



# CUSTOMER SATISFACTION CAMPAIGN BULLETIN

SUBJECT: <b>VEHICLE MAY NOT GO INTO READY MODE IN EXTREME COLD TEMPERATURES - CUSTOMER SATISFACTION CAMPAIGN</b>			No: <b>SC-24-002</b>
			DATE: <b>December 2024</b>
			MODEL: <b>Outlander Plug-in Hybrid</b>
<b>CIRCULATE TO:</b>	<input 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 type="checkbox"/> SALES MANAGER

## PURPOSE

This bulletin provides direction to reprogram the PDU (Power Drive Unit) ECU (Electronic Control Unit) software when a vehicle is reported to not enter READY mode after being parked in extreme cold temperatures.

## BACKGROUND

The BMU (Battery Management Unit) sends a protective signal to the vehicle which prevents it from entering the READY mode when the Main battery is too cold.

Certain affected vehicles will require updating the PDU ECU software which may prolong the time it takes for the drive-battery to cool when connected to a charger. Although this will not guarantee that the vehicle will start under all extreme cold conditions, the software update may improve extreme cold temperature starting ability.

Please explain to customers the EV battery characteristics and behavior using the leaflet provided at the end of this bulletin. Please remind customers that when parked for extended periods (overnight for example), they should have their vehicle connected to a charger, which assists in keeping the drive-battery warm for a longer period of time while parked.

## AFFECTED VEHICLES

Certain 2023 and 2024 Outlander Plug-in Hybrid vehicles originally sold or ever registered in one of the cold weather states listed below.

Alaska	Connecticut	Delaware	Illinois	Indiana	Iowa
Kansas	Kentucky	Maine	Maryland	Massachusetts	Michigan
Minnesota	Missouri	Nebraska	New Hampshire	New Jersey	New York
North Dakota	Ohio	Pennsylvania	Rhode Island	South Dakota	Utah
Vermont	Washington D.C.	West Virginia	Wisconsin		

Reprogramming and Leaflet	US VIN Cut-off:	JA4T5WA92RZ035723 / November 30, 2023
Leaflet Only	US VIN Cut-off:	JA4T5VA93RZ074802 / June 8, 2024

**PLEASE NOTE: VIN range qualifies the repair. If you have a situation where a vehicle concern mirrors this TSB but is outside of the VIN range, contact Techline for further assistance.**

**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.**

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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)).

## CUSTOMER NOTIFICATIONS

Affected owners will receive one of two different letters:

- Vehicles built prior to **November 30, 2023**, will receive a leaflet and a request to contact their local authorized Mitsubishi dealership to schedule an appointment to have the PDU ECU software updated.
- Vehicles built from December 1, 2023 to June 7, 2024 already have the updated PDU software and will receive the leaflet only.

*A sample copy of each of the customer notification letters, as well as the leaflet, appears at the end of this bulletin.*

## EQUIPMENT

The following equipment is needed to reprogram the ECU:

- VCI (Vehicle Communication Interface), VCI Lite and VCI 3
- MEDIC Laptop/Tablet with A/C power adapter
- MUT III Main Harness "A" (blue connector at the DLC end)
- USB 2.0 Cable
- MEDIC 3.5/4 update at 786 or higher
- For Standalone MUT III units, MUT-III SE Reprogramming Database N230201NR or higher

## PARTS

Model	MY	Model Code	Data Number	HW Part Number	New SW Part Number	Old SW Part Number
Outlander Plug-in Hybrid	23-24	GN0W	291D0W00.4PN	291A0W000P	291D0W005P	291A0W000P

## REQUIRED OPERATIONS

Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and that this campaign procedure has not already been completed.

## PREPARATION

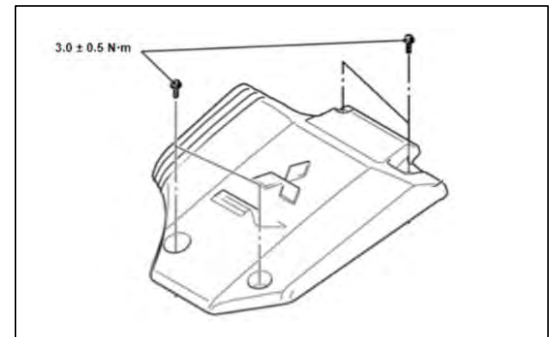
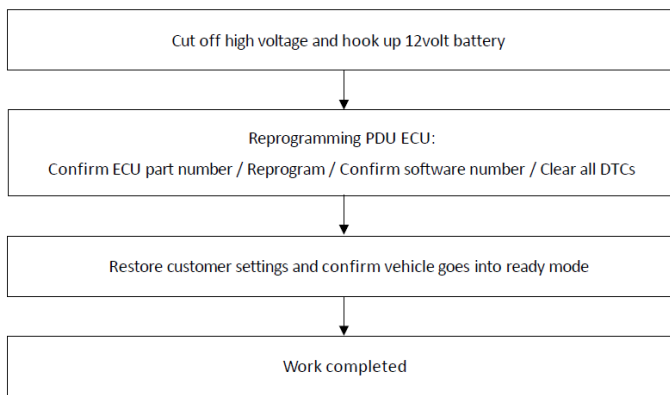
### CAUTION

