

Part 573 Safety Recall Report

20V-403

Manufacturer Name : Mitsubishi Motors North America, Inc.

Submission Date : JUN 24, 2021

NHTSA Recall No. : 20V-403

Manufacturer Recall No. : SR-20-004



Manufacturer Information :

Population :

Manufacturer Name : Mitsubishi Motors North America, Inc.

Number of potentially involved : 177,000

Address : 4031 Aspen Grove Dr. Suite 650

Estimated percentage with defect : 1 %

Franklin TN 37067

Company phone : 1-888-648-7820

Vehicle Information :

Vehicle 1 : 2014-2019 Mitsubishi Outlander

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Vehicles in the recall population were manufactured from the start of production until a countermeasure which was implemented in production.

Production Dates : APR 12, 2013 - JAN 31, 2019

VIN Range 1 : Begin : JA4AD3A34EZ000101 **End :** JA4AZ3A34KZ040532 Not sequential

Vehicle 2 : 2018-2019 Mitsubishi Outlander PHEV

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Vehicles in the recall population were manufactured from the start of production until a countermeasure which was implemented in production.

Production Dates : NOV 13, 2017 - JAN 19, 2019

VIN Range 1 : Begin : JA4J24A52JZ011900 **End :** JA4J24A59KZ038562 Not sequential

Description of Defect :

Description of the Defect : Due to the seat belt buckle design on the second row seat, when folding the left-hand side seat back, if the process located in the owner's manual is not followed properly, the center seat belt buckle could collide with the right-hand side seat belt buckle upon folding the right-hand side seat back, causing the cover of the right-hand side seat belt buckle to come off. If this occurs, the right-hand side seat belt buckle latch may become inoperable and may not be able to engage the seat belt tongue.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the cover of the right-hand side seat belt buckle comes off, and the right-hand side seat belt buckle latch cannot engage the seat belt tongue, it may not adequately restrain an occupant in a crash, increasing the risk of injury or death.

Description of the Cause : Due to the seat belt buckle design on the second row seat, when folding the left-hand side seat back, if the process located in the owner's manual is not followed properly, the center seat belt buckle could collide with the right-hand side seat belt buckle upon folding the right-hand side seat back, causing the cover of the right-hand side seat belt buckle to come off

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On December 14, 2012, Mitsubishi Motors Corporation (MMC) received a field report from EU indicating that the right-side seat belt did not function. MMC investigated the returned part and found the seat belt buckle cover was broken. MMC could not find the root cause and decided to monitor the field.

From August 2013 to June 2016, MMC received additional 29 field reports. MMC investigated additional returned parts and conducted several tests on vehicles but could not duplicate the buckle cover came off.

From July 2016 to June 2018, MMC received 22 additional field reports and continued investigations, finding that seat buckle damage could be caused by folding the second row right-hand side seat back, without

following the instruction in the owner's manual. MMC began considering a production countermeasure.

In July 2018, MMC prepared assessment regarding safety risk and concluded that this issue does not present an unreasonable risk to safety.

In February 2019, the countermeasure seat belt buckle was effective in production in MMC Japan.

In October 2019, MMC issued TSL to Mitsubishi Motors North America, Inc. (MMNA) and in December 2019, MMNA issued TSB-19-52A-005.

In March 2020, MMNA received inquiries regarding TSB-19-52A-005 from NHTSA.

Between April and June 2020, MMC conducted further investigations, analysis and safety assessment and continued to have ongoing discussions with NHTSA.

On July 6, 2020, based upon NHTSA's opinion, MMC determined that a voluntary field action was necessary for the U.S. market and advised MMNA to conduct the safety recall.

Description of Remedy :

Description of Remedy Program : Owners of all affected vehicles will be notified and requested to bring their vehicles into a dealership for inspection and service. The following actions will be taken at no charge to the customer:

- (1) An upper portion of the center seat belt buckle resin boot will be removed.
- (2) An additional warning label will be attached to the second row seat support base.
- (3) An additional warning label insert will be provided for the owner's manual.

Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact the Mitsubishi Customer Relations Department for instructions on how to apply for a refund.

How Remedy Component Differs from Recalled Component : The upper portion of the resin boot on the center seat belt buckle will be trimmed and removed by repair work.

Identify How/When Recall Condition was Corrected in Production : The length of the center seat belt buckle was shortened to avoid hitting the right-hand side seat belt buckle. Production began in February 2019.

Recall Schedule :

Description of Recall Schedule : MMNA is working internally to determine the dealer and customer notification date and will update accordingly.

Planned Dealer Notification Date : SEP 11, 2020 - SEP 11, 2020

Planned Owner Notification Date : SEP 11, 2020 - JUN 22, 2021

* NR - Not Reported