

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: September 7, 2021
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Sales Managers, Service Managers, and Parts Managers
RE: SEAT BELT AUTOMATIC LOCKING RETRACTOR (ALR) – SAFETY RECALL CAMPAIGN
ATIN NO. TIN-21-SR-007

AFFECTED VEHICLES: Certain 2022 Outlander vehicles

PURPOSE

A recall campaign will be released today for inspecting the lot number on the passenger front and two outboard (left and right) 2nd row seatbelts and replacing the seatbelt(s), if necessary, on certain 2022 Outlander vehicles built between December 19, 2020 and January 18, 2021. **Do not sell or deliver any affected 2022 Outlander until this recall has been performed. This is a STOP SALE!** Please check the Most Recent: Open Campaign List e-report to identify affected vehicles in your new vehicle inventory. The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

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.

Notification letters are scheduled to begin mailing to owners of affected vehicles late **September 2021**, requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed.

Some dealers may be allocated stock of parts necessary to complete this recall. Please refer to **Parts Bulletin PB-SR-21-002** for additional information.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the Most Recent: Open Campaign List available under the service section of "e-reports." **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.** When checking for applicability of this campaign (**C2108R**), please check for and complete any other open campaigns. Always obtain the customer's approval before completing a campaign on a customer owned vehicle.

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.

SR-21-007 FAQs – 08/10/2021**1. Is this a stop sale?**

A. YES - 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.

2. Why is Mitsubishi conducting this recall?

A. The manufacturer of the seatbelt (Autoliv) informed Mitsubishi that 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 does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 208 and increases risk of serious injury or death.

3. What is the safety risk?

A. 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.

4. Are other functions of the subject seatbelts impacted?

A. Autoliv informed Mitsubishi that the ALR function is the only known defect with the affected seatbelt(s).

5. When would someone use the ALR mode?

A. The ALR mode should only be used when installing a child restraint.

6. What if a someone properly utilizes the Lower Anchors and Tethers for Children (LATCH) system for child restraints.

A. Autoliv has concluded that child seats secured with LATCH are out of scope and passengers in child seats secured with LATCH are restrained without compromise.

7. What Mitsubishi vehicles are affected by this recall?

A. Certain 2022 Outlanders

8. Are all 2022 Outlanders affected?

A. NO – only certain vehicles manufactured within a specific timeframe POTENTIALLY had suspect seatbelts installed.

9. How do I know if a 2022 Outlander is affected?

A. Check the VIN on the Superscreen – if it shows recall C2108 open, it is affected – a total of 3,413 model year 2022 Outlanders are affected in the U.S.

10. Are all seven seatbelts affected?

A. NO – only the front passenger and 2nd row outboard (left and right) seatbelts are potentially affected.

11. Do we need to replace all the seatbelts on affected vehicles?

- A. NO – there are only certain lot numbers that need to be replaced – please follow the inspection procedures, determine the lot number, and only replace if the seatbelt(s) has an affected lot number.

12. If we find a seatbelt that has an affected lot number, do we automatically replace all 3?

- A. NO – the lot number must be inspected on all three seatbelts – only the specific seatbelt(s) with an affected lot number needs to be replaced.

13. Are there parts available?

- A. There is a very limited number of parts currently available – to ensure affected vehicles in your inventory can be repaired if the inspection reveals an affected lot number, your dealership is being allocated a set of 3 seatbelts – a front passenger and 2nd row left and right – for every affected vehicle in your inventory. After your inspection, you may not need all of the seatbelts that were sent to your dealership – please return any unused parts to your facing PDC on a return type X?

14. When will customers be notified?

- A. Official customer notification letters are targeted to be mailed in September 28, 2021.

15. Many of the affected owners are new to the Mitsubishi family and just recently purchased their new Outlander – is Mitsubishi going to do anything to encourage completion of this recall?

- A. Mitsubishi fully understands having a recall shortly after a new vehicle purchase can influence perceptions of the brand. Jointly with you – our dealer partners – we want to provide our customers with an exceptional service experience when having this recall completed.
 - i. In addition to the regulatory required recall notification letter, Mitsubishi plans on completing the following strategic and customer centric activities:
 1. Call every affected owner to inform them of the recall, recognize the inconvenience, and encourage them to set an appointment with their dealer
 2. Leverage email and social media to further connect with customers affected by this recall
 3. As a thank you for joining the Mitsubishi family and allowing us to complete the recall, offer a gift to customers that have the recall completed
 - ii. Mitsubishi strongly encourages you to amplify your customer handling of these new Outlander owners by:

1. Showing empathy for the inconvenience of having to complete the recall and treat them with extra courtesy and respect
2. Minimizing the inconvenience as much as possible
 - a. Offer convenient appointment times and schedule appropriately
 - b. Offer pickup and delivery if available
 - c. Consider mobile repairs
 - d. Utilize shuttle service or rideshare
 - e. In case a suspect seatbelt lot number is found on inspection, have adequate parts on hand to complete a same day repair
 - f. Make sure your waiting room is clean and fully equipped to provide a pleasant place for waiters
 - g. Perform a quality check to ensure repairs are completed right the first time
 - h. Deliver vehicle in as clean or cleaner condition than when it was when dropped off