

**** TECHNICAL INFORMATION NOTICE ****

DATE: April 25, 2018
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: CPX-930 Software Update
TIN NO. TIN-19-00-002

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AFFECTED VEHICLES: All models and model years

PURPOSE

MMNA recently launched an all new battery and electrical diagnostic analyzer, Midtronics CPX-930, and cloud-based Battery Management Information System (BMIS).

Due to the wireless connectivity at some of our dealerships, and the software update recovery methodology incorporated into the new Midtronics battery tester, the over-the-air update functionality has been less than stable.

To ensure every new battery tester has the most current software update, as a temporary countermeasure, Midtronics will be sending every dealer that is NOT on the current software configuration (192-111588C) a thumb drive and USB adaptor to manually update your unit. The update package will be sent to the Service Manager's attention on Thursday, 4/25/2019.

Please update your unit as soon as you receive the update package - instructions are included below.

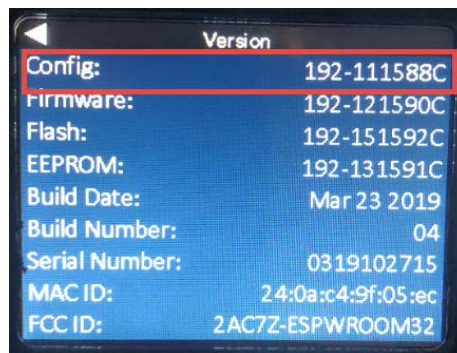
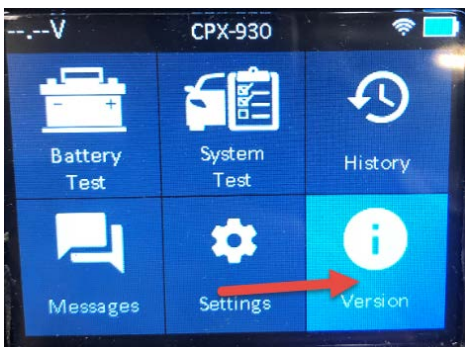
Midtronics will also be removing software update 192-111588C from the BMIS hosting site to temporarily eliminate the reminder to update your tool over the air.

Please retain the thumb drive and USB adaptor for future use - one more software update is forthcoming that will include a more robust update recovery method. This update is expected to be available in mid-summer.

NOTE: Dealers currently at software configuration 192-111588C are at the current software configuration number and will not be sent this update package.

To check your software configuration number, from the main menu:

1. Select version
2. Check the "config" number



If you have any questions, please contact Midtronics Customer Service: 1-866-592-8052.

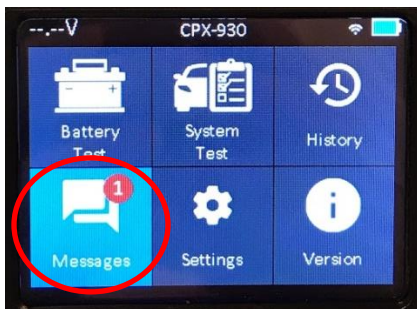
CPX-930 Update with USB

The USB update process will take approximately 40 minutes from start to finish.

1. Power on the CPX-930 by pressing the power button then place the CPX in docking station.
2. During update process, do not remove the CPX from docking station.
3. Plug in the USB drive using the Micro USB adapter.



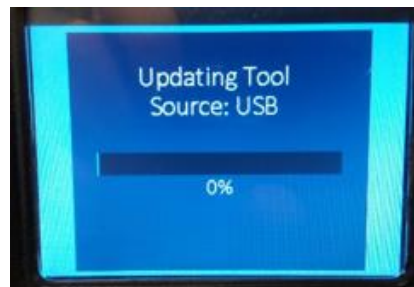
4. Within 30 seconds, a red alert will be displayed on the “Messages” icon indicating the update has been recognized.



5. Keeping the CPX firmly in the docking station, use the keypad to select “Messages” and begin the update process.
6. A warning message will appear reminding you to leave the CPX docked or connected to a good battery (if no docking station available). Select OK to continue.



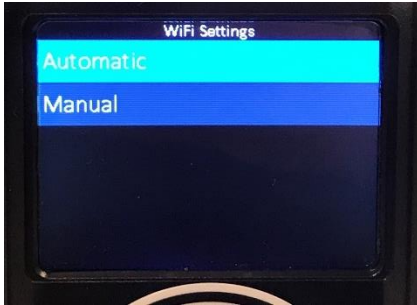
7. The update will begin to download, and a progress bar will appear.
Note: Progress could remain at 0% for up to 3 minutes before displaying the percentage of the update file being downloaded.



8. After approximately 30 minutes, the download will complete, and the update will begin.



9. Once the update completes the tool will reset and bring the user to the first screen in the setup process. Unplug the USB and Micro USB adapter. Save the Micro USB adapter for future updates.

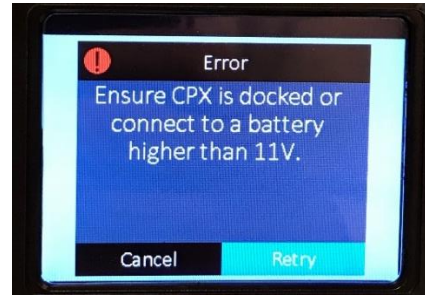


10. The CPX-930 will require the user to go through the Initial Setup process. Once the Initial Setup is complete, the CPX is ready for use.



Troubleshooting

Error: *Ensure CPX is docked or connect to a battery higher than 11V.*



1. The CPX should be firmly seated into the docking station.
2. The CPX should not be removed from the docking station during the update.
3. Make sure the power supply is plugged into an appropriate outlet and the barrel connector is firmly inserted into the docking station.
 - To check the power supply, use a multi-meter and test for 12V on the power supply barrel connector. If 12V is not present, a new power supply is required for the docking station.
4. Inspect the charging pins in the base of the docking station and the charging connections on the bottom of the CPX. Pins should depress easily and charging connections should be clean and free of debris.
 - Using a multi-meter, test for 12V on the charging pins. If 12V is not present a new docking station is required.
5. If power supply and docking station are working properly and this error continues, call Technical Support (information below).
6. If connected to a battery, check battery voltage and ensure it is greater than 11V.

Technical Support

If there are issues updating, please contact Midtronics Technical Customer Support at 866-592-8052.

Online support is also available at:

<https://support.cpx900.com/>