



SAFETY RECALL BULLETIN

SUBJECT:		No: SR-14-001	
2013 OUTLANDER SPORT DRIVER SIDE SEAT MOUNTED AIRBAG SAFETY RECALL		DATE: February, 2014	
		MODEL: 2013 Outlander Sport	
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

The wire for the driver side seat mounted airbag may have been improperly routed during the leather seat cover installation process. As a result, the driver side seat mounted airbag wire may interfere with the seat height adjustment mechanism when it is adjusted downward. This interference can damage the driver side seat mounted airbag wire, which will result in illumination of the SRS airbag warning lamp. Subsequent to illumination of the SRS airbag warning lamp, if the vehicle were to be involved in a collision, the driver side seat mounted airbag may not deploy, increasing the risk of injury.

This campaign bulletin instructs dealers to inspect the driver side seat mounted airbag wire and if necessary, reroute the wire or replace the seatback assembly.

AFFECTED VEHICLES

Certain 2013 Outlander Sport vehicles with port-installed accessory leather seat covers built July 20, 2012 to May 29, 2013

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 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 non-compliance is remedied.

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 their driver side seat mounted airbag wire inspected. If necessary, the dealer will reroute the wire or replace the seatback assembly. A draft of the 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 computer with A/C power adapter – 520924, or 547708.
- MUT-III main harness 'A' (blue connector at the DLC end) – MB991910 or MB992745.
- USB 2.0 cable – MB991827 or MB992747.

Continued

Copyright 2014, Mitsubishi Motors North America, Inc.

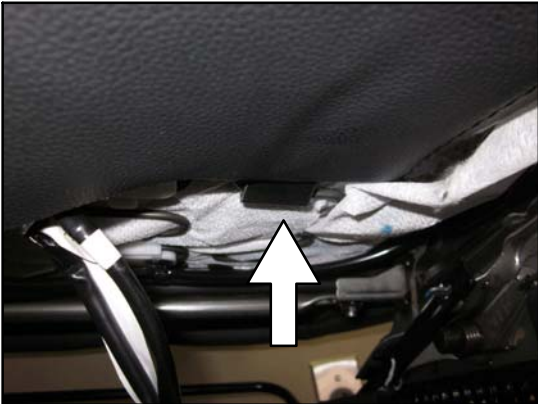
(4112)

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.mitsubishitechinfo.com)

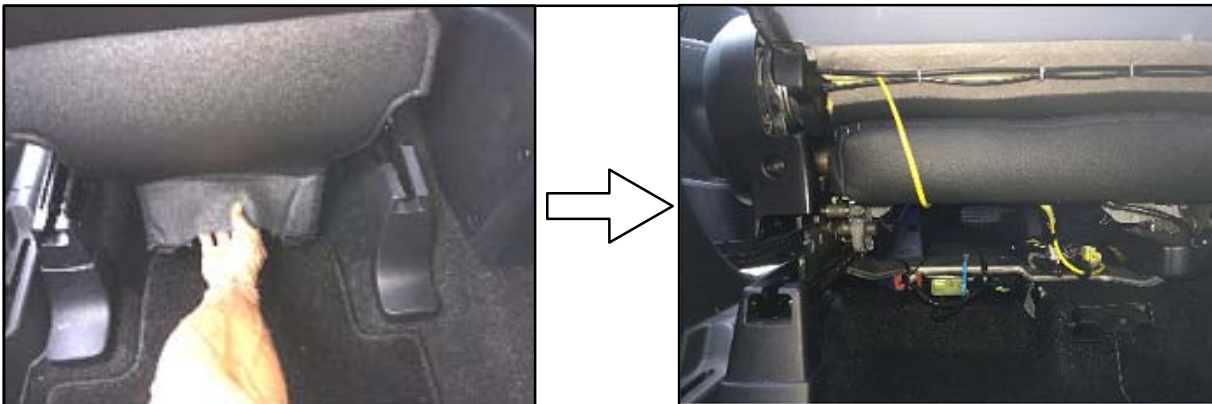
INSPECTION PROCEDURE

1. Open the driver door and move the driver seat forward to allow for enough workspace behind the driver seat.
2. Unfasten the lower rear leather flap by unhooking the (2) hooks located underneath the driver seat.

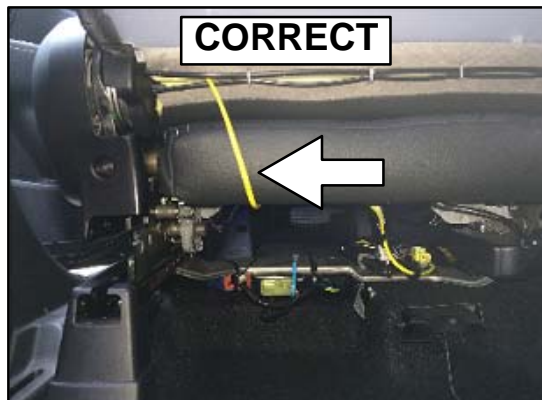
NOTE: Only the inner hook is shown below.



