



IMPORTANT SAFETY RECALL

Mitsubishi Motors North America, Inc.

PO Box 689040
Franklin, TN 37069
Telephone: 888-648-7820
www.mitsubishicars.com

This notice applies to your vehicle, _____. Date: August 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 2014 – 2019 Outlander and 2018 – 2019 Outlander PHEV vehicles. Due to the seat belt buckle design on the second-row seat, when folding the left-hand side seat back, if the process located in the owner's manual is not followed properly, the center seat belt buckle could collide with the right-hand side seat belt buckle upon folding the right-hand side seat back, causing the cover of the right-hand side seat belt buckle to come off. If this occurs, the right-hand side seat belt buckle latch may become inoperable and may not be able to engage the seat belt tongue. If this occurs, it may not adequately restrain an occupant in a crash, increasing the risk of injury or death.

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 center and Right-hand seatbelt buckles. The upper portion of boot covering the center seatbelt buckle will be trimmed to allow free movement. If the right-hand seatbelt buckle is damaged, it will be replaced. An additional warning label will be attached to the second-row seat support base. An additional warning insert will be provided for the owner's manual.

How long will it take? The time needed for the inspection and removal of the upper portion of the boot and placement of the warning labels is **18 minutes**. The time needed for the right-hand seatbelt buckle replacement, if necessary, is approximately **24 minutes**. 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 buckle 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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