

# SB-10054883-8146

\* \* TECHNICAL INFORMATION NOTICE \* \*

**Date:** January 24, 2014  
**To:** Mitsubishi Motors US Dealer Service Managers  
**RE:** Check Engine Light On: DTCs P061A or P0068 Stored in ECM Memory  
**TIN NO.** TIN-14-13-001

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## AFFECTED VEHICLES: 2014 Outlander Sport

### PURPOSE

MMNA is investigating a condition where during or just after snowy conditions, customers may report the check engine light and ABS warning light are illuminated and the vehicle will not travel over 40 MPH. If contacted by a customer experiencing this condition, please complete the attached questionnaire and contact Techline.

**NOTE:** If the customer has stopped his vehicle due to vehicle speed being restricted, advise them to do one of the following:

1. Contact Mitsubishi Roadside Assistance at 1-888-648-7820, or use the APP on their smartphone if they have it downloaded, and have the vehicle towed to the nearest dealer.
2. Continue driving (only if the customer is willing):
  - Stop the engine using the ignition switch.
  - Wait at least 10 seconds, then restart it.
  - Repeat start/stop procedure 3 more times. After the 4<sup>th</sup> start, the warning lights should not be illuminated.
  - The vehicle may be driven to the nearest dealer if the warnings DO NOT reappear. Otherwise, contact Mitsubishi Roadside Assistance (see #1 above).

When the vehicle arrives at your dealership:

1. Complete the Service Advisor section of the attached questionnaire.
2. Check for, and record, DTCs and freeze frame data. **DO NOT ERASE DTCS.**
3. Complete the Technician section of the attached questionnaire.
4. Contact Techline.

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(4115)

**P061A or P0068 QUESTIONNAIRE**

**SERVICE ADVISOR TO COMPLETE THIS SECTION**

Customer last name: \_\_\_\_\_ VIN (Last 8 Characters): \_\_\_\_\_

How was the vehicle being operated when the reported incident took place? (i.e. idling, starting, highway cruising or any other unusual operation)

How is the vehicle typically driven? (i.e. low speed driving in city or traffic jam, highway driving, kept idling for a long while, etc.)

Day (date) and time the check engine light came on: Date \_\_\_\_\_ Time: \_\_\_\_\_ AM PM

Was the vehicle parked in a garage prior to the check engine light coming on? Y N

Was the vehicle parked outside overnight prior to the check engine light coming on? Y N

Temperature overnight: \_\_\_\_\_ degrees F

Was the vehicle allowed to idle after starting? Y N If yes, for how long? \_\_\_\_\_

Vehicle speed when the condition occurred? \_\_\_\_\_ mph

Temperature outside while the car was being driven? \_\_\_\_\_ degrees F

What was the weather when the vehicle was being driven?

Clear Snowing Raining Other \_\_\_\_\_

What was the weather when the vehicle was previously driven before the condition occurred?

Clear Snowing Raining Other \_\_\_\_\_

What was the road surface condition when the vehicle condition occurred?

Clear Snow Covered Raining/Wet Other \_\_\_\_\_

How long was the vehicle driven before the Check Engine light illuminated?

\_\_\_\_\_ miles \_\_\_\_\_ minutes ( city driving highway driving )

How long was the vehicle driven while the warning lights were illuminated?

\_\_\_\_\_ miles \_\_\_\_\_ minutes ( city driving highway driving )

Any other details that may be relevant? \_\_\_\_\_

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**SERVICE MANAGER AND DEALER TECHNICIAN TO COMPLETE THIS SECTION**

Are there signs of snow or moisture inside the air box? Y N If yes, take digital photo.

Please provide an all DTC printout and freeze frame data. Email to MMNATechline @ mmsa.com, or fax to 714-934-4279.

Other observations? \_\_\_\_\_