SAFETY RECALL BULLETIN

SUBJECT:			No:	**SR-23-001**
ALLIANCE IN-VEHICLE INFOTAINMENT (A-IVI)			DATE:	**June 2023**
OPERATION FAILURE – SAFETY RECALL CAMPAIGN			MODEL:	**See Below**

CIRCULATE TO:		**X** GENERAL MANAGER	**X** PARTS MANAGER	**X** TECHNICIAN
X SERVICE ADVISOR		**X** SERVICE MANAGER	**X** WARRANTY PROCESSOR	**X** SALES MANAGER

PURPOSE

This Campaign Bulletin provides instructions to reprogram the In-Vehicle Infotainment (IVI) system with modified software.

BACKGROUND

When the backup camera image is displayed immediately after A-IVI (Alliance In-Vehicle Infotainment) system startup, a black screen may be displayed temporarily on A-IVI. The potential loss of rear view imagery while the vehicle is in reverse and backing up could increase risk of a crash or an injury to a person behind the vehicle.

AFFECTED VEHICLES

Certain 2022 and 2023 Outlander vehicles built between 2/8/2021 - 2/10/2023
Certain 2023 Outlander Plug-in Hybrid vehicles built between 9/27/2022 - 2/10/2023

⚠ **ATTENTION**

Dealers must check 2022-2023 Outlander and 2023 Outlander Plug-in Hybrid VINs on the Warranty Superscreen to confirm if a vehicle is affected.

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.

The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website *(www.mitsubishitechinfo.com)*.

PROCEDURE INFORMATION

Customer/Technician discussion points prior to update:

1. Before beginning the update process, remove any USB devices (charging cables/USB drives) and give them to the customer.
2. USB devices located on the back side of the floor console do not need to be removed because they are for charging only and there is no data transmission.
3. After the software update, the clock on the IVI is not accurate but once the IVI receives GPS signal, the clock will display the correct time.

⚠ **ATTENTION**

- **The software update must be performed with the engine idling (for the Plug-in Hybrid, keep in "READY" mode) and parking brake engaged throughout the update process. Failure to do so may result in 12V battery drain and the IVI unit may require replacement.**
- **Please SHUT OFF the A/C system and AUDIO system while updating.**
- **Please exit the route guidance (MAPS) prior to updating.**
- **Do not move the car or operate the IVI until the software update is successfully completed. Otherwise, the update process may fail and the IVI unit may require replacement.**
- **VERIFY THE LATEST VERSION OF SOFTWARE is installed when the update is complete.**

WORK PROCEDURE

NOTE: Screen images may differ slightly depending on the IVI screen size (8" versus 9").

⚠ **ATTENTION**

- **If the USB drive has a software version other than "283C37742E", delete (format) the internal data on a computer to avoid using it by mistake.**
- **Before proceeding with the update, remove any USB devices that may be inserted such as charging cables and memory sticks.**
- **IVI unit may fail, and USB port (Type-C) may become unusable if you begin the update before removing USB devices.**

1. **Navigation startup confirmation**
   a. Turn the engine on (set Outlander Plug-in Hybrid to "READY") and engage the parking brake. Make sure the "P" in the cluster and Parking Brake Indicator illuminates.

   b. The vehicle must remain idling with the parking brake ON. Never move the vehicle during software update.

   c. The IVI display may display the Mitsubishi Logo followed by the menu.
   (Please note it may take approximately 1 minute after the power switch is turned on for the menu to display.)

2. **Check current software version**
   a. Go to "Settings", then arrow right ">".

b. Go to "System Updates", then "Version Information".
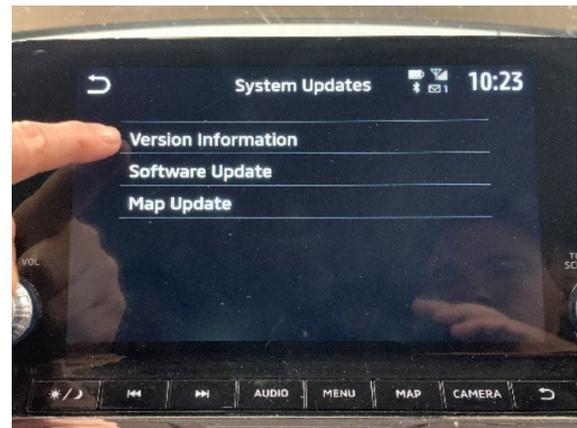
c. Check "Software Version" and determine whether updating is necessary.

Update not Necessary

Necessity of update	Software Version	Work
Required (Before counter measures)	283C35272E 283C35682E 283C35812E 283C36752E 283C36042E 283C36292E 283C36972E 283C37542E	Proceed to update # 3
Not required (Counter measures done)	**283C37742E**	Work done

3. **If Update is Needed**

    a. Check if a device is connected to the USB port (Type: A, C) on the instrument panel, and if it is connected, inform the customer and remove it.

Type C   Type A
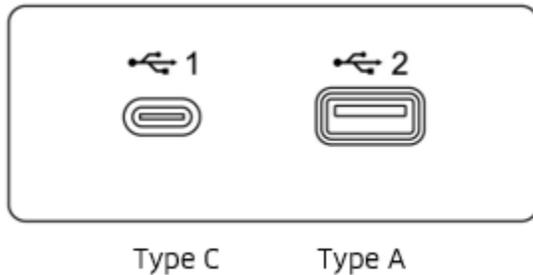
- The USB port on the back of the floor console is for charging use only (not connected to the navigation system), so there is no need to remove it.

    b. Check the navigation, and if route guidance is in progress, end the guidance.

    c. Switch off the A/C system and Audio system while updating.

    d. Press and hold the Vol button, restart the navigation and wait 15 seconds.
- The system will be restarted to check the operation of the navigation system.

    e. Press the "CAMERA" button and "MAP" button (navigation 9-inch model only) and check if the screen switches.
- If it does not switch, restart again

4. **Software update**

a. Insert the USB drive for updating into the USB port (right side) on the instrument panel.

