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WHAT'S NEW FOR 2024:

Every 2024 model-year Mitsubishi Motors vehicle will include two years of limited maintenance.

2024 Outlander and Outlander Plug-in Hybrid to offer Platinum Editions.

Refreshed Outlander SEL Black Edition introduces blacked-out exterior and interior trim, including black dynamic shield, window trim, roof rails, and semi-aniline leather seating.

SEL Black Edition will be offered on Outlander Plug-in Hybrid for the first time.

Honoring off-road heritage, MMNA debuts Trail Edition for Outlander Sport.



Click the image to read the full "What's New for 2024" article.



TECH TALK - VOLUME 275

July - August 2023

TECHNICAL INFORMATION

Accessory Fitment

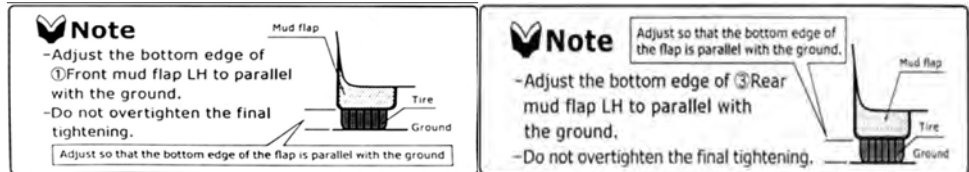
When replacing and reinstalling the accessory mud flap onto vehicle, the parts may appear improperly installed (angled appearance).

- MZ531481EX RALLIART Mud Flaps

Affected Vehicles: 2023 Outlander Sport RALLIART

To address possible poor fitment appearance of the accessory mud flaps, please follow these instructions:

1. Review the accessory installation instructions: Double-check that you have correctly followed the accessory installation instructions provided for the accessory mud flaps. Ensure that you have installed all necessary components and fasteners in the designated positions.
2. Verify the alignment: Check that all mud flaps are properly aligned with the corresponding mounting points on the vehicle. Ensure the mud flap bottom edge is parallel to the ground (see installation image note below).



3. Confirm the attachment points: Make sure that the mud flaps are securely attached to the vehicle. Check all fasteners, such as screws or clips, to ensure they are tightly fastened.
4. Inspect for damage: Carefully examine the mud flaps for any signs of damage, such as cracks, breaks, or deformities. If any damage is present, it may affect the fitment and require replacement or repair.
5. Compare with reference images: Please review the reference images or diagrams provided in the installation instructions. Compare installed mud flaps with the reference images to ensure they match in terms of position, alignment, and appearance.

Accessory Fitment (Continued)

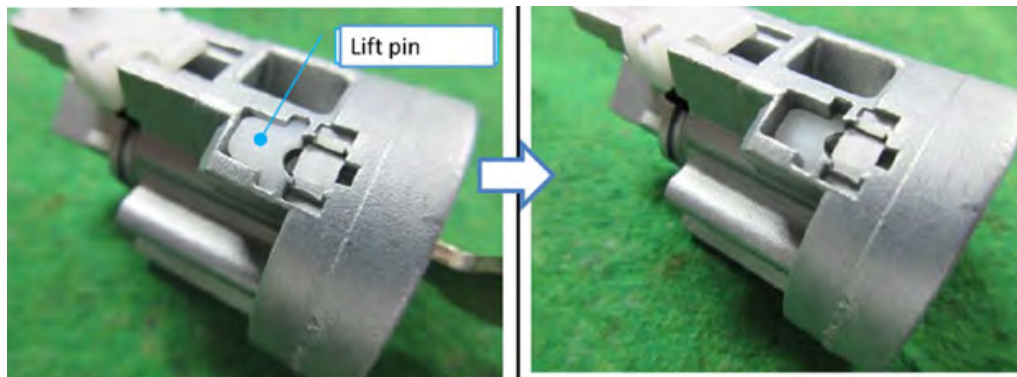
Reference Images:

<p>The mud flap image below is parallel to ground per instructions. (If the mud flaps are viewed from different viewpoints, it may appear angled)</p>	
	
<p>The mud flap image below is parallel to ground per instructions. By design the inner mud flap positioned is several millimeters inward compared to outer.</p> 	<p>The mud flap image below is parallel to ground per instructions. Due to inner mud flap positioned inward it gives a false appearance that the mud flaps are not parallel to ground.</p> 

Key Reminder Displayed Incorrectly

Affected Vehicles: All Models without OSS/FAST key

This article updates information previously given in Tech Talk Volume 218 published in August of 2018. If a customer reports that the key reminder is displayed on the meter when the key is not in the ignition, or if the customer reports that RKE is inoperative and the reminder is found to be on when the key is not in the ignition, the ignition switch may be at fault. A ground is supplied to the ETACS by the key reminder switch when the key is not in the ignition, and when the key is in the ignition there's an open in the circuit. Correct operation can be verified by testing resistance to ground first at the ETACS, then at the ignition switch on the appropriate terminal, with the key inserted and not inserted in the lock cylinder. By removing the ignition lock cylinder when possible, lift pin malfunction can be confirmed. If lift pin malfunction is confirmed, replace only the lock cylinder rather than the ignition switch assembly. When replacing the ignition lock cylinder, door lock cylinders may need to be replaced as well for parity and a lock set may be available.



