



SERVICE CAMPAIGN BULLETIN

SUBJECT: POTENTIAL TRANSMISSION SHUDDER/SURGE – SERVICE CAMPAIGN			No: SC-15-003
			DATE: November, 2015
			MODEL: 2015 Outlander Sport/ RVR
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 vehicles with CVT-8 transmissions may exhibit a shudder condition at low speeds (10 – 40 mph), or a surge/flare of engine rpm at higher speeds. This may be caused by a malfunctioning of the CVT's hydraulic pressure control software. In the worst case scenario, with continued driving under these conditions, the CVT belt may become damaged and cause a warning light to turn on.

This campaign bulletin instructs dealers to reprogram the transmission control module (TCM) on all affected vehicles. In the rare case that the customer informs the dealer they have experienced a shudder or surge condition, the transmission may need to be replaced. In these cases, dealers are instructed to reprogram the TCM, then test drive to see if the condition can be duplicated. If the condition can be duplicated, then dealers should do the following:

- Create a Techline case
- Attach Drive Recording Data
- Contact Techline
- Order a new CVT-8 transmission (Code 209 Restriction)

AFFECTED VEHICLES

Certain 2015 Outlander Sport/RVR vehicles with 2.0L engine and CVT-8 transmission built from June 25, 2014 to September 14, 2015.

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 Superscreen to verify whether the vehicle is involved in this service campaign.

CUSTOMER NOTIFICATIONS

A letter will be sent to all owners of affected vehicles requesting they schedule an appointment with their local Mitsubishi dealer to have their vehicle remedied. A copy of the customer notification letter appears at the end of this bulletin.

REQUIRED OPERATIONS

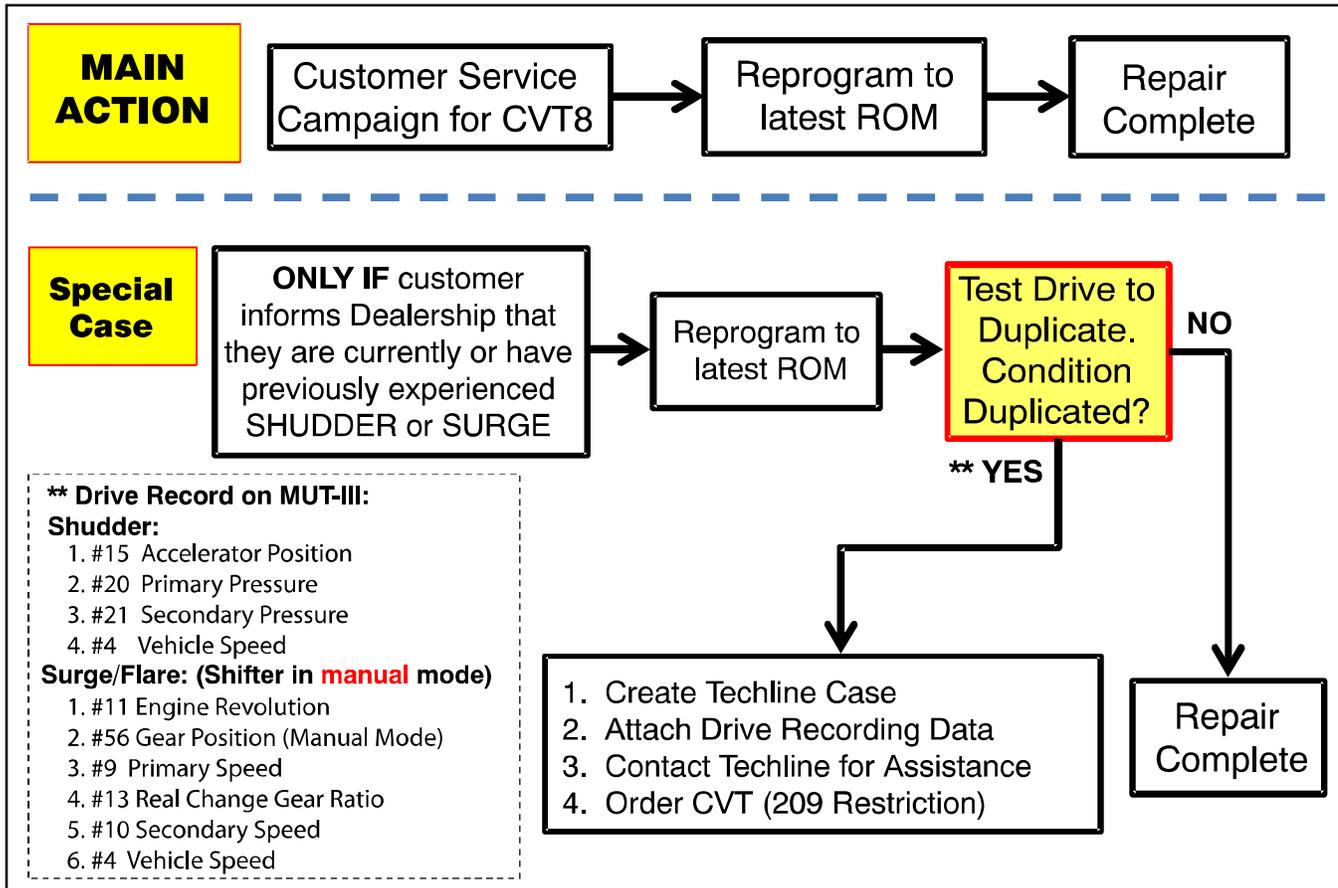
Before starting this campaign procedure, **CHECK THE WARRANTY SUPERSCREEN** to verify if the vehicle is an affected VIN for this campaign and this campaign procedure has not already been completed.

