

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: September 24, 2025
TO: Mitsubishi Motors US & Mitsubishi US Dealer Technicians & Service Managers
RE: SDA2 Remanufactured Units for 8740A076ER and 8740A098ER
TIN NO. TIN-25-54-007

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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

PURPOSE:

This Technical Information Notice concerns Apple CarPlay and Android Auto icon not populating on display when radio is replaced under Warranty Extension.

“Diagnostics for Apple CarPlay/Android Auto not working”

During the remanufacturing process, there is a software update that is completed. The software update resets the unit to original factory specs; therefore, the install process is critical to make sure the unit syncs with the vehicle properly. On the Apple CarPlay/Android Auto feature, the ICON will not show up on the touch screen until an Apple phone or an Android phone is plugged in (also keep in mind, these units only have a wired application feature; they do not have a wireless application feature for the Apple CarPlay/Android Auto). If you have an issue with the Apple CarPlay/Android Auto features after completing this install process, please check the following before determining that the unit is bad.

1. Check to make sure the USB cord is connected to the phone (original OEM cords are the preferred cord due to data transfer). Aftermarket cords are good for charging but will not always transfer data properly.
2. Check to make sure all connections on the back of the radio are plugged in securely.
3. Check the USB ports/hub in the vehicle.
4. Check the USB cable between the back of radio and the USB ports/hub in the vehicle. Verify the cable is seated properly at both ends.
5. Plug in a second phone to eliminate the possibility of a defective or malfunctioning phone. When you are doing data transfer, dirt or lint in the connection port can affect data transfer functionality.

If you have any questions, please contact Techline 800.446.6064.