SC-23-001 Engine ECU Reprogramming for MIL-Illumination

Affected Vehicles: 2022-2023 Outlander with AWD

Recently SC-23-001 was released to address fault codes relating to the Active Grille Shutter and the Exhaust Gas Temperature Sensor. The Service Campaign Bulletin states in multiple locations that it is not necessary to replace the Exhaust Gas Temperature Sensor (MQ719744). If any of the below fault codes are stored, please disregard, and move forward with the ECM reprogramming operation.

SC-23-001

IMPORTANT
If MIL is on and any of the following DTCs listed below appear (before reprogramming Engine ECU), proceed with reprogramming. DTCs will be erased automatically by the reprogramming.
NOTE: It is not necessary to replace the exhaust gas temperature sensor.

DTC	DESCRIPTION
P159F-00	ACTIVE GRILLE AIR SHUTTER A
P2081-00	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT INTERMITTENT
P0544-00	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT
P0545-00	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT LOW
P0546-00	EXHAUST GAS TEMPERATURE SENSOR CIRCUIT HIGH







Air Conditioning (A/C) System Intermittent or Inoperable

Affected Vehicles: 2022-2023 Outlander

As we all know summer is here and in full swing. Some customers of Outlanders may report that upon deceleration or extended idle times they experience temperature fluctuation from the A/C system. Additionally, customers are also reporting the A/C ECU defaults AC to 75 degrees on the control panel. The A/C may also become temporarily inoperative. Since the A/C can often be a complicated system to properly diagnose especially with intermittent issues, below are some tips on how to help diagnose A/C with the gauges on your R1234YF machine.

BE SURE TO EVACUATE AND RECHARGE SYSTEM TO CONFIRM PROPER FREON LEVEL (.550KG). ALSO BE SURE TO GET MACHINE PRINT OUT FOR WARRANTY CLAIM.

Garage ambient temperature °C (°F)	20 (68)	25 (77)	30 (86)	35 (95)	40 (104)	45 (113)	50 (122)
Compressor high pressure kPa (psi)	788 - 1,402 (114 - 203)	942 - 1,557 (137 - 226)	1,007 - 1,711 (159 - 248)	1,251 - 1,868 (181 - 271)	1,408 - 2,021 (204 - 293)	1,560 - 2,175 (226 - 315)	1,715 - 2,330 (249 - 338)
Compressor low pressure kPa (psi)	128 - 353 (19 - 51)	169 - 394 (24 - 57)	210 - 434 (30 - 63)	250 - 475 (36 - 69)	291 - 516 (42 - 75)	332 - 557 (48 - 81)	373 - 598 (54 - 87)

Gauge indication	Refrigerant cycle	Probable cause	Gauge indication	Refrigerant cycle	Probable cause
 <p>Both high- and low-pressure sides are too high.</p>	<p>The pressure returns to normal soon after springing water or condenser.</p> <p>Overfilled refrigerant.</p> <p>Insufficient condenser cooling performance</p> <ul style="list-style-type: none"> Poor fan rotation of radiator and condenser. Improper installation of air guide Clogged or dirty condenser fins <p>Air flow to condenser is insufficient.</p>	<p>High-pressure side is too low and low-pressure side is too high.</p>  <p>CF108AT3AA00J3A</p>	<ul style="list-style-type: none"> The readings of both sides become equal soon after A/C compressor operation is started. There is no temperature difference between high- and low-pressure sides. 	<p>Malfunction in A/C compressor system (insufficient A/C compressor pressure operation).</p> <ul style="list-style-type: none"> Damage or leakage of valve Malfunctioning gaskets. 	
 <p>High-pressure side is excessively high and low-pressure side is too low.</p>	<p>When A/C compressor is stopped, a high-pressure reading quickly drops by approximately 156 kPa (2.2 kg/cm², 28 psi), then gradually decreases.</p> <ul style="list-style-type: none"> Low-pressure pipe is cooler than the outlet of evaporator. Low-pressure pipe is frosted. 	<p>Air mass in refrigerant cycle.</p> <p>Expansion valve opened too much (excessive flow of refrigerant).</p>	<p>Both high- and low-pressure sides are too low.</p>  <p>CF108AT3AA00J3A</p>	<ul style="list-style-type: none"> The area around evaporator outlet does not become cold. The area around evaporator inlet becomes frosted. There is a temperature difference between the area around outlet and inlet ports of liquid tank. Liquid tank becomes frosted. <p>Evaporator becomes frosted.</p>	<p>Clogged expansion valve</p> <ul style="list-style-type: none"> Leakage of refrigerant kinetic. Clogging by foreign material. <p>Malfunction in inner liquid tank (clogged screen)</p> <p>Clogged or crushed low-pressure pipe</p> <p>Malfunction in inner air temperature sensor</p>
 <p>Low-pressure side sometimes becomes negative.</p>	<p>High-pressure pipe and upper side of condenser become hot, however, liquid tank does not become so hot.</p> <p>Clogged or crushed high-pressure pipe located between compressor and condenser.</p>	<p>Low-pressure side sometimes becomes negative.</p>  <p>CF108AT3AA00J3A</p>	<ul style="list-style-type: none"> Sometimes the area around evaporator outlet does not become cold. Sometimes the area around evaporator inlet is frosted. 	<ul style="list-style-type: none"> Shortage of refrigerant. Leakage of refrigerant. <p>Being vacuumed by the mixing of water in cooler cycle.</p> <p>Evaporated dryer in liquid tank.</p>	

