



2014 Mirage

TECH TALK

Volume 199, August, 2013

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Vehicle Technical Info

GROUP 00 – General

NEW GL-5 SUPER HYPOID GEAR OIL (SAE 80)— 2014 Outlander with AWC. The all new 2014 Outlander requires a specific gear oil for the transfer case and rear differential. Mitsubishi Genuine Super Hypoid Gear Oil (p/n MZ320350) is available in 12 quart cases. This special SAE 80 weight oil carries a GL-5 classification and is shipped from your facing PDC.

GROUP 52A – Interior

TIN-13-52A-001: 2014 OUTLANDER SECOND ROW CENTER LAP AND SHOULDER SEAT BELT ATTACHMENT AT PDI— 2014 Outlander. The subject TIN was sent to dealers on July 1, 2013 and states:

PURPOSE

To request dealers insure the second row center lap and shoulder belt is correctly configured while on display.

Service Managers

In order to make it easier for customers to identify the proper configuration of the second row center lap and shoulder seat belt, during PDI, please latch the second row

detachable anchor, then latch the seat belt plate to the standard seat belt latch, with the result looking like the photograph. Please ensure the seat belt is not twisted.

Sales Managers

Please insure your sales staff is familiar with this feature’s proper use. If customers have additional questions regarding use of the 2014 Outlander second row lap and shoulder center seat belt, refer them to page 4-20 of their owner’s manual.



!! IMPORTANT !! When the left side of the second row seat is folded forward, the standard seat belt latch for the center seat will retract between the seats. This is normal.

MODIFICATION OF THE HEADLINER HARNESS FOR REMOTE ENGINE START (RES)

— 2009.5-12 Galant with accessory RES. When replacing a headliner on affected vehicles, you will notice there are only two connectors from the new harness to the junction block, but the harness from the headliner being replaced has three. During RES installation, the red/green wire for the dome lamp is backed out of the 3 pin connector (C-205) and inserted into a 1 pin connector added from the RES installation kit. A new red/green wire from the RES harness

is then inserted into the 3 pin connector (C-205) where the wire was just removed. When you replace the headliner on a subject vehicle, you must perform this procedure, reusing the 1 pin connector from the original harness. Additional details can be found on page 24 of the RES installation instructions available on the Mitsubishi Dealer Link.

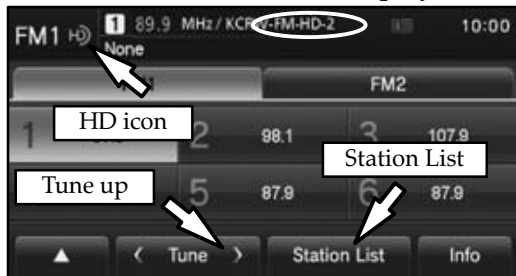


GROUP 54 – Chassis Electrical

SEARCHING AND SELECTING HD RADIO SUB-CHANNELS — 2014 models with HD radio.

If a radio station is broadcasting in HD, the orange HD icon will illuminate at the upper left of the screen. To select an HD sub-channel:

- For touch screen radio - Press the “Tune” up (>) arrow. HD Sub-channel tuning is confirmed in the channel display (circled).



- For MMCS Navigation - Turn the FOLDER/TUNE SOUND knob clockwise. Each increment changes up one sub channel. The number of available sub-channels is highlighted immediately underneath the HD icon (1-8 as shown). Only those available will be highlighted.



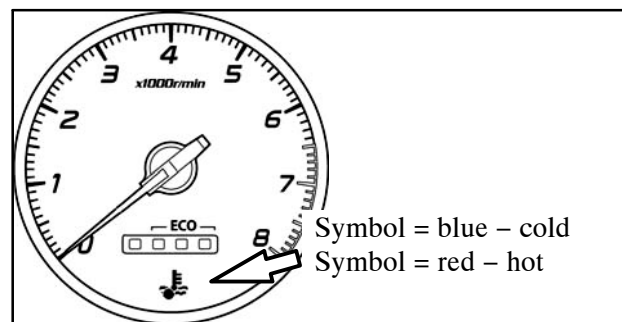
In both head units, after selecting the highest available sub-channel (e.g. HD2, or HD-3), the next station change request tunes you to the the next numeric HD-1 radio station. You can also select HD channels from the Station List.

