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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.

SPECIAL ATTENTION

Be sure to read the important article "TAKATA AIR BAG VIDEO & QUIZ," in Group 60 on page 3 in this Tech Talk.

GROUP 00 - General

✓ **DTC, FREEZE FRAME, AND SUPERSCREEN DOCUMENTATION REQUIREMENTS** – All Models and Years.

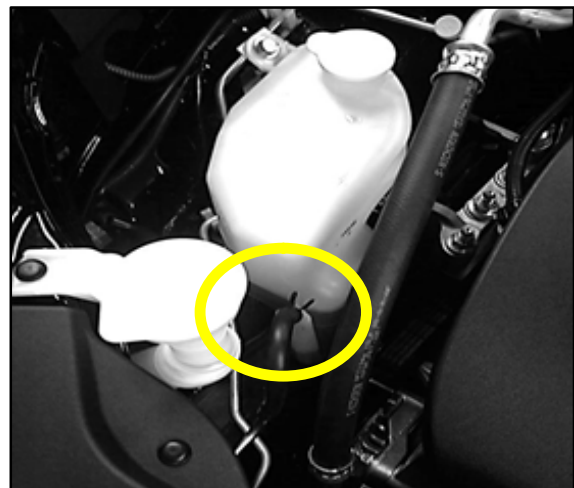
As a reminder, **ALL** repairs that involve an illuminated Service Light for any vehicle system require supporting documentation of the DTC(s) and Freeze Frame data (if available) from the Multi-Use Tester (MUT), as well as a print-out of the Vehicle Information Screen (Superscreen). Refer to Warranty Bulletin WB 2019-003 for additional details. This bulletin is available on the MDL, under **service / warranty central / 12. Warranty Bulletins**. It is also reprinted later in this Tech Talk.

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GROUP 14 - Engine Cooling

✓ **RADIATOR CONDENSER TANK HOSE FITTING COOLANT SEEPAGE/LEAK** – 2013-15 Outlander Sport/RVR.

If a vehicle is leaking coolant from the radiator condenser tank at the hose connection, remove the hose from tank and inspect the hose fitting for flash or other condition that inhibits the hose from sealing to the hose fitting. If necessary, repair the hose connection to ensure a good sealing surface. It is very important to obtain a good sealing surface between the hose and hose connection as the clip installed on the hose from the factory is for retention only, and not for sealing of the hose to hose connection. Once the hose connection has been repaired, reinstall the hose to tank using an appropriate hose clamp.

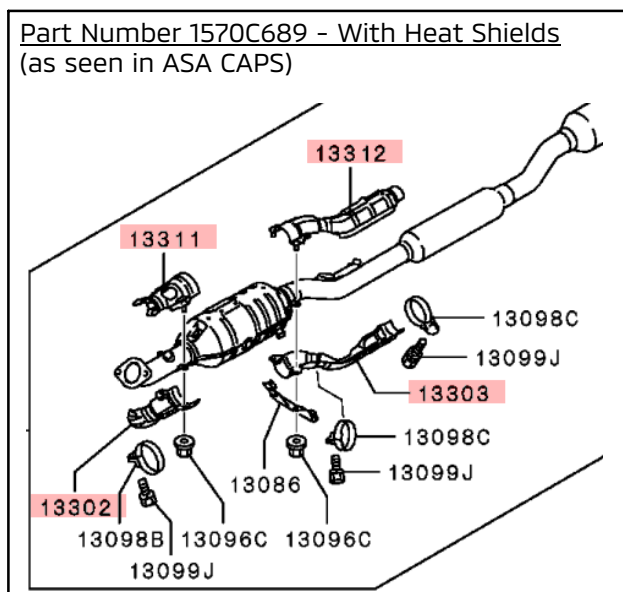


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GROUP 15 - Intake & Exhaust

CENTER EXHAUST PIPE – 2015 Outlander Sport/RVR - AWD, April 2015 Production Only.

ASA CAPS may list the center pipe on 2015 Outlander Sport AWD models that were produced in April 2015 as Part Number 1570C892. However, due to the parts transition timing on the production line, the part on the vehicle may be 1570C689. The pipes are bent differently and the hanging brackets may not align. The earlier part, 1570C689, requires a clamp on the heat shields while 1570C892 does not. If the heat shields require replacement on such a vehicle, compare the ASA CAPS diagrams to confirm that the part is 1570C689 and order the appropriate heat shields from that ASA CAPS diagram (shown in the following illustration).



