



Mitsubishi Motors North America, Inc.

SAFETY RECALL BULLETIN

SUBJECT:

Liftgate Gas Springs - Safety Recall

No: SR-26-001

Version: 1

Reason for change: NA

Date: June 3, 2026

TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Sales Managers, Service Managers, Service Advisors, Parts Managers, Technicians and Warranty Administrators

AFFECTED VEHICLES BY RECALL:

Certain 2014 - 2020 Outlander vehicles

Certain 2018 - 2022 Outlander Plug-in Hybrid Electric vehicles

PURPOSE

This Campaign Bulletin provides instructions for inspecting and replacing the liftgate gas springs with countermeasure springs.

BACKGROUND

The cylinder of the liftgate gas spring, which contains high pressure gas, can corrode due to salt water penetration. If significant corrosion occurs over time, the gas spring may lose pressure, potentially causing the liftgate to fall unexpectedly or causing the liftgate gas spring cylinder to rupture, which may cause a risk of injury.



ATTENTION

Dealers must check 2014-2020 Outlander and 2018-2022 Outlander Plug-in Hybrid VINs on the Warranty Superscreen to confirm if a vehicle is affected.

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.

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).

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CUSTOMER NOTIFICATIONS

MMNA will contact all owners of affected vehicles requesting that they schedule an appointment with their local Mitsubishi dealer. A sample copy of the customer notification letter appears at the end of this bulletin.

REQUIRED EQUIPMENT

- Safety Glasses
- Ruler
- Tape
- Support Jack
- Flathead Screwdriver
- Hacksaw

PROCEDURE INFORMATION

Overview of the Work Procedure:

- Replace Gas Spring LH/RH with the countermeasure one.
- If the Gas Spring resin cover shows signs of detachment, cracks, or bulging, apply tape that meets the specified requirement to the gas spring before removal to ensure worker safety in case of rupture.
- After removal, release the internal gas from the Gas Spring and dispose of it

Customer/Technician discussion points prior to update:

- The countermeasure Liftgate Gas Spring has a different appearance due to structural changes, but its performance remains unchanged

WORK PROCEDURE



WARNING

- To ensure working safety, wear safety goggles, protective gloves and long-sleeved workwear during the procedure.
- Perform the work in a cool indoor area away from direct sunlight, as high temperatures can increase internal gas pressure and the risk of Gas Spring rupture if corrosion is severe.
- When opening the liftgate, always operate it from inside the vehicle cabin. If the Gas Spring is severely corroded, there is a risk of rupture.
- Ensure no one is behind the vehicle when opening the liftgate.
- After opening, keep the liftgate fully open until the procedure is complete. Internal gas pressure may increase due to the Gas Spring compression, raising the risk of rupture if corrosion is severe.
- Do not apply bending force or impact to the Gas Spring, as this may increase the risk of rupture.
- When working with the liftgate open, use a support jack to securely hold the liftgate fully open, as one Gas Spring alone cannot support it. Do not use pliers or other non-specified methods to hold the Gas Spring.
- Do not support the liftgate using the latch area, as the narrow contact surface may cause the support jack to slip and the liftgate to fall. Always support it at the corner of the liftgate trim.

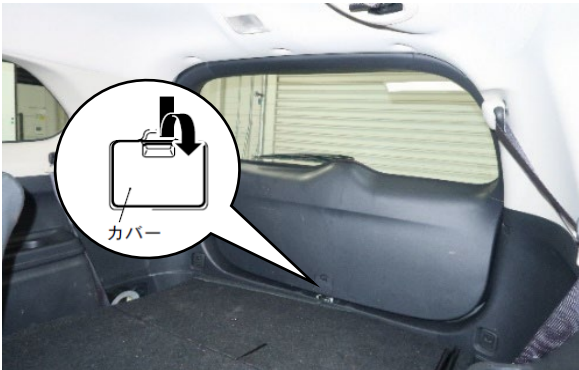
1. Open the Liftgate (Keep the Liftgate Fully Open)

- a. **Manual Liftgate** - Enter the cabin from the rear seat and operate the inside release lever to unlock the liftgate. Then, gently push it open.

