



TECH TALK

Volume 223 - September, 2016

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Vehicle Technical Info

NOTE: The ✓ mark indicates an article is being repeated from a previous issue of Tech Talk due to the subject's importance.

GROUP 00 – General

ASE CERTIFICATION & DIAMOND PRO TECHNICIAN RECOGNITION PROGRAM — All Models.

The 2016 Diamond Pro Technician Recognition Program includes ASE certification for Senior, Master, and Master Elite technicians. To ensure your ASE results are properly recorded in the Mitsubishi Academy, and to ensure ASE certified technicians receive their deserved awards, follow the steps listed below after logging in to the ASE website. Your Mitsubishi Academy User Name **must match** the company assigned ID as listed on the ASE website.

1. Log on to the ASE website using your ASE Username and Password.
2. In the blue banner near the top of the screen, click *Employer Information*.

3. Confirm your Mitsubishi Academy User Name is shown as the Company-Assigned ID. If it is correct, click *Logout*. No further action is needed.
4. If your **Mitsubishi Academy User Name** is **NOT** shown, click *Add Company-Assigned ID*. This is your Mitsubishi Academy User Name. (If your Mitsubishi Academy User Name is incorrect, click *Edit* to correct it.)
5. Choose *Mitsubishi* from the Company drop-down menu and enter your **Mitsubishi Academy User Name**. Click *Submit*.
6. Confirm the correct information has been entered and make any changes if needed. If the information is correct, click *Logout*.

GROUP 35C – Active Stability Control System (ASC)

FLUID SEEPAGE AT ABS HYDRAULIC UNIT — 2015 Outlander Sport/RVR, 2016 Lancer, 2016 Outlander.

If, during diagnosis, you suspect fluid seepage from the area of the ABS hydraulic unit, before replacing any parts please thoroughly clean the fluid residue and inspect for seepage at the six line fittings while the brake pedal is applied. If seepage at a line fitting is suspected, slightly loosen the fitting and then re-torque the fitting to the specification listed in the Service Manual. After properly torquing the line fittings, recheck for seepage with the brake pedal applied. Do not replace the ABS hydraulic unit for a line fitting concern unless recommended to do so by TechLine.

ABS WHEEL SPEED SENSOR REPLACEMENT — 2014-17 Mirage, 2017 Mirage G4.

When replacing a front or rear ABS (wheel speed) sensor on a 2014-17 Mirage or Mirage G4 (for DTCs C1201-C1216), please replace it together with the corresponding wheel hub bearing (even if there is no apparent problem with the wheel hub bearing).

MMNA is investigating these components as a paired set. A Warranty Parts Return Request will be issued for all Mirage ABS sensors. A note should be added to the warranty claim that states the wheel hub bearing was replaced in accordance with this Tech Talk article.

MMNA requests the removed ABS sensor and corresponding wheel hub bearing are NOT WIPED CLEAN prior to packaging them for return. MMNA will announce (in a future Tech Talk article) when it is no longer necessary to replace the wheel hub bearing when the ABS sensor is replaced.

DTC C1505: STEERING ANGLE SENSOR ERROR — 2014-17 Mirage, 2017 Mirage G4.

When diagnosing a vehicle with the check engine light ON for DTC C1505 (steering angle sensor error) please refer to the troubleshooting steps in the Service Manual and follow the steps precisely. Erasing the DTC and recalibrating the steering angle sensor usually fixes the vehicle. Do NOT replace the steering angle sensor unless it fails the performance test as described in the Service Manual.



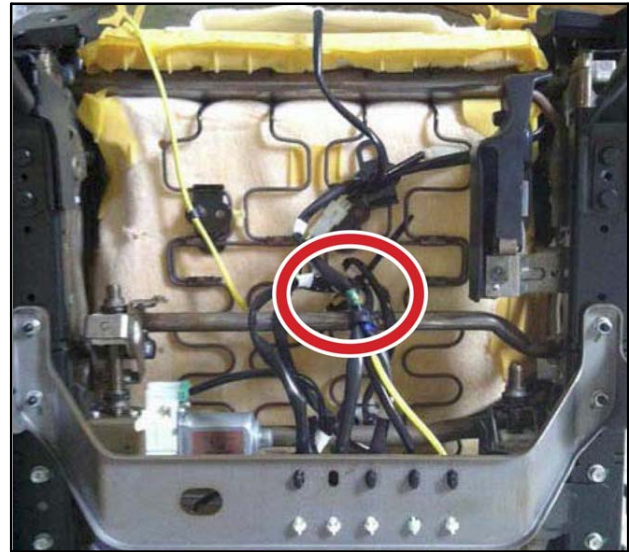
GROUP 52B – Supplemental Restraint System

