MITSUBISHI MOTORS

SERVICE CAMPAIGN BULLETIN

SUBJECT:	No:	**SC−17−001**
OUTLANDER ASC ECU REPROGRAMMING – SERVICE CAMPAIGN	DATE:	**December 2017**
	MODEL:	**2017 Outlander**

CIRCULATE TO:	[**X**] GENERAL MANAGER	[**X**] PARTS MANAGER	[**X**] TECHNICIAN
[**X**] SERVICE ADVISOR	[**X**] SERVICE MANAGER	[**X**] WARRANTY PROCESSOR	[**X**] SALES MANAGER

PURPOSE

This Service Campaign Bulletin provides instructions for reprogramming the ASC−ECU with a countermeasure software.

BACKGROUND

Due to an inappropriate programming of the Active Stability Control (ASC) ECU, the Forward Collision Mitigation function does not operate when the vehicle is in Neutral.

AFFECTED VEHICLES

2017 Outlander vehicles

CUSTOMER NOTIFICATIONS

A letter will be sent to all owners of affected vehicles requesting they schedule an appointment with their local Authorized Mitsubishi dealer to have their vehicle remedied. A sample copy of the customer notification letter appears at the end of this bulletin.

<div style="border:2px solid red">

IMPORTANT

To maximize customer satisfaction with the quality of their vehicle, affected new or used inventory vehicles should be remedied 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 service campaign.

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REQUIRED OPERATIONS

1. Confirm your MUT−III is updated with the latest reprogramming database.

2. Reprogram the ASC−ECU with the new software. Refer to the **ASC−ECU Reprogramming Chart** for new software information.

EQUIPMENT

The following equipment is needed to reprogram the ASC−ECU.

- VCI (Vehicle Communication Interface) or VCI Lite − MB991824 or MB992744V.
- MEDIC Laptop/Tablet with A/C power adapter − MIT540031, or FZG1MK2.
- MUT−III main harness 'A' (blue connector at the DLC end) − MB992745V.
- USB 2.0 cable − RRAR1MBR108GL.
- MEDIC 3.5/4 update at **505** or higher.
- For Standalone MUT−III SE units, MUT3−SE Reprogramming Database **N171101** or higher.

ASC−ECU REPROGRAMMING CHART

System	DB No	ECU Part Number	Software Part Number	
			NEW	**OLD**
ASC	4670B560	4670B374	4670B55500	4670B37400

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Continued

REPAIR PROCEDURE

1. Verify that the ASC−ECU has not already been updated to the latest S/W number in the table above. If the ASC−ECU is at the latest level, reprogramming is not necessary.

Version and Update numbers
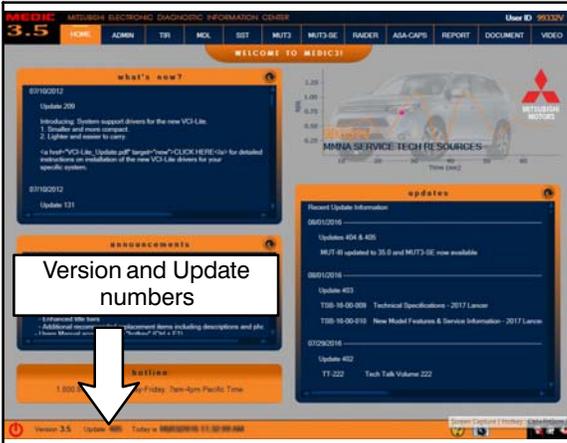
For MEDIC 3.5/4 users only: (MUT—III STV users go to step 5)

2. Verify the MEDIC 3.5/4 is at version 3.5 and at update **505** or higher.

    If your **MEDIC 3.5/4 update is at least 505**, continue with the Reprogramming Procedure on page 4.

    If your **MEDIC 3.5/4 update is below 505**, update your MEDIC as follows.

