



MITSUBISHI MOTORS NORTH AMERICA, INC.  
4031 Aspen Grove Dr, Ste 650, Franklin, TN 37067

March 8, 2023

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

**Subject: MEDIC/MUT Hardware Upgrade**

Technology continues to advance at a rapid pace – both in our lives and Mitsubishi vehicles. This technology has enabled our product lineup to be more efficient and offers our customers highly sophisticated safety and convenience features.

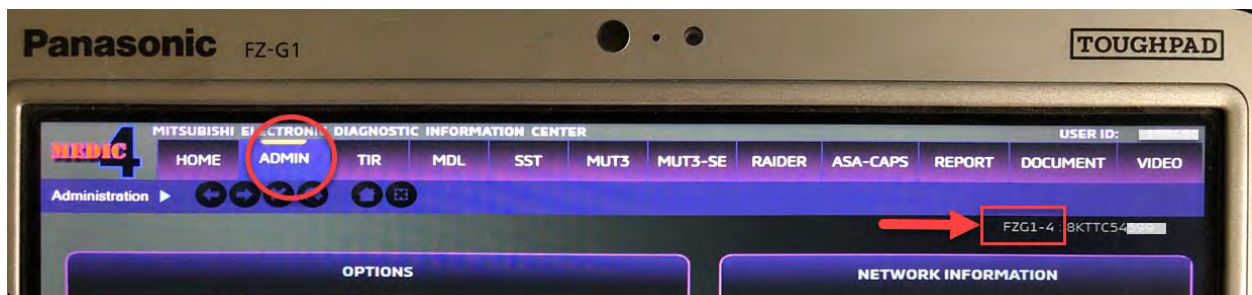
To assist your teams in making knowledgeable and timely diagnosis of potential service issues with these innovative systems, our diagnostic scan tool (MEDIC/MUT) must also continue to evolve.

In our continued efforts to ensure you have a cost-effective special-tool program, MMNA has continued to support our existing MEDIC/MUT platform since 2014 – an eternity for computer systems. MMNA recently sent a software update as a temporary stop-gap to resolve the inability to perform ECU configuration, required when replacing certain ECUs on 2022-2023 Outlander and 2023 Outlander PHEV, with a MEDIC/MUT Generation 1, Mark 1, 2, 3, or 4 Toughpad.

However, the time has come where the storage capacity and operating system on the early systems can no longer support the cutting-edge security protocols utilized during communication with the various cloud servers where critical data is stored; data that is essential to the proper repair of our vehicles.

As a result, MMNA will be shipping a new Generation 2 Panasonic Toughbook® Tablet to all dealers that currently *only* have a Generation 1, Mark 1 or 2. Dealers that already have a Generation 1 Mark 3, 4 or 5, or a Generation 2 Toughbook® Tablet will be able to order an additional unit at a later date, but will NOT be automatically shipped one.

Your tablet(s) model can be easily viewed in the upper right-hand corner of the MEDIC ADMIN screen – if one or more indicates FZG1-3, FZG1-4, FZG1-5 or FZG2-1, you will NOT be automatically shipped a new unit.





A phased shipment of the new tablets has begun; all affected dealers should receive their unit by the end of June. They will be shipped from your facing PDC and the cost is \$3,098 + tax, which will be billed on your parts statement.

In the interim, you are still able to utilize your existing MEDIC/MUT Generation 1, Mark 1 or 2. However, eventually these units will be phased out.

Your dealership's investment in this new platform will provide your technicians the ***Right Tool For The Job***, ensuring that your dealership will continue to retain your loyal customers while growing your Aftersales business.

A handwritten signature in black ink, appearing to read "Daniel Ball", written over a faint, light-colored circular stamp or watermark.

Daniel Ball  
Vice President, Aftersales

