



# SAFETY RECALL BULLETIN

<b>SUBJECT:</b> <b>CVT HESITATION – SAFETY RECALL CAMPAIGN</b>				No:	<b>SR-16-006</b>
				DATE:	<b>August, 2016</b>
				MODEL:	<b>SEE BELOW</b>
<b>CIRCULATE TO:</b>	<input checked="" 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

During initial acceleration from a standstill, or when accelerating again after either constant speed operation or coasting down, affected CVT equipped vehicles may experience a hesitation if the range switch momentarily experiences a loss of signal.

This Safety Recall Bulletin provides instructions for reprogramming the CVT–ECU with a modified software. The modified software ignores the momentary loss of the range switch signal.

## BACKGROUND

When the range switch momentarily experiences a loss of signal, the CVT–ECU believes that the driver has manually shifted the selector from neutral (N) to drive (D) while the throttle is open. In response, the CVT–ECU instructs the engine ECU to reduce its torque output to prevent “shift shock” and slippage of the CVT metal belt. This reduction in engine torque can directly affect vehicle acceleration and would be perceived by the driver as vehicle hesitation.

## AFFECTED VEHICLES

2015–2016 Outlander Sport/RVR with 2.0L Engine and CVT8

2016 Outlander with 2.4L Engine and CVT8

2016 Lancer with CVT8

## IMPORTANT

Affected new or used inventory vehicles must be repaired before the vehicle is delivered. Dealers must check their inventory vehicles' VINs on the Warranty Superscreen to verify whether the vehicle is involved in this recall campaign. It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied.

## REQUIRED OPERATIONS

1. Confirm your MUT–III is updated with the latest reprogramming database.
2. Reprogram the CVT–ECU with the new software. Refer to the CVT–ECU Reprogramming Chart for new software information.

**NOTE: Reprogramming can only be performed with MUT–III, not MUT3–SE.**

**IMPORTANT:** If an affected vehicle has a Malfunction Indicator Lamp (MIL) illuminated before reprogramming, and DTCs are listed in the TCM memory, diagnose and repair those DTCs per the service manual before reprogramming. **DO NOT** reprogram the CVT–ECU until the reason(s) for other DTCs being set is corrected.

## EQUIPMENT

The following equipment is needed to reprogram the CVT–ECU.

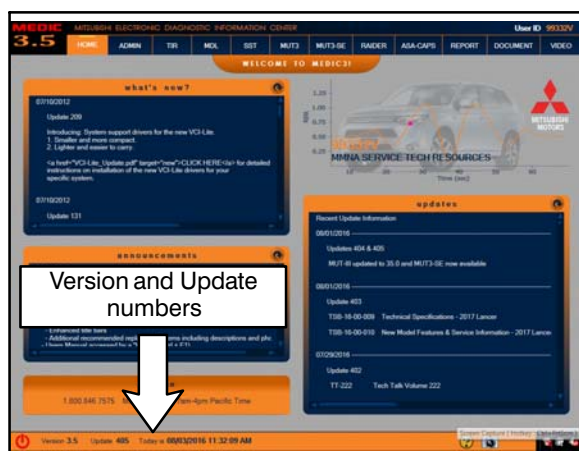
- VCI (Vehicle Communication Interface) or VCI Lite – MB991824 or MB992744.
- MEDIC Laptop/Tablet with A/C power adapter – 520924, or FZG1MK2.
- MUT–III main harness 'A' (blue connector at the DLC end) – MB991910 or MB992745.
- USB 2.0 cable – MB991827 or MB992747.
- MEDIC 3.5/4 update at **408** or higher.
- For Standalone MUT–III units, MUT–III Reprogramming Database **N16071** or higher.

## CVT–ECU REPROGRAMMING CHART

Model	ECU Part Number	Data No.	Software Part Number	
			Previous	New
2015 Outlander Sport/RVR 4B11 (GA0W; F1CJC, W1CJC)	8631B287	8631B780	8631B287 0A to 8631B287 0C	8631B287 0D
2016 Outlander Sport/RVR 4B11 (GA0W; F1CJC, W1CJC)	8631B462	8631B782	8631B462 0A to 8631B462 0C	8631B462 0D
2016 Outlander 4J12 (GF0W; F1CJC, W1CJC)	8631B371	8631B788	8631B371 0A to 8631B371 0C	8631B371 0D
2016 Lancer 4B11 (CY0A, CX0A; F1CJC, W1CJC)	8631B482	8631B802	8631B482 0A to 8631B482 0B	8631B482 0C
2016 Lancer 4B12 (CY0A, CX0A; F1CJC, W1CJC)	8631B483	8631B803	8631B483 0A to 8631B483 0B	8631B483 0C

## REPAIR PROCEDURE

1. Verify that the CVT–ECU has not already been updated to the latest S/W number in the table above. If the CVT–ECU is at the latest level, reprogramming is not necessary.



