



# Technical Service Bulletin

SUBJECT: <b>GENERAL PDI PROCEDURES FOR 2020 MODELS (except PHEV)</b>		No: <b>TSB-19-00-005</b>
		DATE: <b>July 2019</b>
		MODEL: <b>2020 Models except PHEV</b>
<b>CIRCULATE TO:</b>	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR
		<input checked="" type="checkbox"/> TECHNICIAN
		<input checked="" type="checkbox"/> SALES MANAGER

## PURPOSE



This bulletin contains general Pre-Delivery Inspection (PDI) procedures, both technical and detail, for **2020 model year** Mitsubishi vehicles (except Outlander PHEV).

If required, additional Technical Service Bulletins will be issued for model-specific PDI procedures.

**Welcome Delivery** folders, containing a Pre-Delivery Inspection form, and a Sales Delivery form, should be used for all PDIs. One is shipped to dealers inside each vehicle.

**NOTE: Items shown as underlined and/or in red text are IQS (Initial Quality Survey) sensitive items. Give extra attention to these items for improved IQS and customer satisfaction.**

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## BACKGROUND INFORMATION

The Pre Delivery Inspection (PDI) processes described in this bulletin were developed to ensure a "fault-free" delivery.

This bulletin contains general descriptions of most required Technical and Detail inspection checks organized in a logical and time-efficient order. The Technical and Detail procedures are divided into separate sections. It is critical that all the steps are completed **while keeping the vehicle clean inside and out during the entire PDI process.**

**The PDI process is important. Remember to:**

- Avoid pressure to rush through PDI.
- Never skip steps on the PDI form and always use it to confirm you have completed all steps.

**Once you are familiar with these procedures, the PDI form acts as a guide to the process.**

**NOTE: If any repairs are needed, ensure they are made before the customer takes delivery of the vehicle. Any defects in materials and/or workmanship discovered during PDI should be corrected and claimed under warranty. Adjustments and repairs are not part of the PDI flat rate time.**

The following TSBs are quoted in this bulletin. You should be familiar with their details before beginning. All are available on MEDIC.

- TSB-92-51-001, "Paint Damage Identification and Repair Procedures"
- TSB-97-00-006, "Rap-Film and Adhesive Residue Removal Procedures"
- TSB-00-00-002, "Rap-Film Adhesive Residue Removal"
- TSB-09-31-005, "Aluminum Alloy Wheel Cleaning Recommendations and Requirements"
- TSB-12-00-009, "Floor Mat Selection and Installation: Avoiding Pedal Entrapment and/or Interference"
- TSB-12-31-001, "General Service Information for the Tire Pressure Monitoring System - Revised"
- TSB-18-00-003, "Load Carrying Capacity Reduced Label - Revised"



## TECHNICAL INSPECTION

The Detail Specialist should complete the "DETAILING BEFORE PDI" section before handing the vehicle off to the Technician for PDI Technical Inspection. Refer to the DETAIL INSPECTION section of this bulletin for complete detailing information for both before and after Technical Inspection.

Use the PDI form and this PDI bulletin as a guide. After completing each step, check-off that procedure on the form. The sequence in which you perform the steps may vary depending on your dealership's procedures, facilities, and the vehicle itself. Be sure that all steps that apply are checked on the form. Be sure the PDI form is signed and dated, and copies filed in the "vehicle packet" and service file at your dealership. If you have questions about checking a specific feature or specifications, refer to the Service Manual, new model training guides, and/or the Owner's Manual for details.

### **!! IMPORTANT !!**

**DO NOT offer any vehicle for sale if it has an outstanding Safety Recall campaign. Doing so subjects the dealer to large fines. Check the Superscreen for possible outstanding recalls.**

**BEFORE YOU START:**

Make sure the following information is recorded in the proper spaces on the PDI form.

- Repair order number
- Dealer stock number
- Ignition key code
- Wheel lock code (if equipped)
- Model
- Model Year
- Vehicle Identification Number (VIN)

**NOTE: If materials shipped in the glovebox are removed and stored separate from the vehicle due to a dealer's internal procedures, they must be returned to the glovebox prior to retail delivery. This includes: 1) Owner's Manual, 2) Warranty and Maintenance Manual, 3) Tire Warranty Statements, and any other items meant for the customer.**

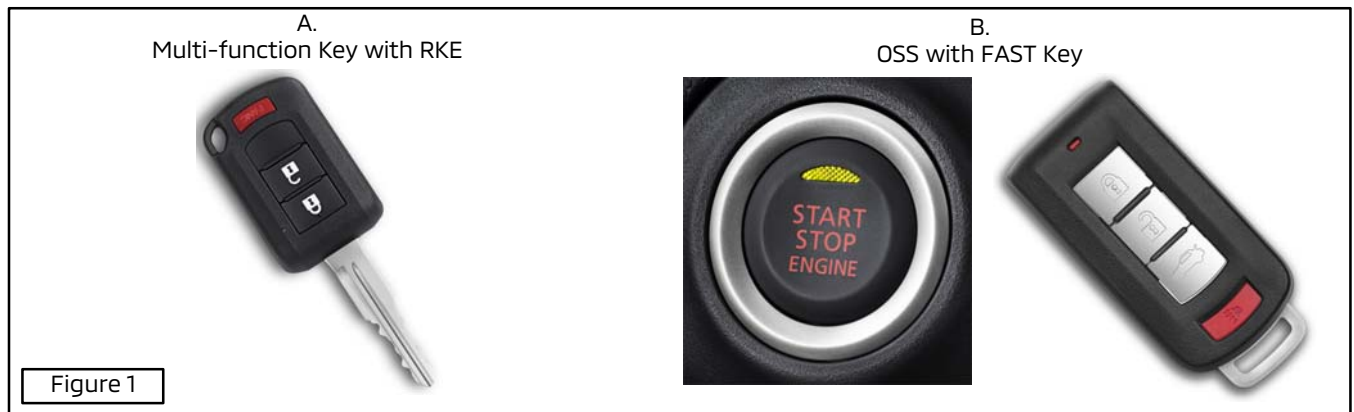
**A. VEHICLE READINESS**

Before you start the inspection, retrieve the wheel covers, remote transmitters, radio antenna, and any other shipped loose items from the trunk and/or glovebox as applicable.

1. **\*\*\* IMPORTANT \*\*\***  
**RECALLS - Check the Warranty Superscreen for open Recalls or Service Campaigns. Make sure any open Recall or Service Campaign is performed BEFORE the vehicle is road tested.**

**NOTE: Mitsubishi vehicles are equipped with one of two entry/engine starting systems:**

- A.** Standard multi-function key with Remote Keyless Entry (RKE) buttons.
- B.** One-touch Start System (OSS) - Push button starting. Used with FAST Key (Free-hand Access Security Transmitter).



**SPECIAL NOTE ON OSS VEHICLES:**

Insert each transmitter, one at a time, into the key slot and press the START/STOP button. Refer to the Service or Owner's Manual for the location of the key slot.

**For Eclipse Cross models:** There is no key slot. Please refer to TIN-18-42B-001 for instructions on starting the engine with the IOD disengaged on Eclipse Cross.

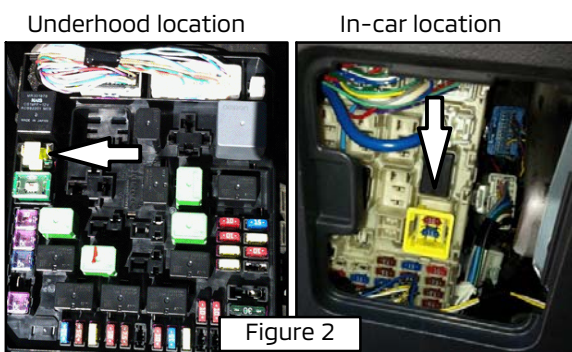
**All OSS vehicles:**

- a. With the shift lever in P, depress the brake pedal and press the engine start/stop switch. The engine should start.
- b. With the brake pedal depressed, press the engine start/stop switch again to turn the engine off.

- c. With the shift lever in P, release the brake pedal and press the engine start/stop switch. The engine should not start and the LED in the switch lights amber (ACC mode). Press the switch again and the LED changes to green (ON mode). The engine should not start. Press the switch again and the LED turns off.
- d. Apply the parking brake. Depress the brake pedal, start the engine, and shift to D. With the brake pedal released, depress the engine start/stop switch for 1 second. The engine should stop, the light in the switch should change to amber and "Shift to P" should be displayed in the Multi Information Display (MID).

## 2. Engage (*push down*) the IOD (Ignition Off Draw) connector.

The ignition switch must be **OFF** for this step.



During shipping of Mitsubishi vehicles, dark current is minimized by not connecting the IOD connector. It is positioned in the disconnected position (pulled up) and must be connected by pressing it down for the affected circuits to be completed.

The IOD is a yellow, sliding, fuse holder located in either the underhood fuse box or in the interior fuse box depending on model. To complete these circuits, push down firmly on the holder until it engages (on Mirage and Mirage G4: push down until two detents engage).

- On Outlander, Outlander Sport/RVR, and Eclipse Cross, the IOD connector is in the relay box under the hood.

