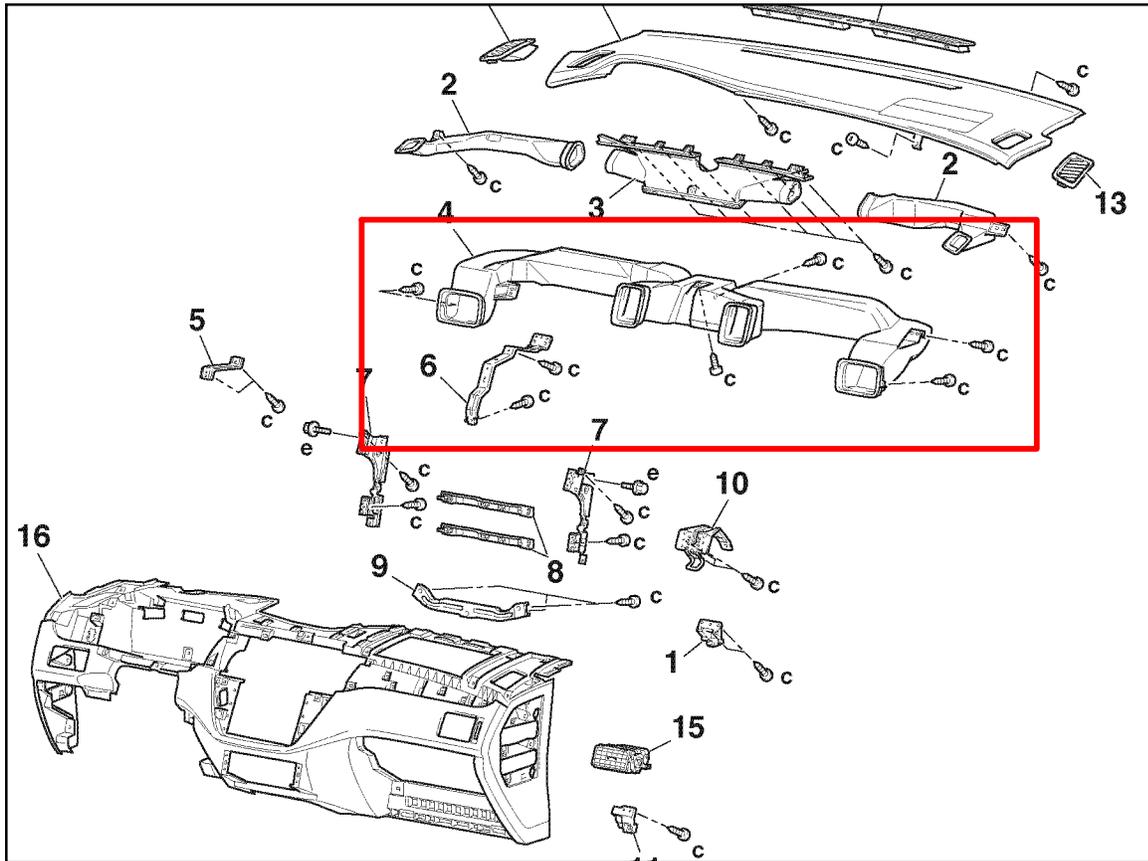
### CLIP AND CLAW POSITION



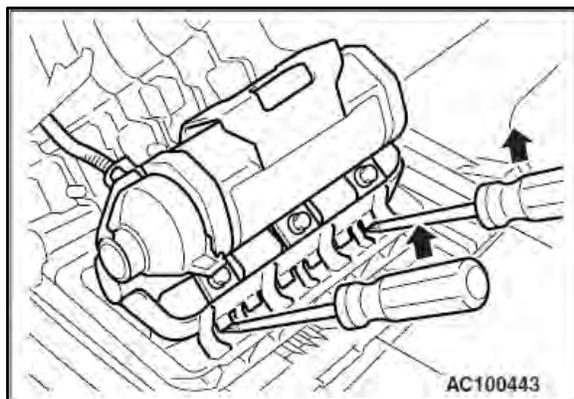
NOTE  
 (1) : CLIP POSITIONS  
 (2) : CLAW POSITIONS



