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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.

TT

WANTED!!

TIPS FOR TECHNICIANS - BY TECHNICIANS

Have you as a technician learned something new while fixing a customer vehicle? Or found a solution to a perplexing problem? If you **have**, and think it would be helpful to other technicians, MMNA would like to hear from you! Send your tips, along with any pertinent vehicle details, your name, job title, and dealer name, to: servicesupport@mmsa.com.

We may publish your advice in Tech Talk, and give you credit for your tip! Together, we can help each other achieve the highest customer satisfaction by sharing our knowledge with other technicians.

TT

GROUP 00 - General

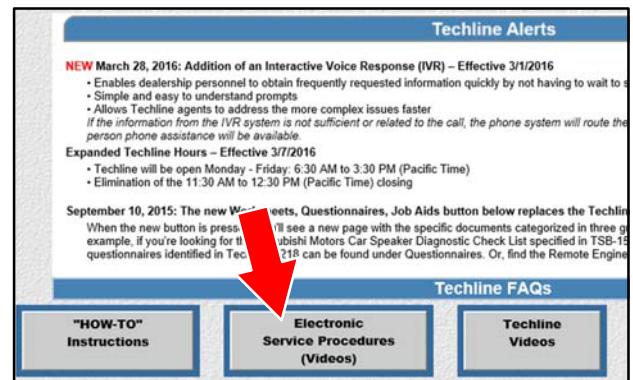
NEW TECHLINE BUTTON "ELECTRONIC SERVICE PROCEDURES (VIDEOS)" –

All models.

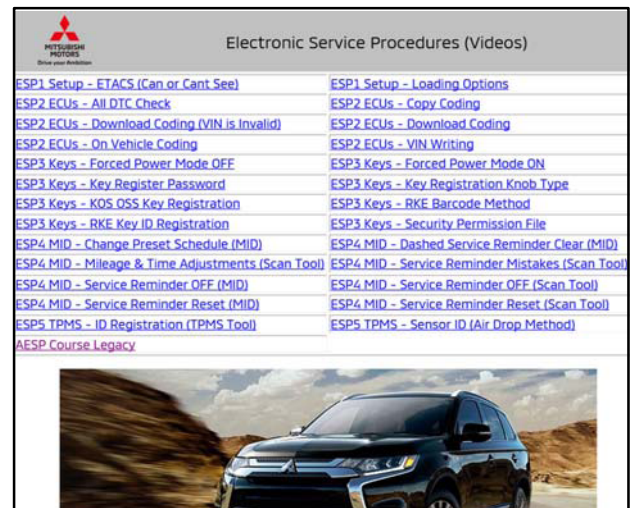
A new button on the Techline home page gives technicians easy access to videos on

often-used procedures. To access these instructional videos, go to the Techline home page, click the "Electronic Service Procedures (Videos)" button (under "Techline FAQs").

NOTE: This button was previously called "AESP." The original AESP Course is still available in the list of videos.



The videos listed here include basic instructions for Key Registration, Copy Coding, ECU Coding, TPMS Registration, and more. These videos are taken from the web courses. For complete instructions on all service procedures, technicians should complete the courses first, then access these videos as a refresher.



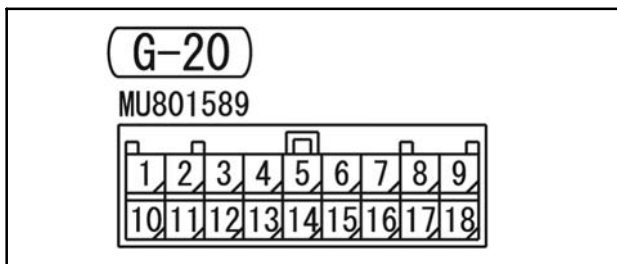
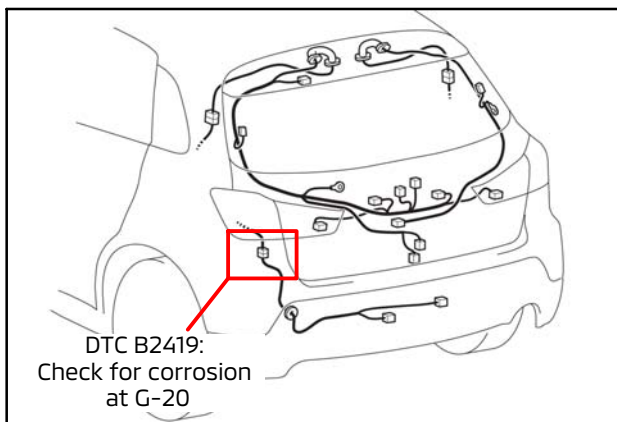
GROUP 42B – Keyless Operation System (KOS)

