



# TECH TALK

Volume 227 - January, 2017



2017 Full Line

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## Vehicle Technical Info

*NOTE: The ✓ mark indicates an article is being repeated from a previous issue of Tech Talk due to the subject's importance.*

### GROUP 11 – Engine

**MISFIRE (DTC P0300-P0304), DAMAGED ENGINE & SPARK PLUGS** — 2011-15 Lancer Evolution.

Should you encounter a vehicle with a misfire, setting DTCs P0300, P0301, P0302, P0303, P0304, and finding damaged spark plugs, do NOT perform any disassembly of the engine. MMNA is currently investigating this condition.

Perform an all DTC check, retrieve the freeze frame data, take photos of the damaged spark plug(s), retrieve the ECM CAL ID and CVN, then open a Techline case attaching all the related information. Confirm what aftermarket components, if any, are on the vehicle. Contact Techline and the information will then be reviewed with the Product Engineer. Please DO NOT clear the DTCs nor disconnect any connectors or the battery. Please DO NOT perform any test drives on the vehicle.

### GROUP 54 – Chassis Electrical

**FORWARD COLLISION MITIGATION (FCM), LANE DEPARTURE WARNING (LDW), AUTOMATIC HIGH BEAM (AHB), RAIN LIGHT SENSOR OPERATION** — 2008-current Lancer, 2007-current Outlander, 2011-current Outlander Sport/RVR.

To ensure proper operation of these systems, dealerships are reminded to verify genuine Mitsubishi glass is installed in the windshield before attempting diagnosis of these systems. Mitsubishi glass can be identified by the manufacturer "AGC Automotive" shown in the lower left corner of the windshield along with the glass rating "LAMISAFE."

**NOTE:** Not all Mitsubishi windshields include the Mitsubishi triple-diamond logo on the label.

**MUT3 OR MUT3-SE "FUNCTION LIMITATION" SCREEN** — All applicable models.

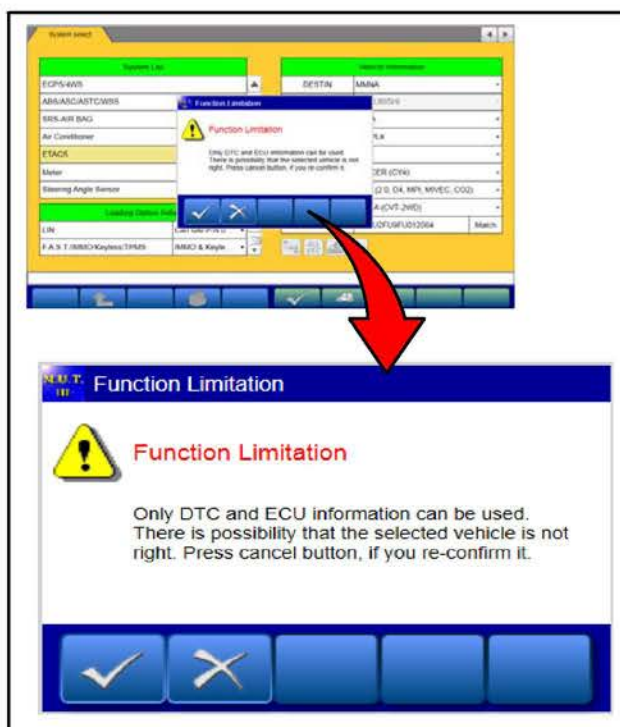
When using MUT 3 or MUT3 SE, a "Function Limitation" screen will appear when certain selections in the loading option box have been selected incorrectly. To get full functionality, the correct selection must be made in the loading option box for the ETACS, LIN, and Key systems.

The following situations listed below could cause a loss of certain functions in the MUT3 or MUT3 SE. The "Function Limitation" screen to appear or not to appear depending on the situation.

- A "Function Limitation" screen will appear when an option is selected incorrectly and may also appear when the vehicle that is selected does not match the vehicle that is being worked on.
- In the case when an option is not selected at all, and the technician is unable to go to the next screen because the button cannot be selected (e.g., All DTC or CAN BUS check), then the Function Limitation screen will not appear.

- Depending on the situation, a communication error may appear instead of the Function Limitation screen. For example, in the case where a technician makes a key option selection even though the vehicle is not equipped with the KOS function.

