



Technical Service Bulletin

SUBJECT:			No: TSB-24-54-004
CORRECTION TO AUDIO, VISUAL & NAVIGATION SYSTEM - SERVICE MANUAL REVISION			DATE: September 2024
			MODEL: Outlander
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 checked="" type="checkbox"/> SALES MANAGER

PURPOSE

This TSB provides corrections to Audio, Visual & Navigation in the Driver Information & Navigation section of the applicable Service Manuals.

AFFECTED VEHICLES

2022-2024 Outlander

AFFECTED SERVICE MANUAL

2022-2024 Outlander Service Manual

PROCEDURE

Please use the chart below to replace the page in the affected Service Manuals: Audio, Visual & Navigation, System, Telematics, Basic Inspection sections.

Applicable Manual	Pub.No.	Applicable Title	Content
2022 OUTLANDER Service Manual	MSCD-027B-2022	DRIVER INFORMATION & MULTIMEDIA └ AUDIO, VISUAL & NAVIGATION SYSTEM └ TELEMATICS SYSTEM └ BASIC INSPECTION	Attached sheet 2
2023 OUTLANDER Service Manual	MSCD-027B-2023	└ ADDITIONAL SERVICE WHEN REPLACING TCU └ Description	
2024 OUTLANDER Service Manual	MSCD-027B-2024	DRIVER INFORMATION & MULTIMEDIA └ AUDIO, VISUAL & NAVIGATION SYSTEM └ TELEMATICS SYSTEM └ BASIC INSPECTION └ ADDITIONAL SERVICE WHEN REPLACING TCU └ Work Procedure	Attached sheet 3
		DRIVER INFORMATION & MULTIMEDIA └ AUDIO, VISUAL & NAVIGATION SYSTEM └ TELEMATICS SYSTEM └ BASIC INSPECTION └ ADDITIONAL SERVICE WHEN USING TELEMATICS SYSTEM FOR THE FIRST TIME/RE-SUBSCRIPTI └ Description	Attached sheet 4
		DRIVER INFORMATION & MULTIMEDIA └ AUDIO, VISUAL & NAVIGATION SYSTEM └ TELEMATICS SYSTEM └ BASIC INSPECTION └ ADDITIONAL SERVICE WHEN USING TELEMATICS SYSTEM FOR THE FIRST TIME/RE-SUBSCRIPTI └ Work Procedure	Attached sheet 5



Copyright 2024, Mitsubishi Motors North America, Inc.

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).

AUDIO, VISUAL & NAVIGATION SYSTEM

ADDITIONAL SERVICE WHEN REPLACING TCU

Description

When TCU is replaced, it is necessary to perform the following procedures. Refer to [Work Procedure](#).

- Configuration
- VIN data writing
- Initial registration
- Network initial setting

<Corrected>

AUDIO, VISUAL & NAVIGATION SYSTEM

Work Procedure

1. TCU REPLACEMENT

Replace TCU.

>>

[GO TO 2.](#)


2. PERFORM TCU CONFIGURATION

 WITH M.U.T.-III SE

Perform configuration (TCU). Refer to [Description](#).

[GO TO 3.](#)

3. MANUAL WRITING OF VIN DATA TO TCU

 WITH M.U.T.-III SE

1. Turn the electric motor switch ON and wait at least 5 seconds.
2. Select "Chassis No./VIN Registration" of "Special Function" item using M.U.T.-III SE.
3. Touch "OK" at "Chassis No./VIN Registration" screen to write the VIN data into new TCU.

>>

[GO TO 4.](#)

4. PERFORM TCU INITIAL REGISTRATION

Perform TCU initial registration. Refer to [Description](#).

<Corrected>

>>

[GO TO 5.](#)

5. CHECK NETWORK INITIAL SETTINGS

 M.U.T.-III SE Special Function

With MITSUBISHI CONNECT

- 1.1. Confirm 90 or more seconds passed after turning electric motor switch ON, then select "Network initial settings" of "IVC".
- 2.2. Check the "Radio wave condition". If it is normal, go to the next step. If the condition is abnormal or cannot be detected, move the vehicle to a place where the radio wave environment is good. Then start from Step 1 again.
- 3.3. Select "Network initial settings" of "MULTI AV".
- 4.4. Check that "Completed" is displayed on the "Network initial setting state" field.

 NOTE:

When the received radio wave is weak, "Completed" is not displayed within 15 minutes and an error may occur. If the error occurs, move the vehicle to a place where the radio wave environment is good. Then start from Step 1 again.

