



TECH TALK

Volume 203, December, 2013

RX-PHEV Concept

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Vehicle Technical Info

NOTE: The ✓ mark is used as a reminder, to indicate an article that has been repeated from a previous issue of Tech Talk.

GROUP 00 – General

SPECIAL TOOL PART NUMBER CHANGES —

All models. Due to a recent change in Mitsubishi’s tool supplier’s process, a “V” may be added to the package label on certain tool numbers. The part number stamped on the tool will not change. To avoid confusion, please disregard the “V” when searching for tool numbers or ordering tools.



COMPLETING A THOROUGH PDI — *All models.*

As authorized Mitsubishi dealers, you represent the brand in all aspects of sales, service, parts and customer relations in the retail market. Customer’s see you as an extension of MMNA, and together we can ensure our mutual

customers form a positive impression of the brand.

Each year, J.D. Power and Associates surveys new vehicle owners to provide feedback on vehicle quality during the first 90 days of ownership. Consumers who purchase their vehicles from November to February are asked to rate both mechanical quality (i.e., defects and malfunctions) and design quality (how well a particular feature works or operates). A fault free delivery is a significant factor in overall satisfaction.

Customers expect a new vehicle to be free of faults. While dealers cannot control how a vehicle is designed or manufactured, they are a crucial step in providing a vehicle free of cosmetic and mechanical defects. This is the main reason for Pre-Delivery Inspection.

With your help, we can ensure satisfied customers and enhance repeat sales, by delivering the best vehicle possible. See the letter later in this Tech Talk for additional information.

✓ **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

AVAILABLE NOW!!!!

- 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 31 – Wheel & Tire

ATIN 13-SC-003: 2014 OUTLANDER SPORT TPMS TRANSMITTER REPLACEMENT — 2014 Outlander Sport. The subject ATIN was sent to dealers on November 12, 2013 and states:

“A service campaign will be launched November 12, 2013, to replace all four TPMS transmitters on certain 2014 Outlander Sport vehicles built on or before September 11, 2013. Please do not deliver any affected 2014 Outlander Sport vehicles built on or before September 11, 2013, until this service campaign has been performed. This service campaign will be conducted in the U.S. and Puerto Rico. A Service Campaign Bulletin outlining the replacement procedure will be available November 12, 2013 on MEDIC and MDL.

Certain 2014 Outlander Sport vehicles may have been built with a TPMS transmitter internal battery that may drain prematurely. This may result in a TPMS transmitter being unable to send a signal to the TPMS controller. As a result, the TPMS indicator will illuminate.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the Most Recent: Open Campaign List available under the service section of “e-reports” beginning today.

IMPORTANT
To maximize customer satisfaction with the quality of their vehicle, affected new or used inventory vehicles should be remedied before the vehicle is delivered. Dealers must check their inventory vehicles’ VINs on the Warranty Super Screen to verify whether the vehicle is involved in this service campaign.

Notification letters will be sent to owners of affected vehicles, requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this service campaign performed.

Part number ZCTPMSKIT is to be used only for the vehicles involved in this service campaign. It is not to be used for any other repair purposes.

A supply of kits will be automatically shipped to dealers to allow for rework of all in-stock /

new unsold vehicle(s). Dealers will also be force allocated stock based on RDR records. Parts shipment will be processed via the ‘R’ order type Tuesday, November 12, 2013.

Do not manually order this kit, your order will be cancelled. No orders will be allowed until ALL force allocated orders are fulfilled. Dealer orders not force allocated will be cancelled without notice. For further details, please reference the Service Campaign Bulletin SC-13-003 or Parts Bulletin 31-US-02-13.



GROUP 54 – Chassis Electric

REGISTERING ADDITIONAL KEYS AND E.A.S.T. KEYS — 2014 Mirage. The procedure for registering the keyless entry and immobilizer functions for 2014 Mirage multifunction keys shown in the ID Codes Registration Instructions on the MDL are incorrect. From the MUT-III Main Menu, click System Select, then select F.A.S.T./IMMO/KEYLESS (not ETACS), then select Keyless ID Registration. A corrected copy has been posted to the MDL.



