



INSIDE THIS ISSUE:

TECHNICAL INFORMATION	1
TAKATA RECALL STATS	6
TECHNICAL TRAINING	7
BEHIND THE SCENES	9
QUOTES	10
TSB/TIN/ATIN REVIEW	11
NEWS & NOTES	12

UPCOMING DATES TO REMEMBER:

Easter - April 17th
 Memorial Day - May 30th



Easter Date

The day of Easter falls on a Sunday based on the lunisolar (sun and moon) calendar, not a fixed date on the Gregorian or Julian calendar.

Easter Egg Hunting

Easter Egg Hunting began in America when German immigrants brought their Osterhase tradition to Pennsylvania in the 1700s. The festivity soon spread across the nation, and baskets replaced nests. Eventually, the game evolved into a treasure hunt, and the prizes expanded from just hard-boiled eggs to include chocolate, candy, toys and coins.



TECHNICAL INFORMATION

Probing Circuit Connectors

Vehicles have more technology than ever and with this technology comes even more need for extreme caution when diagnosing these small electrical connectors. Failure to back probe connectors properly can easily damage terminals causing secondary problems. Below are proper methods that should be used when probing a circuit connector during diagnosis.

Correct methods of T-Pin insertion next to a female terminal in a connector are shown below.

Never insert a T-Pin into a female terminal for any reason. Damage to the terminal will result.

Tension testing of the terminal should only be done with an identical male pin or matching pin tension gauge.

Damage to harnesses connectors caused by incorrect probing is subject to inspection and warranty claims being charged back to the dealer.

Sectional view (Female)

Wrong methods of T-Pin insertion into a female terminal are shown below.

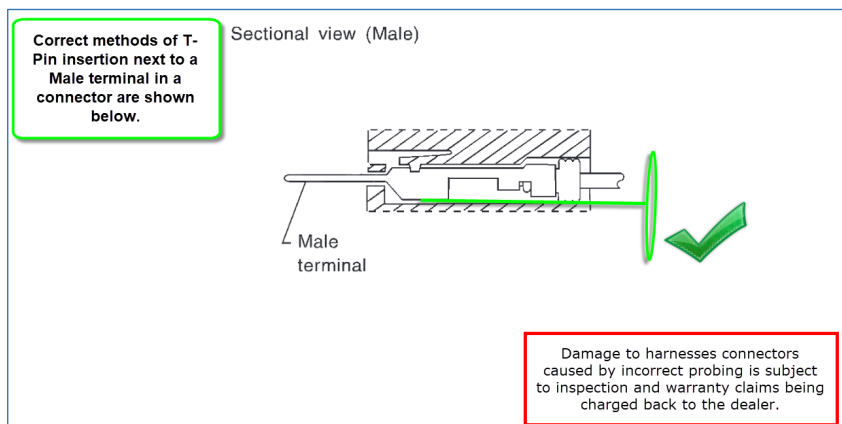
Never insert a T-Pin into a female terminal for any reason. Damage to the terminal will result.

Tension testing of the terminal should only be done with an identical male pin or matching pin tension gauge.

Damage to harnesses connectors caused by incorrect probing is subject to inspection and warranty claims being charged back to the dealer.

Sectional view (Female)

Probing Circuit Connectors (Continued)



Mechanical Key Usage & Alarm Operation (TIN-22-54-003)

AFFECTED VEHICLES: 2022 Outlander

PURPOSE: To inform dealers of the normal operation of the vehicle security system when using a mechanical key to lock or unlock the vehicle.

22 Outlander Mechanical Key Usage & Alarm Set Status

The 22 Outlander is not equipped with a door lock/unlock sensor on the backside of the door lock cylinder. Because of this, the alarm will trigger if the vehicle was previously locked using the FAST key or the request switch was pressed on the door and then opened using a mechanical key. Please see below to understand the normal operational characteristics of the system.

When Using Mechanical Key to Lock Vehicle

- Alarm is not set. If vehicle is broken into alarm will not be triggered.
- Only driver door will lock. Other doors will not lock and would have to be locked using the interior lock switch or by manually locking each door.