- **Turn off all electrical devices to minimize the vehicle's electrical load. An external power source MUST BE USED to ensure that the vehicle battery maintains the specified voltage during reprogramming. This reprogramming may take up to 40 minutes.**
- **Low voltage of the auxiliary battery may cause incompleteness of reprogramming and once that happens, the ECU must be replaced with a brand new one.**
- **Write down all the customer's electrical device settings such as A/C and radio before reprogramming and restore them after reprogramming.**
- **Connect the MUT-III to an AC power source to prevent internal battery discharge.**
- **Before using, make sure the USB cable and MUT-III main harness are not damaged.**
- **Do not perform maintenance work in the engine room during reprogramming.**
- **The cooling fan may operate while reprogramming.**
- **Check the ALL DTC after reprogramming and erase them, if any.**

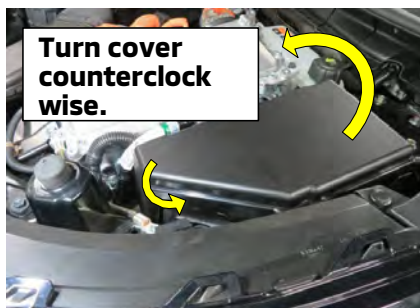
**An external power source MUST BE USED to ensure that the vehicle battery maintains the specified voltage during reprogramming. This reprogramming may take up to 40 minutes.**

1. Cut off high voltage and hook up 12 volt battery:
  - a. To cut off high voltage circuit:
    - Confirm EV Charging Cable is not connected to vehicle
    - Open both hood and tailgate
    - Press power switch without depressing the brake pedal and place the vehicle in IG-ON mode. Then, press the power switch for more than 5 seconds.
2. Close driver side door and wait for 5 minutes to allow all ECUs to enter sleep mode.
3. Confirm combination meter and electric P indicator on parking switch is turned off.
4. Remove PDU cover to connect the 12 volt battery charger. To protect the IPDM E/R cover A clasp, remove the PDU cover completely.

Flowchart of reprogramming PDU ECU



5. Remove IPDM E/R cover A. Use caution to prevent breaking the IPDM E/R cover clasp.
  - a. Push the 2 front clasps inward. Carefully use a flathead screwdriver or something similar if necessary to push clasps.
  - b. Push the 2 back side clasps inward and lift the cover slightly.
  - c. While slightly lifting the entire cover, lift the rear part further around the front edge of the cover, slowly rotating the cover counterclockwise toward the PDU side and remove the cover.



6. Connect battery charger to secure power supply of the 12 volt battery.
  - Negative terminal of the charger has to be connected to engine hanger
  - Do not use the earth cable between PDU and Body

# SOFTWARE/MEDIC VERSION VERIFICATION PROCEDURE

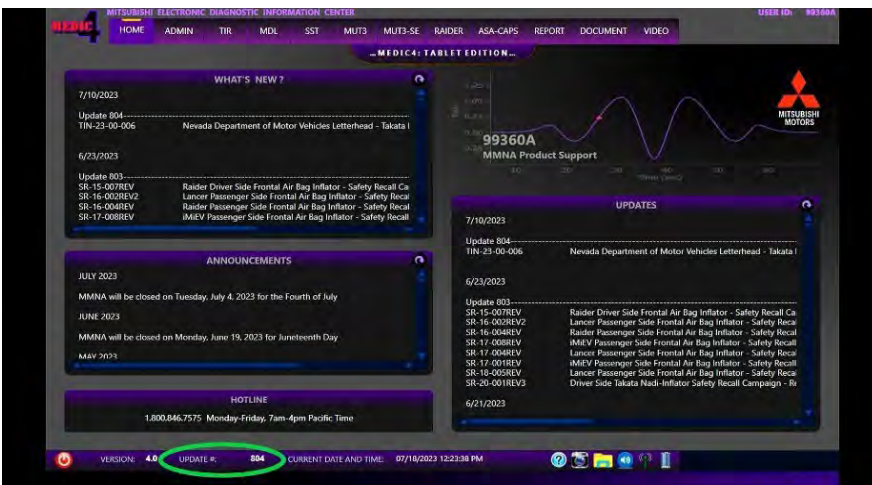
1. Verify that the PDU-ECU has not already been updated to the latest S/W number in the chart above. If the ECU is at the latest level, reprogramming is not necessary.

