* * TECHNICAL INFORMATION NOTICE * *

DATE: **September 12, 2017**

TO: **Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers**

RE: **SDA Software Update for White/Static Noise**

TIN NO. **TIN-17-54-001**

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AFFECTED VEHICLES: Certain 2017 Outlander built **before** December 21, 2016

PURPOSE

The Smartphone Link Display Audio (SDA) on certain 2017 Outlander vehicles may exhibit a very brief white/static noise while operating the speech button during voice prompt. A service audio software update is being released to resolve this noise.

If a vehicle built before the date listed above exhibits this symptom, dealers MUST contact Techline first (800-446-6064) to verify this update applies to their vehicle. Then a USB drive with the Software Update will be mailed to the dealer, along with the instructions in this TIN. Dealers are instructed to update the SDA software ONLY on vehicles that exhibit this white/static noise.

NOTE: MMNA will need to retrieve the USB drive after the dealer completes the update.

Reported Condition

The white/static noise condition has been reported in the following situations.

- Ignition key in the ON position, Smartphone Link Display Audio (SDA) operating in either FM, AM, USB, Bluetooth, Apple™ Carplay/Android Auto, press the SPEECH button to activate voice command. Before the voice command completes, press the HANG UP button and hear a brief white/static noise come from the right front door speaker.

- With a flash drive in the USB port: press the SPEECH button, press the SPEECH button again while the voice command is reading a command, say "track up," and the white/static noise occurs just before the next song is played.

UPDATE PROCEDURE

Vehicle Preparation:

- First, inform customer that this update will reset the SDA back to the factory settings, and their smartphone will need to be paired to the system again.

- Write down all the customer's audio presets and settings in the table below.

PRESETS	1	2	3	4	5	6
AM						
FM1						
FM2						
SXM*						

*If applicable.

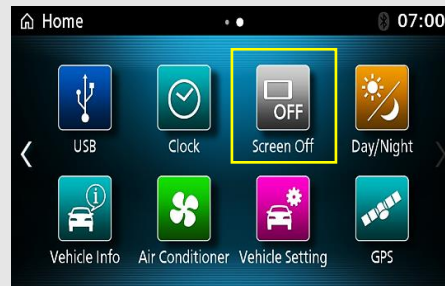|	
1. Insert provided USB drive (with SDA software update) into one of the 2 USB ports located in the center console storage compartment. 2. Turn vehicle ON. **NOTE:** Engine must be idling for the entire update.	

3. Select the "Home" button.	

4. Select the " > " (Next page) screen button.	
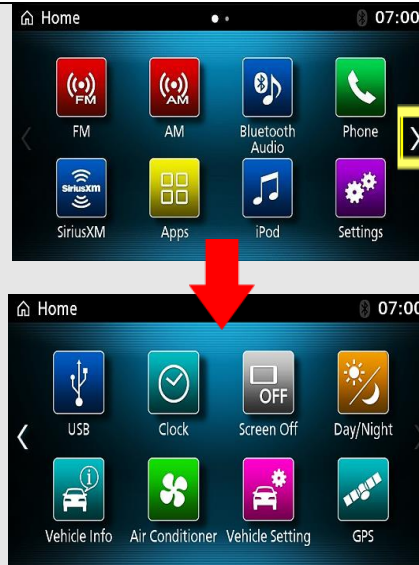
5. Select "Screen Off" screen button.	

