



Technical Service Bulletin

SUBJECT:			No: TSB-18-54-006
DISPLAY AUDIO SOFTWARE UPDATE FOR REAR VIEW CAMERA DISPLAYING WHILE DRIVING			DATE: August 2018
			MODEL: 2014-2017 Outlander
CIRCULATE TO:	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input type="checkbox"/> SALES MANAGER

PURPOSE

Some customers may notice the rear view camera displaying on the Display Audio while driving, when the vehicle is not in Reverse. This may be due to lagging communication between ECUs, and may occur on vehicles with or without the Hands Free Module.

A software update for the Display Audio unit is now available to resolve the issue. If the vehicle is equipped with the Hands Free Module, a special USB cable is required (p/n 8755A212). This cable may be purchased, or can be loaned to your dealership as needed, on a case by case basis, after a Techline case is created for each case. (Dealer pays only for shipping if loaned.)

Please follow instructions in this TSB to download software and update the Display Audio unit in affected models.

!! IMPORTANT !!

READ ENTIRE BULLETIN BEFORE ATTEMPTING THIS PROCEDURE!

AFFECTED VEHICLES

2014-2017 Outlander equipped with **Display Audio and rear view camera**, built **before** February 2018

REQUIRED EQUIPMENT

- The update procedure for all audio types requires a dedicated **USB flash drive** (a.k.a. thumb drive) formatted to FAT 32.



A USB version 2.0 standard flash drive (thumb drive) with a **minimum capacity of 2.0 MB**, formatted to FAT32 is required for this procedure. Formatting to FAT32 will erase all data from the flash drive. The flash drive must have no other files or folders saved to it.

Dealers must obtain a flash drive locally. It should be dedicated to this procedure and be kept in a safe place to use for this software update.

NOTE: Always use a flash drive from a known manufacturer. Some novelty and other lower quality flash drives may not function correctly for this procedure, even though formatted to FAT32. If you are unable to have the flash drive begin or complete the process, try a flash drive from a different manufacturer.

- Vehicles equipped with Hands Free Module only: USB Cable Assy, p/n 8755A212**

This part may be purchased, or can be loaned to each dealer as needed, after a Techline case is opened. If the loan option is chosen, dealer must complete and sign the Mitsubishi Special Service Tool Loaner Agreement, attach to the Techline case, and pay for shipping charges.

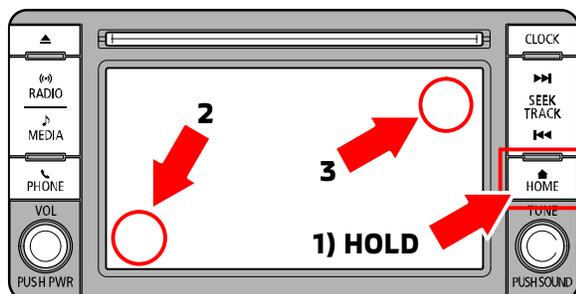
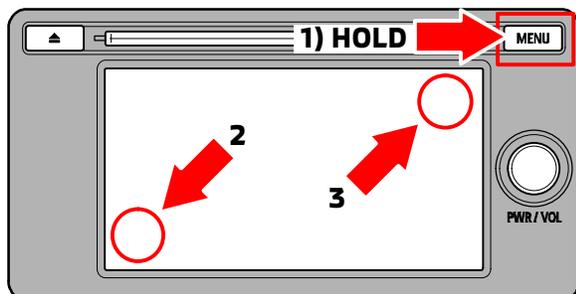
DISPLAY AUDIO SOFTWARE VERSION CHART

!! IMPORTANT !! Be sure to copy the correct Update File to the flash drive that corresponds to the Display Audio part number and "Old" Software Version. For instructions, refer to the next section "Vehicle Preparation & Software Version Identification."

Display Audio Part Number	Software Version		Update File Name
	Old	NEW	
8701A587	11.08.00	11.09.00	M3M11109_hw09.aud
8701A408	10.16.00	10.17.00	M3M11017_hw04.aud
	11.00.00	11.10.00	M3M11110_hw09.aud
8701A685	06.05.00 06.08.00	06.10.00	M3M10610_hw06.aud
8701A627			
8701A618	03.09.00	06.11.00	M3M10611_hw06.aud
8701A560	03.08.00	06.11.00	M3M10611_hw05.aud
8701A490	02.05.00	02.07.00	M3M10207_hw02.aud
8701A183	01.22.00	01.23.00	M3M10123_hw02.aud
8701A617	01.21.00		
8701A524	01.20.00		
8701A407	01.19.00		
8701A750	08.09.00	08.13.00	M6M10813_HwD.aud
8701A668	08.08.00		
8701A692	12.04.00	12.09.00	M6M11209_hw0A.aud
	12.07.00		

VEHICLE PREPARATION & SOFTWARE VERSION IDENTIFICATION

1. Confirm the current software version in the Service mode to identify the correct Update File that will be copied to the flash drive.