REQUIRED EQUIPMENT

The following equipment is needed to read and erase DTCs from all ECUs:

- VCI (Vehicle Communication Interface) or VCI Lite – MB991824 or MB992744V.
- MEDIC Laptop/Tablet with A/C power adapter – 520924, or FZG1MK2.
- MUT–III main harness 'A' (blue connector at the DLC end) – MB991910 or MB992745V.
- USB 2.0 cable – MB991827 or RRAR1MBR–108L.

SERVICE CAMPAIGN FLOW CHART



REPROGRAMMING PROCEDURE FOR CVT-8 TRANSMISSION (All Vehicles)

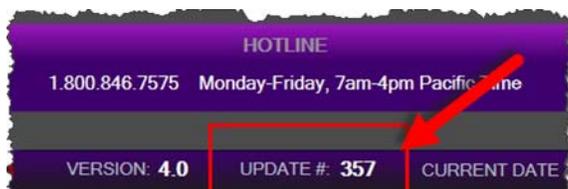
CAUTION Any damage incurred, if an error is made during this procedure, may not be warrantable.

TCM REPROGRAMMING CHART

NOTE: The following information is for reference only.

Model	ECU Part Number	D/B Number	Software Part Number	
			Previous	New
15 Outlander Sport CVT-8	8631B287	8631B644	8631B287 0A	8631B287 0B

MEDIC UPDATE NUMBER VERIFICATION



Before performing this TCM reflash procedure, your MEDIC must be updated to at least update number **357** or higher.

If your update number is not up to at least **357**, go to the Admin tab and click on the MEDIC UPDATES button to update your MEDIC to the latest version.

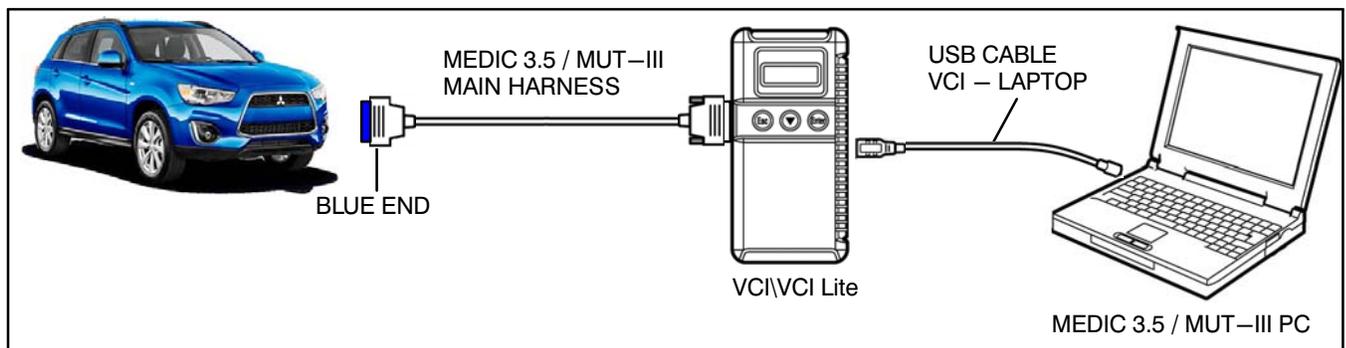
REPROGRAMMING PROCEDURE

CAUTION To ensure that the vehicle battery maintains 12V during the procedure. Hook-up a battery charger to the vehicle during the procedure.

