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Vehicle Technical Info

GROUP 00 – General

REMOVING THE UNDERHOOD POWER DISTRIBUTION BOX PROTECTIVE FILM— 2013–15 Outlander Sport. The power distribution box cover is protected by a plastic film similar to Rap Gard during shipment to the assembly line. It is left in place as protection during vehicle assembly and shipment. Please remove it at PDI. Dealers wishing to maintain the added protection, should remove it prior to customer retail delivery or after 6 months of storage.

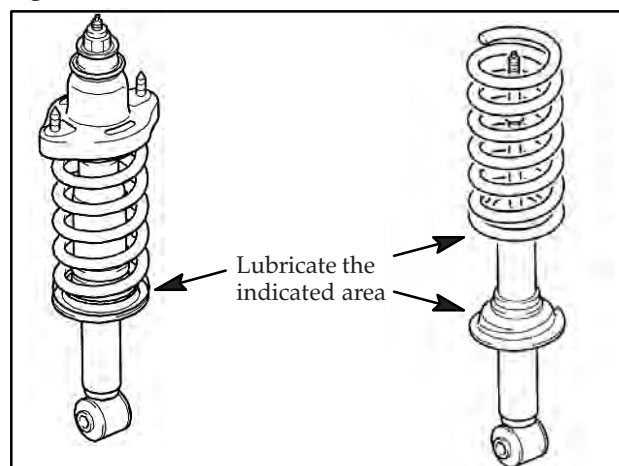


GROUP 13 – Fuel

DTC P0455 AND HARD STARTING AFTER FILLUP — 2004 & later Galant, Endeavor, 2006 & later Eclipse/Eclipse Spyder. When diagnosing DTC P0455 on subject vehicles, first, make sure the fuel cap is securely tightened. If so, check for incorrect evaporative system hose routing and damaged hoses to the air intake boot and valve cover. Cross connected or damaged hoses can cause P0455 to set. Here's a tip: Use the "Evap Leak Mon" test on the MUT-III and read Item No. 52 "Fuel tank differential PRS SNSR" on the data list. If the the hoses are incorrectly routed, the sensor reading will be very low and show little or no change during the test.

GROUP 34 – Rear Suspension

NOISE FROM REAR SUSPENSION OVER BUMPS — 2014–15 Outlander Sport. If a customer reports a creaking noise from the rear of a new or very low mileage vehicle, the cause may be friction between the spring and the inner surface of the lower rear spring plate. The noise will go away in a very short time as the vehicle is driven. In the meantime, confirm the customer's report by jouncing the rear of the vehicle, then spray the area shown below with a light lubricant.



GROUP 52B – SRS Airbag

SRS LIGHT ON AT PDL DTCs B1558 AND U0020 IN MEMORY — 2013 & newer Outlander Sport. If a customer reports the SRS light is on and you find DTC B1558 "OCM (Occupant Classification Module) DTC Present" in the SRS-ECU and DTC U0020 – "CAN B Bus Off

Performance" in the OCM, this may be caused by cycling the ignition key on and off multiple times within a few seconds while the IOD connector is disengaged. Should you encounter this situation, clear the DTCs and ensure the IOD is fully engaged (2 detents), then recheck for DTCs. For units in dealer storage with the IOD disengaged, do not cycle the ignition key on and off rapidly or this condition may occur.

Training News

Technical Training Schedule August — September, 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

August					
M	T	W	Th	F	
28	29	30	31	1	
4	5	6	7	8	
11	12	13	14	15	
18	19	20	21	22	
25	26	27	28	29	
September					
M	T	W	Th	F	
1	2	3	4	5	
8	9	10	11	12	
15	16	17	18	19	
22	23	24	25	26	
29	30	1	2	3	

East Zone - Atlanta Tech Training Center

August					
M	T	W	Th	F	
28	29	30	31	1	
4	5	6	7	8	
11	12	13	14	15	
18	19	20	21	22	
25	26	27	28	29	
September					
M	T	W	Th	F	
1	2	3	4	5	
8	9	10	11	12	
15	16	17	18	19	
22	23	24	25	26	
29	30	1	2	3	

West Zone-Dallas Tech Training Center

August					
M	T	W	Th	F	
28	29	30	31	1	
4	5	6	7	8	
11	12	13	14	15	
18	19	20	21	22	
25	26	27	28	29	
September					
M	T	W	Th	F	
1	2	3	4	5	
8	9	10	11	12	
15	16	17	18	19	
22	23	24	25	26	
29	30	1	2	3	

California Technical Training Center

August					
M	T	W	Th	F	
28	29	30	31	1	
4	5	6	7	8	
11	12	13	14	15	
18	19	20	21	22	
25	26	27	28	29	
September					
M	T	W	Th	F	
1	2	3	4	5	
8	9	10	11	12	
15	16	17	18	19	
22	23	24	25	26	
29	30	1	2	3	

Days	Code	Prerequisites	Days	Code	Prerequisites
Automatic Transaxles			Manual Transaxles		
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	Vehicle Specific		
Brakes			Eclipse Spyder Convertible Top (Top Stack)	1	SP3 No Prerequisites
Antilock Brakes	2	ABS2 ES1	2014 Outlander Technology	1	141 ES1, MED2, MED3, STV3
Electrical Systems			Mitsubishi Electric Vehicle Technician Training	2	MEVTT AESP, ES1, ES2, STV3, MED2, MED3, 120
Electrical Systems 2	3	ES2 ES1	Vehicle Diagnostics		
Electrical Systems 3	2	ES3 ES1	Advanced Electronic Service Procedures	-	AESP No Prerequisites
Engine Performance			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			
Heating & A/C Systems					
Climate Control	2	CC1 MACW, ES1, MED2, MED3, STV3			

Spotlight On....

