



# SAFETY RECALL BULLETIN

SUBJECT:		No: <b>SR-20-004</b>	
<b>SEAT BELT BUCKLE - SAFETY RECALL CAMPAIGN</b>		DATE: <b>September 2020</b>	
		MODEL: <b>SEE BELOW</b>	
<b>CIRCULATE TO:</b>	<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 and procedures for the modification of the second row center seat belt, related labels, inserts, and replacement of the second row right hand side seat belt (if needed).

## BACKGROUND

Due to seat arrangement of the second row seat back, if the owner's manual is not properly followed when folding the second row seat back down, the center seat belt buckle may interfere with the right hand side seat belt buckle. As a result, the cover of the right hand side seat belt buckle may come off causing the buckle latch to become inoperable and unable to engage the seat belt tongue.

## AFFECTED VEHICLES

Certain 2014 - 2019 Outlander vehicles  
 Certain 2018 - 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

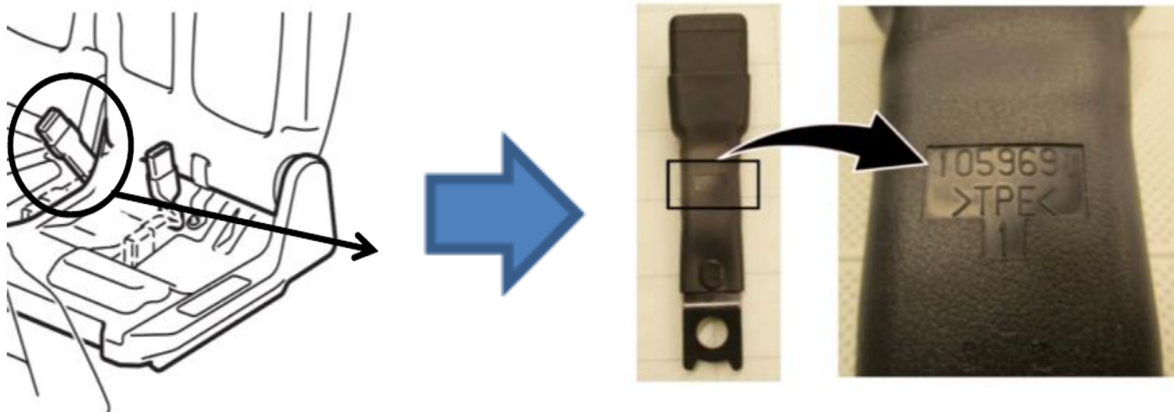
A letter will be sent to all owners of affected vehicles telling them to contact their local Authorized Mitsubishi Motors dealer to have the second row seat belt buckle repaired and have new instructional warning labels applied.

## **CENTER SEAT BUCKLE REPAIR PROCEDURE**

Step 1. Pull up both sides (LH/RH) of the cushion seat using the release strap on the side of the seat bottom.

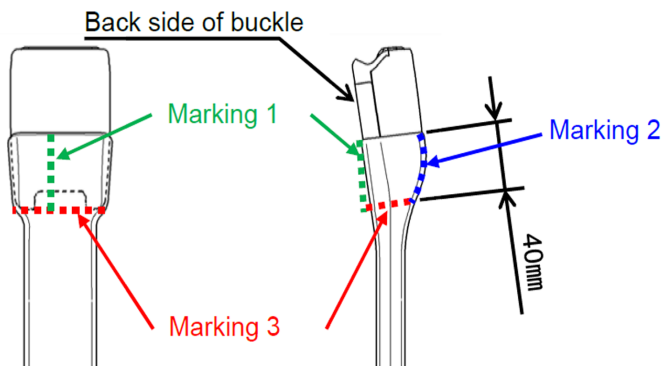
Step 2. Confirm the buckle number:

- A. If part number is 1084145; countermeasure part has been used. No repair necessary. Proceed to Step 11, label attachment procedure.
- B. If part number is 1059691, proceed with repair in Step 3.

