



## TECH TALK - VOLUME 274

May - June 2023

### INSIDE THIS ISSUE:

Technical Information- Page 1  
TSB/TIN/ATIN Review - Page 6  
Technical Training- Page 7  
News & Notes - Page 9

### SECOND 2023 QUARTERLY TECHNICIAN QUIZ - TQ0223

The second 2023 Quarterly  
Technician Quiz  
is available between  
April 10 - July 10, 2023.

Dealer personnel  
*must successfully complete  
the quiz* no later than  
July 10, 2023.



### DATES TO REMEMBER:

Mother's Day - May 14<sup>th</sup>  
Memorial Day - May 29<sup>th</sup>\*  
Juneteenth - June 19<sup>th</sup>\*  
Independence Day - July 4<sup>th</sup>\*

\*Observed Holiday - MMNA closed



## TECHNICAL INFORMATION

### Protective Film on Scuff Plate accessories

#### Affected Vehicles:

2022-2023 Outlander

#### Part Information:

MZ576623EX Front and Rear Scuff Plates

MZ315221 Front and Rear Scuff Plates with LED Illumination

MZ527151EX Cargo Scuff Plates

#### Concern:

Several warranty claims have been submitted for Scuff Plates with a dull finish. Investigations have found that the protective film was not removed during PDI.

#### DETAIL INSPECTION

##### Detailing Before PDI

- Remove RAP-film and remove RAP-film residue<sup>2</sup>
- Inspect paint for damage

##### Detailing After PDI

- Wash exterior body panels, and check for water leaks after washing
- Wash and inspect wheels, remove glue residue, and apply tire dressing
- Check door and trunk/cargo area opening and under hood cleanliness
- Inspect body panels and paint for damage, alignment and finish quality
- Inspect all glass for damage and cleanliness inside and out
- Inspect all moldings, trim, and chrome and remove protective tape
- Inspect weatherstripping and rubber moldings
- Clean interior and check interior panel/trim fit
- Check for stains, dirt, scuffs, and damage
- Check that all door edge guards are in place
- Check cargo net<sup>3</sup> and install accessories<sup>1</sup>
- Install paper mats on all floors
- Check headliner and sun visor cleanliness

The protective film can be identified by an "R" and "L" on the front scuff plates. The rear scuff plates do not have any identification characteristics.





## General Information: Removal/Installation of the Side View Mirror

The claws of the side view mirror may become hard and prone to breakage when working in cold outside temperatures. This article advises of precautions to be taken when removing or installing the side view mirror glass in cold outside temperatures.

### Affected Vehicles: All

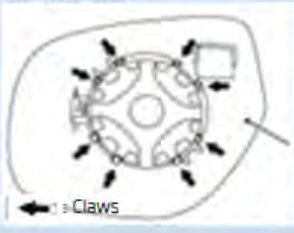

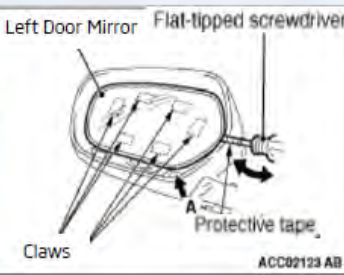
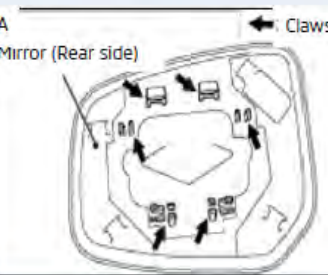
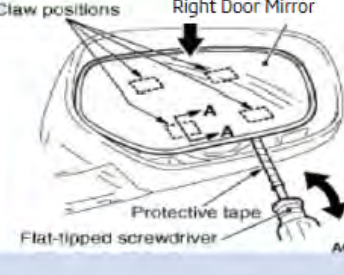
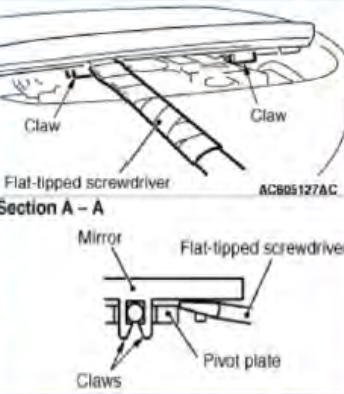
#### Before Removing/Installing the Side View Mirror Glass:

- Use a hair dryer to warm up the mirror tabs (claws) and the surrounding area
- Avoid heating the side view mirror too quickly or touching the surface structure directly to prevent cracking or breakage

#### When Removing/installing the Side View Mirror Glass:

- Use a tool wrapped with protective tape
- Apply the force near the claw areas and not at the edge of the mirror

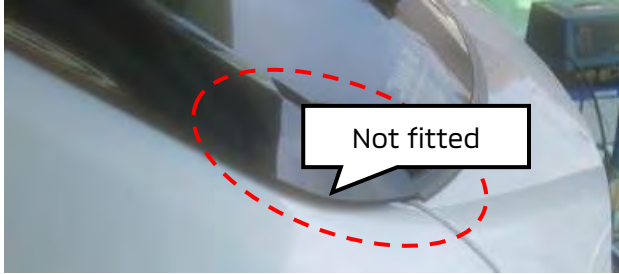
The structure of the mirror differs by model therefore the application of force and positioning will vary for the removal/installation process. Listed below are some examples. For further details, please refer to the applicable Service Manual.

	Model	Claw Position	Claw Structure
(1)	2014-2020 Outlander, 2018-2022 Outlander PHEV, 2018-2020 and 2022-2023 Eclipse Cross	Mirror (Rear side) 	
(2)	2014-2023 Mirage and 2017-2023 Mirage G4	Left Door Mirror 	Mirror (Rear side) 
(3)	2022-2023 Outlander, 2023 Outlander PHEV and 2011-2023 Outlander Sport	Right Door Mirror 	

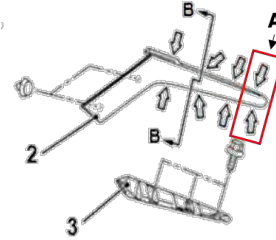
## Precautions: Quarter Window Sash Molding Loose

### Affected Vehicles: 2022-2023 Outlander and 2023 Outlander PHEV

The quarter window sash molding [outer] may become loose or wobble and come off easily. If the claws of the quarter window sash molding [outer] are not tightly fitted, the parts may become deformed and should be replaced. This article introduces the precautions required when replacing the parts with new ones.



Quarter window sash molding [outer]



Quarter window sash molding [inner]

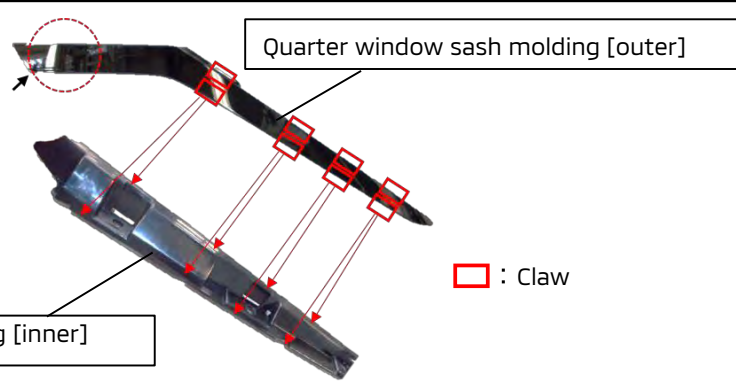
The claws at the bottom of the part (2A in the image above) are not tightly fitted.

#### Precautions and Confirmation Methods:

Please make sure that the claws are tightly fitted by following this procedure when replacing the parts.

**1. Push the claw twice to confirm fit.**

Push the clip all the way in.



Quarter window sash molding [outer]

Quarter window sash molding [inner]

□ : Claw

**2. Shake the sash molding to confirm movement or wobble. Please refer to #3 if the sash molding has movement or wobbles.**



**3. If the sash molding moves or wobbles, reattach the window sash molding [inner] by holding it as far outward as possible.**



