



# TECH TALK

Volume 207, May, 2014

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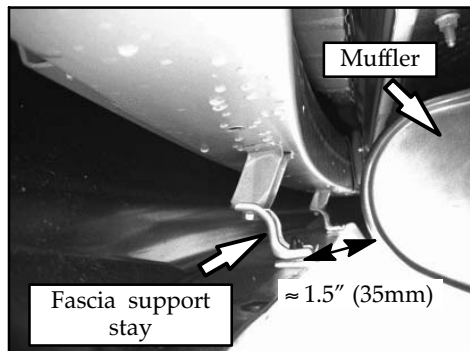
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## Vehicle Technical Info

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

### GROUP 42A – Body

✓ **BUZZ OR RATTLE NOISE FROM REAR OF VEHICLE WHEN ACCELERATING** — 2011 & later 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 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.



### GROUP 54 – Chassis Electrical

**CONTACT NAME NOT DISPLAYED WITH PHONE NUMBER** — 2014 Models equipped with base audio system. Some customers may report that only the contact's phone number is displayed when making a call from their phone book using voice commands, making it difficult to confirm if the number being dialed is correct for the contact.



Advise the customer the contact's name can be displayed if they press and release the DISP (display) button from the audio control panel.

Each screen is capable of displaying up to 12 characters. To display 12 additional characters, press and release the DISP button again.



### GROUP 66 – Accessories

**REPLACEMENT HARDWARE KIT FOR ENDEAVOR HOOD DEFLECTOR** — 2004-11 Endeavor. Customers who have damaged or lost hood deflector hardware no longer have to

purchase a new deflector kit to replace the hardware. Part number MZ312980 – Deflector, Hood, Serv Kit, is available from your facing PDC and contains the same parts as the installation hardware that is packaged with the hood deflector assembly. Please note: this hardware kit fits only the Endeavor. Brackets for other models are different shapes and sizes.

✓ **ACCESSORY REMOTE ENGINE START (RES) DIAGNOSIS** — All with Genuine Mitsubishi accessory remote engine start. When a vehicle with a reported inoperative RES is being diagnosed, your first step is testing the remote transmitter (fob). Special tool MIT47305 is a radio frequency (RF) detector for testing RF transmitters used on Mitsubishi vehicles.

If your dealership does not have an RF detector, you can order MIT47305 online by calling Bosch Automotive Service Solutions at (888) 727-6672.

If the tester cannot detect a signal from the transmitter, your next step is replacing the battery, then retesting. Do not replace the transmitter before testing it with a new battery. If the transmitter does not work after replacing the battery, replace **ONLY** the transmitter. Do not replace the RES kit until all proper diagnosis is completed.

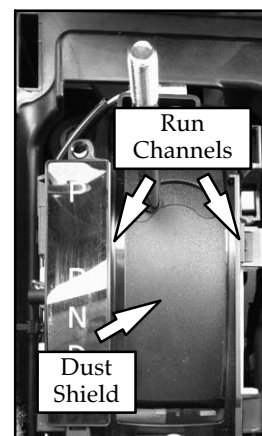
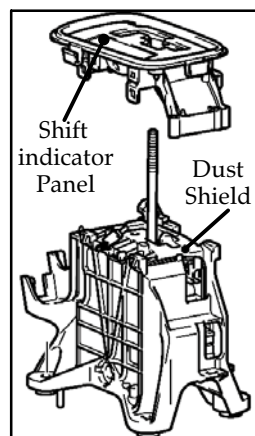


Diagnostics are included with each kit's instructions, which should be placed in the

vehicle's glovebox. They are also available on the MDL from the Parts and Accessories Guide (parts > accessories > Parts & Accessories Guide). Claims submitted for transmitters, or replacement RES kits that are determined to be "no fault found" are subject to chargeback.

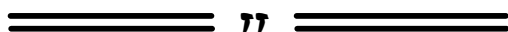
*For additional information on registering RES transmitters to a vehicle, refer to TSB-11-66-001. Additionally, a table of common diagnostic steps begins on page 16 of the TSB.*

**SHIFT LEVER BINDING: ACCESSORY SHIFT GATE LED INSTALLATION (MZ360248EX)** — 2014 Outlander. When removing the CVT or A/T shift indicator panel for LED installation, it is possible to dislodge the shifter dust shield slide from its run channel. As a result, the slider will contact the rear shift gate LED bracket when the transmission is shifted from park (P), reverse (R) or neutral (N) to drive (D) and be dislodged from its run channels. Significant damage to the shifter dust shield will result and the shifter assembly must be replaced.



To reduce the possibility of damaging the dust shield, set the parking brake and move the shift lever to the N position prior to removing the shift indicator panel. Make sure the wheels are chocked to prevent the vehicle moving.

