



**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.

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