



1997 3000GT

TECH TALK

Volume 192, December, 2012

In This Issue

- Vehicle Technical Info..... page 1
- Techline Information..... page 5
- MEDIC Information.....page 5
- Tips from the Toolman..... page 5
- Spotlight on CSI.....page 6
- Training News.....page 7
- Bulletin Review..... page 8

Vehicle Technical Info

NOTE: The ✓ mark indicates an article repeated from a previous issue of Tech Talk.

GROUP 00-General

INSTRUCTIONAL VIDEOS FOR OPERATING VEHICLE FEATURES — 2008-13 Lancer based vehicles, 2007-13 Outlander, 2011-13 Outlander Sport/RVR. Videos in both English and Spanish are available to help customers and dealers learn how features of MMNA vehicles operate. Combined with the owner’s manual, video makes it easy for customers to understand how a feature works. The videos can also help dealer staff answer customer questions and assist in explaining the operation of key features during the sales and delivery processes. There are currently 21 different videos, including HVAC operation, windshield wipers with rain sensing features, how to set the clock on both standard radios and MMCS, Navigation System operation, handsfree system features and others. Customers can view the videos at www.mitsubishicars.com by clicking “Owners” at the top of the page, then “How-to Videos” under Resources on the left side of the page. Dealer staff can view these videos on the Mitsubishi Dealer Link (MDL) under service > service training > “How-to Videos.”

The videos can also be viewed on mobile devices (e.g. iPad/iPhone, Android devices) at msales411.com (Vehicle Operation Videos) and mservice411.com (How-to Videos).

GROUP 13-Fuel

DTC P0335 AND/OR P0340 DURING WIDE OPEN THROTTLE — 2000-05 Eclipse/Eclipse Spyder and 1999-03 Galant with 4 cyl. engine. When diagnosing DTCs P0335 and P0340 on affected vehicles, ask the customer if there have been any recent engine related repairs. Aftermarket or used electronic components can generate incorrect signals, causing DTCs to set in the ECM.

Techline has reports of aftermarket cam or crank position sensors or incorrect model year sensor blades setting DTCs P0335 and P0340 after wide open throttle application. The vehicles in question do not suffer any related drivability issues. Recommend the customer replace the suspect sensors.

If the vehicle exhibits P0335 and P0340 at other times, especially right after startup, inspect the cam position sensor blade and ask if the customer is aware of any recent cylinder head or camshaft repairs. This symptom typically occurs when a used cylinder head from an early (99-01) vehicle is installed on a late (02-later) vehicle. The early and late camshaft position sensor blades are different, and if the correct sensor blade is not installed on the replacement cylinder head/camshaft, DTCs P0335 and P0340 may set and turn on the MIL.

GROUP 35-Brakes

USING L.E.D. BULBS IN STANDARD STOP LIGHT CIRCUITS — All models. When diagnosing electrical system concerns, where either the cruise control is inoperative or the TCL/ASC light is illuminated, check for the installation of non-OEM L.E.D. bulbs in the stop light (especially the center high-mount stop light) or tail light assemblies. Disconnecting the bulb or light assembly for diagnosis is not a valid

test, because circuit current will still be lower than specification. Monitor the brake switch (Brake SW) signal in the data list using MUT-III to determine the status of the stop light circuit. Brake SW data should read OFF when the brake pedal is not depressed. If the data for this input reads ON, L.E.D. bulbs may be installed in one or more stop lamps. Physically check for and replace any non-OEM L.E.D. bulbs in the stop light circuit before replacing other components.

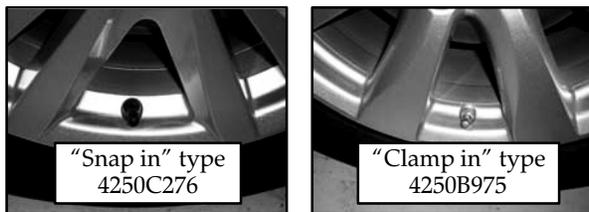


GROUP 42A – Body

TIN 12-42A-001: OUTLANDER SPORT TPMS SENSORS - TEMPORARY PRODUCTION — 2013 Outlander Sport/RVR. The subject TIN was sent to dealers on October 24, and states:

Due to a supply issue of the “snap-in” type Tire Pressure Monitoring System (TPMS) sensor, subject vehicles are temporarily being built using the 2012 clamp in type sensor. This change will affect approximately 6 weeks of production, or until the supply issue is resolved. An owner’s manual addendum card reflecting this change has been placed in the glove box of affected vehicles.

