



2006 Montero

# TECH TALK

Volume 197, May, 2013

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## Vehicle Technical Info

### GROUP 00 – General

**2014 OUTLANDER NEW MODEL QUALITY REPORTING** — 2014 Outlander MMNA needs your help in identifying product quality issues on the all new 2014 Outlander. During the first 90 days from initial launch, request your report any quality or design issues that you identify. This includes items found during PDI, warranty repair, customer comments made during pre-purchase test drives, parts questions, etc.

Please open a Techline case and/or submit a PQR to report your observations as soon as possible during this 90 day period. If you believe the issue is critical and/or safety related, open a case and contact Techline immediately.

### GROUP 42A – Body

**2013 OUTLANDER SPORT TEMPORARY TPMS SENSOR** — 2013 Outlander Sport. When replacing the rubber OE TPMS sensor with a metal type (see TT-196-42A-001 and TIN-13-42A-001), make sure you use the correct retaining nut (p/n 4250B976). If you use the incorrect nut, it will not capture the sensor threads sufficiently, preventing the sensor from being fully sealed to the wheel, which could lead to an air pressure leak.



### GROUP 54 – Chassis Electrical

**DRIVER'S CENTRAL DOOR LOCK SWITCH ROCKER BUTTON REPLACEMENT** — 2007 & later Eclipse, Eclipse Spyder, Endeavor and Galant. TSB-12-54-012 was issued in November, 2012 advising that a replacement door lock rocker button (p/n 8608A259) is available separately, and provides instructions on its replacement. It also states the button should be replaced when the rocker button is broken or has come detached, but the switch functions properly. Dealers are reminded that if replacing the rocker button would complete the repair, claims submitted for replacing a complete switch assembly are subject to chargeback.

**PASSENGER'S DOORS & LIFTGATE WILL NOT UNLOCK WITH DRIVER'S DOOR LOCK SWITCH** 2004-11 Endeavor. If a customer reports they cannot lock or unlock any of the passenger doors using the driver's door lock button, see if the doors function properly using the RKE lock/unlock buttons, or the passenger's door lock/unlock switch. If the locks respond to these inputs, there may be a damaged gray communication wire between the driver's door lock switch and the ETACS.

Damage has been reported inside the protector where the wiring harness passes out of the door at the hinge area. Using MUT-III, perform a pulse check. Wiggle the protector during your test to see if the condition changes. Next, remove the inner door panel to check the wires running through the protector for continuity. If you have continuity, feel for damaged strands inside the wire. It's possible a wire is only partially broken but won't carry enough current for a signal to the ETACS.

**REPLACEMENT ELECTRICAL CONNECTORS** — 2006-09 Raider. When researching replacement electrical connectors, be advised that you will get an error message when accessing the Chrysler connector catalogue website (<http://dto.vftis.com/mopar/disclaimer.asp>). The site is being revised. Until the revision is complete, use the following web address:

<http://connectors.dcctools.com/home.htm>. Select ND-Dakota as Raider is no longer listed.

## **GROUP 60 – Recalls**

The following IMPORTANT statement was included in each original ATIN recreated under GROUP 60 - Recalls. It is omitted from the individual articles to save space.

### **IMPORTANT**

Affected new or used inventory vehicles must be repaired before the vehicle is sold or delivered. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is involved in either recall campaign. It is a violation of Federal law for a dealer to sell or deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied."

**ATIN-13-SR-005: 2013 OUTLANDER SPORT STOP LAMP SWITCH NON-COMPLIANCE RECALL AND STOP SALE NOTICE** — 2013 Outlander Sport. The subject ATIN was emailed to dealers March 26, 2013 and states:

"A noncompliance information report related to the performance of the stop lamp switch on certain 2013 Outlander Sport vehicles built from June 11, 2012 – September 11, 2012 will be submitted to NHTSA on March 28, 2013. At least some of these vehicles may fail to comply with S5.5.4 of Federal Motor Vehicle Safety Standard 108, "Lamps, reflective devices, and associated equipment," and S5.3 of Federal Motor Vehicle Safety Standard 114, "Theft protection and rollaway prevention." The noncompliance will be remedied by safety recall campaign SR-13-004.

Due to an inappropriate setting of the brake stop lamp plunger stroke gap during the assembly process, the brake stop lamps may illuminate continuously or intermittently and the shift lever could be moved out of Park without depressing the brake pedal.

