



Technical Service Bulletin

SUBJECT: SOFTWARE UPDATE FOR SMARTPHONE LINK DISPLAY AUDIO - REVISED		No: TSB-19-54-013REV	
		DATE: July 2024	
		MODEL: See below	
CIRCULATE TO:	☐ GENERAL MANAGER	☒ PARTS MANAGER	☒ TECHNICIAN
☒ SERVICE ADVISOR	☒ SERVICE MANAGER	☒ WARRANTY PROCESSOR	☐ SALES MANAGER

This bulletin supersedes TSB-19-54-013 dated May 2019 to update the procedures about how to obtain the USB flash drive software. Revisions are italicized and indicated by ◀

PURPOSE

A software update is now available for the Smartphone Link Display Audio built by JVC Kenwood. This update resolves several issues that may occur in various models, as listed below.

**2018 Eclipse Cross (produced before April 18, 2018),
2018 Outlander PHEV (produced before April 18, 2018),
2017 - 2018 Outlander (produced before April 18, 2018):**

- Hands free phone call voice from speaker is too low even with volume set to maximum.
- When an invalid voice command is spoken, the message "The volume is too loud, please try again" is heard, instead of "Entry not found."

2017 Outlander (produced before mid-August, 2017):

- Audio unit stops unintentionally and reboots.
- Poor sound quality from AM radio.
- Language translation error on the display in French.
- MPG (miles per gallon) displayed on screen instead of "fuel consumption."

2018 Outlander PHEV produced before April 18, 2018):

- EV charge cost history is occasionally erased when power switch is turned On or Off

2017 - 2018 Outlander Sport/RVR (produced before January 17, 2019):

- Hands free phone call voice from speaker is too low even with volume set to maximum. NOTE: 2017 MY Outlander Sport for U.S. are NOT equipped with Smartphone Link Display Audio.

This TSB instructs dealers how to update the Smartphone Link Display Audio in the affected vehicles listed.

AFFECTED VEHICLES

2017 - 2018 models equipped with the JVC Kenwood Smartphone Link Display Audio:

- 2018 Eclipse Cross
- 2017 - 2018 Outlander
- 2018 Outlander PHEV
- 2017 - 2018 Outlander Sport/RVR

!! IMPORTANT !!

READ ENTIRE BULLETIN BEFORE ATTEMPTING THIS PROCEDURE!

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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).

REQUIRED EQUIPMENT

When a vehicle diagnosis supports updating the Smartphone Link 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.

DISPLAY AUDIO SOFTWARE VERSION CHART

Model*	Version Information (Settings screen)		Software Version Info (Service Menu screen)
	Old Versions**	New	
2017-2018 Outlander	B, D, E, I, L, N, O, Q, R, 1E	1G	4.2.0206.0500
2018 Outlander PHEV			
2018 Eclipse Cross	B, J, K, L	O	2.4.0106.0600
2017-2018 Outlander Sport/RVR	F, M, P, T	U	3.0.0006.0500

* Refer to page 1 for date ranges of affected models and specific symptoms of issues experienced in each model.

** Any of these versions may be displayed before this software update is applied.

A. Vehicle Preparation

- Before beginning, inform the customer of the following, and obtain their consent to perform the update:**
 - This update will reset the Smartphone Link Display Audio back to the factory settings.
 - Any previously paired phones will need to be paired to the system again.
- When customer consent is verified, write down all the customer's audio presets and settings in the table below.

PRESETS	1	2	3	4	5	6
AM						
FM1						
FM2						
SXM*						

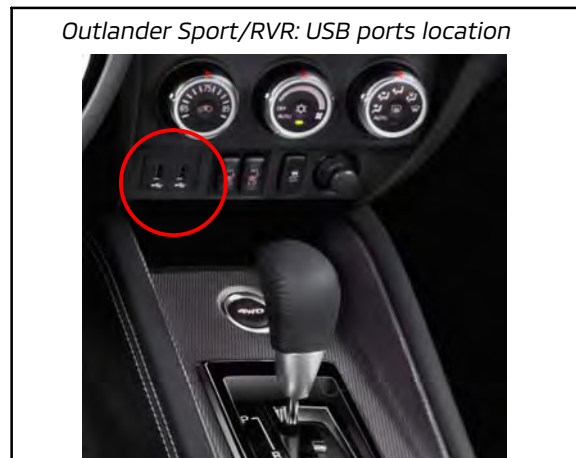
* If applicable

A. Update Smartphone Link Display Audio in Vehicle with New Software

Outlander, *Outlander Sport/RVR*, and Outlander PHEV

NOTE: For Eclipse Cross vehicles, go to the next section (page 16).