✓ DRIVER'S SEAT SLIDE SENSOR WIRING HARNESS DAMAGE UNDER DRIVER'S SEAT WITH DTC B1556 — 2013-15 Outlander Sport/RVR.

NOTE: This article is being reprinted to point out a part number supersession: P/N 6979A429 has been superseded by P/N 6979A394.

As published in TIN-15-52B-001, MMNA has identified warranty claims for SRS DTCs B1558 (Occupant Classification-ECU DTC Present) and B1556 (Driver's Seat Slide Sensor Malfunction [Occupant Classification-ECU]) with OCM DTC B1B8D (Driver's Seat Slide Sensor Open Circuit). Additional OCM DTCs that may also be present are: B1B8C (Driver's Seat Slide Sensor Circuit Performance) and B1B8E (Driver's Seat Slide Sensor Short Circuit).

During diagnosis, technicians should check for damage to the driver's seat slide position sensor harness in the location shown below.



If a damaged harness is found, DO NOT replace the front seat adjuster or SRS ECU for this condition. The harness is now shown in CAPS and is available as P/N 6979A394.

NOTE: On MUT-III, the SRS DTC B1556 is defined as "Drivers seat position SW fail."

Additionally, wiring for the seat belt buckle switch, heated seat, and power seat motor (if equipped) are found in the same under-seat location as the harness for the driver's seat slide sensor. MMNA has identified claims for inoperative function or DTCs for the seat belt buckle switch (SRS DTC B1527 [Open], or B1528 [Short]), heated seat, and power seat motor that could also be related to wiring concerns under the driver's seat area. These components are not serviced with the front seat adjuster and are available separately as identified in CAPS. Please inspect these harnesses if inoperative functions or DTCs exist for the driver's seat belt buckle switch, heated seat, and/or power seat.



GROUP 54A – Chassis Electrical

DOOR LOCK ACTUATORS — *Outlander Sport/RVR built after 8/1/2014.*

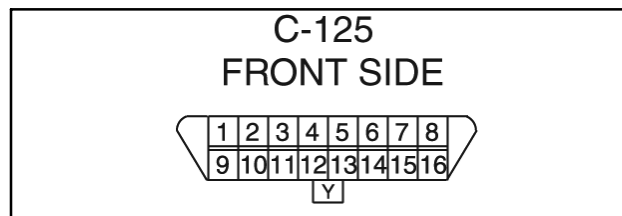
Dealers are requested to submit a Product Quality Report (PQR) for door lock actuator concerns on vehicles built after 8/1/2014.

ETACS ECU INPUT TESTING: PULSE CHECKING SWS VEHICLES WITHOUT FULL SIZE VCI — *2000-12 Eclipse, 2001-12 Eclipse Spyder, 2004-11 Endeavor, 1999-12 Galant.*

Dealer technicians checking the Simplified Wiring System (SWS) without a full size VCI (such as VCI LITE) do not have the capability to conduct a Pulse Check or use the SWS interface cartridge to test the SWS system.

Follow the steps below to test the system using a voltmeter.