Without MITSUBISHI CONNECT

- 5.1. Confirm 90 or more seconds passed after turning electric motor switch ON, then select "Network initial settings" of "IVC".
- 6.2. Check the "Radio wave condition". If it is normal, go to the next step. If the condition is abnormal or cannot be detected, move the vehicle to a place where the radio wave environment is good. Then start from Step 1 again.
- 7.3. Check that "Completed" is displayed on the "Network initial setting state" field.

 NOTE:

When the received radio wave is weak, "Completed" is not displayed within 15 minutes and an error may occur. If the error occurs, move the vehicle to a place where the radio wave environment is good. Then start from Step 1 again.

>>

INSPECTION END

AUDIO, VISUAL & NAVIGATION SYSTEM

INITIAL REGISTRATION PROCEDURE

Description

When using the SOS call system for the first time, or when the TCU is replaced, the initial registration procedure for the TCU must be performed. After carrying out the following preparation before initial registration, refer to [Work Procedure](#) to complete the initial registration.

General Information

- Operate the telematics switch to perform the initial registration. Make a test call and make the SOS call available.
- The status of the initial registration status can be checked by the illumination condition of the LED indicators on the telematics switch.

Telematics switch LED indicator illumination status and initial registration condition

Registration condition	LED indicator illumination status	
	Red	Green
READY OFF (vehicle sleep condition) / Out of range	OFF	OFF
Initial registration in progress	OFF	Flash
Initial registration completed (Advanced automatic accident reporting system available)	OFF	ON
Initial registration not executed / Initial registration failure (Advanced automatic accident reporting system not available)	ON	OFF

Preparation Before Initial Registration

- Check that the user registration of MITSUBISHI CONNECT has been done.

CAUTION:

When this procedure is performed before the user registration of MITSUBISHI CONNECT, the LED indicator (red) illuminates and an error occurs. Make sure to complete the user registration of MITSUBISHI CONNECT first, then perform the initial registration procedure.

- Open the cover of the telematics switch.

<Corrected>

AUDIO, VISUAL & NAVIGATION SYSTEM

Work Procedure

1. PERFORM INITIAL REGISTRATION

1. From the driver's seat, check that all the doors are closed with the vehicle in READY ON condition.
2. After making the vehicle in READY OFF condition, open the driver's door once, then close the door. (Do not lock the door.)
3. Wait until the combination meter display goes out. (Approximately 1 to 2 minutes)

CAUTION:

Make sure to check that the telematics switch LED indicators (red / green) and the backlight go out.

4. After the combination meter display goes out, open the driver's door within approximately 5 seconds.

CAUTION:

The initial registration procedure must be carried out with the door open.

**NOTE:**

When the vehicle has not been used for 2 weeks or more, the SOS call system activates after approximately 30 seconds.

5. After opening the door, the telematics switch LED indicators (red / green) illuminate at the same time. While the LED indicators are illuminating at the same time (approximately 5 seconds), press and hold the telematics switch until the ring tone sounds .
6. After the LED indicator (green) flashes and the ring tone sounds, release your finger from the telematics switch.

**NOTE:**

If the voice call does not start for 1 minutes or more, move to a place with a good radio environment, then start the initial registration procedure again.

7. After connecting with an operator (automated voice guide), follow the operator's instructions and perform a voice test.
 - The current position (report position) is guided. Check that the location information is correct.

**NOTE:**

When the initial registration is performed in a place with poor GPS reception, the announced location may be differ from the actual location.

- To test the microphone and speaker, give the name of the shop, etc. after the beep sound.
 - The voice recorded in the centre is played. Check that the voice can be heard. The communication is automatically disconnected after the voice playback.
8. After the test voice playback, check that the telematics switch LED indicator (green) is illuminating (initial registration completed).
 - If the results of the user inquiry carried out on the network during the initial registration are correct, the initial registration is completed even if there are abnormalities in the voice test. If there are abnormalities during the initial registration, check DTC after completing the initial registration.
 - The initial registration can be carried out again after the initial registration is completed.
 - After the initial registration is completed properly, the telematics switch LED indicators (red / green) illuminate at the same time for approximately 5 seconds after the electric motor switch ON.

Is the initial registration completed properly?

YES >>

WORK END

NO >>

[GO TO 2.](#)

2. PERFORM INITIAL REGISTRATION AGAIN

1. If the vehicle is in READY ON condition, make the vehicle to READY OFF condition.
2. Using the keyless operation key or door handle switch, lock the doors.
3. Wait for approximately 5 minutes until the telematics switch LED indicators (red / green) go out.
4. Perform the initial registration again in a place with good communication condition (go to step 1) .

>>

WORK END

<Corrected>