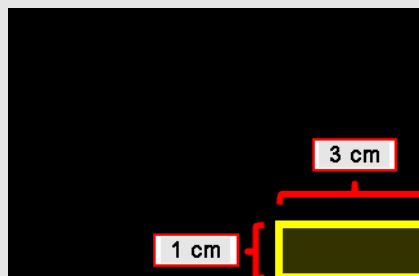|	
6. Touch and hold the indicated area (highlighted in yellow), until 2 beeps are heard (approx. 5 seconds).	
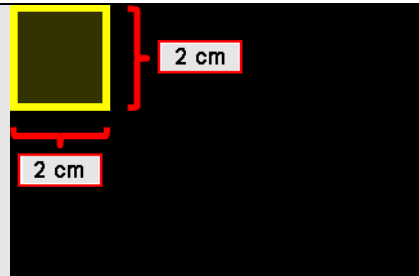
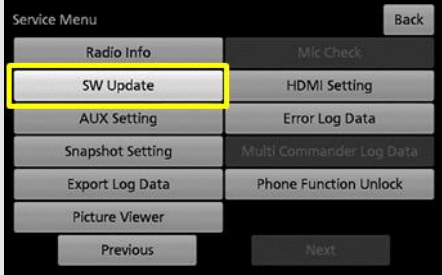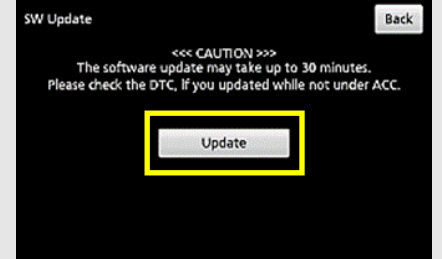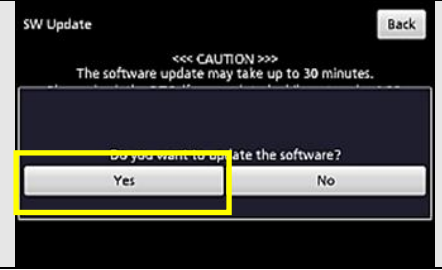|	
7. Touch indicated area (highlighted in yellow), until a beep is heard (approx. 2 seconds). **NOTE:** Steps 6 and 7 must be completed within 10 seconds. CANCEL OPTION: Touch the center of the screen to go back to the Home screen.	

8. Touch the "Next" screen button.	
	Service Menu Back Vehicle Setting Version Info Camera Setting GPS Info Color Bar Check Vehicle Signal Info Speaker Check List of CAN Unit Touch Check Coding Data Communication Check Touchpad Controller Previous **Next**

9. Touch the "SW Update" screen button.	
	Service Menu Back Radio Info Mic Check **SW Update** HDMI Setting AUX Setting Error Log Data Snapshot Setting Multi Commander Log Data Export Log Data Phone Function Unlock Picture Viewer Previous Next

10. Touch the "Update" screen button.	
	SW Update Back <<< CAUTION >>> The software update may take up to 30 minutes. Please check the DTC, If you updated while not under ACC. **Update**

| 11. Touch the "Yes" screen button. The software update will start.	
	SW Update Back <<< CAUTION >>> The software update may take up to 30 minutes. Do you want to update the software? **Yes** No

Several Progress bars will be seen during the update. **NOTE:** Do NOT turn the Power OFF during the update. This update process may take up to 18 minutes.	
	Update Updating SXM Module. Total DO NOT TURN power off.
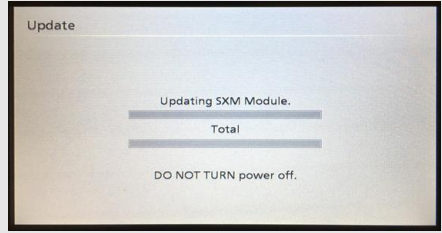
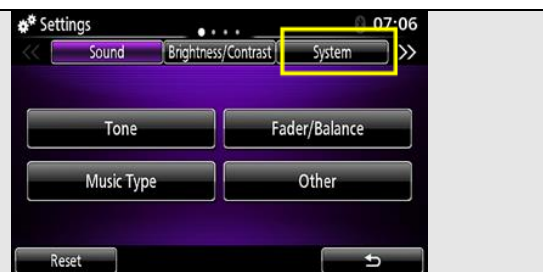| The system will automatically reboot **TWICE** before the update is complete. When complete, the Home screen should appear.	
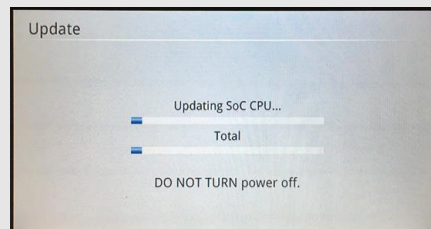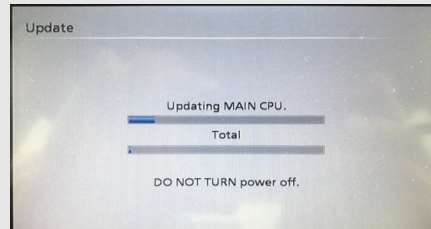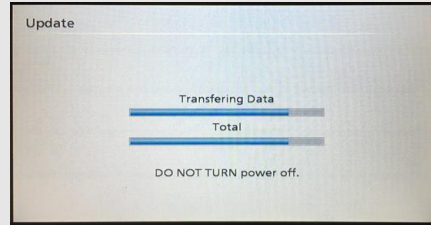
Initialize After Updating (Perform Reset All)

