



NEW 2018 Eclipse Cross

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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

TIN-18-00-001: REMOVE SEAT OPERATION HANG TAG ON 2018 OUTLANDER PHEV — 2018 Outlander PHEV.

TIN-18-00-001 was released recently and states:

“Some early 2018 Outlander PHEV vehicles were shipped with a hang tag that describes third row seat operation, even though there is no third row seat. These hang tags were meant for 7-passenger Outlander vehicles, and were inadvertently placed in some Outlander PHEV models.

Dealers are asked to remove and discard these hang tags during PDI, and on any vehicles currently in dealer inventory. This will prevent any confusion and help ensure a high level of customer satisfaction with every vehicle sold. Please make sure that sales personnel demonstrate second row seat operation to the customer to their satisfaction.

Vehicles currently in production will have these tags removed at the factory. In the very near future, a redesigned tag for 5-passenger vehicles will be installed in all Outlander PHEV models.

In the meantime, please continue to remove the tag with third row seat instructions until vehicles are equipped with the redesigned hang tag.”



TIN-18-00-002: 2018 MITSUBISHI ECLIPSE CROSS - IMPORTANT LAUNCH ACTIVITIES — 2018 Eclipse Cross.

TIN-18-00-002 was released recently and states:

“The highly anticipated 2018 Mitsubishi Eclipse Cross will be arriving in dealer showrooms very soon!

The Eclipse Cross is a very important vehicle to our Mitsubishi brand and contains cutting edge and unique technology. **To ensure a high level of Customer Satisfaction with this vehicle, dealers are requested to submit Product Quality Reports (PQRs) on any vehicle issues you might find, particularly during the vehicle launch period. This is most important during PDI (Pre-Delivery Inspection) where any vehicle issues need to be identified, repaired, and reported prior to customer delivery.**

Ensuring a new vehicle is delivered free of any issues will positively impact IQS and CSI - two of our Key Performance Indicators (KPIs). The introduction of quick countermeasures to vehicle issues depends on the speed, detail, timeliness, and accuracy of the information received from our dealers.

Please refer to TT-222-00-001 (in Tech Talk Vol. 222) regarding submitting Product Quality Reports (PQRs). Freeze frame data is mandatory for all diagnostic trouble codes (DTCs). Please do not erase any DTCs until receiving further direction from MMNA. Also, **do not** disconnect the 12V battery before retrieving freeze frame data. Supplemental information such as photos or videos are highly recommended and should be attached to the PQRs.

Please note that PQR attachments have a size limit of 5 Mb each, and 5 attachments per PQR.

Working together as a team, we can quickly identify emerging issues – leading to faster development and implementation of timely countermeasures.”



GROUP 14 – Engine Cooling

TIN-18-14-001REV: COOLANT LEVEL IN RADIATOR CONDENSER TANK DURING PDI – 2018 ECLIPSE CROSS — 2018 Eclipse Cross.

TIN-18-14-001REV was released recently and states:

“This TIN is being revised to update the coolant level measurements. Revisions are *italicized*.

During production of the Eclipse Cross, the coolant level is filled above the “Full” level mark of the radiator condenser tank. The coolant level is expected to be normalized after several heat cycles of the engine. Do not reduce the coolant level in the radiator condenser tank at PDI if the level is within 25 mm (*approx. 1 inch*) of the “Full” mark.”

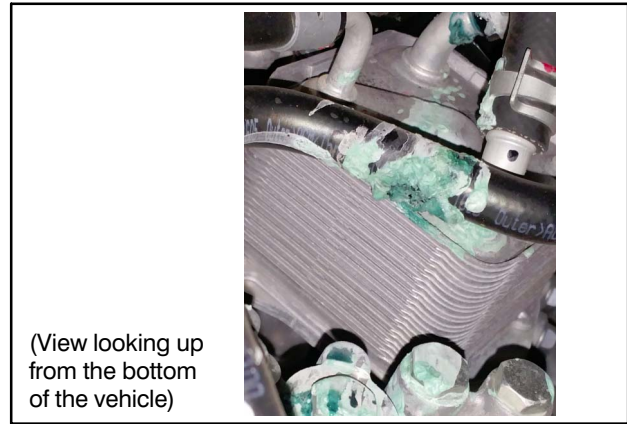


GROUP 23 – Automatic Transmission

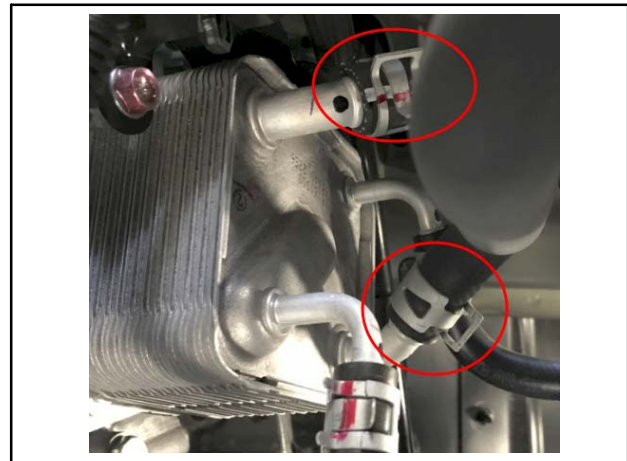
TIN-18-23-001: COOLANT LEAKING FROM WATER HOSES AT CVT8 FLUID COOLER — 2016-18 Outlander w/4 cylinder (2.4L) engine & CVT8 transmission (F1CJ/W1CJC).

