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Vehicle Technical Info

NOTE: The *✓* mark indicates an article is being repeated from a previous issue of Tech Talk due to the subject's importance.



WANTED!!

TIPS FOR TECHNICIANS - BY TECHNICIANS

Have you as a technician learned something new while fixing a customer vehicle? Or found a solution to a perplexing problem? If you **have**, and think it would be helpful to other technicians, MMNA would like to hear from you! Send your tips, along with any pertinent vehicle details, your name, job title, and dealer name, to: servicesupport@mmsa.com.

We may publish your advice in Tech Talk, and give you credit for your tip! Together, we can help each other achieve the highest customer satisfaction by sharing our knowledge with other technicians.



GROUP 00 - General

TIN-20-00-004: ELECTRICAL WIRING DIAGRAM ERRORS IN 2020 MIRAGE & MIRAGE G4 SERVICE MANUALS – 2020

Mirage and Mirage G4.

TIN-20-00-004 was released recently and states:

“MMNA would like to inform dealers of multiple errors in the Electrical Wiring Diagrams in the recently released Service Manuals for 2020 Mirage and Mirage G4 – about 200 pages are affected in each model. The 2020 Mirage G4 Service Manual is now updated on MEDIC, and the 2020 Mirage will be updated very soon. Both Service Manuals will also be updated on MDL in the near future.

In order to provide you the correct information in a timely manner, two Technical Service Bulletins are being released with the corrected pages, starting with page 90-28 through the end of Group 90 (corrections will be marked by red boxes).

MMNA appreciates your patience as we work to rectify the situation, and bring you the latest updates on these corrections.”

TIN-20-00-006: DEALER-OWNED VEHICLE BATTERY CHECKS (VIMS AND BMIS) – All

Models and Years.

TIN-20-00-006 was released recently and states:

“Recently there has been an increase in warranty claims for dealer inventory vehicle battery replacement. While some of these claims may have been legitimate defects and unavoidable, MMNA would like to take this opportunity to remind dealers of the VIMS (Vehicle Inventory Maintenance System). Also, to simplify the process of VIMS, MMNA recently incorporated BMIS (Battery Management Information System) through the new Midtronics battery tester (CPX-930) which will allow easy recording of battery tests.

The VIMS can be accessed on the MDL (MDL -> Service -> Service and Parts Mgt -> VIMS Information) and contains procedures that prevent damage and deterioration to dealer vehicles while they are in inventory. Tracking forms can also be found here, providing actions that need to be taken every 30 days.

Of these actions, one is the previously mentioned battery check. When a dealer performs a 30-day battery check, they should utilize their Midtronics Battery Tester to acquire the results. If the tool is properly connected, results will be uploaded to BMIS (find BMIS by going to MDL -> Service -> Service Tech Resources -> Battery Management Information System) where all previous battery tests can be viewed.

To confirm the legitimacy of a warranty claim submitted for a dealer-owned vehicle battery, the following will need to be accessible:

- Clear, viewable history of 30-day battery checks
- The battery voltage, cold cranking amperage, and specific gravity of each cell prior to battery replacement

NOTE: Specific gravity is not recorded with the Midtronics Battery Tester and will need to be acquired using a Hydrometer.

	Cell 1	Cell 2	Cell 3	Cell 4	Cell 5	Cell 6
Specific Gravity						
Fluid Level (e.g. Full or Low)						

Voltage	
CCA	

Refer to photo below for an example of proper fluid levels:



NOTE: Please review Section 3, page 3-3, of the Warranty Policy and Procedures Manual for all battery replacements for in-stock units.

TIN-20-00-007: TAKATA INFLATOR PICKUP TEMPORARILY SUSPENDED (COVID-19 ACTION PLAN) – 2004-2007 Lancer, 2006-2009 Raider, 2012-2017 i-MiEV.

TIN-20-00-007 was released recently and states:

“Effective Tuesday, March 17th, TK Services will be temporarily suspending pickup of returned parts at dealerships and customer facilities. TK Services will also reduce staff members at their receiving facility.

When contacting the call center to schedule new pickups, dealers will be informed that pickups will not be made, but will resume as soon as possible. TK Services will maintain a skeleton crew at the receiving facility to handle any parts already in transit. This action is being taken out of an abundance of caution to mitigate risk to employees and partners, due to Covid-19 concerns at this time.

