# *Technical Service Bulletin*

| SUBJECT: | | NO: | **TSB-21-54A-002** |
|---|---|---|---|
| **SOFTWARE UPDATE FOR SMARTPHONE LINK DISPLAY AUDIO** | | DATE: | **June 2021** |
| | | MODEL: | **See below** |

| **CIRCULATE TO**: | [ ] GENERAL MANAGER | [ **X** ] PARTS MANAGER | [ **X** ] TECHNICIAN |
|---|---|---|---|
| [ **X** ] SERVICE ADVISOR | [ **X** ] SERVICE MANAGER | [ **X** ] WARRANTY PROCESSOR | [ ] SALES MANAGER |

## PURPOSE

A software update is now available for the Smartphone Link Display Audio (SDA).  This update resolves several issues that may occur in various models equipped with SDA, as listed below.

### 2020 Outlander, Outlander PHEV and Outlander Sport / RVR

- Reception information for DAB, AM, and FM is not shown and no sound output
- Screen freezes during USB connection and USB audio/video is inoperative
- Android auto cannot be started during Android device connection
- Smartphone cannot connect to Bluetooth
- TomTom Navigation freezes when navigation voice is on and TomTom Navigation resets (with Navigation models)
- Audio source switches while receiving or placing a call and the audio voice goes to maximum even when the volume is set to 0 (radio, music, etc)

This TSB instructs dealers how to update the Smartphone Link Display Audio in the affected vehicles listed.

## AFFECTED VEHICLES

2020 models equipped with Mitsubishi Electric Smartphone Link Display Audio:

- 2020 Outlander
- 2020 Outlander PHEV
- 2020 Outlander Sport / RVR

| !! IMPORTANT !! | **READ ENTIRE BULLETIN <u>BEFORE</u> ATTEMPTING THIS PROCEDURE!** |
|---|---|

## REQUIRED EQUIPMENT

The update procedure for all audio types requires a dedicated USB flash drive (a.k.a. thumb drive) formatted to FAT 32.  The USB flash drive must comply with USB 2.0 standard and have a capacity of 16.0 GB or higher.

When using USB memory, store only one correct updating software, appropriate for the SDA unit.  If the USB memory stores multiple software, the unit may update with the wrong software and cause concerns with the SDA unit.

The reprogramming software is intellectual property which belongs to the supplier. Please erase the program file from the USB memory once the reprogramming has been performed.

Continued

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)*.

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## REQUIRED EQUIPMENT (Continued)

The update procedure for all audio types requires a dedicated USB flash drive (a.k.a. thumb drive) formatted to FAT 32.



16 GB (or larger)
USB Flash Drive

A USB version 2.0 standard flash drive (thumb drive) with a **minimum capacity of 16.0 GB**, formatted to FAT32 is required for this procedure. Formatting to FAT32 will erase all data from the flash drive. The flash drive must have no other files or folders saved to it.

Dealers must obtain a flash drive locally. It should be dedicated to this procedure and be kept in a safe place to use when customers ask about any of the conditions mentioned in the PURPOSE section on page 1.

**NOTE: Always use a flash drive from a known manufacturer. Some novelty and other lower quality flash drives may not function correctly for this procedure, even though formatted to FAT32. If you are unable to have the flash drive begin or complete the process, try a flash drive from a different manufacturer.**

⚠ CAUTION    *Be sure to copy ONLY the correct Software Version for the vehicle you are updating to the flash drive. Updating a vehicle with another model's software may affect model specific parameters, such as vehicle information not displaying correctly.*

## DISPLAY AUDIO SOFTWARE VERSION CHART

| Model | Version Information (Settings screen) | | Software Version Info (Service Menu screen) |
|---|---|---|---|
| | **Old** | **New** | |
| 2020 Outlander, Outlander PHEV and Outlander Sport / RVR | 4.36 | 4.37 | 0.0085.P003 |

# UPDATE PROCEDURE

**A. Download Software Update File from MDL**

**NOTE: The software update file must be downloaded to a USB flash drive on a non-MEDIC PC. The file CANNOT be downloaded using the MDL access on your MEDIC.**
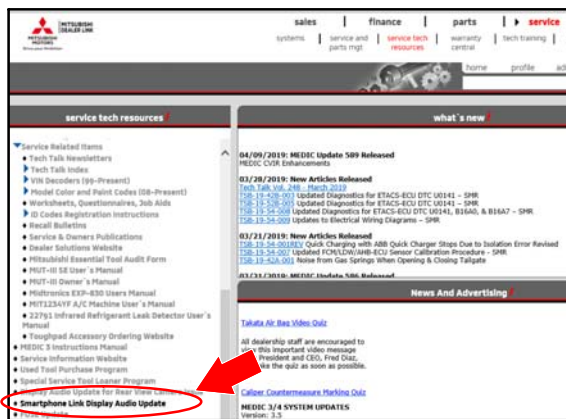
| !! IMPORTANT !! |  **Dealers must NOT provide software updates or instructions directly to customers.**
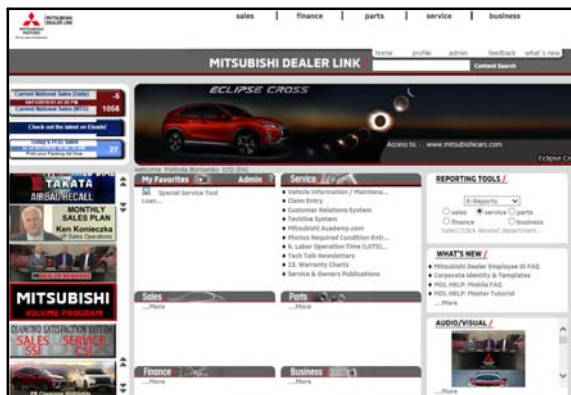


