



MITSUBISHI MOTORS NORTH AMERICA, INC.
4031 Aspen Grove Drive, Suite 650
Franklin, TN 37067

MITSUBISHI CONFIDENTIAL

March 14, 2025

Dear Mitsubishi Motors Dealer Partner,

I am pleased to tell you that a software update is already available for the issue about which I wrote you two days ago on the MY25 Outlanders. A Technical Service Bulletin is being distributed concurrently through the normal channels, but I wanted to reach out personally to provide you with this good news.

As I noted, **it is urgent to complete the software update on all affected inventory immediately (and all other software updates)**. Please ensure that none of your affected inventory is sold to a customer without the software update. Your regional representative will continue to follow up with you on a daily basis to ensure completion rate of all software updates.

As always, if you have questions, please contact your regional representative. Your technicians should contact the Techline with any questions if this issue is currently occurring on a customer's vehicle, or if there are any questions about the software update/Technical Service Bulletin.

Thank you for your immediate attention to this matter, and thank you again for your continued partnership and dedication to the brand.

Katherine Knight
SVP, Chief Administrative Officer
Head of Aftersales Service and Performance

