



SAFETY RECALL BULLETIN

SUBJECT:			No: SR-14-011
OUTLANDER SPORT/RVR FRONT PASSENGER SEAT BELT LAP END ATTACHMENT FASTENER – SAFETY RECALL CAMPAIGN			DATE: November, 2014
			MODEL: 2013–2015 Outlander Sport/RVR
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

Due to a supplier error, the front passenger seat belt lap end attachment fastener may not be torqued to specification. If the tightening torque of the fastener is too low, further loosening of the fastener due to vibrations experienced while driving cannot be excluded. If this occurs, the fastener might not withstand the required loads under all circumstances, potentially resulting in insufficient front passenger occupant restraint during a crash.

This campaign bulletin instructs dealers to torque the front passenger seat belt lap end attachment fastener to specification.

AFFECTED VEHICLES

Certain 2013 – 2015 Outlander Sport/RVR vehicles built July 20, 2012 – July 23, 2014

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 the front passenger seat belt lap end fastener torqued to specification. A draft copy 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.

Continued

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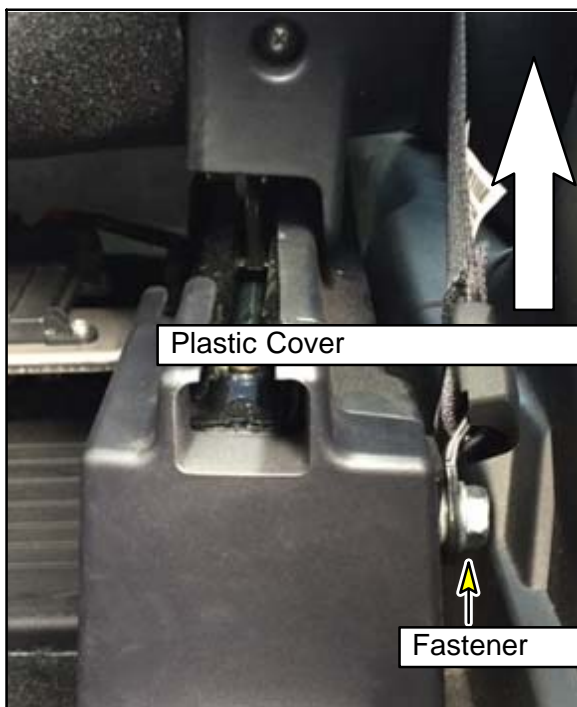
The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com)

INSPECTION AND REPAIR PROCEDURE

1. Ensure the engine is off, the key is removed from the vehicle, and the parking brake is engaged. Slide the front passenger seat to the maximum forward position and set the seatback to the maximum upright position.



2. From behind the front passenger seat, locate the front passenger seat belt lap end attachment fastener.



3. Slide the plastic cover up the seat belt webbing to expose the fastener.

CAUTION Be careful not to damage the interior trim during this repair.

IMPORTANT A crow's foot adapter must be used to avoid damaging the interior trim. For proper usage and to determine the correct torque wrench setting that compensates for the crow's foot, please reference the Torque Wrench Adapter Calculator on the MDL > service > service tech resources > Technician's Calculators / Tools > Torque Wrench Adapter Calculator. A sample illustration of the Torque Wrench Adapter Calculator is displayed below.

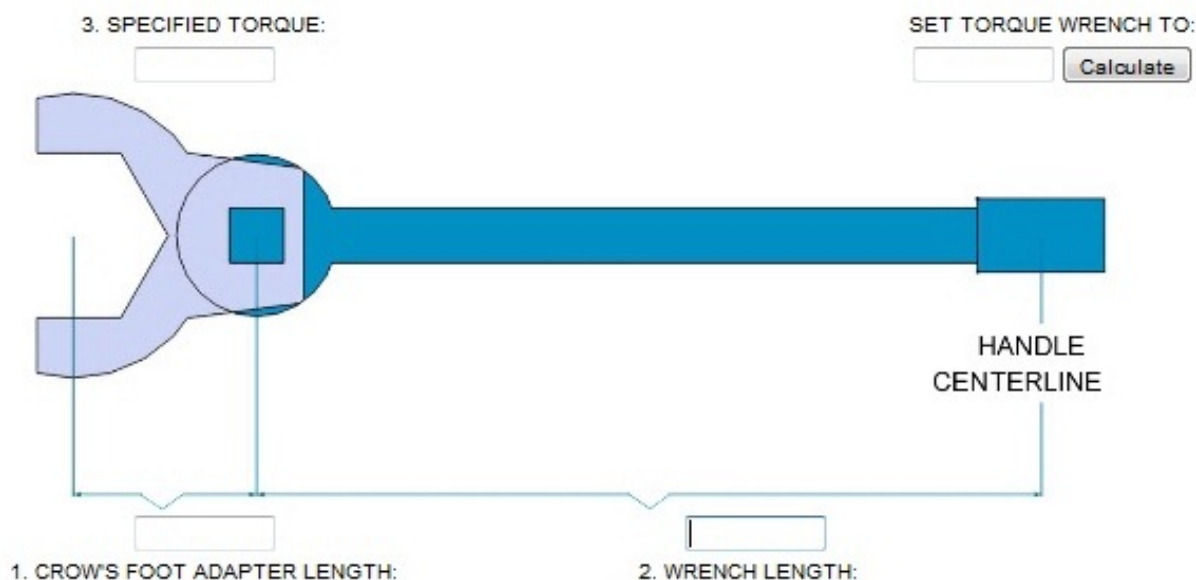
IMPORTANT To obtain the correct torque value, ensure the center of the crow's foot adapter forms a straight line with the wrench's handle (as illustrated below) at all times.

