



SAFETY RECALL BULLETIN

SUBJECT:			No: SR-22-003
IMPROPER OPERATION OF AUDIO UNIT – SAFETY RECALL CAMPAIGN			DATE: July 2022
			MODEL: 2022 Outlander
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

PURPOSE

This Campaign Bulletin provides instructions to reprogram the In Vehicle Infotainment (IVI) system with modified software.

BACKGROUND

External electrical noise or voltage fluctuation may prevent the IVI from receiving an image signal from the rear view camera which could cause a black screen to display on the IVI. The potential loss of rear view imagery while the vehicle is in reverse and backing up, could increase risk of a crash or an injury to a person behind the vehicle.

AFFECTED VEHICLES

Certain 2022 Outlander vehicles built between 2/8/2021 - 4/8/2022



ATTENTION: Dealers must check 2022 Outlander VINs on the Warranty Superscreen to confirm if a vehicle is affected.

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.

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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com).

PROCEDURE INFORMATION

Customer/Technician discussion points prior to update:

1. Before beginning the update process, remove any USB devices (charging cables/USB memory sticks) and give them to the customer.
2. USB devices located on the back side of the floor console do not need to be removed because they are for charging only and there is no data transmission.
3. Inform the customer that after the software update, their phone will need to be paired again since Bluetooth settings will be lost. Assist the customer with pairing if necessary.
4. After the software update, the clock on the IVI is not accurate but once the IVI receives GPS signal, the clock will display the correct time.



ATTENTION:

- **The software update must be performed with the engine idling and parking brake engaged throughout the update process. Failure to do so may result in 12V battery drain and the IVI unit may require replacement.**
- **Please SHUT OFF the A/C system and AUDIO system while updating.**
- **Please exit the route guidance (MAPS) prior to updating.**
- **Do not move the car or operate the IVI until the software update is successfully completed. Otherwise, the update process may fail and the IVI unit may require replacement.**
- **VERIFY THE LATEST VERSION OF SOFTWARE is installed when the update is complete.**

WORK PROCEDURE

NOTE: Screen Images may differ slightly depending on the IVI screen size (8" versus 9").

1. Power on the IVI.
 - a. Turn the engine on and engage the parking brake. Make sure the "P" in the cluster and Parking Brake Indicator illuminates.
 - b. The vehicle must remain idling with the parking brake ON. Never move the vehicle during software update.
 - c. The IVI display may display the Mitsubishi Logo followed by the menu. (Please note that the amount of time from when the power switch is turned from off to on may be quick - approximately 1 minute or less.)



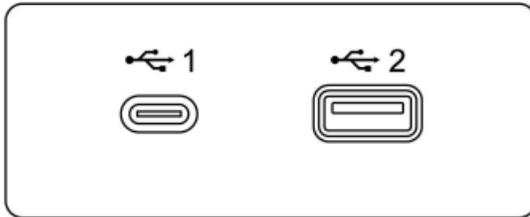


ATTENTION:

- Before proceeding with the update, remove any USB devices that may be inserted such as charging cables and memory sticks.
- IVI unit may fail and USB port (Type-C) may become unusable if you begin the update before removing USB devices.

Type C

Type A



2. Exit from the route guidance (MAPS) screen if it is activated. Failure to do so may cause the update to fail.



3. Turn the A/C and Audio system off.
4. Make sure Devices, Wi-Fi, and USB are **NOT CONNECTED**.



Please ensure the customer is NOT close to the vehicle as their smartphone may connect to the IVI unit unintentionally.

5. Press and hold down the Audio unit power button for approximately 10-15 seconds to reboot and turn the IVI unit on. After rebooting wait 15 seconds before proceeding to Step 6.
6. Press the CAMERA button (to confirm functionality) and then press the MAP button (if equipped) to see if the screen changes correctly. **IF THE SCREEN DOES NOT CHANGE (WHEN EQUIPPED WITH BOTH CAMERA AND MAP BUTTONS), PLEASE REBOOT THE IVI UNIT AGAIN.**
7. Insert the USB with the countermeasure software into the car USB port (Right side/ Type A).



