

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: December 9, 2024
TO: Mitsubishi Motors US & Puerto Rico Dealer Principals, Service Managers, and Parts Managers
RE: Customer Satisfaction Campaign - Outlander Plug-in Hybrid Electric Vehicle - Vehicle may not go into READY Mode in Extreme Cold Temperatures
TIN NO. TIN-24-SC-002

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AFFECTED VEHICLES: Certain 2023 and 2024 Outlander Plug-in Hybrid Electric Vehicles

PURPOSE

A customer satisfaction campaign will be released today for affected vehicles originally sold or ever registered in a cold weather state to assist with startability in extreme cold weather temperatures. Vehicles built on or before November 30, 2023 will require reprogramming of the PDU (Power Drive Unit) ECU (Electronic Control Unit). Affected vehicles built between December 1, 2023 and June 8, 2024 already have the PDU updated, but did not receive the leaflet described below.

Vehicles may not go into READY mode when they are parked in extremely low temperatures. Under these circumstances, the BMU (Battery Management Unit) sends a signal to protect the vehicle system to prevent the battery from going into ready mode. The software update will increase the battery heating performance to prevent the main battery temperature from dropping and will extend the time to keep the battery warm while plugged in.

The Customer Satisfaction Campaign Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

Notification letters and a leaflet reminding owners of procedures they can take that will assist in keeping the drive battery warm for a longer period of time when parking in extreme cold temperatures will be mailed around December 11, 2024 to all owners of affected vehicles built prior to June 8, 2024. The notification letter to owners of affected vehicles built prior to November 30, 2023, will also include a request to contact their local authorized Mitsubishi dealership to schedule an appointment to have the PDU ECU software updated. A sample copy of both owner notification letters and the leaflet are included below for your reference.

When checking for applicability of this campaign (**C2402S**), 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: 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

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 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 a software enhancement 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:

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