

**WINTER
WON'T STAND
A CHANCE**



INSIDETHISSUE:

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**FIRST 2023 QUARTERLY
TECHNICIAN QUIZ -
TQ0123**

The first 2023 Quarterly
Technician Quiz
is available between
January 4 - April 7, 2023.

Dealer personnel
**must successfully complete
the quiz**
no later than **April 7, 2023.**
DATES TO REMEMBER:

Valentine's Day - Feb 14th
Presidents' Day - Feb 20th

"2023 is the Year of the Rabbit. Traditionally, this is an auspicious year for initiating something new and changing for the better—a year to bound forward, just like its namesake." ~ Takao Kato



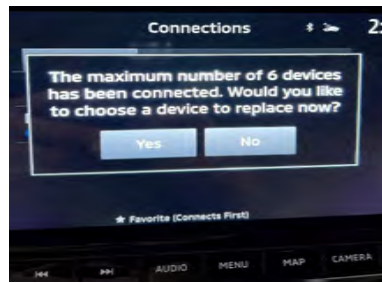
TECH TALK - VOLUME 272
January - February 2023

TECHNICAL INFORMATION

APPLE CAR PLAY WON'T PLAY

AFFECTED VEHICLES: 2022-2023 Outlander and Outlander PHEV

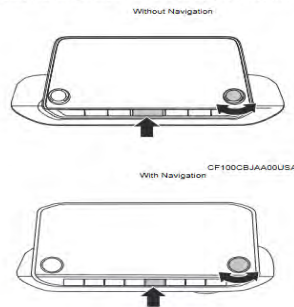
Customers may report that after receiving a warning advising the maximum number of devices have been connected and deleting all connects, the iPhone still will not connect. Additionally, customers may report receiving a prompt asking if they want to replace a device, however, no devices are listed. Car play may not even be available as an option.



A factory reset will clear all connections:

AV Control Unit Self Diagnosis

1. Turn the ignition switch ON.
2. Turn the audio system OFF.
3. While "MENU" button is pressed rotate the "TUNE-SCROLL" dial counterclockwise for 3 clicks, clockwise for 3 clicks, counterclockwise for 3 clicks.



4. The trouble diagnosis initial screen is displayed, and "Self Diagnosis" and "Confirmation/Adjustment" can be selected.

The audio unit will go through Diagnostic mode, Delete Unit Connection Log and finally into Initialize Settings. The audio unit has now been reset to factory default and should allow new connections. Additional information can be found in the Service Manual, Volume 5, Audio, Visual & Navigation System.

Delete Unit Connection Log

Deletes any unit connection records and error records from the AV control unit memory. (Clear the records of the unit that has been removed.)

Initialize Settings

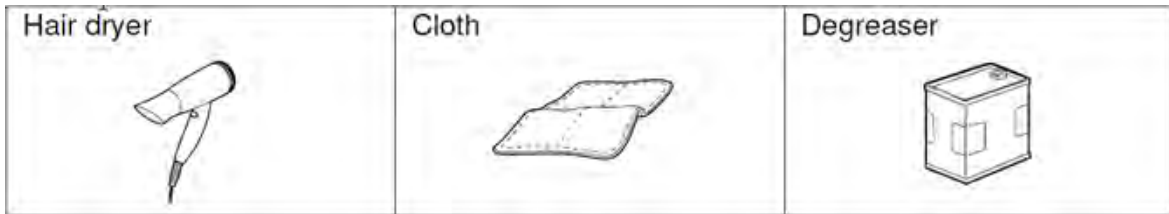
Item	Description
User Data Initialization	Initializes the AV control unit memory.

INSTALLING ACCESSORIES WITH DOUBLE SIDED TAPE IN THE WINTER

With the cooler temperatures of winter, double sided adhesive tape will not adhere properly in temperatures below 60°F (15°C). During these conditions, please use the procedures outlined below.

AFFECTED VEHICLES: All

Tools Required – Hair dryer, cloth, and degreaser.



If the vehicle temperature or the accessory temperature is not above 60°F (15°C), follow the steps below.

1) Use a hair dryer or heat gun to lightly warm up the attached area of the vehicle and the doubled sided tape area of the accessory to be installed.

OR

2) Make sure the vehicle and accessory are in a building that is over 60°F for over an hour.

Note: Always clean the vehicle surface before installation and use adhesion promoter when applicable, per the accessory instructions.