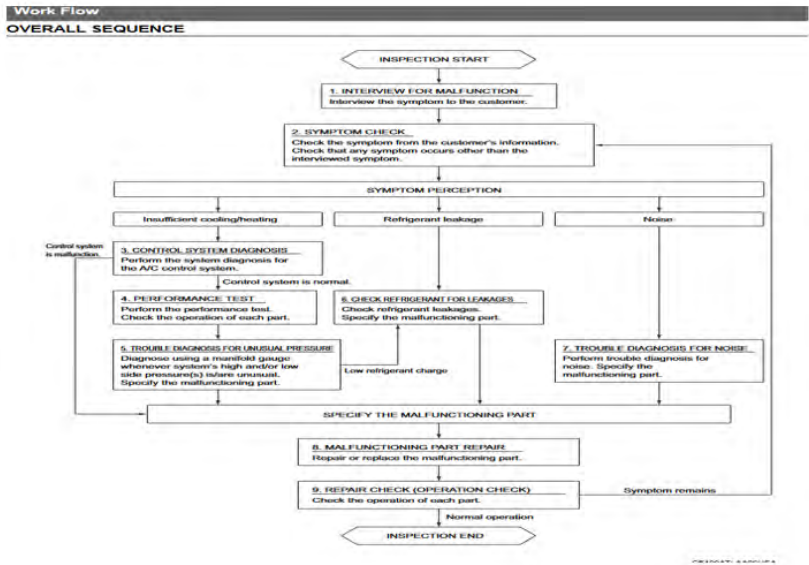
Additionally, if you are experiencing A/C issues be sure to verify the engine cooling fans are operating as designed, with the MUT 3-SE the technician has the ability to command the duty cycle of the cooling fans in ACTUATOR tests. This test will ensure the cooling fans are operating properly in all conditions.

Below are examples of A/C noise symptom diagnosis to help you better understand mechanical failures of an A/C system:

Symptom	Noise source	Probable cause
Unusual noise from A/C compressor when A/C is ON.	inside of A/C compressor	Wear, breakage, or clogging of foreign material in inner parts.
	Magnet clutch	Contact of clutch disc with pulley.
	A/C Compressor body	Loosened A/C compressor mounting bolts.
Unusual noise from cooler piping.	Cooler piping (pipe and flexible hose)	Improper installation of clip and bracket.
Unusual noise from expansion valve when A/C is ON.	Expansion valve	Shortage of refrigerant.
		Wear, breakage, or clogging of foreign material in inner parts.
Unusual noise from belt.	—	Loosened belt
		Internal A/C compressor parts get locked

Air Conditioning System Intermittent or Inoperable (Continued)

For further diagnosis results and actions to be taken please refer to the Heater & Air Conditioning System of the Service Manual.



Furthermore, if you or the customer are still experiencing cooling issues, please start a Tech-line case with the following information: current gauge readings, A/C printout, a proper All DTCs list, and results of the diagnosis steps taken.

No Start after 12V Battery Dies

Affected Vehicles: 2023 Outlander Plug-in Hybrid

If the 12-volt battery drains all the way down or gets weak from not being driven, the car may not be able to be put into ready mode. The technician may find that communication with multiple systems is not available. If the technician scans the vehicle and finds code U3D01-06 in the PHEV ECU Logical Block - Algorithm Based Failure, the technician will need to log into the PHEV ECU and from the special function page perform a Compulsion Boot Test Request see below:

The same thing can happen in the engine ECU, if the 12volt battery gets low or drains. Code U3EFF-06 Algorithm based failures will show up in Engine ECU. In this case the technician may have to manually input the VIN and the chassis id. The technician will need to log into the Engine ECU and from the special function page perform a Compulsion Boot Test Request see below:

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After erasing the DTC, check again to see if the DTC is set again.

