

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: September 27, 2017
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Ending Call with iPhone® (11.0/11.0.1) Using Apple CarPlay™ Causes Audio System Buttons To Be Unresponsive
TIN NO. TIN-17-54-002

AFFECTED VEHICLES: 2017-2018 Models Equipped with Display Audio with Smartphone Link (shown in photo below) - Mirage, Mirage G4, Lancer Limited Edition, Outlander Sport Limited Edition

PURPOSE

After making a phone call using an iPhone® equipped with iOS 11.0 or 11.0.1 and Apple CarPlay™, some customers may experience the inability to use other audio system functions.

When the phone call is ended, “hard” button functions such as “RADIO,” “HOME,” “SEEK,” etc. may not function on the audio system shown below. In addition, the message “*This function is unavailable during a call*”, or possibly an unclear or confusing message, may appear at the top of the display screen, even though the call has ended. Most touchscreen functions will not be affected. However, some customers have reported being limited to using the radio only under these conditions.



NOTE: This issue does NOT affect vehicles equipped with Smartphone Display Audio with 7-inch touchscreen, and one “PWR/VOL” button.

As a temporary countermeasure, disconnecting and reconnecting the iPhone® cable to restart Apple CarPlay™ should allow access to all normal audio system functions. MMNA is currently working with Apple to resolve the latest iOS 11.0/11.0.1 update issue.

Apple frequently releases minor software updates – always remind customers to check and make sure they have the latest version of software if they are experiencing issues.