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### DATES TO REMEMBER



#### NATIONAL BOSS'S DAY

Friday, October 16<sup>th</sup>

#### HALLOWEEN

Saturday, October 31<sup>st</sup>



#### TECHNICAL REPAIR QUIZ FOR Q3

Now on the Mitsubishi  
Academy until:

October 8, 2020 @  
11:59 p.m.

With the assistance of everyone in Service (TL, Product Support and the Technical Training Instructors), we were able to come up with a variation of questions that cover all the released documents from April, May and June.

**PLEASE SHARE QUIZ  
AVAILABILITY INFORMATION  
WITH YOUR FIELD  
MANAGER**



# TECH TALK – Volume 257 September 2020

## INFORMATION

### NEW TECHNICAL/MATERIAL RETURN CENTER & PRODUCT PLANNING LOCATION

As MMNA continues to get used to our new home in Tennessee, we are happy to announce that we have recently leased a location here in Franklin, TN, where we will once again be able to carry out all the responsibilities related to Product & Technical Support. The facility referred to as the Technical Center or Tech Center, will be used for validating TSBs and Recall Bulletins, along with other technical publications, prior to releasing them to Mitsubishi Dealers. The location will also be home to the Material Return Center (MRC), where dealers will return parts that are requested back. In addition, the same property will house our Product Planning Department and will be utilized for the development of accessories for new vehicle models.



## CROSSMEMBER SAFETY RECALL C2003

*This information relates to the C2003 safety recall only. For the C1609 recall, the requirements have not been revised.*

For instances where the Crossmember fails and causes additional damage to unrelated parts:

- Prior to any repairs being completed, Dealers need to submit photos to the PRC. It is also helpful to upload a photo or pdf of the repair order, along with a list of the additional parts being requested.

- If body shop repairs are also needed, it is required that a copy of the estimate be uploaded for review.
- Dealers should contact the warranty hotline for review after uploading the information and prior to performing any repairs:
  - Contact Warranty by calling 1-800-380-2834 OR you may send an email to WarrantyWebHotline@MMSA.com.
  - When sending an email please make sure to include your dealer code, VIN number and a list of the additional parts requested (if not already uploaded to the PRC with photos) along with a contact name and number for the Warranty team to reach you.

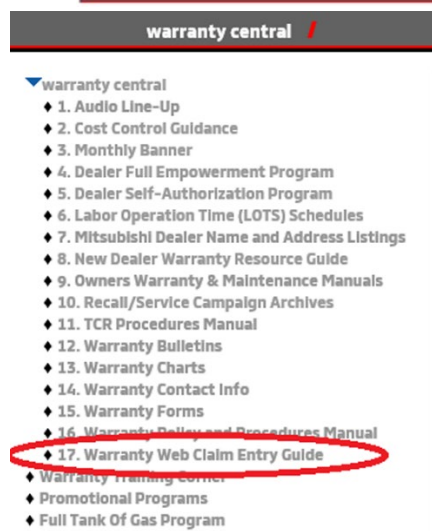
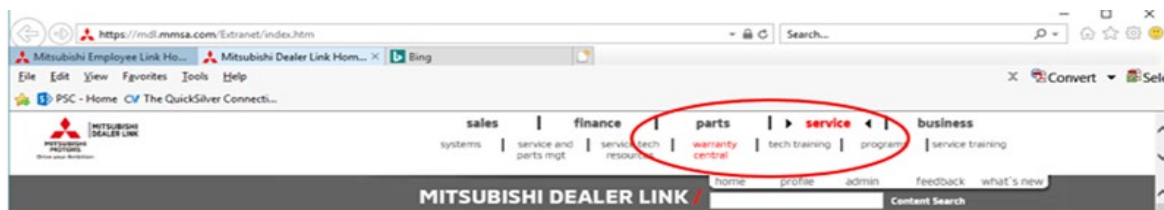
PER section 10 of the warranty policies and procedures manual: all subject parts must either returned to MMNA, scrapped as directed or held or at least 30 days after the payment statement date. Any claim where additional warranty parts replacement cannot be verified for inspection will not be approved for the recall claim.