Torque Wrench Adapter Calculator

Using A Crow's Foot Adapter with a Torque Wrench

To properly use a crow's foot adapter with a torque wrench, the center of the adapter must form a straight line with the wrench's handle (shown below); the actual torque applied to the bolt will be greater than the torque read by your wrench. To torque to proper specifications, use the calculator shown below by inserting the following items:

1. Crow's Foot Adapter Length (Measured in inches or cm)
2. Wrench Length (Measured in inches or cm)
3. Specified Torque (Measured in Foot-Lb or N-m)



$$\text{INDICATED TQ} = \text{ACTUAL TQ} / ((\text{WRENCH LENGTH} + \text{EXTENSION LENGTH}) / \text{WRENCH LENGTH})$$



4. Enter the following measurements into the Torque Wrench Adapter Calculator to obtain the calculated value:
 - (1) Crow's foot adapter length (measured in inches or cm)
 - (2) Wrench length (measured in inches or cm)
 - (3) Specified torque (32 ft-lb or 43 N-m)
5. Using an appropriate 17mm crow's foot adapter, torque the fastener to the calculated value.

6. Slide the plastic cover on the seat belt webbing back over the fastener.

PARTS INFORMATION

This repair requires no parts.

WARRANTY INFORMATION

There is only 1 repair scenario:

#	Repair Procedures	Campaign Operation	Labor Time Allowance
1	Torque the right side, front seat belt anchor bolt to specification	No parts are needed or required C1416Z01	0.2 hrs

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			
Campaign Operation No	C1416Z	2013-2015 MY Outlander Sport/RVR Only	Repair Performed C1416Z01 Set Torque to Spec
Miles / KM	64,500		Repair Order No EX12345
VIN	4A4AP3AUXDE000077	Repair Date In 12 / 30 / 2014	Repair Date Out 10 / 30 / 2014

Campaign Claim Example:

Follow these instructions to claim for this campaign.

PARTS:

No parts are needed or required for this campaign.

LABOR:

The full campaign labor operation number is C1416Z01 and the allowed labor time of 0.2 hours will be automatically entered as a result of the 'Repair Performed' selected from the “Vehicle” page.

The screenshot shows the Mitsubishi Dealer Link interface. At the top, there are navigation tabs: Claim Entry, Vehicle Information, Corporate, e-Reports, DMS Interface, POR/VOR, and PRC Center. Below these, there are sub-tabs: Vehicle, Parts, Step 3: Labor, PWA, and Review. The main content area is titled "Add Page - Labor Information" and contains a table with the following data:

Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Labor Hrs	Labor Amt
		C1416Z01	Torque RH Front Seat Belt Anchor Bolt to Specification	1	0.2xx		XX.XX



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

Date: December, 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 - 2015 Outlander Sport vehicles. The fastener securing the front passenger lap portion of the seat belt to the seat may not be properly tightened to specification. If the tightening torque is too low, further loosening of the fastener due to vibrations experienced while driving can occur, and the fastener might not secure the lap portion of the seat belt under all circumstances.

If the fastener securing the front passenger lap portion of the seat belt becomes loose, the seat belt may not properly restrain the front passenger occupant in the event of a crash, increasing the risk of injury.

What you should do: Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the recall remedy performed on your vehicle. 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 tighten the lap portion of the seat belt fastener to specification.

How long will it take? The time needed for this remedy is approximately 0.5 hr. 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 front passenger seat belt and had it repaired 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.

C1416Z