



TECH TALK

Volume 206, March, 2014

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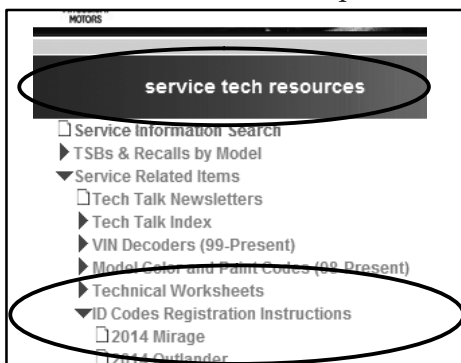
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Vehicle Technical Info

NOTE: The ✓ mark is used as a reminder, indicating an article that has been repeated from a previous issue of Tech Talk.

GROUP 00 – General

✓ ID CODES REGISTRATION PROCEDURE MANUALS — All models where VIN writing is required. MMNA has posted ID Codes Registration Procedure Manuals for affected models on the MDL (service > service tech resources > service related items). These procedures may be required when replacing a control unit where the VIN is recorded, a TPMS sensor is replaced, and/or coding the immobilizer function when a key or KOS transmitter is added or replaced.



GROUP 23 Automatic Transmission

DIAGNOSING TORQUE CONVERTOR CLUTCH SHUDDER — All Models. A condition of torque convertor clutch shudder, typically on vehicles with 30,000 miles or more, has been reported by dealers. This condition typically occurs between 25-40 mph under light loads. Using the MUT-III watch the data list to confirm the TCC duty cycle is between 45%-55% during the shudder. A/T fluid that is worn or using the incorrect type of fluid can lead to this condition. As part of the diagnostic process, refer to the applicable service manual for the procedure and replace the transmission fluid with clean fluid specified for the transmission. Then drive the vehicle for an extended time to insure the condition is resolved. Refer to Group 00 – General of the service manual for the general and severe maintenance schedules for information about transmission service and the correct fluid.

GROUP 51 – Exterior

PROPER WASHER FLUID MIXTURE — All models. When adding washer fluid, use a mixture of washer fluid and water appropriate for the coldest temperature the vehicle will be operated in. In some parts of the country, this may mean not using pre-mixed washer fluid during winter. Genuine Mitsubishi Washer Fluid (p/n ACH3ZC1X07) is a concentrate that must be mixed with water. It prevents freezing down to -25° F when mixed according to the label on the container.

CAUTION The ACH3ZC1X07 washer fluid container advises that some municipalities regulate washer fluid concentration. Always refer to the directions on the container to determine the correct and legal concentration.



Always mix the concentration seasonally for the expected temperatures in your area and take care when mixing and filling washer fluid. Using a concentration that is too weak can lead to an inoperative washer system caused by washer fluid freezing and damaging the washer pump or breaking the reservoir.

PRODUCTION COUNTERMEASURE FOR LIFTGATE PAINT PEELING AT SPOILER ENDS 2014 Outlander Sport. The spoiler has been modified beginning with vehicles built February 20, 2014, to prevent contact with the liftgate causing paint damage. TSB-13-51-003 will be revised with this information.

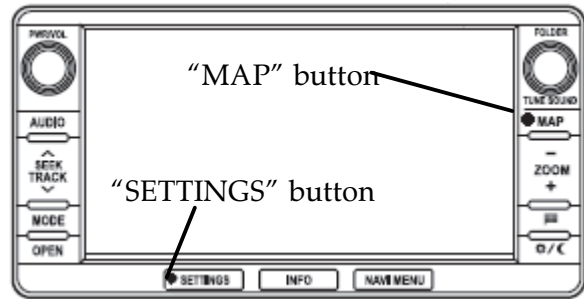


If you see vehicles built after the February 20, 2014 that exhibit liftgate paint peeling under either end of the spoiler, please submit a PQR.

GROUP 54 – Chassis Electrical

UNLOCKING THE HANDS FREE PASSCODE ON 2014 MODELS WITH MMCS NAVIGATION — All 2014 with MMCS navigation (does not apply to MMES in 2014 Mirage). The procedure for unlocking the hands free passcode on the 2014 MMCS Navigation system is different than for the 2007-13 system. Use the following steps to unlock the passcode.

- Turn the ignition to the ON position
- Turn the NAVI on
- Press and hold the MAP and SETTINGS buttons for at least 3.5 seconds to enter “Service” mode



- Select “Hands Free Module” from the “Service” menu

Service	
Present Position Revision	Versions Indication
Unit Diagnosis	GPS Time Setting
Monitor Adjustment	Hands Free Module
Camera Setting	Radio Information
Versions Log Information	Car Type Setting

- Select “UNLOCK” on the “Hands Free Module” screen.