## Spare Part Information: Tip When Carpet Rolls Up

### Affected Vehicles: 2018-2020 and 2022-2023 Eclipse Cross

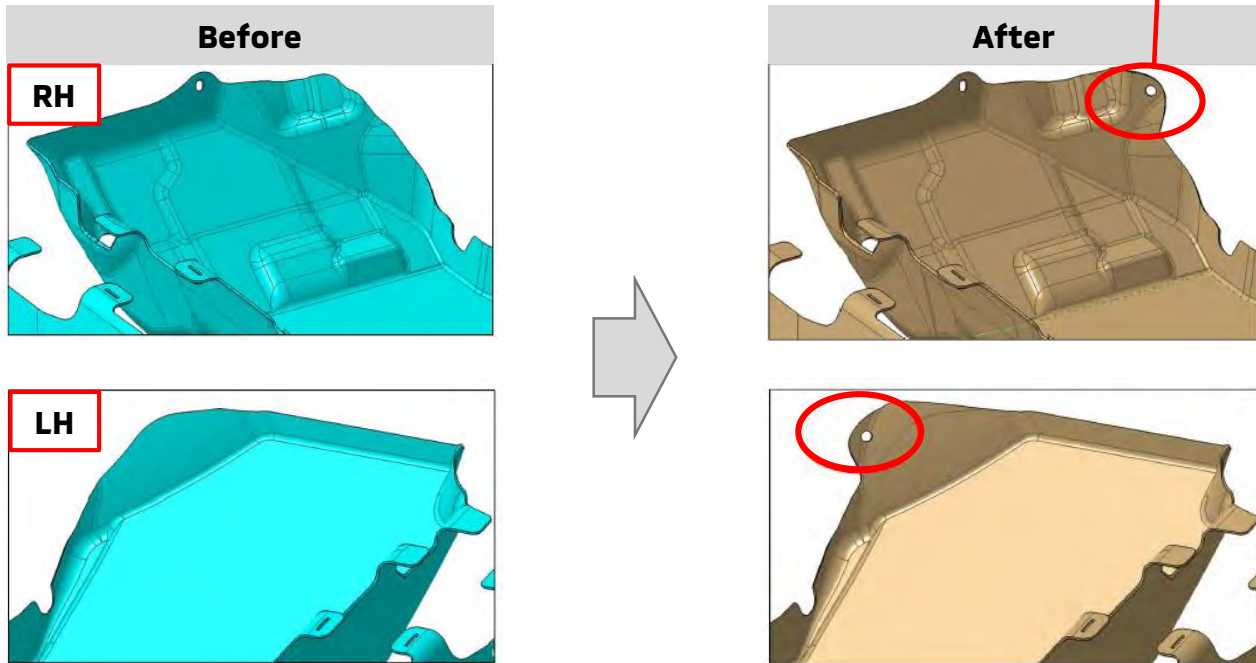
When the floor carpet is exposed to a hot environment for a long period of time, the front end of the carpet may deform and roll up.

To prevent this phenomenon, the shape of the floor carpet has been modified (effective March 2023).

This modification enables the floor carpet to be fixed into position with a clip (red circled areas in images) on the cowl side trim.



### Part Information:



Part Name	Old Part Number	New Part Number	Remark
CARPET, FLOOR	7270B648XA	74902W131P	After 21MY
	7270B649XA	74902W141P	
	7270B651XA	74902W161P	
	7270A990XA	74902W091P	Prior to 20MY
	7270A991XA	74902W101P	
	7270A995XA	74902W121P	



## TSB/TIN/ATIN REVIEW

Since Tech Talk 273, the following bulletins have been published:

PUBLISH DATE	TSB/ATIN/TIN #	SUBJECT	MODELS
3/27/2023	<a href="#">TSB-23-54-001</a>	BLIND SPOT WARNING (BSW) SERVICE REQUIRED WARNING ON MULTI INFORMATION SYSTEM (MID)	2017-2020 OUTLANDER, 2018-2021 AND CERTAIN 2022 OUTLANDER PHEV, 2018-2020 ECLIPSE CROSS, AND 2019 OUTLANDER SPORT
	<a href="#">TSB-23-55-002</a>	COOL AIR EXPELLED WHEN A/C SWITCH IS TURNED OFF WHILE IN ECO MODE	2022-2023 OUTLANDER
	<a href="#">TSB-23-23-002</a>	TRANSMISSION CONTROL MODULE (TCM) SOFTWARE UPDATE FOR DTC: P0780/P0706	2022-2023 OUTLANDER
	<a href="#">TSB-23-23-003</a>	SHIFT BY WIRE CONTROL (SCU) SOFTWARE UPDATE WHEN REPLACING TCM	2022-2023 OUTLANDER
	<a href="#">TSB-23-55-003</a>	CORRECTION/ADDITION OF INSPECTION PROCEDURE AND TROUBLE SYMPTOM CHART FOR A/C - SMR	2018-2021 OUTLANDER PHEV
	<a href="#">TSB-23-13-001</a>	CORRECTION TO THE DESCRIPTION OF ENGINE WARNING MESSAGE - SMR	2022-2023 OUTLANDER
	<a href="#">TSB-23-33-003</a>	PROCEDURE CORRECTION FOR THE LOWER ARM BUSHING REPLACEMENT - SMR	2014-2020 OUTLANDER AND 2018-2021 OUTLANDER PHEV
	<a href="#">TSB-23-35-003</a>	CORRECTION TO THE WARNING LIGHT DISPLAY DESCRIPTION - SMR	2022-2023 OUTLANDER
	<a href="#">TSB-23-55-004</a>	TORQUE CHANGE OF BOLTS FOR THE A/C CONTROL UNIT AND HAZARD WARNING LAMP SWITCH - SMR	2018-2020 ECLIPSE CROSS AND 2022-2023 ECLIPSE CROSS
3/29/2023	<a href="#">TSB-23-54-002</a>	ENGINE START DELAY WHEN USING REMOTE START	2022-2023 OUTLANDER
4/24/2023	<a href="#">TSB-23-00-001</a>	LOAD CARRYING CAPACITY LABEL	ALL MODELS
	<a href="#">TSB-23-00-004</a>	RAP-FILM ADHESIVE RESIDUE REMOVAL	ALL MODELS
	<a href="#">TSB-22-55-001REV</a>	A/C INOPERATIVE WITH DTC B20C8-14 - REVISED	2022 OUTLANDER
	<a href="#">TSB-23-54-003</a>	TESTING 12V BATTERY WITH MIDTRONICS CPX-930 DURING PDI	2022-2023 OUTLANDER
	<a href="#">TSB-23-23-004</a>	MAINTENANCE PROCEDURE CHANGE FOR CVT - SMR	2016-2017 LANCER, 2015-2023 OUTLANDER SPORT, 2016-2020 OUTLANDER, 2018-2020 ECLIPSE CROSS AND 2022-2023 ECLIPSE CROSS
	<a href="#">TSB-23-13-002</a>	DESCRIPTION CORRECTION FOR ECM REPLACEMENT PROCEDURE - SMR	2022-2023 OUTLANDER
4/25/2023	<a href="#">TSB-23-00-002</a>	GENERAL PDI PROCEDURES FOR 2024 MODELS (EXCEPT PHEV)	ALL MODELS (EXCEPT PHEV)
	<a href="#">TSB-23-00-003</a>	GENERAL PDI PROCEDURES FOR 2024 OUTLANDER PHEV	OUTLANDER PHEV
5/9/2023	<a href="#">TSB-23-11-003</a>	ADDITION OF SERVICE PROCEDURE DESCRIPTION FOR HEADLIGHT AIMING AND EXHAUST GAS TEMPERATURE SENSOR - SMR	2022 OUTLANDER
	<a href="#">TSB-23-13-003</a>	DESCRIPTION CORRECTION FOR EVAPORATIVE EMISSION CONTROL SYSTEM AND MULTIPORT FUEL INJECTION SOLENOID VALVE - SMR	2018-2021 OUTLANDER PHEV
	<a href="#">TSB-23-54-004</a>	DIAGNOSTIC PROCEDURE CORRECTION FOR BATTERY MANAGEMENT UNIT - SMR	2018-2021 OUTLANDER PHEV
	<a href="#">TSB-23-11-002</a>	CORRECTION AND CHANGE TO THE SERVICE PROCEDURES - SMR	2023 OUTLANDER PHEV

### 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.



# TECHNICAL TRAINING COURSE SCHEDULE

## Atlanta Technical Training Center - Southeast Region

801 Interstate West Parkway, Lithia Spring, GA 30122  
 (770) 732-3000 Airport: Atlanta (ATL)

May '23				
Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
	MED4	STV	EL1	EL1
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
	MED4	STV4	EL1	EL1
29	30	31	1	2
	PHEVG2TT	PHEVG2TT		

JUNE '23				
Monday	Tuesday	Wednesday	Thursday	Friday
29	30	31	1	2
	PHEVG2TT	PHEVG2TT		
5	6	7	8	9
	STV4	MED4	EL1	EL1
12	13	14	15	16
	EECS	EECS	EECS	EECS
19	20	21	22	23
26	27	28	29	30
	CES	CES	ADAS	ADAS