DTC B2419: LF (LOW FREQUENCY) ANTENNA OPEN – 2011-19 Outlander Sport/RVR.

Techline has received multiple calls on Outlander Sport vehicles with DTC B2419: LF (Low Frequency) Antenna Open. When this DTC occurs, the KOS system is inoperative, and the key FOB needs to be in the key box in order for the vehicle to start. In one case, the technician inspected the entire KOS antenna system and was not able to locate the concern.

Based on previous Techline cases, MMNA recommends checking connector integrity at connector G-20. Check for corrosion or poor pin fit at this connector.

Connector G-20 is located inside the vehicle, behind the quarter trim panel, attached to the wheel well/wheel arch of the vehicle.



To address this concern, clean any corrosion around the connector, and apply dielectric grease to the terminals.

After verifying the DTC does not reset, confirm the KOS system operates normally.

==== **TT** =====

GROUP 52A – Interior and GROUP 52B – Supplemental Restraint System (SRS)

SEAT BELT RETRACTOR CONCERNS – All models.

Whenever you identify a seat belt retractor concern such as - seat belt is getting stuck, or is not releasing or retracting properly, please record a short video to show the condition and upload it to the PRC. You could also open a Techline case and attach it there.

This will help with the investigation of this part. So far MMC has not identified any quality concerns with the seat belt retractors that were returned for investigation.

As always, your help is greatly appreciated.

==== **TT** =====

Spotlight on...

RC Hill Mitsubishi, Deland, FL

This column spotlights a different high scoring CSI dealer every quarter.

January - March, 2019 3-MONTH CSI SCORES		
	National	RC Hill
Fixed Right 1st Time	97.0%	99.6%
Resolution Rate	86.6%	96.2%
Email Capture Rate	78.3%	90.8%
Overall Satisfaction	947	977



Top Row (L-R): Nick Finocchio (Master Elite Technician/ASE Advanced Master), Christopher Santiago (Lube Technician), **Kristian Mazzoni (Triple Diamond Service Manager)**, Freddie Jessee (Master Technician/ASE Master), Fernando Castillo (Specialist Technician)
Bottom Row (L-R): Jessica Garner (Service Advisor), Alex Herrera (ASE Master Technician), Julia Rosso (Service Coordinator)



In 2003, RC Hill Mitsubishi opened its doors as a locally owned family operated dealership. They are well known in the community for sponsoring multiple sporting events, local athletic teams, and hosting fundraisers across the county. Service Manager Kristian Mazzoni began his career with RC Hill in 2008, and knew within the first few months that he was in the right place. Says Kristian, "Family is the word that comes to mind when I think of RC Hill Mitsubishi. In my 11th year with RC Hill I can tell you Customer Service is still - and always has been - a driving force in our department. We have put the customer first since day one and the tradition continues." In fact, customers come from near and far to have their vehicle serviced at RC Hill. Coming from DeLand, Deltona, Sanford, Daytona Beach, and Orlando, some customers pass other Mitsubishi dealers on the way, just for the peace of mind of having the experienced technicians at RC Hill Mitsubishi work on their car. ASE Master Technician Freddie Jessee has been with RC Hill 15 years; Nick Finocchio, an ASE Advanced Master Tech, has 8 years; Fernando Castillo has 6; and Alex Herrera, another ASE Master Technician, has been there 4 years.