TIN-18-23-001 was released recently and states:

“Dealers have reported coolant leaking from the water hoses at the CVT8 fluid cooler (see photo below). Normal dealer repairs have been to replace the water hose and/or clamps on the affected area.



In order to investigate this condition further, MMNA is looking to collect 5 complete sets of CVT8 fluid coolers with the water hoses and clamps **undisturbed**. Please do not remove the water hose clamps indicated by the circled areas in the photo below (the other hoses are for the CVT8 oil, not coolant). This is important since MMC needs to perform a duplication test to confirm the area of leakage.



Please open a Techline case, attach photos of the condition, and contact Techline (800-446-6064) to review the findings. Product Support will then contact the dealership to arrange return of the original parts to MMNA.”

Part Description	Part Number
A/T Oil Cooler Assembly	2920A400
T/M Oil Cooler Line Hose	2922B017
T/M Oil Cooler Line Hose	2922B019
T/M Oil Cooler Line Clip (17.8)	MU660005



GROUP 31 – Wheel & Tire

TPMS RECEPTION ISSUE: UPDATED QUESTIONNAIRE AVAILABLE — 2014-18 Mirage and 2017-18 Mirage G4.

The “TPMS Reception Issue” questionnaire has been updated to include 2018 Mirage and Mirage G4 vehicles. It is available on MDL under *service* —> *service tech resources* —> *Service Related Items* —> *Worksheets, Questionnaires, Job Aids*.

This questionnaire is **REQUIRED** when returning TPMS sensors for 2014-18 Mirage and 2017-18 Mirage G4. Please follow instructions in TIN-18-31-001, described in the next article, to submit the completed questionnaire to the PRC.

TIN-18-31-001: PHOTO REQUIRED CONDITION (PRC) FOR TPMS SENSOR REPLACEMENT - REVISED — 2014-18 Mirage and 2017-18 Mirage G4.

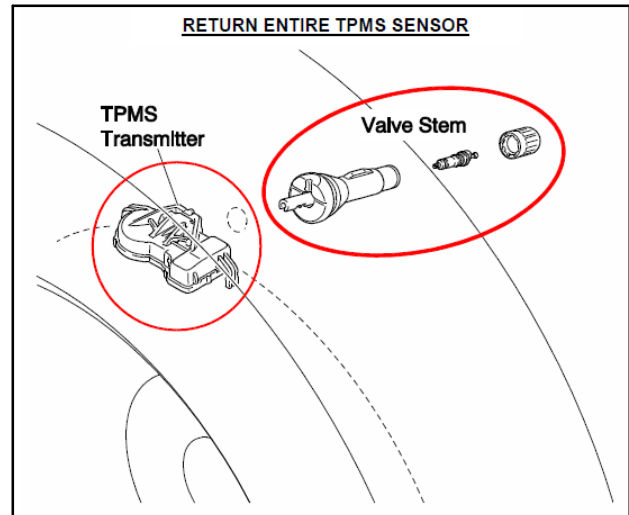
TIN-18-31-001 was released recently and states:

“This TIN supersedes TIN-17-31-001REV, issued May, 2017, to add 2018 model year Mirage and Mirage G4 vehicles.

When replacing a TPMS sensor under warranty on 2014 – 2018 Mirage and 2017 - 2018 Mirage G4 vehicles, accurate photos and a completed “TPMS Reception Issue” Questionnaire **MUST** be posted to the Photo Required Condition & Pre Approval Center. If no photos and/or questionnaire are submitted, or photos are submitted that do not show the proper detail (see examples in this TIN), dealers are in jeopardy of being debited for the claim.

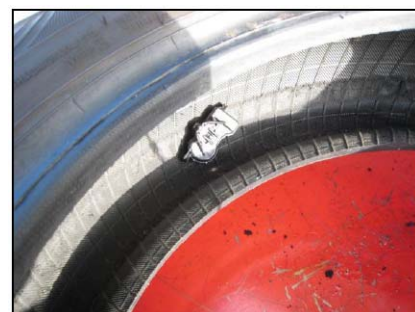
The following are **REQUIRED** for all TPMS sensor claims:

1. Return the entire TPMS transmitter and valve stem.



2. A photo of the TPMS transmitter and valve stem taken when the tire was dismounted at your dealership. The photo must show whether or not the sensor was attached to the wheel (valve stem) or loose inside the tire upon arrival. **GOOD** photos: Below are two examples of “Good” photos submitted to the PRC. In one case, the sensor was attached to the wheel, and the other shows it was loose in the tire.

GOOD EXAMPLES OF SUBMITTED PHOTOS
(showing location of sensor, attached and unattached)

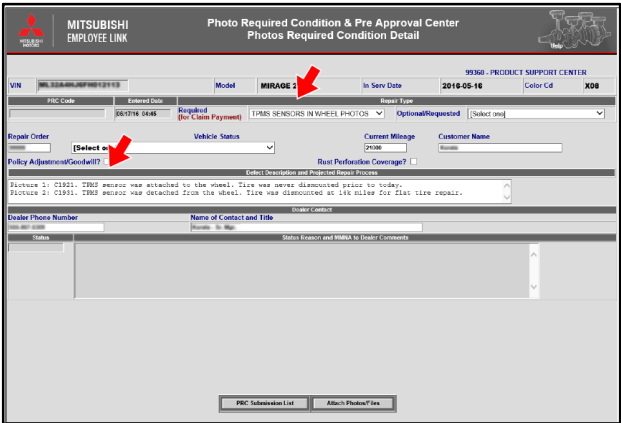


NOT GOOD photos: Below are two examples of “Not Good” or unacceptable photos submitted to the PRC.

