



MITSUBISHI MOTORS

TECH TALK - VOLUME 262

May & June 2021

TECHNICAL INFORMATION

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UPCOMING HOLIDAYS:

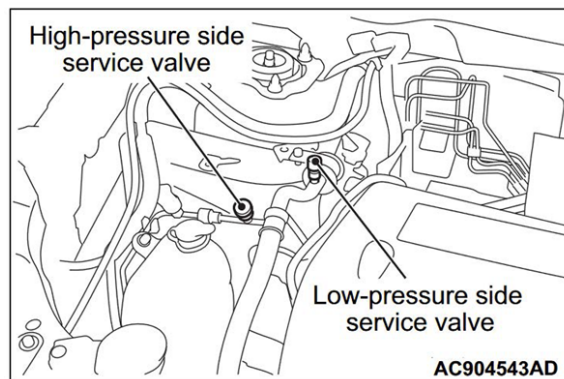
Memorial Day - May 31

Independence Day - July 4th (observed on July 5th)



Low Refrigerant Charge

If you encounter a vehicle with a very low or no refrigerant charge during PDI, or at very low mileage, please verify that the valve cores within the service valves are torqued to the correct specification (3-5 in-lbs). A few vehicles exhibiting this concern have been found to have refrigerant leaks due to loose valve cores. Please check the static high and low side pressures (AC not operating) and record them on the Repair Order. Follow the Charging and Refrigerant Gas Pressure Check procedures in the Service Manual and verify no leaks are present after correcting a low charge concern.



MY22 Outlander CVT Fluid Inspection and Adjustment

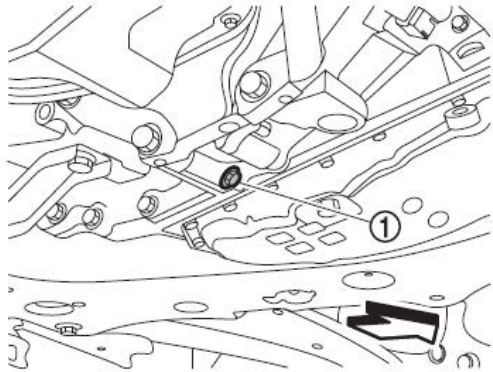
The new 2022 Outlander CVT transmission doesn't come with a dipstick to check the fluid level. If you have a CVT that is experiencing operational concerns or are performing maintenance on the unit, it is extremely important that the fluid level is inspected at the proper temperature. The CVT fluid is very expansive and if filled at the wrong temperature it could result in overfilling, followed by drivability concerns.

Fluid temperature must be verified using MUT3SE and maintained at 104° F in order to obtain the proper level.

Please reference the Service Manual Maintenance section under Volume 5 / Maintenance to review the procedure.

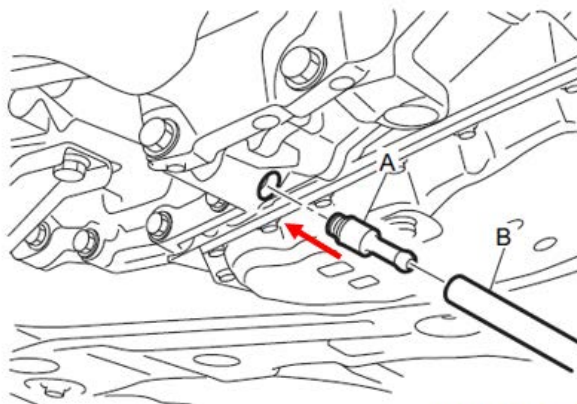
Tools & Steps Required

- PN-J-52611 (Charge Pipe Release)
- PN-J-28431 (CVT Stand Pipe Adapter Kit)
- Place vehicle in park ("P" position)
- Start the engine
- Monitor CVT "Fluid Temp" using MUT3SE
- Leave vehicle idling to warm until fluid temp reaches approximately 104° F
- While depressing brake pedal, shift the transmission into drive ("D" position) for 5 seconds and then return to park ("P" position)
- Leave vehicle idling
- Lift vehicle and inspect for leaks
- Remove overflow plug "1" from converter housing:



CF100A57AA00USA

- Install Stand Pipe Adapter Kit PN-J-52584 (A) into the overflow plug hole



(B) ATF Charger Hose

CF100A58AA00USA

Tools & Steps Required (Continued)

- Fill with approximately .5 liter (1/2 US Quart/1/2 IMPORT QT) of CVT fluid
- Remove the hose and watch for fluid draining out
- If no fluid drains out, repeat and add an additional .5 liter (1/2 US Quart/1/2 IMPORT QT) of CVT fluid
- Repeat as necessary until fluid drains out when removing the charging hose
- When the CVT fluid slows to a drip; remove the charging pipe from the converter housing
- Tighten the overflow plug to specified torque
- Lower the vehicle
- Turn the engine off

Unknown Alert Noise Heard While Driving

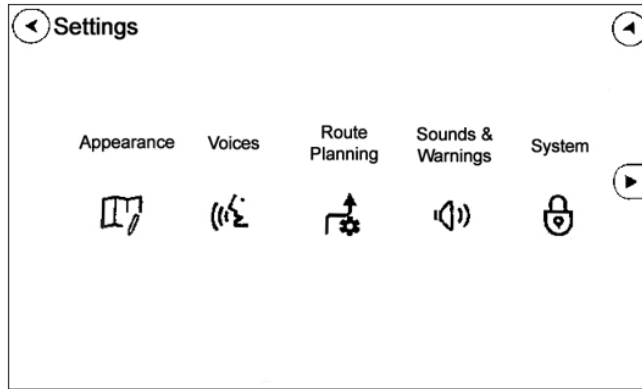
Tech Line has had several inquiries about a dinging sound of an unknown source on MY22 Eclipse Cross. Some customers reported that the sound occurs randomly, while others stated it occurs at the same place during their commute, or after a given amount of time driving. The source of the warning sounds may be coming from the Navigation System's "Sounds & Warning". When customers are driving their vehicle and the Navigation Map screen is not active, there are no visual cues on the Audio Unit's Display. However, when the speed warning is heard and Navigation Map is displayed: the border around the current speed limit will change from clear to yellow as the speed limit is approached and then turn red as the speed limit is exceeded.



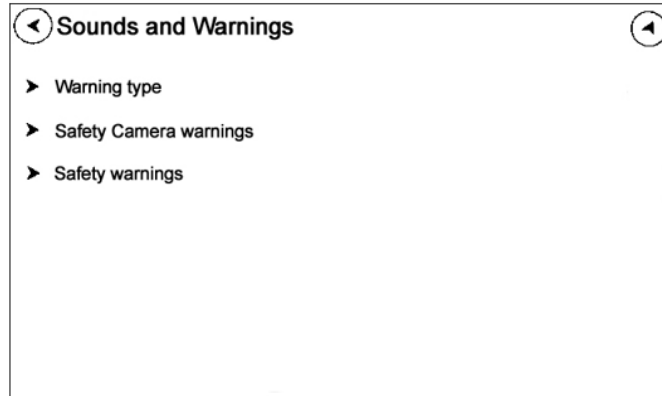
There are several different types of warnings in three subcategories. The volume of the Navigation System can also be adjusted from the audio system's volume settings.

To customize the Navigation "Sounds & Warning", enter "Settings" from Navigation and select "Sounds & Warnings".

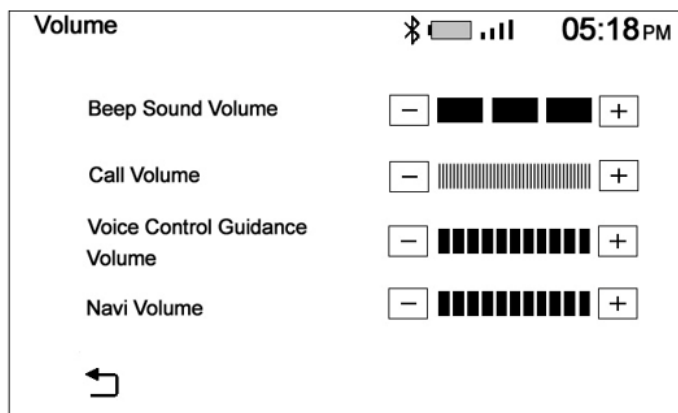
Unknown Alert Noise Heard While Driving (Continued)



Select a subcategory, then select the customer preferred setting, "Always" or "Never".