**For MEDIC 3.5/4 users only: (MUT–III users go to step 5)**

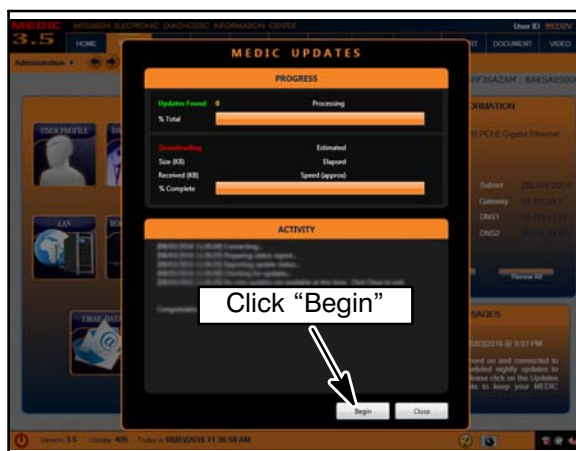
2. Verify the MEDIC 3.5/4 is at version 3.5 and at update **408** or higher.

If your **MEDIC 3.5/4 update is at least 408**, continue with the Reprogramming Procedure on page 4.

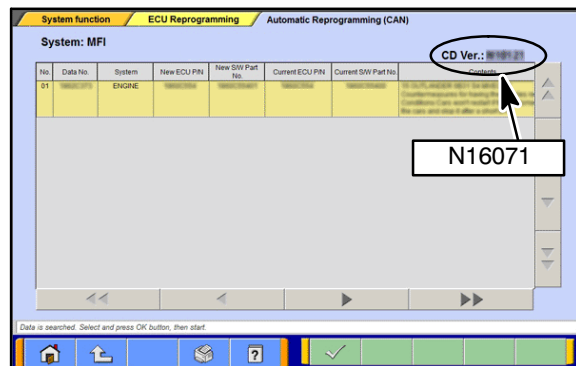
If your **MEDIC 3.5/4 update is below 408**, update your MEDIC as follows.



3. Select the MEDIC 3.5/4 Admin tab and click on “Updates.”



4. If the MEDIC update screen advises updates are available, click the “Begin” button. After all updates are complete, **GO TO THE REPROGRAMMING PROCEDURE.**



5. **STANDALONE MUT—III SCAN TOOL VIEWER (STV) ONLY: (MEDIC 3.5 USERS GO TO THE REPROGRAMMING PROCEDURE).** Verify that your MUT—III has the most current version of the reprogramming database:  
From the MUT—III Main Page:

- Select “Special Function”
- Select “ECU Reprogramming”
- Select “Database File Display—CAN”
- Confirm the database number displayed at the top right of the chart is N16071 **or higher**
- If the database number displayed on your MUT—III is N16071 or greater, continue to the Reprogramming Procedure.
- If the reprogramming database number displayed on your MUT—III is lower than N16071, locate the reprogramming CD containing database N16071 and follow the instructions provided with the CD to update your MUT—III.

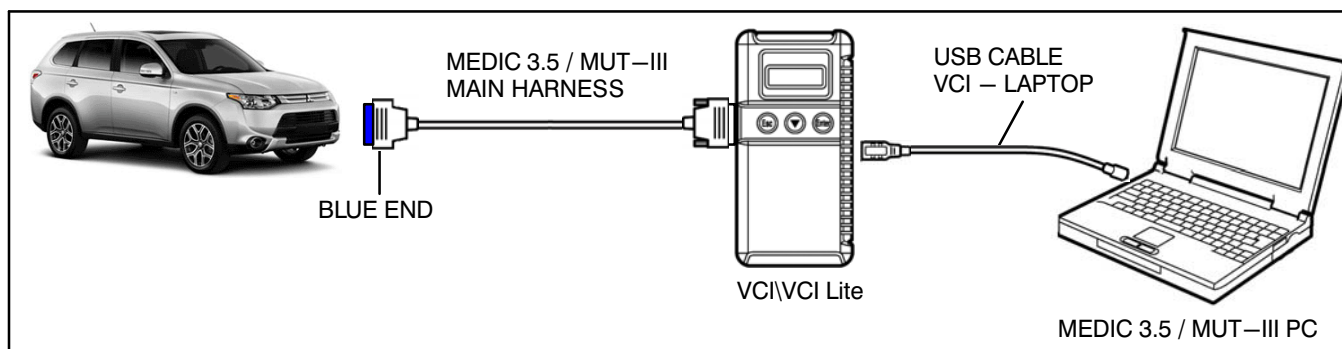
## REPROGRAMMING PROCEDURE

**⚠ CAUTION** To ensure that the vehicle battery maintains 12V during the procedure, hook-up a battery charger to the vehicle during the procedure.

