



# Technical Service Bulletin

SUBJECT: <b>GENERAL PDI PROCEDURES FOR 2017 MODELS (except EV and PHEV)</b>		No:	<b>TSB-16-00-001</b>
		DATE:	<b>March, 2016</b>
		MODEL:	<b>2017 Models except EV and PHEV</b>
CIRCULATE TO:	<input 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



This bulletin contains general Pre-Delivery Inspection (PDI) procedures, both technical and detail, for **2017 model year** Mitsubishi vehicles (exc. i-MiEV and Outlander PHEV). If required, additional Technical Service Bulletins will be issued for model-specific PDI procedures.

**Welcome Delivery** folders, containing a Pre-Delivery Inspection form, and a Sales Delivery form, should be used for all PDIs. One is shipped to dealers inside each vehicle.

*Note: Additional folders and forms may be ordered from Fontis Solutions by clicking the link on the main page of the MDL. If you need assistance with ordering or other information, contact them at 1-800-924-1350, or at <https://mmna.imgps.com>.*

**NOTE: Items shown as underlined and/or in red text are IQS (Initial Quality Survey) sensitive items. Give extra attention to these items for improved IQS and customer satisfaction.**

## BULLETIN CONTENTS:

BACKGROUND INFORMATION .....	Page 2
TECHNICAL INSPECTION .....	Page 2
BEFORE YOU START .....	Page 2
A. Vehicle Readiness .....	Page 3
B. Interior – Functional Operation .....	Page 4
C. Walkaround Inspection .....	Page 8
D. Underhood .....	Page 10
E. Under Vehicle .....	Page 11
F. Road Test .....	Page 12
G. Final Steps for Technical Inspection .....	Page 16
DETAIL INSPECTION .....	
A. Detailing <b>Before</b> PDI .....	Page 16
B. Detailing <b>After</b> PDI .....	Page 18
FINAL DELIVERY PREPARATION .....	Page 20
COMPLETING THE PDI FORM .....	Page 22
PARTS INFORMATION .....	Page 22
WARRANTY INFORMATION .....	Page 22
SAMPLE PRE-DELIVERY INSPECTION FORM .....	Page 23

## BACKGROUND INFORMATION

The Pre Delivery Inspection (PDI) processes described in this bulletin were developed to ensure a “fault-free” delivery.

This bulletin contains general descriptions of most required Technical and Detail inspection checks organized in a logical and time-efficient order. The Technical and Detail procedures are divided into separate sections. It is critical that all the steps are completed **while keeping the vehicle clean inside and out during the entire PDI process.**

**The PDI process is important. Remember to:**

- Avoid pressure to rush through PDI.
- Never skip steps on the PDI form and always use it to confirm you have completed all steps.

**Once you are familiar with these procedures, the PDI form acts as a guide to the process.**

Complete the 2017 PDI Technical and/or Detail quiz from the Mitsubishi Academy at [www.MitsubishiAcademy.com](http://www.MitsubishiAcademy.com), if you haven't already done so.

**NOTE: If any repairs are needed, ensure they are made before the customer takes delivery of the vehicle. Any defects in materials and/or workmanship discovered during PDI should be corrected and claimed under warranty. Adjustments and repairs are not part of the PDI flat rate time.**

The following TSBs are quoted in this bulletin. You should be familiar with their details before beginning. All are available on MEDIC.

- TSB-92-51-001
- TSB-00-00-002
- TSB-09-31-005
- TSB-12-31-001
- TSB-97-00-006
- TSB-09-00-001
- TSB-12-00-009



## TECHNICAL INSPECTION

**The Detail Specialist should complete the DETAILING BEFORE PDI section before handing the vehicle off to the Technician for PDI Technical Inspection. Refer to the DETAIL INSPECTION section of this bulletin for complete detailing information for both before and after Technical Inspection.**

Use the PDI form and this PDI bulletin as a guide. After completing each step, check-off that procedure on the form. The sequence in which you perform the steps may vary depending on your dealership's procedures, facilities, and the vehicle itself. Be sure that all steps that apply are checked on the form. Be sure the PDI form is signed and dated, and copies filed in the “vehicle packet” and service file at your dealership. If you have questions about checking a specific feature or specifications, refer to the Service Manual, new model training guides, and/or the Owner's Manual for details.

### **!! IMPORTANT !!**

**DO NOT offer any vehicle for sale if it has an outstanding recall campaign. Doing so subjects the dealer to large fines. Check the Superscreen for possible outstanding recalls.**

### **BEFORE YOU START:**

Make sure the following information is recorded in the proper spaces on the PDI form.

- Repair order number
- Dealer stock number
- Ignition key code
- Wheel lock code (if equipped)
- Model
- Model Year
- Vehicle Identification Number (VIN)



**NOTE:** If materials shipped in the glovebox are removed and stored separate from the vehicle due to a dealer's internal procedures, they must be returned to the glovebox prior to retail delivery. This includes: 1) Owner's Manual, 2) Warranty and Maintenance Manual, 3) Tire Warranty Statements, 4) Navigation system program disc for restoring basic functions in case of SD card failure (if equipped) and any other items meant for the customer.

## A. VEHICLE READINESS

Before you start the inspection, retrieve the wheel covers, remote transmitters, radio antenna, and any other shipped loose items from the trunk and/or glovebox as applicable.

### 1. **\*\*\* IMPORTANT \*\*\***

**RECALLS – Check the Warranty Superscreen for open recalls. Make sure any open recall is performed BEFORE the vehicle is road tested.**



Mitsubishi vehicles are equipped with one of three entry/engine starting systems.

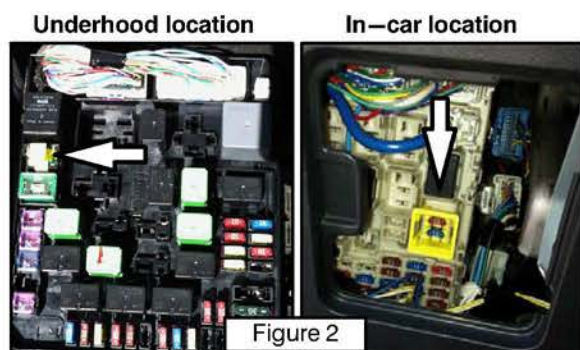
- A standard multi-function key with Remote Keyless Entry (RKE) buttons.
- Free-hand Access Security Transmitter (F.A.S.T. Key) System – Turn the knob located in the traditional key location while the transmitter is in the vehicle.
- One-touch Start System (O.S.S.) – Push button starting. Used with F.A.S.T. Key system only.

### 2. **Start the engine to check cold start engine performance.**

The engine should start quickly using all keys (or transmitters). It should idle smoothly and not have any hesitation or unusual noise when accelerated. If the vehicle is equipped with the F.A.S.T. Key System or One-touch (push button) Start System (O.S.S.), separate the transmitters and ensure the vehicle starts and does not stall, in both keyless operation mode and using the emergency key (if equipped).

**F.A.S.T. Key vehicles:** Separate the emergency key from the transmitter. Assemble it to the transmitter so the key can be used. Remove the ignition knob from the ignition switch, insert the key/transmitter assembly and start the engine. Refer to the Owner's Manual for instructions.

**O.S.S. Vehicles:** This step should be performed before the Ignition Off Draw (IOD) is connected. Insert each transmitter into the key slot and press the START/STOP button. See the service or owners manual for the location of the key slot.



During shipping of Mitsubishi vehicles, dark current is minimized by not connecting the IOD connector. It is positioned in the disconnected position (pulled up) and must be connected by pressing it down for the affected circuits to be completed.

The IOD is a yellow, sliding, fuse holder located in either the underhood fuse box or in interior fuse box depending on model. To complete these circuits, push down firmly on the holder until two (2) detents engage.



### 3. Engage (*push down*) the IOD connector.

The ignition switch must be off for this step. On Lancer badged models, Outlander, and Outlander Sport/RVR, the IOD connector is in the relay box under the hood.

If the relay box cover is protected by RAP—film, remove it at this time.

### 4. Immobilizer (all key types).

Separate ALL keys (or transmitters) and, confirm they ALL start the engine without stalling. For vehicles with keyless operation transmitters, separate the transmitters and enter the vehicle with one at a time and start the engine. Vehicles with FAST key and/or OSS, if the vehicle does not start, confirm the IOD has been firmly connected.

If the vehicle starts, then stalls, one or more keys may not have been registered, or there may be an immobilizer system fault. Refer to the Service Manual for diagnostic procedures, and use MEDIC and/or the Mitsubishi Dealer Link (MDL) site to search for TSBs relating to immobilizer system, key, and transmitter registration policies and procedures.