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GROUP 23 - Automatic Transmission

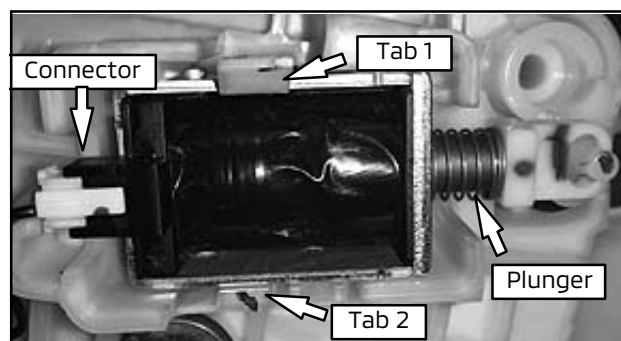
CVT WILL NOT SHIFT OUT OF P (PARK) POSITION – 2013-15 Outlander Sport/RVR.

If the customer cannot shift the vehicle out of the Park position, even intermittently, refer to Group 52A, Floor Console Assembly, and perform the following procedure before replacing the shifter.

Remove the RH console side panel. While watching the movement of the shift lock solenoid, have someone apply the brake pedal with the ignition ON to determine if the solenoid retracts. If the solenoid does not retract or retracts slowly, it may be due to foreign material, identified as a sugary drink (e.g., Cola) residue built up in the solenoid plunger bore and on the solenoid plunger.

This prevents the solenoid from retracting and the shifter cannot be moved from Park.

Remove the solenoid for cleaning as follows:

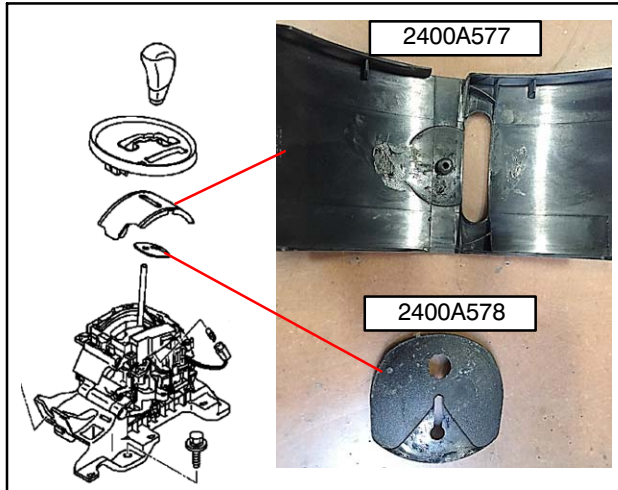


- Remove the solenoid from the shifter assembly by GENTLY releasing TAB 1.
- Carefully wedge a small screwdriver into the channel of TAB 2 to release the lower locking tab.
- Remove the solenoid by pulling it straight out.
- Unplug the electrical connector.
- Remove the spring and plunger and clean them with soap and water.
- Dampen a wet paper towel or lint-free rag with water and insert it into the bore of the solenoid to clean it.
- Reattach the electrical connector and re-install the solenoid to the shifter in reverse order of removal.
- Confirm solenoid and shifter operation and reinstall the console side panel.

Repairs as a result of this type of contamination cannot be claimed under warranty.

➤ **SHIFT LEVER DIFFICULT TO MOVE** –
2013-15 Outlander Sport/RVR.

If the shift sliders become contaminated or damaged it can cause the shift lever to become difficult to move. It is no longer necessary to replace the complete shift lever assembly if the repair can be completed with replacement of the gearshift lever cover (P/N 2400A577) and A/T shift indicator slider (P/N 2400A578). These parts are available as service parts. Be sure to engage the slider into the lever cover pin.



