* * TECHNICAL INFORMATION NOTICE * *

DATE: August 24, 2021

TO: Mitsubishi Motors US Service and Parts Managers

RE: Owner Manuals Now Available Electronically on MDL

TIN NO. TIN-21-00-004

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AFFECTED VEHICLES: ALL Models as of 2015

Owner Manuals (OM) are now available electronically on MDL beginning with Model Year 2015. As new Model Year OMs become available, they too will be added.

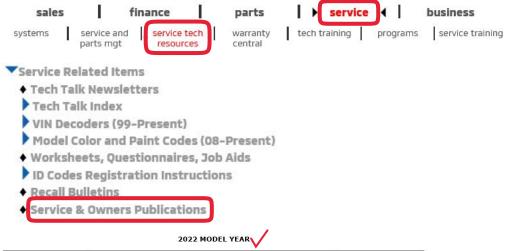
The ease of accessibility to the OMs will be especially helpful to Service Advisors, allowing them to provide more thorough explanations and increase helpfulness to our customers ultimately improving Customer Service Index (CSI) scores.

Two key Customer Experience/CSI Survey questions (listed below) can easily be affected positively when Service Advisors utilize OMs in communications with customers.

• Question #7: Please rate the Service Advisor on providing thorough explanations

 Question #18: How would you rate the overall helpfulness and courtesy of the Service Advisor

OMs have been conveniently located on MDL alongside of the Service Manuals (SMs). To access: service > service tech resources > Service Related Items > select the applicable year and model (2022 Model Year example shown below).



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|----------------|---|---|--|--|
| Model | Service Manual | Owner's Manual | Body Repair Manual | Technical Information Manual |
| Outlander PHEV | CD: MSCD027B2022 (order from Helm Inc. 800-782- 4356) Click Here for Flectronic Copy | T00UMW175P <u>Click Here for</u> <u>Electronic Copy</u> | MSSP427B2022 | Not Available Separately. Order Service Manual CD - MSCD027B2022 |
| Outlander | CD: MSCD330B2022 (order from Helm Inc. 800-782- 4356) Click Here for Electronic Copy | T00UMW084P <u>Click Here for</u> <u>Electronic Copy</u> | Not Available Separately. Order Service Manual CD - MSCD030B2022M | Not Available Separately. Order Service Manual CD - MSCD030B2022M |
| Eclipse Cross | CD: MSCD020B2022 (order from Helm Inc. 800-782-4356) Click Here for Electronic Copy | T00UMW093P Click Here for Electronic Copy | MSSP420B2022 | Not Available Separately. Order Service Manual CD - MSCD020B2022M |

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