**NOTE:** Reprogramming the PDU-ECU with the latest database (e.g., **N230201NR**) includes all past and current reprogramming for TSBs of affected vehicles. It is not necessary to reprogram the ECU for each previous TSB.

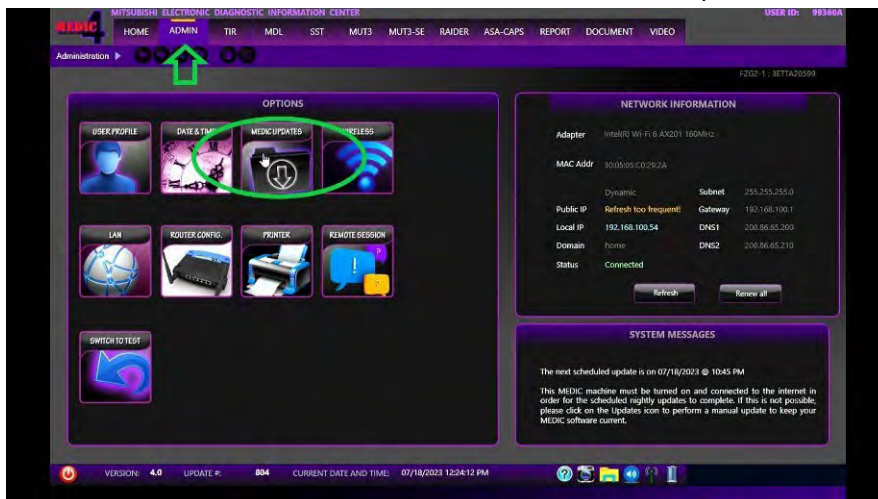
## For MEDIC 3.5/4 users only: (MUT-III SEV users go to step 5)

2. Verify the MEDIC 3.5/4 is at version 3.5 and at update **786** or higher.

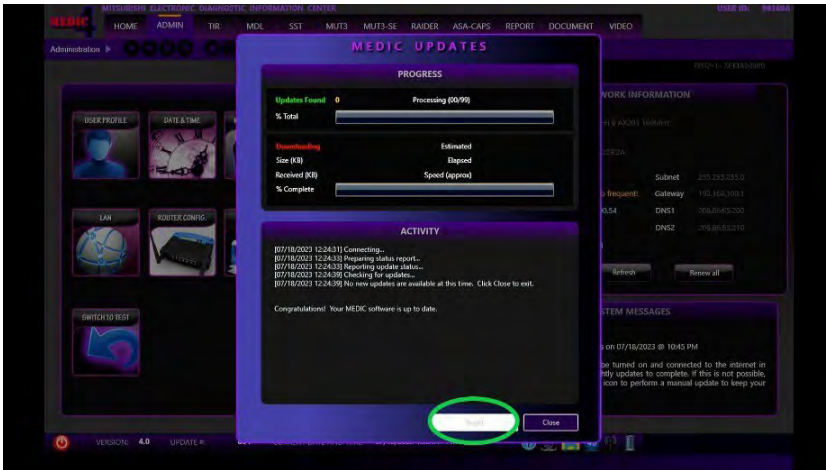
If your **MEDIC 3.5/4 update is at least 786**, continue with the Reprogramming Procedure. If your **MEDIC 3.5/4 update is below 786**, update your MEDIC as follows:



3. Select the MEDIC 3.5/4 Admin tab and click on "Updates".



4. If the MEDIC update screen advises updates are available, click the "Begin" button. After all updates are complete, **GO TO THE REPROGRAMMING PROCEDURE.**

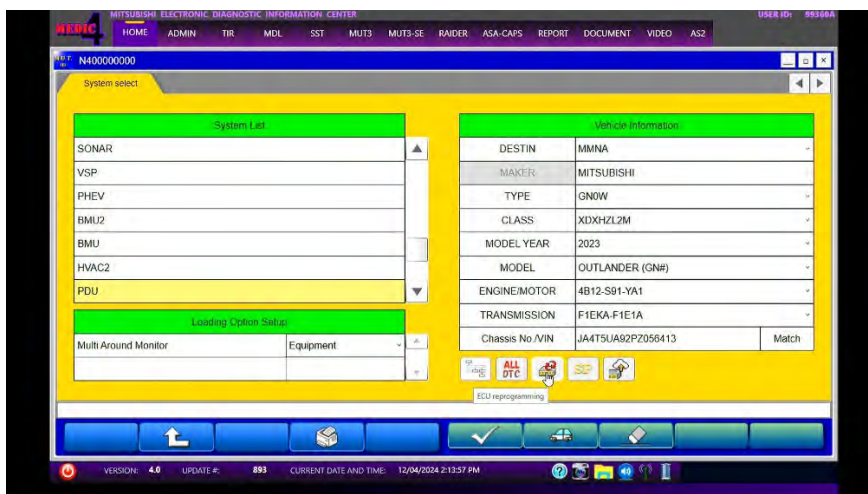


5. STANDALONE MUT-III SE SCAN TOOL VIEWER (STV) ONLY: (MEDIC 3.5 USERS – GO TO THE REPROGRAMMING PROCEDURE). Verify that your MUT-III SE has the most current version of the reprogramming database from the MUT-III SE Main Page.