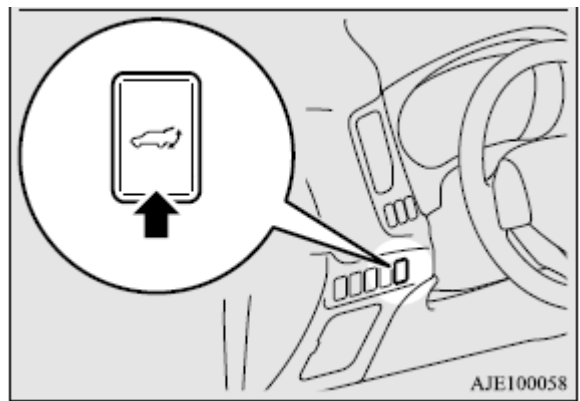
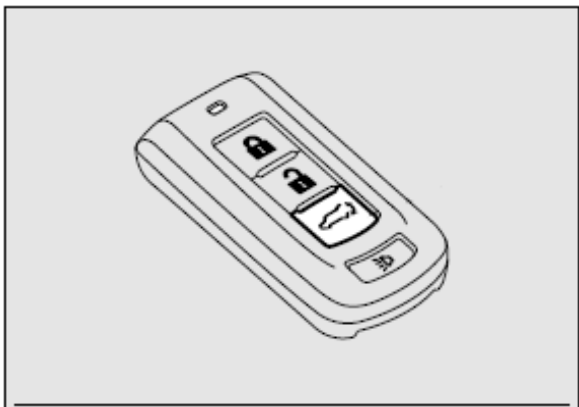


Caution

- Due to potential rupture of a gas cylinder, the liftgate should be opened from the inside as described above. Additionally, technicians in the area should keep safe distance away from the rear of the vehicle while opening the liftgate.



- b. **Electric Liftgate** - If using the keyless operation key, press the electric liftgate switch twice in succession from a safe distance away from the rear of the vehicle to open automatically. Alternatively, press and hold the electric liftgate switch on the driver's side for more than one second to open automatically.

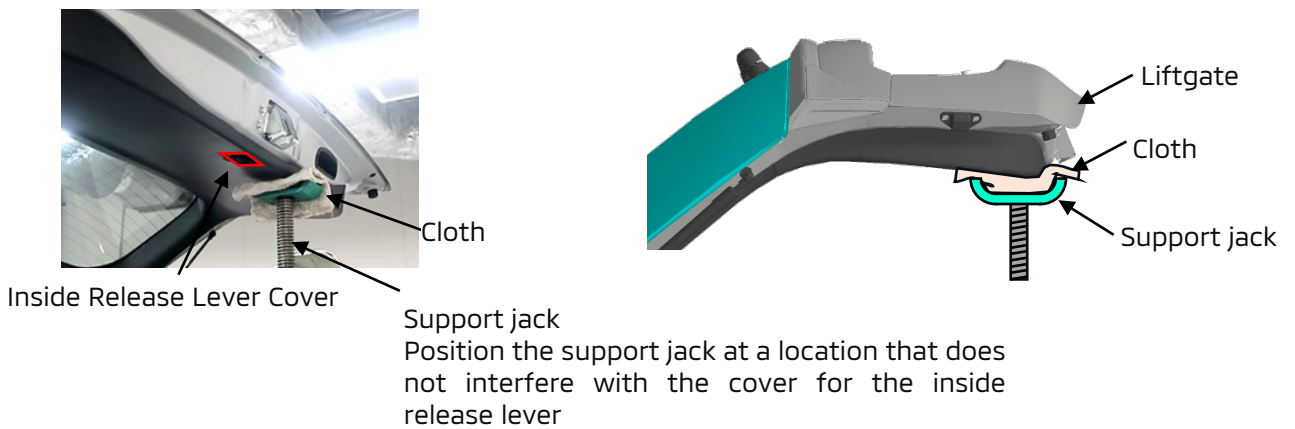


- c. **Support Liftgate After Opening** - Position the support jack at the corner of the liftgate trim, ensuring it does not interfere with the cover for the inside release lever located at the center of the liftgate. Keep the liftgate fully open.