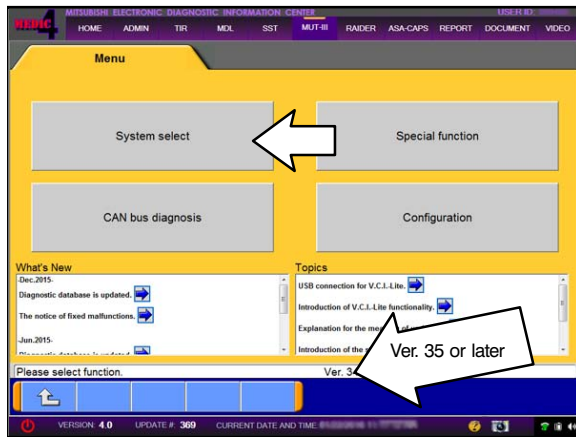
1. Connect the equipment as follows:

- Turn the MEDIC PC/tablet on. If the battery indicator in the lower right hand corner of the screen does not show a full charge, it is recommended that either the battery be charged prior to beginning, or be used with the A/C power adaptor connected.
- Connect the USB cable to the VCI/VCI Lite.
- When the laptop/tablet displays the MUT-III main screen, connect the USB cable to the device.
- Connect the MUT-III main harness with the blue DLC connection to the VCI/VCI Lite.
- Connect the blue connection of the MUT-III main harness to the vehicle's data link connector.
- Turn the VCI power switch ON . Verify that the indicator lamp in the upper right corner of the screen is green.

**NOTE:** VCI and MEDIC 3.5 Laptop shown for illustration purposes only.



2. Turn the ignition switch to the “ON” position.

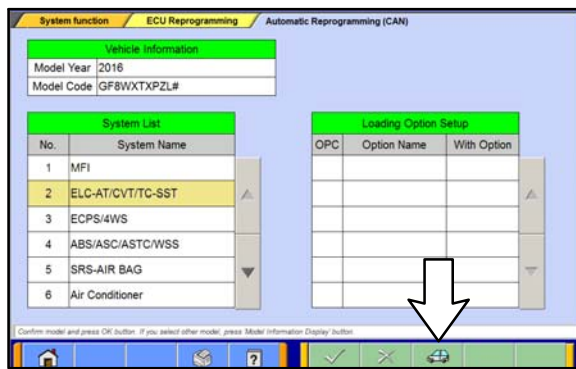


3. If using MEDIC, from the main page, click the MUT—III STV icon at the top center of the screen to open MUT—III.

Verify that the MUT—III/STV is at version 35 or later.

**NOTE: Reprogramming can only be performed with MUT—III, not MUT3—SE.**

4. Click “System select.”



5. Press the model information display button (car icon) and verify that all vehicle information is correct.

- If vehicle information is NOT correct, follow steps a – c below.
- If vehicle information is correct, click the check mark at the bottom of the page, then go to step 8.

Input of vehicles information - N20000000 - Windows Internet Explorer

DESTIN: MMMA

VIN: 0148

TYPE: GF-4

CLASS: XLEDYZL#

MODEL YEAR: 2014

MODEL: OUTLANDER (GF#)

ENGINE/MOTOR: 6B31 (3.0, S4, MFI, MIVEC)

TRANSMISSION: W5AJA (5A/T-4WD)

Input the vehicles information that it is diagnosed.

Navigation icons: back, forward, home, search, checkmark, eraser, refresh, print.

- a. If the VIN or vehicle description displayed does not match the vehicle you are working on, click the eraser icon at the bottom of the page to erase vehicle data. Then click the “VIN” button.

Input of vehicles information - N20000000 - Webpage Display

VIN input field: [ ]

1	2	3	4	5	6	7	8	9	0
Q	W	E	R	T	Y	U	I	O	P
A	S	D	F	G	H	J	K	L	
Z	X	C	V	B	N	M	.	,	- \
							Space	Back Space	

Please input.

Navigation icons: back, forward, home, search, checkmark, eraser, refresh, print.

- b. Click the icon in the lower RH corner of the screen to have MUT—III automatically read the VIN.

If a message appears saying the VIN cannot be input automatically, manually enter the 17 digit VIN into the VIN field at the top of the page.

Make sure the VIN is correct and click the check mark.

Input of vehicles information - N20000000 - Windows Internet Explorer

DESTIN: MMMA

VIN: MMMA000000000000000000

TYPE: GF-4

CLASS: XLEDYZL#

MODEL YEAR: 2014

MODEL: OUTLANDER

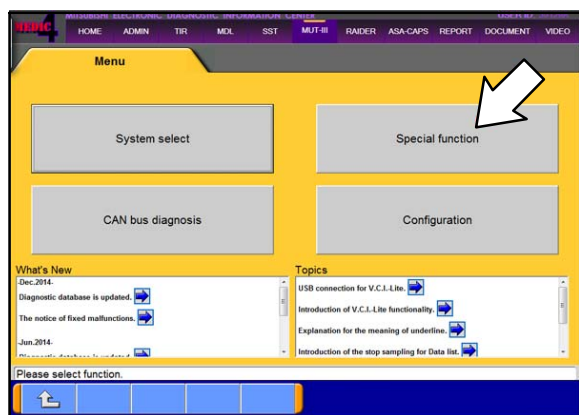
ENGINE/MOTOR: 6B31 (3.0, S4, MFI, MIVEC)