A photo of the sensor by itself or of the outside of the wheel does NOT show where the sensor was in relation to the wheel and tire upon arrival at the dealership.



EXAMPLES OF SUBMITTED COMMENTS
GOOD EXAMPLE: “TPMS light remains on. DTC C1931 will not erase. Customer reported tire was never previously dismantled. TPMS sensor was attached to the wheel when the tire was dismantled.”
NOT GOOD EXAMPLE: “Sensor failed.”



NOTE: Photos must be posted on the PRC before entering the related Warranty claim.

MMNA will issue a Warranty Parts Return Request for all replaced (Mirage) TPMS sensors (which includes the valve stem).

Please continue posting the TPMS sensor photos to the PRC until a cancellation notice is published by MMNA headquarters.”

3. Completed Questionnaire “TPMS Reception Issue.” This can be found on MDL or through the Techline Main Screen (*also attached at the end of this TIN*).

- Techline: Click on the “Worksheets, Questionnaires, Job Aids” button, click on “TPMS Reception Issue” under “Questionnaires”
- MDL: Go to service → service tech resources → Service Related Items → Worksheets, Questionnaires, Job Aids → Questionnaires

4. Select the category “TPMS SENSORS IN WHEEL PHOTOS.”

5. Enter the following in the “Defect Description and Projected Repair Process” field in the PRC:

- A list of the failure DTCs that were set.
- Whether or not the tire was previously dismantled prior to this service (for example, “Yes, the tire was dismantled” or “No, the tire was never dismantled). Obtain this information from the customer if necessary.

Mitsubishi Motors QUESTIONNAIRE

Date: _____ Dealer Code: [] [] [] [] [] [] [] [] [] []

In-Service Date: _____ Dealer Name: _____

Model / Model Year: _____ Technician Name: _____

VIN: [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] (last 8 digits) Mileage: _____

For 2014 - 2018 Mirage and Mirage G4: Refer to TIN-16-31-001 and SUBMIT completed questionnaires to the PRC as instructed. For all other models: EMAIL completed questionnaires to mmna@techline.com

If there is an open Techline case related to this form, please attach the completed form directly to the Techline case.

TPMS Reception Issue

Complete this sheet for investigation of cause of a TPMS reception failure.

Date of occurrence of TPMS failure	Tire Pressure		TPMS Sensor ID Numbers	
	FL	FR	FL	FR
DTC Code(s) (List all codes before ID registration)	RL	RR	RL	RR

Customer Information

1. Was the TPMS warning light constantly illuminated or was it flashing?	<input type="checkbox"/> Constant	<input type="checkbox"/> Flashing
2. Did the TPMS light turn off after it first illuminated?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Did the TPMS light illuminate repeatedly? (e.g., turned off, then came on again later)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Does the operation of other electrical devices in the vehicle cause the TPMS light to illuminate?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Were tires replaced in the past? If replaced, was it at a Mitsubishi dealer or other shop?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Have the tires, wheels, or TPMS sensors ever been replaced with non-genuine Mitsubishi parts?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. Is the vehicle equipped with any non-genuine Mitsubishi accessories?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Describe the driving conditions when you first noticed the TPMS warning light was illuminated. (e.g., at XX mph, stopping, turning ignition on, etc.)		
9. Describe the location where the TPMS warning light illuminated. (Confirm possibility of sensors being jammed by heavy electronic interference, e.g., near a military base, etc.)		

Dealer Analysis

1. Identify which sensor(s) failed.	<input type="checkbox"/> FL	<input type="checkbox"/> FR	<input type="checkbox"/> RL	<input type="checkbox"/> RR
2. Which sensor ID numbers were registered to the ECU?	<input type="checkbox"/> FL	<input type="checkbox"/> FR	<input type="checkbox"/> RL	<input type="checkbox"/> RR
3. Please fill in sensor ID numbers in table in upper part of this form.				
4. Is it possible to re-register the TPMS sensor ID by pressure change without replacement of the TPMS sensor?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
5. Is the vehicle equipped with OGS (One Touch Start System)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
6. Was there any DTCs or FF (Freeze Frame data) available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
7. Was the TPMS sensor still attached to the valve stem or was it loose in the tire?	<input type="checkbox"/> Attached	<input type="checkbox"/> Loose		
8. Was there visual damage on the TPMS sensor? (e.g., scratched or deformed)	<input type="checkbox"/> Yes	<input type="checkbox"/> No		

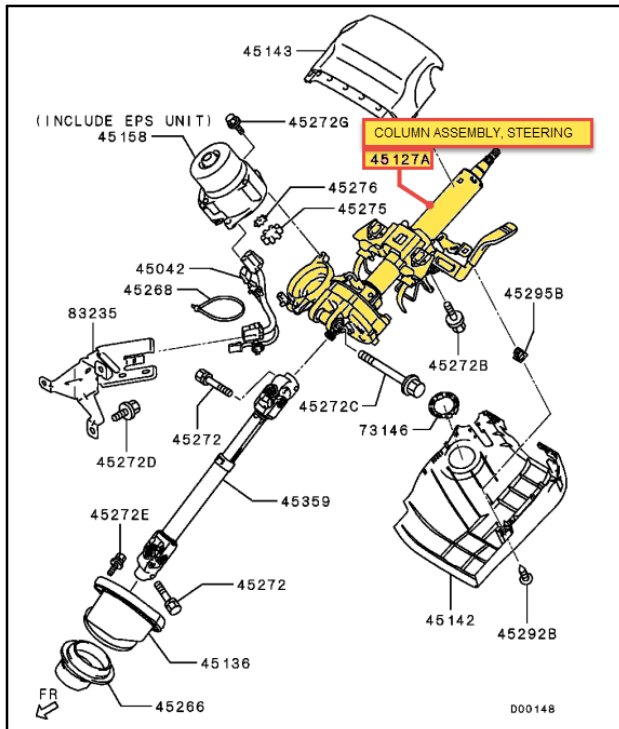
Copyright 2016, Mitsubishi Motors North America, Inc.