In the example below, the technician was attempting to perform ETACS copy coding and ran across the Function Limitation screen. If the improper selection is not corrected in the loading option box and the technician clicks on the check mark to continue, he will get to screens where some of the buttons will be grayed out or not be displayed at all.



In the example below, when the incorrect ETACS is selected, only 2 buttons are available and 2 are grayed out (not available). The Copy Coding and Data List buttons are not displayed at all.



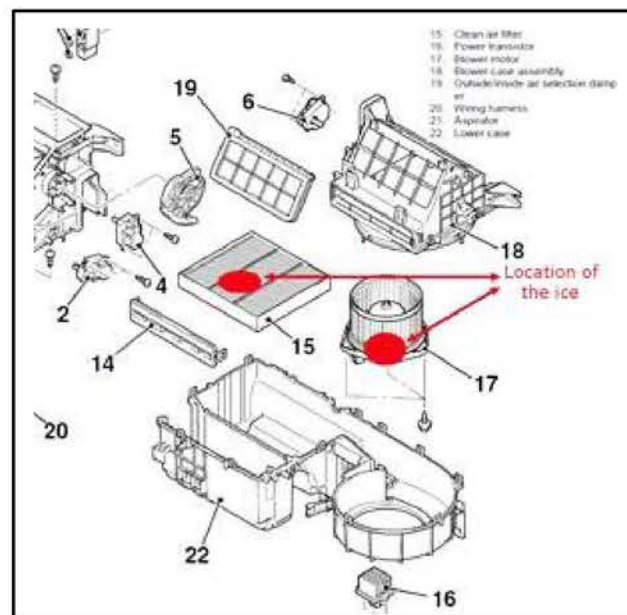
When the correct ETACS selection is made in the loading option box, all available buttons will appear.



## **GROUP 55 – Heater, Air Conditioning, & Ventilation**

### **BLOWER MOTOR NOT OPERATING DUE TO ICE IN MOTOR CASE — 2014-17 Outlander.**

MMNA is currently investigating incidents of ice in the blower case preventing the blower motor from operating. If you have a vehicle with this condition, please take photos of the condition. Try not to let the ice melt by leaving the vehicle outside the dealer shop during cold ambient temperatures to try and preserve the condition. Open a Techline case, attach the photos to the Techline case, and then contact Techline. The situation will then be reviewed for a possible scramble investigation.





## **GROUP 60 – Recalls**

### **ATIN-16-SR-009-A: WINDSHIELD WIPER LINK SAFETY RECALL CAMPAIGN** — *Certain 2007–2013 Outlander.*

ATIN-16-SR-009-A was released recently and states:

“A safety recall campaign will be conducted on certain 2007– 2013 Outlander vehicles for potential windshield wiper link separation.

In the event that water drops down through the back side of the front deck garnish (the body piece between the hood and windshield), the front wiper link ball joint may experience excessive moisture and corrode. If this occurs, the resin case of the ball joint will wear prematurely due to the ball joint corrosion and the wiper link may ultimately separate causing the windshield wipers to stop operating. If wiper link separation occurs, the windshield wipers will become inoperative which could reduce driver visibility under certain conditions and increase the risk of a vehicle crash.

On December 23, 2016, due to unavailability of permanent remedy parts, MMNA will be sending interim owner notification letters to all 100,082 affected owners, informing them that parts are **not available** and that **they will be re-notified once parts are available**. Additionally, the owners receiving interim letters will be informed that if their vehicle’s windshield wipers have become inoperative and they believe that it is due to windshield wiper link separation, they may bring their vehicle into an Authorized Mitsubishi Dealership for inspection.

If a customer calls inquiring about this recall, or to set an appointment to have the recall completed, please ask the customer if their front windshield wipers are operational. If they are, please advise the customer that they will receive another letter informing them that final remedy parts are available and to contact your dealership at that time to set an appointment to have the recall completed.

If a customer informs you that their vehicle’s windshield wipers have become inoperative and they believe that it is due to a windshield wiper link separation, please verify that the customer’s vehicle has open campaign C1613R and inspect the vehicle to verify the customer’s concern by turning the vehicle ignition to “ACC” or “ON” and operate the windshield wipers in “LO” and “HI” mode.

