



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