GROUP 37 – Steering

DTC C1512 - TORQUE SENSOR MAIN/SUB VOLTAGE FOUND IN EPS — 2015-16 Outlander Sport/RVR.

In case you find DTC C1512 in the Electric Power Steering (EPS), obtain and attach Freeze Frame Data (FFD) to the PRC, and perform all the checks in the diagnostic procedure of the Workshop Manual. If all checked items are found to be normal (CAN bus line, connectors C-145-1 and C-145, pins 21 - 24 [C-145-1], wiring harness inspection, voltage measurement at pins 22 & 24, data list check of items 1 & 2), then replace the steering column assembly **ONLY**. Please see highlighted part in the following diagram. There is no need to replace the steering motor.

NOTE: Make sure the vehicle did not have a prior accident involving the steering system.

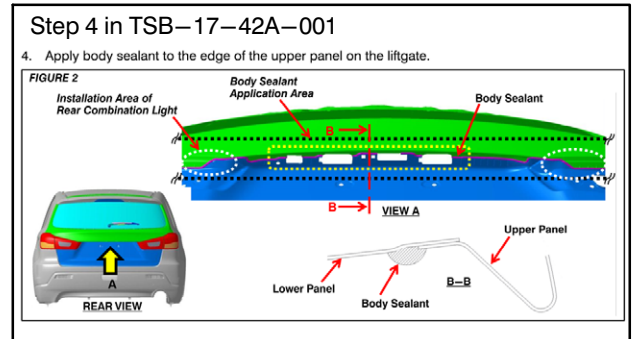


GROUP 42A – Body

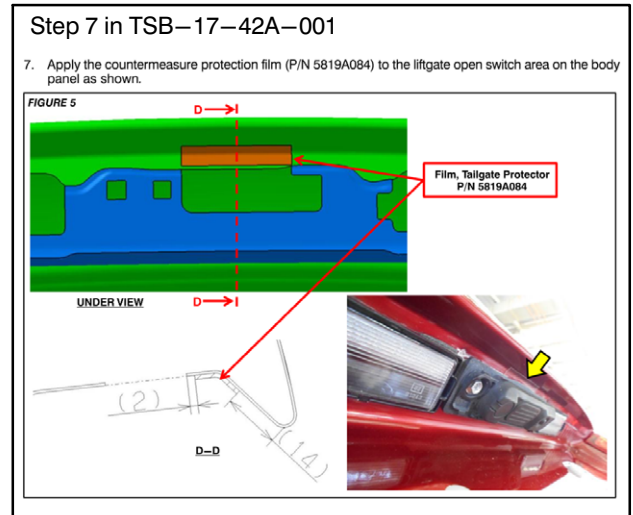
REPLACEMENT OF LIFTGATE DOES NOT REQUIRE SEALER LISTED IN TSB-17-42A-001 — 2011-15 Outlander Sport/RVR.

NOTE: This article is being reprinted to add a second liftgate part number.

Service part liftgates, part numbers 5801B559 and 5801B862, do not require the application of seam sealer, shown in step 4 of TSB-17-42A-001. This hatch is built with a different material and does not require the sealer.



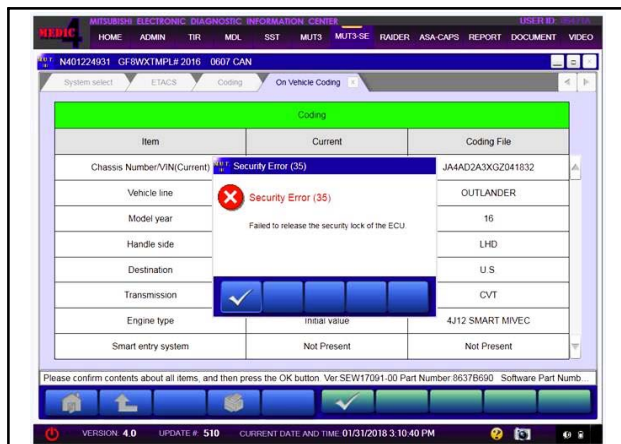
However, step 7, the addition of protective film in the exterior liftgate switch opening, **is** required. When the liftgate is replaced, do not add the labor time to the claim for sealer application. Add 0.1 hours for the application of the protective film.



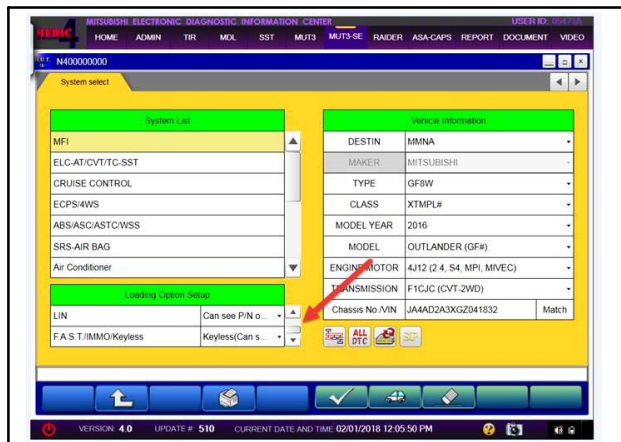
GROUP 42B – Keyless Operation System (KOS)

SECURITY ERROR (35) DURING ETACS REPLACEMENT — 2011-current models with OSS.

