



Concept ZT

TECH TALK

Volume 202, November, 2013

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Vehicle Technical Info

GROUP 00 – General

2014 MIRAGE NEW MODEL QUALITY REPORTING — 2014 Mirage. MMNA needs your help identifying product quality issues on the all new 2014 Mirage. Through the end of December, 2013, we request you report any quality or design issues that you identify. This includes items found during PDI, warranty repair, customer comments made during test drives, parts questions, etc. In addition, it is important that you record complete and accurate details on the repair order to help MMNA Product Support with their investigations and quality improvement activities.

For any and all issues with Mirage, please open a Techline case and/or submit a PQR to report your observations as soon as possible during this period. If you believe the issue is critical and/or safety related, open a case and contact Techline immediately. This is important when ANY new or updated model is released.

NEW FEATURE OPERATION VIDEOS AVAILABLE — All models. Service personnel should familiarize themselves with the “How To” videos posted to Mitsubishi’s customer information website, located at (<http://www.ms-service411.com>). These videos

show the operation of various Mitsubishi systems. Just a few are listed below:

- Dual Zone Climate Control
- Second Row Seating (2014 Outlander)
- Automatic and Manual Climate Control
- Setting the clock on various vehicles

COMING SOON!!

- Forward Collision Mitigation
- Lane Departure Warning
- Adaptive Cruise Control

These, and other previously posted videos, can assist service personnel when customers ask questions about systems and features. You can also provide the website address to customers for their own use.

GROUP 17 – Engine & Emission Control

ACC & FCM TEMPORARILY UNAVAILABLE DISPLAYED IN THE MID, DTC C1753 MAY BE SET IN ASC-ECU. — 2014 Outlander w/ACC & FCM. If a customer comments they noticed “ACC and FCM Temporarily Unavailable” displayed on the MID, you may or may not find DTC C1753 recorded in the ASC-ECU. This DTC is for Radar Blockage Detected, indicating the radar unit can not sense items in the vehicles path. This can occur during heavy snow or rain, if a large volume of water splashes in front of the vehicle, or a build up of dirt or snow on or around the radar unit interferes with signal. In these conditions, the system knows it cannot clearly detect hazards. It warns the driver and goes into failsafe (the system does not function) until the radar unit can clearly detect objects in its path. At the time of the interference, the system cannot determine if the condition is temporary, and DTC C1753 may be set in the ASC-ECU. However, if the interference is cleared, such as the rain stopping, the system returns to normal operation.

Explain the set conditions described in this article to the customer and find out if temporary interference may have been a factor. If it’s possible they experienced temporary

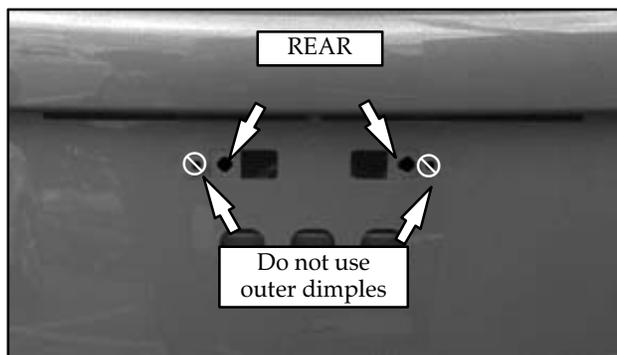
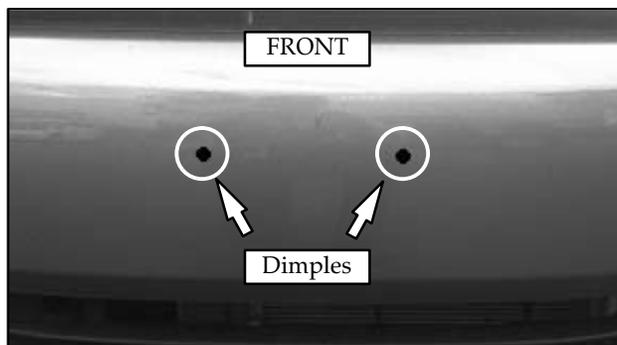
interference and non-operation that returned to normal operation as described, no further diagnosis is necessary.



