



# SERVICE CAMPAIGN BULLETIN

SUBJECT: <b>2014 OUTLANDER SPORT/RVR TPMS TRANSMITTER REPLACEMENT</b>		No: <b>SC-13-003</b>	
		DATE: <b>November, 2013</b>	
		MODEL: <b>2014 Outlander Sport/RVR</b>	
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

## PURPOSE

Certain 2014MY Outlander Sport / RVR 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.

This campaign bulletin instructs dealers to replace all rubber TPMS transmitters on affected vehicles with new metal TPMS transmitters.

## AFFECTED VEHICLES

Certain 2014 Outlander Sport/RVR vehicles built on or before September 11, 2013.

**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.

## CUSTOMER NOTIFICATION

A letter will be sent to all owners of affected vehicles requesting them to visit their local Authorized Mitsubishi Motors dealer to have their TPMS transmitters replaced. A copy of the customer notification letter appears at the end of this bulletin.

## REQUIRED OPERATIONS

Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and this campaign procedure has not already been completed.

## SPECIAL EQUIPMENT

The following equipment is needed to register the TPMS transmitters:

- VCI (Vehicle Communication Interface) – MB991824.
- MEDIC Laptop computer with A/C power adapter – 520924, or 547708.
- MUT-III main harness 'A' (blue connector at the DLC end) – MB991910.
- USB 2.0 cable – MB991827.

Continued

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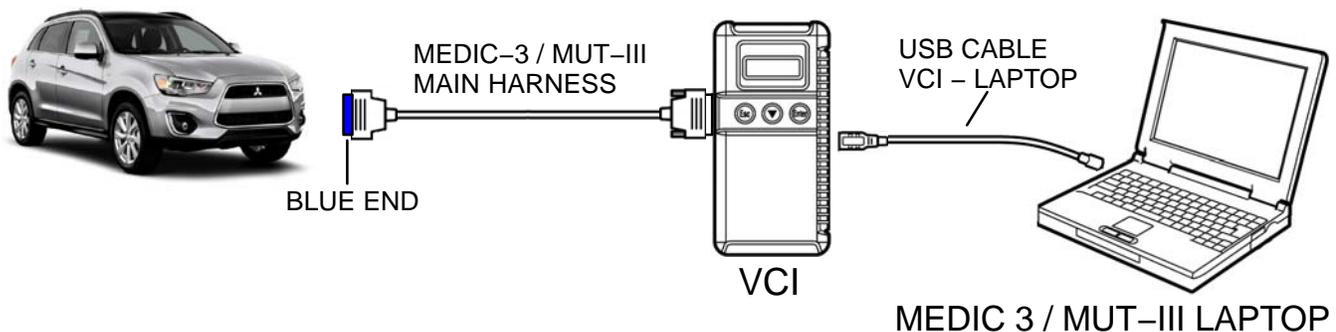
The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website ([www.mitsubishitechinfo.com](http://www.mitsubishitechinfo.com))

## REPLACEMENT PROCEDURE

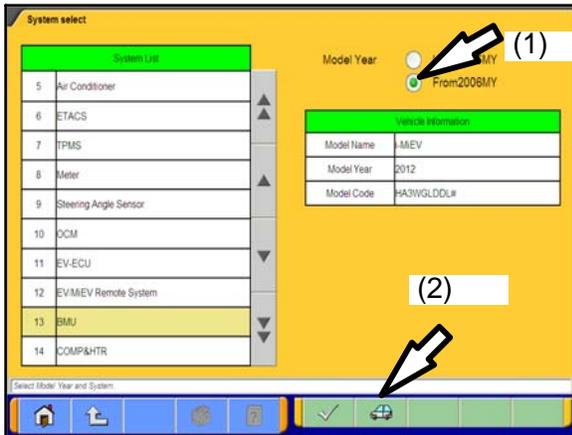
1. Place the vehicle on a lift. Remove all four wheels.
2. Remove the TPMS transmitters from all four wheels. Refer to the **2014** Outlander Sport/RVR Service Manual – Group 42B: Keyless Operation System (KOS) > TPMS Transmitter > Removal and Installation > Removal Service Point.  
**NOTE:** Complete removal of the tire may not be necessary.
3. Replace the TPMS Transmitters on all four wheels with the parts indicated in the **Parts Information** section below. Refer to the **2012** Outlander Sport/RVR Service Manual – Group 42B: Keyless Operation System (KOS) > TPMS Transmitter > Removal and Installation > Installation Service Points.
4. Set the tire pressure by tire size as follows:
  - a. P215/70R16: 35 psi
  - b. P225/55R18: 33 psi
5. Balance all four wheel and tire assemblies.
6. Reinstall all four wheels and lower the vehicle. Torque specification for the wheel nuts is  $73 \pm 7$  ft-lb ( $98 \pm 10$  N-m).

