



MITSUBISHI MOTORS NORTH AMERICA, INC.
4031 Aspen Grove Dr, Franklin, TN 37067

August 2022

Dear Valued Mitsubishi Customer:

Congratulations and thank you for your recent 2022 Outlander purchase! We are confident that you are now experiencing the many reasons why this vehicle has received numerous accolades.

For Mitsubishi, safety isn't simply a set of features. In all our vehicles, safety is interwoven into performance, technology, design and even comfort. The safety accolades the 2022 Outlander has received truly demonstrate this philosophy.

To maximize the continued satisfaction with all Mitsubishi vehicles, Mitsubishi strives to quickly identify potential vehicle concerns and develop timely resolutions – especially those that may be safety related.

By now you should be aware that Mitsubishi decided a safety recall involving the rear backup camera function was necessary on your vehicle. You should have already received a letter informing you of this recall. Nevertheless, Mitsubishi wanted to send you a follow-up letter to provide additional information to make the recall process as pleasant as possible.

Mitsubishi encourages you to set up an appointment with your Authorized Mitsubishi Dealer. Mitsubishi dealers offer the convenience of online appointments, or you may simply give them a call.

The remedy for this concern requires reprogramming the Alliance-In Vehicle Infotainment system (A-IVI). Although the reprogramming process was engineered to retain most of your presets, the connection settings listed below will need to be reestablished.

The dealership will gladly assist in reestablishing these connection settings. Please remember that some of the connection settings will require physical presence of the device(s) being connected.

If you prefer to reestablish the connection settings yourself, please reference the page numbers indicated below in your Smartphone-Link Display Audio Owner's Manual that came with your Outlander or access it online at <https://www.mitsubishicars.com/owners/service>.

Connection settings requiring reestablishment after reprogramming

- Bluetooth pairing, devices stored, settings (favorite phone, favorite audio, device name, and PIN) – *Page 2-15 to 2-17*
- Stored Wi-Fi networks – *Page 2-17*
- Customized text messages and quick dial – *Page 4-9 and 4-14*
- Navigation system (if so equipped) estimate time and time shown on map settings will return to default – *Page 6-15*

If you have any questions, please feel free to contact Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Central Time).

On behalf of the entire Mitsubishi Motors North America team, please continue the journey with Mitsubishi Confidence – your assurance that your new Mitsubishi will be there for you, today, tomorrow, and long into the future.