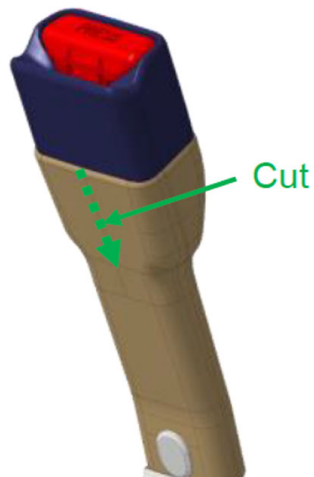


Step 3:

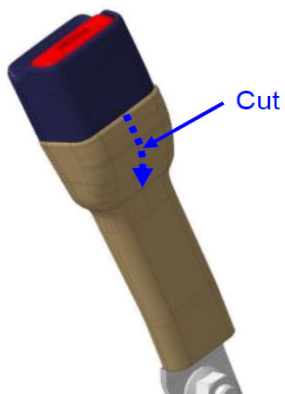
- A. Mark back side of buckle from top edge to 40mm down (Marking 1).
- B. Mark front side of buckle from top edge to 40mm down (Marking 2).
- C. Mark around the buckle from Marking 1 to Marking 2 (Marking 3).



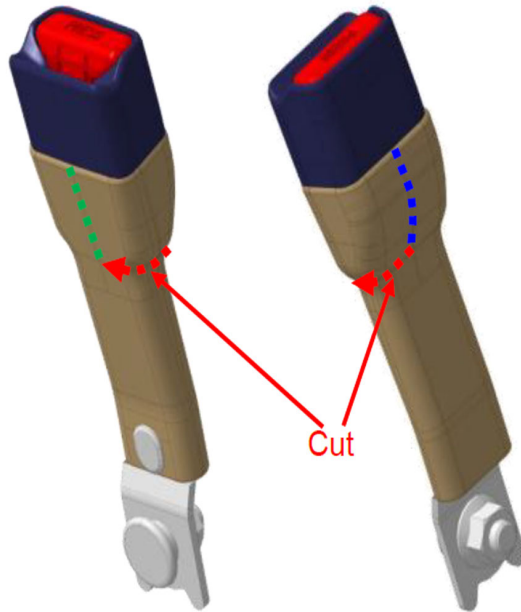
Step 4: Cut along Marking 1.



Step 5. Cut along Marking 2.

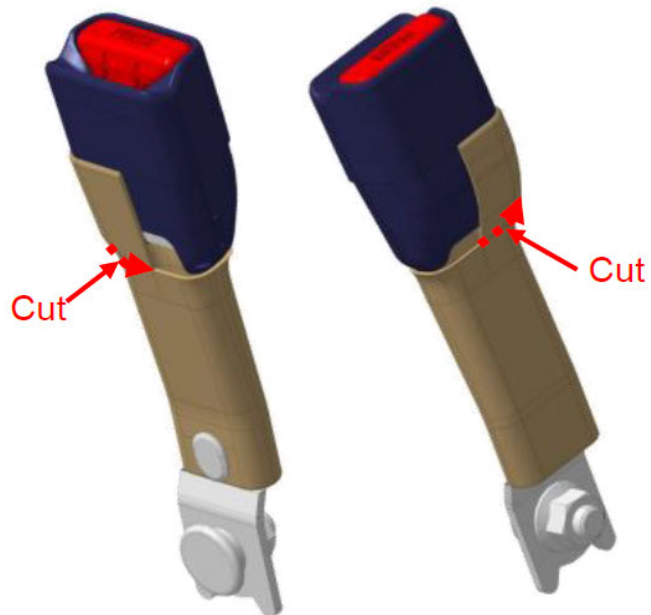


Step 6: Cut **from** Marking 2 to Marking 1 along Marking 3 in **clockwise** direction.



Step 7: Cut **from** Marking 2 to Marking 1 along Marking 3 in **counterclockwise** direction.