(1) Use scan tool (M.U.T.-III SE) to erase the DTC.
(2) Turn OFF the power supply mode of the electric motor switch.
(3) Turn ON the power supply mode of the electric motor switch.
(4) Use scan tool (M.U.T.-III SE) to recheck the DTC.
Q: Is DTC U3EFF-06 set?
YES >>

Perform "Compulsion Boot Test" in "Special function" of ECM (Refer to COMPULSION BOOT TEST). Then go to
  
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After both conditions the technician will need to scan and erase all DTC(s).

FRONT BRAKE NOISE

Affected Vehicles: All

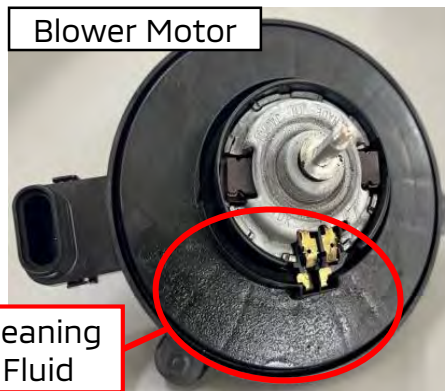
If a customer complains of noise from the front when braking, moving at parking lot speeds, turning in reverse, etc. the issue could be caused from brake hardware contacting the rotor resulting in vibration and noise. During your visual inspection, you may also notice light scratching on the rotor surface which you should be able to rectify by resurfacing. See the example in the photo below.



Guide for Using the Evaporator Cleaner

If MITSUBISHI Genuine Evaporator Cleaner (MZ100950EX) is used while the blower motor is disassembled, the cleaning fluid may enter the inside of the motor and cause abnormal noise when the air conditioner operates.

The evaporator cleaner should be used with the blower motor assembled on the vehicle and the "Air Flow Volume" set to "ON".



Affected Models

All Models

Excerpts from the Instruction Manual

3 Air Conditioner Settings

Set the air conditioning according to the figure below and turn the engine on; let it idle for 5 minutes.



4 Injecting Evaporator Cleaner

Put a tray, etc... under the drain because bubbles (cleaning fluid) will come down the drain, taking with it dirt, after cleaning.

Set the air volume to the "Mid" position before injecting cleaner.

Spray the entire quantity of Evaporator Cleaner into the confirmed nozzle access entrance (spray time for entire contents: about 1 minute).



If the blower motor fan stops while using the cleaner, quit immediately and stop the engine. Wait 2-3 minutes before proceeding work again.

While working, do not directly inhale air coming from the air duct.

If Evaporator Cleaner adheres to something indoors, wipe it off immediately with a wet cloth.

5 Evaporator - Cleaning / Sanitizing / Deodorizing / Drying

Stop the A/C 5-10 seconds after finishing injection of spray.

After 1-2 minutes, set the air conditioner as shown in the figure below and wait for 5 minutes.

Reattach disassembled parts while waiting.



Check that the cleaning solution has come out from the drain and that the A/C air flow volume is working correctly.



Avoid Using Household Chlorine Bleach When Cleaning Vehicles

Affected Models

All Models

Avoid using household chlorine bleach(*) or alcohol of concentration of 60% or higher of cleaning of vehicles since it may cause the discoloration, erosion, and/or corrosion of vehicles parts. You should advise customers to use a neutral household detergent when cleaning their vehicle.

*Chlorine bleach: Contains hypochlorous acid disinfectant.

Sample Photos of Discoloration, Erosion, and/or Corrosion of Parts



Peeling paint on the door switch panel



Discoloration of the instrument panel



Erosion into the door mirror



Discoloration of tailgate glass

When using alcohol for disinfection purposes take the following precautions:

- Wipe with a soft towel moistened with alcohol then wipe completely with a dry towel.
- Leaving moistened towels on surfaces may cause discoloration or lead to discoloration.
- There is a risk of fire from alcohol, so be careful when using.

How to Install the Rear End Harness

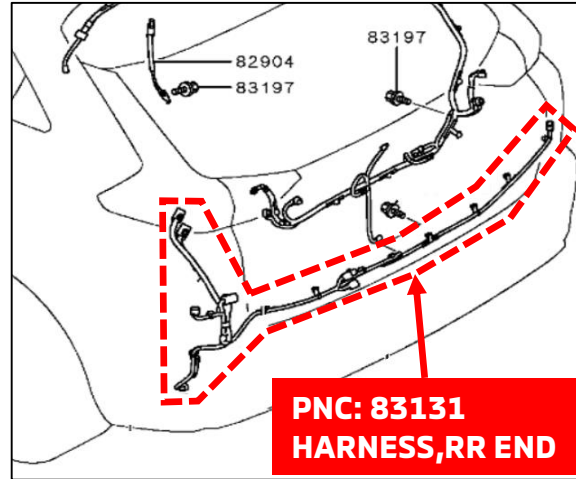
The installation method of the ground terminal of the Rear End Harness differs depending on the production date of the vehicle. When replacing the Rear End Harness due to a body repair and so on, you should perform the following procedure to install the ground terminal.