- a. Enter the Service mode (from any screen).

2014-2015 Outlander:

- 1) **While holding down the MENU button:**

2) Touch and release the area indicated in the bottom left of the screen.

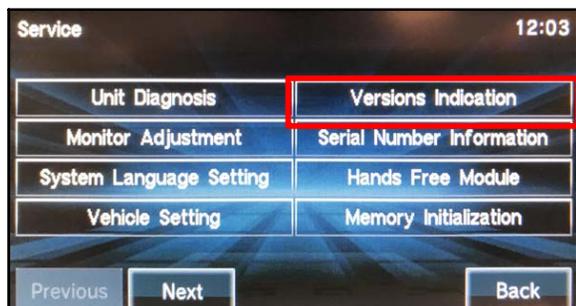
3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears..

2016-2017 Outlander:

- 1) **While holding down the HOME button:**

2) Touch and release the area indicated in the bottom left of the screen.

3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears.



- b. On the Service screen, touch "Versions Indication."



- c. Check the version of the "Main Microcomputer" (last 6 digits, e.g., "12.04.00" as shown at left) and compare to the Software Version numbers in the "**Display Audio Software Version Chart**" on page 2 of this TSB.

- d. If the version displayed matches one of the "Old" versions, then the Display Audio unit is at the latest update.

NOTE: If the version displayed is in the "New" list, then the Display Audio unit is at the latest update. This TSB does not apply.

- e. Write down the matching "**Update File Name**" for this Software Version (or print a copy of page 2, and mark/highlight the file name).
You will need this information to copy the correct file to the USB flash drive for the update procedure.

2. Identify whether the vehicle has the Hands Free Module.

Example of Hands Free Module in Monroney

CONVENIENCE FEATURES

- 6.1" TOUCH PANEL DISPLAY AUDIO SYSTEM WITH 6 SPEAKERS (REPLACES STD. AUDIO HEAD UNIT)
- DIGITAL HD RADIO®
- FUSE HANDS-FREE LINK SYSTEM® WITH BLUETOOTH® TECHNOLOGY, USB PORT, AND STEERING WHEEL CONTROLS
- REARVIEW CAMERA SYSTEM
- STEERING WHEEL MOUNTED AUDIO CONTROLS

NOTE: View the vehicle's Monroney on the Superscreen to verify if vehicle is equipped with the Hands Free system.

- **NO** - If the vehicle does NOT have the Hands Free Module, the update can be performed by plugging the USB flash drive directly into the USB port located in the center console.
- **YES** - If the vehicle has the Hands Free Module, a special USB Cable Assembly (p/n 8755A212) is needed to plug into the back of the audio unit to perform the update.
Refer to Special Instructions below.

Special Instructions to Purchase or Loan USB Cable Assembly, p/n 8755A212

- **Purchase:** The USB Cable Assembly may be purchased as a normal parts order from your PDC.
- **Loan:** The USB Cable Assembly may be loaned to your dealership under the Special Service Tool Loaner Program.

1) Create a Techline case, include this TSB number and the Main Microcomputer version number obtained in step 1 above.

2) Complete and sign the Mitsubishi Special Service Tool Loaner Agreement. Attach the completed Special Service Tool Loaner Agreement form to the Techline case. The form can be found on MDL, under *service > service tech resources > Service Related Items > Special Service Tool Loaner Program*.

NOTE: Dealer will be billed for shipping charges.

3) Then call Techline at 800-446-6064, give them this TSB number, and inform them you are updating the audio unit in a vehicle with a Hands Free Module.

4) MMNA will then ship the cable to your dealership, as needed, on a case-by-case basis.

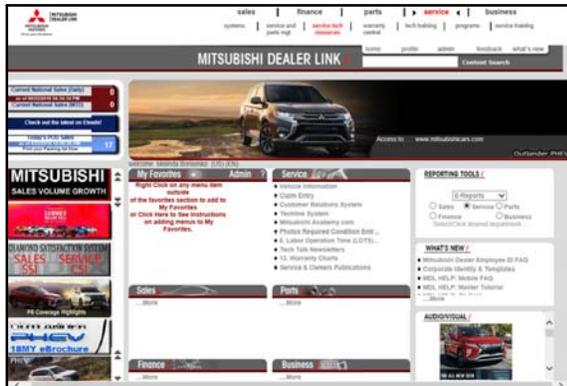
- Ask the customer to return for the update after the USB cable has arrived at your dealership.

UPDATE PROCEDURE

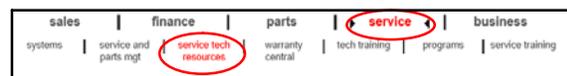
A. Download Software Update Files from MDL

NOTE: The software update file must be downloaded to a USB flash drive on a non-MEDIC PC. The file CANNOT be downloaded using the MDL access on your MEDIC.