TRANSMISSION: W5AJA (5A/T-4WD)

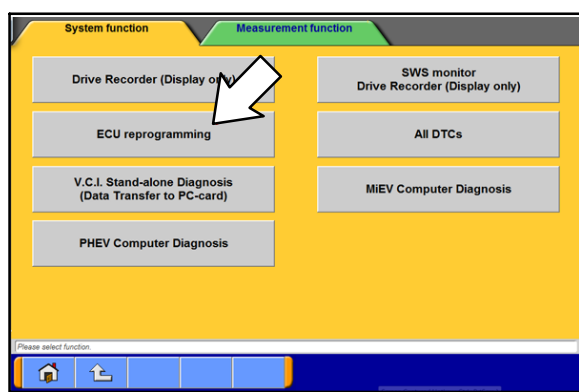
Input the vehicles information that it is diagnosed.

Navigation icons: back, forward, home, search, checkmark, eraser, refresh, print.

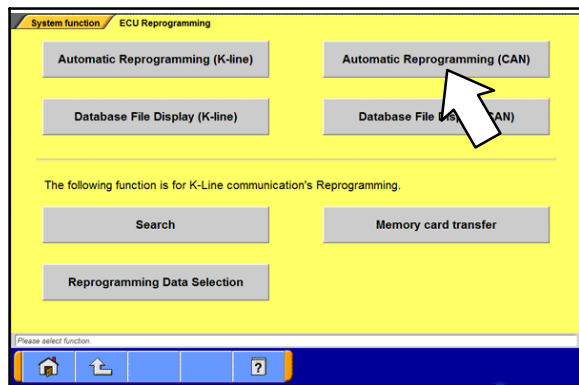
- c. Confirm all data matches the vehicle, then click on “Transmission.”
- d. Select the appropriate transmission, then click the check mark.



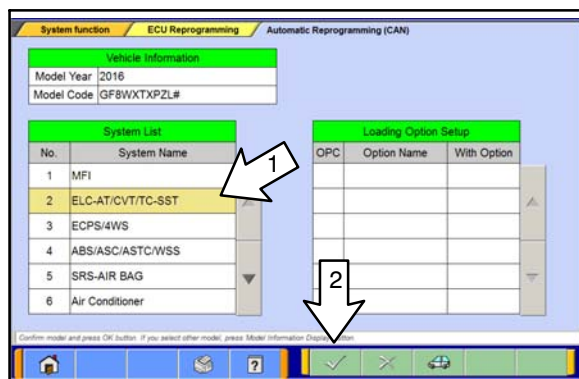
6. Go to the MUT—III home screen and click on “Special function.”



7. Select “ECU reprogramming.”



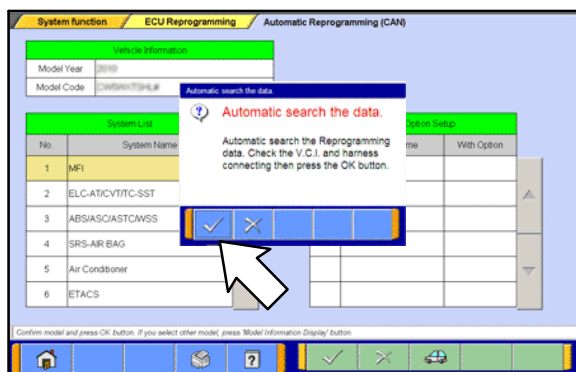
8. In ECU reprogramming, select “Automatic Reprogramming (CAN).”



9. Select “ELC—AT/CVT/TC—SST” from the System List. Click the **check mark** to continue.

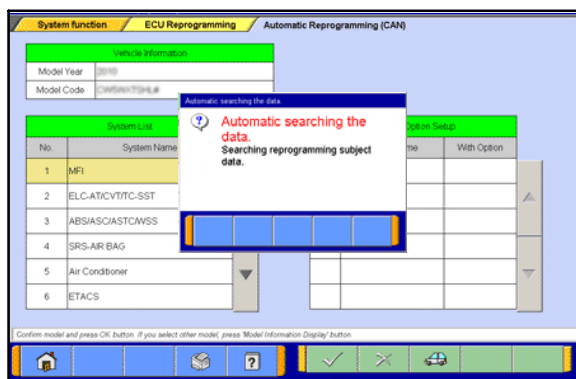
**NOTE:** In the next step, if the “pop-up” box does not appear, change “Tab” to TIR then back to MUT—III (the pop-up box should then appear).