This procedure does not apply if the Rear End Harness is not originally installed on the vehicle.

Affected Models

Eclipse Cross

} 23MY~

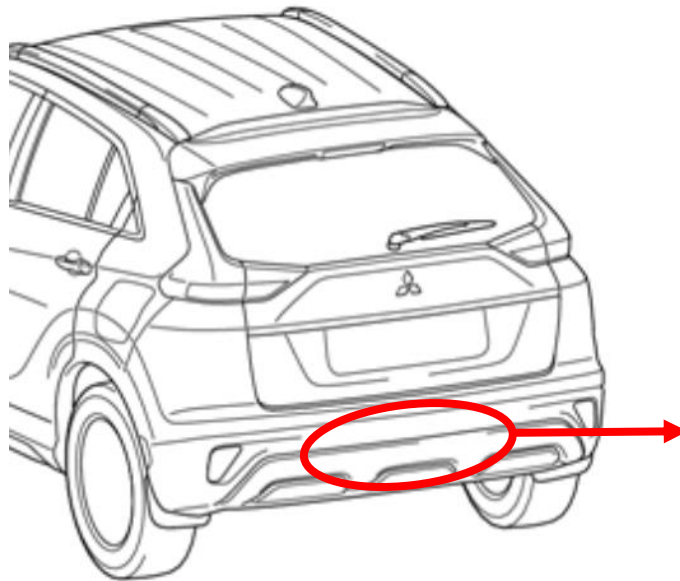


1. Check the presence and location of the ground terminal of the Rear End Harness.

If the pattern is 1 or 2, go to the next page.

If the pattern is 3, replace the Rear End Harness refer to the workshop manual.

*The workshop manual will be revised in late-June, 2023.

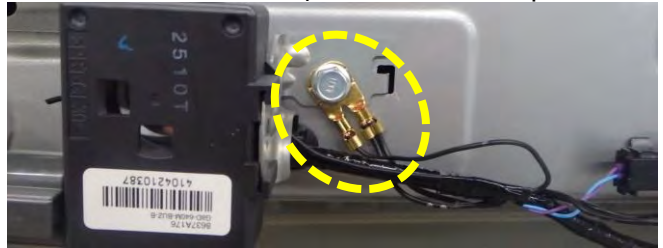


Pattern 1. Without ground terminal
(Approx. production date: ~13th Feb, 2023)

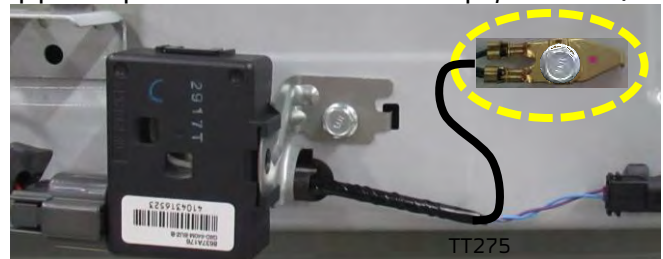


Keyless Operation Buzzer

Pattern 2. Ground terminal on the KOB bracket
(Approx. production date:
13th Feb, 2023 ~ 3th Apr. 2023)

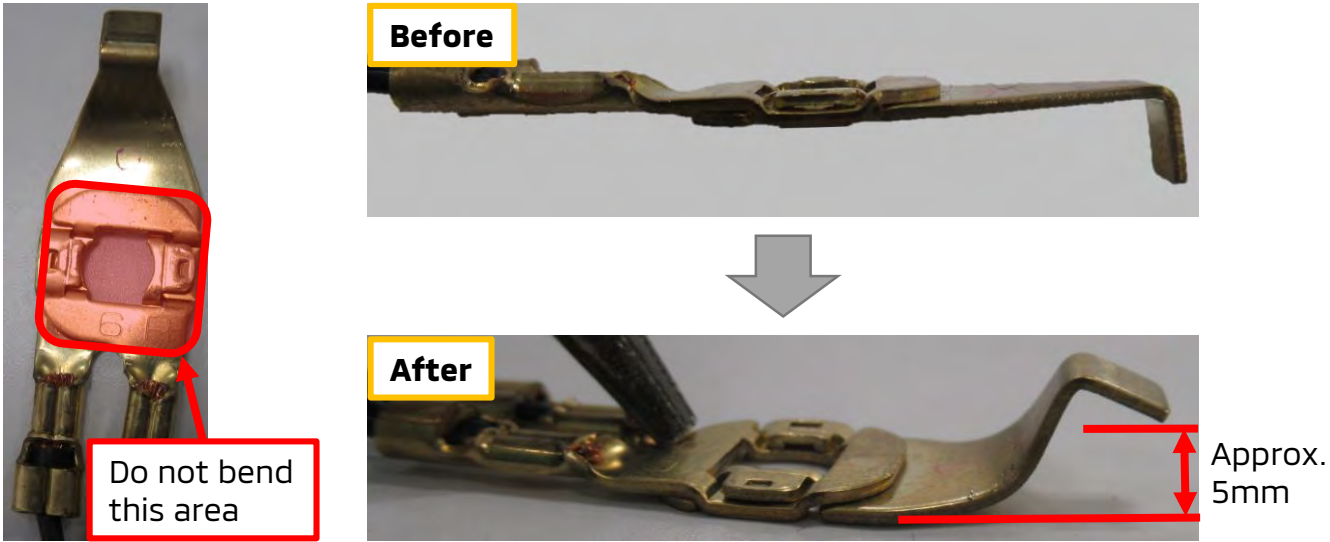


Pattern 3. Ground terminal on the body panel
(Approx. production date: 3th Apr, 2023~)