GROUP 60 – Recalls

ATIN-13-SR-009-A: 2008-2013 LANCER EVOLUTION CLUTCH MASTER CYLINDER SAFETY RECALL — 2008-13 Lancer Evolution. The subject ATIN was sent to dealers November 5, 2013 and states:

“A safety recall campaign will be released today for the clutch master cylinder installed on certain 2008 – 2013 Lancer Evolution vehicles built from December 12, 2007 to March 5, 2013. Do not deliver any affected 2008 - 2013 Lancer Evolution vehicles built from December 12, 2007 to March 5, 2013 until this recall has been performed. This recall campaign will be conducted in the U.S., Puerto Rico and Canada. The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

Due to the insufficient bonding strength of clutch master cylinder components, separation may occur, resulting in fluid leakage. This condition results in the inability to engage or disengage the clutch, limits the ability to shift the transmission into or out of a gear, and can create a no start condition once the vehicle comes to a stop, which could lead to a greater risk of crash.

A supply of parts required to complete the recall campaign will be automatically shipped

to dealers to allow for rework of all in-stock / new unsold vehicle(s). Some dealers may also be force allocated stock using a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipment will be processed via the 'R' order type and will be shipped along with your scheduled stock order beginning Tuesday, November 5, 2013. Dealers may place additional orders via the MDL. Please refer to Parts Bulletin 21-LE-01-13 for additional information.

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."

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Super Screen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to 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.

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GROUP 66 – Accessories

2014 MIRAGE ACCESSORY HANDS FREE SYSTEM TROUBLESHOOTING & POSSIBLE SOLUTIONS — 2014 Mirage.



When troubleshooting a customer report of difficulties using the port/dealer installed

accessory hands free system (MZ350267), it is important to remember, while this system is similar in many ways, it does not have all of the capabilities of the factory installed or navigation based systems. For example, if you are streaming music, you cannot use voice commands to initiate a call. You must stop music streaming on the phone and cycle the key OFF/ON to use voice command calling. Another limitation is you cannot delete individual paired phones (5 phones maximum). You can only delete ALL phones. To do so press and hold the pickup button for 4 seconds, then add phones as desired.

Additionally, there are some common user errors that are often overlooked:

- The vehicle has steering wheel controls. this means that it is "pre-wired" for hands free only. Requires the installation of an HFM.
- The phone has not been properly paired with the system. If this is the case, as with all systems, music cannot be streamed and calls cannot be made through the hands free system. Refer to the hands free system's owner's manual for instructions.
- Hands free capability is turned OFF on the phone. Refer to the phone's owner's manual for instructions.

Following are some possible causes and solutions to common customer comments:

DEVICE WILL NOT PAIR WITH HFM:

- Cause: Incorrect passcode entered.
Correction: You must use passcode 1234 on the phone when requested, or it will not pair with the system.
- Cause: The system is capable of pairing with up to 5 phones. If you attempt to pair a 6th phone, the system will not accept it.
Correction: Press and hold the pickup button, until 4 beeps are heard to delete ALL phones, then add phones as desired.

CANNOT MAKE HANDS FREE CALLS:

- Cause: The microphone or speech button may not be functioning,
Correction: Make sure the microphone and control panel are properly connected.
- Cause: The phone is streaming music to the system.
Correction: If trying to use voice commands, turn off music streaming on the phone, then cycle the ignition key OFF/ON.

- Cause: The phone or radio volume is set too low, and the call cannot be heard.
Correction: Set the phone volume to maximum and check the radio volume.

CANNOT RECEIVE HANDS FREE CALLS:

- Cause: The user may be pressing the incorrect button on the control panel, the button may be malfunctioning or the connection is loose.
Correction: Refer the customer to the hands free system owner’s manual.
- Cause: The phone is not paired
Correction: See “Device will not pair with HFM,” above.
- Cause: The phone is paired, but another nearby phone is already linked.
Correction: Turn off other hands free capable devices to allow the system to link with yours.

SYSTEM REDIALS THE WRONG NUMBER:

- Cause: Dialed numbers are stored in the phone, not the HFM. The system redials the last call made using the phone.
Correction: Dial the call as if it were not a redial.

OTHER PERSON CANNOT HEAR ME (I CAN HEAR THEM):

- Cause: If this occurs intermittently, it may be due to low signal strength.
Correction: Have the user check the signal strength on the phone at the time of the condition.
- Cause: The microphone may be malfunctioning.

Correction: Ensure the microphone is properly installed and check connections. Check installation using the HFM installation instructions.

