

**** TECHNICAL INFORMATION NOTICE ****

DATE: December 21, 2020

TO: Mitsubishi Motors US & Puerto Rico Dealer Parts and Service Managers

RE: Apple CarPlay Touch Pad Inoperative

TIN Number: TIN-20-54A-003

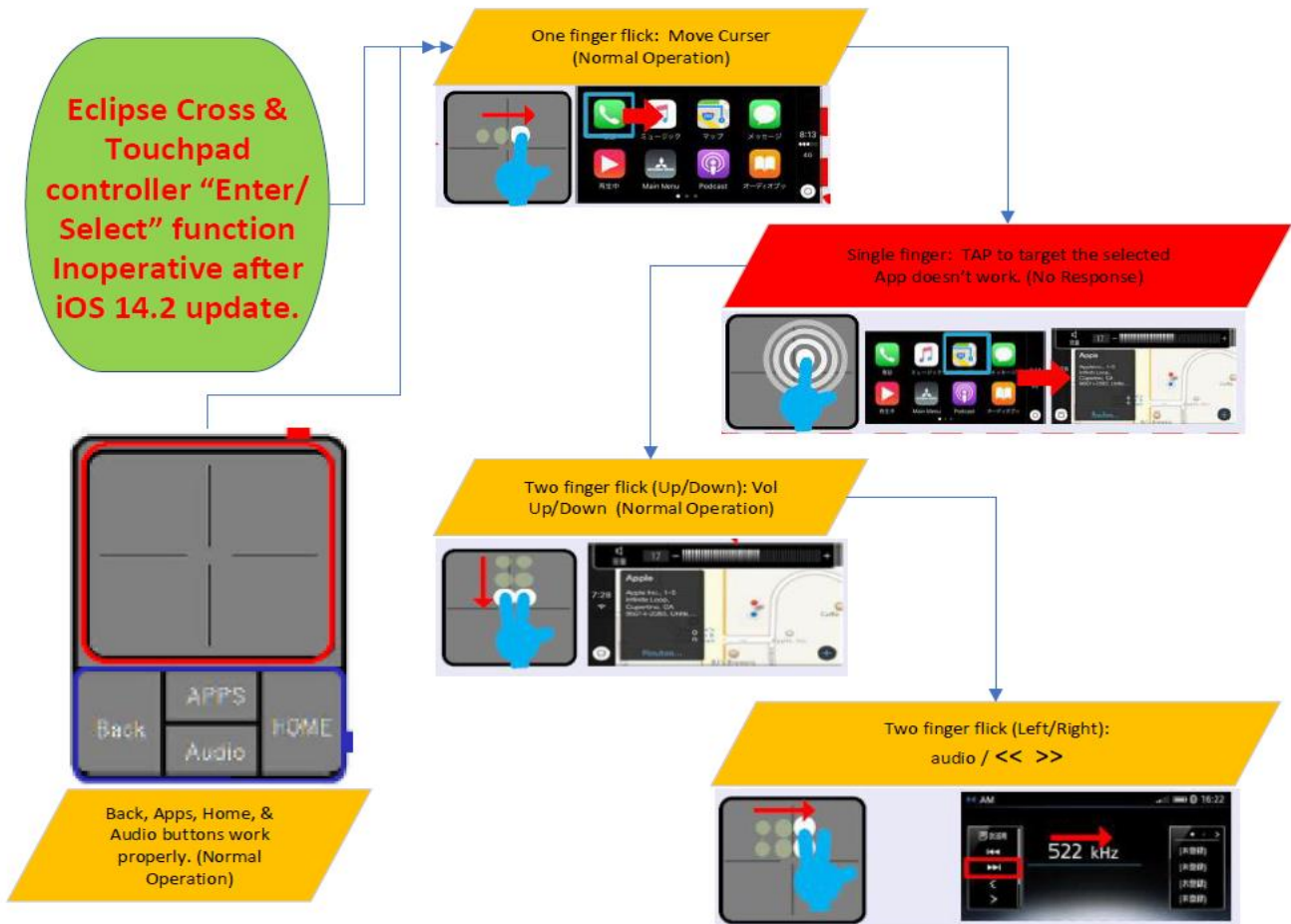
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AFFECTED VEHICLES: 2017 - 2020 Eclipse Cross

PURPOSE:

In the latest OS version "iOS 14.2" for iPhone, the "tap to select/enter" function does not respond on the Apple CarPlay screen. This concern may be independent to the iPhone.

Due to the specification changes implemented in iOS 14.2 by Apple, this concern may be caused when the transmission data signal from the vehicle's touch pad is received by the iPhone; but, the transmission from the iPhone is not transmitted back to the Audio unit.

Because the concern is within the iOS developed by Apple, customers may need to wait for Apple to release an update that potentially addresses this. Currently, Apple has not announced a schedule for future updates.



In some situations, the following steps have restored function and should be completed:

- ◆ Update iOS to the latest version (Settings-> General -> Software Update)
- ◆ Disable Apple CarPlay and then restart the iPhone (Settings -> General -> CarPlay)
- ◆ Enable Apple CarPlay (Settings -> General -> CarPlay)

If these steps do not resolve the condition, advise the customer that Apple has not released an official update schedule for this concern.