



SAFETY RECALL BULLETIN

SUBJECT: SEAT BELT - SAFETY RECALL CAMPAIGN			No: SR-20-002REV
			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

This bulletin supercedes SR-20-002 to clarify Seat Belt Anchor Inspection Procedure photos

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 onto 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 2019 - 2020 Outlander vehicles
 Certain 2019 Outlander PHEV vehicles

IMPORTANT

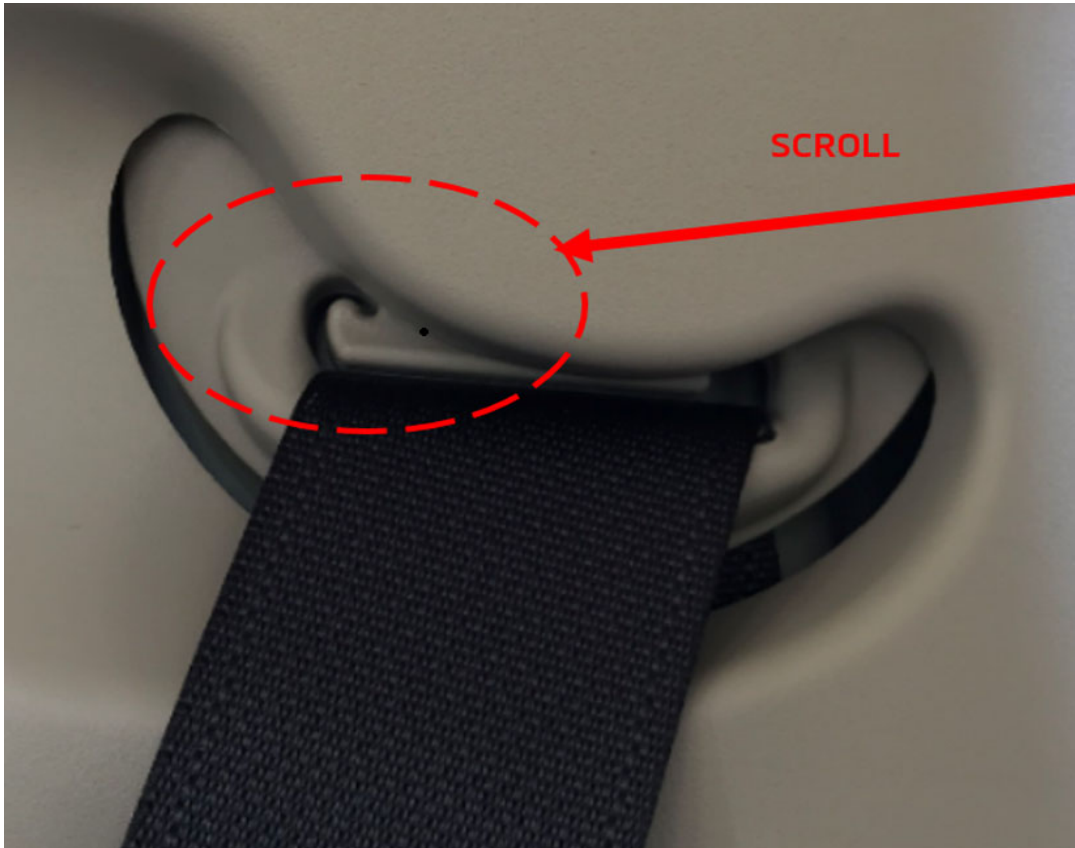
Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver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

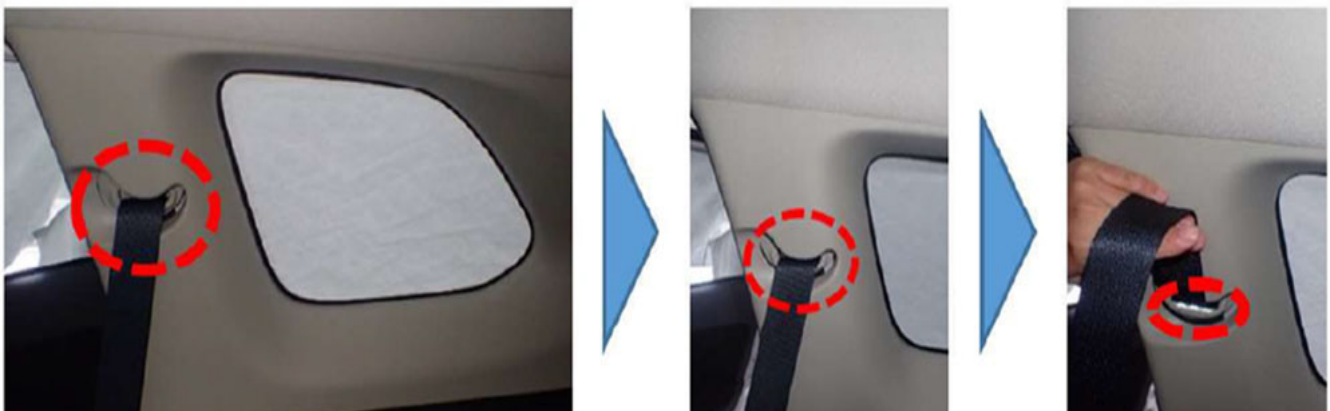
A letter will be sent to all owners of affected vehicles telling them to contact their local Authorized Mitsubishi Motors dealer to have the 2nd-row RH-side shoulder anchor inspected. If the anchor guide is found to be incorrect, the seat belt will be replaced.