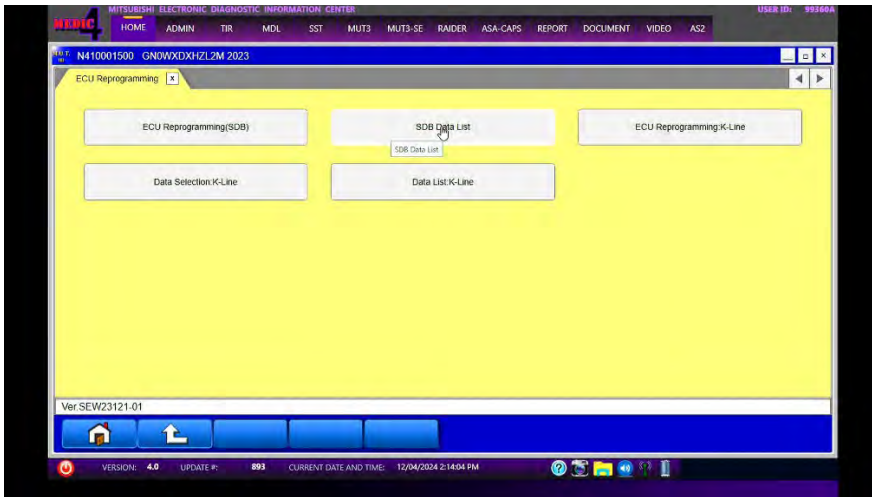
- a. Press the MUT-III SE STV button.



- b. Next select "ECU reprogramming" button and press the "OK" button.



c. Select "SDB Data List" button.



d. Confirm that the database number displayed (circled in upper right) is **N230201NR** or higher.



- i. If the database number displayed on your MUT-III SE is **N230201NR** or greater, continue to the next section.
- ii. If the reprogramming database number displayed on your MUT-III SE is lower than **N230201NR**, then the MUT-III SE database needs to be updated.
- iii. Once the database number is confirmed, hit the Home button to go back to the System Select screen.

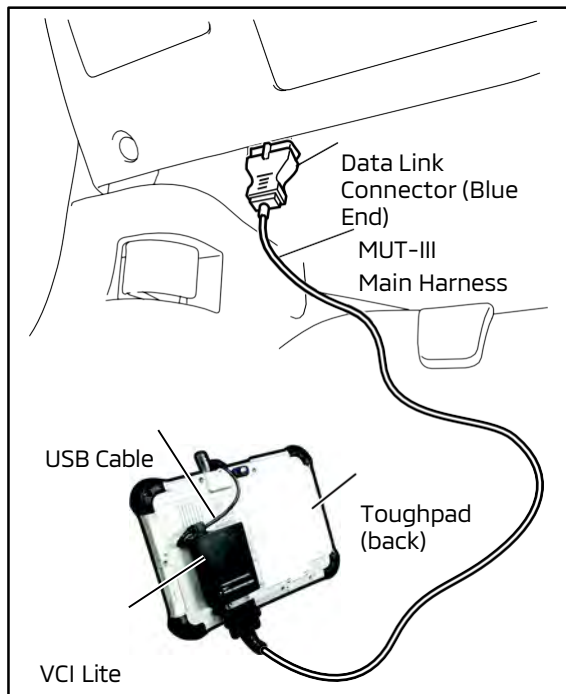
## CONNECTING VEHICLE TO MUT-III SE

**!! IMPORTANT !!**

**NOTE: VCI Stand-alone reprogramming is not available for this procedure.  
The laptop/tablet and the VCI must remain connected for the entire procedure.**

1. Connect the equipment as follows:

**NOTE: VCI Lite and MEDIC 4.0 Toughpad shown for illustration purposes only.**



- Turn the MEDIC PC/tablet on. If the battery indicator in the lower right-hand corner of the screen does not show a full charge, it is recommended that either the battery be charged prior to beginning or be used with the A/C power adaptor connected.
- Connect the USB cable to the VCI/VCI Lite.
- When the laptop/tablet displays the MUT-III main screen, connect the USB cable to the device. Connect the MUT-III main harness with the blue DLC connection to the VCI/VCI Lite.  
Connect the blue connection of the MUT-III main harness to the vehicle's data link connector.
- For VCI only (p/n MB991824): Turn the VCI power switch ON. Verify that the indicator lamp in the upper right corner of the screen is green.