The remedy plan calls for dealers to remove and re-install the stop lamp switch in an appropriate manner. The remedy procedure will be released to dealers on March 26, 2013."

**ATIN-13-SR-006: 2013 OUTLANDER SPORT AWD FUEL GAUGE SAFETY RECALL** — 2013 Outlander Sport. The subject ATIN was emailed to dealers April 18, 2013 and states:

"A safety recall campaign will be released today for the fuel gauge equipped on certain 2013 Outlander Sport AWD vehicles built before December 12, 2012. **Do not deliver any affected 2013 Outlander Sport AWD vehicles built before December 12, 2012 until this recall has been performed.** This recall campaign will be conducted in the U.S. and Canada. The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

Due to improper parts selection during the assembly process, some 2013 Outlander Sport AWD vehicles may have been built without installation of the fuel sending unit harness of the sub-sending unit. Absence of the proper fuel sending unit harness may result in a false fuel tank reading. As a result, the vehicle operator may believe the vehicle still has 3/4 of a tank of fuel when the tank is, in fact, empty. This could cause the vehicle engine to stall due to insufficient fuel, which could result in a vehicle crash without prior warning.

Dealers are requested to inspect all affected vehicles to determine if the correct fuel sending unit harness is installed. If necessary, a new harness must be installed.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the Open Recalls List available under the service section of "e-reports". Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them.

If installation of a new harness is required, the dealer must contact their facing PDC with the corresponding VIN information and an order will be placed. Please refer to Parts Bulletin 54-US-01-13 for additional information.

**ATIN-13-SR-007: 2013 OUTLANDER SPORT SAFETY RECALL CAMPAIGN NOTIFICATION LETTERS** — 2013 Outlander Sport. The subject ATIN was emailed to dealers April 18, 2013 and states:

"Notification letters will be sent to owners of affected 2013 Outlander Sport vehicles starting today, April 18, 2013, regarding the following safety recall campaigns:

SR-13-004 – 2013 Outlander Sport Stop Lamp Switch

SR-13-005 – 2013 Outlander Sport AWD Fuel Gauge

Some affected vehicles are included in both recall campaigns. Owners of these vehicles will receive only one letter informing them of both recall campaigns. Please ensure the Warranty Super Screen is checked to determine if a vehicle is affected by both campaigns and all applicable inspections and/or repairs are completed.

Owners of vehicles affected by only SR-13-005 safety recall campaign will receive a notification letter that instructs them to contact their local Authorized dealership to schedule an inspection and/or repair if:

- 1) They are experiencing false fuel tank readings, or
- 2) They are unsure if the fuel tank reading is displaying correctly.

If they are not experiencing these symptoms, they will be requested to have their vehicles inspected on their next service visit to reconfirm the correct fuel sending unit harness is installed. Please ensure the Warranty Super Screen is checked on every vehicle and that all open recall campaigns are completed.

Samples of the customer notifications were attached to the original ATIN. Refer to the specific campaign bulletin to view the notification.

**GROUP 66 – Accessories**

FRONT PARK ASSIST DIAGNOSIS — 2013 Outlander Sport. Use the following guide to help determine if the system is malfunctioning:

**Diagnostic Tones** – During normal operation, the Mitsubishi Front Park Assist will emit a single beep ignition switch is turned to ACC.

The following “diagnostic tones” indicate abnormal operations:

Warning buzzer continuously sounds 2 beeps:

Reason: One sensor is abnormal.  
Solutions: 1. Clean sensors  
2. Replace or reinstall sensor

Warning Buzzer continuously sounds 3 beeps:

Reason: Two sensors are abnormal.  
Solutions: 1. Clean sensors  
2. Replace or reinstall sensors

**!! IMPORTANT !!:** Always keep sensors clean. Clean sensors with water and mild car cleaner only. Deposits of dirt or car polish may result in detection errors.

Sensors that are wet from car washing or rain may also cause false readings.

