



# TECH TALK - VOLUME 265

## November - December 2021



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### TECHNICAL INFORMATION

#### Orange or Green Indicators on AV Units and iPhone Status Bar

To assist dealers when explaining to customers, the purpose of orange and green indicators/dots which appear on AV units and iPhones. Orange or Green Dot? Should a customer inquire about an orange or green dot being displayed on their AV unit, the following information can be used to explain its meaning.



Click the image to be Thunderstruck!




This dot whether green or orange comes from the attached phone and is present when CARPLAY is in use. A matching dot will also appear on the customers' phone.

The DOT indicator is a feature of Apple privacy and cannot be turned off.

#### About the orange and green indicators in your iPhone status bar

With iOS 14, an orange dot, an orange square, or a green dot indicates when the microphone or camera is being used by an app.




An orange indicator  means the microphone is being used by an app on your iPhone.

This indicator appears as an orange square if the Differentiate Without Color setting is on.

Go to Settings > Accessibility > Display & Text Size.



A green indicator  means either the camera or the camera and the microphone are being used by an app on your iPhone.

### UPCOMING DATES TO REMEMBER:

#### December 2021

Christmas Eve	24 <sup>th</sup>
Christmas Day	25 <sup>th</sup>
New Years Eve	31 <sup>st</sup>

#### January 2022

New Years Day	1 <sup>st</sup>
Martin Luther King Day	17 <sup>th</sup>

#### MMNA will be closed:

December 24, 2021 -  
January 2, 2022

#### TECHLINE will be open:

December 27-30 from  
8 am-5 pm CST

#### Front Garnish Exhibiting Poor Adhesion – 2022 Eclipse Cross

Accessory, Front Garnish – All Models w/Accessory installed parts:

- Front garnish- MZ576847EX (Chrome)
- Front garnish- MZ576848EX (black)

If the accessory installation instructions steps are not properly followed, it will result in poor adhesion onto vehicle, which may cause partial or complete separation. Please review accessory installation instructions carefully, prior to installation.

## Reported Condition:

Poor adhesion noted on front extension. The accessory part adhesive tape easily separated from vehicle.

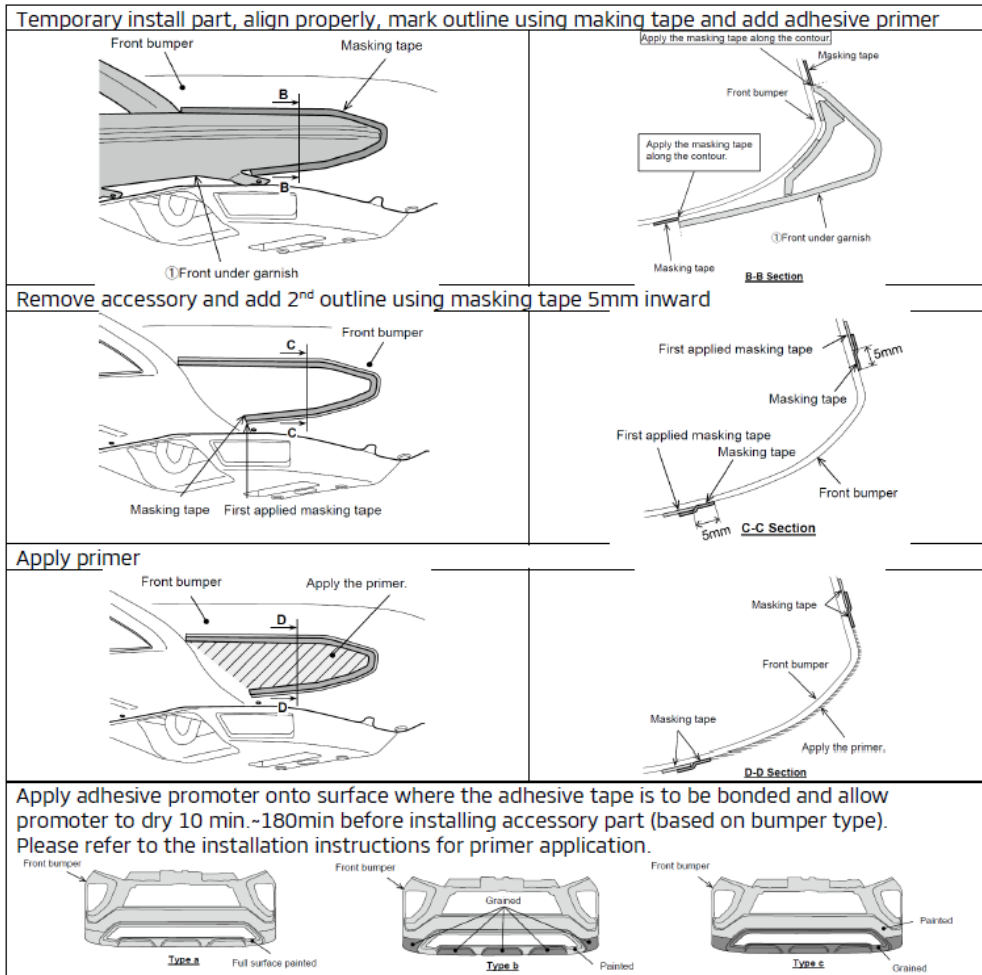
## Possible Cause(s):