When performing ETACS coding with MUT3 SE after ETACS replacement, a “Security Error (35)” screen may be encountered. This screen (shown below) will be displayed during the coding step of the new ETACS if the items in the Loading Option fields are either not selected or selected incorrectly.



The proper key system selection must be made in the Loading Option Setup area of the MUT3 SE screen. Some techs are not aware they need to scroll down to select the additional options. If these options are NOT selected, they will run into error screens during ETACS coding.



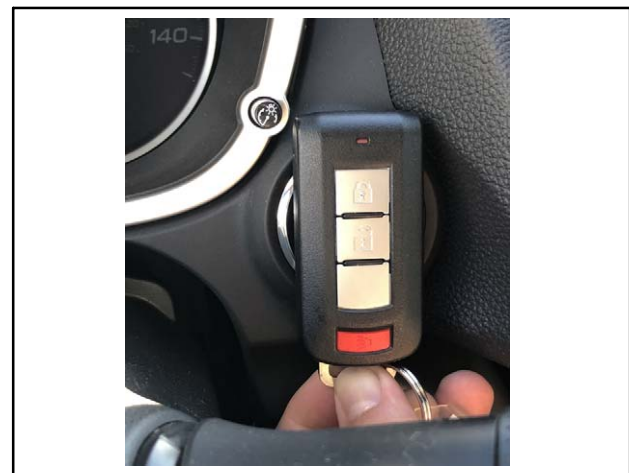
If these error screens are encountered, go back to the System Select screen and select the correct loading options. Be sure to scroll down to see additional selections and select all those applicable to your vehicle.

TIN-18-42B-001: STARTING ENGINE WITH IOD DISENGAGED – 2018 ECLIPSE CROSS — 2018 Eclipse Cross Equipped w/FAST key and One Touch Start System (OSS).


TIN-18-42B-001 was released recently and states:

“When the IOD fuse is disengaged on a new 2018 Eclipse Cross with FAST key and One Touch Start System (OSS), there is a unique procedure to start the engine. Use the following steps during PDI or anytime the IOD fuse is disengaged, also shown in the video linked below, to start the engine with the FAST key and engine start switch.

1. Vehicle status: IOD disengaged.
2. Press the engine start switch once. The green light in the switch begins to flash.
3. Place the FAST key transmitter on top of the engine start switch for 1 – 2 seconds, making sure to center the key over the switch as shown.



4. When FAST key is removed, the green light in the engine switch should be solid (not flashing).
5. Depress brake pedal and press the engine start switch to start the engine.”



To view a short video demonstrating the engine starting procedure, click on this link:
[Link to video](#)



GROUP 54 – Chassis Electrical

SMARTPHONE EV REMOTE & AUTOMATIC CHARGING OF THE 12V AUXILIARY BATTERY — 2018 Outlander PHEV.

After registering a wireless device (iPhone iOS 7.0 or later; Android OS 4.4 or later) to the Outlander PHEV, the EV Remote ECU (powered by the 12V auxiliary battery) broadcasts a LAN (Local Area Network) signal. To maintain the 12V auxiliary battery due to power consumption from Wi-Fi communication, the DC-DC Converter will automatically charge the 12V auxiliary battery from the main drive battery at 2:00 PM every day for up to 20 minutes.

The following occurs during charging:

- A buzzer/beep sounds in the cabin
- The park switch “P” light illuminates
- The electric parking brake switch light illuminates

Automatic charging of the 12V auxiliary battery will stop or cancel if the main drive battery state-of-charge is low, the Power switch is in the READY mode, or the main drive battery was charged between 7:59 AM – 2:00 PM.



GROUP 60 – Recalls

ATIN-18-SR-001-A: DRIVE BELT AUTO TENSIONER SAFETY RECALL CAMPAIGN — Certain 2008-12 Outlander, 2011-12 Outlander Sport/RVR, 2009-12 Lancer, and 2010-12 Lancer Sportback.

ATIN-18-SR-001-A was released recently and states:

“On January 26, 2018, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding certain 2008-2012 Outlander, 2011-2012 Outlander Sport, 2009-2012 Lancer, and 2010-2012 Lancer Sportback vehicles. Due to repetition of high load operations, the flange of the drive belt automatic tensioner may crack, causing detachment of the drive belt. If the drive belt detaches, the alternator will not charge the battery, causing an engine stall, and/or the power steering assist will be disabled, increasing the risk of a crash.

You will be notified again when additional updates become available. In the event you receive any direct customer inquiries regarding this issue, please refer them to the MMNA Customer Relations Hotline at (888) 648-7820.

We appreciate your patience while we make the necessary preparations to launch this recall.”

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-18-SR-002-A: PARKING BRAKE CORROSION SAFETY RECALL CAMPAIGN — Certain 2014-16 Outlander and 2013-16 Outlander Sport/RVR.

ATIN-18-SR-002-A was released recently and states:

“On January 26, 2018, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding certain 2014-2016 Outlander and 2013-2016 Outlander Sport vehicles. **It is a violation of Federal law for a dealer to sell or deliver any affected 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 in your new vehicle inventory.

