



TECH TALK

Volume 255 - May 2020

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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 =====

WANTED!!

**TIPS FOR TECHNICIANS -
BY TECHNICIANS**

Have you as a technician learned something new while fixing a customer vehicle? Or found a solution to a perplexing problem? If you **have** and think it would be helpful to other technicians, MMNA would like to hear from you! Send your tips, along with any pertinent vehicle details, your name, job title, and dealer name to: **servicesupport@mmsa.com**.

We may publish your advice in Tech Talk, and give you credit for your tip! Together, we can help each other achieve the highest customer satisfaction by sharing our knowledge with other technicians.

===== TT =====

GROUP 00 - General

TIN-20-00-007REV: TAKATA INFLATOR PICKUP TEMPORARILY SUSPENDED (COVID-19 ACTION PLAN) – 2004-2007 Lancer, 2006-2009 Raider, 2012-2017 i-MiEV

TIN-20-00-007REV was released recently and states:

"This TIN supersedes TIN-20-00-007, issued March, 2020, to notify dealerships of Takata Inflator Pickup Service being suspended due to COVID-19. ***The Pickup Service has resumed.***

TK services previously suspended pickup of returned parts at dealerships and customer facilities, announced in TIN-20-00-007.

TK Services has confirmed that pickup service has resumed for dealerships and customer facilities.

Dealerships should follow the same procedure as before the shutdown to schedule a pickup."

===== TT =====

✓ GROUP 16 Engine Electrical & GROUP - 23 - Automatic Transmission

CVT WILL NOT SHIFT OUT OF PARK, DTC P0705, ETACS FUSE #18 (7.5A) BLOWN, SRS LIGHT ON – 2012 & newer Outlander Sport/RVR.

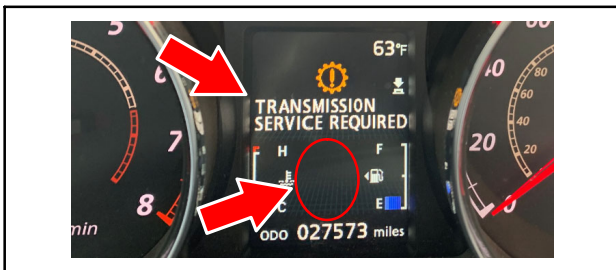
Customers may complain that they cannot shift out of "P" (PARK), transmission warning light is ON, selector lever indication (P, R, N, D) is not displayed on the instrument panel screen, and reverse camera is ON (even though selector lever is in "P"). This condition may be occurring intermittently or may be present all the time. Upon diagnosis, you may find DTC P0705 present in the TCM, and C1747 present in the FCM (for 18MY and newer vehicles with FCM).

Also note, there may be a no start condition if the MID shows "R" (REVERSE).



inside rear view mirror due to a short in its electrical connector. The auto-dimming mirror is using the reverse signal from the CVT to disable the dimming in the mirror when the driver is backing up. The short circuit in the connector might occur due to various reasons:

1) Connector damage after windshield or inside mirror replacement.



2) Pins are backed out due to objects hanging on the mirror and pulling the wiring harness

3) Metal parts or strands from objects such as necklaces, beads, etc., that are suspended on the mirror, are getting in the connector.



In other cases, you might have additionally the SRS warning light ON due to DTC B1477 in the SRS ECU, audio display inoperative (black screen), ETACS fuse #18 (7.5A) blown and/or fuse #16 blown (10A).

The above symptoms could occur on vehicles equipped with auto-dimming (anti-dazzling)



Depending on the trim level the inside mirror connectors will vary. Some vehicles will have a universal garage door opener integrated into the mirror and will have the connector shown below.



Others will only have the auto-dimming function and will have this connector below.



When working on vehicles showing some of the above symptoms, be sure to inspect the inside mirror connector. Use the electrical circuit diagram in the Service Manual for the automatic anti-dazzling mirror, Group 90, for further details.

MMNA has seen cases where multiple parts, such as: TCM, ETACS, Inhibitor (range) switch, and others were replaced unnecessarily. TT-246-23-001 also talks about the selector lever not coming out of park. However, the root cause is a sticking shift lock solenoid, usually due to a spilled sugary drink.



GROUP 52A - Supplemental Restraint (SRS)

TIN-20-52A-001: SEAT BELT STOPPER MISSING OR DAMAGED / TONGUE SLIDES TO FLOOR – 2011-2020 Outlander Sport.

TIN-20-52A-001 was released recently and states:

" This TIN serves as a reminder that if a vehicle arrives with a complaint related to a seat belt tongue not staying in place or that slides down to the floor, always default to searching for applicable TSBs, Tech Talk articles, and

TINs first. MMNA has seen some seat belt assemblies replaced for the seat belt stopper missing and reminds dealers to refer to the following TSBs for applicable coverage and claim information.

- [TSB-17-52A-001](#) Front Seat Belt Stopper Button Installation
- [TSB-17-52A-002](#) Rear Seat Belt Stopper Button Installation – Revised

Each of these TSBs contain directions on how to repair vs replace, which reduces vehicle down time and increases customer satisfaction.

Description	Part Number	Quantity
Front Seat Belt Stopper Button Installation or Replacement	7000F293	1*
Rear Seat Belt Stopper Button Installation or Replacement	7000A360	1*

* One stopper button per seat belt.

NOTE: Please be sure to follow the Warranty Policy and Procedures Manual for all Seat Belt repairs or replacements."



GROUP 54 - Chassis Electrical

TIN-20-54-001REV: VOLTAGE MEASUREMENT ON LOW BEAM HALOGEN HEADLIGHT BULBS AND 12V BATTERY – 2014-2020 Outlander and 2018-2020 Outlander PHEV.

TIN-20-54-001REV was released recently and states:

"This TIN supersedes TIN-20-54-001, issued May, 2020, to clarify when voltage measurements should be obtained.

We are asking for your assistance with improving product quality. Your input is highly valued and appreciated.

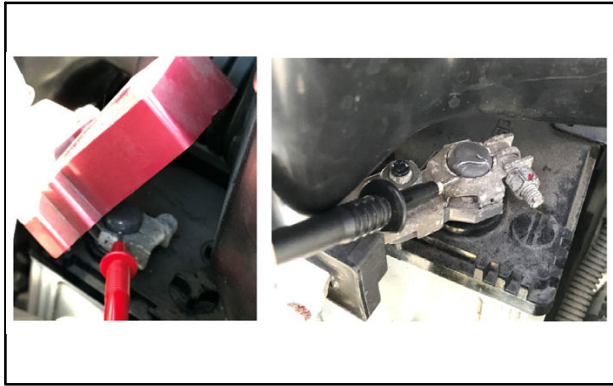
Voltage measurements are being requested on any Outlander and Outlander PHEV that presents with an inoperative headlight. Please see below for the specific request.

For affected vehicles beyond the terms of warranty; please contact Mark Watts at (407) 572-4864, for further direction.

MEASUREMENT CONDITIONS
 Engine ON, Engine Speed 2000 rpm
 Headlight (low beam) ON
 Other lights and other accessories OFF

MEASUREMENT POINTS

1. Measure and record the voltage at the positive battery terminal and negative battery terminal.



2. Measure and record the voltage at the backside of the low beam halogen headlight bulb connectors (both sides).

- Turn the low beam headlight connector cover counterclockwise to remove (see Photo 2).
- Turn the low beam headlight connector cover counterclockwise to remove from the headlight assembly.
- Replace any low beam headlight bulbs that are inoperative.
- Place the voltmeter leads at the respective slots at the backside of the low beam headlight connector (see Photo 3 and Photo 4).
- Turn ON the headlights to low beam.
- Measure and record the voltage on both low beam headlight connectors."

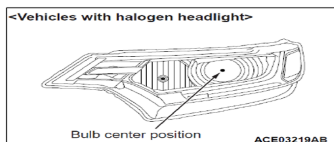


Photo 1

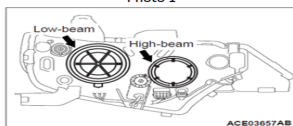


Photo 2



Photo 3



Photo 4

CAUTION – The bulb will generate heat. Secure the headlight bulb connector to a metal component with tape, and the headlight bulb away from plastic components. Do not touch the electrical leads or terminals due to possible electrical shock.

Please include the voltage measurements in the REMEDY field of the Warranty claim in addition to the other repair details, with A1 for battery voltage and A2 for left headlight bulb voltage, and A3 for right headlight bulb voltage. Example below.

CUSTOMER STATES HEADLIGHTS ARE OUT
OPEN IN L & R HEADLAMP BULBS
REPLACE L & R HEADLAMP BULBS A1 12.6V A2 12.3V A3 12.4V

WARRANTY INFORMATION
 Please use Labor Operation Code 54101300 – 0.6 hours one bulb replacement, 0.9 hours two bulb replacement (both times include the 3 voltage checks).

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GROUP 60 - Recalls

ATIN-20-SR-002A: SEAT BELT ANCHOR SAFETY RECALL CAMPAIGN – Certain 2019-2020 Outlander and 2019 Outlander PHEV vehicles.

ATIN-20-SR-002A was released recently and states:

"A recall campaign will be released today for the second-row, right-hand side seat belts (passenger side) on certain 2019-2020 Outlander built between June 24, 2019 and January 29, 2020, and 2019 Outlander PHEV vehicles built between June 25, 2019 and July 4, 2019.

