

10. Troubleshooting guide

Symptom	Possible cause	Possible solution
The Climate Control Timer does not operate immediately.	The timer has not reached the activation time set for the Climate Control system.	This is not a malfunction. When the timer is set, the Climate Control system will be activated so that the vehicle compartment will be cooled/heated to the set temperature by the scheduled departure time and then be deactivated. The time the Climate Control system starts activating varies depending on the ambient temperature.
	The scheduled departure time has already passed.	
The timer charge or Climate Control Timer screen cannot be displayed.	The system is turned off.	This screen can be displayed when the electric motor switch is placed in the ON position and when the READY indicator is on.
A prompting message to update the time setting is displayed.	The system clock has not been set correctly.	Set the time setting correctly.
Days when you do not want the timer function to operate cannot be set.	All timer functions are set to ON.	Turn off the setting for days where the timer function is not required.

Wi-Fi connection

Basic information

Symptom	Possible cause	Possible solution
The name of the device which you wish to connect is not displayed on the Connections screen.	The device is turned off.	Check that the device is turned on.
	The device does not support a WPA2 security network.	Check that the security network is supported by the device.
The in-vehicle system cannot connect to the Wi-Fi network.	The device is turned off.	Check that the device is turned on.
	The network password is incorrect.	Check that the network password is correct.
		Check the entered password is correct.

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Vehicle hotspot

Symptom	Possible cause	Possible solution
The device cannot connect to the vehicle hotspot.	A maximum number of devices are already connected.	Delete a connected device.
	The password is incorrect.	Check that the network password is correct.
		Check the entered password is correct.
The device cannot access the Internet.	The service provider's subscription is not active.	Check the service provider's subscription.
	The vehicle is out of the service area of the provider.	Move to a service supported area.
Slow connectivity to the network.	Another wireless connection interferes.	Turn off the other wireless devices.

Audio system

iPod® player

Symptom	Possible cause	Possible solution
The system does not recognize an iPod®.	A connector cable is not correctly connected, or the iPod® does not correctly operate.	Connect the connector cable again. If the system does not recognize the iPod® after performing this procedure above, reset the iPod®.
	The iPod® that is to be connected is not compatible with the system.	Check the iPod® model and firmware versions available for the system.
	The connected USB extension cable is not compatible with the system.	Replace the USB extension cable if the system still does not recognize the iPod® after reconnecting the cable properly a number of times.
	The cable is rapidly connected to or disconnected from the USB connection port.	Slowly connect or disconnect the USB cable.
An iPod® cannot be operated.	The iPod® is connected to the in-vehicle audio system while headsets, etc. are connected to the iPod®.	Remove all equipment from the iPod® after disconnecting the iPod® from the system, and then connect it to the system again.
	The iPod® is not operating normally.	Disconnect the iPod® from the in-vehicle audio system, and then connect it to the system again.
	The system plays back an album/file that includes a particular album art.	Disconnect the iPod® from the in-vehicle audio system, and then reset the iPod®. Disable the album art, and then connect the iPod® to the system.

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Symptom	Possible cause	Possible solution
An iPod® does not respond.	There are too many files in a category.	Decrease the number of files in a category (less than 65500 files).
	The shuffle function is turned on.	Turn off the shuffle function if many files are stored on the iPod®.
Music cannot be played back.	A connector is not connected to the iPod®.	Firmly connect the connector to the iPod®.
Playback cuts out.	The sound cuts due to vibration resulting from an unstable location of the iPod®.	Place the iPod® on a stable location where it does not roll over.
Battery charge of an iPod® takes longer.	Battery charge of the iPod® may take longer while an iPod® is playing back.	If the iPod® needs to be charged, it is recommended to stop playing the music.
Battery charge of an iPod® is unavailable.	The cable that is connected to the iPod® may be damaged or improperly connected.	Check the cable currently in use.
Functions cannot be operated using an iPod® that is connected to the in-vehicle audio system.	-	The operation of an iPod® must be performed using the in-vehicle audio system after the iPod® is connected to the system.
Sound skips.	Surrounding circumstances (noise, etc.) may cause the sound to skip.	This does not indicate a malfunction.
	A USB extension cable is used.	Do not use a USB extension cable.