If the dust shield is dislodged from its run channel during LED light kit installation, reinstall it, then, confirm free movement of the shield when shifting to D, **prior to reassembly**.



|                                                                            |                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>MEDIC Information</b></p> <p><b>MEDIC Hotline (800) 846-7575</b></p> | <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 4/22/14: Total Hits – 6253    Reflash Database – N13112</p> <p>MEDIC 3 Version – 3.2                      MEDIC 3 Update – 253</p> <p>MUT-III Version – 30.0                    Raider Scan Tool Version – 6.0</p> |
|                                                                            |                                                                                                                                                                                                                                                                                                                                                                         |

# Training News

## Technical Training Schedule May — June, 2014

Always check the MDL for schedule updates. 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

| May |                 |      |      |      |  | June |       |    |    |    |  |
|-----|-----------------|------|------|------|--|------|-------|----|----|----|--|
| M   | T               | W    | Th   | F    |  | M    | T     | W  | Th | F  |  |
| 28  | 29              | 30   | 1    | 2    |  | 2    | 3     | 4  | 5  | 6  |  |
|     |                 | MED2 | STV3 | ASCF |  |      |       |    |    |    |  |
| 5   | 6               | 7    | 8    | 9    |  | 9    | 10    | 11 | 12 | 13 |  |
|     |                 |      |      |      |  | STV3 | MFIT2 |    |    |    |  |
| 12  | 13              | 14   | 15   | 16   |  | 16   | 17    | 18 | 19 | 20 |  |
|     |                 |      |      |      |  |      | MEVTT |    |    |    |  |
| 19  | 20              | 21   | 22   | 23   |  | 23   | 24    | 25 | 26 | 27 |  |
|     | Climate Control |      | ABS2 |      |  |      |       |    |    |    |  |
| 26  | H               |      | AED  |      |  | 30   |       |    |    |    |  |

### East Zone - Atlanta Tech Training Center

| May |      |      |        |    |  | June |      |     |     |    |  |
|-----|------|------|--------|----|--|------|------|-----|-----|----|--|
| M   | T    | W    | Th     | F  |  | M    | T    | W   | Th  | F  |  |
| 28  | 29   | 30   | 1      | 2  |  | 2    | 3    | 4   | 5   | 6  |  |
|     | 141  | MTT  |        |    |  |      |      | ES3 | CC1 |    |  |
| 5   | 6    | 7    | 8      | 9  |  | 9    | 10   | 11  | 12  | 13 |  |
|     | CVTT |      | MEVTT  |    |  |      |      |     |     |    |  |
| 12  | 13   | 14   | 15     | 16 |  | 16   | 17   | 18  | 19  | 20 |  |
| 19  | 20   | 21   | 22     | 23 |  | 23   | 24   | 25  | 26  | 27 |  |
|     |      |      |        |    |  | MED2 | STV3 | AED |     |    |  |
| 26  | H    | ABS2 | TC-SST |    |  | 30   |      |     |     |    |  |

### West Zone-Dallas Tech Training Center

| May |     |      |        |    |  | June   |       |      |    |    |  |
|-----|-----|------|--------|----|--|--------|-------|------|----|----|--|
| M   | T   | W    | Th     | F  |  | M      | T     | W    | Th | F  |  |
| 28  | 29  | 30   | 1      | 2  |  | 2      | 3     | 4    | 5  | 6  |  |
|     |     |      |        |    |  | TC-SST | 141   | ASCF |    |    |  |
| 5   | 6   | 7    | 8      | 9  |  | 9      | 10    | 11   | 12 | 13 |  |
|     | STV | MED2 | ABS2   |    |  | SP3    | EN1   |      |    |    |  |
| 12  | 13  | 14   | 15     | 16 |  | 16     | 17    | 18   | 19 | 20 |  |
|     | 141 | ASCF | TC-SST |    |  |        | MEVTT | CC1  |    |    |  |
| 19  | 20  | 21   | 22     | 23 |  | 23     | 24    | 25   | 26 | 27 |  |
|     | ES3 | CC1  |        |    |  |        | ES3   |      |    |    |  |
| 26  | H   |      | AED    |    |  | 30     |       |      |    |    |  |

### California Technical Training Center

| May |     |      |        |    |  | June |     |    |    |    |  |
|-----|-----|------|--------|----|--|------|-----|----|----|----|--|
| M   | T   | W    | Th     | F  |  | M    | T   | W  | Th | F  |  |
| 28  | 29  | 30   | 1      | 2  |  | 2    | 3   | 4  | 5  | 6  |  |
|     |     |      |        |    |  |      |     |    |    |    |  |
| 5   | 6   | 7    | 8      | 9  |  | 9    | 10  | 11 | 12 | 13 |  |
|     |     |      |        |    |  |      |     |    |    |    |  |
| 12  | 13  | 14   | 15     | 16 |  | 16   | 17  | 18 | 19 | 20 |  |
| 19  | 20  | 21   | 22     | 23 |  | 23   | 24  | 25 | 26 | 27 |  |
|     | 141 | ASCF | TC-SST |    |  |      | EN1 |    |    |    |  |
| 26  | H   |      |        |    |  | 30   |     |    |    |    |  |