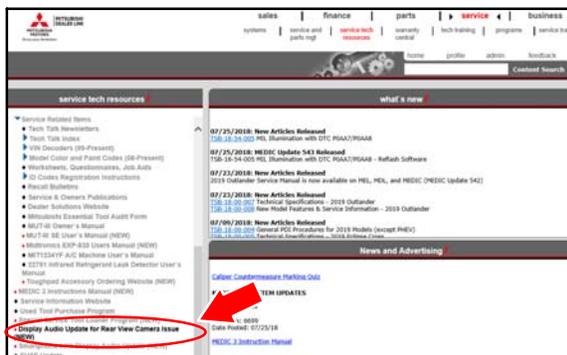
!! IMPORTANT !! Dealers must NOT provide software updates or instructions directly to customers.



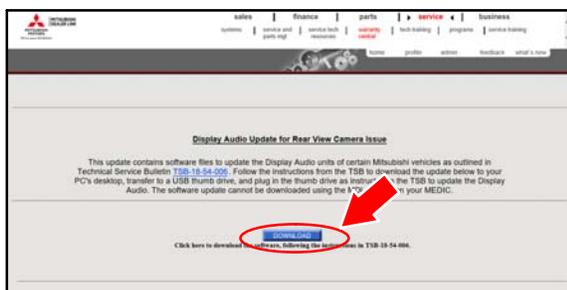
1. On your PC desktop, create a new folder and title it **"DA Update for Rear View Camera."**
2. Open a web browser and access the MDL.



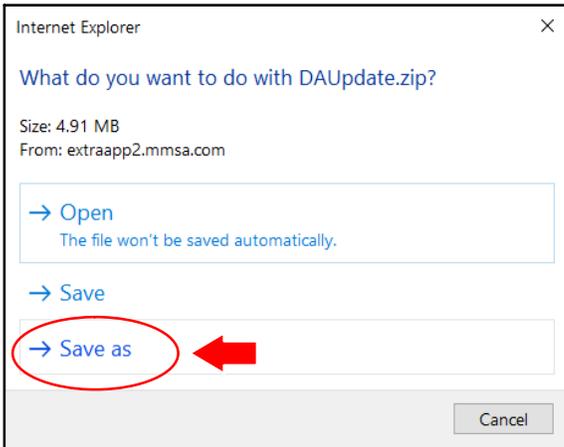
3. From the MDL Main Page, choose "service" -> "service tech resources."



4. In the LH column, under "service tech resources," click on **"Display Audio Update for Rear View Camera Issue."**



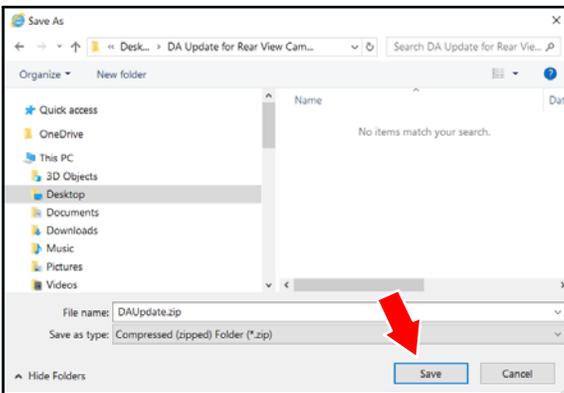
5. Click on the **"DOWNLOAD"** button.



6. When the "File Download" window appears, click **"Save as."**

NOTE: A download progress window may appear. Do not click on the "Cancel" button.

The download progress window will close when the download is complete.



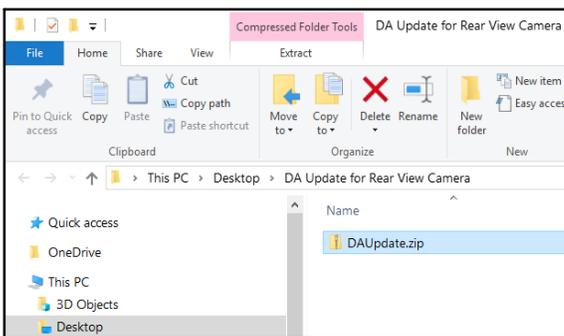
7. A **"Save As"** window will appear.

8. In the window, navigate to your new folder (e.g., "desktop\DA Audio Update for Rear View Camera") and double-click the name to open it.

