

**** TECHNICAL INFORMATION NOTICE ****

DATE: June 20, 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-001A

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

PURPOSE:

Notification letters for approximately 90,000 vehicles affected by recall SR-23-001 "NAVIGATION (IVI) OPERATION FAILURE", are being mailed to owners today, June 20, 2023, 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.

Mitsubishi Motors North America, Inc. (MMNA) has decided that certain 2022 and 2023 Outlander and 2023 Outlander Plug-in Hybrid vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility." 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 could increase the risk of a crash or an injury to a person behind the vehicle.

Two USB drives containing the reprogramming software were sent via FedEx on June 5, 2023, to the Service Managers' attention at each dealership. You should have already received them.

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.



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, _____.

NHTSA Recall 23V-345

Date: June 2023

Dear FIRSTNAME LASTNAME,

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

Reason for notice: Mitsubishi Motors North America, Inc. (MMNA) has decided that certain 2022 and 2023 Outlander and 2023 Outlander Plug-in Hybrid vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility." 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.

What you should do: 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 obtaining this product improvement 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.