**CAUTION**

**DO NOT DISTURB THE HARNESS CABLES OR CONNECTIONS DURING THE CODING PROCESS AS IT COULD CAUSE THE CONTROL UNIT TO LOSE DATA. IF THE USB CABLE IS DISCONNECTED DURING THIS PROCEDURE, A WARNING MESSAGE WILL DISPLAY.**

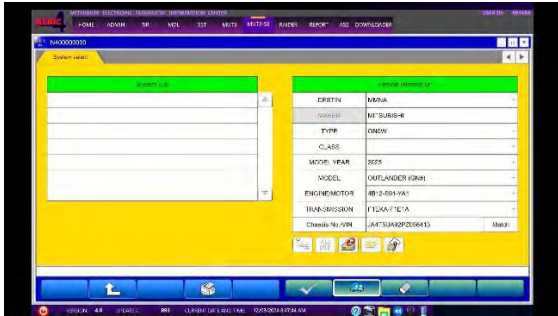
## REPROGRAMMING PROCEDURE

2. Using MEDIC, from the main page, click the "STV" icon at the top center of the screen to open MUT-III SE.

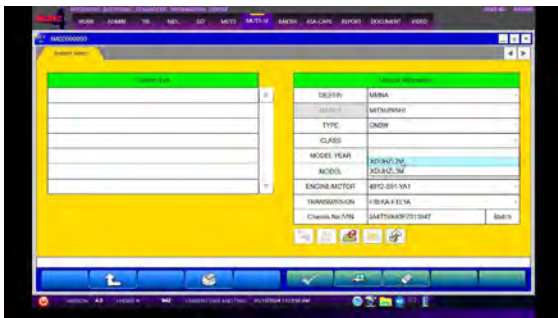
Click the STV button.



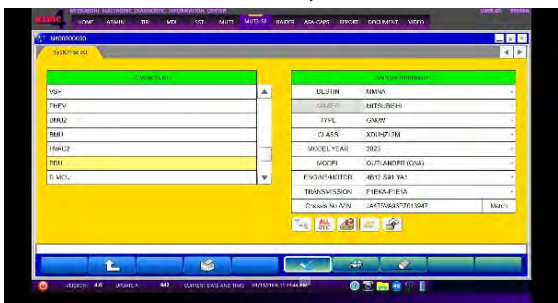
- The System Select screen opens and populates with some basic information from the vehicle.



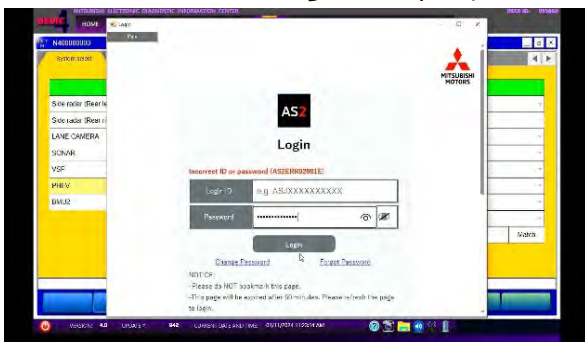
- Look at the label on the passenger side B pillar to identify the appropriate class. Then select the correct class from the drop-down list.



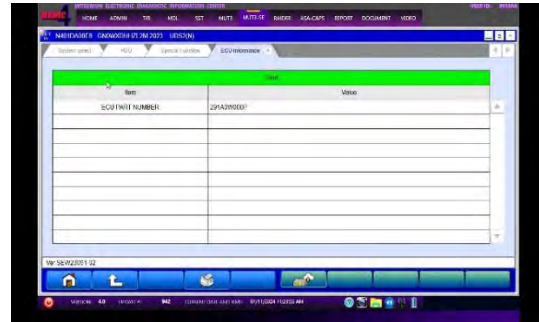
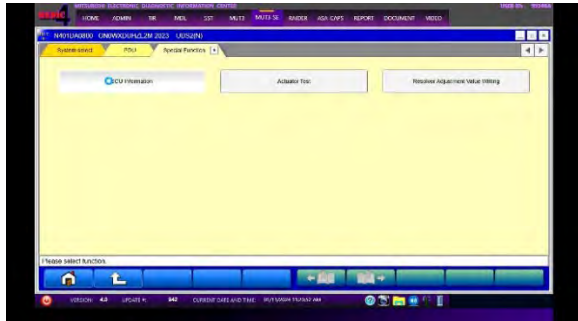
- Select PDU from the System List and click OK.