#### O.S.S. (if equipped)

- With the shift lever in P, depress the brake pedal and press the engine start/stop switch. The engine should start.
- With the brake pedal depressed, press the engine start/stop switch again to turn the engine off.
- With the shift lever in P, release the brake pedal and press the engine start/stop switch. The engine should not start and the LED in the switch lights amber (ACC mode).

Press the switch again and the LED changes to green (ON mode). The engine should not start.

Press the switch again and the LED turns off.

- Apply the parking brake. Depress the brake pedal, start the engine, and shift to D. With the brake pedal released, depress the engine start/stop switch for 1 second. The engine should stop, the light in the switch should change to amber and “Shift to P” should be displayed in the Multi Information Display (MID).
- Install all shipped loose items (e.g. floor mats, antenna masts, wheel covers, wheel caps, front license plate anchors, etc.).
  - Refer to MEDIC, or the MDL for any general or model—specific PDI TSBs. Be sure all instructions on those TSBs are performed.



## B. INTERIOR – FUNCTIONAL OPERATION



#### WARNING

Apply the parking brake and run the engine at idle during these inspections.

### 1. Check WINDOW, SEAT ADJUSTMENT, and SEAT BELT operation.

WINDOWS: Check for proper window tracking, complete up and down travel, and proper sealing.

NOTE: Check the lockout and AUTO—down and up functions.

Vehicles equipped with AUTO—up power window function: Ensure the safety mechanism functions normally. Refer to Group 42 – BODY, in the Service Manual for the proper checking procedure.



#### WARNING

If the battery is disconnected during PDI for any reason, the learned position for the driver's window auto up will be erased, the anti-trap function cannot be activated, and injury or vehicle damage can occur. To reinitialize this position for the driver's window, follow the Learning Procedures of Power Window Fully Closed Position in Group 42 – Body of the Service Manual, then confirm proper operation.

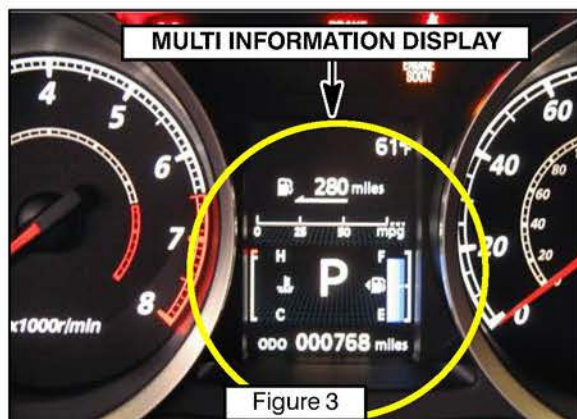
### SEAT ADJUSTMENT and SEAT BELT/HEAD RESTRAINT OPERATION

- a. Confirm that manual seat track and seat back adjusters operate and lock throughout their entire travel (front seats). Leave the seat height adjuster in the lowest position for maximum head room (if equipped).
  - b. Check power seat operation (if equipped) including seat back adjustments.
  - c. Check heated seat operation (if equipped) in LO and HI settings.
  - d. Check operation and latching of rear (second row in SUV) and third row seating (if equipped).
  - e. Check HEAD RESTRAINTS  
Ensure all head restraints are properly installed. Inspect the height adjuster for ease of operation.
  - f. Check ALL SEAT BELTS for condition and operation.
    - Inspect all seat belts to ensure they connect and hold properly.
    - Inspect operation of the shoulder height adjuster and condition of the seat belts, and anchors.
    - Inspect for proper seat belt retraction.
    - Check that safety labels regarding use of seat belts and air bags are in place.
    - Make sure the rear and third row seat belts are properly secured in the clips on the quarter trim (if equipped).
    - Latch SECOND ROW CENTER SEAT BELT: **Outlander/Outlander Sport/RVR** – Due to its unique arrangement, latch the center seat belt for the second row seat for display purposes (refer to TIN-13-52A-001 for details).
    - On vehicle with locations for anchoring seat belts when they are not in use, make sure the seat belt end are properly secured in those positions.
2. **Check SUNROOF or Panoramic Roof Sunshade operation (if equipped).**  
Ensure all controls work properly, including one-touch operation. Ensure the sunroof closes tightly, and the tilt-up feature works. Open and close the sunroof two times to ensure the timing of the functions work properly.

The panoramic roof sunshade is equipped with one-touch opening and closing. Ensure the sunroof or panoramic roof sunshade safety mechanism functions properly. Refer to the applicable Service Manual and perform the proper test for the vehicle.

**NOTE: If adjustments are required, refer to the appropriate Service Manual procedures and submit a warranty claim for adjustment.**

### 3. **MULTI-INFORMATION DISPLAY.**



Verify the MID screens display in English. If desired, the language can be changed to French, Spanish, Japanese, German, or Italian. Refer to the Owner's Manual for Instructions on changing the displayed language.



#### 4. **INTERIOR AND INSTRUMENT PANEL LIGHTS.**

Check that all interior lights operate:

- **Dome light(s)**
- **Map light(s)**
- Vanity mirror light(s) (if equipped)
- Instrument panel illumination and dimmer function
- Door courtesy lights
- Cargo area light (if equipped)
- Panoramic roof ambient lighting (if equipped)
- Accessory interior lighting (if equipped).
- Glove box light (if equipped)

**NOTE:** Adjust instrument panel illumination to the brightest level. Position the dome light switch so the light is on when the door is open, and off when the door is closed.

#### 5. **INSIDE AND OUTSIDE MIRRORS.** Ensure the inside rear view mirror holds its adjustment. Make sure the anti-glare function operates properly (if equipped). Make sure the auto-dimming function operates properly (if equipped) by pressing the power switch (green light illuminates) and covering the front-facing light sensor on the back of the mirror with a black cloth. Press the three Homelink® buttons (if equipped) and check if the indicator light blinks orange. Check and adjust outside mirrors. Check if power side folding mirrors (if equipped) retract and extend during the following operations:

- Pressing the power folding side mirror switch located on the driver's door window switch panel when the ignition switch is in the "ON" or "ACC" position and for approximately 30 seconds after the ignition switch is turned to the "OFF" position
- Extends when the driver's door is closed and the ignition switch is turned to the "ON" position
- Retracts when the ignition switch is turned to the "OFF" position and the driver's door is opened
- Extends when the F.A.S.T. Key transmitter is used to unlock the doors
- Retracts when the F.A.S.T. Key transmitter is used to lock the doors
- Extends when vehicle speed exceeds approximately 18 mph (30 km/h)

#### 6. **HORN.** Ensure the horn sounds when the horn pad is pressed.

#### 7. **AUXILIARY ACCESSORY SOCKET(S) (if equipped).**

Check the auxiliary accessory power sockets (if equipped) for proper operation.

#### 8. **AUDIO SYSTEM OPERATION (INCLUDING SIRIUS/XM™ SATELLITE RADIO OPERATION (if equipped), SET CLOCK AND ALL RADIO STATION PRESETS, CHECK REAR ENTERTAINMENT SYSTEM (if equipped).**

Set the clock to the correct time. Set ALL "AM," "FM1," & "FM2" preset buttons to a variety of strong local stations (except Sirius/XM satellite radio, if equipped). Refer to the Owner's Manual for instructions.

Check **radio** and **speaker** operation for:

- Volume
  - Reception of AM & FM stations and SIRIUS/XM™ satellite radio (if equipped).
- Ensure the satellite radio operates by tuning to channel 184, Emergency/News.

Satellite radio reception must be checked outside with a clear view of the Southern sky.

- Tone (bass and treble)
- Balance/Fader Controls

**NOTE:** Adjust the treble, bass, balance, and fader controls to the center position after radio inspection.

- **Check and repair rattling or vibrating speakers**
- **CD player** (if equipped)



- Check FUSE Handsfree Link System™ including response to voice commands, Bluetooth® phone connection and Bluetooth® streaming.

**Vehicles with Mitsubishi Multi Communication System Navigation (MMCS)**

- To use verbal navigation commands, press and release the the speech button.
- To place a telephone call, press and hold the speech button for at least two seconds.

**Vehicles with a Bluetooth® capable radio with FUSE**

- Check function of “AUX,” USB, and SD card inputs (if equipped)
- Vehicles Equipped with Rear Entertainment System (if equipped):  
Confirm operation of DVD player, remote control and infrared wireless headphones.

