



# Technical Service Bulletin

SUBJECT: <b>DISPLAY AUDIO SOFTWARE UPDATE FOR REAR VIEW CAMERA DISPLAYING WHILE DRIVING - REVISED</b>			No: <b>TSB-18-54-006REV</b>
			DATE: <b>July 2024</b>
			MODEL: <b>2014-2017 Outlander</b>
<b>CIRCULATE TO:</b>	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input type="checkbox"/> SALES MANAGER

*This bulletin supersedes TSB-18-54-006 dated August 2018 to update the procedures about how to obtain the USB flash drive software. Revisions are italicized and indicated by ◀*

## PURPOSE

Some customers may notice the rear view camera displaying on the Display Audio while driving, when the vehicle is not in Reverse. This may be due to lagging communication between ECUs, and may occur on vehicles with or without the Hands Free Module.

A software update for the Display Audio unit is now available to resolve the issue. If the vehicle is equipped with the Hands Free Module, a special USB cable is required (p/n 8755A212). This cable may be purchased, or can be loaned to your dealership as needed, on a case by case basis, after a Techline case is created for each case. (Dealer pays only for shipping if loaned.)

Please follow instructions in this TSB to download software and update the Display Audio unit in affected models.

**!! IMPORTANT !!** **READ ENTIRE BULLETIN BEFORE ATTEMPTING THIS PROCEDURE!**

## AFFECTED VEHICLES

2014-2017 Outlander equipped with **Display Audio and rear view camera**, built **before** February 2018

## REQUIRED EQUIPMENT

*When a vehicle diagnosis supports updating the Display Audio (SDA) software, please contact Techline. Techline will ship the thumb drive with the applicable software to you via FedEx.*

*The reprogramming software is intellectual property which belongs to the supplier. Please erase the program file from the USB memory once the reprogramming has been performed or securely store the software to use when customers ask about any of the conditions mentioned in the PURPOSE section.*

**CAUTION:** *Be sure to ONLY use the correct Software Version for the vehicle you are updating. Updating a vehicle with another model's software may affect model specific parameters, such as vehicle information not displaying correctly.*

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The information contained in this bulletin is subject to change. For the latest version of this document, go to the Mitsubishi Dealer Link, MEDIC, or the Mitsubishi Service Information website ([www.mitsubishitechinfo.com](http://www.mitsubishitechinfo.com)).

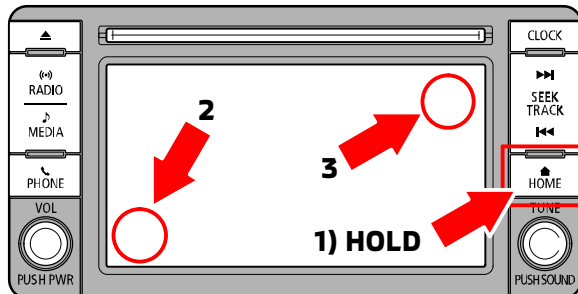
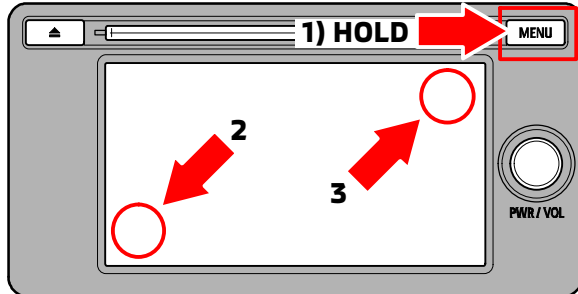
## DISPLAY AUDIO SOFTWARE VERSION CHART

**!! IMPORTANT !!** Be sure to use the correct Update File to the flash drive that corresponds to the Display Audio part number and "Old" Software Version. For instructions, refer to the next section "Vehicle Preparation & Software Version Identification."

