

**** 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

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 OM's become available, they too will be added.

The ease of accessibility to the OM's 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 OM's 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

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



- ▼ Service Related Items
- ◆ Tech Talk Newsletters
 - ▶ Tech Talk Index
 - ▶ VIN Decoders (99-Present)
 - ▶ Model Color and Paint Codes (08-Present)
 - ◆ Worksheets, Questionnaires, Job Aids
 - ▶ ID Codes Registration Instructions
 - ◆ Recall Bulletins
 - ◆ Service & Owners Publications

2022 MODEL YEAR ✓

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 Electronic Copy	T00UMW175P Click Here for Electronic Copy	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 Click Here for Electronic Copy	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