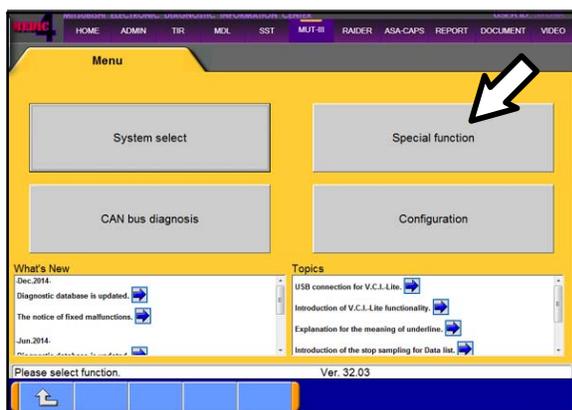
1. Connect the equipment as follows:

- Turn the MEDIC PC/tablet on. If the battery indicator in the lower right hand corner of the screen does not show a full charge, it is recommended that either the battery be charged prior to beginning, or be used with the A/C power adaptor connected.
- Connect the USB cable to the VCI/VCI Lite.
- When the laptop/tablet displays the MUT-III main screen, connect the USB cable to the device.
- Connect the MUT-III main harness with the blue DLC connection to the VCI/VCI Lite.
- Connect the blue connection of the MUT-III main harness to the vehicle's data link connector.
- Turn the VCI power switch ON . Verify that the indicator lamp in the upper right corner of the screen is green.

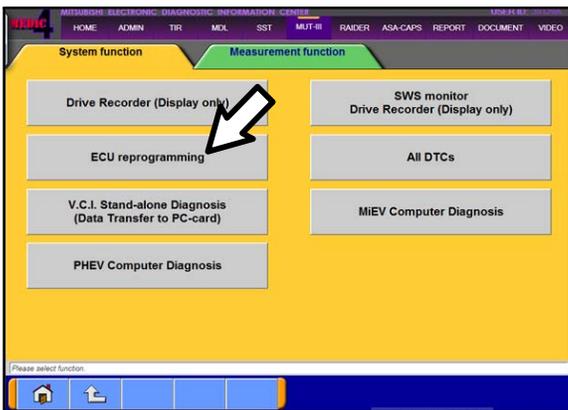
NOTE: VCI and MEDIC 3.5 Laptop shown for illustration purposes only.



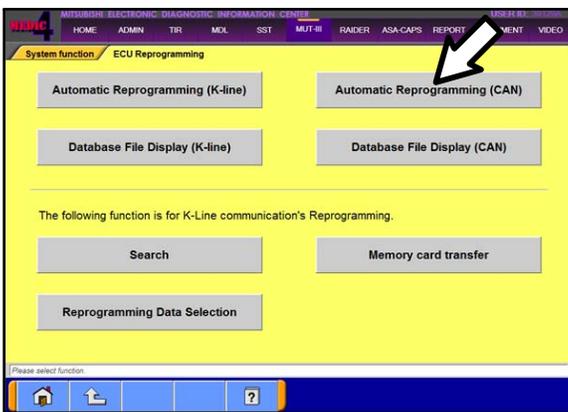
2. Turn the ignition switch to the “ON” position.



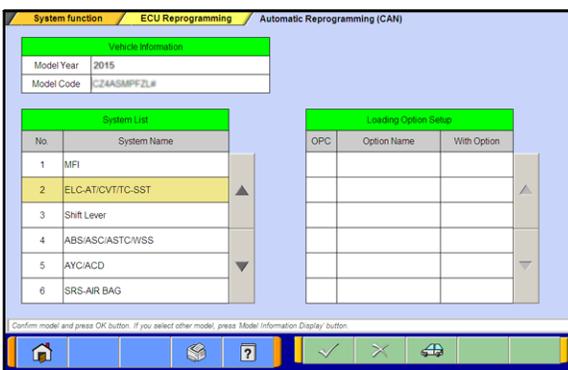
3. Go to the MUT-III home screen and click on “Special Function.”



4. Select “ECU reprogramming.”



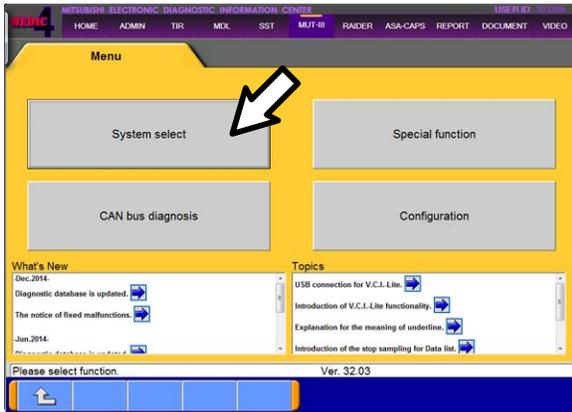
5. In ECU reprogramming, select “Automatic Reprogramming (CAN).”