9. **HANDS-FREE TELEPHONE (if equipped).**

For Lancer badged vehicles, Outlander, and Outlander Sport/RVR, control switches for the hands-free system are located on the steering wheel if the vehicle is pre-wired for hands-free operation. For these models, this does not mean the vehicle is hands-free equipped. **Refer to the Monroney label to determine if the vehicle is equipped for hands free telephone use.**

To check proper hands-free function on vehicles without MMCS, press the **SPEECH** button. You will receive an audible response advising the system is connected and ready. Say “CANCEL” to exit.

To check proper hands-free function on vehicles with MMCS, press the **SPEECH** button for at least two second. You will receive an audible response advising the system is connected and ready. Say “CANCEL” to exit.

10. **OPTIONAL MITSUBISHI MULTI-COMMUNICATION SYSTEM (MMCS).**

- a. To check proper hands-free operation, press the **OK** button on the MMCS start-up screen and press the **SPEECH** button for one second. You will receive an audible response “Please speak after the beep”. The following voice commands can be used:

- (1) “AM” – System Response: “AM, Receive AM”
- (2) “FM” – System Response: “FM, Receive FM”
- (3) “Map” – System Response: “Display Current Location”

- b. Make sure the navigation screen displays your location when the **NAVI** button is pressed.

**NOTE: The navigation system and satellite radio may not operate properly if the vehicle is in an enclosed area. This includes being surrounded by tall buildings. The default location for both units is New York, NY. If this is not your location, move the vehicle to an open area with a clear view of the Southern sky and recheck.**

11. **REAR-VIEW CAMERA SYSTEM (if equipped).**

Shift into reverse. Confirm the camera image is clearly displayed on the audio screen.

12. **PASSENGER AIRBAG AND SEATBELT LIGHT FUNCTIONS.**



Sit in the front passenger seat and verify the passenger airbag light goes out. Verify the passenger seat belt reminder light comes on when the seat belt is unfastened, and goes off when it is fastened.

13. **WINDSHIELD WIPER DE-ICER (if equipped), REAR WINDOW DEFOGGER AND HEATED DOOR MIRROR (if equipped).**

Check with the engine running. Turn the windshield wiper de-icer (if equipped) and rear window defogger on, allow time for the windshield wiper de-icer, rear window and mirror elements to warm up and check them during the walk around inspection. Place your hand on the windshield wiper de-icer, rear window defogger and heated door mirrors (if equipped) to ensure they are heating. Be sure to turn off the windshield wiper de-icer and defogger after checking.

14. Turn the ignition switch to the “OFF” position.





## C. WALKAROUND INSPECTION

Before starting this section, make sure the ignition switch is “ON” (ensure the engine is OFF) and place the transmission selector in “R” (reverse) with the parking brake applied. **DO NOT START THE ENGINE.**

### 1. Check **EXTERIOR LIGHTS.**

Ensure ALL exterior lights, including stoplights, function properly. Check for chipped or cracked lenses. Verify the AUTO—OFF headlights function properly (refer to the Service Manual for checking procedures).

### 2. Check Rain Light Sensor (if equipped).

- With the headlight switch in the AUTO position, cover the sensor with a thick material (like a fender cover) and confirm headlight operation. Uncover the rain light sensor.
- With the wiper switch in the AUTO position, confirm wiper operation when water is sprayed on the upper center of the windshield.

Be sure to shift to “P,” turn ALL lights off, and turn the ignition switch to the “OFF” position after completing the inspection .

### 3. REMOTE KEYLESS ENTRY (RKE) or FREE—HAND ADVANCED SECURITY TRANSMITTER (F.A.S.T.) SYSTEM, THEFT ALARM SYSTEM, ALL DOOR LOCKS, LATCHES, ONE—TOUCH START SYSTEM (O.S.S.) & IMMOBILIZER.

#### Multi—function Key with RKE (if equipped)

Check the door and trunk (if equipped) locking and unlocking features.

Ensure the key is removed from the ignition. Close all doors and trunk.

- Use all keys to manually lock and unlock the driver’s door and trunk/liftgate (if equipped).
- Press the “lock” button once to lock all doors.
- Pressing the “unlock” button once unlocks the driver’s door, and pressing it a second time within 2 seconds unlocks the other doors and the liftgate (if equipped).
- For remotes with 3 buttons, press the “trunk” button twice to open the trunk. Press the “Panic” button (if equipped) for 2 seconds to test the panic alarm. Press again to turn off the panic alarm.

**NOTE:** Factory—installed RKE systems can be customized for various “answerback” responses, depending on the model and system installed. Ensure the vehicle’s answerback feature is in the full—function answerback mode, where both the horn and parking lamps signal when the doors are locked, and the parking lamps signal when the doors are unlocked. Refer to the vehicle Owner’s Manual for programming information.

#### F.A.S.T. Key (if equipped)

- Ensure door locks operate using the buttons on the F.A.S.T. key.
- Ensure door locks operate using the lock/unlock button located on the outer driver’s door handle and the outer front passenger’s door handle.

**NOTE:** The default for the F.A.S.T. Key system unlocks only the driver’s door when pressing the button located on the outer driver’s door handle and all doors when pressing the button located on the outer front passenger’s door handle.

#### Theft Alarm (if equipped)

- Lower the driver’s window. Turn the ignition OFF and remove keys or transmitters from the vehicle.
- Exit the vehicle, close all doors and lock them using the transmitter. The security indicator on the instrument panel remains lit for about 20 seconds and then blinks slowly when armed. For F.A.S.T. key equipped vehicles, the transmitter must be more than 3 ft / 1m from the vehicle.



- c. Reach through the open window, manually unlock the door, then open it (vehicles with F.A.S.T.; hold the transmitter at arm's length away from the vehicle). The alarm should sound and the headlights should flash.

**TO DEACTIVATE THE ALARM:**

Press the unlock button on the transmitter, or turn the ignition switch to the ACC or ON position (transmitter must be present if equipped with F.A.S.T.).

- d. Repeat steps a. through c. on the front passenger's door and lock.
- e. Repeat steps a. through c. using the trunk remote release and trunk lock (if equipped).
- f. Repeat steps a. through c. on the hood release.

**Door Locks and Latches:**

Close each door to check the latch and lock mechanisms. If adjustments are required, refer to the appropriate Service Manual. Submit a warranty claim for any adjustment performed.

**Child Safety Door Lock Operation:**

Rear doors should not open from inside when the locking lever (located on the inside rear area of the door near the latch mechanism) is in the LOCK position.

**NOTE:** Set the lever to the unlock or "FREE" position when you finish.

**Fuel Filler Door/Filler Cap:**

- Pull the remote fuel door release lever and make sure it opens.
- Check fuel filler cap operation to make sure it can be removed and installed with moderate effort.
- Close the door and verify it latches properly.

4. **REMOTE ENGINE START (if equipped).**

**Instructions for Remote Engine Start operation are kept in the glove box of equipped vehicles.**

- a. Remove the key from the ignition (without F.A.S.T.), close all doors, hood and the trunk (liftgate).
- b. Start the engine using the remote transmitter.
- c. Stop the engine using the remote transmitter.
- d. Open one door and confirm the engine will not start with the remote transmitter.
- e. Open the engine hood and confirm the engine will not start with the remote transmitter.
- f. Close all doors, and trunk/liftgate. Start the engine using the remote transmitter. Open the driver's door while the engine is idling. The engine should stop.

5. **TRUNK/HATCH/LIFTGATE, TRUNK LIGHT AND TRUNK/CARGO AREA TRIM APPEARANCE.**

**Check for trunk/liftgate closing quality (make sure it closes easily).** Fit should be uniform.



**WARNING**

**Make sure there is sufficient clearance for the liftgate to fully open.**

- a. Check operation of the inside trunk release (if equipped).
- b. Verify trunk light/cargo light (if equipped) comes on and all trim is installed properly.
- c. Make sure the trunk lid/liftgate closes with normal effort.

d. Vehicles equipped with optional power liftgate:

- Press the liftgate master button (located in the center console in front of the shift selector). Confirm the liftgate only works with the master button in the ACTIVE position. Press the button next to the license plate lamp to open the liftgate. When fully opened, press the close button located to the left of the latch mechanism to close it. Confirm the liftgate latches securely. Repeat with the dash mounted activation switch (lower dash, left of steering wheel).
- Open the power liftgate. While it is opening, stop it with your hand. With the liftgate fully open, press the CLOSE button on the liftgate and stop its movement with your hand. It should return to its previous position (closed or open).

