



AFFECTED VEHICLES
MODEL: 2018 Outlander PHEV

This notice applies to your vehicle, _____.

Date: October 2018

Re: Customer Satisfaction Campaign SC-18-001

Dear **NAME**,

Mitsubishi Motors always strives to build vehicles with the highest level of quality, and continuously improve that quality with every vehicle built. To help assure continued satisfaction with your Mitsubishi vehicle, we are recommending that the following product improvement be performed on certain 2018 Outlander PHEV vehicles built between September 14, 2017 and August 7, 2018.

Recommended Product Improvement:

Due to inappropriate programming of the sub-Battery Management Unit (sub-BMU), the sub-BMU may falsely judge the leak detection circuit as faulty by picking up electrical noises from operation of the drive selector, brake application, or air conditioner operation. False judgment of the leak detection circuit may result in several malfunction indicators illuminating, including: Engine Malfunction, EV System Service Required, and RBS (Regenerative Brake System), with Diagnostic Trouble Codes (DTCs) P0AA7, P0AA8, and P0AA9 (Leak Sensor Detection Circuit). The malfunction indicators may be accompanied by a decrease in vehicle power and vehicle speed being restricted to a maximum of 37 mph (60 km/h).

What your dealer will do:

Your local Mitsubishi dealer will reprogram the sub-BMU with updated software to correct the issue. This repair will take approximately **0.5** hours to complete. However, the dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience. Product improvements will be completed **free of charge**.

What you should do:

Please contact your local Mitsubishi dealership to schedule an appointment. Although not required, it is recommended to bring this letter when you take your vehicle into the dealership.

If you have any questions regarding this customer satisfaction campaign, please contact us:

Mitsubishi Customer Relations Department
P.O. Box 6400
Cypress, CA 90630-0064
Phone 1-888-648-7820
Hours: Monday – Friday 7 a.m. – 4 p.m. Pacific Time

If you have already encountered a problem with the sub-BMU 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 Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

We appreciate your prompt attention to this matter, and apologize for any inconvenience.

Sincerely,

Mitsubishi Motors North America, Inc.

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