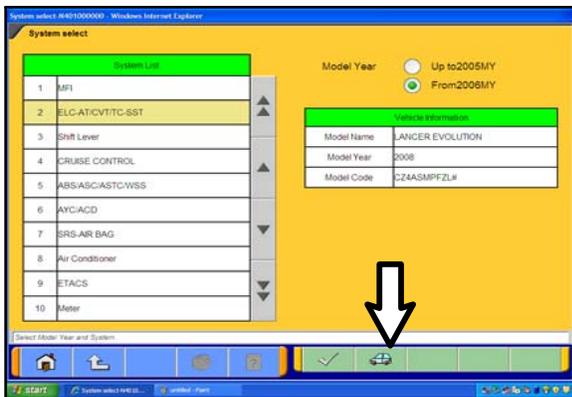
6. In Automatic Reprogramming (CAN), verify that all vehicle information is correct.

- If vehicle information is NOT correct, follow steps a – e below.
- If vehicle information is correct, go to step 7.

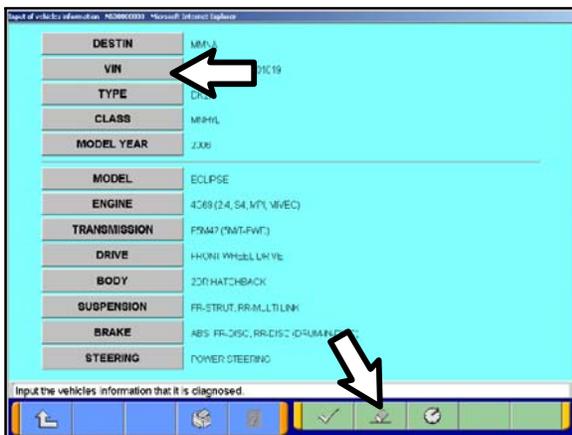
- a. Go back to the MUT-III home screen and click on “System select.”

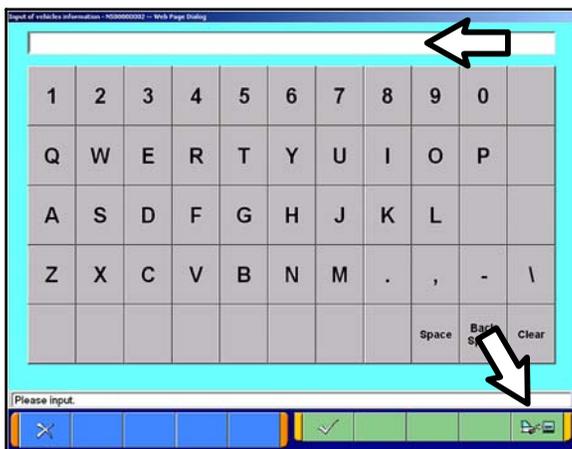


- b. Click the car icon at the bottom of the page.



- c. If the VIN or vehicle description displayed does not match the vehicle you are working on, click the eraser icon at the bottom of the page to erase vehicle data. Then click the “VIN” button.

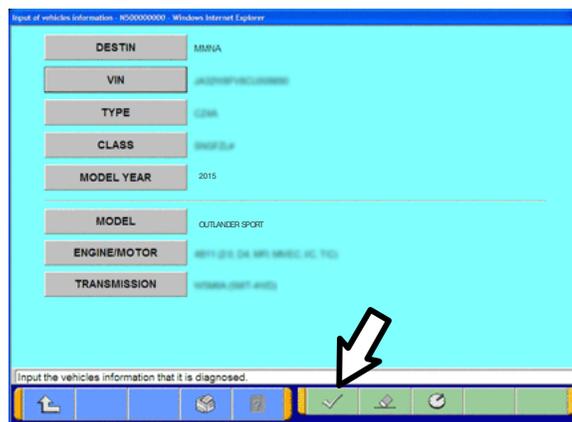




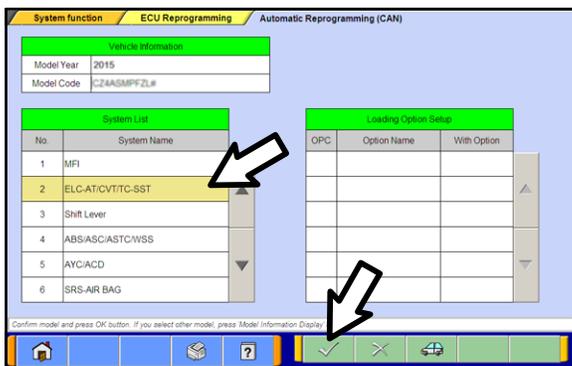
- d. Click the icon in the lower RH corner of the screen to have MUT—III automatically read the VIN.