The TPMS sensor type can be easily identified by the valve stem.



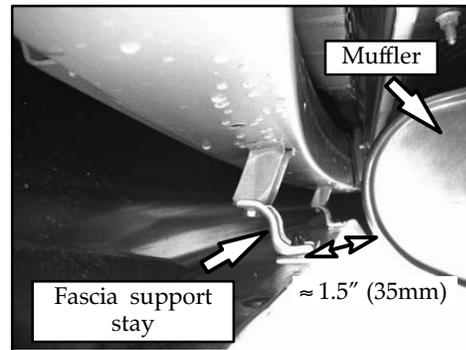
The change is effective with the following vehicles:

- 18” alloy wheels: DE007466 built 10/18/2012
- 16” alloy wheels: DE007527 built 10/17/2012
- 16” steel wheels: DE007484 built 10/18/2012

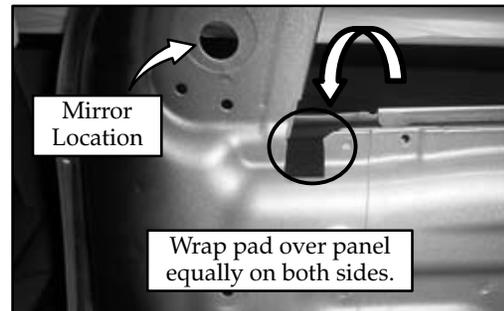
This change will be reflected in future versions of ASA-CAPS. Until then, if a replacement sensor is required, please order the correct part as shown in the photos above. To insure appearance uniformity and owner’s manual consistency, use only the sensor type originally installed on the vehicle.

There is no affect in diagnostic or registration procedures. Both sensor types use the same DTCs and registration steps.

BUZZ OR RATTLE NOISE FROM REAR OF VEHICLE WHEN ACCELERATING — 2013 Outlander Sport/RVR. If a customer reports a buzz or rattle noise from the rear during acceleration, check the clearance of the rear fascia to the muffler. It should be approximately 1.5” (35mm) at the closest point. Some early production vehicles may have a deformed bumper support stay. If you find a deformed stay, determine if it can be restored to the correct position. If not, replace the stay.



SQUEAK FROM FRONT DOOR WINDOW — 2013 Outlander Sport/RVR. Some early production vehicles may exhibit a squeak from either front door, as the window travels up or down. If this condition is noted, remove the inner door trim panel and check near the door mirror location for the presence and placement of a foam pad. The noise may be present if this pad is out of position, missing or not properly adhered. To address the condition cut a 25mm x 50mm piece of 10mm thick foam from the BSR kit (p/n# MB991752), remove the old pad, ensure the door surface is clean, then install the new pad in the original’s place. The photo (below) shows the correct position of the pad in a slight depression, wrapped over the top of the door panel equally on both sides.



TPMS SENSOR REGISTRATION PROCEDURE — 2012 Lancer based vehicles, 2012 Outlander, 2011-13 Outlander Sport/RVR. TPMS sensor registration was not included in the service manuals for these models. They all use the following TPMS sensor registration procedure:

- Connect the MUT-III and turn the ignition to ON (for vehicles with OSS, press the Start/Stop button twice with the brake pedal released). The LED in the button lights green.
- Chose System Select from the MUT-III main page,
- Scroll to and select “FAST/Immo/Keyless/TPMS” from the System List,
- Select the correct system from the “Loading Option Setup” menu and click the ✓ (OK) at the bottom of the page.
- Select “Special Function”
- Select “Tire Pressure Sensor ID Registration.”
- Select “4tiresID Reg. (Change tire PRS).”
NOTE: You cannot register only one sensor, you must register all 4 sensors at the same time.
- When asked if you’re ready to start, click OK.

TPMS sensors are numbered in the order they are registered, not by their location.

- Reduce pressure to 25 psi or lower in the first tire and wait until the ID code is displayed. This takes approximately one minute. Repeat this step for the remaining tires.
- When all four sensors have been registered, “4SNSRID Registration Completed” is displayed. Click OK.
- Wait for one minute, then reinflate the tires to specification with the ignition ON.
- Check MUT III data item “Registered ID reception, Tire 1,2,3,4.” YES should be displayed for each tire. If NO is displayed, drive the vehicle for 5 minutes and recheck. If NO is still displayed for any tire, diagnose using the service manual.