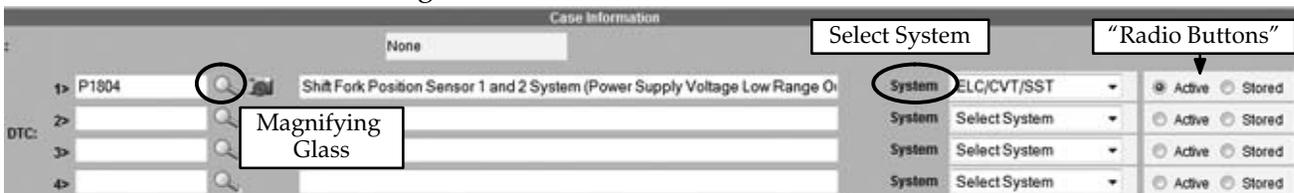
The following conditions may affect system reliability:

- Vehicle is heavily loaded.
- Vehicle is driven on a bumpy road, gravel, grass or on an incline.
- Ultrasonic wave interference, such as horns, air brake noise or a nearby similar park assist system.
- Radio communication system nearby.
- Bumper or sensors have been impacted.
- Sensors are frozen.



<p style="font-size: 1.2em; font-weight: bold; margin: 0;">(800) 446-6064</p>	<p style="font-weight: bold; margin: 0;">HOURS:</p> <p style="font-weight: bold; margin: 0;">Monday — Friday</p> <p style="font-weight: bold; margin: 0;">6:30 - 11:30 am &amp; 12:30 - 3:30 pm</p> <p style="font-weight: bold; margin: 0;">All times are Pacific Time</p> <p style="font-weight: bold; margin: 0;">NOTE: Techline is closed every THURSDAY from 9:30 - 10:30 A.M (Pacific) for a staff meeting.</p>
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When opening a new Techline case through the MDL, make sure you complete all fields provided for DTCs. This allows Techline staff to better understand the details of the case and leads to a quicker resolution. Click on the magnifying glass next to the DTC column and select the DTC from the list that displays. Then select the appropriate system from the pull down menu for each DTC and select either “Active” or “Stored” using the radio buttons.



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## CVIR Success

## West Loop Mitsubishi, San Antonio, TX

*A dealer who increased his service business using MEDIC CVIR.*



FRONT (L-R): Richard Garza (Tech), John Jammal (Service Manager), Enrique Zuniga (Tech), Ruben Hernandez (Tech), Juan Perez (Tech), Anthony Cardosa (Parts Advisor) BACK: Ray Ayala (Service Advisor), Conrad Eiten (Tech), Andy Green (Service Advisor), Dwayne Felton (Service Advisor), Alicia Bonilla, (Warranty Administrator.) Matt Ortiz (Parts Advisor), Cesar Valdez (Parts Warehouse), Eli Marroquin (Shop Forman)

About 2 years ago, MMNA launched the Computerized Vehicle Inspection Report (CVIR) application for MEDIC 3. In that time, many dealers have embraced the philosophy of providing the customer with an objective, thorough and easy to understand report regarding the overall condition of their vehicle. Customers like the CVIR's professional and complete appearance, and have responded by having reported items attended to. One dealer who has taken CVIR to heart is West Loop Mitsubishi in San Antonio, TX. In the first quarter of calendar year 2013, Service Manager John Jammal and his team have performed 1,275 CVIRs. That's 20 times the national average. There's a reason they do so many. They've achieved positive feedback from customers while increasing business and revenue.

When each vehicle arrives, the customer is greeted by a service advisor who lets them know a no charge CVIR will be performed, and briefly explains it before dispatching the vehicle. John feels this is one of the keys to making CVIR work. They've determined waiting until the vehicle is complete before letting the customer know your plan, the customer may have switched to exit mode, and leave without completing needed repairs.

Once the vehicle is in the technician's hands, the CVIR is the first thing he completes. After the results are input into the CVIR program, the advisor prints a copy and discusses needed work with the customer, while the technician goes to work on the original repairs. This keeps the vehicle in the shop and increases the chance of the customer agreeing to having the suggested items repaired right away. John says that approximately 20% of CVIRs generate additional business the same day, with another 15% creating follow up repairs at a later date. Service advisors also email the completed CVIR to each customer. This way the customer has it electronically for their records, or if they're in a hurry and can't leave the vehicle for same day repairs, it's a reminder of work to be done. It also gets the email address in West Loop's records, which has helped get their email capture rate up to about 72% of all service customers, allowing them to make the most of email advertising.

John reports that CVIR has also more than made up for the warranty business lost to increased vehicle quality. In spite of his warranty R.O.s written being down approximately 50% since 2009, his CP business has increased by more than 20% as a direct result of using CVIR. And he's getting more out of each CP R.O. written.