DELLA Mitsubishi, Plattsburgh, NY

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



(L-R): Tom Gilbert (General Manager), Marty Martin (Service Manager), Ken Camire (Service Advisor), Michelle Barcomb (Service Advisor), Wil Souza (Parts Counterperson), Ed Savage (General Sales Manager)

DELLA Mitsubishi in Plattsburgh, NY is dedicated to customer satisfaction. Their success starts with dedicated employees who constantly strive for 100% satisfied customers. According to service manager Marty Martin, service advisors Kevin Camire and Michelle Barcomb greet each customer promptly as they arrive to discuss their vehicle's service needs. They carefully listen to what the customer has to say to ensure they provide complete and accurate information to the technician for diagnosis and repair. In the long run, this saves time and ensures each customer will be satisfied with their service visit.

In Marty's eyes, a small fixed operations staff is not an obstacle, and DELLA's staff overcomes their small size by using teamwork and cross training in other departments. Parts counter person Wil Souza is cross trained in service department operations just as the service staff are cross trained in the operations of the parts department. Should a customer have a question about their vehicle's status, Wil doesn't have to rely on the service staff to find the answer. He knows where the information is and can respond to the customer quickly. The same goes for Michelle and Kevin when faced with a parts question if Wil is unavailable.

DELLA's staff understands that a successful repair is key to the customer having a positive experience at the dealership, and it's critical to retaining customers and growing the business. Technicians Colin James and Roy Lancaster are long time employees who are well aware that a thorough diagnosis and a timely, accurate repair is what the customer expects.

An additional tool DELLA Mitsubishi employs is the CVIR. One is completed for every vehicle, whether it be a simple oil change or a major service. According to Marty, "When the car arrives, the service advisor lets the customer know about the report, so they understand they will get the complete story on their vehicle's condition. Customers look forward to seeing green bars on the report. It's visual confirmation of the vehicle's condition and makes them comfortable discussing needed maintenance or repairs."

Understanding the customer's needs is important to customer satisfaction. Satisfied customers generate repeat service and parts business. DELLA's customers also generate additional business by recommending the dealership to others. Many of their customers are repeat vehicle buyers, who also advise friends and relatives to purchase new or pre-owned vehicles from the dealership. DELLA's reputation comes from combining a friendly, welcoming atmosphere at a local business, with dedication and respect for the customer's time and needs, and continues with professional and timely service.

For all they do with their small staff, DELLA Mitsubishi deserves congratulations on their success, and thanks for their efforts.

June, 2014 3-MONTH CSI SCORES

	National	DELLA
CSI SCORE	953	1,000
How likely are you to recommend this dealership for service.	951	1,000

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 7/25/14: Total Hits - 6302 Reflash Database - N14051

MEDIC 3 Version - 3.2

MEDIC 3 Update - 275

MUT-III Version - 31.0

Raider Scan Tool Version - 6.0

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
TSB-14-00-010	Technical Specifications - 2015 Outlander Sport	2015 Outlander Sport	Provides technical specs for 2015 Outlander Sport.
TSB-14-13-001	ECM Reprogramming for MIL Illuminates with DTC P061A or P0068 Stored in ECM	2014 Outlander Sport	Provides instruction for reprogramming the ECM with new software to correct false DTC P0061A or P0068.
TSB-14-13-002	Rough Idle or Engine Stall (High Ambient Temperature, Low RPM) - Puerto Rico Only	2010-13 Outlander Sport, 2010-14 Lancer, Lancer Sportback	Provides instructions for Puerto Rico dealers to reprogram the ECM to correct rough idle or engine stall.
TSB-14-13-003	ECM Reprogramming for False MIL Illumination with DTC P2097	2014 Outlander Sport	Provides instruction for reprogramming the ECM with new software to correct false DTC P2097 .
TSB-14-22-001	TC-SST Transmission Noise After Cold Engine Start	2008 Lancer Evolution	Instructs dealers to reprogram the TCM to correct gear noise after starting the engine cold.
TSB-14-54-008	Updated Hands Free Module Unlocking Instructions - SMR	2014 Lancer, Lancer Sportback, Lancer Evolution, Outlander, Outlander Sport	Adds hands free module unlocking instructions to the service manual.
TSB-14-54-009	Headlight Removal and Installation-SMR	2009-11 Lancer, Lancer Sportback, 2008-11 Lancer Evolution, 2010-12 Outlander	Updates headlamp replacement instructions due to a new vendor.



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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)