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SOUL PURSUITS

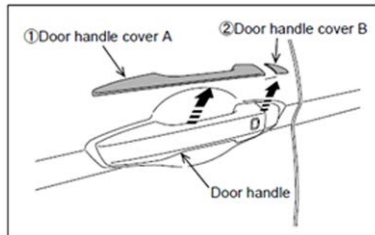
Click the photo below to join storyteller and environmentalist Erika Gilsdorf as she travels the country in her Mitsubishi Outlander PHEV, meeting the difference makers who drive change in our world.



TECHNICAL INFORMATION

Poor Tape Adhesion on Door Handles - 2022 Outlander

Observation: Door handle cover adhesive easily separates from vehicle several days after installation.

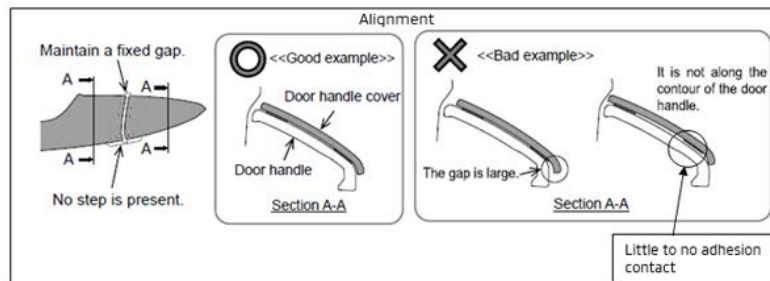


Parts:

- MZ576690EX (Chrome)
- MZ576829EX (Black)

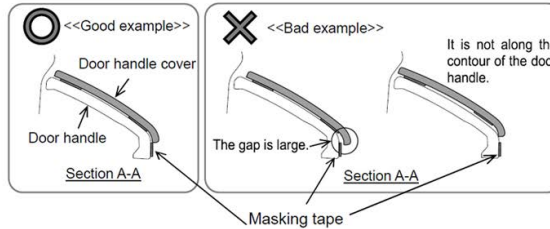
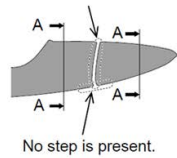
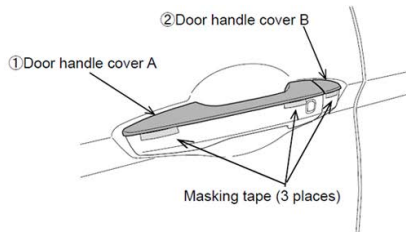
Possible Cause(s):

- Vehicle mounting area was not properly cleaned prior to installation
- The vehicle surface and accessory parts are below 60 °F (not optimum for good adhesion)
- The accessory component was not properly aligned as specified on installation instructions (see image below).

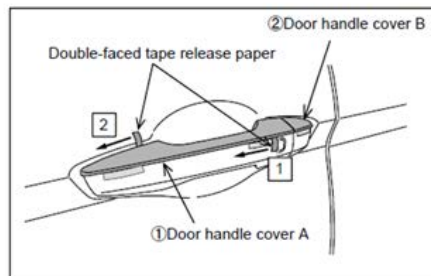
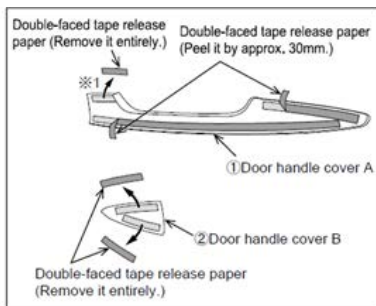


Preparation for Good Adhesion per Installation Instructions:

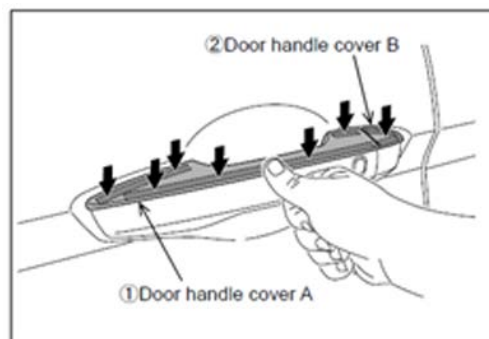
- Properly clean and dry the surface for bonding
- Vehicle surface and accessory part temperature must be above 60°F (optimum temperature for adhesion)
- Using accessory door handle parts, mark location placement with masking tape as shown
- The use of adhesive promoter is allowed to increase adherence of the double-sided tape to the vehicle