## WARRANTY WEB CLAIM ENTRY GUIDE

On "Warranty Central" you will find the following link "17. This is the Warranty Web Claim Entry Guide".

This table allows dealers to train on every part of Warranty Claim entry, Transportation claims, PDI, Parts Warranty and Recall. This table will also explain each function based on the situations from recreating a claim, reviewing claim register for paid and processed claims to the material return policy.

The Warranty Web Claim Entry guide explains how to review E-reports. E-reports have your Daily Statements, Month to Date Statement, Monthly Statement and Daily Claim Print. The guide will show you how to browse RO history to locate an older RO. E-reports also allows the dealer to see what Warranty Material is required to be returned per Part Return Policies.



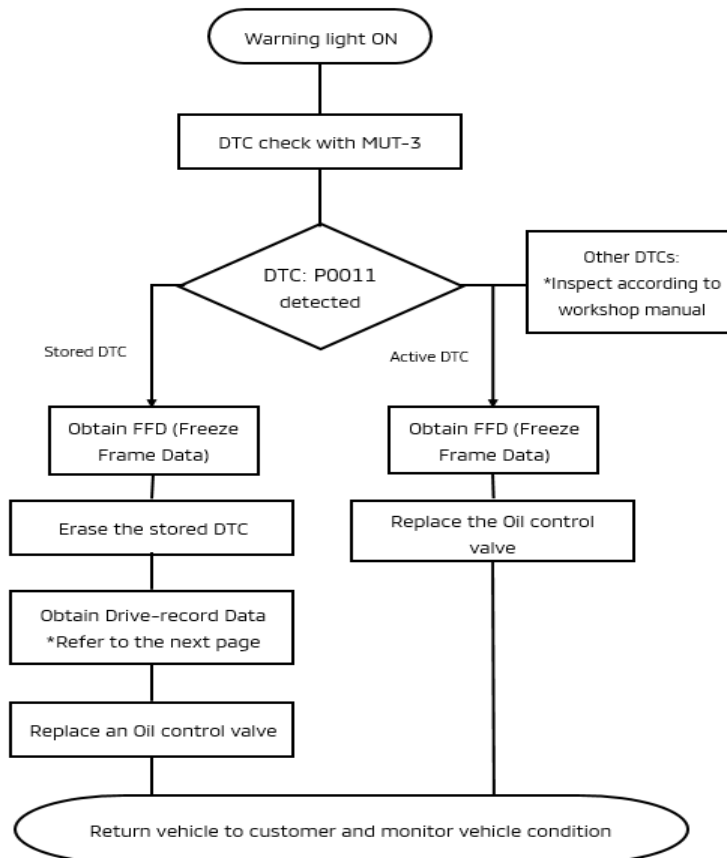
WARRANTY WEB CLAIM ENTRY GUIDE	
<a href="#">Table of Contents</a>	<a href="#">PWA Claims Returned</a>
<a href="#">Introduction</a>	<a href="#">Claim Register</a>
<a href="#">Add a New Warranty Claim</a>	<a href="#">Recreate a Claim</a>
<a href="#">Add a New Recall Claim</a>	<a href="#">Dealer Options</a>
<a href="#">Add a New PDI Claim</a>	<a href="#">Material Return</a>
<a href="#">Add a New TCR Claim</a>	<a href="#">Employee Maintenance</a>
<a href="#">Add a New Parts Warranty Claim</a>	<a href="#">DMS-Star Claim Register</a>
<a href="#">Appeal a Claim</a>	<a href="#">Vehicle Information</a>
<a href="#">Change a Claim</a>	<a href="#">e-Reports</a>
<a href="#">Claims in PWA Hold</a>	<a href="#">Abbreviations</a>
<p>Click on the section you wish to view. All sections are saved in an Adobe Acrobat format (.pdf). Your PC will need to have the Adobe Reader installed prior to viewing these files. Please refer to the Admin page above of the Mitsubishi Dealer Link to download and install the reader.</p> <p><a href="#">To download a complete copy of the Warranty Web Claim Entry Guide (.pdf format), click on this link. (Warning - this is a large file - High speed/Broadband connection is recommended)</a></p>	