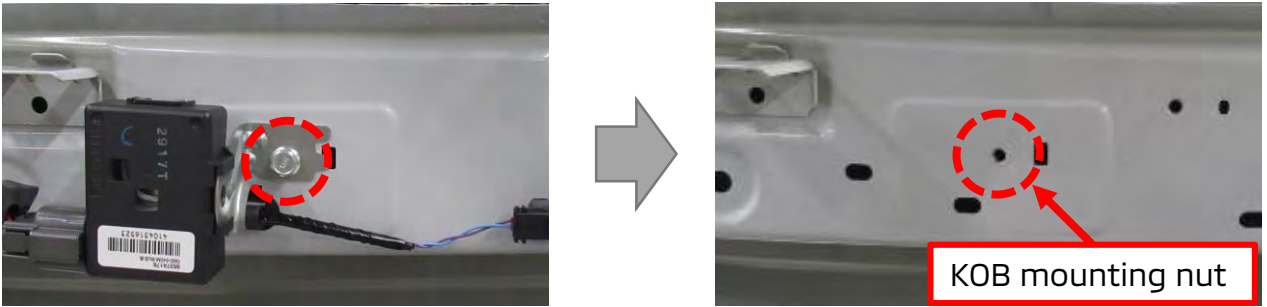


How to Install the Rear End Harness (Continued)

- 2. Bend the tip of the ground terminal of the new Rear End Harness to prevent interference with the body. Do not cut the ground terminal because the cut surface will rust.



- 3. Remove the Keyless Operation Buzzer. Using a thread tap (Size: M6×1.0), peel off the paint on the screw thread of the KOB mounting nut.



- 4. Install the ground terminal on the KOB bracket per photo below. (Tightening Torque: 7~11N·m)





TSB/TIN/ATIN REVIEW

Since Tech Talk 274, the following bulletins have been published:

PUBLISH DATE	TSB/ATIN/TIN #	SUBJECT	MODELS
5/16/2023	TIN-23-00-004	UNITED SERVICES AUTOMOBILE ASSOCIATION (USAA) LETTERHEAD - TAKATA RECALLS	Certain 2004-2007 Lancer, 2006-2009 Raider, and 2012-2017 i-MiEV
5/25/2023	TIN-23-00-005	UPDATED RETURN AND DISPOSAL OF TAKATA AIR BAG INFLATORS	All Models
	TIN-23-54A-001	SCRAMBLE ACTIVITY REQUEST FOR HEADLIGHT INOPERATIVE	2019-Current Outlander Sport
	TIN-23-31-001REV4	WHEEL VIBRATION INVESTIGATION - REVISED	2022-2023 Eclipse Cross, 2022-2023 Outlander, and 2023 Outlander Plug-in Hybrid
5/26/2023	TSB-23-00-006	TECHNICAL SPECIFICATIONS	2024 Eclipse Cross
	TSB-23-00-005	NEW MODEL FEATURES AND SERVICE INFORMATION	2024 Eclipse Cross
	TSB-23-42A-002	ICE BUILD UP IN A-PILLAR AREA CAUSING INABILITY TO OPEN FRONT DOOR(S)	2022-2023 Outlander and Outlander Plug-in Hybrid
6/5/2023	SR-23-001	ALLIANCE IN-VEHICLE INFOTAINMENT (A-IVI) OPERATION FAILURE - SAFETY RECALL CAMPAIGN	Certain 2022-2023 Outlander and 2023 Outlander Plug-in Hybrid
	SC-23-001	ENGINE ECU REPROGRAMMING FOR MILE ILLUMINATION	2022-2023 Outlander with AWD
	TIN-23-SR-001	ALLIANCE IN-VEHICLE INFOTAINMENT (A-IVI) OPERATION FAILURE - SAFETY RECALL CAMPAIGN	Certain 2022-2023 Outlander and 2023 Outlander Plug-in Hybrid
6/8/2023	TSB-23-33-002REV	STRUT BEARING NOISE - REVISED	2022 Outlander
6/9/2023	TSB-23-00-007	TECHNICAL SPECIFICATIONS	2024 Mirage
	TSB-23-00-008	TECHNICAL SPECIFICATIONS	2024 Mirage G4
	TSB-23-00-009	NEW MODEL FEATURES AND SERVICE INFORMATION	2024 Mirage
	TSB-23-00-010	NEW MODEL FEATURES AND SERVICE INFORMATION	2024 Mirage G4
6/21/2023	TIN-23-SR-001A	ALLIANCE IN-VEHICLE INFOTAINMENT (A-IVI) OPERATION FAILURE - SAFETY RECALL CAMPAIGN	Certain 2022-2023 Outlander and 2023 Outlander Plug-in Hybrid
6/23/2023	SR-15-00-007REV	RAIDER DRIVER SIDE FRONTAL AIR BAG INFLATOR - SAFETY RECALL CAMPAIGN - REVISED	2006-2009 Raider
	SR-16-004REV	RAIDER PASSENGER SIDE FRONTAL AIR BAG INFLATOR - SAFETY RECALL CAMPAIGN - REVISED	2006-2009 Raider
	SR-16-002REV2	LANCER PASSENGER SIDE FRONTAL AIR BAG INFLATOR - SAFETY RECALL CAMPAIGN - REVISED	2006-2007 Lancer
	SR-17-004REV	LANCER PASSENGER SIDE FRONTAL AIR BAG INFLATOR - SAFETY RECALL CAMPAIGN - REVISED	2004-2006 Lancer, Lancer Sportback and Lancer Evolution
	SR-17-008REV	I-MIEV PASSENGER SIDE FRONTAL AIR BAG INFLATOR - SAFETY RECALL CAMPAIGN - REVISED	2016-2017 i-MiEV
	SR-17-001REV	I-MIEV PASSENGER SIDE FRONTAL AIR BAG INFLATOR - SAFETY RECALL CAMPAIGN - REVISED	2012 and 2014 i-MiEV
	SR-18-005REV	LANCER PASSENGER SIDE FRONTAL AIR BAG INFLATOR - SAFETY RECALL CAMPAIGN - REVISED	2004-2006 Lancer, Lancer Sportback and Lancer Evolution
	SR-20-001REV3	DRIVER SIDE TAKATA NADI-INFLATOR SAFETY RECALL CAMPAIGN - REVISED	1998-2000 Montero

