



MITSUBISHI MOTORS NORTH AMERICA, INC.
4031 Aspen Grove Dr, Franklin, TN 37067

December 22, 2021

To: All Mitsubishi Dealer Principals, General Managers, Sales Managers, Parts Managers & Service Managers

Subject: Customer Handling for Modified Hood for Hood Flutter

MMNA has recently issued TSB-21-42A-011 (Modified Hood for Hood Flutter – 2022 Outlander). Please make sure that you review it in detail for a complete understanding of the process.

The all-new 2022 Outlander is changing the customer profile coming into your service drive. In many cases, these customers are new to the Mitsubishi brand, and as with all of our customers, they have high expectations. We request you elevate your efforts to retain them as service customers, to support a high level of satisfaction within their customer journey that we hope will eventually lead them to purchase their next vehicle from your store. Please treat all new and repeat customers coming in for this repair with exceptional care.

Since painting of a new hood is part of the repair process, remember that the original hood paint is covered under the basic new vehicle warranty. Therefore, painting of the modified hood must be conducted by a reputable body shop that covers their work for a minimum of the remaining 5 year/60,000 mile (whichever occurs first) basic warranty.

Minimize the amount of time the customer is inconvenienced and without their new vehicle. The customer's appointment with your dealership should be scheduled accordingly and receipt of the modified hood and arrangements with a painting facility should be made in advance. Additionally, it is critical to regularly communicate the status of the repair to the customer – keeping them informed of how the repair is progressing and when their vehicle will be ready for pickup – before or at the promised time. To assist with amplifying the customer experience, MMNA encourages you to provide alternate transportation (refer to Section 3 of the Warranty Policies & Procedures Manual as needed for reimbursement guidelines).

Due to ongoing supply chain issues, there is an extremely limited number of new hoods currently available. Please reference Parts Bulletin PB-21-42A-011 for ordering instructions of replacement parts.

Providing outstanding customer service will help you increase long-term retention of these customers – leading to increased sales and profitability.

Thank you for your attention to this matter.

MMNA Aftersales