## REMINDER FOR DTC: P0011: FFD and Drive Recording Required Data

(Model: NS/Engine 4840)

MMNA would like to remind all dealers and technicians that FFD Data, ALL DTC Data is required for warranty approval for a P0011 code. \*

### FLOW CHART:



\* When faced with a P0011 code that is an intermittent concern, attempt to obtain a drive recording. Start by interviewing the customer on the way the vehicle was being driven at the time the Check Engine light illuminated. Review the FFD and attempt to duplicate the same conditions during the driving pattern. Once established, create a Techline case and then perform a data recording that includes the below items and be sure to upload all Data Recordings, FFD, and ALL-DTC data to the Techline case. Warranty submission must also include all measurements taken and details on the diagnostic steps taken and results for each step.

## DATA RECORDING MONITOR ITEMS

MUT-3 Scan tool display	Item #	Inspection item
Crankshaft position sensor	2	Crankshaft position sensor
Vehicle speed	4	Vehicle speed
ECT sensor	6	Engine coolant temperature sensor
APP sensor (main)	11	Accelerator pedal position sensor (main)
Intake V.V.T phase angle	36	Intake MIVEC phase angle
Airflow sensor	AA	Mass airflow sensor

## REMINDER FOR 2018-2019 ECLIPSE CROSS VEHICLES WITH PRODUCTION DATE PRIOR TO NOVEMBER 2019

MMNA is reminding dealers to check for applicable bulletins before replacing the master window switch on 2018 and 2019 Eclipse Cross vehicles. Many of these window switches may be getting replaced unnecessarily as there is a concern where harness stiffness may be putting pressure on the circuit board and as a result causing the switch to malfunction.

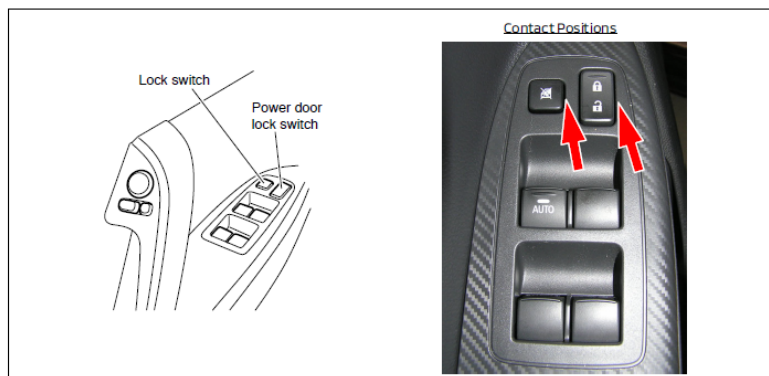
Please reference the [TSB-18-54-011](#) for further information on how to modify the harness and remedy this situation.

SUBJECT:		No: <b>TSB-18-54-011</b>	
<b>DOOR &amp; WINDOW LOCK SWITCHES STICK AT DRIVER'S DOOR</b>		DATE: <b>December 2018</b>	
		MODEL: <b>2018-19 Eclipse Cross</b>	
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

A customer may report a condition where the door and window lock switches on the interior of the driver's door stick and do not return to the neutral position.

