

IMPORTANT TAKATA AIRBAG SAFETY RECALL INFORMATION

2004-2005 Mitsubishi Lancer Vehicles

FREQUENTLY ASKED QUESTIONS

A Safety Recall is being conducted for certain 2004-2005 Mitsubishi Lancer, Lancer Sportback, and Lancer Evolution vehicles. This recall applies to those owners of vehicles originally sold in, or ever registered in Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, American Samoa, Guam, Puerto Rico, Saipan, and the U.S. Virgin Islands.

The affected vehicles are equipped with a specific type of front passenger air bag inflator provided by Takata and if the vehicles have been located in areas with high levels of humidity, the front passenger air bag inflator could be susceptible to rupture, potentially causing the front passenger air bag inflator to deploy abnormally in the event of a crash, increasing the risk of injury to the front seat 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 Safety Recall. 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 Safety Recall?

Mitsubishi Motors will be notifying all owners of affected vehicles by first class mail for this and all future Safety Recalls. If you do not receive a notice, you can 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.

Additionally, Mitsubishi Motors has been contacting affected vehicle owners directly by telephone for those we have valid current telephone numbers to assist in answering any questions and to help ensure completion of the Safety Recall.

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

What will the dealership do exactly?

The dealership will replace the front passenger air bag inflator with a newly manufactured part at no charge to you. The time needed for this remedy is approximately 2.0 hours. 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 Safety Recall. Please contact your local Mitsubishi dealership immediately to schedule an appointment to have the front passenger air bag inflator replaced and to ensure that they have the necessary part available to complete this for you. The front passenger 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. To reduce the

risk of injury, do not allow occupants to sit in the front passenger seat until the Safety Recall remedy is performed.

Are other air bags in the vehicle affected?

No. This Safety Recall applies only to the front passenger air bag inflator. Other air bags in the vehicle are not affected by this Safety Recall.

What other Mitsubishi vehicles are included in this Safety Recall?

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

Why is my vehicle not included in this Safety Recall?

This current Safety Recall affects only certain vehicles that were originally sold in, or ever registered in Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, American Samoa, Guam, Puerto Rico, Saipan, and the U.S. Virgin Islands. These regions are affected by consistent high absolute humidity, which is the subject of the current investigation.

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 Safety Recall remedy performed. All authorized Mitsubishi Motors dealers can electronically confirm your vehicle's inclusion in the Safety Recall, 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 front passenger air bag inflator for this condition and paid for repairs?

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:

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.