- Vehicle mounting area was not cleaned properly prior to installation
- Adhesive promoter was not applied onto surface where the adhesive tape is to be bonded or promoter drying time 10 min ~ 180 min was not followed
- The vehicle surface and accessory parts are below 60 °F (not optimum temp for good adhesion)
- The accessory component was not properly aligned into position as specified, please refer to "Installation Key Point Reminder, Detail F" as shown below (newly added install focus point for installation)

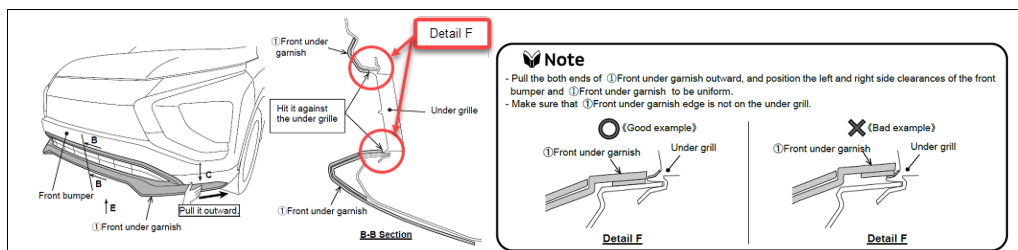


## Installation Key Point Reminders (please refer to install instructions):

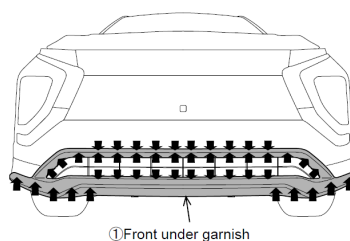
- After cleaning application surface properly using a degreaser (such as isopropyl alcohol)
- Ensure accessory parts and vehicle application surface is above 60 Fahrenheit, which will promote good adhesion
- Remove part and measure 5.0 mm inward from outline masking tape as show below
- Apply primer below second making tape as shown below (see install instructions)
- Peel backing per instructions
- Align accessory part and apply pressure for several seconds by gradually moving from starting point [1] through [4]
- Tighten remaining hardware



Look the area over for proper alignment prior to adhering the accessory part onto the vehicle to assure good adhesion. New instructions will be updated to reflect key alignment points illustrated below.



Ensure accessory part is in proper position  
Strongly press the double sided adhesive tape indicated section (arrows) surface of the ①Front under garnish with your hands to ensure proper adhesion.



Final key reminders

- Clean vehicle application area properly prior to installation
- Apply adhesive promoter onto surface where the adhesive tape is to be bonded and allow promoter to dry 10 min ~ 180 min before installing accessory part.
- The vehicle surface and accessory parts temperature must be above 60 °F (optimum temperature for good adhesion). Use a heat gun to carefully warm accessory parts and vehicle surfaces.
- Confirm accessory part is properly aligned as specified on install instructions

FINAL QC CHECK ITEMS:

- Check vehicle fitment
- Check for good adhesion
- Check for vehicle damage
- If any discrepancy is noted, please make necessary repairs

