



Technical Service Bulletin

SUBJECT:		No: TSB-19-54-011	
SMARTPHONE NOT REGISTERING TO MITSUBISHI CONNECT		DATE: April 2019	
		MODEL: 2018-19 Eclipse Cross	
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 checked="" type="checkbox"/> WARRANTY PROCESSOR	<input type="checkbox"/> SALES MANAGER

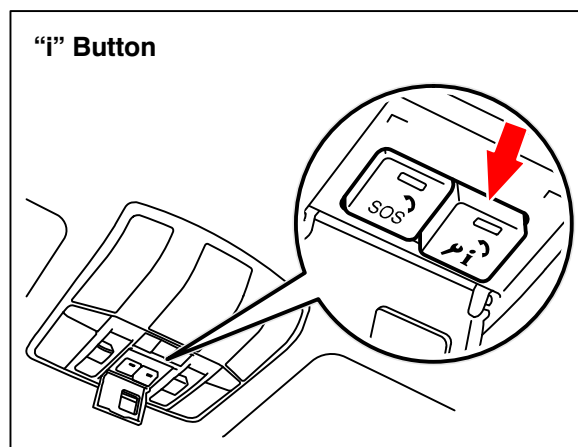
PURPOSE

Sometimes when registering a customer's smartphone to a vehicle with the Mitsubishi Connect system, the phone may not register. This is most likely due to a weak phone signal. Follow the Registration Tips below to successfully register the smartphone to Mitsubishi Connect.

AFFECTED VEHICLES

2018 - 2019 Eclipse Cross vehicles equipped with Mitsubishi Connect

MITSUBISHI CONNECT REGISTRATION TIPS



If there is difficulty registering a smartphone to Mitsubishi Connect, try the following steps.

1. Move the vehicle to a location where the phone signal is strong.
2. Repeat the registration process until the call connects to the call center.

NOTE: ONLY contact MMNA TechLine if technician cannot connect to the Call Center after repeating the steps a few times with no success.

PARTS INFORMATION

No parts are required for this bulletin.

WARRANTY INFORMATION

This bulletin is supplied as technical information only and is not an authorization to repair.