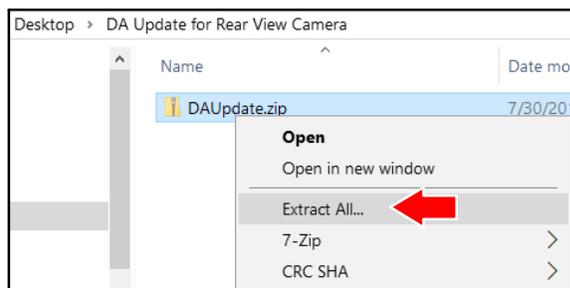
9. Click **"Save"** in the window.



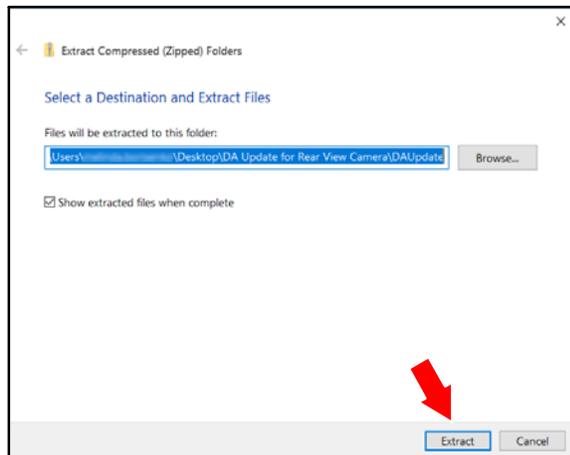
10. When download is completed, Click **"Open folder."**



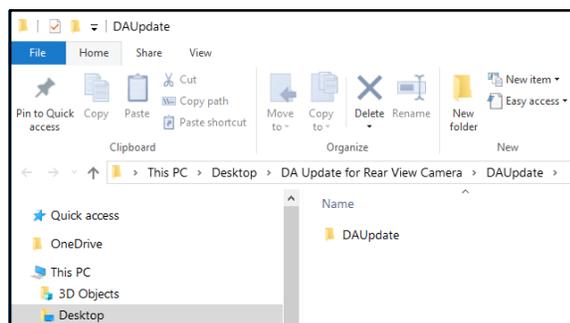
11. A File Explorer window opens showing the zip file in the destination folder created earlier.



12. Select the Zip file, right-click, and select **"Extract All..."** to extract the files to this folder.



13. Click "Extract" in the window.



14. A new File Explorer view shows the extracted folder. You may keep this window open for the next process (Transfer Update File to USB Flash Drive).

NOTE: Keep a copy of the update files on your PC in case your USB flash drive is lost or damaged.

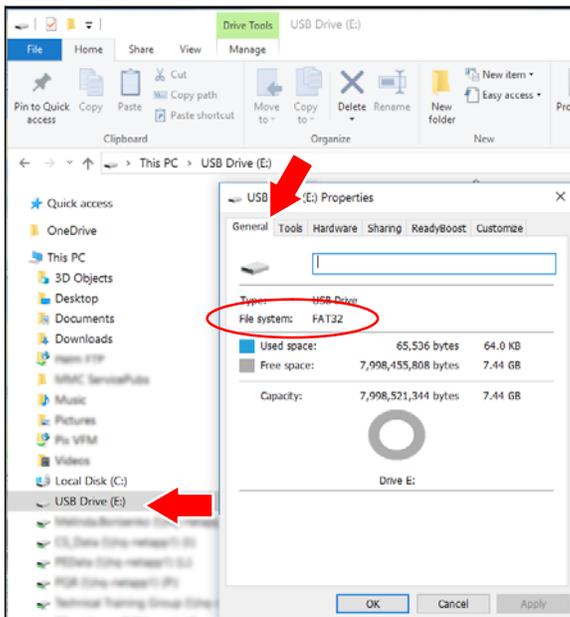
B. Transfer Update File to USB Flash Drive



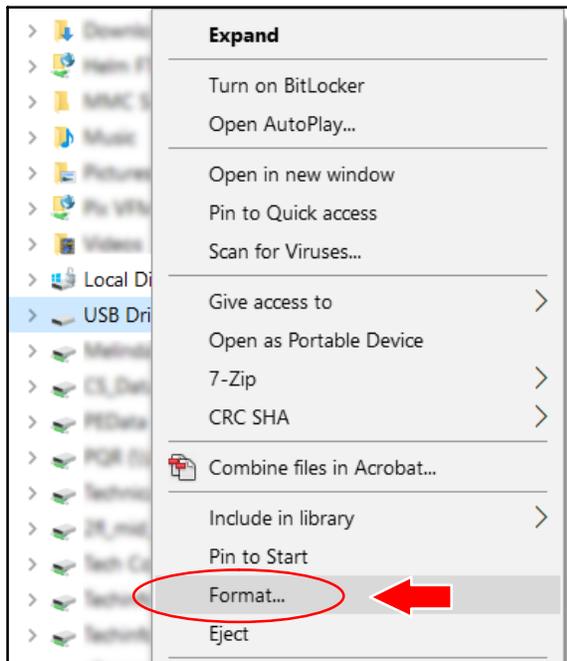
CAUTION This procedure includes steps to determine the USB flash drive file format and reformat it to FAT32 if necessary. If you must reformat your USB flash drive **MAKE SURE YOU DO NOT REFORMAT YOUR HARD DRIVE**. On newer PCs, the C:\ drive usually contains the PC's operating system and the D:\ drive is usually the factory image backup. If you mistakenly select either of these drives, it will be reformatted and all data on that drive will be erased.