Admin

Click on "MEDIC UPDATES"

3. Select the MEDIC 3.5/4 Admin tab and click on "MEDIC UPDATES."

Click "Begin"

4. If the MEDIC update screen advises updates are available, click the "Begin" button. After all updates are complete, **GO TO THE REPROGRAMMING PROCEDURE.**
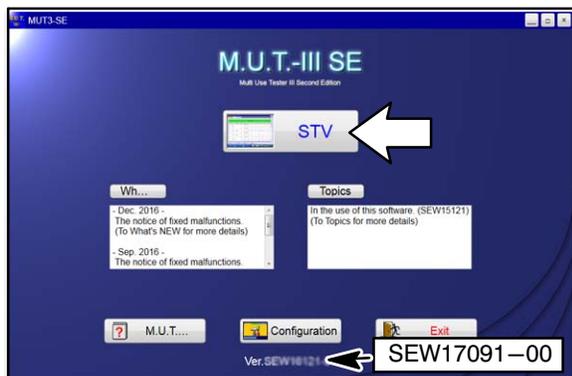
5. **STANDALONE MUT−III SCAN TOOL VIEWER (STV) ONLY: (MEDIC 3.5 USERS − GO TO THE REPROGRAMMING PROCEDURE)**. Verify that your MUT3−SE has the most current version of the reprogramming database:
From the MUT3−SE Main Page:

a. Verify the current version is SEW17091−00 or higher.

b. Click "STV."

c. Click the "ECU Reprogramming" button.
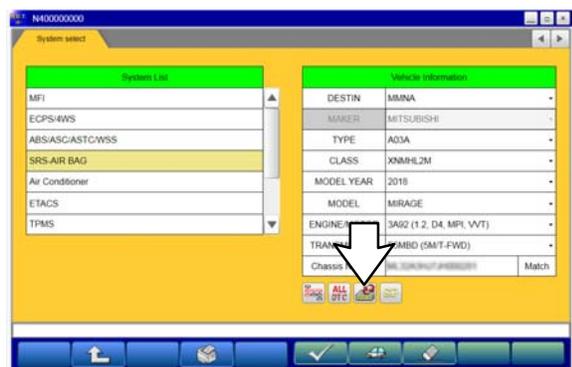
d. Click "SDB Data List."

e. Confirm that the database number displayed in the upper right above the chart is **N171101 or higher**
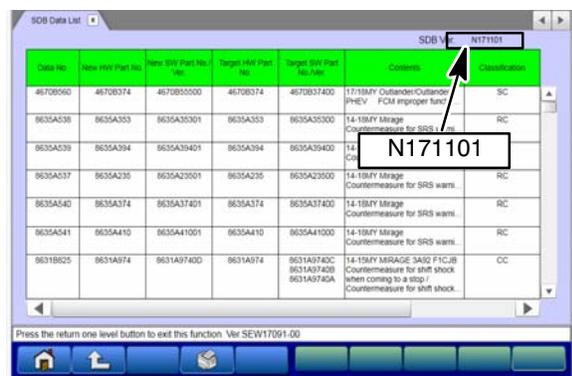
   - If the database number displayed on your MUT3−SE is N171101 or greater, continue to the **Reprogramming Procedure**.

   - If the reprogramming database number displayed on your MUT3−SE is **lower** than **N171101**, then the MUT3−SE database needs to be updated.

REPROGRAMMING PROCEDURE

NOTE: **VCI Stand−alone reprogramming is not available for this procedure.** **The laptop/tablet and the VCI must remain connected for the entire procedure.**

⚠ **CAUTION** **To ensure that the vehicle battery maintains 12V during the procedure, hook−up a battery charger to the vehicle during the procedure.**

