

Part 573 Safety Recall Report

22V-470

Manufacturer Name : Mitsubishi Motors North America, Inc.

Submission Date : JUL 01, 2022

NHTSA Recall No. : 22V-470

Manufacturer Recall No. : SR-22-003



Manufacturer Information :

Population :

Manufacturer Name : Mitsubishi Motors North America, Inc.

Number of potentially involved : 56,080

Address : 4031 Aspen Grove Dr. Suite 650

Estimated percentage with defect : 1 %

Franklin TN 37067

Company phone : 1-888-648-7820

Vehicle Information :

Vehicle 1 : 2022-2022 Mitsubishi Outlander

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Manufacturing records were utilized to determine vehicles potentially produced with suspect A-IVI software.

Production Dates : FEB 08, 2021 - APR 08, 2022

VIN Range 1 : Begin : JA4J3TA82NZ000306 **End :** JA4J4VA87NZ072918

Not sequential

Description of Noncompliance :

Description of the Noncompliance : A black screen may be displayed on Alliance In-Vehicle Infotainment (A-IVI) during a backing event. This condition may not comply with requirements of the Federal Motor Vehicle Safety Standard 111.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : The potential loss of rearview image during a backing event could increase the risk of a crash or an injury to a person behind the vehicle.

Description of the Cause : Due to external electrical noise or voltage fluctuation, the A-IVI may not receive an image signal from the rear view camera, potentially resulting in a black screen displaying on the A-IVI.

Identification of Any Warning that can Occur : N/A

Involved Components :

Component Name 1 : UNIT,IVI(8INCH,NAS)

Component Description : In-Vehicle Infotainment system

Component Part Number : 8740A049

Component Name 2 : UNIT,IVI(9INCH,NAS,NAVI)

Component Description : In-Vehicle Infotainment system

Component Part Number : 8740A050

Supplier Identification :

Component Manufacturer

Name : Bosch Corporation

Address : 3-6-7, Shibuya

Shibuya-ku, Tokyo Foreign States 150-8360

Country : Japan

Chronology :

On June 2, 2021, Mitsubishi Motors Corporation (MMC) received the first field report indicating an A-IVI screen went blank when the vehicle was in reverse. MMC began an investigation.

From June 2021 through September 2021, MMC received 3 additional field reports. MMC continued the investigation and began analysis of A-IVI units that were returned to MMC after being replaced due to the reports of this condition.

From October 2021 through March 2022, MMC continued to monitor the field for additional occurrences and further investigated the issue.

From April 2022 through May 2022, MMC continued assessing the conformity of this issue with FMVSS 111 and analyzed the potential for future field occurrences.

On June 24, 2022, MMC determined that a potential non-compliance cannot be ruled out, determined that a field action was necessary, and advised MMNA to conduct a non-compliance recall. MMC has received 10 field reports (8 of which were also warranty claims) from the US. However, MMC and MMNA are not aware of any reports of accident or injury related to this condition.

Description of Remedy :

Description of Remedy Program : Owners of all affected vehicles will be notified and encouraged to bring their vehicles in to reprogram the software of the A-IVI. The repair will be performed at no charge to vehicle owners. Owners seeking reimbursement for any expenses associated with this recall will be directed in the notification letter to contact the Mitsubishi Customer Relations Department for reimbursement consideration.

How Remedy Component Differs from Recalled Component : The A-IVI will be reprogrammed with modified software designed to better manage external electrical noise or voltage fluctuations.

Identify How/When Recall Condition was Corrected in Production : All vehicles produced after April 9, 2022 had A-IVI units with the new software.

Recall Schedule :

Description of Recall Schedule : Planned dealer notification July 18, 2022. Owners of potentially affected vehicles will begin being notified August 1, 2022.

Planned Dealer Notification Date : JUL 18, 2022 - JUL 18, 2022

Planned Owner Notification Date : AUG 01, 2022 - AUG 01, 2022

* NR - Not Reported