1. Check your USB flash drive's format.
 - a. Connect your flash drive to a USB port on your PC.
 - b. Depending on your Windows version, a window may display with options. Select the option to "Open folder to view files."
If you do not see the option window, open File Explorer. Right click on the "Start" button at the lower left corner of your screen. Depending upon your Windows version, click "Explore" or "File Explorer."

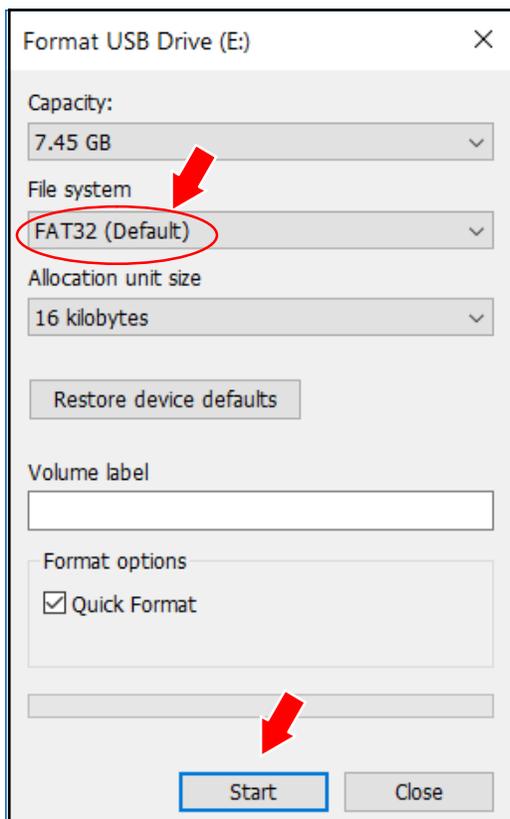
NOTE: The instructions below are for a PC with Windows 10 operating system.



- c. A new window opens. Locate your flash drive [e.g., USB Drive (E:)] in the left hand column.
- d. Right-click on the drive and a menu will appear. Click "Properties" at the bottom of the menu.
- e. The "Properties" window (shown) opens. Select the "General" tab at the top of the window, and check whether "File System" shows "FAT32."
 - If your flash drive is NOT formatted to FAT32, proceed to step 2 below for formatting instructions.
 - If your flash drive is formatted to FAT32, reformatting is not necessary. Proceed to step 3.



2. Format the flash drive to FAT32 as follows:
 - a. In the left column of the File Explorer window, right-click your USB drive [e.g., USB Drive (E:)] in the left hand column.
 - b. From the list, select "Format." A window for "Format" will appear.
 - c. **Confirm you have selected your removable flash drive and NOT your hard drive.**

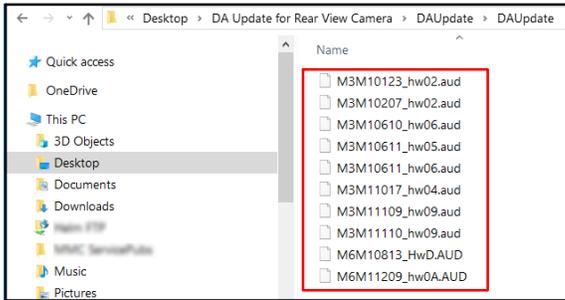


- d. Select "FAT32" in the list for "File system," and press "Start."

NOTE: Formatting the USB flash drive will take several minutes.

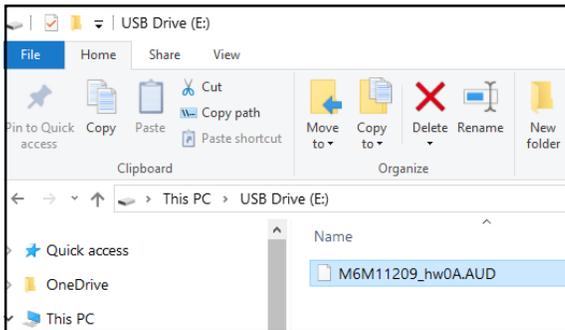
⚠ CAUTION

Formatting erases all data from the selected drive. Make sure you select your USB Flash drive. IF YOU SELECT YOUR HARD DRIVE, e.g., "Local Disk (C:)," IT WILL BE ERASED AND REFORMATTED. MAKE SURE YOU DO NOT SELECT YOUR LOCAL HARD DRIVE!!



