



TECH TALK

Volume 216 - February, 2015



2015 Outlander Sport 2.4 GT

In This Issue

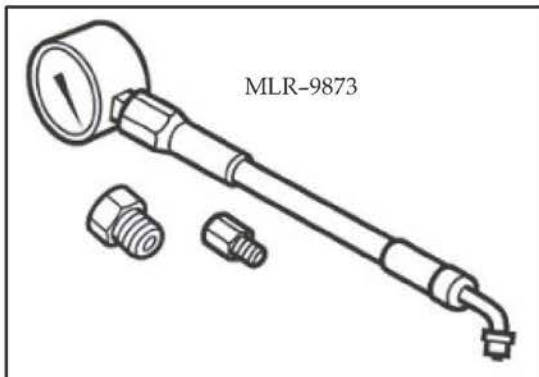
- Vehicle Technical Info page 1
- Techline Information page 4
- MEDIC Information page 4
- Tips from the Toolman page 5
- CVIR Success Dealer Profile..... page 6
- Training News page 7
- Bulletin Review..... page 8

Vehicle Technical Info

NOTE: The ✓ mark preceding an article indicates the article has been repeated from a previous issue of Tech Talk.

GROUP 23 – Automatic Transmission

SPECIAL TOOLS SUPERSESSON:
MD998330-01 — 2008 & later Lancer, Outlander (w/CVT), 2009 & later Lancer Sportback, 2011 & later Outlander Sport. Transmission pressure gauge MD998330-01 is superseded to MLR9873. The new gauge is capable of higher pressure (2000 psi) making it usable in most transmission applications. If you do not have this tool, place an order for it through the Mitsubishi Service Solutions Website (www.mitsubishidealersolutions.com).



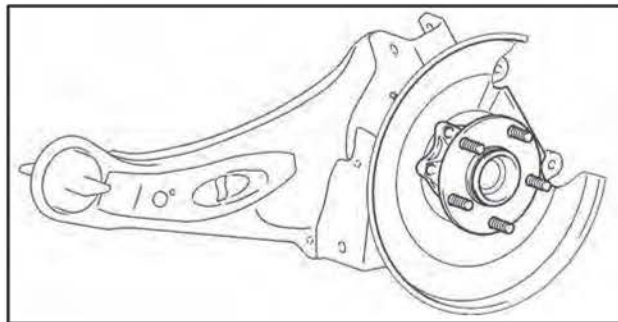
SPECIAL TOOLS SHIPMENT - CVT REPAIRS

— 2008–2015 Outlander, Lancer, Lancer Sportback, 2011 Outlander Sport/RVR. In mid February, you will receive a shipment of essential special service tools for F/W1CJA CVT transmission overhaul. Included in the kit are special tools for belt removal and bearing replacement. The kit allows dealers to address confirmed diagnosis of transmission bearing whine, as well as other internal CVT repairs. Please refer to “Tips from the Toolman” later in this issue.

GROUP 27 – Rear Axle

NOISE FROM REAR AXLE HUB — 2014-15

Outlander. MMNA is currently investigating the rear axle hubs on affected vehicles for a groaning/growling noise that gets louder as speed increases. If you confirm a customer report of this type of noise, please contact Techline BEFORE beginning repairs. Techline may ask that you replace the rear axle and trailing arm as an assembly and return them to assist in this investigation.



This investigation closes April 30, 2015.

