



SAFETY RECALL BULLETIN

SUBJECT: SEAT BELT - SAFETY RECALL CAMPAIGN		No: SR-20-002
		DATE: May 2020
		MODEL: SEE BELOW
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

PURPOSE

This Safety Recall Bulletin provides instructions for inspecting the 2nd-row RH-side (passenger side) seat belt shoulder anchor. If necessary, the seat belt will be replaced.

BACKGROUND

Due to inappropriate manufacturing process at the supplier, the guide piece (which is a component part of the second row seat belts' anchorage) for the left side seat belt was mistakenly assembled onto the right side seat belt, causing seat belt restraint efficiency for vehicle occupants to decrease in a vehicle collision, increasing the risk of injury.

AFFECTED VEHICLES

Certain 2019 - 2020 Outlander vehicles
 Certain 2019 Outlander PHEV vehicles

IMPORTANT

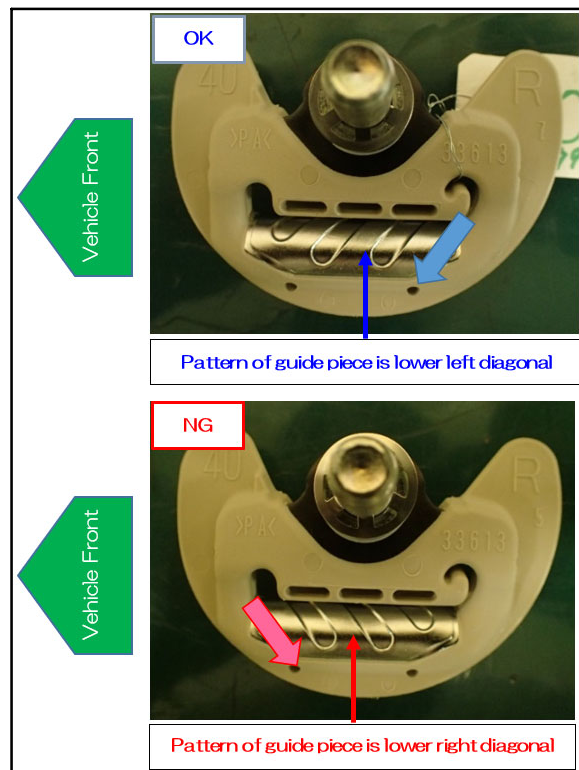
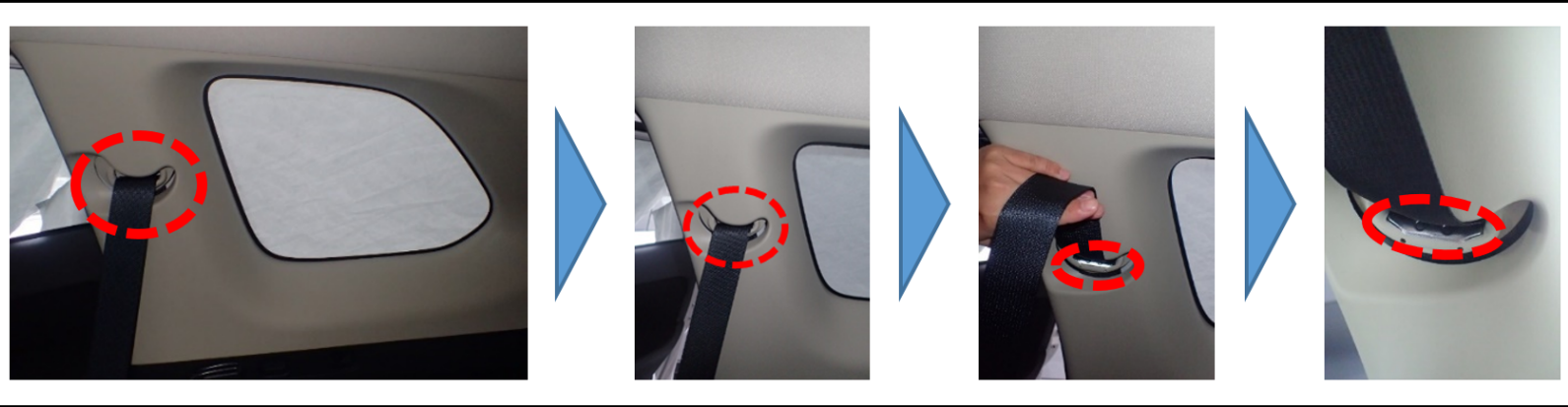
Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver 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 2nd-row RH-side shoulder anchor inspected. If the anchor guide is found to be incorrect, the seat belt will be replaced.

