In This Issue

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.

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SPECIAL ATTENTION

Be sure to read the important article "TAKATA AIR BAG VIDEO & QUIZ," in Group 60 on page 4 in this Tech Talk.

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GROUP 00 – General

TIN-19-00-002: CPX-930 SOFTWARE UPDATE – *All Models and Years*.

TIN-19-00-002 was recently released and states:

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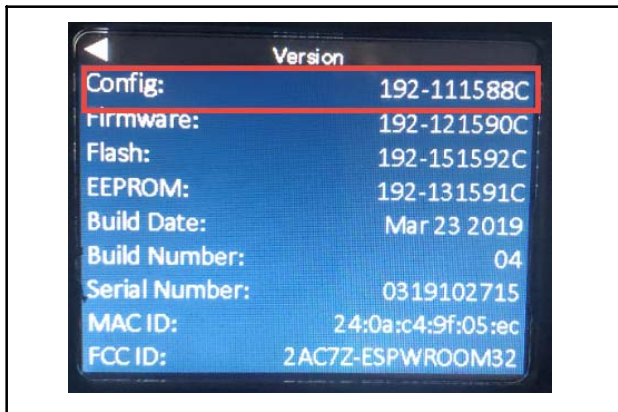
NOTE: Dealers currently at software configuration 192-111588C̲ are at the current software configuration number and will not be sent this update package.

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

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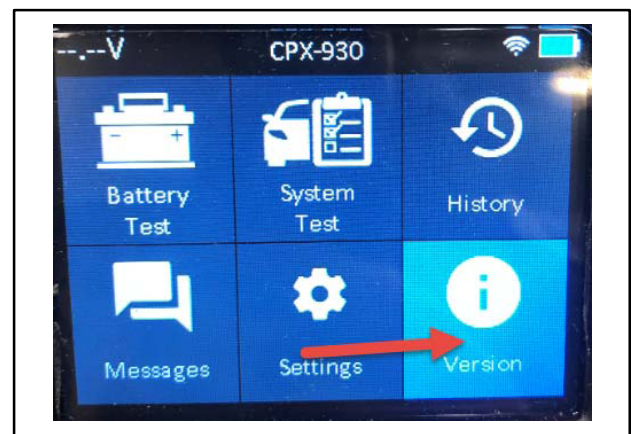
2. Check the "config" number

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.

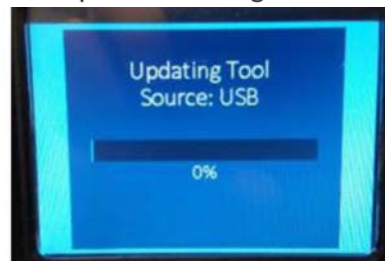3. Plug in the USB drive using the Micro USB adapter.

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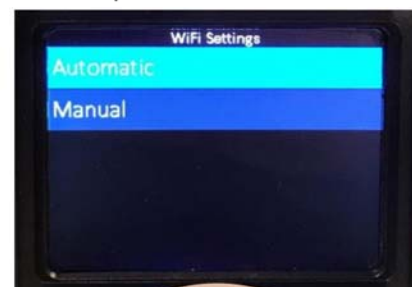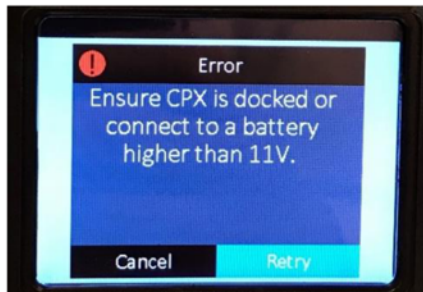
10. The CPX-930 will require the user to go through the Initial Setup process. Once the Initial Setup is complete, the CPX is ready for use.
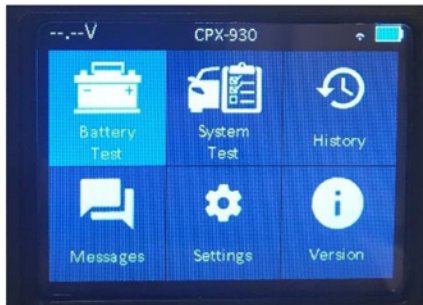
Troubleshooting