GROUP 31 – Wheel & Tire

AIR LEAKING FROM TPMS SENSOR —

2014-15 Outlander. MMNA is currently investigating the cause of a slight air leak from the TPMS sensor of affected vehicles. If a customer reports repeated TPMS warning light illumination, and you find “Tire inflation pressure warning” DTCs (C1912, C1922, C1932, C1942) recorded in WCM memory, or if they frequently have to adjust tire pressure

repeatedly, please perform the following BEFORE replacing any parts:

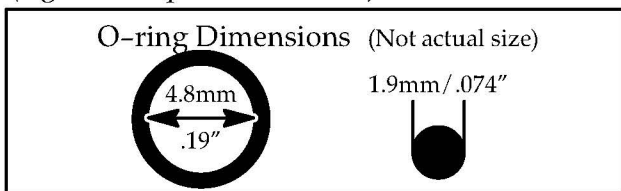
- Confirm the tire is not punctured.
- If confirmed, take photographs of the full tire and wheel assembly, and a closeup of the area the valve stem mates to the wheel, then contact Techline. You may be requested to replace the wheel/tire assembly and return it for investigation.

This investigation closes April 30, 2015.

GROUP 51 – Exterior

✓ WINDSHIELD WASHER PUMP LEAKING AT FITTINGS — 2013–15 Outlander Sport/RVR, 2014–15 Outlander (Added). If you find leakage at the washer pump forward of the right front tire, or the washer is inop, check if the washer pump fluid inlet/outlet assembly has become dislodged from the pump (refer to service manual Group 51 - Exterior —> Windshield Wiper and Washer for information). Confirm if the o-rings on the pump outlets are in place. If o-rings are missing, it is NOT necessary to replace the entire washer pump.

Though not available from your facing PDC, suitable replacements can be sourced locally using o-rings made of EPDM (Ethylene Propylene Diene Monomer) rubber, with an I.D. of 4.8mm and a material cross section of 1.9mm (e.g. NAPA p/n - 727-2602).



Install the new o-rings to the outlet fluid connections and reinstall the outlet to the pump. If the o-rings are simply dislodged, but not lost, and they are not cut or damaged, they can be reused. If it is necessary to replace the gasket between the fluid tank and pump, it is available separately (PNC 84233, p/n 8260A161).

GROUP 52B – SRS Airbag

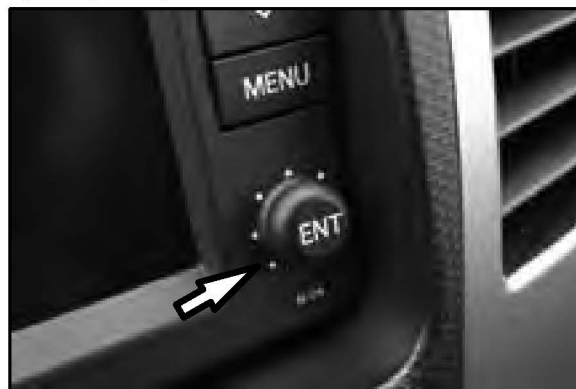
✓ CLOCK SPRING NOISE WHEN TURNING THE STEERING WHEEL — 2013–15 Outlander Sport/RVR. MMNA is investigating a noise heard from the clockspring area when the

steering wheel is turned. If you are able to verify the condition, we would like to obtain a video recording of the condition (with sound). We also request that you contact TechLine so a questionnaire can be sent to you. When complete, return the questionnaire to TechLine at MMNATechLine@MMSA.com.

This investigation closes May 31, 2015.