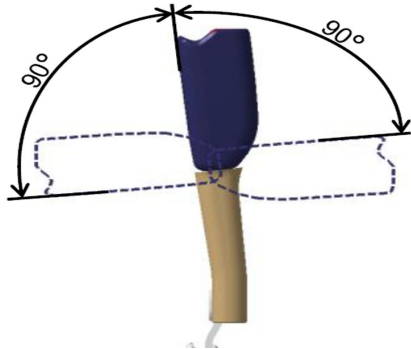
**Caution:** Do not damage webbing when cutting.



Step 8: Make sure cut edge is smooth.



Step 9: Make sure the buckle moves more than 90 degrees in both left and right directions. If it does not, trim the boot down lower.

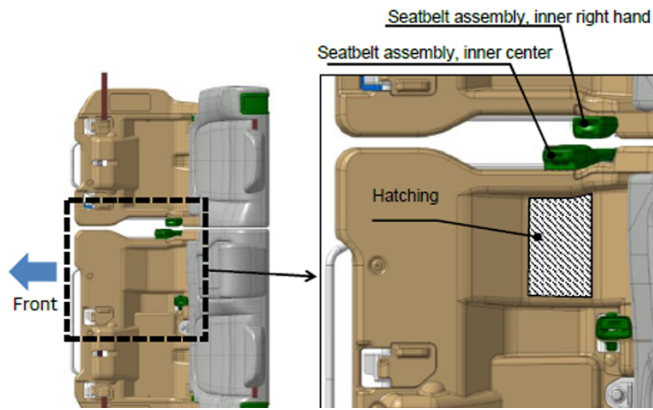


Step 10: Make sure the right hand side seat belt buckle is not broken. If it is broken, replacement is necessary (Part #7000D555XA). For detailed replacement instructions, refer to TSB-19-52A-005 and if needed, the Service Manual -> Group 52A-Interior -> Seat Belt -> Rear Seat Belt -> Removal and Installation.

Inner right hand side seat belt



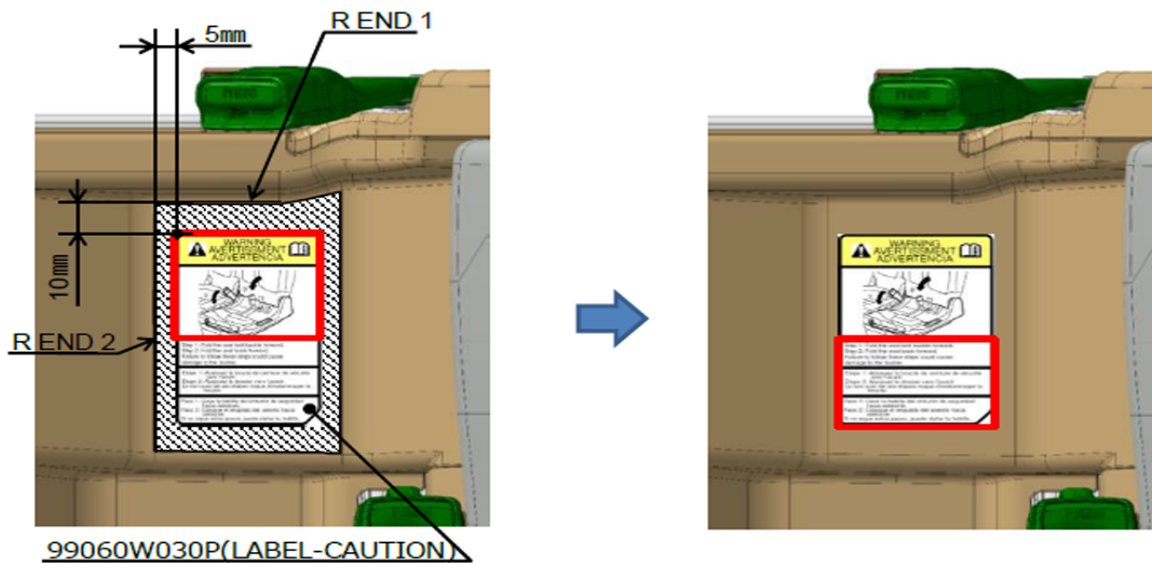
Step 11: Clean dirt and debris from hatching area.