When Mitsubishi Motors launched the CVIR program in 2013, RC Hill immediately implemented the process. Technicians perform the CVIR on all repair orders that are written up. As soon as the technician completes the report, it is emailed directly to the customer, and usually within the time it takes the Service Advisor to total up the recommendations and walk over to the lounge, the customer has already received and looked over the report. The service advisors use it as one of their main tools when explaining the inspection and service recommendations. And customers appreciate the quality and illustrations in the report during the consultation.

When asked if there's a secret to their great customer reviews, Kristian claims there is no secret. He says they may not have the newest facility or automatic car wash, but they have the one thing that matters most, and that's integrity. Just one testament to this integrity is the "Special Thank You" from a customer, a public message published in the local paper, the Volusia County Beacon. This customer was grateful to Kristian and his staff for "stepping up and doing the right thing" to resolve a difficult situation. The customer states that "Kristian calmly took the situation in hand and demonstrated clearly what it means to honor a commitment" and they were "pleasantly surprised and deeply impressed by his resolve to make things right." The message ends with "Thank you so much, Kristian and R.C. Hill Mitsubishi." That's quite an endorsement!

As further proof of RC Hill's commitment to customer service, they were awarded the **national trophy** for being the top dealer for 2018 in the Customer Satisfaction Index (CSI) Recognition Program from Mitsubishi Motors. (Also noted in a local paper, see next page.) And recently, they won another "#1 Service Satisfaction Dealer" banner for their district in 2019. Keep up the great work RC Hill Mitsubishi!

RC Hill Mitsubishi named nation's 'Best in Class' for 2018

Joe Crews Mar 27, 2019 Updated 18 hrs ago



PROUD DEALER — R.C. Hill III is the owner of the Mitsubishi dealership carrying his name on South Woodland Boulevard in DeLand. The dealership was recently named tops in the nation for 2018 in customer-service satisfaction.

A Special Thank-You



Jessica Garner, Service Coordinator, and Kristian Mazoni, Service Manager

"This public message is not an advertisement, not a product endorsement, not a promotion of a particular class of automobile. This is a message of THANKS. A message to say 'thank you' to a great group of people - most notably one person who redirected my view and allowed me a different perspective. I would like to say 'thank you' to R.C. Hill Mitsubishi, specifically the service department at R.C. Hill and most specifically and especially to Kristian. I want to thank them/him for stepping up and doing the right thing, where doing the right thing was clearly the most difficult thing. The situation I found myself in with my Outlander was transferred from dire and seemingly hopeless to wholeness once again. I do not need to be specific regarding circumstances, but without me having to raise my voice, without any recriminations, Kristian calmly took the situation in hand and demonstrated clearly what it means to honor a commitment. I was pleasantly surprised and deeply impressed by his resolve to make things right. Thank you so much, Kristian and R.C. Hill Mitsubishi."

Mr. & Mrs. Mantz
DeLand, Florida



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RC Hill, III
President

Training News



Technical Training Schedule

July - August 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

July					August				
M	T	W	Th	F	M	T	W	Th	F
1	2	3	4	5	29	30	31	1	2
8	9	10	11	12	5	6	7	8	9
ER1					EECS				
15	16	17	18	19	12	13	14	15	16
EECS					MED4	STV4	EL1		
22	23	24	25	26	19	20	21	22	23
ASCF	ASCF2				PHEV		CC1		
29	30	31	1	2	26	27	28	29	30

SOUTHEAST REGION

Atlanta Technical Training Center

July					August				
M	T	W	Th	F	M	T	W	Th	F
1	2	3	4	5	29	30	31	1	2
					PHEV		CC1		
8	9	10	11	12	5	6	7	8	9
EECS					EECS				
15	16	17	18	19	12	13	14	15	16
22	23	24	25	26	19	20	21	22	23
CANCELLED					MED4	STV4	ASCF	ASCF2	
MED4	STV4	ES2			26	27	28	29	30
29	30	31			ER1				
CANCELLED									
PHEV		CC1							

WEST REGION

California Technical Training Center

July					August				
M	T	W	Th	F	M	T	W	Th	F
1	2	3	4	5	29	30	31	1	2
8	9	10	11	12	5	6	7	8	9
15	16	17	18	19	12	13	14	15	16
22	23	24	25	26	19	20	21	22	23
EECS					26	27	28	29	30
29	30	31	1	2	STV4	MED4	EL1		

