

**** TECHNICAL INFORMATION NOTICE ****

DATE: March 15, 2021
TO: Mitsubishi Motors US Service and Parts Managers
RE: 2022 Outlander Bootstrap – Mitsubishi Connect Safeguard and Remote Services
TIN NO. TIN-21-90-001

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AFFECTED VEHICLES: 2022 Outlander

Delivering a new vehicle in showroom condition and trouble-free is critical to building a long-term relationship with your customers. This will give the new owner more reason to return to your store for their first service – experience the exception customer service that you provide – leading to long term service retention!

The all-new 2022 Outlander is available with a highly desired feature – Mitsubishi Connect with Safeguard and Remote Services! This system is “bootstrapped” to the network at the Port of Entry and in most cases, will arrive at your dealership fully “bootstrapped”

In the rare instance, the system fails to “bootstrap” at the Port of Entry, port personnel will attach a label to the vehicle informing the dealership that the “bootstrap” failed.

Sample label (not to actual size)



Label location



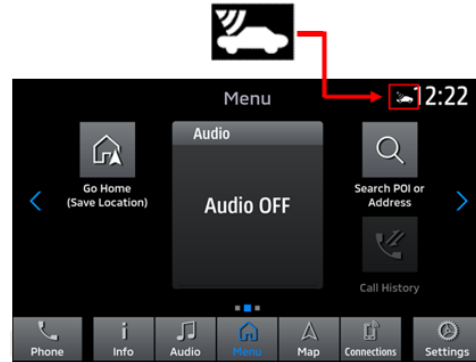
If you encounter a vehicle identified with this label, please diagnose per the Service Manual and ensure the system is “bootstrapped” prior to customer delivery – please contact Techline if necessary. The system is designed to automatically “bootstrap” when the IOD is engaged and ignition is ON.

Verification of successful bootstrap can be identified in the following ways:

Green LED light near SOS button is on



Bootstrap icon in IVI screen illuminated



Thank you for your attention to this important matter.