To adjust the volume of the Navigation System only, from the "Home" screen tap the "settings" then "Volume" and adjust the Navigation volume.

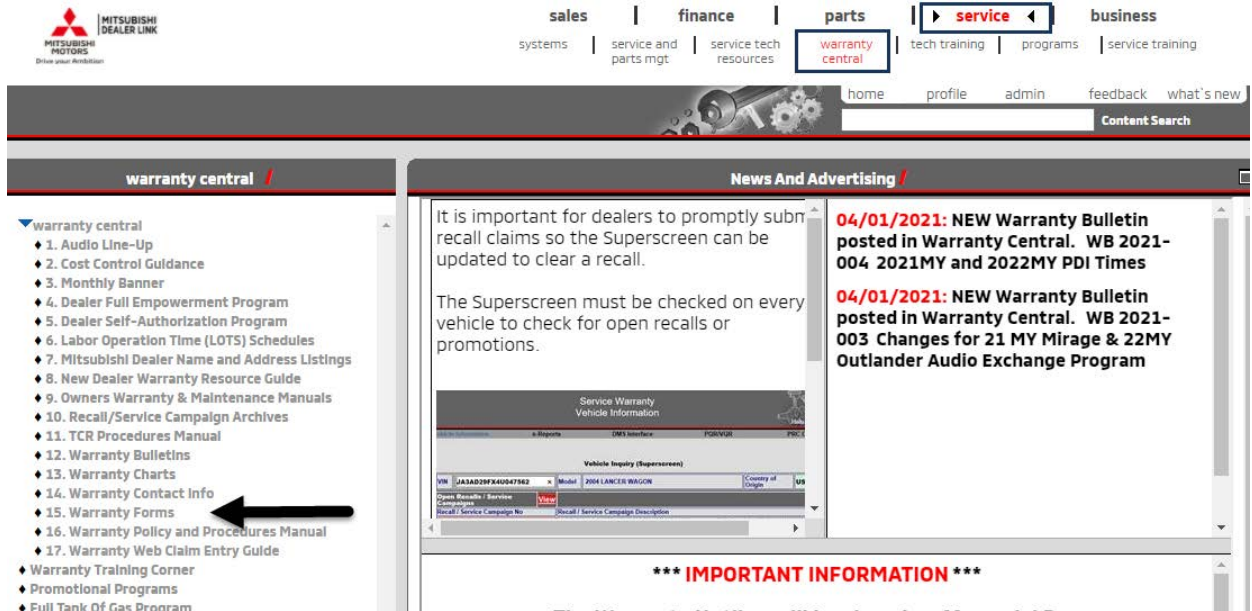


For more details see the Audio and Navigation Manual located in the glove box of the vehicle.

WARRANTY INFORMATION

Updated Warranty Forms

Warranty has updated several forms on the Mitsubishi Dealer Link (MDL). Please make sure you are using the most updated form by checking the correct "Warranty Forms" section in MDL. If you have saved copies of forms, they may be outdated.



Claims Denied with "004"

If a claim is denied with a 004 (Claim Over Time Limits) and this was a result of a parts ordered situation:

Please upload the repair order along with the parts ordered documents verifying parts ordered and received date to the PRC.

Once uploaded, please email warrantywebhotline@mmsa.com with your dealer code and claim number in the subject line. In the body of the email please indicate that you would like an exception to the 60-day time limit due to parts delay.

Warranty will review your request and if supported, process the claim on your behalf.


PDI Times for 2021-2022 Model Year Vehicles

The PDI times for 2021-2022 Model Year vehicles are located in Warranty Bulletin WB 2021-004, issued March 31, 2021. The Warranty Bulletin is located on MDL > Warranty Central > #12 Warranty Bulletins.

PDI Times for 2021-2022 Model Year Vehicles (Continued)

Please note: Time allowance for 2021-2022 Outlander Sport has been updated, effective April 1, 2021.