SEAT BELT ANCHOR INSPECTION PROCEDURE

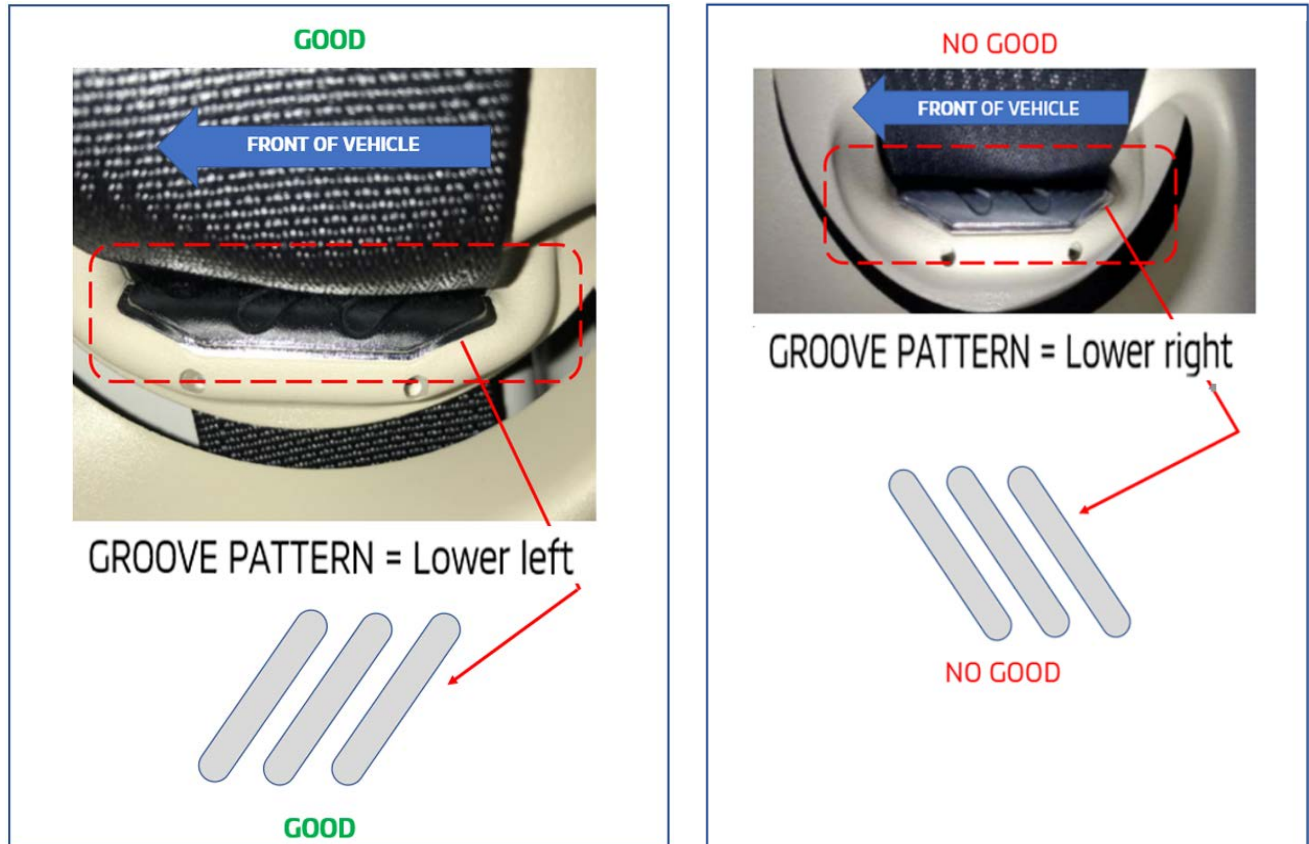
1. Confirm proper part orientation of the part in the vehicle. While facing the RH Rear seat belt, confirm the direction of the 'scroll' in the guide piece. The 'scroll' should be on the left, toward the front of the car.