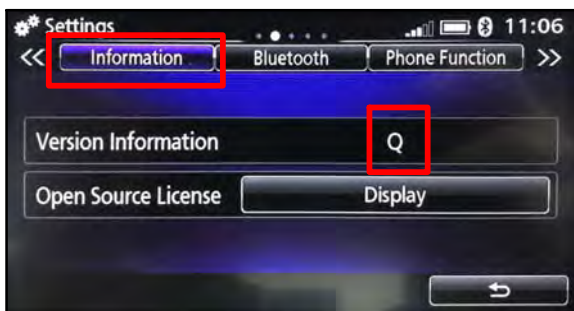
1. **For Outlander and *Outlander Sport/RVR* vehicles:** Turn vehicle ON, and keep the engine idling for the entire update procedure.
For Outlander PHEV: Put vehicle in READY mode for the entire update procedure.
2. Plug in the USB flash drive containing the ***CORRECT software update file* for that vehicle*** into the vehicle's USB port (either port may be used for the update).
 - For Outlander and Outlander PHEV, two USB ports are located inside the center console.
 - *For Outlander Sport/RVR, two USB ports are located in the front lower dash.*



NOTE: The images in the following procedure are taken from a 2018 Outlander PHEV. Screens for 2017 - 2018 Outlander and *Outlander Sport/RVR* may vary slightly.



3. Before starting the update process, confirm the current software version.
 - a. Touch the "Settings" icon on the Home screen.

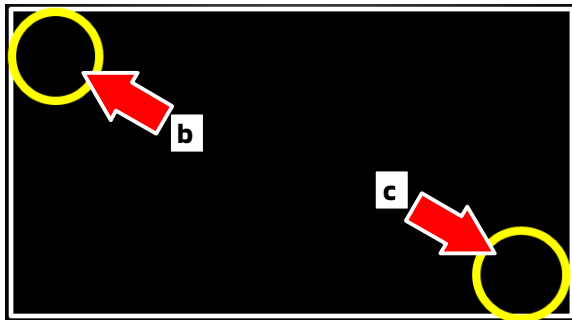


- b. On the Settings screen, touch the "Information" tab and check the Version Information.

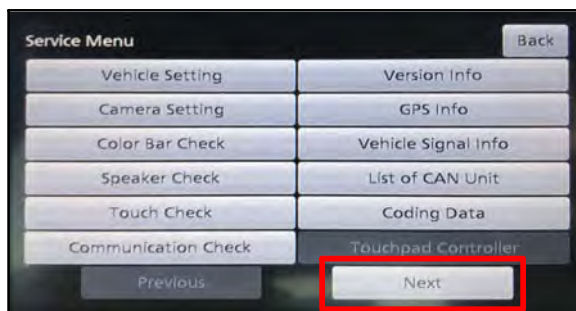
NOTE: If necessary, scroll to the right or left to see the Information tab.

- c. Compare this to the version shown for the applicable model in the "**Display Audio Software Version Chart**," on page 2 of this TSB.
- d. If the version displayed matches one of the "Old" versions for the model, then the Smartphone Link Display Audio needs to be updated with the new software.

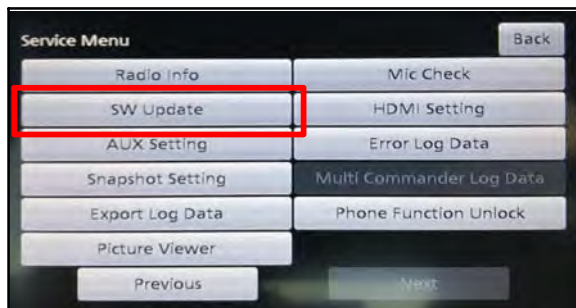
4. Update the Smartphone Link Audio Display software.