- Peel backing off
- Align part to match door handle contour (reference masking tape used as an alignment guide)



- Using your hands, strongly press the part with adhesion tape
- Apply pressure on areas with adhesion tape for several seconds (moving from the adhesion tape starting point to the ending point)
- Verify that adhesion is secure on the door handle



Final Quality Check Items:

- ✓ Check fit of cover on vehicle
- ✓ Check for good adhesion of tape (adhesive promoter is permitted)
- ✓ Check for vehicle damage - If any damage is noted, please make necessary repairs prior to releasing the vehicle

Heater, A/C & Ventilation Diagnosis Best Practice

Affected vehicles: Outlander Sport, Eclipse Cross, Mirage, Mirage G4 (up to MY2022) and Outlander (up to MY2020)

Best practice is to begin with DTC diagnosis before symptom and pressure chart diagnostics. In situations where the compressor is not engaging, verify voltage is being applied to the clutch coil. If voltage is present and the clutch is not being applied, verify that the clutch assembly is at fault by:

- Disconnect the connector at the compressor while the engine is off
- Apply 12V to the clutch coil using a suitable jumper wire
 - A click should be heard
 - If a sound is not heard, verify that the compressor can be rotated by hand before replacing the clutch and coil assembly

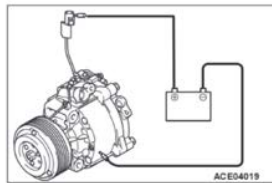
When the concern can be resolved by replacing the clutch and coil assembly, it is more cost effective and a less invasive repair.

INSPECTION

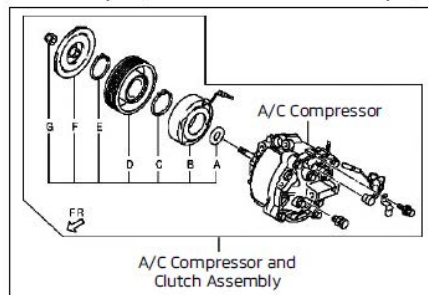
CHECK THE MAGNETIC CLUTCH FOR A/C COMPRESSOR

M15s2004s016b0

Connect the connector battery to positive battery terminal in the A/C compressor, and then ground the battery (-) terminal to the A/C compressor itself. At this time, check that the magnetic clutch operating sound can be heard.



(Outlander Sport/RVR shown below for example)

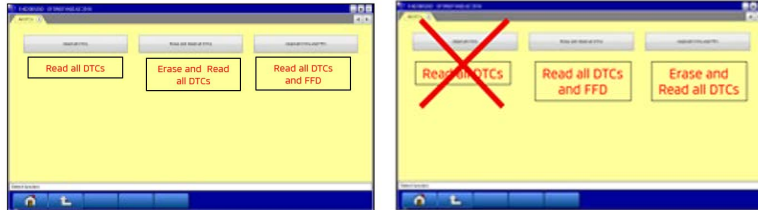


Should the compressor need to be replaced, it will require opening the system, therefore the receiver drier should also be replaced. Only a small amount of exposure time in a somewhat humid environment is required to saturate a drier. When a compressor has failed, debris may be present which further necessitates the replacement of the receiver drier which often incorporates a screen tube that can become clogged. Inspect the receiver drier, lines, expansion valve, and the ports on the compressor for debris. When debris is present at the expansion valve due to a failed compressor, condenser replacement is also recommended. Thorough flushing of the lines and evaporator core should be performed with a locally sourced AC flush kit before reassembling the system. A final flush can be completed once the system is reassembled using Robinair recovery equipment. When prompted, set the evacuation time to 30 minutes prior to recharging the system.

