



## 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.