SERVICE BULLETIN

MITSUBISHI MOTORS

GLOBAL AFTER SALES OFFICE, MITSUBISHI MOTORS CORPORATION

PURPOSE : INFORMATION	ISSUE NO. : MSB-12E42_54-001	DATE : 2012-07-02	
SUBJECT : OPENING THE ELECTRIC TAILGATE		<Destination/Model> (EUR) OUTLANDER	<M/Y> 13
GROUP : BODY & CHASSIS ELECTRICAL			

1. Description:

See the attached sheets for the information about the change of mention in the applicable service manual.

2. Applicable manual:

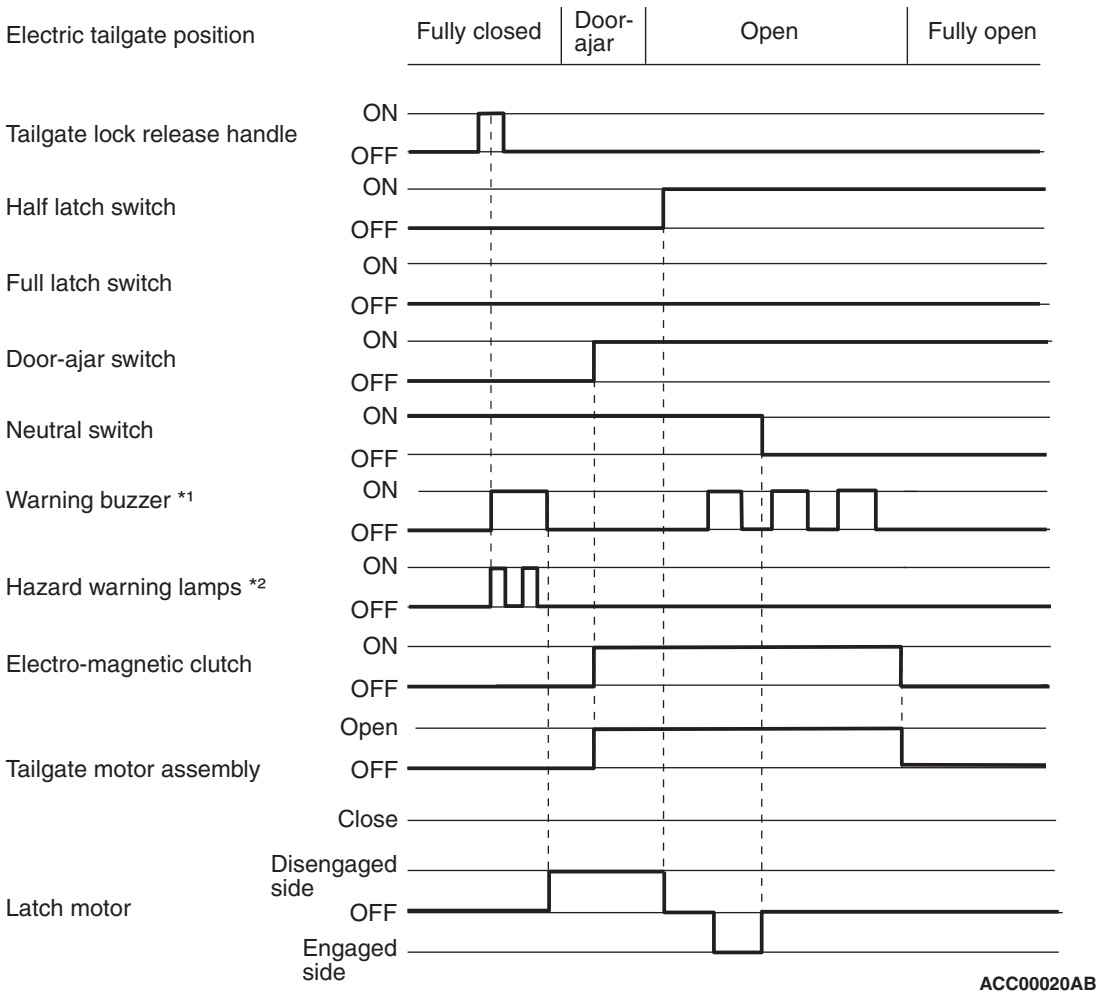
Applicable manual	Pub. No.	Applicable title (INFO ID)			Attached sheet
2013 OUTLANDER Workshop Manual	CGFE13E1-CD (Eng) CGFF13E1-CD (Fre) CGFG13E1-CD (Ger) CGFI13E1-CD (Ita) CGFS13E1-CD (Spa)	Technical Information Manual	G.42A	ELECTRIC TAILGATE (M420-00-190-07800-01) CUSTOMISATION FUNCTION (M420-00-250-89100-01)	Attached sheet 1
			G.54A	CUSTOMISATION FUNCTION (M545-40-040-95300-01)	Attached sheet 2
		Workshop Manual	G.42A	Inspection Procedure A-8: Electric tailgate automatic operation does not work normally by the operation of tailgate lock release handle (only the open of automatic operation). (M424-01-120-02400-01) ELECTRIC TAILGATE CHECK (M424-00-850-03600-01) ELECTRIC TAILGATE OPERATING CURRENT CHECK (M424-00-950-02800-01)	Attached sheet 3
			G.54A	CUSTOMISATION FUNCTION (M545-00-251-59400-01)	Attached sheet 4