6. **EMERGENCY INSIDE TRUNK RELEASE HANDLE (if equipped).**

Check the operation of the emergency inside trunk release handle. Open the trunk lid and trip the latch by pushing on the catch with the shaft of a screwdriver to simulate trunk closure. Remove the screwdriver with the latch in the closed position, and verify the release handle actuates the trunk release. For more information about the Emergency Inside Trunk Release, refer to the vehicle's Owner's Manual.

7. **SPARE TIRE PRESSURE AND SPARE TIRE, JACK & TOOLS PROPERLY SECURED.**

**Spare Tire Pressure**

Some models require removal of the spare tire for tire pressure adjustment. Check spare tire pressure and make sure the spare tire is tightly secured after reinstalling it.

**Jack & Tools**

Check for jack and tools. For most cars and Outlander Sport/RVR, the tools and jack are in the trunk. For Outlander: the tools and jack are behind the access panel in the right hand quarter trim.

Make sure all tools are properly secured and will not rattle or come loose. Refer to the Owner's Manual for more information concerning jack and tool location.



**D. UNDERHOOD**

**!! IMPORTANT !! Use fender covers to protect the vehicle body.**

1. **Check BATTERY charge using the Midtronics Battery Tester.**

Make sure that battery cable terminals, and any additional wires attached to the terminals are tight. Make sure the battery is secure.

Ensure the battery is fully charged (minimum 12.4 V). If necessary, follow Service Manual procedures and recharge it. Remove the battery maintenance tag (if equipped) and insert it into the vehicle file with other PDI documentation.

2. **Check ENGINE OIL.**

Check engine oil level. If oil is needed, check the the underhood label or appropriate Service Manual for correct oil specifications.

3. **Check BRAKE, CLUTCH, AND POWER STEERING FLUID.**

- Check brake and clutch fluid levels using the scale on the plastic reservoir of both master cylinders (brake and clutch). They should both be at the FULL mark. Add fluid as necessary.

**NOTE:** Use genuine Mitsubishi BRAKE FLUID, part number MZ311987.

- Check power steering fluid (hydraulic power steering systems). It should be at the proper level on the dipstick or the scale on the plastic reservoir.

**NOTE:** Use genuine Mitsubishi Power Steering Fluid, part number 4039645.



4. **Check COOLANT AND WINDSHIELD WASHER FLUID LEVELS.**

Add fluid if necessary.

**Coolant:** Use only DiaQueen Super Long Life Coolant (genuine Mitsubishi COOLANT, part number MZ320125).

**Washer Fluid:** Use genuine Mitsubishi Washer Fluid (part number ACH3ZC1X07).

5. **Check for signs of FLUID LEAKS.**

6. **Check HOOD LATCH AND SAFETY CATCH.**

Make sure the hood release lever pulls evenly and the hood cannot be lifted without releasing the safety catch.

7. **Check for LOOSE ATTACHMENTS.**

Check for loose parts, wiring harness and cable clips and connections, incorrectly routed hoses and harnesses, and insufficient clearance of components to moving engine parts.

8. **EMISSION CONTROL EQUIPMENT.**

*The Environmental Protection Agency (EPA) requires this inspection.*

Using the underhood label as a guide, verify all emission control equipment is installed.

**NOTE: The EPA requires that dealers visually inspect the emission control devices prior to delivery, or, as an alternative, inspect each vehicle for an illuminated malfunction indicator light (MIL), and if the light is illuminated, diagnose and correct the malfunction.**



## E. UNDER VEHICLE

During PDI, every vehicle should be raised on a lift for under vehicle inspection. Refer to the appropriate Service Manual for vehicle lift points.

1. **Remove the BRAKE ROTOR PROTECTION (covers) (if equipped).**

2. **Remove SPRING SPACERS AND FRONT FASCIA PROTECTOR PLATE (if equipped).**

3. **Check for LOOSE ATTACHMENTS.**

Make sure all wiring harness clips, brake pipe clips, heat shield fasteners and any other attachments are properly secured.

4. **Check for FLUID LEAKAGE.**

Check for signs of leaks from engine components, transmission, fuel lines, coolant hoses, power steering lines, and A/C lines (if equipped). Check lines for twists, kinks, proper routing and clearance to moving parts.

5. **ADJUST TIRE PRESSURE AND INSPECT TIRES FOR DAMAGE.**

For tire pressure specifications, refer to the Tire Pressure and Loading label on the driver's side B-pillar.

**!! IMPORTANT !!** On some models, the factory over-inflates the tires by 50% to prevent flat spots during shipment and storage. It is critical to adjust tire pressures to the proper specifications.

Check all tires for damage such as cuts, foreign objects in the tire, or any other imperfections.

Remove any tire pressure and/or tire balance decals from each tire if present.

**NOTE:** Low tire pressure on vehicles equipped with a Tire Pressure Monitoring System (TPMS) will illuminate the TPMS warning light. With cold tires, adjust tire pressure on all vehicles to the specification shown on the Tire Pressure and Loading Label. If a valve stem cap is missing, refer to Mitsubishi ASA CAPS and replace it only with the part number quoted for the vehicle. Factory installed valve stem caps are designed to reduce corrosion and damage to the valve. Refer to TSB-12-31-001 for additional TPMS information.



## F. ROAD TEST

### \*\*\* IMPORTANT \*\*\*

**RECALLS – Check the Warranty Superscreen for open recalls. Make sure any open recall is performed BEFORE the vehicle is road tested.**

Figure 4

Warning and indicator lights vary by vehicle and equipment. Refer to the Owner's Manual for a complete list for the vehicle.

• Oil Pressure	
• Electronic Power Steering	
• Security	SECURITY
• Generator	
• Low Fuel Level	
• A/T Position Indicator	
• Seat Belt Reminder	
• Check Engine	SERVICE ENGINE SOON or
• ABS (Anti-lock Brake System)	
• SRS (Supplemental Restraint System)	
• High Beam	
• Door Ajar	
• A/T Temp (Automatic Transmission Temperature)	
• Passenger Airbag Light	PASSENGER AIRBAG OFF
• TPMS (Tire Pressure Monitoring System) Light	
• FCM (Forward Collision Mitigation) Light	

### Preliminary Road Test Notes

Vehicles should be at operating temperature prior to performing the following checks. Before beginning the road test, establish a route that you will use for every vehicle. Recommended road test duration is at least 15 minutes and should include a variety of road conditions.

### Record BEGINNING mileage

Record the beginning mileage of your road test on the PDI form.

### 1. WARNING, INDICATOR LIGHTS, AND GAUGES.

- Turn the ignition ON. The indicator and warning lights shown in the illustration should illuminate (as equipped).
- Fasten the driver's seat belt and start the engine. Verify that all indicator lights go out, except the passenger airbag light.
- Unfasten the driver's seat belt and verify the driver seat belt reminder light comes on.
- Open a door. Verify the door ajar light comes on.
- The brake warning light should be lit when the parking brake is applied.
- Verify all gauges and lights are working as equipped.
- Check operation of the seat belt warning buzzer and the key reminder buzzer. For vehicles with the F.A.S.T. Key system or O.S.S., move the transmitter out of the vehicle and listen for a warning tone.
- For vehicles with Forward Collision Mitigation (FCM), ensure the FCM light is displayed on the MID when the engine is started. Use the FCM button to toggle the following distance and confirm the change is displayed in the MID.
- For vehicles with Lane Departure Warning (LDW), ensure LDW is displayed on the MID when the engine is started. Press and hold the LDW switch to toggle it off, then repeat to turn it back on.



2. **AUTOMATIC TRANSMISSION (A/T) AND CONTINUOUSLY VARIABLE TRANSMISSION (CVT) SHIFT INTERLOCK.**  
Make sure the shift lever can only be moved when the brake pedal is depressed and the ignition switch is in the "ON" position. For vehicles with OSS, the engine must be running.
3. **A/T / CVT STARTER INTERLOCK (if equipped).**  
Make sure the engine can be started ONLY when the shift selector is in PARK or NEUTRAL. For vehicles equipped with O.S.S., the vehicle must only start if the brake pedal is depressed.
4. **MANUAL TRANSMISSION (M/T) CLUTCH – STARTER INTERLOCK (if equipped).**  
Make sure the engine will start only when the clutch pedal is fully depressed.
5. **CONDUCT A FULL ROAD TEST.**  
Drive the vehicle to identify dynamic symptoms that may need correction. Use the following instructions as a guide.