|                                      | Days | Code  | Prerequisites               |                                                 | 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>Vehicle Specific</b>                         |      |        |                                              |
| <b>Brakes</b>                        |      |       |                             | Eclipse Spyder Convertible Top (Top Stack)      | 1    | SP3    | No Prerequisites                             |
| Antilock Brakes                      | 2    | ABS2  | ES1                         | 2014 Outlander Technology                       | 1    | 141    | ES1, MED2, MED3, STV3                        |
| <b>Electrical Systems</b>            |      |       |                             | Mitsubishi Electric Vehicle Technician Training | 2    | MEVTT  | AESP, ES1, ES2, STV3, MED2, MED3, 120        |
| Electrical Systems 2                 | 3    | ES2   | ES1                         | <b>Vehicle Diagnostics</b>                      |      |        |                                              |
| Electrical Systems 3                 | 2    | ES3   | ES1                         | Advanced Electronic Service Procedures          | -    | AESP   | No Prerequisites                             |
| <b>Engine Performance</b>            |      |       |                             | Advanced Safety & Convenience Features          | 1    | ASCF   | ES1, MED2, MED3, STV3                        |
| Advanced Emission Diagnosis          | 3    | AED   | ES1, STV3, MFIT2            | MEDIC II                                        | 1    | MED2   | No Prerequisites                             |
| Engine Technology & Diagnosis        | 3    | EN1   | No Prerequisites            | Scan Tool Viewer (MUT-III)                      | 1    | STV3   | No Prerequisites                             |
| Multipoint Fuel Injection            | 4    | MFIT2 | ES1, STV3                   |                                                 |      |        |                                              |
| <b>Heating &amp; A/C Systems</b>     |      |       |                             |                                                 |      |        |                                              |
| Climate Control                      | 2    | CC1   | MACW, ES1, MED2, MED3, STV3 |                                                 |      |        |                                              |

### NEWS:

**Technical Repair Quiz #2 for 2014 (TQ0214)** has been posted on the Mitsubishiacademy.com website. Technical Repair Quizzes measure Service Technician and Shop Foreman knowledge of recently published technical information and repair techniques. Technicians must successfully complete all quizzes for 2014 to qualify for DiamondPro Certification. Printable copies of the quizzes are located in two places (Mitsubishi Dealer Link and the Mitsubishi Academy).

**Diamond Pro award status** has been finalized. A total of 286 technicians qualified for the program, 78 of them qualifying as a Master Elite Technician. DPSMs have nearly completed collecting information for individual Technician awards. A complete list of qualifiers by status level follows.

# Saluting Mitsubishi DIAMONDPRO MASTER ELITE Technicians for 2014!

Information regarding award redemption will be announced soon.



## MASTER ELITE TECHNICIANS

### EASTERN ZONE MASTER ELITE TECHNICIANS

| Dealership               | Last Name  | First Name | Dealership               | Last Name | First Name |
|--------------------------|------------|------------|--------------------------|-----------|------------|
| BIGGERS MITSUBISHI       | GAMACHE    | JEFFREY    | WANTAGH MITSUBISHI       | PICECE    | VINCENT    |
| MAX MADSEN'S AURORA      | MEARS      | DAVID      | COLONIAL - SC            | RHODES    | KYLE       |
| MAX MADSEN'S AURORA      | WOOLARD    | ROBERT     | FITZGERALD MITSUBISHI    | MASTERS   | MICHAEL    |
| O'BRIEN - NORMAL         | HORNER     | JOHN       | HALL MITSUBISHI-VIRGINIA | CANAWAY   | JASON      |
| O'BRIEN - NORMAL         | UTTER      | RICH       | HERTRICH MITSUBISHI      | PEDERSEN  | ALAN       |
| KELLY MITSUBISHI-PA      | BECHTEL    | KEVIN      | OURISMAN MITSUBISHI      | MANN      | ROLAND     |
| PERUZZI MITSUBISHI       | TRIMBLE    | ROBERT     | SHIRLIE SLACK MITSUBISHI | HAAS      | JEFFREY    |
| PRESTIGE MITSUBISHI      | SCHMIDT    | DAVID      | D & E MITSUBISHI         | HANNEL    | BRADLEY    |
| BUHLER MITSUBISHI        | CARRETTA   | TOM        | DICK SMITH MITSUBISHI    | STAFFORD  | WARREN     |
| GLOBAL MITSUBISHI        | ALPIZAR    | GUSTAVO    | LEITH - FAYETTEVILLE     | ORTIZ     | LUIS       |
| HALTERMANS MITSUBISHI    | COTTER     | MIKE       | LOVE MITSUBISHI          | WOLTERS   | KENNY      |
| JABCO MAGGI MITSUBISHI   | LUCAS      | DANIEL     | SAM SWOPE MITSUBISHI     | FURTADO   | WILSON     |
| MOTORWORLD MITSUBISHI    | ZALEWSKI   | JAMES      | SAM SWOPE MITSUBISHI     | LAMB      | MIKE       |
| MOSES MITSUBISHI         | JONES      | DONALD     | WALKER MITSUBISHI-OH     | GREENSPAN | PHILLIP    |
| DORSETT MITSUBISHI       | ENGLAND    | DAN        | ANDERSON MITSUBISHI-IL   | WHITWORTH | JASON      |
| MENTOR MITSUBISHI        | WAWROWSKI  | MIKE       | PORCARO MITSUBISHI       | STORBECK  | COREY      |
| RON MARHOFFER MITSUBISHI | LEARN      | MICHAEL    | ALAN VINES MITSUBISHI    | HARRIS    | SHAWN      |
| WAIKEM MITSUBISHI        | CUNNINGHAM | SHON       | GOSSETT MITSUBISHI       | VOIGT     | RUSSELL    |
| 112 MITSUBISHI           | MAZZELLA   | DAVID      | KELLY MITSUBISHI-TN      | KOSS      | ANDY       |
| HEALEY MITSUBISHI        | ORTIZ      | MIKE       | SHOWCASE MITSUBISHI      | TOPORSKI  | JOEL       |
| WANTAGH MITSUBISHI       | LEMAIRE    | FRED       |                          |           |            |