When Using Mechanical Key to Unlock Vehicle

- Alarm will trigger if it was previously set by locking vehicle using interior door lock switch, FAST key lock button, or lock request button on a vehicle door.
 - To silence the alarm, a FAST key must be in range of the vehicle request switch when it is pressed, pressing the unlock button on the FAST key, or by using the FAST key to start the vehicle.
 - If the FAST key is not available, FAST key programming must be completed before the alarm can be disabled. Refer to ID Codes & Registration in MDL Information Resources.
- Only driver door will unlock. Other doors must be unlocked using interior door switch or manually unlocking each door from within the vehicle.

****Mechanical keys do not operate the windows.**

Fully Seating the IOD Fuse during PDI --- All Models

As a friendly reminder, the IOD (Ignition Off Draw) fuse (see photo below) is left disconnected during the manufacturing process to ensure that there is no drain on the 12V battery while the vehicle is being transported to the port or stored at the dealer. Therefore, the dealer is responsible for making sure the IOD fuse is fully seated prior to delivering the vehicle to the customer (reference the PDI Checklist included in this document). Any claim associated with the IOD fuse not being fully seated should not be considered warrantable.

***Note:** Some vehicles like the Mirage and Mirage G4 use an IOD connector that uses a double detent which gives the feeling that there are two steps when engaging the fuses. Making sure both detents are fully seated will ensure full engagement of the IOD fuse.

Below is a photo of an IOD Fuse within a 2017 Mirage G4:





Pre-Delivery Inspection

(All models except PHEV)

Repair Order #: _____ Dealer Stock #: _____
 Ignition Key Code: _____ Wheel Lock Code ¹: _____
 Model: _____ Model Year: _____
 Vehicle Identification Number: _____

SYMBOL KEY

The following symbols are used to indicate special items:

- ¹ If equipped
- ² Vehicles for Display/Delivery
- ³ Vehicles for Storage
- Operations must be performed outdoors with a clear view of the southern sky

For additional details on ANY step, refer to the "General PDI Procedures" TSB for the applicable model year.

TECHNICAL INSPECTION

Vehicle Readiness

- Check the Warranty Superscreen and perform any open Recalls or Service Campaigns
- Engage IOD (Ignition Off Draw) connector
- Start the engine (make sure it starts with all keys/transmitters)
- Verify proper cold start engine performance
- Verify presence of all shipped loose items (floor mats, wheel covers/caps, etc.)
- Refer to TSBs in Group 00 for any model specific PDI updates

Interior Function

Apply parking brake and run the engine at idle when doing this part of the inspection.

- Check operation of seats (power seats ¹, front/rear seat adjustment ¹ for rear heated seats ¹, head restraint adjustment), and heat
- Check seat belt operation (first, second, & third ¹ row set)
- Check passenger airbag light functions (with and without)
- Check operation of all windows (master & all switches), sunroof ¹, and Panoramic roof panel operation ¹
- Check Multi Info Display (MID) ¹ / Head Up Display (HUD) ¹ function
- Check interior and dash lights
- Check operation/adjustment of all mirrors inside (automatic dimming, Homelink ¹, etc.) and outside (inc. power folding side mirrors ¹)
- Check horn/auxiliary accessory sockets ¹
- Check audio system operation (inc. aux. input, USB port, satellite radio, rear entertainment system ¹), check SDA ¹ / DAS ¹ system, Apple CarPlay/Android Auto ¹, set clock & all radio presets
- Check hands free telephone and music streaming function (Bluetooth ¹)
- Check rear view ¹ / Multi-view ¹ camera, BSW ¹, FCM ¹, ACC ¹, LDW ¹, AHB ¹
- Check windshield wiper de-icer ¹, rear window defogger, outside heated mirror function ¹
- Check wireless phone charger ¹

Walkaround

Apply parking brake, turn engine OFF, place ignition switch in ON position. Place gear selector in Reverse.