**WARNING**

**DO NOT ATTEMPT TO TEST THE COLLISION MITIGATION SYSTEM OR ADAPTIVE CRUISE CONTROL FOLLOWING DISTANCE (if equipped).**



**WARNING**

**Your route should be relatively free from traffic so you can safely conduct the test and concentrate on vehicle operation and performance.**



**WARNING**

**ALWAYS follow all traffic laws and safe driving practices. The PDI road test should be conducted under a variety of different operating and road conditions.**

**Vehicles equipped with air conditioning:** Place a thermometer in the center vent before beginning your road test. This will be used later to check air conditioner operation.

6. **A/T: Check A/T / CVT AUTO OPERATION.**
  - a. From 25 mph (40 km/h), briefly accelerate at full throttle. The transmission should kick down to 1st gear, then shift to the higher gears. For CVT, the vehicle should accelerate smoothly.
  - b. Idle 20 seconds in "N" then shift to "D" then "R" holding each position for more than 3 seconds.
  - c. Check for smooth shifting during normal driving. Then upshift through all gears with 20% and 30% throttle and decrease to a stop. On vehicles with Sportronic™ shift, slide the shift lever into "Sport Mode" and manually upshift and downshift to verify proper operation.
  - d. Check paddle shift operation (if equipped). Ensure proper upshifts and downshifts.
7. **M/T: Check CLUTCH AND M/T OPERATION.**  
Vehicles equipped with a manual transmission: Check for proper clutch operation and smooth shifter/transmission operation. Repeatedly shift up and down at least 10 times at idle and at speeds under 40 mph (64 km/h).
8. **ALL WHEEL CONTROL (AWC) AND SUPER-ALL WHEEL CONTROL (S-AWC): Check TRANSFER CASE OPERATION (if equipped).**  
Check for proper engagement and disengagement in all 4WD modes. For a detailed explanation of changing drive modes, refer to section 3 of the Owner's Manual.
9. **Check AWC MODE (including S-AWC) DISPLAY FUNCTIONS (if equipped).**  
Ensure the mode display changes (TARMAC, GRAVEL and SNOW) when toggling the mode switch.
10. **Check ENGINE PERFORMANCE.**



**WARNING**

**ALWAYS follow all traffic laws and safe driving practices. Check engine performance under the following conditions. The throttle should respond without hesitation.**

**Part Throttle**

At a constant speed of 25–35 mph (40–56 km/h), engine performance should be smooth, without hesitation.

**Under Load**

Accelerate to 3/4 throttle. The vehicle should accelerate smoothly, without laboring or hesitation.

**At Cruise**

At a constant speed of 45–55 mph (75–90 km/h), engine performance should be smooth, without hesitation or surging.

11. **Check CRUISE CONTROL.**

Cruise control switches are located on the steering wheel.

**Control Functions**

*On/Off* – Energizes and de-energizes the system and turns on the indicator light.

*Coast/Set* – Sets control speed. Also reduces set speed while engaged.

*Acc/Res* – Resumes previously set speed. Also increases set speed while engaged.

*Cancel* – Deactivates set driving speed.

**WARNING**

**DO NOT ATTEMPT TO TEST THE ADAPTIVE CRUISE CONTROL (ACC) FOLLOWING FUNCTION.**

**System Operation Check**

**NOTE:** Cruise control will not operate below 25 mph (40 km/h).

- a. Accelerate to 30 mph (50 km/h).
- b. Turn on the ON/OFF switch. Make sure the CRUISE light illuminates.
- c. Use the COAST/SET function to set the vehicle speed. The vehicle speed should hold at 30 mph (50 km/h).
- d. Increase the vehicle speed slightly by using the ACC/RES button momentarily.
- e. Check each canceling function by depressing the brake, clutch (M/T only), and the CANCEL button.
- f. Resume the set speed by using the ACC/RES button.
- g. Turn the cruise control off by pressing the ON/OFF switch.

**Vehicles Equipped with ACC (if equipped)**

Perform checks h–k in addition to those for standard cruise control (above).

- h. Confirm the MID displays the screen for ACC when set (see Figure 5).
- i. Confirm the Distance Scale toggles from Near to Far when the ACC Distance switch is pressed.
- j. Press the ON/OFF switch to turn cruise control OFF.
- k. Press and hold the ON/OFF switch until CRUISE displays without the distance scale. This is regular cruise control.

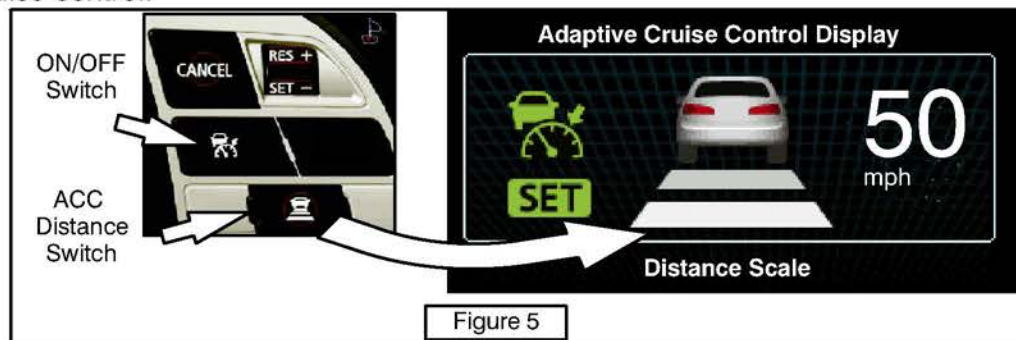


Figure 5



12. **SQUEAKS, RATTLES, AND WIND NOISE.**

Check for any abnormal noise and vibration during your road test, including driveline, pedal, or steering wheel vibration. Listen for rattles and squeaks from interior components (e.g. glovebox, seats). Correct them as necessary.

Be sure to close all windows and sunroof and turn off the audio during this inspection.

13. **STEERING OPERATION AND WHEEL ALIGNMENT.**

Make sure the steering wheel is centered when the vehicle is traveling straight ahead.

The vehicle should track straight on a level surface, without pulling or drifting. If a problem is identified, correct it. Refer to the Service Manual for adjustment procedures.

14. **BRAKE PERFORMANCE AND ANTI-LOCK BRAKE SYSTEM (ABS) OPERATION.**

**Brake Performance**

The vehicle should brake smoothly and in a straight line. There should be no abnormal noise (including squeaks) or vibration while braking. The brake pedal should feel firm, not soft or mushy.

**ABS Operation (if equipped)**



*Always check that no vehicles are behind you when checking ABS.*

In a safe location with no other vehicles or objects around, check the operation of the ABS system. During hard braking, the vehicle should come to a controlled, straight stop. You will feel some pedal pulsation and may hear normal operating sounds from the ABS system.

15. **WINDSHIELD WIPER AND WASHER OPERATION (front and rear)**

**Windshield Washer Aim (front and rear)**

- a. Check washer aim, both front and rear (if equipped).
- b. Vehicles equipped with intelligent windshield washer — Pull the windshield washer lever for approximately 0.5 seconds. Confirm the washer sprays between wiper blade sweeps, for a total of 4 sprays. Refer to the Service Manual (*Group 51 Exterior*) for details of intelligent washer operation.
- c. Make any needed adjustments, referring to the Service Manual. Submit a warranty claim for adjustments performed.

**Windshield Wiper Operation (including rear if equipped)**

- a. Verify correct wiper operation during all speeds. If streaking occurs, clean the wiper blades with a cloth soaked in a mild detergent.
- b. Make sure the wipers park properly.

16. **HEATER AND AIR CONDITIONING (A/C) OPERATION (if equipped).**

Check for proper operation of all modes, air intake selection, and temperature control. Check the fan speed and check for any unusual fan noises.

Make sure the air intake control is in the RECIRC position. Using the thermometer placed in the center air outlet before the test drive, check for proper cooling when the air conditioner is operating. Refer to the Service Manual for temperature specifications or test conditions for the particular model. When finished, leave the air intake door in the fresh (outside air) position.

17. **HOT ENGINE IDLE SPEED WITH A/C ON AND OFF.**

With the engine at operating temperature, check the idle quality with the air conditioning ON and OFF.

18. **Check PARKING BRAKE.**

Park the vehicle on a slight incline and leave the transmission in NEUTRAL. Apply the parking brake. With your foot off the service brake, the parking brake should hold the vehicle from moving.

**NOTE:** Count the number of “click” notches it takes to engage the parking brake. If more than 8, adjust the parking brake according to Service Manual procedures.