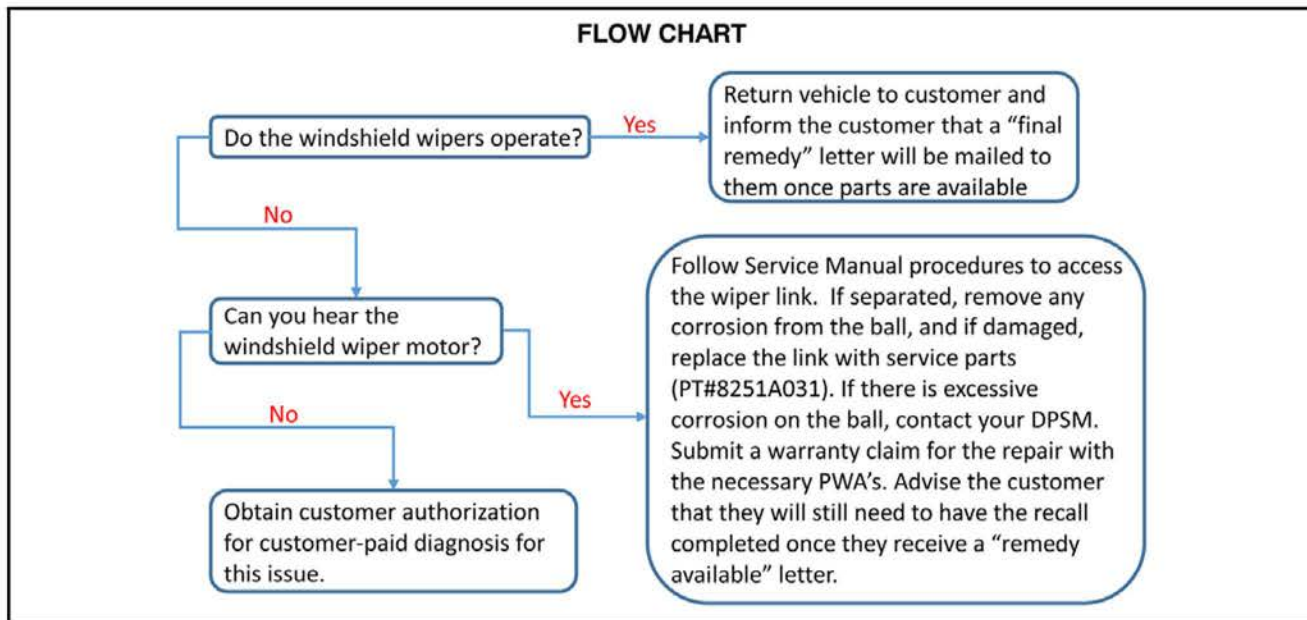
- If the front windshield wipers operate normally, no further inspection is required. Return vehicle to customer and inform the customer that a “final remedy” letter will be mailed to them once parts are available, and call to make an appointment at that time.
- Listen for the windshield wiper motor (located under the front deck cover, below the driver’s side wiper shaft) for audible wiper motor operation.
  - If the wiper motor operation can be heard, but the wipers do not move, the wiper link may have separated from the motor due to ball joint corrosion. Follow Service Manual procedures to access the wiper link. If separated, remove any corrosion from the ball, and if damaged, replace the link with service parts (PT#8251A031). If there is excessive corrosion on the ball, contact your DPSM. Submit a warranty claim for the repair with the necessary PWAs. Advise the customer that they will still need to have the recall completed once they receive a “remedy available” letter.
  - If the wiper motor operation cannot be heard, a wiper link separation is an unlikely cause, and normal diagnostic procedures should be followed upon receiving customer authorization for additional diagnosis. Any repair unrelated to this recall will be the customer’s responsibility. Authorization must be obtained from the customer.

To view a short video demonstrating the process to listen for windshield wiper motor operation, click on this link:

[Link to Video](#)

Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1613R), please check for and complete any other open campaigns. Always obtain the customer’s approval before completing a campaign on a customer owned vehicle.”





### **IMPORTANT**

Affected new or used inventory vehicles must be repaired 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 recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

### **ATIN-16-SR-010-A: WINDSHIELD WIPER MOTOR SAFETY RECALL CAMPAIGN** — *Certain 2011–2015 Outlander Sport.*

ATIN-16-SR-010-A was released recently and states:

"A safety recall campaign will be conducted on certain 2011 – 2015 Outlander Sport vehicles for potential windshield wiper motor not operating. The Recall Campaign Bulletin (SR-16-010) outlining the repair procedure will be available today on MEDIC and MDL.