MMNA will inform dealers upon notification from TK Services when pickup services resume normal operations.

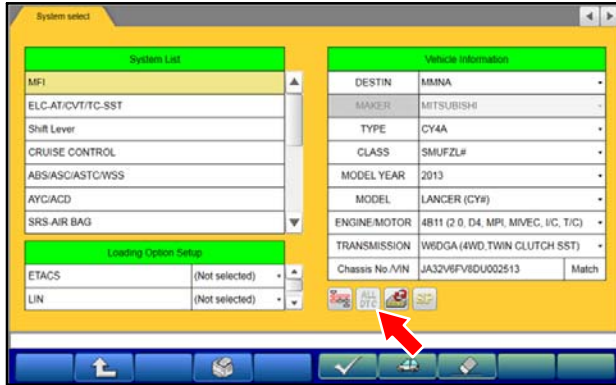
ATTACHING AN “ALL DTC LIST” OR “FREEZE FRAME DATA” TO TECHLINE CASE (USING MUT3-SE) – All models.

Follow the steps below to save and attach an “All DTC List” or “Freeze Frame Data” file to a Techline case.

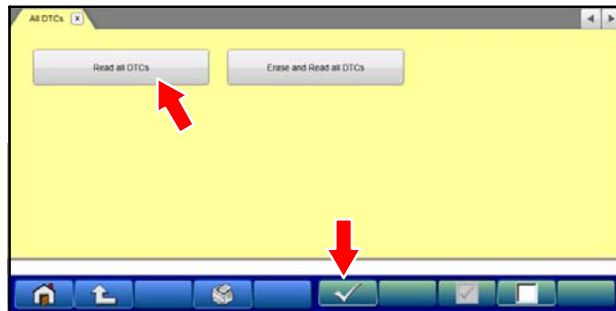
1. Open the MUT-III SE home page, and click “STV” to open the “System select” page.



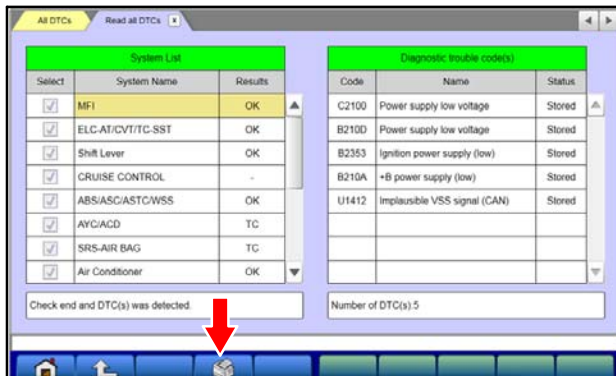
2. On the "System select" page, click the "ALL DTC" button.



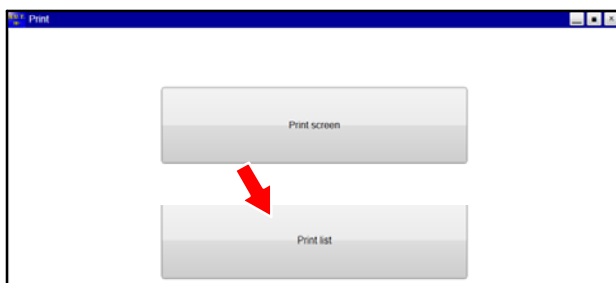
3. Select "Read all DTCs" and click the check mark at the bottom of the page.



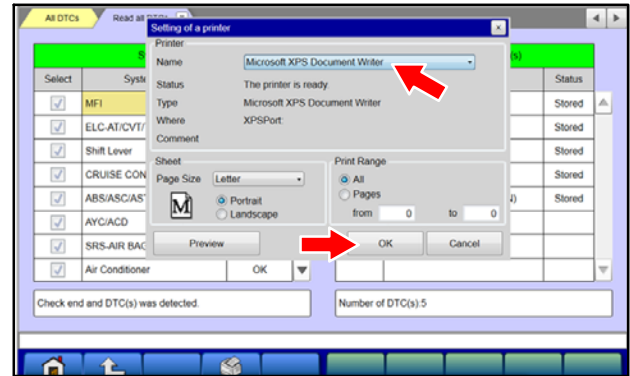
4. While on the "Read all DTCs" tab, click the print icon at the bottom of the screen.