USB memory device

Symptom	Possible cause	Possible solution
The system does not recognize a USB device.	A USB extension cable is used.	Do not use a USB extension cable.
	A USB hub is used.	Do not use a USB hub.
	A USB device is rapidly connected to or disconnected from the USB connection port.	Slowly connect or disconnect the USB device.

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Bluetooth® audio

Symptom	Possible cause	Possible solution	
Registration cannot be performed.	The Bluetooth® audio device is not compatible with the in-vehicle audio system.	Check the Bluetooth® audio device Owner's Manual.	
	Bluetooth® is disabled on device.	Check that the Bluetooth® function is enabled on device.	
	The PIN code is incorrect.	Another Bluetooth® device is used in the vehicle.	Check the PIN code for the Bluetooth® audio device that is to be registered.
			Check that the PIN code for the Bluetooth® audio device is consistent with that for the invehicle audio system.
Music cannot be played back.	The Bluetooth® audio device is not compatible with the in-vehicle audio system.	Check the Bluetooth® audio device Owner's Manual.	
	The system is not set to the Bluetooth® audio mode.	Touch [] and select the Bluetooth® audio mode.  "Selecting audio source" (page 5-8)	
	A Bluetooth® adapter is turned off.	Turn on a Bluetooth® adapter when it is used for a Bluetooth® audio device.	

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Symptom	Possible cause	Possible solution
Playback stops.	The Bluetooth® audio device is not compatible with the in-vehicle audio system.	Visit https://www.mitsubishi-motors.com/en/products/SDA/ to check Bluetooth® audio device compatibility.
	A cellular call is active.	This is not a malfunction.
	Sound may cut out when a Bluetooth® audio device is operated.	Touch [] and select the Bluetooth® audio mode, and then operate a function on the touch screen display of the in-vehicle system instead of conducting the operation on the Bluetooth® audio device.
Audio operation cannot be performed.	A Bluetooth® audio device that does not support audio operations is in use.	Visit https://www.mitsubishi-motors.com/en/products/SDA/ to check Bluetooth® audio device compatibility.
	An error occurs when connecting to a Bluetooth® audio profile.	Turn the power source of the Bluetooth® audio player off and on, and then resume connection with the system.

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Bluetooth® Hands-Free Phone System

Symptom	Possible cause	Possible solution
A cellular phone cannot be registered.	The cellular phone is not compatible with the in-vehicle hands-free phone system.	Use a cellular phone compatible with the system. Visit https://www.mitsubishi-motors.com/en/products/SDA/ to check compatibility.
	Registration of the cellular phone has been performed incorrectly.	Check the registration procedure, and then register the cellular phone again.
A cellular phone cannot be connected or is disconnected after the registration is completed.	The Bluetooth® setting of the in-vehicle hands-free phone system is turned off.	Turn on the Bluetooth® setting of the system.
	The Bluetooth® setting of the cellular phone is turned off.	Turn on the Bluetooth® setting of the cellular phone.
	The remaining battery level of the cellular phone is low.	Charge the battery of the cellular phone.
	The wireless Bluetooth® connection may be disrupted depending on the location of the cellular phone.	Do not place the cellular phone in an area surrounded by metal or far away from the invehicle hands-free phone system. Do not place the cellular phone close to the seats or your body.
	Registration of the cellular phone is not completed.	Perform registration of the cellular phone.
A call to a particular phone number fails.	If the system tries to make a call several times to the same phone number (for example: the party does not respond to the call, the party is out of the service area, or the call is abandoned before the party responds), the system may reject a request to make a call to the phone number.	Turn off the cellular phone and turn it on again to reset the connection.