19. **Check ATF/CVTF.**

With the parking brake applied and the engine running, check automatic transmission fluid level as per the Service Manual. Add or extract fluid if necessary to ensure the level is at the HOT mark on the dipstick.

20. **Record the ENDING mileage.**

Record the ending mileage of your road test on the PDI form.



## G. FINAL STEPS FOR TECHNICAL INSPECTION

- Sign and date the Technician's Signature area on the PDI form. Leave the form with the vehicle for the Detail Specialist to complete Detailing After PDI.
- Sign and install the PDI Quality Assurance Pledge decal.



## DETAIL INSPECTION

### A. DETAILING BEFORE PDI

#### **BEFORE YOU START:**

- Always keep your hands and uniform clean when performing a PDI.
- To protect the interior of the vehicle, be sure to remove sharp objects from your body and clothing before starting the detailing procedures.

Make sure the following information is recorded in the spaces provided on the PDI form:

- |                                 |                                       |
|---------------------------------|---------------------------------------|
| • Repair order number           | • Model                               |
| • Dealer stock number           | • Model Year                          |
| • Ignition key code             | • Vehicle Identification Number (VIN) |
| • Wheel lock code (if equipped) |                                       |

1. **RAP—FILM REMOVAL (if applicable).**

Before a technician can perform the Technical portion of a PDI, the protective film (RAP—film) must be removed from the **exterior body** surfaces.

**NOTE:** For easiest removal, RAP—film temperature should be between 32°F (0°C) and 122°F (50°C).



For certain models, the driver entry area is protected by a clear RAP—film placed on the scuff plate and/or lower door area. This is to protect the area from damage while the vehicle is available for viewing by customers or in dealer storage, improving Initial Quality Survey (IQS) scores. The Outlander is protected in both areas and the Lancer is protected on the lower door only.

**THIS AREA SHOULD REMAIN PROTECTED BY THE CLEAR RAP—FILM UNTIL THE VEHICLE IS DELIVERED TO THE FINAL RETAIL CUSTOMER. Please do not remove clear RAP—film from the lower door or sill area prior to retail delivery.**



a. **Remove the exterior RAP—film from all body surfaces.**

- If the temperature of the vehicle body is higher than 122°F (50°C), the film softens, allowing more residue to remain on the body surface. For easier removal, decrease the temperature of the vehicle body surface to less than 104°F (40°C) with cool water and/or store the vehicle inside, out of the sun.

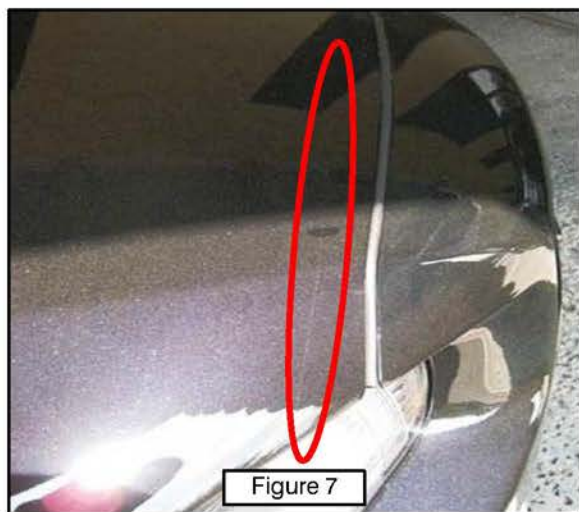
**OR**

- If the body surface temperature is lower than 32°F (0°C), increase the temperature using warm water or put the vehicle inside a heated facility until the body surface temperature rises.

Then, starting at the corners, pull up on the RAP—film, fold it back, and pull it off at an angle of 180 degrees to minimize glue residue.

b. **Wash the vehicle with water.**

**NOTE:** ALL RAP—FILM MUST BE REMOVED AFTER 5 MONTHS



2. **!! IMPORTANT !! Remove RAP—FILM RESIDUE**

A line of adhesive residue can form at the edge of the RAP—film. As the film shrinks due to exposure to the elements, the adhesive is exposed and collects dirt and other debris. Use either of the following methods to remove RAP—film residue from the body surface.

- If there is a considerable amount of residue, remove it by wiping down the affected body surface area with isopropyl alcohol, diluted 50% with mineral spirits (petroleum benzene).

**OR**

- If there is only a small amount of residue, use a very mild (white) polishing compound on the affected surface area.

For details on removing RAP—film and residue, refer to TSB-97-00-006 & TSB-00-00-002.

3. **Inspect for PAINT DAMAGE.**

- Inspect the vehicle's surfaces for paint swelling (paint will have a milky appearance). This condition occurs when moisture is trapped between the RAP—film and the body panel surface.
- Most occurrences of paint swelling can be corrected by parking the vehicle in bright sun light for approximately one hour.

**NOTE:** If the above repairs are not successful for correcting paint swelling, refer to the paint repair procedures in the Body Repair Manual for the model.

- It is recommended that the Technical Inspection be completed at this time. Continue with the Detailing After PDI section after the Technical Inspection is finished.

**Whenever possible, install all accessories and dealer—installed options BEFORE performing Detailing and Final Delivery Preparation.**



## **B. DETAILING AFTER PDI**

1. **Remove RAP—FILM (if not already done).** Refer to previous Detailing Before PDI section.

2. **Wash ALL EXTERIOR BODY PANELS.**

- Always make sure the windows and sunroof (if equipped) are fully closed.
- Wash all body panels with water, not in direct sunlight.
- Start washing from the roof, working downward, using a sponge and water.
- After washing, wipe water from body surfaces using a chamois or soft cloth.

**NOTE:** When using a high—pressure washer avoid directing high—pressure spray at weatherstrips.

3. **Check for WATER LEAKS immediately after washing.**

In some cases, it may take 4 minutes or longer to produce any evidence of a leak.

During storage, when the vehicle has been exposed to rain with the RAP—film removed, or while washing the vehicle, note any water leaks that may require repair.

Remember, the source of the water leak is not always where the leak appears. To accurately locate and repair a leak, a thorough understanding of the conditions the leak was identified must be made known to the person making repairs.

4. **Wash and inspect ALL WHEELS; THOROUGHLY REMOVE ALL GLUE RESIDUE; Apply TIRE DRESSING.**

- Install any missing tire valve caps using the correct cap. TPMS equipped vehicles require specific valve caps. Your parts department can provide the correct part for the vehicle. Refer to TSB—12—31—001 for information.
- Wash the wheels with mild detergent and rinse with water. See TSB—09—31—005 for information.
- After washing, wipe water from wheels using a chamois or soft cloth.
- Inspect wheels and tires for nicks, scratches, and other damage.
- Clean off any residue or foreign material.
- Apply tire dressing to each tire.
- Wipe dry with a clean cloth.

5. **Check DOOR AND TRUNK OPENING CLEANLINESS AND UNDERHOOD CLEANLINESS.**

Wipe off any dirt with a damp cloth.

### **Underhood**

- Remove any debris such as leaves, etc. from the engine compartment.
- Wipe up any fluid spills and note any evidence of leakage on the repair order.
- Wipe down the engine compartment components with a damp cloth.

6. **Inspect PAINT AND ALL BODY PANELS FOR DAMAGE, ALIGNMENT, AND FIT & FINISH.**

- Check for scratches and dents. Inspect the body panels from different angles.
- Check the alignment of all body panels for uniform gaps and flushness. All body panels should be flush with their adjoining panels and all gaps should be uniform.
- Inspect painted surfaces for uniform color. Inspect from different angles.
- Inspect painted areas for damage. Note any discrepancies on the repair order.
- Inspect painted areas for environmental fallout such as acid rain and rail dust. Remove any fallout by following MMNA—approved techniques.

**NOTE:** If any paint damage is noted, refer to TSB—92—51—001 and training video #44.



7. **Inspect ALL GLASS FOR DAMAGE AND CLEANLINESS, INSIDE AND OUTSIDE.**  
Use a suitable glass cleaner and wipe dry with a soft lint-free cloth.
  - a. Use an approved glass polish to remove minor scratches and imperfections.
  - b. If there is a problem with any glass, follow your dealer's procedures to correct it.
8. **Inspect ALL MOLDING, TRIM, AND CHROME PARTS, AND REMOVE PROTECTIVE TAPE.**
  - a. Inspect the moldings, trim, and chrome parts for looseness, proper alignment, and cleanliness.
  - b. Clean off any residue.
  - c. Note any items that need corrected. Remember, repairs are not part of your PDI time. Follow warranty policy and procedures.
9. **Inspect ALL WEATHERSTRIPPING AND RUBBER MOLDINGS.**
  - a. Inspect all weatherstrips and rubber moldings for damage. Make sure they are securely attached.
  - b. Clean off any residue.
10. **Clean the INTERIOR and check ALL INTERIOR PANELS AND TRIM FOR PROPER FIT.**
  - a. Wipe plastic interior components with a soft damp cloth.
  - b. Remove minor stains and soil using a mild detergent, then wipe dry with a clean, soft cloth.
  - c. Check alignment of all interior panels and trim for uniform gaps and flushness. All interior panels and trim should be flush with their adjoining panels, and all gaps should be uniform.