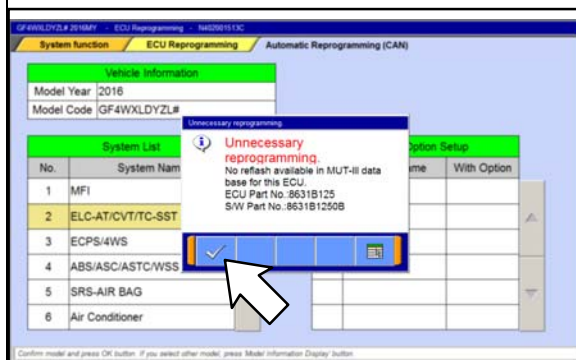


10. A message will advise the system will “Automatic search the data.”

Click the check mark to continue.



### IF ECU IS ALREADY AT LATEST VERSION



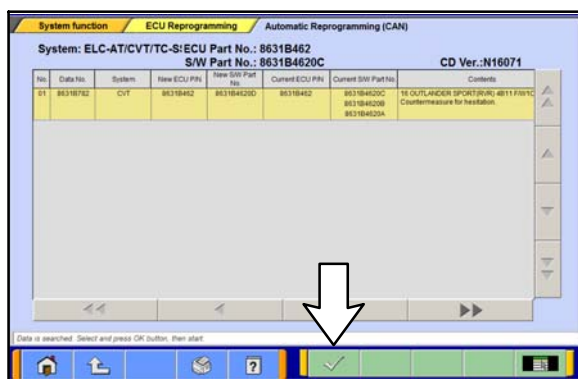
If the message seen at left is displayed, the ECU software is already at the most current level. Do not continue with the reprogramming procedure. **This Recall is complete; note on the RO that the flash was not necessary and still submit a recall claim.**

Click the check mark to clear the window, then click the Home icon at the lower left corner of the screen to return to the System Select main page.

Turn the ignition switch to the OFF position and disconnect the MUT-III. Turn off and disconnect the battery charger. Conduct normal diagnosis per the service manual.

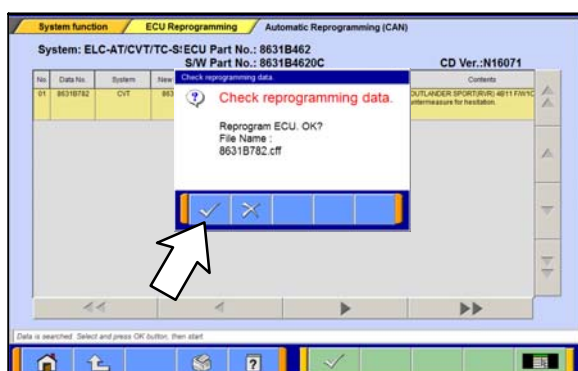
If a “Complete Reprogramming” message **does not** appear, continue with the reprogramming procedure.





11. The Automatic Reprogramming (CAN) database screen will display.

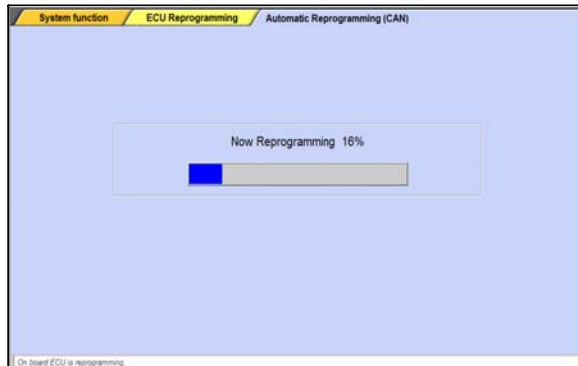
- Verify that the new ECU and S/W part numbers are listed in the table.
- Confirm the database number at the top right of the table is N16071 or higher.
- If more than one row is displayed in the table, refer to the TCM Reprogramming Chart on page 2 to highlight and select the correct row.
- Click the check mark to continue.



12. The “Check reprogramming data” window should appear with the new file name.

**NOTE:** Refer to the CVT–ECU Reprogramming Chart on page 2 for the new file names.

13. Click on the check mark in the pop–up box to initiate the reprogramming.



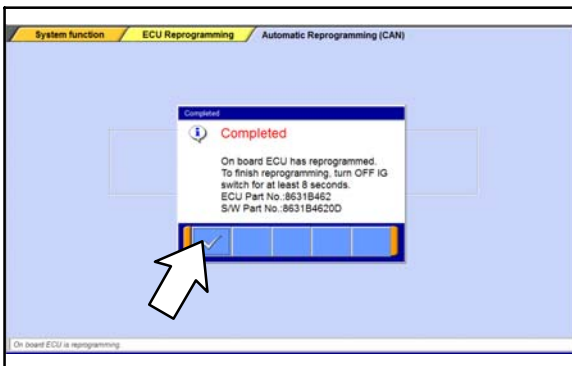
14. Once the reprogramming is initiated, the screen as shown will indicate the reprogramming progress.

