

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: March 17, 2017
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Panasonic Toughpad Recall
TIN NO. TIN-17-00-002

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AFFECTED VEHICLES: Panasonic Toughpad

PURPOSE:

Panasonic, the manufacturer of the Toughpad tablet which currently supports the MEDIC 4 software that MMNA currently uses, has issued a recall for the tablet. Panasonic has identified a certain small number of cases where the tablet has been involved in a thermal incident. Currently, Panasonic is investigating this small number of incidents but has not determined the root cause of the failure. In an attempt to address this issue as soon as possible, Panasonic has released an update to address any potential problems with the Toughpad machine in the meantime. Reacting to this recall notice from Panasonic, MMNA will shortly release a download that will incorporate Panasonic's update to all machines that are currently being used in Mitsubishi dealerships in the U.S., Canada, and Puerto Rico. This download will include the previously mentioned download from Panasonic and two (2) blank downloads. These three downloads will put the machine in an automatic lockout function until the user (Mitsubishi dealer personnel) forces an update to the machine. This procedure has been put in place by MMNA corporate to ensure all units receive this important update.

NOTE: This recall applies to the Panasonic Toughpad only. The Panasonic Toughbook is not affected by this recall.