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/

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GROUP 31 - Wheel & Tire

TIN-19-31-001: ***SCRAMBLE ACTIVITY REQUEST FOR TPMS LIGHT ON ISSUE (MIRAGE/MIRAGE G4)*** — *2014-19 Mirage, 2017-19 Mirage G4.*

TIN-19-31-001 was released recently and states:

MMNA is looking for a scramble opportunity on a Mirage or Mirage G4 that displays "TPMS light on" issue with "tire ID reception fail" DTC. If the vehicle has C1911, C1921, C1931, or C1941 (either active or stored), please stop your diagnosis and create a Techline case. Then, contact the MMNA associate below and he will guide you with further questions and instructions.

Name: John Ji

Phone No: 714-372-6186

Email: hyun.ji@na.mitsubishi-motors.com

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GROUP 54 - Chassis Electrical

BLUETOOTH CALL VOLUME IS TOO LOW— *All models.*

If the following condition is identified by a customer related to the Bluetooth audio volume being too low, refer to the instructions below for a possible resolution.

CONDITION:

While driving at highway speeds and while on a Bluetooth connected phone call, the driver may have a difficult time hearing an incoming caller even if the volume level on the head unit is set to maximum.

Things to understand:

1) Smartphones have many different volume adjustments.

A smartphone has the following independent phone volume adjustments that can be set at different audio levels.

- Phone volume (phone speaker or exterior speaker).
- Headset (hard wired connection)
- Bluetooth Audio
- Bluetooth Phone call

2) On initial phone pairing of smartphone devices with MMNA audio devices, the phone Bluetooth volume setting will change. The Bluetooth audio and Bluetooth call audio volume settings will be automatically adjusted to a lower volume setting by default.

This will affect the Bluetooth volume settings for the following items:

- Bluetooth audio
- Bluetooth Phone Call
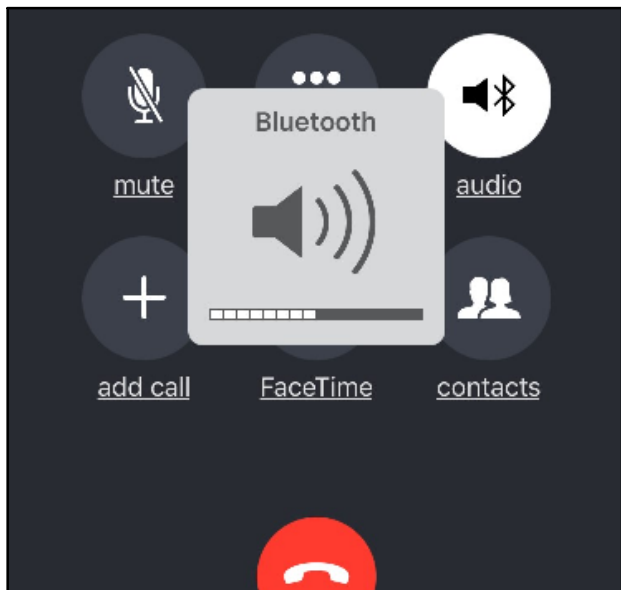
Affected Mitsubishi audio systems:

- Smartphone Link Display Audio with 7.0" touchscreen (SDA)
- Smartphone Link Display Audio with 6.5" touchscreen & CD Player (SDA, also known as DAS)
- Display Audio with 7" touchscreen & HD radio

RESOLUTION:

To access and increase the Bluetooth volume on Bluetooth audio and Bluetooth calls, follow the steps below.

Bluetooth Audio:

- Place vehicle in park and turn ignition switch on
- Pair the device
- Select head unit audio source "Bluetooth Audio"
- Increase volume on smartphone when music is playing while connected via Bluetooth. Music volume will increase and the operator should hear a noticeable volume change.

Bluetooth Phone Call:

- Place vehicle in park and turn ignition switch on
- Pair the device
- Select phone on audio head unit and place a call
- While on a call begin increasing the volume on smartphone device (connected via Bluetooth). Call volume will increase and the operator should hear a noticeable volume change.