Do not sell or deliver any affected 2019-2020 Outlander or 2019 Outlander PHEV 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 repair procedure will be available today on MEDIC and MDL.

Due to inappropriate manufacturing process at the supplier, the guide piece (which is a component part of the second-row seat belts' anchorage) for the left side seat belt was mistakenly assembled with the right-hand side seat belt, causing seat belt restraint efficiency for vehicle occupants to decrease in a vehicle collision, increasing the risk of injury.

Notification letters are scheduled to begin mailing to owners of affected vehicles early **June 2020**, requesting that they contact their local Authorized Mitsubishi dealership to schedule an appointment to have this recall performed.

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 (C2002R), please check for and complete any other open campaigns. Always obtain the customers approval before completing a campaign on a customer owned vehicle."

IMPORTANT

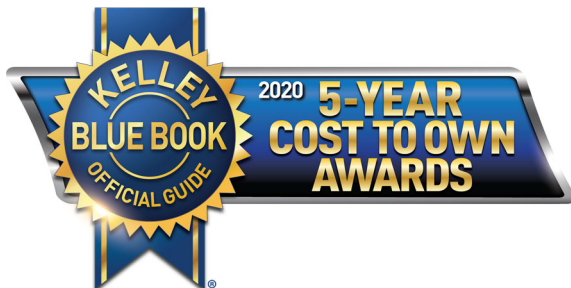
Affected new or used inventory vehicles must be repaired before the vehicle is sold/delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to sell/deliver 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.



ON THE COVER

**KELLY BLUE BOOK COST TO OWN AWARD
FOR 2020 OUTLANDER**

The 2020 Outlander was awarded the Kelly Blue Book 5 Year Cost to Own Award.



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Training News	 Technical Training Schedule TBD
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===== TT =====

TECHLINE (800) 446-6064	 HOURS OF OPERATION: Monday – Friday 8:00 am - 5:00 pm Central Time
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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 254 the following bulletins have been released.

2020 Technical Service Bulletins, Safety Recalls, & Service Campaigns			
Date Posted	Publication Number	Publication Title	Applicable Models
4/8/2020	TSB-20-23-001	Potential Transmission Shudder/Surge with Possible DTC (CVT-8) - Revised	2018-2020 Eclipse Cross, 2016-2017 Lancer, 2016-2020 Outlander, 2015-2020 Outlander Sport
4/8/2020	TSB-20-42A-002	Updates to Windshield Removal & Installation with FCM/LDW/AHB - SMR	2014-2020 Outlander, 2018-2020 Outlander PHEV, 2018-2020 Outlander PHEV
4/8/2020	TSB-20-54-002	Poor Sound Quality During Hands-Free Phone Call with Apple Car Play	2017-2019 Outlander, 2018-2019 Outlander PHEV
4/22/2020	TSB-20-54-003	Additional Procedures for On-Board Charger/DC-DC Converter - SMR	2012-2013 i-MiEV
4/30/2020	TSB-20-00-003	Updates to 2018 Outlander Sport Vehicle Identification Number - SMR	2018 Outlander Sport
4/30/2020	TSB-20-00-004	Updates to 2019 Outlander PHEV General Information - SMR	2019 Outlander PHEV
4/30/2020	TSB-20-13-001	Correction to DTC P2101: Throttle Actuator Control Motor Magneto Malfunction Diagnosis Procedure - SMR	2014-2015 Outlander
5/6/2020	TSB-20-42B-002	2019 Outlander PHEV Body Repair Manual Information - SMR	2019 Outlander Sport
5/28/2020	SR-20-002	Seat Belt - Safety Recall Campaign	2019-2020 Outlander and 2019 Outlander PHEV

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TIN/ATIN Review



Since Tech Talk 254 the following TINs/ATINs have been released.

2020 Technical Information Notices, Advance Technical Information Notices

Date Posted	Publication Number	Publication Title	Applicable Models
5/21/2020	TIN-20-00-007REV	TAKATA INFLATOR PICKUP TEMPORARILY SUSPENDED (COVID-19 ACTION PLAN)	2004-2007 Lancer, 2006-2009 Raider, 2012-2017 i-MiEV
5/21/2020	TIN-20-52A-001	SEAT BELT STOPPER MISSING OR DAMAGED/TONGUE SLIDES TO FLOOR	2011-2020 MY Outlander Sport
5/21/2020	TIN-20-54-001REV	VOLTAGE MEASUREMENT ON LOW BEAM HALOGEN HEADLIGHT BULBS AND 12V BATTERY	2014-2020 Outlander, Outlander PHEV
5/27/2020	ATIN-20-SR-002A	2019-2020 OUTLANDER AND 2019 OUTLANDER PHEV - SEAT BELT ANCHOR - SAFETY RECALL CAMPAIGN	2019-2020 Outlander and 2019 Outlander PHEV

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