



# TECH TALK – Volume 256 August 2020



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## DATES TO REMEMBER



### LABOR DAY

Monday, September 7th



### TECHNICAL REPAIR QUIZ FOR Q3

Now on the Mitsubishi  
Academy until:

October 8, 2020  
@ 11:59 p.m.

With the assistance of everyone in Service (TL, Product Support and the Technical Training Instructors), we were able to come up with a variation of questions that cover all the released documents from April, May, and June.

PLEASE SHARE QUIZ  
AVAILABILITY INFORMATION  
WITH YOUR FIELD  
MANAGER

## INFORMATION REFRESH

### REQUIREMENTS FOR BATTERY MAINTENANCE UNITS IN STOCK

Dealers are responsible for battery maintenance while the vehicles are in dealership possession. Battery claims will not be paid for in-stock units or recently delivered vehicles (3 months in service) if the battery test results indicate a battery did not receive proper maintenance while in dealer inventory.

Dealers are required to keep their Mid-Tronics battery tester updated to the current software level and communication online. This information can be found under the Battery Management Information System located in the MDL under Service, Systems, Battery Management Information System. Failure to maintain battery history in Mid-Tronics will cause claims to be denied with Code 046 (vehicle battery not maintained during dealer storage).

**For complete details review Policy and Procedure Manual Section 3.**

To access the Battery Management Information System on Mitsubishi Dealer Link, click on: **Service>Systems>Battery Management Information System.**

## PART RETURN REQUEST

After a warranty claim is paid, MMNA may request all parts charged out on the claim. The request will show on the Dealer Part Return Status screen. It is critical that dealership personnel respond promptly to any part return request. Parts must be received within 12 days from the request date. It is the dealer's responsibility to regularly check the status of a part request.

Therefore, we would like to remind parts and service managers to review their material return request daily. This will prevent charge back of the entire claim due to late or un-received part returns. For additional details, see **Warranty Bulletin WB 2019-006.**

## CLAIM ENTRIES

When Directed by Techline to follow TSB 20-23-001 please use claim coding instructions found on page 20 of the TSB.

**Please note: Claims entered using standard transmission labor operations from E-lots where it is found *when* Techline directed to follow TSB 20-23-001, will be debited back for correction.**

The following is a list of affected vehicles under TSB 20-23-001 equipped with F1CJC /W1CJC (CVT-8) transmissions ONLY:

- 2018-2020 Eclipse Cross\*
- 2016-2017 Lancer with 2.0L/2.4L engine
- 2016-2020 Outlander with 2.4L engine\*
- 2015-2020 Outlander Sport / BVB with 2.0L engine\*
- 2018-2020 Outlander Sport / BVB with 2.4L engine\*

*“All of those cars were once just a dream in somebody’s head” ~Peter*

## MMNA WOULD LIKE TO HEAR FROM YOU

We really would like to hear from you! Do you have any ideas, stories, techniques etc. that you would be willing to share in a future Tech Talk issue? If so, please let us know by sending an email to [Servicesupport@mmsa.com](mailto:Servicesupport@mmsa.com).

Be sure to include: Your name, title, dealer name and any applicable information.

We'll be sure to recognize you! Together, we can achieve the highest level of customer and work satisfaction!



### IMPORTANT

**Affected new or used vehicle inventory must be repaired before the vehicle is sold or delivered. Dealers must check their vehicle inventory VINs on the Warranty Superscreen to verify whether the vehicle is involved in a recall campaign.**

**It is a violation of Federal Law for a dealer to sell or deliver a new motor vehicle or any new / used motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or non-compliance is remedied.**



## VEHICLE TECHNICAL INFORMATION

Since TechTalk 255, the following bulletins have been published.

PUBLISH DATE	GROUP	ATIN/TIN # <i>(Click for full content)</i>	SUBJECT	MODELS
6/18/2020	42A	<a href="#">TSB-20-42A-003</a>	ABNORMAL NOISE WHILE DRIVING WITH FRONT WINDOW SLIGHTLY OPEN	2018 Eclipse Cross
6/18/2020	51	<a href="#">TSB-20-51-001</a>	UPDATES TO REAR WIPER AND WASHER INSPECTION - SMR	2014-2020 Mirage
6/22/2020	11A	<a href="#">TIN-20-11A-001</a>	DEFECTIVE ALTERNATOR BELTS	2017-2020 Mirage and Mirage G4
6/23/2020	23	<a href="#">TSB-20-23-001REV</a>	POTENTIAL TRANSMISSION SHUDDER/SURGE WITH POSSIBLE DTC (CVT-8) - REVISED	2018-2020 Eclipse Cross, 2016-2017 Lancer, 2016-2020 Outlander, 2015-2020 Outlander Sport, 2018-2020 Outlander Sport
6/23/2020	36	<a href="#">TSB-20-36-002</a>	ELECTRONIC PARKING BRAKE	2017-2020 Outlander, 2018-2020 Outlander PHEV, and all Eclipse Cross
7/17/2020	42A	<a href="#">TSB-20-42A-004</a>	FUEL FILLER DOOR	2017-19 Mirage G4
7/17/2020	51	<a href="#">TSB-20-51-002</a>	ROOF RACK CENTER COVER	2018-19 Eclipse Cross
7/31/2020		<a href="#">ATIN-20-SR-003-D</a>	CROSSMEMBER CORROSION - SAFETY RECALL CAMPAIGN	2008-2010 LANCER, 2009-2010 Lancer Sportback, 2008-2013 Outlander, and 2011-2016 Outlander Sport RVR
7/31/2020		<a href="#">SR-20-003REV1</a>	CROSSMEMBER CORROSION - SAFETY RECALL CAMPAIGN	2008-10 Lancer, 2009-10 Lancer Sportback, 2008-13 Outlander, 2011-16 Outlander Sport / RVR
8/7/2020		<a href="#">TIN-20-SR-003</a>	CROSSMEMBER CORROSION	2008-2010 Lancer, 2009-2010 Lancer Sportback, 2008-2013 Outlander, 2011-2016 Outlander Sport / RVR
8/7/2020	42A	<a href="#">TSB-20-42A-005</a>	BODY PANEL PAINT STAIN	All Vehicles

## AWARDS AND RANKINGS

### J.D. POWER 2020 INITIAL QUALITY STUDY

- ◇ Top-ranked Japanese brand in the industry
- ◇ Outlander Sport tied for third in small SUV category
- ◇ Greatest year-over-year improvement ranking, moving From 30<sup>th</sup> in 2019 to 6<sup>th</sup> in 2020

### KELLY BLUE BOOK 5-YEAR COST TO OWN AWARD

- ◇ The Outlander was awarded Cost to Own for the second consecutive year
- ◇ MMNA marked the seventh consecutive year of sales growth In the U.S. 2019



### Headquarter News

After relocating to Tennessee from California, MMNA settled into temporary offices at Spaces in Franklin. Across the parking lot a clear view of the under construction MMNA Building can be seen.



Then Covid-19 hit, so for now, our homes became our offices. Despite the unfamiliar way of living through a pandemic, Mitsubishi is remaining strong and diverse. Twenty-seven people were on-boarded and it was done electronically!

We know everyone has had hardships and challenges the past several months and we want the dealerships to know, their commitment to Mitsubishi is appreciated.

As you've noticed, Tech Talk is changing too. Hopefully it will be interesting and informative to you. Please let us know if you have a suggestion or information to share.

In our up-coming issues of Tech Talk, watch for our Behind the Scenes Spotlight.