The information contained in this report was submitted pursuant to 49 CFR §573

Manufacturer Name: Mitsubishi Motors North America, Inc.
Submission Date: MAY 15, 2023
NHTSA Recall No.: 23V-345
Manufacturer Recall No.: SR-23-001

Population:
Number of potentially involved: 89,907
Estimated percentage with defect: 1%

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: JA4T5TA92PZ010245 End: JA4T5TA92PZ041744 ✔ Not sequential

Description of 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.
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FMSV 1: 111 - Rear visibility
FMSV 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:

<table>
<thead>
<tr>
<th>Component Name 1</th>
<th>UNIT, IVI (8 INCH, NAS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Component Description</td>
<td>In-Vehicle Infotainment system</td>
</tr>
<tr>
<td>Component Part Number</td>
<td>8740A049</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Component Name 2</th>
<th>UNIT, IVI (9 INCH, NAS, NAVI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Component Description</td>
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</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Description of Remedy :</th>
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<td>Description of Remedy Program :</td>
</tr>
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</table>

| 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. |

<table>
<thead>
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<th>Recall Schedule :</th>
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</table>

| Planned Dealer Notification Date : | JUN 05, 2023 - JUN 05, 2023 |
| Planned Owner Notification Date : | JUN 20, 2023 - JUN 20, 2023 |

* NR - Not Reported