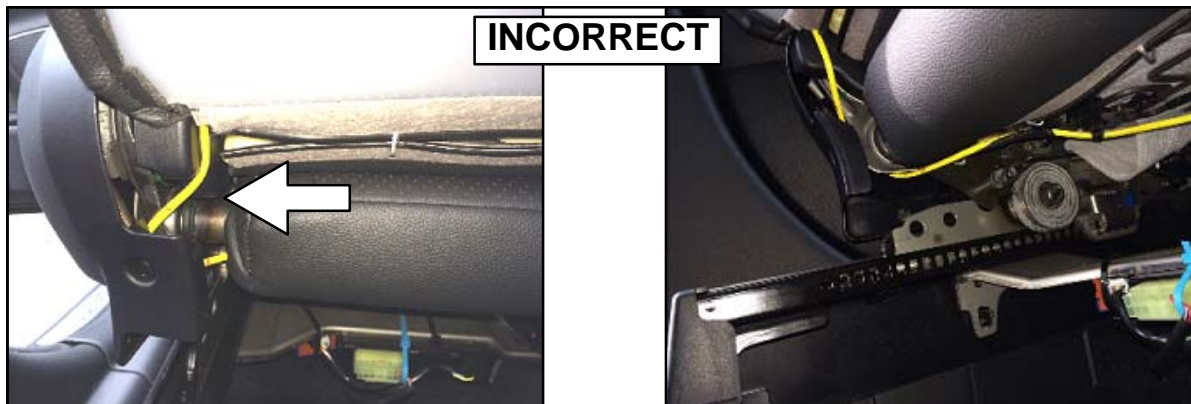
3. Lift the lower rear leather flap to expose the lower rear section of the driver seat.



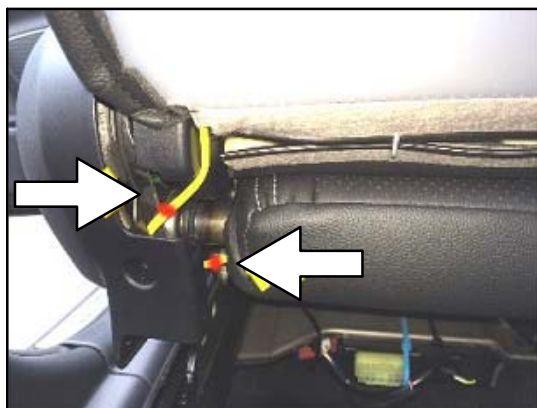
4. Inspect the driver side seat mounted airbag (SRS) wire and determine if it is correctly routed.
 - a. If the SRS wire is correctly routed, **no repairs are necessary**. Perform Steps 2–3 in reverse order, complete the campaign claim and enter campaign labor operation **C1401Z01**.



b. If the SRS wire is incorrectly routed, continue to Step 5.



5. With a dark colored pen or marker, mark the SRS wire in the indicated areas (area to be inspected in Step 7).



6. Unscrew the driver seat lower left rear cover. Do not remove the cover.



7. Pull the SRS wire out and inspect between the marked areas for damage.



- a. If the SRS wire is not damaged (cuts, dents, etc.), proceed to the **Rerouting Procedure** section.



- b. If the SRS wire is damaged (cuts, dents, etc.), photograph the damaged area and check for related DTC's. Refer to the **Erase and Read DTC's from All ECUs** section below. Contact MMNA TechLine and provide photographs via email to MMNATechline@mmsa.com. If you receive TechLine's approval to replace the driver seatback assembly, an order will be placed for you. Proceed to the **Replacement Procedure** section. Otherwise, proceed to the **Rerouting Procedure** or follow TechLine's directions.