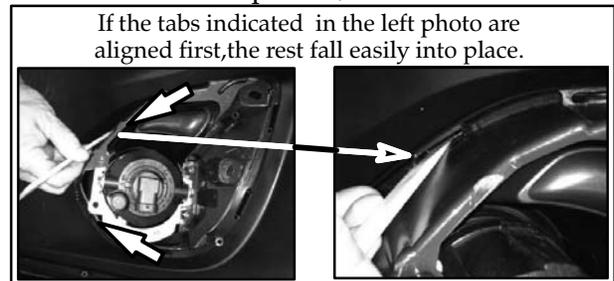
GROUP 54–Chassis Electrical

LOOSE “ASC OFF” BUTTON — 2013 Outlander Sport/RVR. Turning ASC to OFF requires pressing the “ASC Off” button for 3 seconds. Customers who are not familiar with the procedure may accidentally press the button too hard and push it out of the lower dash panel. The cause is believed to be incomplete seating of the switch to the panel. Reinstall the switch and confirm it is securely mounted.

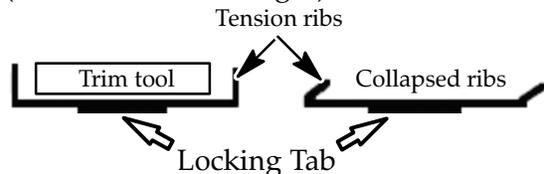
MIRROR SWITCH INVESTIGATION — 2007–12 Galant. MMNA is investigating mirror switch replacements on affected vehicles. Prior to replacing the switch, please take pictures of the door trim panel area surrounding the switch and submit them with a PQR.

FOG LAMP BEZEL INSTALLATION — 2013 Outlander Sport/RVR. When reinstalling fog lamp bezels for Outlander Sport, particularly during accessory daytime running lamp installation, ensure all of the retaining clips for the bezel are properly seated. Use the following instructions to insure a proper fit and retention:

1. Insert and lock the 2 bezel locking tabs indicated in the photos, below.



2. Place a nylon trim stick between the bezel and the locking tabs (illustration below, left) while pressing the bezel into place. The tool will prevent the tension ribs from collapsing while inserting the locking tab into the bezel (illustration below, right).



3. Align and lock the remaining 3 locking tabs.

NO AUDIO RESPONSE WHEN “SPEECH” BUTTON IS PRESSED — All with handsfree telephone installed. If there is no verbal response when trying to make a call using handsfree, and the display reads “Listening,” the radio speaker used for audio may be faulty. Make one of your first diagnostic steps a check that all speakers function properly. This is easily done by adjusting the radio’s fade and balance controls to isolate individual speakers while listening to the radio.

ATIN-12-54-001: CUSTOMER LETTER - CLIPPER CREEK EVSE CHARGER — 2012 I-MiEV. ATIN-12-54-001 was sent to dealers on November 5, 2012 and states:

A letter is being sent to inform 2012 Mitsubishi i-MiEV owners of a potential software incompatibility specific to the EVSE charger

produced by Clipper Creek. Currently, use of a Clipper Creek charger could potentially damage the internal components within the i-MiEV electrical system. If this damage occurs, it could potentially affect the i-MiEV's ability to start.

This incompatibility is caused by a software mis-communication between the Clipper Creek EVSE charger and the i-MiEV computer system. To remedy this situation, Mitsubishi is developing a software update that is expected to launch in January, 2013.

At this time, until an i-MiEV has received the updated software programming, Mitsubishi is recommending to owners that choose continued use of Clipper Creek chargers, to remove the charging connector from the vehicle as soon as the energy level gauge indicates the battery is fully charged. This will minimize the possibility of damage to internal components within the i-MiEV electrical system. Once the software update has been installed on the i-MiEV, an owner will be able to resume normal usage of Clipper Creek charger systems.

Your dealership will be provided with a Technical Service Bulletin (TSB) and software update (flash file) to address this potential incompatibility in January, 2013.

A copy of the customer letter is included with the ATIN. The full document is available on the Mitsubishi Dealer Link under service > service tech resources > TSBs & Recalls by Model > TSB List (98-Present) > TSB List - 2012, then scroll to the bottom of the page.