- After CGW Mode Changes to Open, enter AS2 Login ID and password.

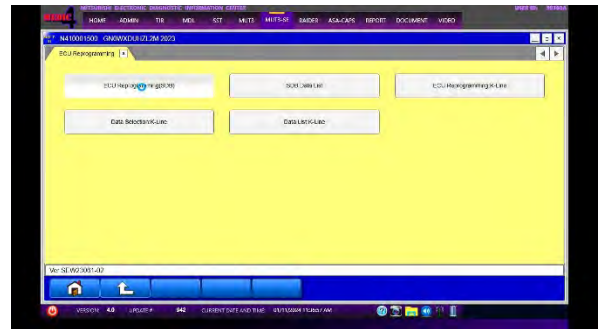
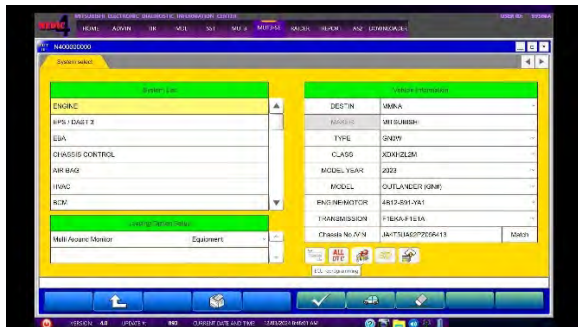


7. Under the SPECIAL FUNCTION tab, select ECU Information and verify current ECU Part Number.

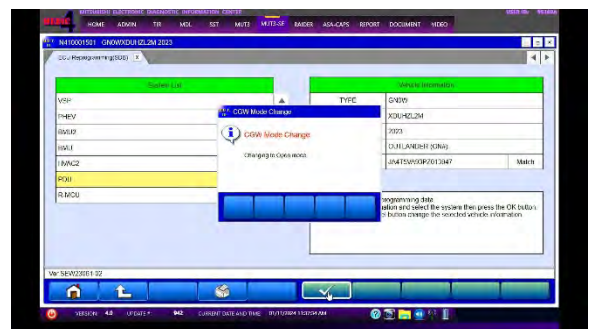
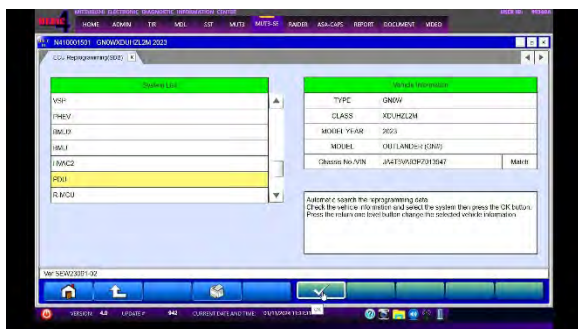


ECU PART NUMBER(SW part number)	Necessity of reprogram
<b>291A0W00P</b>	<b>Yes, need to update</b>
<b>291D0W00P</b>	<b>No, already latest</b>

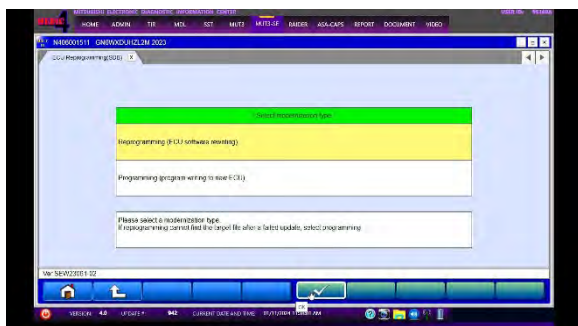
8. If reprogramming is needed, press the ECU reprogramming icon and the ECU Reprogramming button.



9. Once the VIN is displayed and verified, click OK. CGW Mode will change to open.

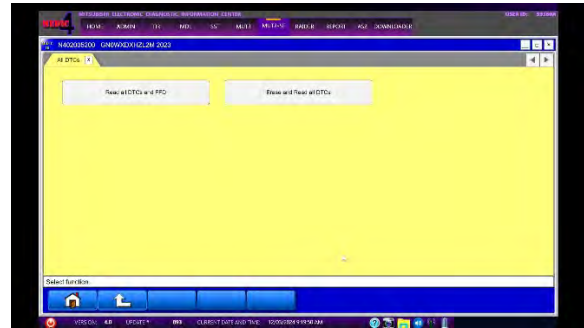
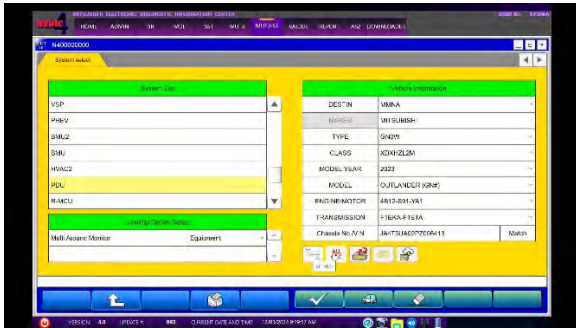