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.





TECHNICAL TRAINING COURSE SCHEDULE

Atlanta Technical Training Center - Southeast Region
 801 Interstate West Parkway, Lithia Spring, GA 30122
 (770) 732-3000 Airport: Atlanta (ATL)

JULY '23				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	EECS	EECS	EECS	EECS
24	CES	CES	ADAS	ADAS
31	1	2	3	4

August '23				
Monday	Tuesday	Wednesday	Thursday	Friday
31	1	2	3	4
7	8	9	10	11
14	CC1	CC1	ADAS	ADAS
14	MED4	STV4	EL1	EL1
21	22	23	24	25
28	29	30	31	1
	CESTT22	CESTT22	ADAS	ADAS

Dallas Technical Training Center - Central/West Region
 8100 Mesquite Bend Drive, Irving TX 75063
 (972) 401-5930 Airport: Dallas-Fort Worth (DFW)

JULY '23				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	ER1	ER1	ER1
17	MED4	STV4	EL1	EL1
24	25	26	27	28
31	PHEVG2TT	PHEVG2TT	CC1	CC1
	EECS	EECS	EECS	EECS

August '23				
Monday	Tuesday	Wednesday	Thursday	Friday
31	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	MED4	STV4	EL1	EL1
21	PHEVG2TT	PHEVG2TT	CC1	CC1
28	29	30	31	1

New Jersey Technical Training Center - Northeast Region
 516 Heron Drive, Swedesboro NJ 08085
 (856) 467-7100 Airport: Philadelphia (PHL)

JULY '23				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12	13	14
17	MED4	STV4	EL1	EL1
24	PEVG2TT	PHEVG2TT	CC1	CC1
31	1	2	3	4
	CES	CES	ADAS	ADAS

August '23				
Monday	Tuesday	Wednesday	Thursday	Friday
31	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	PHEVG2TT	PHEVG2TT	CC1	CC1
	CESTT22	CESTT22	ADAS	ADAS

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	PHEVG2TT	EL1, STV4, MED4, DGPHEVWT
MED4 (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
Chassis Electrical Systems	2	CESS2TT	EL1, STV4, MED4, ME3W, ES1W
CVT OVERHAUL PROCEDURES	2	CVT	STV4, MED4, EL1, ATFW
New Model Training 2022 Outlander (Virtual)	1	NM221TT	NM221W

Note: Green = Virtual Course / White = Face to Face Instructor Led Training

WARRANTY

Claim Submissions

Friendly reminders for claim submissions:

- When there is a part(s) replacement, No Failed Part (NFP) should not be entered on the claim.
- Marking fluids as the primary part is not valid. Please be sure to check the proper primary part is marked before finishing your claim submission.