GROUP 42A – Body

MIRAGE NOT SHIPPED WITH LICENSE PLATE HARDWARE — 2014 *Mirage*. The 2014 *Mirage* is not shipped with front or rear license plate mounting fasteners. Dealers are asked to supply non-corroding, M6, self-tapping screws (20-25mm long) for license plate mounting. Front license plates should be installed in the locations indicated by dimples in the front fascia. Fasteners should be installed using hand tools only.

When installing the rear license plate, you will see two pair of locating dimples on each side of the center point. You should install the license plate using the inner dimple on each side. See the following photos.



Do not submit claims for “missing license plate hardware” for 2014 *Mirage*.

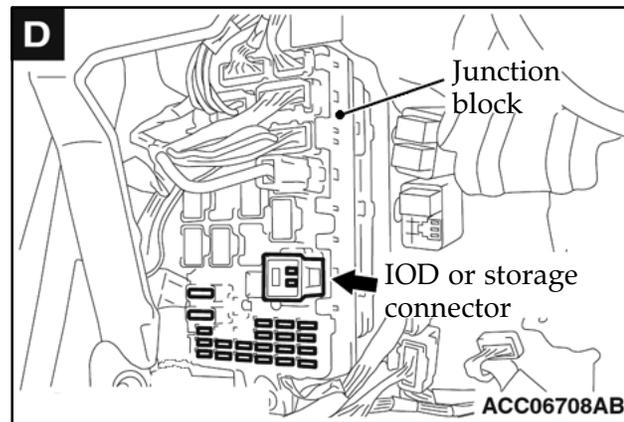


GROUP 54 – Chassis Electrical

FACTORY INSTALLED FOG LIGHT SWITCH WILL BE STANDARD ON OUTLANDER SPORT/RVR — 2014 *Outlander Sport*. Beginning the first week of December, 2013, ALL *Outlander Sport*/RVRs will be equipped with a combination switch assembly (turn signals,

headlights) with an integral fog light switch. With this feature, installation of accessory fog lights on vehicles not equipped with them is made easier.

INTERMITTENT ELECTRICAL ISSUES AND IOD FUSE LOCATION — 2014 *Mirage*. If a customer reports intermittent electrical concerns that are difficult to duplicate, confirm the IOD connection (ignition off draw) is fully engaged. The connector has 2 detents and you must engage it to the second detent.



For most MMNA vehicles, the IOD is located in the relay/fuse box under the hood. However, for the 2014 *Mirage*, the IOD is located inside the vehicle, in the junction box behind the removable cover on the lower left of the dash

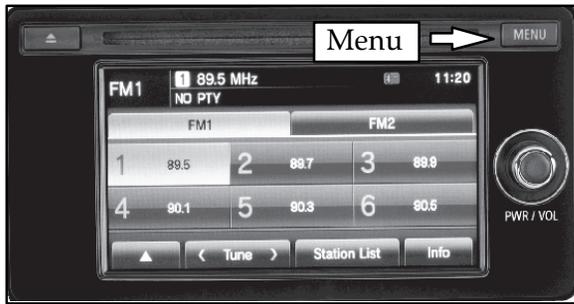
HANDS FREE MICROPHONE DIAGNOSIS — 2013-14 *Outlander Sport*. When confirming operation of the hands free microphone during diagnosis, try the following simple procedure (shown by model year and system).

2014 Models w/Standard Audio (2 button radio)



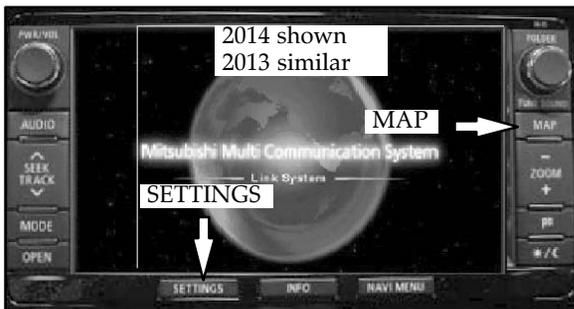
1. Radio off & ignition on.
2. Press, in order, pre-set button 1, seek down (<), seek up (>), pre-set button 4.
3. Turn “♪/SEL” knob 3 clicks clockwise then press it once to display “HFM Diag Top.”
4. Rub your finger on the microphone grille in the overhead console and listen for sound from the right front speaker.
5. Press the ON/OFF button to cancel.