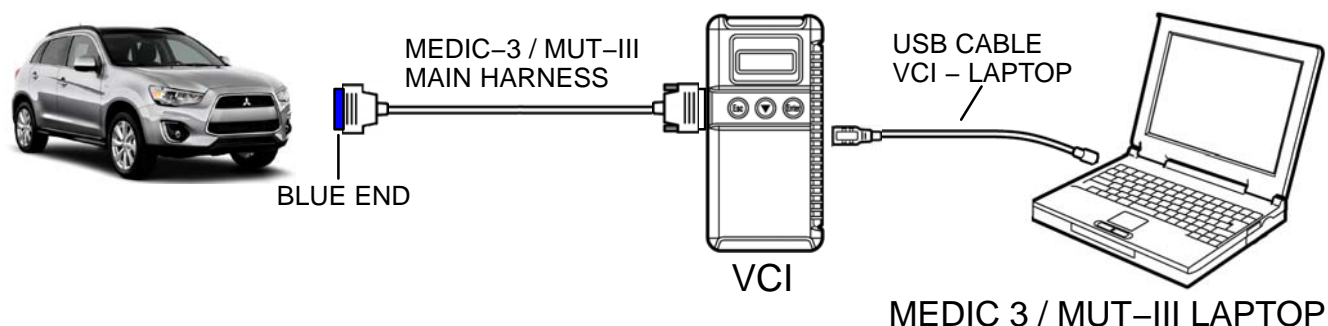


ERASE AND READ DTCs FROM ALL ECUs

1. Connect the equipment as follows:

- Turn the laptop computer on.
- Connect the USB cable to the VCI.
- When the laptop displays the MUT-III main screen, connect the USB cable to the laptop.
- Connect the MUT-III main harness with the blue DLC connection to the VCI/VCI Lite.
- Connect the blue connector of the MUT-III main harness to the vehicle's data link connector.

NOTE: VCI shown for illustration purposes only.



2. 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...).

3. From the MEDIC main page,

- a. Click on MUT-III
- b. Select "Special Function"
- c. Select "All DTCs"
- d. Select "Read all DTCs". Record any related DTCs and provide to TechLine. Return one level to "All DTCs".
- e. Select "Erase and read all DTCs". Record any related DTCs and provide to TechLine.

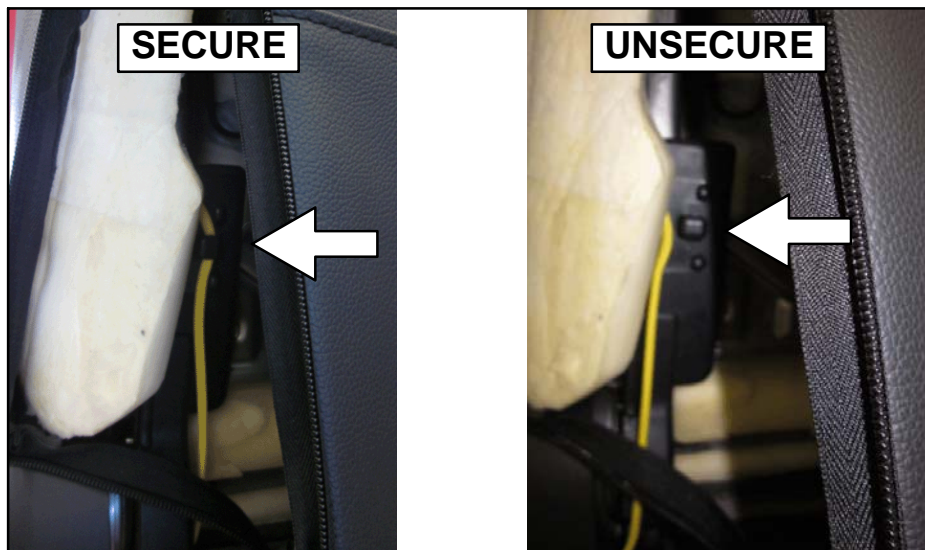
REROUTING PROCEDURE

1. Check if the SRS wire is properly secured inside the driver seatback.

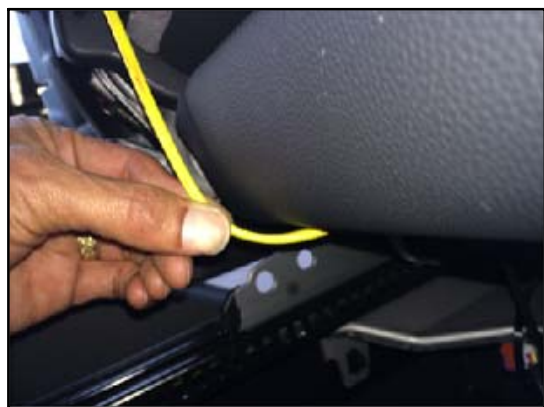
- a. Unzip the left side leather seat cover zipper to reveal the SRS wire. The zipper may be tucked into the seatback.



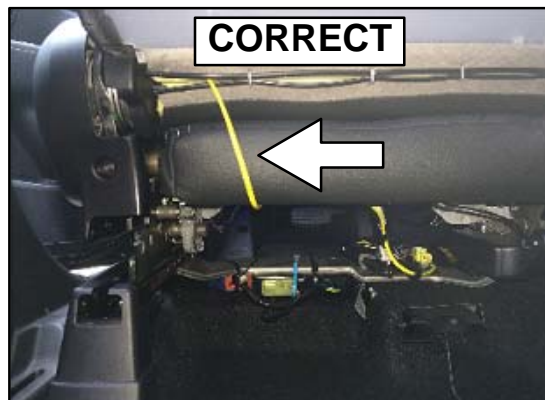
- b. Ensure the SRS wire is secured to the mounting clip inside the seatback. If unsecured, secure it.



- 2. Reroute the SRS wire.
 - a. Position the seatback to its full upright position and ensure the SRS wire does not have any tension.



