

**\* \* TECHNICAL INFORMATION NOTICE \* \***

DATE: March 8, 2022  
TO: Mitsubishi Motors US Dealer Service and Parts Managers Mitsubishi  
RE: Mitsubishi Connect/Telematics Diagnosis  
TIN NO. TIN-22-00-004

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**AFFECTED VEHICLES:** 2018 - newer Eclipse Cross and 2022 - newer Outlander equipped with Mitsubishi Connect/Telematics

**PURPOSE:**

To provide instruction on proper pre-diagnostic procedures for a vehicle equipped with the Mitsubishi Connect/Telematics system.

**CONTENT:**

**Pre-Diagnostic Scenario #1** – A Mitsubishi owner arrives at your dealership with a concern of the Mitsubishi Connect system not functioning correctly. This customer has *not* yet been in contact with the service provider of the Mitsubishi Connect App.

- Have this customer contact the Mitsubishi Connect service provider @ 888-564-1411 (US) to ensure their account is active and determine if there are any failures in the communication/connectivity side of the system. If the service provider determines there are no failures with their service, they will provide the customer with a case number (ex. 866666) that should be provided to your service department and noted in the Tech-Line case.
- Generate a Tech-Line (TL) case which includes the Mitsubishi Connect case number the customer received from the provider. Follow up with a call to TL and pursue further diagnosis of the vehicle Telematics system using the service manual and advice given by TL.
- Contact your DPSM to make them aware of the presence of this vehicle.

**Pre-Diagnostic Scenario #2** – A Mitsubishi owner arrives at your dealership with a concern of the Mitsubishi Connect system not functioning correctly. This customer has *already* been in contact with the service provider of the Mitsubishi Connect App and has been given a case number (ex. 866666).

- Generate a Tech-Line case which includes the Mitsubishi Connect case number the customer provided you. Follow up with a call to TL and pursue further diagnosis of the vehicle Telematics system using the service manual and advice given by TL.
- Contact your DPSM to make them aware of the presence of this vehicle.