



# Mitsubishi Motors North America, Inc.

## TECHNICAL SERVICE BULLETIN

SUBJECT:

### UNRESPONSIVE TOUCH SCREEN OF SDA2 AUDIO UNIT - WARRANTY EXTENSION

No: TSB-25-54-002

Version: 4

Reason for change: Parts information

Date: March 30, 2026

**TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Service Managers, Service Advisors, Parts Managers, Technicians and Warranty Administrators**

### 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 eligibility of the extension.



### 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, from the original vehicle in service date and, unlimited miles.

### CAUSE

The SDA2 Audio Unit touch screen may have 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.

### RELATED BULLETINS

PARTS BULLETIN: PB-25-54-002

WARRANTY BULLETIN: WB 2025-002

### CUSTOMER NOTIFICATION

Letters were 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 *remanufactured* 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.

The two options for ordering parts are as shown in the chart below:

ORDERING OPTIONS		
Options	Processing/Ordering	Shipping time
<b>Refurbished part</b>	Order refurbished part from H&R  Note: Ship part (core) from vehicle to H&R once refurbished part was successfully installed	East Coast: <b>7-10</b> business days  West Coast: <b>14</b> business days
<b>Direct Exchange</b>	Remove part from vehicle and <b>immediately ship</b> to H&R for repair and exchange	

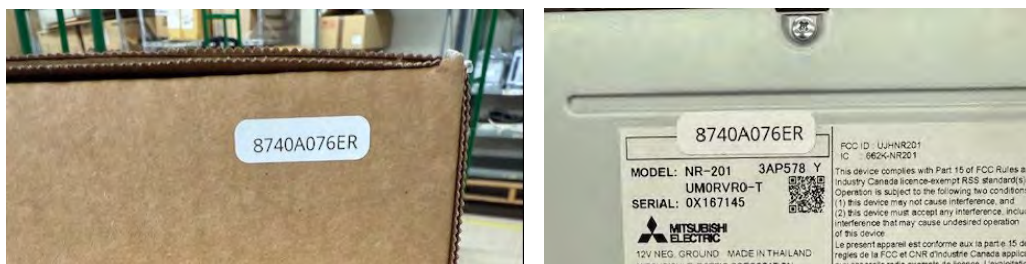
## PARTS INFORMATION

The following exchange part numbers are available to **order from H&R** to complete the repair:

**Please note:** Part 8740A098ER and Part 8740A076ER are **no longer on back order**.

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

Please note that exchange part numbers are found on both the shipping box and part as shown below:



Dealers are to use the exchange units listed above to complete the warranty extension repair for the unresponsive touch screen of the SDA2 Audio Units on select 2020–2022 Outlander, Outlander Sport, and Outlander Plug-in Hybrid models.

Dealers are to confirm unresponsiveness and replace the unit if necessary, utilizing the Mitsubishi exchange program. The spare part numbers are not included as warrantable parts for this repair and will be subject to denial.

H&R is working diligently to fulfill orders in the sequence they were placed and as quickly as possible.

**NOTE: Please ensure customers are aware there is a 2-3 week turnaround from the time the unit is removed from the vehicle, shipped to H&R and returned for installation.**

***Please send replaced units back as soon as possible so that stock may be replenished.***

### Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly perform diagnosis and repairs on Mitsubishi vehicles, using Mitsubishi Motors approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply that the described repairs are covered under warranty. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.



**MITSUBISHI MOTORS NORTH AMERICA, INC.**

PO Box 689040

Franklin, TN 37068

Date: XXXXXXXXXX



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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