(1) Due to insufficient rust prevention to the operating shaft of the parking brake and insufficient sealing performance of the rear brake caliper lever boot, water may penetrate the brake caliper lever boot and the parking brake operating shaft, causing caliper body and/or parking brake operating shaft corrosion. As a result, the operating shaft may bind, causing the rear brakes to drag and/or decrease parking brake performance.

(2) Due to an inadequate manufacturing process, the automatic adjuster in the rear brake caliper, with built-in parking brake, may not work. If the automatic adjusters do not work, as brake pads wear, the parking brake lever’s effective engagement point will increase until the parking brake no longer engages.

If the parking brake does not operate properly, the vehicle, when parked on a slope, may rollaway and increase the risk of a crash.

You will be notified again when additional updates become available. In the event you receive any direct customer inquiries regarding

this issue, please refer them to the MMNA Customer Relations Hotline at (888) 648-7820. We appreciate your patience while we make the necessary preparations to launch this recall.”

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-18-SR-003-A: SUNROOF SAFETY RECALL CAMPAIGN — *Certain 2007-10 Outlander, 2008-10 Lancer, 2009-10 Lancer Evolution, 2010 Lancer Sportback.*

ATIN-18-SR-003-A was released recently and states:

“On January 26, 2018, MMNA submitted to the National Highway Traffic Safety Administration (NHTSA) a Defect Information Report regarding certain 2007-2010 Outlander, 2008-2010 Lancer, 2009-2010 Lancer Evolution, and 2010 Lancer Sportback vehicles.

Due to inappropriate polyurethane materials of the outer frame that the sunroof glass is bonded to, the sunroof glass may detach from the sunroof glass assembly. If the sunroof glass detaches while driving, it can become a road hazard, increasing the risk of a crash.

You will be notified again when additional updates become available. In the event you receive any direct customer inquiries regarding this issue, please refer them to the MMNA Customer Relations Hotline at (888) 648-7820. We appreciate your patience while we make the necessary preparations to launch this recall.”

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-18-SR-004-A: OUTLANDER SPORT WINDSHIELD WIPER LINK SAFETY RECALL CAMPAIGN — *Certain 2011-16 Outlander Sport/RVR.*

ATIN-18-SR-004-A was released recently and states:

“A recall campaign will be released Friday, February 23, 2018 for the front windshield wiper link on certain 2011-2016 Outlander Sport vehicles built from August 26, 2010 to July 8, 2016.

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.

Some vehicles affected by this campaign are also affected by SR-16-010 “Windshield Wiper Motor,” SR-18-001 “Drive Belt Auto Tensioner,” and/or SR-18-002 “Parking Brake Corrosion.” Parts for SR-18-001 and SR-18-002 are not yet available. We anticipate having adequate parts for SR-18-001 and SR-18-002 in March. To reduce the number of visits that an owner of an affected vehicle must make to have these campaigns completed, the customer letters will be mailed in March.

It is important that whenever you verify if a vehicle has an affected VIN for this campaign, you also check the Superscreen for open recall SR-16-010 (C1611Z or C1612Z). To improve customer satisfaction and to prevent the customer from having to return for a separate repair, you must complete any open SR-16-010 campaign at the same time as this campaign. The labor allowance for SR-16-010 will be reduced to encourage the completion of both campaigns at the same time. Portions of SR-16-010 have been incorporated into SR-18-004 to enable a smooth completion of both campaigns.

Some dealers will be pre-allocated wiper link rods and wiper motors using POD data and a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments were processed via the ‘R’ order type and will start shipping along with your scheduled stock order beginning 02/23/2018. Please refer to Parts Bulletin WL-OU-01-18 for

additional information. Another allocation of wiper link rods and motors will be made just prior to mailing of customer notification letters. 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 (C1805Z or C1806Z), please check for and complete C1611Z or C1612Z, and any other open campaign. 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-18-SR-003-B: SUNROOF SAFETY RECALL CAMPAIGN — *Certain 2007-10 Outlander, 2008-10 Lancer, 2009-10 Lancer Evolution, 2010 Lancer Sportback.*

ATIN-18-SR-003-B was released recently and states:

"A recall campaign will be released today for the sunroof assembly on certain 2007-2010 Outlander built from September 8, 2006 to November 3, 2009; 2008-2010 Lancer built from January 15, 2007 to March 3, 2010; 2009-2010 Lancer Evolution built from September 1, 2008 to October 30, 2009; and 2010 Lancer Sportback built from June 17, 2009 to October 30, 2009.

Due to inappropriate polyurethane materials of the outer frame that the sunroof glass is bonded to, the sunroof glass may detach from the sunroof glass assembly. If the sunroof glass detaches while driving, it can become a road hazard, increasing the risk of a crash.

Approximately 39,000 customer notification letters will be mailed, by the end of February 2018, to owners of vehicles affected by this campaign, requesting they contact their local Authorized Mitsubishi Motors dealer to schedule an appointment to have this recall performed. Included below is a sample copy of the customer notification letter for your reference. Many of these vehicle also have

SR-16-003 "Cross Member Corrosion" and/or SR-17-003 "Windshield Wiper Motor" and SR-16-009 "Windshield Wiper Link" campaigns open. Another 17,000 customer notification letters will be mailed, in March 2018, to owners of vehicles affected by both this campaign and SR-18-002 "Parking Brake Corrosion" campaign.