Proper Claim Coding for SR-20-005REV2 Parking Brake Caliper Recall



SAFETY RECALL BULLETIN

SUBJECT:		No: SR-20-005REV2
PARKING BRAKE CALIPER - SAFETY RECALL CAMPAIGN - REVISION		DATE: May 2021
		MODEL: See Below
CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER
	<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> TECHNICIAN
	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR
		<input checked="" type="checkbox"/> SALES MANAGER

This bulletin supersedes SR-20-005REV issued May, 2021, to update the Parts Information and Labor Operations sections and clarify the warranty billing process. Revisions are italicized and indicated by: ◀

While performing Recall SR-20-005REV2, there are certain part quantities to claim on each repair procedure:

- **C2005R01** Inspection Only. No parts to be claimed.
- **C2005R02 Inspect and Replace LH Caliper.** On this repair claim: Qty 1 - LH Caliper 4605B841 and Qty 2 - Gaskets 4650B827QA. **Please note: Only 2 Gaskets need to be claimed because only 1 Caliper is being replaced.** Qty 1 Brake Fluid MZ341022RCL. This is the only Brake Fluid to use on US Market vehicles.

- **C2005R03 Inspect and Replace RH Caliper.** On this repair claim: Qty 1 - RH Caliper, 4605B842 and Qty 2 - Gaskets 4650B827QA. **Please note: Only 2 Gaskets need to be claimed because only 1 Caliper is being replaced.** Qty 1 - Brake Fluid MZ341022RCL. This is the only Brake Fluid to use on US Market vehicles.
- **C2005R04 Inspect and Replace both LH and RH Calipers.** On this repair claim: Qty 1 - LH Caliper 4605B841, Qty 1 - RH Caliper 4605B842 and Qty 4 - Gaskets 4650B827Q. **Please note: 4 Gaskets need to be claimed because both the LH and RH Calipers are being replaced.** Qty 2 - Brake Fluid MZ341022RCL. This is the only brake fluid to use on US Market vehicles.

PLEASE NOTE: Part number WUR8920095 WURTH BR FLUID, DOT4 is for Canada use only.

The following image shows the correct Claim Coding of Parts and Labor Operations and quantities for this recall. For more information regarding repair procedures and claim coding submission, please review Recall Bulletin SR-20-005REV2.

PARTS INFORMATION

Part Number	Part Name	Qty	Notes
4605B841	Caliper body assy (LH)	1	
4605B842	Caliper body assy (RH)	1	
4650B827QA	Gasket	2*	(2) gaskets required for each caliper body installation. (when replacing both calipers a quantity of 4 must be claimed.)
MZ341022RCL**	DOT4 Brake Fluid (to be used only for claims processing on this recall)	1	(1) per side when caliper is replaced

*Gaskets are packaged 2 pieces per pack. Each caliper uses 1 pack of 2 gaskets per caliper. When replacing both calipers a quantity of 4 must be entered when submitting the warranty claim.

