



# SAFETY RECALL BULLETIN

|  |   |  |   |
|--|---|--|---|
| SUBJECT:   |   |  | No: <b>SR-25-001</b>                              |
| <b>ALLIANCE IN-VEHICLE INFOTAINMENT (A-IVI)<br/>OPERATION FAILURE – SAFETY RECALL CAMPAIGN</b> |   |  | DATE: <b>June 2025</b>                            |
|  |   |  | MODEL: <b>See Below</b>                           |
| <b>CIRCULATE TO:</b>   | <input checked="" type="checkbox"/> GENERAL MANAGER | <input checked="" type="checkbox"/> PARTS MANAGER      | <input checked="" type="checkbox"/> TECHNICIAN    |
| <input checked="" type="checkbox"/> SERVICE ADVISOR  | <input checked="" type="checkbox"/> SERVICE MANAGER | <input checked="" type="checkbox"/> WARRANTY PROCESSOR | <input checked="" type="checkbox"/> SALES MANAGER |

## **PURPOSE**

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

## **BACKGROUND**

Due to improper software programming, the Alliance In-Vehicle Infotainment (A-IVI) may freeze or display a black screen. If this occurs during a backing event, the rear-view camera image could be lost, which may fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility" and could increase risk of a collision or an injury to a person behind the vehicle.

## **AFFECTED VEHICLES**

All 2022 - 2024 Outlander vehicles

All 2023 - 2024 and certain 2025 Outlander Plug-in Hybrid vehicles built before 4/22/2025



## **ATTENTION**

Dealers must check 2022-2024 Outlander and 2023-2025 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.

## **CUSTOMER NOTIFICATIONS**

MMNA will contact all owners of affected vehicles requesting that they schedule an appointment with their local Mitsubishi dealer. A sample copy of the customer notification letter appears at the end of this bulletin.

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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](http://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) from the ports that are located in the front console and return them to the customer.
2. USB devices connect to the ports that are located on the back side of the floor console do not need to be removed since those parts are for charging only and do not provide for data transmission.
3. After the software update, the clock on the A-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 in a well-ventilated area 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 A-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").**

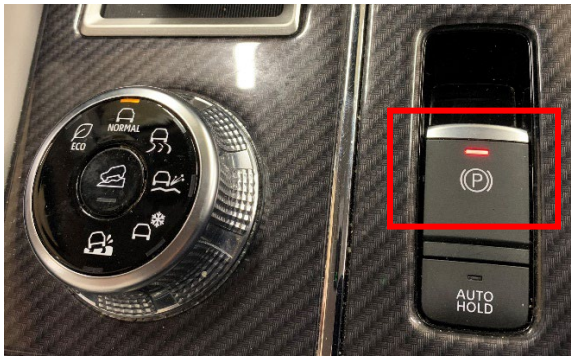


### **ATTENTION**

- **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. A-IVI 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.

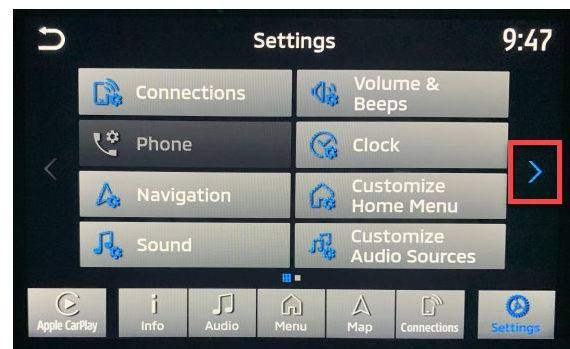


- b. The vehicle must remain idling with the parking brake ON. Never move the vehicle during software update.
- c. The IVI display may display the Mitsubishi Logo followed by the menu.  
**(Please note it may take approximately 1 minute after the power switch is turned on for the menu to display.)**

