



SAFETY RECALL BULLETIN

SUBJECT:			No: SR-19-002
i-MiEV BRAKE VACUUM PUMP- SAFETY RECALL CAMPAIGN			DATE: January 2020
			MODEL: 2012-2017 i-MiEV
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

This Safety Recall Bulletin provides instructions for replacing the brake vacuum pump with a countermeasure one. The countermeasure brake vacuum pump features improved sealing and anti-corrosion performance.

BACKGROUND

Due to the design of the brake vacuum pump, water may penetrate into the brake vacuum pump, causing corrosion. If sufficient corrosion occurs, the brake vacuum pump may become inoperable. If the brake vacuum pump becomes inoperable, this may result in increased stopping distances, which can increase the risk of a crash.

AFFECTED VEHICLES

2012 - 2017 i-MiEV vehicles

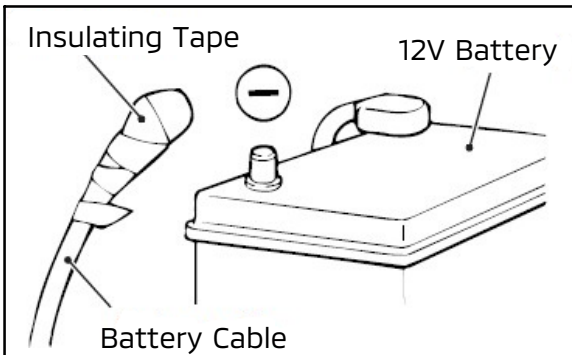
IMPORTANT

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 contact their local Authorized Mitsubishi Motors dealer to have the brake vacuum pump replaced. A sample copy of the customer notification letter appears at the end of this bulletin.

VACUUM PUMP REPLACEMENT PROCEDURE



1. **REMINDER:** If the vehicle is not equipped with the optional OEM navigation unit, please record all radio station presets and reprogram them when repairs are completed.
2. With the electric motor switch in the "OFF" position, set the parking brake and open the hood. Remove the 12V battery cover and disconnect the negative (-) terminal of the battery. Wait at least 60 seconds. Insulate the disconnected negative (-) terminal with electrical tape.

⚠ WARNING To avoid damaging the electric motor unit components, do not disconnect the 12V battery negative (-) terminal for 1 minute after turning the electric motor switch to "LOCK" (OFF).



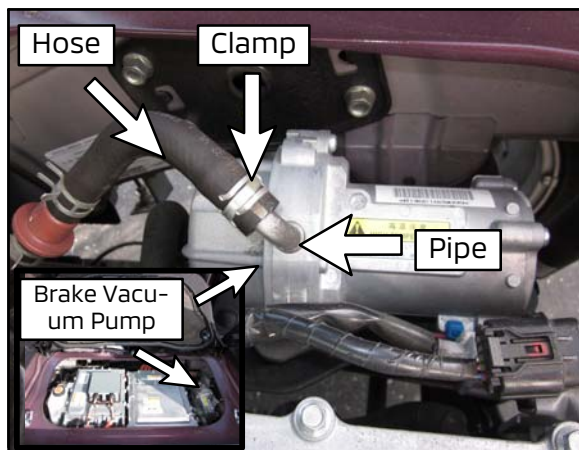
3. Open the liftgate.
4. Fold the rear seatbacks forward into the passenger compartment.
5. Remove and store the rear access cover.
6. Unscrew the four wing nuts from the power unit inspection lid and open the lid to gain access to the brake vacuum pump.



7. The brake vacuum pump is located on the right side of the motor compartment.

The pump assembly fitted to 2010 - early 2012 models is an all-metal construction.

For late 2012 models and later, the pump assembly can be all metal or have a black metal motor housing with a black plastic pump housing and cover.

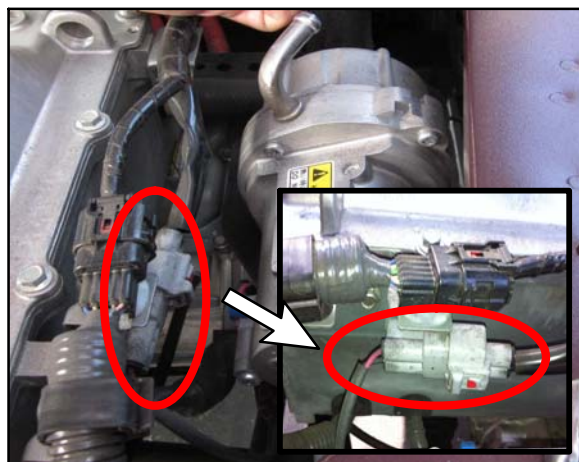


8. Squeeze the vacuum hose clamp and slide it to the center of the vacuum hose.

REMINDER: For re-installation, note the position of the vacuum hose clamp on the vacuum hose.

9. Gently pull vacuum hose off of the brake vacuum pump pipe.

REMINDER: For re-installation, note position of the vacuum hose on the brake vacuum pump pipe.



10. Disconnect the brake vacuum pump electrical connector.



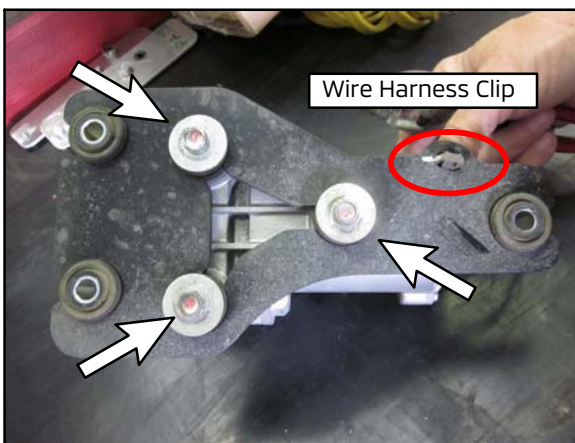
11. Unclip the brake vacuum pump electrical connector mount from the vehicle's body.



