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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 00 – General

CORRECT LABOR OPERATION FOR WARRANTY CLAIMS — All models.

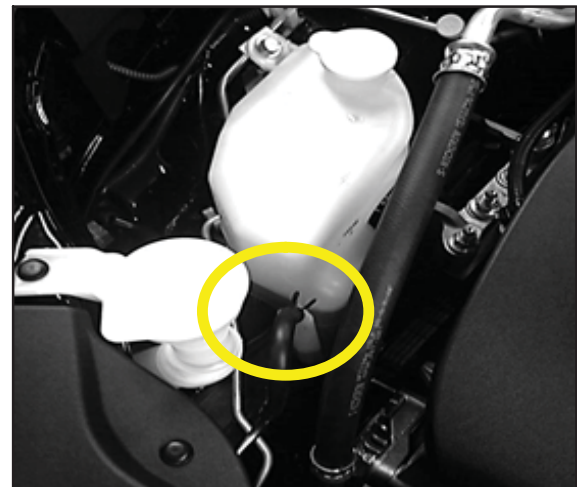
When entering warranty claims it is important that dealers utilize the correct labor operation (LOP) that matches the part replaced. For example, when replacing a rear brake caliper the LOP for the rear caliper should be used. Do not use the LOP for the front brake caliper when replacing a rear brake caliper. Dealers who do not enter the correct LOP are subject to warranty claims being charged back for adjustment.



GROUP 14 – Engine Cooling

✓ RADIATOR CONDENSER TANK HOSE FITTING COOLANT SEEPAGE/LEAK — 2013-15 Outlander Sport/RVR.

If a vehicle is leaking coolant from the radiator condenser tank at the hose connection, remove the hose from tank and inspect the hose fitting for flash or other condition that inhibits the hose from sealing to the hose fitting. If necessary, repair the hose connection to ensure a good sealing surface. It is very important to obtain a good sealing surface between the hose and hose connection as the clip installed on the hose from the factory is for retention only, and not for sealing of the hose to hose connection. Once the hose connection has been repaired, reinstall the hose to tank using an appropriate hose clamp.



GROUP 51 – Exterior

DOOR MIRROR RATTLES/VIBRATES WHILE DRIVING — 2013-15 Outlander Sport/RVR.

If a customer complains about loose or rattling/vibrating door mirrors, there are screws that can be tightened that may resolve this issue. The screws are located on the bottom of the pivot point on the mirror assembly as indicated in the photo below. Remove the cover and tighten the screws before replacing the assembly.

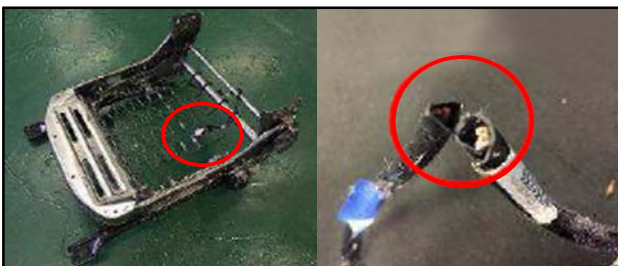


GROUP 52B – Supplemental Restraint System

DRIVER'S SEAT SLIDE SENSOR WIRING HARNESS DAMAGE UNDER DRIVER'S SEAT — 2008-17 Lancer, 2010-14 Lancer Sportback.

MMNA has identified warranty claims for SRS DTCs B1BA3 – “Drivers Seat Slide Sensor Malfunction,” B1B8D – “Seat Slide Sensor Open Circuit” with B223D – “Occupant Classification Module DTC Present.”

During diagnosis for this condition, dealers should check for damage to the driver's seat slide position sensor harness. If a damaged harness is found, DO NOT replace the front seat adjuster or SRS-ECU for this condition. The harness is now shown in CAPS and is available for repair: P/N 6979A394 – Harness, FR Seat Slide Sensor LH.



