GROUP 13
Fuel

TRACKING DEVICE INSERTED IN DLC CAUSING FALSE DTCs 2014-2015 Mirage

DTC P1590 (TCM to ECM Communication Error in Torque Reduction Request) and P1797 (G Sensor-Brake Pressure Sensor Malfunction) can be set when tracking devices are plugged into the DLC. Remove the tracking device and erase all DTC’s before continuing diagnosis.

POOR STARTING DUE TO LOW QUALITY GASOLINE 2013-2015 Outlander Sport/RVR

The following paragraphs come directly from the Owner’s Manual and addresses Poor Quality Gasoline:

“Poor-quality gasoline can cause problems such as poor starting, stalling during idling, abnormal engine noise, and poor acceleration.

“Repeatedly driving short distances at low speeds can cause deposits to form in the fuel system and engine, resulting in poor starting and poor acceleration.”

During colder months, especially when reformulated gasoline is used, some customers have reported extended crank times and hard starting concerns. In many cases dealers have been unable to duplicate the concerns. If a customer reports this condition and standard diagnosis does not reveal a cause, ask the customer where their fuel is being purchased and driving habits. After reviewing this information with the customer, suggest a Top Tier gasoline be used and, as necessary, recommend a genuine Mitsubishi cleaning additive as found in p/n A991ZC1X01. Visit www.toptiergas.com/retailers/ for the current listing of Top Tier gasoline retailers.

DTCs P0420 and P0421 DUE TO HIGH SULFUR CONTENT GASOLINE 2013-2015 Outlander Sport/RVR

-- The following paragraph comes directly from the Owner's Manual and addresses Poor Quality / High Sulfur Gasoline:

“Gasoline sold in parts of the country other than California is allowed to have a higher sulfur content. Using such gasoline could adversely affect the vehicle’s catalytic converter and cause the engine malfunction indicator (“SERVICE ENGINE SOON” or “Check engine light”) to come on. Illumination of this indicator while using high-sulfur gasoline does not necessarily mean the vehicle’s emission-control system is malfunctioning.

Your authorized Mitsubishi Motors dealer may suggest you try using a different, lower-
sulfur brand of unleaded gasoline to determine whether the problem is fuel-related.”

During the colder months, especially when reformulated gasoline is used, dealers report DTCs P0420, P0421 and P0137 for catalytic converter and O2 sensor concerns. In many cases, testing of returned parts has revealed no trouble with the function of these parts. If a customer reports the MIL illuminated due to the subject DTCs for catalytic converter or O2 sensor operation, has no drivability issues and no faults can be found with standard diagnosis, please ask the customer where their fuel is being purchased. After recording the DTCs, Mode $06 and FFD, clear the DTCs and suggest that a Top Tier gasoline be used for several tanks if they have not regularly used Top Tier gasoline. If these DTCs are eliminated after switching to a Top Tier gasoline then previous gasoline with a high sulfur content was likely the cause.

Do not replace any related parts until the customer has used Top Tier gasoline for at least 3 tank refills. Top Tier Detergent Gasoline helps drivers avoid lower quality gasoline which can leave deposits on critical engine parts, affect in-use emissions, and reduce engine performance. Visit www.toptiergas.com/retailers/ for the current listing of Top Tier gasoline retailers.

**MIL ON, DTCs FOR VARIABLE VALVE TIMING CODES P0010, P0011, P0013, P0014, P0016, OR P0017 -- 2013-2015 Outlander Sport/RVR.** Remove the intake and exhaust oil control valves and inspect for contamination in the mechanical portion of the valve. If debris is found, use a dental pick or similar tool to remove it from all 5 oil passages. See drawing at upper right.

Confirm the solenoids’ electrical operation by performing Actuator Test (Item No. 17) as detailed in Group 13A before reinstalling the intake and exhaust oil control valves.

**GROUP 15**
**Intake and Exhaust**

**EXHAUST HEAT SHIELD SERVICE PARTS AVAILABILITY -- 2013 and newer Outlander Sport/RVR.** Several of the exhaust pipe heat shield components are now available as service parts. When repairing a vehicle for a noise due to a loose heat shield, do not replace the center exhaust pipe with catalytic convertor if the heat shield can be serviced separately. Consult CAPS for further details.