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Symptom	Possible cause	Possible solution
The system does not recognize the connection of a cellular phone. The system does not receive or make a call.	The cellular phone is not compatible with the in-vehicle hands-free phone system.	Use a cellular phone compatible with the system. Visit https://www.mitsubishi-motors.com/en/products/SDA/ to check compatibility.
	The cellular phone is not connected.	Check the registration procedure, and then register the cellular phone again.
	The phone operation is limited by the functions (such as dial lock, etc.) of the registered cellular phone.	Remove any settings that are limiting use of the cellular phone, and then perform registration again.
The other party cannot hear your voice. The other party can hear your voice, but it cracks or cuts out.	Mute function is enabled.	Verify mute function is disabled.
	The cellular phone is not connected.	Check the registration procedure, and then register the cellular phone again.
	The fan speed of the heater/air conditioner is too fast.	Decrease the fan speed of the heater/air conditioner.
	The ambient noise level is excessive. (For example: heavy rain, construction sites, inside a tunnel, oncoming vehicles, etc.)	Close the windows to shut out ambient noise.
	The noise generated by driving the vehicle is too loud.	Reduce the vehicle speed.
	The incoming voice volume is too loud/soft.	Adjust the volume using <  /VOL> or <  > on the steering wheel.
	The outgoing voice volume is too loud/soft.	Adjust the volume from volume adjustment screen.
The voice is cut out or noise is heard during a call.	The wireless Bluetooth [®] connection may be disrupted depending on the location of the cellular phone.	Do not place the cellular phone in an area surrounded by metal or far away from the invehicle hands-free phone system. Do not place a cellular phone close to the seats or your body.
When a cellular phone is operated to make a call, the hands-free function becomes unavailable.	Some models of a cellular phone do not switch to the hands-free mode when they are operated to make a call.	This is not a malfunction. Make another call using the hands-free function.
The other party's voice cannot be heard. There is no ringtone.	The volume level is set to the minimum.	Adjust the volume level.
	A cellular phone is not connected.	Check the registration procedure, and then register the cellular phone again.

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Symptom	Possible cause	Possible solution
Each volume level (ringtone, incoming voice or outgoing voice) is different.	Each volume level is not adjusted properly.	Adjust each volume level properly.
The antenna display is different between the touch screen display and a cellular phone screen. Making or receiving a call is unavailable even though the antenna display shows that it is possible to do so.	The antenna display varies depending on the model of cellular phone.	This does not indicate a malfunction. The antenna display and remaining battery level shown on the touch screen display may be different from those shown on the cellular phone screen. Use them as a reference.
A voice cannot be heard clearly when using a cellular phone behind tall buildings.	Some structures such as tall buildings, etc. may cause irregular reflection of radio waves or completely shut out radio waves that are used for cellular phones.	Move to a place without tall buildings.
Noise is heard when using a cellular phone under/near areas of elevated railroads, high voltage electric power cables, traffic signals, neon billboards, etc.	Electromagnetic waves that are generated from radio devices may adversely affect the cellular phone.	This is not a malfunction.
Noise is heard in the sound from the audio system while using a cellular phone.	Radio waves that are generated from a cellular phone may adversely affect the sound from the audio system.	This is not a malfunction.
Sound skips or stutters.	The cellular phone may have turned on the wireless LAN (Wi-Fi).	Turn off the wireless LAN (Wi-Fi).
Phonebook cannot be downloaded.	An error occurred during the phone pairing process.	Please delete the Bluetooth® pairing information from both the cellular phone and vehicle system before registering it again.
	Phone does not support phonebook download function.	Visit https://www.mitsubishi-motors.com/en/products/SDA/ to check compatibility.

MITSUBISHI CONNECT

Symptom	Possible cause	Possible solution
The system cannot connect to the MITSUBISHI CONNECT Data Center.	A subscription for the MITSUBISHI CONNECT has not been established.	Sign up for a subscription to the MITSUBISHI CONNECT. For details about subscriptions, visit the website or contact the support line.  "MITSUBISHI CONNECT features" (page 7-5)
	The communication line is busy.	Try again after a short period of time.
	The vehicle is in a location where it is difficult to receive radio waves.	When the vehicle moves to an area where radio waves can be transmitted sufficiently, communication will be restored. When the icon on the display shows that the vehicle is inside the communication area, the system can be used.
	TCU (Telematics Control Unit) is not turned on.	If the icon does not show that the vehicle is inside the communication area despite the fact that the vehicle is in that location, visit the website or contact the support line.  "MITSUBISHI CONNECT features" (page 7-5)
	Radio wave reception is not sufficient for TCU (Telematics Control Unit) operation.	When the vehicle moves to an area where radio waves can be transmitted sufficiently, communication will be restored. When the icon on the display shows that the vehicle is inside the communication area, the system can be used.
Some of the items that are displayed on the menu screen cannot be selected.	The vehicle is being driven and some menu items are disabled.	Stop the vehicle in a safe location and apply the parking brake before operating the menu screen items.
Some parts of the screen are not displayed.	The vehicle is being driven and some menu items are disabled.	Operate the system after stopping the vehicle in a safe location and applying the parking brake.
The system does not announce information.	The volume level is set to the minimum.	Adjust the volume level by operating <  /VOL > or <  > on the steering wheel switch while the system is announcing information.

