

**** TECHNICAL INFORMATION NOTICE ****

DATE: April 12, 2018
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: DAS Software Update for Rear View Camera Freezing Issue
TIN NO. TIN-18-54-003

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AFFECTED VEHICLES: 2017 Lancer Limited Edition, Mirage, Mirage G4, Outlander Sport Limited Edition

PURPOSE

Some customers may have experienced a rear view camera freezing issue while backing up. Mobis has released a fix for this issue. MMNA would like to inform dealers to update the DAS unit on a customer complaint basis.

If the customer complains of rear view camera freezing, please follow the steps below to complete the update.

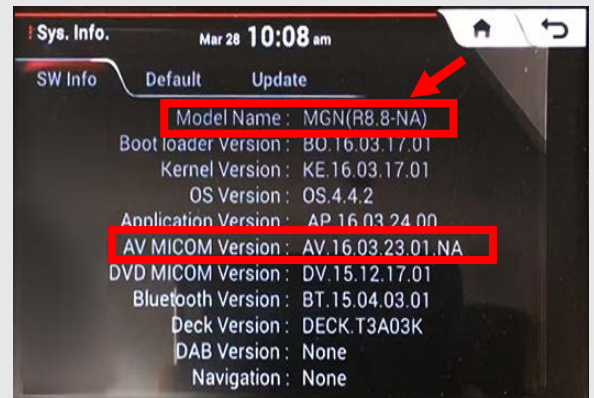
1. Check the software version to verify the unit has not been updated.

The software needs to be updated if the numerical value is **prior** to the Model Name and AV MICOM versions below:

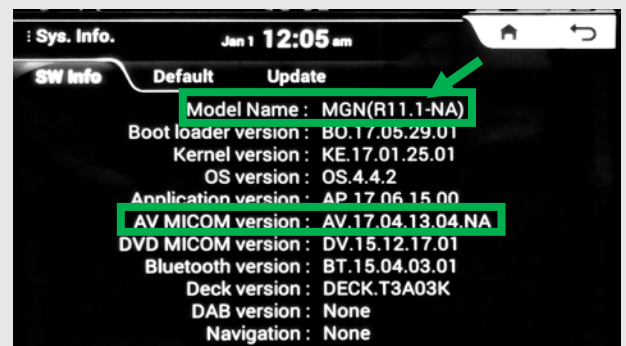
Model Name: MGN(R11.1-NA)
AV Micom Version: AV.17.04.13.04.NA

See examples on the right.

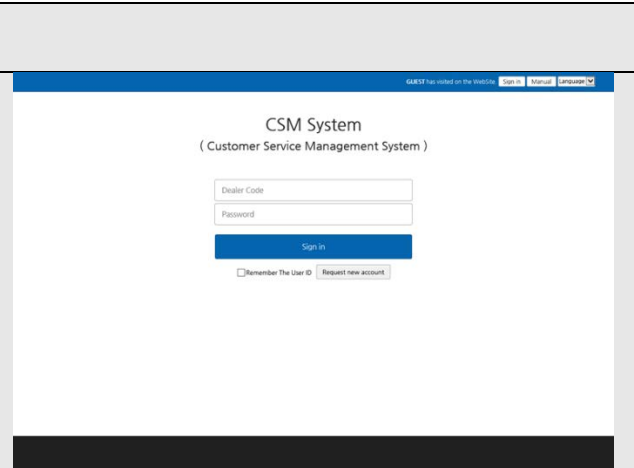
Example of Older Version



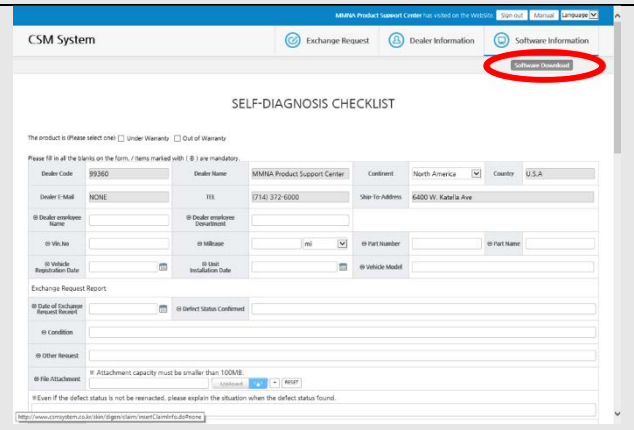
Example of Updated Version



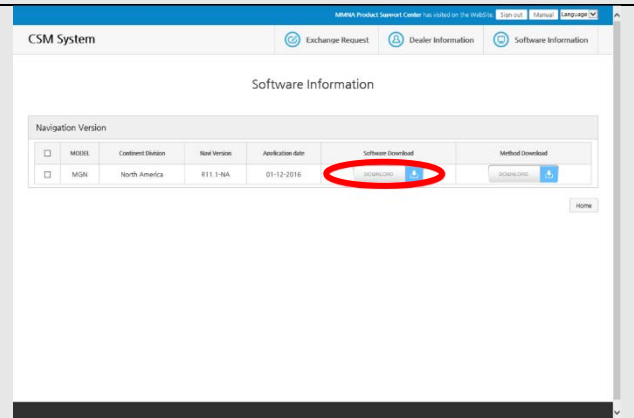
- From any non-MEDIC computer, go to: csmsystem.co.kr
- Login with your dealer code and password.