1. On your PC desktop, create a new folder and title it "**Smartphone Link Display Audio Update**."

2. Open a web browser and access the MDL.
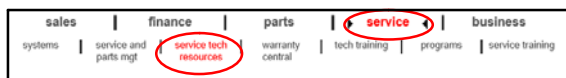


3. From the MDL Main Page, choose "service" -> "service tech resources."



4. In the LH column, under "service tech resources," click on "**Smartphone Link Display Audio Update**."

5. Click on the "**DOWNLOAD**" button.



**Smartphone Link Display Audio Update**

This update contains software files to update the Smartphone Link Display Audio units of certain Mitsubishi vehicles as outlined in Technical Service Bulletin TSB-21-54A-002. Follow the instructions from the TSB to download the update below to your PC's desktop, transfer to a USB thumb drive, and plug in the thumb drive to the vehicle to update the Smartphone Link Display Audio. The software update cannot be downloaded using the MDL access on your MEDIC.
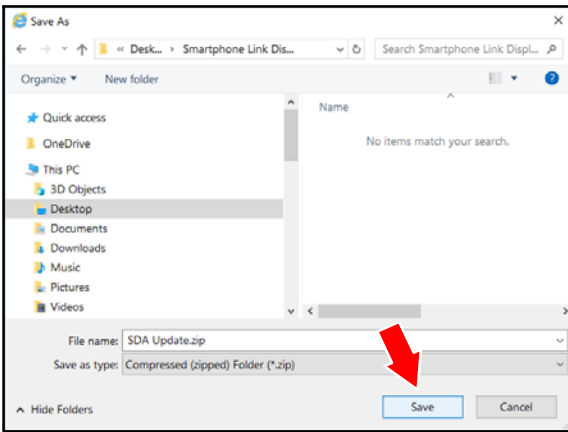
DOWNLOAD
Click here to download the software, following the instructions in TSB-21-54A-002.
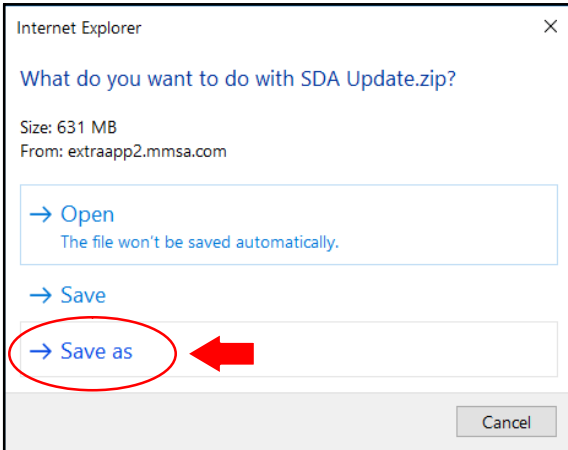
6. When the "File Download" window appears, click "**Save as**."

   **NOTE: A download progress window will appear. Do not click on the "Cancel" button.**
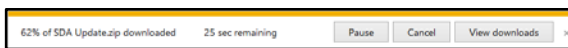
   **The download progress window will close when the download is complete.**

7. A "**Save As**" window will appear.

8. In the window, navigate to your new folder **(e.g., "desktop\Smartphone Link Audio Update")** and click to select it.
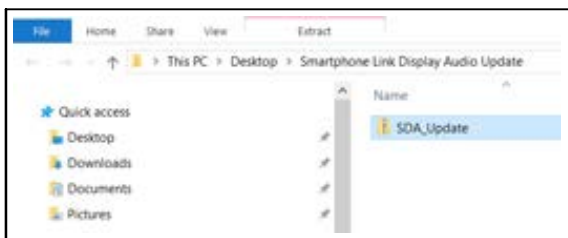
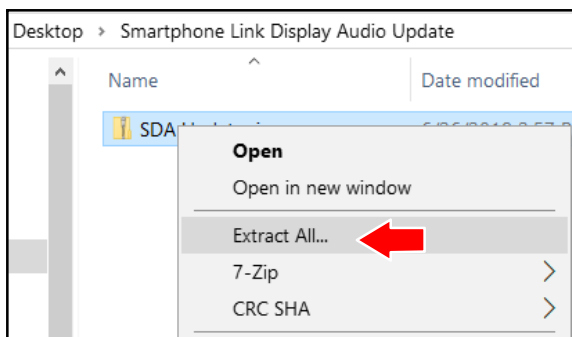9. Click "**Save**" in the window.