### WESTERN ZONE MASTER ELITE TECHNICIANS

| Dealership              | Last Name | First Name | Dealership               | Last Name | First Name  |
|-------------------------|-----------|------------|--------------------------|-----------|-------------|
| EL CAJON MITSUBISHI     | LONG      | RANDY      | QUALITY MITSUBISHI, INC. | DO        | JAMIE       |
| EL CAJON MITSUBISHI     | MARIN     | LUIS       | SKYLINE MITSUBISHI       | PULVERE   | PAUL        |
| PUENTE HILLS MITSUBISHI | LOC       | THOMAS     | VERN EIDE MITSUBISHI     | HERRIG    | ALAN        |
| PUENTE HILLS MITSUBISHI | PENNYWELL | MIKE       | DON HERRING NORTH        | CRINELLA  | GIOVANNI    |
| ANAHEIM MITSUBISHI      | FERGUSON  | JEFF       | DON HERRING NORTH        | KELL      | ROGER       |
| BIG TWO MITSUBISHI      | PRICE     | GARRY      | DON HERRING NORTH        | VANDIVER  | JAY         |
| CERRITOS MITSUBISHI     | JOHNSON   | MICHAEL    | MISSION MITSUBISHI       | BERRY     | LARRY       |
| JIM MARSH MITSUBISHI    | KENNEDY   | STEPHEN    | RANDALL MITSUBISHI       | FAULEY    | DOUGLAS     |
| ALAN WEBB MITSUBISHI    | KENNEDY   | DAVID      | ATZENHOFFER MITSUBISHI   | HENKE     | DOUGLAS     |
| SOUTHERN OREGON         | MANNING   | BRAD       | ATZENHOFFER MITSUBISHI   | WIESE     | RONNIE      |
| FRESNO MITSUBISHI       | CECIL     | TIM        | GERRY LANE MITSUBISHI    | WANDREI   | MARK D      |
| SAN RAFAEL MITSUBISHI   | MOELLER   | JAY        | ROSWELL MITSUBISHI       | BOLTON    | KENNETH     |
| LOU FUSZ MITSUBISHI     | HARMS     | JEFF       | PARKWAY MITSUBISHI-GA    | MOBLEY    | GREG        |
| LOU FUSZ MITSUBISHI     | HERRERA   | MARK       | KENDALL MITSUBISHI       | MESA      | CLEMENTE    |
| LUTHER MITSUBISHI       | BARNES    | GARY       | DICK NORRIS MITSUBISHI   | ROY       | CHRISTOPHER |
| LUTHER MITSUBISHI       | DEHN      | KEVIN      | FOUNTAIN MITSUBISHI      | ARJOON    | TULSIE      |
| WHITE BEAR MITSUBISHI   | KELLEY    | DANIEL     |                          |           |             |

# Saluting Mitsubishi DIAMONDPRO MASTER Technicians for 2014!

Information regarding award redemption will be announced soon.



## MASTER TECHNICIANS

### EASTERN ZONE MASTER TECHNICIANS

| Dealership              | Last Name | First Name | Dealership              | Last Name  | First Name |
|-------------------------|-----------|------------|-------------------------|------------|------------|
| COLONIAL MITSUBISHI-PA  | BERKEY    | BRADLEY    | MORAN MITSUBISHI        | EFRUSY     | CRAIG      |
| COLUMBUS WEST           | PETERS    | ROBERT     | RAY SKILLMAN MITSUBISHI | CHALLIS    | JEROLD     |
| CORONET MITSUBISHI      | CONDIE    | ANTHONY    | RICART MITSUBISHI       | CLARK      | CHAD       |
| DICK SHIRLEY MITSUBISHI | PRICE     | JOSEPH     | RUSS DARROW MITSUBISHI  | FISCHER    | JOHN       |
| DORSETT MITSUBISHI      | HUNTER    | JAY        | SCHLOSSMANN MITSUBISHI  | MCCARTER   | JOHN       |
| GARY LANG MITSUBISHI    | DANKHA    | DANE       | SKYLAND MITSUBISHI      | ESPENSHADE | STEVEN     |
| GLENN MITSUBISHI        | BLACK     | ANTHONY    | VALLEY MITSUBISHI       | MOELLER    | ED         |
| HEALEY MITSUBISHI       | FUSCO     | GIUSEPPE   | WALLACE - JOHNSON CITY  | NEWBERRY   | DANNY      |
| KERBECK MITSUBISHI      | HEUSER    | BILL       | YORK MITSUBISHI         | KEEFER     | MERL       |
| MAX MADSEN MITSUBISHI   | DETRAGLIA | TODD       |                         |            |            |