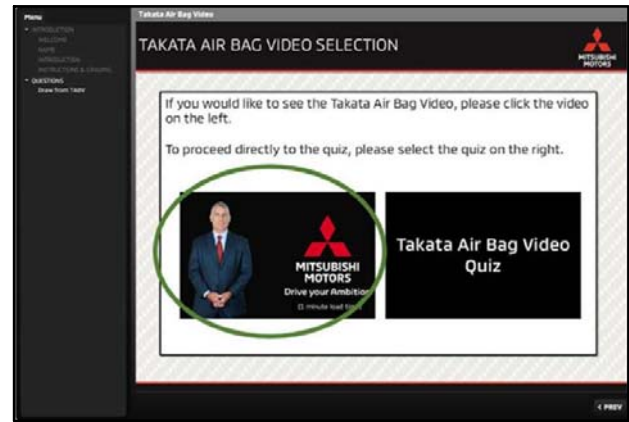
GROUP 60 - Recalls

➤ **TAKATA AIR BAG VIDEO & QUIZ** –
2012-17 i-MiEV, 2004-07 Lancer, Lancer Evolution, Lancer Sportback, and 2006-09 Raider.

On November 27, 2018, a dealer letter was sent to all dealers and states:

“Earlier this month, we posted a very important message on the Mitsubishi Dealer Link, from our President and CEO, **Fred Diaz**, regarding the Takata Air Bag Recall. First announced in 2014, it is by far the largest safety recall ever conducted by the automotive industry.

In the video, Mr. Diaz talks about the Takata Air Bag recall, the steps we have taken, and the progress we have made as a company. If you haven't done so already, please take a moment to view this video.



Starting November 27th, 2018, we've added this video to the Mitsubishi Academy website along with a **Takata Air Bag Video quiz**. You can access the Academy website on the MDL. The **course code is TABV**. We encourage everyone at the dealership to watch this video and then complete the quiz as soon as possible.

Our mission is to account for 100% of Mitsubishi vehicles affected by the Takata recall by the end of 2019. To achieve this goal, it will require teamwork between all of us at MMNA and our dealers. With the Takata recall information provided in this video and the subsequent quiz, we can help to increase consumer awareness and get these dangerous inflators removed from all affected Mitsubishi vehicles.

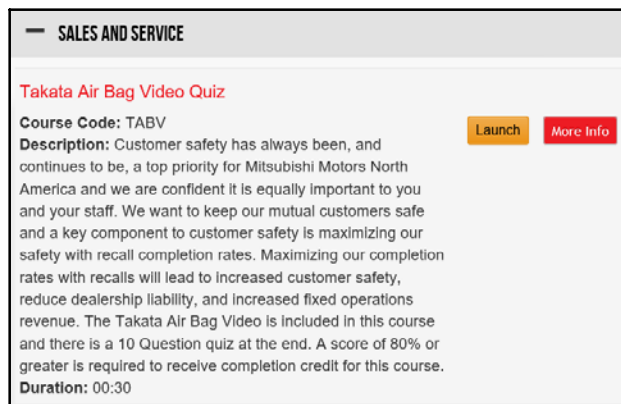
Check with your District Parts and Service Manager for your individual dealership Takata completion percentage. If you are not at a 100% completion, please ensure you and your staff are doing everything possible to take care of these vehicles when they are at your dealer. Start by having your service team check for open recalls in the Vehicle Inquiry Superscreen for all vehicles coming through the service drive.

Develop a Takata action plan at your dealership – your DPSM can assist with building a plan. Conduct a service meeting, including technicians, to review your dealership performance. By taking these simple, necessary steps, we will increase our Takata recall completions.

Thank you in advance for your immediate attention. Should you have any questions, please do not hesitate to contact your District Parts and Service Manager.”

NOTE: All dealership staff are encouraged to watch this video and complete the quiz as soon as possible.

Log on to Mitsubishi Academy, and search for Course Code TABV.



The screenshot shows a course page titled "SALES AND SERVICE" with a sub-header "Takata Air Bag Video Quiz". The course code is TABV. The description states that customer safety is a top priority for Mitsubishi Motors North America and that maximizing recall completion rates is key to increasing customer safety, reducing dealership liability, and increasing fixed operations revenue. The course includes a 10-question quiz at the end, with a requirement of 80% or greater to receive completion credit. The duration is 00:30. There are "Launch" and "More Info" buttons.



GROUP 66 - Accessories

ACCESSORY FRONT/REAR PARK ASSIST DIAGNOSIS – All models w/Accessory Park Assist.

When a vehicle with a reported concern with park assist sensors is being diagnosed, the first step is to test the accessory system operation and to understand what can cause a false sensor detection.