GROUP 54 – Chassis Electrical

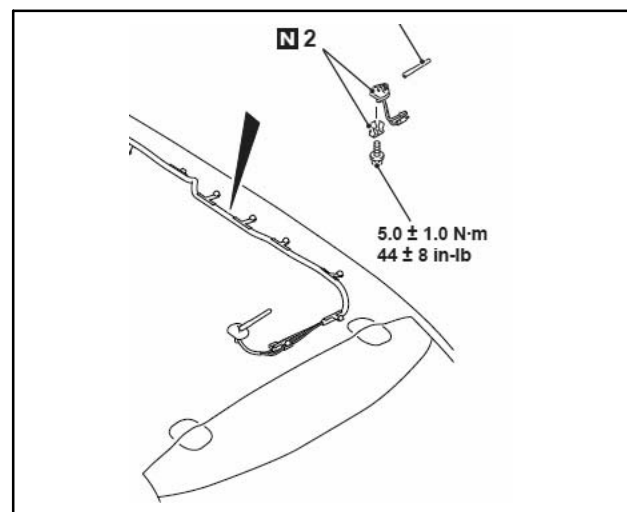
WATER LEAK FROM ROOF ANTENNA BASE — 2014-16 Outlander.

When diagnosing a water leak in the rear of the vehicle and it has been determined that the source of the water leak is coming from the roof antenna base, MMNA is requesting additional actions be taken prior to removal of the roof antenna base.

1. With the rear headliner dropped down, take a photo of the roof antenna base nut area, showing the water leak. Post the photos in the PRC.
2. Take photos of the roof antenna base seal as installed on the roof. Post the photos in the PRC.



3. Using a torque wrench set to 30 in-lb initially, measure the roof antenna base nut torque value. Increase the torque wrench setting to 36 in-lb and measure the roof antenna base nut torque value again. The torque specification for the roof antenna base nut is 44 ± 8 in-lb.



4. Remove the roof antenna base nut and take photos of the washer. Post photos in the PRC.
5. With the roof antenna base removed from the roof, take photos of the underside portion of the roof antenna base. Post photos in the PRC.

✓ **“THIS FUNCTION IS NOT SUPPORTED” MESSAGE ON DAS — 2017 Mirage, Mirage G4.**

The Display Audio with Smartphone Link (DAS) system on 2017 Mirage and Mirage G4 models may display the message “This function is not supported” when a customer pushes the voice recognition button on the steering wheel controls.



This can happen whether or not a phone is paired to the DAS (without a cable), as shown in the two following examples.



Dealers should explain that this system does **NOT** have the voice command feature, even when a phone is paired. To initiate a call, the user must press the phone icon on the display screen. When a paired phone is connected to the DAS via a cable, and Apple™ Carplay or Android Auto is operating, the voice recognition button on the steering wheel will enable voice recognition, but

ONLY through the phone’s own voice command function (provided the phone is equipped with that feature).

GROUP 55 – Heater, Air Conditioning and Ventilation

TIN-17-55-001: ADDITIONAL HOSE CLAMP FOR HVAC DRAIN HOSE REPAIRS — 2014-17 Mirage, 2017 Mirage G4.

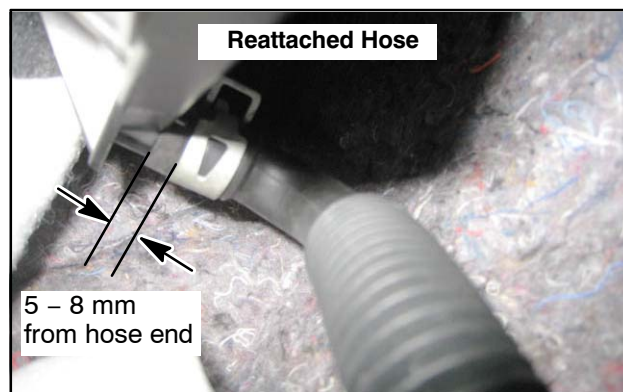
TIN-17-55-001 was released recently and states:

“When making repairs on vehicles with a detached drain hose, dealers should add a hose clamp (P/N MS660220) to the HVAC drain hose, at the HVAC box drain pipe/hose union.