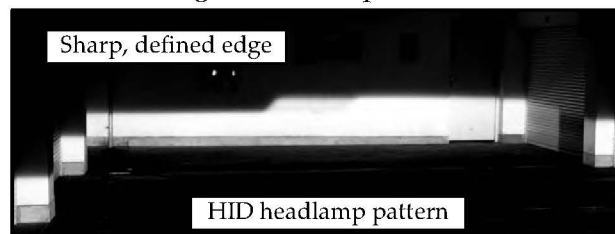
GROUP 54 – Chassis Electrical

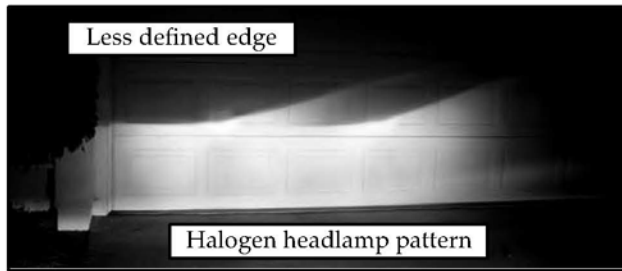
✓ “ENT” BUTTON AVAILABLE FOR MMCS NAVIGATION UNIT — 2007–13 Outlander, 2008–13 Lancer based vehicles, 2011–13 Outlander Sport. The enter button (ENT) for affected vehicles equipped with “NAVI” is available as a spare part (p/n 892L45510).



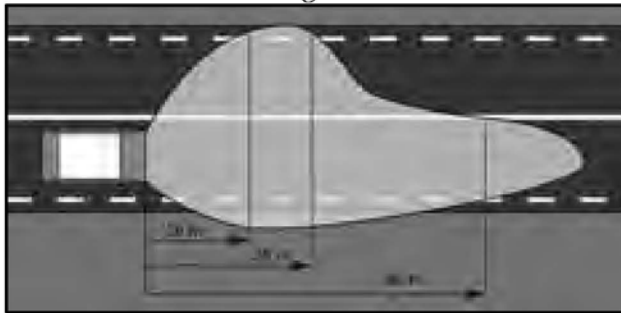
H.I.D. HEADLAMP MIS-ADJUSTMENT REPORTED — 2013–15 Outlander Sport/RVR. There has been a recent increase in warranty claims submitted for mis-adjusted headlamps. Statistics indicate that while only 6% of the subject vehicles were equipped with factory HID headlamps, they account for 42% of headlamp adjustment warranty claims. It's possible that customers do not understand the difference between the two types of headlamps and how they function.

HID headlamps have a very distinct pattern with a sharp “edge,” which is lower on the left side of the vehicle (road center line). When they are properly adjusted, the headlamps will light the road further down the vehicle's travel lane than standard halogen headlamps.





You can see from the following illustration that HID headlamps are better designed to light the vehicle's path, while limiting the amount of light shining into the opposing lane, reducing the distraction to oncoming traffic.



Before making any adjustments to the headlamps, consider the following:

- Is this the first vehicle the customer has driven with HID headlamps? If so, attempt to explain the facts to the customer.
- Using the previous photos, compare the headlamp adjustment to a known good vehicle by shining the headlamps on a blank wall.
- With a full fuel tank and the driver (approximately 150 lbs.) in position, the headlight switch should be in its base position (0 on the dial).

Confirm the value shown on the headlamp adjustment dial is appropriate for the vehicle's load. The number on the dial should be higher as vehicle load (passengers and cargo) is increased, and lower as vehicle load is reduced.

If you can't determine if the headlamp adjustment is appropriate for HID headlamps, use the procedures in the service manual and perform headlamp adjustment.

GROUP 60 – Recalls

TIN-14-22-001: LANCER/LANCER SPORTBACK RALLIART AND LANCER EVOLUTION AWC HYDRAULIC UNIT WARRANTY EXTENSION — 2009 – 2015 Lancer Ralliart, 2010 – 2011 Lancer Sportback Ralliart, and 2008 – 2015

Lancer Evolution. TIN-14-22-001 was recently sent to dealers and states:

“A warranty extension for the All Wheel Control (AWC) hydraulic unit will be launched today on all 2008 – 2014 Lancer Ralliart, 2010 – 2011 Lancer Sportback Ralliart, and 2008 – 2014 Lancer Evolution vehicles. Also, certain 2015 Lancer Ralliart and 2015 Lancer Evolution vehicles are included in this warranty extension. All affected vehicles can be identified on the MMNA Superscreen.

Mitsubishi is extending the warranty on affected vehicles for the AWC hydraulic unit from failure due to corrosion, from the current 3 years / 36,000 miles to 10 years / 100,000 miles, whichever comes first.