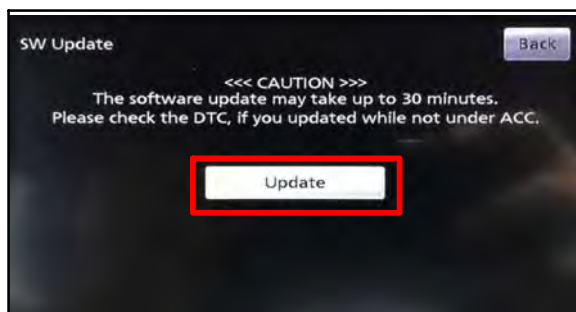
- a. Push and hold the Power button for at least 1 second, until the audio unit beeps and the screen goes blank.
- b. Press and hold the area indicated in the upper left of the screen for 5 seconds, until you hear a beep, then release.
- c. Press and release the area indicated in the lower right side of the screen. Then the "Service Menu" will appear.
- d. On the Service Menu screen, touch the "Next" button to go to the next page.



- e. Touch the "SW Update" button on the Service Menu.

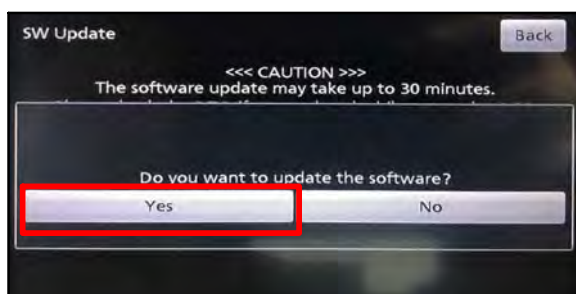


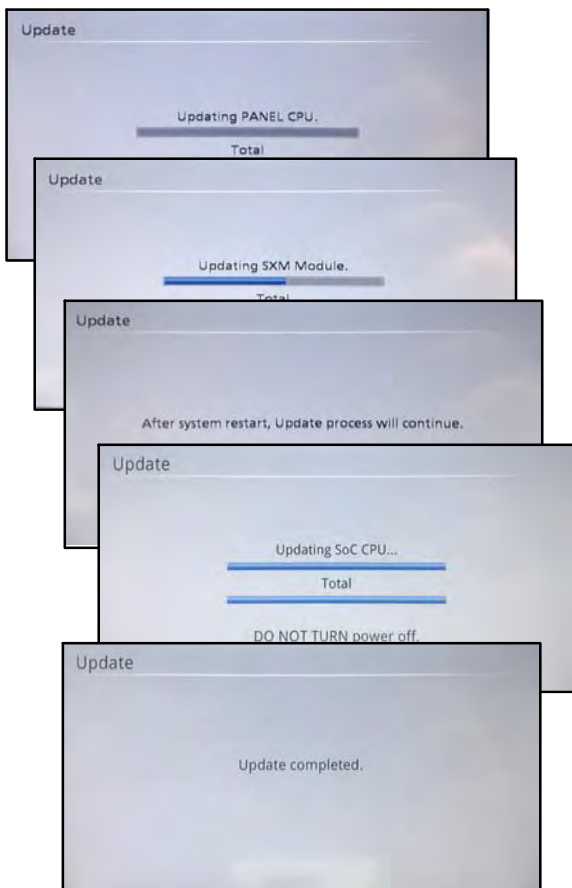
- f. On the SW Update screen, touch the "Update" button.



- g. Touch "Yes" to start the software update.

NOTE: Do NOT turn the power OFF or remove the flash drive during the update.

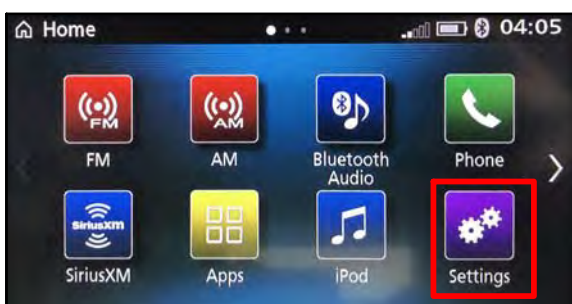




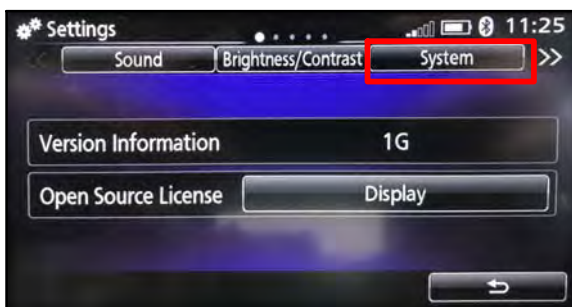
The system will automatically reboot twice during the update, ending with an "Update completed" screen.