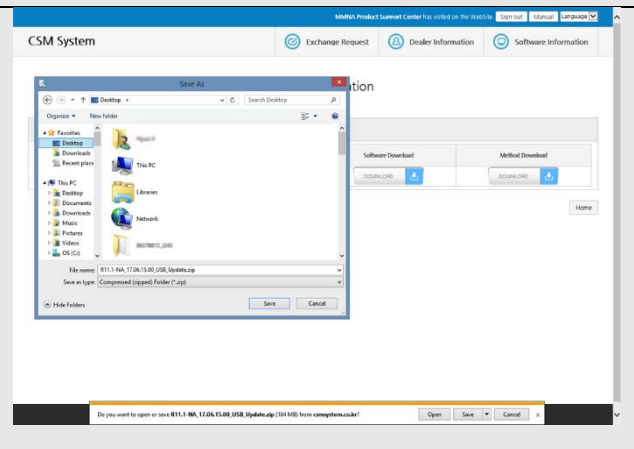
- Go to **“Software Information”** then click on **“Software Download.”**

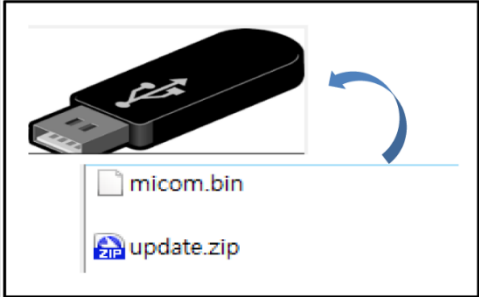
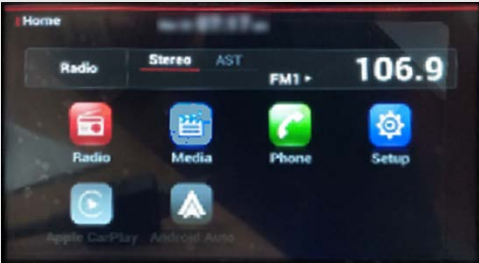

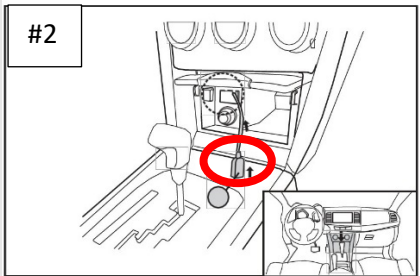
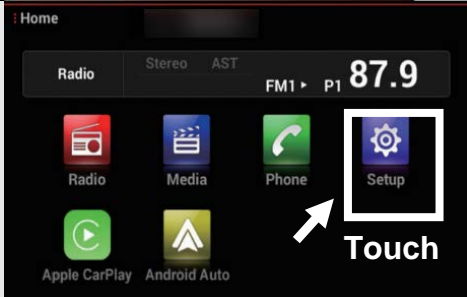


- From the **“Software Download”**, click on **“Download”** to start the downloading.

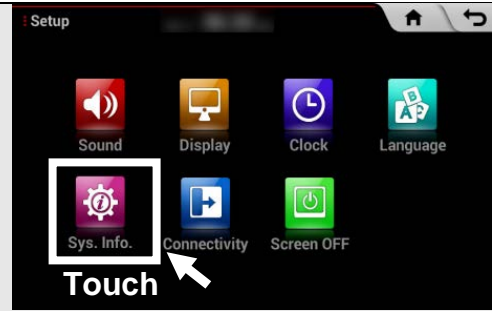


- Save the file somewhere that can be found easily. The download can take between 5 ~ 8 minutes. The file is in zip format. The files will be needed to be unzipped after downloading.