Water can potentially drop down onto the front wiper motor through a gap between the front deck garnish (the body piece between the hood and windshield) and the front windshield. If this occurs, water could potentially collect in the area of the wiper motor breathing hole. If the wiper motor is not operating, this water can then potentially enter the wiper motor through the breathing hole. If this occurs, such water intrusion over time may cause internal corrosion and/or electrical conduction failure resulting in nonoperation of the windshield wiper motor. If the windshield wiper motor stops operating, the driver will not be able to activate the windshield wipers, reducing driver visibility under certain conditions and increasing the risk of a vehicle crash.

On December 23, 2016, **due to current, extremely limited parts availability**, MMNA will be sending interim owner notification letters to all 93,801 affected owners, **informing them that parts are not available and that they will be re-notified once an adequate number of parts become available**. Additionally, the owners receiving interim letters will be informed that if they believe their vehicle's windshield wiper motor has stopped operating, they may bring their vehicle into an Authorized Mitsubishi Dealership for inspection. (Each dealer will be force shipped one windshield wiper motor prior to the mailing of interim letters – see Parts Bulletin WM-XX-01-16.)

If an affected customer calls inquiring about this recall, or to set an appointment to have the recall completed, please ask the customer if their front windshield wipers are operational. If they are, please advise the customer that they will receive another letter informing them that final remedy parts are available and to contact your dealership at that time to set an appointment to have the recall completed.

If a customer presents their vehicle for inspection, please verify that the customer's vehicle has open campaign C1611Z or C1612Z and verify the customer's concern by turning the vehicle ignition to "ACC" or "ON" and operate the windshield wipers in "LO" mode.



- If the windshield wipers move, then no further action is required. Inform the customer that there is no failure, and to wait until a “remedy available” letter is mailed to them by the end of January 2017.
- If the windshield wipers do not move, perform the SR-16-010 repair procedures.

Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1611Z, C1612Z), please check for and complete any other open campaigns. Always obtain the customer’s approval before completing a campaign on a customer owned vehicle.”

#### **IMPORTANT**

Affected new or used inventory vehicles must be repaired 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 recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

#### **ATIN-16-SR-011-A: LIFT GATE GAS SPRING CORROSION SAFETY RECALL CAMPAIGN — Certain 2011, 2012, & 2016 Outlander Sport.**

ATIN-16-SR-011-A was released recently and states:

“A recall campaign will be released today for certain 2011, 2012, and 2016 Outlander Sport vehicles built between August 26, 2010 and July 8, 2016. **IT IS A VIOLATION OF FEDERAL LAW TO DELIVER ANY AFFECTED NEW VEHICLE UNTIL THIS RECALL HAS BEEN PERFORMED.** The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

The supplier may have applied insufficient anti-corrosion treatment to the outer tube of the lift gate gas spring. The lift gate gas spring provides lifting assistance for the lift gate and operates utilizing high pressure gas. If insufficient anti-corrosion coating is applied to the outer tube of the gas spring, it is possible for the outer tube to corrode over time due to salt and water penetration. If this occurs, it is possible for the gas spring to rapidly lose pressure. If the gas spring rapidly loses pressure, the lift gate may fall down suddenly, causing injury.

Dealers are requested to inspect **and replace** the lift gate gas springs on all affected vehicles. Inspections resulting in “NG” finding(s) must have photos taken of the NG condition and posted to Photos Required Condition (PRC). Both lift gate gas springs must be replaced on all affected vehicles.

Some dealers will get two (2) forced allocation orders. The first allocation of orders will be for in stock dealer inventory. Part shipments will be processed via the ‘R’ order type and began shipping on Friday, January 6, 2017. The second allocation of orders will be for expected initial repairs to sold vehicles. These part shipments will begin shipping with stock orders on January 20, 2017. If you receive inquiries from customers of affected vehicles prior to receipt of the second shipment, please keep our “customer first” philosophy in mind and appropriately allocate inventory. Parts are readily available and dealers may place additional orders via the MDL as necessary. Please refer to Parts Bulletin TS-XX-01-17 for additional information.

Notification letters will be sent to owners of affected vehicles on January 20, 2017, requesting that they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the **Most Recent: Open Campaign List** available under the service section of “e-reports.” Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1614Z), please check for and complete any other open campaigns. Always obtain the customer’s approval before completing a campaign on a customer owned vehicle.”

#### **IMPORTANT**

Affected new or used inventory vehicles must be repaired 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 recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.