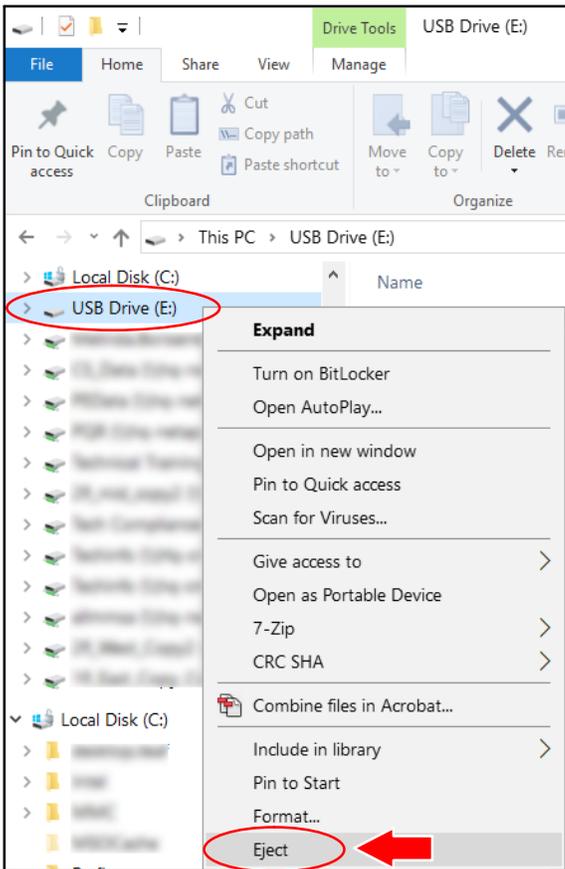
3. Once the USB flash drive is formatted, open the source folder (**DAUpdate**), and open the folder that was extracted from the zip file.

4. Locate the correct Update File as identified for the vehicle in the previous section "**Vehicle Preparation & Software Version Identification.**"



5. Select and copy **ONLY** the Update File for the specific vehicle to the USB flash drive:

NOTE: Do NOT transfer the zip file or the unzipped folder.

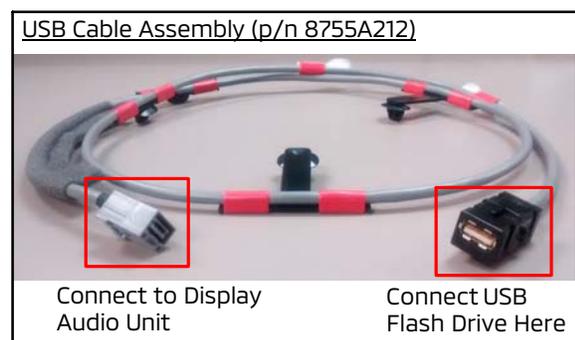
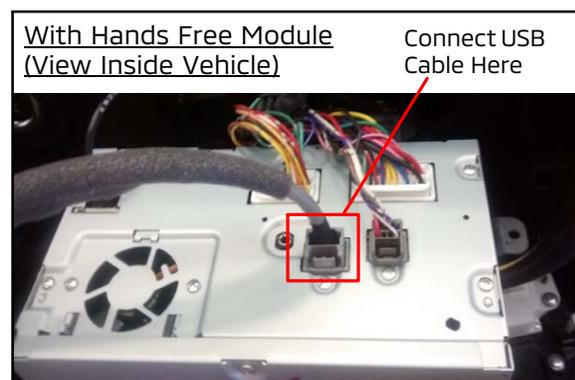
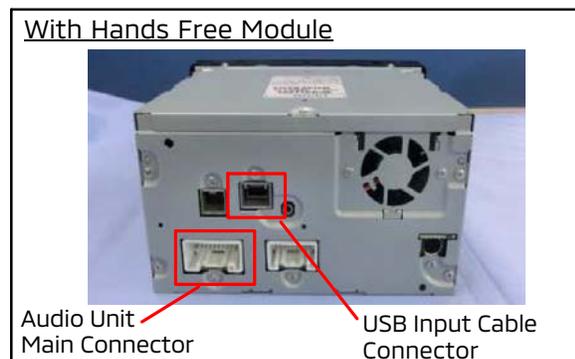


6. When the transfer is complete, eject the USB flash drive:

- Newer PC: Right-click on the drive in File Explorer, and select "**Eject.**" Then remove the USB flash drive from your PC.
- Older PC: Click the "**Safely Remove Hardware**" icon from the system tray at the bottom right of your computer screen. Remove the USB flash drive from your PC when advised it is safe to do so.

C. Update Display Audio with New Software

1. Determine if vehicle has the Hands Free Module, and plug in the USB flash drive containing the correct update file as detailed below.