**NOTE:** Do not disturb the cables or turn off the ignition during reprogramming.

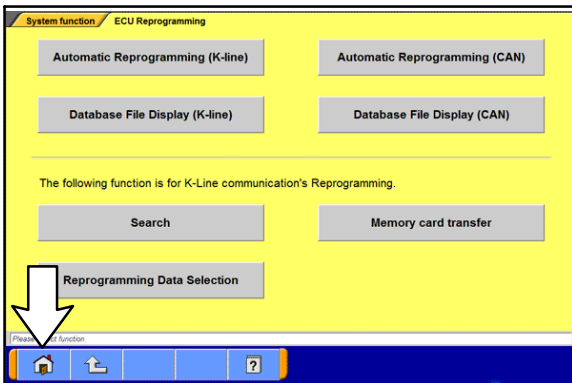


**CAUTION**

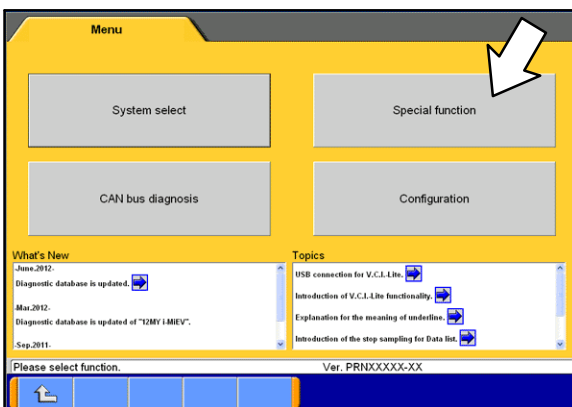
The Daytime Running Lights and both the engine and condenser fans will automatically be turned on during reprogramming. Care should be taken to ensure nothing gets caught in the moving blades. These are normal conditions.



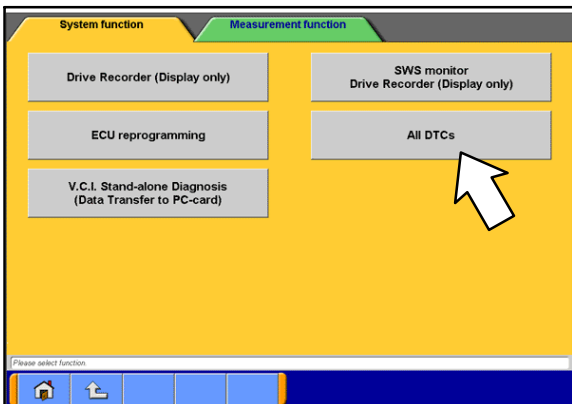
15. Reprogramming is completed.
  - a. Verify that the S/W Part No. is correct.
  - b. Click on the check mark.
  - c. Turn OFF ignition switch for at least 8 seconds.
  - d. Turn ignition switch ON, then proceed to the next step.



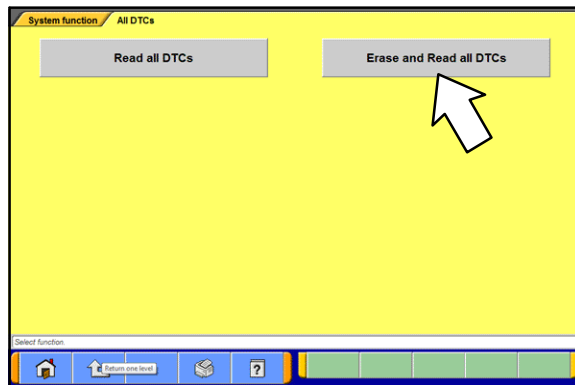
16. Click on the “home” button.



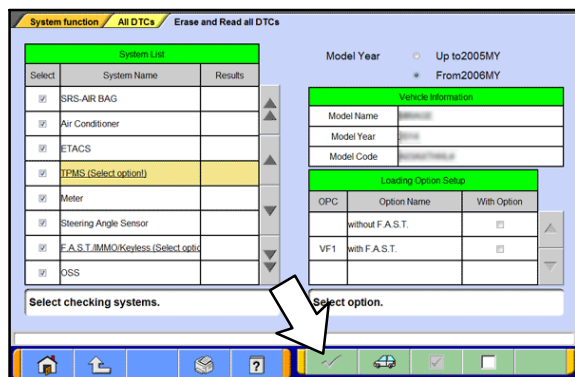
17. Perform an “Erase and Read all DTCs.”
  - a. Select “Special function.”



- b. Select “All DTCs.”

