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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.

SPECIAL ATTENTION

Be sure to read the important article "TAKATA AIR BAG VIDEO & QUIZ," in Group 60 on page 3 in this Tech Talk.

GROUP 00 – General

 **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.

GROUP 13 – Fuel

TIN-19-13-001: STORED DTCs (INCLUDING P0657) IN EXTREMELY COLD AMBIENT TEMPERATURES – 2018-19 Eclipse Cross.

TIN-19-13-001 was released recently and states:

"Some dealers have reported customer stated concerns of a lack of throttle response at initial start-up with CEL (Check Engine light) illumination when ambient temperatures are extremely cold. These vehicles have been repaired in various ways including replacement of the throttle body assembly or the TAC (Throttle Actuator Control) relay and finally, just allowing the vehicle to sit in the shop/garage for a period of time. MMNA is suggesting that dealers replace the TAC relay (8627A049) in order to address this concern. Replacing any other components is unnecessary. Please follow the guidelines below when addressing this type of concern.

1) Customer states vehicle lacks throttle response upon initial start-up and has the CEL illuminated.

2) Dealer confirms the presence of CEL illumination and retrieves DTC(s).

3) DTC(s) active/stored in ECM is P0657 (other DTCs may be present at the time of inspection)

4) Replace TAC relay with part number 8627A049

5) Perform "Read and Erase" function in the Scan Tool and return the vehicle to the customer."

GROUP 13 - Fuel and
GROUP 15 - Intake & Exhaust and
GROUP 17 - Engine & Emission Control

DTC P0171 - FUEL TRIM 1 TOO LEAN –
2013-15 Outlander Sport/RVR.

When DTC P0171 is present, first confirm that the EGR valve, gaskets and hardware are not leaking. The Air Inlet Manifold and gasket are possible causes but should be the secondary consideration. Air Cleaner Air Flow Sensors and O2 Sensors are not likely to be the cause of DTC P0171.



GROUP 37 - Steering

TIN-19-37-001: PHOTO REQUIRED
CONDITION (PRC) FOR VEHICLE
PULLING/DRIFTING AND STEERING WHEEL
OFF-CENTER CONCERNS - REVISED –

2018-19 Eclipse Cross, 2014-2019 Mirage, 2017-2019 Mirage G4, 2014-2019 Outlander, 2018-2019 Outlander PHEV, 2016-2019 Outlander Sport.

TIN-19-37-001 was released recently and states:

"When performing a wheel alignment check and adjustment on an affected vehicle with a customer concern of pulling/drifting and/or steering wheel off-center concerns (while under warranty), dealers are REQUIRED to complete the following instructions prior to submitting a warranty claim.

On the affected vehicles listed above, the information below MUST be entered into the Photo Required Condition & Pre-Approval Center (PRC).

NOTE: If the required documentation is not included in the PRC entry, then the claim is subject to debit.

1. Clear and focused photos or PDF of the (1) Before and (2) After alignment readings.
2. Clear and focused photos or PDF of the completed alignment questionnaire found on the MDL. All questions on the questionnaire must be completely filled in.

The Questionnaire for each model can be found on MDL > service > service tech resources > Service Related Items > Worksheets, Questionnaires, Job Aids > Questionnaires (or click the "Worksheets, Questionnaires, Job Aids" button on the Techline home page). *(Also reprinted later in this Tech Talk.)*

3. Please select the correct questionnaire by model:

- Steering Alignment: 2018-2019 Eclipse Cross
- Steering Alignment: 2014-2019 Mirage
- Steering Alignment: 2017-2019 Mirage G4
- Steering Alignment: 2014-2019 Outlander
- Steering Alignment: 2018-2019 Outlander PHEV
- Steering Alignment: 2016-2019 Outlander Sport

4. In the PRC select the category "STEER & ALIGN QUESTIONNAIRES."

Also, the steering alignment questionnaire requires additional checks which need to be performed. Please refer to the questionnaire for specific instructions.

NOTE: Photos must be posted on the PRC BEFORE entering the related Warranty claim.

Please select appropriate Labor Operation Code(s) from the list below: "

Model	Labor Operation Code	
	Front	Rear
2014-19 Mirage	37101040 OR 37604040	N/A
2017-19 Mirage G4		
2018-19 Eclipse Cross		34000091
2014-19 Outlander		
2018-19 Outlander PHEV		
2016-19 Outlander Sport		

STEERING ALIGNMENT QUESTIONNAIRES AVAILABLE (FOR USE WITH TIN-19-37-001)

– 2018-19 Eclipse Cross, 2014-2019 Mirage, 2017-2019 Mirage G4, 2014-2019 Outlander, 2018-2019 Outlander PHEV, 2016-2019 Outlander Sport.

As described in TIN-19-37-001, questionnaires are available on MDL (MDL > service > service tech resources > Service Related Items > Worksheets, Questionnaires, Job Aids > Questionnaires; or via the "Worksheets, Questionnaires, Job Aids" button on the Techline home page). These completed questionnaires are required to be uploaded to the PRC when submitting warranty claims for the models below. (See TIN-19-37-001 for more details on all requirements.)

- Steering Alignment: 2018-2019 Eclipse Cross
- Steering Alignment: 2014-2019 Mirage
- Steering Alignment: 2017-2019 Mirage G4
- Steering Alignment: 2014-2019 Outlander
- Steering Alignment: 2018-2019 Outlander PHEV
- Steering Alignment: 2016-2019 Outlander Sport



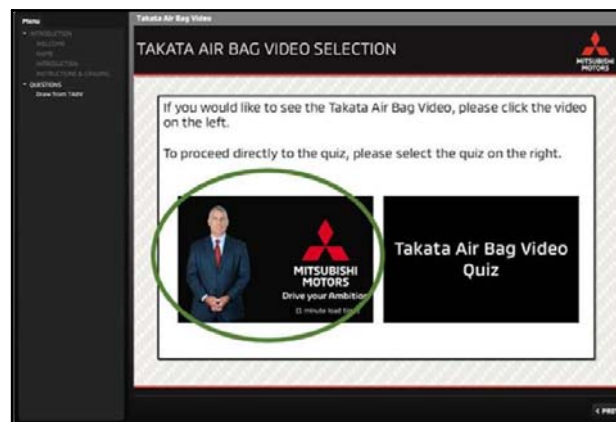
GROUP 60 - Recalls

✓ **TAKATA AIR BAG VIDEO & QUIZ** – 2012-17 i-MiEV, 2004-07 Lancer, Lancer Evolution, Lancer Sportback, and 2006-09 Raider.

On November 27, 2018, a dealer letter was sent to all dealers and states:

"Earlier this month, we posted a very important message on the Mitsubishi Dealer Link, from our President and CEO, **Fred Diaz**, regarding the Takata Air Bag Recall. First announced in 2014, it is by far the largest safety recall ever conducted by the automotive industry.

In the video, Mr. Diaz talks about the Takata Air Bag recall, the steps we have taken, and the progress we have made as a company. If you haven't done so already, please take a moment to view this video.



Starting November 27th, 2018, we've added this video to the Mitsubishi Academy website along with a **Takata Air Bag Video quiz**. You can access the Academy website on the MDL. The **course code is TABV**. We encourage everyone at the dealership to watch this video and then complete the quiz as soon as possible.

Our mission is to account for 100% of Mitsubishi vehicles affected by the Takata recall by the end of 2019. To achieve this goal, it will require teamwork between all of us at MMNA and our dealers. With the Takata recall information provided in this video and the subsequent quiz, we can help to increase consumer awareness and get these dangerous inflators removed from all affected Mitsubishi vehicles.

Check with your District Parts and Service Manager for your individual dealership Takata completion percentage. If you are not at a 100% completion, please ensure you and your staff are doing everything possible to take care of these vehicles when they are at your dealer. Start by having your service team check for open recalls in the Vehicle Inquiry Superscreen for all vehicles coming through the service drive.

Develop a Takata action plan at your dealership – your DPSM can assist with building a plan. Conduct a service meeting, including technicians, to review your dealership performance. By taking these simple, necessary steps, we will increase our Takata recall completions.

Thank you in advance for your immediate attention. Should you have any questions, please do not hesitate to contact your District Parts and Service Manager."

NOTE: All dealership staff are encouraged to watch this video and complete the quiz as soon as possible.

Log on to Mitsubishi Academy, and search for Course Code TABV.

SALES AND SERVICE

Takata Air Bag Video Quiz

Course Code: TABV

Description: Customer safety has always been, and continues to be, a top priority for Mitsubishi Motors North America and we are confident it is equally important to you and your staff. We want to keep our mutual customers safe and a key component to customer safety is maximizing our safety with recall completion rates. Maximizing our completion rates with recalls will lead to increased customer safety, reduce dealership liability, and increased fixed operations revenue. The Takata Air Bag Video is included in this course and there is a 10 Question quiz at the end. A score of 80% or greater is required to receive completion credit for this course.

Duration: 00:30

[Launch](#) [More Info](#)

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WARRANTY BULLETIN

DTC, Freeze Frame, and Super Screen Documentation Requirements

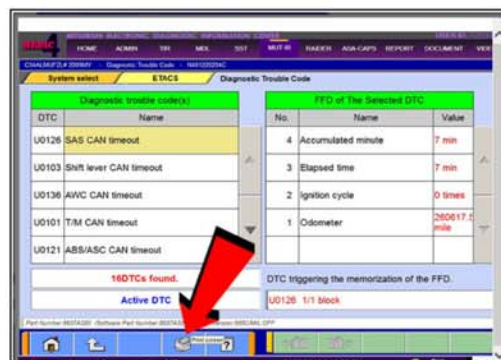
Warranty Bulletin Application		
USA	Canada	P. Rico
X		X
Issue Date		Aug. 21, 2018
Bulletin Number		WB 2019 - 003

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

Training News



Technical Training Schedule

March - April 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

March					April				
M	T	W	Th	F	M	T	W	Th	F
25	26	27	28	1	1	2	3	4	5
							EECS		
4	5	6	7	8	8	9	10	11	12
MED4	STV4	ES2							
11	12	13	14	15	15	16	17	18	19
					MED4	STV4	ES2		
18	19	20	21	22	22	23	24	25	26
	ES3		PHEV						
25	26	27	28	29	29	30	1	2	3
						PHEV		ASCF	ASCF2

SOUTHEAST REGION

Atlanta Technical Training Center

March					April				
M	T	W	Th	F	M	T	W	Th	F
25	26	27	28	1	1	2	3	4	5
4	5	6	7	8	8	9	10	11	12
11	12	13	14	15	15	16	17	18	19
18	19	20	21	22	22	23	24	25	26
25	26	27	28	29	29	30	1	2	3

CENTRAL REGION

Bloomington/Normal, IL Technical Training Center

March					April				
M	T	W	Th	F	M	T	W	Th	F
25	26	27	28	1	15	16	17	18	19
	181N	ASCF	ASCF2	181N					
4	5	6	7	8	22	23	24	25	26
						ES3		CC1	

CENTRAL REGION

Dallas Technical Training Center

March					April				
M	T	W	Th	F	M	T	W	Th	F
25	26	27	28	1	1	2	3	4	5
						EECS			
4	5	6	7	8	8	9	10	11	12
						AT2			AT3
11	12	13	14	15	15	16	17	18	19
	ES3	ASCF							
	CC1	181N	ASCF2						
18	19	20	21	22	22	23	24	25	26
	PHEV	181N				CVTT		TC-SST	
25	26	27	28	29	29	30	1	2	3
STV4	MED4		CVTT			ER1		181N	
MTT2		181N							

WEST REGION

California Technical Training Center

March					April				
M	T	W	Th	F	M	T	W	Th	F
25	26	27	28	1	15	16	17	18	19
	CVTT		ES3			MTT2			
4	5	6	7	8	22	23	24	25	26
STV4	MED4	181N	ASCF2						

Course Title	DAYS	CODE	PREREQUISITES	Course Title	DAYS	CODE	PREREQUISITES
Automatic Transaxles				Manual Transaxles			
40/50 Series Diagnosis & Repair	3	AT2T	ATFT1 or ATFWF 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, ATFWF, MTT2
CVT Diagnosis & Repair	2	CVTT	ATFT1 or ATFWF 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, ES2, STV4, ME3W, 120 MED4
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 first quarter technical quiz (TQ0119) became available on 1/1/2019 and will continue through midnight 3/31/2019. 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: 0;">(800) 446-6064</p>		<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>
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<h1 style="margin: 0;">MEDIC</h1> <p style="font-weight: bold; margin: 0;">Information</p> <p style="margin: 0;">MEDIC Hotline (800) 846-7575</p>		<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>
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<h1 style="margin: 0;">Bulletin Review</h1>		<p>Since Tech Talk 246 the following bulletins have been released.</p>
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2019 Technical Service Bulletins, Safety Recalls, & Service Campaigns			
Date Posted	Publication Number	Publication Title	Applicable Models
1/24/2019	TSB-19-14-001	Water Pump Coolant Leakage: Inspection Procedure	All models
1/24/2019	TSB-19-35-002	Knocking Sound From Rear Disc Brakes	2014-19 Outlander, 2018-19 Outlander PHEV, 2011-19 Outlander Sport/RVR
2/7/2019	TSB-19-27-001	Corrections to AWD Rear Axle Hub Assembly Removal & Installation Procedure - SMR	2017 Outlander
2/7/2019	TSB-19-37-001	Addition of Tie Rod End Ball Joint Dust Cover Replacement - SMR	2008-14 Lancer, 2008-15 Lancer Evolution, 2009-14 Lancer Sportback, 2007-12 Outlander
2/7/2019	TSB-19-37-002	Updates to Tie Rod End Ball Joint Dust Cover Replacement - SMR	2011-16 Lancer, Lancer Sportback
2/7/2019	TSB-19-52B-001	Updates to Removal & Installation of Seat Belts With Pre-Tensioner - SMR	2014, 2015, 2017 Mirage, 2017 Mirage G4
2/14/2019	TSB-19-11-001	Correction to Fuel injector (High Pressure) Removal & Installation - SMR	2018 Eclipse Cross
2/14/2019	TSB-19-13-001	Correction to Fuel Injector (High Pressure) Assembly Installation - SMR	2018 Eclipse Cross
2/14/2019	TSB-19-52B-002	Additional Supplemental Restraint System (SRS) Service Precaution - SMR	2016 i-MiEV
2/14/2019	TSB-19-52B-003	DTC B1616 Diagnosis Added - SMR	2014-15 Mirage
2/21/2019	TSB-19-13-002	Engine Stalling in Cold Conditions with Specific Operations	2018-19 Eclipse Cross
2/21/2019	TSB-19-33-003	Updates to Lower Arm Ball Joint Dust Cover Replacement - SMR	2014-18 Mirage, 2017-18 Mirage G4
2/21/2019	TSB-19-54-001	Quick Charging with ABB Quick Charger Stops Due to Isolation Error	2018-19 Outlander PHEV
2/21/2019	TSB-19-54-002	Fuel Remaining Display Incorrect After Filling Tank	2018-19 Eclipse Cross

<h2 style="margin: 0; font-size: 2em; font-weight: bold; color: black;">TIN/ATIN Review</h2>	<p>Since Tech Talk 246 the following TINs/ATINs have been released.</p>
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2019 Technical Information Notices, Advance Technical Information Notices			
Date Posted	Publication Number	Publication Title	Applicable Models
1/31/2019	TIN-19-13-001	Stored DTCs (including P0657) in Extremely Cold Ambient Temperatures	2018-19 Eclipse Cross
2/25/2019	TIN-19-37-001	Photo Required Condition (PRC) for Vehicle Pulling/Drifting and Steering Wheel Off-Center Concerns - Revised	2018-19 Eclipse Cross, 2014-2019 Mirage, 2017-2019 Mirage G4, 2014-2019 Outlander, 2018-2019 Outlander PHEV, 2016-2019 Outlander Sport