3. Details:

See the attached sheets

Attached sheet 1 (1/2)

Opening the electric tailgate fully by using its tailgate lock release handle



If the tailgate lock release handle is pushed once, the warning buzzer will sound four times, the hazard warning lamps will flash twice, and then the tailgate will open.

NOTE:

- **1: The warning buzzer sounds only when the tailgate lock release handle is operated with all the doors unlocked.*
- **2: The hazard warning lamps flash only when the tailgate lock release handle is operated with all the doors locked.*

<Added>

NOTE: The setting of operation by the tailgate lock release handle with opening operation can be changed using the customisation function. Confirm which setting is activated before performing these checks. Refer to .

Attached sheet 1 (2/2)

Adjustment item (M.U.T.-III display)	Adjustment item	Adjusting content (M.U.T.-III display)	Adjusting content
Timer lock timer	Timer lock period adjustment	30 sec.	30 seconds (initial condition)
		60 sec.	60 seconds
		120 sec.	120 seconds
		180 sec.	180 seconds
Multi mode	Multi-mode keyless entry function customisation <Vehicles with electric retractable remote controlled door mirrors>	Disable	No function
		D/M: O&C	Door mirror fold/unfold operation only (initial condition)

<Added>

Gate auto open by Handle SW	Opening operation by using the gate handle switch <RH drive vehicles>	Disable	No function
		Enable	With function (Initial condition)

Attached sheet 2

Adjustment item (M.U.T.-III display)	Adjustment item	Adjusting content (M.U.T.-III display)	Adjusting content
FOOT / DEF Air outlet ratio	Changes air distribution rate for DEF/FOOT vents during manual operation.	Normal	D/F2 (Initial condition)
		FOOT > DEF	D/F1(more to FOOT vent): More air flows through FOOT vents.
		FOOT < DEF	D/F3(more to DEF vent): More air flows through DEF vents.
FACE / FOOT Air outlet ratio	Changes air distribution rate for FACE/FOOT vents during manual operation.	Normal	B/L2 (Initial condition)
		FACE > FOOT	B/L1(more to FACE vent): More air flows through FACE vents.
		FACE < FOOT	B/L3(more to FOOT vent): More air flows through FOOT vents.
Auto Rear Defogger(Engine Start)	Activates the rear window defogger when the ambient temperature is low.(The rear window defogger has never been activated since the ignition switch was turned on last time)	Disable	No function (Initial condition)
		Enable	With function

<Added>

Gate auto open by Handle SW	Opening operation by using the gate handle switch <RH drive vehicles>	Disable	No function
		Enable	With function (Initial condition)

Attached sheet 3 (1/3)

Inspection Procedure A-8: Electric tailgate automatic operation does not work normally by the operation of tailgate lock release handle (only the open of automatic operation).

<New>
YES <LH drive vehicles>: Go to Step 3
YES <RH drive vehicles>: Go to Step 2
<Old>
~~**YES :** Go to Step 2.~~
NO : Refer to Inspection Procedure B-3 "Tailgate lock release handle signal is not received" .

⚠ CAUTION
Before replacing the ECU, ensure that the input and output signal circuits are normal.

COMMENTS ON TROUBLE SYMPTOM
The tailgate lock release handle or the electric tailgate control unit may be defective.