**NOTE: If the relay box cover is protected by RAP-film, remove it at this time.**

- On Mirage and Mirage G4 models, the IOD connector is located in the fuse box below the dash.

## 3. Start the engine and confirm engine starts with all keys/transmitters.

### Immobilizer (all key types)

Separate ALL keys (or transmitters) and, confirm they ALL start the engine without stalling. For vehicles with keyless operation transmitters, separate the transmitters and enter the vehicle with one transmitter at a time and start the engine. Vehicles with FAST key and/or OSS, if the vehicle does not start, confirm the IOD has been firmly connected.

If the vehicle starts, then stalls, one or more keys may not have been registered, or there may be an immobilizer system fault. Refer to the Service Manual for diagnostic procedures, and use MEDIC and/or the Mitsubishi Dealer Link (MDL) site to search for TSBs relating to immobilizer system, key, and transmitter registration policies and procedures.

## 4. Verify proper cold start engine performance.

The engine should start quickly using all keys (RKE/FAST). It should idle smoothly and not have any hesitation or unusual noise when accelerated.

5. **Verify presence of all shipped loose items (e.g. floor mats, antenna masts, wheel covers, wheel caps, etc.).**
6. **Refer to MEDIC, or the MDL for any general or model-specific PDI TSBs. Be sure all instructions on those TSBs are performed.**



## B. INTERIOR FUNCTION



**Apply the parking brake and run the engine at idle during these inspections.**

1. **Check operation of all SEATS, POWER SEATS, HEATED SEATS, SEAT ADJUSTMENT, SEAT BELTS, and HEAD RESTRAINTS.**
  - a. Confirm that manual seat track and seat back adjusters operate and lock throughout their entire travel (front seats). Leave the seat height adjuster in the lowest position for maximum head room (if equipped).
  - b. Check power seat operation (if equipped) including seat back adjustments.
  - c. Check heated seat operation (if equipped) in LO and HI settings.
  - d. Check operation and latching of rear (second row in SUV) and third row seating (if equipped).
  - e. Check HEAD RESTRAINTS  
Ensure all head restraints are properly installed. Inspect the height adjuster for ease of operation.
  - f. Check ALL SEAT BELTS for condition and operation.
    - Inspect all seat belts to ensure they connect and hold properly.
    - Inspect operation of the shoulder height adjuster and condition of the seat belts, and anchors.
    - Inspect for proper seat belt retraction.
    - Check that safety labels regarding use of seat belts and air bags are in place.
    - Make sure the rear and third row seat belts are properly secured in the clips on the quarter trim (if equipped).
    - Latch SECOND ROW CENTER SEAT BELT: **Outlander & Outlander Sport/RVR** - Due to its unique arrangement, latch the center seat belt for the second row seat for display purposes (refer to TIN-13-52A-001 for details).
    - On vehicles with locations for anchoring seat belts when they are not in use, make sure the seat belt ends are properly secured in those positions.



### 2. **PASSENGER AIRBAG AND SEATBELT LIGHT FUNCTIONS.**

Sit in the front passenger seat and verify the passenger airbag light goes out. Verify the passenger seat belt reminder light comes on when the seat belt is unfastened, and goes off when it is fastened.

### 3. **HEATED STEERING WHEEL (if equipped).** Verify proper operation.

4. **Check operation of all WINDOWS, including SUNROOF or Panoramic Roof Sunshade (if equipped).**

**WINDOWS:** Check for proper window tracking, complete up and down travel, and proper sealing. Check that all window switches function properly, including master switches on driver's door and switches on each door.

**NOTE: Check the lockout and AUTO-down and up functions.**

**Vehicles equipped with AUTO-up power window function:** Ensure the safety mechanism functions normally. Refer to Group 42 - BODY, in the Service Manual for the proper checking procedure.

**⚠ WARNING**

**If the battery is disconnected during PDI for any reason, the learned position for the driver's window auto up will be erased, the anti-trap function cannot be activated, and injury or vehicle damage can occur. To reinitialize this position for the driver's window, follow the Learning Procedures of Power Window Fully Closed Position in Group 42 - Body, of the Service Manual, then confirm proper operation.**

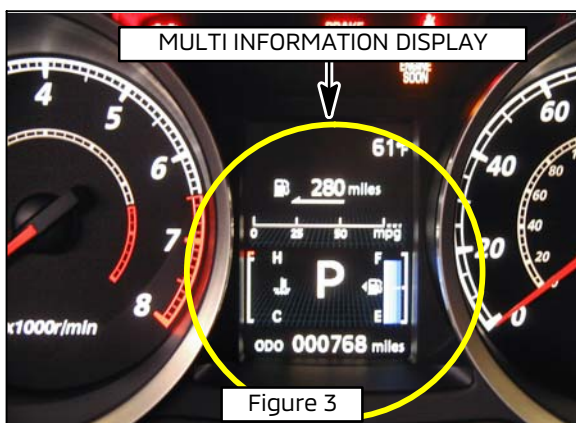
**SUNROOF / Panoramic Roof**

Ensure all controls work properly, including one-touch operation. Ensure the sunroof closes tightly, and the tilt-up feature works. Open and close the sunroof two times to ensure the timing of the functions work properly.

The panoramic roof sunshade is equipped with one-touch opening and closing. Ensure the sunroof or panoramic roof sunshade safety mechanism functions properly. Refer to the applicable Service Manual and perform the proper test for the vehicle.

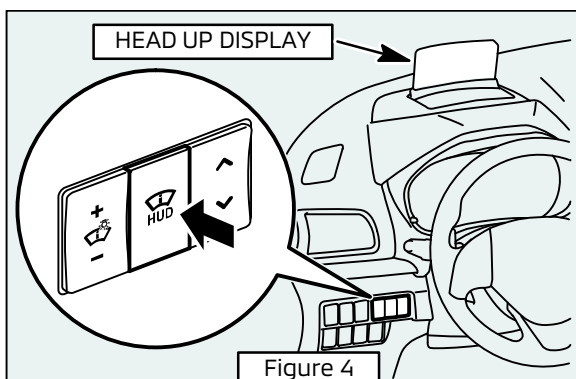
**NOTE: If adjustments are required, refer to the appropriate Service Manual procedures and submit a warranty claim for adjustment.**

5. **MULTI-INFORMATION DISPLAY (MID) and HEAD UP DISPLAY (HUD) (if equipped)**



**Multi-Information Display (MID):**

Verify the MID screens display in English. If desired, the language can be changed to French, Spanish, Japanese, German, or Italian. Refer to the Owner's Manual for Instructions on changing the displayed language.



**Head Up Display (HUD):**

**(Eclipse Cross models only, if equipped)** Verify HUD screen operation. Refer to the Service or Owner's Manual for details.

6. **INTERIOR AND INSTRUMENT PANEL LIGHTS.**

Check that all interior lights operate:

- [Dome light\(s\)](#)
- [Map light\(s\)](#)
- Vanity mirror light(s) (if equipped)
- Instrument panel illumination and dimmer function
- Door courtesy lights
- Cargo area light (if equipped)
- Panoramic roof ambient lighting (if equipped)
- Accessory interior lighting (if equipped).
- Glove box light (if equipped)

**NOTE: Adjust instrument panel illumination to the brightest level. Position the dome light switch so the light is on when the door is open, and off when the door is closed.**

7. **INSIDE AND OUTSIDE MIRRORS.** Ensure the inside rear view mirror holds its adjustment. Make sure the anti-glare function operates properly (if equipped). Make sure the auto-dimming function operates properly (if equipped) by pressing the power switch (green light illuminates) and covering the front-facing light sensor on the back of the mirror with a black cloth. Press the three Homelink® buttons (if equipped) and check if the indicator light blinks orange. Check and adjust outside mirrors. Check if power side folding mirrors (if equipped) retract and extend during the following operations:

- Pressing the power folding side mirror switch (located next to the mirror adjustment switch) when the ignition switch is in the "ON" or "ACC" position and for approximately 30 seconds after the ignition switch is turned to the "OFF" position
- Extends when the driver's door is closed and the ignition switch is turned to the "ON" position
- Retracts when the ignition switch is turned to the "OFF" position and the doors are locked
- Extends when the FAST Key transmitter is used to unlock the doors
- Retracts when the FAST Key transmitter is used to lock the doors
- Extends when vehicle speed exceeds approximately 18 mph (30 km/h)

8. **HORN.** Ensure the horn sounds when the horn pad is pressed.

9. **AUXILIARY ACCESSORY SOCKET(S) (if equipped).**

Check the auxiliary accessory power sockets (if equipped) for proper operation.

10. **AUDIO SYSTEM OPERATION (INCLUDING SIRIUS/XM™ SATELLITE RADIO OPERATION, if equipped), SET CLOCK AND ALL RADIO STATION PRESETS, CHECK REAR ENTERTAINMENT SYSTEM (if equipped).**

Set the clock to the correct time. Set ALL "AM," "FM1," & "FM2" preset buttons to a variety of strong local stations (except Sirius/XM satellite radio, if equipped). Refer to the Owner's Manual for instructions.