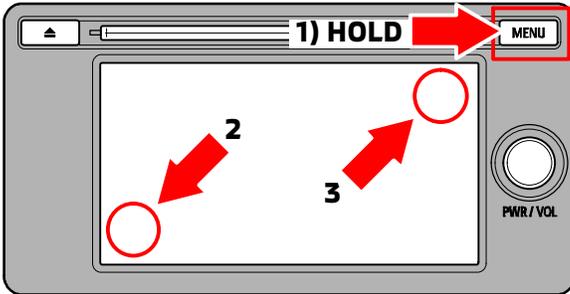
WITH HANDS FREE MODULE:

- a. If not already done:
Obtain the USB Cable Assembly (p/n 8755A212) as outlined earlier in this TSB, in "**Vehicle Preparation & Software Version Identification.**"
Once you have the cable assembly, continue with the next steps.
- b. Remove the Display Audio unit from the vehicle.
NOTE: Be sure to keep the main connector connected to the vehicle during the update.
- c. Plug in the USB Cable Assembly (p/n 8755A212) to the USB Input Cable Connector as shown.
- d. Plug in the USB flash drive containing the software update file into the end of the USB Cable Assembly (p/n 8755A212).

WITHOUT HANDS FREE MODULE:

Plug in the USB flash drive containing the software update file directly into the vehicle's USB port (either port may be used for the update). On Outlander the USB port(s) are located inside the center console.

- Turn vehicle ON, and keep the engine idling for the entire update procedure.
- Enter the Service mode to confirm the software version again, and verify the correct Update File has been copied to the flash drive.



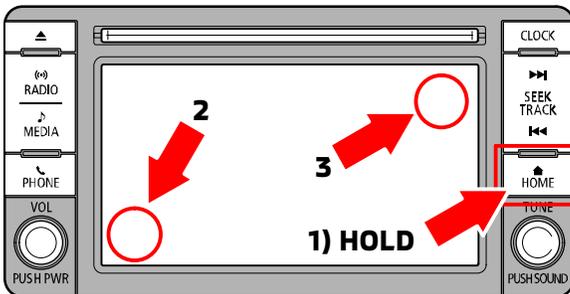
- Enter the Service mode (from any screen).

2014-2015 Outlander:

1) While holding down the MENU button:

2) Touch and release the area indicated in the bottom left of the screen.

3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears..

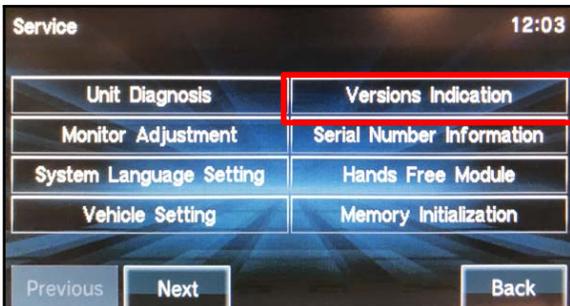


2016-2017 Outlander:

1) While holding down the HOME button:

2) Touch and release the area indicated in the bottom left of the screen.

3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears.



- On the Service screen, touch "Versions Indication."



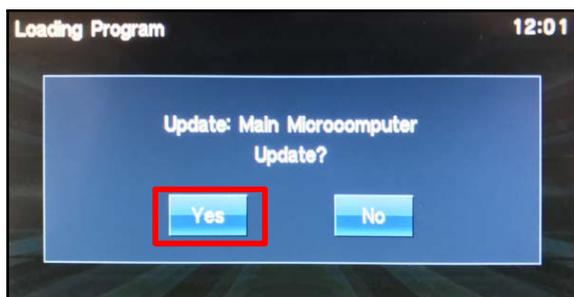
- Check the version of the "Main Microcomputer" (last 6 digits, e.g., "12.04.00" as shown at left).
- Compare this number to the Software Version numbers in the "**Display Audio Software Version Chart**" on page 2 of this TSB.
- Confirm that the matching "**Update File Name**" for this Software Version has been copied to the USB flash drive.

For example: If the "Old" Software Version is 12.04.00, the Update File should be "M6M11209_hw0A.aud."

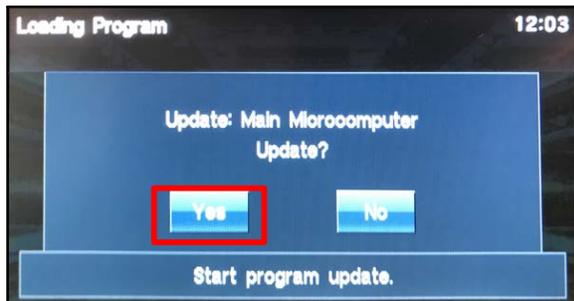
4. Update the Display Audio software.