- b. A correctly routed SRS wire is shown below.



- c. Zip tie the SRS wire to the seat spring located underneath the seat.

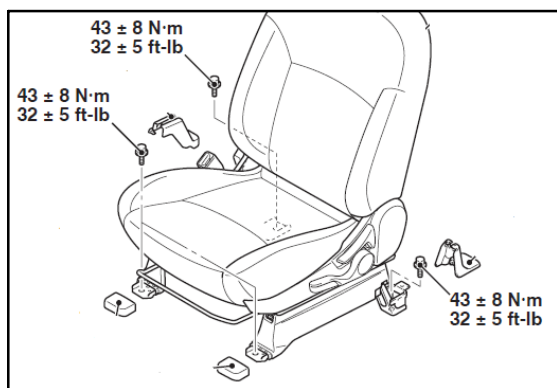


3. Reinstall the the driver seat lower left rear cover screw.
4. Completely zip the left side leather seat cover zipper. Ensure the left and right leather seat cover zippers are tucked into the seatback.
5. Fasten the lower rear leather flap with the (2) hooks to the seat springs underneath the driver seat.
6. Repair is complete. Complete the campaign claim and enter campaign labor operation **C1401Z02**.

REPLACEMENT PROCEDURE

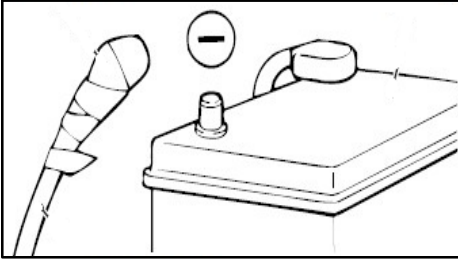
Only perform Replacement Procedure with TechLine's approval.

1. With the vehicle parked, engage the parking brake and turn OFF the vehicle. Adjust the steering wheel tilt to its upmost and forward position to ensure clearance for driver seat removal.
2. Remove the headrest from the driver seat.
3. Driver seat removal preparation.



- a. Slide the driver seat to its most forward position and carefully remove the (2) rear plastic seat anchor caps. Remove the (2) 14mm bolts
 - b. Slide the driver seat to its most rearward position and carefully remove the (2) front plastic seat anchor caps. Remove the (2) 14mm bolts.
4. If the vehicle is not equipped with the optional OEM navigation unit, please record all radio station presets and reprogram when repair is completed.

5. Open the hood. Disconnect the negative (-) cable from the battery and insulate it with electrical tape.



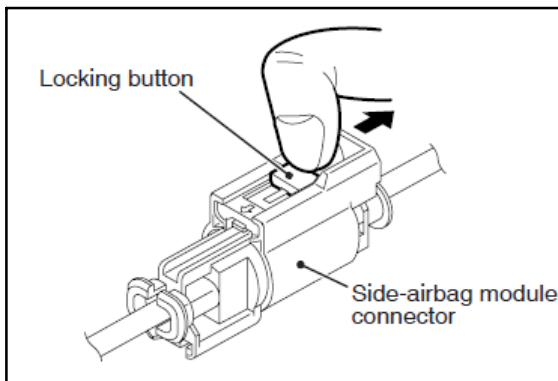
⚠ WARNING To avoid accidental airbag deployment, wait at least 60 seconds before proceeding to the next step.

6. From the front side of the seat, reach under the seat and locate up to (5) wiring harnesses and the accessory remote start module (if installed). Carefully disconnect each connector.



- a. Side airbag module (Connector D-32, 2-pin yellow).

NOTE: When removing the side airbag module connector (yellow connector), unlock the connector by sliding the lock button to the direction shown in the arrow below.



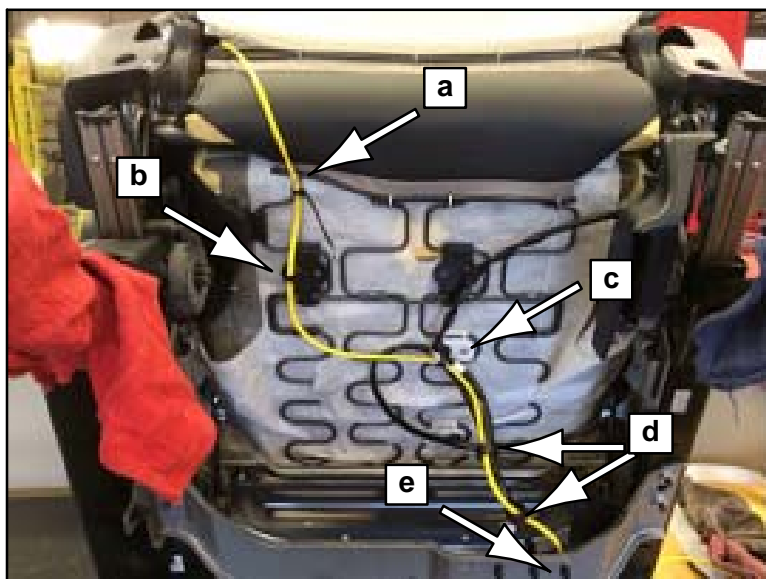
- b. Seat belt switch (Connector D-33, 2-pin)
c. Power seat assembly (Connector D-34, 2-pin)
d. Heated seat – if applicable (Connector D-35, 4-pin black)
e. Seat slide sensor (Connector D-46)
f. Accessory remote start module (if installed).