- Check all exterior lights (inc. auto headlamp function, all turn signals, brake lights)
- Turn Ignition switch OFF**
- Check remote keyless entry (inc. Answerback ¹), Freehand Access Security Transmitter System (F.A.S.T.) ¹, theft alarm system ¹, door locks, child safety door locks ¹, door latches, fuel filler door/cap, remote en
- Check door closing effort (adjust if necessary)
- Check trunk release and closing effort, trunk/cargo area
- Check liftgate latch operation (inc. power liftgate operat
- Check emergency trunk release handle ¹
- Check spare tire pressure ¹, jack and tools ¹, tire repair kit contents ¹, wheel lock key ¹

Under Hood (use MMNA approved fender covers)

- Test battery (w/ Midtronics tester); write code here: _____
- Check that battery terminals are properly secured
- Check all fluid levels
- Check for fluid leaks
- Check for loose attachments, incorrect routing, and insufficient clearances
- Check that all emissions control equipment is installed
- Check hood latch and safety catch (adjust if necessary)

Under Vehicle

Refer to Service Manual for proper lifting points

- Check for loose attachments, incorrect routing, and insufficient clearances
- Check for fluid leakage
- Check/adjust tire pressure and inspect for tire/wheel damage/torque wheel lug per Service Manual
- Remove plastic wheel protectors
- Install wheel covers/caps ¹

Road Test • Mileage Before: _____ After: _____

- Verify all open Recalls or Service Campaigns have been completed.
- Turn OFF radio during road test!**
- Check warning, indicator lights, and gauges (inc. check engine light, TPMS light ¹)
- Check BSW ¹, LDW ¹, RCTA ¹, Auto Hold ¹, FCM ¹, AHB ¹ icons display on MID
- Check A/T / CVT shift & starter interlocks or M/T clutch-starter interlock
- Check clutch and M/T operation ¹
- Check A/T / CVT operation (shift quality, Sportronic with shifter lever and paddles ¹, holds on a grade when in PARK, etc.) ¹
- Check All-Wheel Control (AWC) / Super All-Wheel Control (S-AWC) functions (mode selection, etc.) ¹
- Check engine performance and overall drivability
- Check cruise control ¹, Adaptive Cruise Control (ACC) ¹
- Check for squeaks, rattles, and wind noise
- Check steering operation, steering wheel alignment, and handling
- Check brake and ABS / ASC / TCL operation
- Check wiper operation and washer aim (front and rear ¹)
- Check heater and A/C operation
- Check HOT engine idle speed with A/C ON & OFF while turning steering wheel
- After road test:**
- Check parking brake operation
- Check ATF / CVTF level
- Run all DTC check with scan tool (MUT III)
- Reset tire pressures to pre PDI level/disengage IOD fuse after PDI is completed ²
- Calif. Dealers ONLY:** Install Prop. 65 warning label to driver's window

DETAIL INSPECTION

Detailing Before PDI

- Remove RAP-film and remove RAP-film residue ²
- Inspect paint for damage

Detailing After PDI

- Wash exterior body panels, and check for water leaks after washing
- Wash and inspect wheels, remove glue residue, and apply tire dressing
- Check door and trunk/cargo area opening and under hood cleanliness
- Inspect body panels and paint for damage, alignment, and finish quality
- Inspect all glass for damage and cleanliness inside & out
- Inspect all moldings, trim, and chrome and remove protective tape
- Inspect weatherstripping and rubber moldings
- Clean interior and check interior panel/trim fit
- Check for stains, dirt, scuffs, and damage
- Check that all door edge guards are in place
- Check cargo net ¹ and install accessories ¹
- Install paper mats on all floors
- Check headliner and sun visor cleanliness