Caution

- To prevent damage to the liftgate or trim, place a soft, thick cloth between the support jack and the contact surface.



2. Check the Gas Spring Resin Cover Prior to Removal



Warning

- **If the Gas Spring is corroded, applying force to the cylinder may increase the risk of rupture. Do not apply bending force or impact.**

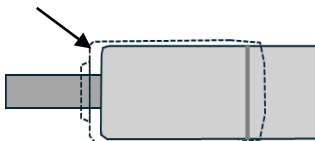
Visually inspect the resin covers on both the left and right Gas Springs for detachment, cracks, or bulging.

- If detachment, cracks, or bulging are found, take clear photos showing the abnormal condition for submission into the "PRC" (Photos Required Condition) so that MMC can check the condition later, then proceed to Step "3: Protect the Gas Spring".
- If no abnormalities are found, proceed to Step "4: Remove the Gas Spring".
- If unsure, proceed to Step "3. Protect the Gas Spring".

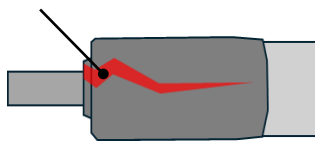


New part

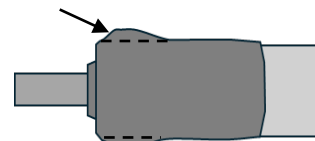
Detachment



Crack



Bulging



3. Protect the Gas Spring Prior to Removal



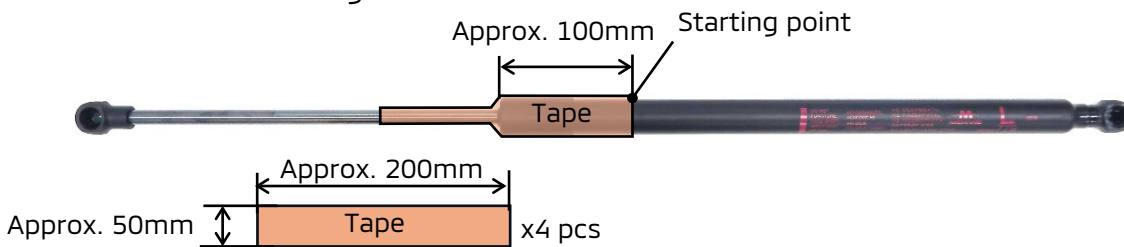
Warning

- To ensure worker safety in the event of a gas spring rupture, if the resin cover of the gas spring shows signs of detachment, cracking, or bulging, be sure to wrap the specified tape according to the procedure in the instruction below before removing the gas spring.
- Applying force to the cylinder increases the risk of rupture, especially when the gas spring is corroded. Therefore, do not apply any bending force or impact.

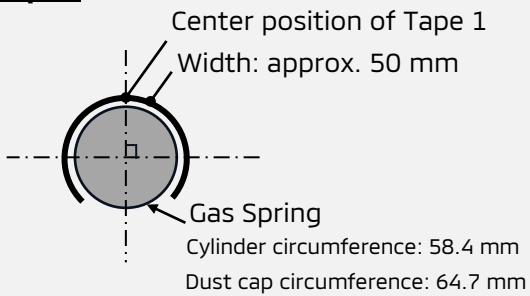
Tape Requirements - Purchase the tape from a retail store or through online shopping. (submit warranty on an actual cost basis)

Width	Approximately 50 mm (45-55 mm)
Tensile Strength	Equivalent to 60 N/10 mm or higher
Adhesive Strength	Equivalent to 8 N/10 mm or higher
Product Example	3M "Super Duty Duct Tape DT17" - Black, Ultra Thick, Wear Resistant, 17 mil, 48 mm x 32 m, 1 Roll: Amazon.com: Industrial & Scientific
	3M "Extreme Hold Duct Tape, 2835-B" - 1.88 Inches x 35 Yards, Black, Heavy-Duty, Double-Thick Adhesive, Waterproof Backing, Tough Repairs: Amazon.com: Industrial & Scientific
	Gorilla Tape - 3" Core, 1.88" x 10 yds, Black: Amazon.com: Industrial & Scientific

- a. Prepare four pieces of tape (Width: 50 mm, Length: 200 mm). Starting at the point 100 mm from the tip of the dust cap, apply the prepared tape along the gas spring in the order shown in the diagram below.