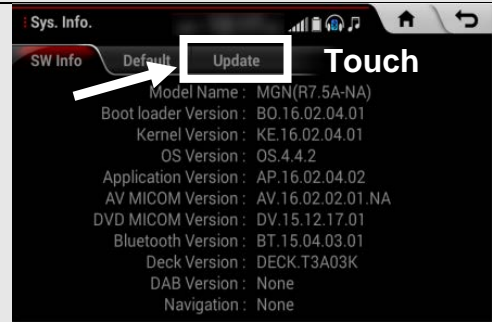


<p>7. Plug in a NEW USB thumb drive to your computer. Please make sure that the USB thumb drive DOES NOT contain any files. Save ONLY “micom.bin” and “update.zip” onto the thumb drive.</p>	
<p>8. Turn the ignition key or push button (F.A.S.T. equipped) to the ON position. If the vehicle is equipped with the F.A.S.T. System, the fob must remain in the vehicle for the entire procedure.</p>	
<p>9. Allow the DAS unit audio to fully start.</p>	<p>Audio home screen displayed</p> 
<p>10. Connect the USB thumb drive to the vehicle USB cable.</p> <p>For Mirage, Mirage G4, and Outlander Sport LE: The vehicle USB cable is in the glove box (shown in image #1).</p> <p>For Lancer LE: The vehicle USB cable is in the center console (shown in image #2).</p>	<p>#1</p>  <p>#2</p> 
<p>11. Touch the “Setup” icon.</p>	

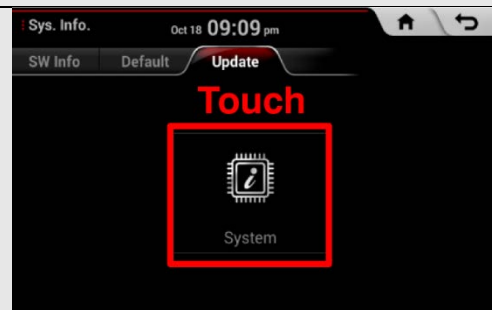
12. Touch the “System Info” icon.



13. Touch “Update.”



14. Touch the “System” icon button.

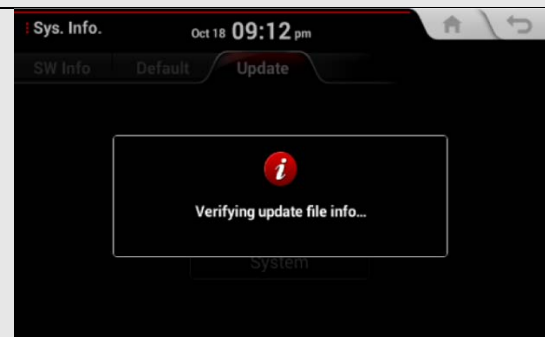



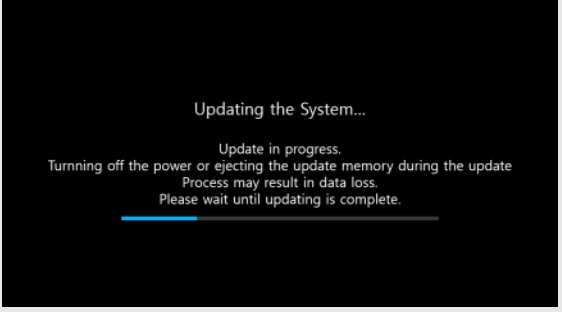
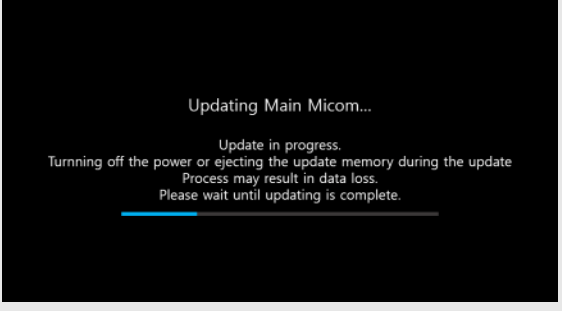

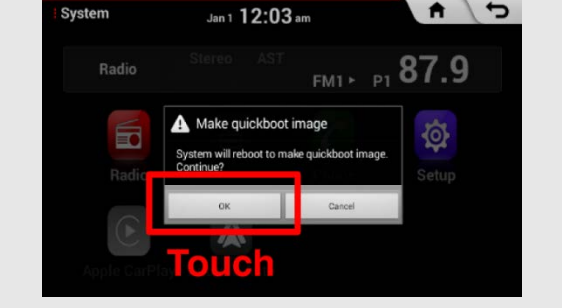
15. Touch “OK” to continue.

