



MITSUBISHI MOTORS

TECH TALK - VOLUME 260

January & February 2021

WARRANTY

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DATES TO REMEMBER



- Valentine's Day - February 14
- Presidents Day - February 15
- Ash Wednesday - February 17
- St. Patrick's Day March 17
- Palm Sunday - March 28



SPRING **FORWARD** on March 14th

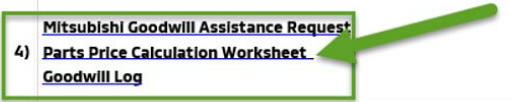
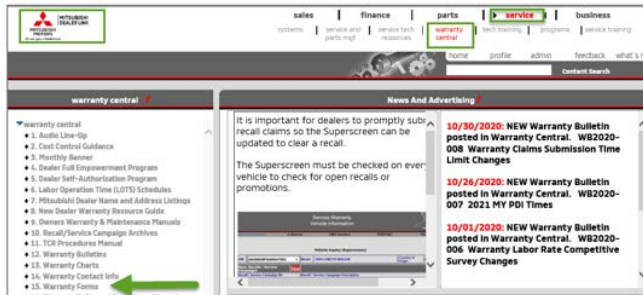
PLEASE NOTE

MMNA will be closed on Monday, February 15th

Goodwill Tool

Did you know that Mitsubishi Warranty has created a Goodwill Parts Net Calculator to assist dealers with entering the correct parts amount for goodwill claims?

This calculator is available for download at: Mitsubishi Dealer Link (MDL) under Service > Warranty Central > 15. Warranty Forms > 4) [Parts Price Calculation Worksheet](#).



Parts Net Calculation for Goodwill Claims		
Part Price Dealer Net	<input type="text"/>	<<-Enter Part Price
Warranty Parts Mark Up %	<input type="text"/>	<<-Enter Warranty Parts Mark Up
Parts Price to Enter for Warranty Claim	<input type="text" value="#VALUE!"/>	

Documentation - Request Time Limit

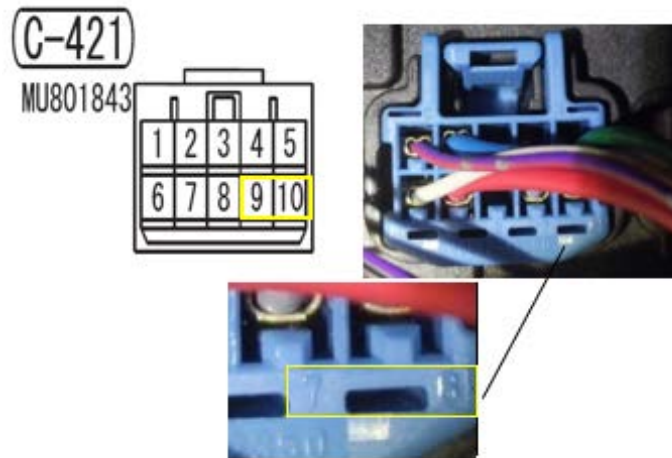
Mitsubishi Warranty may request by mail, telephone, e-mail or fax; supporting documents relating to any warranty claims. Per Section 11: Dealer Record Retention MMNA Audits. Requested documents **MUST** arrive at MMNA within three business days from the time of request. Upload documents to PRC or e-mail to: warrantywebhotline@mmsa.com

TECHNICAL INFORMATION

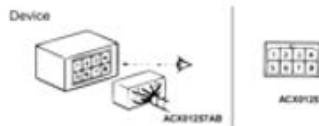
TERMINAL NUMBERING OF CONNECTORS

Terminal numbers on connectors may not always match the Service Manual information. The service manual states under "How to read circuit diagrams", "The symbol indicates the connector is viewed as shown. At a device connection, the connector symbol on the device side is shown."

Referring to the photo below, the manufacturer of the connector numbered them from right to left rather than left to right. This is a clue that the connector was numbered incorrectly and the service manual is correct. Therefore, it is important to follow the rules defined in "How to read circuit diagrams".



Connectors that plug into a device will be illustrated (see below) from the component side which is the same as the back probe view.



Connectors with male terminals is a male terminal and a connector with female terminals is a female connector. At an intermediate or junction connector, the male side of the connector will be shown in the diagrams, NOT from a back probe perspective. However, if back probing the female mate of the illustrated male connector, one can use the image of the male connector for reference. When back probing the male side of an intermediate connector, imagine a mirror image and number the connector right to left rather than left to right.

The service manual states that spare connectors and check connectors will be shown from the harness side and an image of the connector being viewed from the terminal side is shown. This can be a bit confusing as most would think of harness side as the back probe view but it's not.