5. Select "Print list."

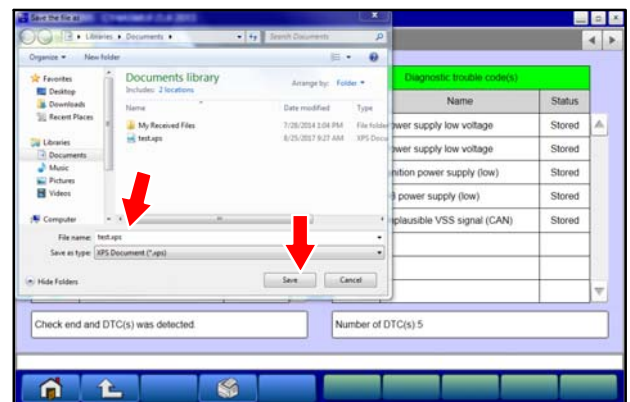


6. From the Printer Name drop-down list select "Microsoft XPS Document Writer," then hit OK.

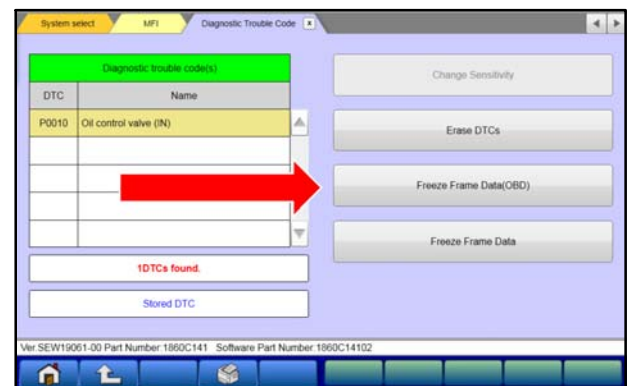


7. Name the file with the last 8 digits of the VIN and DTC to help identify the file before attaching to a Techline case. **For example: "EZ012345 DTC."** (In the following screen shot, the file is named "test.")

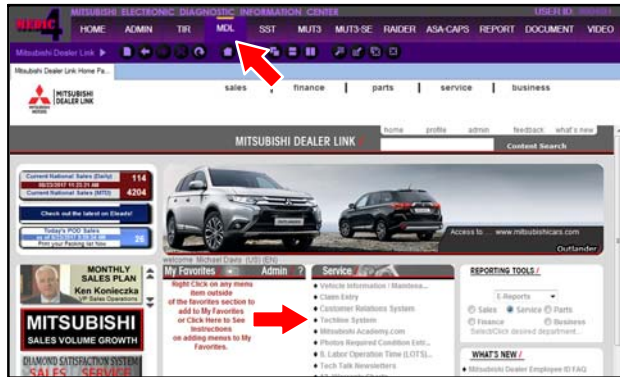
Then click "Save." The file will be saved on the tablet hard drive.



8. Now select the system the DTC is stored in for which you want to save FFD, Read DTCs, and then select "Freeze Frame Data (OBD)." DO NOT select "Freeze Frame Data."

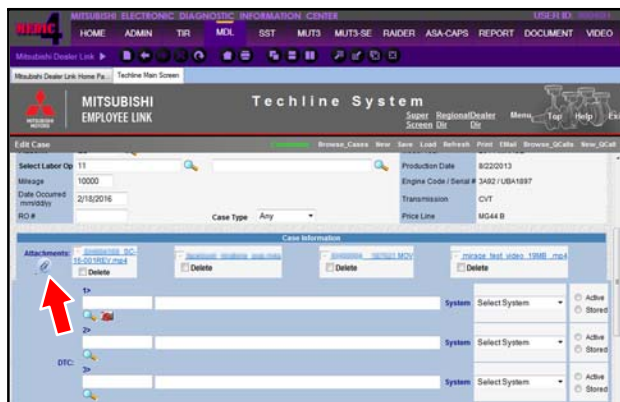


9. To attach the file to a Techline case, go to MDL from your MEDIC screen. Then click on "Techline System" under the Service portal.