As an added bonus to the dealership, John reports that each week, approximately 8-10 people buy a new vehicle, mostly because they wandered to the sales area while waiting for the additional work to be completed. He once had to go looking for a customer who wasn't responding to pages, and finally found him in the finance office completing the paperwork on his new car purchase.

According to John, the process had its teething problems, and some resistance from his staff at first. But once the team got familiar with it, there was no holding them back. They're eager to generate additional business because CVIR sells itself. It gives the customer everything they need to know in a clear, understandable and professional format. While it's not something he can directly relate to CVIR, West Loop's CSI scores have increased since they instituted CVIR for every R.O. How much? Enough to get John to Cancun this year for the Diamond Quality Management trip.

The CVIR was developed as a tool to help dealers increase their business in the face of increased competition. Put it to use and watch your business grow. West Loop Mitsubishi and Service Manager John Jammal are evidence it works.

# Training News

## Technical Training Schedule May — June, 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

May				
M	T	W	Th	F
29	30	1	2	3
ES2		MEVTT		
6	7	8	9	10
13	14	15	16	17
MFIT2				
TC-SST		TC-SST		
20	21	22	23	24
TC-SST		TC-SST		
27	28	29	30	31
H	MACT		AACT1	

June				
M	T	W	Th	F
27	28	29	30	31
H	MACT		AACT1	
3	4	5	6	7
EN1				
MTT		TC-SST		
10	11	12	13	14
MACT		AACT1		
SP3				
17	18	19	20	21
MACT		AACT1		
SP3				
24	25	26	27	28
ES3		TC-SST		

May				
M	T	W	Th	F
29	30	1	2	3
ES2		MEVTT		
6	7	8	9	10
13	14	15	16	17
MFIT2				
TC-SST		TC-SST		
20	21	22	23	24
TC-SST		TC-SST		
27	28	29	30	31
H	MACT		AACT1	

June				
M	T	W	Th	F
27	28	29	30	31
H	MACT		AACT1	
3	4	5	6	7
EN1				
MTT		TC-SST		
10	11	12	13	14
MACT		AACT1		
SP3				
17	18	19	20	21
MACT		AACT1		
SP3				
24	25	26	27	28
ES3		TC-SST		

### West Zone-Dallas Tech Training Center

### California Technical Training Center

May				
M	T	W	Th	F
29	30	1	2	3
ES2		SP3		
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
141		ASF		TC-SST
27	28	29	30	31
H				

June				
M	T	W	Th	F
27	28	29	30	31
H				
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
141		ASF		TC-SST
24	25	26	27	28

May				
M	T	W	Th	F
29	30	1	2	3
ES2		SP3		
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
141		ASF		TC-SST
27	28	29	30	31
H				

June				
M	T	W	Th	F
27	28	29	30	31
H				
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
141		ASF		TC-SST
24	25	26	27	28

Course	Days	Code	Prerequisites	Course	Days	Code	Prerequisites
<b>Automatic Transaxles</b>				<b>Manual Transaxles</b>			
40/50 Series Diagnosis & Repair	3	AT2T	ATFT1 or ATFWE or ATFB	Manual Transaxles & Transfer Cases	3	MTT	No Prerequisites
50 Series 5-speed Diagnosis & Repair	1	AT3	AT2T	Twin Clutch Sportronic Shift Transmission	2	TC-SST	AESP, ES1, ES2, STV3, MED2, MED3, ATFWE, MTT
CVT Diagnosis & Repair	2	CVTT	ATFT1 or ATFWE or ATFB				
<b>Brakes</b>				<b>Vehicle Specific</b>			
Antilock Brakes	2	ABS2	ES1	Eclipse Spyder Convertible Top (Top Stack)	1	SP3	No Prerequisites
<b>Electrical Systems</b>				2014 Outlander Technology	1	141	ES1, MED2, MED3, STV3
Electrical Systems 2	3	ES2	ES1	Mitsubishi Electric Vehicle Technician Training	2	MEVTT	AESP, ES1, ES2, STV3, MED2, MED3, 120
Electrical Systems 3	2	ES3	ES1	<b>Vehicle Diagnostics</b>			
<b>Engine Performance</b>				Advanced Electronic Service Procedures	-	AESP	No Prerequisites
Advanced Emission Diagnosis	3	AED	ES1, STV3, MFIT2	Advanced Safety Features	1	ASF	ES1, MED2, MED3, STV3
Engine Technology & Diagnosis	3	EN1	No Prerequisites	MEDIC II	1	MED2	No Prerequisites
Multipoint Fuel Injection	4	MFIT2	ES1, STV3	Scan Tool Viewer (MUT-III)	1	STV3	No Prerequisites
<b>Heating &amp; A/C Systems</b>							
Manual A/C Systems	2	MACT	No Prerequisites				
Automatic A/C Systems	1	AACT1	ES1				