NO ACTION WHEN SPEECH BUTTON IS PRESSED:



- Cause: Music is being streamed. The system has initiated “music player” mode
Correction: See “Cannot make hands free calls,” above.
- Cause: The control panel or HFM is not properly connected.
Correction: Check installation using the HFM installation instructions.
- Cause: Possible malfunctioning HFM or speech button.
Correction: Conduct troubleshooting using the HFM installation instructions.
- Cause: Phone volume is set too low.
Correction: Adjust phone volume.

POOR SOUND QUALITY DURING CALLS:

- Cause: If this occurs intermittently, it may be due to low signal strength.
Correction: Have the user check the signal strength on the phone at the time of the condition. Also, check call quality by completing a call using the phone by itself.
- Cause: Possible bad HFM or speaker.
Correction: Check sound quality when listening to the radio.

Refer to the hands free system owner’s manual included in the glovebox if the system was port installed, or packaged in the accessory hands free system installation kit, for further operational instructions and troubleshooting.



	 <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: Christmas Holidays: Closed December 24, 25, January 1. Regular hours with reduced staffing December 26, 27 30, 31.



Mitsubishi Motors North America, Inc.
6400 Katella Avenue
Cypress, CA 90630
Tel: 714-372-6000 Fax: 714-373-1020
mitsubishicars.com

Date: November 1, 2013
To: Dealer Principal/General Manager
Re: **J.D. Power Initial Quality Study (IQS)**

Each year, J.D. Power and Associates surveys new vehicle owners to provide feedback on vehicle quality during the first 90 days of ownership. Consumers are asked to rate both mechanical quality (i.e., defects and malfunctions) and design quality (how well a particular feature works or operates).

The IQS study is widely considered to be the industry benchmark for new vehicle quality. J.D. Power research shows a strong link between customer satisfaction and loyalty. A satisfied customer is more likely to become a repeat buyer, and to recommend the dealership and brand to others.

This is critical for Mitsubishi, as we increase our efforts to capture and retain customers. Outstanding delivery quality, combined with expert customer handling, can positively impact customer satisfaction with their vehicle and with your dealership.

This year's survey will cover 2014 model year vehicles sold from November - February. During this period, our District Managers will work with your staff to help ensure the best possible customer result is achieved. This should include:

- Ensure "delivery ready" inventory through proper maintenance using our VIMS program
- Provide each customer with a thorough delivery including review of the owners handbook, delivery checklist, and an understanding of key features and systems
- Explain at delivery that the vehicle is full of gas
- Conduct a comprehensive Pre-Delivery Inspection (PDI) to ensure overall vehicle quality

MMNA has made a substantial investment over the past few years aimed at improving product awareness, which is a direct contributor to the IQS result. The most significant opportunity for improvement is a proper customer orientation to the vehicle's key features and advanced electronic systems.

To help assure that our vehicle functions are thoroughly explained to new Mitsubishi buyers, we encourage you to utilize our expanded library of instructional videos as a training aid for your staff as well as a customer information resource. These videos will guide customers on the use of windshield wiper controls, HVAC controls, clock setting, hands-free Bluetooth operation and features of the all-new MMCS navigation system. We have also completed several new videos on the operation of the 2014 Outlander key safety features: Forward Collision Mitigation (FCM), Lane Departure Warning System (LDW), and Adaptive Cruise Control Operation (ACC). All of these videos can be found at:

- Mitsubishicars.com consumer website: select Owners > Resources > How-To Videos
- MDL: select Service > Service Training and Sales > Training
- MSales411.com: select Vehicle Operation Videos
- MService411.com: select How-To Videos

Please join with us during this important period to assure the highest possible delivery quality to your new vehicle buyers. Thank you for your support.

Sincerely,

Ken Konieczka
Vice President, Sales Operations

Mark Chaffin
Vice President, Fixed Operations

Training News

Technical Training Schedule January, February - 2014

Always check for schedule updates on the MDL. 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

January					
M	T	W	Th	F	
30	31	1	2	3	
H	H	H			
6	7	8	9	10	
ES2		MEVTT			
13	14	15	16	17	
20	21	22	23	24	
H		MED2	STV3	141	
27	28	29	30	31	
MFIT2					

February					
M	T	W	Th	F	
3	4	5	6	7	
	141	ASCF	ABS2		
10	11	12	13	14	
AT2		AT3			
17	18	19	20	21	
H		MACT		AACT1	
24	25	26	27	28	
CVTT		TC-SST			