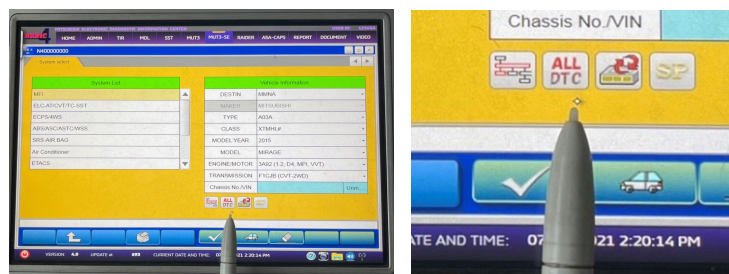
DTC, Freeze Frame, and Super Screen Documentation Requirements and Upcoming Changes to MUT-3 SE Screen Selection

An upcoming MUT-3 SE update will include changes to the "Read all DTCs, Read all DTCs and FFD, as well as, the Erase and Read all DTCs" buttons. Please refer to the images below:

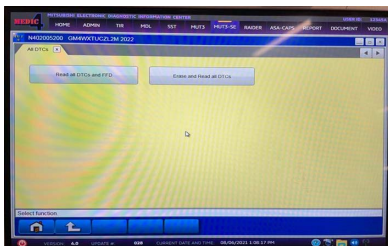
OLD version of screen/button:



NEW version of screen/button:



After the NEW ALL DTC button is selected, the following screen will appear.



Enlargement of image on left:



As a reminder, ALL repairs that involve an illuminated Service Light for any vehicle system require supporting documentation of the DTC(s) and Freeze Frame data (if available) from the Multi-Use Tester (MUT), as well as a print-out of the Vehicle Information Screen (Superscreen).

DTC/Freeze Frame Screen Print Out

After the Technician scans the vehicle and retrieves diagnostic trouble codes, the DTCs and Freeze Frame data must be printed and attached to the Repair Order. Both the DTCs and Freeze Frame data are crucial in determining the root cause of certain failures.

Superscreen Print

A printout of the Vehicle Information Screen must also be attached to the Repair Order. From Service > Systems, select Vehicle Information, and enter the VIN to inquire and print the Superscreen information.

Important Note: Warranty claims for related repairs that are not supported by DTC/Freeze Frame data and the Superscreen print-out documentation are subject to investigation.

If you have any questions, please call the Warranty Information Line @ 1-800-380-2324 or send an E-mail to WarrantyWebHotline@mmsa.com.

NEW BRAKE GREASE PART AVAILABLE - Molykote Grease AS-880N

A new brake grease part (MZ698800) primarily used at Service Centers is now available. This part is the brake grease that is applied to the back of the brake pads to prevent squealing. This grease was previously included in the brake pad set; but, that is no longer the case on the 2022 Outlander/ Outlander PHEV and will be the case on all vehicles in the near future. The grease now needs to be ordered separately.

A single part number is for use on 1 vehicle (2 brake pad sets); however, we believe a single part number will be enough for 2 vehicles (or 4 brake pad sets).

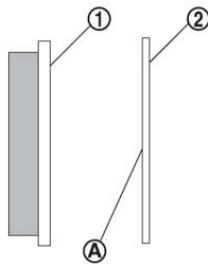
INSTALLATION

1. Install the new pad retainers to the torque member.

CAUTION:

- Do not reuse the pad retainers.
- Do not deform the pad retainers.
- Verify that the pad retainers are secured properly to the torque member.

2. Apply MOLYKOTE® AS-880N or silicone-based grease to the (A) part of the shim cover (2), and install the shim covers to the brake pad (1).



Wireless Charging Pad Not Operational - 2022 Outlander

When encountering a 2022 Outlander customer complaint that the Wireless Charging Pad is not functioning, follow the steps below:

- Verify the concern by using a cell phone with wireless charging capability
- If confirmation is made that the charging capability is not operational, perform an All DTC check using MUT3SE
- Resolve any DTCs found utilizing the Service Manual for guidance
- If no applicable codes are retrieved, disconnect the under hood 12 volt battery for approximately 5 minutes
- Reconnect battery and retest operation of the Wireless Charging System
- If charging remains inop, continue to follow the Service Manual Symptom Chart for diagnosis and/or refer to [TIN-21-54A-002](#)

WARRANTY INFORMATION

Claims for TSB-21-42A-001REV2 - 2022 Outlander Hood Latch and Bumper Height Adjustment - Revision

