

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: August 30, 2016

TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers

RE: Lancer Passenger Side Frontal Air Bag Inflator Safety Recall Campaign – Owner Re-Notification

ATIN NO. TIN-14-SR-012-F

AFFECTED VEHICLES: Certain 2004–2006 Lancer, Lancer Evolution and Lancer Sportback

PURPOSE

An owner **re-notification** for safety recall campaign, SR-14-012, involving the passenger side frontal air bag inflator equipped on certain 2004 - 2006 Lancer, Lancer Evolution and Lancer Sportback, was mailed out on Monday, August 29, 2016 to owners of vehicles that have not had this recall completed.

Completion of this recall is an extremely important initiative for MMNA. To support completion of this recall, **owners have been informed that a rental/loaner vehicle will be available to them during completion of this recall.** Please prioritize this repair in your shop scheduling. To minimize inconveniences for your customers, please ensure every eligible customer is provided with a rental car upon request. Below is a sample of the re-notification letter for your reference.

Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1414A), please check for and complete any other open campaigns. Always obtain the customer’s approval before completing a campaign on a customer owned vehicle.

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 Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to 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.



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, _____.

Date: August, 2016

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 2004 - 2006 Lancer vehicles. Continued exposure to high levels of humidity may cause the passenger 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 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 newly manufactured one.

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, 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 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