January					
M	T	W	Th	F	
30	31	1	2	3	
H	H	H			
6	7	8	9	10	
MTT		TC-SST			
13	14	15	16	17	
20	21	22	23	24	
H		MED2	STV3	141	
27	28	29	30	31	
CVTT		MEVTT			

February					
M	T	W	Th	F	
3	4	5	6	7	
	141	SP3	ABS2		
10	11	12	13	14	
AT2		AT3			
17	18	19	20	21	
H		MACT		AACT1	
24	25	26	27	28	
	141	ASCF	ES3		

West Zone-Dallas Tech Training Center

California Technical Training Center

January					
M	T	W	Th	F	
30	31	1	2	3	
H	H	H			
6	7	8	9	10	
STV3	MED2	MEVTT			
ES3		ES1			
13	14	15	16	17	
MFI					
20	21	22	23	24	
H		AED		EN1	
27	28	29	30	31	
141	ASCF	MACT		TC-SST	
CVTT		TC-SST			

February					
M	T	W	Th	F	
3	4	5	6	7	
AT2		AT3			
10	11	12	13	14	
MFI					
17	18	19	20	21	
H		ES2		MTT	
24	25	26	27	28	
TC-SST	141	ASCF		MEVTT	
MED2	STV				

January					
M	T	W	Th	F	
30	31	1	2	3	
H	H	H			
6	7	8	9	10	
13	14	15	16	17	
20	21	22	23	24	
H					
27	28	29	30	31	

February					
M	T	W	Th	F	
3	4	5	6	7	
	141	ES3			
10	11	12	13	14	
17	18	19	20	21	
H					
24	25	26	27	28	

Automatic Transaxles			Manual Transaxles		
Days	Code	Prerequisites	Days	Code	Prerequisites
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			
Brakes			Vehicle Specific		
Antilock Brakes	2	ABS2 ES1	Eclipse Spyder Convertible Top (Top Stack)	1	SP3 No Prerequisites
Electrical Systems			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	Vehicle Diagnostics		
Engine Performance			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
Heating & A/C Systems					
Manual A/C Systems	2	MACT No Prerequisites			
Automatic A/C Systems	1	AACT1 ES1			

MEDIC Information

MEDIC Hotline (800) 846-7575

Call the MEDIC Hotline for ALL MEDIC & Scan Tool hardware or software issues. Call TECHLINE for vehicle technical issues.

As of 11/26/13: Total Hits - 6182 Reflash Database - N13111

MEDIC 3 Version - 3.2

MEDIC 3 Update - 231

MUT-III Version - 29.0

Raider Scan Tool Version - 6.0

MEDIC Hotline Holiday Schedule: Christmas Holidays: Closed December 25 and January 1.

Bulletin Review

The following information was recently released:

Number	Title	Vehicles	Subject
SC-13-003	2014 Outlander Sport TPMS Transmitter Replacement	2014 Outlander Sport	Instructs dealers to replace rubber stemmed tire valves with the metal type.
SR-13-009	2008-2013 Lancer Evolution Clutch Master Cylinder Safety Recall Campaign	2008-13 Lancer Evolution	Instructs dealers to replace the clutch master cylinder on affected vehicles.
TSB-13-11-010	#1 Piston Ring ID Mark Changed	2014 Mirage	Revises the #1 piston ring ID mark from "N/T" to "T"
TSB-13-13-008	MIL Illuminated With DTCs P061A/P1235 or P0068/P1241 - Revised	2007-13 Outlander, 2008-14 Lancer, 2009-14 Lancer Sportback, 2011-12 Outlander Sport	Revises TSB-10-13-011 to add models (Outlander Sport/RVR) and model years.
TSB-13-22-004	Speed Sensor Eliminated from Manual Transmission	2014 Mirage	Removes instructions regarding transmission vehicle speed sensor not used in NAS vehicles.
TSB-13-35-007	Brake Pedal Height Check - SMR	2014 Outlander	Revises the service manual specification for brake pedal released height.
TSB-13-42A-006	Left Rear Door Window Stops While Closing	2011-14 Lancer Badged Vehicles	Provides a field fix to replace the L/R window run channel to correct the rear window stopping about 4" before the glass is fully closed.
TSB-13-54-005	Quick Charging System - SMR	2012-13 i-MiEV	Adds diagnosis for a condition where the charging gun cannot be removed.