HD sub-channels can be saved as station pre-sets. With the sub-channel playing, touch and hold the desired pre-set on the screen until a beep is heard. Refer to the owner’s manual or audio guide included with your vehicle for additional information about pre-sets.

TIN-13-54-001: 2014 OUTLANDER BLUE ENGINE COOLANT TEMPERATURE INDICATOR DISPLAYED ON INSTRUMENT PANEL (ES MODELS) — 2014 Outlander. The subject TIN was sent to dealers on July 1, 2013 and states:

2014 Outlander with the Type 2 instrument cluster on ES models is not equipped with a temperature gauge display in the MID. In its place, a two-color indicator, located bottom center of the tachometer (RPM gauge), is used to indicate engine coolant temperature. This is shown on page 5-165 of the owner’s manual.

- If there is no indicator displayed, engine coolant temperature is in the “normal operating temperature” range.
- If the indicator is blue, engine coolant has not risen to the “normal operating temperature” range. It **does not** indicate a fault if a low coolant temperature would be expected (e.g. at cold start). Page 5-166 of the owner’s manual explains when the indicator goes out, it is a rough indication of coolant temperature being warm enough to heat the cabin.
- If the indicator is red (see illustration, below), engine coolant may have risen above the “normal operating temperature” range. Treat this as you would any other “high coolant temperature” event.



Thank you for your understanding.

TIN-13-54-002: 2014 MODEL NEW GENERATION MITSUBISHI MULTI-COMMUNICATION SYSTEM (MMCS) REPROGRAMMING DISC — 2014 models with MMCS. The subject TIN was sent to dealers on July 1, 2013 and states:

A program data backup disc is shipped in the glove box of all 2014 vehicles equipped with MMCS.

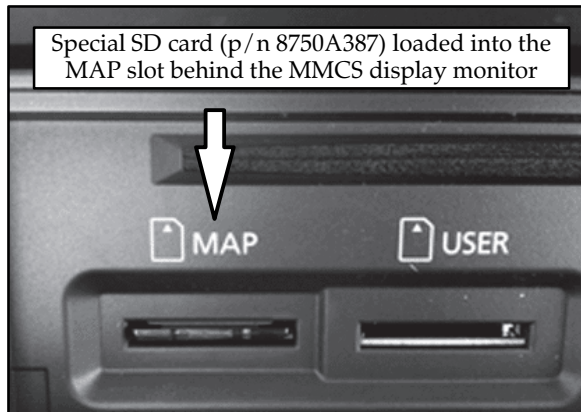
Please make sure this disc is located in the glove box during new vehicle delivery.

If the SD card becomes unreadable due to malfunction or damage, the MMCS will not function (including audio functions). Disabled functions (except Navigation) can be restored using this disc.

Refer to page 224 of the MMCS manual located in the glove box for additional information.



RESTORING NEW GENERATION MMCS SOFTWARE — All 2014 Models with MMCS. The new generation MMCS uses a special SD card to store system and mapping data.



The card is coded to protect against copying and prevent unauthorized use. As the card contains system function data, using an unreadable card causes the system to malfunction. This includes audio, service, and trip functions as well as navigation. If the SD card becomes unreadable due to malfunction or damage, the system does not function. If the SD card is missing, the system does not function and a message on the monitor advises the customer to insert an SD card into the slot.

Vehicles equipped with MMCS are shipped with a programming restoration disc in the glove box. This disc allows you to program a standard SD card (available locally) to restore system data, allowing all functions except navigation. To

program a “temporary” SD card, follow these instructions:

- Insert a standard class 4 (4Mb/sec.) or higher SD card (capacity: min. 4Mb, max. 32Mb) formatted to FAT32 and the restoration CD from the glove box into a personal computer (WIN or MAC).
 - For Windows:
 - Open “Windows Explorer” and select the CD drive.
 - The CD and SD card will open.
 - Copy the “Loading.kwi” file from the “Program for North America” folder from the CD to the SD card.
 - Confirm the file successfully copied to the SD card.
- NOTE:** It is not necessary to erase all other data from the SD card. However, other files on this card (e.g. music files) will not be read.
- In the vehicle, turn the ignition to ACC or ON.
 - Press the “OPEN” button at the lower left of the MMCS monitor to open it.
 - Press the “MAP” SD card to unlock it and remove the card.
 - Insert the standard audio SD card into the “MAP” slot and lock it in place.
 - Press the “OPEN” button at the lower left of the MMCS monitor to close it.
 - Turn the ignition off.