System Diagnostic Tones

In normal operation the park assistance system will emit one beep when the system is activated (vehicle ignition switch in ON position and shifter placed in Reverse position).

Vehicle Preparation:

Front sensors – Place vehicle ignition switch in ON position – sensors activated and ready.

Backup sensors – Place vehicle ignition switch in ON position, engage parking brake, and place shifter in Reverse – sensors are activated and ready.

- Check each sensor by slowly moving a solid object towards each sensor to confirm changes on beep tones (slow steady beep, rapid steady beep, to a solid beep tone, as indicated in the accessory owner's manual). If changes to the beep tone are confirmed on all sensors it will indicate proper operation.

Possible Failure:

1) If a sensor(s) continues to have the same beep tone in the checking process above, this will indicate a possible faulty sensor or a disconnected sensor/broken wire harness connection.

- Continuously sounds 2 beep tones - 1 sensor is faulty.
- Continuously sounds 3 beep tones - 2 sensors are faulty.
- Continuously sounds 4 beep tones - 3 or more sensors are faulty.

2) Deposits of dirt or car polish may result in detection errors. Water from washing the car or rain on the sensors may also affect accuracy of the system and cause false readings.

3) The following below are other conditions that may cause the park assist system not to work accurately:

- Vehicle is heavily weighted.
- Vehicle is driven on a bumpy road, an incline, gravel, or grass.
- Ultrasonic wave interference, such as horns, air brake noise, or similar park assistance system operating nearby.
- Radio communication system nearby.
- Bumper or sensors are impacted.
- Sensors are frozen.
- Front license plate frame (large/loose)
- Angle sensors installed incorrectly

Accessory park assist diagnostics are included with each kit instructions, which is placed in the vehicle's glovebox.

If the manual cannot be found, a copy of the owner's manual can be obtained in CAPS (ask your Parts department):

Go to "ACC" (Accessory), select applicable Model Family, Year, Trim; *Main Group* -> *Electronics*; *Sub Group* -> *Sensors*. Select applicable part number, then click on the *Instructions* tab; and *Fitting instructions* for installation and programming instructions.

PLEASE NOTE: Claims submitted for park assist components, or replacement park assist kits that are determined to be "no fault found" are subject to chargeback.



The Warranty Bulletin below is referenced in an article on page 1 of this Tech Talk.



WARRANTY BULLETIN

DTC, Freeze Frame, and Super Screen Documentation Requirements

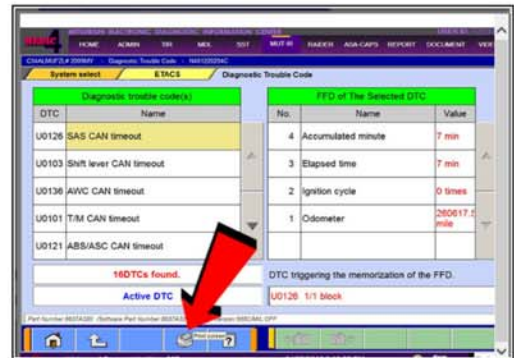
Warranty Bulletin Application		
USA	Canada	P. Rico
X		X
Issue Date		Aug. 21, 2018
Bulletin Number		WB 2019 - 003

As a reminder, ALL repairs that involve an illuminated Service Light for any vehicle system require supporting documentation of the **DTC(s)** and **Freeze Frame** data (if available) from the Multi-Use Tester (MUT), as well as a print-out of the Vehicle Information Screen (Superscreen).

DTC/Freeze Frame Screen Print Out

After the Technician scans the vehicle and retrieves diagnostic trouble codes, the DTCs and Freeze Frame data must be printed and attached to the Repair Order.

Both the DTCs and Freeze Frame data are crucial in determining the root cause of certain failures.



Superscreen Print

A printout of the Vehicle Information Screen must also be attached to the Repair Order.

From Service > Systems, select Vehicle Information, and enter the VIN to inquire and print the Superscreen information.



Important Note:

Warranty claims for related repairs that are not supported by DTC/Freeze Frame data and the Superscreen print-out documentation are subject to possible debit action.

If you have any questions, please call the Warranty Information Line @ 1.800.380.2324. You may also E-mail us at WarrantyWebHotline@mmsa.com.

