



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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, _____.

Date: June 2020

Dear FIRSTNAME LASTNAME,

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 2019 – 2020 Outlander and 2020 Outlander PHEV vehicles. 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-hand passenger side seat belt. An incorrectly assembled seat belt may not properly restrain the occupant, increasing the risk of injury in a crash.

What you should do: Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the affected seat belt inspected and replaced, if necessary, 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 for your vehicle, free of charge.

What your dealer will do: The dealership will inspect the right passenger-side second-row seat belt guide. If the wrong guide piece is found during inspection, the affected seat belt will be replaced with a correct seat belt.

How long will it take? The time needed for the inspection is approximately **0.2 hr**. The time needed for seat belt replacement, if necessary, is approximately **1 hr**. The dealer may need your vehicle for a longer period of time, 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 Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Central Time)

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, you may submit a 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.safercar.gov>.

If you have already encountered a problem with the right-side second-row seat belt guide and had it replaced as a result of 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 Relations, P.O. Box 689040, Franklin, TN 37068

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.

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