

# Part 573 Safety Recall Report

# 23V-345

**Manufacturer Name :** Mitsubishi Motors North America, Inc.

**Submission Date :** MAY 15, 2023

**NHTSA Recall No. :** 23V-345

**Manufacturer Recall No. :** SR-23-001



## Manufacturer Information :

## Population :

**Manufacturer Name :** Mitsubishi Motors North America, Inc.

**Number of potentially involved :** 89,907

**Address :** 4031 Aspen Grove Dr. Suite 650

**Estimated percentage with defect :** 1 %

Franklin TN 37067

**Company phone :** 1-888-648-7820

## Vehicle Information :

**Vehicle 1 :** 2022-2023 Mitsubishi Outlander

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** Manufacturing records were utilized to determine vehicles potentially produced with suspect Alliance In-Vehicle Infotainment (A-IVI) software.

**Production Dates :** FEB 08, 2021 - FEB 10, 2023

**VIN Range 1 : Begin :** JA4J3TA82NZ000306 **End :** JA4J3TA87PZ041758  Not sequential

**Vehicle 2 :** 2023-2023 Mitsubishi Outlander PHEV

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** Manufacturing records were utilized to determine vehicles potentially produced with suspect Alliance In-Vehicle Infotainment (A-IVI) software.

**Production Dates :** SEP 27, 2022 - FEB 10, 2023

**VIN Range 1 : Begin :** JA4T5TA95PZ010245 **End :** JA4T5TA92PZ041744  Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** When the following sequence of operations are performed, a black screen may be displayed momentarily on the A-IVI:

- (1) The shift lever is moved into the reverse position within approximately 40 seconds of the A-IVI powering up.
- (2) The vehicle remains in reverse for more than 6 seconds.

If those conditions are met and the A-IVI displays a blank screen, the vehicle will not display the rear-view image.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : The temporary loss of rearview image during a backing event could increase the risk of a crash or an injury to a person behind the vehicle.

Description of the Cause : A software error in the A-IVI could cause a black screen to momentarily display during a backing event.

Identification of Any Warning that can Occur : N/A

## Involved Components :

Component Name 1 : UNIT,IVI(8 INCH,NAS)

Component Description : In-Vehicle Infotainment system

Component Part Number : 8740A049

Component Name 2 : UNIT,IVI(9 INCH,NAS,NAVI)

Component Description : In-Vehicle Infotainment system

Component Part Number : 8740A050

## Supplier Identification :

### Component Manufacturer

Name : Bosch Corporation

Address : 3-6-7, Shibuya  
Shibuya-ku Tokyo Foreign States 150-8360

Country : Japan

## Chronology :

In July 2022, Mitsubishi Motors Corporation (MMC) received a field report from Japan indicating that the A-IVI screen momentarily went black when the shift lever was in the reverse position, and shortly thereafter returned to normal (i.e., the rear-view camera image was re-displayed). MMC began an investigation of this event involving A-IVI units specified for the Japanese market.

From August – November 2022, MMC continued its investigation, including other A-IVI issues, in an attempt to

find out the root cause of the black screen.

In December 2022, following receipt of a first field report from the United States, MMC began investigating the cause and failure mechanism of the momentary display of a black screen in A-IVI units in US vehicles.

From January to April 2023, MMC's investigation continued and ultimately concluded that, during specific operations, a black screen could be momentarily displayed on the A-IVI due to an A-IVI software error. During this time, MMC also assessed the conformity of this issue with FMVSS 111.

On May 08, 2023, MMC determined that a potential non-compliance could not be ruled out, that a field action was necessary, and advised MMNA to conduct a non-compliance recall.

MMC has received 4 field reports and 2 potential warranty claims from the US. MMC and MMNA are not aware of any reports of accident or injury related to this condition.

## Description of Remedy :

**Description of Remedy Program :** Owners of all affected vehicles will be notified and encouraged to bring their vehicles in to reprogram the A-IVI with countermeasure software that eliminates the potential appearance of the black screen. Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact the Mitsubishi Customer Relations Department for instructions on how to apply for a refund.

**How Remedy Component Differs from Recalled Component :** The A-IVI will be reprogrammed with countermeasure software that eliminates the potential of a momentary appearance of a black screen on the A-IVI screen where the specific operations described above occur.

**Identify How/When Recall Condition was Corrected in Production :** All vehicles produced after February 10, 2023 were programmed with an updated A-IVI software package that does not lead to the momentary appearance of a black screen.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified June 5, 2023. Owners of potentially affected vehicles will begin being notified June 20, 2023.

**Planned Dealer Notification Date :** JUN 05, 2023 - JUN 05, 2023

**Planned Owner Notification Date :** JUN 20, 2023 - JUN 20, 2023

\* NR - Not Reported