If a message appears saying the VIN cannot be input automatically, manually enter the 17 digit VIN into the VIN field at the top of the page.

Make sure the VIN is correct and click the check mark.

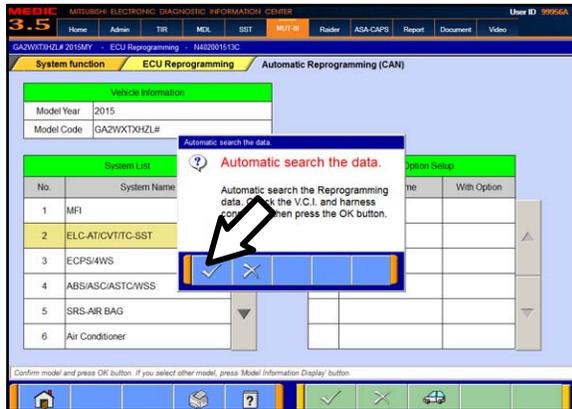


- e. Confirm all data matches the vehicle, then click the check mark at the bottom of the page.



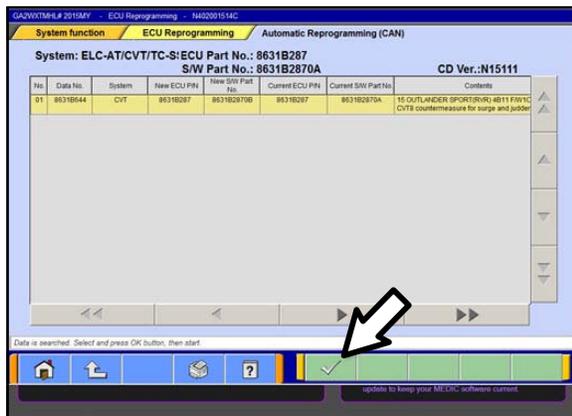
7. Select **ELC-AT/CVT/SST** and click the **check mark** to continue.

NOTE: In the next two steps, if the “pop–up” box does not appear, change “Tab” to TIR then back to MUT–III (the pop–up box should then appear).

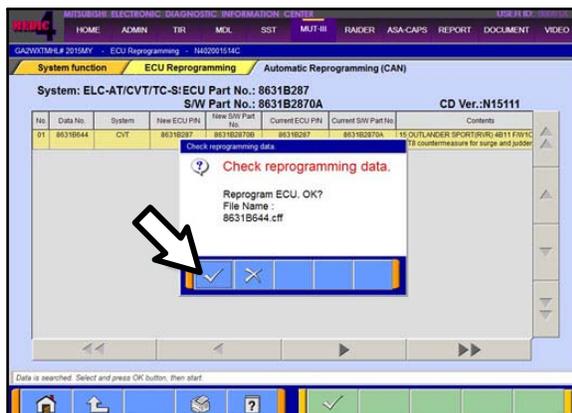


8. Click on the check mark to “search the data.”

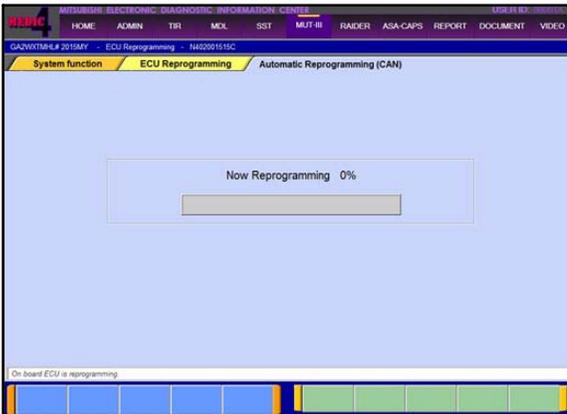
- If a message appears that states the TCM software is already at the latest flash level, then do NOT continue with this reprogramming procedure.
- If software is at the latest level, and the customer has reported a shudder or surge condition, follow the **“Procedure for Shudder/Surge Condition”** later in this bulletin, starting at step 2.



9. The screen as shown will appear. Click on the check mark to continue.



Click on the check mark in the pop–up box to initiate the reprogramming.



10. Once the reprogramming is initiated, the screen as shown will indicate the reprogramming progress.

NOTE: Do not disturb the cables or turn off the ignition during reprogramming.



11. Reprogramming is completed.
 - a. Verify that the S/W Part No. is now **8631B2870B**.
 - b. Click on the check mark.
 - c. Turn off ignition switch for at least 8 seconds.
 - d. Turn ignition switch ON, then proceed to next step.