Display Audio Part Number	Software Version		Update File Name
	Old	NEW	
8701A587	11.08.00	11.09.00	M3M11109_hw09.aud
8701A408	10.16.00	10.17.00	M3M11017_hw04.aud
	11.00.00	11.10.00	M3M11110_hw09.aud
8701A685	06.05.00 06.08.00	06.10.00	M3M10610_hw06.aud
8701A627			
8701A618	03.09.00	06.11.00	M3M10611_hw06.aud
8701A560	03.08.00	06.11.00	M3M10611_hw05.aud
8701A490	02.05.00	02.07.00	M3M10207_hw02.aud
8701A183	01.22.00	01.23.00	M3M10123_hw02.aud
8701A617	01.21.00		
8701A524	01.20.00		
8701A407	01.19.00		
8701A750	08.09.00	08.13.00	M6M10813_HwD.aud
8701A668	08.08.00		
8701A692	12.04.00	12.09.00	M6M11209_hw0A.aud
	12.07.00		

## VEHICLE PREPARATION & SOFTWARE VERSION IDENTIFICATION

1. Confirm the current software version in the Service mode to identify the correct Update File that will be copied to the flash drive.



- a. Enter the Service mode (from any screen).

### 2014-2015 Outlander:

- 1) **While holding down the MENU button:**

- 2) Touch and release the area indicated in the bottom left of the screen.

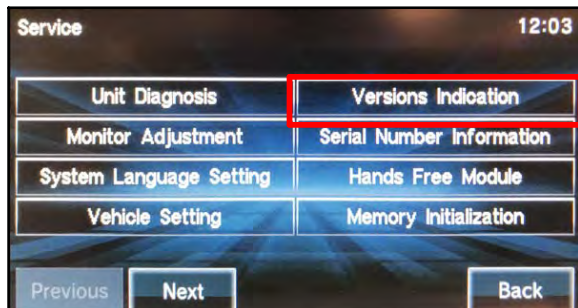
- 3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears..

### 2016-2017 Outlander:

- 1) **While holding down the HOME button:**

- 2) Touch and release the area indicated in the bottom left of the screen.

- 3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears.



- b. On the Service screen, touch "Versions Indication."



- c. Check the version of the "Main Microcomputer" (last 6 digits, e.g., "12.04.00" as shown at left) and compare to the Software Version numbers in the "**Display Audio Software Version Chart**" on page 2 of this TSB.

- d. If the version displayed matches one of the "Old" versions, then the Display Audio unit is at the latest update.

**NOTE: If the version displayed is in the "New" list, then the Display Audio unit is at the latest update. This TSB does not apply.**

- e. Write down the matching "**Update File Name**" for this Software Version (or print a copy of page 2, and mark/highlight the file name).  
**You will need this information to obtain the correct update software file from Techline for the update procedure.**

## 2. Identify whether the vehicle has the Hands Free Module.

### Example of Hands Free Module in Monroney

#### CONVENIENCE FEATURES

- 6.1" TOUCH PANEL DISPLAY AUDIO SYSTEM WITH 6
- SPEAKERS (REPLACES STD. AUDIO HEAD UNIT)
- DIGITAL HD RADIO®
- FUSE HANDS-FREE LINK SYSTEM® WITH BLUETOOTH® TECHNOLOGY, USB PORT, AND STEERING WHEEL CONTROLS
- REARVIEW CAMERA SYSTEM
- STEERING WHEEL MOUNTED AUDIO CONTROLS

**NOTE: View the vehicle's Monroney on the Superscreen to verify if vehicle is equipped with the Hands Free system.**

- **NO** - If the vehicle does NOT have the Hands Free Module, the update can be performed by plugging the USB flash drive directly into the USB port located in the center console.
- **YES** - If the vehicle has the Hands Free Module, a special USB Cable Assembly (p/n 8755A212) is needed to plug into the back of the audio unit to perform the update.  
**Refer to Special Instructions below.**

### Special Instructions to Purchase or Loan USB Cable Assembly, p/n 8755A212

- **Purchase:** The USB Cable Assembly may be purchased as a normal parts order from your PDC.
- **Loan:** The USB Cable Assembly may be loaned to your dealership under the Special Service Tool Loaner Program.

1) Create a Techline case, include this TSB number and the Main Microcomputer version number obtained in step 1 above.

2) Complete and sign the Mitsubishi Special Service Tool Loaner Agreement. Attach the completed Special Service Tool Loaner Agreement form to the Techline case. The form can be found on MDL, under *service > service tech resources > Service Related Items > Special Service Tool Loaner Program*.

**NOTE: Dealer will be billed for shipping charges.**

3) Then call Techline at 800-446-6064, give them this TSB number, and inform them you are updating the audio unit in a vehicle with a Hands Free Module.

4) MMNA will then ship the cable to your dealership, as needed, on a case-by-case basis.

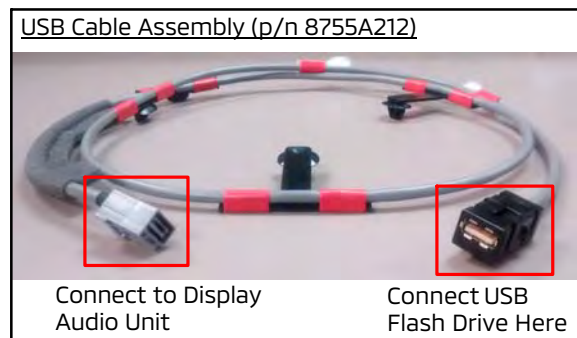
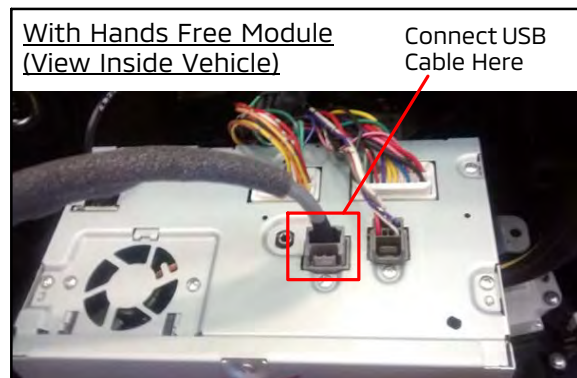
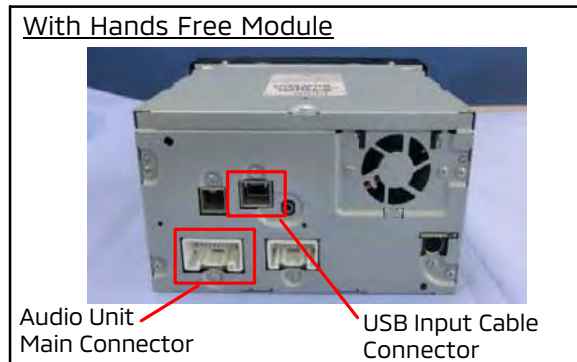
- Ask the customer to return for the update after the USB cable has arrived at your dealership.

## UPDATE PROCEDURE

**!! IMPORTANT !!** Dealers must **NOT** provide software updates or instructions directly to customers.

### A. Update Display Audio with New Software

1. Determine if vehicle has the Hands Free Module, and plug in the USB flash drive containing the correct update file as detailed below.



### **WITH HANDS FREE MODULE:**

- a. If not already done:  
Obtain the USB Cable Assembly (p/n 8755A212) as outlined earlier in this TSB, in "**Vehicle Preparation & Software Version Identification.**"

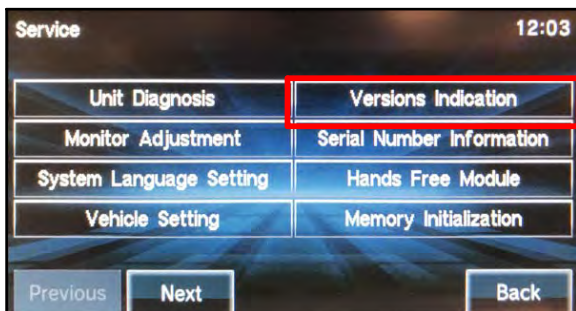
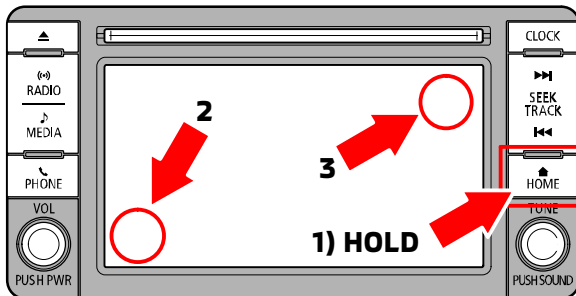
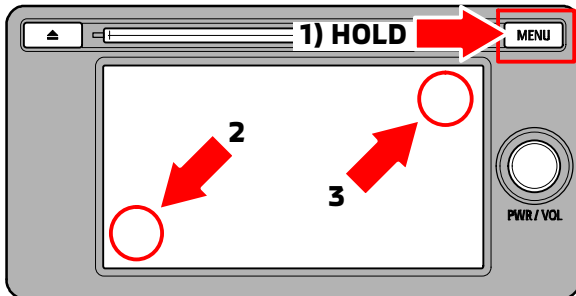
Once you have the cable assembly, continue with the next steps.

- b. Remove the Display Audio unit from the vehicle.  
**NOTE: Be sure to keep the main connector connected to the vehicle during the update.**
- c. Plug in the USB Cable Assembly (p/n 8755A212) to the USB Input Cable Connector as shown.
- d. Plug in the USB flash drive containing the software update file into the end of the USB Cable Assembly (p/n 8755A212).

### **WITHOUT HANDS FREE MODULE:**

Plug in the USB flash drive containing the software update file directly into the vehicle's USB port (either port may be used for the update). On Outlander the USB port(s) are located inside the center console.

2. Turn vehicle ON, and keep the engine idling for the entire update procedure.
3. Enter the Service mode to confirm the software version again, and verify the correct Update File has been copied to the flash drive.



- a. Enter the Service mode (from any screen).

**2014-2015 Outlander:**

1) **While holding down the MENU button:**

2) Touch and release the area indicated in the bottom left of the screen.

3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears..

**2016-2017 Outlander:**

1) **While holding down the HOME button:**

2) Touch and release the area indicated in the bottom left of the screen.

3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears.

- b. On the Service screen, touch "Versions Indication."

- c. Check the version of the "Main Microcomputer" (last 6 digits, e.g., "12.04.00" as shown at left).

- d. Compare this number to the Software Version numbers in the "**Display Audio Software Version Chart**" on page 2 of this TSB.

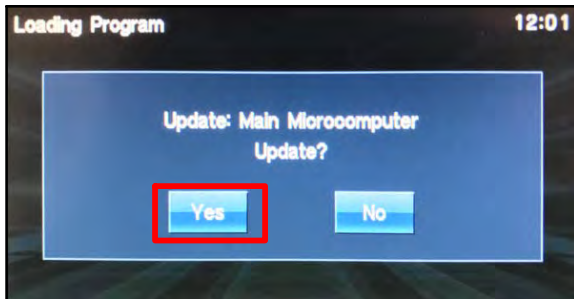
- e. Confirm that the matching "**Update File Name**" for this Software Version has been copied to the USB flash drive.

**For example: If the "Old" Software Version is 12.04.00, the Update File should be "M6M11209\_hw0A.aud."**

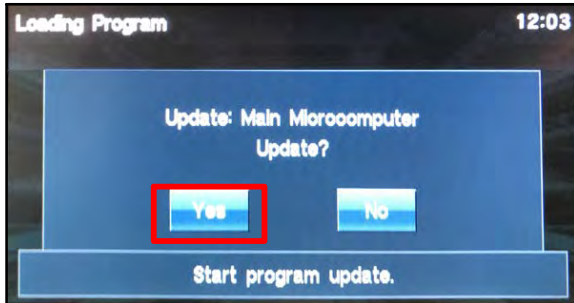
4. Update the Display Audio software.



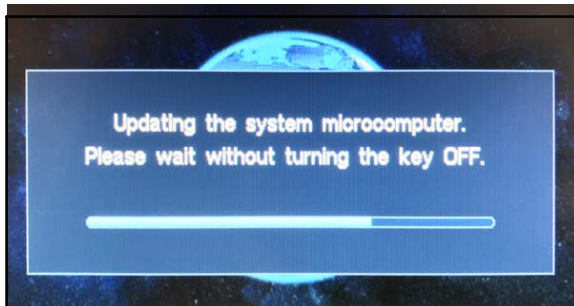
a. On the Versions Indication screen, press and hold "Main Microcomputer" for about 4 seconds, until the Loading Program screen appears.



b. On the Loading Program screen, touch "Yes" to start the software update of the Main Microcomputer.

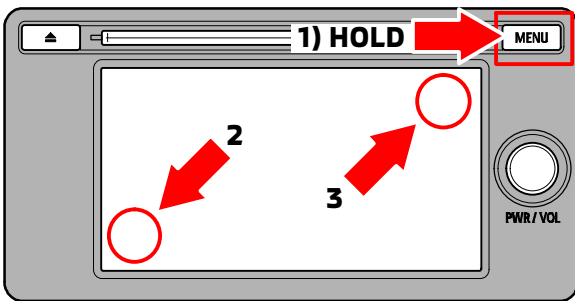


c. Touch "Yes" again.



d. The software update will take several minutes.  
**NOTE: Do NOT turn the power OFF or remove the flash drive during the update.**

5. When the software update is completed, verify the software version has been updated.



a. Enter the Service mode (from any screen).