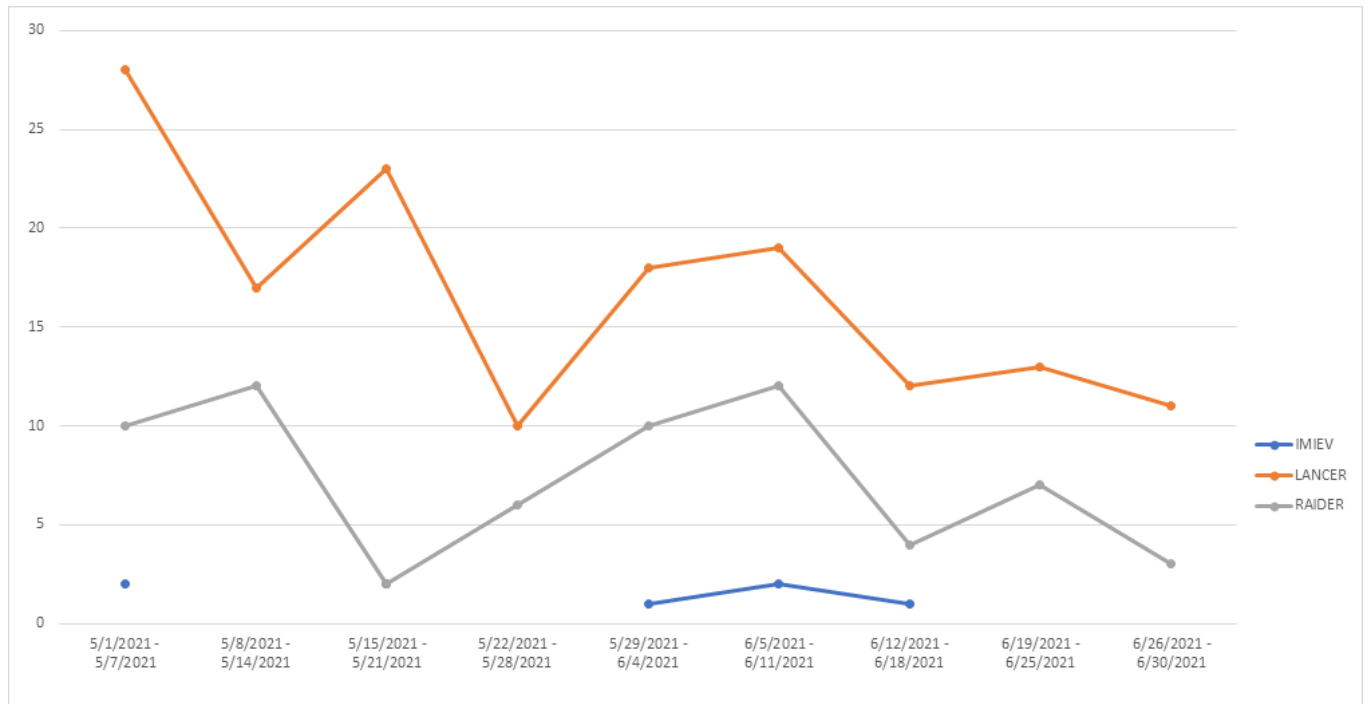
Please note when claiming this TSB, the repair may only be claimed one time. If the VIN shows that this TSB is claimed more than one time, the most current Repair Order may be subject to verification.

MMNA Document Requests

Occasionally, MMNA HQ may request documents from dealers for review. Please follow Section 11-3 of the Warranty Policy and Procedures Manual which states the following:

MMNA DOCUMENT REQUESTS/REVIEWS - In place of an on-site audit at the dealership, MMNA personnel may request (by mail, telephone, e-mail or fax) any supporting documents relating to any warranty claim payment. Please upload requested documents in PDF format to the PRC, which must arrive at MMNA within three business days from the time the dealer receives the request.

TAKATA RECALL KEY STATISTICS



The **top two** US Dealers between May 1 - June 30, 2021 were:

HUB MITSUBISHI KATY
MISSION MITSUBISHI

NHTSA'S Takata Recall Spotlight

On July 21, 2021, according to www.nhtsa.gov/equipment/takata-recall-spotlight#completion-rates, the number of driver (DAB) and passenger (PAB) side air bags remaining to be replaced by Mitsubishi are:

Manufacturer	Driver / Passenger	Net Air Bags Remaining* (Sum)
Mitsubishi	DAB	5,506
Mitsubishi	PAB	47,859

Since the last issue of Tech Talk (Volume 262), Mitsubishi Dealers have **reduced** the number of open air bag recalls by: 57 DABs and 343 PABs!

