



Technical Service Bulletin

SUBJECT:		No: TSB-21-54-002REV	
SOFTWARE UPDATE FOR SMARTPHONE LINK DISPLAY AUDIO - REVISED		DATE: July 2024	
		MODEL: See below	
CIRCULATE TO:	<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-21-54-002 dated May 2021 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 (SDA). This update resolves several issues that may occur in various models equipped with SDA, as listed below.

2020 Outlander, Outlander PHEV and Outlander Sport / RVR

- Reception information for DAB, AM, and FM is not shown and no sound output
- Screen freezes during USB connection and USB audio/video is inoperative
- Android auto cannot be started during Android device connection
- Smartphone cannot connect to Bluetooth
- TomTom Navigation freezes when navigation voice is on and TomTom Navigation resets (with Navigation models)
- Audio source switches while receiving or placing a call and the audio voice goes to maximum even when the volume is set to 0 (radio, music, etc)

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

AFFECTED VEHICLES

2020 models equipped with Mitsubishi Electric Smartphone Link Display Audio:

- 2020 Outlander
- 2020 Outlander PHEV
- 2020 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	New	
2020 Outlander, Outlander PHEV and Outlander Sport / RVR	4.36	4.37	0.0085.P003

PROCEDURE

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.

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

Outlander, Outlander PHEV, and Outlander Sport / RVR

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



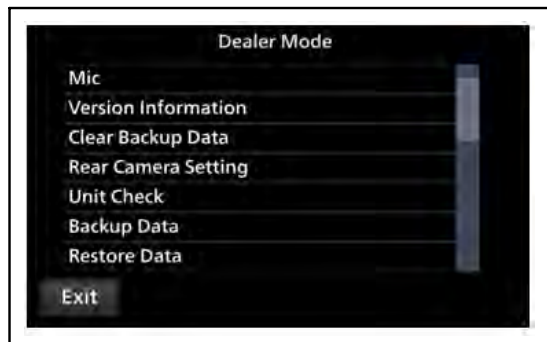
Outlander Sport / RVR: USB port location:



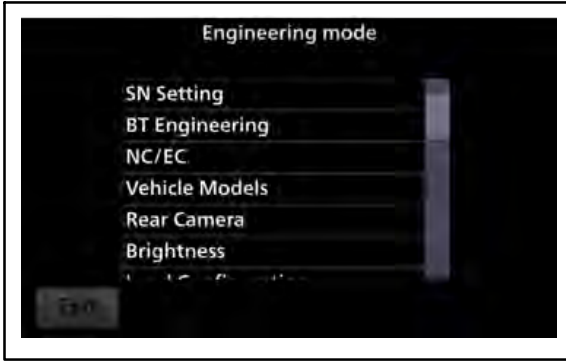
NOTE: The images in the following procedure are taken from a 2018 Outlander PHEV. Outlander and Outlander Sport / RVR may vary slightly from these images.



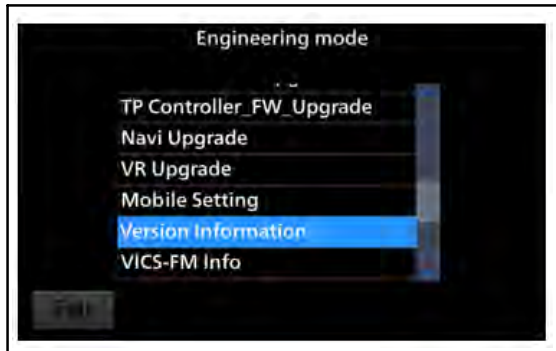
3. Before starting the update process, confirm the current software version.
 - a. Push both [MEDIA] + [⏻] at the same time and hold for 3 seconds.



- b. The Dealer Mode screen will appear:



c. The Engineering Mode screen will appear.