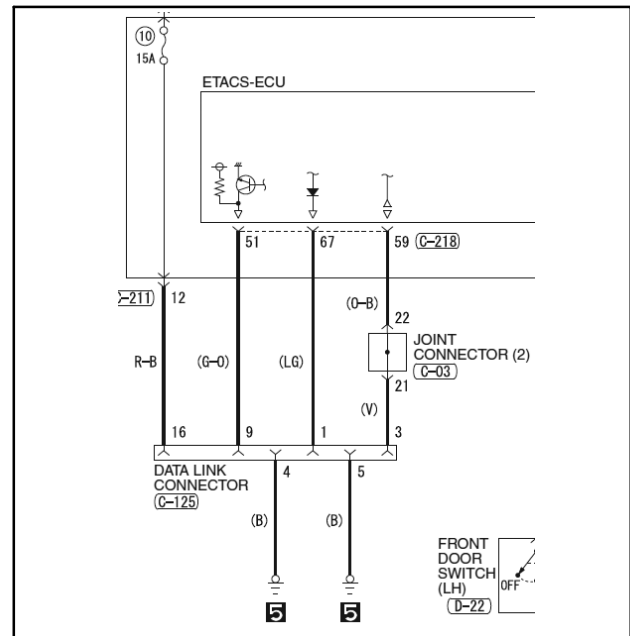
1. Attach a jumper wire into pin 9 of the OBD-II diagnostic connector under the dash area. (use a terminal from the wiring repair kit so you will not damage the terminal in the Data Link Connector)



2. Attach the positive lead of the meter to the jumper wire.
3. Ground your other meter lead. (Pins 4 and 5 of the OBD-II connector may be used or a body ground.)
4. With all doors, hood, trunk or hatch closed, but unlocked, and key OUT of the ignition, the meter should have a fairly consistent reading onscreen.
5. When any door, hood, or rear lid is opened, its corresponding switch will close. This momentarily changes the voltage on the meter. This means the ETACS ECU has seen the switch movement.

6. Other switches that can be tested are wiper, turn, lighting, and sunroof. Refer to Service Group 54 in the Service Manual for specific instructions and limitations.

NOTE: The type of meter used will be more or less obvious when the particular switch is closed, an Analog meter is visually the best. Digital meters with an analog bar also work well. ES2 class has reference material to Pulse checking if you have attended. Older Non-SWS vehicles have the testing ability, but diagnostic pin location varies.



Spotlight On....

D & E Mitsubishi, Wilmington, NC

This column spotlights a different high scoring CSI dealer every quarter.



(L-R): "Z" Branch (Service Writer), Kent DuBose (Service Manager), Bradley Hannel (Technician), Kathy Fallon (Parts Manager), Kenneth Spence (Parts dept.). Not shown: Alvin Thomas (Technician).

D & E Mitsubishi is a genuine family affair. According to Service Manager Kent DuBose, the dealership has been in his family for 3 generations. His grandfather, Marion DuBose, started D & E in 1947 as a Dodge dealer. His father, Jeff DuBose, worked there his whole life. Over the years, they sold Dodge, Jeep, Chrysler, and used cars. Being in the same location since 1969, the city has grown around them, and they are now in the heart of downtown Wilmington.

April–June, 2016 3–MONTH CSI SCORES

	National	D & E
Fixed Right 1st Time	95.7%	100%
Resolution Rate	74.3	100%
Email Capture Rate	69.4	80.4
Overall Satisfaction	929	993

In 2009, D & E dropped the Chrysler line and became a Mitsubishi dealer. Some customers who had bought Dodge and Chrysler products at D & E were reluctant to go with a different brand, but Kent and his team have brought many of them around to buying Mitsubishi vehicles. Since loyal customers have been buying cars here for many years, they still have some Chrysler diagnostic equipment so D & E can continue the service relationships they started in the community.

Longtime employees add to the family feeling. Alvin ("Al") Thomas has been at D & E for 25 years. An accomplished Lube Technician, he has completed many CVIRs, oil changes, and keeps used cars running smoothly. Service Writer, "Z" Branch, and Parts Manager, Kathy Fallon, both have 22 years at D & E. Technician Bradley Hannel, with 17 years, was previously Chrysler certified, and is now a Master Elite technician, Mitsubishi's top classification. Kent says Bradley can fix just about anything. Kenneth Spence has been on the team for 7 years, in the Parts department.

Kent attributes their success to being a small, family-oriented business, knowing many of their customers by name, not just as a number. His small team believes in "hands on" service, and getting to know each customer, and their specific needs. They follow the "fix it right the first time" philosophy. If a customer is not completely satisfied, they get to the bottom of the issue and get it resolved as quickly as possible.