1. Connect the equipment as follows:

NOTE: VCI Lite and MEDIC 4.0 Toughpad shown for illustration purposes only.
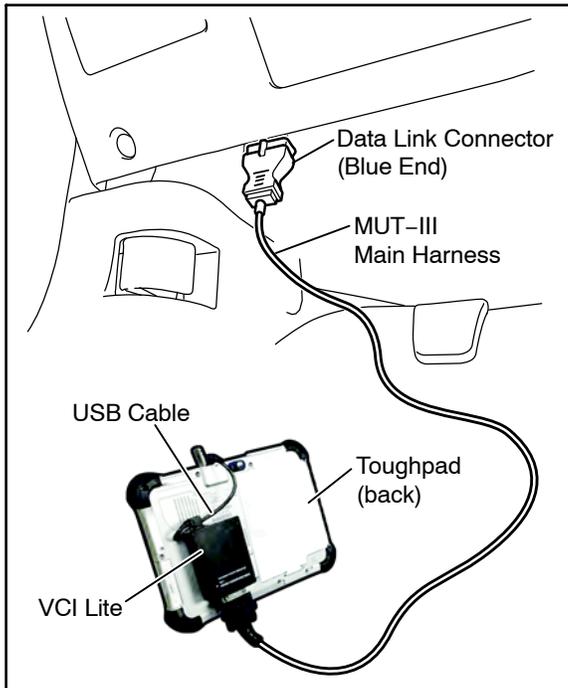
- Turn the MEDIC PC/tablet on. If the battery indicator in the lower right hand corner of the screen does not show a full charge, it is recommended that either the battery be charged prior to beginning, or be used with the A/C power adaptor connected.

- Connect the USB cable to the VCI/VCI Lite.

- When the laptop/tablet displays the MEDIC main screen, connect the USB cable to the device.

- Connect the MUT−III main harness with the blue DLC connection to the VCI/VCI Lite.

- Connect the blue connection of the MUT−III main harness to the vehicle's data link connector.

- Turn the VCI power switch ON. Verify that the indicator lamp in the upper right corner of the screen is green.

⚠ **CAUTION**

DO NOT DISTURB THE HARNESS CABLES OR CONNECTIONS DURING THE CODING PROCESS AS IT COULD CAUSE THE CONTROL UNIT TO LOSE DATA. IF THE USB CABLE IS DISCONNECTED DURING THIS PROCEDURE, A WARNING MESSAGE WILL DISPLAY.

2. Turn the ignition switch to the "ON" position.

3. Using MEDIC, from the main page, click the "MUT3−SE" icon at the top center of the screen to open MUT−III SE.

    Click the "STV" button.
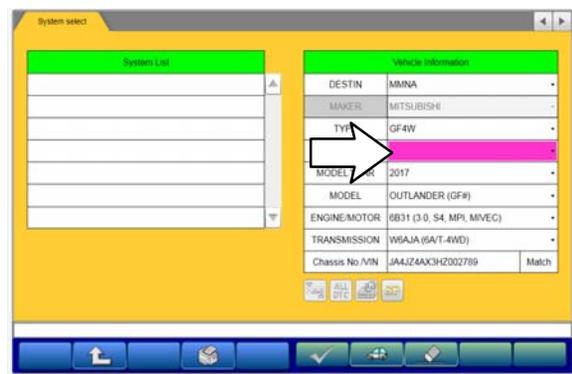
4. The System Select screen opens and populates with some basic information from the vehicle.

    Look at the label on the passenger side B pillar to identify the appropriate class.

    Then select the correct class from the drop−down list.

5. The System List should now populate with vehicle information.

    If required, select the correct Loading Option Setup from the drop−down lists.

    ●   Display Audio (e.g., CD Audio, Intelligent Display)

6. Verify that the ASC−ECU has not already been updated to the latest S/W number in the table above.

    If the ASC−ECU is at the latest level, reprogramming is not necessary.
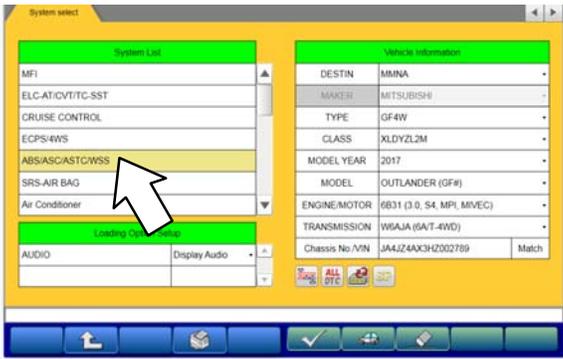
a. Select "ABS/ASC/ASTC/WSS" from the System List, then click on the check mark at the bottom of the screen.

