

**** TECHNICAL INFORMATION NOTICE ****

DATE: June 05, 2023
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Sales Managers, Service Managers, and Parts Managers
RE: Alliance In-Vehicle Infotainment (A-IVI) OPERATION FAILURE – SAFETY RECALL CAMPAIGN
TIN NO.: TIN-23-SR-001

AFFECTED VEHICLES: Certain 2022 and 2023 Outlander and 2023 Outlander Plug-in Hybrid vehicles

PURPOSE:

A recall campaign will be released today for reprogramming the Alliance In-Vehicle Infotainment (A-IVI) Display Unit, on certain 2022 and 2023 Outlander and 2023 Outlander Plug-in Hybrid vehicles built between February 8, 2021, and February 10, 2023. **Do not sell or deliver any affected 2022 or 2023 Outlanders or 2023 Outlander Plug-in Hybrids until this recall has been performed. This is a STOP SALE!** Please check the Most Recent: Open Campaign List e-report to identify affected vehicles in your new vehicle inventory. The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

A software error in the A-IVI could cause a black screen to momentarily display during a backing event. The loss of rearview image during a backing event does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 111. The potential loss of rearview image during a backing event could increase the risk of a crash or an injury to a person behind the vehicle.

Notification letters are scheduled to begin mailing to owners of affected vehicles in mid-June 2023, requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed.

Two USB drives containing the reprogramming software were sent FedEx to the Service Managers' attention at each dealership. You should receive them June 6, 2023.

Each USB drive will be labeled "SW Update 5185", as shown below:



PLEASE ONLY USE THE USB DRIVE LABELED SW UPDATE 5185 WHEN PERFORMING THIS RECALL

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the Most Recent: Open Campaign List available under the service section of "e-reports." Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected and complete this campaign prior to delivering them. When checking for the applicability of this campaign (C2301R), please check for and complete any other open campaigns. Some of these vehicles may also be affected by the fuel pump recall (C2202R) and/or one of the seat belt recalls (C2108R) or (C2201R), and/or ECU reprogramming service campaign (C2303R).

NOTE: The software update for this recall (SR-23-001) contains the countermeasure software utilized in SR-22-003 - Improper Operation of Audio Unit (C2203R). There is no need to complete C2203R after SR-23-001 is completed.

Always obtain the customer's approval before completing a campaign on a customer owned vehicle.

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.

SR-23-001 FAQs:

1. Is this a stop sale?

- A. YES - 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.

2. Why is Mitsubishi conducting this recall?

- A. A software error in the A-IVI could cause a black screen to momentarily display during a backing event. This condition, if it exists, does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 111.

3. What is the safety risk?

- A. The potential loss of rearview image during a backing event could increase the risk of a crash or an injury to a person behind the vehicle.

4. What Mitsubishi vehicles are affected by this recall?

- A. Certain 2022 and 2023 Outlanders and 2023 Outlander Plug-in Hybrids.

5. Are all 2022 and 2023 Outlanders / 2023 Outlander Plug-in Hybrids affected?

- A. NO – only certain vehicles manufactured within a specific timeframe require this reprogramming.

6. How do I know if a 2022 or 2023 Outlander or a 2023 Outlander Plug-in Hybrid is affected?

- A. Check the VIN on the Superscreen – if it shows recall C2301 open, it is affected – approximately 90,000 2022/2023 Outlanders and 2023 Outlander Plug-in Hybrids are affected in the U.S and Puerto Rico.

7. Are there parts available?

- A. There are no parts required for the remedy – it is reprogramming only. Two USB flash drives were sent FedEx to the Service Managers' attention at each dealership.

8. Is this the same issue as last year's recall C2203?

- A. While this campaign is similar to C2203 and involves many of the same vehicles, the cause of this issue is different. Completing this recall will also repair and close recall C2203, so that repair does not need to be done in addition to C2301.

9. When will customers be notified?

- A. Official customer notification letters are targeted to be mailed in June.

10. Are any of these vehicles also affected by Service Campaign SC-23-001 that was also released today?

- A. Yes. Approximately 54,000 2022 and 2023 Outlanders equipped with AWD are also affected by Service Campaign SC-23-001 – Engine ECU Reprogramming for MIL-Illumination on 2022-2023 Outlanders with AWD. 2022 and 2023 Outlanders with 2WD and 2023 Outlander Plug-in Hybrids are NOT affected. **To minimize customer inconvenience, please ensure you check the Superscreen and complete these campaigns together on all vehicles affected by both.**

11. Many of the affected owners are new to the Mitsubishi family and just recently purchased their new Outlander or Outlander Plug-in Hybrid – what can we do to maximize their continued satisfaction with our dealership and Mitsubishi?

- A. Mitsubishi fully understands having a recall shortly after a new vehicle purchase can influence perceptions of the brand. Jointly with you – our dealer partners – we want to provide our customers with an exceptional service experience when having this recall completed.
- i. Mitsubishi strongly encourages you to exhibit your commitment to the customer experience with these new Outlander/Outlander Plug-in Hybrid owners by:
1. Showing empathy for the inconvenience of having to complete the recall and treating with extra courtesy and respect

2. Minimizing the inconvenience as much as possible
 - a. Ensure your online scheduler is up to date and offer convenience appointment times
 - b. Offer pickup and delivery if available
 - c. Consider mobile repairs
 - d. Discuss transportation options with all customers (ex. shuttle service or rideshare)
 - e. Make sure your waiting room is clean and fully equipped to provide a pleasant place for customers who may choose to wait
 - f. Perform a quality check on all vehicles to ensure repairs are completed right the first time
 - g. Deliver vehicle in cleaner condition than when it was when dropped off
 - h. Check for and complete (with the customer's approval) any other open recalls and service campaigns.