**NOTE: A download progress bar will appear. Depending upon your connection, it can take a few minutes to download the file.**

10. When download is completed, Click "**Open folder**."

11. A File Explorer window opens showing the zip file (**SDA_Update**) in the destination folder created earlier (**Smartphone Link Display Audio Update**).
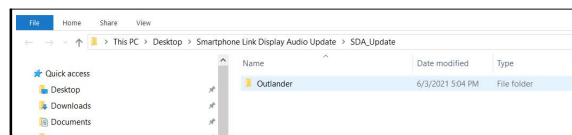
12. Select the Zip file, right-click, and select "**Extract All...**" to extract the files to this folder.
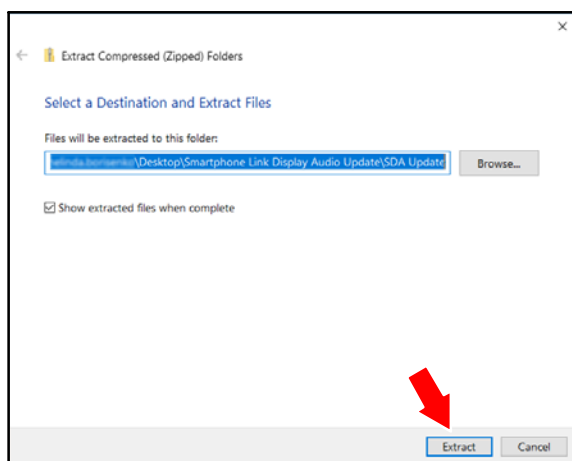
13. Click "Extract" in the window.

   **NOTE: A progress window will appear. Depending upon your connection, it can take several minutes to extract the file.**

   **The window will close when the extraction process is complete.**

14. A new File Explorer view shows the extracted folder (**Outlander**). You may keep this window open for the next process (Transfer Files to USB Flash Drive).

**NOTE: Keep a copy of the "SDA Update" files on your PC in case your USB flash drive is lost or damaged.**

**B. Transfer Files to USB Flash Drive**

⚠️ **CAUTION**   **This procedure includes steps to determine the USB flash drive file format and reformat it to FAT32 if necessary.  If you must reformat your USB flash drive MAKE SURE YOU DO NOT REFORMAT YOUR HARD DRIVE.  On newer PCs, the C:\ drive usually contains the PC's operating system and the D:\ drive is usually the factory image backup.  If you mistakenly select either of these drives, it will be reformatted and all data on that drive will be erased.**

1.   Check your USB flash drive's format.

    a.   Connect your flash drive to a USB port on your PC.

    b.   Depending on your Windows version, a window may display with options.  Select the option to "Open folder to view files."  If you do not see the option window, open File Explorer.  Right click on the "Start" button at the lower left corner of your screen.  Depending upon your Windows version, click "Explore" or "File Explorer."

**NOTE: The instructions below are for a PC with Windows 10 operating system.**
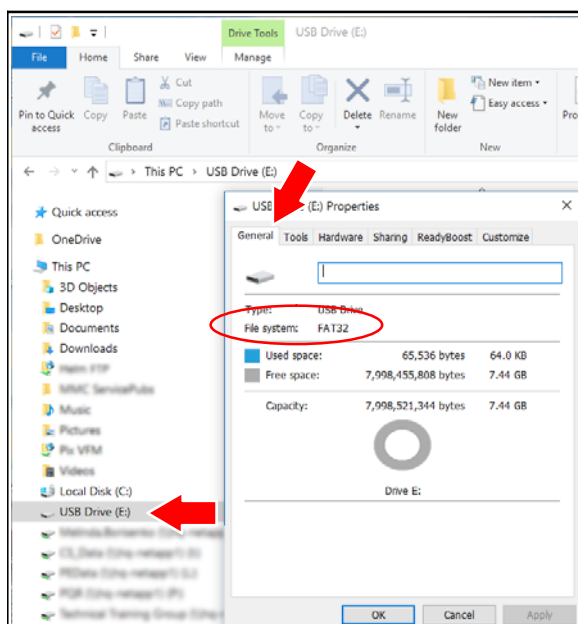


    c.   A new window opens.  Locate your flash drive [e.g., USB Drive (E:)] in the left hand column.

    d.   Right-click on the drive and a menu will appear.  Click "Properties" at the bottom of the menu.

    e.   The "Properties" window (shown) opens.  Select the "General" tab at the top of the window, and check whether "File System" shows "FAT32."

- If your flash drive is NOT formatted to FAT32, proceed to step 2 below for formatting instructions.