Hands Free Module	
Parts No.	8785A050
H/W Version	
S/W version	10.00.011
HFM Self Check	OK
HFM MIC Check	OK
vol 17	
<div style="display: flex; justify-content: space-around;"> Error Code Unlock Back </div>	

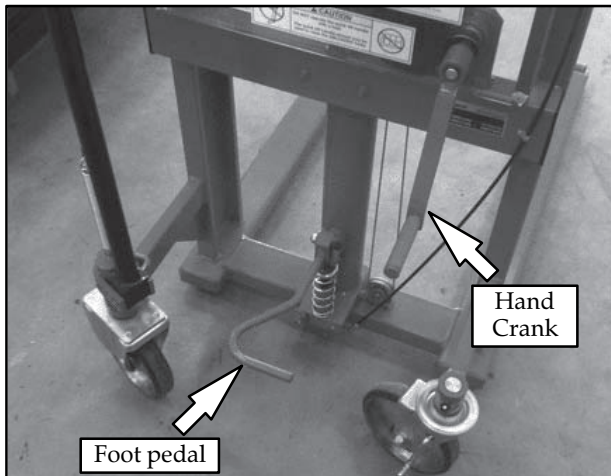
- Touch the “Back” button to exit “Service” mode.

Additional information can be found in Group 54A Chassis Electrical > Hands Free Module of the applicable service manual. Refer to “DISPLAY BUTTON AND FUNCTION.”

TRANSFERRING A MAIN DRIVE BATTERY USING THE FORKLIFT — 2012-2014 i-MiEV.

When transferring a main drive battery between the shipping container and the lift table, DO NOT use the hand crank to lift the battery’s full weight. The crank should only be used to position the forks and take up slack in the straps before the battery is lifted. The cable controlled by the crank is not designed to lift the battery’s full weight. Once the forks are positioned and the slack is taken up, use the foot pedal to raise and lower the battery by pumping it to charge the fork lift’s hydraulic system.

Using the handle for lifting the battery can lead to cable failure, subsequent battery damage and possible personal injury.



✓ **LOOSE “ASC OFF” BUTTON** — 2013-14 Outlander Sport/RVR. Turning ASC to OFF requires the “ASC Off” button be pressed *and held* for 3 seconds. Customers who are not familiar with the procedure may accidentally press the button too hard and push it out of the lower dash panel. The cause is believed to be incomplete seating of the switch to the panel. Reinstall the switch and confirm it is secured.

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GROUP 60 – RECALLS

ATIN-14-SR-001-A: 2013 OUTLANDER SPORT DRIVER SIDE SEAT MOUNTED AIRBAG SAFETY RECALL — 2013 Outlander Sport built July 20, 2012 - May 29, 2013. The subject ATIN was sent to dealers February 5, 2014, and states:

“A safety recall campaign will be released today for the driver side seat mounted airbag installed on certain 2013 Outlander Sport vehicles with port-installed accessory leather seat covers built July 20, 2012 to May 29, 2013. **Do not deliver any affected 2013 Outlander Sport vehicles with port-installed accessory leather seat covers built July 20, 2012 to May 29, 2013 until this recall has been performed.** This recall campaign will be conducted in the U.S only. The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

Due to an improper routing of the driver side seat mounted airbag wire, the wire may become damaged and illuminate the SRS airbag warning lamp. Subsequent to illumination of the SRS airbag warning lamp, if the vehicle were to be involved in a collision, the driver side seat mounted airbag may not deploy, increasing the risk of injury.

Dealers are requested to inspect the driver side seat mounted airbag wire and reroute the wire if it is improperly routed. If the wire is found to be damaged, MMNA Techline must be contacted and photos emailed to MMNATechline@mmsa.com. If MMNA Techline authorizes seatback replacement, an order will be placed on your behalf.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the **Most Recent: Open Campaign List** available under the service section of “ereports”. 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.”

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is delivered. Dealers must check their inventory vehicles’ VINs on the Warranty Super Screen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

==== ” =====
GROUP 66 – Accessories

REMOTE ENGINE START (RES) DIAGNOSIS — All with remote engine start. When a vehicle

with a reported inoperative RES is being diagnosed. Your first step is testing the remote transmitter (fob). Special tool MIT47305 is a radio frequency (RF) detector for testing RF transmitters used on Mitsubishi vehicles.

If your dealership does not have an RF detector, you can order MIT47305 online through the mitsubishidealersolutions.com website, or by calling Bosch Automotive Service Solutions at (888) 727-6672.

