

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

**DATE:** June 2, 2022  
**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-22-SR-002

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**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) 2<sup>nd</sup> row seatbelts and replacing the seatbelt(s), if necessary, on certain 2022 Outlander vehicles built between February 2, 2022, and March 2, 2022. **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. **This is a new recall – the affected vehicle production dates and affected seat belt lot numbers are different from SR-21-007 which was released in September 2021.**

The bearing plate located in the ALR (Automatic Locking Retractor) may have been produced out of specification, causing the ALR function to deactivate before the webbing is fully retracted. 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 in June 2022, requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed.

There will not be an allocation of parts – the remedy part numbers are the same as SR-21-007 and dealers should already have inventory. If additional parts are necessary, they are available at your facing PDC.

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 (**C2202R**), 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-22-002 FAQs**

### **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. Is this an expansion of Safety Recall SR-21-007 that was released in September 2021?**

- A. No. Although there are some similarities to the previous recall – including the remedy part numbers, the vehicles affected by this recall were produced well after those affected by SR-21-007, **the affected lot numbers are different**, and the potential defect is not the same.

### **3. Why is Mitsubishi conducting this recall?**

- A. A bearing plate located in the ALR (Automatic Locking Retractor) may have been produced out of specification, which may result in the Automatic Locking Retractor (ALR) function of the subject seat belt assemblies deactivating before the webbing is fully retracted. In a case where this condition exists, it does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 208 and increases risk of serious injury or death.

### **4. 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.

### **5. Are other functions of the subject seatbelts impacted?**

- A. The ALR function is the only known defect with the affected seatbelt(s).

### **6. When would someone use the ALR mode?**

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

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

- A. Child seats secured with LATCH are out of scope and passengers in child seats secured with LATCH are restrained without compromise.

### **8. What Mitsubishi vehicles are affected by this recall?**

- A. Certain 2022 Outlanders

**9. Are all 2022 Outlanders affected?**

A. NO – only certain vehicles manufactured within a specific timeframe POENTIALLY had subject seatbelts installed.

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

A. Check the VIN on the Superscreen – if it shows recall C2202 open, it is affected – a total of 2,865 model year 2022 Outlanders are affected in the U.S and Puerto Rico.

**11. Are all seven seatbelts affected?**

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

**12. 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.

**13. 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.

**14. Are there parts available?**

A. The remedy parts are currently available, and the part numbers are the same as SR-21-007. If you do not have stock on hand at your dealership, there is stock of these items at your facing PDC. This recall requires the dealership to check the VIN to ensure that it is included in the recall and then perform an inspection. If the inspection reveals that the part has an affected lot number, then the part is to be replaced.

**15. When will customers be notified?**

A. Official customer notification letters are targeted to be mailed in June.

**16. Many of the affected owners are new to the Mitsubishi family and just recently purchased their new Outlander – what can we do to maximize their continued satisfaction with our dealership and Mitsubishi?**

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. 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 subject seatbelt lot number is found on inspection, have 1-2 of each affected seatbelt on hand to complete a same day repair – your DPSM can provide stocking strategies based on the number of affected units in your area
  - f. Make sure your waiting room is clean and fully equipped to provide a pleasant place for customers who may choose to wait
  - g. Perform a quality check to ensure repairs are completed right the first time
  - h. Deliver vehicle in cleaner condition than when it was when dropped off