

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

**DATE:** April 7, 2022  
**TO:** Mitsubishi Motors US Service and Parts Managers  
**RE:** Audio Manuals Now Available Electronically on MDL  
**TIN NO.** TIN-22-00-008

**AFFECTED VEHICLES:** All Models

Audio Manuals are now available electronically on MDL beginning with Model Year 2020. As new Model Year manuals become available, they too will be added.

The ease of accessibility to the manuals will be especially helpful to Service Advisors, allowing them to provide more thorough explanations and increase helpfulness to our customers ultimately improving Customer Service Index (CSI) scores.

Two key Customer Experience/CSI Survey questions (listed below) can easily be affected positively when Service Advisors utilize OMs in communications with customers:

- Question #7: Please rate the Service Advisor on providing thorough explanations
- Question #18: How would you rate the overall helpfulness and courtesy of the Service Advisor?

Audio Manuals have been conveniently located on MDL. To access: parts\_service > service tech resources > Service Related Items > Audio Manuals.

The screenshot shows the MDL website interface. The left sidebar contains a 'Service Related Items' menu with 'Audio Manuals' highlighted. The main content area shows a list of manuals, including 'MEDIC 3 Instruction Manual' and 'MEDIC 4 Starter's Guide'. A right-hand sidebar features a '3/9/2022: New Articles Released (Update 730)' section with links to various technical service bulletins (TSB) and recall notices.

Below the screenshot, the 'Audio Manuals' section is detailed:

**Audio Manuals**  
 Listed below are Audio Manuals for model years 2020-2023.

2023 MODEL YEAR	
Type	Audio Manual
Display Audio (DA)	9290K019 <a href="#">Click Here for Electronic Copy</a>
Smartphone Display Audio 2 (SDA2)	T00UMW296P <a href="#">Click Here for Electronic Copy</a>

  

2022 MODEL YEAR	
Type	Audio Manual
	T00UMW171P