NAVIGATION SCREEN DISPLAYS NEW YORK CITY/CLOCK WILL NOT SET — 2007-13 Outlander, 2008-13 Lancer based vehicles, 2011-13 Outlander Sport/RVR w/MMCS Navigation. If you see a vehicle where the location does not change from New York City, and the clock will not set, first, make sure the GPS antenna (located in the dash behind the navigation unit) has a clear view of the southern sky. If the vehicle is behind a tall structure, under heavy tree cover or indoors, the system cannot communicate with satellites and current location defaults to New York City. If you confirm there is no obvious interference with the signal, confirm the GPS antenna cable was properly connected, especially if you are doing a PDI or the vehicle has just had an accessory Navi installed. If the system was installed at the factory, submit a PQR with photos if you find an improperly connected GPS antenna.

RADIO SECURITY CODE ONLINE RETRIEVAL AVAILABLE TO CUSTOMERS — All models with anti-theft radio. MMNA recently launched an online feature allowing customers to locate and retrieve their own radio codes. Instructions are accessed from the mitsubishicars.com website by clicking the "Owners" link at the top of the page, then selecting Radio Code Retrieval under Resources in the left column. Retrieving a code still requires removing the radio to locate the serial and part numbers. General instructions for radio removal are also available at the same link. Once the customer has the serial and part numbers, they navigate to a form on the website, fill out their personal information and click submit. Their radio code should be e-mailed to them in about 1 hour. If they have questions, there is an FAQ link on the first page of the instructions and a link to a Radio Code Trouble form should they need further assistance. Visit the site to familiarize yourself with it in case a customer comes to you with questions.

Dealers can still obtain radio codes through the Superscreen.



GROUP 66-Accessories

"RANDOM" FRONT PARKING SENSOR ALERT — 2013 Outlander Sport/RVR w/accessory Front Parking Sensors. If a customer reports a continuous alert tone from the front parking sensor system without being near an object or another vehicle, it may be caused by a bent or displaced front license plate. Check if the bottom of the plate appears to be bent forward and carefully bend it rearward to vertical or slightly past vertical. If this resolves the condition, the bent plate was likely detected by the system's sensors. Advise the customer to check the front license plate if a "random" front parking alert happens again.

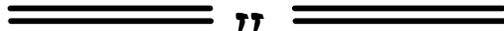
REMOTE ENGINE START REGISTRATION WON'T COMPLETE — 2010 -13 Outlander, Lancer, Lancer Sportback, 2011 - 13 Outlander Sport/RVR. Vehicles with standard multi-function ignition key. If you are having difficulty registering accessory Remote Engine Start to affected vehicles, make sure you carefully read and follow step #4 of the programming procedure correctly. Step #4 states the ignition key must be turned to ACC, then OFF. If turned to ON then OFF, the procedure will not complete.



<h1 style="margin: 0;">TECHLINE</h1> <p style="margin: 0;">(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>
--	---	--

UPDATE: 2012 TECHLINE HOLIDAY HOURS: Techline will be open with reduced staff December 26-28 during regular hours. Regular schedule and staffing resumes January 2, 2013.

ERROR MESSAGE WHEN TRYING TO OPEN A TECHLINE CASE: If you get the following error message while opening a Techline case: "1. String or binary data would be truncated," you have exceeded the capacity of the 'Dealer Comments' field. The field can only accept 1000 CHARACTERS, including spaces and punctuation. When writing, try to condense the information as much as possible by using fewer words. For example, instead of entering "will need to," use "must," and instead of using "and" abbreviate it using "&." Reducing the number of characters entered will allow you to save the file. To give you an idea of length, this article contains 788 characters. And remember, Techline may add comments in this field, so please keep your comments brief, while still providing complete information!



<h1 style="margin: 0;">MEDIC Information</h1> <p style="margin: 0;">MEDIC Hotline (800) 846-7575</p>	<p>Call the MEDIC Hotline for <u>ALL MEDIC & Scan Tool hardware or software issues</u>. Call TECHLINE for vehicle technical issues.</p> <p>As of 11/27/12: Total Hits - 5973 Reflash Database - N12091</p> <p>MEDIC 3 Version - 3.2 MEDIC 3 Update - 156</p> <p>MUT-III Version - 27.0 Raider Scan Tool Version - 6.0</p>
---	--

2012 MEDIC HOTLINE HOLIDAY HOURS: The Hotline will close at noon Pacific time, December 24, and be closed all day December 25, 2012 and January 1, 2013.