### WESTERN ZONE MASTER TECHNICIANS

| Dealership                | Last Name | First Name | Dealership           | Last Name | First Name |
|---------------------------|-----------|------------|----------------------|-----------|------------|
| ABSOLUTE MITSUBISHI       | MOLINA    | CARLOS     | JUBILEE MITSUBISHI   | BROWN     | BENNIE     |
| ANAHEIM MITSUBISHI        | KISHABA   | JOHN       | KARMART MITSUBISHI   | DRAKE     | MICHAEL    |
| AUTONATION SPOKANE        | ALEXANDER | JOSHUA     | MARK MITSUBISHI-AZ   | BUNDY     | JOHN       |
| BILL SEIDLE'S MITSUBISHI- | SOLORZANO | ENNIO      | MARK MITSUBISHI-AZ   | EMINHIZER | DARREN     |
| BRYAN MITSUBISHI          | GARNER    | JOHN       | OLATHE MITSUBISHI    | SMITH     | ERIC       |
| CITY MITSUBISHI-FL        | SCULLY    | ROBERT     | PALM MITSUBISHI      | MCGHEE    | MARK       |
| COCONUT CREEK MITSUBISHI  | VONSTEIN  | ROBERT     | RIVERTON MITSUBISHI  | GARRETT   | MICHAEL    |
| DON HERRING IRVING        | ROOK      | ROLAND     | RIVERTON MITSUBISHI  | MILLER    | BRYAN      |
| DON HERRING NORTH         | HARRIS    | KEN        | SERRA MITSUBISHI     | WORKMAN   | DAVID      |
| GILLMAN NORTH             | GALLAGHER | MATT       | WALKER MITSUBISHI    | AUCOIN    | MARK       |
| HUNTINGTON BEACH          | PATTERSON | ERIC       | WEST LOOP MITSUBISHI | REICHLE   | JUSTIN     |
| JOE MACHENS MITSUBISHI    | NILES     | EDDIE      |                      |           |            |

# Saluting Mitsubishi DIAMONDPRO SENIOR Technicians for 2014!

Information regarding award redemption will be announced soon.



## SENIOR TECHNICIANS

### EASTERN ZONE SENIOR TECHNICIANS

| Dealership              | Last Name   | First Name | Dealership                | Last Name | First Name  |
|-------------------------|-------------|------------|---------------------------|-----------|-------------|
| 46 MITSUBISHI           | GONCALVES   | JOSE       | MAX MADSEN'S AURORA       | FRIEDRICH | CHRISTOPHER |
| BEDFORD MITSUBISHI      | WHITE       | RICHARD    | MOTOR MILE MITSUBISHI     | AUSTIN    | ZACHARY     |
| BELL MITSUBISHI         | LEBRON      | FRANK      | MYRTLE BEACH MITSUBISHI   | BENTON    | JOHN        |
| BOARDMAN MITSUBISHI     | CAROTHERS   | BRIAN      | O'BRIEN MITSUBISHI-URBANA | WILLIAMS  | DAVE        |
| BOB KING MITSUBISHI     | WHITE       | RONNIE     | PARAMUS MITSUBISHI        | COLIN     | HUBERT      |
| CLIFF WALL MITSUBISHI   | FLORES, JR. | LARRY      | PARAMUS MITSUBISHI        | MICHIEMO  | EVANS       |
| CONTINENTAL MITSUBISHI  | SZWAB       | ANDRZEJ    | PAT FITZGIBBON'S          | SNYDER    | JASON       |
| DUTCHESS MITSUBISHI     | MONTALVO    | ANGELO     | PLANET MITSUBISHI-NC      | BOOMER    | BOBBY       |
| EXPRESSWAY MITSUBISHI   | KUJAWA      | STAN       | PLANET MITSUBISHI-NY      | LAUREANO  | CRISTIAN    |
| GEZON MITSUBISHI        | PIERSMA     | ROBERT     | POTAMKIN MITSUBISHI       | BRITO     | DENIS       |
| GLENVIEW MITSUBISHI     | COBB        | KEN        | SCHAUMBURG MITSUBISHI     | BABANI    | PAUL        |
| GREEN MITSUBISHI        | HAMILTON    | TOM        | SMITH HAVEN MITSUBISHI    | BOHRER    | BRETT       |
| HALLMARK MITSUBISHI     | GREGORY     | HERBERT    | SMITH HAVEN MITSUBISHI    | TRAVLOS   | NICK        |
| JBA MITSUBISHI          | KINCER      | BENNY      | SOUTH SUBURBAN MITSUBISHI | FREEBORN  | CHRIS       |
| JOE PECHELES MITSUBISHI | KIRKMAN     | GREG       | SWOPE MITSUBISHI          | CLARK     | GLENN       |
| KING MITSUBISHI-MD      | FUENTES     | JOSE       | WALLACE - KINGSPO         | DEAN      | JOSHUA      |