12. Perform an “Erase and Read all DTCs.”

PROCEDURE FOR SHUDDER/SURGE CONDITION (Only if Reported by Customer)

Follow this procedure ONLY if customer has reported experiencing a shudder or surge condition, either currently or in the past.

1. Reprogram the TCM.

Follow the “**Reprogramming Procedure for CVT–8 Transmission**” at the beginning of this Service Campaign Bulletin.

2. Test drive the vehicle to see if the shudder/surge condition can be duplicated.

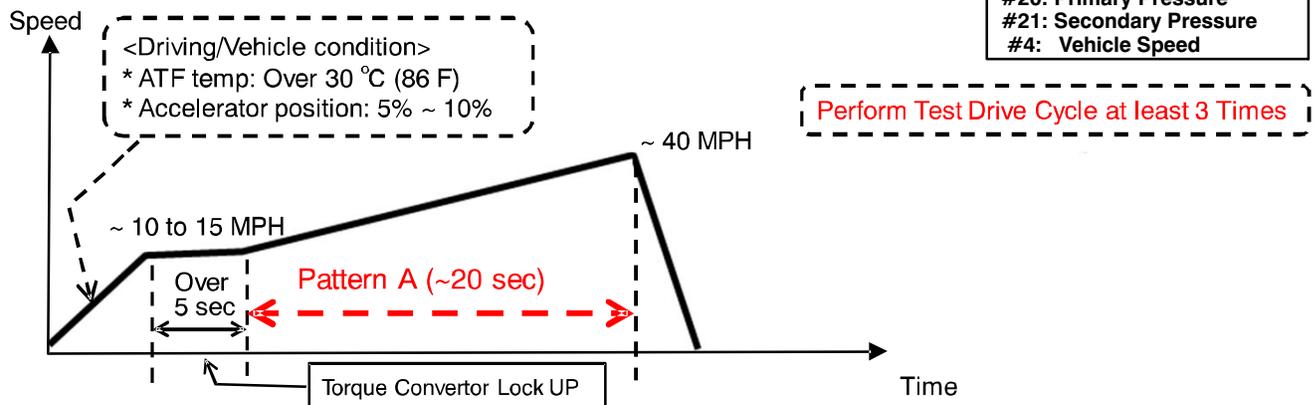
Refer to **FIGURE 1** and **FIGURE 2**: Setup MUT–III with the applicable Drive Record parameters, then follow the Test Drive procedures to duplicate these conditions.

For instructions on setting up Drive Recordings, go to:
MDL > service > systems > Techline > Techline Videos.
Under “Service Videos” scroll down to “MUT III” and select “MUT III Drive Recorder Setup.”



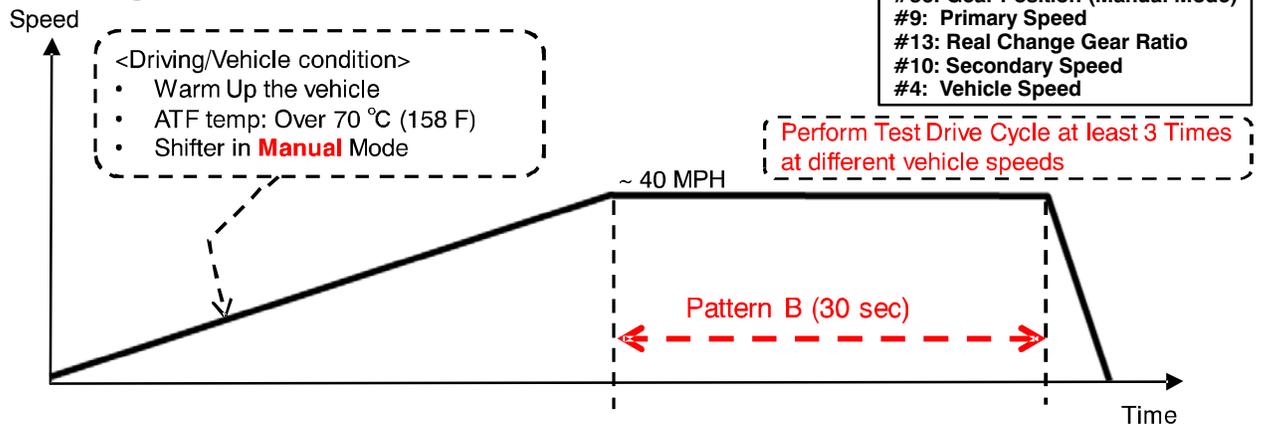
Test drive route should be relatively free from other traffic so you can safely conduct the test and concentrate on vehicle operation and performance. ALWAYS follow all traffic laws and safe driving practices.