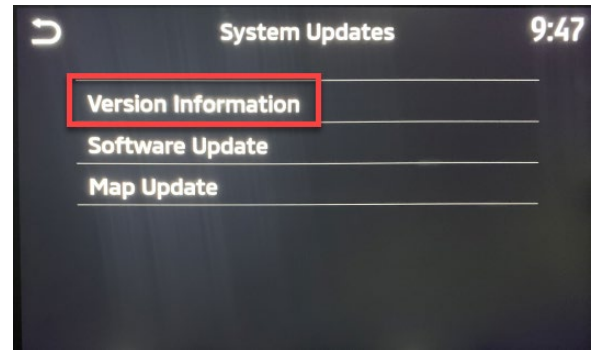


## 2. Check Current Software Version

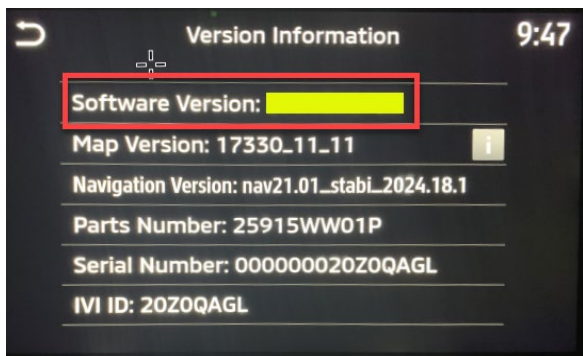
- a. Go to "Settings", then arrow right ">".



b. Go to "System Updates", then "Version Information".



c. Check "Software Version" and determine whether updating is necessary.




| Necessity of update                     | Software Version | Work                  |
|---|------------------|-----------------------|
| Required<br>(Before counter measures)   | 283C35682E       | Proceed to update # 3 |
|   | 283C36292E       |                       |
|   | 283C36752E       |                       |
|   | 283C36972E       |                       |
|   | 283C37742E       |                       |
| Not required<br>(Counter measures done) | 283C38712E       | Work done             |
|   | 283C38872E       |                       |

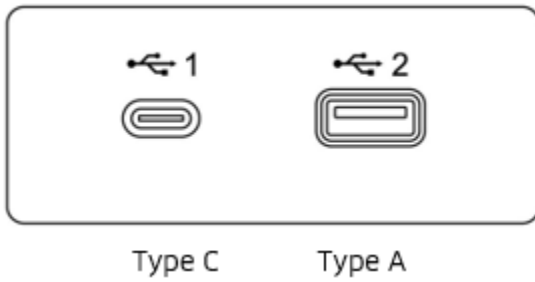
### 3. Check Before Updating

a. If a device is connected to either USB port (Type A or C) on the center console, **inform the customer and remove it.**

- 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.

 **ATTENTION**

- Performing this update with a charging cable, USB memory, etc. inserted into the Type C USB port on the center console may cause the A-IVI to malfunction or the Type C USB port to become unusable.**



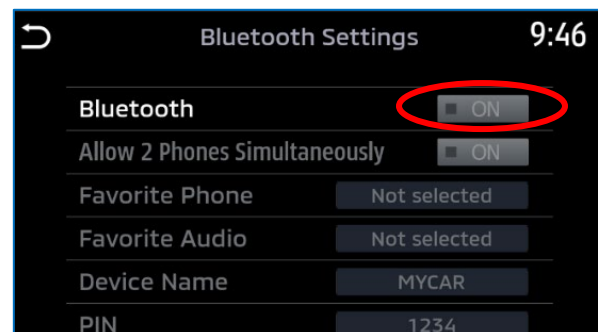
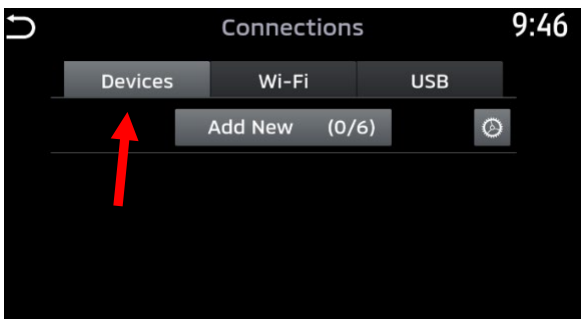
b. Check the navigation, and if route guidance is in progress, end the guidance.