12V AUXILIARY BATTERY DRAIN CAUSED BY AUTO ACCESSORY FUNCTION

This article introduces precautions to prevent 12V Auxiliary battery drain due to Auto ACC (Accessory) function. Please note that battery charging will stop under certain conditions.

The vehicle will automatically enter Auto ACC mode under certain conditions. In this mode, some electronic devices can be used even while turning off the power switch. Connect a battery charger to the 12V Auxiliary battery to maintain good condition during PDI, maintenance, and repairs.

AFFECTED VEHICLES: 2022-2023 Outlander

GENERAL PRECAUTIONS:

- The 12V Auxiliary battery might be fully discharged after approximately 2 hours if the position light is turned on without IG On even though it was in a fully charged condition.
- The 12V Auxiliary battery may also become fully discharged after approximately 2 hours if the electrical devices, such as Navigation, Meter, Lights, and so on, are being operated without IG On in the dealer showroom.
- The 12V Auxiliary battery may become fully discharged if the doors and tailgate are being opened and closed approximately 75 times over a given period of time.
- Some electrical devices are being activated while opening and closing the door, tailgate, engine hood, and so on by Auto ACC function. For example, the Auto ACC function is automatically activated by opening and closing the door and the tailgate. The Auto ACC function is still being activated while closing the doors even though it is shut off after opening the door for up to a total of 30 minutes.

PRECAUTIONS DURING PDI (PRE DELIVERY INSPECTION):

The 12V Auxiliary Battery might become discharged if the Auto ACC function is being automatically activated several times during vehicle inspection, while installing accessories, washing the vehicle during PDI and when opening/closing the doors, tailgate, engine hood and so on.

- If the doors, tailgate, engine hood, etc are being opened and closed several times for a certain period of time, connect a battery charger to the vehicle and check the 12V Auxiliary battery voltage to prevent it dropping down more than 12.6V.
- You should check the 12V Auxiliary Battery voltage to prevent it dropping down more than 12.6V after PDI even if the doors, tailgate, engine hood are not being opened and closed several times within 30 minutes.

HOW TO INSPECT THE EV OIL COOLING SYSTEM

This article introduces the inspection method when an EV Oil Cooling system abnormality is detected (DTC: P3074-7E Electric Oil Pump Stuck on).

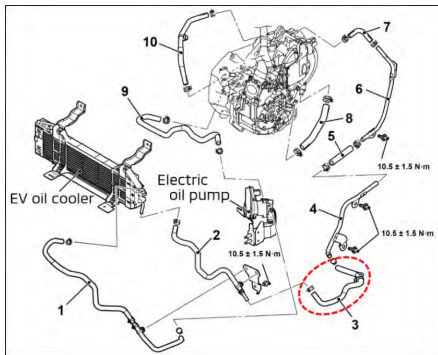
AFFECTED VEHICLES: 2023 Outlander PHEV

CAUSE:

The oil passage becomes restricted/blocked when the hose of the EV oil cooling system is twisted. The DTC is detected due to the excessive load on the electric oil pump.

INSPECTION METHOD:

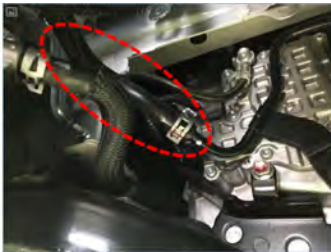
Please conduct troubleshooting DTC: P3074-7E according to the workshop manual. Refer to the twisting example below (EV oil cooler hose C) and check all EV oil cooler hoses and pipes for any twisting or damages.



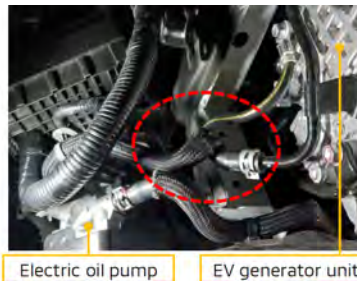
1. EV oil cooler hose A
2. EV oil cooler hose B
3. EV oil cooler hose C
4. EV oil cooler pipe B
5. EV oil cooler hose J
6. EV oil cooler pipe C
7. EV oil cooler hose F
8. EV oil cooler hose H
9. EV oil cooler hose I
10. EV oil cooler hose G

TWISTING EXAMPLE (EV oil cooler hose C):

Normal condition:



The hose is twisted and the oil passage is blocked:



IMPROPER HANDLING OF HARNESS TERMINALS

AFFECTED VEHICLES: 2023 Outlander

CAUSE:

Recently Techline has seen an increase in calls stemming from poor connections in the wiring harness. Many of these vehicles had other components replaced unnecessarily resulting in additional repair time and cost. Some of the issues were compounded by improper handling of harness terminals during testing. The photos below provide tips for verifying connector pin fit testing and handling.