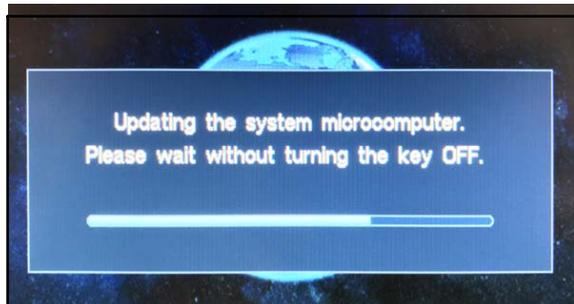
a. On the Versions Indication screen, press and hold "Main Microcomputer" for about 4 seconds, until the Loading Program screen appears.



b. On the Loading Program screen, touch "Yes" to start the software update of the Main Microcomputer.

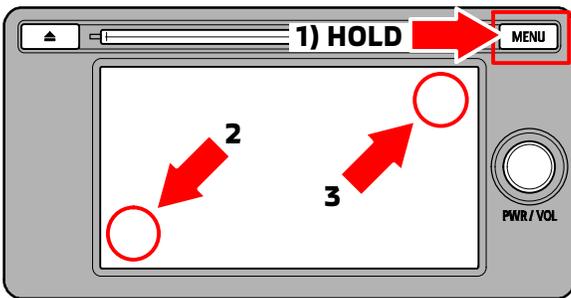


c. Touch "Yes" again.



d. The software update will take several minutes.
NOTE: Do NOT turn the power OFF or remove the flash drive during the update.

5. When the software update is completed, verify the software version has been updated.



a. Enter the Service mode (from any screen).

2014-2015 Outlander:

1) **While holding down the MENU button:**

2) Touch and release the area indicated in the bottom left of the screen.

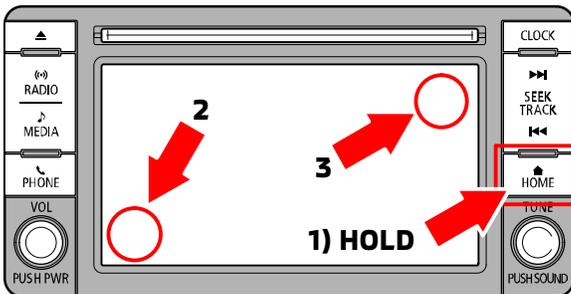
3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears..

2016-2017 Outlander:

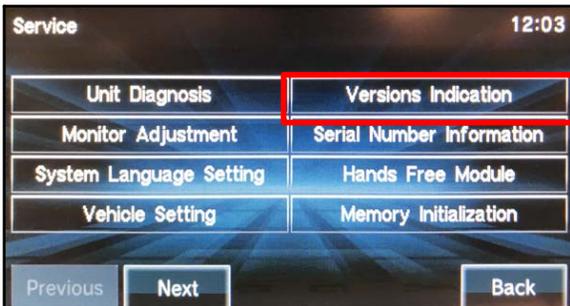
1) **While holding down the HOME button:**

2) Touch and release the area indicated in the bottom left of the screen.

3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears.



b. On the Service screen, touch "Versions Indication."



c. Confirm the software version now matches the New one listed in the "**Display Audio Software Version Chart**" on page 2 of this TSB.



6. Connect a MEDIC laptop/tablet to the vehicle, and perform an "Erase and Read All DTCs" using MUT3-SE.
7. Reset the audio system clock.
8. Verify proper operation of the Display Audio system.

PARTS INFORMATION

NOTE: The part listed below is only required for vehicles with a Hands Free Module. It may be purchased, or loaned to your dealership under the Special Service Tool Loaner Program.

- If purchasing, order only the Genuine Mitsubishi Part listed below.
- If loaned, dealer must complete and sign the Special Service Tool Loaner Agreement, attach to a Techline case, and pay for shipping charges. The form can be found on MDL, under *service > service tech resources > Service Related Items > Special Service Tool Loaner Program*.

Description	Part Number	Quantity
Cable, USB	8755A212	1

WARRANTY INFORMATION

This bulletin is supplied as technical information only and is not an authorization to repair. If an affected vehicle is reported with the described condition, diagnose the condition, repair as described in this bulletin and submit a normal warranty claim using the following information.

NOTE: Select the appropriate Labor Operation and Nature Codes based on whether the vehicle has the Hands Free Module.

WITH Hands Free Module

Operation	Labor Operation Code	Nature Code	Cause Code	Time Allowance
Update Display Audio Software	545013TJ	59D	5D0	0.4 hrs.

WITHOUT Hands Free Module

Operation	Labor Operation Code	Nature Code	Cause Code	Time Allowance
Update Display Audio Software	545013TN	59D	5D0	0.2 hrs.

Warranty Coverage: 5/60 Basic Coverage