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Symptom	Possible cause	Possible solution
Remote operation does not work correctly.	Remote operation is performed immediately after disembarkation.	If you operate the remote immediately after disembarking the vehicle, it may not work correctly. In this case, wait 1-2 minutes and try again.

Apple CarPlay®

Symptom	Cause and Countermeasure
Cannot start Apple CarPlay® though it is tethered to the vehicle.	The USB cable is not connected to the USB connection port. Properly connect the USB cable to the USB connection port.  "USB (Universal Serial Bus) connection ports" (page 3-5)
	[Start-up Options] is in a setting where Apple CarPlay® does not start. Change the setting.  "Setting Apple CarPlay®" (page 3-16)
	Use an Apple Lightning™ cable (Mfi certified) to connect your phone to the USB connection port and check that the cable is not broken.
	Apple CarPlay® setting is not active on your iPhone®. Turn on "CarPlay" on your iPhone®.
	The device is not compatible with Apple CarPlay®. Check the compatibility requirements.
Cannot use wireless Apple CarPlay®.	The wireless connection is not completed properly. To activate wireless Apple CarPlay®, touch [] on the Connections settings screen.  "Connections settings" (page 3-13)
	The wireless connection is not completed properly.  "Connecting iPhone®" (page 7-15) Delete iPhone® on the devices list and reconnect it to the in-vehicle system.  "Setting Bluetooth®" (page 3-14)
Apple CarPlay® performance decreases. For example, slow connectivity or slow application functionality. or An error message appears when trying to access features of Apple CarPlay®. A blank screen appears when trying to access maps.	Confirm you have a compatible iPhone®, a cellular connection and an active data plan.
	Use an Apple Lightning™ cable (Mfi certified) to connect your phone to the USB connection port.
	Phone's performance or cellular connection. Disconnect and reconnect your phone.
	Phone's performance or cellular connection. Cycle phone power off/on to restart.

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Symptom	Cause and Countermeasure
Cannot access Siri® using <  > on the steering wheel.	The USB cable may not be properly connected. Disconnect and reconnect the USB cable.
	Siri® setting is not enabled on the phone. Turn on Siri® on your phone.
	Check that you are pushing and holding <  > instead of just pushing the switch to initiate Siri® operation.

Android Auto

Symptom	Cause and Countermeasure
Cannot start Android Auto though it is connected to the vehicle.	The USB cable is not connected to the USB connection port. Properly connect the USB cable to the USB connection port.  "USB (Universal Serial Bus) connection ports" (page 3-5)
	[Start-up Options] is in a setting where Android Auto does not start. Change the setting.  "Setting Android Auto" (page 3-16)
	To activate Android Auto, touch [] on the Launch Bar or touch [Smartphone Projection] on the apps menu and then touch [Android Auto].  "Apps menu" (page 7-2)
	Delete Android phone on the devices list and reconnect it to the in-vehicle system.  "Setting Bluetooth [®] " (page 3-14)
	The connected device is not compatible with Android Auto. Check the compatibility requirements.
	Your Android phone may not be recognized if its battery is low. Charge your Android phone then try again.
Android Auto performance decreases. For example, slow connectivity or slow application functionality. or An error message appears when trying to access features of Android Auto. A blank screen appears when trying to access maps.	Confirm you have a compatible Android phone, a cellular connection and an active data plan.
	Use the Android phone OEM cable to connect your phone to the USB connection port.
	Phone's performance or cellular connection. Disconnect and reconnect your phone.
	Phone's performance or cellular connection. Close all apps and restart them.
	Phone's performance or cellular connection. Cycle phone power off/on to restart.
Cannot start voice operation using <  > on the steering wheel.	The USB cable may not be properly connected. Disconnect and reconnect the USB cable.
	Voice operation cannot be performed while driving. Turn on appropriate settings on your Android phone.
	Check that you are pushing and holding <  > instead of just pushing the switch to initiate voice operation.

