

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: April 4, 2024
TO: Mitsubishi Motors US & Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: 2019-2022 Outlander Sport – Inappropriate CVT ECU Software Programming - Safety Recall Campaign - Renotification
TIN NO. TIN-22-SR-004B

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AFFECTED VEHICLES: Certain 2019-2022 Outlander Sport vehicles

PURPOSE

Safety Recall Campaign SR-22-004 was issued in August 2022 on certain 2019 – 2022 Outlander Sport vehicles built between 7/31/2018 – 5/11/2022 equipped with CVT and mechanical key ignition system, due to inappropriate CVT ECU software programming.

Approximately 31,500 owners of affected vehicles that have not had the recall completed were mailed Renotification Letters 4/1/2024 requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed. A sample copy of the owner notification letter is included below for your reference

Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C2204R), please check for 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.



IMPORTANT SAFETY RECALL RENOTIFICATION

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

This notice applies to your vehicle, JA4APU2MXXXXXX.

NHTSA Recall 22V-563

Dear Xx Xxxxx,

Date: April 2024

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Reason for notice: In August 2022 Mitsubishi Motors North America, Inc. (MMNA) announced a recall which relates to motor vehicle safety in certain 2019-2022 Outlander Sport vehicles equipped with continuously variable transmissions (CVT) and mechanical key ignition systems. A software error in the transmission control unit (CVT-ECU) may incorrectly reduce the transmission gear ratio at high speeds, which can result in an engine stall. An engine stall can increase the risk of a crash. As of March 20, 2024, our records indicate your vehicle is still unrepaired.

What you should do: MMNA urges you to please contact your local Mitsubishi Motors dealer and schedule an appointment to have the CVT-ECU reprogramed, 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 on your vehicle, free of charge.

What your dealer will do: The dealership will reprogram the CVT-ECU with modified software.

How long will it take? The time needed for the reprogramming is approximately **30 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 CVT-ECU 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 no longer own this vehicle, please complete and return the attached Change of Ownership card or contact Customer Relations at 888-648-7820.

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.

C2204R

v JA4APU2MXXXXXX										DATE OF CHANGE	MO	DAY	YR
IF THE VEHICLE IS NO LONGER OWNED, ENTER THE REASON NUMBER IN THE BOX AT THIS BOX →										1 - SCRAPPED	2 - STOLEN	3 - EXPORTED	CAMPAIGN VEHICLE DISPOSITION CARD
Last Name					First Name								
Name													
Address													
Address (cont)													
City											State		
Zip Code													
Email													

COMPLETE THIS CARD ONLY IF YOUR ADDRESS HAS CHANGED OR IF YOU ARE NOT THE CURRENT OWNER.

IMPORTANT -

FOR THE ACCURACY OF OUR SAFETY RECALL MAILING RECORDS, PLEASE COMPLETE THIS CARD IF YOU HAVE CHANGED YOUR ADDRESS OR ARE NO LONGER THE OWNER OF THE MITSUBISHI VEHICLE LISTED.

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JA4APU2MXXXXXX SR-22-004
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XXXX HANGAR BLVD
ORLANDO, FL 32827-XXXX