12. Remove three 12 mm bolts to disconnect the brake vacuum pump assembly.

CAUTION

To prevent damage to the brake vacuum pump electrical connector, make sure it is disconnected from the brake vacuum pump prior to removal.



13. Remove three 10 mm bolts and unclip the wire harness to disconnect the brake vacuum pump from its bracket.



14. Replace the brake vacuum pump with the new unit.

NOTE:

The affected brake vacuum pump can be all metal or have a black metal motor housing and a plastic pump housing. Replacement pumps have a black metal motor housing and a plastic pump housing.

15. Reattach the wire harness clip to the bracket first, then reinstall the three 10mm bolts. Doing so will ensure the brake vacuum pump is installed correctly to the bracket.

NOTE: Use hand tools only. Torque specification is 44 ± 8 in-lb (5 ± 1 N-m).

16. Secure the brake vacuum pump assembly to the vehicle by reinstalling the three 12 mm bolts.

NOTE: Use hand tools only. Torque specification is 84 ± 30 in-lb (9.5 ± 3.5 N-m).

17. Clip the brake vacuum pump electrical connector mount to the body of the vehicle.

18. Reconnect the brake vacuum pump connector.

19. Reinstall the vacuum hose according to the location noted in step 8.

20. Reinstall the vacuum hose clamp according to the location noted in step 7.

21. Close the power unit inspection lid and reinstall the four wing nuts. Replace the rear access cover and close the liftgate. Set the rear passenger seatbacks to their original position.

22. Remove the electrical tape and reconnect the negative (-) terminal of the 12V battery. Reinstall the battery cover.

NOTE: Use hand tools only. Torque specification for the negative (-) terminal is 44 ± 8 in-lb (5 ± 1 N-m). Torque specification for the battery cover is 35 ± 8 in-lb (4 ± 1 N-m).

23. Turn the electric motor switch to "ON". Release the parking brake and confirm the "READY" light is on. With the gear selector in "P" (Park), fully depress the brake pedal (as you normally would when bringing a moving vehicle to a complete stop) **three times**. Refer to the chart below to verify if the brake vacuum pump was successfully installed.

Brake Vacuum Pump Operation Verification			
	Brake Warning Buzzer	Brake Warning Lamp	Judgement
Fully Depress Brake Pedal Successively Three Times	Beeps Intermittently or No sound is Heard	Flashes Intermittently or Off	Normal / Pass
	Continuous sound	ON	Abnormal - Diagnose Per Service Manual

24. Reinstall the 12V auxiliary battery cover and plastic nut. Close the hood.

25. Fully charge the i-MiEV Main drive lithium-ion battery. Set the clock. If the vehicle is not equipped with MMCS Navigation, set radio station presets previously noted before returning the vehicle to the customer.

PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number
Vacuum Pump, EV Brake Booster	MW400261

WARRANTY INFORMATION

There is only 1 repair scenario for each specific campaign number. Involved vehicles can only be in one campaign.

WARRANTY / RECALL CAMPAIGN CLAIM INFORMATION

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

Please follow the campaign instructions when entering each claim. See the claim example is provided below.

Certain 2012-2017 MY i-MiEV models.

Recall Claim Header Section:

MITSUBISHI DEALER LINK Service Warranty Warranty Claim Help

Claim Entry Vehicle Information PQR/VQR

Campaign Information

Campaign Operation No: Enter As TSP

Miles/Km:

VIN:

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:

Enter in the first 6 characters of the campaign number: **C1902R**.

This campaign is for replacing the brake vacuum pump. Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C1902R** as open are involved.

After entering the required customer data, vehicle information, selecting the applicable repair campaign and scenario performed (please note there is only 1 possible repair scenario for this campaign), and then hitting the “Save and Continue” button, the system will automatically fill—in several fields.

LABOR OPERATIONS:

There is only 1 possible repair scenario for this campaign.

Involved Models	Campaign Op#	Labor Time	Repair Description
Certain 2012-2017 i-MiEV	C1902R01	0.4 hrs.	Replace brake vacuum pump

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="text"/>	<input type="text"/>
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES	Days <input type="text"/> Reason <input type="text" value="<Select one>"/> Rental Company <input type="text"/> Invoice Number <input type="text"/>	<input type="text"/>
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company <input type="text"/> Invoice Number <input type="text"/>	<input type="text"/>
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company <input type="text"/> Invoice Number <input type="text"/>	<input type="text"/>

NOTE: Rental cars applicable in the US and Puerto Rico only.



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, _____.

Date: January 2020

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with 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 2012 - 2017 i-MiEV vehicles. Due to the design of the brake vacuum pump, water may penetrate the brake vacuum pump, causing corrosion. If sufficient corrosion occurs, the brake vacuum pump may become inoperable. If the brake vacuum pump fails, this may result in a sudden loss of braking assist, and increased stopping distances, which can increase the risk of a crash. If the brake vacuum pump becomes inoperable, the brake warning lamp will illuminate and a continuous audible warning will sound, alerting the vehicle operator.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the brake vacuum pump replaced, free of charge. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform this repair for your vehicle, free of charge.

What your dealer will do: The dealership will replace the brake vacuum pump with a countermeasure one.

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.

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. (Central 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 brake vacuum pump 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 Motors North America Inc., Customer Relations, P.O. Box 689040, Franklin, TN 37068

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.

C1902R