One tool they use for customer satisfaction is the CVIR reports. D & E is one of the dealers consistently showing up in the top 3 in their district for CVIR completion every month. Kent believes the color-coded categories make it easier for customers to see what is going on with their vehicle, and easier for his team to explain what needs to be performed on their car in the near future.

One item that Kent and his team pay close attention to is Recalls. They stress to their customers the importance of any Recall notices they may have received, and help them complete any open recalls they find. This attention to detail, and concern for the safety and satisfaction of their customers, new and old, earns D & E consistently high scores in customer satisfaction. Keep up the good work!

Training News



Technical Training Schedule September 2016 – October 2016

Always check MDL for schedule updates. Since Mobile Training does not appear on the calendars below, contact your District Parts & Service Manager for information about Mobile Training in your area.

EASTERN ZONE

New Jersey Technical Training Center

September					October				
M	T	W	Th	F	M	T	W	Th	F
29	30	31	1	2	3	4	5	6	7
							AED		
5	6	7	8	9	10	11	12	13	14
			ABS2						
12	13	14	15	16	17	18	19	20	21
					MTT2			TC-SST	
19	20	21	22	23	24	25	26	27	28
	EN1			ASCF			MFIT2		
26	27	28	29	30	31	1	2	3	4
					CC1			ES3	

Atlanta Technical Training Center

September					October				
M	T	W	Th	F	M	T	W	Th	F
29	30	31	1	2	3	4	5	6	7
							MFIT2		
5	6	7	8	9	10	11	12	13	14
			EN1				CC1	ASCF	
12	13	14	15	16	17	18	19	20	21
	MED4	STV4		CVTT					
19	20	21	22	23	24	25	26	27	28
		AED		ASCF					
26	27	28	29	30	31	1	2	3	4
					MTT2			TC-SST	

WESTERN ZONE

Dallas Technical Training Center

September					October				
M	T	W	Th	F	M	T	W	Th	F
29	30	31	1	2	3	4	5	6	7
		ABS2					MTT2		
	AT2			AT3	10	11	12	13	14
H			EN1				MFIT2		
12	13	14	15	16	17	18	19	20	21
		AED				MEVTT		TC-SST	
19	20	21	22	23	24	25	26	27	28
	CVTT			TC-SST	CVTT		ASCF		
26	27	28	29	30	31	1	2	3	4
	STV4	MED4		MEVTT			MED4	MTT2	

California Technical Training Center

September					October				
M	T	W	Th	F	M	T	W	Th	F
29	30	31	1	2	3	4	5	6	7
5	6	7	8	9	10	11	12	13	14
H							MTT2		
12	13	14	15	16	17	18	19	20	21
			MFIT2						
19	20	21	22	23	24	25	26	27	28
26	27	28	29	30	31	1	2	3	4

Days	Code	Prerequisites	Days	Code	Prerequisites	
Automatic Transaxles			Manual Transaxles			
3	AT2T	ATFT1 or ATFWE or ATFB	3	MTT2	MTFW, ES1W, ME3W, MED4, STV4	
1	AT3	AT2T	2	TC-SST	AESP, ES1W, ES2, STV4, ME3W, MED4, ATFWE, MTT2	
2	CVTT	ATFT1 or ATFWE or ATFB	Vehicle Specific			
Brakes			Eclipse Spyder Convertible Top (Top Stack)	1	SP3	No Prerequisites
2	ABS2	ES1W	2014 Outlander Technology	1	141	ES1W, MED4, ME3W, STV4
Electrical Systems			Mitsubishi Electric Vehicle Technician Training	2	MEVTT	AESP, ES1W, ES2, STV4, ME3W, MED4, 120
3	ES2	ES1W	Vehicle Diagnostics			
2	ES3	ES1W	Advanced Electronic Service Procedures	-	AESP	No Prerequisites
Engine Performance			Advanced Safety & Convenience Features	1	ASCF	ES1W, ME3W, MED4, STV4
3	AED	ES1W, STV4, MFIT2	MEDIC4	1	MED4	ME3W
3	EN1	No Prerequisites	Scan Tool Viewer 4	1	STV4	No Prerequisites
4	MFIT2	ES1W, STV4				
Heating & A/C Systems						
2	CC1	MACW, ES1W, ME3W, MED4, STV4				