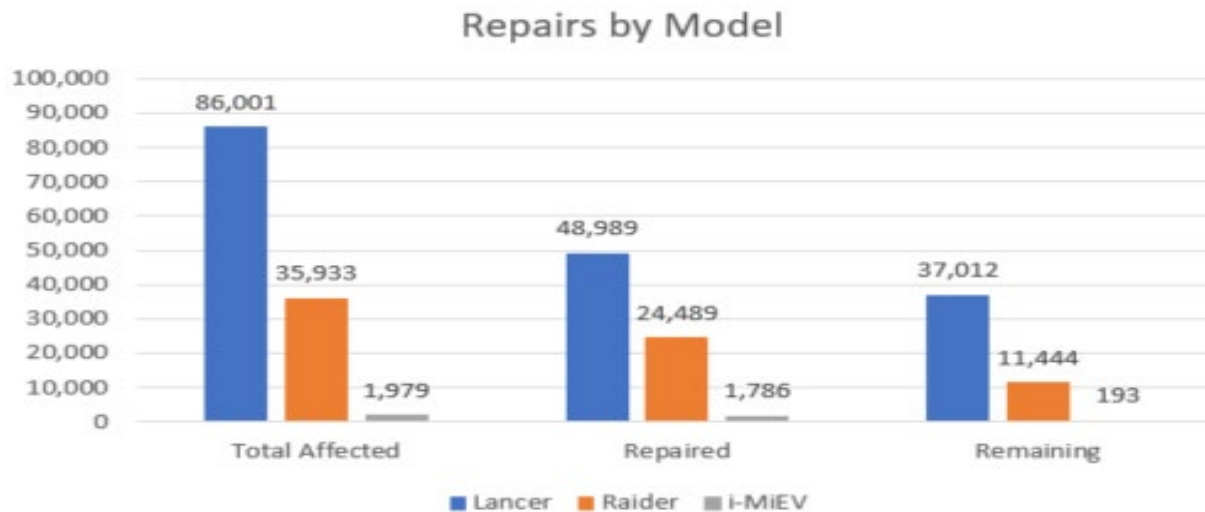
This may be caused by the driver's door harness having more stiffness than necessary (no flexibility), and the extra length of the door harness may make the buttons push up and incline. Then, the buttons contact the switch panel as shown below, and do not return to the neutral position.



This TSB instructs dealers how to modify the taping of the branch harness to reduce the stiffness and allow more flexibility, reducing the risk of the buttons contacting the panel and sticking.

**Note:** please make sure to adhere to the Warranty Policy and Procedures for all warranty claims.

## TAKATA RECALL KEY STATISTICS



*Congratulations to **Ole Ben Franklin Mitsubishi** and **El Cajon Mitsubishi** for having the highest quantity of airbags repaired.*

*Congratulations to **Riverhead Mitsubishi** and **Stuckey Mitsubishi** for having the highest completion percentage of assigned airbags repaired.*

## BEHIND THE SCENES SPOTLIGHT

As previously announced Tech Talk, each month we will highlight a member working behind the scenes at MMNA. In a day where e-mail and telephone are the most commonly used form of communication, unless you meet someone in person, it is difficult to truly know them. Our hope is that by putting a name with a face on this platform, our emails and phone calls will be more connected and have a sense of familiarity when working together.

For the first spotlight we introduce, ***Mike Prevatte, Techline Specialist.***



*"I began my career as a service technician in the early 80's specializing in electrical repair, climate control, and engine fuel systems. In the following years I progressed in my career, becoming a Master Technician with 2 carlines. I have also been fortunate enough to have been in the roles of Service Advisor, Service Manager, and Parts and Service Director. I feel that my past experiences are a great help in my current position, and am excited to be involved with a company that has the heritage and corporate depth that Mitsubishi does. My hobbies over the years have included 15 years of Martial Arts, and racing motorcycles both on and off road. I'm no longer racing, but still enjoy riding whenever possible."*

*"Train your mind to see the good in everything" ~ Paul Walker*

## MMNA WOULD LIKE TO HEAR FROM YOU

We really would like to hear from you! Do you have any ideas, stories, techniques etc. that you would be willing to share in a future Tech Talk issue? If so, please let us know by sending an email to [Servicesupport@mmsa.com](mailto:Servicesupport@mmsa.com). Be sure to include: Your name, title, and dealer name. We'll be sure to recognize you! Together, we can achieve the highest level of customer/work satisfaction!





## VEHICLE TECHNICAL INFORMATION

Since Tech Talk 256, the following bulletins have been published.