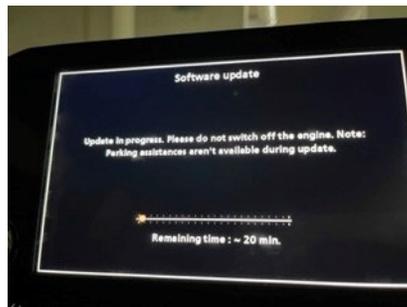
ATTENTION:

- **Please do not move the car or operate the IVI until the software update is completed correctly. Otherwise, the update may fail, and the IVI unit may require replacement.**

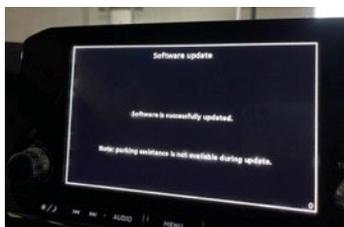


NOTE: It may take several minutes to initialize

8. You may see a screen asking you to accept (press OK). The screen will automatically change to the "Software Update" screen. The update will take approximately 20 minutes to complete. During the update, the remaining time will be displayed on the screen.



9. When the software is complete a successful notification will appear. **Wait one minute.** The IVI will restart once the USB stick is removed.



10. Make sure the software version changes to the countermeasure software **283C36752E**:
 - a. Go to settings, arrow right, then select System Updates:



- b. Select Version Information and verify the software version is: **283C36752E**



NOTE: After the software update, the clock on the IVI unit will show the wrong time until the GPS signal is received, then the clock will display the correct time.

11. Reboot the IVI unit by pressing down the Audio power button (approximately 10-15 seconds) and make sure the IVI unit reboots correctly. The Mitsubishi logo will appear.
12. Access the Connections menu to turn the Wi-Fi on:



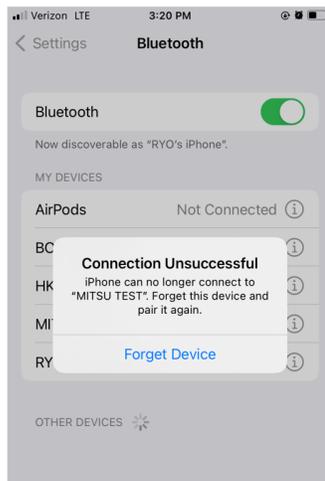
13. DTCs such as U2154 and others related to CAN communication may be detected after the update. Please check and clear the DTC(s).
14. The customer's phone **will need to be paired** with the IVI unit. Please assist the customer as necessary.

Refer to the following as necessary:

- Audio Manual: MDL > service > service tech resources > service related items > Audio Manuals > 2022 Model Year > Smartphone Display Audio DG (SDA2) DG T00UMW197P (refer to chart on the next page)
- Applicable Mobile Phone Manual (i.e. Verizon, AT&T etc)

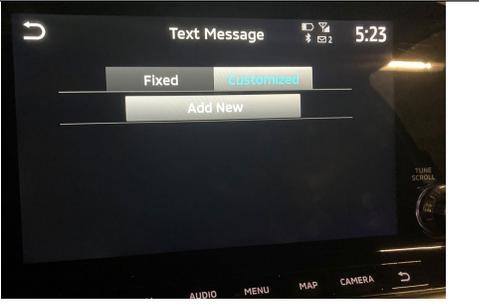
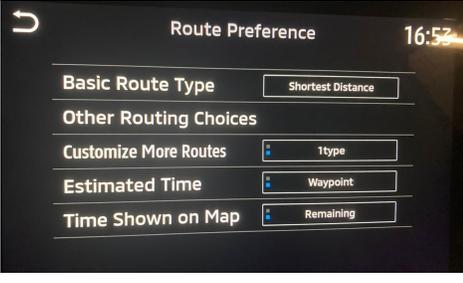
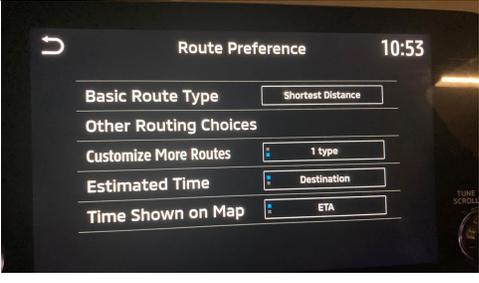
Connections	Reference Pages in SDA Manual: DG T00UMW197P
Bluetooth Stored Devices	2-15
Wi-Fi	2-17
Bluetooth Settings (Favorites, Device Name, and Pin)	2-17
Quick Dial/Customized Text Message	4-14, 4-9
Navigation Settings (Stored Destination, Home and Work Location, Previous Stored Destinations, Saved Routes, Avoid Areas, etc.)	6-10, 6-13, 6-27
Home Screen Settings (FM Preset, AM Preset, Customized Home Menu, Customized Audio Sources, SiriusXM® Preset)	3-10

