

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: September 23, 2024
TO: Mitsubishi Motors US & Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Alliance In-Vehicle Infotainment (A-IVI) Operation Failure - Safety Recall Campaign - Renotification
TIN NO. TIN-23-SR-001B

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

PURPOSE

Safety Recall Campaign SR-23-001 was issued in June 2023 on certain 2022 and 2023 Outlander and 2023 Outlander Plug-in Hybrid vehicles built between 2/8/2021 – 2/10/2023. A software error in the A-IVI could cause a black screen to momentarily display during a backing event.

Approximately 20,100 owners of affected vehicles that have not had the recall completed will be mailed Renotification Letters the week of 9/30/2024 requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed. A sample copy of the owner notification letter is included below for your reference.

Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C2301R), please check for any other open campaigns. 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.



IMPORTANT SAFETY RECALL RENOTIFICATION

MITSUBISHI MOTORS NORTH AMERICA, INC.
PO Box 689040
Franklin, TN 37068

This notice applies to your vehicle, [VIN]

NHTSA Recall 23V-345

Dear [NAME],

Date: September 2024

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Reason for notice: In June 2023 Mitsubishi Motors North America, Inc. (MMNA) announced a recall which relates to motor vehicle safety in certain 2022 and 2023 Outlander and 2023 Outlander Plug-in Hybrid vehicles. A software error in the Alliance In-Vehicle Infotainment (A-IVI) Display Unit could cause a black screen to display during a backing event. The loss of rearview image during a backing event could increase the risk of a crash or an injury to a person behind the vehicle. As of September 13, 2024, our records indicate your vehicle is still unrepaired.

What you should do: MMNA urges you to please contact your local Mitsubishi Motors dealer and schedule an appointment to have the A-IVI reprogrammed, free of charge. When you bring your vehicle in, please show the dealer this letter. If you misplace this letter, the dealer will still perform this repair on your vehicle, free of charge.

What your dealer will do: The dealership will reprogram the A-IVI with modified software.

How long will it take? The time needed for the reprogramming is approximately **30 minutes**. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Central Time).

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you previously had your vehicle reprogrammed as a result of this specific condition and have paid for the repair, you may send your original repair order or invoice, **and** original receipt/proof of payment to the following address for reimbursement consideration:

Mitsubishi Motors North America Inc., Customer Relations, P.O. Box 689040, Franklin, TN 37068

If you no longer own this vehicle, please complete and return the attached Change of Ownership card or contact Customer Relations at 888-648-7820.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

C2301R

V	[VIN]	DATE OF CHANGE	MO	DAY	YR
IF THE VEHICLE IS NO LONGER OWNED, ENTER THE REASON NUMBER IN THE BOX AT THIS BOX →		1 - SCRAPPED	2 - STOLEN	3 - EXPORTED	CAMPAIGN VEHICLE DISPOSITION CARD
Last Name		4 - TRADED	5 - SOLD	First Name	
Name					
Address					
Address (cont)					
City				State	
Zip Code		Phone Number	-	-	
Email					

COMPLETE THIS CARD ONLY IF YOUR ADDRESS HAS CHANGED OR IF YOU ARE NOT THE CURRENT OWNER.

IMPORTANT –

FOR THE ACCURACY OF OUR SAFETY RECALL MAILING RECORDS, PLEASE COMPLETE THIS CARD IF YOU HAVE CHANGED YOUR ADDRESS OR ARE NO LONGER THE OWNER OF THE MITSUBISHI VEHICLE LISTED.

[VIN] SR-23-001
[NAME]
[ADDRESS]
[CITY], [STATE] [ZIP CODE]