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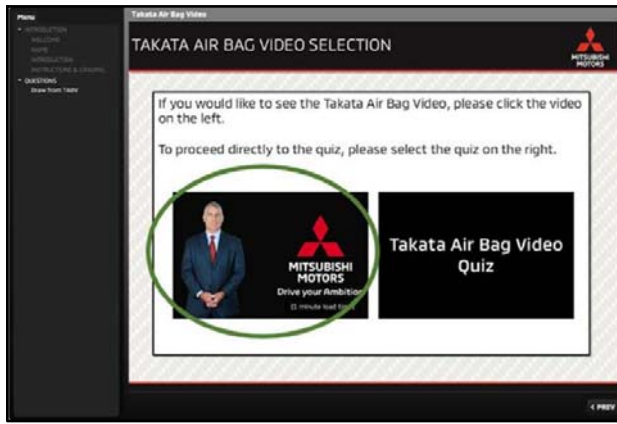
Starting November 27th, 2018, we've added this video to the Mitsubishi Academy website along with a **Takata Air Bag Video quiz**. You can access the Academy website on the MDL. The **course code is TABV**. We encourage everyone at the dealership to watch this video and then complete the quiz as soon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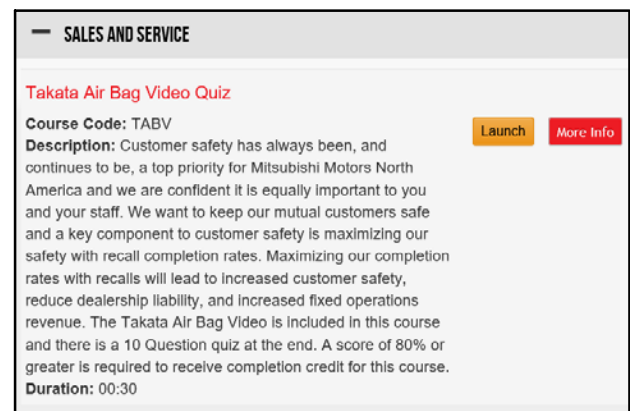
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The information below is excerpted from a recent News Release from Mitsubishi Motors:

"**CYPRESS, Calif., March 14, 2019** – Results of the 2019 J.D. Power Customer Satisfaction Index (CSI) Study were released today, and Mitsubishi Motors North America, Inc. (MMNA), the fastest-growing Asian brand in the U.S. for the second consecutive year, improved 27 points, the most of any brand in the industry, jumping from 21st to 12th position in the overall industry ranking.

Among non-luxury brands, Mitsubishi jumped from 10th position in 2018 to the number three position this year. Beating out far larger nameplates, Mitsubishi earned the title of **top non-premium Asian brand**.

"Customer satisfaction is a core value at Mitsubishi Motors, and our performance in the JD Power CSI Study over the last two years is testament to our focus on it. We do this for one reason only: to give our customers the very best experience we can at every touch point with our company," said Mark Chaffin, Chief Operating Officer for MMNA. "This is a huge success for MMNA, and all credit is due to our tremendous dealer body and the service-aftersales teams at headquarters and in our regions."

Mitsubishi Motors has improved its score by 61 points in the CSI Study from 2016-2019, including this year's 27-point rise and last year's 26-point rise. This improvement leads all other non-premium companies in that time period. Additionally, the brand ranked first in the industry in the non-premium maintenance ranking within the CSI Study. *****

The J.D. Power CSI Study examines customer satisfaction with maintenance and repair service at new-vehicle dealerships. Owners of one to five-year-old vehicles are surveyed regarding their most recent dealership service experience for both in-warranty and customer-pay service work. The study examines satisfaction in five measures of service experience: service initiation, vehicle pick-up, service facility, service quality and service advisor."

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* MORE J.D. POWER RESULTS: Mitsubishi Number 1 in "Repair Work Done Right the 1st Time: Non-Premium" Category

The results of the J.D. Power Study also showed that Mitsubishi moved up to **FIRST** PLACE in the "Repair Work Done Right the 1st Time" for non-premium brands, at 94%.