PROBABLE CAUSES
- Tailgate lock release handle system failed
- Damaged electric tailgate control unit

DIAGNOSIS PROCEDURE

STEP 1. M.U.T.-III data list
Check the signals related to the electric tailgate operation.
- Tailgate lock release handle: OFF → ON

Item No.	Item name	Normal conditions
Item 3	Gate handle switch	OFF → ON

OK: Normal conditions are displayed for all the items.

Q: Is the check result normal?

<Old>
STEP 2. System retest
<New>
3
Check that the tailgate opens normally with the operation of tailgate lock release handle.

Q: Is the check result normal?
YES : Intermittent malfunction (Refer to GROUP 00 – How to Use Troubleshooting/ Inspection Service Points - How to Cope with Intermittent Malfunction .)
NO : Replace the electric tailgate control unit.

<Added>
STEP 2. Check the customisation function.
Check that "Enable" is set for "Gate auto open by Handle SW" with the customisation function.

Q: Is the check result normal?
YES : Go to Step 3.
NO : Set "Enable" for "Gate auto open by Handle SW" with the customisation function (Refer to Customisation Function).

Inspection Procedure A-9: Electric tailgate automatic operation does not work normally by the operation of electric tailgate switch. (Open/close operation is not performed.)

⚠ CAUTION
Before replacing the ECU, ensure that the input and output signal circuits are normal.

COMMENTS ON TROUBLE SYMPTOM
The electric tailgate switch system or the electric tailgate control unit may have a problem.

PROBABLE CAUSES
- Malfunction of electric tailgate switch system
- Damaged electric tailgate control unit
- Damaged wiring harness and connectors

DIAGNOSIS PROCEDURE

STEP 1. M.U.T.-III data list
Check the signals related to the electric tailgate operation.
- Electric tailgate switch: OFF → ON

Item No.	Item name	Normal conditions
Item 2	Remote SW at driver's seat	OFF → ON

OK: Normal conditions are displayed for all the items.

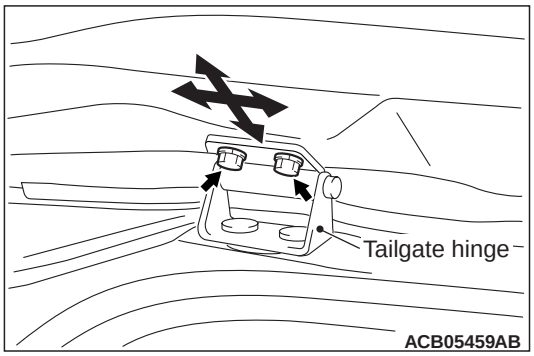
Q: Is the check result normal?
YES : Go to Step 2.
NO : Refer to Inspection Procedure B-8 "Electric tailgate switch signal is not received" .

Tightening torque: 22 ± 3 N·m

4. Install the rear end trim (Refer to GROUP 52A – Interior Trims).

Enter the Attached sheet 3 (3/3) A

ADJUSTMENT OF CLEARANCE BETWEEN TAILGATE AND BODY

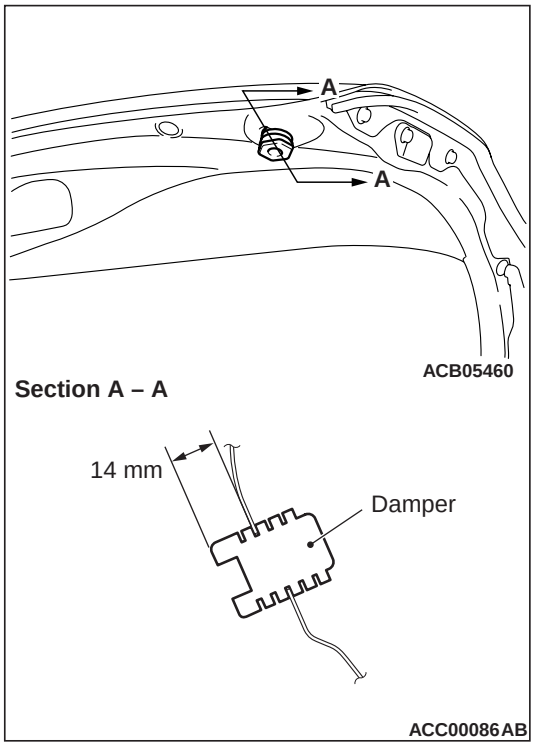


1. Loosen the tailgate hinge mounting bolts to adjust the clearance between the tailgate and body.
2. Tighten the tailgate hinge mounting bolts.