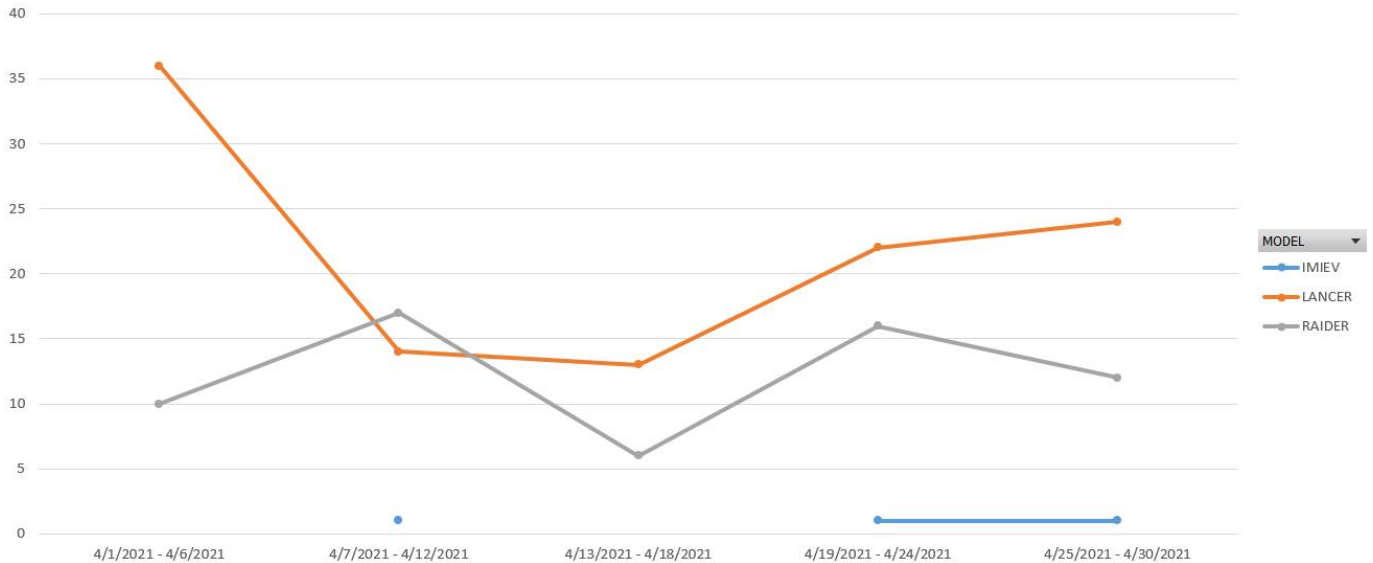
Brake Fluid quantity will vary depending on the repair. If only doing left or right, then use a quantity of 1. If replacing both left **AND right, then use a quantity of 2.

**Order part number MZ320900 if additional brake fluid is required.

LABOR OPERATIONS

Involved Models	Campaign Op#	Labor Time	Repair Description
2016 Outlander 2016 Outlander Sport/RVR	C2005R01	0.3H	Inspection Only
	C2005R02	0.9H	Inspection and Replace LH Caliper
	C2005R03	0.9H	Inspection and Replace RH Caliper
	C2005R04	1.5H	Inspection and Replace Both Caliper

TAKATA RECALL KEY STATISTICS



The **top two** US Dealers between April 1-30, 2021 were:

**Northtowne Mitsubishi
Elder Mitsubishi**

CONGRATULATIONS!

NHTSA'S Takata Recall Spotlight

According to www.nhtsa.gov/equipment/takata-recall-spotlight#completion-rates, the total number of driver (DAB) and passenger (PAB) side air bags left to be replaced by Mitsubishi as of April 9, 2021:

Manufacturer	Driver / Passenger	Net Air Bags Remaining* (Sum)
Mitsubishi	DAB	5,563
Mitsubishi	PAB	48,202

Since the last issue of Tech Talk (Volume 261), which included NHTSA data from January 15, 2021, Mitsubishi Dealers have reduced the number of open air bag recalls by: 83 DABs and 589 PABs!

BEHIND THE SCENES SPOTLIGHT

This month our Behind the Scenes Spotlight is on **Luis Gonzalez**, *Quality Engineering Specialist* who shared:

New to the Mitsubishi family, I joined in November 2019 not long before the pandemic. Aside from working from home and Covid-19, this job is different in many ways from my previous work experience. Born and raised in Chihuahua, Mexico, where the manufacturing industry is huge, I began my career in the Automotive industry. For nearly 21 years, I have worked primarily in Quality Control and Assurance departments; but, also did some testing and maintenance with companies like: Breed Technologies, Lear Corp, Leggett & Platt, and Honeywell.

I love the outdoors, so in 2013 when me and my family moved to Tennessee, it was like we were in paradise. There are so many things to do and enjoy here ~ we just love the area! My wife, children (ages 11, 15 & 21) and I, love to spend time together camping, hiking, fishing, etc. Mountain biking is another sport I enjoy and I've have had the opportunity to enjoy some adventures with co-workers on Tennessee Mountain Bike trails. These experiences sure create great memories.

Hopefully one day we will have the opportunity to meet and maybe even experience the great outdoors together.