b. Select "Special Function."
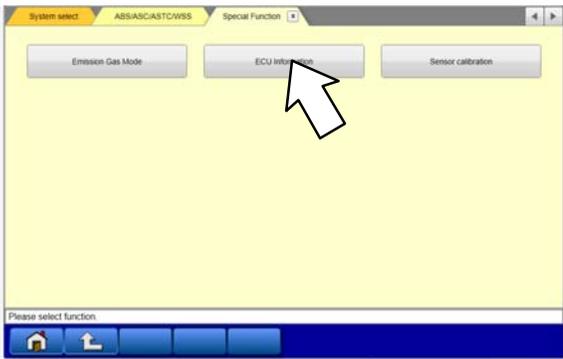
c. Select "ECU Information."
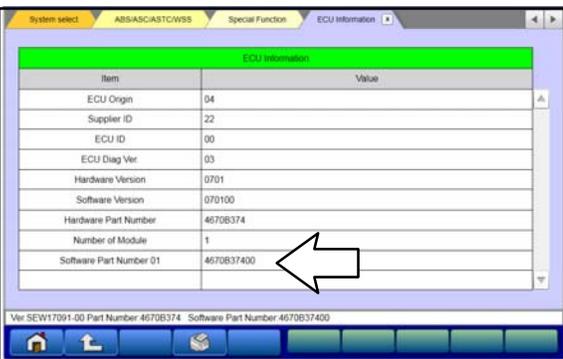
d. If the Software Part Number listed is **not** at the latest level (shown in the ASC−ECU Reprogramming chart), proceed with the next step.

If the Software Part Number **is** at the latest level, then reprogramming is not necessary.

7. Before reprogramming, perform an "Erase and Read All DTCs" to clear any DTCs that may have set.
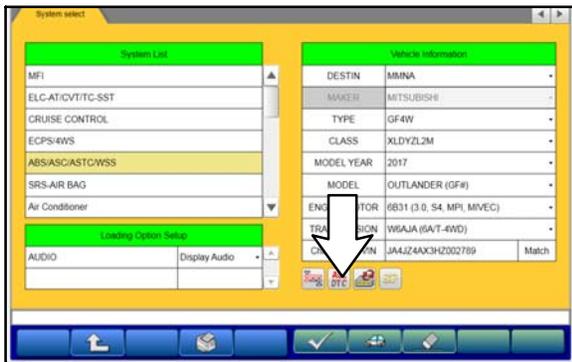
a. Click the home button to go back to the System Select screen.

Click the "ALL DTC" button.
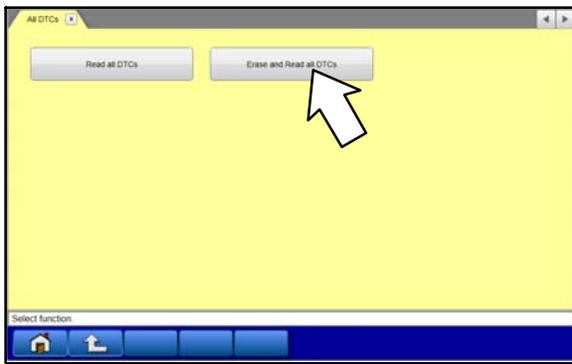
b. Select "Erase and Read All DTCs."
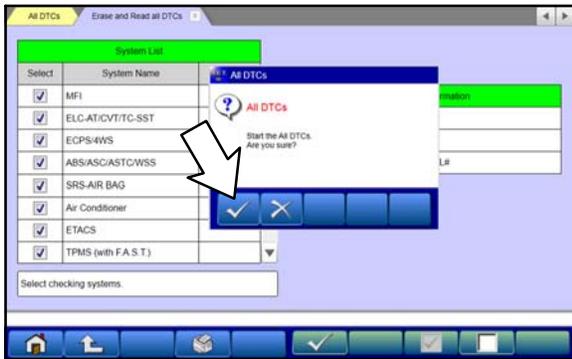
c. A window will pop up asking you to confirm DTC erasing. Click the check mark in the dialog box for DTC erasing and reading to begin.
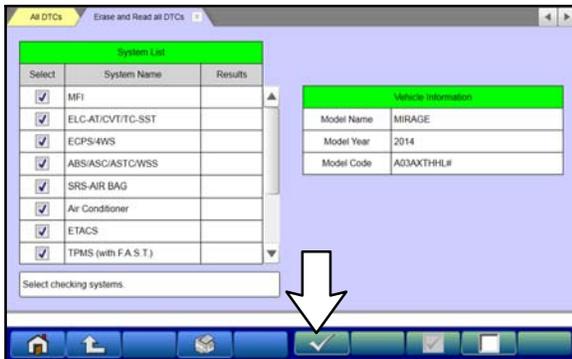
d. The "System List" on the left side of the screen will have all selections checked. <u>Do not</u> change these selections.