10. In an open Techline case, click on the Attachments (paper clip icon).

NOTE: The icon may be in a different location than the example below.

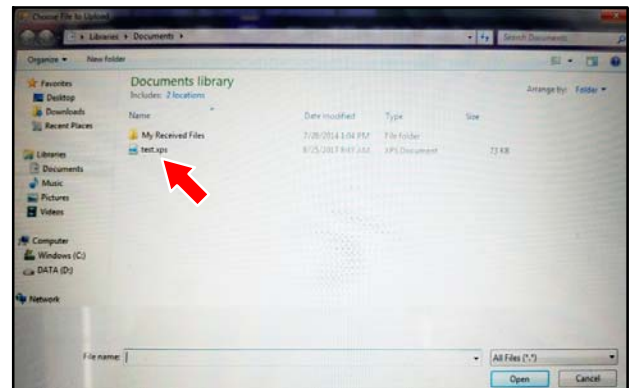


11. Click the "Browse" button to see all available attachments saved to the tablet hard drive.

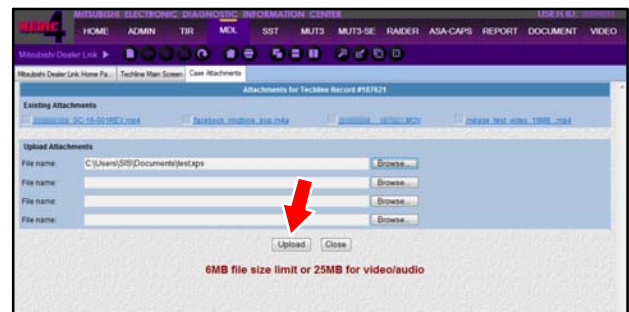


12. Select the xps file you saved earlier.

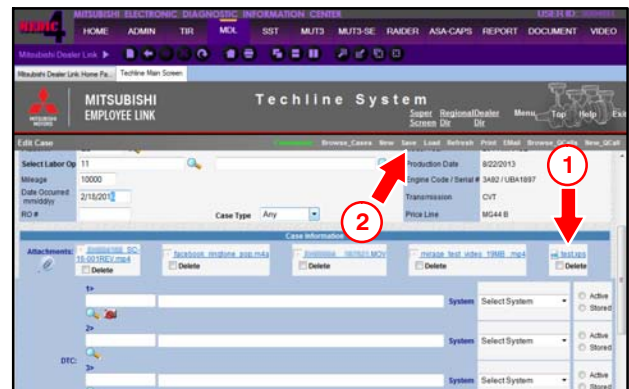
NOTE: Make sure the file is named with the last 8 digits of the VIN and FFD or DTC.



13. Once the file appears in the Upload Attachments, click the "Upload" button.



14. Verify the attachment is saved in the Attachments area of the Techline case. Then click "Save."



NOTE: A MEDIC tablet was used in this procedure, no thumb drive required.

If necessary, contact Techline for assistance.



GROUP 31 - Wheel & Tire

TIN-19-31-001REVII: SCRAMBLE ACTIVITY REQUEST FOR TPMS LIGHT ON ISSUE (MIRAGE/MIRAGE G4) - REVISED – 2014-2020 Mirage, 2017-2020 Mirage G4.

TIN-19-31-001REV was released recently and states:

"This TIN supersedes TIN-19-31-001REV, issued May, 2019, to add 2020 model year Mirage and Mirage G4 vehicles, and to update MMNA contact information.

ATTENTION:

MMNA is releasing this TIN again to remind all dealers to call in for TPMS concerns on Mirage and Mirage G4. **MMC/Japan wants to perform an onsite inspection of a vehicle exhibiting this condition as soon as possible.** Please contact Maxwell Sweet at MMNA when you encounter such a case.

MMNA is looking for a scramble opportunity on a Mirage or Mirage G4 that displays "TPMS light on" issue with "tire ID reception fail" DTC. If the vehicle has C1911, C1921, C1931, or C1941 (either active or stored), please stop your diagnosis and create a Techline case. Then, contact the MMNA associate below and he will guide you with further questions and instructions.

