



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V507

Manufacturer Name: Mitsubishi Motors North America, Inc.

Submission Date: Aug 07, 2025

NHTSA Recall No.: 25V507

Manufacturer Recall No.: SR-25-002

Manufacturer Information

Population

Manufacturer Name: Mitsubishi Motors North America, Inc.
Address: 4031 Aspen Grove Dr. Suite 650
Franklin TN, 37067

Total number of potentially involved: 91,697
Estimated percentage with defect: 1%

Vehicle Information

Vehicle 1: 2018-2022 MITSUBISHI OUTLANDER PHEV

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion: Plug-In Hybrid

Production Dates: Nov 13, 2017 - Apr 18, 2022

Number of potentially involved: 6,077

Descriptive Information:

Vehicles sold and/or currently registered in the Salt Belt region* are potentially affected by this recall.

*Alaska, Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, North Dakota, Nebraska, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, South Dakota, Utah, Vermont, West Virginia, and Wisconsin

Vehicle 2: 2014-2020 MITSUBISHI OUTLANDER

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Apr 12, 2013 - Dec 14, 2020

Number of potentially involved: 85,620

Descriptive Information:

Vehicles sold and/or currently registered in the Salt Belt region* are potentially affected by this recall.

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*Alaska, Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, North Dakota, Nebraska, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, South Dakota, Utah, Vermont, West Virginia, and Wisconsin

Defect / Noncompliance Description

Description of the defect or noncompliance:

The cylinder of the tailgate gas spring, which contains high pressure gas, could corrode due to salt water penetration. The high salinity of water promotes corrosion. If significant corrosion occurs over time, the wall thickness of the cylinder could be reduced, causing the gas spring to rapidly lose pressure.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

If significant corrosion occurs over time, the gas spring may lose pressure, potentially causing the lift gate to fall unexpectedly or causing the tailgate gas spring cylinder to rupture, which may cause a risk of injury.

Description of the cause:

Salt water could penetrate and accumulate within the dust cap of the tailgate gas spring, leading to corrosion of the cylinder, which could become significant over time.

Identification of any warning that can occur:

None.

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: MITO KOGYO CO.,LTD

Address: 3-3-2, RYUTSUDANCHI
KOSHIGAYA, SAITAMA Foreign States, 343-0824

Country: Japan

Involved Components

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25V507**Component Name 9:** SPRING,GAS T/GATE LH**Component Description:** Manual tail gate gas spring LH Applicable to model years 2016 through 2022**Component Part Number:** 5802A599**Component Name 10:** SPRING,GAS T/GATE RH**Component Description:** Manual tail gate gas spring RH Applicable to model years 2016 through 2022**Component Part Number:** 5802A600**Component Name 11:** SPRING,GAS T/GATE LH**Component Description:** Manual tail gate gas spring LH Applicable to model years 2016 through 2022**Component Part Number:** 5802A767**Component Name 12:** SPRING,GAS T/GATE RH**Component Description:** Manual tail gate gas spring RH Applicable to model years 2016 through 2022**Component Part Number:** 5802A768**Component Name 13:** SPRING,GAS T/GATE LH**Component Description:** Manual tail gate gas spring LH Applicable to model years 2016 through 2022**Component Part Number:** 5802A779**Component Name 14:** SPRING,GAS T/GATE RH**Component Description:** Manual tail gate gas spring RH Applicable to model years 2016 through 2022**Component Part Number:** 5802A780**Component Name 15:** SPRING,GAS T/GATE LH**Component Description:** Electric tail gate gas spring LH Applicable to model years 2014 and 2015**Component Part Number:** 5802A479**Component Name 16:** SPRING,GAS T/GATE RH**Component Description:** Electric tail gate gas spring RH Applicable to model years 2014 and 2015**Component Part Number:** 5802A480

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25V507**Component Name 17:** SPRING,GAS T/GATE LH**Component Description:** Electric tail gate gas spring LH Applicable to model years 2014 and 2015**Component Part Number:** 5802A511**Component Name 18:** SPRING,GAS T/GATE RH**Component Description:** Electric tail gate gas spring RH Applicable to model years 2014 and 2015**Component Part Number:** 5802A512**Component Name 19:** SPRING,GAS T/GATE LH**Component Description:** Electric tail gate gas spring LH Applicable to model years 2014 and 2015**Component Part Number:** 5802A797**Component Name 20:** SPRING,GAS T/GATE RH**Component Description:** Electric tail gate gas spring RH Applicable to model years 2014 and 2015**Component Part Number:** 5802A798**Component Name 21:** SPRING,GAS T/GATE LH**Component Description:** Electric tail gate gas spring LH Applicable to model years 2016 through 2022**Component Part Number:** 5802A507**Component Name 22:** SPRING,GAS T/GATE RH**Component Description:** Electric tail gate gas spring RH Applicable to model years 2016 through 2022**Component Part Number:** 5802A508**Component Name 23:** SPRING,GAS T/GATE LH**Component Description:** Electric tail gate gas spring LH Applicable to model years 2016 through 2022**Component Part Number:** 5802A601**Component Name 24:** SPRING,GAS T/GATE RH**Component Description:** Electric tail gate gas spring RH Applicable to model years 2016 through 2022