The Diagnostic Link Connector follows none of these rules and is numbered left to right, from the female side of the connector.

In summary, pay attention to the rules outlined in the service manual in relation to the type of connector you are working with and remember, the numbering on the connector may not always be correct.

ACCESSORY REMOTE ENGINE START (RES COMMON ISSUES & TROUBLESHOOTING)

MMNA created two programming videos to supplement the written programming instructions for the remote engine start accessory (part numbers MZ360340EX and MZ360400EX); one for push start vehicles and one for non-push start vehicles. The video will allow techs to view the entire procedure and help reduce confusion with the programming process. The videos and programming instructions can be found in the following locations:

PROGRAMMING INSTRUCTIONS:

On the Techline home page, click on the "Worksheets, Questionnaires, Job Aids" button; go to Job Aids -> Remote Engine Start Instructions.

INSTALL INSTRUCTIONS & OWNER'S MANUAL FOUND ON CAPS (Ask your Parts Department):




Go to "ACC" (Accessory), select applicable Model Family, Year, Trim; Main Group -> Electronics; Sub Group -> Remote Engine Start. Go to Instructions tab; Fitting instructions for installation and programming instructions.

VIDEO:

Go to service -> systems -> Techline -> Techline Videos; then scroll to General Videos -> Remote Engine Start.

Refer to the next two pages for related concerns and suggestions.

COMMON ISSUES & TROUBLESHOOTING (Continued)

CONCERN	SUGGESTIONS
<p>Cannot program Remote Engine Start transmitter</p>  <p>MIT47305</p>	<p>Verify that the vehicle is not affected by the incorrect wiring instructions per the installation instructions.</p> <p><u>ACCESSORY REMOTE:</u></p> <ul style="list-style-type: none"> ACCESSORY REMOTE ENGINE START (RES) DIAGNOSIS – All with Genuine Mitsubishi accessory remote engine start. When a vehicle with a reported inoperative RES is being diagnosed, your first step is testing the remote transmitter (fob). Special tool MIT47305 is a radio frequency (RF) detector for testing RF transmitters used on Mitsubishi vehicles. If your dealership does not have an RF detector, you can order MIT47305 online by calling Bosch Automotive Service Solutions at (888) 727-6672. If the tester cannot detect a signal from the transmitter, your next step is replacing the battery, then retesting. Do not replace the transmitter before testing it with a new battery. If the transmitter does not work after replacing the battery, replace ONLY the transmitter. Do not replace the RES kit until all proper diagnosis is completed. Perform hardware troubleshooting diagnostics per install instructions. First verify the transmitter setup then proceed to the appropriate model (MZ360360EX, MZ360340EX, MZ360272EX, MZ360271EX). Full operation and installation instructions (see above). <p>If transmitter is deemed faulty (see below)</p> <p><u>REPLACEMENT OF ACCESSORY TRANSMITTER:</u></p> <p>When ordering a replacement for the MZ360271EX or MZ360272EX original transmitter, a newer one, MZ360361EX will be provided. The features on the new transmitter will be limited to the same functions as the older one that was provided in the kit.</p> <ul style="list-style-type: none"> To program the replacement transmitter for MZ360271EX, see MZ360360EX Programming. To program the replacement transmitter for MZ360272EX, see MZ360340EX Programming. The procedure for setting the engine idling time must follow the procedure for MZ360272EX. For safety reasons, only one transmitter can be programmed to the system at a time. <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="text-align: center;">  </div> <div> <p>Older transmitter Part number MZ360300EX - Provided with MZ360271EX and MZ360272EX kits</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="text-align: center;">  </div> <div> <p>Newer transmitter Part number MZ360361EX - Provided with MZ360360EX and MZ360340EX kits This may also be used as a replacement transmitter for the MZ360271EX or MZ360272EX kit.</p> </div> </div>

COMMON ISSUES & TROUBLESHOOTING (Continued)