CUSTOMER DELIVERY PREPARATION

- Engage IOD (Ignition Off Draw) connector ²
- Wash exterior body panels, wheels, and apply tire dressing
- Check door and trunk/cargo area opening and under hood cleanliness
- Inspect body panels and paint for damage, alignment, and finish quality
- Inspect and clean all glass inside and out
- Inspect all moldings, trim, and chrome
- Confirm glovebox items (Owner's & Maintenance Manuals, Warranty, etc.)
- Remove seat and trim protectors
- Latch 2nd row center seat belt (Outlander/Outlander Sport/RVR Only)
- Check headliner and sun visor cleanliness
- Check interior for stains, dirt, scuffs, and damage
- Remove paper mats, vacuum floor carpet, install floor mats & anchor driver side
- Remove foot pedal plastic protectors ¹
- Confirm vehicle installed accessory weight. Complete and attach Load Carrying Capacity Reduced label (TSB-18-00-003) if necessary.
- Check/adjust tire pressure
- Test battery (w/ Midtronics tester); write code here: _____
- Confirm clock is set, & audio presets are set to local stations
- Test Telematics (Mitsubishi Connect) ¹: Press i-button **ONCE** to test (response will be "test"). **DO NOT press more than once.**
- Recheck Warranty Superscreen, and verify all open Recalls or Service Campaigns have been completed **BEFORE** customer delivery

Dealer Certification – I hereby certify that all items have been checked and corrected to ensure this vehicle meets our highest standards for quality and excellence.

Technician Signature: _____ Pre-Delivery Inspection Date: _____
 Detail Specialist Signature: _____ Pre-Delivery Detail Date: _____
 Delivered by Signature: _____ Title: _____ Date: _____

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3/2021

Apple CarPlay Connectivity Issues: Resolved (iOS 15.2) --- Mirage / Mirage G4

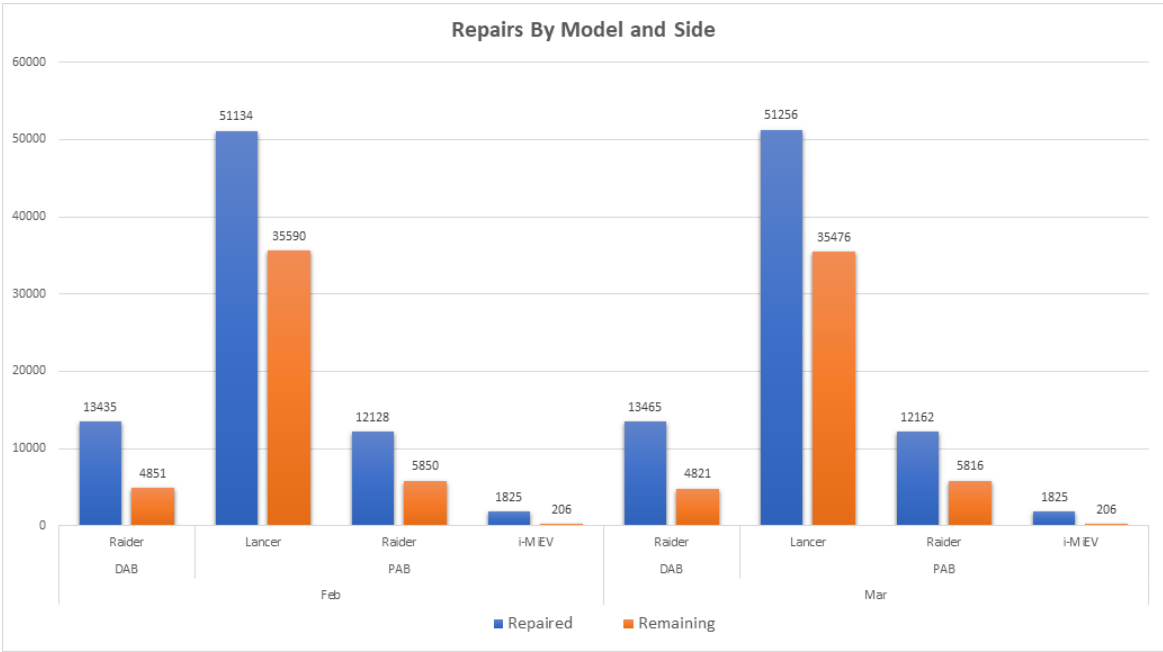
Apple CarPlay connectivity has been a frequent issue found in Mirages and Mirage G4s equipped with various MOBIS Audio Units over the past couple years. Following internal investigations and discussions with suppliers: the root cause was found to be compatibility issues within the iPhone software.

