



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V369

Manufacturer Name: Mitsubishi Motors North America, Inc.

Submission Date: Jun 02, 2025

NHTSA Recall No.: 25V369

Manufacturer Recall No.: SR-25-001

Manufacturer Information

Population

Manufacturer Name: Mitsubishi Motors North America, Inc.
Address: 4031 Aspen Grove Dr. Suite 650
Franklin TN, 37067

Total number of potentially involved: 198,940
Estimated percentage with defect: 1%

Vehicle Information

Vehicle 1: 2023-2025 MITSUBISHI OUTLANDER PHEV

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Hybrid Electric Vehicle

Production Dates: Sep 27, 2022 - Apr 21, 2025

Number of potentially involved: 19,692

Descriptive Information:

Manufacturing records were utilized to determine vehicles potentially produced with suspect Alliance In-Vehicle Infotainment (A-IVI) software.

Vehicle 2: 2022-2024 MITSUBISHI OUTLANDER

Product Category: Light Vehicles

Product Type: Multipurpose Passenger Vehicle

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Feb 08, 2021 - Dec 20, 2024

Number of potentially involved: 179,248

Descriptive Information:

Manufacturing records were utilized to determine vehicles potentially produced with suspect Alliance In-Vehicle Infotainment (A-IVI) software.

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Defect / Noncompliance Description

Description of the defect or noncompliance:

Due to improper software programming, the Alliance In-Vehicle Infotainment (A-IVI) may freeze or display a black screen. If this occurs during a backing event, the rear view camera image could be lost, which may fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

FMVSS1: 111 - Rear visibility

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

The 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:

An improperly designed A-IVI software could cause the A-IVI unit to freeze or display a black screen.

Identification of any warning that can occur:

N/A

Component Manufacturer

Tier of Supplier:

Supplier Type: OEM

Name: Bosch Corporation

Address: 1-9-32, Nakagawachuo
Tsuzuki-ku | Yokohama-shi
Kanagawa Foreign States, 224-8601

Country: Japan

Involved Components

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

Component Description: In-Vehicle Infotainment system

Component Part Number: 8740A049

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25V369**Component Name 2:** UNIT,IVI(9 INCH,NAS,NAVI)**Component Description:** In-Vehicle Infotainment system**Component Part Number:** 8740A050

Chronology

On May 15, 2023, Mitsubishi Motors North America, Inc. (MMNA) filed a Noncompliance Information Report under 49 C.F.R. Part 573 relating to a software error in the Alliance in-vehicle infotainment system (A-IVI) in Model Year 2022 and 2023 Outlander and Model Year 2023 Outlander PHEV vehicles that potentially caused a momentary loss of rearview camera image on the A-IVI display. This was designated as Recall 23V-345.

- September 2023 – MMNA created a field report following receipt of information from a dealer alleging that audio volume controls on A-IVI are not responsive. Field report is shared with Mitsubishi Motors Corporation (“MMC”).
- January 2024 – MMNA created a separate field report following receipt of reports from a dealer alleging that A-IVI freezes up and stops responding. Field report is shared with MMC.
- March 2024 – MMNA created a separate field report following receipt of reports from a dealer alleging that A-IVI goes black and reboots while vehicle is in motion. Field report is shared with MMC.
- April-May 2024 – MMC works with A-IVI supplier for joint test of Initial Quality Survey items including touch panel not responding, rebooting and CarPlay connection issues.
- May-November 2024 – MMNA continues collecting information as part of investigation into non-responsive volume controls and IVI rebooting. Collected A-IVI units were returned for duplication test by A-IVI supplier.
- December 2024-January 2025 – MMC holds pre-technical meetings to continue review of A-IVI volume non-responsiveness and rebooting, and expands consideration to include other symptoms of A-IVI performance, including appearance of black screen and screen freezing.
- January 2025-May 2025 – MMC holds further technical meetings and discussions involving A-IVI, including additional analysis of A-IVI performance.

On May 23, 2025, MMC determined that a potential non-compliance could not be ruled out, that a field action was necessary, and advised MMNA to conduct a non-compliance recall.

MMC and MMNA has received six field reports involving A-IVI performance and 358 warranty claims involving A-IVI operation or performance, not limited to incidents involving backing events from the US. The field reports were initially created to cover concerns of non-responsive volume control, freezing and intermittent radio restarting, and were received by MMNA between September 20, 2023, and July 10, 2024. The 358 warranty claims involving A-IVI operation or performance were received between 6/1/2023 and 5/19/2025. MMC and MMNA are not aware of any reports of death or injury related to this condition.

Related NHTSA Recall Number:

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Description of Remedy

Remedy Type: Software**Consumer Advisories:** Do Not Drive Park Outside**Description of remedy program:**

Owners of all affected vehicles will be notified and encouraged to bring their vehicles in to reprogram the A-IVI with countermeasure software that meets FMVSS number 111 requirement. 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 instructions on how to apply for a refund.

How remedy component differs from recalled component:

The A-IVI will be reprogrammed with countermeasure software that meets FMVSS number 111 requirement.

Identify how/when recall condition was corrected in production:

All vehicles produced after April 22, 2025 were programmed with an updated A-IVI software package.

Reimbursement Plan

Description of reimbursement program:

Customers will be directed to submit their original repair order or invoice, and original receipt/proof of payment to MMNA for reimbursement consideration.

Period of reimbursement:

4 years

Costs to be reimbursed:

Cost of repair

Address for reimbursement claims:

P.O. Box 689040
Franklin TN, 37068

Recall Schedule

Description of recall schedule:

Dealers will be notified June 16,2025. Owners of potentially affected vehicles will begin being notified June 30, 2025.

Planned Dealer Notification Date: Jun 16, 2025 - Jun 16, 2025 No Dealers

Part 573 Safety Recall Report**25V369****Planned Interim Owner Notification Date:** No Owners**Planned Remedy Owner Notification Date:** Jun 30, 2025 - Jul 01, 2025 Phased Recall**Date when VIN will be searchable:** Jun 16, 2025