

**\* \* TECHNICAL INFORMATION NOTICE \* \***

DATE: August 22, 2019  
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers  
RE: Critical Repair Information Key to Resolving Issues  
TIN NO. TIN-19-00-012

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**AFFECTED VEHICLES:** All Models and Years

**PURPOSE**

This notice is to remind dealers that obtaining repair information like Freeze Frame Data (FFD) and All DTC lists is a critical part of any repair procedure which each dealer/technician should be aware of. In August of 2018 MMNA released **Warranty Bulletin 2019-003** (see attached page) outlining the critical nature of this information and reminding dealers that neglecting to obtain and retain this information could result in a debit of the subject warranty claim. As a reminder to all service related personnel, this information (FFD and All DTC lists) is many times a key component in identifying the root cause of a failure, and without this information certain issues may drag on for an unnecessary lengthy amount of time. MMNA would like to thank all our dealers for your cooperation ahead of time in our attempt to put our customers first!



# WARRANTY BULLETIN

## DTC, Freeze Frame, and Super Screen Documentation Requirements

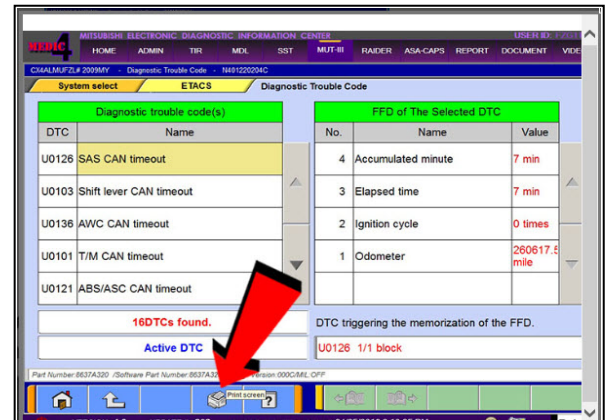
Warranty Bulletin Application		
USA	Canada	P. Rico
X		X
Issue Date		Aug. 21, 2018
Bulletin Number		WB 2019 – 003

As a reminder, ALL repairs that involve an illuminated Service Light for any vehicle system require supporting documentation of the **DTC(s)** and **Freeze Frame** data (if available) from the Multi-Use Tester (MUT), as well as a print-out of the Vehicle Information Screen (Superscreen).

### DTC/Freeze Frame Screen Print Out

After the Technician scans the vehicle and retrieves diagnostic trouble codes, the DTCs and Freeze Frame data must be printed and attached to the Repair Order.

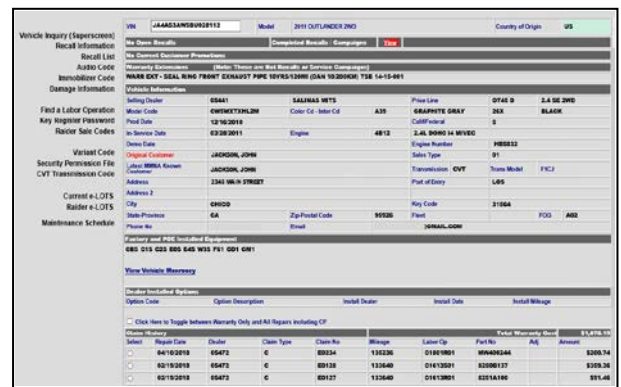
**Both the DTCs and Freeze Frame data are crucial in determining the root cause of certain failures.**



### Superscreen Print

A printout of the Vehicle Information Screen must also be attached to the Repair Order.

From Service > Systems, select Vehicle Information, and enter the VIN to inquire and print the Superscreen information.



### Important Note:

Warranty claims for related repairs that are not supported by DTC/Freeze Frame data and the Superscreen print-out documentation are subject to possible debit action.

**If you have any questions, please call the Warranty Information Line @ 1.800.380.2324. You may also E-mail us at [WarrantyWebHotline@mmsa.com](mailto:WarrantyWebHotline@mmsa.com).**

**MMNA WARRANTY DEPARTMENT**