When the update is completed, the Home screen should appear.

5. Reset the Smartphone Link Audio Display system.



a. On the Home screen, touch the "Settings" icon.

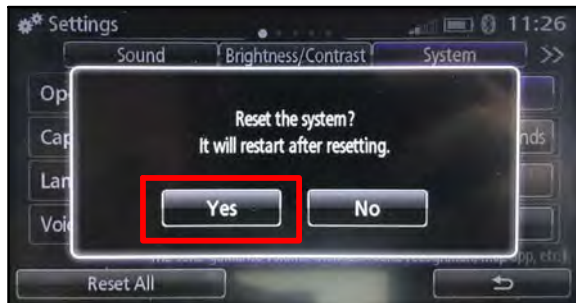


b. Touch the "System" tab.



- c. Touch the "Reset All" button.

NOTE: The "Reset All" function deletes all the customer's settings. Be sure the customer has been informed of this beforehand.

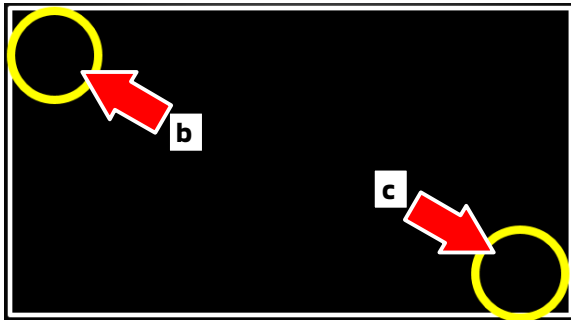


- d. Touch "Yes" on the next 2 screens to continue resetting the system.

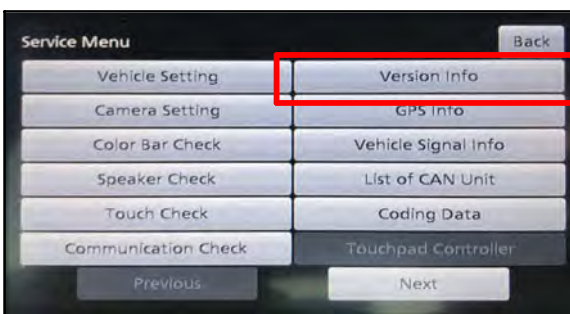


The system will reboot one more time after resetting.

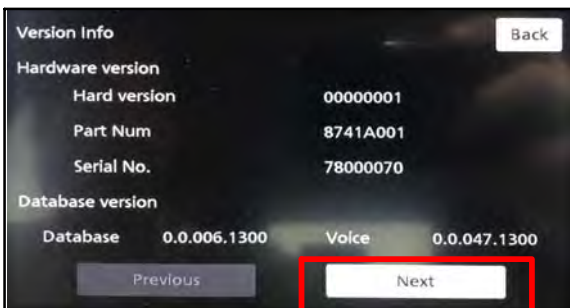
6. Verify the software version has been updated.



- a. Push and hold the Power button for at least 1 second, until the audio unit beeps and the screen goes blank.
- b. Press and hold the area indicated in the upper left of the screen for 5 seconds, until you hear a beep, then release.
- c. Press and release the area indicated in the lower right side of the screen. Then the "Service Menu" will appear.
- d. On the Service Menu screen, touch the "Version Info" button.

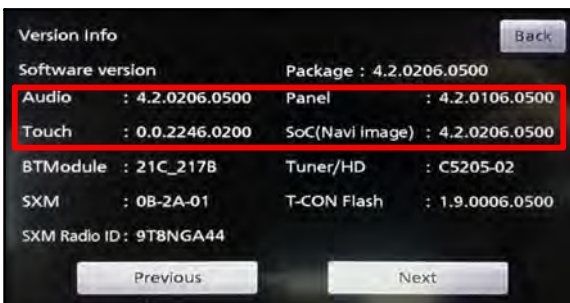


- e. Touch the "Next" button.



- f. Confirm the software version has been updated and matches the New version shown for the applicable model in the "**Display Audio Software Version Chart**," on page 2 of this TSB.

NOTE: Version info for 2018 Outlander PHEV shown at left.



7. Confirm software version in Settings.

- a. Go back to the Home screen, and touch the "Settings" icon.