e. Click the check mark to continue.
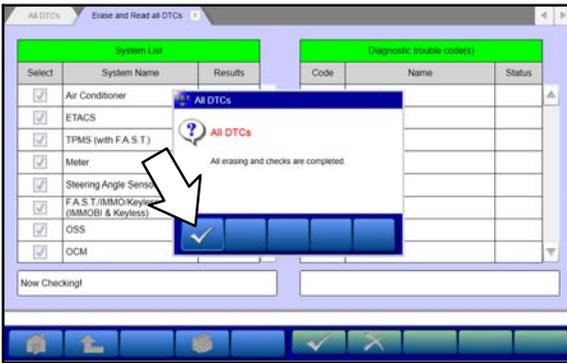
8. When DTC erasing is completed, click the check mark in the pop−up message that reads "All erasing and checks are completed."

    a. If DTCs return after erasing is completed, click the check mark to clear the window. Diagnose and repair per the Service Manual.

    b. If DTCs do not return, click the check mark to clear the window, then click the Home icon in the lower left to return to the System Select menu.
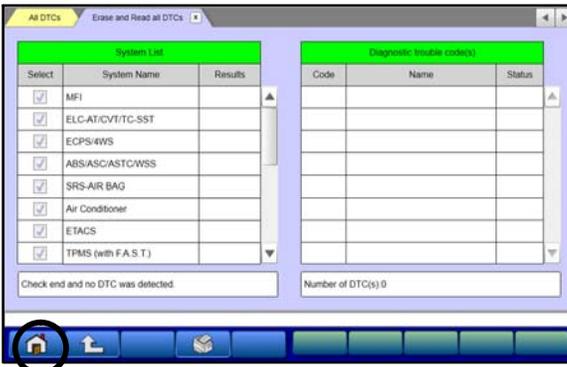
!! IMPORTANT !!   **Confirm Adaptive Cruise Control/Cruise Control system (if equipped) is off before reprogramming.**