Support the connector while pressing the release. Do not rock the terminal while disconnecting.



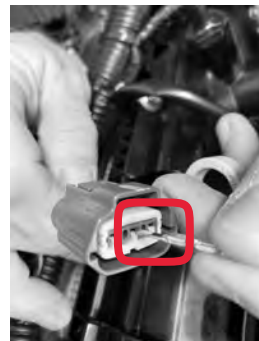
Using a known good PIN from an old harness, test the resistance at least three times.

The PIN should slide into the terminal with resistance.

Repeat this resistance test on another terminal for comparison.



The terminal being tested should provide resistance during insertion. DO NOT press the PIN completely into the terminal as damage to the terminal may occur. End gap spacing should be 2+ mm.





TSB/TIN/ATIN REVIEW

Since Tech Talk 271, the following bulletins have been published:

PUBLISH DATE	TSB/ATIN/TIN #	SUBJECT	MODELS
12/7/2022	TSB-22-13-004	WIRELESS CHARGER STOPS CHARGING WHEN USING IPHONE 12 OR LATER	All 2022 Outlander Certain 2023 Outlander (VIN Cut-off JA4J4VA89PZ015655) Certain 2023 Outlander PHEV (VIN Cut-off JA4T5VA96PZ015661)
	TSB-22-54-006	IGNITION SWITCH ACCESSORY (ACC) POSITION MALFUNCTION OF AUTO POWER OFF	2020-2021 Outlander Sport (VIN Cut-off JA4APU7MU022501)
	TSB-22-54-007	POWER SEAT MEMORY FUNCTION INOPERATIVE	Certain 2022 Outlander with seat memory function built before JA4A88NZ008399
12/16/2022	TSB-22-13-004REV	WIRELESS CHARGER STOPS CHARGING WHEN USING IPHONE 12 OR LATER	All 2022 Outlander Certain 2023 Outlander (VIN Cut-off JA4J4VA89PZ015655) Certain 2023 Outlander PHEV (VIN Cut-off JA4T5VA96PZ015661)
12/19/2022	TSB-22-35-001	STOPLIGHT SWITCH CHECK INSPECTION - SMR	2014-2020 Outlander, 2011-2022 Outlander Sport, 2018-2021 Outlander PHEV, 2018-2020 and 2022-2023 Eclipse Cross
	TSB-22-51-003	TROUBLESHOOTING WINDSHIELD WIPER - SMR	2011-2022 Outlander Sport, 2014-2020 Outlander, 2018-2021 Outlander PHEV, 2018-2022 Eclipse Cross
12/22/2022	TIN-22-31-001REV2	WHEEL VIBRATION INVESTIGATION - REVISED	2022 Outlander and Eclipse Cross
1/12/2023	TIN-21-37-001REV2	PHOTO REQUIRED FOR VEHICLE PULLING/DRIFTING/STEERING WHEEL OFF CENTER - REVISED	2018-2020 and 2022-2023 Eclipse Cross, 2014-2023 Mirage, 2017-2023 Mirage G4, 2014-2020 and 2022-2023 Outlander, 2018-2022 and 2023 outlander PHEV, 2016-2023 Outlander Sport
	TSB-23-34-001	ADDITION OF TORSION AXLE ARM ASSY REMOVAL/INSTALLATION PROCEDURE - SMR	2017 Mirage G4
	TSB-23-11-003	REVISION OF REMOVAL AND INSTALLATION PROCEDURES FOR ROCKER COVER - SMR	2008-2017 Lancer, 2009-2017 Lancer Sportback, 2011-2017 Outlander Sport, 2008-2013 Outlander, 2018-2020 Outlander PHEV
	TSB-23-35-001	DIAGNOSTIC PROCEDURE CORRECTION FOR WHEEL SPEED SENSOR CIRCUIT - SMR	2018-2020 and 2022-2023 Eclipse Cross
	TSB-23-23-001	CVT BELT CHECK - SMR	2016-2017 Lancer, 2015-2022 Outlander Sport, 2016-2020 Outlander, 2018-2020 and 2022 Eclipse Cross
	TSB-23-42A-001	WINDOW GLASS RUNCHANNEL AND DOOR OPENING WEATHERSTRIP - SMR	2018-2020 and 2022 Eclipse Cross
1/25/2023	TSB-23-31-001	ADDITION OF DISASSEMBLY/REASSEMBLY PROCEDURE FOR THE TPMS TRANSMITTER -	2014-15 AND 2017-21 Mirage, 2017-21 Mirage G4
	TSB-23-27-002	ADDITIONAL INFORMATION FOR GEAR OIL CHANGE - SMR	2018-20 Eclipse Cross and 2022 Eclipse Cross
	TSB-23-55-001	HVAC NOISE IN BLOWER	2018-20 and 2022 Eclipse Cross, 2014-20 Outlander, 2014-22 Outlander PHEV
	TSB-23-33-001	CORRECTION AND ADDITION OF FRONT AND REAR SUSPENSION INSPECTION PROCEDURES - SMR	2014-15 and 2017-22 Mirage, 2017-22 Mirage G4, 2014-20 Outlander, 2018-21 Outlander PHEV, 2011-22 Outlander Sport, 2018-20 and 2022 Eclipse Cross