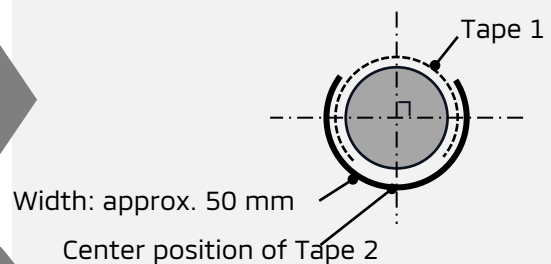


Tape 1



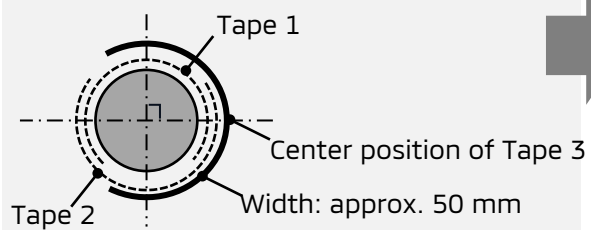
Tape 2

Apply on the opposite side of Tape 1 (180° from Tape 1)

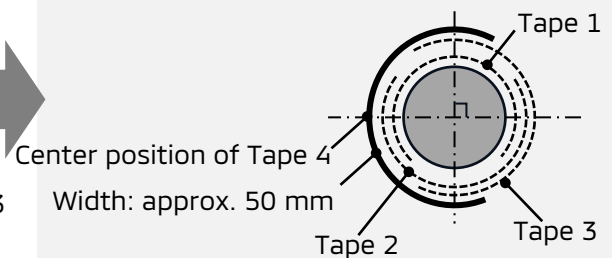


Tape 3

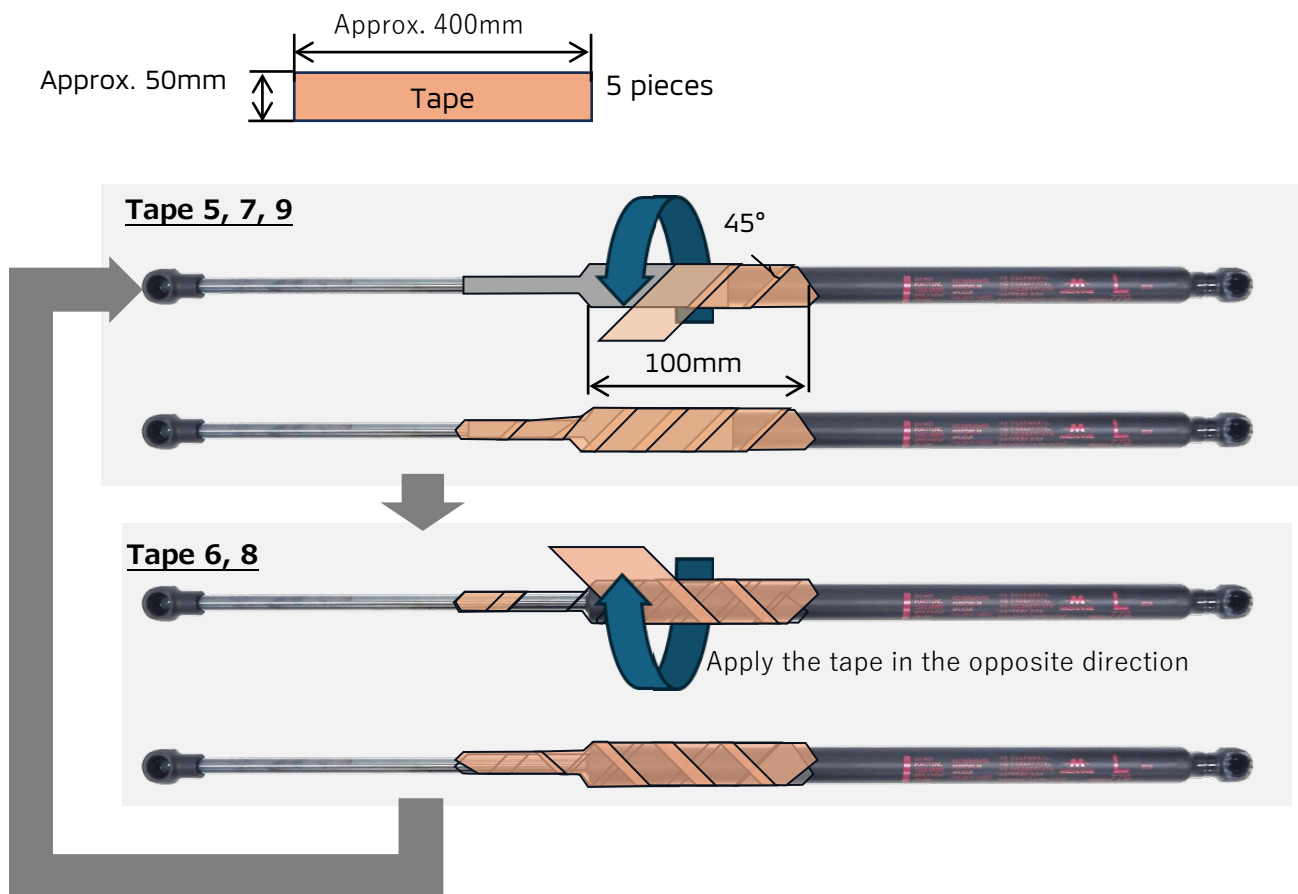
Apply at a 90° angle offset from Tape 2
Can be reversed with Tape 4