Check **radio** and **speaker** operation for:

- Volume
- Reception of AM & FM stations and SIRIUS/XM™ satellite radio (if equipped).  
Ensure the satellite radio operates by tuning to channel 184, Emergency/News.  
Satellite radio reception must be checked outside with a clear view of the Southern sky.

**NOTE: The satellite radio may not operate properly if the vehicle is in an enclosed area. This includes being surrounded by tall buildings. The default location for both units is New York, NY. If this is not your location, move the vehicle to an open area with a clear view of the Southern sky and recheck.**

- Tone (bass and treble)
- Balance/Fader Controls

**NOTE: Adjust the treble, bass, balance, and fader controls to the center position after radio inspection.**

- **AUDIO SYSTEM BLUETOOTH® FUNCTION.**

The audio systems in all 2020 Mitsubishi vehicles now have built-in Bluetooth functionality.

**There is no separate hands-free module for 2020.** Check each audio system as described below (see Figure 5 for examples of the available audio systems).

- **DISPLAY AUDIO (if equipped).**

If vehicle is equipped with a base 7-inch Display Audio system with touchscreen, check all functions for proper operation, including HD radio function and Bluetooth® connection. Refer to the audio system owner's manual for detailed instructions.

**NOTE: This system does not have the voice command feature.**

- **SMARTPHONE LINK DISPLAY AUDIO SYSTEM (if equipped).**

If vehicle is equipped with a Smartphone Link Display Audio (SDA) system, compatible with Apple CarPlay™ and Android Auto™, check all functions for proper operation.

Refer to the individual audio system owner's manual to check smartphone functions, including ability to pair a phone (Apple and/or Android), Bluetooth® connection, and functionality of Apple CarPlay™ and/or Android Auto™, and CD operation (if equipped).

**NOTE: Be sure to erase all test phone data and DELETE the paired phone (that was used for testing) before delivery to the customer.**



Figure 5

Display Audio  
(w/7-inch touchscreen & HD radio)



Smartphone Link Display Audio (SDA)  
(w/8-inch touchscreen & HD radio)\*



Smartphone Link Display Audio (SDA)  
(w/7-inch touchscreen)



Smartphone Link Display Audio (SDA)  
(w/6.5-inch touchscreen & CD player)



\*Example shown is from 2020 Outlander Sport

- **7" SMARTPHONE LINK THIN-DISPLAY AUDIO SYSTEM w/TOUCHPAD CONTROLLER (Eclipse Cross models only, if equipped).**

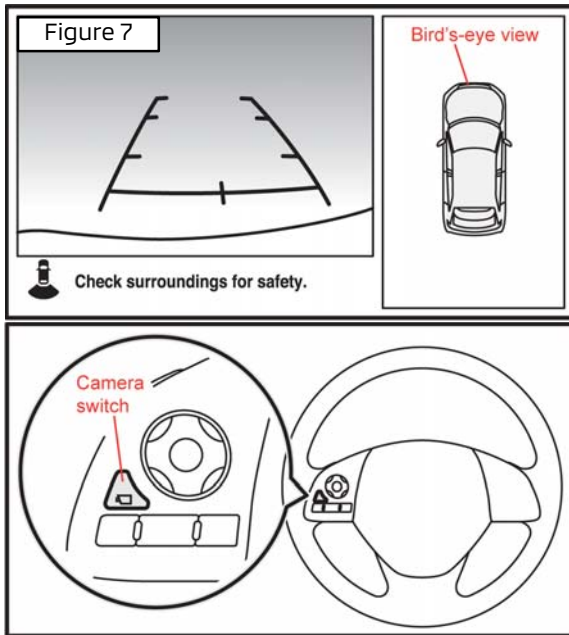
Confirm all functions of the Thin-Display audio system, including Touchpad controller operation and thin-display touchscreen operation. For more details on this system, refer to TSB-18-00-001 and the audio system owner's manual. Confirm all other audio operations and smartphone functions, including ability to pair a phone (Apple and/or Android), Bluetooth® connection, and functionality of Apple CarPlay™ and/or Android Auto™.

Figure 6

Touchpad and Thin Display Audio  
(w/7-inch touchscreen. Eclipse Cross only, if equipped)



- Check function of USB port(s) (if equipped)
- [Check and repair rattling or vibrating speakers](#)
- [Check CD player operation](#) (if equipped)
- [Vehicles Equipped with Rear Entertainment System \(if equipped\):](#)  
Confirm operation of DVD player, remote control, and infrared wireless headphones.



11. **Change vehicle icon color in bird's-eye view of Multi Around Monitor to match vehicle color (Eclipse Cross models only).**

- With vehicle ON, press camera switch to display the bird's-eye view.
- Press and hold down camera switch until vehicle icon blinks.
- Toggle through the selections until desired color appears on the display.
- Once color has been selected, press and hold the camera switch for 3 seconds.

For more details, refer to TIN-18-54-002.

12. **REAR-VIEW CAMERA / MULTI-VIEW CAMERA SYSTEM (if equipped).**

- Rear-view camera:  
Shift into reverse. Confirm the camera image is clearly displayed on the screen.
- Multi-view camera (called "Multi Around Monitor" in Service Manual):  
Shift into reverse. Confirm rear and side camera views are displayed. Press the switch to toggle between Bird's Eye and Right Side views. Confirm all images are clearly displayed on the screen. Press the Multi-view camera switch again to exit camera view.

13. **BSW/RCTA, ACC, LDW, FCM, AHB SYSTEMS (if equipped).**

If vehicle is equipped with any of the following systems: Blind Spot Warning (BSW) / Rear Cross Traffic Alert (RCTA), Adaptive Cruise Control (ACC), Lane Departure Warning (LDW), Forward Collision Mitigation (FCM), Automatic High Beam headlight (AHB):

Confirm that the proper indication appears in the MID when each system is turned on. Refer to the Owner's Manual for details on each system.

14. **WINDSHIELD WIPER DE-ICER (if equipped), REAR WINDOW DEFOGGER AND HEATED DOOR MIRROR (if equipped).**

Check with the engine running. Turn the windshield wiper de-icer (if equipped) and rear window defogger on, allow time for the windshield wiper de-icer, rear window and mirror elements to warm up and check them during the walk around inspection. Place your hand on the windshield wiper de-icer, rear window defogger and heated door mirrors (if equipped) to ensure they are heating. Be sure to turn off the windshield wiper de-icer and defogger after checking.

15. Turn the ignition switch to the "OFF" position.



## C. WALKAROUND

Before starting this section, make sure the **parking brake is applied**, the ignition switch is "ON" (ensure the engine is **OFF**) and place the transmission selector in "R" (reverse). **DO NOT START THE ENGINE.**

1. **Check EXTERIOR LIGHTS.**  
Ensure ALL exterior lights, including brake lights and turn signals, function properly. Check for chipped or cracked lenses. Verify the AUTO-OFF headlights function properly (refer to the Service Manual for checking procedures).
2. **Check Auto Headlights/Rain Light Sensor (if equipped).**
  - a. With the headlight switch in the AUTO position, cover the sensor with a thick material (like a fender cover) and confirm headlight operation. Uncover the rain light sensor.
  - b. With the wiper switch in the AUTO position, confirm wiper operation when water is sprayed on the upper center of the windshield.

 **CAUTION** Before performing the following checks, shift transmission to "P," turn ALL lights off, and turn the ignition switch to the "OFF" position.

3. **REMOTE KEYLESS ENTRY (RKE) or FREE-HAND ADVANCED SECURITY TRANSMITTER (FAST) SYSTEM, THEFT ALARM SYSTEM, ALL DOOR LOCKS, LATCHES, ONE-TOUCH START SYSTEM (OSS) & IMMOBILIZER.**

### **Multi-function Key with RKE/FAST Key (if equipped)**

Check the door and trunk (if equipped) locking and unlocking features.

Ensure the key is removed from the ignition. Close all doors and trunk/liftgate.

- Use all keys to manually to lock and unlock the driver's door and trunk/liftgate (if equipped).
- Press the "lock" button once to lock all doors.
- Pressing the "unlock" button once unlocks the driver's door, and pressing it a second time within 2 seconds unlocks the other doors and the liftgate (if equipped).
- For remotes with 3 buttons, press the "trunk" button twice to open the trunk. Press the "Panic" button (if equipped) for 2 seconds to test the panic alarm. Press again to turn off the panic alarm.

**NOTE: Factory-installed RKE systems can be customized for various "answerback" responses, depending on the model and system installed. Ensure the vehicle's answerback feature is in the full-function answerback mode, where both the horn and parking lamps signal when the doors are locked, and the parking lamps signal when the doors are unlocked. Refer to the vehicle Owner's Manual for programming information.**

### **FAST Key (if equipped): Additional Checks**

- a. Ensure door locks operate using the buttons on the FAST key.
- b. Ensure door locks operate using the lock/unlock button located on the outer driver's door handle and the outer front passenger's door handle.

**NOTE: The default for the FAST Key system unlocks only the driver's door when pressing the button located on the outer driver's door handle and all doors when pressing the button located on the outer front passenger's door handle.**

### **Theft Alarm (if equipped)**

- a. Lower the driver's window. Turn the ignition OFF and remove keys or transmitters from the vehicle.