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.





Atlanta Technical Training Center - Southeast Region
 801 Interstate West Parkway, Lithia Spring, GA 30122
 (770) 732-3000 Airport: Atlanta (ATL)

January '23				
Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4	5	6
9	10	11	12	13
16	17	ER1	ER1	ER1
23	24	ECS	ECS	ECS
30	31	1	2	3
	CES	CES	ADAS	ADAS

February '23				
Monday	Tuesday	Wednesday	Thursday	Friday
30	31	1	2	3
6	CES	CES	ADAS	ADAS
13	MED4	STV4	EL1	EL1
20	21	22	23	24
27	ECS	ECS	ECS	ECS
	CES	CES	ADAS	ADAS

March '23				
Monday	Tuesday	Wednesday	Thursday	Friday
27	28	1	2	3
6	CES	CES	ADAS	ADAS
13	MED4	STV4	EL1	EL1
20	21	22	23	24
27	ER1	ER1	ER1	ER1

Dallas Technical Training Center - Central/West Region
 8100 Mesquite Bend Drive, Irving TX 75063
 (972) 401-5930 Airport: Dallas-Fort Worth (DFW)

January '23				
Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4	5	6
9	MED4	STV4	EL1	EL1
16	17	18	19	20
23	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT
30	31	1	2	3

February '23				
Monday	Tuesday	Wednesday	Thursday	Friday
30	31	1	2	3
6	CES	CES		
13	MED4	STV4	EL1	EL1
20	21	22	23	24
27	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT

March '23				
Monday	Tuesday	Wednesday	Thursday	Friday
27	28	1	2	3
6	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT
13	MED4	STV4	EL1	EL1
20	21	22	23	24
27	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT
	ECS	ECS	ECS	ECS

New Jersey Technical Training Center - Northeast Region
 516 Heron Drive, Swedesboro NJ 08085
 (856) 467-7100 Airport: Philadelphia (PHL)

January '23				
Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4	5	6
9	CES	CES	ADAS	ADAS
16	MED4	STV4	EL1	EL1
23	24	25	26	27
30	CES	CES	ADAS	ADAS
	ECS	ECS	ECS	ECS

February '23				
Monday	Tuesday	Wednesday	Thursday	Friday
30	31	1	2	3
6	ECS	ECS	ECS	ECS
13	14	15	16	17
20	ER1	ER1	ER1	ER1
27	CES	CES	ADAS	ADAS

March '23				
Monday	Tuesday	Wednesday	Thursday	Friday
27	28	1	2	3
6	7	8	9	10
13	MTT2	MTT2	MTT2	
20	21	22	23	24
27	CC1	CC1	ADAS	ADAS

