



MiEV Evolution III
2014 Pike's Peak EV Class Champion

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Vehicle Technical Info


GROUP 00 – General

IDENTIFYING THE PRIMARY PART ON WARRANTY CLAIMS — All models. MMNA uses warranty data to identify areas where product improvements can be made. One of the key data items is the “Primary” part, which is selected using the radio buttons to the right of the part number. It isn’t necessarily the major part replaced or the most expensive, it’s the part that caused the repair.

For example, if a leaking A/C o-ring causes refrigerant and compressor oil to leak, leading to replacement of the damaged compressor, restricted expansion valve, contaminated evaporator and contaminated condenser, the leaking o-ring led to needed repairs.

Note the illustration of the Parts Information entry section of a warranty claim that follows, and remember to always select the part that caused the repair as the “Primary” part.

Define	Part No	Part Description	Qty	Unit Price	Part Amount	Primary
1.	AM185078	RECEIVER ASS'Y,A/C	1	\$1.33	\$61.33	<input type="checkbox"/>
2.	AM960388	VALVE,A/C EXPANSION	1	\$7.62	\$37.62	<input type="checkbox"/>
3.						<input type="checkbox"/>

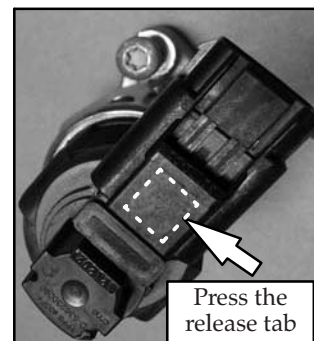
"Primary" part 

From the manufacturer’s viewpoint, having the correct data allows for quicker information processing, which in turn allows them to quickly

develop production and field fixes that improve product quality and increased customer satisfaction.

GROUP 17 – Eng. & Emission Control

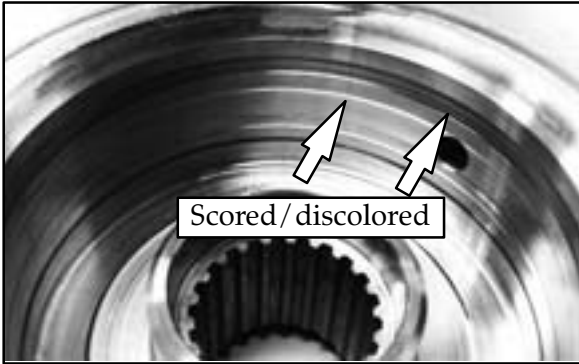
SUPERSEDED EGR VALVE WITH NEW CONNECTOR — 2006 - 09 Raider. The EGR valve for V6 Raiders has superseded a new wiring harness connector, allowing the valve to be used on other Chrysler products. In order to use it on Raider, simply remove the new connector and discard it.



GROUP 23 – Automatic Transmission

POOR 1-2 UPSHIFT AND/OR 2ND GEAR ENGAGEMENT — 2012 Galant. If a customer reports delayed engagement of 1st gear, the vehicle won’t move with the shift selector in the D position until engine speed increases, or they report poor shift quality between 1st and 2nd gears, check pressures and pay attention to the under drive clutch pressure. If it’s low at idle but improves off idle, there may be scoring of the under drive clutch retainer, causing a loss of pressure at low fluid volume.

Disassemble the transmission and look for rotational scoring on the inner retainer surface. You may also find a damaged piston or damaged clutches. If you find this type of damage during inspection, replace the under drive clutch retainer and seals, and any additional damaged under drive clutch components.



GROUP 52B – SRS Airbag

CLOCK SPRING NOISE WHEN TURNING THE STEERING WHEEL — 2013-15 Outlander Sport. MMNA is investigating a noise heard from the clockspring area when the steering wheel is turned. If you are able to verify the condition, we would like to obtain a video recording (with sound) of the condition. We also request that you contact TechLine so that a questionnaire concerning this matter can be sent to you. Return the questionnaire to TechLine at MMNATech-Line@MMSA.com. This investigation closes May 31, 2015.