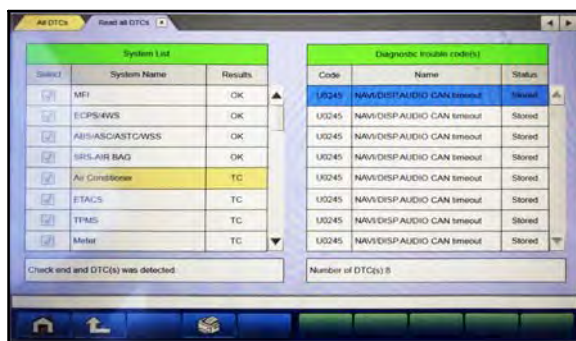




- b. On the Settings screen, touch the "Information" tab and check the Version Information. **NOTE: If necessary, scroll to the right or left to see the Information tab.**
- c. Verify that the version shown matches the "New" version for the applicable model in the **"Display Audio Software Version Chart,"** on page 2 of this TSB.

NOTE: Updated Version information for Outlander and Outlander PHEV shown at left.

Updated Software Version for Outlander Sport/RVR: U.



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

NOTE: DTC U0245 may be stored in several systems as a result of this update.

9. Verify that the issues described on page 1 of this TSB are no longer present.
10. Reset the customer's audio presets.

Eclipse Cross

1. Turn vehicle ON, and keep the engine idling for the entire update procedure.



2. Plug in the USB flash drive containing the **CORRECT software update file* for Eclipse Cross** into the vehicle's USB port (either port may be used for the update).

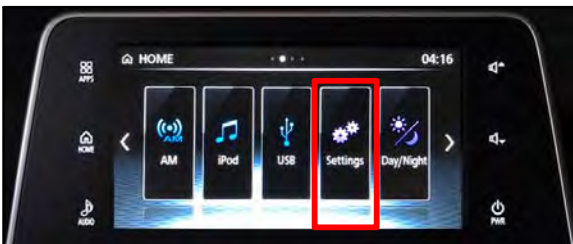
****Refer to step 4 of "B. Transfer Files to USB Flash Drive" in this TSB for correct file identification.***

Two USB ports are located in the lower part of the center instrument panel.

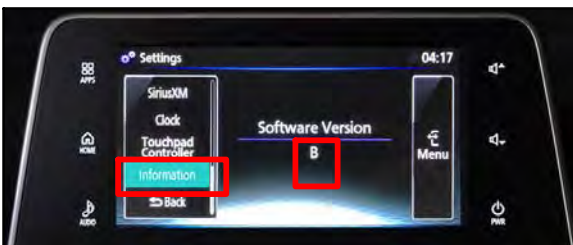


3. Before starting the update process, confirm the current software version.

- a. On the Home screen, touch the right arrow to get to the Settings icon.

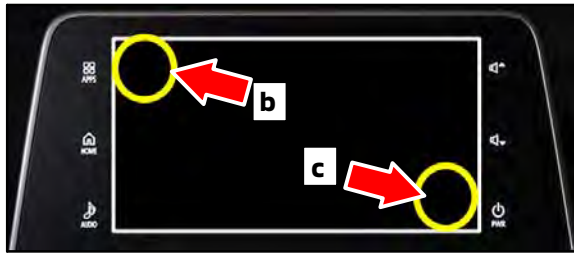


- b. Touch the "Settings" icon.

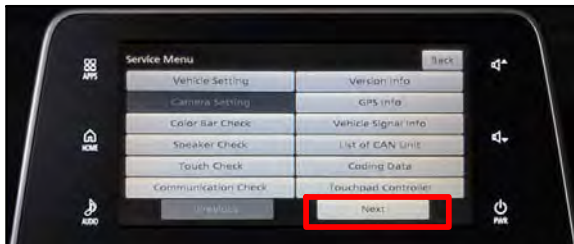


- c. Touch "Information" to check the Version Information.
- d. Compare Software Version shown to the version for Eclipse Cross in the **"Display Audio Software Version Chart,"** on page 2 of this TSB.
- e. If the version displayed matches one of the "Old" versions, then the Smartphone Link Display Audio needs to be updated with the new software.