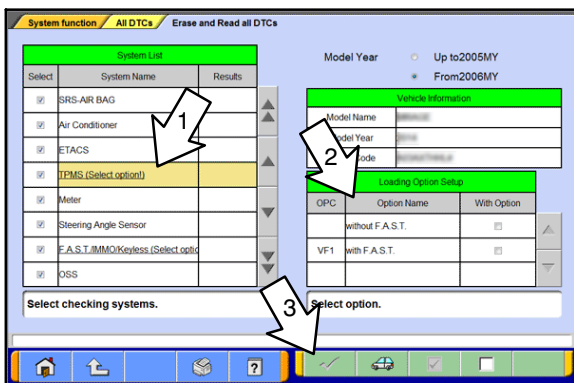


c. Select “Erase and Read All DTCs.”



d. The “System List” on the left side of the screen will have all selections checked. Do not change these selections. DTCs may be set if the vehicle is equipped with options that are unchecked.

e. Click the check mark to continue.



**NOTE:** If, in some cases, the check mark button at the bottom is not active, perform the following:

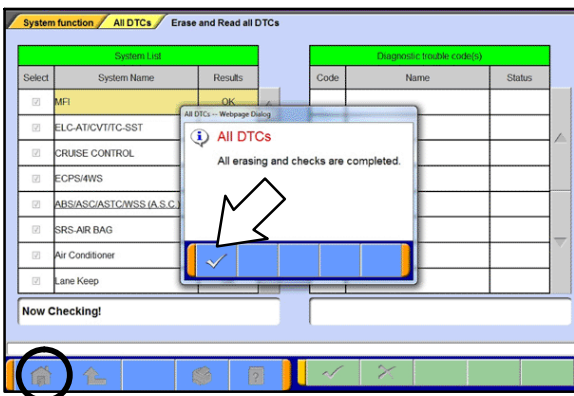
1) Select the System name that is underlined (for example, TPMS, as shown on left).

2) Select the appropriate option for the vehicle. Repeat steps 1 and 2 for all underlined systems.

3) Click on the check mark. Wait until MUT-III is finished and click the check mark again to confirm.

**NOTE:** For “Loading Option Setup,” where the options are “Can see P/N on ECU body” or “Can’t see P/N on ECU body,” refer to TIN-16-00-002’s “Loading Option Setup” on pages 6–11. (These pages apply to MUT-III as well as MUT3-SE.)

f. A window will pop up asking you to confirm DTC erasing. Click the check mark for DTC erasing and reading to begin.



18. When DTC erasing is completed, click the check mark in the pop-up message that reads “All erasing and checks are completed.”

- If DTCs return after reprogramming, click the check mark to clear the window. Diagnose and repair per the Service Manual.
- If DTCs do not return, click the check mark to clear the window, then click the home icon at the lower left of the screen to return to the main menu.

19. Turn off the ignition switch and disconnect the MUT-III. Turn off and disconnect the battery charger.

20. Test drive the vehicle to confirm proper operation and the MIL does not illuminate.

## PARTS INFORMATION

No parts are required for the completion of this recall.

## WARRANTY INFORMATION

There is only 1 scenario. Choose the operation based on where the vehicle was built – USA or Japan.

Scenario	Involved Models	Campaign Op#	Labor Time	Repair Description
1	Certain <b>2015</b> USA Built CVT8 2.0L Outlander Sport/RVR	C1606Z01	0.3 hrs.	Reflash the CVT – ECU
1	Certain <b>2016</b> Japan Built CVT8 2.0L Outlander Sport/RVR, 2.4L Outlander, and 2.4L and 2.0L Lancer	C1607Z01		

## WARRANTY / RECALL CAMPAIGN CLAIM INFORMATION

Enter all claims as claim type 'C' – Recall/Campaign Claims.

Please follow these campaign instructions. A claim example is provided below.

### Certain 2015–2016 MY Outlander Sport/RVR, Outlander, Lancer

Required Operation to be performed		Labor Operation	Labor Time
1.	2015 Outlander Sport/RVR – Reflash	C1606Z01	0.3 hrs.
2.	2016 Outlander Sport/RVR, Outlander, Lancer – Reflash	C1607Z01	0.3 hrs.

### Claim Header Section:

**MITSUBISHI DEALER LINK** Service Warranty Warranty Claim Help

Claim Entry Vehicle Information e-Reports DMS Interface PQR/VQR

**Campaign Information**

Campaign Operation No: C1606Z or C1607Z Enter As: TSB

Miles/Km: 15500

VIN: 4A or JA

Service Technician: [Redacted]

Spec Value \* [Redacted] Duplicate Recall \* ☐

Dealer: 99320 Ref No: [Redacted] VIN: [Redacted]

Claim No: [Redacted] Adj: [Redacted] Claim Status: Incomplete Model and Year: [Redacted]

Save & Continue Main Menu

**Pop-up Message:** This campaign is for reprogramming the CVT-ECU only. Check the Open Campaign area of the Superscreen each time to be certain of a vehicle's eligibility. Only VINS showing C1606Z (4A) or C1607Z (JA) as open are involved.

After entering the required customer data, vehicle information, selecting the applicable repair campaign and scenario performed (please note there is only 1 possible repair scenario for this campaign), and then hitting the “Save and Continue” button, the system will automatically fill—in several fields. See the labor and parts examples on the next page.

## **LABOR AND PARTS**

### **Labor:**

There is only 1 possible repair scenario for this campaign. This campaign requires only reprogramming of the CVT-ECU.

### **Scenario 1**

#### **Reprogram the CVT-ECU on involved:**

- C1606Z01 for (4A) USA built 2015MY Outlander Sport/RVR models with 2.0L engines and CVT8 transmissions
- C1607Z01 for (JA) Japan built 2016MY Outlander Sport/RVR with 2.0L engines and CVT8 transmissions
- C1607Z01 also for (JA) Japan built 2016MY Outlander with 2.4L engines and 2016MY Lancer models with 2.0L and 2.4L engines all with CVT8 transmissions

### **Parts:**

**No parts are required or needed for this repair.**

### **RENTAL CARS:**

**If there is a need to provide the owner with a rental car, claim the applicable charges in this section of the claim on the lower portion of the labor entry screen.**

Select	Labor Operation	Labor Operation Description		Amount
<input type="checkbox"/>	SHO	SPECIAL HANDLING ORDER	SHO Parts Order	
<input type="checkbox"/>	RENTACAR	RENTAL CAR CHARGES	Days Reason <small>&lt;Select one&gt;</small> Rental Company Invoice Number	
<input type="checkbox"/>	95300040	FREIGHT CHARGES	Freight Company Invoice Number	
<input type="checkbox"/>	95200040	TOWING CHARGES	Towing Company Invoice Number	





## IMPORTANT SAFETY RECALL

**Mitsubishi Motors North America, Inc.**

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
[www.mitsubishicars.com](http://www.mitsubishicars.com)

This notice applies to your vehicle, \_\_\_\_\_.

Date: August, 2016

Dear FIRSTNAME LASTNAME,

This notice has been sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

**Reason for notice:** Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2015-2016 Outlander Sport, and 2016 Outlander and Lancer vehicles. During initial acceleration from a standstill, or when accelerating again after either constant speed operation or coasting down, affected CVT equipped vehicles may experience a hesitation if the range switch momentarily experiences a loss of signal. If the range switch momentarily experiences a loss of signal, this may result in reduced vehicle acceleration. Unexpected reduction in available acceleration during every day driving, such as acceleration from a stop, merging on to a freeway, or turning left against traffic, could result in an increased risk of an accident.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the recall remedy performed on your vehicle. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform this inspection/repair to your vehicle, free of charge.)

**What your dealer will do:** The dealership will reprogram the CVT-ECU with a modified software.

**How long will it take?** The time needed for the inspection is approximately **0.5** hr. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time).

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem with the transmission hesitation due to loss of signal in the range switch and have paid for the repair, you may send your original repair order or invoice, **and** original receipt/proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

C1607Z





## IMPORTANT SAFETY RECALL

### Mitsubishi Motors North America, Inc.

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
[www.mitsubishicars.com](http://www.mitsubishicars.com)

This notice applies to your vehicle, \_\_\_\_\_.

Date: August, 2016

Dear FIRSTNAME LASTNAME,

This notice has been sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

**Reason for notice:**

Mitsubishi Motors North America, Inc. (MMNA) has decided that defects which relates to motor vehicle safety exists in certain 2015 Outlander Sport vehicles.

(1) The hose clamp(s) used on the continuously variable transmission (CVT) fluid hoses may not have been "released" on some vehicles during the vehicle assembly line process. These hose clamp(s), if left in the open position, may not properly secure the hose end to the fitting and the hose could become disconnected from the fitting during vehicle operation. If this occurs, transmission fluid will leak out of the disconnected hose and may result in loss of drive train power and the vehicle could become inoperable. While the subject transmission hoses are not located adjacent to the exhaust manifold or the battery, transmission fluid in the presence of an ignition source can also present a fire hazard.

(2) During initial acceleration from a standstill, or when accelerating again after either constant speed operation or coasting down, affected CVT equipped vehicles may experience a hesitation if the range switch momentarily experiences a loss of signal. If the range switch momentarily experiences a loss of signal, this may result in reduced vehicle acceleration. Unexpected reduction in available acceleration during every day driving, such as acceleration from a stop, merging on to a freeway, or turning left against traffic, could result in an increased risk of an accident.

**What you should do:**

Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have these recall remedies performed on your vehicle. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still perform this inspection/repair to your vehicle, free of charge.)

**What your dealer will do:**

The dealership will inspect all transmission hose clamps to confirm that they are not in the open position; clamps found in the open position will be released. The dealership will also reprogram the CVT-ECU with a modified software.

**How long will it take?**

The time needed for the inspection and programming is approximately **1.0** hr. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time). If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem with the transmission hose clamps and had them released, and/or have already encountered a problem with the transmission hesitation due to loss of signal in the range switch and have paid for these repairs, you may send your original repair order(s) or invoice(s), **and** original receipt/proof of payment(s) to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

Sincerely,

Mitsubishi Motors North America, Inc.

C1605Z, C1606Z