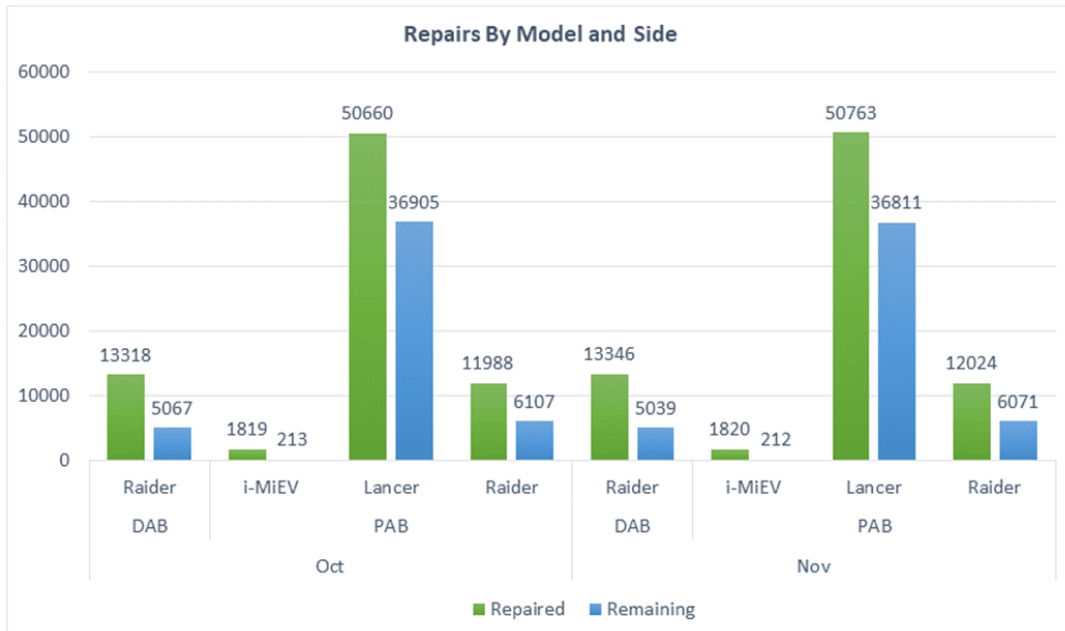


**WARRANTY INFORMATION:**

Please remember to read and follow the build date and applicable VIN information when performing TSB-21-42A-005 and TSB-21-42A-001REV2. All claims performed on vehicles outside of the production dates and VINs will be investigated and may be disallowed.



## TAKATA RECALL KEY STATISTICS



Month	DAB Remaining	PAB Remaining
October	5,067	43,225
November	5,039	43,094
<b>Repaired</b>	<b>28</b>	<b>131</b>

The **top two** US Dealers between October - November 2021 were:

**BELL ROAD MITSUBISHI**

**SAN JOSE MITSUBISHI**

**CONGRATULATIONS!**



# TECHNICAL TRAINING SCHEDULE: October-December 2021

Please note: Always check MDL for schedule updates.

## Atlanta Technical Training Center - Southeast Region

801 Interstate West Parkway, Lithia Spring, GA 30122

(770) 732-3000 ~ Nearest Airport: Atlanta (ATL)

October				
Monday	Tuesday	Wednesday	Thursday	Friday
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
	NM221	NM221	PHEVTT	PHEVTT
25	26	27	28	29
	EECS	EECS	EECS	EECS

November				
Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
8	9	10	11	12
	ADAS	ADAS	ADAS	ADAS
15	16	17	18	19
	MTT2	MTT2	MTT2	
22	23	24	25	26
	MED4	STV4	Holiday	Holiday
29	30	1	2	3
	EL1	EL1	ADAS	ADAS

December				
Monday	Tuesday	Wednesday	Thursday	Friday
29	30	1	2	3
	EL1	EL1	ADAS	ADAS
6	7	8	9	10
13	14	15	16	17
	ADAS	ADAS	ADAS	ADAS
20	21	22	23	24
MED4	STV4	EL1	EL1	Holiday
27	28	29	30	31
Holiday	Holiday	Holiday	Holiday	Holiday

## Dallas Technical Training Center - Central/West Region

8100 Mesquite Bend Drive, Irving, TX 75063

(972) 401-5930 ~ Nearest Airport: Dallas-Fort Worth (DFW)

October				
Monday	Tuesday	Wednesday	Thursday	Friday
4	5	6	7	8
	MED4	STV4	EL1	EL1
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29
	ER1	ER1	ER1	

November				
Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
8	9	10	11	12
			ADAS	ADAS
15	16	17	18	19
	ADAS	ADAS	ADAS	ADAS
22	23	24	25	26
	EL1	EL1	Holiday	Holiday
29	30	1	2	3