4. Remove the distribution duct from the instrument panel.

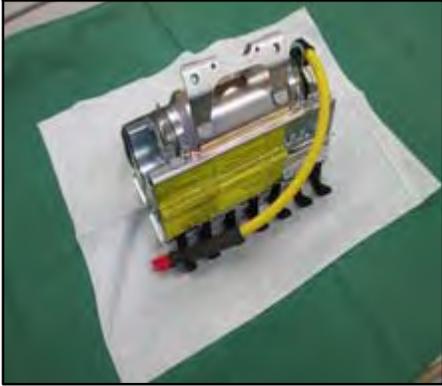


**CAUTION** Do not damage the air bag or the instrument panel during air bag module removal.



5. The 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.

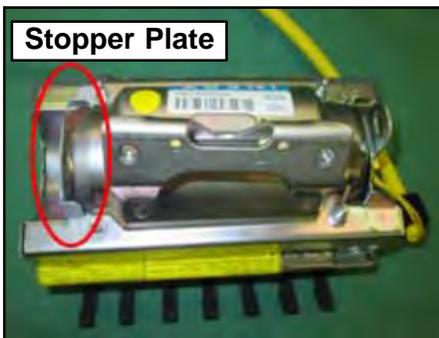
**NOTE:** The protective foam on the air bag module may be brittle. Ensure foam debris is immediately removed from the work area to maintain a contaminant-free work environment.



2. Use pliers to remove the wiring clip from the bracket.

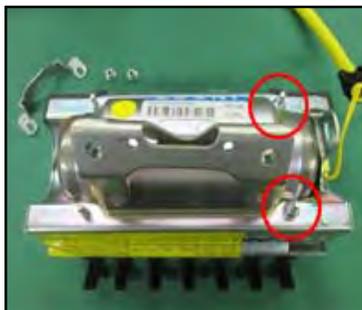


3. Remove and discard the circled nuts (gold finish).

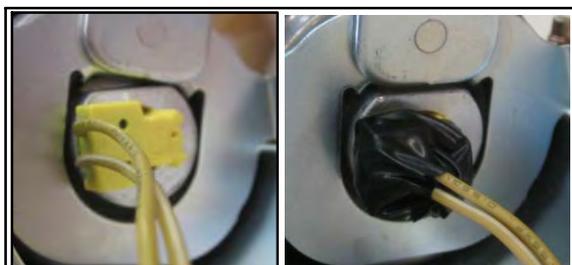


4. Remove the stopper plate.

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



5. **Loosen, but do not remove,** the circled nuts (gold finish).

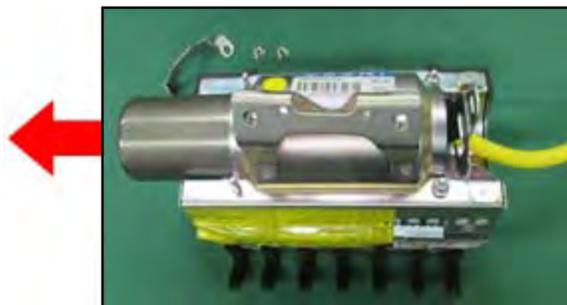


6. Apply protective tape around the wires near the base of the connector to protect the wire during inflator removal.



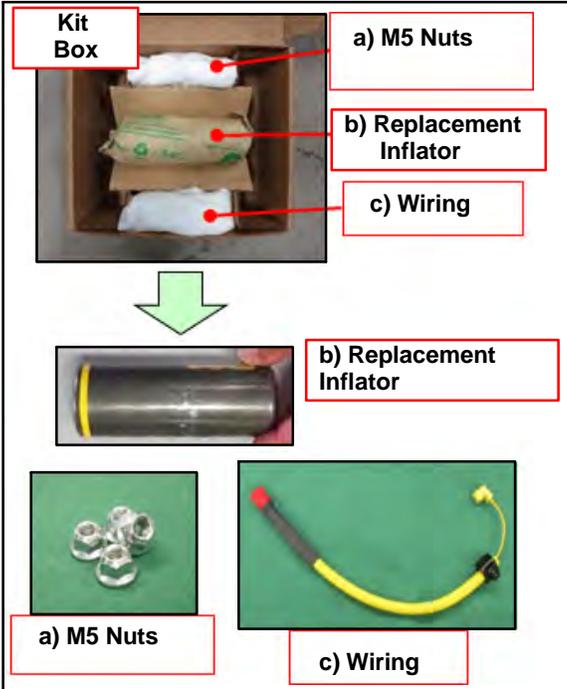
7. Gently pull and straighten the wires so they are in line with the inflator. This will prevent the wire from contacting the edges of the inflator housing during removal.

