



Technical Service Bulletin

SUBJECT:		No: TSB-18-54-009	
DISPLAY AUDIO FAILURE IN COLD TEMPERATURES		DATE: August 2018	
		MODEL: See below	
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

In cold temperatures, affected vehicles with the Display Audio 2 (manufactured by Mitsubishi Electric) may exhibit one or more of the following conditions:

- No sound from the audio unit
- Audio unit will not switch from radio mode
- Audio unit receives an AM/FM signal, but not HD

This may be due to an unused terminal at the HD decoder having an open condition, even though it should be connected to GND. As a result, the performance of the HD decoder is unstable, causing poor reception of the radio and mode.

AFFECTED VEHICLES

- 2018 Mirage, built **before** VIN ML32A3HJ4JH007267
- 2018 Mirage G4, built **before** VIN ML32F3FJ7JHF08323
- 2018 Outlander, built **before** VIN JA4AZ3A39JZ028701
- 2018 Outlander Sport/RVR, built **before** VIN JA4AR3AU8JZ028553

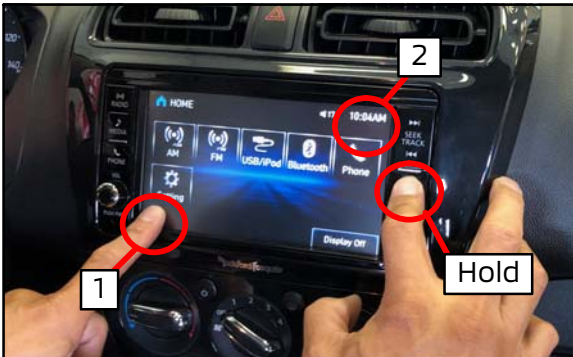
REQUIRED OPERATIONS

Upon a customer complaint basis, contact the service shop of Mitsubishi Electric to order a replacement Display Audio component. Then replace the old Audio Display component with the new component. Return the old component to Mitsubishi Electric through the exchange center, H&R Radio Service.

EQUIPMENT

- Ornament Remover
- Screwdriver

INSPECTION PROCEDURE



1. While pressing the "Home" button, touch the bottom left corner of the Audio Display briefly. Then touch the top right corner of the Audio Display for at least 2 seconds.

The service mode will be initiated. Then the "Service" screen will be displayed.



2. Select "Serial Number Information" on the "Service" screen.



3. A serial identification number will be displayed.

- If the serial number is **before 7Y107002**, then continue on to step 4.
- If the number is **7Y107002 or after** do **NOT** continue using this TSB. Please contact Techline to open a Techline Case.

Use the "Serial Number Decoder Chart" below to determine if the component is an affected model.

Serial Number Decoder Chart

Production Year	Production Month	Production Day	Sequence Number
7 : 2017	X : October Y : November Z : December	10 : 10th	7002

4. Have the Service Manager or the Parts Department contact H&R Radio Service, to arrange an exchange of the old Display Audio component for a new one.

H&R Radio Service 155 York Road Warminster, PA. 18974-0504	800.523.6605 Phone 215.672.3707 Phone 800.272.1495 Fax
Note: For Mitsubishi Electric Audio & Navigation units only	Web address: www.hrautoradio.com

REPAIR PROCEDURE

1. Disconnect the vehicle's negative battery cable.



2. Use an ornament remover to remove the instrument center panel.



3. Disconnect the Hazard switch connector from the instrument center panel.



4. Use a screwdriver to remove 4 screws from the Display Audio brackets.



5. While removing the Display Audio component, disconnect the radio antenna, the radio/CD player harness, and two connectors (20-pin and 8-pin).



6. Before replacing the Display Audio component, verify that the new component's serial number is **7Y107002 or after**. Refer to the **"Serial Number Decoder Chart"** on Page 2 in this TSB.

7. Replace the old Display Audio component with the new Display Audio component.
8. Reassemble remaining components in reverse order of the **"Repair Procedure."**
9. Reconnect the vehicle's negative battery cable.
10. Once the new Display Audio component is installed, verify proper operation.
11. Send the old Display Audio component to H&R Radio.

PARTS INFORMATION

Audio: H&R P/N 8701A753

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.

Operation	Labor Operation Code	A Code	B Code	Time Allowance
Replace DA2 and Confirm Serial Number	54501995	595	590	0.4 hrs.

USA / Puerto Rico - 3 yrs. / 36,000 miles

Canada - 3 yrs. / 60,000 kilometers