Some dealers have been force allocated sunroof assembly stock and/or wiper motors, wiper links, cross members, cross member coating materials using POD data and a formula based on the proximity and percentage of applicable registered VINs by ZIP code. Parts shipments were processed via the 'R' order type and started shipping along with your scheduled stock order beginning 02/23/2018. Dealers may place additional orders via the MDL. Please refer to Parts Bulletin SF-OU-01-18 for additional information. Additional orders may be allocated based on the above criteria when the additional 17,000 customer notification letters are mailed.

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 (C1804R), please check for and complete any other open campaign. 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.



CVIR Success

Continental Mitsubishi, Countryside, IL

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



Continental Mitsubishi's CVIR Team (L-R): Back Row: Julian Chavez (Lube Tech), Jeremy Lloyd (Lube Tech), Ray Jirsa (Parts Dept), John Pratscher (Service Consultant), Ed Srejma (Parts Manager), Matt Kasper (Tech), Andy Szwab (Tech), Bill Miller (Porter), Frank Carrera (Parts Dept), Mark Koehler (Parts Dept). Front Row: Julian Ledesma (Service Consultant), **Frank Ritacco (Service Manager)**, Carlos Spizzirri (Service Consultant), Nick Vlajnic (Tech) Mike Lyons (Porter). Missing From Photo: Jake Robertson (Lube Tech), Dolores Rodriguez (Service Appointment Coordinator), Travis Hurley (porter), Lukasz Czepiel (porter), Nasr Amer (porter).

Serving Chicago and its neighboring communities (aka "Chicagoland"), is Continental Mitsubishi in Countryside, Illinois. When Service Manager Frank Ritacco first came to Continental almost 4 years ago, the CVIR program was still a new process and wasn't being used much at this fairly new Mitsubishi dealer. He encouraged the lube techs to start using it, and when other employees saw that customers were buying more parts and services after being shown the CVIR report, eventually everyone got in on the action. In fact, Frank believes the CVIR program has a lot to do with their successful dealership, customer retention, and higher CSI scores. Continental's success has not gone without recognition: being a Diamond Chapter of Excellence award winner every year since 2010, and also earning the Triple Diamond Certification 4 years in a row, which rewards the top achieving Service and Parts managers for meeting a number of performance goals and CSI scores.

It all starts when a customer receives the free 27-point inspection upon their visit. Often the service crew will staple the color printout of the CVIR report to the back of the R.O., then show it to the customer in the waiting area, and explain that anything in red is something that needs attention now. Usually the customer agrees to the recommended service. If the customer is on the go, they will email them the report, which they often view on their phone, and make an appointment later. It is not uncommon that a customer calls to say they would like to complete the items that were recommended to them at their last oil change.

Frank also credits their success with email promotions. What's more, they phone customers on the anniversary of their last oil change to remind them it's time for their next one, and urge them to come in for recalls. The Continental crew also keeps track of any "declined services." They follow-up on these customers by email.

Contributing to this great service at Continental Mitsubishi are many years of automotive experience - Frank himself has 41 years in the industry. Assisting him are 3 technicians: Andy Szwab (22 years), Matt Kasper (20 years), Nick Vlajnic (13 years); 3 lube techs: Jake Robertson (6 years), Jeremy Lloyd (4 years), and Julian Chavez (currently taking automotive classes at Universal Technical Institute); 3 service writers: John Pratscher (35 years), Carlos Spizzirri (13 years), and Julian Ledesma (5 years). The Parts department includes Manager Ed Srejma (30 years), Ray Jirsa (13 years), and Frank Carrera (6 years). Indeed, Frank Ritacco likes to brag that their team's total years of experience in the automotive business is 208 years. That's a lot of experience!

Being in the "melting pot" of the Chicago suburbs, they serve customers from many nationalities, including those of Polish descent. In addition to 2 Spanish-speaking advisors, Frank Carrera in Parts, and Julian Ledesma in Service, technician Andy Szwab is fluent in Polish. Consequently, Continental's website includes two bi-lingual pages, one in Spanish, and one in Polish.

Continental's motto is "Miles & Miles of Smiles," communicated on their courtesy van with smiley faces. According to Frank, "No one likes to spend money, so if we can make them smile, then they leave with a smile on their face." They also provide a loaner vehicle when repairs take longer than expected. It's no wonder the Continental service team gets rave reviews from customers on its website. Continental Mitsubishi - another "CVIR Success" story. Keep it up Continental!

Training News



Technical Training Schedule March – April 2018

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

Mar				
M	T	W	Th	F
26	27	28	1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

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

Atlanta Technical Training Center

Mar				
M	T	W	Th	F
26	27	28	1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

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

WESTERN ZONE

Dallas Technical Training Center

Mar				
M	T	W	Th	F
26	27	28	1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

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

California Technical Training Center

Mar				
M	T	W	Th	F
19	20	21	22	23
26	27	28	29	30

Apr				
M	T	W	Th	F
9	10	11	12	13
16	17	18	19	20

CENTRAL ZONE (Normal / Bloomington)