- If your flash drive is formatted to FAT32, reformatting is not necessary.  Proceed to step 3.
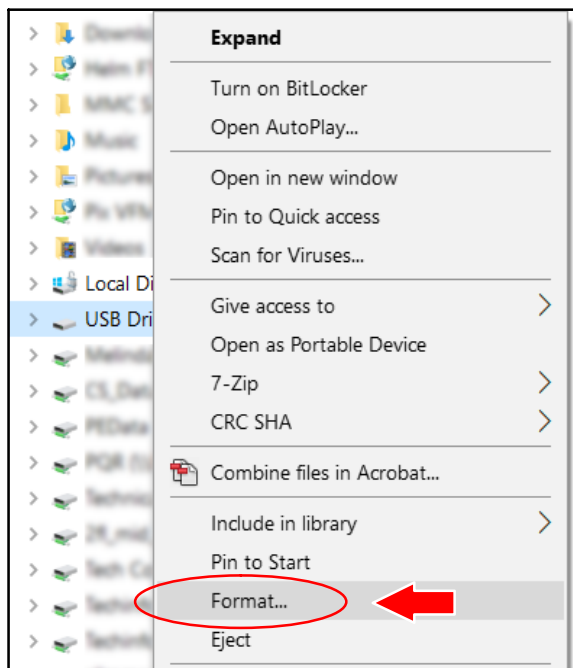
2. Format the flash drive to FAT32 as follows:

   a. In the left column of the File Explorer window, right-click your USB drive [e.g., USB Drive (E:)] in the left hand column.

   b. From the list, select "Format." A window for "Format" will appear.

   c. **Confirm you have selected your removable flash drive and NOT your hard drive.**
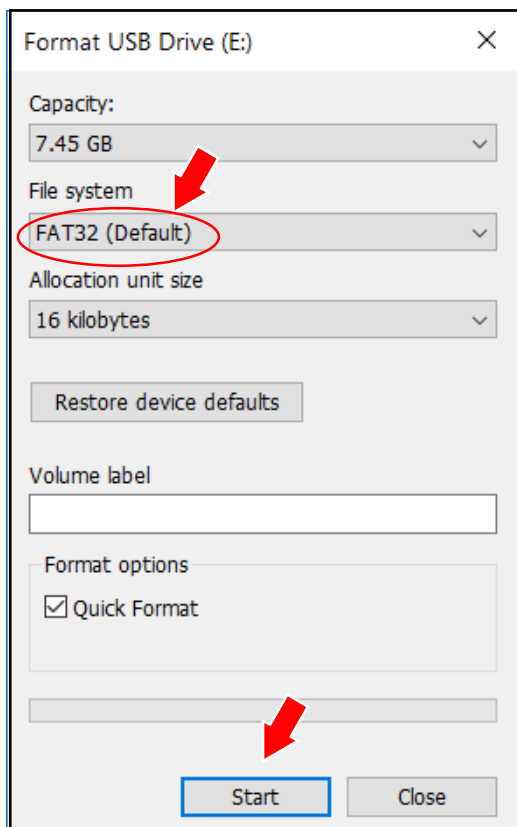
   d. Select "FAT32" in the list for "File system" and press "Start."

   **NOTE: Formatting the USB flash drive will take several minutes.**

⚠️ **CAUTION**   **Formatting erases all data from the selected drive. Make sure you select your USB Flash drive. IF YOU SELECT YOUR HARD DRIVE, e.g.,. "Local Disk (C:)," IT WILL BE ERASED AND REFORMATTED. MAKE SURE YOU DO <u>NOT</u> SELECT YOUR LOCAL HARD DRIVE!!**
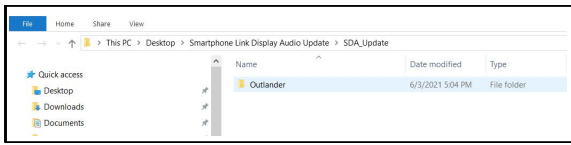
3. Once the USB flash drive is formatted, open the source folder (**Smartphone Link Display Audio Update**), and open the folder that was extracted from the zip file (**Outlander**).
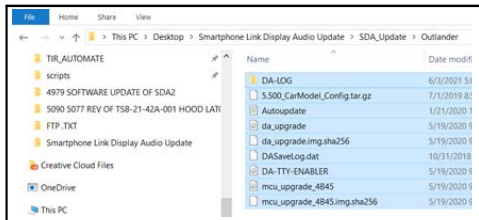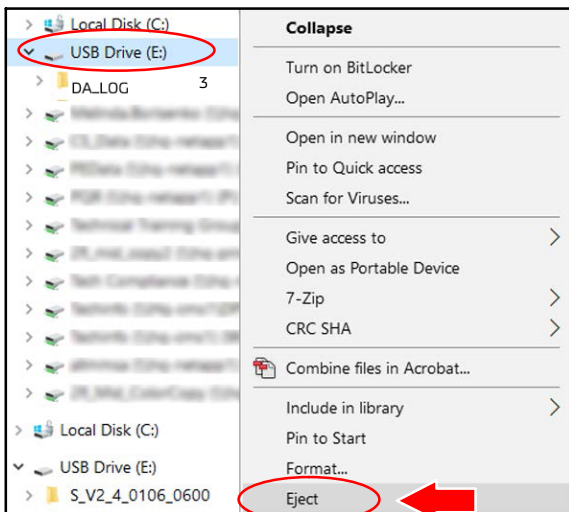


4. Select and copy the files (**9 files as shown in the image**) from the Outlander folder to the USB flash drive.  You may either cut and paste the files or drag them to the USB flash drive.