BEHIND THE SCENES SPOTLIGHT

This month our Behind the Scenes Spotlight is on **Ed Simmons**, *Instructional Designer* who shared:

I have been in the automotive industry since 1988 - 31 years. My career began in restoration of foreign and domestic vehicles. After transitioning to working on Mercedes Benz vehicles in 1990, I elevated from Lube Tech to a Master Tech and went on to become a Team Leader then Shop Foreman, spanning my career with the manufacturer. In 2007 I transitioned to an Instructor and in 2016 became a Instructional Designer which led me to the Great State of Tennessee and in December 2019 joined Mitsubishi Motors.

The past 5 years I have devoted to developing the best training possible to aid technicians in their career advancement with Mitsubishi. I am most proud of the competency-based training I develop. When asked "What would help our technicians the most?", my answer is always, plot your course in life and work. Get the training you need to perform the job correctly the first time. Once you gain the knowledge of how to do it, the money will follow.

Recently I became a Grandfather! I enjoy that role and am an avid outdoors-man. I love to build furniture too. The rest of the time you'll find me fishing, kayaking, hiking, biking and rock crawling with my JK Jeep. I tread lightly and pack out. I usually pack out more than I pack in. Hopefully we will one day meet on a lake, river, trail or in class.



QUOTES

Dolly Parton: "Never get so busy making a living that you forget to make a life."

Lily Tomlin: "For fast-acting relief, try slowing down."

Stephen R. Covey: "Most of us spend too much time on what is urgent and not enough time on what is important."

MMNA WOULD LIKE TO HEAR FROM YOU

If you have any technical information to share or an idea, please let us know! Send an email to: Servicesupport@mmsa.com. Be sure to include: Your name, title, and dealer name.



TSB & TIN/ATIN REVIEW

Since Tech Talk 262, the following bulletins have been published:

PUBLISH DATE	TSB/ATIN/TIN #	SUBJECT	MODELS
6/3/2021	TSB-21-34-001	SHOCK ABSORBER LEAK DIAGNOSIS	ALL: ECLIPSE CROSS, OUTLANDER, OUTLANDER PHEV, OUTLANDER SPORT, MIRAGE AND MIRAGE G4
	TSB-21-42A-001REV2	HOOD LATCH AND BUMPER HEIGHT ADJUSTMENT - REVISION	2022 OUTLANDER
6/11/2021	SR-20-001REV	DRIVER SIDE TAKATA NADI INFLATOR - SAFETY RECALL CAMPAIGN - REVISION	CERTAIN 1998-2000 MONTERO
	TSB-21-54A-002	SOFTWARE UPDATE FOR SMARTPHONE LINK DISPLAY AUDIO	2020 OUTLANDER, OUTLANDER PHEV AND OUTLANDER SPORT/RVR
	TSB-21-00-011	GENERAL PDI PROCEDURES FOR 2022 OUTLANDER PHEV	2022 OUTLANDER PHEV
	TSB-21-00-012	TECHNICAL SPECIFICATIONS - 2022 OUTLANDER PHEV	2022 OUTLANDER PHEV
	TSB-21-00-013	NEW MODEL FEATURES: SERVICE INFORMATION - 2022 OUTLANDER PHEV	2022 OUTLANDER PHEV
6/22/2021	TSB-21-42A-005	HOOD FLUTTER	2022 OUTLANDER
7/22/2021	TIN-21-26-001	AXLE SHAFT THREAD DAMAGE DUE TO IMPROPER DISASSEMBLY	2022 OUTLANDER AND OTHER MODELS
7/23/2021	TIN-21-54A-002	WIRELESS PHONE CHARGER INOPERATIVE	2022 OUTLANDER
7/30/2021	TSB-21-42A-003	UPDATES TO 2022 OUTLANDER MIRROR MOTOR - SMR	2022 OUTLANDER
	TIN-20-13-001REV	DTC: P0010-P0017 TROUBLESHOOTING	2018-2022 ECLIPSE CROSS
	TIN-21-42A-001	2022 OUTLANDER HOOD FLUTTER VEHICLE IDENTIFICATION	2022 OUTLANDER

IMPORTANT

Affected new or used vehicle inventory must be repaired before the vehicle is sold or delivered. Dealers must check their vehicle inventory VINs on the Warranty Superscreen to verify whether the vehicle is involved in a recall campaign.