A detached drain hose is usually identified when water is found on the passenger side floor under the carpet.



Be sure to mount the hose clamp with the tab facing up, and 5–8 mm away from the end of the hose.



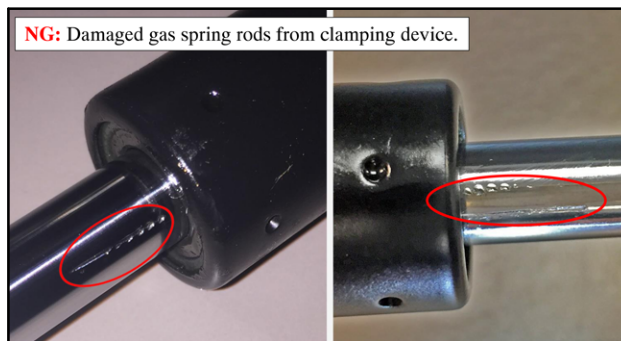
GROUP 60 – Recalls

✓ **TIN-16-SR-011-C: SECOND REPAIRS AFTER COMPLETION OF LIFT GATE GAS SPRING CORROSION SAFETY RECALL CAMPAIGN** — Certain 2011, 2012, 2016 Outlander Sport/RVR.

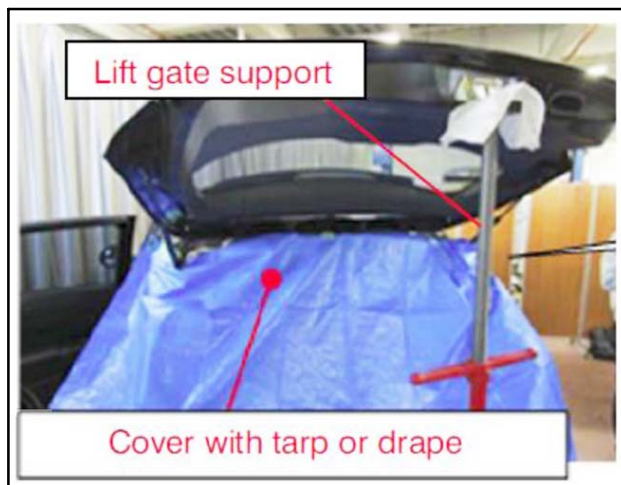
This article is being reprinted to emphasize the importance of following the instructions in TIN-16-SR-011-C.

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

“It has come to our attention that some dealership personnel may have been using vice grips or a similar clamping device on the new, replacement lift gate gas springs when performing this recall remedy. Mitsubishi Motors North America, Inc. (MMNA) would like to remind everyone that the procedures outlined in SR-16-011 (available on MEDIC and MDL) must be followed when performing this recall remedy. Clamping devices must never be used on the replacement lift gate gas springs. Usage of clamping devices on the replacement lift gate gas spring(s) could cause them to develop a leak.



Always properly support the lift gate prior to removal of the old lift gate gas springs. Do NOT take any shortcut by clamping the lift gate gas springs.



Customer satisfaction is important to MMNA, and we would like to take this opportunity to remind you that the proper procedures must be followed to fix the customer's vehicle right the first time as well as maintain or improve the condition and cleanliness of the vehicle upon return to the customer.”

IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is sold/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 sell/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-004-B: RAIDER PASSENGER SIDE FRONTAL AIR BAG INFLATOR SAFETY RECALL — Certain 2006–2009 Raiders.