The TSB outlining the warranty extension will be available today on MEDIC and MDL. Please refer to TSB-14-22-006 or Warranty Bulletin WB 2015-007 for further information. Notification letters will be sent to all affected customer-owned vehicles, informing them of the AWC hydraulic unit warranty extension.

All affected 2015 models that have not been shipped will have the notification letter placed in the glove box prior to dealer delivery.

Your District Parts and Service Manager will provide sufficient quantities of notification letters for all in-stock and in-transit vehicle. Please place the letters in the glove box of all affected vehicles currently in dealer inventory. Also, affected vehicles currently in transit may not have the letters placed in the glove box. Please ensure every affected vehicle has the letter available. If there is insufficient quantity of notification letters, please contact your DPSM.”

IMPORTANT

Affected new or used inventory vehicles must have the warranty extension notification letter placed in the glove box. Please ensure the notification letter is available prior to customer delivery.

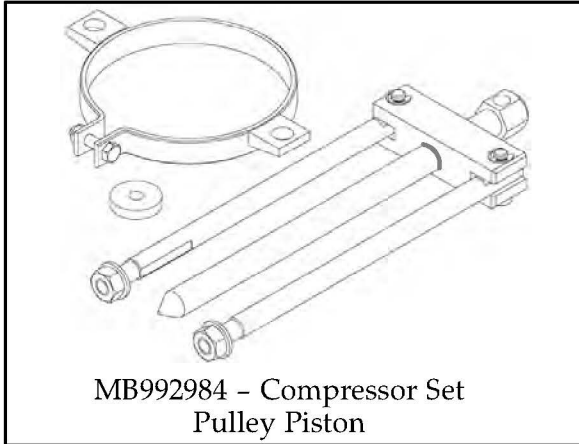
TIN-14-22-002: AWC HYDRAULIC UNIT WARRANTY EXTENSION - DEALER INVENTORY AND NOTIFICATION LETTERS UPDATE — 2009 – 2015 Lancer Ralliart, 2010 – 2011 Lancer Sportback Ralliart, and 2008 – 2015 Lancer Evolution. TIN-14-22-001 was recently sent to dealers and states:

“TIN-14-22-001, issued Friday, December 19, 2014, incorrectly advised that the DPSM will be providing sufficient quantities of the extended warranty notification letters to their assigned dealers.