### WESTERN ZONE SENIOR TECHNICIANS

| Dealership               | Last Name   | First Name | Dealership                | Last Name  | First Name |
|--------------------------|-------------|------------|---------------------------|------------|------------|
| AL MEYER MITSUBISHI      | PITTS       | JASON      | HUB MITSUBISHI            | GORTON     | BILL       |
| ALAN WEBB MITSUBISHI     | GREAVES     | DAVID      | HURST AUTOPLEX MITSUBISHI | OZOKWO     | GABRIEL    |
| AUBURN VALLEY MITSUBISHI | POLKA       | TOBIAS     | JIM MARSH MITSUBISHI      | GULASARIAN | ASHOT      |
| AUTONATION MITSUBISHI    | KILMER      | CHUCK      | JUBILEE MITSUBISHI        | PEVIA      | FELIX      |
| BARKER MITSUBISHI        | BLAKE       | GREG       | LONGWOOD MITSUBISHI       | PEREZ      | FRANCISCO  |
| BILL PENNEY MITSUBISHI   | DUDLEY      | DAVID      | MARK - SCOTTSDALE         | HYSON      | STEVE      |
| CABLE MITSUBISHI         | KWIATKOWSKI | RICHARD    | MARK MITSUBISHI-NM        | STEINER    | STEVE      |
| CLAY COOLEY MITSUBISHI   | ACOSTA      | OMAR       | MARVIN K. BROWN           | SALDIVAR   | RALPH      |
| CLAY COOLEY MITSUBISHI   | GIVENS      | GARY       | NORTHTOWNE MITSUBISHI     | LATONDRESS | RYAN       |
| CLAY COOLEY MITSUBISHI   | WALDEN      | DONALD     | ORR SHREVEPORT            | HILL       | FREDDY     |
| COCONUT CREEK MITSUBISHI | BARTLEY     | RICHARD    | PAYNE MITSUBISHI          | BREWER     | STEVE      |
| DON HERRING IRVING       | GUZMAN      | IVAN       | PUENTE HILLS MITSUBISHI   | COX        | BILL       |
| GERALD JONES MITSUBISHI  | VIATOR      | DWIGHT     | RC HILL - DELAND          | JESSEE     | FREDDIE    |
| GILLMAN - NORTH          | LE          | TUNG       | RICHFIELD BLOOMINGTON     | HANSON     | JEFF       |
| GILLMAN - NORTH          | MONCADA     | DOUGLAS    | ROGER BEASLEY MITSUBISHI  | MEDELLIN   | ROY        |
| GILLMAN - SELMA          | CLEARY      | JIMMY      | SOUTHWEST MITSUBISHI      | VILLARREAL | AARON      |
| HAMPTON MITSUBISHI       | WIRTZ       | REGINALD   | SPORT MITSUBISHI          | FERRIS     | TROY       |
| HARRIS MITSUBISHI        | WALL        | MIKE       | WEST LOOP MITSUBISHI      | ZUNIGA     | ENRIQUE    |
| HERITAGE - LONGVIEW      | THOMAS      | JERMY      | WHITE BEAR MITSUBISHI     | HEFFKEN    | MATTHEW    |
| HERITAGE - MORROW        | WALTERS     | TERRENCE   | YOUNKER MITSUBISHI        | ALIYEV     | GUSEYN     |

# Saluting Mitsubishi DIAMONDPRO SPECIALIST Technicians for 2014!

Information regarding award redemption will be announced soon.