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

May
- 1–2: PHEV
- 2: ASCF
- 3: ASCF2
- 6 (week): MED4 / ASCF / ASCF2 / ABS2 — *(see June)*
- 13–14: CC1
- 15–16: CVTT
- 20–24: EECS
- 29–30: ER1

June
- 10: MED4
- 11: ASCF
- 12: ASCF2
- 13–14: ABS2
- 17–21: EECS
- 25–26: CC1
- 27–28: CVTT

SOUTHEAST REGION
Atlanta Technical Training Center

May
- 6: MED4
- 7: STV4
- 8–10: ES2
- 13: MED4
- 14: STV4
- 15–17: ES2

June
- 5–6: ER1
- 10: MED4
- 11: STV4
- 12–14: ES2
- 25: PHEV
- 27: CC1

CENTRAL REGION
Bloomington/Normal, IL Technical Training Center

May — (no classes listed)

June — (no classes listed)

CENTRAL REGION
Dallas Technical Training Center

May
- 1–3: ER1
- 6–10: EECS
- 13: STV4
- 14: MED4
- 15–17: ES2
- 20: PHEV
- 21: ASCF2
- 22–23: CC1 / MTT2

June
- 11: ASCF
- 12: ASCF2
- 13–14: CVTT
- 17–21: EECS
- 25: ABS2
- 27: ASCF2

WEST REGION
California Technical Training Center

May
- 29–31: ER1

June
- 10–12: ABS2
- 13–14: CC1

Course Title	DAYS	CODE	PREREQUISITES
Automatic Transaxles			
40/50 Series Diagnosis & Repair	3	AT2T	ATFT1 or ATFWE or ATFB
50 Series 5-speed Diagnosis & Repair	1	AT3	AT2T
CVT Diagnosis &Repair	2	CVTT	ATFT1 or ATFWE or ATFB
Brakes			
Antilock Brakes	2	ABS2	ES1W
Electrical Systems			
Electrical Systems 2	3	ES2	ES1W
Electrical Systems 3	2	ES3	ES1W
Engine Performance			
Engine & Emission Control Systems	4	EECS	ES1W, STV4
Engine Repair	3	ER1	ERFW, ES1W, ME3W, MED4, STV4
Heating & A/C Systems			
Climate Control	2	CC1	MACW, ES1W, ME3W, MED4, STV4

Course Title	DAYS	CODE	PREREQUISITES
Manual Transaxles			
Manual Transaxles & Transfer Cases	3	MTT2	MTFW, ES1W, ME3W, MED4, STV4
Twin Clutch Sportronic Shift Transmission	2	TC-SST	AESP, ES1W, ES2, STV4, ME3W, MED4, ATFWE, MTT2
Vehicle Specific			
Eclipse Cross	1	181N	AESP, ES1W, ME3W, MED4, NMNS, STV4
Plug-In Hybrid Electric Vehicle	2	PHEV	AESP, ES1W, ES2, STV4, ME3W, 120 MED4, PHEVW, R1234W
Vehicle Diagnostics			
Electronic Service Procedures (1-5)	-	ESP 1-5	No Prerequisites
Advanced Safety & Convenience Features	1	ASCF	ES1W, ME3W, MED4, STV4
Advanced Safety & Convenience Features 2	1	ASCF2	ASCF, ES1W, ME3W, MED4, STV4
MEDIC4	1	MED4	ME3W
Scan Tool Viewer 4	1	STV4	No Prerequisites

The second quarter technical quiz (TQ0219) became available on 4/1/2019 and will continue through midnight 6/30/2019. Successful completion of the technical quizzes are **required** for Service Technicians who wish to obtain or maintain DiamondPro Certification.

TECHLINE
(800) 446-6064

HOURS OF OPERATION:
Monday — Friday 6:30 am - 3:30 pm
Pacific Time

Techline is closed every **other** THURSDAY
9:30 - 10:30 A.M. (PST) for a staff meeting.

MEDIC
Information
MEDIC Hotline (800) 846-7575

HOURS OF OPERATION:
Monday — Friday 7:00 am - 4:00 pm
Pacific Time

MEDIC Hotline will assist with MEDIC &
Scan Tool hardware or software issues.