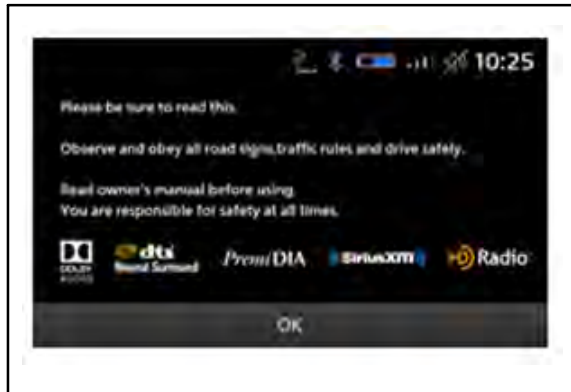


d. Scroll down to "Version Information" and push "next page".

e. Confirm the version is old by referring to the **"Display Audio Software Version Chart"** found on page 2 of this TSB. Proceed to the following page to update the software.



4. Update the Smartphone Link Audio Display Software.



- a. ACC on.
- b. Press "OK" and wait for the Home Screen to appear.



- c. Insert USB flash drive into the vehicle USB port.
- d. The software auto update will begin.

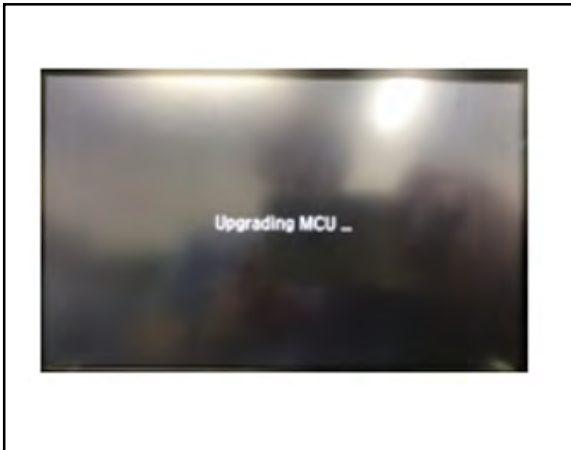
If the software update doesn't start automatically, please push "OK" on the disclaimer screen.

Note: The update will take approximately 13 minutes to complete.

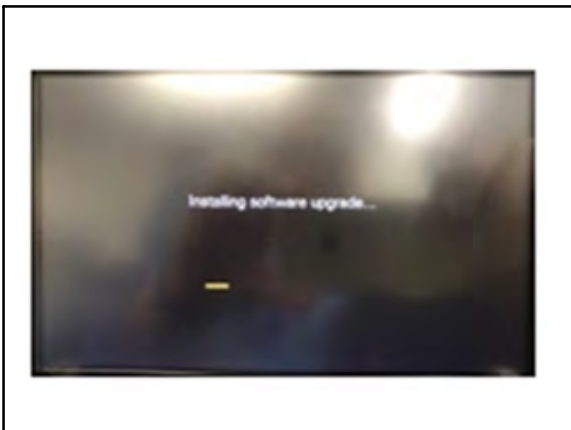


- e. This screen will be displayed for approximately 1 minute.

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



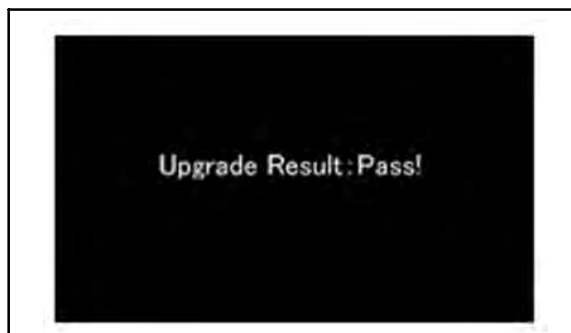
f. This screen will be displayed for about 4 minutes.



g. This screen will be displayed for about 4 minutes.



h. These screens may or may not appear. If they appear, it will be for approximately 3 minutes, total.

