

# Technical Service Bulletin

SUBJECT:			No:	TSB-20-31-001
TIRE CHAIN USAGE FOR 2016 - 2020 MODELS			DATE:	February 2020
			MODE	: All 2016-2020 Models
CIRCULATE TO:	[ ] GENERAL MANAGER	[X] PARTS MANAGER		[ X ] TECHNICIAN
[X] SERVICE ADVISOR	[X] SERVICE MANAGER	[X] WARRANTY PROCESSO	)R	[ ] SALES MANAGER

## **PURPOSE**

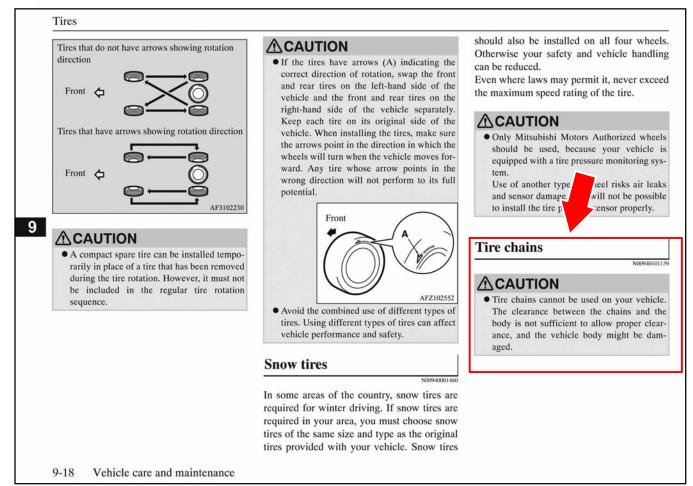
This bulletin advises that tire chains are **NOT** approved for use on any 2016 - 2020 Mitsubishi vehicle.

# **AFFECTED VEHICLES**

All 2016 - 2020 models.

# **DESCRIPTION**

Using tire chains on 2016 - 2020 Mitsubishi vehicles (including the compact spare) can cause damage due to a lack of clearance from the tire to the suspension and/or body components. This information is provided in the "Vehicle Care and Maintenance – Tires" section of the Owner's Manual (page from 2020 Eclipse Cross Owner's Manual shown below for example).



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## WARRANTY INFORMATION

# !! Damage due to tire chain use is <u>not</u> warrantable !!

Refer to the statement from the Warranty and Maintenance Manual boxed in red below.

# **NEW VEHICLE LIMITED WARRANTY**

# AIR CONDITIONER REFRIGERANT CHARGE

The air conditioner refrigerant charge is covered for 1 par or 12,000 odometer miles, whichever occurs that, refrigerant charge is only covered as part or a carranty covered repair to the air conditioning system.

#### **OTHERS**

The following factory, port or dealer installed items are covered for 3 years or 36,000 odometer miles, whichever occurs first:

- Audio units, amplifiers, navigation systems, CD changers, DVD video players and other vehicle entertainment systems.
- · Bulbs (all filament bulbs).

## **TIRES**

The tires on your Vehicle are warranted independently from this limited warranty by the individual tire manufacturer. The individual tire manufacturer's warranty statement has been provided with your Vehicle. To obtain tire warranty service, you must follow the procedures outlined in the tire warranty statement.

## WHAT IS NOT COVERED

## **ALTERATION, MISUSE, OR ACCIDENT DAMAGE**

Examples are:

- Failure to operate the Vehicle in accordance with the OWNER'S MANUAL
- Any Vehicle previously declared a total loss and/or transferred or title branded as salvage, due to an accident or other catastrophic event (1)
- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking your Vehicle
- Misusing your Vehicle, such as, but not limited to, driving over curbs, overloading, racing, or using your Vehicle as a stationary power source
- Alteration of your Vehicle, including, but not limited to, the body, chassis, braking system, software programming or other components
- Tampering with, or alteration of the emission control systems or other parts that affect these systems
- Disconnecting or altering the odometer, where the actual mileage cannot be determined
- Use of contaminated or improper fuel, fluids or lubricants
- Damage due to customer-applied chemicals (For example: abrasive waxes, polishes, sealants, etc.)

(1) Note: This exclusion in coverage does not apply to the Federal or California emission control warranties.

**NOTE TO CALIFORNIA DEALERS:** Consult your legal counsel for advice regarding a customer disclosure statement for vehicles that cannot use tire chains.