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Siri® Eyes Free

Symptom	Cause and Countermeasure
Cannot access Siri® Eyes Free using <  > on the steering wheel.	Check if a Bluetooth® connection is established between the iPhone® and the system.
	Check if Siri® is enabled on the device. On your phone, go to Siri® setting.
	Check that Siri® can be accessed from the device lock screen. This can be set in the settings menu of your phone.
Audio source does not change automatically to iPod® or Bluetooth® Audio mode.	For best results, use the native music app. Performance of music control function while using Podcasts, Audiobook or other third party music apps may vary.
	For best results, play media already stored on your device. Streaming music or playback from cloud storage may degrade performance.
	Switch the source manually.  "Selecting audio source" (page 5-8)
Play, pause, next track, previous track or play timer does not work.	For best results, use the native music app. Performance of music control function while using Podcasts, Audiobook or other third party music apps may vary and is controlled by the device.
Cannot hear any music/audio being played back from a connected iPhone®.	Check that the audio source is set to Bluetooth® Audio or iPod® mode. A USB connection is required for iPod® mode.
Cannot hear map turn-by-turn direction guidance from a connected iPhone®.	Check that the audio source is set to Bluetooth® Audio or iPod® mode. A USB connection is required for iPod® mode.
Cannot receive text message notifications on the vehicle audio system.	Check if notification setting is enabled on your phone.
Cannot reply to text message notifications using Siri® Eyes Free.	After receiving an incoming text message, follow the on-screen guidance. Push and hold <  > on the steering wheel for Siri® Eyes Free operation. After Siri® Eyes Free starts, speak an appropriate command to reply to the message using Siri® Eyes Free.

Navigation

Basic operations

Symptom	Possible cause	Possible solution
No image is displayed.	The brightness is at the lowest setting.	Adjust the brightness of the display.
	The display is turned off.	Push <  > to turn on the display.
The volume of the voice guidance is too high or too low.	The volume is not set correctly, or the voice guidance setting is turned off.	Adjust the volume of the voice guidance or turn on the voice guidance setting.
No map is displayed on the screen.	A screen other than a map screen is displayed.	Touch [] on the Launch Bar.
The screen is too dim. The movement is slow.	The temperature in the interior of the vehicle is low.	Wait until the interior of the vehicle has warmed up.
Some pixels in the display are darker or brighter than others.	This condition is an inherent characteristic of liquid crystal displays.	This is not a malfunction.
Some menu items cannot be selected.	Some menu items become unavailable while the vehicle is driven.	Park the vehicle in a safe location, and then operate the navigation system.

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Map screen

Symptom	Possible cause	Possible solution
Names of roads and locations differ between 2D and 3D view.	This is because the quantity of the displayed information is reduced so that the screen does not become too cluttered. There is also a chance that names of the roads or locations may be displayed multiple times, and the names appearing on the screen may be different because of a processing procedure.	This is not a malfunction.
The location of the vehicle icon is misaligned from the actual position.	The vehicle was transported after the push button start or the electric motor switch was placed in the OFF position, for example, by a ferry or car transporter.	Drive the vehicle for a period of time on a road where GPS (Global Positioning System) signals can be received.
	The position and direction of the vehicle icon may be incorrect depending on the driving environments and the levels of positioning accuracy of the navigation system.	This is not a malfunction. Drive the vehicle for a period of time to automatically correct the position and direction of the vehicle icon.  "Current vehicle location" (page 8-34)
	Driving with tire chains or tires that have been replaced may result in an incorrect vehicle location display due to miscalculation by the speed sensor.	Drive the vehicle for a period of time (at approximately 19 MPH (30 km/h) for about 30 minutes) to automatically correct the vehicle icon position. If this does not correct the vehicle icon position, it is recommended you contact an authorised Mitsubishi Motors dealer.
	The map data has a mistake or is incomplete (the vehicle icon position is always misaligned in the same area).	Updated road information will be included in the next version of the map data.  "How to update map data" (page 8-40)
When the vehicle is traveling on a new road, the vehicle icon is located on another road nearby.	Because the new road is not stored in the map data, the system automatically places the vehicle icon on the nearest road available.	Updated road information will be included in the next version of the map data.  "How to update map data" (page 8-40)