- b. Exit the vehicle, close all doors and lock them using the transmitter. The security indicator on the instrument panel remains lit for about 20 seconds and then blinks slowly when armed. For FAST key equipped vehicles, the transmitter must be more than 3 ft / 1m from the vehicle.
- c. Reach through the open window, manually unlock the door, then open it (vehicles with FAST; hold the transmitter at arm's length away from the vehicle). The alarm should sound and the headlights should flash.

TO DEACTIVATE THE ALARM:

Press the unlock button on the transmitter, or turn the ignition switch to the ACC or ON position (transmitter must be present if equipped with FAST).

- d. Repeat steps a. through c. on the front passenger's door and lock.
- e. Repeat steps a. through c. using the trunk remote release and trunk lock (if equipped).
- f. Repeat steps a. through c. on the hood release.

**Door Locks and Latches:**

Close each door to check the latch and lock mechanisms. If adjustments are required, refer to the appropriate Service Manual. Submit a warranty claim for any adjustment performed.

**Child Safety Door Lock Operation:**

Rear doors should not open from inside when the locking lever (located on the inside rear area of the door near the latch mechanism) is in the LOCK position.

**NOTE:** Set the lever to the unlock or "FREE" position when you finish.

**Fuel Filler Door/Filler Cap:**

- Pull the remote fuel door release lever and make sure it opens.
- Check fuel filler cap operation to make sure it can be removed and installed with moderate effort.
- Close the door and verify it latches properly.

4. **REMOTE ENGINE START (if equipped).**

**Instructions for Remote Engine Start operation are kept in the glove box of equipped vehicles.**

- a. Remove the key from the ignition (without FAST), close all doors, hood and the trunk (liftgate).
- b. Start the engine using the remote transmitter.
- c. Stop the engine using the remote transmitter.
- d. Open one door and confirm the engine will not start with the remote transmitter.
- e. Open the engine hood and confirm the engine will not start with the remote transmitter.
- f. Close all doors, and trunk/liftgate. Start the engine using the remote transmitter. Open the driver's door while the engine is idling. The engine should stop.

5. **TRUNK/HATCH/LIFTGATE, TRUNK LIGHT AND TRUNK/CARGO AREA TRIM APPEARANCE.**

Check for trunk/liftgate closing quality (make sure it closes easily). Fit should be uniform.



**WARNING**

**Make sure there is sufficient clearance for the liftgate to fully open.**

- a. Check operation of the inside trunk release (if equipped).
- b. Verify trunk light/cargo light (if equipped) comes on and all trim is installed properly.
- c. Make sure the trunk lid/liftgate closes with normal effort.

d. Vehicles equipped with optional power liftgate:

- Press the liftgate master button (located in the center console in front of the shift selector). Confirm the liftgate only works with the master button in the ACTIVE position. Press the button next to the license plate lamp to open the liftgate. When fully opened, press the close button located to the left of the latch mechanism to close it. Confirm the liftgate latches securely. Repeat with the dash mounted activation switch (lower dash, left of steering wheel).
- Open the power liftgate. While it is opening, stop it with your hand. With the liftgate fully open, press the CLOSE button on the liftgate and stop its movement with your hand. It should return to its previous position (closed or open).

6. **EMERGENCY INSIDE TRUNK RELEASE HANDLE (if equipped).**

Check the operation of the emergency inside trunk release handle. Open the trunk lid and trip the latch by pushing on the catch with the shaft of a screwdriver to simulate trunk closure. Remove the screwdriver with the latch in the closed position, and verify the release handle actuates the trunk release. For more information about the Emergency Inside Trunk Release, refer to the vehicle's Owner's Manual.

7. **SPARE TIRE PRESSURE AND SPARE TIRE, JACK & TOOLS PROPERLY SECURED.**

**Spare Tire Pressure (if equipped)**

Some models require removal of the spare tire for tire pressure adjustment. Check spare tire pressure and make sure the spare tire is tightly secured after reinstalling it.

**Jack & Tools**

Check for jack and tools. For most cars and Outlander Sport/RVR, the tools and jack are in the trunk or cargo area.

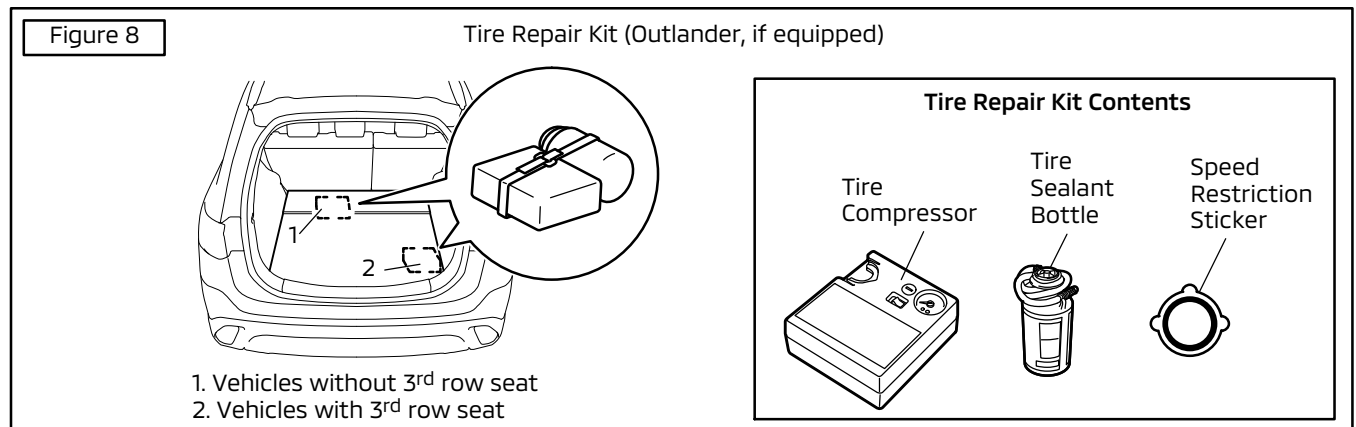
Make sure all tools are properly secured and will not rattle or come loose. Refer to the Owner's Manual for more information concerning jack and tool location.

**Wheel Lock Key (if equipped)**

Confirm the wheel lock key is stored in the wheel lock storage zipper bag.

**Tire Repair Kit (Outlander only, if equipped)**

Confirm tire repair kit is complete and is stored under the floorboard of the cargo area.



## D. UNDER HOOD

**!! IMPORTANT !!** Use MMNA approved fender covers to protect the vehicle body.

1. **Check BATTERY charge using the Midtronics Battery Tester and record code on PDI form.**  
Make sure that battery cable terminals, and any additional wires attached to the terminals are tight. Make sure the battery is secure.

Ensure the battery is fully charged (minimum 12.6 V), and record code from Midtronics Battery Tester on PDI form. If necessary, follow Service Manual procedures and recharge it. Remove the battery maintenance tag (if equipped) and insert it into the vehicle file with other PDI documentation.

2. **Check ENGINE OIL.**  
Check engine oil level. If oil is needed, check the the under hood label or appropriate Service Manual for correct oil specifications. Then add oil if necessary.

3. **Check BRAKE and CLUTCH FLUID.**  
Check brake and clutch fluid levels using the scale on the plastic reservoir of both master cylinders (brake and clutch). They should both be at the FULL mark. Add fluid as necessary.

**NOTE: Use genuine Mitsubishi BRAKE FLUID, part number MZ311987.**

4. **Check COOLANT AND WINDSHIELD WASHER FLUID LEVELS.**  
Add fluid if necessary.  
**Coolant:** Use only DiaQueen Super Long Life Coolant (genuine Mitsubishi COOLANT, part number MZ320125).

**NOTE: During production of some vehicles, such as Eclipse Cross, the coolant level may be filled above the "Full" level mark in the radiator condenser tank (coolant reservoir tank). Do not reduce the coolant level if it is within 25 mm (approx. 1 inch) of the "Full" mark.**

**For more details, refer to TIN-18-14-001REV.**

**Washer Fluid:** Fill the washer fluid reservoir using genuine Mitsubishi Washer Fluid (part number ACH3ZC1X07).

5. **Check for signs of FLUID LEAKS.**
6. **Check for LOOSE ATTACHMENTS, incorrect routing, and insufficient clearances.**  
Check for loose parts, wiring harness and cable clips and connections, incorrectly routed hoses and harnesses, and insufficient clearance of components to moving engine parts.

7. **EMISSION CONTROL EQUIPMENT.**  
*The Environmental Protection Agency (EPA) requires this inspection.*  
Using the under hood label as a guide, verify all emission control equipment is installed.

**NOTE: The EPA requires that dealers visually inspect the emission control devices prior to delivery, or, as an alternative, inspect each vehicle for an illuminated malfunction indicator light (MIL), and if the light is illuminated, diagnose and correct the malfunction.**

8. **Check HOOD LATCH AND SAFETY CATCH.**  
Make sure the hood release lever pulls evenly and the hood cannot be lifted without releasing the safety catch.