MMNA WARRANTY DEPARTMENT

Aftersales Growth Promotion (ASGP)

2018 Q3 Winners

The Aftersales Growth Promotion (ASGP) program was started 2 years ago to reward top dealers for exceeding their parts and accessory purchase objectives and achieving high customer satisfaction performance. The top ranked and rewarded dealers for Q3 of 2018 are listed below.

Congratulations to all the winners!

Look for the Q4 promotion to continue to earn credits and cash awards!

For more information on the ASGP program, contact your DPSM.

DISTRICT	DEALER	DEALERNAME
C3	44195	DON HERRING IRVING MITSUB
C5	16051	TOM ROUSH MITSUBISHI
C6	24029	WHITE BEAR MITSUBISHI
C6	49054	MAD CITY MITSUBISHI
C8	23073	GRAND BLANC MITSUBISHI
E1	21037	RENN KIRBY MITSUBISHI
E3	36033	MENTOR MITSUBISHI
E3	39098	INTERSTATE MITSUBISHI
E5	39105	SENDELL MITSUBISHI
E5	39129	JIM SHORKEY MITSUBISHI-N.
E6	7035	SCHALLER MITSUBISHI
E6	7055	FAIRFIELD MITSUBISHI
E6	35132	HEALEY MITSUBISHI
E6	35189	VICTORY MITSUBISHI
E7	35177	JAMES MITSUBISHI
E8	20074	CAPE & ISLANDS MITSUBISHI
O1	10002	WILLIAM LEHMAN MITSUBISHI
O3	10160	PETE MOORE MITSUBISHI
O3	10184	DAYTONA MITSUBISHI
O3	10325	CAPITAL CITY MITSUBISHI
O4	46073	LITTLE JOE'S MITSUBISHI
O4	50014	PANTILI MITSUBISHI
O7	28008	LARRY JAY MITSUBISHI
O7	41054	EASLEY MITSUBISHI
W1	48078	LESKOVAR MITSUBISHI
W2	5472	WEST MITSUBISHI

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Training News



Technical Training Schedule

February - March 2019

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.

NORTHEAST REGION

New Jersey Technical Training Center

February					March				
M	T	W	Th	F	M	T	W	Th	F
4	5	6	7	8	25	26	27	28	1
		EECS							
11	12	13	14	15	4	5	6	7	8
	181N	ER1			MED4	STV4	ES2		
18	19	20	21	22	11	12	13	14	15
H		ES3		ASCF2					
25	26	27	28	1	18	19	20	21	22
						ES3		PHEV	
					25	26	27	28	29

SOUTHEAST REGION

Atlanta Technical Training Center

February					March				
M	T	W	Th	F	M	T	W	Th	F
4	5	6	7	8	25	26	27	28	1
	CANCELLED		CANCELLED						
11	12	13	14	15	4	5	6	7	8
18	19	20	21	22	11	12	13	14	15
H		MEI	CANCELLED		ASCF2				
25	26	27	28	1	18	19	20	21	22
CANCELLED		CANCELLED							
					25	26	27	28	29

CENTRAL REGION

Bloomington/Normal, IL Technical Training Center

February					March				
M	T	W	Th	F	M	T	W	Th	F
18	19	20	21	22	25	26	27	28	1
H						181N	ASCF2	ASCF2	181N
25	26	27	28	1	4	5	6	7	8
	181N	ASCF2	ASCF2	181N					

CENTRAL REGION

Dallas Technical Training Center

February					March				
M	T	W	Th	F	M	T	W	Th	F
4	5	6	7	8	25	26	27	28	1
	EECS								
11	12	13	14	15	4	5	6	7	8
	ES3		CVTT						
18	19	20	21	22	11	12	13	14	15
H		ER1				ES3	ASCF		
25	26	27	28	1		CC1	181N	ASCF2	
						PHEV	181N		
					25	26	27	28	29
					STV4	MED4	CVTT		
					MTT2	181N			

WEST REGION

California Technical Training Center

February					March				
M	T	W	Th	F	M	T	W	Th	F
18	19	20	21	22	25	26	27	28	1
H						CVTT		ES3	
25	26	27	28	1	4	5	6	7	8
	CVTT		ES3		STV4	MED4	181N	ASCF2	