If the tester cannot detect a signal from the transmitter, your next step is to replace the battery, then retest. Do not replace the transmitter before testing it with a new battery. If the transmitter does not work after replacing the battery, replace ONLY the transmitter. Do not replace the RES kit until all proper diagnosis is completed. Diagnostics are included with each kit's instructions, which should be placed in the vehicle's glovebox. They are also available on the MDL from the Parts and Accessories

Guide (parts > accessories > Parts & Accessories Guide). Claims submitted for transmitters, or replacement RES kits that are determined to be "no fault found" are subject to chargeback.



TECHLINE
(800) 446-6064



HOURS:
Monday — Friday
6:30 – 11:30 am & 12:30 – 3:30 pm
All times are Pacific Time

NOTE: Techline is closed every THURSDAY from 9:30 – 10:30 A.M (Pacific) for a staff meeting.



MEDIC Information
MEDIC Hotline (800) 846-7575

Call the MEDIC Hotline for ALL MEDIC & Scan Tool hardware or software issues. Call TECHLINE for vehicle technical issues.
 As of 2/25/14: Total Hits - 6230 Reflash Database - N13112
 MEDIC 3 Version - 3.2 MEDIC 3 Update - 244
 MUT-III Version - 29.0 Raider Scan Tool Version - 6.0

Spotlight On....

Cornerstone Mitsubishi, Wilmington, MA

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



L-R - Will Cimino (Service Advisor), Rusty Tenney (Technician), Sean Barry (Parts Mgr.), Eduin Norena (Technician), Eddie Earnshaw (General Sales Manager), Robert Coffey (Technician), Ernie Cimino (Service Mgr.).

Cornerstone Mitsubishi in Wilmington, MA is dedicated to customer satisfaction. Their success comes from monitoring their consolidated CSI scores and finding ways to improve. According to Service Manager Ernie Cimino, prioritizing the customer's time, and maintaining a friendly and welcoming atmosphere have been keys to their CSI success. As a result, more than three quarters of Cornerstone's surveyed customers respond that timely completion of service work, and the friendly staff are what they appreciate most about their service experience.

December, 2013 3-MONTH CSI SCORES		
	National	Cornerstone
CSI SCORE	949	1,000
...how likely are you to recommend this dealership for service.	945	998

A small fixed ops staff hasn't been an obstacle to Cornerstone maintaining strong customer relations. They overcome their small size through teamwork. Each team member is capable of performing tasks and providing information not associated with their regular duties. Ernie states, "One thing our customers love is our staff's ability to answer any of their questions and address any of their needs. It doesn't matter if you ask Will (Cimino, Service Advisor) about ordering a part, or Sean (Barry, Parts Manager) about scheduling an oil change, we all know how to do each other's job and we all work with each other to better serve our customers." That's demonstrated when a new vehicle is delivered. The sales department introduces the customer to the team that will take care of their service and parts needs. Service advisor Will Cimino puts it this way, "We all have an understanding that we aren't just a service department, or just a sales department. We understand our success comes from customers having a positive experience when they come to the dealership. I think service has helped grow sales, and sales has helped grow service."

But as any good service manager knows, success in the service department is only as good as the technical staff who drive it. Technicians Robert Coffey and Rusty Tenney have been industry professionals for 40 and 24 years respectively. Both feel that repairing the customer's primary concern correctly the first time is the most important thing to satisfying customers. It lets customers know Cornerstone Mitsubishi is concerned for their needs and appreciates their business.

Both Robert and Rusty have been firm believers in performing the Computerized Vehicle Inspection Report (CVIR) from day one. "There's a lot of value there," states Coffey, "Customers see what their car needs, and they see we're confident enough to have our name printed on the report. If they can't leave the vehicle that day, they come back for the suggested work. It's a routine customers get into and after a while they come to expect it." Tenney adds, "That's how they become repeat customers, and when they come back, they ask for us by name."

From new vehicle delivery to service and parts, Cornerstone performs as a team to ensure the customer's needs are fulfilled. Providing customers with a friendly atmosphere, convenient, accurate service, and clear, concise information using the CVIR has made them successful. Congratulations to Ernie Cimino and the entire Cornerstone staff on their great job with CSI. Long may it continue.