It is a violation of Federal Law for a dealer to sell or deliver a new motor vehicle or any new / used motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or non-compliance is remedied.

NEWS & NOTES

Since we launched the all-new 2022 Outlander on Amazon.com in February and it began appearing in dealerships in March, the response has been overwhelming. Customers watching the Amazon reveal were blown away by the styling inside and out, and the value the car represented. Our dealer partners have told us they're seeing customers coming into their showrooms who may not have considered a Mitsubishi Motors vehicle in a very long time. And when the media first drove the car, they had a lot to say too:

2022 Mitsubishi Outlander First Drive Review | More than a redesign

Autoblog: "No matter which way you look at it, the 2022 Mitsubishi Outlander is significantly better than the 2020 edition it replaces. It's more visually interesting, roomier, more comfortable and it performs better."

2022 Mitsubishi Outlander Review: From Outcast to Outstanding

Cars.com: "It's time to add a stop at your local Mitsubishi dealer to your to-do list as you shop for a new compact crossover. The new 2022 Outlander is fully competitive in the compact crossover class, and even offers among the best warranty coverage – better than the Nissan Rogue. It deserves to be on your shopping list."

2022 Mitsubishi Outlander Sets The Stage For Mitsubishi's Future

Forbes: Mitsubishi is at the start of a journey of a thousand steps. The all-new 2022 Outlander provides clear evidence the brand is moving beyond its turbulent past and into a future with increased global reach and resources. There are no guarantees in the automotive world, but the Outlander suggests a bright future for Mitsubishi.

INTERESTING FACTS

- ❖ The word automobile comes from two words "auto (Greek) and "mobile" (French).
- ❖ The word car comes from the Latin word "carrus" - a two-wheeled wagon.
- ❖ The world's first electric traffic signal was put into place on the corner of Euclid Avenue and East 105th Street in Cleveland, Ohio on August 5, 1914.
- ❖ Left-hand drive became the standard in American cars in 1909.
- ❖ The first center painted dividing line appeared in 1911, in Michigan.
- ❖ The first "No Left Turn" sign debuted in Buffalo, New York during 1916.
- ❖ Almost 95% of a car's lifetime is spent parked.
- ❖ 80% of an average car is recyclable and automobile recycling is one of the largest industries in the United States.
- ❖ Nearly 65% of the world's population drives on the right side of the road.
- ❖ More than 95% of the cars in the United States have automatic transmissions. While in Europe and Japan, more than 80 percent of cars sold have manual transmissions.
- ❖ In 1982, the automobile industry provided one of every six jobs in the United States.
- ❖ Almost three-quarters of the Rolls Royce cars every produced are still on the road today.
- ❖ The inventor of cruise control (also known as a speedostat or tempomat) was blind. He invented the cruise control in 1948.
- ❖ Did you know that the headlamp is the term used for a device which is attached to the front of a vehicle to light the road ahead? And headlight is the term which refers to the beam of light produced and distributed by the headlamp.



Headquarter News

Due to COVID statistics, we will not begin our return to the office before mid September, and it may extend further.



FRANKLIN, Tenn., July 1, 2021 Mitsubishi Motors North America, Inc. (MMNA) today reported strong second quarter sales of 25,146, a 106% increase compared with Q2 of 2020. First-half sales of 53,377 were up nearly 12% over the same period last year, as the brand focused on retail sales of its highest-specification models to minimize the impact of the global chip shortage.

With one of the freshest line-ups in the industry seeing every vehicle in the showroom redesigned or all-new, MMNA's dealer partners are reporting steadily increasing demand from buyers. With a return to pre-pandemic shopping patterns across the nation, all of MMNA's individual vehicle lines saw year-over-year sales increases compared to the same quarter of 2020.