* * TECHNICAL INFORMATION NOTICE * *

DATE: January 22, 2015

TO: **Mitsubishi Motors US Service Managers, and Sales Managers**

RE: **Playback of Cloud Based Music Files Using the USB Connection**

TIN NO.   **TIN-15-54-001**

- -

AFFECTED VEHICLES: All vehicles with USB music player capability

CONDITION:

Customers have reported that the vehicle's audio system will not connect to their music player, or will stop playing, when using a USB cable to connect an Apple, Inc.® device running iOS 8™ to the audio system. This only occurs when the customer attempts to play music files stored on the Cloud. Music stored on the device is not affected. This condition does not occur when music is played back using Bluetooth™ streaming. Different technologies are used for this type of connection.

The audio system will stop and display a "connecting" message when it encounters the first entry where the music file is not stored on the player, such as a link to a file stored on the Cloud. For example, if the link to a music file stored on the Cloud is listed as the first song on the player, the player will not connect. If it is the fifth song listed, playback will stop at that point. During the event, the audio display continuously advises the system is connecting, but connection is never completed. Because the file is not resident on the player, the audio system is unable to locate it and continues searching.

MMNA is working with MMC and the audio system vendor to find the cause and develop a countermeasure. Until one is developed, please advise customers using a music player running iOS 8 to use one of the following methods to listen to music files stored on the Cloud.

- Stream music from your device to the audio system using Bluetooth™.

- Download the desired files to your player. When complete, turn off the Cloud by changing the player's settings as follows:

   Open "Settings" -> "Music". Scroll to "Show All Music" and turn it OFF. The system will no longer search for files on the Cloud. Reverse the procedure to turn Cloud access back on.

NOTE: The audio system was not designed for music playback from a device running Android or Windows operating systems connected with a USB cable. Music can be streamed from these devices using Bluetooth™.

Copyright 2015, Mitsubishi Motors North America, Inc.   (4240)