GROUP 54 – Chassis Electrical

PLAY/PAUSE BUTTON DOES NOT FUNCTION WITH CD — 2014 - 15 Outlander, Lancer models, Outlander Sport. On vehicles equipped with the base radio and Bluetooth® streaming, the play (▶)/pause(⏸) feature (the number “5” preset button) only functions for audio being streamed via Bluetooth®. The radio does not have a specific play/pause control for CD. You can “pause” a CD by powering the unit OFF. When powered back ON, the CD begins

playing where it left off.




LEFT OR RIGHT LIFTGATE LIGHT ASSEMBLY CRACKED/BROKEN AT UPPER CORNER — 2013-15 Outlander Sport. Insufficient clearance between the liftgate light assembly and the combination light may cause the tailgate light lens to crack or break when the liftgate is closed. A 4mm clearance between the two components is required to prevent contact.



When replacing a broken or cracked light, follow the service manual procedure to remove the inner liftgate trim and loosen the liftgate light's fasteners. To achieve a 4mm clearance, hold the light assembly towards the inside of the tailgate and tighten the fasteners snug. Then torque them to spec.



<p>TECHLINE (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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CVIR Success

Biggers Mitsubishi, Elgin, IL

A dealer who increased his service business using the Computerized Vehicle Inspection Report.



(L-R): Keith Becker (Service Manager), Juan Carrillo (Technician), Justin Rivera (Technician), Pablo Torres (Service Advisor), Sergio Pantoja (Technician), Jeff Gamache (Technician), Mike Giusto (Service Advisor)

When the CVIR was first introduced, Service Manager Keith Becker at Biggers' Mitsubishi in Elgin, IL didn't see its value. They were doing fine with the paper based 27 point inspection. However, as a favor to his DPSM, he agreed to complete one a day. Initially there was resistance from his technicians, and Keith also had concerns, because the CVIR took longer to complete and enter into the MEDIC. It didn't take long for them to see the light. Completed CVIRs were being acted on by more customers and once everyone realized how much business increased, the resistance became a memory. Now, every R.O. written has a CVIR completed, including those for their discounted quick lube service, CVIR has helped increase service labor revenue by 30%.

The introduction of the PC based CVIR Version 2, has relieved the logjam caused by only having the MEDIC for creating CVIRs. To make it an even quicker and more efficient process, the dealer principle invested in 4 PCs, which are dedicated to the technical staff. Since each technician has his own login ID for the MDL, it made sense to make it as easy as possible for everyone to enter or update reports.

The process of completing CVIRs has changed how Keith's technicians approach their role in the business. Yes, they still are responsible for the successful repair or servicing of the vehicle, but Keith says that they now also think more like service advisors. "They've become a larger part of the process of recommending work that should be done, and how it's presented to the customer. They better understand how the process translates into increased service business for the dealership."

According to Keith, a big part of CVIR's success at Biggers comes from presentation. The report is emailed to the customer. The colors showing the status of each category really pop off the computer screen giving a professional appearance. When a customer arrives, a service advisor discusses the report with them while displaying it on an iPad®. Waiting customers are usually already reviewing it on their smartphone. Biggers uses the Additional Comments section of the report to personalize it for each customer. Each item is prioritized numerically with complete pricing details. This way customers understand exactly what repairs are most important, and how much they will cost. The impact this has on customers is noticeable. Keith says it helps them feel less like they're being sold, and more like they're part of the process. Some have offered positive comments and, because it's so unique, some have actually mentioned that they don't see anything like it at dealerships that service their other vehicles.

The CVIR is also a handy tool for customers. It acts as a reminder so they can set an alarm in their calendar for followup, or they can use it to discuss needed work with their spouse. When they do return with the vehicle, it's usually with a paper copy of the report in hand or displayed on their smartphone.

CVIR has changed the way Biggers Mitsubishi sells service. Tech savvy customers don't want yesterday's inspection report. They want something that is consistent with other aspects of their life and their thinking. Biggers, and other dealers who use CVIR, have recognized the impact it has on today's customer. And they're reaping the rewards of using it on every R.O. they write.