Claim	Part	Part Number	Description	Qty	Unit	Amount	Code	Label	Qty	Unit	Amount
VEHICLE MAKES A BEIRD NOISE FROM THE REAR WHEN DRIVING											
REAR TRUNK DOOR MOTOR IS FOUND TO BE FAULTY AND NOT ENGAGING SO TRUNK ISNT CLOSING PROPERLY											
REPLACE NEW REAR MOTOR											
NO FAILED PART				1		\$6.00					
POWER UNIT,TAILOGATE,LR				1		\$253.00					
ELECTRIC TAILGATE POWER UNIT,REPLACE LEFT SIDE				1		\$247.00					

BEHIND THE SCENES

Our Behind the Scenes Spotlight is on **Jason Devine**, Techline Specialist who shared:

I have been in the automotive business for about 13 years, but it has been in my blood since day 1. Growing up, I always loved being hands on, my grandfather owned and operated his automotive shop for 45 years which is where the passion started. Every day after school, I'd take the bus to his shop and spend as much time as I could there. After high school, I attended technical school and became ASE certified in Heavy Duty Truck & Bus. I spoke with a few diesel shops and didn't see my future being there, my heart was in automotive. I began my career in a general automotive repair shop, where I gained knowledge on everything from small engine to heavy equipment. I eventually moved on and became a technician at a Mitsubishi dealer, started as a repair tech, quickly moving my way up to shop foreman and being fully Mitsubishi Diamond Certified. After many years of being in the shop and hands on, I was given the opportunity to become a part of the MMNA team and decided it couldn't be passed up. I wanted to spend more time with my family as I have two young kids that are ages 2 & 5. I can't wait to be able to spend more time with them and show them some of my hobbies. I have lived in Florida all my life but am packing up for new adventures in Tennessee and I can't wait to see what's next. My favorite hobbies are hunting, fishing, twisting wrenches and being knees to the breeze. One of my favorite quotes is "we only regret the rides we didn't take" which is why I couldn't pass up this opportunity to make a change for me and my family.



NEWS & NOTES

Mitsubishi Motors' Dealer Facility Program Reaches Milestone, 100th Updated "Visual Identity" Store Opens Outside Tampa, Florida

June 22, 2023 – FRANKLIN, Tenn.

Mitsubishi Motors North America, Inc. (MMNA) today announced Florida-based Jacobs Mitsubishi - Wesley Chapel is the 100th dealership to complete construction and open for business as part of the brand's global Visual Identity Program. Introduced in 2019, the program was designed to create a world-class customer experience through a premium Mitsubishi Motors retail environment.

Importantly, and after four years of execution, the program has delivered upon its mission to enhance customer experience as well as dealer performance. In fact, data shows that these reimagined stores' customer satisfaction scores are consistently and significantly higher, as well as allowing the facility to average nearly 17% higher monthly net profit than their non-VI counterparts. The Visual Identity Program also contributed to MMNA's success in the most recent J.D. Power Customer Service Index (CSI) rankings, in which MMNA took top honors in the mass-market segment for the first time in the 43-year history of the study, scoring the highest among 18 mass-market brands and achieving a 30-point year-over-year improvement, the greatest among all competitors.

"When Mitsubishi Motors established the standards for our Visual Identity Program, we put customer preferences and expectations for shopping, purchase, and ownership experience above everything else," said Mark Chaffin, MMNA President and CEO. "Our dealer partners' commitment to the swift completion of renovations and to providing the best experience for customers is already proving impactful on customer satisfaction, sales and profitability. As the 100th Visual Identity facility in our dealer partner network, Jacobs Mitsubishi - Wesley Chapel is joining dozens of others that are paving the way to a bright future for their businesses and all of Mitsubishi Motors."

Across MMNA's U.S. network of nearly 330 dealerships, more than three-quarters have enrolled in the Visual Identity program. Average dealer investment to bring facilities up to program standards is in the low-six figures. Jacobs Mitsubishi - Wesley Chapel, which was built from the ground up as a brand-new green-field facility, went well beyond the average commitment, with an investment of more than \$11 million including land acquisition and facility construction.

"Anyone who has paid attention to the Mitsubishi brand knows they are in the midst of a renaissance," said Daniel Jacobs, President of Jacobs Mitsubishi - Wesley Chapel, who also owns a Mitsubishi dealership in New Port Richey, Florida. "We wanted our new retail space to be something we were proud of and a fitting showcase for our award-winning vehicles, like the Outlander and Outlander Plug-in Hybrid. We wanted our store to be the best in the country and believe we accomplished just that. If you build it, they will come, and our new state-of-the-art facility combined with our talented vehicle line-up will attract new customers to our showroom and keep them in the family for years to come."

MMNA Visual Identity Program dealerships are intended to be open, inviting, and welcoming to ensure the highest quality of interactions throughout a customer's vehicle ownership journey – from purchase to service to trade-in and repurchase. The main color palette is cool and muted, with black, grey, and red accents supporting Mitsubishi Motors' brand colors.