Tape 4



- b. Prepare another five pieces of tape (Width: 50 mm, Length: 400 mm). Starting at the point 100 mm from the tip of the dust cap, apply the tape along the gas spring at an angle of approximately 45°, following the order shown in the diagram below. After applying one piece, apply the next piece at an angle of approximately 45° in the opposite direction. Repeat this process until all five pieces are applied.



4. Remove the Gas Spring

Warning

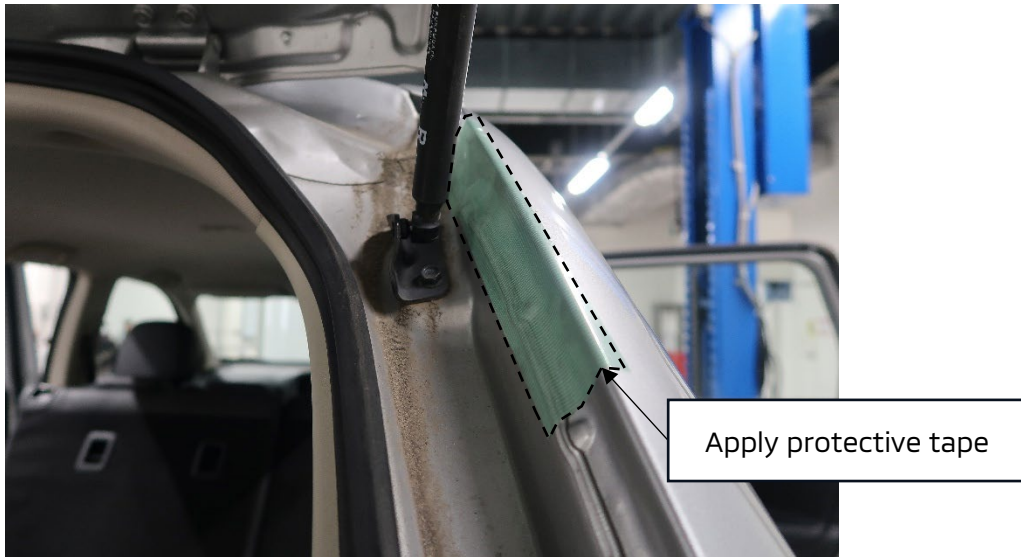
- **Applying force to the cylinder increases the risk of rupture, especially when the Gas Spring is corroded. Therefore, do not apply any bending force or impact.**
- **When removing the Gas Spring from the ball joint, grip around the socket area to minimize the load applied to the rod.**
- **After removal, release the gas from the Gas Spring promptly in accordance with "8. Release the internal gas from the Gas Spring".**