Course Title	DAYS	CODE	PREREQUISITES	Course Title	DAYS	CODE	PREREQUISITES
Automatic Transaxles				Manual Transaxles			
40/50 Series Diagnosis & Repair	3	AT2T	ATFT1 or ATFWE or ATFB	Manual Transaxles & Transfer Cases	3	MTT2	MTFW, ES1W, ME3W, MED4, STV4
50 Series 5-speed Diagnosis & Repair	1	AT3	AT2T	Twin Clutch Sportronic Shift Transmission	2	TC-SST	AESP, ES1W, ES2, STV4, ME3W, MED4, ATFWE, MTT2
CVT Diagnosis & Repair	2	CVTT	ATFT1 or ATFWE or ATFB				
Brakes				Vehicle Specific			
Antilock Brakes	2	ABS2	ES1W	Eclipse Cross	1	181N	AESP, ES1W, ME3W, MED4, NMNS, STV4
Electrical Systems				Plug-in Hybrid Electric Vehicle	2	PHEV	AESP, ES1W, ES2, STV4, ME3W, 120 MED4, PHEVV, R1234W
Electrical Systems 2	3	ES2	ES1W				
Electrical Systems 3	2	ES3	ES1W	Vehicle Diagnostics			
Engine Performance				Advanced Electronic Service Procedures	-	AESP	No Prerequisites
Engine & Emission Control Systems	4	EECS	ES1W, STV4	Advanced Safety & Convenience Features	1	ASCF	ES1W, ME3W, MED4, STV4
Engine Repair	3	ER1	ERFW, ES1W, ME3W, MED4, STV4	Advanced Safety & Convenience Features 2	1	ASCF2	ASCF, ES1W, ME3W, MED4, STV4
Heating & A/C Systems				MEDIC4	1	MED4	ME3W
Climate Control	2	CC1	MACW, ES1W, ME3W, MED4, STV4	Scan Tool Viewer 4	1	STV4	No Prerequisites

The first quarter technical quiz (TQ0119) became available on 1/1/2019 and will continue through midnight 3/31/2019. Successful completion of the technical quizzes are **required** for Service Technicians who wish to obtain or maintain DiamondPro Certification.



<h1 style="margin: 0;">TECHLINE</h1> <p style="font-size: 1.2em; 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 other THURSDAY 9:30 – 10:30 A.M. (PST) for a staff meeting.</p>
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<h1 style="margin: 0;">MEDIC</h1> <p style="font-size: 1.2em; 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 245 the following 2018 bulletins have been released.</p>
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2018 Technical Service Bulletins, Safety Recalls, & Service Campaigns			
Date Posted	Publication Number	Publication Title	Applicable Models
12/20/2018	TSB-18-11-001	Torque Updates: Units of Tightening Torque & Numerical Value for Engine - SMR	2009-15 Lancer, Lancer Sportback, 2008-14 Lancer Evolution
12/20/2018	TSB-18-16-001	Torque Updates: Units of Tightening Torque & Numerical Value for Engine Electrical - SMR	2009-17 Lancer, Lancer Sportback, 2008-14 Lancer Evolution
12/20/2018	TSB-18-21-001	Torque Updates: Units of Tightening Torque & Numerical Value for Clutch - SMR	2008-14 Lancer Evolution
12/20/2018	TSB-18-22-001	Torque Updates: Units of Tightening Torque & Numerical Value for Manual Transaxle - SMR	2008-14 Lancer Evolution
12/20/2018	TSB-18-27-001	Torque Updates: Units of Tightening Torque & Numerical Value for Rear Axle - SMR	2008-14 Lancer Evolution
12/20/2018	TSB-18-32-001	Torque Updates: Units of Tightening Torque & Numerical Value for Power Plant Mount - SMR	2008-11 Lancer, 2009-11 Lancer Sportback
12/20/2018	TSB-18-34-001	Torque Updates: Units of Tightening Torque & Numerical Value for Rear Suspension - SMR	2008 Lancer
12/20/2018	TSB-18-37-001	Torque Updates: Units of Tightening Torque & Numerical Value for Power Steering - SMR	2008, 2011-17 Lancer, 2011-17 Lancer Sportback, 2008 & 2014 Lancer Evolution
12/20/2018	TSB-18-42A-004	Updates to Hood Latch Mounting Bolt & Tightening Torque - SMR	2018 Eclipse Cross, 2014-19 Outlander, 2011-18 Outlander Sport, 2018 Outlander PHEV
12/20/2018	TSB-18-42A-005	Torque Updates: Units of Tightening Torque & Numerical Value for Body - SMR	2008-14 Lancer Evolution
12/20/2018	TSB-18-51-001	Torque Updates: Units of Tightening Torque & Numerical Value for Exterior - SMR	2008-17 Lancer, 2009-17 Lancer Sportback
12/20/2018	TSB-18-52A-002	Torque Updates: Units of Tightening Torque & Numerical Value for Interior - SMR	2011-17 Lancer, 2010-17 Lancer Sportback, 2008-14 Lancer Evolution
12/20/2018	TSB-18-52B-002	Updates to SRS Airbag Diagnostic Trouble Code Procedures - SMR	2012 i-MiEV
12/20/2018	TSB-18-52B-003	Updates to SRS Airbag Diagnostic Trouble Code Procedures - SMR	2013-14 i-MiEV
12/20/2018	TSB-18-52B-004	Updates to SRS Airbag Diagnostic Trouble Code Procedures - SMR	2016-17 i-MiEV
12/20/2018	TSB-18-55-001	Torque Updates: Units of Tightening Torque & Numerical Value for Heater, Air Conditioning & Ventilation - SMR	2010-14 Lancer, Lancer Sportback, 2009-14 Lancer Evolution