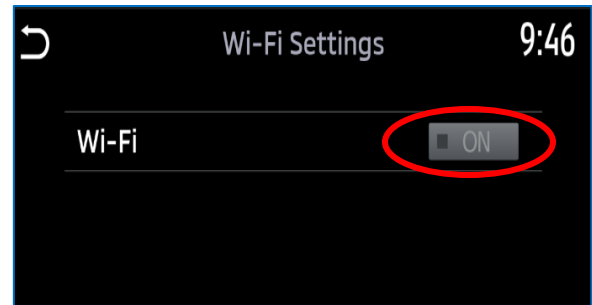
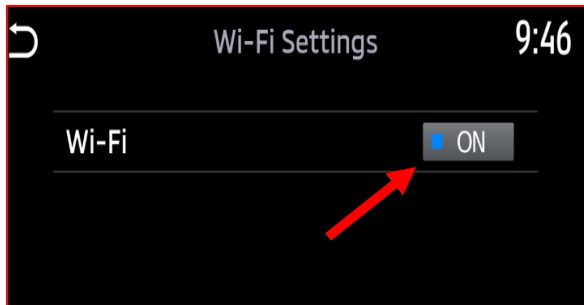
**ATTENTION**

**• Check the navigation, and if route guidance is in progress, end the guidance. Performing the update while in route guidance state may result in an update error.**

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

d. Turn off all Bluetooth and Wi-Fi





- e. Press and hold the Vol button, restart the A-IVI and wait 15 seconds.
  - The system will be restarted to check the operation of the A-IVI system.
- f. Press the "CAMERA" button and then the "MAP" button (A-IVI 9-inch model only) to verify that the screen switches to each.
  - If it does not switch, restart again.

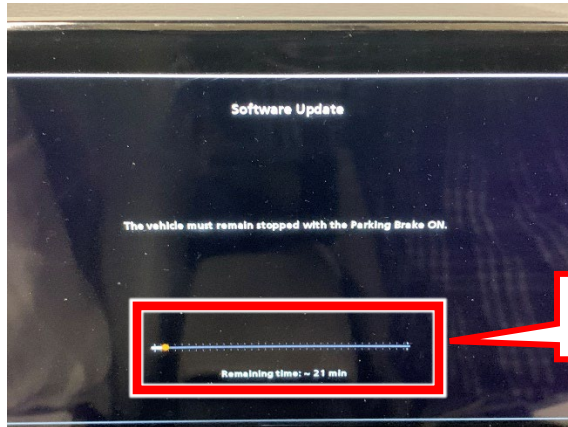
**4. Software Update**

- a. Insert the USB drive for updating into the USB port (Type A; right side) on the center console. Section 7 describes troubleshooting related to updating.

**PLEASE ONLY USE THE BLUE OR WHITE USB DRIVES WITH SERIAL NUMBERS P41018 (Blue), P41121 (Blue) AND P50102 (White) WHEN PERFORMING THIS RECALL.**



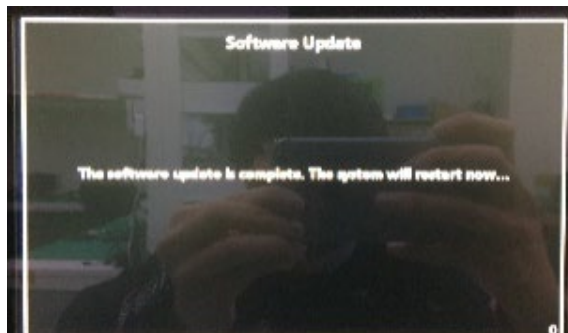
- **Do not move the vehicle or operate the A-IVI software until update is completed. Otherwise, updating process may fail and A-IVI may need replacement.**
- After about 1 minute the screen will automatically switch to the "Software Update" screen and the update will start.
- It takes about 20-24 minutes to complete the update.
- The time remaining until the update is completed will be displayed on the screen, so check the completion time and return to the car.