JULY '23				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
	EECS	EECS	EECS	EECS
24	25	26	27	28
	CES	CES	ADAS	ADAS
31	1	2	3	4

## Dallas Technical Training Center - Central/West Region

8100 Mesquite Bend Drive, Irving TX 75063  
 (972) 401-5930 Airport: Dallas-Fort Worth (DFW)

May '23				
Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT
8	9	10	11	12
15	16	17	18	19
	EECS	EECS	EECS	EECS
22	23	24	25	26
	STV4	MED4	EL1	EL1
29	30	31	1	2
		PHEVG2TT	PHEVG2TT	

JUNE '23				
Monday	Tuesday	Wednesday	Thursday	Friday
29	30	31	1	2
			PHEVG2TT	PHEVG2TT
5	6	7	8	9
12	13	14	15	16
	STV4	MED4	EL1	EL1
19	20	21	22	23
	PHEVG2TT	PHEVG2TT	PHEVG2TT	PHEVG2TT
26	27	28	29	30

JULY '23				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12	13	14
	MED4	STV4	EL1	EL1
17	18	19	20	21
24	25	26	27	28
	PHEVG2TT	PHEVG2TT	CC1	CC1
31	1	2	3	4
	EECS	EECS	EECS	EECS

## New Jersey Technical Training Center - Northeast Region

516 Heron Drive, Swedesboro NJ 08085  
 (856) 467-7100 Airport: Philadelphia (PHL)

May '23				
Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
29	30	31	1	2
	CC1	CC1	ADAS	ADAS

JUNE '23				
Monday	Tuesday	Wednesday	Thursday	Friday
29	30	31	1	2
	CC1	CC1	ADAS	ADAS
5	6	7	8	9
	CES	CES	ADAS	ADAS
12	13	14	15	16
19	20	21	22	23
		ER1	ER1	
26	27	28	29	30

JULY '23				
Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12	13	14
	MED4	STV4	EL1	EL1
17	18	19	20	21
	PEVG2TT	PHEVG2TT	CC1	CC1
24	25	26	27	28
31	1	2	3	4
	CES	CES	ADAS	ADAS

Course Title	Days	Code	Prerequisites
Engine & Emission Control Systems (ILT)	4	EECS	ES1W, EL1, STV4, MED4, ME3W
Engine Repair (ILT)	3	ER1	ES1W, EL1, STV4, MED4, ME3W
Climate Control (ILT)	2	CC1	ES1W, EL1, STV4, MED4, ME3W
Manual Transaxles & Transfer Cases (ILT)	3	MTT2	ES1W, EL1, STV4, MED4, ME3W
Plug-In Hybrid Electric Vehicle (Virtual)	2	PHEVG2TT	EL1, STV4, MED4, DGPHEVWT
MEDIC4 (Virtual)	1	MED4	ME3W
STV4 (Virtual)	1	STV4	No Prerequisites
Electrical Systems 1 (Virtual)	2	EL1	ES1W
Advanced Driver Assistance Systems (ILT)	2	ADAS21TT	ES1W, EL1, STV4, MED4, ME3W
Chassis Electrical Systems	2	CES22TT	EL1, STV4, MED4, ME3W, ES1W
CVT OVERHAUL PROCEDURES	2	CVT	STV4, MED4, EL1, ATFW
New Model Training 2022 Outlander (Virtual)	1	NM221TT	NM221W

Note: Green = Virtual Course / White = Face to Face Instructor Led Training



## NEWS & NOTES

**FRANKLIN, Tenn., April 5, 2023** – Mitsubishi Motors North America (MMNA) today announced the promotion of Kim Ito to the role of vice president, marketing. Ito, 40, has been with MMNA since 2016, and was promoted to director, marketing, in February, 2022. She will continue to report directly to MMNA president and CEO, Mark Chaffin.

Ito has responsibility for all marketing and advertising activities and strategies for the brand, including TV, digital, social, print and out-of-home, interactive platforms including digital retailing, CRM and retail marketing programs with the company's dealer partners. In addition, Ito will add customer experience (CX) activities to her marketing responsibilities as MMNA changes the definition of customer to the very point where a potential customer comes into the company's ecosystem, as they begin their shopping journey with research, vehicle configuration and pricing, and initial dealer contact.