7. Carefully remove the seat from the vehicle.

⚠ CAUTION

The seat's metal brackets can cause damage to the interior during removal. To avoid causing any damage to the interior, please wrap the bracket ends with shop rags.

8. Place the driver seat assembly on a work bench. Disconnect and remove the SRS wire from underneath the seat.

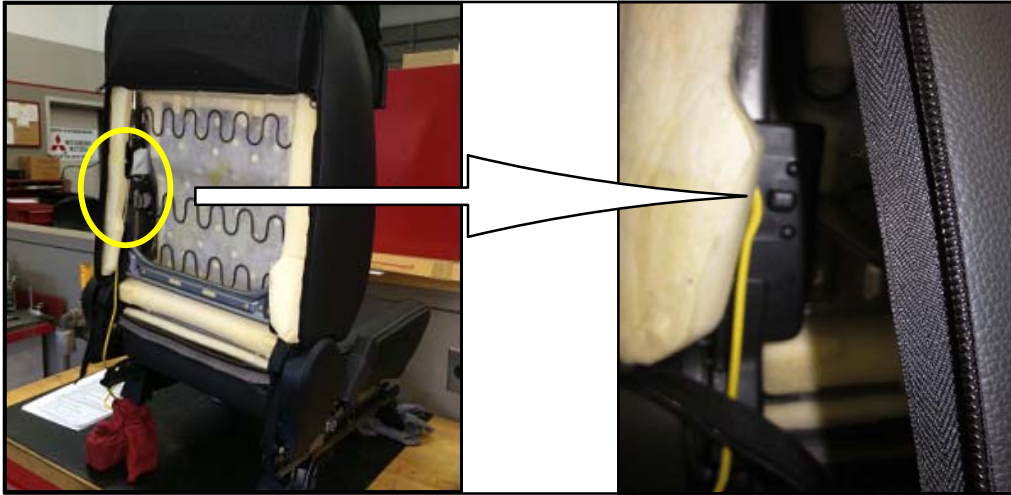


- Discard – zip tie.
 - Reuse** – clip. Unfasten the clip and unzip the plastic connector from around the SRS wire.
 - Reuse** – clip. Unfasten the clip and unzip the plastic connector to release bundled wires. Use tape to hold bundled wires (other than the SRS wire) together.
 - Reuse** – clips (2). Unzip the (2) plastic connectors and use tape to hold bundled wires (other than the SRS wire) together.
 - Unfasten the (2) clips retaining the SRS wire to the seat frame.
9. Pull out the (2) leather seat zippers from both sides and unzip. The zippers may be tucked into the seatback.

NOTE: Only inner zipper shown below.



10. Flip seatback lower rear leather flap over to expose the rear seatback and unclip the SRS wire from the mounting clip.



11. Remove (4) hog rings, which wraps the leather seatback from underneath the seatback frame. Use pliers to twist the hog rings or cutters for removal.



12. Remove the rubber cover on the left side, which conceals the left side seatback mounting bolts.



13. Remove the (4) 14mm bolts (two on each side), which hold the seatback to the seat frame.

NOTE: Left side shown below.



14. Remove seatback.



15. Install the new leather seatback assembly. Carefully align seatback frame to lower seat frame.
16. Reinstall the (4) 14mm bolts and torque to 22–37 ft-lb.
17. Clean the left side metal seam with alcohol (upper seatback and lower seat frame) to prep the area for felt tape attachment.



18. Apply provided felt tape over the left side metal seam.

IMPORTANT The felt tape is added to prevent abrasion to the SRS wire. It will be attached to the lower rear leather flap.



19. Reinstall the left rubber cover (see Step 12 of this section for reference).

20. Clip the SRS wire onto seatback frame (see Step 10 of this section for reference).

21. Properly fit the seatback foam and leather attachment material through the back side (pull the leather material through the section between the front side of the seatback and the top side of the seat cushion).



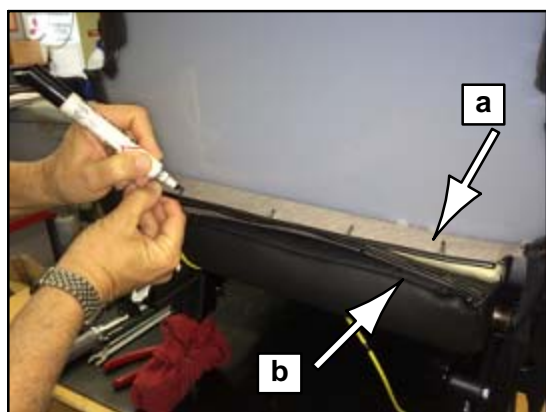
22. Gently pull the left and right zippers down and check for proper fit.