2. Lift the strapping of the belt to be able to view the silver metal guide underneath the strapping.



3. Check the direction of the 'grooves' that are in the silver metal guide.



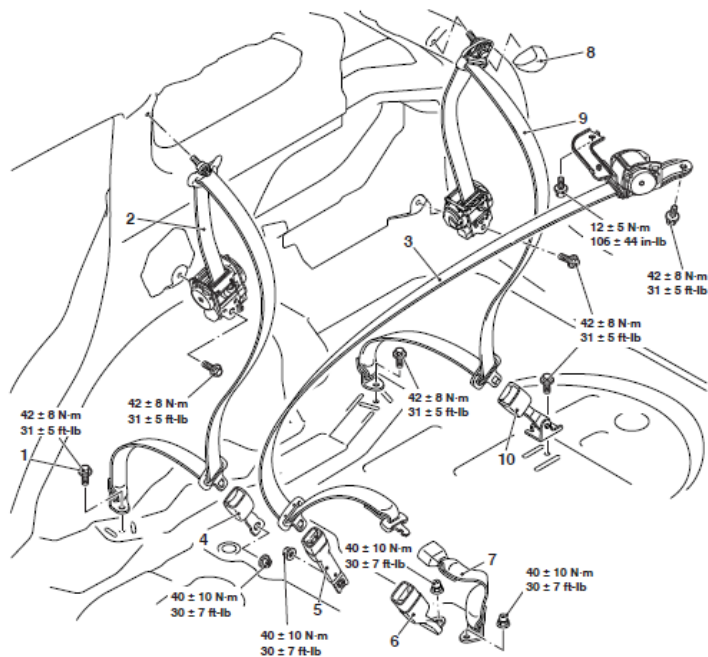
4. If part is deemed NO GOOD, follow replacement procedure below.
5. If part is deemed GOOD, proceed to warranty information.

REPLACEMENT PROCEDURE

- 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.

**REAR SEAT BELT
 REMOVAL AND INSTALLATION**

M1E23001601341



ACC09812 AD

- Second seat belt removal steps**
1. Seat belt side lower anchor bolt
 2. Outer seat belt side
 3. Outer seat belt center
 4. Inner seat belt side (RH)
 5. Inner seat belt center

- Seat cushion assembly
 - 6. Inner seat belt side (LH)
 - 7. Inner seat belt center (LH side)
- Third seat belt removal steps
 <7 persons seat>**
8. Third seat belt sash guide cover
 9. Outer seat belt
 10. Inner seat belt

PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number
REAR SEAT BELT OUTER RH	7000D540XA

WARRANTY INFORMATION

There is only 1 repair scenario for each specific campaign number. Involved vehicles can only be in one 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 2019-2020 MY Outlander and 2019 MY Outlander PHEV models.

Recall Claim Header Section:

MITSUBISHI DEALER LINK Service Warranty Warranty Claim Help

Claim Entry Vehicle Information PQR/VQR

Campaign Information

Campaign Operation No: Enter As TSP

Miles/Km:

VIN:

Service Technician: Emp No: Service Advisor: Emp No:

Spec Value *: Duplicate Recall *:

Dealer: 99320 Ref No: VIN:

Claim No: Adj: Claim Status: Incomplete Model and Year:

Save & Continue Main Menu

Enter in the first 6 characters of the campaign number: **C2002R**

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.

After entering the required customer data, vehicle information, selecting the applicable repair campaign and scenario performed (please note there is only 1 possible repair scenario for this campaign), and then hitting the “Save and Continue” button, the system will automatically fill—in several fields.

LABOR OPERATIONS

There is only 1 possible repair scenario for this campaign.

Involved Models	Campaign Op#	Labor Time	Repair Description
Outlander / Outlander PHEV	C2002R01	0.3	Inspected Seat Belt-Passed -Replacement Not Needed
Outlander (7000D540XA)	C2002R02	0.6	Inspection Failed – Replace Seat Belt
Outlander PHEV (7000D540XA)	C2002R03	0.8	Inspection Failed – Replace Seat Belt

RENTAL CARS

If there is a need to provide the owner with a rental car, claim the applicable charges in this section of the claim on the lower portion of the labor entry screen.

Select	Labor Operation	Labor Operation Description		Amount
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order	
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES	Days Reason <small>(Select one)</small> Rental Company Invoice Number	
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company Invoice Number	
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company Invoice Number	

NOTE: Rental cars applicable in the US and Puerto Rico only.