



Technical Service Bulletin

SUBJECT: UNRESPONSIVE TOUCH SCREEN OF SDA2 AUDIO UNIT – WARRANTY EXTENSION			No: TSB-25-54-002
			DATE: March 2025
			MODEL: See Below
CIRCULATE TO:	<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

The SDA2 Audio Unit in certain 2020-2022 model year Outlander, Outlander Plug-in Hybrid and Outlander Sport vehicles is now covered under an extended warranty period of 7 years, unlimited miles.

BACKGROUND

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.

This TSB instructs dealers to confirm that touch screen is unresponsive, and if confirmed, to replace the SDA2 Audio Unit. Replacement units are available through the Mitsubishi exchange program.

AFFECTED VEHICLES

Certain 2020 Outlander vehicles built between 7/1/2019 – 12/18/2020

Certain 2020 - 2022 Outlander Plug-in Hybrid vehicles built between 8/19/2019 – 11/19/2021

Certain 2020 - 2022 Outlander Sport / RVR vehicles built between 7/15/2019 – 6/6/2022

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

Vehicle Inquiry (Superscreen)

Recall Information

Recall List

Audio Code

Immobilizer Code

Damage Information

Find a Labor Operation

Key Register Password

Variant Code

Security Permission File

CVT Transmission Code

Inquire

Warrant

5/60 BASIC USE

10/100 POWER

No Open Recalls

Completed Recalls / Campaigns

No Current Customer Promotions

Warranty Extensions (Note: These are Not Recalls or Service Campaigns)

SDA2 UNRESPONSIVE DISPLAY ONLY 7YR/UNLMTD MILEAGE EXTENSION. (USA, PR, & CANADA)

Vehicle Information

Selling Dealer

16043

EXPRESSWAY MITSUBISHI

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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).

CUSTOMER NOTIFICATION

Letters will be sent to all owners of affected vehicles in March 2025 informing them of the warranty extension. A sample customer notification letter appears at the end of this bulletin.

REPAIR PROCEDURE

Contact H&R to receive new radio exchange units. Follow the service manual procedure in Group 54A of the applicable service manual for removal and installation procedures. Upon completion of the repair, confirm the condition has been corrected.

PARTS INFORMATION

Model	Part No	Part Name	Quantity
Outlander Outlander PHEV	8740A098ER	UNIT, SDA2 (Audio)	1
Outlander Sport/RVR	8740A076ER	UNIT, SDA2 (Audio)	1

WARRANTY

- 1) For vehicles **beyond** the 3 year / 36,000mile, 3 year/ 60,000km original warranty terms, but **within** the 7 years/ unlimited mile or km warranty extension:
- Submit a Warranty Claim utilizing the below information. No PWAs are required.

Model	Operation Code	A Code	B Code	Replacement Part	Work Time (H)
Outlander Outlander PHEV	545013NS	5A	59	8740A098ER	0.4
Outlander Sport / RVR				8740A076ER	0.4

- 2) For vehicles still **within** the original 3 year / 36,000mile, 3 year/ 60,000km warranty terms:
- Submit a Warranty Claim utilizing the below information.

Model	Operation Code	A Code	B Code	Replacement Part	Work Time (H)
Outlander Outlander PHEV	54501310	5A	59	8740A098ER	0.4
Outlander Sport / RVR				8740A076ER	0.4



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.

545013NS