<h1 style="margin: 0;">Tips From the Toolman</h1>	<h2 style="margin: 0;">MB991621 BRAKE CALIPER TOOL FOR 2013 OUTLANDER SPORT</h2>
---	--

BRAKE CALIPER RETRACTION TOOL FOR 2013 OUTLANDER SPORT

2013 Outlander Sport is equipped with a new brake caliper design. For replacing brake pads, Special Tool MB991621 is replaced by a general service tool. Please contact your tool vendor to obtain an appropriate brake caliper piston retraction tool or order OTC part number 4589.

Tool	Number	Name	Use
 <small>MB991621</small>	MB991621 Use General Service Tool	Piston driver	Disc brake piston pushing back



Spotlight On....

Larry Jay Mitsubishi, Charlotte, NC

This column spotlights a different high scoring CSI dealer every quarter.



FRONT (l-r): Josh Dewberry (Asst. Service Mgr), Ben Glazebrook (Parts Specialist) BACK (l-r): Andrew Winderl (Technician), Grant McLaurin (Technician), Kerry Lanham (Service & Parts Dir.), John Hanson (Technician)

Larry Jay Mitsubishi in Charlotte, NC is one of the oldest Mitsubishi Dealers in the Southeast, having opened in 1987, and have always placed their customers first. Parts and Service Director Kerry Lanham says "The dealership has always had a policy of satisfying the customer, and we carry on that tradition today. We feel that when a customer drives in, they must be greeted with a warm smile and be confident we will take care of their needs. We believe our staff is the key to our CSI success, and how they approach their job ensures that success continues.

We want our customers to show up wearing a smile, because they know their vehicle is in good hands, and leave wearing a smile because they're happy with the way they've been treated. We use all of the resources at our disposal to ensure the customer has a great experience."

It all starts when a new car purchase is made. The sales person takes the time to introduce each customer to the service and parts staff, who congratulate them on their purchase. Kerry's staff let the customer know they are always available to answer questions and help in any way possible.

According to Kerry, the technical staff's main goal is to Fix It Right The First Time. He has been in the automotive industry since 1979, and has been with Larry Jay since 2000. Assistant Service Manager Josh Dewberry has 9 years automotive experience. Kerry says Josh has a knack for customers names and always greets them warmly. The technical staff is led by 12 year Mitsubishi veteran Andy Winderl. He's a real car guy, who has had some success racing stock cars on area dirt tracks. Grant McLaurin has been a technician for 9 years. He's also into racing, building off-road vehicles for mud and rock crawling. Lube technician John Hanson has been with the dealership for 11 years. He's currently in training to become a line technician.

Parts Specialist Ben Glazebrook has been with Larry Jay for 9 years and is Triple Diamond Certified. It's his job to make sure each technician gets the right parts for the vehicle being serviced, as well as taking care of customers at the front counter.

The service and parts staff at Larry Jay Mitsubishi are focused on ensuring their customers have the best service experience possible. Greeting them by name, having the parts required and dedicated, trained technicians servicing the car make Fix It Right The First Time a reality. Communicating with their customers and determining their needs is what Larry Jay Mitsubishi's staff do best. They're great work with customers is a model for any business to copy. Congratulations!

September, 2012 3-MONTH CSI SCORES		
	National	Larry Jay
CSI SCORE	939	992
...how likely are you to recommend this dealership for service.	936	1,000

Training News

Technical Training Schedule December, 2012 - January 2013

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

East Zone - Atlanta Tech Training Center

December					January				
M	T	W	Th	F	M	T	W	Th	F
3	4	5	6	7	31	1	2	3	4
	STV3	ES2			H	H			
10	11	12	13	14	7	8	9	10	11
17	18	19	20	21	14	15	16	17	18
	MEVTT	ES3			STV3	MED2	ABS2		
24	25	26	27	28	21	22	23	24	25
H	H	H	H	H	H		AED		
31	1	2	3	4	28	29	30	31	1
H	H					MFI2			

December					January				
M	T	W	Th	F	M	T	W	Th	F
3	4	5	6	7	31	1	2	3	4
					H	H			
10	11	12	13	14	7	8	9	10	11
	ES3		ES3			AT2			AT3
17	18	19	20	21	14	15	16	17	18
24	25	26	27	28	21	22	23	24	25
H	H	H	H	H	H				
31	1	2	3	4	28	29	30	31	1
H	H								