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Component Part Number: 5802A602

Component Name 25: SPRING,GAS T/GATE LH

Component Description: Electric tail gate gas spring LH Applicable to model years 2016 through 2022

Component Part Number: 5802A769

Component Name 26: SPRING,GAS T/GATE RH

Component Description: Electric tail gate gas spring RH Applicable to model years 2016 through 2022

Component Part Number: 5802A770

Component Name 27: SPRING,GAS T/GATE LH

Component Description: Electric tail gate gas spring LH Applicable to model years 2016 through 2022

Component Part Number: 5802A781

Component Name 28: SPRING,GAS T/GATE RH

Component Description: Electric tail gate gas spring RH Applicable to model years 2016 through 2022

Component Part Number: 5802A782

Chronology

In October 2023, Mitsubishi Motor Sales of Canada, Inc. (MMSCAN) received a Complaint Detail Report from Transport Canada (TC) regarding the rupture of a tailgate gas spring on a 2017 model year Outlander. TC also inquired whether MMSCAN was aware of any similar incidents. In response, MMSCAN and Mitsubishi Motors Corporation (MMC) initiated an analysis of field reports and warranty claims.

In November 2023, MMSCAN informed TC that no similar incidents had been reported.

In December 2023, MMC received the tailgate gas spring that was returned from Canada and initiated its investigation.

From January to April 2024, MMC continued investigating the returned tailgate gas spring, confirming that the cylinder of the tailgate gas spring was severely corroded. MMC also conducted a replication test (Salt Spray Test) in an attempt to duplicate the corrosion phenomenon. Eventually, MMC was unable to replicate the level of the significant corrosion observed on the returned tailgate gas spring during the test and otherwise to identify the root cause of the corrosion.

In May 2024, MMSCAN provided TC with the analysis result of the returned tailgate gas spring. MMC decided to monitor the issue, as no similar incidents had been reported, and no root cause was

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identified.

In October 2024, MMSCAN received a second Complaint Detail Report from TC regarding a tailgate gas spring rupture on a 2018 model year Outlander PHEV.

From November 2024 to January 2025, MMC initiated an investigation of the returned tailgate gas spring from the second Canadian incident, and confirmed that the cylinder was severely corroded, consistent with the phenomenon observed in the first case. MMSCAN provided TC with an interim analysis of the second returned tail gate gas spring.

From February to April 2025, MMC continued to analyze the second tailgate gas spring failure, including a replication test to attempt to identify the root cause of water penetration into the tailgate gas spring.

In May 2025, MMC confirmed from its analysis, including the replication test, that salt water could penetrate the tailgate gas spring, causing the cylinder to corrode, eventually resulting in rupture at the end of the cylinder upon significant corrosion. Also in May 2025, MMC received two additional field reports from Canada potentially involving similar incidents of tailgate gas spring ruptures. MMSCAN provided TC with the complete investigation results of the 2nd case, as well as information regarding the two additional Canadian field reports.

Between June and July 2025, MMC received six additional field reports of potentially similar incidents involving tailgate gas spring ruptures from Canada. MMC continued analysis of additional field reports.

On July 31, 2025, MMC determined that a field action was necessary, and advised Mitsubishi Motors North America, Inc. (MMNA) to conduct a safety recall in the Salt Belt region of the United States.

MMNA has received 3 VOQs that are potentially related to this issue, but has not received any field reports or confirmed warranty claims involving rupture in tail gate gas spring due to salt water corrosion.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Owners of all affected vehicles will be notified and encouraged to bring their vehicles to their dealer for repair. The left and right tailgate gas springs will be replaced. 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 recalled component: The steel cylinder of the tailgate gas spring is covered with a heat-shrink resin tube to prevent corrosion.
- The remedy component: The steel cylinder is treated with anti-corrosion coating, instead of using the heat-shrink resin tube.

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The affected vehicles are no longer in production.

Reimbursement Plan

Description of reimbursement program:

Customers will be directed to submit their original repair order or invoice, and original receipt/proof of payment to MMNA for reimbursement consideration.

Period of reimbursement:**Costs to be reimbursed:**

Cost of repair

Address for reimbursement claims:

P.O. Box 689040
Franklin TN, 37068

Recall Schedule

Description of recall schedule:

Dealers will be notified October 1, 2025. Owners of potentially affected vehicles will begin being notified October 6, 2025.

Planned Dealer Notification Date: Oct 01, 2025 - Oct 01, 2025

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Oct 06, 2025 - Oct 06, 2025

☐ Phased Recall

Date when VIN will be searchable: Oct 01, 2025