**GROUP 23**
**Automatic Transmission**

**CVT SELECTOR LEVER POSITIONING and ACCELERATOR PEDAL OPERATION**
All vehicles equipped with CVT Transaxles. There have been reports of CVT transaxle damage caused by moving the selector lever before the vehicle reaches a complete stop. If the selector is placed in R while the vehicle
is moving forward (without coming to a complete stop), transaxle damage can occur. Likewise, the selector being placed in D while the vehicle is backing up (without coming to a complete stop) can cause transaxle damage. Moving the selector lever from P to R or N to D with the accelerator pedal depressed will cause harsh engagement and transaxle damage.

**AFTERMARKET INCANDESCENT and/or LED BULBS** - All vehicles without factory LED bulbs - Be certain to verify the brake lamp bulbs when diagnosing DTC P0703 (Malfunction of Stoplight Switch). Customers sometimes install aftermarket lamp assemblies and/or LED bulbs which alters the brake light circuit resistance. Based on the incorrect voltage drop which results from the resistance change, diagnosis leads to replacing brake light switches or ECU’s unnecessarily without fixing the problem.

Consult the Owner’s Manual, section 9 (Vehicle Care and Maintenance) to verify the correct light bulbs are installed before beginning P0703 diagnosis. If it’s not readily available in the glove box, technicians can visit [www.mitsubishicars.com/owners/service/manuals](http://www.mitsubishicars.com/owners/service/manuals) for the specific Owner’s Manual needed.

**GROUP 35C**

Active Stability Control System

**STEERING WHEEL SENSOR (SAS)**

**DTC C1219 & CALIBRATION**  2013-2015 Outlander Sport/RVR. If an Outlander Sport/RVR exhibits an illuminated ASC Warning Symbol with DTC C1219 (Abnormality in Steering Wheel Sensor Signal), test drive the vehicle to determine if the steering wheel is straight when driving on a straight flat road. If the steering wheel appears off center, perform an alignment. If alignment is not necessary or an alignment is performed, recalibrate steering angle sensor according to the procedure in Service Manual according to the procedure in Service Manual Group 35 under STEERING WHEEL SENSOR CALIBRATION. After recalibration, test drive the vehicle again to confirm the DTC does not return. If the DTC returns, follow the procedure in the Service Manual.

Many warranty return parts have been evaluated by the supplier with no problems identified with the returned sensors.

**GROUP 42**

Body

**KOS OUTSIDE DOOR LOCK PUSH BUTTON SWITCH NOT FUNCTIONING** – 2013-2015 Outlander Sport/RVR. The LH and RH outside door lock push button switch can become stuck against the side of the door handle cap. This causes the lock button to not extend above the door handle surface making the locking function inoperable. This may be an intermittent condition.

Repair: Remove the outside door handle cap from the door assembly per the following instructions. Open the door and remove the round black sticker adjacent to the outside door handle from the rear face of the door (save for reuse). Loosen the Torx 30 bolt through the uncovered access hole. The bolt will not come completely out as it is retained in the handle assembly by a clip. When the bolt is loosened, it must be pulled rearward (magnet) to clear the handle cap attaching hole. Open the outside door handle half way and pull the cap straight out. Examine the surface of the rubber boot to confirm there are no holes that would allow water into the switch. Replace the push button switch on any vehicles with damaged switch boots. Apply Krytox Weatherstrip Lubricant - MMNA P/N 04773427 to the side surfaces of the rubber boot cover. Allow a minimum of 15 minutes of drying time before reassembling. Only Krytox should be used due to its long term durability and lack of silicone. Silicone
based lubricants can adversely affect the electrical function of the door latch immediately below this KOS switch.

GROUP 51
Exterior

✓ WASHER PUMP LEAKING AT FITTINGS
2013-2015 Outlander Sport/RVR. If you find leakage at the washer pump forward of the right front tire, or the washer is inop, check if the washer pump fluid inlet/outlet assembly has become dislodged from the pump (refer to Group 51 - Exterior — Windshield Wiper and Washer for information). Confirm the o-rings on the pump outlets are in place. If o-rings are missing, it is NOT necessary to replace the entire washer pump. Though not available from your facing PDC, suitable replacements can be sourced locally using o-rings made of EPDM (Ethylene Propylene Diene Monomer) rubber, with an I.D. of 4.8mm and a material cross section of 1.9mm (NAPA p/n - 727-2602).

