

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: July 18, 2022
TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Sales Managers, Service Managers, and Parts Managers
RE: IMPROPER OPERATION OF AUDIO UNIT – SAFETY RECALL CAMPAIGN
TIN NO. TIN-22-SR-003

AFFECTED VEHICLES: Certain 2022 Outlander vehicles

PURPOSE

A recall campaign will be released today for reprogramming the Alliance In-Vehicle Infotainment (A-IVI) system, on certain 2022 Outlander vehicles built between February 8, 2021, and April 8, 2022. **Do not sell or deliver any affected 2022 Outlander until this recall has been performed. This is a STOP SALE!** Please check the Most Recent: Open Campaign List e-report to identify affected vehicles in your new vehicle inventory. The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

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. This condition, if it exists, does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 111. 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.

Notification letters are scheduled to begin mailing to owners of affected vehicles in early August 2022, requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed.

Two USB flash drives containing the reprogramming software were sent FedEx to the Service Managers' attention at each dealership. You should receive them today.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the Most Recent: Open Campaign List available under the service section of "e-reports." **Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected and complete this campaign prior to delivering them.** When checking for the applicability of this campaign (C2203R), please check for and complete any other open campaigns. Some of these vehicles may also be affected by the fuel pump recall (C2202R) and/or one of the seat belt recalls (C2108R) or (C2201R). Always obtain the customer's approval before completing a campaign on a customer owned vehicle.

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

SR-22-003 FAQs

1. Is this a stop sale?

- A. YES - It is a violation of Federal law for a dealer to sell/deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

2. Why is Mitsubishi conducting this recall?

- A. 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. This condition, if it exists, does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 111.

3. What is the safety risk?

- A. 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.

4. What Mitsubishi vehicles are affected by this recall?

- A. Certain 2022 Outlanders

5. Are all 2022 Outlanders affected?

- A. NO - only certain vehicles manufactured within a specific timeframe require this reprogramming.

6. How do I know if a 2022 Outlander is affected?

- A. Check the VIN on the Superscreen - if it shows recall C2203 open, it is affected - approximately 56,000 model year 2022 Outlanders are affected in the U.S and Puerto Rico.

7. Are there parts available?

- A. There are no parts required for the remedy - it is reprogramming only. Two USB flash drives were sent FedEx to the Service Managers' attention at each dealership.

8. When will customers be notified?

- A. Official customer notification letters are targeted to be mailed in August.

9. Many of the affected owners are new to the Mitsubishi family and just recently purchased their new Outlander – what can we do to maximize their continued satisfaction with our dealership and Mitsubishi?

- A. Mitsubishi fully understands having a recall shortly after a new vehicle purchase can influence perceptions of the brand. Jointly with you – our dealer partners – we want to provide our customers with an exceptional service experience when having this recall completed.
 - i. Mitsubishi strongly encourages you to amplify your customer handling of these new Outlander owners by:
 - 1. Showing empathy for the inconvenience of having to complete the recall and treat them with extra courtesy and respect
 - 2. Minimizing the inconvenience as much as possible
 - a. Offer convenient appointment times and schedule appropriately
 - b. Offer pickup and delivery if available
 - c. Consider mobile repairs
 - d. Utilize shuttle service or rideshare
 - e. Make sure your waiting room is clean and fully equipped to provide a pleasant place for customers who may choose to wait
 - f. Perform a quality check to ensure repairs are completed right the first time
 - g. Deliver vehicle in cleaner condition than when it was when dropped off
 - h. Check for and complete (with the customer's approval) any other open recalls.