4. Update the Smartphone Link Audio Display software.



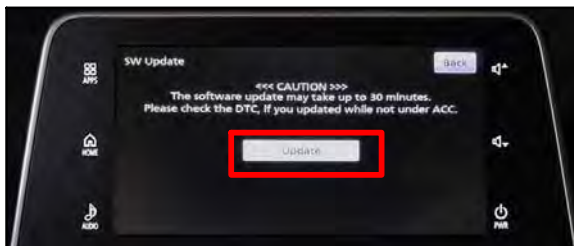
- a. Push and hold the Power button for at least 1 second, until the audio unit beeps and the screen goes blank.
- b. Press and hold the area indicated in the upper left of the screen for 5 seconds, until you hear a beep, then release.
- c. Press and release the area indicated in the lower right side of the screen. Then the "Service Menu" will appear.
- d. On the Service Menu screen, touch the "Next" button to go to the next page.



- e. Touch the "SW Update" button on the Service Menu.

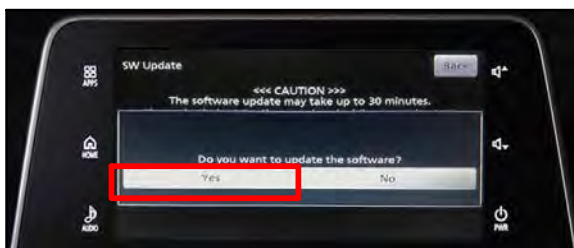


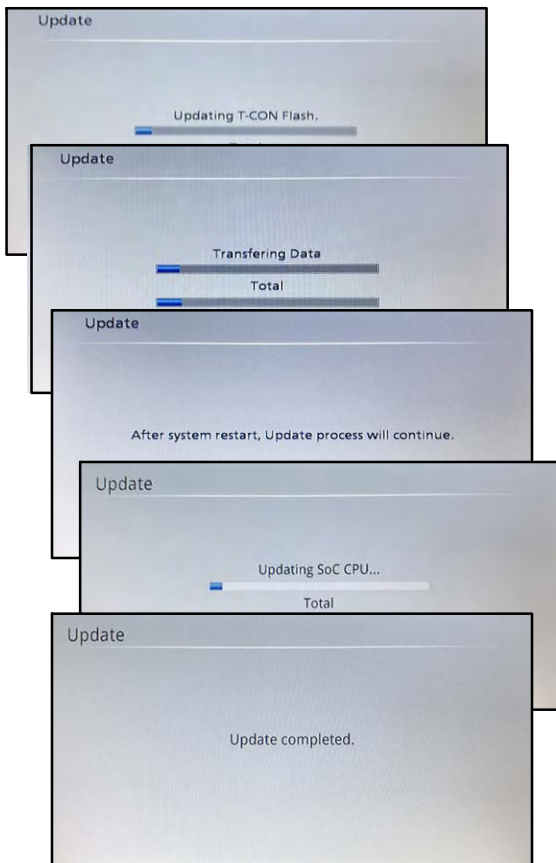
- f. On the SW Update screen, touch the "Update" button.



- g. Touch "Yes" to start the software update.

NOTE: Do NOT turn the power OFF or remove the flash drive during the update.





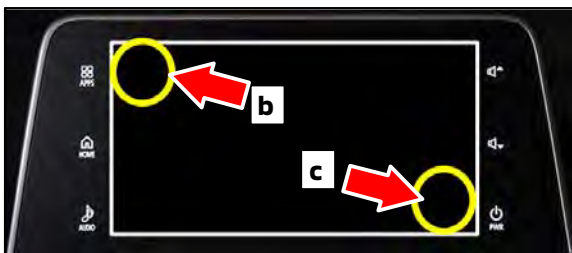
The system will automatically reboot twice during the update, ending with an "Update completed" screen.

When the update is completed, the Home screen should appear.

5. Reset the Smartphone Link Audio Display system.

To reset the system, turn the engine OFF, wait for 10 seconds, then turn the engine back ON.

6. Verify the software version has been updated.

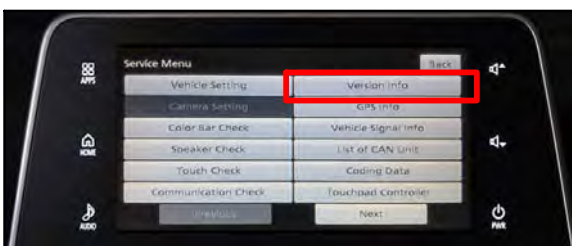


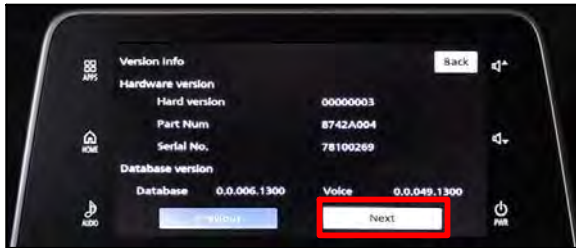
a. Push and hold the Power button for at least 1 second, until the audio unit beeps and the screen goes blank.

b. Press and hold the area indicated in the upper left of the screen for 5 seconds, until you hear a beep, then release.

c. Press and release the area indicated in the lower right side of the screen. Then the "Service Menu" will appear.

d. On the Service Menu screen, touch the "Version Info" button.





e. Touch the "Next" button.