**⚠ CAUTION** Do not damage the wiring harness during inflator removal.

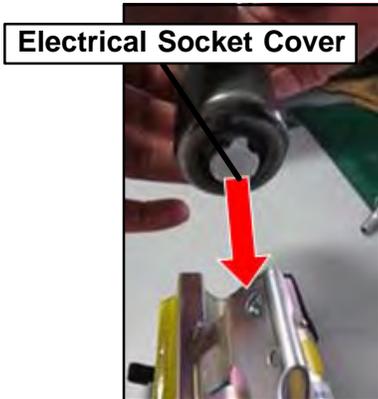


8. Gently push the inflator with your finger in the indicated direction while gently pulling (straightening) the wire to remove the inflator.

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

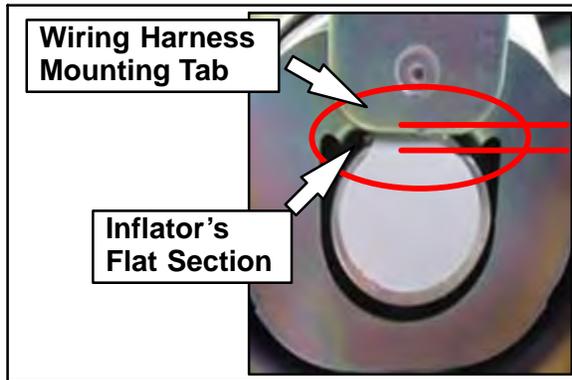


9. Unpackage the air bag inflator kit, remove and verify the contents:
  - a. (4) Replacement nuts – M5 (silver finish)
  - b. (1) Replacement inflator with yellow taping
  - c. (1) Replacement wiring harness
10. Package the old inflator with wiring harness into the box. Ensure the items are correctly wrapped with the old wrapping to protect from damage during shipping.

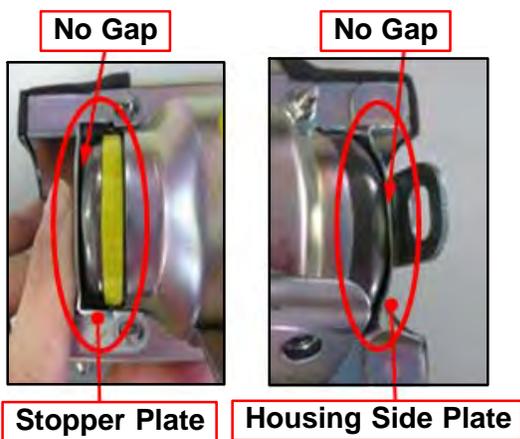


11. Insert the the replacement inflator into the housing as shown, with the electrical socket cover end (opposite of the yellow identification tape) going in first.



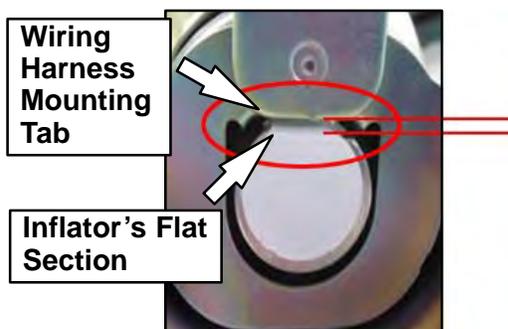
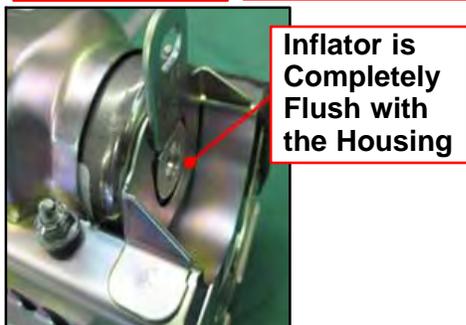


12. Rotate the inflator so the flat section is parallel with the wiring harness mounting tab.



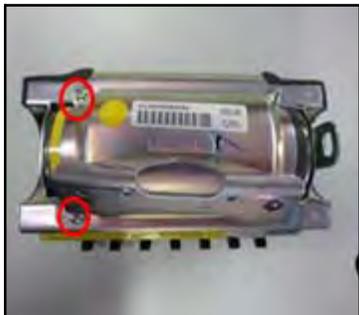
13. Reinstall the stopper plate.