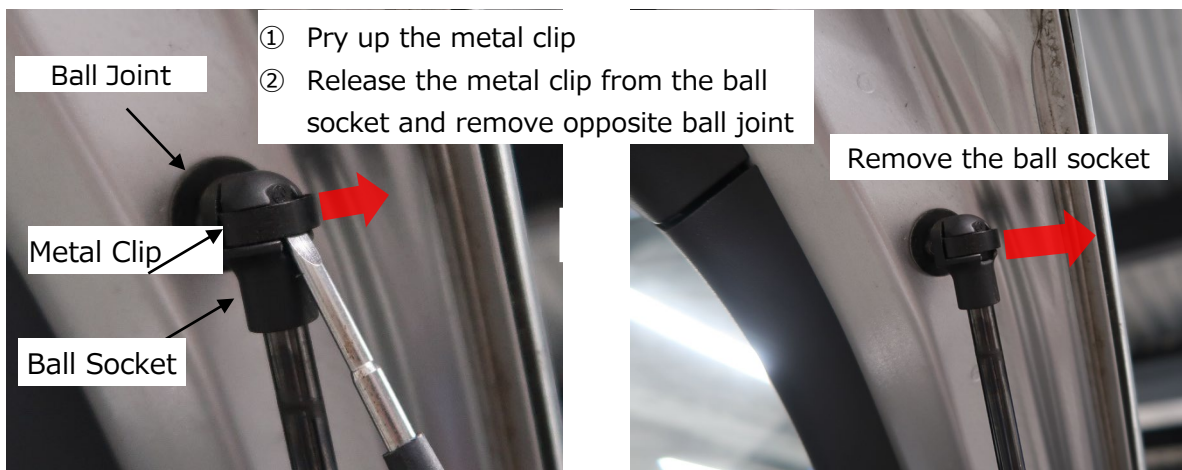
Caution

- To prevent damage to the vehicle body, always apply protective tape.
- When removing the gas spring, be careful not to let go, as it may come into contact with the vehicle body.
- Take care not to scratch the liftgate, body panels, rear bumper, trim, etc.

- a. To prevent damage to the vehicle, apply protective tape, such as painter's tape, to the body panel near the gas springs.



- b. First, insert a flathead screwdriver under the metal retaining clip on the **liftgate** side ball socket of the Gas Spring and pry it up and over the ball socket following the slit (left diagram).
- c. Once the metal clip is released, pull the ball socket out in the direction of the arrow to detach it from the ball joint (right diagram).
- d. Next, perform the same procedure on the **body** side to remove the Gas Spring.
- e. Repeat the procedure for the other side.



5. Install the Replacement Gas Spring



Caution

- **Installing a replacement Gas Spring with the wrong part number may result in improper liftgate operation.**
- **Be careful not to scratch the liftgate, body panels, rear bumper, trim, or other surrounding components.**

The applicable part number can be found in the Parts Information Chart on page **11**.

- Since the replacement gas spring is pre-greased, use a cloth to remove any grease or dust adhering to the body-side ball joint and the liftgate-side ball joint.
- For correct identification of the left and right gas springs and their installation orientation, follow the instructions in the diagram below.
- Install the gas spring to the ball joints body-side first, then the liftgate-side.
- Repeat the procedure for the other side.



LH side : "L"

RH side : "R"

6. Confirm Liftgate Opening/Closing Operation

Operate the liftgate to check for any abnormal noise or resistance.

- Manual liftgate** - Operate the liftgate to check for any abnormal noise or resistance.
- Electric liftgate** - Operate the electric liftgate switch and confirm that the liftgate operates normally without any abnormal noises

7. Check for Dirt and/or Foreign Objects around the Gas Spring

- Check for any dirt or foreign objects around the Gas Spring and remove them if present.
- Remove the protective tape from the body panel near the gas spring (applied in Step 4. a.)
- For vehicles without an electric liftgate, reinstall the inside release lever cover that was removed.
- Ensure that no tools, tape, or other items have been left inside the vehicle.