**TIN-16-SR-010-B: WINDSHIELD WIPER MOTOR SAFETY RECALL CAMPAIGN - "REMEDY AVAILABLE" CUSTOMER LETTERS** — *Certain 2011–2015 Outlander Sport.*

TIN-16-SR-010-B was released recently and states:

"Customer letters for the Windshield Wiper Motor Safety Recall Campaign are being mailed this week to approximately 93,000 owners of certain 2011 – 2015 Outlander Sport vehicles built between August 26, 2010 and January 5, 2015, informing them that remedy parts are now available. If the customer contacts your dealership after receiving this letter, please perform the procedures outlined in SR-16-010 on the affected vehicle.

Approximately 37,000 owners of certain 2011 – 2012 Outlander Sport vehicles will receive a "combo" letter for this campaign and Safety Recall SR-16-011 – Lift Gate Gas Spring Corrosion. If the customer contacts your dealership after receiving the "combo" letter, please perform the procedures outlined in SR-16-010 and SR-16-011 (C1614Z) on the affected vehicle. The Recall Bulletins SR-16-010 and SR-16-011 are currently available on MEDIC and MDL. Samples of both customer letters are included below.

Water can potentially drop down onto the front wiper motor through a gap between the front deck garnish (the body piece between the hood and windshield) and the front windshield. If this occurs, water could potentially collect in the area of the wiper motor breathing hole. If the wiper motor is not operating, this water can then potentially enter the wiper motor through the breathing hole. If this occurs, such water intrusion over time may cause internal corrosion and/or electrical conduction failure resulting in nonoperation of the windshield wiper motor. If the windshield wiper motor stops operating, the driver will not be able to activate the windshield wipers, reducing driver visibility under certain conditions and increasing the risk of a vehicle crash.

Dealers are requested to replace affected vehicles' windshield wiper motor with an upgraded wiper motor that will prevent water intrusion. Shipment of an initial supply of parts will be forthcoming.

Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1611Z or C1612Z), please check for and complete any other open campaigns. Always obtain the customer's approval before completing a campaign on a customer owned vehicle."

**IMPORTANT**

Affected new or used inventory vehicles must be repaired 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 recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

**TIN-16-SR-011-B: LIFT GATE GAS SPRING CORROSION SAFETY RECALL CAMPAIGN** — *Certain 2011, 2012, & 2016 Outlander Sport.*

TIN-16-SR-011-B was released recently and states:

"Customer letters for the Lift Gate Gas Spring Corrosion Safety Recall Campaign will be mailed this week to approximately 50,000 owners of certain 2011, 2012, and 2016 Outlander Sport vehicles built between August 26, 2010 and July 8, 2016. If the customer contacts your dealership after receiving this letter, please perform the procedures outlined in SR-16-011 on the affected vehicle.

Approximately 37,000 owners of certain 2011 – 2012 Outlander Sport vehicles will receive a "combo" letter for this campaign and Safety Recall SR-16-010 – Windshield Wiper Motor. If the customer contacts your dealership after receiving the "combo" letter, please perform the procedures outlined in SR-16-011 and SR-16-010 (C1611Z) on the affected vehicle. The Recall Bulletins SR-16-010 and SR-16-011 are currently available on MEDIC and MDL. Samples of both customer letters are included below.

The supplier may have applied insufficient anti-corrosion treatment to the outer tube of the lift gate gas spring. The lift gate gas spring provides lifting assistance for the lift gate and operates utilizing high pressure gas. If insufficient anti-corrosion coating is applied to the outer tube of the gas spring, it is possible for the outer tube to corrode over time due to salt and water penetration. If this occurs, it is



possible for the gas spring to rapidly lose pressure. If the gas spring rapidly loses pressure, the lift gate may fall down suddenly, causing injury.

Dealers are requested to inspect **and replace** the lift gate gas springs on all affected vehicles. Inspections resulting in “NG” finding(s) must have photos taken of the NG condition and posted to Photos Required Condition (PRC). Both lift gate gas springs must be replaced on all affected vehicles.

Some dealers may be force allocated stock using a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments are processed via the ‘R’ order type and will start shipping along with your scheduled stock order beginning Friday, January 20, 2017. Dealers may place additional orders via the MDL. Please refer to Parts Bulletin TS-XX-01-17 for additional information.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the **Most Recent: Open Campaign List** available under the service section of “e-reports.” Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1614Z), please check for and complete any other open campaigns. Always obtain the customer’s approval before completing a campaign on a customer owned vehicle.”