23. Bolsters should be straight and headrest holes should align.

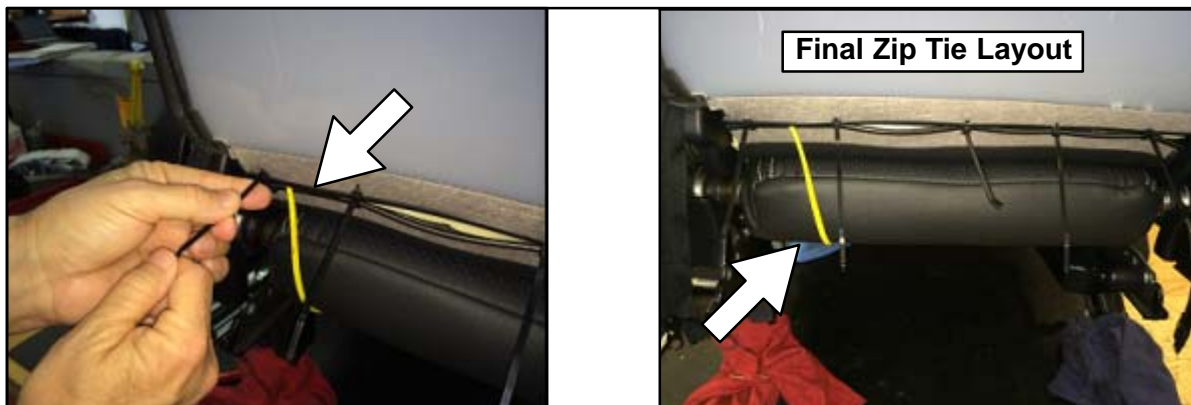


24. Mark upper and lower seatback material as shown to identify the zip tie installation points:



- a. Rear upper leather material
- b. Rear lower leather material

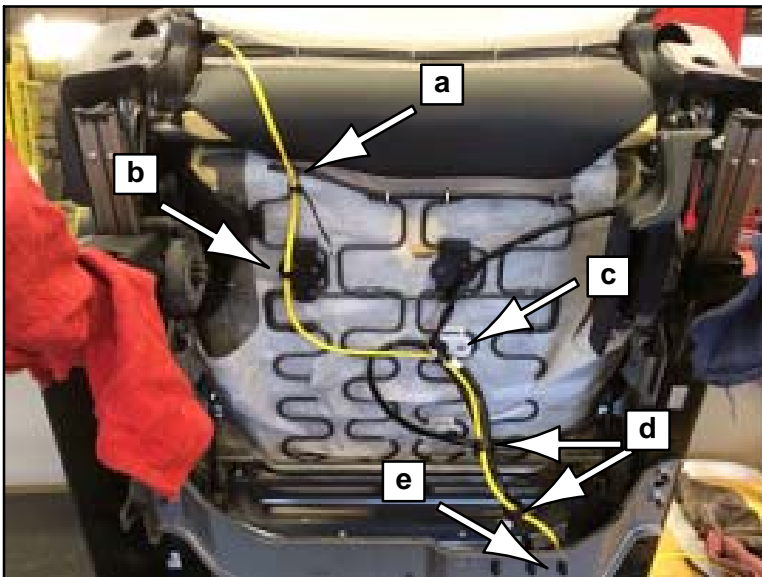
25. Gather seatback upper and lower leather material installation points together and secure using (5) zip ties. Place the SRS wire in between the zip ties as shown to prevent the SRS wire from moving towards the left side.



26. Cut the zip tie ends.



27. Flip seat over to route SRS wire and secure it in place.



- a. Add zip tie.
- b. Reuse the plastic connector clip to secure the SRS wire to the seat frame.
- c. Remove tape from the bundled wires. Reuse the plastic connector clip to secure the SRS wire to the seat frame and to the other bundled wires.
- d. Remove tape from the bundled wires. Reuse the (2) plastic connectors and secure the SRS wire to the other bundled wires.
- e. Secure the SRS wire to the seat frame with the (2) clips attached to the SRS wire.

28. Attach the (2) hooks of the lower rear leather flap to the underside seat springs.



29. Carefully reinstall the driver seat. Be cautious of the interior panels as the seat's metal brackets are exposed. Verify the driver seat bracket holes line up with the mounting holes in the vehicle.

⚠ CAUTION

The seat's metal brackets can cause damage to the interior during reinstallation. To avoid causing any damage to the interior, please wrap the bracket ends with shop rags.