Install the new o-rings to the outlet fluid connections and reinstall the outlet to the pump. If the o-rings are simply dislodged, but not lost, and they are not cut or damaged, they can be reused. If it is necessary to replace the gasket between the fluid tank and pump, it is available separately (PNC 84233, p/n 8260A161).

GROUP 52B
Supplemental Restraint System

DRIVER’S SEAT SLIDE SENSOR WIRING HARNESS DAMAGE UNDER DRIVER’S SEAT with DTC B1556 — 2013-2015 Outlander Sport/RVR. As published in TIN-15-52B-001, MMNA has identified warranty claims for SRS DTCs B1558 [Occupant Classification-ECU DTC Present] and B1556 [Driver’s Seat Slide Sensor Malfunction (Occupant Classification-ECU)] with OCM DTC B1B8D [Driver’s Seat Slide Sensor Open Circuit]. Additional OCM DTCs that may also be present are: B1B8C [Driver’s Seat Slide Sensor Circuit Performance] and B1B8E [Driver’s Seat Slide Sensor Short Circuit].

During diagnosis, technicians should check for damage to the driver’s seat slide position sensor harness in the location shown below.
If a damaged harness is found, DO NOT replace the front seat adjustor or SRS ECU for this condition. The harness is now shown in CAPS and is available as P/N 6979A429.

NOTE: On MUT-III, the SRS DTC B1556 is defined as "Drivers seat position SW fail".

Additionally, wiring for the seat belt buckle switch, heated seat, and power seat motor (if equipped) are found in the same under-seat location as the harness for the driver’s seat slide sensor. MMNA has identified claims for inoperative function or DTCs for the seat belt buckle switch (SRS DTC B1527 [Open], or B1528 [Short]), heated seat, and power seat motor that could also be related to wiring concerns under the driver’s seat area. These components are not serviced with the front seat adjustor and are available separately as identified in CAPS. Please inspect these harnesses if inoperative functions or DTCs exist for the driver’s seat belt buckle switch, heated seat, and/or power seat.

__ GROUP 54 __
Chassis Electrical

FRONT AND REAR ACCESSORY PARK ASSIST SWITCH INTERMITTENTLY STICKS — 2016 Outlander. The Park Assist switch (located on the far left side of the vent panel) may intermittently stick when depressed. The left side switch slot wall support is thin/slanted allowing the switch to sit at an angle when fully inserted. **NOTE:** Replacing the vehicle vent panel with a new part will not resolve the concern.

Repair Procedure: Remove the Park Assist switch from the panel. Add a 3M tape or equivalent onto the left side of switch (as shown above). Dimensions: L 20mm x W 10mm and thickness of 1.5mm.
Reinstall switch and verify proper operation. Verify switch is secured by the 2 locking tabs.

NOTE: The Park Assist switch fits slightly proud compared to the other switches in the vent panel. This is normal.

**WINDSHIELD WIPER MOTORS** -- *Outlander Sport/RVR.* Dealers are asked to submit a Product Quality Report (PQR) for windshield wiper motor concerns on vehicles built after 8/8/2014.

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**TECHLINE**
(800) 446-6064

**HOURS OF OPERATION:**
Monday - Friday 6:30am-3:30pm Pacific Time
Techline is closed every THURSDAY from 9:30-10:30 for a staff meeting.

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**DOOR SPEAKER REPLACEMENTS** -- *All Vehicles.* Technicians are reminded that a completed Door Speaker check sheet is required whenever a speaker is replaced. See TSB 15-54-004 for additional information and a copy of the check sheet.