9. Reprogram the ASC−ECU following the steps below.

    a. Click on the Reprogram button.
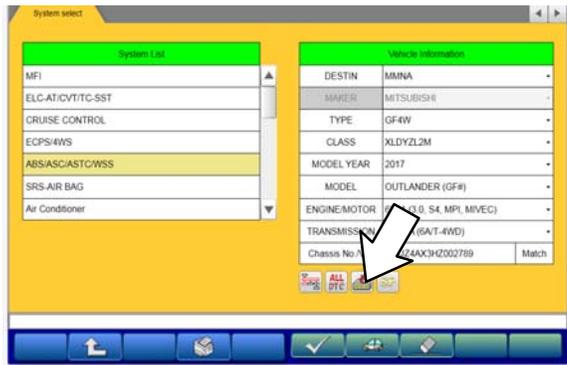
    b. Select "ECU Reprogramming (SDB)."
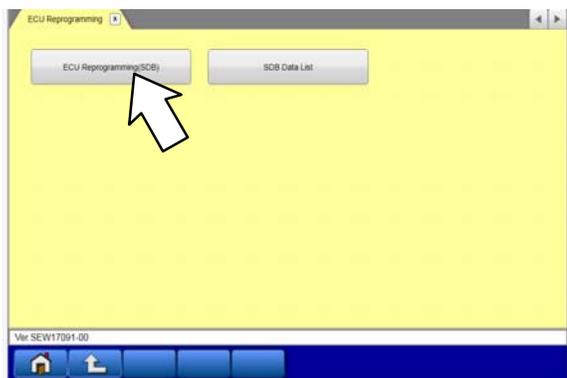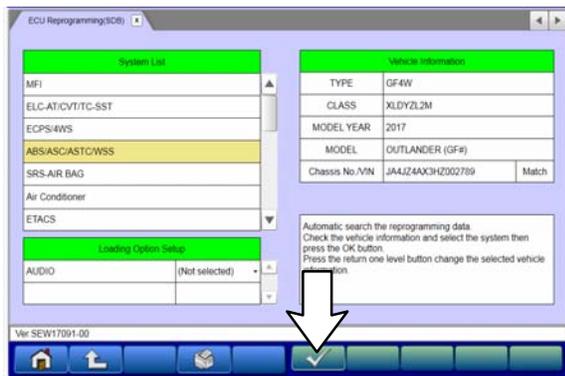
c. Verify the "ABS/ASC/ASTC/WSS" is selected in the System List, then click the check mark.
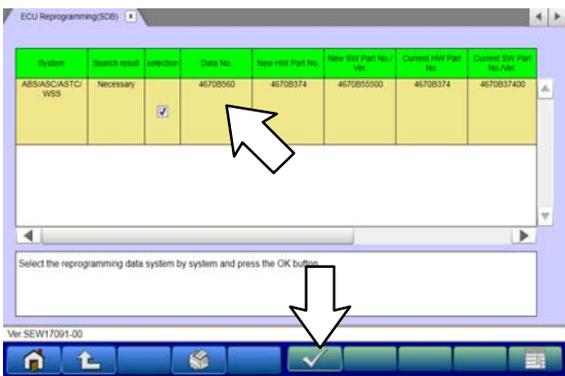
d. Select the correct Data No. listed in the **ASC ECU Reprogramming Chart**.

e. Click the check mark at the bottom of the page to initiate reprogramming.

f. Click the check mark in the "Check reprogramming data" dialog box.

g. Once the reprogramming is initiated, the screen shown will indicate the reprogramming progress.

   NOTE: Do NOT disturb the cables or turn off the ignition during reprogramming.
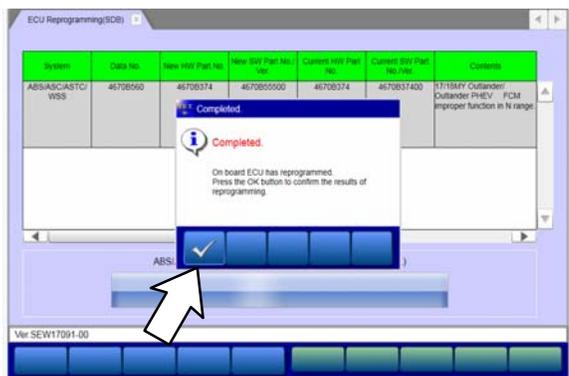
h. Click the check mark in the "Completed" dialog box.
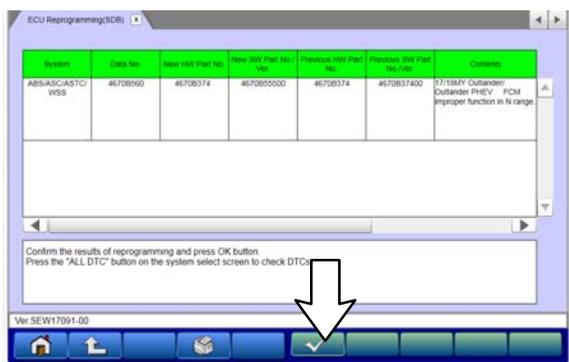
i. Verify the correct information is listed in the table. Click the check mark at the bottom of the page, then click the Home button to return to the System Select screen.