**NOTE:** DO NOT remove the protective seat covers at this time.
11. **Check for STAINS, DIRT, SCUFFS, OR TEARS.**  
If stains or soil are found on interior trim, do the following:
  - a. Clean with a mild soap solution or reliable vinyl cleaner.
  - b. Apply a small amount of solution with a clean cloth or sponge and work into a lather, then wipe with a damp cloth.
  - c. When the lather has been removed, wipe again with a soft, clean dry cloth.

**NOTE:** Damage and/or stains which cannot be removed using the above method should be noted on the repair order and corrected prior to customer delivery.
12. **Latch SECOND ROW CENTER SEAT BELT: Outlander/Outlander Sport/RVR.**  
Due to its unique arrangement, latch the center seat belt for the second row seat for display purposes (refer to TIN-13-52A-001 for details).
13. **Check that DOOR EDGE GUARDS ARE IN PLACE.**  
Check that door edge guards are in the proper position and securely fastened.
14. **Install the CARGO NET (if applicable).**  
Install the cargo net according to the instructions in the package or vehicle Owner's Manual.
15. **Place PAPER MATS IN ALL FLOOR AREAS.**  
Install paper floor mats on the driver's side and all passenger areas of the vehicle.
16. **Check HEADLINER AND SUN VISOR CLEANLINESS.**  
If stains or soil are found on the headliner or sun visors:
  - a. Clean with a mild soap solution or reliable vinyl cleaner.
  - b. Apply a small amount of solution with a clean cloth or sponge and work into a lather, then wipe with a damp cloth.
  - c. When the lather has been removed, wipe again with a soft, clean dry cloth. After cleaning the headliner, use a small brush to raise the nap on the headliner material.
17. **Disengage (pull up) the IOD (Ignition Off Draw) FUSE (Vehicles to be Stored).**



## FINAL DELIVERY PREPARATION

1. **Engage (*push down*) the IOD (Ignition Off Draw) connector (*Vehicles from Storage*).**
2. **Wash ALL EXTERIOR BODY PANELS.**
  - a. Always make sure the windows and sunroof (if equipped) are fully closed to prevent water entry.
  - b. Wash all body panels with water, not in direct sunlight.
  - c. Start washing from the roof, working downward, using a sponge and water.
  - d. After washing, wipe water from body surfaces using a chamois or 100% cotton terry towel.  
**NOTE:** When using a high-pressure washer avoid directing high-pressure spray at weatherstrips.
3. **Wash ALL WHEELS AND APPLY TIRE DRESSING.**
  - a. Install any missing valve stem caps with the correct cap. TPMS equipped vehicles require specific caps. Your Parts department can provide the correct part for the vehicle.
  - b. Wash the wheels with mild detergent and rinse with water. See *TSB-09-31-005* for information.
  - c. After washing, wipe water from wheels using a chamois or 100% cotton terry towel.
  - d. Apply tire dressing to each tire.
  - e. Wipe dry with a clean cloth.
4. **Check DOOR AND TRUNK OPENING, AND UNDERHOOD for CLEANLINESS.**

Wipe off any dirt with a damp cloth.

UNDERHOOD:

  - a. Remove any debris such as leaves, etc. from the engine compartment.
  - b. Wipe up any fluid spills. Note any evidence of leakage on the repair order.
  - c. Wipe engine compartment components with a clean damp cloth.
5. **Inspect ALL BODY PANELS FOR DAMAGE AND ALIGNMENT.**

Check for scratches and dents. Inspect the body panels from different angles.
6. **Inspect ALL PAINTED SURFACES FOR DAMAGE AND FINISH QUALITY.**
  - a. Inspect painted surfaces for uniform color. Inspect from different angles.
  - b. Inspect painted areas for damage.
  - c. Inspect painted areas for environmental fallout, such as acid rain and rail dust. Remove any fallout by following MMNA-approved techniques.  
**NOTE:** If any paint damage is noted, refer to TSB-92-51-001 and training video #44.
7. **Clean ALL GLASS (INSIDE AND OUT); Inspect ALL GLASS for DAMAGE.**
  - a. Use a suitable glass cleaner and wipe dry with a soft lint-free cloth.
  - b. Clean any dirt off the wiper blades.
  - c. Use an approved glass polish to remove minor scratches and imperfections.



8. **Inspect ALL MOLDING, TRIM, AND CHROME PARTS.**
  - a. Inspect the moldings, trim, and chrome parts for looseness, proper alignment, and cleanliness.
  - b. Clean off any residue.
9. **Confirm GLOVEBOX ITEMS are complete.**

Confirm the Owner's Manual and all other items shipped with the vehicle (e.g., maintenance manual, warranty statements, Navigation system program disc [if equipped], etc.) are in the glove box.
10. **Remove SEAT AND TRIM PROTECTORS.**
  - a. Carefully remove the protectors from all seats.
  - b. Carefully remove all trim protectors.
11. **Latch SECOND ROW CENTER SEAT BELT: Outlander/Outlander Sport/RVR.**

Due to its unique arrangement, latch the center seat belt for the second row seat, showing the retail customer the proper configuration (refer to TIN-13-52A-001 for details).
12. **Check HEADLINER AND SUN VISOR CLEANLINESS.**

If stains or soil are found on the headliner or sun visors:

  - a. Clean with a mild soap solution or reliable vinyl cleaner.
  - b. Apply a small amount of solution with a clean cloth or sponge, then wipe with a damp cloth.
  - c. After removing the lather, wipe again with a soft, clean cloth.



13. **Check for STAINS, DIRT, SCUFFS, OR TEARS.**

If the interior trim is scuffed, stained or soiled, clean as described in Detailing After PDI, step 11.

**NOTE: Damage and/or stains which cannot be removed using the described method should be noted on the repair order.**
14. **Remove PAPER MATS, FOOT PEDAL PLASTIC PROTECTORS, VACUUM ALL FLOOR CARPETS, INSTALL AND ANCHOR ALL FLOOR MATS.**
  - a. Remove all paper floor mats and plastic pedal protectors (if equipped).
  - b. Vacuum all floor carpets.
  - c. Install and anchor floor mats for all seating positions. Do not install more than one floor mat in the driver's position. Refer to TSB-12-00-009 for additional information.

15. **Confirm VEHICLE INSTALLED ACCESSORY WEIGHT.**

Refer to TSB-09-00-001 for details. Complete and attach a "Load Carrying Capacity Reduced" label if applicable.
16. **Check tire pressures and adjust if necessary. Reinstall valve stem caps.**

**NOTE:** Tire pressures are listed on the Tire Pressure and Loading label on the driver's side B-pillar.
17. **Set all AM and FM radio presets to customer-preferred stations (except MMCS audio).**
18. Recheck the Warranty Superscreen to confirm all recall procedures have been performed.



## COMPLETING THE PDI FORM

When finished, make sure both the PDI Technician and the Detail Specialist have signed the PDI form. Leave the yellow (2nd copy) in the vehicle's glove box. Keep the original copy with the vehicle's service file. A sample of the PDI form appears at the end of this bulletin.

**Additional Welcome Delivery folders and PDI forms can be ordered from Fontis Solutions (<https://mmna.imgps.com>) by clicking the link on the main page of the MDL. If you need assistance with ordering, contact them at 1-800-924-1350, or at <https://mmna.imgps.com>.**



## PARTS INFORMATION

The table below lists Genuine Mitsubishi fluids which may be required during PDI:

Description	Part Number
DiaQueen Super LLC Premium coolant	MZ320125
Brake Fluid	MZ311987
Washer Fluid (concentrate)	ACH3ZC1X07
Automatic Transmission Fluid Dia Queen J4 <b>(for CVT)</b>	MZ320185
Automatic Transmission Fluid Dia Queen J3 <b>(Outlander w/6 speed auto. trans.)</b>	MZ320286
Power Steering Fluid	4039645

**NOTE: Fluid additions are included as part of the PDI reimbursement labor times.**



## WARRANTY INFORMATION

Only one PDI procedure will be reimbursed per vehicle. In regards to dealer trades of vehicles, the first PDI procedure claim entered and paid will be the only PDI claim allowed.