PUBLISH DATE	GROUP	TSB/ATIN/TIN # (Click for full content)	SUBJECT	MODELS
8/13/2020	42A	<a href="#">TSB-20-42A-006</a>	UPDATE TO BODY REPAIR MANUAL FOR SIDE SILL BODY COLORING - SMR	2018-2020 Mirage G4
8/26/2020	52A	<a href="#">TSB-20-52A-003</a>	UPDATE TO SERVICE MANUAL FOR INSIDE REAR VIEW MIRROR - SMR	2016-2020 Outlander and 2018-2021 OUTLANDER PHEV
8/31/2020		<a href="#">TIN-20-SR-003REV</a>	CROSSMEMBER CORROSION	2008-2010 Lancer, 2009-2010 Lancer Sportback, 2008-2013 Outlander, 2011-2016 Outlander Sport / RVR
8/31/2020		<a href="#">SR-20-003REV2</a>	CROSSMEMBER CORROSION - SAFETY RECALL CAMPAIGN	2008-2010 Lancer, 2009-2010 Lancer Sportback, 2008-2013 Outlander, 2011-2016 Outlander Sport / RVR
9/1/2020		<a href="#">TIN-20-SR-004</a>	SEAT BELT BUCKLE	2014-2019 Outlander and 2018-2019 Outlander PHEV
9/1/2020		<a href="#">SR-20-004</a>	SEAT BELT BUCKLE - SAFETY RECALL CAMPAIGN	2014-2019 Outlander and 2018-2019 Outlander PHEV
9/22/2020	55B	<a href="#">TIN-20-55B-001</a>	WARRANTY CLAIM SUBMITTAL FOR VEHICLES WITH LOW REFRIGERANT	All Mirage and Mirage G4
9/22/2020	54A	<a href="#">TSB-20-54A-001</a>	DATA LIST REFERENCE TABLE - SMR	2018-2020 Outlander Sport, 2017-2020 Outlander, 2018-2020 Outlander PHEV, and 2018-2020 Eclipse Cross

### 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.



## AWARDS AND RANKINGS

### J.D. POWER 2020 INITIAL QUALITY STUDY

- ❖ Top-ranked Japanese brand in the industry
- ❖ Outlander Sport tied for third in small SUV category
- ❖ Greatest year-over-year improvement ranking, moving From 30<sup>th</sup> in 2019 to 6<sup>th</sup> in 2020

### KELLY BLUE BOOK 5-YEAR COST TO OWN AWARD

- ❖ The Outlander was awarded Cost to Own for the second consecutive year
- ❖ MMNA marked the seventh consecutive year of sales growth In the U.S. 2019



## FUN FACTS

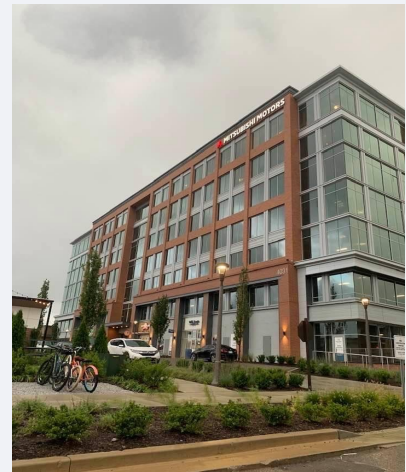
### IN HONOR OF NATIONAL BOSS'S DAY

- ❖ The word boss was taken from the Dutch word "baas".
- ❖ A chance to celebrate those who keep us gainfully employed! "Boss" has been used as slang to describe something cool or excellent. So, if you are blessed with a great boss, you could call them a "boss boss".
- ❖ "Boss's" is grammatically correct when using the possessive Noun. "Bosses" is the plural form of the noun.
- ❖ Hallmark starts offering National Boss's Day cards for sale in 1979.
- ❖ In 1958 Patricia Bays Haroski registers National Boss's Day with the U.S. Chamber of Commerce in honor of her father, whose birthday is October 16<sup>th</sup>.



### Headquarter News

MMNA building during a hot August afternoon thunderstorm. Most of us can only imagine the views from the 6<sup>th</sup> and 7<sup>th</sup> floors. Our homes remain our offices until at least mid-October.



Tech Talk improvements will be on-going as we work to provide information that is beneficial and interesting.

Please let us know if you would like to share an idea or information for an up-coming issue.