Course Title	Days	Code	Prerequisites
Engine & Emission Control Systems (ILT)	4	ECS	ES1W, EL1, STV4, MED4, ME3W
Engine Repair (ILT)	3	ER1	ES1W, EL1, STV4, MED4, ME3W
Climate Control (ILT)	2	CC1	ES1W, EL1, STV4, MED4, ME3W
Manual Transaxles & Transfer Cases (ILT)	3	MTT2	ES1W, EL1, STV4, MED4, ME3W
Plug-In Hybrid Electric Vehicle (Virtual)	2	PHEVG2TT	EL1, STV4, MED4, DCPHEVWT
MEDIC6 (Virtual)	1	MED4	ME3W
STV4 (Virtual)	1	STV4	No Prerequisites
Electrical Systems 1 (Virtual)	2	EL1	ES1W
Advanced Driver Assistance Systems (ILT)	2	ADAS21TT	ES1W, EL1, STV4, MED4, ME3W
Chassis Electrical Systems	2	CES22TT	EL1, STV4, MED4, ME3W, ES1W
New Model Training 2022 Outlander (Virtual)	1	NM221TT	NM221W

Note: Green = Virtual Course / White = Face to Face Instructor Led Training



WARRANTY INFORMATION

Warranty would like to remind you "it's a NEW YEAR".

When submitting warranty claims please make sure to double check the repair and completion dates of your claim.

If you have a claim denied with "004 past 60 days or 077 repair date over 25 days from code date", please verify that you have entered "2023" for your claim repair and completion dates.

In addition, please check your machines (battery tester etc.) to verify that "2023" is listed as the year.

Thank you and Happy New Year!



NEWS & NOTES

Mitsubishi Motors Launches 2023 Outlander Special Editions to Celebrate 40 Years in the U.S.

- 40th Anniversary Special Editions of Outlander and Outlander PHEV enhance award-winning seven-passenger SUV family

FRANKLIN, Tenn. Dec. 20, 2022 – Mitsubishi Motors North America, Inc. (MMNA) recently celebrated its 40th anniversary. To further commemorate 40 years of operations in the United States, the brand is expanding its flagship family of seven-passenger SUVs with special Anniversary Editions of its top-selling Outlander and newly launched Outlander Plug-in Hybrid Electric Vehicle (PHEV), combining a unique paint scheme, badging and premium accessories, and offering a special value.

The 40th Anniversary Outlander includes the same quilted-leather door inserts in black and saddle tan, a black headliner and pillars, and semi-aniline leather-appointed seating surfaces as the top-of-the-line SEL Premium Package, and ups the ante with a unique Black Diamond and Bronze two-tone paint scheme and 40th Anniversary badges. All 40th Anniversary models are fitted with the brand's signature Super All-wheel Control (S-AWC)¹ all-wheel drive system, a power panoramic sunroof, Bose Premium sound system, and a 10.8-inch Head-Up Display as standard.

"Throughout the past 40 years, Mitsubishi has earned a reputation in this country for reliable, capable, and convenient vehicles that offer great value, winning the loyalty of many repeat customers," said MMNA President and CEO, Mark Chaffin. "Our 40th Anniversary Special Edition Outlander and Outlander PHEV are more than just a celebration of that brand heritage, they are a powerful step forward into our next 40 years of success in the U.S."

As the company looks forward to the next 40 years in the U.S. and beyond, momentum is already building behind MMNA with its brand-new North American headquarters opening, an all-new or significantly refreshed lineup of vehicles highlighted by the 2022 Outlander and 2023 Outlander PHEV, a robust and growing dealer partner network, and record breaking sales success.

Mitsubishi Motors had actually been selling vehicles in the U.S. prior to 1981, but not under its own company name. Through a partnership with Chrysler Corporation, the company's cars were sold with Dodge or Plymouth branding on them. But in 1981, the company created a formal presence for itself as Mitsubishi Motor Sales of America, headquartered in Fountain Valley, Calif., with vehicles sold through an initial dealer network of 70 facilities across the country.

In 1986, the company moved its headquarters to an all-new green-field location in the then-farming community of Cypress, Calif. The multi-acre site housed all sales, marketing, planning, and logistic operations; design, research and development, parts operations, and regional operations.

The next major move for MMNA was part of a brand-wide reinvention and saw the company relocate from Cypress, Calif. to Franklin, Tenn., just outside of Nashville, in mid-2019. In April 2020, its new-from-the-ground-up, state-of-the-art North American headquarters opened, and in spite of the pandemic, the company hired more than 150 new team members.

Throughout the pandemic, MMNA has supported its new hometown through employee volunteering and corporate social responsibility, "Small Batch – Big Impact" programs. By the time of the move, the company had sold nearly 5.5 million vehicles in the U.S., through its nearly 330 dealer partners around the country.