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

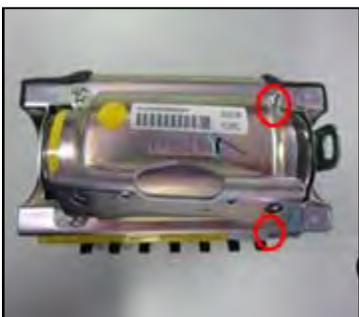


15. Confirm the inflator's flat section is still parallel with the wiring harness mounting tab. If not, rotate the inflator until it is parallel.

**CAUTION** Do not reuse the old nuts (gold finish).



16. Install (2) new nuts (silver finish) in the circled area. Do not tighten all the way.

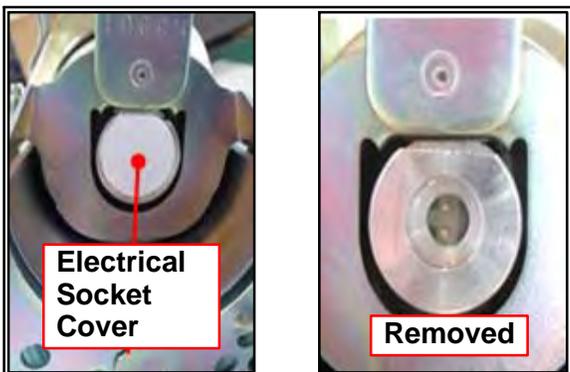


17. Remove and discard the (2) old nuts (gold finish) loosened from step 5 and replace them with (2) new nuts (silver finish).