NOTE: If the seat's metal brackets were wrapped with shop rags, remove shop rags after moving the driver seat into the vehicle.

30. Reinstall and hand tighten the (2) front 14mm mounting bolts.
31. Check under the seat and locate the wiring harnesses. Match each colored connector and reconnect. Ensure that a "click" is heard on each connection.
32. Remove the electrical tape from the negative (-) battery cable and reconnect it to the negative (-) battery post. Torque to 106 ± 17 in-lb. Close the hood.
33. Slide the driver seat to its most forward position and reinstall the (2) rear 14mm mounting bolts. Torque to 32 ± 5 ft-lbs. Mark each bolt with a red marker. Reinstall the (2) rear plastic seat anchor caps.
34. Slide the driver seat to its most rearward position and torque the (2) front 14mm mounting bolts to 32 ± 5 ft-lbs. Mark each bolt with a red marker. Reinstall the (2) front plastic seat anchor caps.
35. Reinstall the headrest.
36. Perform an All DTC Check. If DTCs return, diagnose and repair per the service manual.
37. Complete the accompanying **Leather Seat Cover Installation Checklist**.
38. If the vehicle is not equipped with the optional OEM Navigation Unit, please reprogram the clock and radio station presets.
39. Repair is complete. Complete the campaign claim and enter campaign labor operation **C1401Z03**.

LEATHER SEAT COVER INSTALLATION CHECKLIST

No	Vehicle Inspection	Technician Initials	QA Pass	QA Fail
1	No exterior damage (nicks, scratches, etc.).			
2	No interior damage (nicks, scratches, etc.).			
3	The interior & exterior is clean and free of hand prints and other soiling.			
4	The accessory remote engine start works (if installed).			
Driver Seat Leather Installation Inspection				
5	Driver seat cover is secured and fits properly (no excessive wrinkles, loose threads, scratches, tears, soiled, stitching misalignment).			
6	Pull on driver seat sides to make sure the Velcro and rods are hooked.			
7	Driver seat leather seams aligned properly on corner edge of foam cushion.			
8	Driver seat heater operates (seat and backrest) if equipped.			
9	Driver seat headrest is secure, fits and adjusts properly (no excessive wrinkles, loose threads, scratches, tears, soiled, stitching misalignment).			
Leather Seat Safety Inspection Items				
10	Battery terminal bolts/nuts properly tightened (negative cable).			
11	Driver seat wiring properly routed and securely connected under the seat and away from moving parts.			
12	Torque markings are present on all 4 driver seat mounting bolts (32 ± 5 ft-lb).			
13	Plastic seat anchor caps in place and secure.			
14	Driver seat recline operation and height adjustment (if equipped) operates properly.			
15	SRS indicator tag present on side of seat.			
16	Driver seat belt operation *1 *2.			
17	Driver seat belt reminder/warning light is on with ignition on and driver seat belt unbuckled.			
18	Driver seat belt reminder/warning light is off with ignition on and driver seat belt buckled.			
19	No abnormal warning lights are on in the instrument panel to indicate possible DTCs.			

*1 The seat belt should latch and hold properly and the release latch should function properly

*2 The seat belt should retract properly when unbuckled and not in use

PARTS INFORMATION

Use the genuine Mitsubishi Parts listed below:

Description	Part Number
Back Assy, Fr Seat, LH W/ Heater (Two-Tone)	6901B9652TONE
Back Assy, Fr Seat, LH W/ Heater (Black)	6901B965BLK
Back Assy, Fr Seat, L/H W/O Heat (Two-Tone)	6901B9672TONE
Back Assy, Fr Seat, LH W/O Heat (Black)	6901B967BLK

If MMNA Techline authorizes seatback assembly replacement, an order will be placed for you.

WARRANTY INFORMATION

There are 3 possible repair scenarios

#	Campaign Operation	Repair Scenario	Labor Time Allowance
1	C1401Z01	C1401Z01 Inspect Only – No Damage and Wire Properly Routed	.3 hrs
2	C1401Z02	C1401Z02 Inspect Only – No Damage but Wire Needs to be Re-Routed	.6 hrs
3	C1401Z03	C1401Z03 Inspect: Wire Damaged – Replace Seatback	1.2 hrs

You must contact MMNA Techline for Prior Review and Approval for scenario #3

WARRANTY / SERVICE 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 applicable operation code that correctly match up with the work that was actually performed. A claim example is provided below.

Certain 2013 MY – Outlander Sport Vehicles Driver’s Side Leather Seat Mounted Airbag

Required Operation to be performed	Labor Operation	Labor Time
1. Inspect: driver side seatback airbag wiring condition and routing	C1401Z01	.3 hrs.
2. Inspect: no wiring damage found – but wire re-routing needed	C1401Z02	.6 hrs.
3. Inspect: wiring damage found – replace driver’s side seatback	C1401Z03	1.2 hrs.