The PDI procedures described in this bulletin, as well as any fluids or shop supplies required during the PDI process, are reimbursed under a single PDI labor time allowance. Each MMNA model has an assigned PDI labor time allowance. PDI labor time allowances by model and model year are provided in a separate Warranty Bulletin. Warranty Bulletins by model year may be found on the MDL in Warranty Central > Bulletins.

**NOTE:** Any additional repairs and/or needed adjustments due to issues with materials and/or workmanship that are not part of these PDI procedures should be claimed on a separate warranty claim (W) using applicable published LOTS labor times and operation numbers. Use the nearest applicable LOTS operation number as a "zero-zero" actual time operation for non-published repairs and/or adjustments.



Repair Order #: \_\_\_\_\_ Dealer Stock #: \_\_\_\_\_  
 Ignition Key Code: \_\_\_\_\_ Wheel Lock Code 1: \_\_\_\_\_  
 Model: \_\_\_\_\_ Model Year: \_\_\_\_\_

Vehicle Identification Number

[illegible]

The following symbols are used to indicate special items:

- 1 If equipped  
2 Vehicles for Display/Delivery  
3 Vehicles for Storage  
4 Operations must be performed outdoors with a clear view of the southern sky

### Vehicle Readiness

- ☐ Install IOD (Ignition Off Draw) Connector/Fuse
- ☐ Start the engine (make sure it starts with all keys/transmitters)
- ☐ Check cold start engine performance
- ☐ Install all shipped loose items (including license plate hardware <sup>1)</sup>)

### Interior Function

*Apply parking brake and run the engine at idle when doing this part of the inspection.*

- ☐ Check window operation (master and all switches), seat adjustment, power seat <sup>1</sup>, heated seat <sup>1</sup>, head restraint adjustment, and seat belt operation (inc. 3<sup>rd</sup> row seat <sup>1</sup>)
- ☐ Check sun roof, <sup>1</sup> Panoramic roof panel operation <sup>1</sup>
- ☐ Check Multi Information Display (MID) <sup>1</sup>
- ☐ Check interior and dash lights
- ☐ Check mirrors; inside (automatic dimming, Homelink®, etc. <sup>1</sup>) and outside (power folding side mirrors <sup>1</sup>) adjustments
- ☐ Check horn/auxiliary accessory sockets
- ☐ Check audio system operation, set clock and all radio presets (inc. auxiliary input, USB connector, satellite radio, rear entertainment system <sup>1</sup> <sup>o</sup>)
- ☐ Check hands free telephone and music streaming function (Bluetooth®) <sup>1</sup>
- ☐ Check navigation system (MMCS) <sup>1</sup> <sup>o</sup>
- ☐ Check rear view camera <sup>1</sup>
- ☐ Check passenger airbag light functions (with and without passenger)
- ☐ Check windshield wiper de-icer <sup>1</sup>, rear window defogger, and outside heated mirror function <sup>1</sup>

### Walkaround Inspection

Turn engine off, place ignition switch in ON position. Place gear selector in reverse (set parking brake).

- ☐ Check all exterior lights (inc. auto headlamp function & mirror signals <sup>1</sup>)
- Turn ignition switch off
- ☐ Check remote keyless entry (inc. Answerback) <sup>1</sup>, Freehand Access Security Transmitter System (F.A.S.T.) <sup>1</sup>, theft alarm system <sup>1</sup>, door locks, child safety door locks <sup>1</sup>, door latches, and fuel filler door
- ☐ Check door closing effort (adjust if necessary)
- ☐ Check trunk release and closing effort, trunk/cargo area light <sup>1</sup> and trim
- ☐ Check tail gate latch operation (inc. power tail gate operation & latching) <sup>1</sup>
- ☐ Check emergency trunk release handle <sup>1</sup>
- ☐ Check spare tire pressure, jack and tools <sup>1</sup>

### Under Hood (use fender covers)

- ☐ Check battery charge
- ☐ Check that battery terminals are properly torqued
- ☐ Check engine oil and all fluid levels
- ☐ Check for fluid leaks
- ☐ Check for loose attachments, incorrect routing, and insufficient clearances
- ☐ Check that all emissions control equipment is installed
- ☐ Check hood latch and safety catch (adjust if necessary)

### Under Vehicle

- ☐ Remove brake covers <sup>1</sup>
- ☐ Check for loose attachments, incorrect routing, and insufficient clearances
- ☐ Check for fluid leakage
- ☐ Check/adjust tire pressure and inspect for tire/wheel damage

## Road Test • Mileage Before: \_\_\_\_\_ After: \_\_\_\_\_

- ☐ Check the Warranty Superscreen and perform open recalls or Service Campaigns **BEFORE** performing a road test.

Turn OFF radio during road test!

- ☐ Check A/T / CVT shift & starter interlocks or M/T clutch-starter interlock
- ☐ Check warning, indicator lights, and gauges (inc. check engine light, TPMS light <sup>1</sup>)
- ☐ Check clutch and M/T operation <sup>1</sup>
- ☐ Check A/T / CVT operation (shift quality, Sportronic <sup>1</sup>, holds on a grade when in PARK, etc.) <sup>1</sup>
- ☐ Check 4WD transfer case operation <sup>1</sup>
- ☐ Check Super All-Wheel Control functions (mode selection, etc.) <sup>1</sup>
- ☐ Check engine performance during warm-up and overall drivability
- ☐ Check cruise control <sup>1</sup>
- ☐ Check for squeaks, rattles, and wind noise <sup>1</sup>
- ☐ Check steering operation, steering wheel alignment, and handling <sup>1</sup>
- ☐ Check brakes and ABS / ASC / TCL <sup>1</sup>
- ☐ Check wiper operation and washer aim (front and rear <sup>1</sup>)
- ☐ Check heater and A/C operation <sup>1</sup>
- ☐ Check HOT engine idle speed with A/C ON and OFF

*After road test:*

- ☐ Check parking brake
- ☐ Check ATF / CVTF level
- ☐ Sign and install PDI Quality Assurance Pledge decal

### DETAIL INSPECTION

## Detailing Before PDI

- ☐ Remove RAP-film and remove RAP-film residue <sup>2</sup>
- ☐ Inspect paint for damage

### Detailing After PDI

- ☐ Wash exterior body panels
- ☐ Wash and inspect wheels, remove glue residue, and apply tire dressing
- ☐ Check door and trunk/cargo area opening and under hood cleanliness
- ☐ Inspect body panels and paint for damage, alignment, and finish quality
- ☐ Inspect all glass for damage and cleanliness inside & out
- ☐ Inspect all moldings, trim, and chrome and remove protective tape
- ☐ Inspect weather-stripping and rubber
- ☐ Clean interior and check interior panel/trim fit
- ☐ Check for stains, dirt, scuffs, and damage
- ☐ Check that all door edge guards are in place
- ☐ Install paper mats on passenger floors
- ☐ Check headliner and sun visor cleanliness
- ☐ Remove IOD (Ignition Off Draw) Fuse <sup>3</sup>

## FINAL DELIVERY PREPARATION

- ☐ Wash exterior body panels, wheels, and apply tire dressing
- ☐ Check door and trunk/cargo area opening and under hood cleanliness
- ☐ Install cargo net <sup>1</sup>
- ☐ Inspect body panels for damage
- ☐ Inspect and clean all glass inside and out
- ☐ Inspect all moldings, trim, and chrome
- ☐ Remove seat trim protectors
- ☐ Check headliner and sun visor cleanliness
- ☐ Check interior for stains, dirt, scuffs, and damage
- ☐ Remove paper mats, vacuum floor carpet, install floor mats & anchor <sup>1</sup>
- ☐ Remove foot pedal plastic protectors <sup>1</sup>
- ☐ Confirm vehicle installed accessory weight. Complete and attach Load Carrying Capacity Reduced label (TSB-09-00-001) if necessary.
- ☐ Check tire pressure
- ☐ Set clock and set AM/FM radio presets to customer preferred stations

**Dealer Certification** – I hereby certify that all items have been checked and corrected to ensure this vehicle meets our highest standards for quality and excellence.

Technician Signature: \_\_\_\_\_

Pre-Delivery Inspection Date: \_\_\_\_\_

Detail Specialist Signature: \_\_\_\_\_

Pre-Delivery Detail Date: \_\_\_\_\_

Delivered by Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_