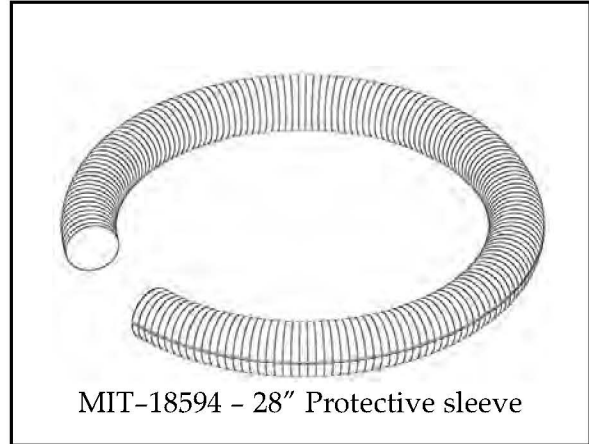
**Tips From the
Toolman**

F/W1CJA CVT ESSENTIAL TOOLS

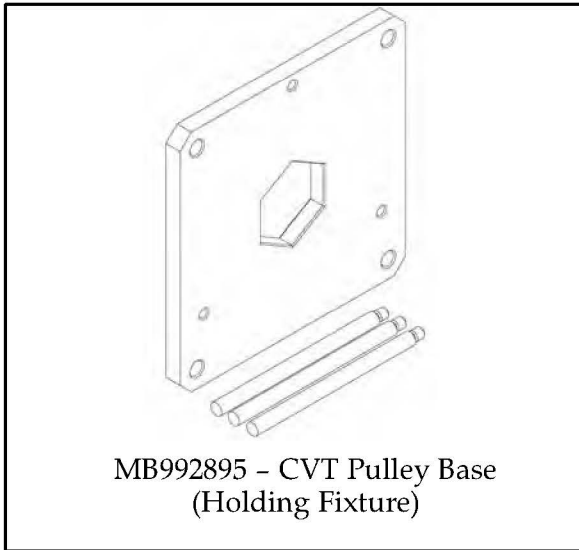
The following essential tools are being shipped to dealers in mid February, 2015. They allow dealers to make internal repairs to CVTs in 2008 - 2015 model vehicles.



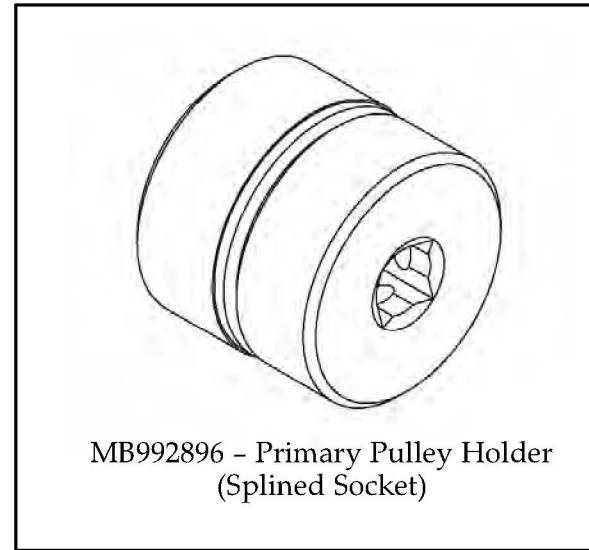
MB992984 - Compressor Set
Pulley Piston



MIT-18594 - 28" Protective sleeve



MB992895 - CVT Pulley Base
(Holding Fixture)



MB992896 - Primary Pulley Holder
(Splined Socket)

SPECIAL TOOL ORDERING

New MMNA Special Service Tools and Equipment are available through the Dealer Solutions Website (www.mitsubishidealersolutions.com) or by phone at 1-888-727-6672.

USED SPECIAL TOOLS

As a reminder, limited quantities of some used special service tools are available by placing an order through the Used Tool Purchase Program. On the MDL, click the link under service ⇒ service tech resources, then scroll through the list or use the "Starting Part" field to enter a specific tool number. This is an ideal way to purchase missing or damaged tools and minimize the cost of keeping your special tools inventory up to date. Technicians may also want to participate so they can have frequently used special tools in their toolbox for a bargain price.

CVIR Success

South Suburban Mitsubishi, Monee, IL

*A dealer who increased his service business using the
Computerized Vehicle Inspection Report.*



S. Suburban Mitsubishi's CVIR Team: (L-R): Keith Walega (Asst. Service Mgr.), Roy Cooper (Technician), John (JP) Petkus. (Service Advisor), Chris Freeborn. (Technician), Chris Gale. (Technician), Adam Hayes (Technician) Not Pictured: Matt Kasper (Technician)

According to Assistant Service Manager Keith Walega, the Computerized Vehicle Inspection Report (CVIR) has been very lucrative for South Suburban Mitsubishi. At first, his technicians had to be convinced that doing a 15–20 minute inspection was worth their time. But it wasn't long before they realized they were flagging quality hours for repairs like brake services and tire and battery replacements; things customers don't usually notice until something happens. Keith estimates that 70% of CVIRs generate additional work, and his technicians realize it's time well spent for that level of return. Like many dealers who complete a CVIR for all vehicles, Keith reports increases of 25% in R.O. count and corresponding increases in service and parts revenue. A generous amount of the increased service and parts business comes from CVIRs originally performed on R.O.s written for basic services and quick lube.