Claim Header Section: 13MY Outlander Sport – Driver Side Seat Mounted Airbag

Service Warranty Warranty Claim

Claim Entry Vehicle Information

Campaign Information

Campaign Operation No: C1401Z__

Miles/Km: 5000

VIN: 4A.....

Service Technician: Emp No

Service Advisor

Spec Value * Duplicate Recall *

Dealer: 99320 Ref No: VIN: Claim No: Adj: Claim Status: Incomplete Model and Year:

Save & Continue Main Menu

Enter in the first 6 characters of this campaign labor operation: C1401Z.

This campaign is for the inspection of driver’s side seat mounted airbag wire routing on certain 2013MY Outlander Sport models with Leather Seating surfaces only.

Check the Open Recall area of the Superscreen each time to be certain of a vehicle’s eligibility. Only VINs showing C1401Z as open are involved in this campaign.

After entering the required customer data, vehicle information and applicable campaign operation number, depending on the “Repair Performed” scenario that is selected from the menu, hitting the “Save and Continue” button will automatically fill-in several fields. Please note that there are 3 possible repair scenarios for this campaign.

CAMPAIGN INFORMATION			
Campaign Operation No	C1401Z	2013 Outlander Sport	Repair Performed
Miles / KM	5,000		Repair Order No
VIN	4A4AP4AU4DE001016	Repair Date In	Repair Date Out
		02 / 10 / 2014	02 / 10 / 2014
			C1401Z01 Inspect Only - No Damage and Wire Properly Routed
			C1401Z02 Inspect Only - No Damage but Wire Needs to Re-Routed
			C1401Z03 Inspect: Wired Damaged - Replace Seatback
			EX12345

Campaign Claim Example:

Follow these instructions for claiming for performing the inspection on the driver’s side seat mounted airbag on certain 2013MY Outlander Sport models with leather seats.

PARTS:

Repair scenarios #1 and #2 require no parts. Parts are only required for repair scenario #3 (damaged wire = replacement of driver’s side seatback. No other dealer ordered parts are needed or allowed. The vast majority of vehicles will NOT need to have a seatback installed or the wire rerouted. Scenario #3 pre-review, pre-approval and parts to be ordered for you by MMNA Techline.

- | | |
|--|------------------|
| Scenario #1 – Inspect Only | No parts needed |
| Scenario #2 – Inspect and Re-Route Wire | No parts needed |
| Scenario #3 – Inspect wire, wire damage found, replace seatback. | Replace Seatback |
- (Scenario #3 requires pre-review, pre-approval, and parts order by MMNA Techline)**

LABOR:

The full campaign labor operation number of either: C1401Z01, C1401Z02, or C1401Z03 and the allowed labor time of .3 hours for scenario #1, .6 hours for scenario #2, or 1.2 hours for scenario #3 will be automatically entered as a result of the 'Repair Performed' selected from the “Vehicle” page.

MITSUBISHI DEALER LINK							
Claim Entry Vehicle Information Corporate e-Reports DMS Interface PQR/VQR PRC Center							
Vehicle Parts Step 3: Labor PWS Review							
Add Page - Labor Information							
Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Hrs	Labor Amt
#1		C1401Z01	C1401Z01 Inspect Only - No Damage and Wire Properly Routed	1	0.3	0.3	XX.XX
#2		C1401Z02	C1401Z02 Inspect Only - No Damage but Wire Needs to Re-Routed	1	0.6	0.6	XX.XX
#3		C1401Z03	C1401Z03 Inspect: Wired Damaged - Replace Seatback	1	1.2	1.2	XX.XX
			You must contact MMNA Techline for Prior Review and Approval for scenario #3				



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

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

This notice applies to your vehicle, _____.

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

Date: February, 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 2013 Outlander Sport vehicles equipped with leather seats. Due to an improper routing of the driver side seat mounted airbag wire, the wire may become damaged and illuminate the SRS airbag warning lamp.

Subsequent to illumination of the SRS airbag warning lamp, if the vehicle were to be involved in a collision, the driver side seat mounted airbag may not deploy, increasing the risk of injury.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the wire of the driver side seat mounted airbag inspected. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this inspection/repair to your vehicle, free of charge.)

What your dealer will do: The dealership will inspect the driver side seat mounted airbag wire to determine if it is routed properly. If routed improperly, the dealer will properly reroute the wire. If the wire is damaged, the dealer will replace the driver side seat mounted airbag and seatback assembly.

How long will it take? The time needed for this inspection and possible rerouting of the driver side seat mounted airbag wire is approximately **0.5** hrs. If the driver side seat mounted airbag and seatback assembly requires replacement, the time needed is approximately **1.5** 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, write 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 driver side seat mounted airbag and had it replaced as a result of this specific condition and have paid for the repair, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement consideration:

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

Notice to Lessors: If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law, (49 CFR Part 577), to provide each lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Further, you must maintain a record which identifies each lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

C1401Z