The next time the system is turned on, the MMCS will boot up using the “temporary” SD card.

This procedure **DOES NOT** restore mapping data for navigation. To restore mapping data, a new, special, SD card (p/n 8750A387) must be obtained from an authorized Mitsubishi dealer, and inserted into the MAP slot of the MMCS.



GROUP 60 – Recalls

TIN-13-SR-008: 2011 OUTLANDER SPORT PANORAMIC GLASS ROOF SAFETY RECALL — 2011 Outlander Sport/RVR. The subject TIN was sent to dealers on July 16, 2013 and states:

A safety recall campaign will be released today for the panoramic glass roof installed on certain 2011 Outlander Sport vehicles built from August 26, 2010 – March 29, 2011. **Do not deliver any affected 2011 Outlander Sport vehicles with panoramic glass roof built from August 26, 2010 – March 29, 2011 until this recall has been performed.** This

recall campaign will be conducted in the U.S., Puerto Rico and Canada. The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL. Due to a manufacturing error, a necessary primer may not have been applied to certain 2011 Outlander Sport vehicles during the installation of the panoramic glass roof. Continued use of those vehicles without the primer could result in reduced glass adhesion, and in the worst case, detachment of the panoramic glass roof. Detachment of the panoramic glass roof can create a road hazard to other vehicles. Dealers are requested to inspect all affected vehicles to determine if the primer was applied during production. If necessary, the panoramic glass roof must be removed and reinstalled properly.


If an affected vehicle is determined to be missing primer, Tech Line must be contacted to confirm if the panoramic glass roof requires removal and proper reinstallation. Once confirmation is

received, the required parts can be ordered. Please refer to Parts Bulletin 42US0113 for additional information.

To assist dealers in determining if primer was applied during the panoramic glass roof installation, a reference package will be sent attention to each dealership's service manager along with a color copy of the recall bulletin containing: 1) a reference card displaying the exterior difference between roof window spacers with and without primer, and 2) a sample spacer with one end having primer applied and the other end without primer, so you may visualize the difference between the two.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the Open Recalls List available under the service section of "e-reports". Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them.



<h1 style="margin: 0;">TECHLINE</h1> <p style="margin: 0;">(800) 446-6064</p>	 <p>HOURS: Monday — Friday 6:30 - 11:30 am & 12:30 - 3:30 pm All times are Pacific Time</p> <p>NOTE: Techline is closed every THURSDAY from 9:30 - 10:30 A.M (Pacific) for a staff meeting.</p>
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<h1 style="margin: 0;">MEDIC Information</h1> <p style="margin: 0;">MEDIC Hotline (800) 846-7575</p>	<p>Call the MEDIC Hotline for <u>ALL MEDIC & Scan Tool hardware or software issues</u>. Call TECHLINE for vehicle technical issues.</p> <p>As of 7/23/13: Total Hits - 6111 Reflash Database - N13021</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">MEDIC 3 Version - 3.2</td> <td style="width: 50%;">MEDIC 3 Update - 208</td> </tr> <tr> <td>MUT-III Version - 28.0</td> <td>Raider Scan Tool Version - 6.0</td> </tr> </table>	MEDIC 3 Version - 3.2	MEDIC 3 Update - 208	MUT-III Version - 28.0	Raider Scan Tool Version - 6.0
MEDIC 3 Version - 3.2	MEDIC 3 Update - 208				
MUT-III Version - 28.0	Raider Scan Tool Version - 6.0				

Spotlight On....

Parkway Mitsubishi, La Grange, GA

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



L-R: Ray McCard (Parts & Service Dir.), Greg Mobley (Shop Foreman), Rodney Greathouse (Asst. Service Manager, Brent Parmer (Technician)

June, 2013 3-MONTH CSI SCORES		
	National	Valley
CSI SCORE	947	1,000
...how likely are you to recommend this dealership for service.	944	1,000

According to Parts and Service Director Ray McCard, CSI excellence is always a top priority at Parkway Mitsubishi in LaGrange, GA. It's the staff's philosophy that the best way to succeed in the service business is to have satisfied, repeat customers. To accomplish this, Parkway has put together a solid service team. Based on their combined years of experience, Parkway has a very complete and competent team.

