



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

26V549

Manufacturer Name: Mitsubishi Motors North America, Inc.

Submission Date: Aug 25, 2026

NHTSA Recall No.: 26V549

Manufacturer Recall No.: SR-26-002

Manufacturer Information

Population

Manufacturer Name: Mitsubishi Motors North America, Inc.
Address: 4031 Aspen Grove Dr. Suite 650
Franklin TN, 37067

Total number of potentially involved: 67,146
Estimated percentage with defect: 1%

Vehicle Information

Vehicle 1: 2025-2026 MITSUBISHI OUTLANDER

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Dec 20, 2024 - Jul 28, 2026

Number of potentially involved: 65,940

Descriptive Information:

Manufacturing records were utilized to determine vehicles potentially produced with suspect second-generation Alliance In-Vehicle Infotainment (A-IVI).

Vehicle 2: 2026-2026 MITSUBISHI OUTLANDER PHEV

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion: Hybrid Electric Vehicle

Production Dates: Jan 22, 2026 - Jul 24, 2026

Number of potentially involved: 1,206

Descriptive Information:

Manufacturing records were utilized to determine vehicles potentially produced with suspect second-generation Alliance In-Vehicle Infotainment (A-IVI).

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Defect / Noncompliance Description

Description of the defect or noncompliance:

Due to improper software programming, the Alliance In-Vehicle Infotainment (A-IVI) system may fail to boot, freeze, restart unexpectedly, display a black screen, or the screen may scroll unintentionally. If any of these conditions occur during a backing event, the rearview camera image may be lost, which may fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

FMVSS1: 111 - Rear visibility**FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

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.

Description of the cause:

Improperly designed software in the A-IVI system could result in unintended system behavior.

Identification of any warning that can occur:

N/A

Component Manufacturer

Tier of Supplier:**Supplier Type:** OEM**Name:** Bosch Corporation**Address:** 1-9-32, Nakagawachuo
Tsuzuki-ku | Yokohama-shi
Kanagawa Foreign States, 224-8601**Country:** Japan

Involved Components

Component Name 1: CONT ASSY-DA**Component Description:** In-Vehicle Infotainment system for 2025 MY Outlander**Component Part Number:** 2591AW028P

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Component Name 2: CONT ASSY-NAVIGATION

Component Description: In-Vehicle Infotainment system for 2025 MY Outlander

Component Part Number: 25915W016P

Component Name 3: CONT ASSY-DA

Component Description: In-Vehicle Infotainment system for 2026 MY Outlander and Outlander PHEV

Component Part Number: 2591AW047P

Component Name 4: CONT ASSY-NAVIGATION

Component Description: In-Vehicle Infotainment system for 2026 MY Outlander and Outlander PHEV

Component Part Number: 25915W032P

Chronology

In October 2025, Mitsubishi Motors Corporation (MMC) received a field report from Canada indicating that the A-IVI touch screen intermittently became unresponsive. This was the first reported case involving the subject condition in the North American market, and MMC initiated an investigation.

In November 2025, while awaiting the return of the replaced A-IVI unit associated with the first field report, MMC received additional field reports from Canada involving A-IVI screen freezing and loss of responsiveness. MMC continued investigating the cause of the reported conditions.

From December 2025 - May 2026, MMC analyzed the returned A-IVI unit and associated system logs. During this period, MMC also received an additional field report from Canada involving unintended screen scrolling. MMC's investigation identified potential software programming issues within the A-IVI system that could lead to the reported conditions.

From May to early August 2026, MMC continued its investigation of the reported issues to assess the potential for field occurrence of the subject condition in the U.S. and other markets and to determine whether the reported conditions were isolated incidents or could occur under normal operating conditions.

On August 18, 2026, MMC determined that a potential non-compliance could not be ruled out, that a field action was necessary, and advised MMNA to conduct a non-compliance recall.

From June 2025 to the present day, MMC and MMNA have received 39 warranty claims and 1 field report in the United States involving symptoms similar to the subject condition, including failure to boot, freezing, unexpected restart, black screen, and unintended screen scrolling. This field report in June 2025 involved potential blank screen and A-IVI reboot, but MMC and MMNA were unable to retrieve the log data from the vehicle identified in the report and have not been able to confirm the existence of the subject condition.

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MMC and MMNA are not aware of any reports of death, injury or accident to this condition.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Owners of all affected vehicles will be notified and encouraged to bring their vehicles in to Mitsubishi dealerships to reprogram the A-IVI with countermeasure software that meets FMVSS number 111 requirements. Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact the Mitsubishi Customer Relations Department for instructions on how to apply for a refund.

How remedy component differs from recalled component:

The A-IVI will be reprogrammed with countermeasure software that meets FMVSS number 111 requirements.

Identify how/when recall condition was corrected in production:

All vehicles produced after July 28th, 2026 were programmed with an updated A-IVI software package.

Reimbursement Plan

Description of reimbursement program:

Customers will be directed to submit their original repair order or invoice, and original receipt/proof of payment to MMNA for reimbursement consideration.

Period of reimbursement:

10 years

Costs to be reimbursed:

Cost of repair

Address for reimbursement claims:

P.O. Box 689040
Franklin TN, 37068

Recall Schedule

Part 573 Safety Recall Report**26V549****Description of recall schedule:**

Dealers will be notified September 9, 2026. Owners of potentially affected vehicles will begin being notified September 24, 2026.

Planned Dealer Notification Date: Sep 09, 2026 - Sep 09, 2026

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Sep 24, 2026 - Sep 24, 2026

☐ Phased Recall

Date when VIN will be searchable: Sep 09, 2026