



eX Concept

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Vehicle Technical Info

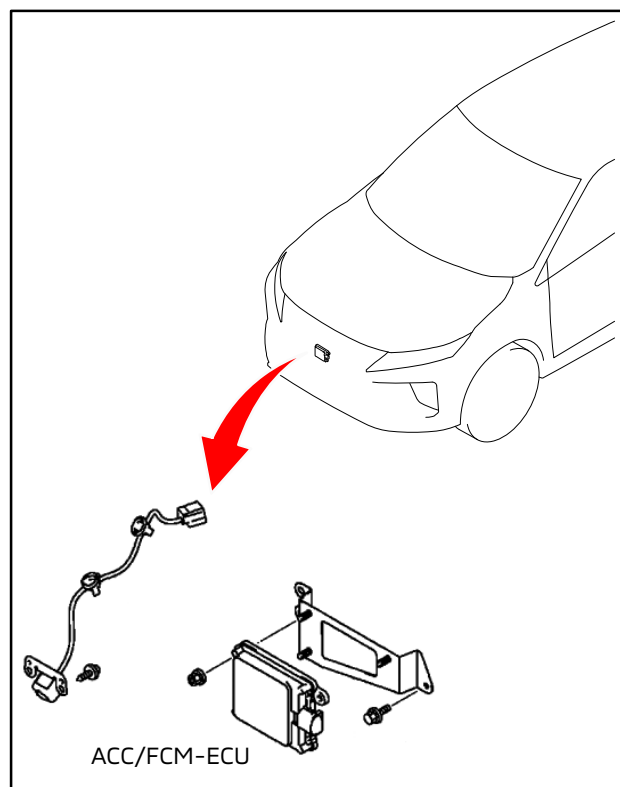
NOTE: The  mark indicates an article is being repeated from a previous issue of Tech Talk due to the subject's importance.

===== TT =====

GROUP 17 - Emissions and GROUP 54 - Chassis Electrical

ACC AND/OR FCM WARNING MESSAGE WITH DTC C1754 – 2018-19 Eclipse Cross, 2014-19 Outlander.

The condition above has been reported with ACC DTC C1754 "ACC/FCM RADAR Calibration Not Completed" and sometimes additional FCM/LDW/AHB DTC C2353 "Received FCM Temp Fail from ACC/FCM ECU". While diagnosing the vehicle for this condition, inspect for any damage in the area of the ACC/FCM ECU and the bracket that holds it in position. TechLine has fielded multiple cases of impact damage or body repairs in this area causing the above DTCs.



===== TT =====

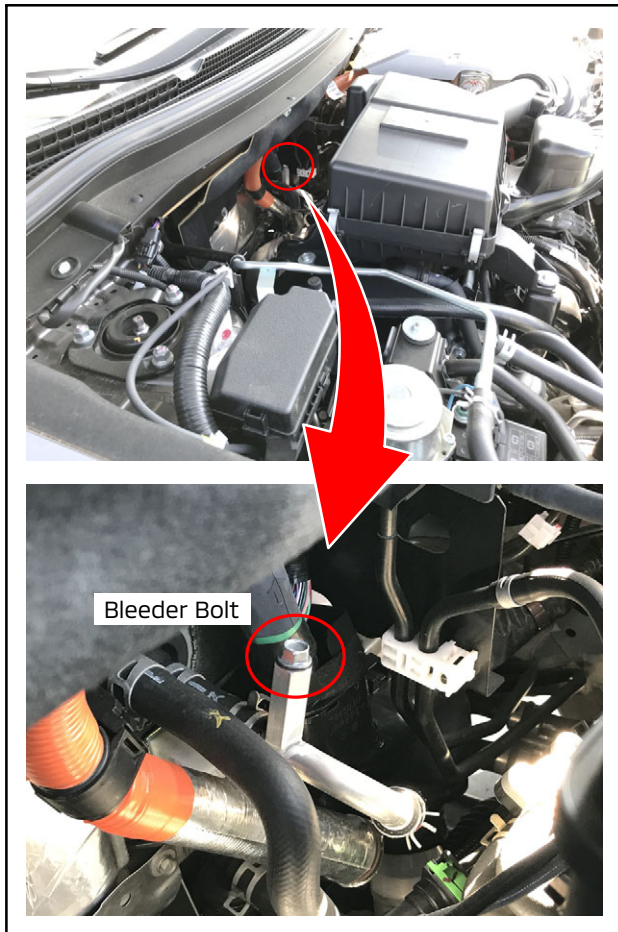
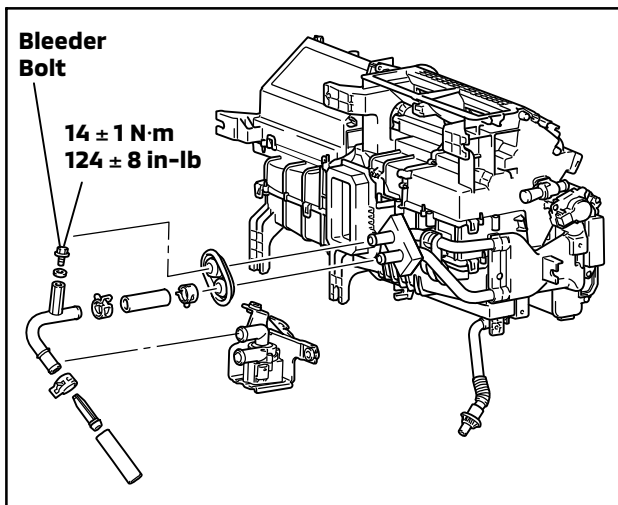
GROUP 55 - Heater, Air Conditioning, & Ventilation

INSUFFICIENT HEAT AFTER REPAIRS – COOLANT BLEEDING PROCEDURE – 2018 Outlander PHEV.

When encountering conditions of insufficient heat after vehicle repairs related to replacement of any engine cooling system component, there could be air still trapped in the coolant system. Follow the simple bleeding procedure below.

1) Open the bleeder bolt (indicated in the photos) slightly so that when coolant is added to the engine radiator to the full mark, any air trapped in the system is released through the bleeder bolt.

2) Tighten the bleeder bolt to **124 +/- 8 in-lb**.



If heater performance is **still** insufficient after steps 1 and 2, follow the additional steps below:

3) While in READY mode and the main battery at less than 80% SOC (State of Charge), press the CHRG button to engage the engine.

4) Let the engine run to get it to operating temperature.

5) Turn the heater on High (blower speed on high and temperature setting to maximum HI).

6) While revving the engine, loosen the bleeder bolt slightly to purge air out of the system.

7) Repeat steps 3 - 6 above three or four times.

8) Tighten the bleeder bolt to **124 +/- 8 in-lb**.

Special thanks to Gary O'Toole and Vincent Picece at Wantagh Mitsubishi 35173 for providing this information.



GROUP 60 - Recalls

TIN-18-SR-006: TAKATA AIR BAG INFLATOR RETURN PROCESS - ISSUE RESOLVED – 2012, 2014, 2016-2017 i-MiEV; 2004-2007 Lancer, Lancer Evolution, Lancer Sportback; and 2006-2009 Raider.

TIN-18-SR-006 was released recently and states:

"MMNA was recently made aware of the difficulties dealers were having coordinating the pickup of replaced Takata air bags, and we have been diligently working to resolve the issue.

We'd like to inform you that this issue has now been resolved. Effective today, November 20, 2018, dealers may resume following the inflator return process outlined in each of the Takata air bag recall bulletins."

**TIN-18-SR-007-B: FCM-ECU
REPROGRAMMING SAFETY RECALL**

CAMPAIGN – 2018-19 Eclipse Cross, 2017-18 Outlander, 2018 Outlander PHEV, 2018 Outlander Sport.

TIN-18-SR-007-B was released recently and states:

"Notification letters are being mailed today, October 16, 2018, to owners of vehicles affected by recall SR-18-007 "FCM-ECU Reprogramming," requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed. **Do not sell or deliver any affected 2017-2018 Outlander, 2018 Outlander PHEV, 2018-2019 Eclipse Cross, 2018 Outlander Sport until this recall has been performed.** The recall bulletin was distributed to all dealers on October 2, 2018.

Some vehicles are also affected by SR-18-008 "ASC Hydraulic Unit-ECU Reprogramming" campaign. The owners of vehicles affected by both SR-18-007 and SR-18-008 will receive the "dual" letter. Sample copies of the owner letters are included below for your reference.

For vehicles affected by both SR-18-007 and SR-18-008, please ensure that they are repaired on the same visit.

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 (C1810R), 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.

**TIN-18-SR-008-B: ASC HYDRAULIC UNIT
ECU REPROGRAMMING SAFETY RECALL**

CAMPAIGN – 2018 Eclipse Cross, 2017-18 Outlander, 2018 Outlander PHEV, 2018 Outlander Sport.

TIN-18-SR-008-B was released recently and states:

"Notification letters are being mailed today, October 16, 2018, to owners of vehicles affected by recall SR-18-008 "ASC Hydraulic Unit-ECU Reprogramming," requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed. **Do not sell or deliver any affected 2017-2018 Outlander, 2018 Outlander PHEV, 2018 Eclipse Cross, 2018 Outlander Sport until this recall has been performed.** The recall bulletin was distributed to all dealers on October 2, 2018.

Some vehicles are also affected by SR-18-007 "FCM-ECU Reprogramming" campaign. The owners of vehicles affected by both SR-18-007 and SR-18-008 will receive the "dual" letter. Sample copies of the owner letters are included below for your reference.

For vehicles affected by both SR-18-007 and SR-18-008, please ensure that they are repaired on the same visit.

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 (C1809R), 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.

**ATIN-18-SC-001-A: OUTLANDER PHEV
SUB-BMU SERVICE CAMPAIGN** – *Certain
2018 Outlander PHEV vehicles.*

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

"A service campaign will be released today for the sub-BMU reprogramming on certain 2018 Outlander PHEV vehicles built between September 14, 2017 and August 7, 2018. **To maximize customer satisfaction with the quality of their new vehicle, we recommend this service campaign be completed prior to vehicle delivery to the customer.** If this is not possible, the vehicle can still be delivered, but please ask the customer to bring the vehicle back to the dealership to have the campaign completed.

Due to inappropriate programming of the sub-Battery Management Unit (sub-BMU), the sub-BMU may falsely judge the leak detection circuit as faulty by picking up electrical noises from operation of the drive selector, brake application, or air conditioner operation. False judgment of the leak detection circuit may result in several malfunction indicators illuminating, including: Engine Malfunction, EV System Service Required, and RBS (Regenerative Brake System), with Diagnostic Trouble Codes (DTCs) P0AA7, P0AA8, and P0AA9 (Leak Sensor Detection Circuit). The malfunction indicators may be accompanied by a decrease in vehicle power and vehicle speed being restricted to a maximum of 37 mph (60 km/h). **(NOTE: Vehicle power/speed restriction will be released once the Power switch is turned OFF, then back ON. The malfunction indicators will stop illuminating after the Power switch is turned OFF and ON several times.)**

The Service Campaign Bulletin outlining the repair procedure will be available today on MEDIC and MDL.

NOTE: The software update associated with this Service Campaign addresses DTC P0AA9 in addition to DTC P0AA7 & P0AA8. If a vehicle previously received software update based on TSB-18-54-005, this Service Campaign still applies.

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" beginning today.

Notification letters will be mailed on October 31, 2018 to owners of affected vehicles, requesting they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this service campaign performed.

When checking for applicability of this campaign (**C1811R**), please check for and complete any other open campaigns. Always get the customer's approval before completing a campaign on a customer-owned vehicle.

IMPORTANT

To maximize customer satisfaction with the quality of their vehicle, affected new or used inventory vehicles should be remedied before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this service campaign.

Spotlight on...

Porcaro Mitsubishi, Racine, WI

This column spotlights a different high scoring CSI dealer every quarter.



The collage features several banners hanging from the ceiling, each reading "WELCOME TO THE #1 SERVICE SATISFACTION DEALER IN THE DISTRICT! 3RD QUARTER 2017". Below these is a table titled "August - October, 2018 3-MONTH CSI SCORES". To the right is a photo of four staff members (Rick Ludwig, Nate Nolan, Rick Day, and John McCarter) standing behind a large black banner that reads "WELCOME TO THE #1 SERVICE SATISFACTION DEALER IN THE DISTRICT! 3RD QUARTER 2018" with the Mitsubishi Motors logo.

	National	Porcaro
Fixed Right 1st Time	96.6%	100%
Resolution Rate	87.7%	100%
Email Capture Rate	79.4%	81.2%
Overall Satisfaction	943	996

(L-R): Rick Ludwig (Parts Manager), Nate Nolan (Technician), **Rick Day (Service Manager)**, John McCarter (Technician).