Apple's recent iPhone update, iOS 15.2, included bug-fixes to counteract this concern moving forward. MOBIS, MMNA, and MMC have validated that this update has successfully resolved most of these connectivity issues.

Moving forward, please ensure you are using an iPhone that is fully updated (iOS 15.2 or above) before diagnosing an Audio Unit's connectivity issues and submitting a warranty claim.



TAKATA RECALL KEY STATISTICS



Month	DAB Remaining	PAB Remaining
February	4,851	41,646
March	4,821	41,498
Repaired	30	148

TOP TWO DEALERS FOR TAKATA RECALL COMPLETION:

**BELL ROAD MITSUBISHI
SALT LAKE MITSUBISHI**

CONGRATULATIONS!



TECHNICAL TRAINING SCHEDULE: March, April, and May 2022

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)

March '22					April '22					May '22				
Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday
28	1	2	3	4	28	29	30	31	1	2	3	4	5	6
	ER1	ER1	ER1	Office		NM221TT	MTT2	MTT2	MTT2					
7	8	9	10	11	4	5	6	7	8	9	10	11	12	13
	MED4	STV4	EL1	EL1							MED4	STV4	EL1	EL1
14	15	16	17	18	11	12	13	14	15	16	17	18	19	20
											NM221TT	NM221TT	CC1	CC1
21	22	23	24	25	18	19	20	21	22	23	24	25	26	27
	CC1	CC1	CC1	CC1		ADAS	ADAS	ADAS	ADAS		EECS	EECS	EECS	EECS
28	29	30	31	1	25	26	27	28	29	30	31	1	2	3
	NM221TT	MTT2	MTT2	MTT2								ER1	ER1	ER1

Dallas Technical Training Center - Central/West Region (972) 401-5930 ~ Nearest Airport: Dallas-Fort Worth (DFW)

March '22					April '22					May '22				
Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday
28	1	2	3	4	28	29	30	31	1	2	3	4	5	6
						MED4	STV4	EL1	EL1		STV4	ADAS	ADAS	
7	8	9	10	11	4	5	6	7	8	9	10	11	12	13
	CC1	CC1	CC1	CC1		PHEVTT	PHEVTT	NM221TT	OFFICE					
14	15	16	17	18	11	12	13	14	15	16	17	18	19	20
	ADAS (ILT)	ADAS (ILT)	NM221TT	NM221TT										
21	22	23	24	25	18	19	20	21	22	23	24	25	26	27
						EECS	EECS	EECS	EECS		CC1	CC1	NM221TT	NM221TT
28	29	30	31	1	25	26	27	28	29	30	31	1	2	3
	MED4	STV4	EL1	EL1								MTT2	MTT2	MTT2

Course Title	Days	Code	Prerequisites
Engine & Emission Control Systems (ILT)	4	EECS	ES1W, EL1, STV4, MED4, ME3W
Engine Repair (ILT)	3	ER1	ES1W, EL1, STV4, MED4, ME3W
Climate Control (ILT)	2	CC1	ES1W, EL1, STV4, MED4, ME3W
Manual Transaxles & Transfer Cases (ILT)	3	MTT2	ES1W, EL1, STV4, MED4, ME3W
Plug-In Hybrid Electric Vehicle (Virtual)	2	PHEVTT	ES1W, EL1, STV4, MED4, ME3W, PHEVW, R1234W
MEDIC4 (Virtual)	1	MED4	ME3W
STV4 (Virtual)	1	STV4	No Prerequisites
Electrical Systems 1 (Virtual)	2	EL1	ES1W
Advanced Driver Assistance Systems (ILT)	2	ADAS21TT	ES1W, EL1, STV4, MED4, ME3W
New Model Training 2022 Outlander (Virtual)	1	NM221TT	NM221W