## SPECIALIST TECHNICIANS

### EASTERN ZONE SPECIALIST TECHNICIANS

| Dealership              | Last Name  | First Name | Dealership                | Last Name  | First Name |
|-------------------------|------------|------------|---------------------------|------------|------------|
| BERTERA MITSUBISHI      | SKILL      | JOHN       | MATTHEWS MITSUBISHI       | BARNHART   | LARRY      |
| BIGGERS MITSUBISHI      | BROSKA     | KURT       | MAX MADSEN MITSUBISHI     | GROSS      | KEITH      |
| BIGGERS MITSUBISHI      | PANTOJA    | SERGIO     | MAX MADSEN MITSUBISHI     | SHARP      | GREG       |
| COLUMBUS MITSUBISHI     | WEBB       | TRENT      | MENTOR MITSUBISHI         | STROUSE    | JOE        |
| CONTINENTAL MITSUBISHI  | RECZEK     | WOJCIECH   | MIKE MILLER MITSUBISHI    | KELLY      | JEFFERY    |
| DICK SMITH MITSUBISHI   | DANGLEMAN  | JAMES      | MIKE MILLER MITSUBISHI    | MAPLE II   | CHARLES    |
| DUTCHESS MITSUBISHI     | SINDONE    | KEITH      | MOSES MITSUBISHI          | MERRITT    | TIMOTHY    |
| FITZGERALD MITSUBISHI   | OWEN       | MICAH      | O'BRIEN - NORMAL          | GORDON     | CHRIS      |
| FUCCILLO MITSUBISHI     | CLAFLIN    | ADAM       | OURISMAN MITSUBISHI       | ALSTON     | DARYLL     |
| GARY LANG MITSUBISHI    | PANTOJA    | JUAN       | OURISMAN MITSUBISHI       | PACE       | BRYAN      |
| GOLDSTEIN MITSUBISHI    | BRADY JR.  | DONALD     | OURISMAN MITSUBISHI       | WINDHAM    | TONY       |
| GOLDSTEIN MITSUBISHI    | RAMPERSAUD | DHANASAR   | PRESTIGE MITSUBISHI-WI    | WURM       | JOE        |
| HALLMARK MITSUBISHI     | SIMPSON    | ROBERT     | PRESTIGE MITSUBISHI-WI    | ZIEBARTH   | SCOTT      |
| HEALEY MITSUBISHI       | BELCHER    | FREEMAN    | QUIRK MITSUBISHI-ME       | BENNETT    | SCOTT      |
| JIM SHORKEY MITSUBISHI  | KALIK      | TIM        | RAMEY MITSUBISHI          | LILLY      | ALEX       |
| KELLY MITSUBISHI-TN     | LITTLE     | DAVID      | RAY SKILLMAN MITSUBISHI   | TERHUNE    | BRIAN      |
| LANCASTER MITSUBISHI    | KING       | JEFFREY    | SCHALLER MITSUBISHI       | KNAPIK     | RICHARD    |
| LANCASTER MITSUBISHI    | SMUCKER    | DAVE       | SCHAUMBURG MITSUBISHI     | GORE       | PHIL       |
| LANCASTER MITSUBISHI    | TROOP      | ROBERT     | SOUTH SUBURBAN MITSUBISHI | VLAJNIC    | NIKOLA     |
| LARRY JAY MITSUBISHI    | WINDERL    | ANDREW     | SUNNYSIDE MITSUBISHI      | ADAMS      | MIKE       |
| LEITH - RALEIGH         | GERARDIS   | RAYMOND    | SUNNYSIDE MITSUBISHI      | WILLIAMSON | JOHN       |
| LITTLE JOE'S MITSUBISHI | WILLIAMS   | MARK       | SWOPE MITSUBISHI          | BROWN      | BARRY      |
| LIVONIA MITSUBISHI      | GUSMANO    | DENNIS     | TED RUSSELL MITSUBISHI    | GARRETT    | MIKE       |
| MALLOY MITSUBISHI       | FOWLER     | ANDREW     | WALTERS MITSUBISHI        | BARTLEY    | MATTHEW    |
| MANFREDI MITSUBISHI     | LIANTONIO  | DOMENICK   | WESTBORO MITSUBISHI       | RAYWORTH   | MARK       |
| MARINA MITSUBISHI       | HUSTED     | ERIC       | YORK MITSUBISHI           | GARVER     | ERIC       |
| MARINA MITSUBISHI       | NEWCOMB    | KEN        | YOUNGER MITSUBISHI        | MILLER     | MARK       |
| MARION MITSUBISHI       | BROWNING   | SCOTT      |                           |            |            |