2014 Models w/Display Audio (1 button radio)



1. Radio & ignition on.
2. Press and hold "Menu" button, then touch the lower left corner of the screen.
3. Touch and hold the upper right corner of the screen until "Service" screen is displayed.
4. Touch the "Hands Free Module" button.
5. Rub your finger on the microphone grille in the overhead console and listen for sound from the right front speaker.
6. Touch the "BACK" button twice to cancel.

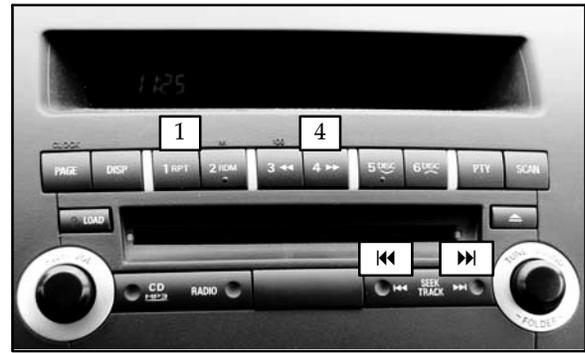
2013 - 2014 Models w/MMCS Navigation



1. Radio & ignition on
2. 2013 models:
Press and hold the "SET" & "Navi" buttons at the same time for 3.5 seconds.
2014 models:
Press and hold the "Settings" & "Map" buttons at the same time for 3.5 seconds.
3. Touch the "Hands Free Module" button.
4. Rub your finger on the microphone grille in the overhead console and listen for sound from the right front speaker.
5. Touch the "BACK" button twice to cancel.

2013 Models w/Standard Audio

1. Radio off & ignition on
2. Press, in order, pre-set button 1, seek down (⏮), seek up (⏭), pre-set button 4.
3. Rub your finger on the microphone grille in the overhead console and listen for sound from the right front speaker.
4. Touch the ON/OFF button to cancel.



RADIO STATIC OR NO SOUND — 2014 Mirage with standard radio and dealer/port installed hands-free. Radio static (at higher volume levels, above 28-30) or no audio output from either front speaker may be related to an accessory hands free system (HFM).



The accessory hands free system can be identified by the HFM switch (see illustration) located next to the traction control switch on the driver's side dash.

These symptoms have not been associated with navigation equipped vehicles or vehicles equipped with steering wheel mounted control switches.

Confirm the accessory HFM system module is operating correctly before proceeding to diagnose either the audio unit or speakers. As a simple test, disconnect the body harness from the HFM sub-harness and connect it directly to the radio and re-check for the symptom. If the static is eliminated or the speaker function is restored – replace the HFM module to resolve the concern and restore the connection to the radio. If the symptom is still noticed during the test, continue diagnosis of the audio system using the service manual.

TURNING THE RADIO ON/OFF — 2014 Mirage w/standard audio. If a customer reports they cannot turn off the radio, the SEL • PWR • Vol. switch must be pressed **and held** for 2 seconds or longer. This is noted on page 5-32 of the 2014 Mirage owner's manual. To turn it on, simply press and release.



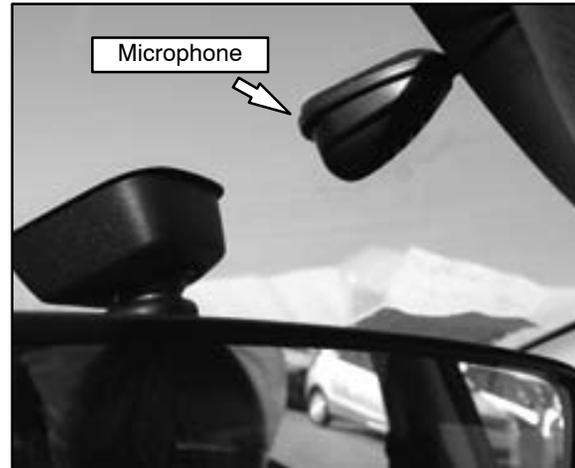
2014 MIRAGE HANDS FREE SYSTEMS — 2014 Mirage. The 2014 Mirage can be equipped with

one of three different Bluetooth® hands free systems:

