



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

**1200 New Jersey Avenue SE
Washington, DC 20590**

June 11, 2025

25V369

Kurt Kurata
Mitsubishi Motors North America, Inc.
6400 Katella Avenue
Cypress, CA 90630

Subject: Rearview Camera Image May Not Display/FMVSS 111

Dear Kurt Kurata:

This letter serves to acknowledge Mitsubishi Motors North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MITSUBISHI/OUTLANDER/2022-2024
MITSUBISHI/OUTLANDER PHEV/2023-2025

Mfr's Report Date: June 02, 2025

NHTSA Campaign Number: 25V369

Components:

BACK OVER PREVENTION:SOFTWARE

Potential Number of Units Affected: 198,940

Problem Description:

Mitsubishi Motors North America, Inc. (Mitsubishi) is recalling certain 2022-2024 Outlander and 2023-2025 Outlander PHEV vehicles. Due to a software error in the in-vehicle infotainment system (A-IVI), the rearview camera image may freeze, or not appear on the display. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear Visibility."

Consequence:

A rearview image that does not display properly reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.

Remedy:



Dealers will update the A-IVI software, free of charge. Owner notification letters are expected to be mailed June 30, 2025. Mitsubishi's number for this recall is SR-25-001. This recall replaces and expands previous NHTSA recall number 23V345. Vehicles previously repaired under recall 23V345 will need to have the new remedy completed.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Mitsubishi Motors North America, Inc.'s contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement