



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 18, 2023

Mr. Kurt Kurata
Senior Manager, Product Support and Compliance
Mitsubishi Motors North America, Inc.
6400 Katella Avenue
Cypress, CA 90630

NEF-107ES
23V-345

Subject: Rearview Image May Not Display/FMVSS 111

Dear Mr. Kurata:

This letter serves to acknowledge Mitsubishi Motors North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MINI/OUTLANDER/2022-2023
MINI/OUTLANDER PHEV/2023

Mfr's Report Date: May 15, 2023

NHTSA Campaign Number: 23V-345

Components:

BACK OVER PREVENTION:DISPLAY FUNCTION

Potential Number of Units Affected: 89,907

Problem Description:

Mitsubishi Motors North America, Inc. (MMNA) is recalling certain 2022-2023 Outlander and 2023 Outlander PHEV vehicles. Due to a software error in the in-vehicle infotainment system (A-IVI), the backup camera rearview image may not appear on the display. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

Consequence:

A rearview camera that does not display an image can reduce the driver's rear view, increasing the risk of a crash or injury.

Remedy:

Dealers will update the A-IVI software, free of charge. Owner notification letters are expected to be mailed June 20, 2023. Owners may contact MMNA customer service at 1-888-648-7820. MMNA's number for this recall is SR-23-001.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Mitsubishi Motors North America, Inc.'s contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement