



Outlander Sport

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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.

TT

GROUP 00 - General

PDI DELIVERY REMINDER: CHECK RKE/FAST KEY FUNCTIONS – All Models.

MMNA has noticed that there are some customers who return to the dealer shortly after new vehicle delivery stating that one of the two keys they were given do not operate the lock/unlock feature of their new vehicle. MMNA would like to take this opportunity to remind dealer sales and service departments that part of the PDI procedure and active delivery process is to ensure that the RKE/F.A.S.T. key fob functions work properly.

For additional information related to proper vehicle PDI refer to TSB-18-00-004REV.

Walkaround Inspection

Turn engine off, place ignition switch in **CN** position. Place gear selector in reverse (set parking brake).

- ☐ Check all exterior lights (inc.  headlamp function & mirror signals ¹)

Turn ignition switch off

- ☐ Check remote keyless entry (inc. Answerback) ¹, Freehand Access Security Transmitter System (F.A.S.T.) ¹, theft alarm system ¹, door locks, child safety door locks ¹, door latches, and fuel filler door
- ☐ Check door closing effort (adjust if necessary)
- ☐ Check trunk release and closing effort, trunk/cargo area light ¹ and trim
- ☐ Check tail gate latch operation (inc. power tail gate operation & latching) ¹
- ☐ Check emergency trunk release handle ¹
- ☐ Check spare tire pressure ¹, jack and tools ¹, tire kit repair contents ¹

Let's all do our part in creating an enjoyable new car buying experience for each of our customers!

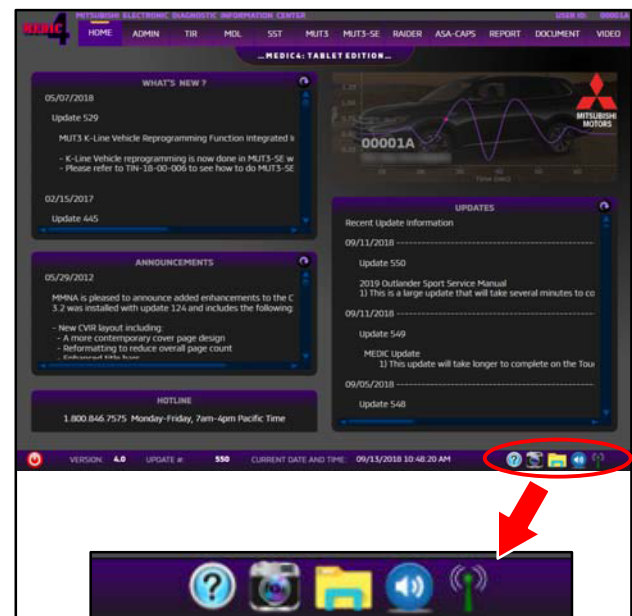
DTC, FREEZE FRAME, AND SUPERSCREEN DOCUMENTATION REQUIREMENTS –

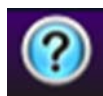
All Models and Years.

As a reminder, **ALL** repairs that involve an illuminated Service Light for any vehicle system require supporting documentation of the DTC(s) and Freeze Frame data (if available) from the Multi-Use Tester (MUT), as well as a print-out of the Vehicle Information Screen (Superscreen). Refer to Warranty Bulletin WB 2019-003 for additional details. This bulletin is available on the MDL, under **service / warranty central / 12. Warranty Bulletins**. It is also reprinted later in this Tech Talk.

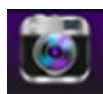
NEW ICONS ON MEDIC – All Models and Years.

MMNA recently released a new update (Update #549) for MEDIC. This update added 5 new icons in the lower righthand corner of the MEDIC screen. Below is an explanation of each icon's function.

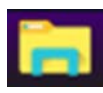




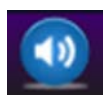
This icon will display the MEDIC Instruction Manual.



This icon is the camera icon for taking screen shots.



This icon will open a view similar to Windows Explorer, where you can access security files, etc.



This icon will let you adjust volume.



This icon will let you access network and WiFi settings.

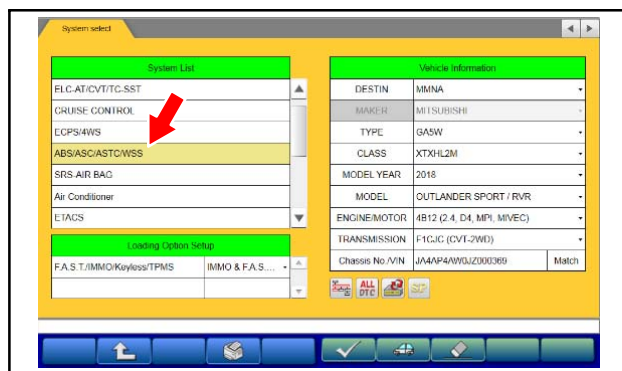
IMPORTANCE OF CHECKING ECU UPDATES AFTER REPLACEMENT – All Models and Years.

MMNA recommends that after replacing a programmable ECU, dealers should check for and update software in the ECU as necessary. It is possible that the replaced ECU may not be at the latest software. MMNA has issued many TSBs regarding ECU reprogramming for multiple issues. Some of the reprogramming affects the safety of the vehicle. So, it is important for dealers to check for software updates. Here are two ways to check.

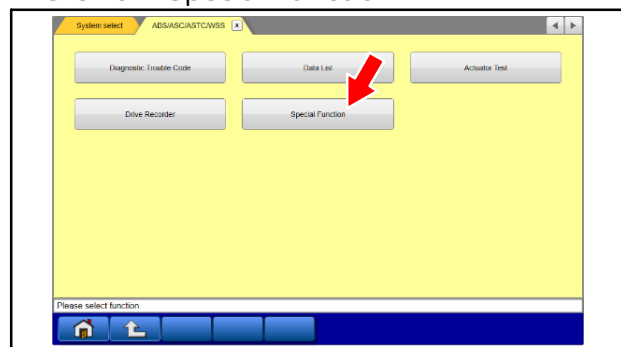
NOTE: Screen shots are for example only.

A. Check the software part number and compare to the applicable TSB.

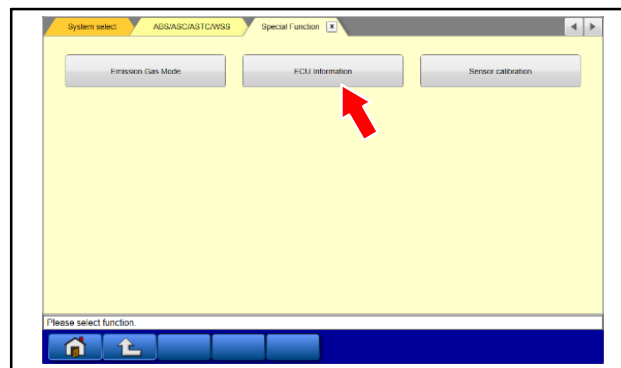
1. Click on the applicable system.



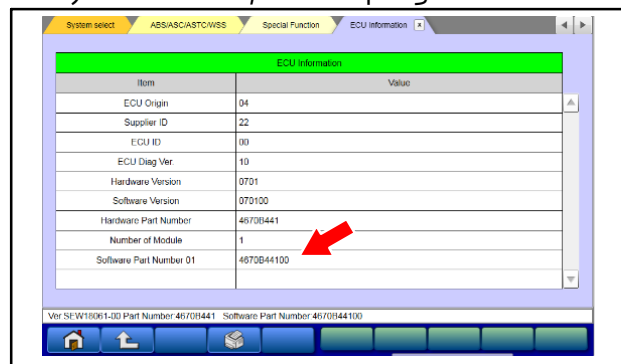
2. Click on "Special Function."



3. Click on "ECU Information."

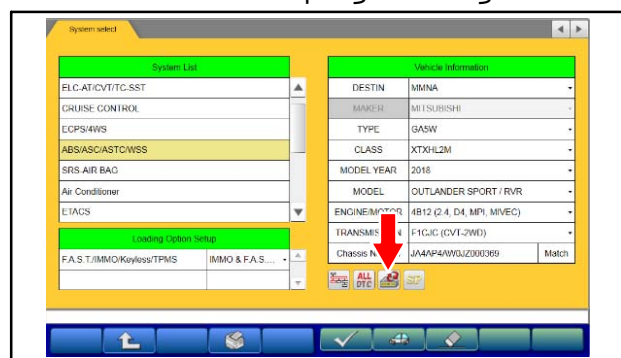


4. Compare "Software Part Number" to the Reprogramming table in the related TSB. If the software part number is **lower** than what it says in the TSB, then reprogram the ECU.

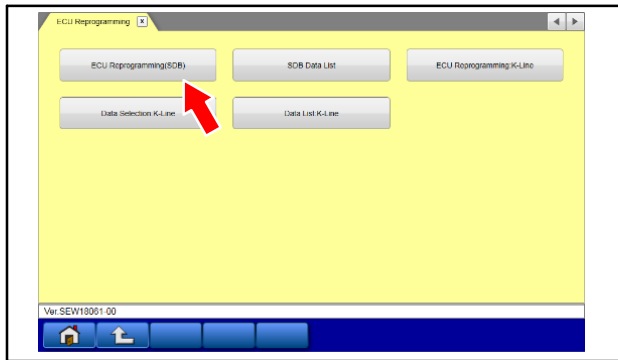


B. Check updates by going into the ECU Reprogramming screen.

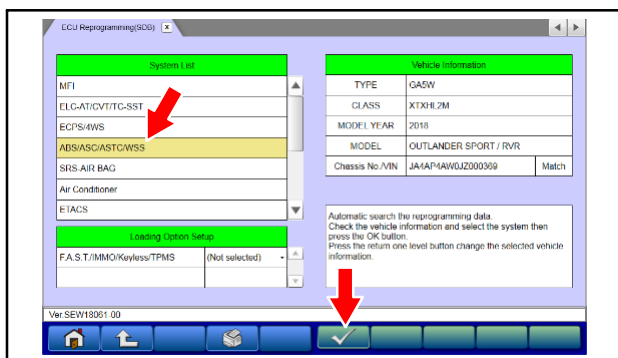
1. Click on the ECU Reprogramming icon.



2. Click on "ECU Reprogramming(SDB)." **TT**

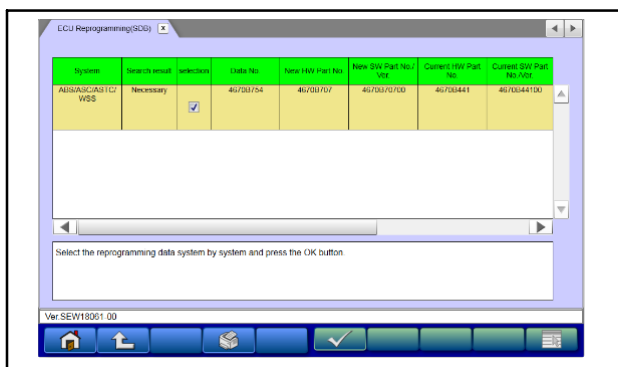


3. Click on the applicable system, then click the check mark at the bottom to continue.



4. If the system needs to be updated, then the screen shown below will display.

If the system does **not** need to be updated, then the message will either say "No update is needed" or "ECU is already at the latest level."

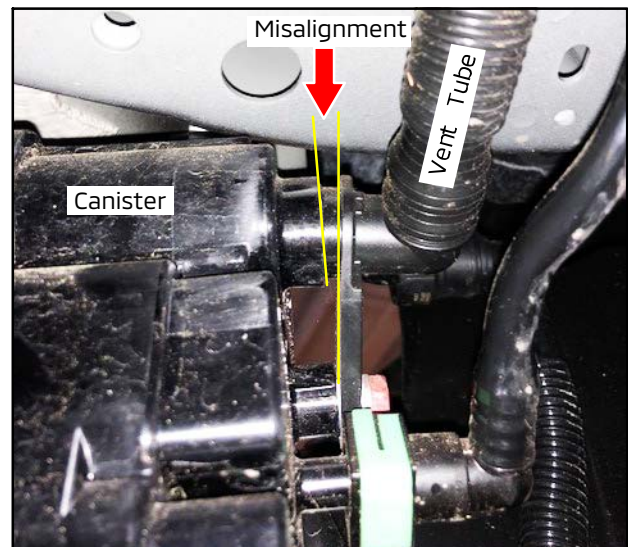


TT

GROUP 13 - Fuel and GROUP 17 - Engine & Emission Control

MIL ON FOR EVAPORATIVE EMISSIONS LEAK WITH DTC P0442, P0456, OR P0455 – 2018-19 Eclipse Cross.

Should you encounter the subject condition on affected vehicles, inspect the connection between the main canister and vent tube. Dealers have reported this connection being misaligned which can cause a small leak (see photo).



To correct the condition, unbolt and remove the fitting, inspect the O-ring and if necessary, replace with a commercially available part. Reattach the fitting, keeping it in proper alignment with the canister as the bolt is tightened. Confirm no leaks are present by performing a smoke test or an EVAP Leak Monitor using the scan tool.

TT

GROUP 23 - Automatic Transmission

TIN-18-23-004: COOLANT LEAKING FROM WATER HOSES AT CVT8 FLUID COOLER – 2016-18 Outlander Sport/RVR.

TIN-18-23-004 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.



(View looking up from the bottom of the vehicle)

In order to investigate this condition further, MMNA is looking to collect 3 complete sets of CVT8 fluid coolers with the water hoses and clamps **undisturbed**. Please **do not remove** the water hose clamps and hoses 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	QUANTITY
A/T Oil Cooler Assembly	2920A400	1
T/M Oil Cooler Line Hose	2922B017	1
T/M Oil Cooler Line Hose	2922B019	1
T/M Oil Cooler Line Clip (17.8)	MU660005	2

TT

GROUP 52B - Supplemental Restraint System (SRS)

TIN-18-52B-001: RAIDER SRS LIGHT ILLUMINATION (SC-11-001) – 2006 Raider XLS equipped with Side Curtain Airbags.

TIN-18-52B-001 was released recently and states:

"Certain 2006 Raider XLS models with Side Curtain Airbags may exhibit an SRS Light illuminating, as described in SC-11-001, "Occupant Restraint Controller Module – Service Campaign."

If your dealership encounters one of these vehicles with this condition, and SC-11-001 applies, please contact Techline at (800) 446-6064 for further instructions."

TT

GROUP 54 - Chassis Electrical

✓ **INCORRECT INDICATION THAT KEY IS IN IGNITION (REVISED)** – 2013-17 Outlander Sport/RVR.

NOTE: This article is being reprinted from Tech Talk 220 (May 2016) to make the following updates:

- **Expand affected vehicles to include 2016-2017 Outlander Sport/RVR.**
- **Add a new Lock Cylinder & Key Set part number for 2016-2017MY.**

If the vehicle incorrectly indicates "KEY IN IGNITION" or chimes after the ignition key has been removed, one of 2 components may be the cause. The Lock Cylinder & Key Set or Engine Starting Switch Attaching Switch may not be functioning correctly (refer to part numbers in table below).

PART	MODEL YEAR	PART NUMBER
Lock Cylinder & Key Set	2013-2015	6369A052
	2016-2017	6369A213
Engine Starting Switch Attaching Switch	2013-2017	4408A155

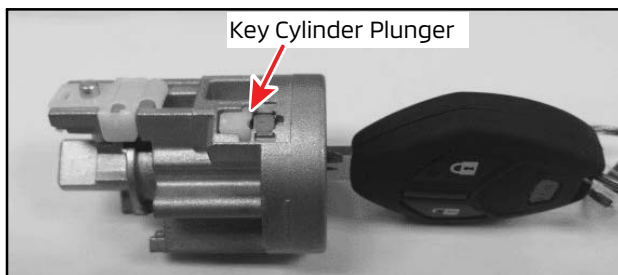
The key cylinder plunger may not return to the proper position when the key is removed or the key indicator switch may have an electrical malfunction. In some cases these may be intermittent conditions. Test the function of this system by removing and inserting the key several times to recreate the customer complaint. This is necessary to help determine if the first of the 2 functional checks is the root cause of the concern.

In order to investigate the Lock Cylinder & Key Set or Engine Starting Switch-Attaching Switch, follow the steps below:

Step 1. Remove the steering wheel, separate the upper and lower column covers, and remove the steering column switches.

For proper disassembly, refer to the applicable Service Manual: Group 37, Steering Column Shaft Assembly, and Group 52, Driver's Air Bag Module and Clock Spring.

Step 2. Remove the key cylinder lock from the housing and inspect the key cylinder plunger. Remove and insert the key into the cylinder several times to determine if the key indicator plunger properly retracts into the cylinder housing when the key is removed. Lightly lubricate the plunger and retest. If foreign material is present on the plunger, also apply lubricant into the key opening to loosen any foreign material inside the cylinder.

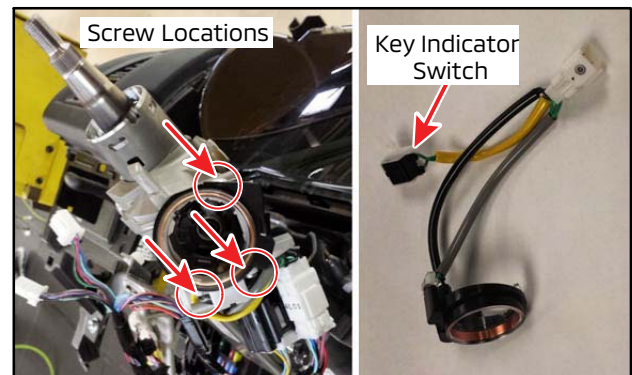


If the plunger does not operate freely, replace the key cylinder. The repair is complete.

If the plunger functions properly, reinstall the Lock Cylinder & Key Set into the housing. Go to step 3.

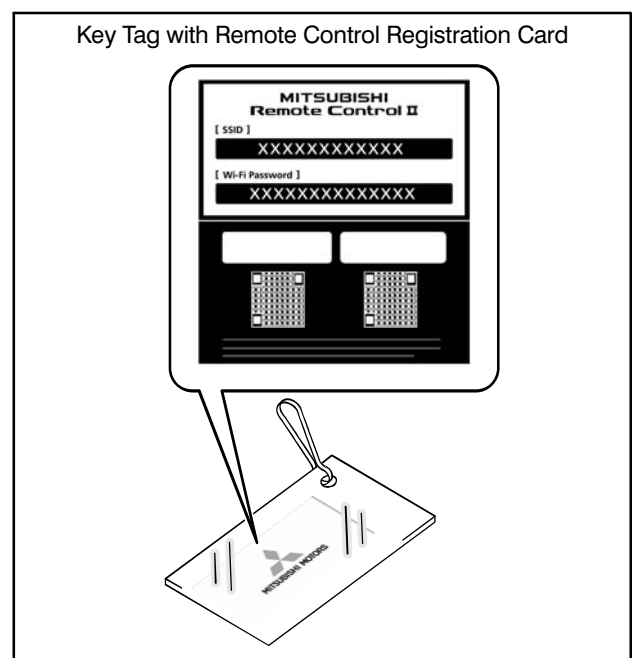
Step 3. Reconfirm if the key indicator is working correctly by inserting/removing the key several times.

If the malfunction continues, replace the Engine Starting Switch Attaching Switch (P/N 4408A155). Remove 3 screws (marked with circles below; 1 for the antenna and 2 on the micro-switch), detach the switch, replace, and reassemble. Check for proper function.



PHEV KEY TAG WITH REMOTE CONTROL SSID & PASSWORD LOST OR MISSING – 2018 Outlander PHEV.

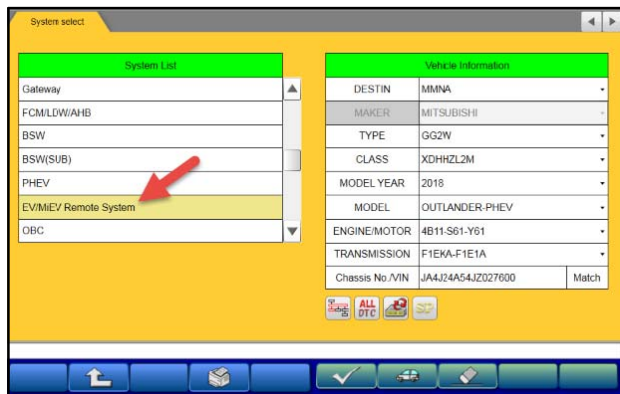
Outlander PHEV vehicles come with a remote control registration card with WiFi information attached to the F.A.S.T. Key. The card contains the required ID and password for customers to register their smartphone using the MiEV Remote Control II app.



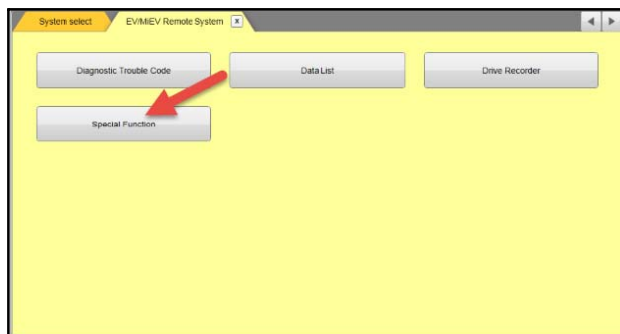


If this Remote Control registration card is lost or missing, the EV remote SSID and password can be obtained using MUT-III SE. Use the following steps to obtain the ID and password for the specific vehicle.

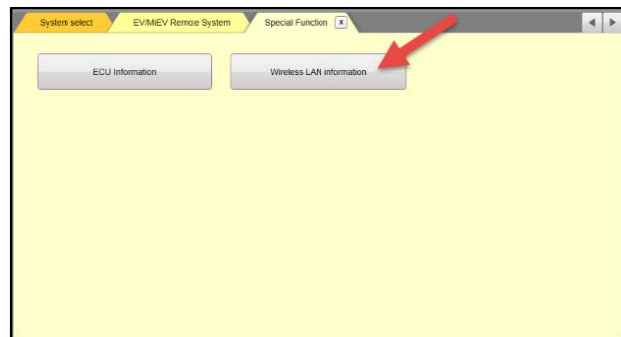
1. On the System Select screen, select "EV/MiEV Remote System" from the System List.



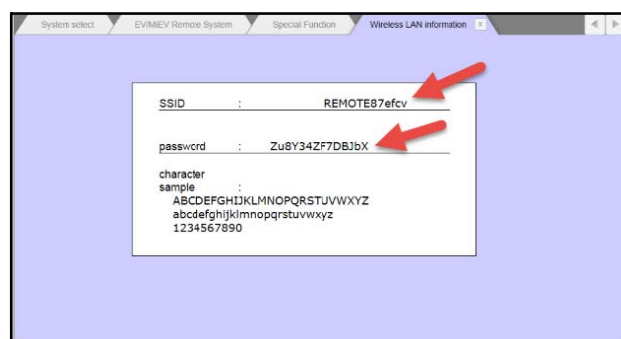
2. On the EV/MiEV Remote System screen, click on Special Function.



3. On the Special Function screen, click on Wireless LAN information.



4. On the Wireless LAN information screen, print out the screen or write down the SSID and password for the customer.



===== TT =====

GROUP 60 - Recalls

ATIN-18-SR-006-A: OUTLANDER FMVSS CERTIFICATION LABEL SAFETY RECALL CAMPAIGN – 2018-19 Outlander.

ATIN-18-SR-006-A was released recently and states:

"A non-compliance recall campaign will be released today for certain 2018-2019 Outlander vehicles built between August 8, 2017 to July 26, 2018. **Do not sell or deliver any affected 2018-2019 Outlander 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. The Recall Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

Due to a production oversight, an incorrect rear wheel rim size was printed on the FMVSS Part 567 certification label. If the wheels are replaced with those of an incorrect rim size, it can result in an increased risk of a vehicle crash.

Dealers are requested to follow the repair procedure to affix the remedy labels to affected vehicles.

Notification letters are scheduled to begin mailing to owners of affected vehicles on September 26, 2018. **Included in the letters are the remedy labels and instructions for affixing the remedy labels to their vehicles.** However, if the customers are uncomfortable with performing the repair themselves, they may contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed.

Some dealers have been force allocated stock of parts necessary to complete this recall on their new vehicle inventory. Parts shipments were processed via the 'R' order type and should be arriving at dealers by September 19, 2018. Dealers may place additional orders via the MDL. Please refer to Parts Bulletin OP-UT-01-18 for additional information.

Affected new vehicle inventory VINs can be reviewed on the Mitsubishi Dealer Link in the Most Recent: Open Campaign List available under the service section of "e-reports." **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 (C1808R), please check for and complete any other open campaigns. 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.

===== **TT** =====



WARRANTY BULLETIN

DTC, Freeze Frame, and Super Screen Documentation Requirements

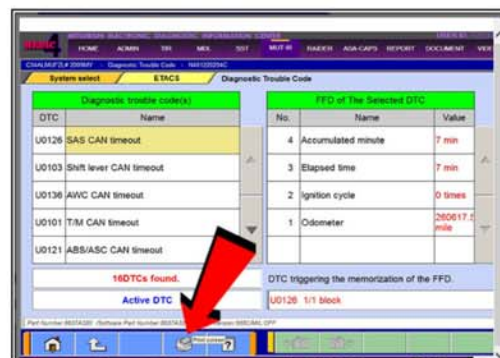
Warranty Bulletin Application		
USA	Canada	P. Rico
X		X
Issue Date		Aug. 21, 2018
Bulletin Number		WB 2019 - 003

As a reminder, ALL repairs that involve an illuminated Service Light for any vehicle system require supporting documentation of the **DTC(s)** and **Freeze Frame** data (if available) from the Multi-Use Tester (MUT), as well as a print-out of the Vehicle Information Screen (Superscreen).

DTC/Freeze Frame Screen Print Out

After the Technician scans the vehicle and retrieves diagnostic trouble codes, the DTCs and Freeze Frame data must be printed and attached to the Repair Order.

Both the DTCs and Freeze Frame data are crucial in determining the root cause of certain failures.



Superscreen Print

A printout of the Vehicle Information Screen must also be attached to the Repair Order.

From Service > Systems, select Vehicle Information, and enter the VIN to inquire and print the Superscreen information.



Important Note:

Warranty claims for related repairs that are not supported by DTC/Freeze Frame data and the Superscreen print-out documentation are subject to possible debit action.

If you have any questions, please call the Warranty Information Line @ 1.800.380.2324. You may also E-mail us at WarrantyWebHotline@mmsa.com.

MMNA WARRANTY DEPARTMENT

CVIR Success

Las Vegas Mitsubishi, Las Vegas, NV

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



Las Vegas Mitsubishi's CVIR Team (L-R):

Top Row: Dorine Crisman (CSI/BDC* manager), Kris Roseberry (Valet), Jeffrey Shanahan (Service Advisor), **Cheryl Glenn (Service Manager).**

Bottom Row: William Coolier (Technician), Julian Bielomaz (Technician), Jeffrey Aguiran (Technician), Jacob Godfrey (Lube Tech).



* CSI: Customer Satisfaction Index.
· BDC: Business Development Center.

Las Vegas Mitsubishi, a fairly new dealership just a few miles from the famed Las Vegas Strip, has been using the Computerized Vehicle Inspection Report (CVIR) for over a year now. At first, getting full cooperation from the advisers and technicians was difficult, says Service Manager, Cheryl Glenn. They didn't know how easy it was to use. Once they started, it didn't take long for them to see the benefits. They found that it added credibility to what the technicians were trying to explain. Usually, they print a paper copy of the CVIR Report and review with the customer at the dealership. They may also email or text the report if a customer can't be there in person, then the service crew can review with them on the phone. They often attach pictures to the report. Once a customer sees a visual of their worn tire or other damaged component, they want to get it fixed right away, especially by the factory-trained technicians at Las Vegas Mitsubishi.

Even though they're less than 2 years old, Las Vegas Mitsubishi offers many years of automotive expertise. Cheryl herself has been in the automotive business for 37+ years, as Service Advisor and Service Manager, at various brands, including Nissan, Volvo, GMC, Hyundai, and now Mitsubishi. Mitsubishi Certified Technician Jeffrey Aguiran has been fixing cars for 25 years, Service Advisor Jeffrey Shanahan has 18 years, and Technician William Coolier has 12 years, previously earning Master Technician at Honda. Julian Bielomaz is an all-around technician with over 6 years.

Las Vegas Mitsubishi proves to be a handy location for tourists with car problems, and a convenient vacation destination from places like Lake Havasu and Flagstaff, where Mitsubishi owners sometimes plan the trip to Las Vegas to have their vehicle serviced while there (maybe a good excuse to visit?). They often shuttle customers back to their hotels after they bring in their vehicle. The nearest Mitsubishi dealer is in St. George, Utah, about 90 miles away. Even farther are Phoenix and Reno. Being a tourist town, Cheryl says they do their best to get customers' vehicles fixed and back on the road as soon as possible.

According to Cheryl, the extreme conditions of the Nevada desert – hot, dry summers (up to 115 °F) and cold winters (down to 30 °F) – can wreak havoc on cars, and shorten battery life much faster than usual. Instead of arguing with a customer whose battery failed unexpectedly, the service crew can show the customer the CVIR that was performed on their vehicle weeks prior to the battery failing, when the battery tested OK. Then the customer understands that some things cannot be foreseen in this harsh desert climate.

Cheryl believes the CVIR process has improved the dealership's effective labor rate, and single Op Code repair orders have diminished considerably. Customers seem to appreciate reviewing this professional-looking multi-point inspection report. They feel they are seeing what the technician sees, and are willing to pay a little more to have the experts fix their vehicle with genuine Mitsubishi parts (instead of a questionable bargain at some generic shop).

For easy access, the service crew stores the completed CVIRs in a folder on their computer desktop so they can easily pull them up to answer any questions a customer may have weeks later. Per Cheryl, the whole CVIR process helps them show the customer that they really do care about them and their safety with this comprehensive inspection of their vehicle, which in turn, leads to improved customer satisfaction. What happens here at Las Vegas Mitsubishi, keeps happy customers driving! Great job Las Vegas Mitsubishi!

===== TT =====

Training News



Technical Training Schedule

October - November 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.

NORTHEAST REGION

New Jersey Technical Training Center

October					November				
M	T	W	Th	F	M	T	W	Th	F
1	2	3	4	5	29	30	31	1	2
		ES3		CVTT		181N	181N	PHEV	
8	9	10	11	12	5	6	7	8	9
15	16	17	18	19	12	13	14	15	16
		EECS				MTT2		TC-SST	
22	23	24	25	26	19	20	21	22	23
		EECS			ASCF2	ES3		H	H
29	30	31			26	27	28	29	30
	181N	181N	PHEV				ER1		181N

SOUTHEAST REGION

Atlanta Technical Training Center

October					November				
M	T	W	Th	F	M	T	W	Th	F
1	2	3	4	5	29	30	31	1	2
		ER1		ASCF2			EECS		
8	9	10	11	12	5	6	7	8	9
		EECS					AT2		AT3
15	16	17	18	19	12	13	14	15	16
	181N	MED4	STV4	181N	19	20	21	22	23
22	23	24	25	26				H	H
29	30	31	1	2	26	27	28	29	30
		EECS				MTT2		TC-SST	

CENTRAL REGION

Bloomington/Normal, IL Technical Training Center

October					November				
M	T	W	Th	F	M	T	W	Th	F
1	2	3	4	5	5	6	7	8	9
8	9	10	11	12	12	13	14	15	16

CENTRAL REGION

Dallas Technical Training Center

October					November				
M	T	W	Th	F	M	T	W	Th	F
1	2	3	4	5	29	30	31	1	2
		PHEV		181N		STV4	MED4	ES2	
8	9	10	11	12	5	6	7	8	9
		ER1				PHEV	181N		
15	16	17	18	19	12	13	14	15	16
		EECS					AT2		AT3
22	23	24	25	26	19	20	21	22	23
	CC1		ASCF			ES3	181N	H	H
29	30	31	1	2	26	27	28	29	30
STV4	MED4		ES2			ABS2	ASCF		

WEST REGION

California Technical Training Center

October					November				
M	T	W	Th	F	M	T	W	Th	F
1	2	3	4	5	5	6	7	8	9
8	9	10	11	12			ER1		181N
		EECS			12	13	14	15	16

Course Title	DAYS	CODE	PREREQUISITES	Course Title	DAYS	CODE	PREREQUISITES
Automatic Transaxles				Manual Transaxles			
40/50 Series Diagnosis & Repair	3	AT2T	ATFT1 or ATFW 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, ATFW, MTT2
CVT Diagnosis & Repair	2	CVTT	ATFT1 or ATFW or ATFB				
Brakes				Vehicle Specific			
Antilock Brakes	2	ABS2	ES1W	Eclipse Cross	1	181N	AESP, ES1W, ME3W, MED4, NMNS, STV4
Electrical Systems				Plug-in Hybrid Electric Vehicle	2	PHEV	AESP, ES1W, ES2, STV4, ME3W, 120 MED4, PHEVW, R1234W
Electrical Systems 2	3	ES2	ES1W				
Electrical Systems 3	2	ES3	ES1W				
Engine Performance				Vehicle Diagnostics			
Engine & Emission Control Systems	4	EECS	ES1W, STV4	Advanced Electronic Service Procedures	-	AESP	No Prerequisites
Engine Repair	3	ER1	ERFW, ES1W, ME3W, MED4, STV4	Advanced Safety & Convenience Features	1	ASCF	ES1W, ME3W, MED4, STV4
				Advanced Safety & Convenience Features 2	1	ASCF2	ASCF, ES1W, ME3W, MED4, STV4
Heating & A/C Systems				MEDIC4	1	MED4	ME3W
Climate Control	2	CC1	MACW, ES1W, ME3W, MED4, STV4	Scan Tool Viewer 4	1	STV4	No Prerequisites

REMINDER

The **third quarter technical quiz (TQ0318)** will **end at midnight on 9/30/2018**. The fourth quarter technical quiz (TQ0418) will be available on 10/1/2018 through midnight 12/31/2018. Successful completion of the technical quizzes are **required** for Service Technicians who wish to obtain or maintain DiamondPro Certification.

<h1 style="margin: 0;">TECHLINE</h1> <p style="font-size: 1.2em; margin: 5px 0;">(800) 446-6064</p>	<div style="display: flex; align-items: center;"> <div> <p>HOURS OF OPERATION: Monday – Friday 6:30 am - 3:30 pm Pacific Time</p> <p>Techline is closed every other THURSDAY 9:30 - 10:30 A.M. (PST) for a staff meeting.</p> </div> </div>
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<h1 style="margin: 0;">MEDIC</h1> <p style="margin: 0;">Information</p> <p style="margin: 5px 0;">MEDIC Hotline (800) 846-7575</p>	<div style="display: flex; align-items: center;"> <div> <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> </div> </div>
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<h1 style="margin: 0;">Bulletin Review</h1>	<div style="display: flex; align-items: center;"> <p>Since Tech Talk 241, the following bulletins have been released.</p> </div>
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2018 Technical Service Bulletins, Safety Recalls, & Service Campaigns			
Date Posted	Publication Number	Publication Title	Applicable Models
9/5/2018	TSB-18-42A-002	Torque Updates: Door Window Glass & Power Window Regulator - Service Manual Revision	2014-18 Mirage, 2017-18 Mirage G4
9/19/2018	SR-18-006	Outlander FMVSS Label Replacement - Safety Recall Campaign	2018-19 Outlander
9/21/2018	TSB-18-00-009	Technical Specifications - 2019 Outlander Sport	2019 Outlander Sport
9/27/2018	TSB-18-00-010	New Model Features & Service Information - 2019 Outlander Sport	2019 Outlander Sport
9/27/2018	TSB-18-42A-003	Bumper Fascia/Plastic Fender Painting Preparation - Revised	All Models

<h1 style="margin: 0;">TIN/ATIN Review</h1>	<div style="display: flex; align-items: center;"> <p>Since Tech Talk 241, the following TINs/ATINs have been released.</p> </div>
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2018 Technical Information Notices, Advance Technical Information Notices			
Date Posted	Publication Number	Publication Title	Applicable Models
9/19/2018	ATIN-18-SR-006-A	Outlander FMVSS Certification Label Safety Recall Campaign	2018-19 Outlander
9/24/2018	TIN-18-23-004	Coolant Leaking from Water Hoses at CVT8 Fluid Cooler	2016-18 Outlander Sport
9/25/2018	TIN-18-52B-001	Raider SRS Light Illumination (SC-11-001)	2006 Raider