Bulletin Review



Since Tech Talk 245 the following 2019 bulletins have been released.

2019 Technical Service Bulletins, Safety Recalls, & Service Campaigns

Date Posted	Publication Number	Publication Title	Applicable Models
1/8/2019	TSB-19-33-001	Special Tool Update for Lower Arm Ball Joint Dust Cover Replacement - SMR	2012-17 i-MiEV, 2008-15 Lancer, 2009-15 Lancer Sportback, 2007-16 Outlander, 2011-15 Outlander Sport/RVR
1/8/2019	TSB-19-33-002	Correction to Lower Arm Ball Joint Rotation Starting Torque - SMR	2008-15 Lancer, 2009-15 Lancer Sportback, 2007-13 Outlander, 2011-15 Outlander Sport/RVR
1/8/2019	TSB-19-34-001	Special Tool Update for Toe Control Arm Ball Joint Dust Cover Replacement - SMR	2006-12 Eclipse, 2007-12 Eclipse Spyder, 2004-11 Endeavor, 2004-12 Galant
1/8/2019	TSB-19-35-001	Push Rod Depth Adjustment Added to Removal/Installation of Brake Master Cylinder Assembly - SMR	2014, 2015, 2017, 2018, 2019 Mirage, 2017-19 Mirage G4
1/8/2019	TSB-19-42B-001	Remote Keyless Entry Inoperative	2018-19 Eclipse Cross, 2008-17 Lancer, 2008-15 Lancer Evolution, 2010-17 Lancer Sportback, 2007-19 Outlander, 2011-19 Outlander Sport/RVR

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TIN/ATIN Review



Since Tech Talk 245, no TINs/ATINs have been released.

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2018 Year-End Highlights

Following are some highlights for Mitsubishi Motors toward the end of 2018.



NORTH AMERICAN DEBUT OF e-EVOLUTION CONCEPT

On November 28, the e-Evolution concept vehicle was unveiled at the 2018 Los Angeles Auto Show.

OUTLANDER PHEV "GREEN SUV OF THE YEAR"

Also at the Auto Show in November, the Mitsubishi Outlander PHEV was awarded "Green Car Journal's Green SUV of the Year."



ECLIPSE CROSS NAMED 2019 RJC CAR OF THE YEAR

On November 13, the Eclipse Cross was selected as "RJC Car of the Year 2019" by the Automotive Researchers & Journalists Conference of Japan.



ON THE COVER: MITSUBISHI MOTORS LAS VEGAS BOWL

On December 15, 2018, Mitsubishi Motors sponsored the NCAA Las Vegas Bowl, between the Arizona State Sun Devils and the Fresno State Bulldogs - Congratulations Bulldogs!

The whole event brought more media attention to Mitsubishi vehicles, and increased public exposure through ads aired during the game.



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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).