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**MEDIC**
(800) 846-7575

**HOURS OF OPERATION:**
Monday - Friday 7:00am-4:00pm Pacific Time
MEDIC Hotline will assist with MEDIC & Scan Tool hardware or software issues.
Recently Launched Courses and Technician Quiz #1 for 2016

- 2017 Mirage New Model Training for Technicians and Shop Foremen (170NM) - Web-based course
- 2016 Outlander NM Training for Technicians and Shop Foremen (160NM) - Web-based course
- Scan Tool Viewer 4 (STV4) - Instructor led course
- MEDIC4 (MED4) - Instructor led course
- Manual Transmission Fundamentals (MTFW) - Web-based course
- Manual Transaxles, Transfer Cases, and Differential Controls (MTT2) - Instructor led course
- TQ0116 - Technician Quiz #1 for 2016

2017 Outlander PHEV (Plug-in Hybrid Electric Vehicle)
This all NEW vehicle is launching 3rd quarter of this year. PHEV technician training will consist of web-based and classroom instruction. Similar to i-MiEV, PHEV training will require technicians complete prerequisite courses listed below before enrolling in the classroom course conducted at Mitsubishi technical training centers.

- Electrical Systems Fundamentals (ES1W)
- Electrical Systems 2 Instructor led course (ES2)
- Advanced Electronic Service Procedures (AESP)
- Scan Tool Viewer (STV, STV3, or STV4)
- MEDIC 3 web-based course (ME3W)
- MEDIC 4 Instructor led course (MED4)

ASE Certification
The 2016/2017 Diamond Pro Technician Recognition Program will again include ASE certification for Master and Master Elite technicians. To ensure your ASE results are properly recorded in the Mitsubishi Academy, follow the steps listed below after logging in to the ASE website. Your Mitsubishi Academy User Name must match the Company-Assigned ID as listed on the ASE website.

1) Log on to the ASE website using your ASE User Name and Password.
2) In the blue banner near the top of the screen, Click Employer Information.
3) Confirm your Mitsubishi Academy User Name is shown as the Company-Assigned ID. If it is correct, click log off.
4) If your Mitsubishi Academy User Name is not shown, click Add Company-Assigned ID. This is your Mitsubishi Academy User Name. (If your Mitsubishi Academy User Name is incorrect, click Edit to correct it.)
5) Choose Mitsubishi from the Company drop down menu and enter your Mitsubishi Academy User Name. Click the Submit button.
6) Confirm the correct information has been entered and make any changes if needed. If the information is correct, click Logout.
Always check MDL for schedule updates. Since Mobile Training does not appear on calendars below, contact your District Parts & Service Manager for information about Mobile Training in your area.

### Automatic Transaxes
- **Days Code**
  - 3 AT2, ATFT1 or ATFW, ATFB
- **Prerequisites**
  - 3 AT2, ATFT1 or ATFW, ATFB

### Manual Transaxes
- **Days Code**
  - 3 MTT2
- **Prerequisites**
  - 3 MTT2, MTT2, MTT2, MTT2, MTT2, MTT2

### CVT Diagnosis & Repair
- **Days Code**
  - 2 CVTT, ATFT1, ATFT2, ATFB
- **Prerequisites**
  - 2 CVTT, ATFT1, ATFT2, ATFB

### Brakes
- **Days Code**
  - 2 ABS2, EBW
- **Prerequisites**
  - 1 SP5, No Prerequisites

### Electrical Systems
- **Days Code**
  - 3 ES2, EBW, GCW
- **Prerequisites**
  - 141 ES1W, GCW, GCW, GCW, GCW

### Engine Performance
- **Days Code**
  - 3 AED, EBW, GCW, GCW
- **Prerequisites**
  - 1 AED, EBW, GCW, GCW

### Vehicle Specific...
- **Days Code**
  - 3 AED, EBW, GCW, GCW
- **Prerequisites**
  - 1 AED, EBW, GCW, GCW

### Vehicle Diagnostics...
- **Days Code**
  - 3 AED, EBW, GCW, GCW
- **Prerequisites**
  - 1 AED, EBW, GCW, GCW

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**Note the date changes marked in red above.**
The Computerized Vehicle Inspection Report was a major contributor to a significant increase in gross parts and labor sales the dealership experienced over the past two years.

According to Keith Becker, Fixed Operations Manager, “The CVIR process is a great avenue to offer parts and service to our customers in a non-threatening manner. There is a designated area of the showroom that we use as a place to perform the CVIR presentation. We’ve had very good feedback, especially using the iPad™ as it demonstrates our dealership embraces technology. The inspection also has a lot of color and it shows well on the iPad™.”