1. **Factory Installation - Standard Audio** - Operation is the same as other MMNA models, with the microphone built into the front dome light, and controls located on the steering wheel. Voice commands are available with this system.
2. **Factory Installation - MMES Navigation** - System is built into the MMES unit. Microphone is built into the lower left of the display frame. Buttons and controls are on the touch screen. Voice commands are not available with this system,



3. **Port/Dealer Installation** - Microphone is mounted on the windshield above the rear view mirror.



Controls are located on the lower dash to the left of the steering wheel, next to the ASC OFF button. Voice commands are not available with this system,



<h2>MEDIC Information</h2> <p>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 10/29/13: Total Hits - 6162 Reflash Database - N13101</p> <p>MEDIC 3 Version - 3.2 MEDIC 3 Update - 227</p> <p>MUT-III Version - 29.0 Raider Scan Tool Version - 6.0</p>
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<h2>TECHLINE</h2> <p>(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>
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Techline Holiday Schedule:

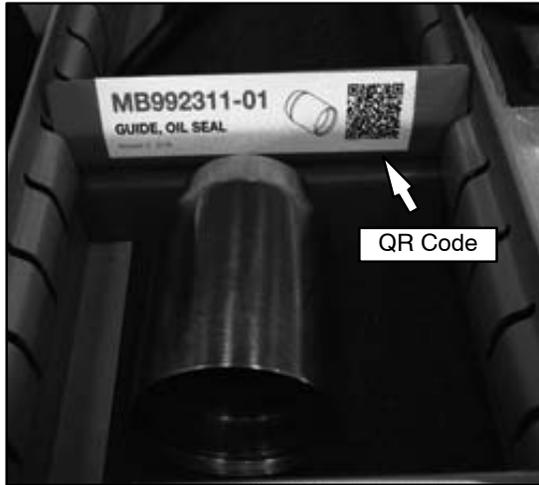
Closed Thanksgiving Day (November 28). Reduced staffing Friday, November 29.

Christmas Holidays: Closed December 24, 25, January 1. Reduced staffing December 26, 27 30, 31.

Tips From the Toolman

NEW TOOL STORAGE CABINET

Beginning in November, 2013, MMNA will phase in a new tool storage system. Special service tools will now be kept in a red Stanley Vidmar tool cabinet (533127), replacing the twenty-two wall mounted tool boards. Dealers who previously purchased a Stanley Vidmar cabinet will receive an update kit, containing new drawer labels, and an index allowing you to properly organize your special service tools.



If you already have a cabinet, and have not received an update kit, by the end of November, 2013, please contact Bosch Service Solutions (1-888-727-6672) and order MIT533127-UPD. If your dealership does not have a cabinet, we strongly encourage you to order one. Cabinets ordered after October 28, 2013 include the update kit with dividers pre-positioned in each drawer to fit the designated tool.

Each tool label includes a QR (Quick Response) Code. Scanning the code with a Smart phone or other Internet connected device takes you directly to that tool's page on the Mitsubishi Service Solutions website at <https://mitsubishi.service-solutions.com>, where you can find applications for, and availability of, the tool. This function will be enhanced when a planned website update is completed.

The new cabinet system is tool number driven. To search for a particular tool, please refer to the index provided with the update kit (pictured below); tool numbers will be listed in alpha-numeric order. A more comprehensive reference of Essential and Available tools can be found on the Mitsubishi Service Solutions website.

TOOL #	TOOL DESCRIPTION	DRAWER #
14513	CAP SCREW USED WITH MD998742-01	2
J-44372	5-60 LB PULL GAUGE	4
MB990031-01	DRIVE PINION OIL SEAL INSTALLER	3
MB990211-01	SLIDE HAMMER WITH ADAPTER KIT	4
MB990211-2-01	ADAPTER COMPONENT OF MB990211-01 KIT	4





Spotlight On.....

