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DATES TO REMEMBER



ELECTION DAY

November 3rd



VETERANS DAY

November 11th



THANKSGIVING DAY

November 26th

Reminder: MMNA will be closed November 26-27th

MITSUBISHI MOTORS

TECH TALK – Volume 258

October 2020

INFORMATION

WARRANTY: Important Upcoming Policy Change – Effective December 1, 2020

Effective on repair orders opened on or after December 1, 2020, the new claim submission time limit is changed to 60 days from 180 days (exceptions indicated below). All warranty claim submissions, appeals, and claim corrections must be completed within 60 days from the repair order open date. All claim types that are incomplete beyond the 60-day time limit may not be submitted, appealed, or corrected.

Exceptions:

- Any claims that were opened prior to December 1, 2020 retain the 180-day time limit.
- If a longer time period for claim submission, correction, review, and/or appeal is required by law (please reference your state dealer statutes).
- If repair completion is delayed due to backordered parts preventing timely claim submission within the 60-day time limit, all supporting documentation must be retained and uploaded to the PRC when warranty claim is submitted. Once submitted, contact the Warranty Hotline who will review and process approved claim.

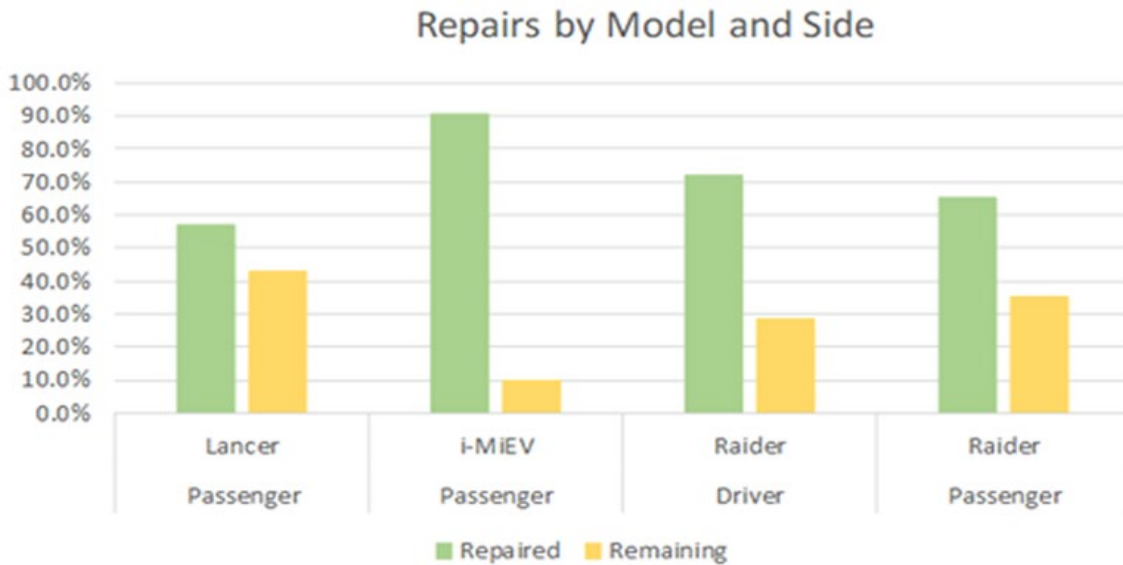
For more detailed information; please refer to Warranty Bulletin WB2020-008.

TECHNICAL REPAIR QUIZ FOR Q4

The Technical Repair Quiz is available for Q4 and will be on Mitsubishi Academy until: **December 31, 2020 @ 11:59 p.m.**

Please share quiz availability information with your Field Manager.

TAKATA RECALL KEY STATISTICS



Congratulations to the following Dealerships!!

Highest Quantity of Air Bags Repaired

Auto Gallery Mitsubishi-Murrieta

2nd Highest Quantity of Air Bags Repaired

Cerritos Mitsubishi
Concord Mitsubishi
Mark Mitsubishi

Highest Completion Percentage of Assigned Vehicles

Morgantown Mitsubishi
Motor Mile Mitsubishi

BEHIND THE SCENES SPOTLIGHT

Each month we will continue to introduce a member working behind the scenes at MMNA. It's a great privilege to work with some of the most talented people in the world. We hope that by putting a name with a face, we will become more connected and perhaps even forge stronger business relationships with those we may never personally meet.