Mar				
M	T	W	Th	F
19	20	21	22	23
26	27	28	29	30

Apr				
M	T	W	Th	F
16	17	18	19	20
23	24	25	26	27

Course Title	DAYS	CODE	PREREQUISITES	Course Title	DAYS	CODE	PREREQUISITES
Automatic Transaxles				Manual Transaxles			
40/50 Series Diagnosis & Repair	3	AT2T	ATF1 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	ATF1 or ATFWE or ATFB				
Brakes				Vehicle Specific			
Antilock Brakes	2	ABS2	ES1W	Eclipse Spyder Convertible Top (Top Stack)	1	SP3	No Prerequisites
Electrical Systems				Plug-In Hybrid Electric Vehicle	2	PHEV	AESP, ES1W, ES2, STV4, ME3W, 120 MED4, PHEVW, R1234W
Electrical Systems 2	3	ES2	ES1W	Eclipse Cross	1	181N	AESP, ES1W, ME3W, MED4, NMNS, STV4
Electrical Systems 3	2	ES3	ES1W	Vehicle Diagnostics			
Engine Performance				Advanced Electronic Service Procedures	-	AESP	No Prerequisites
Advanced Emission Diagnosis	3	AED	ES1W, STV4, MFIT2	Advanced Safety & Convenience Features	1	ASCF	ES1W, ME3W, MED4, STV4
Engine Repair	3	ER1	ERFW, ES1W, ME3W, MED4, STV4	Advanced Safety & Convenience Features 2	1	ASCF2	ASCF, ES1W, ME3W, MED4, STV4
Multiport Fuel Injection	4	MFIT2	ES1W, STV4	MEDIC4	1	MED4	ME3W
Heating & A/C Systems				Scan Tool Viewer 4	1	STV4	No Prerequisites
Climate Control	2	CC1	MACW, ES1W, ME3W, MED4, STV4				

NEWS:

The 1st quarter technical quiz (TQ0118) is available 1/1/2018 at MitsubishiAcademy.com. It will be available through midnight March 31st and is required for Service Technicians who wish to obtain or maintain Diamond Pro Certification.




<h1 style="margin: 0;">TECHLINE</h1> <p style="margin: 0;">(800) 446-6064</p>		<p>HOURS OF OPERATION: Monday — Friday 6:30 am — 3:30 pm Pacific Time</p> <p>Beginning October 26, 2017 Techline is closed every <u>other</u> THURSDAY 9:30 - 10:30 A.M for a staff meeting.</p>
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<h1 style="margin: 0;">MEDIC Information</h1> <p style="margin: 0;">MEDIC Hotline (800) 846-7575</p>		<p>HOURS OF OPERATION: Monday — Friday 7:00 am — 4:00 pm Pacific Time</p> <p>MEDIC Hotline will assist with MEDIC & Scan Tool hardware or software issues.</p>
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<h1 style="margin: 0;">Bulletin Review</h1>		<p>Since Tech Talk 236, the following bulletins have been released.</p>
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2018 Technical Service Bulletins, Safety Recalls, & Service Campaigns			
Date Posted	Publication Number	Publication Title	Applicable Models
2/5/2018	TSB-18-00-001	New Model Features & Service Information - 2018 Eclipse Cross	2018 Eclipse Cross
2/6/2018	TSB-18-00-002	Technical Specifications - 2018 Eclipse Cross	2018 Eclipse Cross
2/22/2018	TSB-18-54-001	Communication Malfunction of Telematics Control Unit (TCU) / Mitsubishi Connect	2018 Eclipse Cross
2/23/2018	SR-18-003	Sunroof - Safety Recall Campaign	2007-10 Outlander, 2008-10 Lancer, 2009-10 Lancer Evolution, 2010 Lancer Sportback
2/23/2018	SR-18-004	Outlander Sport Windshield Wiper Link - Safety Recall Campaign	2011-16 Outlander Sport /RVR



TIN/ATIN Review



Since Tech Talk 236, the following TINs/ATINs have been released.

2018 Technical Information Notices, Advance Technical Information Notices			
Date Posted	Publication Number	Publication Title	Applicable Models
2/5/2018	TIN-18-23-001*	Coolant Leaking from Water Hoses at CVT8 Fluid Cooler	2016-18 Outlander
2/5/2018	TIN-18-31-001	Photo Required Condition (PRC) for TPMS Sensor Replacement - Revised	2014-18 Mirage, 2017-18 Mirage G4
2/9/2018	TIN-18-00-001	Remove Seat Operation Hang Tag on 2018 Outlander PHEV	2018 Outlander PHEV
2/9/2018	ATIN-18-SR-001-A	Drive Belt Auto Tensioner Safety Recall Campaign	2008-12 Outlander, 2011-12 Outlander Sport/RVR, 2009-12 Lancer, 2010-12 Lancer Sportback
2/9/2018	ATIN-18-SR-002-A	Parking Brake Corrosion Safety Recall Campaign	2014-16 Outlander., 2013-16 Outlander Sport/RVR
2/9/2018	ATIN-18-SR-003-A	Sunroof Safety Recall Campaign	2007-10 Outlander, 2008-10 Lancer, 2009-10 Lancer Evolution, 2010 Lancer Sportback
2/14/2018	TIN-18-00-002	2018 Mitsubishi Eclipse Cross - Important Launch Activities	2018 Eclipse Cross
2/14/2018	TIN-18-42B-001	Starting Engine with IOD Disengaged - 2018 Eclipse Cross	2018 Eclipse Cross
2/15/2018	TIN-18-14-001REV	Coolant Level in Radiator Condenser Tank During PDI - 2018 Eclipse Cross	2018 Eclipse Cross
2/22/2018	ATIN-18-SR-004-A	Outlander Sport Windshield Wiper Link Safety Recall Campaign	2011-16 Outlander Sport/RVR
2/23/2018	ATIN-18-SR-003-B	Sunroof Safety Recall Campaign	2007-10 Outlander, 2008-10 Lancer, 2009-10 Lancer Evolution, 2010 Lancer Sportback

* Originally published as TIN-18-~~54~~-001 by mistake. Group number in title has been corrected



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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website (www.mitsubishitechinfo.com).