**Coronet Mitsubishi,
Peru, IL**

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



L-R - FRONT: Michael Does (Technician). Mike Pittman (Technician), Krystal Gahan (Parts. Manager), Rick Loebach (Service Advisor), REAR: Diz Demes (Service. Manager), Chad Ensor (Asst. Service. Mgr), Tony Condie (Master Technician), Mike McQuilkin (Technician)

According to James "Diz" Demes of Coronet Mitsubishi in Peru, Illinois, the motto has always been "Our customers are our friends." They realize that being located in a small rural community, customer satisfaction is their key to success. Over the past twelve months they have implemented some policies and procedures to improve customer communication. The first is a customer retention management (CRM) program that regularly provides customers with information such as service appointment reminders, possible recalls affecting their vehicle and monthly specials or offers. They also send personalized "Thank you for your business" messages as well as birthday greetings. The customer can select communication from the dealer via text message, email, telephone or regular mail delivery. The system is very customer oriented.

**September, 2013
3-MONTH CSI SCORES**

	National	Coronet
CSI SCORE	944	995
...how likely are you to recommend this dealership for service.	943	977

Coronet performs a complete inspection on every vehicle that comes in. Once it's complete, they communicate the findings to the customer, ranking each area so the customer clearly understands if there is something requiring urgent attention, or if there is something that can wait until the next service. This helps build trust between the customer and the service department. It also helps take the surprise out of vehicle maintenance; if something is not urgent the customer can anticipate specific repairs at the next service. The Service Team performs an "Active Delivery" after service or repairs are complete, discussing the repairs performed. This ensures all items the customer reported have been addressed, and demonstrates Coronet's "We care" attitude. Every customer is contacted within one business day to ensure their complete satisfaction. Additionally, all new and used vehicle customers are introduced to the service team at the time of delivery and are presented a business card advising they get their first oil change free. Diz declares "The trust this system builds is priceless."

The most powerful customer service tool Coronet Mitsubishi has is their team. With over 90 years of combined service experience, the team has the expertise and vehicle specific knowledge that helps build the customer's trust. According to Diz, who has over 39 years of automotive experience, "this business is about about people and processes. If you have the correct people, which we do, and the correct processes in place, you can deliver outstanding service. Simply put, if you communicate effectively and build trust with your customers, you can keep them completely satisfied. Complete satisfaction has always been, and will continue to be, Coronet Mitsubishi's first priority."

MMNA thanks are in order for "Diz" Demes and his team for all for their hard work in satisfying Peru area Mitsubishi customers. Long may your success continue. Congratulations!

Training News

Technical Training Schedule November - December, 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																				
November M T W Th F 28 29 30 31 1 141 ASCF TC-SST 4 5 6 7 8 CVTT 141 ASCF 11 12 13 14 15 18 19 20 21 22 AED 25 26 27 28 29 141 ASCF H H							December M T W Th F 2 3 4 5 6 141 ASCF ES3 9 10 11 12 13 16 17 18 19 20 141 ASCF 141 ASCF 23 24 25 26 27 H H H H 30 31 1 2 3 H H							November M T W Th F 28 29 30 31 1 ES2 SP3 4 5 6 7 8 141 ASCF ES3 11 12 13 14 15 18 19 20 21 22 EN1 25 26 27 28 29 141 ASCF H H							December M T W Th F 2 3 4 5 6 MFIT2 9 10 11 12 13 16 17 18 19 20 141 ASCF TC-SST 23 24 25 26 27 H H H H 30 31 1 2 3 H H						