MEDIC Information MEDIC Hotline (800) 846-7575	Call the MEDIC Hotline for <u>ALL MEDIC & Scan Tool hardware or software issues</u> . Call TECHLINE for vehicle technical issues.
	As of 8/19/14: Total Hits - 6317 Reflash Database - N14051 MEDIC 3 Version - 3.2 MEDIC 3 Update - 281 MUT-III Version - 31.0.1 Raider Scan Tool Version - 6.0

NEW MEDIC HARDWARE AND SOFTWARE RELEASED



MMNA began shipping the new Panasonic Toughpad® based MEDIC 4 to dealers during the week of August 11, with final shipments expected to complete by the beginning of October. The Toughpad® is combined with the new VCI LITE, a compact version of the VCI. The Toughpad features a touchscreen with widescreen format, eliminating the need for a mouse or integrated touch pad and buttons (like the MEDIC 3 Toughbook®). Each tablet is preloaded with the new MEDIC 4 software.

There are a number of advantages the Toughpad® provides over the Toughbook®. The first and most obvious is the portability of the tablet, allowing for full mobility in a high paced work environment. A stylus pen comes with the tablet and can be used in place of your finger. It is conveniently stored on the tablet's underside and a coiled tether is included to attach it to the tablet. An easily accessible onscreen keyboard eliminates the need for a separate keyboard. Convenient USB ports allowing connections for two devices or headphones and an HDMI connection are available behind a panel on the side of the tablet frame.

Another advantage is the tablet's utility and low maintenance. Since the Toughpad® is a member of the Panasonic Tough® devices family, its durability is an asset in the rugged environment typically found in automotive service departments. Tough® devices are used by emergency responders and the military, confirming their ability to withstand rough treatment. The screen is easy to clean, and a soft cloth specifically designed to prevent scratches to the screen's surface is included.

The compact sized VCI LITE is small enough to be attached to the back of the Toughpad® using 3M Dual Loc™ fastener adhesive tape (included). It communicates with the tablet through a short 90° USB cable, and new MUT-III main harness cables connect to the vehicle's DLC.

While the MEDIC screens have a new modern appearance, all of the normal MEDIC modules are intact, and the button and tab locations are still the same. Each Toughpad® kit has been shipped with a MEDIC 4 Starter's Guide to assist you in navigating the tablet and its features. For details about using MEDIC 4, review the starter's guide, and pay special attention to the MUT-III section beginning on page 7. This section covers the "Setup V.C.I." function that VCI LITE must go through when it connects to certain vehicles.

MMNA is confident this new, state of the art, MEDIC platform will enhance your ability to properly diagnose and repair Mitsubishi products and satisfy your customers..

Training News

Technical Training Schedule September - October, 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

September				
M	T	W	Th	F
1	2	3	4	5
		AED		
8	9	10	11	12
15	16	17	18	19
	MFIT2			
22	23	24	25	26
	MED2	STV3	MEVTT	
29	30	1	2	3
	AT2T			AT3

October				
M	T	W	Th	F
29	30	1	2	3
	AT2T			AT3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
	SP3	ASCF	CVTT	
27	28	29	30	31
	ABS2			

East Zone - Atlanta Tech Training Center

September				
M	T	W	Th	F
1	2	3	4	5
		AED		
8	9	10	11	12
		CVTT	MED2	STV3
15	16	17	18	19
22	23	24	25	26
29	30	1	2	3
	MTT		TC-SST	

October				
M	T	W	Th	F
29	30	1	2	3
	MTT		TC-SST	
6	7	8	9	10
	SP3	ASCF	ES3	
13	14	15	16	17
	ABS2		MEVTT	
20	21	22	23	24
27	28	29	30	31
	MFIT2			

West Zone-Dallas Tech Training Center

September				
M	T	W	Th	F
1	2	3	4	5
		EN1		
8	9	10	11	12
		AT2		AT3
15	16	17	18	19
22	23	24	25	26
	ES3	ABS2		
	MED2	STV	MEVTT	
29	30	1	2	3

October				
M	T	W	Th	F
29	30	1	2	3
6	7	8	9	10
13	14	15	16	17
	MTT		TC-SST	
20	21	22	23	24
	MFIT2			
27	28	29	30	31
	ES2		MEVTT	

California Technical Training Center

September				
M	T	W	Th	F
1	2	3	4	5
8	9	10	11	12
	MED2	STV	ASCF	
15	16	17	18	19
22	23	24	25	26
29	30	1	2	3

October				
M	T	W	Th	F
29	30	1	2	3
6	7	8	9	10
	EN1			
13	14	15	16	17
20	21	22	23	24
27	28	29	30	31