TIN-16-SR-004-B was released recently and states:

“Notification letters will be mailed on May 15, 2017, to owners of all affected vehicles, requesting them to contact their local Authorized Mitsubishi Motors dealer to have the passenger side frontal air bag inflator replaced. Four different letters will be mailed to owners, depending on their vehicle's recall status for the subject campaign, **SR-16-004** – Raider Passenger Side Frontal Air Bag Inflator – Safety Recall Campaign, **SR-15-007** – Raider Driver Side Frontal Air Bag Inflator – Safety Recall Campaign, and/or **SR-15-001** – Raider Clutch Interlock Switch – Safety Recall Campaign. The four draft customer notification letters appear at the end of this Technical Information Notice, and are as follows:

1. SR-16-004 (Sample A)
2. SR-16-004, SR-15-007 (Sample B)
3. SR-16-004, SR-15-007, SR-15-001 (Sample C)
4. SR-16-004, SR-15-001 (Sample D)

Some dealers may be force allocated stock for 1 or more of the above campaigns, 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 Monday, May 15, 2017. Dealers may place additional orders via the MDL. Please refer to Parts Bulletin 37-RD-02-17 for additional information.

The replaced inflator must be returned to Takata directly for testing and analysis. The new air bag inflators are packaged with shipping instructions. It is okay to contact the FCA dealer hotline to start the return shipping process. Please refer to the Recall Bulletin (SR-16-004) for additional details.

Dealers must review the Warranty Superscreen to confirm if any vehicles in their used vehicle inventories are affected, and conduct this campaign prior to delivering them. When checking for applicability of this campaign (C1604R), please check for and complete any other open campaigns. It is extremely important that you check for and complete, if applicable, open driver side frontal air bag inflator campaign (C1507R) and clutch interlock switch campaign (C1501R) along with this campaign. Always get 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 sold/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 sell/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.

(NOTE for Tech Talk readers: To view copies of the customer letters, please refer to TIN-16-SR-004-B on MDL, or the MEDIC article TT-231-60-002.)

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

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

"Previously, MMNA requested that all cross member replacement recall claims include photos of vehicle cross members exhibiting perforation(s) posted to the Photos Required Condition (PRC) for MMNA to better understand the severity of the cross member corrosion on vehicles requiring cross member replacement. Thanks to your cooperation, MMNA now has sufficient understanding of the corrosion that requires cross member

replacement. Therefore, effective May 25, 2017, **cross member replacement recall claims are no longer required to have photos posted to the PRC system.**

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), you must still contact your DPSM for further directions.

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 sold/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 sell/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-17-SR-002-A: DOOR LATCH SAFETY RECALL CAMPAIGN — Certain 2016 Outlander and Outlander Sport/RVR.

ATIN-17-SR-002-A was released recently and states:

"A safety recall campaign will be conducted for door latches on certain 2016 Outlander vehicles built from May 11, 2015 to March 14, 2016 and 2016 Outlander Sport vehicles built from January 11, 2016 to July 8, 2016. **Do not sell or deliver any affected 2016 Outlander or 2016 Outlander Sport vehicles in your new vehicle inventory until this recall has been performed.** Please check the Most Recent: Open Campaign List e-report to identify affected vehicles (approximately 370 vehicles nationwide) in your new vehicle inventory.

MMNA is making every effort to provide your dealership with remedy parts as quickly as possible and will communicate an update within the next few days. Recall Campaign Bulletin, SR-17-002, outlining the repair procedure will be forthcoming.

Due to inappropriate manufacturing processes involving certain components used inside the door latch, certain dimensions of these components may be out of specification. As a result, the door latch mechanism may not securely latch in high-temperature conditions. If the door mechanism does not securely latch, the door may open while the vehicle is in motion creating a risk of injury.

MMNA is sending interim owner notification letters to approximately 35,000 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 door(s) are not latching properly, they may bring their vehicle into an Authorized Mitsubishi Dealership for inspection. If a customer presents their vehicle for inspection, verify the customer's concern, replace affected door latches with existing service parts, and advise the customer to return to have the safety recall completed once they receive notification that final remedy parts are available. Process the temporary repair as a Warranty claim.

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 (C1702A, C1702B, C1702C, C1702D), 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 sold/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 sell/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.