December				
Monday	Tuesday	Wednesday	Thursday	Friday
29	30	1	2	3
6	7	8	9	10
	ER1	ER1	ER1	
13	14	15	16	17
	ADAS	ADAS	ADAS	ADAS
20	21	22	23	24
				Holiday
27	28	29	30	31
Holiday	Holiday	Holiday	Holiday	Holiday

Course Title	Days	Code	Prerequisites
Engine & Emission Control Systems	4	EECS	ES1W, EL1, STV4, MED4, ME3W
Engine Repair	3	ER1	ES1W, EL1, STV4, MED4, ME3W
Climate Control	2	CC1	ES1W, EL1, STV4, MED4, ME3W
Manual Transaxles & Transfer Cases	3	MTT2	ES1W, EL1, STV4, MED4, ME3W
Plug-In Hybrid Electric Vehicle	2	PHEVTT	ES1W, EL1, STV4, MED4, ME3W, PHEVW, R1234W
MEDIC4	1	MED4	ME3W
STV4	1	STV4	No Prerequisites
Electrical Systems 1	2	EL1	ES1W
Advanced Driver Assistance Systems	2	ADAS21TT	ES1W, EL1, STV4, MED4, ME3W



# TECHNICAL TRAINING SCHEDULE (Continued)

## New Jersey Technical Training Center - Northeast Region

516 Heron Drive, Swedesboro, NJ 08085

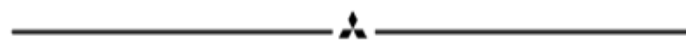
(856) 467-7100 ~ Nearest Airport: Philadelphia (PHL)

October				
Monday	Tuesday	Wednesday	Thursday	Friday
4	5	6	7	8
	MED4	STV4	EL1	EL1
11	12	13	14	15
18	19	20	21	22
	NM221	NM221	PHEVTT	PHEVTT
25	26	27	28	29

November				
Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
8	9	10	11	12
	ADAS	ADAS	ADAS	ADAS
15	16	17	18	19
22	23	24	25	26
29	30	1	2	3
	ADAS	ADAS	PHEVTT	PHEVTT

December				
Monday	Tuesday	Wednesday	Thursday	Friday
29	30	1	2	3
	ADAS	ADAS	PHEVTT	PHEVTT
6	7	8	9	10
	ER1	ER1	ER1	
13	14	15	16	17
20	21	22	23	24
MED4	STV4	EL1	EL1	Holiday
27	28	29	30	31
Holiday	Holiday	Holiday	Holiday	Holiday

Course Title	Days	Code	Prerequisites
Engine & Emission Control Systems	4	<b>EECS</b>	ES1W, EL1, STV4, MED4, ME3W
Engine Repair	3	<b>ER1</b>	ES1W, EL1, STV4, MED4, ME3W
Climate Control	2	<b>CC1</b>	ES1W, EL1, STV4, MED4, ME3W
Manual Transaxles & Transfer Cases	3	<b>MTT2</b>	ES1W, EL1, STV4, MED4, ME3W
Plug-In Hybrid Electric Vehicle	2	<b>PHEVTT</b>	ES1W, EL1, STV4, MED4, ME3W, PHEVW, R1234W
MEDIC4	1	<b>MED4</b>	ME3W
STV4	1	<b>STV4</b>	No Prerequisites
Electrical Systems 1	2	<b>EL1</b>	ES1W
Advanced Driver Assistance Systems	2	<b>ADAS21TT</b>	ES1W, EL1, STV4, MED4, ME3W



## BEHIND THE SCENES SPOTLIGHT

Our Behind the Scenes Spotlight is on **Nick Estrada, Quality Engineer** who is an innate fixer ~ he enjoys fixing and testing innovative ideas. Nick shared that his young daughter was once informed that her fever broke, to which she replied, "That's OK. Daddy can fix it." Nick started his career at MHI (Mitsubishi Heavy Industries) as a young Quality Engineer, where he conducted real world testing on new and current products. He also managed port installation training on automotive HVAC/Commercial AC, along with field quality investigation. A decade later, Nick joined Mitsubishi Motors as a Quality Engineer, while aiding Techline/Platform Support. As a Field Engineer for a short period of time, Nick gained more experience and exposure to the dealership side of the business and later resumed the role of Quality Engineer, with a better understanding to strengthen the Mitsubishi branding.