Ray feels there is one big factor that ensures CSI success, focus on the customer's needs by taking care of the details. He emphasizes sticking to your daily schedule helps you be considerate of your customer's time. And as always, finishing the job right the first time. Parkway also believe in the value added by the Computerized Vehicle Inspection Report. They use it on every customer's vehicle to allow them to discuss in detail the vehicle's service needs with the customer with about half of the customers proceeding with recommended repairs.

The Parkway Mitsubishi fixed operations staff draws from a deep well of knowledge that spans more than 60 years of combined service experience. McCard started is career with domestic manufacturers in the 70s, 80s, and 90s, and has now been with Mitsubishi for over a decade. Mitsubishi Master Elite Technician Greg Mobley has 17 years under his belt and is well known for his pin-point accurate diagnostic skills, coupled with an extremely low comeback rate. Service Advisor Rodney Greathouse brings nearly 15 years experience to the department. His CSI average of 97% would be the envy of many service advisors at any dealership. Maintenance Technician Brett Parmer is known for his attention to detail. He's extremely proud of the product and always ensures the vehicle is very clean, and that no detail has gone unnoticed.

According to Ray, "Each member of this service team understands what it takes to make their department a success. From the time the customer enters the service drive, everyone is poised and ready to act. Like a well oiled machine, everything works together. These guys like to compare themselves to a well coached, results driven, 'professional' sports team." The Parkway service team can always count on each other by working as a cohesive unit, leading to the reliable, consistent service that customers expect. It may sound old fashioned, but their customers love them for it.

Congratulations are in order to Parkway for finding a winning formula that works for them. Their success comes from doing the basic things right, and that starts before the technician even touches the car, and doesn't end when the it leaves the driveway. Keep up the great work, guys!

Mobile Training does not appear on these calendars. Contact your District Parts & Service Manager for information about mobile training in your area.

East Zone - N.J. Tech Training Center

August					
M	T	W	Th	F	
29	30	31	1	2	
	ES3				
5	6	7	8	9	
	AED				
12	13	14	15	16	
MTT		TC-SST			
19	20	21	22	23	
26	27	28	29	30	
	141	ASCF	141	ASCF	

September					
M	T	W	Th	F	
2	3	4	5	6	
H		TC-SST			
9	10	11	12	13	
ES2		MEVTT			
16	17	18	19	20	
	141	ASCF	TC-SST		
23	24	25	26	27	
30	1	2	3	4	
	141	ASCF	TC-SST		

East Zone - Atlanta Tech Training Center

August					
M	T	W	Th	F	
29	30	31	1	2	
MFIT2					
5	6	7	8	9	
	MED2	STV3	141	ASCF	
12	13	14	15	16	
ES2		MEVTT			
19	20	21	22	23	
26	27	28	29	30	
	141	ASCF	TC-SST		

September					
M	T	W	Th	F	
2	3	4	5	6	
H		MTT			
9	10	11	12	13	
AT2		AT3			
16	17	18	19	20	
	141	ASCF	TC-SST		
23	24	25	26	27	
30	1	2	3	4	
MFIT2					

West Zone-Dallas Tech Training Center

August					
M	T	W	Th	F	
29	30	31	1	2	
MFIT2					
5	6	7	8	9	
MTT		MED2		STV3	
12	13	14	15	16	
ES2		AACT1			
CVTT		MEVTT			
19	20	21	22	23	
	141	ASCF	TC-SST		
26	27	28	29	30	
	141	ASCF	TC-SST		

September					
M	T	W	Th	F	
2	3	4	5	6	
H		EN1			
9	10	11	12	13	
ES2		MED2			
16	17	18	19	20	
STV3	141	ASCF	ES3		
MEVTT		TC-SST			
23	24	25	26	27	
AT2		AT3			
30					

California Technical Training Center

August					
M	T	W	Th	F	
29	30	31	1	2	
	141	ASCF	TC-SST		
5	6	7	8	9	
12	13	14	15	16	
19	20	21	22	23	
	141	ASCF	TC-SST		
26	27	28	29	30	

September					
M	T	W	Th	F	
2	3	4	5	6	
H					
9	10	11	12	13	
16	17	18	19	20	
23	24	25	26	27	
	TC-SST		141	ASCF	
30					