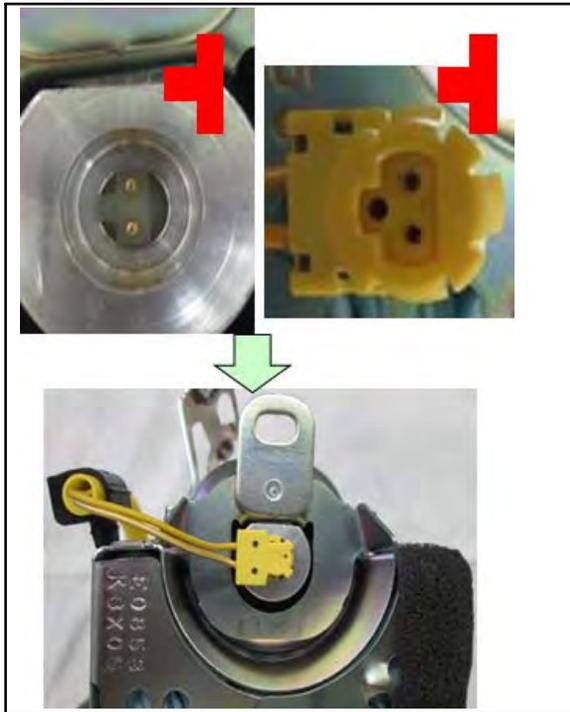


18. Torque all (4) nuts to  $34.5 \pm 3.5$  in-lb ( $3.9 \pm 0.4$  N-m).

**WARNING** Do not touch the electrical socket.

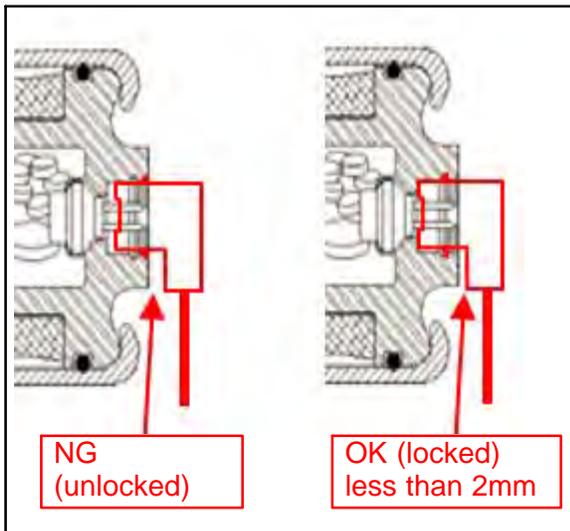


19. Remove the electrical socket cover from the inflator.



20. Match the wiring harness connector's plug with the shape in the socket and connect it.

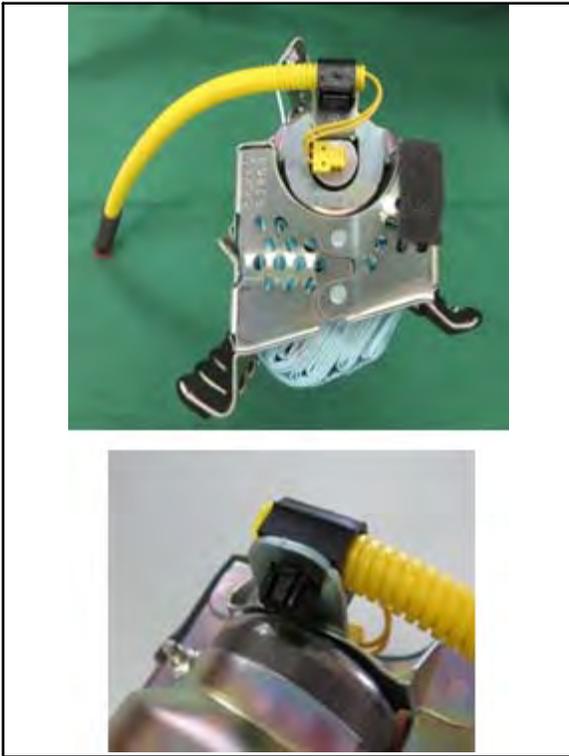
**NOTE:** A faint click will be heard when the connector is inserted correctly.



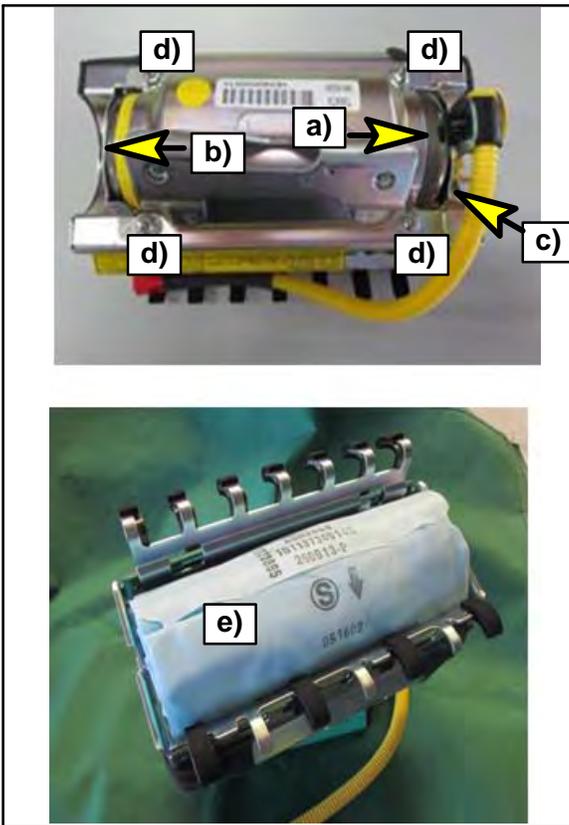
21. Ensure the connector is completely inserted into the electrical socket.

Measure the distance between the inflator and the wiring connector to ensure it is less than 2mm.

If the distance is more than 2mm, the connection is NG.



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



23. Confirm the replacement inflator with the yellow identification tape was installed, and the old inflator was wrapped and packaged in the return shipping box.