CONCERN	SUGGESTIONS
Engine will not start using Remote Engine Start system	<ul style="list-style-type: none"> • User must first press the function button, then the start button, to start the engine with the remote (please refer to accessory owner's manual located on CAPS). • If the vehicle has been parked for more than two weeks, turn the ignition switch to ACC and then back to OFF. Wait three seconds or more and the system will be reactivated. • Verify that the vehicle is not affected by the incorrect wiring instructions per the installation instructions. • Proper RF operation of the remote can be verified using the Mitsubishi RF Detector P/N MIT47305. • Perform hardware troubleshooting diagnostics per install instructions. First verify the transmitter setup then proceed to the appropriate model (MZ360360EX, MZ360340EX, MZ360272EX, MZ360271EX). Full operation and installation instructions (see above).
How to change the engine idling time in the Remote Engine Start system?	<ul style="list-style-type: none"> • See Setting Engine Idle Time per install instructions: MZ360360EX/MZ360340EX, MZ360272EX/MZ360271EX.
Can a second transmitter be programmed to the Remote Engine Start system?	<ul style="list-style-type: none"> • No. For safety reasons, only one remote can be programmed to a specific remote engine start system at one time. However, a replacement transmitter can be programmed. See Replacement Transmitters.
Engine shuts off when the driver's door is opened.	<ul style="list-style-type: none"> • This is normal operation of the system. Refer to the Remote Engine Start system owner's manual on the Mitsubishi Dealer Link.
Parking lights do not flash after the engine is started through the Remote Engine Start system.	<ul style="list-style-type: none"> • Flashing parking lights feature is only available on some models. Refer to the Remote Engine Start system owner's manual on the Mitsubishi Dealer Link.
Indicator light on the transmitter does not flash or stay on.	<ul style="list-style-type: none"> • Verify that the transmitter is not being operated within 2 seconds of engine start/stop. • Verify batteries are properly installed in the transmitter. Replace discharged transmitter battery.
Indicator light on the transmitter flashes and stays on.	<ul style="list-style-type: none"> • Verify the transmitter setup. • Fully extend the antenna on the transmitter or operate the transmitter at a closer range • If the vehicle has been parked for more than two weeks, turn the ignition switch to ACC and then back to OFF. Wait three seconds or more and the system will be reactivated. • If the buzzer of the remote start system sounds for about three seconds when the key is inserted into the ignition switch or the ignition switch is turned to "ON", there may be a possible faulty ECU or remote control.

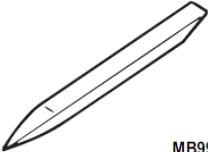
AUDIO DAMAGE- 2021 Mirage & Mirage G4

When removing the audio panel for servicing purposes, the audio may be damage during the removal process. The audio panel contains 8 locking claws that firmly engages onto the audio face trim. The 21MY Mirage & Mirage G4 Service Manual contains new implemented procedures that must be followed to prevent audio damage.



SPECIAL TOOL

M15210006A0013

Tool	Tool number and name	Supersession	Application
 <p data-bbox="427 1360 505 1381">MB990784</p>	<p data-bbox="540 1163 716 1220">MB990784 Ornament remover</p>	<p data-bbox="751 1163 932 1188">General service tool</p>	<p data-bbox="1027 1163 1305 1188">Removal of switches and trims</p>

AUDIO DAMAGE - 2021 Mirage & Mirage G4 (Continued)