## TPMS TRANSMITTER REGISTRATION PROCEDURE

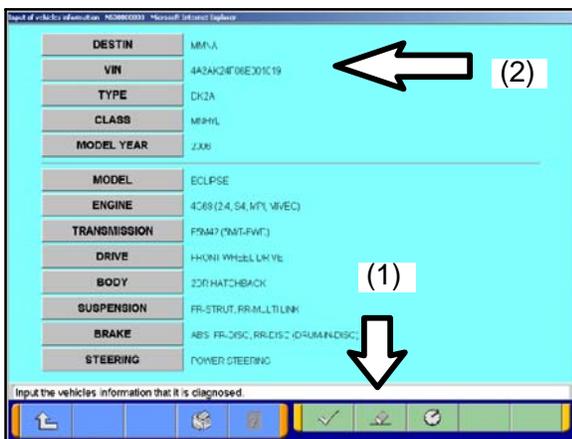
1. Connect the equipment as follows:
  - Turn the laptop computer on.
  - Connect the USB cable to the VCI.
  - When the laptop displays the MUT-III main screen, connect the USB cable to the laptop.
  - Connect the MUT-III main harness with the blue DLC connection to the VCI.
  - Connect the blue connector of the MUT-III main harness to the vehicle's data link connector.



2. Turn the ignition switch to the "ON" position.  
**NOTE:** Ensure all accessories are off (e.g. lights, heating and AC system, audio/navi unit, etc...).
3. From the MEDIC main page,
  - a. Click on MUT-III.
  - b. Select "System Select".

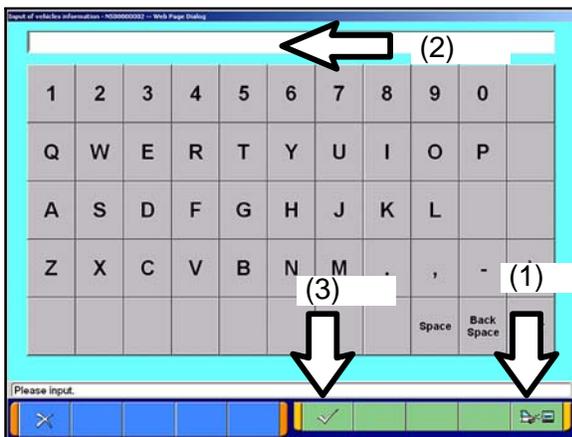


- c. Make sure the “From 2006MY” field is selected (1). Click on the car icon at the bottom of the screen to select your vehicle (2).



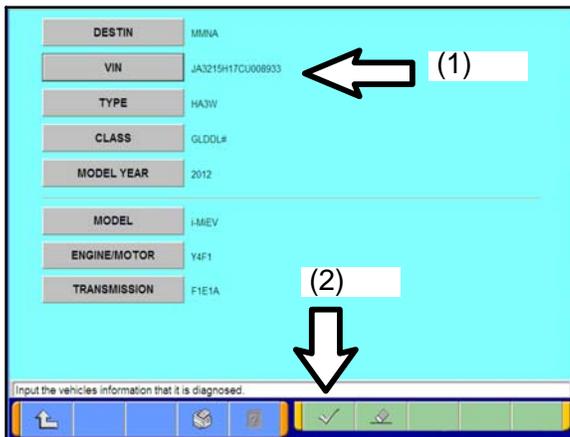
- d. If the VIN listed does not match the vehicle you are working on, click on the eraser icon at the bottom of the screen (1).

Click on the VIN button (2).



- e. Click on the icon in the lower RH corner of the screen to have the MUT-III automatically read the VIN (1). If a message appears saying that the VIN cannot be read automatically, manually type the 17 digit VIN into the VIN field (2).

When the VIN is entered correctly, click on the “OK” (check mark) icon to continue (3).