**NOTE: Do NOT transfer the zip file or the unzipped folder.**
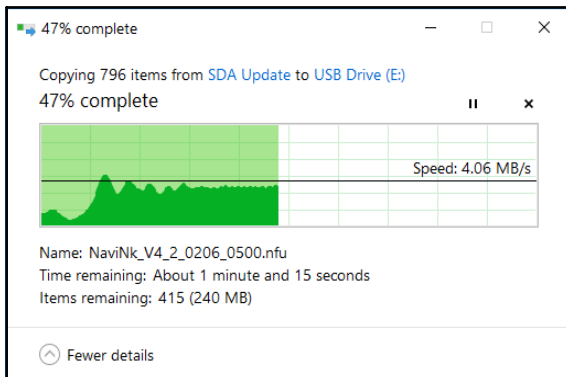


**NOTE: The transfer may take several minutes.**



5. When the transfer is complete, eject the USB flash drive:

- Newer PC: Right-click on the drive in File Explorer, and select "**Eject**."
  Then remove the USB flash drive from your PC.

- Older PC: Click the "**Safely Remove Hardware**" icon  from the system tray at the bottom right of your computer screen.  Remove the USB flash drive from your PC when advised it is safe to do so.

**C. Vehicle Preparation**

1. **Before beginning, inform the customer of the following, and obtain their consent to perform the update:**

   - This update will reset the Smartphone Link Display Audio back to the factory settings.
   - Any previously paired phones will need to be paired to the system again.

2. When customer consent is verified, write down all the customer's audio presets and settings in the table below.

| PRESETS | 1 | 2 | 3 | 4 | 5 | 6 |
|---------|---|---|---|---|---|---|
| AM | | | | | | |
| FM1 | | | | | | |
| FM2 | | | | | | |
| SXM* | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

* If applicable.

## D. Update Smartphone Link Display Audio in Vehicle with New Software

### Outlander, Outlander PHEV, and Outlander Sport / RVR

1. **For Outlander and Outlander Sport / RVR vehicles:** Turn vehicle ON, and keep the engine idling for the entire update procedure.
   **For Outlander PHEV:** Put vehicle in READY mode for the entire update procedure.

2. Plug in the USB flash drive containing the **_CORRECT software update file\* for that vehicle_** into the vehicle's USB port (either port may be used for the update).
   *Refer to step 4 of "B. Transfer Files to USB Flash Drive" in this TSB for correct file identification.*

   - For Outlander and Outlander PHEV, two USB ports are located inside the center console.
   - For Outlander Sport / RVR, two USB ports are located in the front lower dash.
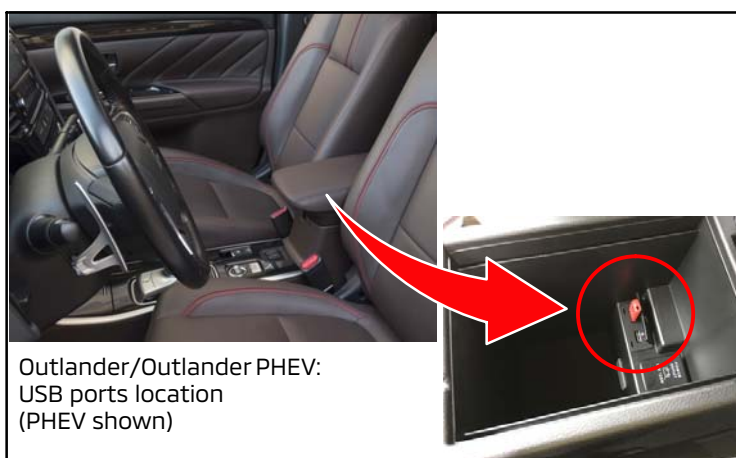
Outlander Sport / RVR: USB port location:



Outlander/Outlander PHEV:
USB ports location
(PHEV shown)
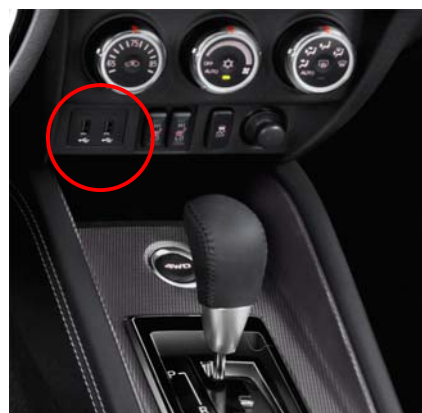
**NOTE: The images in the following procedure are taken from a 2018 Outlander PHEV.  Outlander and Outlander Sport / RVR may vary slightly from these images.**
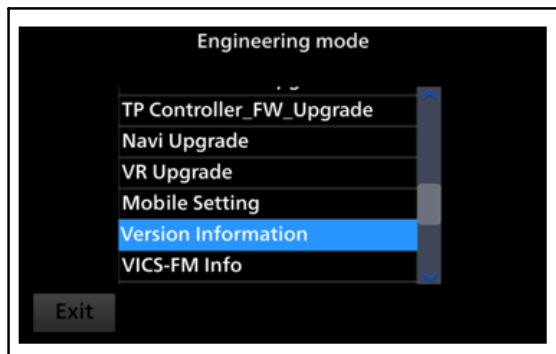