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

- The screen will switch to the "Software Update" screen and the update will automatically start.
- It takes about 20-24 minutes to complete the update.
- The time remaining until the update is completed will be displayed on the screen.
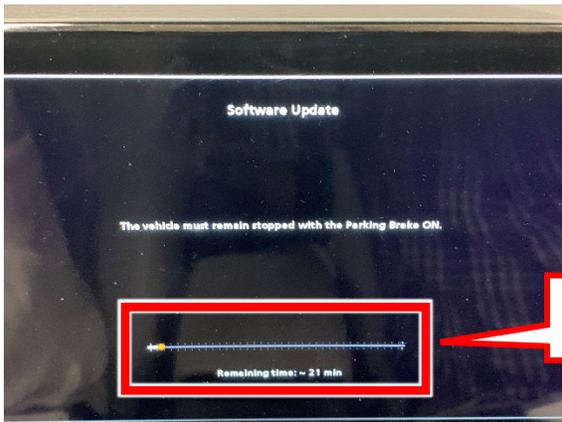
Remaining time is displayed

- When the update reaches 100%, the following message will appear.
"The software update is complete. The system will restart now…".

NOTE: **Leave the USB drive in place at least 1 minute to complete the update process.**
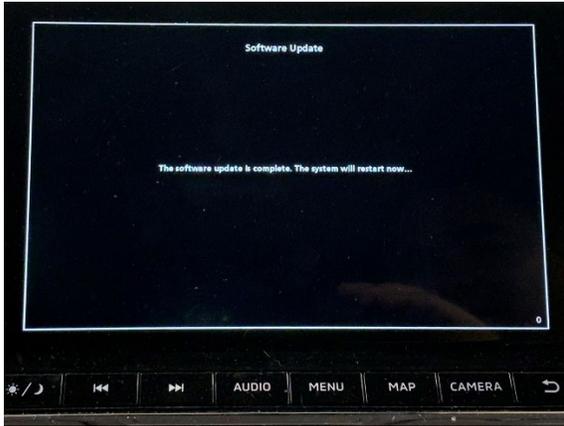
b. **After 1 minute**, remove the USB drive for updating from the USB port.
- If you remove the USB drive, the navigation will restart automatically.
- If it does not restart automatically even after removing the USB drive, press and hold the Vol button to restart the navigation, and then update again.

5. **Confirm current software version has been installed**
a. Make sure that the software version is now "**283C37742E**".
- The smartphone link navigation clock is reset, but the correct time is displayed when GPS is received.
- Go to "Settings", then arrow right ">".

- Go to "System Updates", then "Version Information".
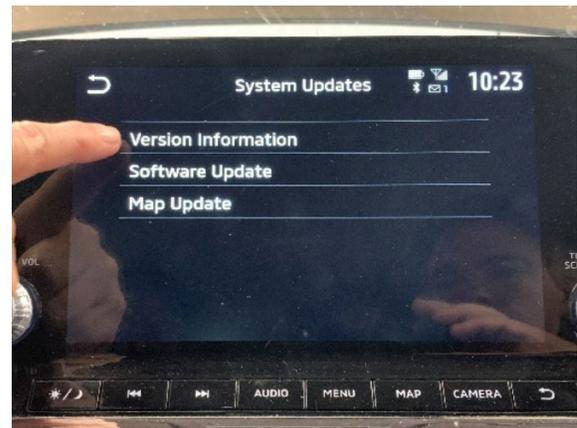
- Verify software version is "**283C37742E**".

6. **DTC check/delete**

   a. DTCs (U2154, etc.) of the CAN communication system are detected due to the update, so check and delete the DTCs.

7. Troubleshooting

Trouble condition	Remedy work
When the USB drive for updating is inserted into the USB port, updating does not start. Navigation does not recognize the USB drive for updating.	Reinsert the USB drive for updating.
	Press and hold the Vol button to restart the navigation.
	Replace the USB drive for updating with another one.
Updating never ends. (approximately 40 minutes or more)	Press and hold the Vol button to restart the navigation and update again.
	Replace the USB drive for updating with another one.
The following update failure message is displayed on the navigation screen. • When the USB drive for updating is inserted – "Software update failed. Please update the software again. If the system does not work, please update the software again." • If you remove the USB drive for updating during the update - "USB has been removed. Please update the software again."	Press and hold the Vol button to restart the navigation and update again.
	Replace the USB drive for updating with another one.
It does not automatically restart even if the USB drive for updating is removed.	Press and hold the Vol button to restart the navigation and update again.

PARTS INFORMATION

Two USB drives containing the updated software will be sent to each dealer (Attention: Service Manager) via FedEx. 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

Genuine Mitsubishi part information (should replacements be needed):

DESCRIPTION	PART NUMBER	QTY
USB DRIVE FOR SR23001	DGIVIFLASH2	1

WARRANTY / RECALL CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' - Recall/Campaign Claims. Please follow the campaign instructions when entering each claim. See the claim example below.

Under "**Spec Value ***", it is required that the new software part number be entered. See example below.

After entering the required customer data, vehicle information, selecting the applicable repair campaign and scenario performed, click the "Save and Continue" button. The system will automatically fill-in several fields.

OPERATION	NATURE CODE	CAUSE CODE	LABOR OPERATION	TIME ALLOWANCE
IVI SOFTWARE OVERLAP	51U	990	C2301R01	0.2 HOURS
IVI SOFTWARE (INDEPENDENT)			C2301R02	0.3 HOURS

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.