## E. UNDER VEHICLE

During PDI, every vehicle should be raised on a lift for under vehicle inspection. Refer to the appropriate Service Manual for vehicle lift points.

1. **Check for LOOSE ATTACHMENTS, incorrect routing, and insufficient clearances.**  
Make sure all wiring harness clips, brake pipe clips, heat shield fasteners and any other attachments are properly secured. Also check for incorrectly routed hoses and harnesses, and insufficient clearance of all components to moving parts.
2. **Check for FLUID LEAKAGE.**  
Check for signs of leaks from engine components, transmission, fuel lines, coolant hoses, power steering lines, and A/C lines (if equipped). Check lines for twists, kinks, proper routing and clearance to moving parts.
3. **CHECK/ADJUST TIRE PRESSURE AND INSPECT TIRES & WHEELS FOR DAMAGE.**

For tire pressure specifications, refer to the Tire Pressure and Loading label on the driver's side B-pillar.

**!! IMPORTANT !! On some models, the factory over-inflates the tires by 50% to prevent flat spots during shipment and storage. It is critical to adjust tire pressures to the proper specifications.**

Check all tires for damage such as cuts, foreign objects in the tire, or any other imperfections.

Remove any tire pressure and/or tire balance decals from each tire if present.

**NOTE: Low tire pressure on vehicles equipped with a Tire Pressure Monitoring System (TPMS) will illuminate the TPMS warning light. With cold tires, adjust tire pressure on all vehicles to the specification shown on the Tire Pressure and Loading Label. If a valve stem cap is missing, refer to Mitsubishi ASA CAPS and replace it only with the part number quoted for the vehicle. Factory installed valve stem caps are designed to reduce corrosion and damage to the valve. Refer to TSB-12-31-001 for additional TPMS information.**

4. **Remove PLASTIC WHEEL PROTECTORS.**
5. **Install wheel covers/caps (if equipped).**



## F. ROAD TEST

### \*\*\* IMPORTANT \*\*\*

**RECALLS - Check the Warranty Superscreen for open Recalls or Service Campaigns. Make sure any open Recall or Service Campaign is performed BEFORE the vehicle is road tested.**

Figure 9

Warning and indicator lights vary by vehicle and equipment, some samples are shown below. Refer to the Owner's Manual and Monroney Label for a complete list for the vehicle.

• Oil Pressure



• Electronic Power Steering



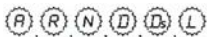
• Charging System



• Low Fuel Level



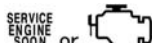
• A/T Position Indicator



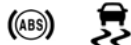
• Seat Belt Reminder



• Check Engine



• ABS / ASC



• SRS (Supplemental Restraint System)



• High Beam



• Door Ajar



• A/T Temp (Automatic Transmission Temperature)



• Passenger Airbag Light



• TPMS (Tire Pressure Monitoring System) Light



Optional Safety Systems:

• FCM



• LDW



• RCTA



• BSW



• AHB



• Auto Hold



### BEFORE the ROAD TEST:

Vehicles should be at operating temperature prior to performing the following checks. Before beginning the road test, establish a route that you will use for every vehicle. Recommended road test duration is at least 15 minutes and should include a variety of road conditions.

#### Record BEGINNING mileage

Record the beginning mileage of your road test on the PDI form.

Turn off radio before starting the road test.

#### 1. WARNING, INDICATOR LIGHTS, AND GAUGES.

- Turn the ignition ON. The indicator and warning lights shown in the illustration should illuminate (as equipped).
- Fasten the driver's seat belt and start the engine. Verify that all indicator lights go out, except the passenger airbag light.
- Unfasten the driver's seat belt and verify the driver seat belt reminder light comes on.
- Open a door. Verify the door ajar light comes on.
- The brake warning light should be lit when the parking brake is applied.
- Verify all gauges and lights are working as equipped.
- Check operation of the seat belt warning buzzer and the key reminder buzzer. For vehicles with the FAST Key system and OSS, move the transmitter out of the vehicle and listen for a warning tone.
- For vehicles with Forward Collision Mitigation (FCM), ensure the FCM light is displayed on the MID when the engine is started. Use the FCM button to toggle the following distance and confirm the change is displayed in the MID.
- For vehicles with Lane Departure Warning (LDW), Blind Spot Warning (BSW), Rear Cross Traffic Alert, Auto Hold: Verify the applicable system light displays on the MID at engine start-up.



2. **AUTOMATIC TRANSMISSION (A/T) AND CONTINUOUSLY VARIABLE TRANSMISSION (CVT) SHIFT INTERLOCK.**  
Make sure the shift lever can only be moved when the brake pedal is depressed and the ignition switch is in the "ON" position. For vehicles with OSS, the engine must be running.
3. **A/T / CVT STARTER INTERLOCK (if equipped).**  
Make sure the engine can be started ONLY when the shift selector is in PARK or NEUTRAL. For vehicles equipped with OSS, the vehicle must only start if the brake pedal is depressed.
4. **MANUAL TRANSMISSION (M/T) CLUTCH - STARTER INTERLOCK (if equipped).**  
Make sure the engine will start only when the clutch pedal is fully depressed.

#### **CONDUCT A FULL ROAD TEST**

Drive the vehicle to identify dynamic symptoms that may need correction. Use the following instructions as a guide.

 **WARNING** DO NOT ATTEMPT TO TEST ANY SYSTEM THAT CANNOT BE SAFELY TESTED WHILE DRIVING (e.g., COLLISION MITIGATION SYSTEM [if equipped] or ADAPTIVE CRUISE CONTROL FOLLOWING DISTANCE [if equipped]).

 **WARNING** Your route should be relatively free from traffic so you can safely conduct the test and concentrate on vehicle operation and performance.

 **WARNING** ALWAYS follow all traffic laws and safe driving practices. The PDI road test should be conducted under a variety of different operating and road conditions.

**Vehicles equipped with air conditioning:** Place a thermometer in the center vent before beginning your road test. This will be used later to check air conditioner operation.

1. **A/T: Check A/T / CVT AUTO OPERATION.**
  - a. From 25 mph (40 km/h), briefly accelerate at full throttle. The transmission should kick down to 1st gear, then shift to the higher gears. For CVT, the vehicle should accelerate smoothly.
  - b. Idle 20 seconds in "N" then shift to "D" then "R" holding each position for more than 3 seconds.
  - c. Check for smooth shifting during normal driving. Then upshift through all gears with 20% and 30% throttle and decrease to a stop. On vehicles with Sportronic™ (with shifter lever and paddles, if equipped), slide the shifter lever into "Sport Mode" and manually upshift and downshift to verify proper operation.
  - d. Check paddle shift operation (if equipped). Ensure proper upshifts and downshifts.
2. **M/T: Check CLUTCH AND M/T OPERATION.**  
Vehicles equipped with a manual transmission: Check for proper clutch operation and smooth shifter/transmission operation. Repeatedly shift up and down at least 10 times at idle and at speeds under 40 mph (64 km/h).
3. **ALL WHEEL CONTROL (AWC) AND SUPER-ALL WHEEL CONTROL (S-AWC) DISPLAY FUNCTIONS (if equipped).**  
Ensure the mode display changes (e.g., TARMAC, GRAVEL, SNOW) when toggling the mode switch.

#### 4. Check ENGINE PERFORMANCE.



#### **WARNING**

**ALWAYS follow all traffic laws and safe driving practices. Check engine performance under the following conditions. The throttle should respond without hesitation.**

##### **Part Throttle**

At a constant speed of 25-35 mph (40-56 km/h), engine performance should be smooth, without hesitation.

##### **Under Load**

Accelerate to 3/4 throttle. The vehicle should accelerate smoothly, without laboring or hesitation.

##### **At Cruise**

At a constant speed of 45-55 mph (75-90 km/h), engine performance should be smooth, without hesitation or surging.

#### 5. **Check CRUISE CONTROL.**

Cruise control switches are located on the steering wheel.

##### **Control Functions**

*On/Off* - Energizes and de-energizes the system and turns on the indicator light.

*Coast/Set* - Sets control speed. Also reduces set speed while engaged.

*Acc/Res* - Resumes previously set speed. Also increases set speed while engaged.

*Cancel* - Deactivates set driving speed.