Name: Maxwell Sweet

Phone: 657-238-2889

Email:

maxwell.sweet@na.mitsubishi-motors.com"



GROUP 60 - Recalls

TIN-19-SR-002-B: I-MIEV BRAKE VACUUM PUMP SAFETY RECALL CAMPAIGN – 2012-2017 i-MiEV.

TIN-19-SR-002-B was released recently and states:

"A recall campaign will be released today for the brake vacuum pump on certain 2012-2017 i-MiEV built from October 28, 2011 to June 10, 2016. The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

Due to the design of the brake vacuum pump, water may penetrate the brake vacuum pump, causing corrosion. If sufficient corrosion occurs, the brake vacuum pump may become inoperable. If the brake vacuum pump fails, this may result in a sudden loss of braking assist, and increased stopping distances, which can increase the risk of a crash.

Notification letters are being mailed on January 7, 2020 to owners of vehicles affected by recall SR-19-002 "i-MiEV Brake Vacuum Pump," requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed. Sample copies of the letters are included in the Recall Bulletin for your reference.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the Most Recent: Open Campaign List available under the service section of "e-reports." Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1902R), please check for and complete any other open campaigns. Always obtain the customer's approval before completing a campaign on a customer owned vehicle."

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

ATIN-19-SR-001-A: 1998 – 2000 MONTERO NADI INFLATORS - SAFETY RECALL CAMPAIGN – 1998 - 2000 Montero.

ATIN-19-SR-001-A was released recently and states:

"On January 22, 2020, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding Non-Azide Driver Air Bag Inflators (NADI Inflators) installed in certain 1998 – 2000 Montero vehicles.

According to Takata, NADI Inflators manufactured between May 1995 and March 1999 may absorb moisture, causing the NADI Inflators to rupture or the airbag cushion to underinflate in vehicle collisions involving airbag deployment. If a NADI Inflator ruptures or the airbag cushion underinflates in a vehicle collision involving airbag deployment, vehicle occupants could potentially be at increased risk of serious injury or death.

MMC is in the process of investigating NADI Inflators in Mitsubishi vehicles and is working to establish a remedy plan.

You will be notified again when additional updates become available. In the event you receive any direct customer inquiries regarding this issue, please refer them to the MMNA Customer Relations Hotline at (888) 648-7820. We appreciate your patience while we make the necessary preparations to launch this recall."

IMPORTANT

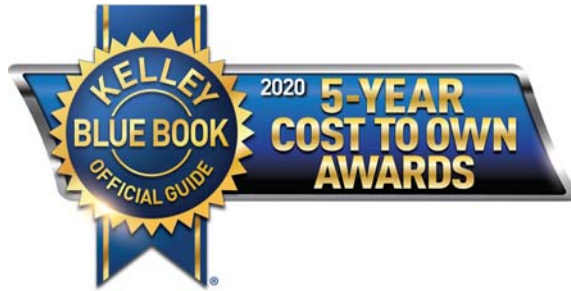
Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

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ON THE COVER...

**KELLY BLUE BOOK COST TO OWN AWARD
FOR 2020 OUTLANDER**

The 2020 Outlander was awarded the Kelly Blue Book 5 Year Cost to Own Award.



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Saluting Mitsubishi DIAMONDPRO MASTER ELITE Technicians for 2019!

Information regarding award redemption will be announced soon.



MASTER ELITE TECHNICIANS

CENTRAL REGION MASTER ELITE TECHNICIANS

Dealership	Name
MISSION MITSUBISHI	LARRY BERRY
WALKER MITSUBISHI-LA	MARK AUCOIN
RAY SKILLMAN WESTSIDE MITSUBISHI	LAWRENCE BROWNING
SHOWCASE MITSUBISHI	JOEL TOPORSKI
MAX MADSEN'S AURORA MITSUBISHI	ROBERT WOOLARD
MAX MADSEN'S AURORA MITSUBISHI	DAVID MEARS
BIGGERS MITSUBISHI	JEFFERY GAMACHE
SCHAUMBURG MITSUBISHI	JUSTIN RIVERA
DON ROBINSON MITSUBISHI	DYLAN ROTH