Tightening torque: 12 ± 2 N·m

ADJUSTMENT OF TAILGATE HEIGHT

M1424003500462



Rotate the damper by using the arrow mark on the damper as a guide to adjust the tailgate height. The damper height is altered by roughly 4 mm when it is rotated once.

NOTE: If a rattling noise is heard due to the vibration of the tailgate when the vehicle is being driven, adjust the damper height until the damper is seated on the vehicle body. The damper should be seated on the vehicle body regardless of a rattling noise.

ELECTRIC TAILGATE CHECK

M1424008500036

Check whether the electric tailgate operates normally by operating the electric tailgate switch, the tailgate close switch or the tailgate lock release handle. If it does not operate, perform troubleshooting. Refer to .

CHECK OF ELECTRIC TAILGATE SAFETY FUNCTION

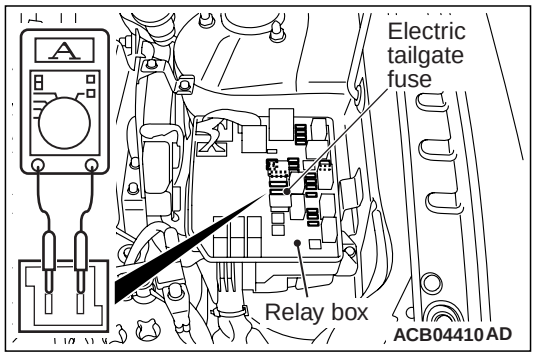
M1424009400021

1. Place a piece of wood which is approximately 10-mm thick at a right angle against the tailgate sensor. Then, by operating the electric tailgate switch, tailgate close switch, or keyless operation key electric tailgate switch, close the electric tailgate.
2. Check whether the electric tailgate opens when the electric tailgate clamps the wood chip. If any problem occurs, carry out troubleshooting. Refer to .

   NOTE: When the safety mechanism is activated successively for two times or more, manually fully close the electric tailgate.

ELECTRIC TAILGATE OPERATING CURRENT CHECK

M1424009500028



1. Remove the electric tailgate fuse, and connect the circuit tester as shown in the illustration.
2. Open and close the electric tailgate, and measure the current during operation.

   Standard value: 11 A or less (Power supply voltage 14.5 ± 0.5 V, at 25°C)

   NOTE: If the power supply voltage does not meet the standard value, check and repair the alternator and the battery. Then carry out this check again.

Enter the Attached sheet 3 (3/3) B

<Added>

A

NOTE: The setting of operation by the tailgate lock release handle with opening operation can be changed using the customisation function. Confirm which setting is activated before performing these checks. Refer to .

<Added>

B

CUSTOMISATION FUNCTION

By operating the M.U.T.-III ETACS system, the following functions can be customised. The programmed information is held even when the battery is disconnected.

Adjustment item (M.U.T.-III display)	**Adjustment item**	**Adjusting content (M.U.T.-III display)**	**Adjusting content**
Gate auto open by Handle SW	Opening operation by using the gate handle switch <RH drive vehicles>	Disable	No function
		Enable	With function (Initial condition)

Attached sheet 4

Adjustment item (M.U.T.-III display)	Adjustment item	Adjusting content (M.U.T.-III display)	Adjusting content
FOOT / DEF Air outlet ratio	Changes air distribution rate for DEF/FOOT vents during manual operation.	Normal	D/F2 (Initial condition)
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FACE / FOOT Air outlet ratio	Changes air distribution rate for FACE/FOOT vents during manual operation.	Normal	B/L2 (Initial condition)
		FACE > FOOT	B/L1(more to FACE vent): More air flows through FACE vents.
		FACE < FOOT	B/L3(more to FOOT vent): More air flows through FOOT vents.
Auto Rear Defogger (Engine Start)	Activates the rear window defogger when the ambient temperature is low.(The rear window defogger has never been activated since the ignition switch was turned on last time)	Disable	No function (Initial condition)
		Enable	With function

<Added>

Gate auto open by Handle SW	Opening operation by using the gate handle switch <RH drive vehicles>	Disable	No function
		Enable	With function (Initial condition)