24. Confirm the following items:

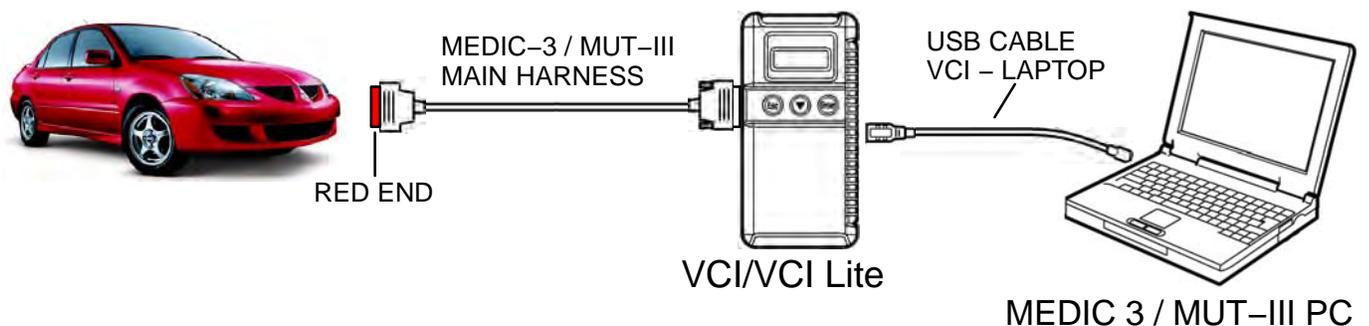
- a. There is no gap between the inflator and housing.
- b. There is no gap between the inflator and stopper plate.
- c. The inflator's flat portion is correctly aligned with the wiring harness mounting tab.
- d. The nuts (silver finish) are properly torqued to  $34.5 \pm 3.5$  in-lb ( $3.9 \pm 0.4$  N-m).
- e. There are no scratches or debris/dirt on the air bag.

## ERASE AND READ DTCs FROM ALL ECUs

**NOTE:** Done prior to reinstallation procedure.

1. Remove the electrical tape and reconnect the negative (–) battery terminal. Tighten the clamp nut securely.
2. 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 with the red DLC connector to the VCI/VCI Lite.
  - Connect the red connector of the MUT–III main harness to the vehicle's data link connector.

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



3. 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...).
4. From the MEDIC main page,
  - a. Click on MUT–III
  - b. Select “Special Function”
  - c. Select “All DTCs”
  - d. Select “Erase and read all DTCs”. DTC 21 and 24 should appear. If any DTCs other than 21 or 24 appear, troubleshoot per the applicable service manual.
5. **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 incidental air bag deployment.

## REINSTALLATION PROCEDURE

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.

## PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number	Quantity
Kit, Air Bag Inflator	7030A696	1

Immediately return the removed air bag inflator module to Takata utilizing the documents provided with the new part (sample attached below). Your CCN for the shipment can be found on the [MDL > Parts > Parts Information > Hazardous Materials > Takata Air Bag Inflator Campaign CCN](#).

There will not be a system generated material return request. Regardless, the campaign claim is subject to chargeback if the replaced air bag inflator is not immediately 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.

 <b>IMPORTANT</b>	Do not deploy any inflator. Return the used inflator within 1–2 business days. The person packing the used inflator must read and follow the provided instructions.
--	---

**NOTE:** Dealers in Hawaii, Puerto Rico, and US Virgin Islands CANNOT follow these shipping instructions. The dealer *MUST* contact the following Takata USA representative directly for shipping instructions:

Miguel Prigadaa – Tel #: 210-250-5078  
or Email: [MLGTakataRestraints\\_International@menloworldwide.com](mailto:MLGTakataRestraints_International@menloworldwide.com)

### 48 STATE FEDEX GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and document completion. The person packaging the Inflator must have received hazardous material training per 49CFR 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.

**IMPORTANT:** Do not deploy any Inflator. Return the used inflator within 1-2 business days. The person packing the used inflator must read and follow the provided instructions.

**NOTE:** Dealers in **Hawaii, Puerto Rico, and US Virgin Islands CANNOT** follow these shipping instructions. The dealer **MUST** contact the following Takata USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestraints\_International@menloworldwide.com

#### 1. Shipping Documents

OP 900PRP Hazardous Materials Certification Form



FedEx Ground Shipping Label



FedEx Ground Shipping Envelope



#### 2. Packing Instructions

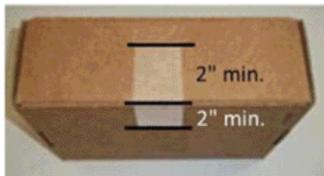
a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located on the next page.

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



#### 3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



#### 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) Fill in the following on the FedEx Copy and the customer copy:

- Shipper Name (dealer)
- Address
- CCN



b) Date the FedEx Copy and Customer copy (MM/DD/YY)

#### 6. 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.

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.



#### 7. 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.**



#### 8. FedEx Ground PRP Shipping label

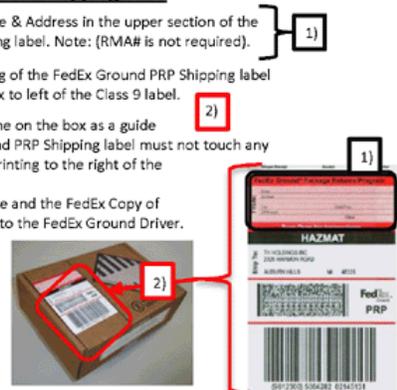
a) Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required).

b) Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label.