Bulletin Review

Since Tech Talk 248 the following bulletins have been released.

Date Posted	Publication Number	Publication Title	Applicable Models
		2019 Technical Service Bulletins, Safety Recalls, & Service Campaigns	
3/28/2019	TSB-19-42B-003	Updated Diagnostics for ETACS-ECU DTC U0141 - SMR	2008-17 Lancer, 2008-15 Lancer Evolution, 2009-17 Lancer Sportback, 2007-19 Outlander, 2018-19 Outlander PHEV, 2011-19 Outlander Sport
3/28/2019	TSB-19-52B-005	Updated Diagnostics for ETACS-ECU DTC U0141 - SMR	2008-17 Lancer, 2008-15 Lancer Evolution, 2009-17 Lancer Sportback, 2007-19 Outlander, 2018-19 Outlander PHEV, 2011-19 Outlander Sport
3/28/2019	TSB-19-54-008	Updated Diagnostics for ETACS-ECU DTC U0141, B16A0, & B16A7 - SMR	2008-17 Lancer, 2008-15 Lancer Evolution, 2009-17 Lancer Sportback, 2007-19 Outlander, 2018-19 Outlander PHEV, 2011-19 Outlander Sport
3/28/2019	TSB-19-54-009	Updates to Electrical Wiring Diagrams - SMR	2007, 2014-19 Outlander
4/11/2019	TSB-19-42A-002	Power Window Auto Open/Close Function Inoperative	2019 Eclipse Cross, Outlander, Outlander PHEV
4/11/2019	TSB-19-42A-003	Torque Updates to Liftgate Removal & Installation Procedure - SMR	2011-17 Outlander Sport/RVR
4/11/2019	TSB-19-52A-002	A-Pillar Trim Replacement Procedure Revision - SMR	2011-14 Outlander Sport/RVR
4/11/2019	TSB-19-54-001REVII	Quick Charging with ABB Quick Charger Stops Due to Isolation Error - Revised	2016-17 i-MiEV, 2018-19 Outlander PHEV
4/23/2019	TSB-19-00-001	Updates to 2017 Lancer & Lancer Sportback General Information– SMR	2017 Lancer, Lancer Sportback
4/23/2019	TSB-19-25-001	Correction to Propeller Shaft Assembly Removal Procedure - SMR	2012-17 Lancer & Lancer Sportback with 4WD, 2007-18 Outlander with 4WD
4/23/2019	TSB-19-34-003	Update to Shock Absorber Assembly Installation – SMR	2009-15 Lancer, 2011-15 Lancer Sportback, 2014-15 Outlander, 2011-15 Outlander Sport
4/23/2019	TSB-19-42A-004	Window Glass Runchannel & Door Opening Weatherstrip Removal & Installation - SMR	2016-19 Outlander
4/23/2019	TSB-19-42A-005	Body Repair Manual Updates for 2017 Lancer & Lancer Sportback - SMR	2017 Lancer, Lancer Sportback
4/23/2019	TSB-19-51-001	Updates to Door Mirror Removal & Installation – SMR	2016-19 Outlander, 2018-19 Outlander PHEV
4/23/2019	TSB-19-54-010	Hands-Free System (Bluetooth/FUSE) Instruction Guide and Diagnostic Steps - Revised	2010-12 Eclipse, Eclipse Spyder, 2010-11 Endeavor, 2009.5-12 Galant, 2012-17 i-MiEV, 2008-17 Lancer, 2008-15 Lancer Evolution, 2009-13 Lancer Sportback, 2014-17 Mirage, 2017 Mirage G4, 2007-17 Outlander, 2011-17 Outlander Sport

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TIN/ATIN Review

Since Tech Talk 248 the following TINs/ATINs have been released.

	2019 Technical Information Notices, Advance Technical Information Notices		
Date Posted	**Publication Number**	**Publication Title**	**Applicable Models**
4/2/2019	TIN-19-31-001	Scramble Activity Request for TPMS Light On Issue (Mirage/Mirage G4)	2014-19 Mirage, 2017-19 Mirage G4
4/25/2019	TIN-19-00-002	CPX-930 Software Update	All Models and Years

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MITSUBISHI MOTORS