3. Before starting the update process, confirm the current software version.

   a. Push both **[MEDIA]** +[ ⏻ ] at the same time and hold for 3 seconds.
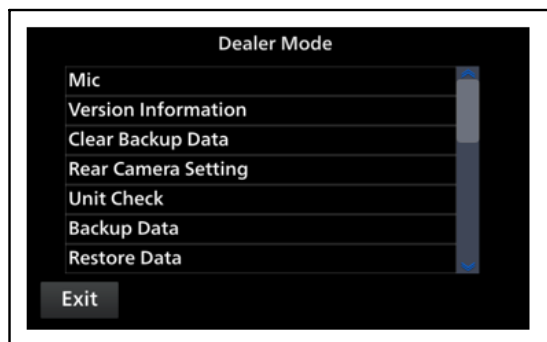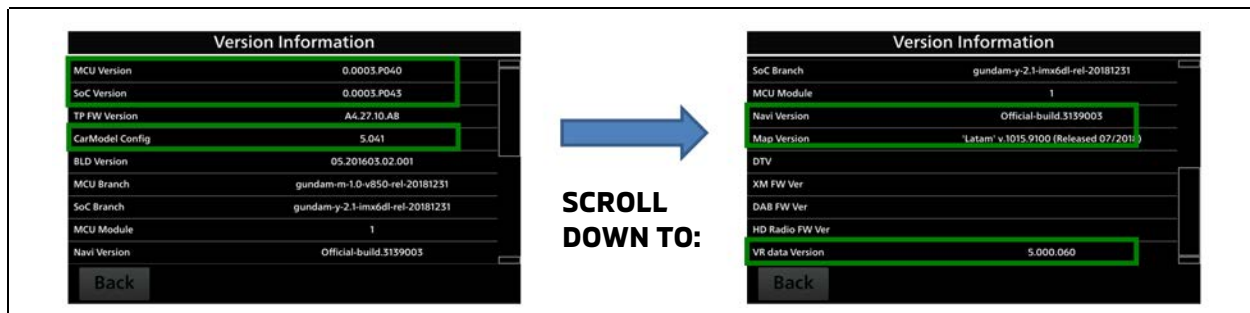


   b. The Dealer Mode screen will appear:
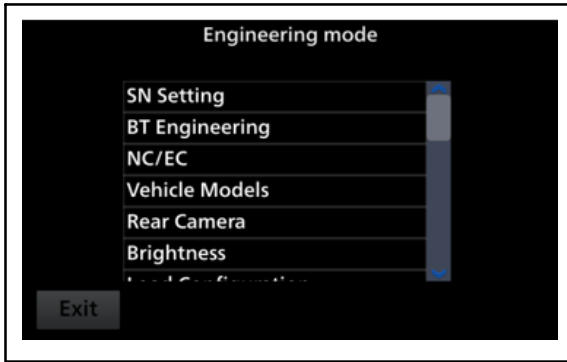
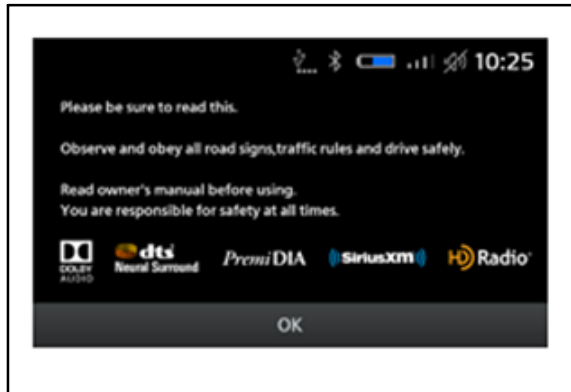c. The Engineering Mode screen will appear.



d. Scroll down to "Version Information" and push "next page".

e. Confirm the version is old by referring to the **"Display Audio Software Version Chart"** found on page 2 of this TSB. Proceed to the following page to update the software.