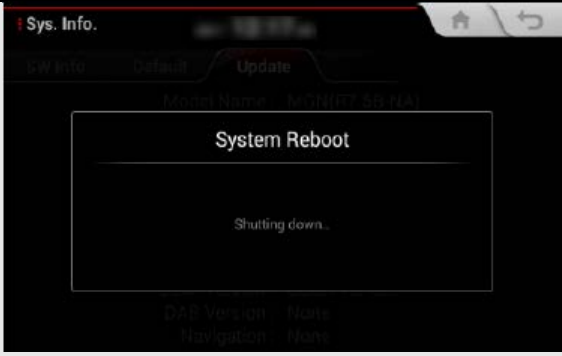





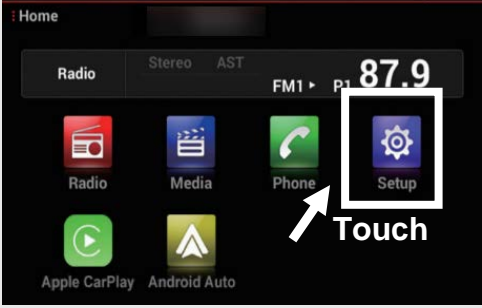
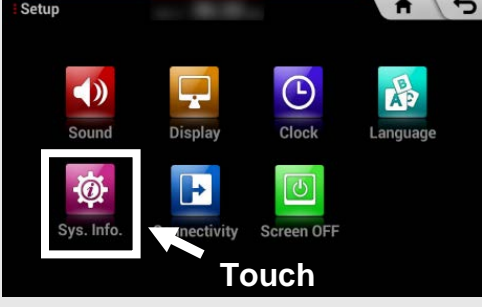
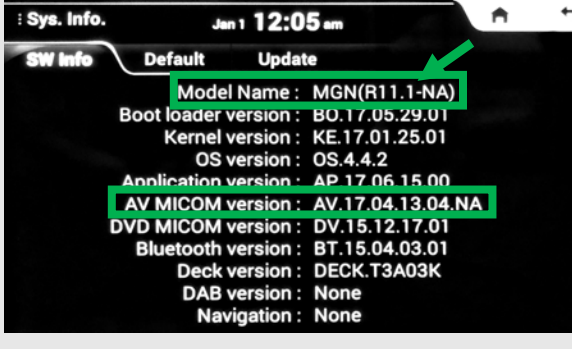
16. The system will verify the update file from the USB thumb drive and will reboot after verification is done.

Note: Do not remove the USB thumb drive or turn off the vehicle.



<p>17. Rebooting start.</p> <p>Note: Do not remove the USB thumb drive or turn off the vehicle.</p>	
<p>18. System update start.</p> <p>Note: Do not remove the USB thumb drive or turn off the vehicle.</p>	
<p>19. Micom update start.</p> <p>Note: Do not remove the USB thumb drive or turn off the vehicle.</p>	
<p>20. After update is complete, system will automatically reboot again.</p> <p>Note: Do not remove the USB thumb drive or turn off the vehicle.</p>	
<p>21. "Make Quick Boot" image will appear. Touch "OK" to continue.</p> <p>Note: Do not remove the USB thumb drive or turn off the vehicle.</p>	

<p>22. The screen shown at right will appear.</p> <p>Note: Do not remove the USB thumb drive or turn off the vehicle.</p>	 <p>The screenshot shows a dark interface with 'Sys. Info.' at the top left. Below it are tabs for 'GW Info', 'Default', and 'Update'. The 'Update' tab is selected, showing 'Model Name: MONTRO SR (NA)'. A central box displays 'System Reboot' and 'Shutting down...'. At the bottom, there are labels for 'DAB Version: None' and 'Navigation: None'.</p>
<p>23. The system will reboot again.</p> <p>Note: Do not remove the USB thumb drive or turn off the vehicle.</p>	 <p>The screenshot shows the Mitsubishi Motors logo, which consists of three red diamonds arranged in a triangular shape, with the text 'MITSUBISHI MOTORS' below it.</p>
<p>24. The system will make a quick boot image.</p> <p>Note: Do not remove the USB thumb drive or turn off the vehicle.</p>	 <p>The screenshot shows a dark screen with a red lightning bolt icon in a square. To the right, it says 'Making Quickboot Image'. Below that, in smaller text, it says 'Do not turn off system System can be damaged'.</p>
<p>25. The system will reboot again.</p> <p>Note: Do not remove the USB thumb drive or turn off the vehicle.</p>	 <p>The screenshot shows the Mitsubishi Motors logo, which consists of three red diamonds arranged in a triangular shape, with the text 'MITSUBISHI MOTORS' below it.</p>

<p>26. Touch the “Setup” icon.</p>	
<p>27. Touch the “System info” icon.</p>	
<p>28. Check the software version. It should be Model name and AV Micom Version shown below.</p> <p>Model Name: MGN(R11.1-NA) AV MICOM Version: AV.17.04.13.04.NA</p>	
<p>29. Turn ignition OFF. 30. Remove the USB thumb drive. 31. Verify Display Audio System head unit is working properly including rear-view camera.</p>	

Please use the warranty information below to claim.

Warranty Coding: Regular Warranty Claim – Type “W”

Claim this reprogramming operation using only Labor Operation 54705399 for 0.3 hrs.
With Nature Code: 99D and Cause Code: 990.

CAUTION:

Any damage incurred, if an error is made during this procedure, may not be warrantable.