"Hard work is not punishment. Hard work is the price of admission for the opportunity to reach sustained excellence." ~ Jay Bilas

"Good, Better, Best. Never let it rest. Until your Good is Better and your Better is your Best." ~ Unknown

"Your energy is contagious. Either you affect people or you infect people." ~ Unknown

MMNA WOULD LIKE TO HEAR FROM YOU

Thank you for reading Tech Talk. If you have anything to share or an idea, 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 261, the following bulletins have been published:

PUBLISH DATE	TSB/ATIN/TIN #	SUBJECT	MODELS
4/23/2021	TSB-21-00-010	RAP-FILM ADHESIVE RESIDUE REMOVAL	ALL MODELS
	TSB-21-42A-002	UPDATES TO 2022 OUTLANDER POWER WINDOW CONTROL SYSTEM - SERVICE MANUAL REVISION	2022 OUTLANDER
	TSB-21-42A-001REV	HOOD LATCH AND BUMPER HEIGHT ADJUSTMENT - REVISION	2022 OUTLANDER
	TSB-21-42A-004	UPDATES TO 2022 OUTLANDER FUEL FILLER LID ACTUATOR - SERVICE MANUAL REVISION	2022 OUTLANDER
5/3/2021	TIN-20-SR-005	PARKING BRAKE CALIPER SAFETY RECALL CAMPAIGN - "REMEDY AVAILABLE" CUSTOMER LETTERS	CERTAIN 2016 OUTLANDER AND OUTLANDER SPORT/RVR
	SR-20-005	PARKING BRAKE CALIPER - SAFETY RECALL CAMPAIGN	CERTAIN 2016 OUTLANDER AND OUTLANDER SPORT/RVR
5/17/2021	SR-20-005REV	PARKING BRAKE CALIPER - SAFETY RECALL CAMPAIGN - REVISION	CERTAIN 2016 OUTLANDER AND OUTLANDER SPORT/RVR
5/18/2021	SR-20-005REV2	PARKING BRAKE CALIPER - SAFETY RECALL CAMPAIGN - REVISION	CERTAIN 2016 OUTLANDER AND OUTLANDER SPORT/RVR

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

In a year of new product launches and anticipated sales growth, MMNA announced on May 25, 2021 the creation of a new Customer Experience Recognition Program to celebrate the dealer partner with the highest combined sales and customer satisfaction scores. Previously, Mitsubishi awarded two separate honors for SSI and CSI. The new National Customer Experience Award combines Customer Sales Satisfaction Index (SSI) and Customer Satisfaction Index (CSI) program scores. To read more click below to visit: <https://media.mitsubishicars.com/en-US/releases/release-2d280c9981530e1fae72c6af14003fcc-rc-hill-mitsubishi-deland-recognized-with-new-national-customer-experience-award>.

INTERESTING FACTS

- ❖ On the very first 4th of July in 1776, America was home to only 2.5 million citizens. Today, it is home to over 326 million.
- ❖ Every 4th of July the Liberty Bell in Philadelphia is tapped - although not actually rung - 13 times in honor of the original 13 American colonies.
- ❖ Presidents John Adams, Thomas Jefferson, and James Monroe all died on July 4th. The two founding fathers and political adversaries died within five hours of each other. As Adams lay on his deathbed, unaware that Jefferson had died earlier that day in Monticello, he reportedly spoke his last words: "Jefferson still survives".
- ❖ In 1938, Congress changed Independence Day to a paid federal holiday.
- ❖ Benjamin Franklin proposed that the turkey should be the national bird of the United States. John Adams and Thomas Jefferson overruled him.
- ❖ Calvin Coolidge, the 30th U.S. President, is the only president to be born on Independence Day.



Headquarter News

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



Have you ever wondered why New-Car Model Years aren't in Sync with the Calendar?

According to a Car and Driver article by Greg Fink: Blame Franklin D. Roosevelt. Originally, automobile model years tracked calendar years. However, that practice changed in the mid-1930s, after FDR signed an executive order that dictated automakers release their new vehicles in the fall of the preceding calendar year "as a means of facilitation regularization of employment in the {automotive} industry." Auto assembly-line workers are typically idled during a new-model changeover, and the president reasoned that if their idle period were to happen earlier in the fall, autoworkers would be able to maintain employment through the holiday season and would thus be able to spend more.

Some 80 years later, the tradition of releasing new vehicles in the final months of the preceding calendar year remains common. This custom however, is by no means set in stone.