### NEWS:

- The new 2014 Outlander Technology course (course code 141) is available for enrollment on [mitsubishiacademy.com](http://mitsubishiacademy.com). This 2-day instructor-led course is designed to familiarize technicians with the all new Outlander and the new technologies it is available with. With the number of new features and technologies the model features, it is very important that technicians attend class to understand the operational characteristics of these technologies and how to service and repair them. New features include the 4J12 2.4L engine with third generation MIVEC, an electrically operated power liftgate, and three advanced safety features; Forward Collision Mitigation (FCM), Lane Departure Warning (LDW), Adaptive Cruise Control (ACC). These features use an on-board radar and MID based driver notification system. Enroll today as this course will fill up quickly.

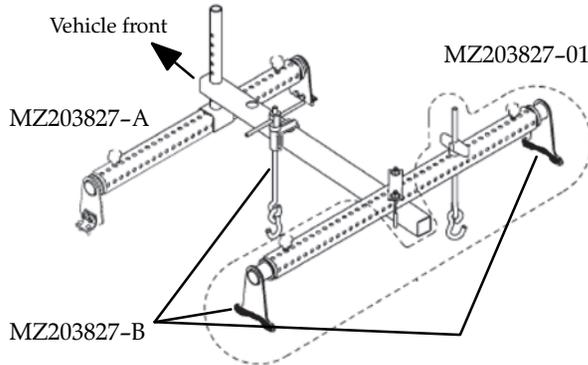
<h2 style="margin: 0;">Tips From the Toolman</h2>	<h3 style="margin: 0;">NEW SPECIAL SERVICE TOOLS FOR 2014 OUTLANDER</h3>
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A number of new special service tools are required for proper servicing and repair of the new 2014 Outlander. Tools categorized as “Essential” in the following chart are scheduled to be shipped to dealers the week of May 6, 2013. Tools categorized as “Available” are available from Bosch Automotive Service Solutions. Orders can be placed by calling 1 (888) 727-6672. Visit the Mitsubishi Special Tools website at <http://mitsubishidealersolutions.com> or click the SST tab on your MEDIC to view the catalogue. Tools categorized as “GST” (General Service Tools) are available from local tool suppliers. Tools categorized as “Loaner” can be borrowed from MMNA for a period of 5 business days. Contact Russell Hui (rhui@mmsa.com) to arrange a special tool loan.

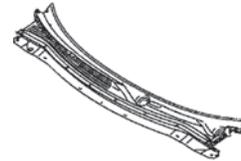
Tool Number	Status	Description
MB991956	<b>Essential</b>	Engine Hanger Plate: Used with MZ203827-01 and MZ203827-A to support the 4J11 engine during transmission removal.
MB991146	<b>Essential</b>	Installer-Camshaft Dowel Pin: Used for the camshaft dowel pin installation on the 4J11 engine.
MB992854	<b>Essential</b>	Magnetic Base Plate: Used for intake valve clearance adjustment on the 4J11 engine.
MB992853	<b>Essential</b>	Engine Hanger Plate: Used for the 4J11 engine removal/installation .
MB992868	Available	Base Spacer: Used with MD998375-01 to press fit the front lower control arm bushing.
MB992922-01	Available	Universal Valve Stem Seal Installer: Used to install 6B31, 4J11, 4B11 and 4G69 engine valve stem seals.
MB990643	Available	Base: Used to secure the front lower control arm while press-fitting the bushing.
MB992163	GST	Oil Seal Installer: Used for VVT motor oil seal installation. Commercially available seal or bearing installers approximately 2 7/16” in diameter will suffice.
MB991885	Loaner	Adaptor Harness: Used to deploy driver airbag.

## 2014 OUTLANDER ENGINE SUPPORT SPECIAL TOOLS

Current engine support special tools MZ203827-01, MZ203827-A and MZ203827-B (illustrated below) are applicable to the new 2014 Outlander. Two engine hanger plates (MB992853-01 and MB991956-01) were shipped to your dealership the week of May 6. These plates are necessary to properly secure the 4J12 engine to this current engine support.