Established in 1999, Porcaro Mitsubishi in Racine, Wisconsin, is the oldest Mitsubishi dealership in the state. At Porcaro, customer satisfaction starts at the top. The philosophy of owner and dealer principal, Mark Porcaro, and his brother, Anthony, has always been "we are building relationships, not just selling cars!" The belief being, that once you have established relationships, everything falls into place. At Porcaro, this philosophy has shown proven results in the high number of positive customer surveys every month.

According to Service Manager, Rick Day, he and his staff "treat people the way we would want to be treated." In fact, he says they haven't "re-invented the wheel" to achieve success, but they strive to do their job well. It all starts with those relationships. They know each customer by name. At the end of each visit, they review the CVIR report with the customer, preferably in person. Then while walking to the cashier, they remind the customer they'll be receiving a 20-question survey. Rick and his staff tell the customer if they are not totally satisfied with the service, they want to know. Says Rick, "Because our customers care about us, a large number of them fill out and return the surveys. In our district there are much bigger dealerships in larger cities. We consistently get much larger numbers of returned surveys than those stores do monthly." Typically, Porcaro gets 45-50 surveys returned every month.

Good service starts with good people on staff. The service team has a total of 47 years Mitsubishi experience. Rick himself started working with owner Mark Porcaro as a teenager, when it was a used car business. He's now been the Service Manager at Porcaro Mitsubishi for 9 years. Parts Manager, Rick Ludwig, has 13 years at Porcaro. John McCarter, a Mitsubishi Master certified technician has 23 years experience, and technician Nate Nolan has 2 years and counting.

The relationships don't end at the Service desk. Per Rick, he and Rick Ludwig have given customers their cell phone numbers, if they ask. On occasion, a customer may text him at 10 pm with a question about their car. Even Sales Manager, Dan Hoppenjan, has been contacted on his cell with customers sometimes requesting an oil change or other service. Dan has been working with Mark Porcaro since the dealership began in 1999. Talking about Mr. Porcaro's people and selling skills, Rick likes to say "If Mark Porcaro was selling Yugos, lots of people would be lining up to buy them." In fact, Mark once bragged about Racine County having more multiple-car families of Mitsubishi vehicles than the rest of the state.

One additional perk for customers of Porcaro Mitsubishi - they can have their car serviced while visiting the famed Kringle bakery, O&H, across the street. Racine is known as the "Kringle Capital of the World," with O&H voted the best Kringle bakery in Racine. And on Valentine's Day, Porcaro gives every customer a Cherry Cheese Kringle as a special treat.

But customers are really coming for the award-winning service at Porcaro Mitsubishi, as testified by the "#1 Service Satisfaction Dealer in the District" banners displayed at the dealership, for 7 quarters in a row! Keep up the great work Porcaro!

Training News



Technical Training Schedule

December 2018 - January 2019

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

December					January				
M	T	W	Th	F	M	T	W	Th	F
3	4	5	6	7	31	1	2	3	4
					H	H			
10	11	12	13	14	7	8	9	10	11
		ER1		ES3					
17	18	19	20	21	14	15	16	17	18
		CVTT	ASCF2	181N	MED4	STV4		ES2	
24	25	26	27	28	21	22	23	24	25
H	H	H	H	H	H		ASCF2	PHEV	
31	1	2	3	4	28	29	30	31	1
H	H								

SOUTHEAST REGION

Atlanta Technical Training Center

December					January				
M	T	W	Th	F	M	T	W	Th	F
3	4	5	6	7	31	1	2	3	4
181N	ASCF2		CC1		H	H		181N	ASCF2
10	11	12	13	14	7	8	9	10	11
		ER1		ES3			MED4	STV4	PHEV
17	18	19	20	21	14	15	16	17	18
24	25	26	27	28	21	22	23	24	25
H	H	H	H	H	H			ER1	
31	1	2	3	4	28	29	30	31	1
H	H							EECS	

CENTRAL REGION

Bloomington/Normal, IL Technical Training Center

December					January				
M	T	W	Th	F	M	T	W	Th	F
3	4	5	6	7	21	22	23	24	25
		ES3		181N					
10	11	12	13	14	28	29	30	31	1

CENTRAL REGION

Dallas Technical Training Center

December					January				
M	T	W	Th	F	M	T	W	Th	F
3	4	5	6	7	31	1	2	3	4
					H	H			
10	11	12	13	14	7	8	9	10	11
		PHEV					STV4	MED4	ES2
17	18	19	20	21	14	15	16	17	18
	ASCF	ASCF2		TC-SST			PHEV	181N	ASCF2
		MTT2	181N						
24	25	26	27	28	21	22	23	24	25
H	H	H	H	H	H			ER1	
31	1	2	3	4	28	29	30	31	1
H	H								

