



Mitsubishi Motors North America, Inc.

TECHNICAL SERVICE BULLETIN

SUBJECT:

A-IVI SYSTEM RECOVERY RE-START AND COLD START PROCEDURES

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

AFFECTED VEHICLES

2022-2026 Outlander
2023-2026 Outlander Plug-in Hybrid

CONCERN


This bulletin provides the re-start and cold start procedures for the A-IVI (Alliance In-Vehicle Infotainment) to avoid unnecessary unit replacements. Intermittent issues may be solved by re-starting the system. Before a unit replacement:

- Reset the system by following the Re-start procedure below.
- If the Re-start procedure is unsuccessful, please complete the Cold Start procedure, also listed below.

RE-START PROCEDURE

1. Ensure that the vehicle is in "Ready" Mode or "Power ON" Mode.

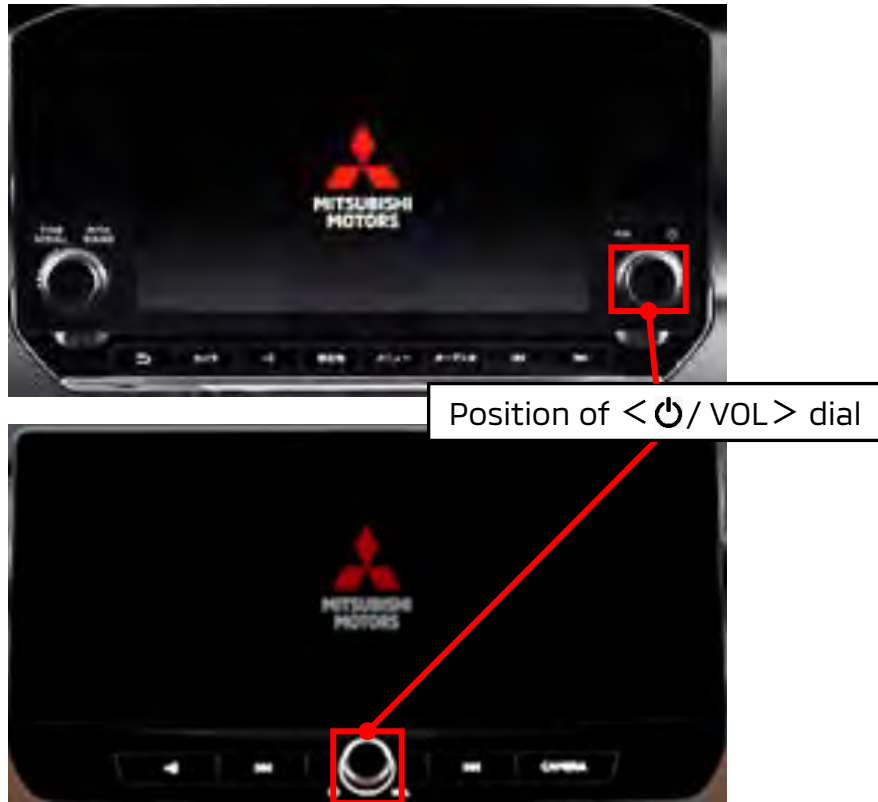


2. Press and hold the <  VOL > dial on the control panel for at least 10 seconds.



3. Wait for the re-start of the A-IVI to complete.

A-IVI Control Panel



COLD START PROCEDURE

After IG-OFF:

- ① The A-IVI first enters standby mode so that it can be restarted immediately. During this standby mode, it performs internal processes similar to those executed during a PC shutdown, which may take a certain amount of time to complete.
- ② Once these internal processes are finished, the A-IVI system transitions to its sleep mode.
- ③ Turning the IG-ON during sleep mode is called "Cold Start". Performing the Cold Start may resolve issues that could not be resolved by the Re-start procedure.

**IG-
OFF**

① Standby Mode

5-10 minutes ± 2 minutes after IG-OFF
Note: During route guidance, this period is 15-30 minutes.

The display remains black, but the system is powered and in the startup process.

② Sleep Mode

After the standby state ended.

Note: After more than 30 minutes have passed since IG-OFF.

The system has completed the shutdown process and the power is off.



③ IG-ON

Cold Start

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and 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.