CENTRAL REGION


Dallas Technical Training Center

July					August				
M	T	W	Th	F	M	T	W	Th	F
1	2	3	4	5	29	30	31	1	2
					ASCF		TC-SST		
8	9	10	11	12	ER1		ASCF2		
15	16	17	18	19	5	6	7	8	9
EECS					MTT2				
22	23	24	25	26	EECS				
29	30	31	1	2	19	20	21	22	23
ER1					STV4	MED4	EL1		
ASCF					26	27	28	29	30
TC-SST					PHEV		ES3		
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, PHEVW, R1234W
Electrical 1	2	EL1	ES1W				
Electrical Systems 2	3	ES2	ES1W	Vehicle Diagnostics			
Electrical Systems 3	2	ES3	ES1W	Electronic Service Procedures (1-5)	-	ESP 1-5	No Prerequisites
Engine Performance				Advanced Safety & Convenience Features	1	ASCF	ES1W, ME3W, MED4, STV4
Engine & Emission Control Systems	4	EECS	ES1W, STV4	Advanced Safety & Convenience Features 2	1	ASCF2	ASCF, ES1W, ME3W, MED4, STV4
Engine Repair	3	ER1	ERFW, ES1W, ME3W, MED4, STV4	MEDIC4	1	MED4	ME3W
Heating & A/C Systems				Scan Tool Viewer 4	1	STV4	No Prerequisites
Climate Control	2	CC1	MACW, ES1W, ME3W, MED4, STV4				

REMINDER The second quarter technical quiz (TQ0219) will end at midnight on 6/30/2019. Successful completion of the technical quizzes are **required** for Service Technicians who wish to obtain or maintain DiamondPro Certification.




<h1>TECHLINE</h1> <p>(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>MEDIC</h1> <p><i>Information</i></p> <p>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>Bulletin Review</h1>		<p>Since Tech Talk 250 the following bulletins have been released.</p>
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2019 Technical Service Bulletins, Safety Recalls, & Service Campaigns			
Date Posted	Publication Number	Publication Title	Applicable Models
5/22/2019	TSB-19-42B-004	KOS DTCs B1130, B1138, B1156, B1168, B1169 Diagnosis - SMR - Revised	2015 Mirage
5/22/2019	TSB-19-54-013	Software Update for Smartphone Link Display Audio - Revised	2018 Eclipse Cross, 2017-18 Outlander, 2018 Outlander PHEV, 2017-18 Outlander Sport/RVR
6/27/2019	TSB-19-11-002	Prevention of Coolant or Water Ingress Into Crank Angle Sensor	All Models
6/27/2019	TSB-19-23-006	Updates to Maintenance & Assembly Procedures for CVT F1CJB - SMR	2014-19 Mirage, 2017-19 Mirage G4
6/27/2019	TSB-19-51-002	Updates to Under Cover Removal & Installation - SMR	2012-13 i-MiEV
6/27/2019	TSB-19-52B-006	Corrections to SRS Air Bag Diagnosis for DTC B1631 - SMR	2011-18 Outlander Sport/RVR



<h1>TIN/ATIN Review</h1>		<p>Since Tech Talk 250 the following TINs/ATINs have been released.</p>
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2019 Technical Information Notices, Advance Technical Information Notices			
Date Posted	Publication Number	Publication Title	Applicable Models
4/29/2019	TIN-19-00-003	Mississippi Department of Public Safety Letterhead - Takata Recalls	2004-07 Lancer, 2006-09 Raider, and 2012-17 i-MiEV
5/31/2019	TIN-19-31-001REV	Scramble Activity Request for TPMS Light On Issue (Mirage/Mirage G4) - Revised	2014-19 Mirage, 2017-19 Mirage G4
6/13/2019	TIN-19-00-004	Alabama Law Enforcement Agency Letterhead - Takata Recalls	2004-07 Lancer, 2006-09 Raider, and 2012-17 i-MiEV



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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).