#### **WARNING**

**DO NOT ATTEMPT TO TEST THE ADAPTIVE CRUISE CONTROL (ACC) FOLLOWING FUNCTION.**

##### **System Operation Check**

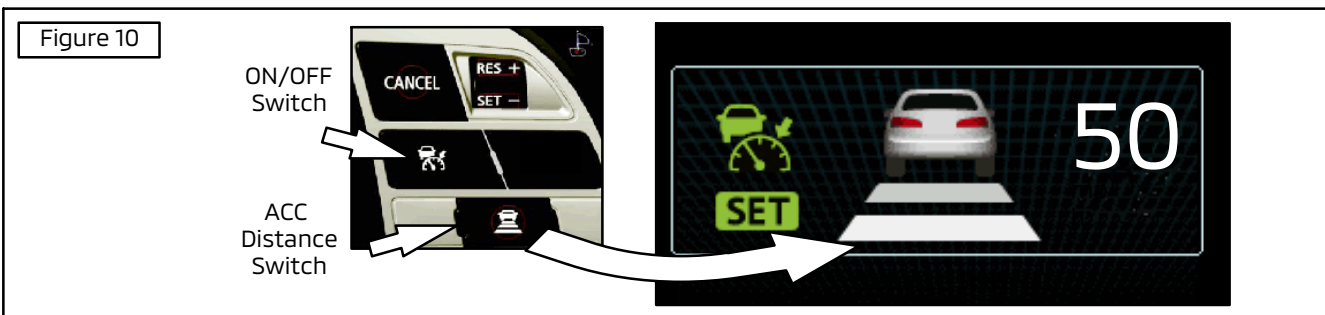
**NOTE: Cruise control will not operate below 25 mph (40 km/h).**

- a. Accelerate to 30 mph (50 km/h).
- b. Turn on the ON/OFF switch. Make sure the CRUISE light illuminates.
- c. Use the COAST/SET function to set the vehicle speed. The vehicle speed should hold at 30 mph (50 km/h).
- d. Increase the vehicle speed slightly by using the ACC/RES button momentarily.
- e. Check each canceling function by depressing the brake, clutch (M/T only), and the CANCEL button.
- f. Resume the set speed by using the ACC/RES button.
- g. Turn the cruise control off by pressing the ON/OFF switch.

##### **Vehicles Equipped with Adaptive Cruise Control/ACC (if equipped)**

**Perform checks h-k in addition to those for standard cruise control (above).**

- h. Confirm the MID displays the screen for ACC when set (see Figure 10).
- i. Confirm the Distance Scale toggles from Near to Far when the ACC Distance switch is pressed.
- j. Press the ON/OFF switch to turn cruise control OFF.
- k. Press and hold the ON/OFF switch until CRUISE displays without the distance scale. The system is now in normal cruise control mode.



6. **SQUEAKS, RATTLES, AND WIND NOISE.**

Check for any abnormal noise and vibration during your road test, including driveline, pedal, or steering wheel vibration. Listen for rattles and squeaks from interior components (e.g. glovebox, seats). Correct them as necessary.

Be sure to close all windows and sunroof and turn off the audio during this inspection.

7. **STEERING OPERATION, WHEEL ALIGNMENT and HANDLING.**

Make sure the steering wheel is centered when the vehicle is traveling straight ahead. The vehicle should track straight on a level surface, without pulling or drifting. If a problem is identified, correct it. Refer to the Service Manual for adjustment procedures.

8. **BRAKE PERFORMANCE AND ANTI-LOCK BRAKE SYSTEM (ABS) OPERATION.**

**Brake Performance (including ABS/ASC/TCL)**

The vehicle should brake smoothly and in a straight line. There should be no abnormal noise (including squeaks) or vibration while braking. The brake pedal should feel firm, not soft or mushy.

**ABS Operation**



**WARNING**

***Always check that no vehicles are behind you when checking ABS.***

In a safe location with no other vehicles or objects around, check the operation of the ABS system. During hard braking, the vehicle should come to a controlled, straight stop. You will feel some pedal pulsation and may hear normal operating sounds from the ABS system.

9. **WINDSHIELD WIPER AND WASHER OPERATION (front and rear)**

**Washer Aim (front and rear)**

- a. Check washer aim, both front and rear (if equipped).
- b. Vehicles equipped with intelligent windshield washer - Pull the windshield washer lever for approximately 0.5 seconds. Confirm the washer sprays between wiper blade sweeps, for a total of 4 sprays. Refer to the Service Manual (*Group 51 Exterior*) for details of intelligent washer operation.
- c. Make any needed adjustments, referring to the Service Manual. Submit a warranty claim for adjustments performed.

**Wiper Operation (including rear if equipped)**

- a. Verify correct wiper operation during all speeds. If streaking occurs, clean the wiper blades with a cloth soaked in a mild detergent.
- b. Make sure the wipers park properly.

10. **HEATER AND AIR CONDITIONING (A/C) OPERATION.**

Check for proper operation of all modes, air intake selection, and temperature control. Check the fan speed and check for any unusual fan noises.

Make sure the air intake control is in the RECIRC position. Using the thermometer placed in the center air outlet before the test drive, check for proper cooling when the air conditioner is operating. Refer to the Service Manual for temperature specifications or test conditions for the particular model. When finished, leave the air intake door in the fresh (outside air) position.

11. **HOT ENGINE IDLE SPEED WITH A/C ON AND OFF.**

With the engine at operating temperature, check the idle quality with the air conditioning ON and OFF.



**G. FINAL STEPS FOR TECHNICAL INSPECTION (After Road Test)**

1. **Record the ENDING mileage.**

Record the ending mileage of your road test on the PDI form.

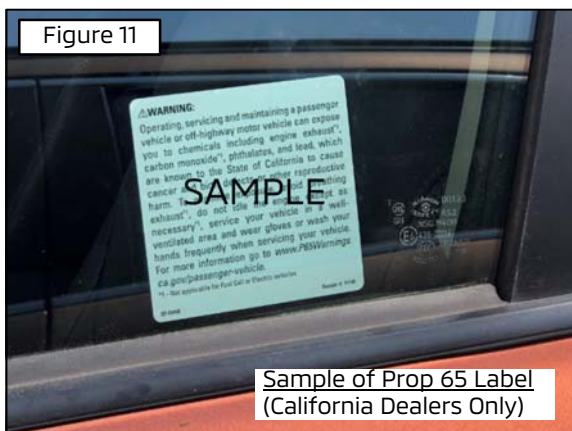
2. **Check PARKING BRAKE.**

Park the vehicle on a slight incline and leave the transmission in NEUTRAL. Apply the parking brake. With your foot off the service brake, the parking brake should hold the vehicle from moving.

**NOTE: Count the number of "click" notches it takes to engage the parking brake. If more than 8, adjust the parking brake according to Service Manual procedures.**

3. **Check ATF/CVTF.**

With the parking brake applied and the engine running, check automatic transmission fluid level as per the Service Manual. Add or extract fluid if necessary to ensure the level is at the HOT mark on the dipstick.



4. **For California Dealers ONLY: Beginning August 30, 2018, a new Proposition 65 warning label must be attached to the driver's side window.**

For more details, refer to the Dealer Letter that was sent out August 20, 2018, and reprinted in Tech Talk 241.

5. Sign and install the PDI Quality Assurance Pledge decal.

6. Sign and date the Technician's Signature area on the PDI form. Leave the form with the vehicle for the Detail Specialist to complete "Detailing After PDI."



## DETAIL INSPECTION

### A. DETAILING BEFORE PDI

#### **BEFORE YOU START:**

- Always keep your hands and uniform clean when performing a PDI.
- To protect the interior of the vehicle, be sure to remove sharp objects from your body and clothing before starting the detailing procedures.

Make sure the following information is recorded in the spaces provided on the PDI form:

- Repair order number
- Dealer stock number
- Ignition key code
- Wheel lock code (if equipped)
- Model
- Model Year
- Vehicle Identification Number (VIN)

#### 1. **RAP-FILM REMOVAL (if applicable).**

Before a technician can perform the Technical portion of a PDI, the protective film (RAP-film) must be removed from the **exterior body** surfaces.

**NOTE: For easiest removal, RAP-film temperature should be between 32°F (0°C) and 122°F (50°C).**



For certain models, the driver entry area is protected by a clear RAP-film placed on the scuff plate and/or lower door area. This is to protect the area from damage while the vehicle is available for viewing by customers or in dealer storage, improving Initial Quality Survey (IQS) scores. The Outlander is protected in both areas and the Lancer is protected on the lower door only.

**THIS AREA SHOULD REMAIN PROTECTED BY THE CLEAR RAP-FILM UNTIL THE VEHICLE IS DELIVERED TO THE FINAL RETAIL CUSTOMER. Please do not remove clear RAP-film from the lower door or sill area prior to retail delivery.**

#### a. **Remove the exterior RAP-film from all body surfaces.**

- If the temperature of the vehicle body is higher than 122°F (50°C), the film softens, allowing more residue to remain on the body surface. For easier removal, decrease the temperature of the vehicle body surface to less than 104°F (40°C) with cool water and/or store the vehicle inside, out of the sun.

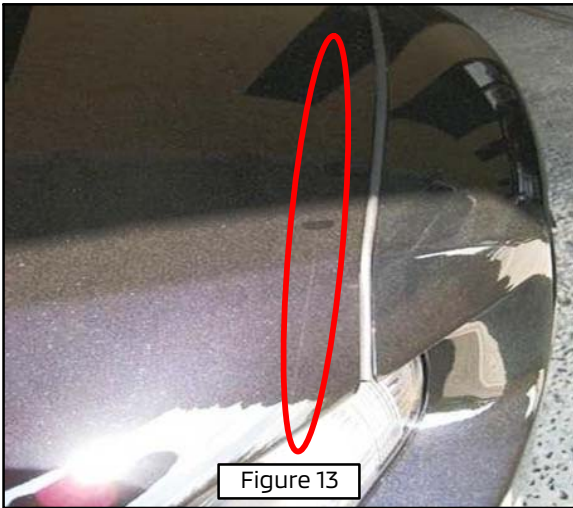
**OR**

- If the body surface temperature is lower than 32°F (0°C), increase the temperature using warm water or put the vehicle inside a heated facility until the body surface temperature rises.