TECHNICAL TRAINING SCHEDULE (Continued)

New Jersey Technical Training Center - Northeast Region

516 Heron Drive, Swedesboro, NJ 08085

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

March '22					April '22					May '22				
Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday
28	1	2	3	4	28	29	30	31	1	2	3	4	5	6
	MTT2	MTT2	MTT2	Office							MED4	STV4	EL1	EL1
7	8	9	10	11	4	5	6	7	8	9	10	11	12	13
						CC1	CC1	CC1	CC1		PHEVTT	PHEVTT	NM221TT	NM221TT
14	15	16	17	18	11	12	13	14	15	16	17	18	19	20
	EECS	EECS	EECS	EECS		ER1	ER1	ER1	OFFICE		NM221TT	NM221TT	CC1	CC1
21	22	23	24	25	18	19	20	21	22	23	24	25	26	27
	ADAS	ADAS	PHEVTT	PHEVTT										
28	29	30	31	1	25	26	27	28	29	30	31	1	2	3

Course Title	Days	Code	Prerequisites
Engine & Emission Control Systems (ILT)	4	EECS	ES1W, EL1, STV4, MED4, ME3W
Engine Repair (ILT)	3	ER1	ES1W, EL1, STV4, MED4, ME3W
Climate Control (ILT)	2	CC1	ES1W, EL1, STV4, MED4, ME3W
Manual Transaxles & Transfer Cases (ILT)	3	MTT2	ES1W, EL1, STV4, MED4, ME3W
Plug-In Hybrid Electric Vehicle (Virtual)	2	PHEVTT	ES1W, EL1, STV4, MED4, ME3W, PHEVW, R1234W
MEDIC4 (Virtual)	1	MED4	ME3W
STV4 (Virtual)	1	STV4	No Prerequisites
Electrical Systems 1 (Virtual)	2	EL1	ES1W
Advanced Driver Assistance Systems (ILT)	2	ADAS21TT	ES1W, EL1, STV4, MED4, ME3W
New Model Training 2022 Outlander (Virtual)	1	NM221TT	NM221W



BEHIND THE SCENES SPOTLIGHT

Our Behind the Scenes Spotlight is on Kimberly Chapman, Publications Specialist:

After having lived in Michigan, Texas, and Alabama, Tennessee became home. Many summers I stayed on my grandfather's farm in East Tennessee, so I was well aware of the beauty, history, our roots and loved it here. But I never planned to live here. Unexpected life events happened, and I relocated with my two young children to Middle Tennessee convinced we'd eventually move back to Texas. Instead, they've thrived here as have I; so Tennessee is Home Sweet Home with a side of bitter sweet.

Unintentionally, most of my career has been in the transportation industry be it shuttle, aircraft, or vehicle: NASA-Johnson Space Center, Delta Airlines, Nissan North America, and finally Mitsubishi Motors North America. My mom retired from General Motors and my father was a salesperson at a Chevrolet Dealership prior to starting his own company. Coincident or not, I've enjoyed the journey that has landed me here at MMNA where every day is different, challenging but also very rewarding.

The Publications Specialist title doesn't adequately describe this position which involves more than publishing. Working with vendors, creating content, process improvement, working closely with Parts, Product Planning etc., monthly accounting functions, and observing vehicle repair validations, are a few other aspects that fill my days. Fortunately, I despise boredom, and, in this role, I am never.

My grands are currently a horse and 7 dogs! When I am not working, I am spending time with my (black) Blue Heeler, Bootsy, and family. Hiking, kayaking, boating, decorating my home, or traveling near or far are what interest me most. Some of my favorite destinations are Mexico (12 visits), Puerto Rico (2 visits), Cayman Islands, Bahamas, and Tahiti. I've experienced a typhoon, hurricanes, a tornado, and earthquake on islands, the Baja and mainland. If you have a story to tell, you have been lucky ~ I do & I am! Live your best life!