From its inception to today's MMNA, the company has always held close to one ideal: to design, engineer, and market vehicles that offer outstanding value and safety, leading-edge design, and pride of ownership. The past 40 years have seen vast changes in consumer preferences and tastes, and MMNA has seen both good years and slack ones. Even during the supply-chain challenges brought about by Covid-19, MMNA's sales performance remained strong, and the company is poised for another 40 years of turning heads and driving excitement.

Disclaimers

1. Super All-Wheel Control (S-AWC) adds Active Yaw Control (AYC) to realize the AWC concept at a very high level. While this Integrated Vehicle Dynamics Control System manages the driving forces and braking forces of the four wheels to help realize vehicle behavior that is faithful to the operation by the driver under a variety of driving conditions, it is not a substitute for careful driving. S-AWC cannot prevent collisions or loss of traction in all conditions. Exercise caution so full attention is given to vehicle operation in all road conditions.



Mitsubishi Outlander PHEV Named 2023 'Latin Flavor' SUV of the Year

FRANKLIN, Tenn. – The all-new 2023 Mitsubishi Outlander Plug-in Hybrid Electric Vehicle (PHEV) was named SUV of the Year by Puros Autos in the publication's "2023 Car of the Year with a Latin Flavor" awards. As the internal-combustion-engined 2022 Outlander was awarded the title last year, this marks the second year in a row Mitsubishi has been named SUV of the Year by the publication.

According to Puros Autos, Hispanic customers purchase one out of every four cars sold in the United States, and Hispanic market share is outpacing the overall market by almost three-to-one. Additionally, Mitsubishi Motors has a higher percentage of Hispanic buyers than any other company¹.

"We are honored to receive the coveted 2023 Car of the Year with a Latin Flavor award for the SUV category from Puros Autos for the second year in a row," said Mark Chaffin, Mitsubishi Motors North America (MMNA) President and CEO. "With room for the whole family across three rows of seats, electric motoring for up to 38 miles with the added convenience of a gasoline engine, and a bold style that sets it apart from anything else on the road, the Outlander PHEV is the flagship of Mitsubishi Motors."

The Outlander PHEV is the world's best-selling plug-in hybrid SUV², and the all-new 2023 Outlander PHEV combines everything that has made the gasoline-powered 2022 Outlander so successful: bold styling, advanced vehicle architecture, award-winning³ interior, seven-passenger convenience and legendary Mitsubishi SUV capability. To this, the PHEV model adds an all-new version of Mitsubishi Motors' plug-in hybrid electric drivetrain, boasting more power and torque, greater all-electric range and the latest and most sophisticated version of Mitsubishi's confidence-inspiring Super All-Wheel Control (S-AWC)⁴ all-wheel drive system.

The seven-passenger 2023 Outlander PHEV offers up to 38 miles of all-electric range, up to 420 miles of overall range⁵ and is one of the only plug-in hybrids on the market with available DC fast-charging capability (SEL and above models), which can fill the 20kWh battery pack to 80% capacity in just 38 minutes.

"The 2023 Mitsubishi Outlander PHEV should be at the top of your list, if you're one of the rare drivers seeking more thrills from a fairly efficient SUV," said Puros Autos Editor Enrique Kogan.

Disclaimers:

According to the 2021/2022 US InMoment NVCS (Oct 2020-Jul 2022) study. Based on IHS Markit New Registrations of plug-in hybrid and all SUV body styles for Jan 2012 – Oct 2021 compiled from governments & other sources (where available). IHS Markit captures 95% of global new vehicle volumes in more than 80 countries.

Among other awards, the 2022 Outlander was named to the list of 10 Best Interiors by Wards, and the Hispanic Car of the Year by the Hispanic Motor Press Association. Super All-Wheel Control (S-AWC) adds Active Yaw Control (AYC) to realize the AWC concept at a very high level. While this Integrated Vehicle Dynamics Control System manages the driving forces and braking forces of the four wheels to help realize vehicle behavior that is faithful to the operation by the driver under a variety of driving conditions, it is not a substitute for careful driving. S-AWC cannot prevent collisions or loss of traction in all conditions. Exercise caution so full attention is given to vehicle operation in all road conditions. Electric range of up to 38 miles on a full charge and a combined electricity + gasoline range of 420 miles. Combined fuel economy electricity + Gasoline of 64 MPGe. EPA highway mileage estimate. Actual mileage may vary with driving conditions. Use for comparison only.