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Training News



Technical Training Schedule June 2017 – July 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

June				
M	T	W	Th	F
29 H	30	31 [ASCF2]	1 [ASCF]	2
5	6	7 [ES2]	8	9
12	13 [MED4]	14 [STV4]	15 [MEVTT]	16
19	20	21	22	23
26	27	28	29	30

July				
M	T	W	Th	F
3	4 H	5	6	7
10	11	12 [ER1]	13	14
17	18 [STV4]	19 [MED4]	20 [ES2]	21
24	25	26	27 [ER1]	28
31 [MEVTT]	1	2	3 [ER1]	4

Atlanta Technical Training Center

June				
M	T	W	Th	F
29 H	30	31 [ASCF2]	1 [MEVTT]	2
5	6	7	8	9
12	13	14 [ES2]	15 [ASCF]	16
19	20 [MED4]	21 [STV4]	22 [MEVTT]	23
26	27	28 [ER1]	29	30 [ASCF2]

July				
M	T	W	Th	F
3	4 H	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26 [ER1]	27 [MEVTT]	28
31	1	2	3	4

WESTERN ZONE

Dallas Technical Training Center

June				
M	T	W	Th	F
29 H	30	31 [ASCF2]	1 [ES3]	2
5	6	7 [ER1]	8 [ASCF2]	9
12	13	14	15	16
19	20 [ES2]	21 [ASCF]	22 [ASCF2]	23 [MEVTT]
26	27	28 [ER1]	29	30

July				
M	T	W	Th	F
3	4 H	5	6 [CC1]	7
10	11	12 [ES2]	13	14
17	18 [STV4]	19 [MED4]	20 [MEVTT]	21
24	25	26	27	28
31	1	2	3	4

California Technical Training Center

June				
M	T	W	Th	F
29 H	30	31	1	2
5	6	7 [ES2]	8 [MED4]	9
12	13 [STV4]	14 [MEVTT]	15 [ASCF2]	16
19	20	21	22	23
26	27	28	29	30

July				
M	T	W	Th	F
3	4 H	5	6	7
10	11	12	13	14
17	18 [ASCF2]	19 [ER1]	20	21
24	25 [ER1]	26 [ASCF2]	27	28
31	1	2	3	4

Days	Code	Prerequisites
Automatic Transaxles		
40/50 Series Diagnosis & Repair	3	AT2T ATFT1 or ATFWE or ATFB
50 Series 5-speed Diagnosis & Repair	1	AT3 AT2T
CVT Diagnosis & Repair	2	CVTT ATFT1 or ATFWE or ATFB
Brakes		
Antilock Brakes	2	ABS2 ES1W
Electrical Systems		
Electrical Systems 2	3	ES2 ES1W
Electrical Systems 3	2	ES3 ES1W
Engine Performance		
Advanced Emission Diagnosis	3	AED ES1W, STV4, MFIT2
Engine Repair	3	ER1 ERFW, ES1W, ME3W, MED4, STV4
Multipoint Fuel Injection	4	MFIT2 ES1W, STV4
Heating & A/C Systems		
Climate Control	2	CC1 MACW, ES1W, ME3W, MED4, STV4

Days	Code	Prerequisites
Manual Transaxles		
Manual Transaxles & Transfer Cases	3	MTT2 MTFW, ES1W, ME3W, MED4, STV4
Twin Clutch Sportronic Shift Transmission	2	TC-SST AESP, ES1W, ES2, STV4, ME3W, MED4, ATFWE, MTT2
Vehicle Specific		
Eclipse Spyder Convertible Top (Top Stack)	1	SP3 No Prerequisites
Mitsubishi Electric Vehicle Technician Training	2	MEVTT AESP, ES1W, ES2, STV4, ME3W, MED4, 120
Vehicle Diagnostics		
Advanced Electronic Service Procedures	-	AESP No Prerequisites
Advanced Safety & Convenience Features	1	ASCF ES1W, ME3W, MED4, STV4
Advanced Safety & Convenience Features 2	1	ASCF2 ASCF, ES1W, ME3W, MED4, STV4
MEDIC4	1	MED4 ME3W
Scan Tool Viewer 4	1	STV4 No Prerequisites

NEWS:

The all new **Engine Repair** curriculum launched April 1, 2017. It consists of a web-based introductory course (Engine Repair Fundamentals, ERFW) and a 3-day classroom course (Engine Repair, ER1) conducted at Mitsubishi training centers only. Technicians must successfully complete ERFW, ES1W, STV4, ME3W, and MED4 prior to enrolling in ER1.