WEST REGION

California Technical Training Center

December					January				
M	T	W	Th	F	M	T	W	Th	F
3	4	5	6	7	21	22	23	24	25
	ASCF	ASCF2		ES3					
10	11	12	13	14	28	29	30	31	1

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	Vehicle Specific			
Brakes				Eclipse Cross	1	181N	AESP, ES1W, ME3W, MED4, NMNS, STV4
Antilock Brakes	2	ABS2	ES1W	Plug-In Hybrid Electric Vehicle	2	PHEV	AESP, ES1W, ES2, STV4, ME3W, 120 MED4, PHEVW, R1234W
Electrical Systems				Vehicle Diagnostics			
Electrical Systems 2	3	ES2	ES1W	Advanced Electronic Service Procedures	-	AESP	No Prerequisites
Electrical Systems 3	2	ES3	ES1W	Advanced Safety & Convenience Features	1	ASCF	ES1W, ME3W, MED4, STV4
Engine Performance				Advanced Safety & Convenience Features 2	1	ASCF2	ASCF, ES1W, ME3W, MED4, STV4
Engine & Emission Control Systems	4	EECS	ES1W, STV4	MEDIC4	1	MED4	ME3W
Engine Repair	3	ER1	ERFW, ES1W, ME3W, MED4, STV4	Scan Tool Viewer 4	1	STV4	No Prerequisites
Heating & A/C Systems							
Climate Control	2	CC1	MACW, ES1W, ME3W, MED4, STV4				

The fourth quarter technical quiz (TQ0418) became available on 10/1/2018 and will continue through midnight 12/31/2018. Successful completion of the technical quizzes are **required** for Service Technicians who wish to obtain or maintain DiamondPro Certification.



TECHLINE (800) 446-6064	 HOURS OF OPERATION: Monday – Friday 6:30 am - 3:30 pm Pacific Time Techline is closed every other THURSDAY 9:30 - 10:30 A.M. (PST) for a staff meeting.
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MEDIC Information MEDIC Hotline (800) 846-7575	 HOURS OF OPERATION: Monday – Friday 7:00 am - 4:00 pm Pacific Time MEDIC Hotline will assist with MEDIC & Scan Tool hardware or software issues.
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Bulletin Review	 Since Tech Talk 243, the following bulletins have been released.
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2018 Technical Service Bulletins, Safety Recalls, & Service Campaigns			
Date Posted	Publication Number	Publication Title	Applicable Models
10/30/2018	SC-18-001	MIL Illumination With DTC P0AA7/P0AA8/P0AA9 - Service Campaign	2018 Outlander PHEV
10/30/2018	TSB-18-13-002REV	MIL Illumination With DTC P061A	2018-19 Eclipse Cross
11/15/2018	TSB-18-00-016	General PDI Procedures for 2019 Outlander PHEV	2019 Outlander PHEV
11/26/2018	TSB-18-00-017	Technical Specifications - 2019 Outlander PHEV	2019 Outlander PHEV
11/26/2018	TSB-18-00-018	New Model Features & Service Information - 2019 Outlander PHEV	2019 Outlander PHEV



TIN/ATIN Review



Since Tech Talk 243, the following TINs/ATINs have been released.

2018 Technical Information Notices, Advance Technical Information Notices

Date Posted	Publication Number	Publication Title	Applicable Models
10/16/2018	TIN-18-SR-007-B	FCM-ECU Reprogramming Safety Recall Campaign	2018-19 Eclipse Cross, 2017-18 Outlander, 2018 Outlander PHEV, 2018 Outlander Sport
10/16/2018	TIN-18-SR-008-B	ASC Hydraulic Unit ECU Reprogramming Safety Recall Campaign	2018 Eclipse Cross, 2017-18 Outlander, 2018 Outlander PHEV, 2018 Outlander Sport
10/30/2018	ATIN-18-SC-001-A	Outlander PHEV sub-BMU Service Campaign	2018 Outlander PHEV
11/20/2018	TIN-18-SR-006	Takata Air Bag Inflator Return Process – Issue Resolved	2012, 2014, 2016-2017 i-MiEV; 2004-2007 Lancer, Lancer Evolution, Lancer Sportback; and 2006-2009 Raider



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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).