



SAFETY RECALL BULLETIN

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

IMPORTANT

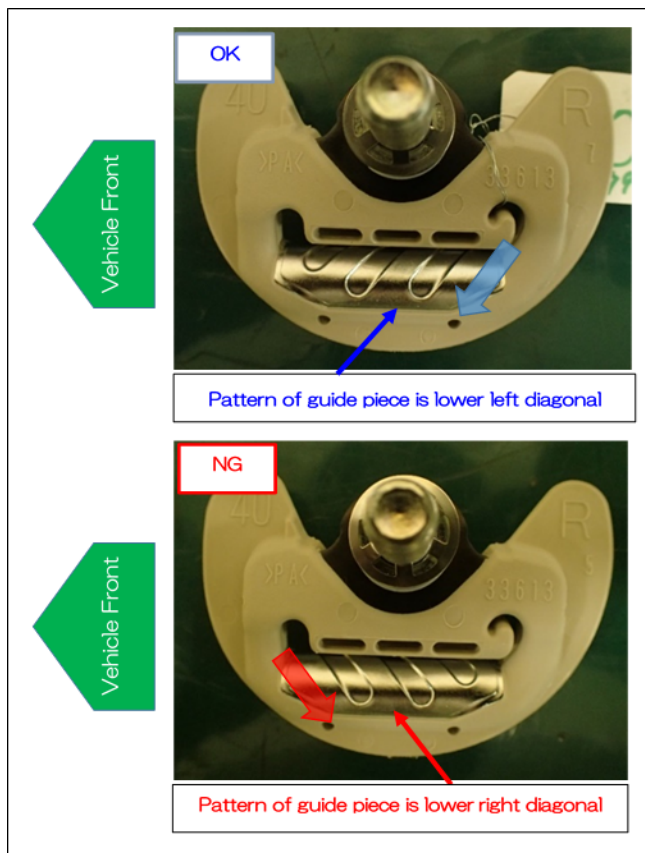
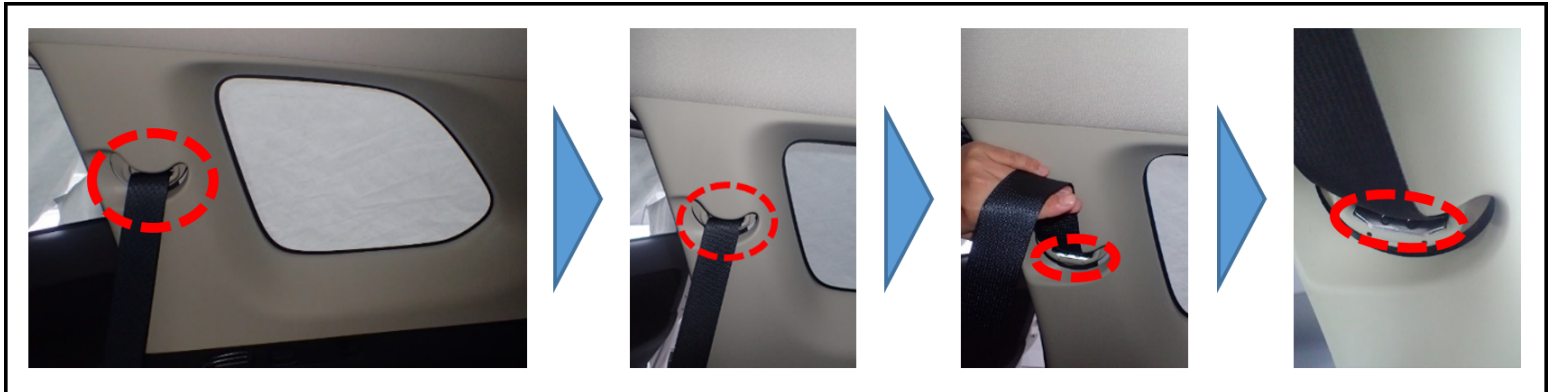
Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver 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 the rear right side seat belt.



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

OK = Direction of BLUE Arrow = Inspection complete

NG = Direction of RED Arrow = Replacement needed

REPLACEMENT PROCEDURE

1. 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.

PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number
REAR SEAT BELT OUTER RH	7000D540XA

WARRANTY INFORMATION

There are only 2 repair scenarios for this 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 2020 MY Outlander and 2020 MY Outlander PHEV models.

Recall Claim Header Section:

The screenshot shows the 'Service Warranty Warranty Claim' form in the Mitsubishi Dealer Link system. The 'Campaign Information' section is highlighted, with the following fields and values:

- Campaign Operation No:** C2002R
- Miles/Km:** 64500
- VIN:** JA.....

Callout boxes provide additional instructions:

- One points to the Campaign Operation No field: "Enter in the first 6 characters of the campaign number: **C2002R**."
- Another points to the VIN field: "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."

Other visible fields include Service Technician, Service Advisor, Spec Value, Duplicate Recall, Dealer (99320), Ref No, VIN, Claim No, Adj, Claim Status (Incomplete), and Model and Year. Buttons for 'Save & Continue' and 'Main Menu' are at the bottom.

After entering the required customer data, vehicle information, selecting the applicable repair campaign and scenario performed (please note there are only 2 possible repair scenarios for this campaign), and then clicking the "Save and Continue" button, the system will automatically fill-in several fields.

LABOUR OPERATIONS:

There are only 2 possible repair scenarios for this campaign.

	Involved Models	Campaign Op#	Labour Time	Repair Description
1	Outlander / Outlander PHEV	C2002R01	0.3	Inspected Seat Belt-Passed -Replacement Not Needed
2	Outlander	C2002R02	0.6	Inspection Failed – Replace Seat Belt
	Outlander PHEV	C2002R03	0.8	Inspection Failed – Replace Seat Belt

RENTAL CARS:

If there is a need to provide the owner with a rental vehicle, contact the Canadian Warranty Department as per Warranty Bulletin WB2012-001