



Filing Warranty Claims:

Should I file a Claim through the Dealer or Directly with Mitsubishi Electric?

Mitsubishi Electric O.E. Starter Warranty

Mitsubishi Electric offers a 3 year/350,000 mile Limited Manufacturer's Warranty for HD Starters sold by Mitsubishi Electric Automotive America, Inc. to heavy and medium duty truck manufacturers for installation as original equipment. This warranty guarantees the starter meets the appropriate OE specifications, and ensures proper materials and workmanship were used in the manufacturing process.

THIS WARRANTY IS A LIMITED WARRANTY: This warranty is given in lieu of all other warranties, expressed or implied, including the warranty of merchantability, or fitness for a particular purpose or otherwise, on the part of Mitsubishi Electric. Mitsubishi Electric's liability under this warranty is limited solely to the repair or replacement of defective product within North America. Mitsubishi Electric shall not be liable for any incidental, special, consequential or exemplary damages, including but not limited to: rental cars, towing fees or for any service not expressly provided for herein, relating to or arising from Mitsubishi Electric product. No dealer or supplier, nor any agent or employee thereof, is authorized to extend or modify this warranty.

Where/how to File:

All Mitsubishi Electric starter warranty claims and the defective product must be returned to the Mitsubishi Electric Warranty Analysis center, either submitted through the OE dealer and processed by the dealer as long as the vehicle is under warranty (standard or extended), **or**, once the vehicle is no longer under warranty, the starter claim and the defective product must be submitted directly to Mitsubishi Electric at its Warranty Analysis facility in Northville, Michigan using the link below. The claim filed directly with Mitsubishi Electric may be submitted by the truck owner/fleet directly, or by their dealer on their behalf.

Please see below for specific OE manufacturer standard warranty terms:

PACCAR (Peterbilt and Kenworth): Standard vehicle warranty is 3 years/350,000 miles. All starter warranty claims must be processed through an authorized Peterbilt or Kenworth dealer.

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Volvo and Mack: Standard vehicle warranty is 2 years/ 250,000 miles. A variety of extended warranties are also offered. All starter warranty claims must be processed through an authorized Volvo or Mack dealer for the first (2) years, and during any existing extended warranty period associated with the vehicle. After the vehicle is no longer under warranty, and the starter is less than 3 years old and has less than 350,000 miles, it must be submitted directly to Mitsubishi Electric using the link below.

International (Navistar): Standard vehicle warranty is 1 year/ 100,000 miles. See below for mileage restrictions for specific models. A variety of extended warranties are also offered. All starter warranty claims must be processed through an authorized International dealer for the first year, and during any existing extended warranty period associated with the vehicle. After the vehicle is no longer under warranty, and the starter is less than 3 years old and has less than 350,000 miles, it must be submitted directly to Mitsubishi Electric using the link below.

PayStar: 12 months, unlimited miles
WorkStar: 12 months, unlimited miles
TranStar: 12 months, 100k mi/160k km
9000 series: 12 months, 100k mi/160k km
ProStar: 12 months, 100k mi/160k km

Daimler Trucks (Freightliner and Sterling): Standard vehicle warranty is 1 year/ 100,000 miles. All starter warranty claims must be processed through an authorized Freightliner dealer for the first year. After the vehicle is no longer under warranty, and the starter is less than 3 years old and has less than 350,000 miles, it must be submitted directly to Mitsubishi Electric using the link below.

Motor Coach Industries: Standard vehicle warranty is 24 to 36 months. See below for mileage restrictions for specific models. All starter warranty claims must be processed through Motor Coach Industries for the duration of the vehicle warranty. After the vehicle is no longer under the vehicle manufacturer's warranty, and the starter is less than 3 years old and has less than 350,000 miles, it must be submitted directly to Mitsubishi Electric using the link below.

Model D: Warranty period - 24 months, unlimited mileage
Model J: Warranty period - 30 months, unlimited mileage
Model E: Warranty period - 36 months, unlimited mileage

Prevost Bus: Standard vehicle warranty is 2 years/ unlimited miles. An extended warranty is also offered. All starter warranty claims must be processed through an authorized Prevost dealer for the first (2) years, and during any existing extended warranty period associated with the vehicle. After the vehicle is no longer under warranty, and the starter is less than 3 years old and has less than 350,000 miles, it must be submitted directly to Mitsubishi Electric using the link below.

[Link to Warranty Form](#)