8. Release the internal gas from replaced Gas Springs



Warning

- Applying force to the cylinder increases the risk of rupture, especially when the gas spring is corroded. Therefore, do not apply any bending force or impact.
- When releasing the gas inside the gas spring, do not use a vise or other clamping tools, as they may apply load to the gas spring body and increase the risk of rupture if corrosion is severe. Also, do not use power tools such as grinders.

- a. During the procedure, prepare an oil tray as oil may leak from inside the gas spring. Placing a rubber mat or other soft material under the gas spring will help stabilize it and make the work easier.
- b. When releasing the gas, hold the gas spring by hand and, following the diagram below, use a hacksaw to make a cut in the labeled area. Once the gas begins to escape, cover the cut area with a cloth to prevent the gas and oil from scattering.
Note: The wall thickness at the cut location is approximately 1 mm.
- c. After confirming that the gas has been completely released, dispose of the gas spring.



PARTS INFORMATION

Genuine Mitsubishi part information (should replacements be needed):

DESCRIPTION	PART NUMBER	QTY
MANUAL LIFTGATE GAS SPRING (15MY AND EARLIER) – 2 PCS.	MW400372	1
MANUAL LIFTGATE GAS SPRING (16MY AND AFTER) – 2 PCS.	MW400373	1
ELECTRIC LIFTGATE GAS SPRING (15MY AND EARLIER) – 2 PCS.	MW400374	1
ELECTRIC LIFTGATE GAS SPRING (16MY AND AFTER) – 2 PCS.	MW400375	1

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 below.

MITSUBISHI DEALER LINK		Claim Entry System Recall Claim	
Claim Entry Vehicle Information e-reports DMS Interface PQR/VQR PRC Center			
Vehicle		Parts	Labor
Vehicle Information Fields marked by an asterisk "*" are optional.			
Customer Information			
Title			
Last Name		First Name	MMNA COMPANY CA
Business Name			
Street Address	4031 ASPEN GROVE DRIVE SUITE 700		
Street Address2			
City	FRANKLIN	State/Province	TENNESSEE
Zip/Postal Code	37067	Email Address	No Email Available ☒
Business Phone		Residence Phone	
Campaign Information			
Campaign Operation No	C2601R	LIFTGATE GAS SPRING FAILURE DUE TO CORROSION ON MY 14-20 OUTLANDER / MY18-22 OUTLANDER PHEV (US & TERRITORIES) - NON-SALT STATE	
Repair Performed	Enter As Sublet		
Miles/KM IN	0	Repair Order No	TSB
VIN	JAL4J4VA87RZ078790	Repair Date In	MMDDYY
Spec value*			
Duplicate Recall**	☐	Enter DTC on Labor Page	
Dealer	99360	Claim No	
Claim Type	C	Adj	
Ref No		Claim Status	INCOMPLETE
VIN	JAL4J4VA87RZ078790	Year/Model	OUTLANDR 2024
Save and Continue Main Menu			

After entering the required customer data, vehicle information, selecting the applicable repair campaign and scenario performed, click the "Save and Continue" button. The system will automatically fill-in several fields.