QUOTES

"None of us is as smart as all of us." – Ken Blanchard

"A lot of problems in the world would be solved if we talked to each other instead of about each other." – Nickey Gumbel

"In the end, all business operations can be reduced to three words: people, product, and profits. Unless you've got a good team, you can't do much with the other two." – Lee Iacocca

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. Be sure to include: Your name, title, and dealer name.





TSB/TIN/ATIN REVIEW

Since Tech Talk 266, the following bulletins have been published:

PUBLISH DATE	TSB/ATIN/TIN #	SUBJECT	MODELS
2/3/2022	TSB-22-52A-002	MULTI-INFORMATION DISPLAY SELECTOR ADVANCES IMPROPERLY	2022 OUTLANDER
	TSB-22-52A-003	POWER SEAT SIDE SHIELD	ALL OUTLANDER (EXCEPT MY2020 AND 2022), ALL OUTLANDER PHEV, ALL OUTLANDER SPORT / RVR, ALL LANCER, ALL LANCER SPORTBACK, AND ALL LANCER EVOLUTION
	TSB-22-23-001REV	POTENTIAL TRANSMISSION SHUDDER/SURGE WITH POSSIBLE DTC (CVT-8) - REVISED	2018-2022 ECLIPSE CROSS, 2016-2017 LANCER WITH 2.0L/2.4L, 2016-2020 OUTLANDER WITH 2.4L, 2015-2022 OUTLANDER SPORT / RVR WITH 2.0L, 2018-2022 OUTLANDER SPORT/RVR WITH 2.4L
2/7/2022	SR-22-001	FUEL PUMP SAFETY RECALL CAMPAIGN	CERTAIN 2022 OUTLANDER
2/11/2022	TIN-22-00-003	PENNSYLVANIA DEPARTMENT OF TRANSPORTATION LETTERHEAD - TAKATA RECALLS	CERTAIN 2004-07 LANCER, 2006-09 RAIDER, AND 2012-17 iMIEV
2/24/2022	TSB-22-54-001	DISPLAY MESSAGE ERRORS OCCUR IN HEADS UP DISPLAY DUE TO COMMUNICATION ERROR BETWEEN ADAS-ECU AND FRONT RADAR	2022 OUTLANDER
3/8/2022	TIN-22-00-004	MITSUBISHI CONNECT/TELEMATICS DIAGNOSIS	2018-NEWER ECLIPSE CROSS AND 2022-NEWER OUTLANDER EQUIPPED WITH MITSUBISHI CONNECT/TELEMATICS
	TIN-22-54-003	MECHANICAL KEY USAGE AND ALARM OPERATION	2022 OUTLANDER
	TIN-22-54-004	VOLTAGE MEASUREMENT ON LOW BEAM HALOGEN HEADLIGHT BULBS AND 12V BATTERY	2019-20 OUTLANDER AND OUTLANDER PHEV BUILT AFTER FEBRUARY 8, 2019
3/9/2022	TSB-22-16-001	MIL ILLUMINATION WITH DTC P030X AND LOSS OF POWER DUE TO FAIL SAFE MODE	2019-2022 OUTLANDER SPORT/RVR, 2019-2020 OUTLANDER, 2021-2022 OUTLANDER PHEV, AND 2019-2022 ECLIPSE CROSS
	TSB-22-54-002	SOFTWARE UPDATE FOR SMARTPHONE LINK DISPLAY AUDIO	2020-2021 OUTLANDER, 2020-2021 OUTLANDER PHEV AND 2020-2021 OUTLANDER SPORT/RVR
	TSB-22-00-002	GENERAL PDI PROCEDURES FOR 2023 MODELS (EXCEPT PHEV)	2023 MODELS EXCEPT PHEV
	TSB-21-42A-011REV	MODIFIED HOOD FOR HOOD FLUTTER - 2022 OUTLANDER	2022 OUTLANDER
3/10/2022	TIN-22-00-005	MAINTENANCE ON MITSUBISHI MOTORS CORPORATION SERVERS	2022 OUTLANDER
3/18/2022	TIN-22-00-006	ALABAMA LAW ENFORCEMENT AGENCY LETTERHEAD - TAKATA	CERTAIN 2004-07 LANCER, 2006-09 RAIDER, AND 2012-17 iMIEV
3/22/2022	TSB-22-00-003	NEW MODEL FEATURES AND SERVICE INFORMATION - 2023 ECLIPSE CROSS	2023 ECLIPSE CROSS
	TSB-22-00-004	TECHNICAL SPECIFICATIONS - 2023 ECLIPSE CROSS	2023 ECLIPSE CROSS
	TSB-22-42A-001	DRIVER'S SIDE WINDOW SWITCH INOPERATIVE	
3/25/2022	TIN-22-00-007	MAINTENANCE ON MITSUBISHI MOTORS CORPORATION SERVERS	2022 OUTLANDER