10. Select Reprogramming (ECU software rewriting) and press OK.

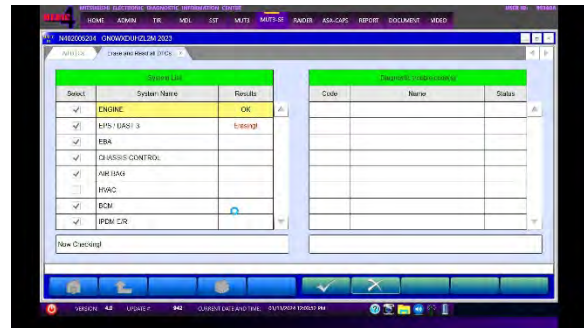
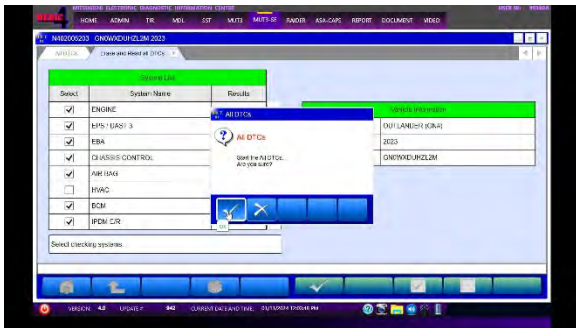




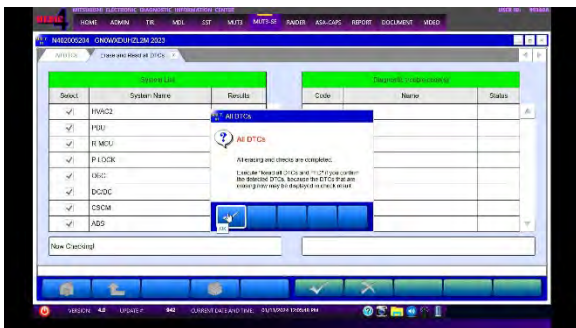
15. Select the ALL DTCs icon followed by the Erase and Read all DTCs button.



16. Click OK to begin the All DTCs Erase and Read process.



17. When the completion notification appears, click OK.



18. Refer to the steps below to **AVOID RISK OF ELECTRIC SHOCK**:

- Place vehicle in IG-OFF mode.
- Close driver side door and wait for more than 5 minutes.
- Confirm combination meter and electric parking switch P indicator is turned off.

19. Remove the 12 volt battery charger cable.

20. Install the IPDM E/R cover and PDU cover. Close hood and tailgate.

21. Push power switch with the brake pedal depressed and confirm the vehicle is able to go into READY mode.

22. Test drive the vehicle to confirm proper operation and restore all customer presets if necessary.

23. Please explain to customers the EV battery characteristics and behavior using the leaflet they received in the mail.

## RECOVERY PROCEDURE

If the PDU ECU reprogramming procedure fails:

- Place the vehicle in the "OFF" mode and retry the reprogramming.
- If the reprogramming procedure still fails, refer to Chapter 8-3 ECU Trouble of Reprogramming the MUT-III SE manual and perform the corresponding trouble shooting.

## PARTS INFORMATION

No parts required for PDU ECU reprogramming.

## SOFTWARE REPROGRAMMING CHART

Model	MY	Model Code	Data Number	HW Part Number	New SW Part Number	Old SW Part Number
Outlander Plug-in Hybrid	23-24	GNOW	291DOW00.4PN	291A0W000P	291DOW005P	291A0W000P

## WARRANTY

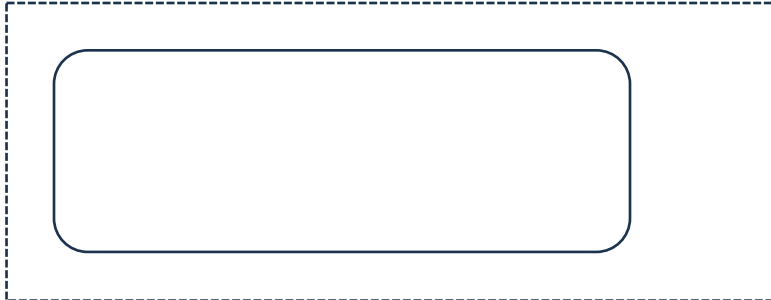
Labor Op Code	Operation	Work Time	Remarks
C2402S01	Reprogramming PDU ECU update	0.3H	-
C2402S02	Miscellaneous cost (Do not use)	0.1H	-



**MITSUBISHI MOTORS NORTH AMERICA, INC.**

PO Box 689040

Franklin, TN 37068



Date: December 2024

This notice applies to your vehicle,  
[VIN].