West Zone-Dallas Tech Training Center

California Technical Training Center

November M T W Th F 28 29 30 31 1 AED AAC 4 5 6 7 8 141 ASCF TC-SST 11 12 13 14 15 STV3 MED2 ES2 18 19 20 21 22 MFI 25 26 27 28 29 ES3 H H							December M T W Th F 2 3 4 5 6 ABS SP3 MEVTT CVTT 9 10 11 12 13 141 ASCF TC-SST 16 17 18 19 20 EN1 AT3 23 24 25 26 27 H H H H 30 31 1 2 3 H H H							November M T W Th F 28 29 30 31 1 4 5 6 7 8 11 12 13 14 15 ES3 MEVTT 18 19 20 21 22 H H 25 26 27 28 29 H H							December M T W Th F 2 3 4 5 6 9 10 11 12 13 16 17 18 19 20 141 ASCF TC-SST 23 24 25 26 27 H H H H 30 31 1 2 3 H H H						
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Days	Code	Prerequisites	Days	Code	Prerequisites
Automatic Transaxles					
40/50 Series Diagnosis & Repair	3	AT2T ATFT1 or ATFWE or ATFB	Manual Transaxles		
50 Series 5-speed Diagnosis & Repair	1	AT3 AT2T	Manual Transaxles & Transfer Cases	3	MTT No Prerequisites
CVT Diagnosis & Repair	2	CVTT ATFT1 or ATFWE or ATFB	Twin Clutch Sportronic Shift Transmission	2	TC-SST AESP, ES1, ES2, STV3, MED2, MED3, ATFWE, MTT
Brakes					
Antilock Brakes	2	ABS2 ES1	Vehicle Specific		
Electrical Systems					
Electrical Systems 2	3	ES2 ES1	Eclipse Spyder Convertible Top (Top Stack)	1	SP3 No Prerequisites
Electrical Systems 3	2	ES3 ES1	2014 Outlander Technology	1	141 ES1, MED2, MED3, STV3
Engine Performance					
Advanced Emission Diagnosis	3	AED ES1, STV3, MFIT2	Mitsubishi Electric Vehicle Technician Training	2	MEVTT AESP, ES1, ES2, STV3, MED2, MED3, 120
Engine Technology & Diagnosis	3	EN1 No Prerequisites	Vehicle Diagnostics		
Multiport Fuel Injection	4	MFIT2 ES1, STV3	Advanced Electronic Service Procedures	-	AESP No Prerequisites
Heating & A/C Systems					
Manual A/C Systems	2	MACT No Prerequisites	Advanced Safety Features	1	ASF ES1, MED2, MED3, STV3
Automatic A/C Systems	1	AACT1 ES1	MEDIC II	1	MED2 No Prerequisites
			Scan Tool Viewer (MUT-III)	1	STV3 No Prerequisites

REMINDER:

- 2013 DiamondPro Certification:** Requirements for 2013 DiamondPro certification must be met by December 31, 2013. If you haven't completed them yet, start making plans to attend missing classes and taking required tests and quarterly quizzes. The 2014 Mirage Self Study Training and Exam and all 2013 quarterly repair quizzes (TQ0113, TQ0213, TQ0313 and TQ0413) 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-13-00-007REVII	General PDI Procedures for 2014 Models - Revised	All 2014 models except i-MiEV	Revises procedure to add "no - start" advise and correct IOD location of Mirage.
TSB-13-13-007	ECM Reprogramming for Misdetction, DTC P2096/P2097 - Post Catalyst Fuel Trim System	2014 Outlander	Provides ECM reprogramming instructions to correct false MIL illumination due to incorrect parameters.
TSB-13-31-001	Tire Chain Usage for 2014 Models	All 2014 models	Advises tire chains cannot be used on any 2014 MMNA product.
TSB-13-35-004	ACC/FCM/ASC Warning Lamp Illuminated: Possible DTCs Stored in ASC-ECU	2014 Outlander	Provides ASC ECU reprogramming instructions to correct warning lamp illumination due to incorrect parameters.
TSB-13-35-005	ABS/ASC Hydraulic Unit R & I Instructions - SMR	2008-14 Lancer, Lancer Evolution, 2009-14 Lancer Sportback, 2007-14 Outlander, 2011-14 Outlander Sport	Corrects brake pipe connection points during ABS/ASC hydraulic unit removal and installation.
TSB-13-13-006	Brake Pipe Fastener Torque	2007-14 Outlander, 2008-14 Lancer, Lancer Evolution, 2009-14 Lancer Sportback, 2011-14 Outlander Sport/RVR	Revises torque specification in service manual for brake pipe connection.
TSB-13-52A-001	Rear Seat Belt Stopper Button Installation	2013-14 Outlander Sport/RVR	Provides instructions for installing a stopper button to better locate seat belt tab when not in use.
TSB-13-52A-004	DTC P0A09: DC-DC Convertor - SMR	2012 i-MiEV	Adds steps to DTC P0A09 troubleshooting.