**IMPORTANT**

Affected new or used inventory vehicles must be repaired 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 recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

**TIN-16-SR-003-E: CROSS MEMBER CORROSION SAFETY RECALL CAMPAIGN** — *Certain 2002 – 2007 Lancer, 2004 Lancer Wagon, 2003 – 2006 Lancer Evolution, 2003 – 2006 Outlander, and 2007 – 2013 V6 Outlander.*

TIN-16-SR-003-E was released recently and states:

“Customer letters for the Cross Member Corrosion Safety Recall Campaign are being mailed this week to approximately 92,000 additional owners, informing them that remedy parts are now available. If one of these customers contacts your dealership after receiving this letter, please perform the procedures outlined in SR-16-003 on the affected vehicle.

Owners who were not mailed the “remedy available” letters but believe that their vehicle’s cross member exhibits excessive corrosion may still bring their vehicle into an Authorized Mitsubishi Dealership for inspection. If a customer presents their vehicle for inspection, please follow the inspection procedures outlined in SR-16-003.

If you encounter a vehicle which has excessive cross member corrosion, but is not covered under this campaign (i.e., never registered in a salt belt state), contact your DPSM for further directions.

As a reminder, MMNA would like to better understand the severity of the cross member corrosion on vehicles requiring cross member replacement. Therefore, **all cross member replacement recall claims must include photos of vehicle cross members inspected and found to exhibit perforation(s), and those photos must be posted to the Photos Required Condition (PRC) system in the “cross member” category.** The photos must be of the cross member still installed on the vehicle, and must clearly show the perforation or the results of the punch test (step 4 of the inspection procedure outlined in Safety Recall Bulletin SR-16-003) indicating the need for replacement, along with other areas of the cross member that exhibit corrosion.

Dealers must review the Warranty Superscreen to confirm if any vehicles in their new or used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1609R), please check for and complete any other open campaigns. Always obtain the customer’s approval before completing a campaign on a customer owned vehicle.”

**IMPORTANT**

Affected new or used inventory vehicles must be repaired 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 recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.



## CVIR Success

### Mentor Mitsubishi, Mentor, OH

*A dealer who increased his service business using the Computerized Vehicle Inspection Report.*



**Mentor Mitsubishi's CVIR Team (L-R):** Top row – Dan Bajc (Service Advisor), Bob Soppitt (Service Director), Mike Wawrowski (Technician), Gary Feathers (Parts Manager). Bottom row – Ron Gordon (Technician), Joe Strouse (Technician), Marc McEwen (Parts), Terry Roundy (Technician), Kelly Maxham (Service Advisor).

Before the automated Computerized Vehicle Inspection Report was first launched 4 years ago, Mentor Mitsubishi was using the 27-point vehicle inspection report. According to Service Manager Bob Soppitt, when their dealership found out MMNA had created a user-friendly electronic multi-point inspection tool they jumped at the opportunity to try this new tool and offer their customers a different experience. Any change in the industry usually involves some trial and error, but the Mentor service team found the transition to the CVIR tool seamless. Not only was the utilization of the CVIR informative regarding the current state of the vehicle, but they also noticed it had the ability to customize the report to each customer's needs.

"When you have the ability to enhance someone's experience at your dealership and show them the difference of the benefits with OE parts as well as having a factory trained technician servicing their vehicle, it gives them the peace of mind that we are the people who know their vehicle best. And we continue to build that trust and confidence, which keeps them coming back." says Bob.

Offering this complementary and personalized multi-point inspection report on every service visit sets them apart from a "one size fits all" repair shop and shows their customers they have their best interest in mind every time.

Mentor's service team uses this comprehensive tool not only to inform the customer but also to educate them with recommendations of which in some cases, the CVIR report almost sells itself. With the option of a colored printout or email, the customer always leaves with a clear understanding of the current status of their vehicle. Having the system already set up to click and point with data and recommendations in areas such as tire tread depth, brake and fluid condition, and importing capabilities on DTCs and battery condition, also helps their technicians stay efficient while completing the CVIR. In some cases, it has improved productivity. Not only is the MEDIC system set up in the service drive, but the service advisors have the ability to use the CVIR tool from their own work stations.