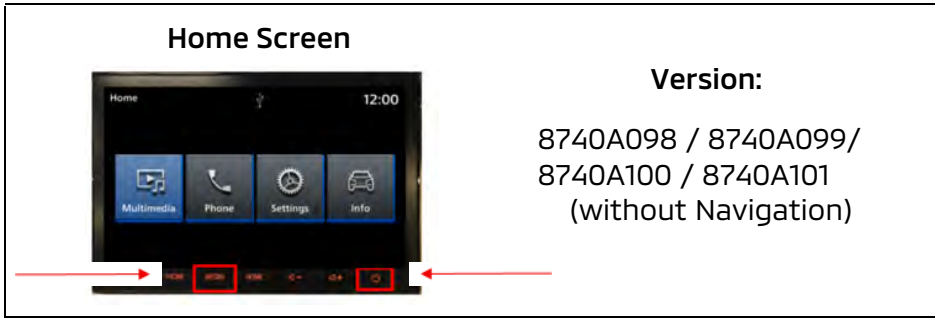


i. When "Update result: Pass!" appears, the update is complete and the USB flash drive may be removed. The home screen will then return.

Note: The Head Unit will be rebooted automatically when the update is completed.

*If "Update result: Exception!" is displayed, execute ACC off and retry beginning at step 1.

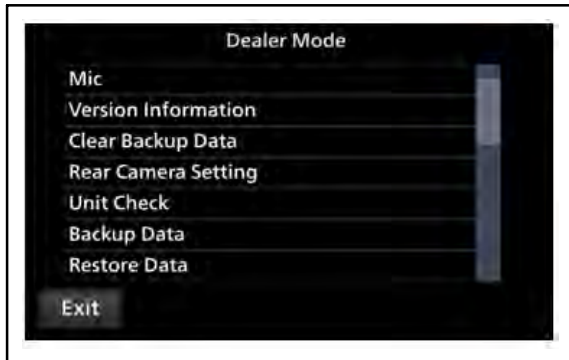
C. Verify Update Version Information



Version:

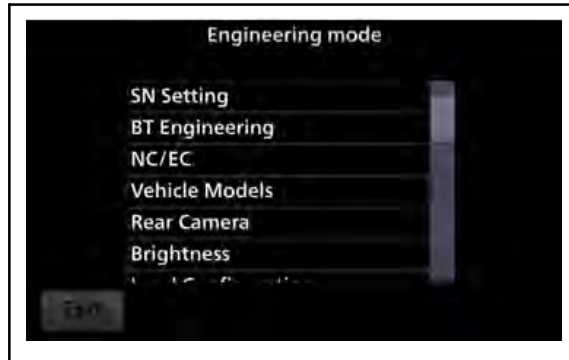
8740A098 / 8740A099/
8740A100 / 8740A101
(without Navigation)

1. Push both [MEDIA] + [Power] at the same time and hold for 3 seconds.

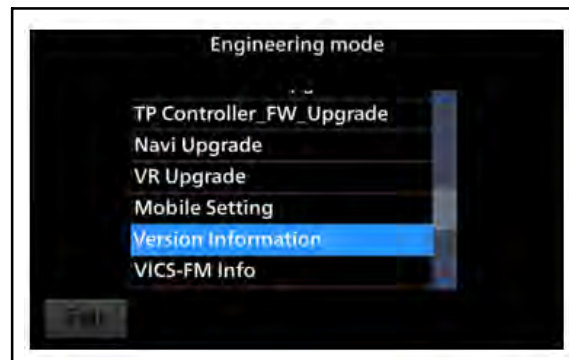


2. The Dealer Mode screen will appear.

3. At this screen, push and hold [MEDIA] + [Power] for 5 more seconds.



4. The Engineering Mode screen will appear.



5. Scroll down to "Version Information" and push "next page".



MCU Version	: 0.0085.P002
SoC Version	: 0.0085.P003
CarModel Config	: 5.500
Navi Version	: Blank
Map Version	: Blank
VR data Version	: 5.000.200

6. Confirm the version is **0.0085.P003**: This version is for vehicles **without Navigation**. Refer to the Display Audio Software Version Chart on page 2, if necessary.
7. Verify that the issues described on page 1 of this TSB are no longer present.
8. Reset all of the customer's audio presets and settings from the chart on page 9.

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.

Operation	Labor Operation Code	Nature Code	Cause Code	Time Allowance
Reprogram Smartphone Link Display Audio Software	545013CV	43M	990	0.3 hrs.

NOTE: If you purchase a USB flash drive (thumb drive), submit the cost with "NPN" in the parts cost column.

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