

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: July 3, 2024
TO: Mitsubishi Motors US & Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Lane Keep Assist on 2022 and 2023 Outlander - Service Campaign - Revised
TIN NO. TIN-24-SC-001REV

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AFFECTED VEHICLES: Certain 2022 and 2023 Outlander vehicles

PURPOSE

A revision to service campaign SC-24-001 will be released today for the ADAS ECU reprogramming on certain 2022 and 2023 Outlander vehicles built prior to September 1, 2022. Additional VINs have been added to the Service Campaign.

The actual operation of Lane Keep Assist (LKA) mismatches the LKA conditions described in owner's manual. LKA does not activate under 37 mph (60 km/h) when following another vehicle. A software update will correct this situation.

The Service Campaign Bulletin outlining the repair procedure is available on MEDIC and MDL.

Initial notification letters were mailed out on April 18, 2024 to owners of affected vehicles, requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this service campaign performed. Notification letters for owners of the additional VINs will be mailed around July 15, 2024. A sample copy of the owner notification letter is included below for your reference.

When checking for applicability of this campaign (**C2402C**), please check for and complete any other open campaigns. Always get the customer's approval before completing a campaign on a customer-owned vehicle.

IMPORTANT

To maximize customer satisfaction with the quality of their vehicle, affected new or used inventory vehicles should be remedied before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this service campaign.



MITSUBISHI MOTORS NORTH AMERICA, INC.

PO Box 689040
Franklin, TN 37068

Date: July 2024

This notice applies to your vehicle,
[VIN].

Subject: Service Campaign SC-24-001

Dear [NAME],

Mitsubishi Motors strives to build vehicles with the highest level of quality and to continuously improve that quality with every vehicle built. To help assure your continued satisfaction with your Mitsubishi vehicle, we are recommending that the following product improvement be performed on certain 2022 and 2023 Outlander vehicles.

Recommended Product Improvement:

The actual operation of Lane Keep Assist (LKA) mismatches the LKA conditions described in owner's manual. LKA does not activate under 37 mph (60 km/h) when following another vehicle. A software update will correct this situation.

What your dealer will do:

Your local Mitsubishi Motors dealer will reprogram the ADAS (Advanced Driver Assistance Systems) Electronic Control Unit (ECU) with modified software. The time needed for the reprogramming is approximately 30 minutes. The dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience.

What you should do:

Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the ADAS ECU 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.

If you experience any problem obtaining this product improvement 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 you previously had your vehicle reprogrammed 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 Motors North America Inc., Customer Relations, P.O. Box 689040, Franklin, TN 37068

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

C2402C