10. Turn ignition switch OFF **for at least 20 seconds.**

11. Turn ignition switch to the "ON" position.

12. Perform an "Erase and Read All DTCs" again to clear any DTCs that may have set.
    For instructions, refer to steps 7 and 8 in this bulletin.

    a. Erase the following DTC codes if stored:P1574, C1776, C1777, any U codes such as U0101, U110A.

    b. If any other DTCs appear, troubleshoot per the applicable service manual.

13. Verify that the software Data No. is now at the latest number listed in the ASC ECU Reprogramming chart on page 1.
    For ASC−ECU software number verification instructions, refer to step 6 in this bulletin.

14. Turn off the ignition switch and disconnect the MUT−III. Turn off and disconnect the battery charger.

15. Test drive the vehicle to confirm proper operation.

PARTS INFORMATION

No parts are required for the completion of this recall.

WARRANTY INFORMATION

There is only 1 repair scenario for this campaign.

#	Repair Procedure	Campaign Operation	Labor Time	Part Number
A	Reflash the ASC−ECU	C1708R01	0.3 hrs.	No parts needed

WARRANTY / RECALL CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' — Recall/Campaign Claims.

Please follow these campaign instructions when entering each claim. See the example below.

Certain 2017MY Outlander models only.

Claim Header Section:

After entering the required customer data, vehicle information, select the applicable campaign number and the one replacement scenario performed. Then, by hitting the "Save and Continue" button, the system will automatically fill−in several other fields. See the labor and parts examples on below.

Service Campaign Claim:

Labor:

There is only 1 repair scenario for this campaign. Reprogram the ASC−ECU on involved vehicles.

Labor Op: <u>C1708R01</u> — Reflash ASC−ECU   Labor Time: <u>0.3 hrs.</u>

Parts:

No parts are required or needed for this repair.

Rental Cars:

If there is a need to provide the owner with a rental car, claim the applicable charges in this section of the claim on the lower portion of the labor entry screen.

Note: Rental Cars applicable in the US and Puerto Rico only.

Mitsubishi Motors North America, Inc.

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Cypress, CA 90630
Telephone: 714-372-6000
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AFFECTED VEHICLES
MODEL: 2017 Outlander

This notice applies to your vehicle, _____.

Date: December 2017

Re: Customer Satisfaction Campaign SC−17−001

Dear **NAME**,

Mitsubishi Motors always strives to build vehicles with the highest level of quality, and continuously improve that quality with every vehicle built. To help assure continued satisfaction with your Mitsubishi vehicle, we are recommending that the following product improvement be performed on certain 2017 Outlander vehicles built between August 1, 2016 and July 3, 2017.

Recommended Product Improvement:
Due to an inappropriate programming of the Active Stability Control (ASC) ECU, the Forward Collision Mitigation function does not operate when the vehicle is in Neutral.

What your dealer will do:
Your local Mitsubishi dealer will reprogram the ASC ECU. This repair will take approximately **0.5** hours to complete. However, the dealer may need your vehicle for a longer period of time, but every effort will be made to minimize your inconvenience. Product improvements will be completed **free of charge**.

What you should do:
Please contact your local Mitsubishi dealership to schedule an appointment. Although not required, it is recommended to bring this letter when you take your vehicle into the dealership.

If you have any questions regarding this customer satisfaction campaign, please contact us:

> Mitsubishi Customer Relations Department
> P.O. Box 6400
> Cypress, CA 90630−0064
> Phone 1−888−648−7820
> Hours: Monday − Friday 7 a.m. − 4 p.m. Pacific Time

If you have already encountered a problem with the ASC ECU as a result of this specific condition and have paid for the repair, you may send your original repair order or invoice, **and** original receipt/proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630−0064

We appreciate your prompt attention to this matter, and apologize for any inconvenience.

Sincerely,

Mitsubishi Motors North America, Inc.

C1708R