



Mitsubishi Motors North America, Inc. TECHNICAL INFORMATION NOTICE

SUBJECT: 2026 Eclipse Cross unable to pair with My Mitsubishi Connect app	No: TIN-25-54-008
	Version: 2
	Date: October 17, 2025

TO: Mitsubishi Motors US and Puerto Rico Dealer Principals, General Managers, Sales Managers, Service Managers, Service Advisors, Parts Managers, Technicians and Warranty Administrators

AFFECTED VEHICLES

2026 Eclipse Cross

CUSTOMER COMPLAINT

2026 Eclipse Cross are reportedly unable to pair with the My MITSUBISHI CONNECT app.

CAUSE

The My MITSUBISHI CONNECT server is unable to synchronize with the vehicle and the app.

REMEDY

The issue was addressed through a software configuration update on the My MITSUBISHI CONNECT platform on Wednesday, October 15, 2025.

If customers still experience this issue, please contact Mitsubishi:

1. **From inside the vehicle** - Press the iCall button on the overhead console
2. **Using the app (existing registered user)** -
 - a. Open the app
 - b. Navigate to "account settings" (gear icon)
 - c. Select "help" and then "Contact Mitsubishi" to see options
3. **By phone** - 1-888-564-1411 (available 24/7)

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly perform diagnosis and repairs on Mitsubishi vehicles, using Mitsubishi Motors approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply that the described repairs are covered under warranty. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document and trained professional service technicians must use their diagnostic skills to make evaluation on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.