SCROLL DOWN TO:

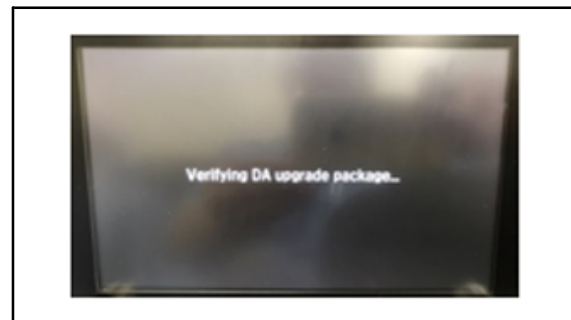4. Update the Smartphone Link Audio Display Software.



a. ACC on.

b. Press "OK" and wait for the Home Screen to appear.



c. Insert USB flash drive into the vehicle USB port.

d. The software auto update will begin.

If the software update doesn't start automatically, please push "OK" on the disclaimer screen.

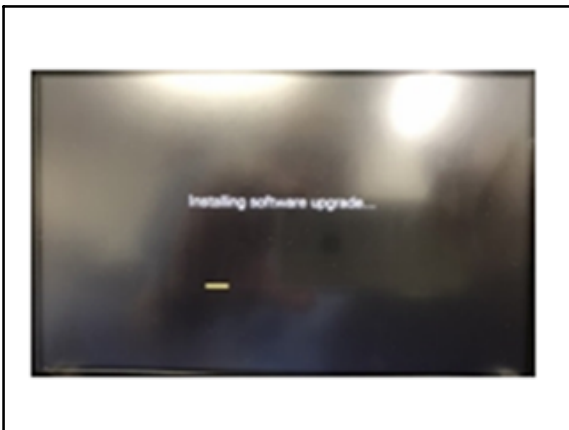**Note:** **The update will take approximately 13 minutes to complete.**



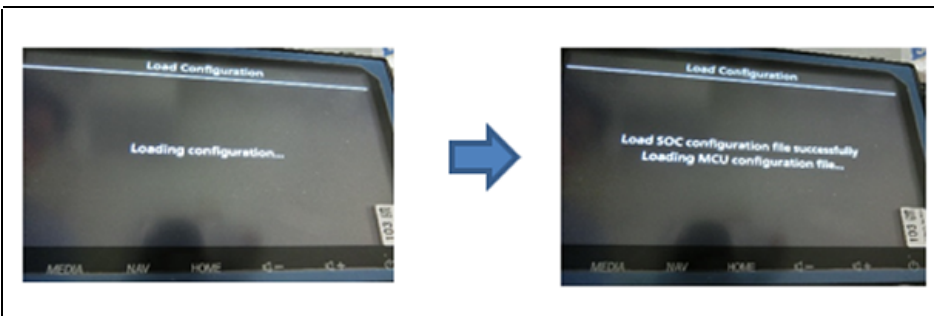e. This screen will be displayed for approximately 1 minute.

**NOTE:** **Do NOT turn the power OFF, remove the flash drive or add another flash drive during the update.**
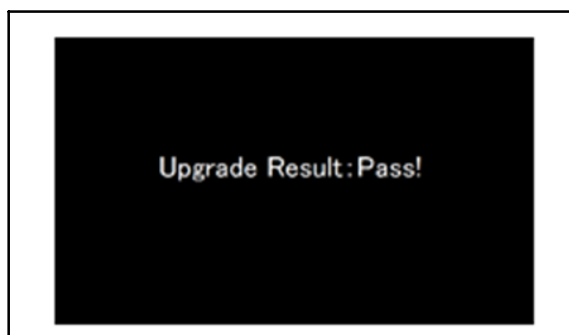
f.  This screen will be displayed for about 4 minutes.



g.  This screen will be displayed for about 4 minutes.



h.  These screens may or may not appear.  If they appear, it will be for approximately 3 minutes, total.
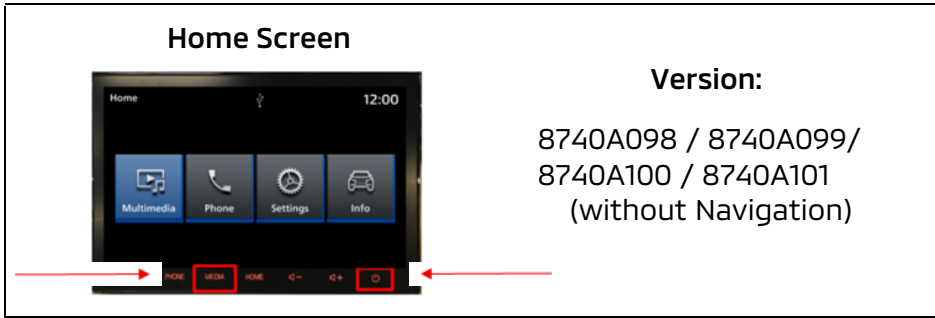


i.  When "Update result:  Pass!" appears, the update is complete and the USB flash drive may be removed.  The home screen will then return.