SEAT BELT ANCHOR INSPECTION PROCEDURE

1. Turn over the belt at shoulder anchor part of right side seat belt.



2. Check direction of the seat belt guide piece (metal plating part):

OK = Inspection complete

NG = Replacement needed

REPLACEMENT PROCEDURE

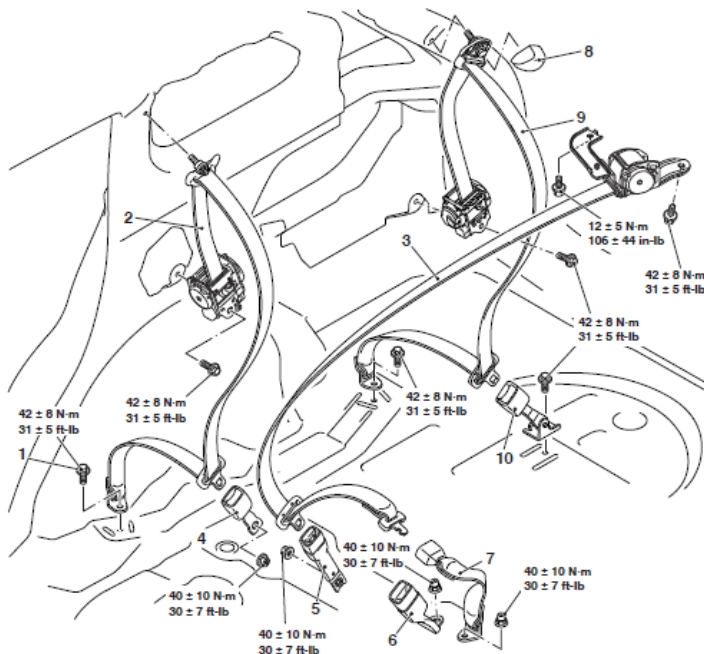
- The replacement procedure will require the removal of the seat and various trim components. Please refer to the applicable service manual for removal and installation instructions.

INTERIOR
SEAT BELT

52A-49

REAR SEAT BELT REMOVAL AND INSTALLATION

M1523001601341



ACC00813 AD

Second seat belt removal steps

1. Seat belt side lower anchor bolt
 - Rear scuff plate, rear scuff plate front, quarter trim lower, quarter trim upper (Refer to P.52A-10).
2. Outer seat belt side
 - Seat cushion assembly (LH)
 - Headlining (Refer to P.52A-16).
3. Outer seat belt center
4. Inner seat belt side (RH)
5. Inner seat belt center

- Seat cushion assembly
 - 6. Inner seat belt side (LH)
 - 7. Inner seat belt center (LH side)
- #### Third seat belt removal steps <7 persons seat>
8. Third seat belt sash guide cover
 - Quarter trim lower, quarter trim upper (Refer to P.52A-10).
 9. Outer seat belt
 10. Inner seat belt

PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number
REAR SEAT BELT OUTER RH	7000D540XA

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 provided below.

Certain 2019-2020 MY Outlander and 2019 MY Outlander PHEV 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: **C2002R**.

Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C2002R** 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
Outlander / Outlander PHEV	C2002R01	0.3	Inspected Seat Belt-Passed -Replacement Not Needed
Outlander (7000D540XA)	C2002R02	0.6	Inspection Failed – Replace Seat Belt
Outlander PHEV (7000D540XA)	C2002R03	0.8	Inspection Failed – Replace Seat Belt

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"/>	<input type="text"/>
			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.