Subject: Customer Satisfaction  
Campaign SC-24-002

Dear [NAME],

Mitsubishi Motors strives to build vehicles with the highest level of quality for our customers and to continuously improve that quality with every vehicle built. We wish to offer the following reminder on cold-weather operation and to provide the following product information and optional software enhancement to help assure your continued satisfaction with your Mitsubishi Outlander Plug-in Hybrid Electric Vehicle.

**Product Information - Extreme Cold Conditions:**

Extreme cold weather may affect all vehicle batteries, including PHEV batteries. As outlined in your vehicle's Owner's Manual, there may be extreme cold weather conditions that can affect the operation of your vehicle including the possibility of your vehicle not starting. When outside temperatures drop to extreme cold conditions, it is important to keep the electric drive-battery from getting too cold as it may not operate under these conditions. Please note that as the vehicle is driven, the battery will produce some heat, which will improve the ability to restart after it is shut off.

It is strongly recommended that when parked for extended periods (overnight for example), all vehicles equipped with electric drive-batteries should be plugged in. Doing so will assist in keeping the drive-battery warmer for a longer period of time while parked. This recommendation to charge the electric drive-battery is particularly important if the vehicle is not parked indoors during extreme cold. For either of these situations, Mitsubishi has developed an optional software enhancement update that may prolong the time it takes for cooling of the drive-battery. Although this will not guarantee that the vehicle will start under all extreme cold conditions, the software update may improve extreme cold temperature starting ability.

**What you should do:**

Please contact your local Mitsubishi Motors dealer and schedule an appointment to have the PDU (Power Drive Unit) ECU (Electronic Control Unit) 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. Also, it is recommended that you place the instruction leaflet provided with this letter in the glove box for future reference.

If you experience any problem obtaining this service 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

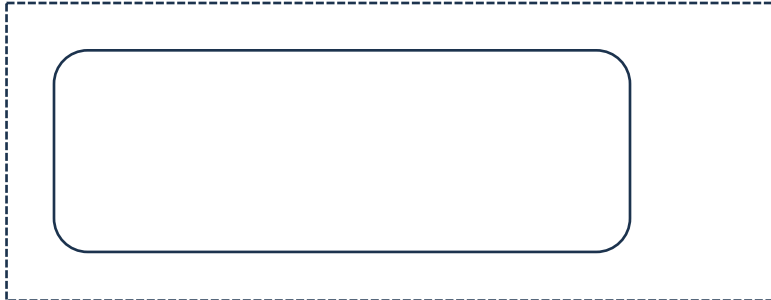
Sincerely,

Mitsubishi Motors North America, Inc.

C2402S



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



Date: December 2024

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[VIN].

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Campaign SC-24-002

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**What you should do:**

This software enhancement has already been performed on your vehicle, so we wish to provide you with the enclosed leaflet with additional information/instructions, which can be placed in the glove box for future reference.

If you have any questions regarding this notice, please contact your certified Mitsubishi Dealer or call the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Central Time)

Sincerely,  
Mitsubishi Motors North America, Inc.

C2402S



**OUTLANDER**  
**PHEV**

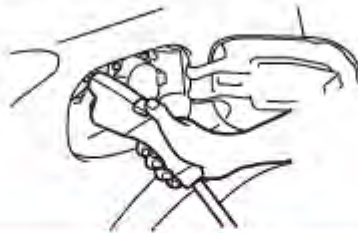
## Parking in extreme cold temperatures

When the drive battery becomes too cold, the plug-in hybrid EV system is designed to prevent the vehicle from being driven in order to protect the battery from potentially being damaged.

In environments of extreme cold we wish to offer the following reminder as shown in the owner manual, that it is recommended to connect the EV charging cable (normal charging), to assist in keeping the drive-battery warmer for a longer period of time while parked.

Connecting the EV charging cable can assist extreme cold temperature starting ability but depending on the severity and length of the cold weather, the vehicle may still not start even if the EV charging cable is connected if the battery temperature becomes too cold\* (specific conditions may vary). In such case, the warning sign on the instrument panel will illuminate. It will be necessary to wait for the warning sign to turn off before starting and driving the vehicle.

Please store this leaflet safely in the glove box for future reference.  
\*: Example. Ambient temperature of -22°F for more than 10 hours



To contact Mitsubishi Motors North America, Inc. call 1-888-648-7820 or write to:  
Mitsubishi Motors North America, Inc.  
Customer Relations Department  
P.O. Box 689040  
Franklin, TN 37068