## QUOTES

*Phil Jackson: "The strength of the team is each individual member. The strength of each member is the team."*

*Simon Sinek: "A team is not a group of people that work together. A team is a group of people that trust each other."*

*John Quincy Adams: "If your actions inspire others to dream more, learn more, do more and become more, you are a leader."*

## MMNA WOULD LIKE TO HEAR FROM YOU

If you have any technical information to share or an idea, please let us know! Send an email to: [Servicesupport@mmsa.com](mailto:Servicesupport@mmsa.com). Be sure to include: Your name, title, and dealer name.







## NEWS & ANNOUNCEMENTS:

**FRANKLIN, Tenn.** – Mitsubishi Motors North America, Inc. (MMNA) today announced that the Mitsubishi Mirage G4, the most fuel-efficient gas-powered, non-hybrid vehicle available in the U.S., was recognized as the having the lowest cost of ownership in the ninth annual Vincentric Best Certified Pre-Owned (CPO) Value in America Awards. The Mirage G4 received top honors among all subcompact vehicles, securing its place due to its competitive price, exceptional fuel economy and value-packed feature-set.

"The Mirage G4 sedan has an important place in our North American lineup and offers customers a stylish, value-oriented, fuel-efficient package, backed by one of the industry's leading warranties," said MMNA COO Mark Chaffin. "Recognized as a leader in the segment in 2020, we are thrilled that industry data and analysis leader Vincentric has once again named Mirage G4 at the top of its class."

Awarded by Vincentric, a provider of ownership and cost data, knowledge and consumer insights to the automotive industry, the Vincentric Lowest CPO Cost to Own honors uses a statistical model to identify which vehicles had lower-than-expected ownership costs, given their market segment and price, by measuring eight cost factors, including: depreciation, fees and taxes, financing, fuel, insurance, maintenance, opportunity cost and repairs.

"The Mitsubishi Mirage G4 outperformed seven other subcompact competitors to earn Lowest Cost of Ownership in its class," said Vincentric President, David Wurster. "The Mirage G4 also had the lowest operating costs and the best fuel economy, which were significant contributing factors to achieving the lowest ownership costs."

## AMAZING CHRISTMAS FACTS

- ❖ When the Candy Cane was invented in Germany, it was made into a J for Jesus. The red stripes symbolize his blood.
- ❖ Jingle Bells was originally a song about Thanksgiving in 1857. It was also the first song ever played in space by astronauts Walter Schirra Jr. and Thomas P. Stafford.
- ❖ Christmas trees usually grow for close to 15 years before they can be sold.
- ❖ Rudolph the Red-Nosed Reindeer got his start as an advertising gimmick for Montgomery Ward in 1839.
- ❖ The original location for the 1947 Miracle on 34th Street movie was the N.Y. Macy's in Herald Square. However, for the remake in 1994, Macy's refused to participate therefore the fictional store Cole's was created.
- ❖ Christmas lights were so expensive that they used to be rented rather than sold. An electrically lit tree was a status symbol in the early 1900s.
- ❖ The word "Merry" in Merry Christmas was not always accepted because being merry used to signify slight intoxication.
- ❖ The abbreviation X in X-Mas is not an abbreviation. It actually stands for "Chi" meaning Christ in Greek.

## INTERESTING NEW YEAR FACTS

- ❖ New Year celebrations are not new. The concept actually dates back to 2000 BC. Mesopotamians also celebrated the New Year!
- ❖ The month of January derives its name from a two-faced God named Janus. Janus' one face looked forward while the other looked backward.
- ❖ Greece, Mexico and Netherlands go for ring-shaped pastries and cakes which signify that the year has come to a full circle.



### Headquarter News

Due to COVID statistics, we will not begin our return to the office before January 2022, and it may extend further.

Mitsubishi Outlander Earns Top Safety Pick+ Rating From IIHS  
The award applies to US-spec models built after June 2021.



Click the image above to read the motor1.com article "Mitsubishi Outlander Earns Top Safety Pick+ Rating from IIHS".

*On behalf of everyone at MMNA:*



*Click the bow to hear live Christmas Songs/Carols in a Countdown to Christmas*

Auld Lang Syne is actually a very old song from Scotland and was first published in 1796. The literal translation of "Auld Lang Syne" is "old long since" and means "times gone by". It's only fitting to close out 2021 Tech Talk with this - click the image below to listen with lyrics.