NORTHEAST REGION MASTER ELITE TECHNICIANS

Dealership	Name
HEALEY MITSUBISHI	MICHAEL ORTIZ
QUAKERTOWN MITSUBISHI	KEVIN BECHTEL
SHIRLIE SLACK MITSUBISHI	JEFFREY HAAS
OURISMAN MITSUBISHI	ROLAND MANN
SOUTH PARK MITSUBISHI	TIMOTHY MCKIERNAN
FIVE STAR MITSUBISHI - ALTOONA	DANIEL LUCAS
WALKER MITSUBISHI-OH	PHILLIP GREENSPAN
MENTOR MITSUBISHI	MICHAEL WAWROWSKI

SOUTHEAST REGION MASTER ELITE TECHNICIANS

Dealership	Name
FOUNTAIN MITSUBISHI	TULSIE ARJOON
CARRIAGE MITSUBISHI	KENNETH BOLTON

WEST REGION MASTER ELITE TECHNICIANS

Dealership	Name
WEST MITSUBISHI	DONALD ALEXANDER
WEST MITSUBISHI	JEFFREY GOODWIN JR
SKYLINE MITSUBISHI	PAUL PULVERE
VERN EIDE MITSUBISHI	ALAN HERRIG

Saluting Mitsubishi DIAMONDPRO MASTER Technicians for 2019!

Information regarding award redemption will be announced soon.



MASTER TECHNICIANS

CENTRAL REGION MASTER TECHNICIANS

Dealership	Name
CASTLE MITSUBISHI	MATTHEW KASPER
CORONET MITSUBISHI	ANTHONY CONDIE

NORTHEAST REGION MASTER TECHNICIANS

Dealership	Name
WALKER MITSUBISHI-OH	JASON TIPTON

SOUTHEAST REGION MASTER TECHNICIANS

Dealership	Name
RC HILL MITSUBISHI-DELAND	FREDDIE JESSEE

WEST REGION MASTER TECHNICIANS

Dealership	Name
MARK MITSUBISHI-AZ	DARREN EMINHIZER
PAINTER'S SUN COUNTRY MITSUBISHI	CARL SCOTT
MARK MITSUBISHI-AZ	JOHN BUNDY
KARMART MITSUBISHI	MICHAEL DRAKE

Saluting Mitsubishi DIAMONDPRO SENIOR Technicians for 2019!

Information regarding award redemption will be announced soon.



SENIOR TECHNICIANS

CENTRAL REGION SENIOR TECHNICIANS

Dealership	Name
RAY SKILLMAN MITSUBISHI	RANDAL HANNEMAN
CASTLE MITSUBISHI	TIM NOVAK
GARY LANG MITSUBISHI	JUAN PANTOJA
CONTINENTAL MITSUBISHI	ANDRZEJ SZWAB
CONTINENTAL MITSUBISHI	NIKOLA VLAJNIC
JOHN DEERY MITSUBISHI	GARY WHEELER

NORTHEAST REGION SENIOR TECHNICIANS

Dealership	Name
WANTAGH MITSUBISHI	FRED LEMAIRE
WANTAGH MITSUBISHI	VINCENT PICECE
WAIKEM MITSUBISHI	SHON CUNNINGHAM
SIMMONS ROCKWELL MITSUBISHI	ERIK PICKERING
BERTERA MITSUBISHI	JOHN SKILL

SOUTHEAST REGION SENIOR TECHNICIANS

Dealership	Name
BILL SEIDLE'S MITSUBISHI	ENNIO SOLORZANO
DAYTONA MITSUBISHI	CORY DUKE
GOSSETT MITSUBISHI	RUSSELL VOIGT

WEST REGION SENIOR TECHNICIANS

Dealership	Name
ANAHEIM MITSUBISHI	JEFF FERGUSON
PUENTE HILLS MITSUBISHI	THOMAS LOC

Saluting Mitsubishi DIAMONDPRO SPECIALIST Technicians for 2019!

Information regarding award redemption will be announced soon.