Training News

Technical Training Schedule March — April, 2014

Always check the MDL for schedule updates. 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

March						April					
M	T	W	Th	F		M	T	W	Th	F	
3	4	5	6	7		31	1	2	3	4	
	141	AED									
10	11	12	13	14		7	8	9	10	11	
	SP3	EN1									
17	18	19	20	21		14	15	16	17	18	
	AT2T			AT3			MFIT2				
24	25	26	27	28		21	22	23	24	25	
							ES3				
31						28	29	30	1	2	
								MED2	STV3	ASCF	

East Zone - Atlanta Tech Training Center

March						April					
M	T	W	Th	F		M	T	W	Th	F	
3	4	5	6	7		31	1	2	3	4	
	MFIT2						AT2T			AT3	
10	11	12	13	14		7	8	9	10	11	
							MED2	STV3	ES3		
17	18	19	20	21		14	15	16	17	18	
	SP3	EN1					AED			ASCF	
24	25	26	27	28		21	22	23	24	25	
31						28	29	30	1	2	
							141	MTT			

West Zone-Dallas Tech Training Center

March						April					
M	T	W	Th	F		M	T	W	Th	F	
3	4	5	6	7		31	1	2	3	4	
	AT2T		AT3					SP3	CVT		
10	11	12	13	14		7	8	9	10	11	
	ES3						EN1				
17	18	19	20	21		14	15	16	17	18	
	STV	MED2	ES2				MTT				
24	25	26	27	28		21	22	23	24	25	
	141	ASCF	TC-SST				CVT	ES3			
31		MEVTT					MFI				
						28	29	30	1	2	

California Technical Training Center

March						April					
M	T	W	Th	F		M	T	W	Th	F	
3	4	5	6	7		31	1	2	3	4	
									AT2T		AT3
10	11	12	13	14		7	8	9	10	11	
	MFI										
17	18	19	20	21		14	15	16	17	18	
24	25	26	27	28		21	22	23	24	25	
31						28	29	30	1	2	

	Days	Code	Prerequisites		Days	Code	Prerequisites
Automatic Transaxles				Manual Transaxles			
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				
Engine Performance				Vehicle Diagnostics			
Advanced Emission Diagnosis	3	AED	ES1, STV3, MFIT2	Advanced Electronic Service Procedures	-	AESP	No Prerequisites
Engine Technology & Diagnosis	3	EN1	No Prerequisites	Advanced Safety Features	1	ASF	ES1, MED2, MED3, STV3
Multipoint Fuel Injection	4	MFIT2	ES1, STV3	MEDIC II	1	MED2	No Prerequisites
Heating & A/C Systems				Scan Tool Viewer (MUT-III)	1	STV3	No Prerequisites
Manual A/C Systems	2	MACT	No Prerequisites				
Automatic A/C Systems	1	AACT1	ES1				

NEWS:

Diamond Pro award status has been finalized. A total of 286 technicians qualified for the program, 78 of them qualifying as a Master Elite Technician. DPSMs are scheduled to begin presenting awards to technicians beginning the end of March. A complete list of qualifiers by status level will appear in the next issue of Tech Talk.

Technical Repair Quiz #2 for 2014 (TQ0214) will be posted on the Mitsubishiacademy.com website at the beginning of April. Technical Repair Quizzes measure Service Technician and Shop Foreman knowledge of recently published technical information and repair techniques. Technicians must successfully complete all quizzes for 2014 to qualify for DiamondPro Certification. Printable copies of the quizzes are located in two places (Mitsubishi Dealer Link and the Mitsubishi Academy).

Bulletin Review

The following information was recently released:

Number	Title	Vehicles	Subject
SR-14-001	2013 Outlander Sport Driver Side Seat Mounted Air Bag Safety Recall Campaign	2013 Outlander Sport	Instructs dealers to inspect air bag wiring harness and replace the air bag if the harness is damaged.
TSB-14-00-002	Updated VIN Writing Steps for KOS-ECU and ETACS - SMR	2014 Outlander	Adds high voltage caution statements to several service groups in the service manual.
TSB-14-11-002	Engine Noise During Starting	2014 Mirage	Provides instructions for repair of starter misalignment.
TSB-14-16-001	Squeak Noise from Engine Accessory Drive Belt	2012-14 Models with 4B1 / 4J1 Engines	Advises replacement of the alternator with one featuring a one-way clutch.
TSB-14-42B-002	Front End Cross Member Weld Locations - SMR	2013-14 Outlander Sport	Adds location of addition undercoat sealant for vehicles with new design under cover.
TSB-14-51-001	Securing Front Inner Fender to Front Fascia - SMR	2014 Mirage	Updates service manual to show a change from a clip to a bolt.
TSB-14-52A-001	Revised Rear Seat Belt Torque Specifications - SMR	2014 Mirage	Revises torque specs for rear seat bolt mounting fasteners.
TSB-14-54-004	EV-ECU Data List Updates - SMR	2012-14 i-MiEV	Updates the EV-ECU Data list with corrected information

