

**\* \* TECHNICAL INFORMATION NOTICE \* \***

**DATE:** March 12, 2025  
**TO:** Mitsubishi Motors Dealer Parts & Service Managers  
**RE:** 2025 Outlander Discharged Battery  
**TIN NO.:** TIN-25-54-002

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**AFFECTED VEHICLES:** 2025 Outlander

**PURPOSE:**

MMNA is in process of collecting additional information related to discharged 12V batteries in 2025 Outlander. **If your dealership receives a 2025 Outlander with a discharged battery, please immediately contact Techline 800.446.6064 to report it.**

It is critically important that MMNA be made aware of any 2025 Outlander with a discharged battery and your assistance in making sure Techline is contacted is a must. Please include as much information as possible when contacting Techline regarding the circumstances surrounding the incident, and the results of all diagnostic tests performed.

Please see attached Frequently Asked Questions (FAQ), which can be used in discussions with your customers AFTER you contact Techline.

**Do not release the vehicle to the customer until instructed to by Techline.**

Please contact your District Parts and Service Manager partner with any questions.

## FAQ

**Q1: What models are affected?**

A: Only the 2025 Outlander is affected.

**Q2: Is the Outlander Plug-in Hybrid also affected?**

A: No, none of the Outlander Plug-in Hybrid models are affected.

**Q3: What is the concern?**

A: We have identified an issue on the 2025 Outlander and the use of functions that remotely start the vehicle through the My MITSUBISHI CONNECT app, which could lead to a dead battery.

**Q4: What functions of My MITSUBISHI CONNECT app will remotely start the vehicle?**

A: The Remote Climate Start and Smart Route Planner on the My MITSUBISHI CONNECT app will remotely start the vehicle engine; these functions should not be used for the time being.

**Q5: If the remote climate start and smart route planner on My MITSUBISHI CONNECT app are not used, can the battery still go dead from this condition?**

A: After thorough investigation, Mitsubishi has identified the Remote Climate Start and Smart Route Planner on My MITSUBISHI CONNECT as being the only causes of this concern and there were no indications of any other potential cause.

**Q6: Can other functions of My MITSUBISHI CONNECT still be used?**

A: Yes, except for the Remote Climate Start and Smart Route Planner functions, all other My MITSUBISHI CONNECT remote operation features can be utilized.

**Q7: When will this issue be resolved?**

A: At this time, we expect the software update to be available within days. However, if that expectation changes, we may engage additional measures to minimize customer dissatisfaction.

**Q8: What should we do once the software update is available?**

A: As soon as this and any other updates are available, including the Yamaha Ultimate 12 Speaker software update, it is **urgent to complete the software update on all affected inventory immediately. 100% completion at your dealership within a timeframe of days** will be critical to enhance the customer experience and maximize sales.