Then, starting at the corners, pull up on the RAP-film, fold it back, and pull it off at an angle of 180 degrees to minimize glue residue.

#### b. **Wash the vehicle with water.**

**NOTE: ALL RAP-FILM MUST BE REMOVED AFTER 5 MONTHS**



2. **!! IMPORTANT !! Remove RAP-FILM RESIDUE**  
A line of adhesive residue can form at the edge of the RAP-film. As the film shrinks due to exposure to the elements, the adhesive is exposed and collects dirt and other debris. Use either of the following methods to remove RAP-film residue from the body surface.

- If there is a considerable amount of residue, remove it by wiping down the affected body surface area with isopropyl alcohol, diluted 50% with mineral spirits (petroleum benzene).

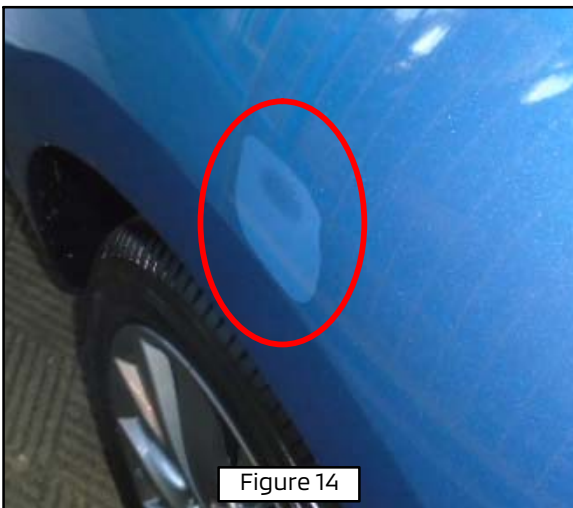
**OR**

- If there is only a small amount of residue, use a very mild (white) polishing compound on the affected surface area.

For details on removing RAP-film and residue, refer to TSB-97-00-006 & TSB-00-00-002.

3. **Inspect for PAINT DAMAGE.**

- Inspect the vehicle's surfaces for paint swelling (paint will have a milky appearance). This condition occurs when moisture is trapped between the RAP-film and the body panel surface.
- Most occurrences of paint swelling can be corrected by parking the vehicle in bright sun light for approximately one hour.



**NOTE: If there is still discoloration or blotching or a "milky" color on the paint surface after RAP-Film removal and cleaning (as shown in Figure 12), DO NOT REPAINT THE VEHICLE. Submit a PRC entry with photos for DPSM review, then send the vehicle to a body shop that can use an ultraviolet heat lamp to eliminate milky color spots.**

**For more details, refer to TIN-18-42A-001.**

**NOTE: If the above repairs are not successful for correcting paint swelling, refer to the paint repair procedures in the Body Repair Manual for the model.**

- It is recommended that the Technical Inspection be completed at this time. Continue with the "Detailing After PDI" section after the Technical Inspection is finished.

**Whenever possible, install all accessories and dealer-installed options BEFORE performing Detailing and Customer Delivery Preparation.**



## B. DETAILING AFTER PDI

1. **Remove RAP-FILM (if not already done).** Refer to previous section, "Detailing Before PDI."

2. **Wash ALL EXTERIOR BODY PANELS.**

- a. Always make sure the windows and sunroof (if equipped) are fully closed.
- b. Wash all body panels with water, not in direct sunlight.
- c. Start washing from the roof, working downward, using a sponge and water.
- d. After washing, wipe water from body surfaces using a chamois or soft cloth.

**NOTE: When using a high-pressure washer avoid directing high-pressure spray at weatherstrips.**

3. **Check for WATER LEAKS immediately after washing.**

In some cases, it may take 4 minutes or longer to produce any evidence of a leak.

During storage, when the vehicle has been exposed to rain with the RAP-film removed, or while washing the vehicle, note any water leaks that may require repair.

Remember, the source of the water leak is not always where the leak appears. To accurately locate and repair a leak, a thorough understanding of the conditions the leak was identified must be made known to the person making repairs.

4. **Wash and inspect ALL WHEELS; THOROUGHLY REMOVE ALL GLUE RESIDUE; Apply TIRE DRESSING.**

- a. Install any missing tire valve caps using the correct cap. TPMS equipped vehicles require specific valve caps. Your parts department can provide the correct part for the vehicle. Refer to TSB-12-31-001 for information.
- b. Wash the wheels with mild detergent and rinse with water. See TSB-09-31-005 for information.
- c. After washing, wipe water from wheels using a chamois or soft cloth.
- d. Inspect wheels and tires for nicks, scratches, and other damage.
- e. Clean off any residue or foreign material.
- f. Apply tire dressing to each tire.
- g. Wipe dry with a clean cloth.

5. **Check DOOR AND TRUNK/CARGO AREA OPENING CLEANLINESS AND UNDERHOOD CLEANLINESS.** Wipe off any dirt with a damp cloth.

### **Under hood**

- a. Remove any debris such as leaves, etc. from the engine compartment.
- b. Wipe up any fluid spills and note any evidence of leakage on the repair order.
- c. Wipe down the engine compartment components with a damp cloth.

6. **Inspect PAINT AND ALL BODY PANELS FOR DAMAGE, ALIGNMENT, AND FIT & FINISH.**

- a. Check for scratches and dents. Inspect the body panels from different angles.
- b. Check the alignment of all body panels for uniform gaps and flushness. All body panels should be flush with their adjoining panels and all gaps should be uniform.
- c. Inspect painted surfaces for uniform color. Inspect from different angles.
- d. Inspect painted areas for damage. Note any discrepancies on the repair order.
- e. Inspect painted areas for environmental fallout such as acid rain and rail dust. Remove any fallout by following MMNA-approved techniques.

**NOTE: If any paint damage is noted, refer to TSB-92-51-001 and training video #44.**

7. **Inspect ALL GLASS FOR DAMAGE AND CLEANLINESS, INSIDE AND OUTSIDE.**  
Use a suitable glass cleaner and wipe dry with a soft lint-free cloth.
  - a. Use an approved glass polish to remove minor scratches and imperfections.
  - b. If there is a problem with any glass, follow your dealer's procedures to correct it.
8. **Inspect ALL MOLDING, TRIM, AND CHROME PARTS, AND REMOVE PROTECTIVE TAPE.**



**NOTE: For 2020 model year, the "MITSUBISHI" badge has been eliminated from the rear of the vehicle. Instead, the model name (e.g., Eclipse Cross, Outlander, etc.) is placed on the left side, and the trim badge (e.g., SE, SEL, GT) remains on the right side.**

- a. Inspect all moldings, trim, and chrome parts for looseness, proper alignment, and cleanliness.
  - b. Clean off any residue.
  - c. Note any items that need corrected. Remember, **repairs are not part of your PDI time.** Follow warranty policy and procedures.
9. **Inspect ALL WEATHERSTRIPPING AND RUBBER MOLDINGS.**
  - a. Inspect all weatherstrips and rubber moldings for damage. Make sure they are securely attached.
  - b. Clean off any residue.
10. **Clean the INTERIOR and check ALL INTERIOR PANELS AND TRIM FOR PROPER FIT.**
  - a. Wipe plastic interior components with a soft damp cloth.
  - b. Remove minor stains and soil using a mild detergent, then wipe dry with a clean, soft cloth.
  - c. Check alignment of all interior panels and trim for uniform gaps and flushness. All interior panels and trim should be flush with their adjoining panels, and all gaps should be uniform.

**NOTE: DO NOT remove the protective seat covers at this time.**
11. **Check for STAINS, DIRT, SCUFFS, OR TEARS.**  
If stains or soil are found on interior trim, do the following:
  - a. Clean with a mild soap solution or reliable vinyl cleaner.
  - b. Apply a small amount of solution with a clean cloth or sponge and work into a lather, then wipe with a damp cloth.
  - c. When the lather has been removed, wipe again with a soft, clean dry cloth.

**NOTE: Damage and/or stains which cannot be removed using the above method should be noted on the repair order and corrected prior to customer delivery.**
12. **Check that DOOR EDGE GUARDS ARE IN PLACE.**  
Check that door edge guards are in the proper position and securely fastened.



13. **Check CARGO NET installation (if applicable).**  
Check that the Cargo Net has been installed properly at the port.
14. **Install all accessories (if applicable).**  
Install any accessories listed on the Monroney label (e.g., cargo tray, cargo mat, all weather floor mats, etc.) according to the instructions in the package or vehicle Owner's Manual.