Step 12: Put the warning label (Part # MW400278) in the center of the hatching area (left top edge: 10 mm down from R END 1, 5 mm right from R END 2), remove upper side of paper backing and adhere label by rubbing your finger from center to left and then right until air bubbles are removed.

Step 13: Remove lower side of paper backing and adhere label by rubbing your finger from center to left and right until all air bubbles are removed.

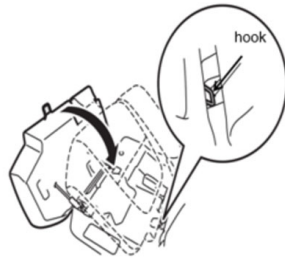
**Caution:** Be careful not to crease the label when folding for paper backing removal.



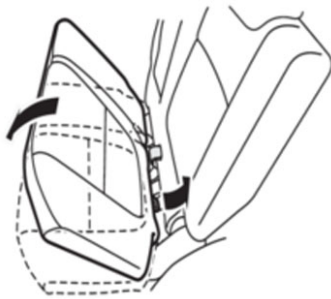
Step 14: Pull the buckle up.



Step 15: Put the seat cushion down slowly and make sure the hook is in the correct position as shown below.



Step 16: Reposition the seat cushion as shown.



Step 17: Make sure the seat belt buckle is above the seat cushion.



Step 18: Insert Warning Sheet into the Owner's Manual (Part # MW400279).

When folding the left side second row seat

Observe the following in order to prevent damage the seat belt buckle and be sure to keep this sheet with the owner's manual.

**⚠ WARNING**

- Step 1: Fold the seat belt buckle forward.
  - Step 2: Fold the seat back forward.
- Failure to follow these steps could cause damage to the buckle.



Quand vous rabattez le siège latéral gauche de la deuxième rangée

Observez les indications suivantes afin d'éviter d'endommager la boucle de ceinture de sécurité et veuillez à conserver cette feuille avec le manuel du propriétaire.

**⚠ AVERTISSEMENT**

- Étape 1: Abaissez la boucle de ceinture de sécurité vers l'avant.
  - Étape 2: Abaissez le dossier vers l'avant.
- Le non suivi de ces étapes risque d'endommager la boucle.



T00CCW017P-A  
SR GFOW/GGOW

**PARTS INFORMATION**

Use the genuine Mitsubishi Part listed below:

Model	Part Number	Quantity	Remarks
ALL	MW400278	1	Warning label
	MW400279	1	Additional warning explanation in owner's manual
	7000D555XA	1	If part is damaged when inspected in Step 10, replacement is necessary

**LABOR OPERATIONS**

There are 2 possible repair scenarios for this campaign.

Involved Models	Campaign Op#	Labor Time	Repair Description
Outlander and Outlander PHEV	C2004R01	0.3	Inspection of center seat belt for countermeasure part. Cutting off center seat belt boot, add warning label to seat and warning explanation to owners manual.
Outlander and Outlander PHEV	C2004R02	0.4	Inspection of center seat belt for countermeasure part. Cutting off center seat belt boot, add warning label to seat and warning explanation to owners manual & replace right hand side buckle.



## 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.

## RECALL CLAIM HEADER SECTION

The screenshot shows the 'Service Warranty Warranty Claim' interface. The 'Campaign Information' section is active, with the following fields and values:

Campaign Operation No	C2004R	Enter As	<input type="checkbox"/>	TSP		
Miles/Km	64500					
VIN	JA.....					
Service Technician		Emp No		Service Advisor		Emp No
Spec Value *		Duplicate Recall *	<input type="checkbox"/>			

Callout boxes provide the following instructions:

- Enter in the first 6 characters of the campaign number: **C2004R**.
- Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINs showing **C2004R** as open are involved.

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



# 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: September 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 seat belt buckles. The upper portion of boot covering the center seat belt buckle will be trimmed to allow free movement. If the right-hand seat belt 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 seat belt 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.

C2004R