12. Select "Settings" screen button.	

13. Select "System" screen button.	
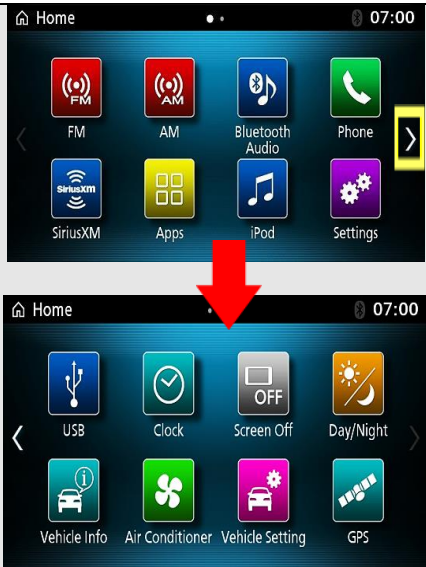
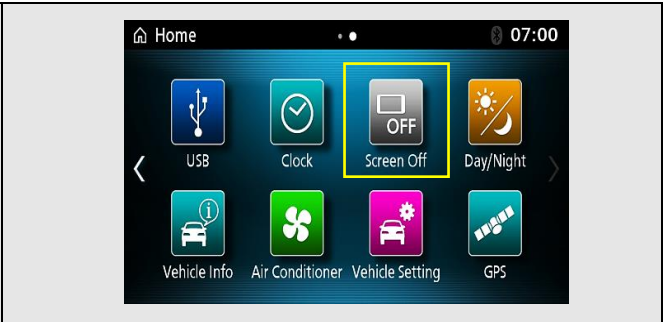| 14. Select "Reset All" screen button.	

15. Touch the "Yes" screen button.	

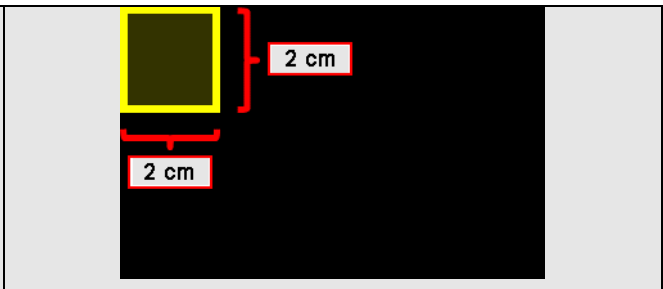| 16. Touch the "Yes" screen button.
    • After selection "Resetting the system Please wait" will be displayed.
    • System will automatically restart.	

Confirm SDA Software Update

17. Select the " > " (Next page) screen buttons.	

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18. Select "Screen Off" button.	

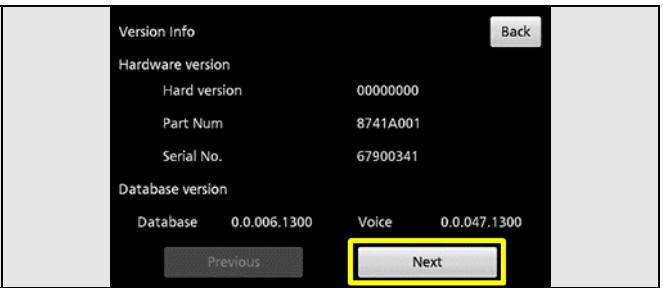|	
19. Touch and hold the indicated area (highlighted in yellow), until 2 beeps are heard (approx. 5 seconds). **NOTE:** If you need to cancel, touch the center of the screen to go back to the Home screen.	