- Use the scribe line on the box as a guide
- The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.

c) Provide the package and the FedEx Copy of The OP 900PRP form to the FedEx Ground Driver.

**Note: If you don't receive regular pickups from FedEx, call 888-777-6040 to schedule a pickup of the package.**



**Requesting a New Box / Shipping Labels**

If a new box or replacement shipping labels are needed, please contact a Takata USA representative listed below by phone or email to request replacement materials.

Primary Contact: **Miguel Prigadaa - Tel #: 210-250-5078**  
 E-Mail: [MLGTakataRestrains\\_International@menlowworldwide.com](mailto:MLGTakataRestrains_International@menlowworldwide.com)

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

- Serial number on the original box
- What Type of shipping material needed
  - OP-900prp Hazardous Materials Certification Form
  - FedEx Ground Shipping Label
  - FedEx Ground Shipping Envelope
- Dealer Shipping Information
  - Contact name
  - Dealer address
  - Phone Number

**DO NOT SHIP REPLACED INFLATORS TO MMNA. SHIP ONLY TO TAKATA.**

**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	C1414A01	1.6 hours	7030A696

**WARRANTY / RECALL CAMPAIGN CLAIM INFORMATION**

Enter all claims as claim type 'C' – Recall/Campaign Claims

Please follow the campaign instructions when entering each claim in order to select the operation code that correctly matches up with the work that was actually performed. A claim example is provided below.

Certain 2004–2005MY Lancers in Florida, Hawaii, and Puerto Rico only.

Required Operation to be performed	Labor Operation	Labor Time
1. 2004–2005MY Lancer – Replace Air Bag Inflator Kit	C1414A01	1.6 hrs.

**Claim Header Section: Air Bag Inflator Replacement**

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

Claim Entry Vehicle Information PQR/VQR

**Campaign Information**

Campaign Operation No: C1414A\_\_ Enter As

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

After entering the required customer data, vehicle information and applicable campaign labor operation number, hitting the **“Save and Continue”** button will automatically fill-in several fields. **Please note that there is only 1 possible repair scenario for this campaign.**

**CAMPAIGN INFORMATION**

C1414A01 Replace Air Bag Inflator

Campaign Operation No: C1414A

2004-05MY Lancer

Miles / KM: 64,500

VIN: JA3AD29F84U039122 Repair Date In: 10 / 30 / 2014

Repair Performed

Repair Order No: EX12345

Repair Date Out: 10 / 30 / 2014

**Service 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 the replacement of the air bag inflator.

Scenario #1 – on 2004–05MY Lancer vehicles – replace the air bag inflator kit. Part# 7030A696

	Delete	Part No	Part Description	Qty	Unit Price
1	<input type="checkbox"/>	7030A696	INFLATOR KIT,AIR BAG,PASSENGER	1	XXXXX
2					

**LABOR:**

The full service campaign labor operation number C1414A01 and the allowed labor time of 1.6 hours will be automatically entered as a result of the 'Repair Performed' selected from the "Vehicle" page.

Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours Sublet Amt	Total Labor Hrs	Labor Amt
		C1414A01	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. Failure to return a replaced inflator to the Takata will result in a chargeback of the campaign claim.



## IMPORTANT SAFETY RECALL

### Mitsubishi Motors North America, Inc.

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

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

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

Date: October, 2014

Dear Mitsubishi Owner,

**Reason for notice:** Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2004 - 2005 Lancer vehicles currently registered or originally sold in the following areas: Hawaii, Florida, Puerto Rico, and the US Virgin Islands.

Continued exposure to high levels of humidity may cause the passenger air bag inflator housing to rupture if the vehicle is involved in a crash where the front passenger air bag is designed to deploy. If this occurs, it may increase the risk of injury to the front seat occupants.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the front passenger 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 make this replacement to your vehicle, free of charge.)

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

**What your dealer will do:** The dealership will replace the front passenger air bag inflator with a countermeasure unit.

**How long will it take?** The time needed for this repair is approximately 2.0 hrs. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time)

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem with the front passenger 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.

C1414A