FIGURE 1. Test Drive Procedure for Duplicating CVT-8 Shudder



	Condition	Driving Criteria	Judgment Criteria
Pattern A (Slow acceleration)	Shudder	<ul style="list-style-type: none"> Slow & gentle acceleration 10 to 40 MPH Constant acceleration Approximately 10% throttle angle Slight uphill grade or flat road 	<ul style="list-style-type: none"> Vehicle shuddering is felt Can be described also as a "bucking" Can also be described as a "judder" or repeated "jerking"

FIGURE 2. Test Drive Procedure for Duplicating CVT-8 Surge/Flare



	Condition	Driving Criteria	Judgment Criteria
Pattern B (Constant Vehicle Speed)	Surge/Flare	<ul style="list-style-type: none"> Steady speed highway driving (follow all applicable laws) <ul style="list-style-type: none"> ~ 40 MPH ~ 50 MPH ~ 65 MPH ATF Temp > 158 F (warmed up) Shifter in Manual Mode 	<ul style="list-style-type: none"> Engine RPM surging or flaring (more than 200 RPM from base) at steady state vehicle condition

3. Was the shudder/surge condition duplicated?
 - **YES** – Go to step 4.
 - **NO** – Repair is complete. Return vehicle to customer.
4. Create a Techline case.
5. Attach the following Drive Recording Data from MUT–III to the Techline case.

Shudder

<u>No.</u>	<u>Description</u>
15	Accelerator Position
20	Primary Pressure
21	Secondary Pressure
4	Vehicle Speed

Surge/Flare

<u>No.</u>	<u>Description</u>
11	Engine Revolution
56	Gear Position (Manual Mode)
9	Primary Speed
13	Real Change Gear Ratio
10	Secondary Speed
4	Vehicle Speed

6. Contact Techline for assistance (call 1–800–446–6064).
7. Order the applicable new CVT–8 transmission assembly (209 restriction applies).
8. Replace the CVT–8 transaxle, flush the external cooler, and perform the CVT ECU coding procedures found in TSB–15–23–001.

PARTS INFORMATION

Use the genuine Mitsubishi Parts listed below:

NOTE: ONLY order a new CVT–8 transmission after completing the “**Procedure for Shudder/Surge Condition**” in this Service Campaign.

Description	Part Number	Quantity
CVT–8 Transmission Assembly (2WD)	2700A401	1
CVT–8 Transmission Assembly (4WD)	2700A403	1
Transmission Fluid: Mitsubishi Motors Genuine CVTF–J4	MZ320185	6.9 L (7.3 qt)

WARRANTY INFORMATION

There are 4 possible repair scenarios. You may only claim 1.

#	Repair Procedures	Campaign Operation	Labor Time Allowance
1	Reflash the Transmission Control Module (TCM)	No parts are needed or required	C1512Z01 0.3 hrs
2	Reflash the Transmission Control Module (TCM) and perform a test drive as per the TSB	No parts are needed or required	C1512Z02 0.6 hrs
3	Reflash the Transmission Control Module (TCM) and perform a test drive as per the TSB....which indicates the the CVT transmission assembly requires replacement.	Refer to TSB	C1512Z03 6.8 hrs If the vehicle is a <u>2WD Model</u>
4	Reflash the Transmission Control Module (TCM) and perform a test drive as per the TSB....which indicates the the CVT transmission assembly requires replacement.	Refer to TSB	C1512Z04 7.9 hrs If the vehicle is a <u>4WD Model</u>

Warranty/Recall Campaign Claim Information

Enter all claims as claim type “C” – Recall/Campaign Claims.

Please follow the campaign instructions when entering each claim in order to select the applicable operation codes that correctly match up with the work that was actually performed. A claim example is provided below.

Certain 2015MY with 2.0L & CVT-8 Automatic Trans – Outlander Sport/RVR models.