SPECIALIST TECHNICIANS

CENTRAL REGION SPECIALIST TECHNICIANS

Dealership	Name
DON HERRING NORTH MITSUBISHI	GIOVANNI CRINELLA
DON HERRING NORTH MITSUBISHI	KENNETH HARRIS
DON HERRING NORTH MITSUBISHI	JAY VANDIVER
HURST AUTOPLEX MITSUBISHI	GABRIEL OZOKWO
JOE MACHENS MITSUBISHI	EDDIE NILES
NAPLETON'S URBANA MITSUBISHI	DAVE WILLIAMS
MIKE MILLER MITSUBISHI	JEFFERY KELLY
WEBB MITSUBISHI	STEPHEN BELLINGER
GEZON MITSUBISHI	ABRAHAM CALDERON
BIGGERS MITSUBISHI	KURT BROSKA
SOUTH SUBURBAN MITSUBISHI	CHRISTOPHER FREEBORN
JOHN AMATO MITSUBISHI	TIMOTHY RIECK
PRESTIGE MITSUBISHI-WI	JOSEPH WURM

NORTHEAST REGION SPECIALIST TECHNICIANS

Dealership	Name
SOUTH PARK MITSUBISHI	MARK FREUND
COLONIAL MITSUBISHI-PA	BRADLEY BERKEY
WALKER MITSUBISHI-OH	ZACH JACOBS
MARINA MITSUBISHI	KENNETH NEWCOMB
SECOR MITSUBISHI	RANDY BURDICK

SOUTHEAST REGION SPECIALIST TECHNICIANS

Dealership	Name
JENKINS MITSUBISHI	PAUL SANNASARDO
RC HILL MITSUBISHI-DELAND	FERNANDO CASTILLO
PETE MOORE MITSUBISHI	GARY NEWBERRY
SAVANNAH MITSUBISHI	WILLIAM HAMMOND SR.
SELECT MITSUBISHI-GWINNETT	XAI MOUA
SELECT MITSUBISHI-GWINNETT	KOU YANG
BOB KING MITSUBISHI	RONNIE WHITE
GREER MITSUBISHI	BRIAN SZNAJDER
LARRY JAY MITSUBISHI	ANDREW WINDERL
D & E MITSUBISHI	VINCENT MURPHY
WALTERS MITSUBISHI	KEITH CHARLES
WALTERS MITSUBISHI	DENNIE BRYANT
PANTILI MITSUBISHI	MAURICE SETTLES

WEST REGION SPECIALIST TECHNICIANS

Dealership	Name
BILL ALEXANDER FLIGHTLINE MITSUBISHI	MANUEL GABRIEL GUTIERREZ
QUEBEDEAUX MITSUBISHI	AIDEN DEHOAG
BIG TWO MITSUBISHI	KYLE FRANKLIN
FIESTA MITSUBISHI	MIKE MILLER
JOHNNY LEGENDS MITSUBISHI	JEFFREY AGUIRAN
HARRIS MITSUBISHI-WA	MIKE WALL
LESKOVAR MITSUBISHI	JOSH HOPWOOD
EDWARDS MITSUBISHI	ROBERT SALNICKY
EDWARDS MITSUBISHI-BELLEVUE	RUBEN HUPP

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Training News		Technical Training Schedule TBD
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TECHLINE (800) 446-6064		HOURS OF OPERATION: Monday – Friday 8:00 am - 5:00 pm Central Time
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MEDIC <i>Information</i> MEDIC Hotline (800) 846-7575		HOURS OF OPERATION: Monday – Friday 7:00 am - 4:00 pm Pacific Time MEDIC Hotline will assist with MEDIC & Scan Tool hardware or software issues.
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Bulletin Review



Since Tech Talk 253 the following bulletins have been released.