Customers who are familiar with the CVIR tool look forward to the review and appreciate the information it provides them. According to Bob, "it simplifies the overall experience and takes the guess work out of what we are trying to recommend. In some cases they take their copy of the CVIR (print or email) to review with their mother, father, wife, or husband." Then the dealership receives a call, or they follow up with the customer, to schedule the recommendations in 24-48 hours.

Another excellent retention tool the CVIR offers is the coupon feature for the next visit. The Mentor service team finds many customers want to use this feature when they schedule their next appointment. A win-win for both parties!

Mentor Mitsubishi is a true "CVIR Success" story, with truly satisfied customers. Keep up the good work!





# Training News



## Technical Training Schedule January 2017 – February 2017

Always check MDL for schedule updates. Since Mobile Training does not appear on the calendars below, contact your District Parts & Service Manager for information about Mobile Training in your area.

### EASTERN ZONE

#### New Jersey Technical Training Center

January					
M	T	W	Th	F	
2	3	4	5	6	
H					
9	10	11	12	13	
	MTT2		TC-SST		
16	17	18	19	20	
H		ES2			
23	24	25	26	27	
	MFIT2				
30	31	1	2	3	

February					
M	T	W	Th	F	
30	31	1	2	3	
6	7	8	9	10	
			ES3		
13	14	15	16	17	
		EN1			
20	21	22	23	24	
H	MFIT2				
27	28	1	2	3	

#### Atlanta Technical Training Center

January					
M	T	W	Th	F	
2	3	4	5	6	
H		ES2			
9	10	11	12	13	
	MFIT2				
16	17	18	19	20	
H					
23	24	25	26	27	
	MTT2		TC-SST		
30	31	1	2	3	
	MED4	STV4	ASCF	ASCF2	

February					
M	T	W	Th	F	
30	31	1	2	3	
	MED4	STV4	ASCF	ASCF2	
6	7	8	9	10	
	AED			ASCF2	
13	14	15	16	17	
20	21	22	23	24	
H	MED4	STV4	MEVTT		
27	28	1	2	3	
	ASCF2	EN1			

### WESTERN ZONE

#### Dallas Technical Training Center

January					
M	T	W	Th	F	
2	3	4	5	6	
H					
9	10	11	12	13	
16	17	18	19	20	
H	ASCF	ES3	ASCF2		
23	24	25	26	27	
30	31	1	2	3	
	MFIT2				
	MEVTT		CC1		

February					
M	T	W	Th	F	
30	31	1	2	3	
	MFIT2				
	MEVTT		CC1		
6	7	8	9	10	
13	14	15	16	17	
	CVTT		TC-SST		
20	21	22	23	24	
H		AED			
27	28	1	2	3	
	CC1	ABS2			
	ASCF	ASCF2	ES3		

#### California Technical Training Center

January					
M	T	W	Th	F	
2	3	4	5	6	
H					
9	10	11	12	13	
	AT2		AT3		
16	17	18	19	20	
H					
23	24	25	26	27	
30	31	1	2	3	

February					
M	T	W	Th	F	
30	31	1	2	3	
6	7	8	9	10	
	ER1				
13	14	15	16	17	
20	21	22	23	24	
H					
27	28	1	2	3	

Days	Code	Prerequisites	Days	Code	Prerequisites
<b>Automatic Transaxles</b>			<b>Manual Transaxles</b>		
40/50 Series Diagnosis & Repair	3	AT2T ATFT1 or ATFWE or ATFB	Manual Transaxles & Transfer Cases	3	MTT2 MTFW, ES1W, ME3W, MED4, STV4
50 Series 5-speed Diagnosis & Repair	1	AT3 AT2T	Twin Clutch Sportronic Shift Transmission	2	TC-SST AESP, ES1W, ES2, STV4, ME3W, MED4, ATFWE, MTT2
CVT Diagnosis & Repair	2	CVTT ATFT1 or ATFWE or ATFB			
<b>Brakes</b>			<b>Vehicle Specific</b>		
Antilock Brakes	2	ABS2 ES1W	Eclipse Spyder Convertible Top (Top Stack)	1	SP3 No Prerequisites
<b>Electrical Systems</b>			Mitsubishi Electric Vehicle Technician Training	2	MEVTT AESP, ES1W, ES2, STV4, ME3W, MED4, 120
Electrical Systems 2	3	ES2 ES1W			
Electrical Systems 3	2	ES3 ES1W			
<b>Engine Performance</b>			<b>Vehicle Diagnostics</b>		
Advanced Emission Diagnosis	3	AED ES1W, STV4, MFIT2	Advanced Electronic Service Procedures	-	AESP No Prerequisites
Engine Repair	3	ER1 ERFW, ES1W, ME3W, MED4, STV4	Advanced Safety & Convenience Features	1	ASCF ES1W, ME3W, MED4, STV4
Multipoint Fuel Injection	4	MFIT2 ES1W, STV4	Advanced Safety & Convenience Features 2	1	ASCF2 ASCF, ES1W, ME3W, MED4, STV4
<b>Heating &amp; A/C Systems</b>			MEDIC4	1	MED4 ME3W
Climate Control	2	CC1 MACW, ES1W, ME3W, MED4, STV4	Scan Tool Viewer 4	1	STV4 No Prerequisites