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	Vehicle Specific		
Brakes			Eclipse Spyder Convertible Top (Top Stack)	1	SP3 No Prerequisites
Antilock Brakes	2	ABS2 ES1	2014 Outlander Technology	1	141 ES1, MED2, MED3, STV3
Electrical Systems			Mitsubishi Electric Vehicle Technician Training	2	MEVTT AESP, ES1, ES2, STV3, MED2, MED3, 120
Electrical Systems 2	3	ES2 ES1	Vehicle Diagnostics		
Electrical Systems 3	2	ES3 ES1	Advanced Electronic Service Procedures	-	AESP No Prerequisites
Engine Performance			Advanced Safety & Convenience Features	1	ASCF ES1, MED2, MED3, STV3
Advanced Emission Diagnosis	3	AED ES1, STV3, MFIT2	MEDIC II	1	MED2 No Prerequisites
Engine Technology & Diagnosis	3	EN1 No Prerequisites	Scan Tool Viewer (MUT-III)	1	STV3 No Prerequisites
Multipoint Fuel Injection	4	MFIT2 ES1, STV3			
Heating & A/C Systems					
Climate Control	2	CC1 MACW, ES1, MED2, MED3, STV3			

NEWS:

Student Guides: Current technical training Student Guides are available on MDL at Service —> Tech Training —> Training Module Resource Library —> Subject Area. You can review them prior to attending training courses or as a refresher during diagnosis and repair.

DiamondPro: As we approach the final quarter of 2014, review your DiamondPro status to make sure you're up to date on all of the requirements to maintain your current DiamondPro level or achieve the next level. Schedule any missing classes and take the quarterly quizzes. Waiting until the last minute can cause you to miss out.

Bulletin Review

The following information was recently released:

Number	Title	Vehicles	Subject
SR-14-005	Outlander AWD Replacement Transfer Assembly - Safety Recall Campaign	2007 & 2009 Outlander	Instructs dealer to inspect the transfer case on five (5) specific vehicles and replace if indicated.
SR-14-006	2007-2013 Outlander Power Steering Hose Removal Service Points	2007-13 Outlander Power Steering Pressure Hose - Safety Recall Campaign	Instructs dealers to inspect the clearance between the hose and the exhaust. Repair or replace as indicated.
TSB-14-00-011	New Model Service Information & Features	2015 Outlander Sport	Highlights new information for the 2015 Outlander Sport.
TSB-14-00-012	New Model Service Information & Features	2015 Outlander	Highlights new information for the 2015 Outlander.
TSB-14-00-014	New Model Service Information & Features	2015 Lancer	Highlights new information for the 2015 Lancer.
TSB-14-00-015	Technical Specifications	2015 Lancer	Provides technical specs for 2015 Lancer.
TSB-14-15-001	Front Exhaust Pipe Seal Ring Warranty Extension	2008-11 Lancer/Lancer Sportback, Outlander, 2011 Outlander Sport	Extends the warranty for the described part to 10 yrs/120K miles (200,000 km)
TSB-14-16-002	Starter Motor Assembly Installation - SMR	2014 Mirage	Adds details for correct starter installation due to part supersession.
TSB-14-22-002	TC-SST Transmission Clutch Assembly Replacement Procedure - REVISED	2008-15 Lancer Evolution, 2009-15 Lancer/Lancer Sportback Ralliart	Revises TSB-13-22-002 to add information about using Toughpad during repairs.
TSB-14-27-001	Update Troubleshooting for DTC C123C - SMR	2014-15 Outlander	Updates DTC C123C diagnosis in the service manual.
TSB-14-37-004	Power Steering Hose Installation - SMR	2007-13 Outlander, 2008-14 Lancer based models	Adds clearance specification to replacement procedure.
TSB-14-52A-003	A-Pillar Trim Replacement Procedure - SMR	2011-14 Outlander Sport	Advises technicians re. installation of superseded part number.
TSB-14-54-009	Headlight Removal and Installation-SMR	2009-11 Lancer, Lancer Sportback, 2008-11 Lancer Evolution, 2010-12 Outlander	Updates the service manual with new replacement instructions due to a new vendor.
TSB-14-54-010	Updated Headlamp Relay Circuit - SMR	2009-14 Lancer, Lancer Sportback, 2008-14 Lancer Evolution, 2010-13 Outlander	Revises diagram of headlamp internal circuitry.