**2014-2015 Outlander:**

1) **While holding down the MENU button:**

2) Touch and release the area indicated in the bottom left of the screen.

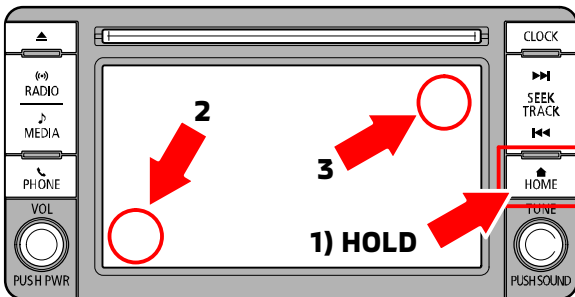
3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears..

**2016-2017 Outlander:**

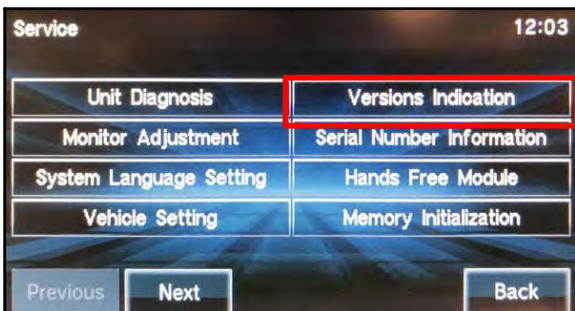
1) **While holding down the HOME button:**

2) Touch and release the area indicated in the bottom left of the screen.

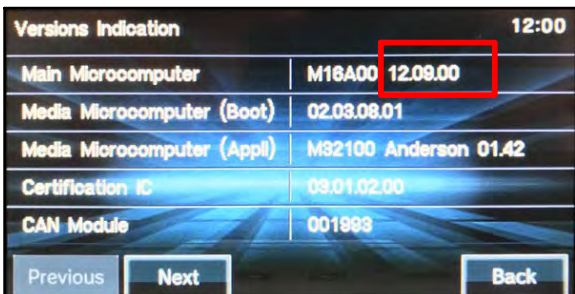
3) Then press and hold the area indicated in the upper right of the screen for up to 5 seconds until the Service screen appears.



b. On the Service screen, touch "Versions Indication."



c. Confirm the software version now matches the New one listed in the "**Display Audio Software Version Chart**" on page 2 of this TSB.



6. Connect a MEDIC laptop/tablet to the vehicle, and perform an "Erase and Read All DTCs" using MUT3-SE.

7. Reset the audio system clock.

8. Verify proper operation of the Display Audio system.

## PARTS INFORMATION

**NOTE: The part listed below is only required for vehicles with a Hands Free Module. It may be purchased, or loaned to your dealership under the Special Service Tool Loaner Program.**

- **If purchasing, order only the Genuine Mitsubishi Part listed below.**
- **If loaned, dealer must complete and sign the Special Service Tool Loaner Agreement, attach to a Techline case, and pay for shipping charges. The form can be found on MDL, under *service > service tech resources > Service Related Items > Special Service Tool Loaner Program.***

Description	Part Number	Quantity
Cable, USB	8755A212	1

## WARRANTY INFORMATION

This bulletin is supplied as technical information only and is not an authorization to repair. If an affected vehicle is reported with the described condition, diagnose the condition, repair as described in this bulletin and submit a normal warranty claim using the following information.

**NOTE: Select the appropriate Labor Operation and Nature Codes based on whether the vehicle has the Hands Free Module.**

### **WITH Hands Free Module**

Operation	Labor Operation Code	Nature Code	Cause Code	Time Allowance
Update Display Audio Software	545013TJ	59D	5D0	0.4 hrs.

### **WITHOUT Hands Free Module**

Operation	Labor Operation Code	Nature Code	Cause Code	Time Allowance
Update Display Audio Software	545013TN	59D	5D0	0.2 hrs.

Warranty Coverage: 5/60 Basic Coverage