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.**



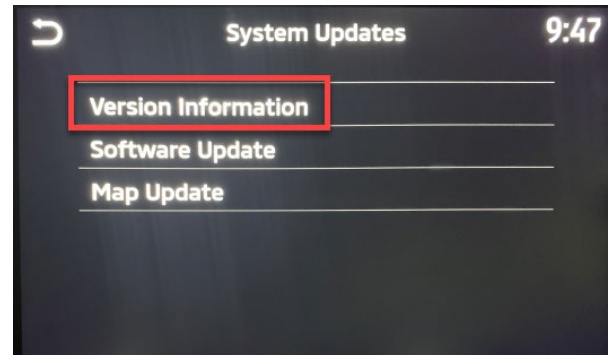
- b. **After 1 minute**, remove the USB drive for updating from the USB port.
- If you remove the USB drive, the A-IVI will restart automatically.
  - If it does not restart automatically even after removing the USB drive, press and hold the Vol button to restart the A-IVI, and then update again.

**5. Confirm current software version has been installed**

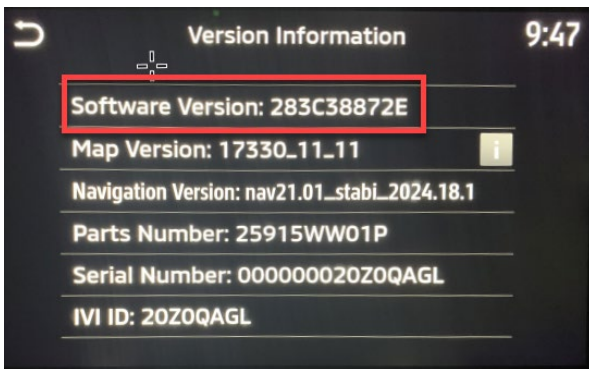
- a. Make sure that the software version is now "283C38872E".
  - The smartphone link A-IVI clock is reset, but the correct time is displayed when GPS is received.
  - Go to "Settings", then arrow right ">".



- b. Go to "System Updates", then "Version Information".



- c. Verify "Software Version" is "283C38872E".



- d. From "connections" menu, restore the original setting, Wi-Fi and Bluetooth.

**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.<br>(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 error message is displayed on the navigation screen. <ul style="list-style-type: none"> <li>• 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."</li> <li>• If you remove the USB drive for updating during the update – "USB has been removed. Please update the software again."</li> </ul> | 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 reprogramming software were sent FedEx to the Service Managers' attention at each dealership. You should receive them June 16, 2025.**

**PLEASE ONLY USE THE BLUE OR WHITE USB DRIVES WITH SERIAL NUMBERS **P41018** (Blue), **P41121** (Blue) AND **P50102** (White) WHEN PERFORMING THIS RECALL.**



Genuine Mitsubishi part information (should replacements be needed):

| DESCRIPTION           | PART NUMBER  | QTY |
|-----------------------|--------------|-----|
| USB FLASH FOR SR25001 | FLASHSR25001 | 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.

| Labor Operation Code | Operation   | Cause Code A | Nature Code B | Nature Code C | Quantity | Labor Time | Primary Failed Part Number |
|----------------------|---|--------------|---------------|---------------|----------|------------|----------------------------|
| C2501R01             | Reprogram Software of Smart-Phone-Linked Audio Unit (IVI) | 990          | 30            | E             | 1        | 0.3 H      | 8740A049<br>or<br>8740A050 |
| C2501R02             | Misc Expenses (Do Not Use)                                | 990          | 30            | E             | 1        | 0.1 H      | NPN                        |

## **IMPORTANT**

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# IMPORTANT SAFETY RECALL

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

This notice applies to your vehicle, [VIN]

**NHTSA Recall 25V-369**

Dear [NAME],

Date: June 2025

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

**Reason for notice:** In June 2025 Mitsubishi Motors North America, Inc. (MMNA) announced a recall which relates to motor vehicle safety in certain 2022, 2023 and 2024 Outlander and 2023, 2024 and 2025 Outlander Plug-in Hybrid vehicles. A software issue in the Alliance In-Vehicle Infotainment (A-IVI) Display Unit could cause the screen to freeze or display black during a backing event. The loss of rearview image during a backing event increases the risk of a collision or an injury to a person behind the vehicle.

**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, 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 to address 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.

C2501R

|   |       |                |            |              |                                   |
|---|-------|----------------|------------|--------------|-----------------------------------|
| 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-25-001  
[NAME]  
[ADDRESS]  
[CITY], [STATE] [ZIP CODE]