Labor Operation Code	Operation	Cause Code A	Nature Code B	Nature Code C	Qty	Labor Time	Primary Failed Part Number
C2601R01	Inspect / Gas Spring Replacement / Gas Release (Normal) - MW400372	N/A	N/A	N/A	1	0.4 H	N/A
C2601R02	Inspect / Gas Spring Replacement / Gas Release (Normal) - MW400373	N/A	N/A	N/A	1	0.4 H	N/A
C2601R03	Inspect / Gas Spring Replacement / Gas Release (Normal) - MW400374	N/A	N/A	N/A	1	0.4 H	N/A
C2601R04	Inspect / Gas Spring Replacement / Gas Release (Normal) - MW400375	N/A	N/A	N/A	1	0.4 H	N/A
C2601R05	Inspect / Gas Spring Replacement / Photo / Apply Tape (Abnormal) - MW400372	N/A	N/A	N/A	1	0.6 H	N/A
C2601R06	Inspect / Gas Spring Replacement / Photo / Apply Tape (Abnormal) - MW400373	N/A	N/A	N/A	1	0.6 H	N/A
C2601R07	Inspect / Gas Spring Replacement / Photo / Apply Tape (Abnormal) - MW400374	N/A	N/A	N/A	1	0.6 H	N/A
C2601R08	Inspect / Gas Spring Replacement / Photo / Apply Tape (Abnormal) - MW400375	N/A	N/A	N/A	1	0.6 H	N/A
C2601R09	Guam/Saipan - Inspect / Gas Spring Replacement / Gas Release (Normal) - MW400372	N/A	N/A	N/A	1	0.4 H	N/A
C2601R10	Guam/Saipan - Inspect / Gas Spring Replacement / Gas Release (Normal) - MW400373	N/A	N/A	N/A	1	0.4 H	N/A
C2601R11	Guam/Saipan - Inspect / Gas Spring Replacement / Photo / Apply Tape (Abnormal) - MW400372	N/A	N/A	N/A	1	0.6 H	N/A
C2601R12	Guam/Saipan - Inspect / Gas Spring Replacement / Photo / Apply Tape (Abnormal) - MW400373	N/A	N/A	N/A	1	0.6 H	N/A

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.



IMPORTANT SAFETY RECALL

MITSUBISHI MOTORS NORTH AMERICA, INC.
PO Box 689040
Franklin, TN 37068

This notice applies to your vehicle, [VIN]

NHTSA Recall 26V252

Dear [NAME],

Date: June 2026

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Reason for notice: Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2014 - 2020 Outlander and certain 2018 - 2022 Outlander Plug-in Hybrid electric vehicles (PHEV). The cylinder of the liftgate gas spring, which contains high pressure gas, could corrode due to salt water penetration. If significant corrosion occurs over time, the gas spring may lose pressure, potentially causing the liftgate to fall unexpectedly or causing the liftgate gas spring cylinder to rupture, which may cause a risk of injury.

What you should do: MMNA urges you to please contact your local Mitsubishi Motors dealer and schedule an appointment to have the liftgate gas springs replaced, free of charge. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform this repair on your vehicle free of charge.

What your dealer will do: The dealership will replace the liftgate gas springs, free of charge.

How long will it take? The time needed to replace the liftgate gas springs is approximately **30 minutes**. The dealer may need your vehicle for a longer period, 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 Connections Department at 888-648-7820. Hours: Monday through Friday 8 a.m. to 5 p.m. (Central Time).

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint 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.NHTSA.gov>.

If you previously had your vehicle repaired to address 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 Motors North America Inc., Customer Connections, P.O. Box 689040, Franklin, TN 37068

If you no longer own this vehicle, please complete and return the attached Change of Ownership card or contact Customer Relations at 888-648-7820.

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.

C2601R

V	[VIN]	DATE OF CHANGE	MO	DAY	YR
IF THE VEHICLE IS NO LONGER OWNED, ENTER THE REASON NUMBER IN THE BOX AT THIS BOX		1 - SCRAPPED	2 - STOLEN	3 - EXPORTED	CAMPAIGN VEHICLE DISPOSITION CARD
Last Name		4 - TRADED	5 - SOLD		
First Name					
Name					
Address					
Address (cont)					
City					State
Zip Code					
Phone Number					
Email					

COMPLETE THIS CARD ONLY IF YOUR ADDRESS HAS CHANGED OR IF YOU ARE NOT THE CURRENT OWNER.

IMPORTANT –

FOR THE ACCURACY OF OUR SAFETY RECALL MAILING RECORDS, PLEASE COMPLETE THIS CARD IF YOU HAVE CHANGED YOUR ADDRESS OR ARE NO LONGER THE OWNER OF THE MITSUBISHI VEHICLE LISTED.

[VIN] SR-26-001
[NAME]
[ADDRESS]
[CITY], [STATE] [ZIP CODE]