Additionally, and in further recognition of this internal shift and the continued prioritization of CX, Kiri Kiely-Rodriguez is promoted to director, customer and retail experience, from senior manager. Kiely-Rodriguez will report directly to Kim Ito.

"These promotions are well-deserved, and are recognition of their hard work, successes and vision for the future," said Mark Chaffin regarding this announcement. "Once again, MMNA is promoting from within, and proof that our employee team is the very best in the industry. This further bolsters female representation on MMNA's VP leadership team to three, and I'm proud to see the diversity of thought, experience and backgrounds that shape our company."

As part of the recent announcement of its Midterm Plan, "Challenge 2025", MMNA's parent company, Mitsubishi Motors Corporation, noted that MMNA will be a global leader when it comes to growing the company's local leadership position in the use of innovative digital tools for sales and marketing. The two promotions announced today, and the move of CX into the marketing team, directly support that leadership position, and set the company up for future success.





## NEWS & NOTES (Continued)

### Northwest Automotive Press Association: Northwest Outdoor Activity Vehicle of the Year

Rugged, capable, and reliable. But don't just take our word for it. The 2023 Outlander Plug-In Hybrid is Northwest Automotive Press Association's "Northwest Outdoor Activity Vehicle of the Year" and also came out top in the "Best Three-row Family SUV" category.

**FRANKLIN, Tenn., Apr. 24, 2023** – Members of the Northwest Automotive Press Association (NWAPA) wrapped up two days of on- and off-road testing at The Ridge Motorsports Park in Shelton, Wash., and the votes are in and conclusive: the [2023 Mitsubishi Outlander Plug-in Hybrid](#) is NWAPA's Northwest Outdoor Activity Vehicle of the Year, against stiff competition from 21 other SUVs and pickup trucks. The vehicle also won a category award, being named "Best Three-row Family SUV". Since its launch in December 2022, the 2023 Outlander PHEV has been garnering awards and media accolades<sup>2</sup> for its interior and exterior styling, driving dynamics, Super-All Wheel Control (S-AWC)<sup>3</sup> all-wheel drive system, and seamless blend of electric and gasoline drive systems.

"Every award is special, and is a nod to our design and engineering teams' passion and talent," said Mark Chaffin, president and CEO, Mitsubishi Motors North America, Inc. "But awards that recognize the Outlander Plug-in Hybrid's on- and off-road all-weather breadth of capability, as well as the unique three-row, seven-passenger capability, speak directly to how our customers use their vehicles every day, regardless of road conditions."

The 2023 Outlander Plug-in Hybrid offers up to 38 miles of all-electric range, up to 420 miles of overall range and is the only plug-in hybrid on the market with available DC fast-charging capability (SEL and above models), which can fill the 20kWh battery pack to 80% capacity in just 38 minutes.<sup>4</sup> All models also feature Mitsubishi's new "Innovative Pedal" technology, which allows near-one-pedal acceleration and deceleration, similar to full battery electric vehicles.<sup>5</sup> This system further differentiates the Outlander PHEV from other plug-in hybrids, and highlights the vehicle's electric-first design philosophy.

"The victory might be a surprise for some, but not for those that tested the all-new Mitsubishi Outlander Plug-in Hybrid," said NWAPA President and Event Chair Nik Miles. "It is well-equipped, extremely capable, and is loaded with features not seen on other plug-in hybrids."

All plug-in hybrid Outlander models are equipped as standard with the brand's signature Super All-Wheel Control (S-AWC) all-wheel drive system, allowing for greater vehicle control and increased driver confidence. The twin-motor system, utilizing the gasoline engine and front motor to drive the front wheels, and a stand-alone rear-mounted motor to drive the rear axle, boasts a combined 248-horsepower and 332 lb./ft of torque and achieves a 64 MPGe (miles-per-gallon equivalent) rating<sup>6</sup>.

In its recently announced Midterm Plan – "[Challenge 2025](#)" – MMNA's parent company Mitsubishi Motors Corporation (MMC) as committed to accelerating its efforts toward a sustainable carbon-neutral future, setting goals of 40 percent reduction in vehicle CO2 emissions and 50 percent reduction in operational CO2 emissions by 2030. Additionally, MMC has set targets for global sales of electrified vehicles at 50 percent by 2030 and 100 percent by 2035, leveraging a blend of plug-in hybrids (PHEV), hybrids (HEV) and pure electrics (BEV).