There are 4 Possible Operations		Labor Operation	Labor Time
1.	'15 MY Outlander Sport/RVR – Reflash TCM (both 2WD & 4WD)	C1512Z01	0.3 hrs
2.	'15 MY Outlander Sport/RVR – Reflash TCM & Test Drive (both 2WD & 4WD)	C1512Z02	0.6 hrs
3.	2WD '15 MY Outlander Sport/RVR – Reflash TCM, Test Drive & Replace CVT	C1512Z03	6.8 hrs
4.	4WD '15 MY Outlander Sport/RVR – Reflash TCM, Test Drive & Replace CVT	C1512Z03	7.9 hrs

Claim Header Section:

After entering the required customer data, vehicle data, and campaign operation number, hitting the **“Save and Continue”** button, the system will automatically fill-in several fields. **Please note there are 4 possible repair scenarios for this campaign.**

CAMPAIGN INFORMATION		C1512Z01	Reflash the Transmission Control Module (TCM)
Campaign Operation No	C1512Z	C1512Z02	Reflash the Transmission Control Module (TCM) and perform a test drive as per the TSB
Miles / KM	14,500	C1512Z03	Reflash the Transmission Control Module (TCM) and perform a test drive as per the TSB...which indicates the the CVT transmission assembly requires replacement. Only for 2WD Models
VIN	4A4AP3AUXFE000077	C1512Z04	Reflash the Transmission Control Module (TCM) and perform a test drive as per the TSB...which indicates the the CVT transmission assembly requires replacement. Only for 4WD models
Repair Date In	12 / 30 / 2015	Repair Date Out	12 / 30 / 2015

Service Campaign Claim Example:

Follow these instructions for this campaign.

Parts:

No parts are needed for the flash and test drive scenarios #1 and #2. If the CVT requires replacement in scenarios #3 and #4, follow the instructions in the TSB.

Labor:

The full service campaign labor operation number is one of the 4 numbers shown and the allowed labor times vary. One will be automatically entered as a result of the 'Repair Performed' scenario you first selected from the "Vehicle" page.

Campaign Number: C1512Z			
Campaign Operations - Select from Claim Drop Down Menu			Labor Times
Select the repair actually performed and the corresponding operation scenario and time shown below. Check the repair order to be sure you are selecting the correct repair.			
	Repair Descriptions	Operation Scenarios	USA & PUERTO RICO OUTLANDER SPORT
#1	Reflash the Transmission Control Module (TCM)	C1512Z01	.3 hrs
#2	Reflash the Transmission Control Module (TCM) and perform a test drive as per the TSB	C1512Z02	.6 hrs
#3	Reflash the Transmission Control Module (TCM) and perform a test drive as per the TSB....which indicates the the CVT transmission assembly requires replacement. Only for 2WD Models	C1512Z03	6.8 hrs
#4	Reflash the Transmission Control Module (TCM) and perform a test drive as per the TSB....which indicates the the CVT transmission assembly requires replacement. Only for 4WD models	C1512Z04	7.9 hrs

Other Charges:

In rare cases, towing and/or a rental car may be necessary. The lower portion of the labor page has the fields that must be filled in if there are such charges.

Special Sublet Selection				
Select	Labor Operation	Labor Operation Description		Amount
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order <input type="text"/>	
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES 	Days <input type="text"/> Reason <input type="text" value="<Select one>"/> Rental Company <input type="text"/> Invoice Number <input type="text"/>	
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company <input type="text"/> Invoice Number <input type="text"/>	
<input type="checkbox"/>	95200040	TOWING CHARGES 	Towing Company <input type="text"/> Invoice Number <input type="text"/>	



Mitsubishi Motors North America, Inc.

6400 Katella Avenue
Cypress, CA 90630
Telephone: 714-372-6000
www.mitsubishicars.com

AFFECTED VEHICLES

MODEL: 2015 Outlander Sport/RVR

This notice applies to your vehicle, _____.

Date: November, 2015

Re: Customer Satisfaction Campaign SC-15-003

Dear Mitsubishi Owner,

Mitsubishi Motors always strives to build vehicles with the highest level of quality, and continuously improve that quality with every vehicle built. To help assure continued satisfaction with your Mitsubishi vehicle, we are recommending that the following product improvement be performed on certain 2015 Outlander Sport vehicles with CVT-8 transmissions built from June 25, 2014 to September 14, 2015.

Recommended Product Improvement:

Certain vehicles with CVT-8 transmissions may exhibit a shudder condition at low speeds (10 – 40 mph), or a surge/flare of engine rpm at higher speeds. This may be caused by a malfunctioning of the CVT's hydraulic pressure control software. In the worst case scenario, with continued driving under these conditions, the CVT belt may become damaged and cause a warning light to turn on.

What your dealer will do:

Your local Mitsubishi dealer will reprogram the transmission control module (TCM). This repair will take from **0.3 to 0.6** hours to complete. In extreme cases, the transmission may need to be replaced. This repair will take approximately **6.8 to 8.2** hours. 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. Product improvements will be completed free of charge.

What you should do:

Please contact your local 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 with the CVT-8 transmission and had it reprogrammed or replaced as a result of this specific condition and have paid for the repair, you may send your original repair order or invoice, **and** original receipt/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.

C1512Z