South Suburban starts with the service advisor explaining to the customer how CVIR helps them. Once dispatched to a technician, the report is completed in about 20 minutes and then saved for the service advisor to review with the customer. This dealership has a very high percentage of customers who wait for service or repairs to be completed. Even though the customer is still at the dealership, a copy of the report is emailed to them. The service advisor then seeks them out and they review the results of the report together. South Suburban's service advisors use an iPad™ to explain the findings in detail. The customer also has his electronic copy, allowing him to follow along or review the report at their leisure. Building a trusting relationship between a customer and the service department has other benefits. It's not uncommon for one of the waiters wandering the showroom to purchase a new vehicle.

According to Keith, CVIR adds to the professional appearance South Suburban wants to present. He says "A number of our customers have commented that this kind of report was something they didn't expect to see from Mitsubishi. Other dealers and brands have provided reports, but customers mention that CVIR is the best of them. Even better than the luxury brands. They're impressed." His customers like the fact that Mitsubishi has taken the initiative to present them with their needs in an easy to follow format that allows them to make confident decisions. As they become more of a part of the process they come to trust it. Keith says this level of working together with his customers has led to an increase in South Suburban's CSI scores, and it's clear to him it started shortly after his team fully implemented CVIR. One of the things that catches the notice of dealers who regularly use it, is that customers become keenly aware of what CVIR is. It's no different at South Suburban. Keith says that "Now that our customers are familiar with the CVIR, they expect it."

South Suburban Mitsubishi is yet another dealer who has increased their service and parts business and their CSI by using the Computerized Vehicle Inspection Report to bridge the gap between traditionally skeptical customers and the service department. The dealership likes it, the technicians like it and his customers definitely like it. Including the customer in the process as much as possible works. Just ask Keith Walega of South Suburban Mitsubishi.

Training News

Technical Training Schedule February - March, 2015

Always check the MDL for schedule updates. Mobile Training does not appear on these calendars. Contact your District Parts & Service Manager for information about mobile training in your area.

East Zone - N.J. Tech Training Center

February				
M	T	W	Th	F
26	27	28	29	30
EN1				SP3
2	3	4	5	6
MED2	STV3	ES3		
9	10	11	12	13
16	17	18	19	20
H	ES3			
23	24	25	26	27
MTT		TC-SST		

March				
M	T	W	Th	F
2	3	4	5	6
CC1		ABS2		
9	10	11	12	13
16	17	18	19	20
CVTT		ASCF		
23	24	25	26	27
ES2		MEVTT		
30	31	1	2	3
AT2		AT3		

East Zone - Atlanta Tech Training Center

February				
M	T	W	Th	F
26	27	28	29	30
AT2		AT3		
9	10	11	12	13
ES3		MEVTT		
16	17	18	19	20
H	AED			
23	24	25	26	27

March				
M	T	W	Th	F
2	3	4	5	6
MED2	STV3	CC1		
9	10	11	12	13
EN1				
16	17	18	19	20
MTT2 (Pilot)		TC-SST		
23	24	25	26	27
30	31	1	2	3

West Zone-Dallas Tech Training Center

February				
M	T	W	Th	F
26	27	28	29	30
CVTT		MEVTT		
2	3	4	5	6
9	10	11	12	13
MFIT2				
16	17	18	19	20
H	EN1			
23	24	25	26	27
TC-SST		MEVTT		

March				
M	T	W	Th	F
2	3	4	5	6
CVTT				
9	10	11	12	13
16	17	18	19	20
23	24	25	26	27
CC1		ES3		
30	31	1	2	3
MEVTT				

California Technical Training Center

February				
M	T	W	Th	F
26	27	28	29	30
AED		SP3		
9	10	11	12	13
16	17	18	19	20
H				
23	24	25	26	27

March				
M	T	W	Th	F
2	3	4	5	6
9	10	11	12	13
MTT2 (Pilot)				
16	17	18	19	20
23	24	25	26	27
30	31	1	2	3