West Zone-Dallas Tech Training Center

California Technical Training Center

December					January				
M	T	W	Th	F	M	T	W	Th	F
3	4	5	6	7	31	1	2	3	4
	AT3	EN1							
10	11	12	13	14	7	8	9	10	11
STV3	MED2	ES2				SP3	ABS2		
17	18	19	20	21	14	15	16	17	18
MEVTT	ES3					ES3	CVTT		
24	25	26	27	28	21	22	23	24	25
H	H	H	H	H	H	AT2T			AT3
31	1	2	3	4	28	29	30	31	1
H	H				ES3	MACT		AACT1	

December					January					
M	T	W	Th	F	M	T	W	Th	F	
3	4	5	6	7	31	1	2	3	4	
10	11	12	13	14	7	8	9	10	11	
	MTT				MED2					
17	18	19	20	21	14	15	16	17	18	
						ES3		ABS2		
24	25	26	27	28	21	22	23	24	25	
H	H	H	H	H	H					
31	1	2	3	4	28	29	30	31	1	
H	H									

Course Description	Days	Code	Prerequisites	Course Description	Days	Code	Prerequisites
Automatic Transaxles				Heating & A/C Systems			
40/50 Series Diagnosis & Repair	3	AT2	ATF	Manual A/C Systems	2	MAC	
50 Series 5-speed Diagnosis & Repair	1	AT3	AT2	Automatic A/C Systems	1	AAC	ES1
CVT Diagnosis & Repair	2	AT4	AT3	Manual Transaxles			
Brakes				Manual Transaxles & Transfer Cases	3	MTT	
Antilock Brakes	2	ABS	ES1	Vehicle Specific			
Electrical Systems				Eclipse Spyder Convertible Top (Top Stack)	1	SP3	
Electrical Systems 1	3	ES1		Mitsubishi Electric Vehicle Technician Training	2	MEVTT	AESP, ES1, ES2, STV, MED2, MED3, 120, 121
Electrical Systems 2	3	ES2	ES1	Vehicle Diagnostics			
Engine Performance				Advanced Electronic Service Procedures	-	AESP	
Advanced Emission Diagnosis	3	AED	ES1, STV, MFI	MEDIC II	1	MED	
Engine Technology & Diagnosis	3	EN1		Scan Tool Viewer (MUT III)	1	STV	
Multiport Fuel Injection	4	MFI	ES1, STV, MFI				

NEWS:

- The new 2013 PDI Detail and Technical quizzes (PDI13D, PDI13T) are available on mitsubishiacademy.com. Review TSB-12-00-018 and log on to complete the quizzes.

REMINDER:

- Requirements for 2013 DiamondPro certification must be met by December 31, 2012. If you haven't completed them yet, start making plans to attend missing classes and taking required tests and quarterly quizzes. All 2012 quizzes (TQ0112, TQ0212, TQ0312 and TQ0412) are available now, Don't wait until the last minute, and then try to take them all.



Bulletin Review

The following information was recently released:

Number	Title	Vehicles	Subject
TSB-12-00-020	Specified Coolant Recommendation Update-SMR	2011-13 Lancer Evolution	Deletes incorrect duplicate coolant specification entry.
TSB-12-00-021	VIN Plate & Chassis Code Charts Update-SMR	2013 Outlander Sport /RVR	Updates VIN plate information to correct model year.
TSB-12-13-005	ECM Reprogramming for False MIL (DTC P0420)	2008-10 Outlander, 2009-10 Lancer, 2010 Lancer Sportback	Provides instructions to reprogram the ECM to correct false MIL relating to P0420.
TSB-12-13-006	ECM Reprogramming for Engine System Service Required Illuminated - Revised	2008-11 Lancer Evolution 2009-11 Lancer Ralliart 2009-11 Lancer Sportback Ralliart	Provides instructions to reprogram the ECM to correct Engine System Service Req'd illumination on MIL.
TSB-12-51-004	Liftgate Spoiler Side Gasket-SMR	2011-12 Outlander Sport/RVR	Updates liftgate spoiler removal and installation instructions in the service manual regarding side gaskets.
TSB-12-52A-003	Rattle or Ticking Noise from Glove Box	2013 Outlander Sport/RVR	Provides instructions to correct noise from the glovebox by adding felt padding.
TSB-12-54-015	Driver's Central Door Lock Switch Rocker Button Replacement	2007-12 Eclipse, Eclipse Spyder, Galant, 2007-12 Endeavor	Advises switch button is available separately and provides replacement instructions.



© Copyright 2012 Mitsubishi Motors North America, Inc.

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).