

**\* \* TECHNICAL INFORMATION NOTICE \* \***

**DATE:** September 28, 2021  
**TO:** Mitsubishi Motors US Dealer Principals, General Managers, Sales Managers, Service Managers, and Parts Managers  
**RE:** SEAT BELT AUTOMATIC LOCKING RETRACTOR (ALR) – SAFETY RECALL CAMPAIGN  
**TIN NO.** TIN-21-SR-007-B

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**AFFECTED VEHICLES:** Certain 2022 Outlander vehicles

**PURPOSE**

Notification letters for approximately 3,400 vehicles affected by this campaign will be mailed to owners today, September 28, 2021, requesting they contact their local Authorized Mitsubishi Motors dealer to schedule an appointment to have this recall performed. Included below is a sample copy of the customer notification letter for your reference.

The Automatic Locking Retractor (ALR) function of the subject seatbelt assemblies may deactivate before the webbing is fully retracted due to dimensionally out of tolerance ALR levers. This condition, if it exists, does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 208. If the ALR function deactivates while an affected seatbelt is used to secure a child restraint seat, the child restraint seat may not be tightly secured, which increases risk of serious injury or death.

As previously communicated, most affected owners are new to the Mitsubishi family and just recently purchased their Outlander. Jointly with you – our dealer partners – we want to provide our customers with an exceptional service experience when having this recall completed. In addition to the regulatory required recall notification letter, Mitsubishi will be completing the following strategic and customer centric activities beginning 10/4/2021:

- Call every affected owner to inform them of the recall, recognize the inconvenience, and offer to set an appointment with their dealer
  - If an appointment is requested, call center staff will send an email to the dealer Service Manager containing the customer information, desired appointment time, and let the customer know the dealer will contact them to confirm the appointment – **it is imperative to respond to any email within 24 business hours**
- Leverage email, mobile, and social media to further connect with customers affected by this recall

**This may be the first visit to your service department for many owners - Mitsubishi strongly encourages you to take full advantage of this opportunity to amplify your customer handling of these new Outlander owners.**

Another allocation of parts will be made using a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments will be processed via the 'I' order type and will started shipping **September 27, 2021**. Please refer to **Parts Bulletin PB-SR-21- 003** for additional information. Your DPSM can provide future stocking strategies based on the number of affected units in your area.

**Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected and complete this campaign prior to delivering them.**

***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.

(5131)

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



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, \_\_\_\_\_.

Date: September 2021

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 2022 Outlander vehicles. The Automatic Locking Retractor (ALR) function of the subject seat belt assemblies may deactivate before the webbing is fully retracted due to dimensionally out of tolerance ALR levers. This condition, if it exists, does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 208. If the ALR function deactivates while an affected seat belt is used to secure a child restraint seat, the child restraint seat may not be tightly secured, which increases risk of serious injury or death.

**What you should do:** Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the affected seat belt(s) 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 lot number on the passenger front and two outboard (left and right) 2<sup>nd</sup> row seatbelts and replace the seatbelt(s), if necessary.

**How long will it take?** The time needed for the inspection is approximately **12 minutes**. The time needed for seat belt replacement, if necessary, is approximately **1 hour and 42 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 passenger front or two outboard (left and right) 2<sup>nd</sup> row seatbelts and had them 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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