



Mitsubishi Motors North America, Inc.

TECHNICAL SERVICE BULLETIN

SUBJECT:

FRONT SEAT BELT RETRACTOR: MI-TECH AND PARTS RETURN REQUIREMENTS

No: TSB-26-52-001

Version: 1

Reason for change: N/A

Date: July 16, 2026

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

AFFECTED VEHICLES

2022 - 2026 Outlander and Outlander Plug-in Hybrid

GROUP

52B -Supplemental Restraint System

CUSTOMER COMPLAINT

Front seat belt operation concerns

PURPOSE

MMNA is actively monitoring field reports involving the operation of the front seat belt retractors on the vehicles listed above. To support this review, every front seat belt retractor concern must be documented through a Mi-Tech case with complete detail and supporting photos before any repair or part replacement is performed. **For vehicles out of warranty exhibiting these concerns, MMNA will cover the cost of repairs through warranty claim submission providing the procedures below are followed.**

REMEDY

1. Create a Mi-Tech Case

Whenever a customer presents a concern related to the operation of one or both front seat belt retractors, open a Mi-Tech case documenting the concern. The case must include a clear, specific description of the customer's concern. At a minimum, provide the following:

- Which seat belt(s) are affected (driver, front passenger, or both).
- The nature of the concern as reported and as observed, for example:
 - Webbing that will not retract, retracts slowly, or retracts erratically
 - Damage to the webbing (fraying, cuts, twisting, abrasion)
 - Damage to the buckle or latch plate (tongue)
 - Webbing or hardware becoming caught or stuck in the door
 - Any noise, binding, or abnormal operation

- Vehicle conditions when the concern occurs (e.g., on a slope, after a door slam, with occupant seated, etc.)

Document the concern as completely as possible. Vague case notes such as "seat belt inop" are not sufficient for field review.

2. Take and Submit Photos

Take clear photos of the affected front seat belt(s) and **attach them to the Mi-Tech case**. Required photos include:

- The full seat belt assembly in the affected position
- Close-up of any damaged webbing, buckle, latch plate, or hardware
- The retractor area and B-pillar trim/guide
- Any area where the belt was reported caught or stuck (e.g., the door interface)

Photos should be in focus and well lit. Submit photos **before** removing or replacing any component whenever possible.

3. Be on the Lookout - All Retractor Concerns

- Technicians and service advisors must be on the lookout for any Outlander or Outlander Plug-in Hybrid presenting with a front seat belt retractor concern. Whether the vehicle is under warranty or not, MMNA will cover the cost of the repair through warranty claim submission.

PARTS RETURN REQUIREMENT

IMPORTANT - PARTS RETURN

Any seat belt assembly replaced for a retractor condition **must be returned to MMNA in the original replacement part container**.

- **Do not discard the original part container/packaging.** Retain it to return the removed part.
- Package the incident seat belt assembly in the container the replacement part shipped in.
- Returned parts are subject to inspection. Failure to return the part in its original container may result in claim review or debit.

WARRANTY INFORMATION

Repairs performed on vehicles under this bulletin are eligible for warranty claim submission.

- A Mi-Tech case number is required prior to seat belt retractor replacement and must be referenced on the warranty claim.
- Use the applicable labor operation and flat-rate time for the affected component.
- MMNA will cover the cost of the replacement of seat belt assemblies having retractor concerns regardless of whether the vehicle is still under warranty provided that the procedures in this bulletin are followed.

Labor Operation Code	Operation	Cause Code A	Nature Code B	Nature Code C	Quantity	Labor Time	Notes
MMNA0001	Replacement (one side)	5A0	88	D	1	1.1H	In warranty
MMNA0002	Replacement (one side)	5A0	88	D	1	1.1H	Out of warranty

SUMMARY OF DEALER RESPONSIBILITIES

1. **Open a Mi-Tech case** for every front seat belt retractor concern, with complete concern detail.
2. **Photograph** the affected seat belt(s) and attach the photos to the case.
3. **Retain** any replaced seat belt assembly **in the original container** for collection by MMNA.
4. **Watch for all Outlander/Outlander Plug-in Hybrid vehicles with retractor concerns – in or out of warranty – document them with a Mi-Tech Case, a PRC entry, and file a warranty claim.**

Disclaimer

NOTE: The information contained in this document is intended for use by trained professional technicians with the knowledge to properly perform diagnosis and repairs on Mitsubishi vehicles, using Mitsubishi Motors approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply that the repairs described are covered under warranty. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.