IMPORTANT

Affected new or used vehicle inventory must be repaired before the vehicle is sold or delivered. Dealers must check their vehicle inventory VINs on the Warranty Superscreen to verify whether the vehicle is involved in a recall campaign.

It is a violation of Federal Law for a dealer to sell or deliver a new motor vehicle or any new / used motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or non-compliance is remedied.



NEWS & NOTES

Automotive News - March 9, 2022

Mitsubishi Motors North America is tapping brand veteran Mark Chaffin as CEO effective April 1, replacing Yoichi Yokozawa, who will return to Tokyo in a new management role.

Chaffin, 53, has been COO of the Japanese automaker's North American operations since 2018. He previously held the posts of vice president of fixed operations, and director of parts operations, Mitsubishi Motors said in a statement Wednesday.

Yokozawa has been North America CEO since March 2020.

Mitsubishi Motors Announces Santander Consumer USA as New Preferred Finance Partner

Mitsubishi Motors North America, Inc. (MMNA) and Santander Consumer USA Inc. (SC) today announce a new partnership to provide customer and dealer financing programs that will help MMNA achieve its goal of making the car-buying experience fast, fair and fun. The announcement comes as Mitsubishi Motors experiences record-breaking sales success, led by the all-new 2022 Mitsubishi Outlander, and welcomes a new generation of customers into the brand.

"Mitsubishi Motors is celebrating 40 years of doing business in the U.S. in 2022, and our future has never been brighter. We are turning heads with one of the freshest showrooms in the industry, we are shattering sales records, and our new partnership with Santander is going to play a key role in taking our success to the next level," said MMNA Chief Operating Officer Mark Chaffin. "Santander's history of delivering outstanding customer service to both dealer partners and customers will be the foundation for the next chapter in MMNA's growth."

Santander Consumer USA is a full-service consumer finance business focused on vehicle finance, third-party servicing and delivering superior service to dealers and customers across the full credit spectrum. Santander has more than 25 years of experience in auto financing and servicing.



Headquarter News

Mitsubishi Motors to Support Humanitarian Crisis in Ukraine

Tokyo, March 24, 2022 - To support the activities that provide humanitarian aid to the affected populations in Ukraine and in the neighboring countries, Mitsubishi Motors Corporation (hereafter, Mitsubishi Motors) will make a financial donation of one million Euros to UNHCR, the Office of the United Nations High Commissioner for Refugees.

Mitsubishi Motors expects that this contribution will help to address the humanitarian crisis in the region, where its national sales companies and their colleagues are already taking action to support.

Mitsubishi Motors sincerely hopes that peace and security will be restored in Ukraine as soon as possible.



Memorial Day is an American holiday, observed on the last Monday of May, honoring the men and women who died while serving in the U.S. military. Memorial Day 2022 will occur on Monday, May 30.

Originally known as Decoration Day, it originated in the years following the Civil War and became an official federal holiday in 1971. Many Americans observe Memorial Day by visiting cemeteries or memorials, holding family gatherings and participating in parades. Unofficially, it marks the beginning of the summer season.