### WESTERN ZONE SPECIALIST TECHNICIANS

|                         |           |          |                           |            |           |
|-------------------------|-----------|----------|---------------------------|------------|-----------|
| ALL STAR MITSUBISHI-TX  | FORD      | TERRANCE | KENDALL MITSUBISHI        | BETANCOURT | ERVING    |
| BIG TWO MITSUBISHI      | FRANKLIN  | KYLE     | LEE'S SUMMIT MITSUBISHI   | STEGINK    | MATT      |
| BOB PENKHUS MITSUBISHI  | STROBEL   | GREG     | LIBERTY MITSUBISHI        | WALD       | MAXWELL   |
| CASA MITSUBISHI         | ANDREWS   | WARREN   | LONE STAR MITSUBISHI      | CASTILLEJA | ROCKY     |
| CHRIS AUFFENBERG        | HEFTI     | DANIEL   | LUTHER BROOKDALE          | TANGREN    | DAN       |
| COASTAL MITSUBISHI-FL   | DZARA     | MICHAEL  | MISSION MITSUBISHI        | FILOTEO    | FRANK     |
| CUTTER MITSUBISHI       | AGAS      | JAY      | MISSION MITSUBISHI        | JUAREZ     | GABRIEL   |
| DAYTONA MITSUBISHI      | LEAGUE    | RALPH    | ORR SHREVEPORT MITSUBISHI | WEAVER     | LYNDEL    |
| DES MOINES MITSUBISHI   | PRYMEK    | KELLY    | PAINTER'S SUN COUNTRY     | SCOTT      | CARL      |
| DON HERRING MITSUBISHI  | LOPEZ     | JOSE     | QUALITY MITSUBISHI        | ROSALES    | JOHN      |
| DON HERRING NORTH       | RODRIGUEZ | JOSE     | RAINBOW MITSUBISHI        | POTEET     | KEVIN     |
| DON ROBINSON MITSUBISHI | ROTH      | DYLAN    | SCHUMACHER MITSUBISHI     | JOSEPH     | MICHEL    |
| FRESNO MITSUBISHI       | RODRIGUEZ | JOHN     | SCHUMACHER MITSUBISHI     | LIVECCHI   | TONY      |
| GAINESVILLE MITSUBISHI  | MATERN    | DWAYNE   | SKYLINE MITSUBISHI        | WEBB       | STUART    |
| GILLMAN - SELMA         | MANGUM    | DAVID    | SPRINGFIELD MITSUBISHI    | JACKSON    | PHILIP    |
| GILLMAN - SELMA         | MCQUEEN   | ROGER    | TAMPA MITSUBISHI          | ERHARD     | BRIAN     |
| GREENVILLE MITSUBISHI   | ALLEN     | ROBERT   | UNIVERSITY MITSUBISHI-FL  | DECHERT    | JOHN      |
| HELFMAN MITSUBISHI      | PATINO    | EDGAR    | VICTORVILLE MITSUBISHI    | RUSSELL    | JAY       |
| HUB MITSUBISHI KATY     | VALDEZ    | JAIME    | WILLIAM LEHMAN MITSUBISHI | GONZALEZ   | CRISTOBAL |
| JOE MACHENS MITSUBISHI  | WORDEN    | KARL     | WILLIAM LEHMAN MITSUBISHI | CASTILLO   | EDUARDO   |
| JOHN DEERY MITSUBISHI   | WHEELER   | GARY     | ZIMMERMAN MITSUBISHI      | CARPER     | JACOB     |

# TECHLINE

(800) 446-6064



## HOURS:

Monday — Friday

6:30 – 11:30 am & 12:30 – 3:30 pm

All times are Pacific Time

NOTE: Techline is closed every THURSDAY from 9:30 – 10:30 A.M (Pacific) for a staff meeting.

## Bulletin Review

The following information was recently released:

| Number            | Title                                                                                                | Vehicles                                                        | Subject                                                                                                      |
|-------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| SR-13-009REVII    | 2008-13 Lancer Evolution Clutch Master Cylinder Safety Recall – Revised                              | 2008-13 Lancer Evolution                                        | Revises instructions with an inspection only procedure and labor operation.                                  |
| SC-14-001         | 2012-13 Outlander Sport/RVR KOS ECU Service Campaign – Unable to Start in Low Temperature Conditions | 2012-13 Outlander Sport                                         | Instructs dealers to replace the KOS ECU with a new part and re-register F.A.S.T. Key and TPMS Transmitters. |
| TSB-14-00-003     | Theft Protection Labels Deleted - SMR                                                                | 2014 Mirage                                                     | Deletes theft protection label information from the service manual.                                          |
| TSB-14-14-001     | Non-reusable Radiator & Condenser Fan Fasteners – SMR                                                | 2003-06 Outlander, Lancer, Lancer Sportback, Lancer Evolution   | Adds notations that subject fasteners are not reusable and must be replaced.                                 |
| TSB-14-33-002     | Front Coil Springs – Warranty Extension                                                              | 2007 Outlander                                                  | Provides information regarding warranty extension of front coil springs for affected vehicles.               |
| TSB-14-42A-001    | Splash Shield Removal and Installation-SMR                                                           | 2014 Outlander                                                  | Updates service manual with mid year production change procedure.                                            |
| TSB-14-42A-002    | Updated Liftgate Hinge Tightening Torque                                                             | 2014 Outlander                                                  | Updates service manual with corrected fastener tightening torque.                                            |
| TSB-14-42B-002REV | Front End Cross Member Weld Locations-SMR                                                            | 2014 Mirage                                                     | Revises illustration identifying “factory only” weld points.                                                 |
| TSB-14-42B-003    | Front Pillar Replacement/Repair-SMR                                                                  | 2014 Outlander                                                  | Corrects procedure to show additional sealant application.                                                   |
| TSB-14-54-006     | Updated Information for Centralized Junction-SMR                                                     | 2014 i-MiEV                                                     | Provides corrected illustration of centralized junction                                                      |
| TSB-14-55-001     | Non-reusable Condenser Fan Fasteners – SMR                                                           | 2003-14 Lancer based models, Outlander, 2012-14 Outlander Sport | Adds notations that subject fasteners are not reusable and must be replaced.                                 |

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