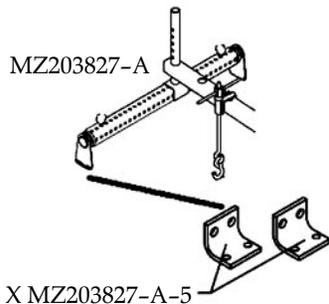


When using the engine support special tools as described, the front deck garnish (lower windshield trim) must be removed.



When using the engine support, it is important to take note of the following areas:

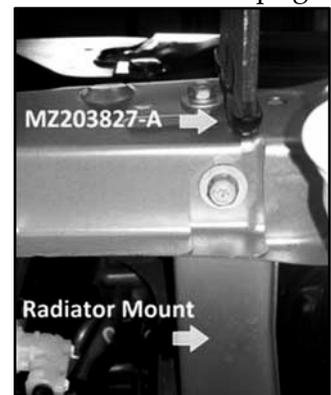
- To prevent damage to the engine compartment, remove the two foot attachments (MZ203827-A-5) from MZ203827-A. Make sure the rubber coatings of the feet are not damaged or missing to prevent the support damaging the engine compartment.



Remove 2 X MZ203827-A-5



- While installing MZ203827-A, adjust the support bar so the feet rest above the two radiator upright supports (passenger side shown, driver's side similar).
- Ensure the two rubber foot covers (MZ203827-B-1) from MB203827-B are properly installed and the feet of MZ203827-01 are securely placed on top of both strut towers.



<h1 style="margin: 0;">MEDIC Information</h1> <h2 style="margin: 0;">MEDIC Hotline (800) 846-7575</h2>	<p>Call the MEDIC Hotline for <u>ALL MEDIC &amp; Scan Tool hardware or software issues</u>. Call TECHLINE for vehicle technical issues.</p> <p>As of 4/30/13: Total Hits - 6069 Reflash Database - N13021  MEDIC 3 Version - 3.2 MEDIC 3 Update - 184  MUT-III Version - 28.0 Raider Scan Tool Version - 6.0</p>
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<h1 style="margin: 0;">Bulletin Review</h1>	<p>The following information was recently released:</p>
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Number	Title	Vehicles	Subject
TSB-13-00-005	Traction Battery Water Drain Procedure-SMR	2012 i-MiEV	Corrects drilling locations for draining water from flooded battery.
TSB-13-11-004	Timing Chain Upper Guide Eliminated - SMR	All 2010 models with 4B1 engines	Updates the service manual regarding upper timing chain guide being eliminated in production.
TSB-13-13-001REV	ECM Reprogramming for MIL Illumination, DTC P0300 (Revised)	2011 & 13 Lancer, Lancer Sportback & Outlander Sport, 2013 Outlander	Provides instructions to reprogram vehicles with P0300 stored in ECM memory.
TSB-13-13-002REV	ECM Reprogramming for MIL Illumination, DTC P0145 (Revised)	2011 Lancer, Lancer Sportback, Outlander Sport	Provides instructions to reprogram vehicles with P0145 stored in ECM memory.
TSB-13-13-005	ECM Reprogramming for False MIL (DTC P2100) or Hard to Start with Engine Cold	2012-12 Outlander	Provides instructions to reprogram vehicles with P2100 stored in ECM memory.
TSB-13-42A-004	Front Fender Removal & Installation - SMR	2013 Outlander Sport/RVR	Updates the service manual regarding identification of fender washer or fender plate.
TSB-13-52B-002	Removal & Installation of SRS ECU - SMR	All with SRS	Updates service manual with a warning about connecting the battery if the SRS ECU is not fully installed and tightened.
SC-13-002	PCM Reprogramming Service Campaign & Cat. Convertor Warranty Extension	2006 Lancer Evolution	Provides dealers with instructions to reprogram the PCM and advises details of warranty extension.
SR-13-004	2013 Outlander Sport/RVR Stop Lamp Switch Non-compliance Recall Campaign	2013 Outlander Sport	Provides dealers with instructions to confirm stop lamp switch adjustment and adjust if necessary.
SR-13-005	2013 Outlander Sport/RVR AWD Fuel Gauge Safety Recall Campaign	2013 Outlander Sport	Provides instructions for dealers to inspect for a possible missing wiring harness connection and repair if necessary.



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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](http://www.mitsubishitechinfo.com)).