<h1 style="margin: 0;">TECHLINE</h1> <p style="margin: 0;">(800) 446-6064</p>		<p>HOURS OF OPERATION: Monday — Friday 6:30 am – 3:30 pm Pacific Time</p> <p>Techline is closed every THURSDAY 9:30 – 10:30 A.M for a staff meeting.</p>
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<h1 style="margin: 0;">MEDIC Information</h1> <p style="margin: 0;">MEDIC Hotline (800) 846-7575</p>		<p>HOURS OF OPERATION: Monday — Friday 7:00 am – 4:00 pm Pacific Time</p> <p>MEDIC Hotline will assist with MEDIC & Scan Tool hardware or software issues.</p>
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<h1 style="margin: 0;">Bulletin Review</h1>		<p>Since Tech Talk 222, the following bulletins have been released.</p>
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2016 Technical Service Bulletins, Safety Recalls, & Service Campaigns			
Date Posted	Publication Number	Publication Title	Applicable Models
8/1/2016	TSB-16-00-009	Technical Specifications – 2017 Lancer	2017 Lancer/Lancer Sportback
8/1/2016	TSB-16-00-010	New Model Features & Service Information – 2017 Lancer	2017 Lancer/Lancer Sportback
8/8/2016	SR-16-006	CVT Hesitation – Safety Recall Campaign	2015–16 Outlander Sport/RVR, 2016 Outlander, 2016 Lancer
8/19/2016	SR-16-003	Cross Member Corrosion – Safety Recall Campaign	2002–07 Lancer, 2003–06 Lancer Evolution, 2004 Lancer Sportback, 2003–13 Outlander
8/24/2016	TSB-16-11-001	Rocker Cover Oil Leak	2014–16 Outlander
9/2/2016	TSB-16-54-003	TSB-16-54-003 Software Update for New or Replacement Rockford Fosgate Amplifier (DAS)	2017 Mirage
9/8/2016	TSB-16-11-002	Rocker Cover Installation Procedure – Service Manual Revision	2014–16 Outlander
9/8/2016	TSB-16-52A-003	SRS Updates: Seat Slide Sensor, Seat Belt Switch – Service Manual Revision	2014–15 Mirage
9/13/2016	TSB-16-00-011	Technical Specifications – 2017 Outlander	2017 Outlander
9/13/2016	TSB-16-00-012	New Model Features & Service Information – 2017 Outlander	2017 Outlander
9/13/2016	TSB-16-00-013	Technical Specifications – 2017 Outlander Sport	2017 Outlander Sport
9/13/2016	TSB-16-00-014	New Model Features & Service Information – 2017 Outlander Sport	2017 Outlander Sport



TIN/ATIN Review



Since Tech Talk 222, the following TINs/ATINs have been released.

2016 Technical Information Notices, Advance Technical Information Notices			
Date Posted	Publication Number	Publication Title	Applicable Models
7/29/2016	TIN-16-00-002	MUT-III SE Scan Tool Software	All models
8/8/2016	ATIN-16-SR-006-A	CVT Hesitation - Safety Recall Campaign	2015-16 Outlander Sport/RVR, 2016 Outlander, 2016 Lancer
8/19/2016	ATIN-16-SR-003-A	Cross Member Corrosion - Safety Recall Campaign	2002-07 Lancer, 2003-06 Lancer Evolution, 2004 Lancer Sportback, 2003-13 Outlander
8/30/2016	TIN-14-SR-012-F	Lancer Passenger Side Frontal Air Bag Inflator Safety Recall Campaign - Owner Re-Notification	2004-06 Lancer, Lancer Evolution, Lancer Sportback
8/30/2016	TIN-16-SR-003-B	Cross Member Corrosion Safety Recall Campaign - Photo Submission to PRC	2002-07 Lancer, 2003-06 Lancer Evolution, 2004 Lancer Sportback, 2003-13 Outlander
9/9/2016	TIN-16-00-003	MUT-III SE Useful Hints, Tips, and Precautions	All models



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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com).