15. The following information and images (shown below and on the next page) are being provided to further clarify the Bluetooth information lost after the software update.
- Item #1 - Bluetooth devices/Wi-Fi stored will be lost - Bluetooth device name stored on the customers phone will need to be removed by using the Forget Device function:



- Item #2 - Favorite Phone, Favorite Audio, Device Name and Pin in the Bluetooth settings will be lost and device name will default to Mitsubishi Motors
- Item #3 - Quick dial and Customized Text Messaging will be lost
- Item #4 - Estimate Time and Time Shown on Map Settings in the Navigation Route Preference will return to default

NOTE: Registered route will be retained however the estimated time will not be saved; this is not applicable to 8" IVI units without map data.

Impacted pre-sets item	Before IVI update	After IVI update
<p>#1 Bluetooth devices stored, Wi-Fi stored</p> 		
<p>#2 Favorite Phone, Favorite Audio, Device Name and PIN in the Bluetooth Settings</p> 		
<p>#3 Quick dial and Customize text message</p> 		 <p><Note> Registered Quick dial will be lost.</p>
<p>#4 Estimated Time and Time Shown on Map settings in Navigation Route Preference (returns to default)</p>  <p><Note> Registered route is retained. No impact to 8' screen without map data.</p>		

TROUBLESHOOTING

Symptoms	Response
<p>The update will not start when the USB is inserted.</p> <p>IVI unit does not recognize the USB stick.</p>	<p>Remove the USB and re-insert it.</p> <p>Reboot the IVI unit by holding down the Audio power button.</p> <p>Change the USB stick to another one.</p>
<p>The update does not finish (takes more than 40 minutes).</p>	<p>Reboot the IVI unit by holding down the Audio power button.</p> <p>Change the USB stick to another one.</p>
<p>The following error message appears on the screen:</p> <p>When inserting the UBS stick the following message appears:</p> <p>"You failed software update. Please update the software again. If the system does not operate, please update the software again."</p> <p>When removing the USB stick the following message appears: "USB was removed, Please perform the software update again."</p>	<p>Reboot the IVI unit by holding down the Audio power button. Then perform the update again.</p> <p>Change the USB stick to another one.</p>
<p>IVI unit does not reboot automatically after removing the USB stick.</p>	<p>Reboot the IVI unit by holding down the Audio power button. Then perform the update again.</p>
<p>IVI screen does not properly reboot or repeatedly reboots after USB stick is removed (or there are other operational issues).</p>	<p>Wait 5 minutes and if the screen continues to repeat, press and hold the Audio power button until the IVI turns OFF.</p> <p>If it does not address the issue, after turning Audio power button off, open and close the driver side door, wait 10 minutes.</p> <p>Press and hold the Audio power button until IVI turns on to reboot the unit. Upon rebooting the IVI unit, if the Mitsubishi logo appears on the screen, the IVI is operating correctly.</p>

PARTS INFORMATION

Two USB flash drives containing the updated software will be sent to each dealer (Attention: Service Manager) via FedEx. Each USB flash will be labeled as shown below:



Genuine Mitsubishi part information (should replacements be needed):

DESCRIPTION	PART NUMBER	QTY
USB FOR SR22003	DGIVIFLASH	1

WARRANTY / RECALL CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' - Recall/Campaign Claims.

Please follow the campaign instructions when entering each claim. See the claim example provided (next page).

RECALL CLAIM HEADER SECTION

After entering the required customer data, vehicle information, selecting the applicable repair campaign and scenario performed, click the "Save and Continue" button. The system will automatically fill-in several fields.

OPERATION	NATURE CODE	CAUSE CODE	LABOR OPERATION	TIME ALLOWANCE
SOFTWARE UPDATE	59U	990	C2203R01	0.3 HOURS

IMPORTANT

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