This month, we introduce, ***Abe Buffington, Platform Specialist.***



My automotive story began in a small Penske automotive shop where I quickly learned the basics of automotive maintenance and repair. In my twenties I attended Lincoln Technical Institute where I became Master ASE Certified and graduated valedictorian earning an Associate degree in Automotive Technology and Repair. This achievement enabled me to get my first technician position in a dealership and though it wasn't Mitsubishi, it was another Japanese manufacturer (Nissan). I was fortunate to have a Service

Manager that believed in factory training and I earned my master's status within about 5 years at the dealership. After spending over 20 years in a variety of dealerships, I knew that I wanted more than to just turn wrenches and earned a Bachelor of Science Business Information Systems degree. This achievement propelled me into the corporate side of things as a Field Engineer where I could wet my tongue with difficult to repair cases, work with over 54 dealerships in my territory, serve as the expert in Arbitration hearings and more than anything else, be the guy to save a customer that otherwise would have defected.

After a few years in the field, my career led me to run the Seattle Technical Training Center where I taught the technical curriculum for dealerships and later jumped, into the Dealer Parts and Service Manager side of things in my region. Later I held similar roles with Toyota, Denso, and ADP/CDK GLOBAL. While I loved those experiences, I found myself missing the technical side of things and when I learned of Mitsubishi's move to Tennessee, I jumped at the opportunity and found a new home as the Platform Specialist for Outlander Sport and Eclipse Cross. I now have the unique opportunity of improving our product each day.

On a personal note, I am a father of two wonderful children. My son Ethan is 17, graduating soon from a STEM school and my daughter Nikki, 14, who amazes me each day with her ability to learn new languages and instruments. I have always been an outdoors person and enjoy hobbies such as kayaking, hiking, mountain biking and road cycling. In addition, home improvements, car repairs, model aircraft and laser cutting are all areas of interest.

"It is amazing what you can accomplish if you do not care who gets the credit."

~Harry Truman

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. Be sure to include: Your name, title, and dealer name. We'll be sure to recognize you! Together, we can achieve the highest level of customer/work satisfaction!



VEHICLE TECHNICAL INFORMATION

Since TechTalk 257, the following bulletins have been published.

PUBLISH DATE	GROUP	TSB/ATIN/TIN # (Click for full content)	SUBJECT	MODELS
9/30/2020	42A	TSB-20-42A-007	ADDITION OF HOOD AIR OUTLET MAINTENANCE PROCEDURE - SMR	2003-2006 Lancer Evolution
10/5/2020	15	TSB-20-15-001	RATTLE NOISE FROM HEAT PROTECTOR OF EXHAUST MANIFOLD	2013- 2020 Outlander, 2013-2018 Outlander PHEV, 2014-2020 Outlander Sport / RVR, 2018-2020 Eclipse Cross
10/14/2020	52A	TSB-20-52A-002	NOISE FROM FRONT SEAT BACK	All Outlander and All Outlander PHEV
10/23/2020	00	TSB-20-00-005	GENERAL PDI PROCEDURES FOR 2021 OUTLANDER SPORT	2021 Outlander Sport
10/26/2020	54A	TSB-20-54A-002	COUNTERMEASURE FOR AUTO HEADLAMP OR SUNROOF CONTROLS	2018 Eclipse Cross
10/27/2020	00	TSB-20-00-006	TECHNICAL SPECIFICATIONS - 2021 OUTLANDER SPORT	2021 Outlander Sport
10/27/2020	23C	TSB-20-23C-001	CHECK ENGINE LIGHT ILLUMINATES (P1740)	All Outlander Sport / RVR
10/30/2020	00	TSB-20-00-007	NEW MODEL FEATURES & SERVICE INFORMATION - 2021 OUTLANDER SPORT	2021 Outlander Sport

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.

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 30th in 2019 to 6th in 2020

KELLY BLUE BOOK 5-YEAR COST TO OWN AWARD

- ❖ The Outlander was awarded Cost to Own for the second consecutive year among 3-row Mid-size SUVs



INTERESTING FACTS

IN HONOR OF ELECTION DAY & VETERANS DAY

- ❖ In the 1800's, the Agrarian economy involved most Americans. In 1840, farming was the occupation of 69 percent of working Americans. Farmers weren't able to travel easily until the harvest was over. Also, the onset of winter weather made traveling a problem, so elections happened in the late fall.
- ❖ There was an amendment proposed in 1916 in the US Constitution that all acts of war should be put to a national vote, and every person that voted yes, had to register for volunteer service in the army.
- ❖ American astronauts on the International Space Station (ISS) can vote in elections from orbit by secure email.
- ❖ Veterans Day was once called Armistice Day, which was created to honor veterans of World War I.
- ❖ June 1, 1954 was when the United States changed the name to Veterans Day, honoring all military veterans.
- ❖ The holiday is not a day that "belongs" to one veteran or multiple veterans, which is what an apostrophe implies. It is a day for honoring all veterans - so no apostrophe needed.



Headquarter News

These beautiful views will have to wait to be seen by most MMNA employees for a bit longer. Due to an increase in COVID cases, we will not be returning to the office in calendar year 2020.



Tech Talk improvements will continue to be ongoing. Please let us know if you would like to share an idea or information for an upcoming issue.