Days	Code	Prerequisites	Days	Code	Prerequisites
Automatic Transaxles			Manual Transaxles		
40/50 Series Diagnosis & Repair	3	AT2T ATFT1 or ATFWE or ATFB	Manual Transaxles & Transfer Cases	3	MTT No Prerequisites
50 Series 5-speed Diagnosis & Repair	1	AT3 AT2T	Twin Clutch Sportronic Shift Transmission	2	TC-SST AESP, ES1, ES2, STV3, MED2, MED3, ATFWE, MTT
CVT Diagnosis & Repair	2	CVTT ATFT1 or ATFWE or ATFB	Vehicle Specific		
Brakes			Eclipse Spyder Convertible Top (Top Stack)	1	SP3 No Prerequisites
Antilock Brakes	2	ABS2 ES1	2014 Outlander Technology	1	141 ES1, MED2, MED3, STV3
Electrical Systems			Mitsubishi Electric Vehicle Technician Training	2	MEVTT AESP, ES1, ES2, STV3, MED2, MED3, 120
Electrical Systems 2	3	ES2 ES1	Vehicle Diagnostics		
Electrical Systems 3	2	ES3 ES1	Advanced Electronic Service Procedures	-	AESP No Prerequisites
Engine Performance			Advanced Safety & Convenience Features	1	ASCF ES1, MED2, MED3, STV3
Advanced Emission Diagnosis	3	AED ES1, STV3, MFIT2	MEDIC II	1	MED2 No Prerequisites
Engine Technology & Diagnosis	3	EN1 No Prerequisites	Scan Tool Viewer (MUT-III)	1	STV3 No Prerequisites
Multipoint Fuel Injection	4	MFIT2 ES1, STV3			
Heating & A/C Systems					
Climate Control	2	CC1 MACW, ES1, MED2, MED3, STV3			

NEWS:

TQ0115 - First Quarter Technical Quiz: The first quarter technical repair quiz is now posted on the Mitsubishi Academy (www.mitsubishiacademy.com). Log on and begin completing the requirements to achieve the maintain your current Diamond Pro status or advance to the next level. Successful completion of quarterly quizzes is a Diamond Pro requirement.

New/Updated Technical Training Classes: A number of classes will be added or updated this year. These classes are also required to maintain or advance your Diamond Pro status. Keep an eye on the above schedule, which is also available on the MDL and the Mitsubishi Academy.



<h1>Bulletin Review</h1>	The following information was recently released:
--------------------------	--

2014 Technical Service Bulletins			
Number	Title	Vehicles	Subject
SC-14-005	Raider Driver Air Bag Inflator - Safety Recall Campaign	2006-07 Raider	Instructs dealers to remove the driver's airbag and replace the inflator.
TSB-14-22-005	AWC Hydraulic Unit - Warranty Extension: 2009-15 Lancer Ralliart, 2010-11 Lancer Sportback Ralliart, 2008-15 Lancer Evolution	2009-15 Lancer Ralliart, 2010-11 Lancer Sportback Ralliart, 2008-15 Lancer Evolution	Extends AWC hydraulic unit warranty to 10 years 100,000 miles (160,000 km).
TSB-14-35-003	ASC OFF Lamp Illuminated with DTCs C121D and C121E	2007-09 Outlander	Provides procedure to use a repair kit in place of replacing the ASC hydraulic unit.
2015 Technical Service Bulletins			
TSB-15-15-001	Non-Reusable Parts Indication Added - SMR	2008-15 Lancer, Lancer Sportback, Lancer Evolution, Outlander 2011-15 Outlander Sport	Identifies exhaust fasteners should not be reused during reassembly.
TSB-15-52B-001	DTC B1616 Diagnosis Added - SMR	2014-15 Mirage	Adds diagnosis for B1616 missing from the service manual.



© 2015 Mitsubishi Motors North America, Inc.

<p>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)</p>
--