

Mitchell “Odometer Unknown” – Defect Identified

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MPI has identified a defect in the Mitchell 2023.1 release scheduled for release on May 2, 2023.

Users will notice a new “Odometer Unknown” checkbox displayed in the Vehicle Card and are advised NOT to use. This defect disables the Odometer field leaving “0” mileage which prevents MAPP from operating correctly and does not comply with MPI policies & procedures.

MPI will continue to enter “999999” when mileage is unknown. Repair facilities are advised to continue updating with correct mileage once confirmed.

Mitchell is currently investigating this issue. MPI will provide an update once the issue has been corrected.

Should you need additional help, please contact Mitchell TAC 800-448-4401.

If you have any questions about this notice, please contact [MPI Partners](#) or your SRA.