**Note:  The Head Unit will be rebooted automatically when the update is completed.**

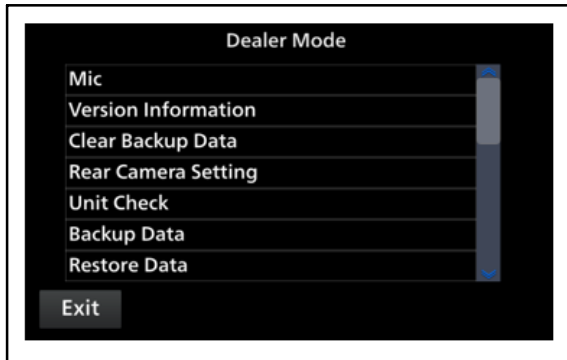**\*If "Update result:  Exception!"** is displayed, execute ACC off and retry beginning at step 1.

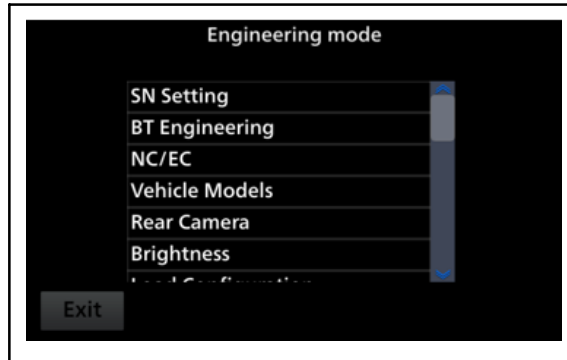### E. Verify Update Version Information



**Home Screen**

**Version:**

8740A098 / 8740A099/
8740A100 / 8740A101
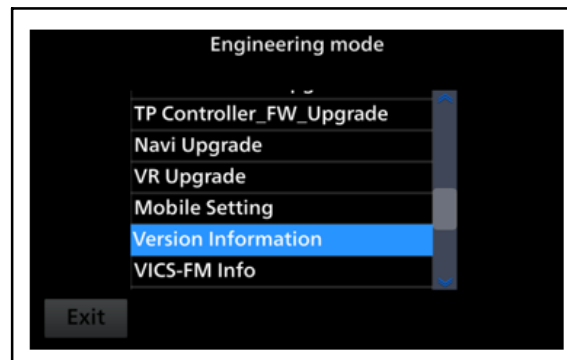(without Navigation)

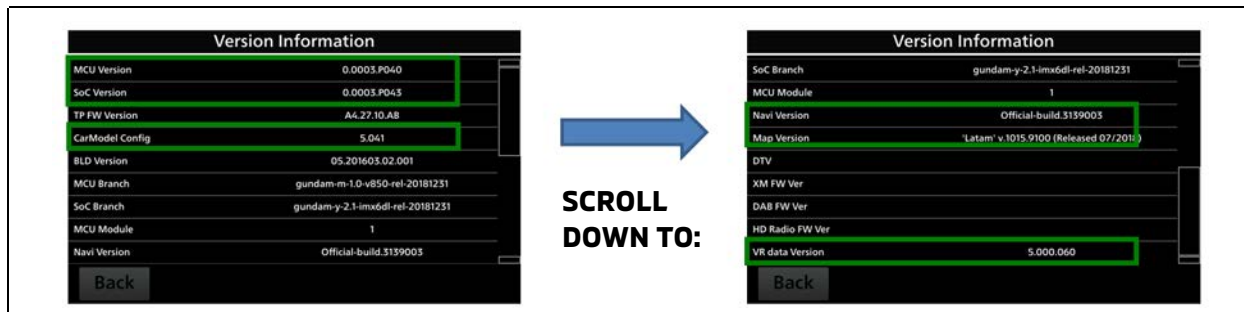1. Push both **[MEDIA]** +[ ⏻ ] at the same time and hold for 3 seconds.



2. The Dealer Mode screen will appear.

3. At this screen, push and hold **[MEDIA]** +[ ⏻ ] for 5 more seconds.



4. The Engineering Mode screen will appear.



5. Scroll down to "Version Information" and push "next page".

| MCU Version | : | 0.0085.P002 |
| SoC Version | : | 0.0085.P003 |
| CarModel Config | : | 5.500 |
| Navi Version | : | Blank |
| Map Version | : | Blank |
| VR data Version | : | 5.000.200 |

6. Confirm the version is **0.0085.P003:** This version is for vehicles **without Navigation**. Refer to the Display Audio Software Version Chart on page 2, if necessary.

7. Verify that the issues described on page 1 of this TSB are no longer present.

8. Reset all of the customer's audio presets and settings from the chart on page 9.

## WARRANTY INFORMATION

This bulletin is supplied as technical information only and is not an authorization to repair. If an affected vehicle is reported with the described condition, diagnose the condition, repair as described in this bulletin and submit a normal warranty claim using the following information.

| Operation | Labor Operation Code | Nature Code | Cause Code | Time Allowance |
|---|---|---|---|---|
| Reprogram Smartphone Link Display Audio Software | 545013CV | 43M | 990 | 0.3 hrs. |

**NOTE:** If you purchase a USB flash drive (thumb drive), submit the cost with "NPN" in the parts cost column.

Warranty Coverage: 5/60 Basic Coverage (Canada: 5/100)