



Technical Service Bulletin

SUBJECT:			No: TSB-14-54-007
INTRODUCTION TO MAPCARE™ AND MAP UPDATE PURCHASE FOR MMCS NAVIGATION			DATE: April, 2014
			MODEL: See below
CIRCULATE TO:	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

PURPOSE

The Mitsubishi Multi Communications System (MMCS) installed in eligible Mitsubishi Motors vehicles, includes two annual map updates through MapCare™. The updates are sent to the customer on a “one-time use” SD card.” The update package includes simple installation instructions allowing the customer to perform the update themselves. The program applies to 2014 models with factory, port or dealer installed MMCS units. It does **NOT** apply to the Mitsubishi Multi Entertainment System (MMES) fitted to the 2014 and later Mirage.

While dealers have no direct responsibilities for updating maps, they should be able to answer customer questions and provide assistance whenever possible.

AFFECTED VEHICLES

MAPCARE™	MAP UPDATES FOR PURCHASE	
2014 Lancer 2014 Lancer Sportback 2014 Lancer Evolution 2014 Outlander 2014 Outlander Sport/RVR	2008-13 Lancer 2009-13 Lancer Sportback 2008-13 Lancer Evolution 2007-13 Outlander	2011-13 Outlander Sport/RVR 2007-11 Endeavor 2007-12 Galant 2012-13 i-MiEV

BACKGROUND

NAVTEQ®, Mitsubishi Electric's vendor for navigation maps, was purchased by Nokia and renamed HERE. Through agreement with MMC, HERE offers owners of eligible vehicles two annual map updates (value \$199) at no additional cost through the MapCare™ program.

Maps, street data and points of interest are continuously updated by HERE, but the process to format the data, manufacture the product and distribute it is a lengthy one, and it takes approximately 15 months from the start of data collection, until it is formatted as a map update and released. Updates for MMCS Navigation are usually released during the third quarter of every year.

MAPCARE™ REGISTRATION

VEHICLES BY MARKET - 2014 Models Eligible for MAPCARE™					
	Lancer	Lancer Sportback	Lancer Evolution	Outlander	Outlander Sport/RVR
United States					
Puerto Rico					
Canada					

MMNA does not provide MapCare™ with customer contact information. After purchasing an eligible MMCS equipped vehicle, the customer must register with HERE within 90 days of the original retail delivery in order to be they can be contacted when updates are ready for distribution. Registration can be completed on the Internet at <http://www.navigation.com/mapcare/mitsubishimotors-na>.

The procedure is simple, and the user's guide shipped in the glovebox of each vehicle includes:

- Instructions on how to register
- Customer FAQs
- Support resources (how to get help).

At the time of this publication, this program is scheduled to continue through the 2016 model year. Additional models may be added.

Registration steps:

Step 1	
Go to the HERE registration page (http://www.navigation.com/mapcare/mitsubishi-motors-na)	This is the HERE Mapcare™ Registration site for Mitsubishi Motors North America vehicles (including Canada and Puerto Rico).
↓	
Step 2	
Log in (Located at the right hand side of the page)	Requires Vehicle Identification Number (VIN) as well as customers email address
↓	
Step 3	
Fill out the form posted. Any field with an * is required.	Once finished, click "Submit"

If customers have questions about MapCare™, the registration process, or have a question that can't be answered by the MapCare™ FAQ page, or need other support, they can call (866) 347-9666. After the customer has registered, they will be contacted by MapCare™ by email approximately one year after registering to confirm contact and shipping information. They will be contacted regarding their second update approximately two years after registration. The customer cannot skip a release; they will receive two consecutive updates.

PURCHASING MAP UPDATES

Customers wishing to purchase map updates after the expiration of their two complimentary update packages, or those with 2007–2013 vehicles equipped with MMCS who wish to purchase map updates, can contact the HERE Map Updates Store at www.navigation.com/mitsubishimotors-na. The current MSRP for each update is \$199 (U.S.) plus applicable local taxes and shipping. Simply follow the on-screen instructions and fill out the order form. For 2007–2013 vehicles with HDD (Hard Disc Drive based MMCS), each update package includes a CD, a one time key (dongle) required for updating, and a users guide. Those 2007–2012 vehicles with CD based software receive updated CDs.

If customers have questions that can't be answered on the FAQ page, including comparing their version with what's available, they can contact HERE at (866) 462-8837.

WARRANTY INFORMATION

This TSB provides technical information only. Refer to Warranty Central for information on exchange centers servicing MMCS and other audio systems.