

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: September 1, 2020
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Seat Belt Buckle Safety Recall Campaign
TIN NO. TIN-20-SR-004

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AFFECTED VEHICLES: Certain 2014 – 2019 Outlander and 2018 – 2019 Outlander PHEV

PURPOSE

On July 13, 2020, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding the 2nd row right hand side seatbelt buckle installed in certain 2014 – 2019 Outlander and 2018 – 2019 Outlander PHEV vehicles.

A recall campaign will be released today 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.

Recall Bulletin SR-20-004 outlining the repair procedure will be available today on MEDIC and MDL.

Notification letters are being mailed on September 1, 2020 to owners of vehicles affected by recall SR-20-004 “Seat Belt Buckle,” requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed. Sample copies of the letters are included in the Recall Bulletin for your reference.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the Most Recent: Open Campaign List available under the service section of “e-reports.” **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 delivery to customers. This recall Campaign Number is: C2004R.** When checking for applicability of this campaign, 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 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.