- f. Ensure the VIN entered is correct (1).  
Click on the “OK” (check mark) icon to continue (2).

- g. Select “F.A.S.T. / IMMO / Keyless / TPMS”.
- h. Select the applicable option code item and click on the “OK” (check mark) icon.
- i. Select “Special Function”.
- j. Select “Tire Pressure Sensor ID Registration”.
- k. Select “4tires ID Reg. (Change tire PRS.)”. Click on the “OK” (check mark) icon.
- l. When the following prompt displays, “4 SNSR ID Registration Do you want to start? Note finish ID Registration within 20 minutes”, click on the “OK” (check mark) icon.

**NOTE:** All four tire pressure sensor IDs must be registered within 20 minutes. If not registered within 20 minutes, all the ID codes registered in the TPMS controller will be erased and the registration procedure must be restarted from the beginning.

- m. Select any wheel. Decrease the tire pressure to under 25 psi and by an increment of at least 3 psi. Once the TPMS transmitter ID code registration is successful for that wheel, the TPMS transmitter ID code will display on the MUT III / MEDIC screen.

**IMPORTANT** The MUT III / MEDIC cannot identify which registered TPMS transmitter corresponds with which wheel. To match the wheel to the ID code, write down which wheel and the ID code that displays on the MUT III / MEDIC screen when the wheel is successfully registered.

**NOTE:** You may begin registration with any of the four TPMS transmitters. The tire pressure sensor ID registration does not require any specific order.

**NOTE:** It may take approximately one minute for the ID code to be displayed on the MUT III / MEDIC screen. If the ID code is not displayed within one minute, reduce the tire pressure by at least another 3 psi. If it still does not display, turn the wheel 180 degrees and reduce the tire pressure by at least another 3 psi again.

**NOTE:** If the ID code cannot be registered for all four wheels, the KOS-ECU may be faulty.

**NOTE:** If the ID code can be registered for one wheel or more, then the TPMS transmitter in which the code cannot be registered may be faulty.

- n. Repeat Step m until all four wheels are completed and all four TPMS transmitter ID codes are registered.
- o. When registration is complete, the phrase “4 SNSR ID Registration Completed.” is displayed. Select “OK”.

**NOTE:** The TPMS indicator will be illuminated due to detection of low tire pressure.

4. Wait at least one minute. Set the tire pressure by the tire size as follows:
  - a. P215/70R16: 35 psi
  - b. P225/55R18: 33 psi
5. Check the data list for “Registered ID reception, Tire 1, 2, 3, 4” . If “YES” is displayed for each tire, the TPMS transmitters were successfully registered. If “NO” is displayed for any tire, drive the vehicle for approximately 5 minutes, then check the data list again. If “NO” is still displayed, repeat Steps 3–5 again.
6. Cycle the key. Determine if the TPMS indicator is illuminated. If illuminated, ensure the tire pressure is set correctly on all four tires and repeat this step.
7. Erase DTCs from the ECU. From the MEDIC main page,
  - a. Click on MUT–III.
  - b. Select “Special Function”.
  - c. Select “All DTCs”.
  - d. Select “Erase and read all DTCs”.

## PARTS INFORMATION

Use the genuine Mitsubishi Part listed below:

Description	Part Number	Quantity
TPMS Service Kit (Contains 4 metal TPMS Transmitters and 4 TPMS Transmitter Nuts)	ZCTPMSKIT	1

**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.**

**NOTE:** Retain all replaced TPMS transmitters for 5 days after the related campaign claim is paid. After 5 days, each transmitter must be rendered unusable by bending/distorting the TPMS case. This can be done by placing pliers at each end of the housing and applying sufficient force to distort the case making it unusable. The transmitters may then be scrapped and disposed of appropriately.

 <b>WARNING</b>	<b>Certain components of this vehicle, such as TPMS transmitters may contain perchlorate materials. Before disposal of these components, review and comply with all applicable Federal, state and local regulations.</b>
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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 shipments will be processed via the 'R' order type beginning Tuesday, November 12, 2013.

**Attention: 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.**

Please refer to Parts Bulletin 31–US–02–13 for additional information.

## WARRANTY / SERVICE CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' – Recall/Campaign Claims

There is only one applicable operation code that matches up with the work performed. A claim example to follow is provided below.