Automatic Transaxles	Days	Code	Prerequisites	Manual Transaxles	Days	Code	Prerequisites
40/50 Series Diagnosis & Repair	3	AT2T	ATFT1 or ATFWE or ATFB	Manual Transaxles & Transfer Cases	3	MTT	No Prerequisites
50 Series 5-speed Diagnosis & Repair	1	AT3	AT2T	Twin Clutch Sportronic Shift Transmission	2	TC-SST	AESP, ES1, ES2, STV3, MED2, MED3, ATFWE, MTT
CVT Diagnosis & Repair	2	CVTT	ATFT1 or ATFWE or ATFB				
Brakes				Vehicle Specific			
Antilock Brakes	2	ABS2	ES1	Eclipse Spyder Convertible Top (Top Stack)	1	SP3	No Prerequisites
Electrical Systems				2014 Outlander Technology	1	141	ES1, MED2, MED3, STV3
Electrical Systems 2	3	ES2	ES1	Mitsubishi Electric Vehicle Technician Training	2	MEVTT	AESP, ES1, ES2, STV3, MED2, MED3, 120
Electrical Systems 3	2	ES3	ES1	Vehicle Diagnostics			
Engine Performance				Advanced Electronic Service Procedures	-	AESP	No Prerequisites
Advanced Emission Diagnosis	3	AED	ES1, STV3, MFIT2	Advanced Safety Features	1	ASF	ES1, MED2, MED3, STV3
Engine Technology & Diagnosis	3	EN1	No Prerequisites	MEDIC II	1	MED2	No Prerequisites
Multipoint Fuel Injection	4	MFIT2	ES1, STV3	Scan Tool Viewer (MUT-III)	1	STV3	No Prerequisites
Heating & A/C Systems							
Manual A/C Systems	2	MACT	No Prerequisites				
Automatic A/C Systems	1	AACT1	ES1				

NEWS:

- To supplement 2014 New Model Training, a video covering 2014 Outlander 4J12 valve adjustment is available through a link available on the MDL Techline Systems page (service >> systems >> Techline >> Techline Videos). It is intended to serve as visual assistance for performing this complex procedure. You cannot access the video without the link. It is unlisted and not searchable.
- The 2014 Outlander Service Web Training Course is now available for Service Managers and Service Advisors. The course code is 130601 and is a requirement for the 2013 Diamond Quality Management and Diamond Certification Recognition Programs. Log on to mitsubishiacademy.com and complete this important training.



Bulletin Review

The following information was recently released:

Number	Title	Vehicles	Subject
TSB-13-00-015	New Model Service Information & Features: 2014 Outlander Sport/ RVR	2014 Outlander Sport/ RVR	Provides service information, features and equipment changes for 2014 models
TSB-13-00-016	Technical Specifications	2014 Outlander Sport/ RVR	Provides new model tech specs.
TSB-13-13-006	Evaporative Loss Test - Replaced Fuel Tank Parts - SMR	All Models, All Years	Adds post repair tests to be performed after replacing fuel tank or fuel tank parts.
TSB-13-35-003	ABS/ ASC Wheel Speed Sensor Diagnosis-SMR	2008-10 Lancer, Lancer Evolution, 2009-10 Lancer Sportback, 2007-10 Outlander	Revises TSB-10-35-002 to show pages for ABS and ASC separately.
TSB-13-52B-004	Post Collision SRS-ECU Memory Check - SMR	2007-13 Outlander, 2008-13 Lancer, 2009-13 Lancer Sportback, 2011-13 Outlander Sport	Updates procedures for SRS-ECU memory check after SRS deployment.
TSB-13-54-002	Software Update for FUSE HRM Voice Recognition Intermittent Operation	2011-13 Lancer, Lancer Sportback, Lancer Evolution, Outlander Sport	Provides instruction for dealers to update FUSE HFM software for inability to make calls while streaming music.
SR-13-007	2011 Outlander Sport/ RVR Panoramic Glass Roof - Safety Recall Campaign	2011 Outlander Sport	Provides inspection and repair instructions for panoramic glass roof primer that may not have been used during installation.
SR-13-008	2013 Outlander Sport/ RVR Left Front Strut - Safety Recall Campaign	2013 Outlander Sport	Provides inspection and repair instructions for front strut brake hose support bracket not properly welded.



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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).