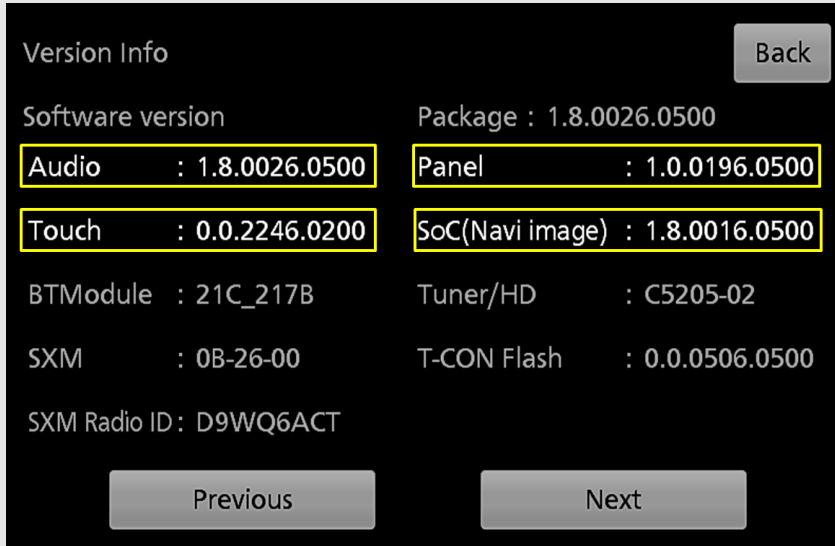|	
20. Touch indicated area (highlighted in yellow), until a beep is heard (approx. 2 seconds). **NOTE:** Steps 19 and 20 must be completed within 10 seconds.	
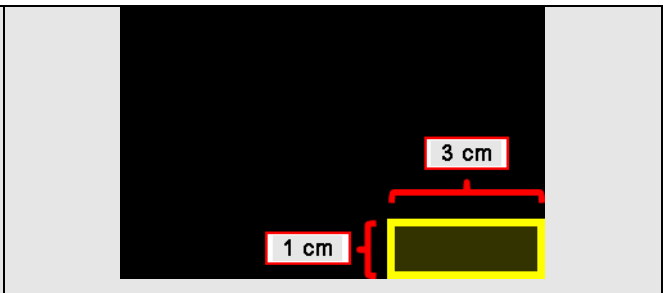
21. Touch the "Version info" screen button.	
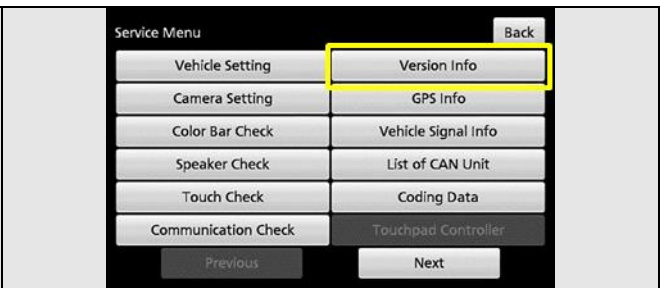
22. Touch the "Next" screen button.	

23. Confirm software version information.

Version Info		Back
Software version	Package : 1.8.0026.0500	

Software version

Audio : 1.8.0026.0500   Panel : 1.0.0196.0500

Touch : 0.0.2246.0200   SoC(Navi image) : 1.8.0016.0500

BTModule : 21C_217B   Tuner/HD : C5205-02

SXM : 0B-26-00   T-CON Flash : 0.0.0506.0500

SXM Radio ID : D9WQ6ACT

Previous   Next

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24. Return to the Home screen.
   - Touch the "Back" screen button 2 times.

25. Restore all the customer's audio presets, and set the clock.

26. Connect a MEDIC laptop/tablet to the vehicle, and perform an "Erase and Read All DTCs" using MUT3-SE.
   NOTE: DTC U0245 will be stored in several systems as a result of this update.

   Software Update is complete.

27. Verify that the white/static noise condition is no longer present. (Refer to "Reported Condition" on page 1 of this TIN for specific situations where the condition may occur.)

WARRANTY

   - **Coverage: Basic (5/60)**
   - Labor Operation Number: 547053TA
   - Labor Time: 0.5 hrs.
   - Nature Code: 99D
   - Cause Code: 990