BCC02816AA

BCJ02725AA

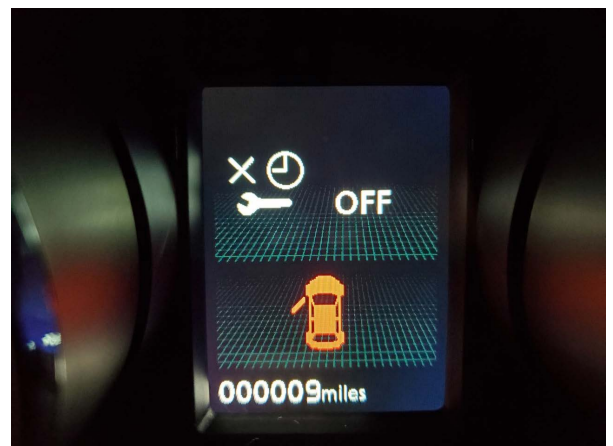
REMOVAL SERVICE POINT

<<A>> INSTRUMENT CENTER PANEL REMOVAL

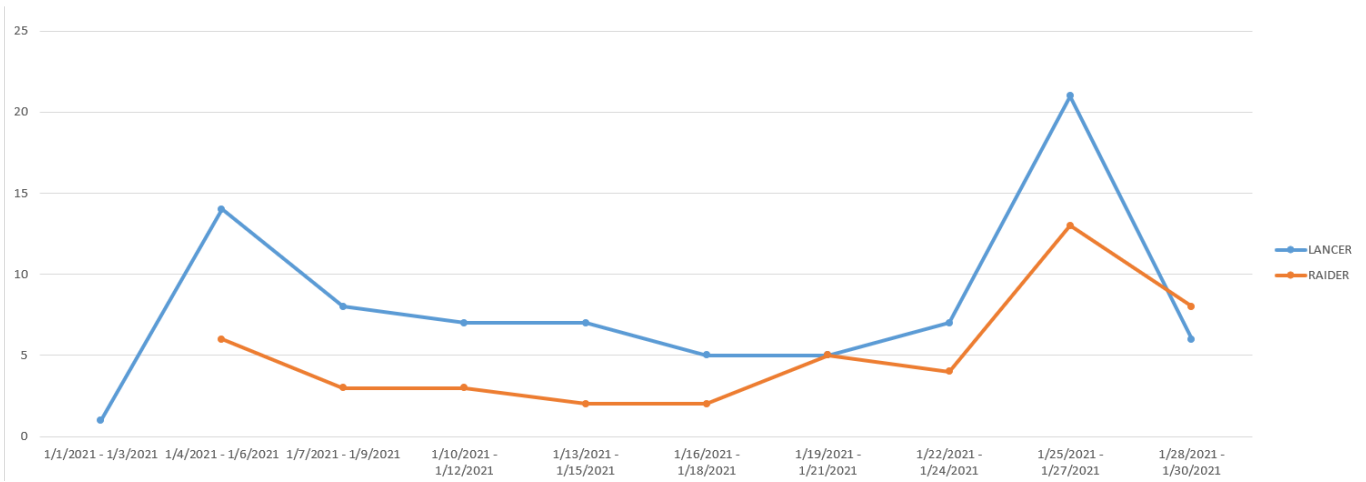
1. Insert your hand through the instrument panel opening, and push up the clip shown in the illustration from the back of instrument center panel.
2. Disengage the claws shown in the illustration using the special tool MB990784 covered with soft waste cloth. <Vehicles with Smartphone-link Display Audio (SDA)>
3. Remove the instrument center panel starting from the clearance made by pushing the clip up.

PDI MAINTENANCE LIGHT - 2021 Outlander Sport

During PDI maintenance the light may not set and meter message shows OFF. If the combination meter does not begin to measure the elapsed time, the service reminder maintenance can not be set. Perform the following to resolve and start a measurement: turn the ignition switch to the ON position WHILE pressing the meter information switch.



TAKATA RECALL KEY STATISTICS



The **top three** US Dealers between January 1-30, 2021 were:

Jake Sweeney Mitsubishi
Midland Mitsubishi
Orange Park Mitsubishi

CONGRATULATIONS!

BEHIND THE SCENES SPOTLIGHT

This month our Behind the Scenes Spotlight is on **Max Sweet, Platform Specialist** who shared:

My career in the automotive industry began in 2018, working as the Plant Planner Intern at General Motor's Corvette Plant. At the time, I was a Junior at Western Kentucky University working on my Bachelor Degree in Mechanical Engineering. Upon graduating in 2019, my wife and I moved to the Greater Nashville area to be closer to her family and by wonderful coincidence, Mitsubishi Motors had decided to make their "big move" around the same time.

Working my first post-graduation job amid the COVID 19 pandemic at Mitsubishi Motors has been strange, however, I could not imagine experiencing this with any other company or industry. MMNA has provided me with a great deal of personal and professional growth and I look forward to the future success with both my team and the company. In the coming years I plan to obtain an MBA and work my way up the corporate ladder. With any luck, my long professional journey could start and end with MMNA!

In my personal life, I live happily with my wife and two dogs, am quite the outdoorsman, and couldn't imagine a world without sports (huge Kentucky Wildcats and Los Angeles Rams fan).

Some fun facts about me are:

- I was part of General Motors Launch Team that manufactured the first ever 2020 Corvette
- Contrary to modern ideals, my wife and I were engaged when I was 21 years old, after knowing her for only 6 months
- My baseball team won the Babe Ruth World Series in 2012



"THE DIRECTION IN WHICH EDUCATION STARTS A MAN WILL DETERMINE HIS FUTURE IN LIFE." – PLATO

MMNA WOULD LIKE TO HEAR FROM YOU

Do you have any ideas, stories, techniques etc. that you would be willing to share in a future Tech Talk issue? If so, please let us know by sending an email to: Servicesupport@mmsa.com. Be sure to include: Your name, title, and dealer name.