**Make sure only one type of floor mat is installed at a time.**

15. **Place PAPER MATS IN ALL FLOOR AREAS.**  
Install paper floor mats on the driver's side and all passenger areas of the vehicle.
16. **Check HEADLINER AND SUN VISOR CLEANLINESS.**  
If stains or soil are found on the headliner or sun visors:
  - a. Clean with a mild soap solution or reliable vinyl cleaner.
  - b. Apply a small amount of solution with a clean cloth or sponge and work into a lather, then wipe with a damp cloth.
  - c. When the lather has been removed, wipe again with a soft, clean dry cloth. After cleaning the headliner, use a small brush to raise the nap on the headliner material.
17. **Disengage (*pull up*) the IOD (Ignition Off Draw) connector (*Vehicles to be Stored*).**



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## CUSTOMER DELIVERY PREPARATION

1. **Engage (*push down*) the IOD (Ignition Off Draw) connector (*Vehicles from Storage*).**
2. **Wash ALL EXTERIOR BODY PANELS.**
  - a. Always make sure the windows and sunroof (if equipped) are fully closed to prevent water entry.
  - b. Wash all body panels with water, not in direct sunlight.
  - c. Start washing from the roof, working downward, using a sponge and water.
  - d. After washing, wipe water from body surfaces using a chamois or 100% cotton terry towel.

**NOTE: When using a high-pressure washer avoid directing high-pressure spray at weatherstrips.**
3. **Wash ALL WHEELS AND APPLY TIRE DRESSING.**
  - a. Install any missing valve stem caps with the correct cap. TPMS equipped vehicles require specific caps. Your Parts department can provide the correct part for the vehicle.
  - b. Wash the wheels with mild detergent and rinse with water. *See TSB-09-31-005 for information.*
  - c. After washing, wipe water from wheels using a chamois or 100% cotton terry towel.
  - d. Apply tire dressing to each tire.
  - e. Wipe dry with a clean cloth.
4. **Check DOOR AND TRUNK/CARGO AREA OPENING, AND UNDER HOOD for CLEANLINESS.**  
Wipe off any dirt with a damp cloth.  
Under Hood:
  - a. Remove any debris such as leaves, etc. from the engine compartment.
  - b. Wipe up any fluid spills. Note any evidence of leakage on the repair order.
  - c. Wipe engine compartment components with a clean damp cloth.
5. **Inspect ALL BODY PANELS FOR DAMAGE AND ALIGNMENT.**  
Check for scratches and dents. Inspect the body panels from different angles.

6. **Inspect ALL PAINTED SURFACES FOR DAMAGE AND FINISH QUALITY.**

- a. Inspect painted surfaces for uniform color. Inspect from different angles.
- b. Inspect painted areas for damage.
- c. Inspect painted areas for environmental fallout, such as acid rain and rail dust. Remove any fallout by following MMNA-approved techniques.

**NOTE: If any paint damage is noted, refer to TSB-92-51-001 and training video #44.**

7. **Clean ALL GLASS (INSIDE AND OUT); Inspect ALL GLASS for DAMAGE.**

- a. Use a suitable glass cleaner and wipe dry with a soft lint-free cloth.
- b. Clean any dirt off the wiper blades.
- c. Use an approved glass polish to remove minor scratches and imperfections.

8. **Inspect ALL MOLDING, TRIM, AND CHROME PARTS.**

- a. Inspect the moldings, trim, and chrome parts for looseness, proper alignment, and cleanliness.
- b. Clean off any residue.

9. **Confirm GLOVEBOX ITEMS are complete.**

Confirm the Owner's Manual and other owner booklets shipped with the vehicle (e.g., maintenance manual, warranty statements, etc.) are placed inside the Owner's Manual Portfolio and then placed in the glove box.

**NOTE: The Owner's Manual Portfolio also contains a first aid kit, pen, and tire pressure gauge.**

10. **Remove SEAT AND TRIM PROTECTORS.**

- a. Carefully remove the protectors from all seats.
- b. Carefully remove all trim protectors.

11. **Latch SECOND ROW CENTER SEAT BELT: Outlander/Outlander Sport/RVR.**

Due to its unique arrangement, latch the center seat belt for the second row seat, showing the retail customer the proper configuration (refer to TIN-13-52A-001 for details).

12. **Check HEADLINER AND SUN VISOR CLEANLINESS.**

If stains or soil are found on the headliner or sun visors:

- a. Clean with a mild soap solution or reliable vinyl cleaner.
- b. Apply a small amount of solution with a clean cloth or sponge, then wipe with a damp cloth.
- c. After removing the lather, wipe again with a soft, clean cloth.

13. **Check for STAINS, DIRT, SCUFFS, OR TEARS.**

If the interior trim is scuffed, stained or soiled, clean as described in "Detailing After PDI," step 11.

**NOTE: Damage and/or stains which cannot be removed using the described method should be noted on the repair order.**



14. **Remove PAPER MATS, FOOT PEDAL PLASTIC PROTECTORS, VACUUM ALL FLOOR CARPETS, INSTALL AND ANCHOR FLOOR MATS.**

- a. Remove all paper floor mats and plastic pedal protectors (if equipped).
- b. Vacuum all floor carpets.
- c. Install floor mats for all seating positions, anchor driver's side floor mat. Do NOT install more than one floor mat in the driver's position. Refer to TSB-12-00-009 for additional information.

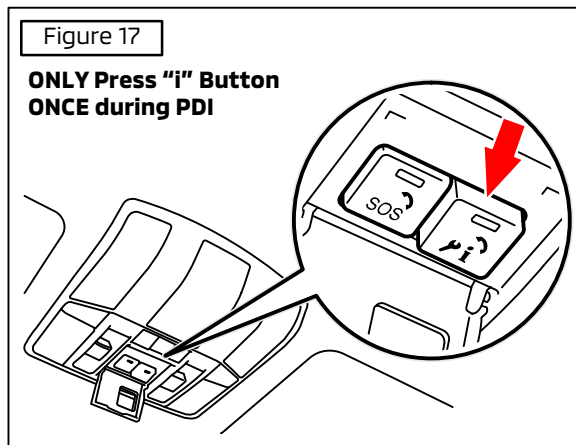
15. **Confirm VEHICLE INSTALLED ACCESSORY WEIGHT.**

Refer to TSB-18-00-003 for details. Complete and attach a "Load Carrying Capacity Reduced" label if applicable.

16. **Check tire pressures and adjust if necessary. Reinstall valve stem caps.**

**NOTE:** Tire pressures are listed on the Tire Pressure and Loading label on the driver's side B-pillar.

17. **Confirm clock is set and audio system presets are set to local stations.**



18. **Perform test of Mitsubishi Connect System (Eclipse Cross models only, if equipped).**

It is very important that the "i" (information) button **ONLY** be pressed **ONCE**. This performs a test of the Mitsubishi Connect system.

A message will be heard that starts with "Thank you for calling Mitsubishi Connect. Your vehicle has successfully completed a test call."

**Only the CUSTOMER should push the "i" button a SECOND time. This prompts the customer to initiate a service agreement.**

This message starts with "Thank you for calling Mitsubishi Connect. The vehicle you are calling from is not registered. If you are the owner of the vehicle and would like to register for services,..."

**A THIRD press of the "i" button will connect to a live call center agent.**

**Also, DO NOT open the cover and DO NOT PRESS the SOS button.** Pressing the SOS button will contact an emergency call center.

19. Recheck the Warranty Superscreen to confirm all Recalls and Service Campaigns have been performed.



## COMPLETING THE PDI FORM

When finished, make sure both the PDI Technician and the Detail Specialist have signed the PDI form. Leave the yellow (2nd copy) in the vehicle's glove box. Keep the original copy with the vehicle's service file. A sample of the PDI form appears at the end of this bulletin.



## PARTS INFORMATION

The table below lists Genuine Mitsubishi part numbers which may be required during PDI:

Description	Part Number
DiaQueen Super LLC Premium coolant	MZ320125
Brake Fluid	MZ311987
Washer Fluid (concentrate)	ACH3ZC1X07
Automatic Transmission Fluid Dia Queen J4 <b>(for CVT)</b>	MZ320185
Automatic Transmission Fluid Dia Queen J3 <b>(Outlander w/6 speed automatic transmission)</b>	MZ320286
Prop 65 Label <b>(California dealers ONLY)*</b>	PROP65WL

\* Only order if needed. An initial supply was shipped to California dealers the week of August 20, 2018.

**NOTE: Fluid additions are included as part of the PDI reimbursement labor times.**



## WARRANTY INFORMATION

Only one PDI procedure will be reimbursed per vehicle. In regards to dealer trades of vehicles, the first PDI procedure claim entered and paid will be the only PDI claim allowed.

The PDI procedures described in this bulletin, as well as any fluids or shop supplies required during the PDI process, are reimbursed under a single PDI labor time allowance. Each MMNA model has an assigned PDI labor time allowance. PDI labor time allowances by model and model year are provided in a separate Warranty Bulletin. Warranty Bulletins by model year may be found on the MDL in Warranty Central > Bulletins.

**NOTE: Any additional repairs and/or needed adjustments due to issues with materials and/or workmanship that are not part of these PDI procedures should be claimed on a separate warranty claim (W) using applicable published LOTS labor times and operation numbers. Use the nearest applicable LOTS operation number as a "zero-zero" actual time operation for non-published repairs and/or adjustments.**