Completion of the two new Engine Repair courses will be required for the 2017 DiamondPro Recognition Program. In addition, beginning October 1, 2017, ERFW will be added as a required **Core Course** and ER1 will be added as a required **Specialty Course**.

TECHLINE

(800) 446-6064



HOURS OF OPERATION:
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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MEDIC Information

MEDIC Hotline (800) 846-7575



HOURS OF OPERATION:
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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Bulletin Review



Since Tech Talk 230, the following
bulletins have been released.

2017 Technical Service Bulletins, Safety Recalls, & Service Campaigns

Date Posted	Publication Number	Publication Title	Applicable Models
5/25/2017	TSB-17-35-001	Updates to G & Yaw Rate Sensor Diagnostics - SMR	2017 Mirage G4
5/25/2017	TSB-17-35-002	Updates to Wheel Speed Sensor Circuit Diagnosis - SMR	2014-16 Outlander
6/6/2017	TSB-17-37-001	Power Steering Diagnosis Data List Reference Table - SMR	2014-17 Mirage, 2017 Mirage G4

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TIN/ATIN Review



Since Tech Talk 230, the following
TINs/ATINs have been released.

2017 Technical Information Notices, Advance Technical Information Notices

Date Posted	Publication Number	Publication Title	Applicable Models
5/15/2017	TIN-16-SR-004-B	Raider Passenger Side Frontal Air Bag Inflator Safety Recall Campaign	Certain 2006-09 Raider
5/18/2017	TIN-17-55-001	Additional Hose Clamp for HVAC Drain Hose Repairs	2014-17 Mirage, 2017 Mirage G4
5/25/2017	TIN-16-SR-003-G	Cross Member Corrosion Safety Recall Campaign -Photo Submission to PRC	Certain 2002-07 Lancer, 2004 Lancer Wagon, 2003-06 Lancer Evolution, 2003-06 Outlander, 2007-13 V6 Outlander
6/5/2017	ATIN-17-SR-002-A	Door Latch Safety Recall Campaign	Certain 2016 Outlander & Outlander Sport

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100 YEARS!!



100th
Anniversary

A century of innovation.
Mitsubishi automobiles.

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

1992: LANCER EVOLUTION



In 1992, the Lancer Evolution is launched and goes on to win many World Rally Championship, track racing, and hill climb titles.

From 1996 to 1999, multiple generations of the Lancer Evolution won a record four consecutive WRC Driver's Championships (with Tommi Makinen at the helm), and the WRC Manufacturer's Championship in 1998.

1992-1996: INNOVATIONS IN TECHNOLOGY

- In 1992, Japan Car Research and Journalist Conference named Mitsubishi Motors' **INVEC** System, which adapts to a person's driving habits, **Adaptive Shift Control Technology of the Year**.
- Also in 1992, Mitsubishi introduced its next-generation **MIVEC** engine technology that maintains engine performance while maximizing fuel efficiency.
- Then in 1996, Mitsubishi Motors led the development of environmentally friendly engineering by launching the world's first **Gasoline Direct Injection (GDI)** engine.

1999: GUINNESS WORLD RECORD



In 1999, the FTO-EV prototype earned a Guinness World Record by being the first electric car to travel 2,000 kilometers in 24 hours, beating the previous record by 300 km.

ON THE COVER: 2003 - LANCER EVOLUTION ARRIVES IN AMERICA

In 2003, the All-Wheel-Control equipped Lancer Evolution launched in the United States, where Automobile magazine promptly honored it as the 2003 Automobile of the Year.