VEHICLE TECHNICAL INFORMATION

Since Tech Talk 259, the following bulletins have been published:

PUBLISH DATE	TSB/ATIN/TIN # (Click for content)	SUBJECT	MODELS
12/21/2020	TSB-20-00-010	NEW MODEL FEATURES AND SERVICE INFORMATION - 2021 MIRAGE	2021 MIRAGE
12/21/2020	TSB-20-00-011	NEW MODEL FEATURES AND SERVICE INFORMATION - 2021 MIRAGE G4	2021 MIRAGE G4
12/21/2020	TIN-20-54A-003	APPLE CARPLAY TOUCH PAD INOPERATIVE	2017-20 ECLIPSE CROSS
1/6/2021	TIN-21-00-001	TAKATA AIRBAG RECALL - \$50 AMAZON.COM GIFT CARD PROMO NOTIFICATION	CERTAIN 2004-07 LANCER, 2004-06 LANCER EVOLUTION, 2006-09 RAIDER, AND 2012-17 iMiEV
1/14/2021	TSB-21-00-001	NEW MODEL FEATURES AND SERVICE INFORMATION - 2021 OUTLANDER PHEV	2021 OUTLANDER PHEV
1/14/2021	TSB-21-00-002	GENERAL PDI PROCEDURES FOR 2021 OUTLANDER PHEV	2021 OUTLANDER PHEV
1/14/2021	TSB-21-00-003	TECHNICAL SPECIFICATIONS - 2021 OUTLANDER PHEV	2021 OUTLANDER PHEV
1/27/2021	ATIN-20-SR-005	PARKING BRAKE CALIPER SAFETY RECALL CAMPAIGN	CERTAIN 2016 OUTLANDER AND OUTLANDER SPORT
1/29/2021	TSB-21-00-004	GENERAL PDI PROCEDURES FOR 2022 MODELS (EXCEPT PHEV)	ALL 2022 MODELS (EXCEPT PHEV)
1/29/2021	TSB-21-51-001	GAP BETWEEN FRONT WHEEL ARCH MOLDING AND FENDER	2011-2020 OUTLANDER SPORT
2/8/2021	TSB-21-00-005	NEW MODEL FEATURES AND SERVICE INFORMATION - 2022 ECLIPSE CROSS	2022 ECLIPSE CROSS
2/8/2021	TSB-21-00-006	TECHNICAL SPECIFICATIONS - 2022 ECLIPSE CROSS	2022 ECLIPSE CROSS

IMPORTANT

Affected new or used vehicle inventory must be repaired before the vehicle is sold or delivered. Dealers must check their vehicle inventory VINs on the Warranty Superscreen to verify whether the vehicle is involved in a recall campaign.

It is a violation of Federal Law for a dealer to sell or deliver a new motor vehicle or any new / used motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or non-compliance is remedied.

NEWS & NOTES

From January 5, 2021 Mitsubishi Motors Fourth Quarter Full Calendar Year 2020 Sales Report:

- Mitsubishi Motors teased the first image of the highly anticipated next-generation 2022 Outlander. The vehicle will have a global reveal in February 2021. Developed under the ideal "I-Fu-Do-Do," a Japanese term that means authentic and majestic, the all-new Outlander demonstrates strength and quality from the inside out.
- MMNA revealed the restyled 2022 Eclipse Cross, offering a sleek, sporty SUV appearance and improved technology, driving confidence and comfort. The new Eclipse Cross will arrive in U.S. dealerships in the first quarter of 2021.
- MMNA will soon launch a comprehensive online retailing system, allowing buyers to shop where, when and how they choose to. Customers will be able to see real-time dealership inventory, build their deal based on available incentives and local taxes, apply for credit, and receive an estimate for their trade-in.
- MMNA continues to invest in and expand its national dealer network, adding 22 new dealer partners to the Mitsubishi family in 2020. Additionally, MMNA continues to celebrate the opening of new-construction and significantly renovated facilities under its corporate Visual Identity Program.

INTERESTING FACTS

- ❖ Mardi Gras date changes each year because it is connected to Easter, which also has a date change each year.
- ❖ Mardi Gras always falls exactly 47 days before Easter.
- ❖ Carnival began on January 6th or the Feast of the Epiphany in the Christian faith. The season ends on Mardi Gras, which is always the day before Ash Wednesday and the start of the Lenten season in the Christian faith.
- ❖ *Mardi Gras* is French for Fat Tuesday, so called because it is the last day of feasting before the sacrifices and fasting that define the Christian season of Lent.



Headquarter News

Due to COVID statistics, we will not begin our return to the office before April 1, and it may extend further.



With Mardi Gras upon us, it seemed fitting to share a little more Printers Alley info with you.

The alley is intentionally set up to look like a miniature French Quarter in New Orleans, with wrought iron balconies and even a jazz bar complete with Mardi Gras decor.

Printers Alley mainstay, "Bourbon Street Blues and Boogie Bar" serves up N'awlins-themed dishes with a constant supply of live blues and R&B on the side. Their twice-yearly Mardi Gras Celebration, complete with king cake and crawfish boil are not to be missed.