“Because it is itemized, the customer does not feel overwhelmed. He or she can select certain items they want performed. The key to our success has been using the last page (comment section) to list all of the items the technician addressed in the report. Most of the selling happens on this page.”

“The report works the same way if the customer is not present. They can view the CVIR that was emailed them, and we can both communicate more effectively.” The report shows not only the repairs needed, it explains the findings in a way most customers easily understand. In this way, the report does the talking.

Schaumburg Mitsubishi is yet another dealership boosting their parts and service business while improving CSI using the Computerized Vehicle Inspection Report.
It happens all the time. Let’s say you’re faced with a Lancer whose left rear window won’t close all the way. You remember reading something describing the problem and how to repair it but where was it? And when? Was it a Tech Talk article or TSB? Read on to discover an easy way to search for diagnosis and repair information on MEDIC. The key to successful results is keeping the search broad enough to find all the published articles which might apply.

1) Touch the **TIR** tab.

2) Touch **Model**.

3) Choose **LANCER (2008 - )** from the drop down menu.

4) Scroll to the bottom of the screen and touch **Technical Documents**.
5) Since windows are included in the BODY section, choose 42A from the Service Group menu.

Leave Document Type empty to broaden the search to include TSBs, Tech Talk articles, Recalls, and Campaigns.

6) Scroll down and touch the Search button.

7) In this example, there are several articles with BODY information on 2008 to current model Lancer. The needed document is the second one listed in the search results.

Service Advisors can search for information much the same way without using MEDIC. Navigate to MDL and choose service tech resources.

1) Then choose Service Information Search.
2) Choose LANCER (2008 - ) from the drop down menu and click Technical Documents.

3) In the Service Group drop down menu, choose 42A BODY.

4) Click Submit.

5) Search results are grouped by article type. Click the + sign to expand the directories and view the articles they contain.
1. From the Home screen, touch System Select.

Start the engine.

2. Choose/Enter the correct vehicle.

Highlight the system being diagnosed and touch the check mark to continue.

(MFI is used in this example.)

3. Touch Drive Recorder.
4. Touch Record.

5. From the **Available Items** list, move the applicable data items to the **Selected Items** list.

   Touch the **check mark** to continue.

6. Place a **check mark** next to **Manual Trigger**.

   Touch the **check mark** to continue.

7. Ensure the **Sampling Interval** is set to 0.
8. Click the **check mark** to continue.

9. Change the name of the file using the last 8 digits of the VIN to identify the file (for example: EZ119957 Drive Record).

10. This screen confirms the recorder settings.

**Technician Note:**

Since the recording will begin as soon as the **check mark** is pressed, **wait** for the problem to occur before you trigger the recording.

The Scan Tool records data before and after the trigger is activated making it easier to identify the problem circuit or device.

11. As soon as the check mark is touched, the recording starts and this screen appears.
12. After data has been recorded, touch the Record End button.

13. After the recording has ended, this screen appears to confirm the recording was saved to the ToughPad®.

Touch the check mark to continue.

14. To save a permanent record of the Drive Recording, insert a thumb drive into the side USB port.

NOTE: If the VCI is connected to the side USB port, insert the thumb drive into the top USB port.

15. Touch this icon to move to screen 2/2.
16. Touch the **Save** button.

17. Verify the thumb drive is highlighted and touch the **check mark** to continue.

   At the confirmation dialog box, touch the **check mark** to continue.

   **Technician Note:**
   If an error occurs indicating the software cannot find the thumb drive, call the MEDIC hotline for assistance.
   (800) 846-7575

18. Within MEDIC, navigate to MDL.

   **Choose service > systems > Techline > Techline System.**

19. Enter the last 8 characters of the VIN and click the **Go** button.
20. Before continuing, verify the correct Techline case is displayed.

Click the Paperclip symbol (attachment).

22. Using the Browse function, find and attach the Drive Recording you stored earlier on the thumb drive (E:\Removable Disk).

23. Click the Upload button to attach the file to the Techline case.

Technician Note:
For further information about Drive Recordings, see the Scan Tool Viewer 4 (STV4) Student Guide published on MDL.

MDL > service > tech training > Training Resource Library > Curriculum & New Model Courses
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<td>2010 i-MiEV</td>
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