



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) 2nd 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) 2nd 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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