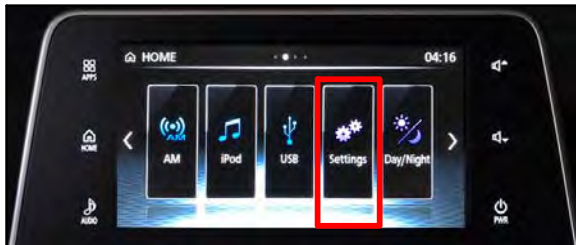
f. Confirm the software version has been updated and matches the New version shown in the **"Display Audio Software Version Chart,"** on page 2 of this TSB.

Updated Version info for 2018 Eclipse Cross:
2.4.0106.0600

7. Confirm software version in Settings.



a. On the Home screen, touch the right arrow to get to the Settings icon.



b. Touch the "Settings" icon.

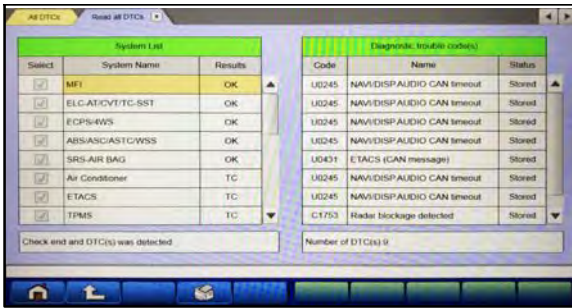


c. On the Settings screen, touch the "Information" tab and check the Version Information.

NOTE: If necessary, scroll to the right or left to see the Information tab.

d. Verify that the version shown matches the "New" version shown in the **"Display Audio Software Version Chart,"** on page 2 of this TSB.

Updated Software Version for 2018 Eclipse Cross: 0



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

NOTE: DTC U0245 may be stored in several systems as a result of this update.

9. Verify that the issues described on page 1 of this TSB are no longer present.
10. Reset the customer's audio presets.

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 model and symptom information listed below.

**2018 Eclipse Cross (produced before April 18, 2018),
2018 Outlander PHEV (produced before April 18, 2018),
2017 - 2018 Outlander (produced before April 18, 2018):**

- Hands free phone call voice from speaker is too low even with volume set to maximum.
- When an invalid voice command is spoken, the message "The volume is too loud, please try again" is heard, instead of "Entry not found."

Operation	Labor Operation Code	Nature Code	Cause Code	Time Allowance
Reprogram Smartphone Link Display Audio Software	545013TK	55Z	5D0	0.3 hrs.

2017 Outlander (produced before mid-August, 2017):

- Poor sound quality from AM radio. (Nature Code: 55Z)
- Audio unit stops unintentionally and reboots. (Nature Code: 59Z)
- Language translation error on the display in French. (Nature Code: 62Z)
- MPG (miles per gallon) displayed on screen instead of "fuel consumption." (Nature Code: 62Z)

Operation	Labor Operation Code	Nature Code	Cause Code	Time Allowance
Reprogram Smartphone Link Display Audio Software	545013TF	55Z 59Z 62Z	5D0	0.3 hrs.

2018 Outlander PHEV (produced before April 18, 2018):

- EV charge cost history is occasionally erased when power switch is turned On or Off.

Operation	Labor Operation Code	Nature Code	Cause Code	Time Allowance
Reprogram Smartphone Link Display Audio Software	545013UR	62Z	8B0	0.3 hrs.

2017 - 2018 Outlander Sport/RVR (produced before January 17, 2019):

- Hands free phone call voice from speaker is too low even with volume set to maximum.

Operation	Labor Operation Code	Nature Code	Cause Code	Time Allowance
Reprogram Smartphone Link Display Audio Software	545013TK	55Z	5D0	0.3 hrs.

Warranty Coverage: 5/60 Basic Coverage (Canada: 5/100)