Certain 2014 MY Outlander Sport/RVR models only:

Required Operation to be performed	Labor Operation	Total Labor Time
1. Replace All 4 Tire Pressure Monitoring Sensors	<u>C1310Z01</u>	<u>1.6 hrs.</u>

Claim Header Section: 2014MY Outlander Sport/RVR TPMS Sensors

**MITSUBISHI DEALER LINK** Service Warranty Warranty Claim Help

Claim Entry Vehicle Information PQR/VQR

### Campaign Information

Campaign Operation No	C1310Z__	Enter As	
Miles/Km	4500		
VIN	4A.....	Repair Date	
Service Technician	Emp No	Service Advisor	
Spec Value *		Duplicate Recall *	<input type="checkbox"/>
Dealer: 99320	Ref No:	VIN:	
Claim No:	Adj:	Claim Status: Incomplete	Model and Year:

Save & Continue Main Menu

Enter in the first 6 characters of this campaign labor operation: **C1310Z.**

This campaign is for the replacement of all 4 tire pressure monitoring sensors on certain 2014MY Outlander Sport / RVR models only. Check the Open Recall area of the MDL Superscreen each time to be certain of a vehicle's eligibility and to insure the repair has not already been performed.

After entering the required customer data, vehicle information and selecting the one campaign operation number from the menu, hitting the “Save and Continue” button will automatically fill-in several fields.

CAMPAIGN INFORMATION					
Campaign Operation No	C1310Z	Replace All 4 TPMS Tire Pressure Monitoring Sensors	Repair Performed	C1310Z01 - Replace All 4 TPMS Sensors	
Miles / KM	4500		Repair Order No	EX12345	
VIN	JA3215H8CU010000	Repair Date In	11 / 15 / 2013	Repair Date Out	11 / 15 / 2013

**Campaign Claim Example:**

Follow these instructions for claiming for replacing all 4 TPMS replacements on certain 2014MY Outlander Sport / RVR models.

**PARTS:**

A quantity of one 4 TPMS bagged kit is required to be entered on the claim in the parts section.

Delete	Part No	Part Description	Qty	Unit Price	Part Amount	Primary
<input type="checkbox"/>	ZCTPMSKIT	VALVE,TIRE,SET,W/NUT	1	TBD	\$0.00	<input type="radio"/>

**LABOR:**

The full campaign labor operation number of C1310Z01 and the allowed labor time of 1.6 hours will be automatically entered as a result of your 'Repair Performed' selection from the “Vehicle” page.

MITSUBISHI DEALER LINK						
Claim Entry						
Vehicle Information		Corporate		e-Reports		DMS Interface
Vehicle		Parts		Step 3: Labor		PWA
Add Page - Labor Information						
Delete	Sublet	Labor Op	Labor Operation Description	Qty	Hours / Sublet Amt	Total Labor Amt
		C1310Z01	Replace all 4 TPMS Sensors	1	1.6	1.6 XX.XX



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www.mitsubishicars.com

AFFECTED VEHICLES  
MODEL: 2014 Outlander Sport

Date: November, 2013

Re: Customer Satisfaction Campaign SC-13-003

Dear Mitsubishi Owner,

Mitsubishi Motors always strives to build vehicles with the highest level of quality, plus continuously improve the level of quality with every vehicle built. We are recommending the following product improvement be performed on your 2014 Outlander Sport:

**Recommended Product Improvement:**

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 in your instrument panel will illuminate.

**What your dealer will do:**

Your Authorized Mitsubishi dealer will replace all four TPMS transmitters on your vehicle. This update will be completed **free of charge** and will take approximately 2 hours to complete. However, the dealer may need your vehicle for a longer period of time due to scheduling. Every effort will be made to minimize your inconvenience.

**What you should do:**

Please contact your local Authorized Mitsubishi dealership to schedule an appointment. Although not required, it is recommended to bring this letter when you take your vehicle into the dealership.

If you have any questions regarding this customer satisfaction campaign, please contact us:

Mitsubishi Customer Relations Department  
P.O. Box 6400  
Cypress, CA 90630-0064  
Phone 1-888-648-7820  
Hours: Monday – Friday 7 a.m. – 4 p.m. Pacific Time

If you have already encountered a problem based on the above condition and have paid for the repair, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

We appreciate your prompt attention to this matter, and apologize for any inconvenience.

Sincerely,

Mitsubishi Motors North America, Inc.

C1310Z01