2019-2020 Technical Service Bulletins, Safety Recalls, & Service Campaigns

Date Posted	Publication Number	Publication Title	Applicable Models
11/26/2019	TSB-19-55-005	Heater/Defroster Inoperative with Remote & Incorrect EV Cruising Range Display	2018-2019 Outlander PHEV
12/5/2019	TSB-19-17-001	Repair Procedure for Fuel Smell Concern on Eclipse Cross	2018-20 Eclipse Cross
12/5/2019	TSB-19-52A-005	Second Row Center Seat Belt Buckle Interference with Right Seat Belt Buckle	2014-19 Outlander, 2018-19 Outlander PHEV
12/5/2019	TSB-19-52A-006	Damaged Front Seat Cushion Pad	2014-2019 Outlander, 2018-2019 Outlander PHEV, 2011-2019 Outlander Sport/RVR
1/7/2020	SR-19-002	i-MiEV Brake Vacuum Pump- Safety Recall Campaign	2012-2017 i-MiEV
2/3/2020	TSB-20-00-001	Corrections to Circuit Diagrams in 2020 Mirage Service Manual - SMR	2020 Mirage
2/3/2020	TSB-20-00-002	Corrections to Circuit Diagrams in 2020 Mirage G4 Service Manual - SMR	2020 Mirage G4
2/3/2020	TSB-20-11-001	Changes to Drive Belt and Tensioner Procedures - SMR - Revised	2012-2015 Lancer, 2012-2015 Lancer Sportback, 2012-2015 Outlander Sport/RVR
2/3/2020	TSB-20-31-001	Tire Chain Usage for 2016 - 2020 Models	All 2016-2020 models
2/3/2020	TSB-20-36-001	Correction to Brake Auto Hold Switch Inspection (W/Electric Parking Brake) - SMR	2018-2020 Eclipse Cross, 2017-2018 Outlander, 2018-2020 Outlander PHEV
2/3/2020	TSB-20-42A-001	Correction to Tightening Torque of Tailgate Latch Bolt - SMR	2019-2020 Outlander Sport/RVR
2/3/2020	TSB-20-42B-001	2018 Outlander Sport Body Repair Manual Information - SMR	2018 Outlander Sport/RVR
2/27/2020	TSB-20-35-001	ABS & ASC Wheel Speed Sensor Diagnosis - Service Manual Revision	2014-17 Mirage, 2017 Mirage G4
2/27/2020	TSB-20-52A-001	Updates to Disassembly of Front Seat Assembly - SMR	2011-2019 Outlander Sport/RVR
2/27/2020	TSB-20-54-001	Inoperative Main Battery PTC Heater with MIL & EV Warning Message	2018-2020 Outlander PHEV



TIN/ATIN Review



Since Tech Talk 253 the following TINs/ATINs have been released.

2019-2020 Technical Information Notices, Advance Technical Information Notices

Date Posted	Publication Number	Publication Title	Applicable Models
12/4/2019	TIN-19-31-001REVII	Scramble Activity Request for TPMS Light on Issue (Mirage/Mirage G4) - Revised	2014-2020 Mirage, 2017-2020 Mirage G4
1/7/2020	TIN-19-SR-002-B	I-MIEV Brake Vacuum Pump Safety Recall Campaign	2012-2017 i-MiEV
1/17/2020	TIN-20-00-001	California Bureau of Automotive Repair Letterhead - Takata Recalls	2004-2007 Lancer, 2006-2009 Raider, 2012-2017 i-MiEV
1/17/2020	TIN-20-00-002	State of Georgia Letterhead - Takata Recalls	2004-2007 Lancer, 2006-2009 Raider, 2012-2017 i-MiEV
1/17/2020	TIN-20-00-003	South Carolina Department of Public Safety Letterhead - Takata Recalls	2004-2007 Lancer, 2006-2009 Raider, 2012-2017 i-MiEV
2/3/2020	TIN-20-00-004	Electrical Wiring Diagram Errors in 2020 Mirage & Mirage G4 Service Manuals	2020 Mirage & Mirage G4
2/7/2020	TIN-20-00-005	Ohio BMV Letterhead - Takata Recalls	2004-2007 Lancer, 2006-2009 Raider, 2012-2017 i-MiEV
3/10/2020	TIN-20-00-006	Dealer-Owned Vehicle Battery Checks (VIMS and BMIS)	All Models and Years
3/18/2020	TIN-20-00-007	Takata Inflator Pickup Temporarily Suspended (Covid-19 Action Plan)	2004-2007 Lancer, 2006-2009 Raider, 2012-2017 i-MiEV
3/20/2020	ATIN-20-SR-001-B	1998 - 2000 Montero NADI Inflators - Safety Recall Campaign	1998-2000 Montero
3/26/2020	TIN-20-00-008	Nebraska DMV Letterhead - Takata Recalls	2004-2007 Lancer, 2006-2009 Raider, 2012-2017 i-MiEV



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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com).