

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: March 3, 2025
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Sales Managers, Service Managers, and Parts Managers
RE: Unresponsive Touch Screen of SDA2 Audio Unit – Warranty Extension
TIN NO.: TIN-25-54-001

AFFECTED VEHICLES:

Certain 2020-2022 Outlander, Outlander Plug-in Hybrid and Outlander Sport vehicles.

PURPOSE:

The SDA2 Audio Unit touch screen may contain insufficient durability against UV rays, resulting in the touch screen potentially becoming unresponsive. The original warranty on the SDA2 Audio unit was 3 years from the original vehicle in service date or 36,000 miles, whichever came first.

To ensure continued customer satisfaction, the warranty *for an unresponsive touch screen* has been extended to 7 years from the original vehicle in service date and unlimited mileage. This warranty extension only applies to the unresponsiveness of the touchscreen.

Notification letters will be sent to owners of affected vehicles in March 2025 informing them of the warranty extension and requesting them to contact their local authorized Mitsubishi dealership to schedule an appointment if they experience an unresponsive touch screen. A sample copy of the owner notification letter is included below for your reference.

TSB-25-54-002 contains detailed parts and warranty information and will be available later today on MEDIC and MDL. Additional information can also be found in Warranty Bulletin WB2025-02.



MITSUBISHI MOTORS NORTH AMERICA, INC.

PO Box 689040
Franklin, TN 37068



Date: March 2025

This notice applies to your vehicle,
[VIN].

Subject: Warranty Extension - Touch
Screen of the SDA2 Audio Unit

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. To help assure your continued satisfaction with your Mitsubishi vehicle, we are extending the warranty on the SDA2 Audio Unit **touch screen** in certain 2020, 2021 and 2022 Outlander, Outlander Sport and Outlander Plug-in Hybrid Electric vehicles.

Product Information:

The SDA2 Audio Unit touch screen may contain insufficient durability against UV rays, resulting in the touch screen potentially becoming unresponsive. The original warranty on the SDA2 Audio unit was 3 years from the original vehicle in service date or 36,000 miles, whichever came first. As a result of this situation, the warranty **for an unresponsive touch screen** has been extended to 7 years from the original vehicle in service date and unlimited mileage.

What your dealer will do:

Your local Mitsubishi Motors dealer will repair or replace the SDA2 Audio Unit if you experience an unresponsive touch screen during the extended coverage period. The time needed for the service 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:

In the event the SDA2 Audio Unit in your vehicle experiences an unresponsive touch screen within the terms of the warranty extension, please contact your local Mitsubishi dealer to have the service performed. **This warranty extension only applies to an unresponsive touch screen.** 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 utilizing this warranty extension 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 SDA2 Audio Unit touch screen repaired as a result of an unresponsive touch screen 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.

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