<b>TECHLINE</b> (800) 446-6064	 <b>HOURS OF OPERATION:</b> Monday — Friday 6:30 am — 3:30 pm Pacific Time Techline is closed every THURSDAY 9:30 - 10:30 A.M for a staff meeting.
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<b>MEDIC Information</b> <b>MEDIC Hotline (800) 846-7575</b>	 <b>HOURS OF OPERATION:</b> Monday — Friday 7:00 am — 4:00 pm Pacific Time MEDIC Hotline will assist with MEDIC & Scan Tool hardware or software issues.
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<b>Bulletin Review</b>	 <p>Since Tech Talk 226, the following bulletins have been released.</p>
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2016 - 2017 Technical Service Bulletins, Safety Recalls, & Service Campaigns			
Date Posted	Publication Number	Publication Title	Applicable Models
12/20/2016	SR-16-010	Windshield Wiper Motor - Safety Recall Campaign	2011-2015 Outlander Sport/RVR
1/9/2017	SR-16-011	Lift Gate Gas Spring Corrosion - Safety Recall Campaign	2011, 2012, 2016 Outlander Sport/RVR
1/10/2017	TSB-17-54-001	Procedure for Engine Overheating Message in Combination Meter - Service Manual Revision	2014-2017 Outlander
1/10/2017	TSB-17-54-002	Rear Cross Traffic Alert (RCTA) System Function - Service Manual Revision	2017 Outlander
1/17/2017	TSB-17-32-001	Torque Updates: Steering Gear & Linkage - Service Manual Revision	2014-2016 Outlander, 2011-2016 Outlander Sport/RVR





## TIN/ATIN Review



Since Tech Talk 226, the following TINs/ATINs have been released.

### 2016 - 2017 Technical Information Notices, Advance Technical Information Notices

Date Posted	Publication Number	Publication Title	Applicable Models
12/20/2016	ATIN-16-SR-009-A	Windshield Wiper Link Safety Recall Campaign	Certain 2007-2013 Outlander
12/20/2016	ATIN-16-SR-010-A	Windshield Wiper Motor Safety Recall Campaign	Certain 2011-2015 Outlander Sport
1/9/2017	ATIN-16-SR-011-A	Lift Gate Gas Spring Corrosion – Safety Recall Campaign	Certain 2011, 2012, 2016 Outlander Sport
1/19/2017	TIN-16-SR-010-B	Windshield Wiper Motor Safety Recall Campaign – “Remedy Available” Customer Letters	Certain 2011-2015 Outlander Sport
1/19/2017	TIN-16-SR-011-B	Lift Gate Gas Spring Corrosion Safety Recall Campaign	Certain 2011, 2012, 2016 Outlander Sport
1/23/2017	TIN-16-SR-003-E	Cross Member Corrosion Safety Recall Campaign – “Remedy Available” Customer Letters	Certain 2002 – 2007 Lancer, 2004 Lancer Wagon, 2003 – 2006 Lancer Evolution, 2003 – 2006 Outlander, and 2007 – 2013 V6 Outlander

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# 100 YEARS!!



**100<sup>th</sup>**  
**Anniversary**

**A century of innovation.**  
Mitsubishi automobiles.

The following is the first in a series of occasional articles highlighting significant events in Mitsubishi Motors' first 100 years.

## 1917: MITSUBISHI MODEL-A



Mitsubishi's automotive story began in 1917 when the Mitsubishi Shipbuilding Co., LTD. introduced its very first car, the Mitsubishi Model-A.

Originally designed as a luxury vehicle for government officials, the Mitsubishi Model-A became the first mass-production car in Japanese history.