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Symptom	Possible cause	Possible solution
The screen does not switch to the night screen even after turning on the headlights.	The daytime screen was set the last time the headlights were turned on.	Set the screen to the night screen mode using <  > when turning on the headlights.
The map does not scroll even when the vehicle is moving.	The current location map screen is not displayed.	Touch [] on the Launch Bar.
The vehicle icon is not displayed.	The current location map screen is not displayed.	Touch [] on the Launch Bar.

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Route calculation and visual guidance

Symptom	Possible cause	Possible solution
Waypoints are not included in the auto reroute calculation.	Waypoints that have been already passed are not included in the auto reroute calculation.	To go to that waypoint again, edit the route.
Route information is not displayed.	Route calculation has not yet been performed.	Set the destination and perform route calculation.
	The vehicle is not on the suggested route.	Drive on the suggested route.
	Route guidance is turned off.	Turn on route guidance.
	Route information is not provided for certain types of roads.	This is not a malfunction.
The auto reroute calculation (or detour calculation) suggests the same route as the one previously suggested.	Route calculations took priority conditions into consideration, but the same route was calculated.	This is not a malfunction.
A waypoint cannot be added.	A maximum number of waypoints are already set on the route, including ones that the vehicle has already passed.	To go to more than a maximum number of waypoints, perform route calculations multiple times as necessary.
The suggested route is not displayed.	Roads near the destination cannot be calculated.	Reset the destination to a main or ordinary road, and recalculate the route.
	The starting point and destination are too close.	Set a more distant destination.
	The starting point and destination are too far away.	Divide the trip by selecting one or two intermediate destinations, and perform route calculations multiple times.
	There are time restricted roads (by the day of the week, by time) near the current vehicle location or destination.	Select [Do Not Use Restriction Info] in the [Time Restricted Rd] setting.  "Routing preferences" (page 8-17)
A part of the route is not displayed.	The suggested route includes narrow streets.	This is not a malfunction.

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Symptom	Possible cause	Possible solution
The part of the route that the vehicle has already passed is deleted.	A route is managed by sections between waypoints. If the vehicle passed the first waypoint, the section between the starting point and the waypoint is deleted (it may not be deleted depending on the area).	This is not a malfunction.
An indirect route is suggested.	If there are restrictions (such as one-way streets) on roads close to the starting point or destination, the system may suggest an indirect route.	Adjust the location of the starting point or destination.
	The system may suggest an indirect route because route calculation does not take into consideration some areas such as narrow streets.	Reset the destination to a main or ordinary road, and recalculate the route.
The landmark information does not correspond to the actual information.	This may be caused by insufficient or incorrect map data.	Updated information will be included in the next version of the map data.  "How to update map data" (page 8-40)
The suggested route does not exactly connect to the starting point, waypoints or destination.	There is no data for route calculation closer to these locations.	Set the starting point, waypoints and destination on a main road, and perform route calculation.

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Voice guidance

Symptom	Possible cause	Possible solution
Voice guidance is not available.	The vehicle has deviated from the suggested route.	Go back to the suggested route or request route calculation again.
	Voice guidance is turned off.	Turn on voice guidance.
	Route guidance is turned off.	Turn on route guidance.
The guidance content does not correspond to the actual road conditions.	The content of voice guidance may vary, depending on the types of intersections at which turns are made.	Follow all traffic rules and regulations.

Traffic information

Symptom	Possible cause	Possible solution
Traffic information is not displayed.	The Premium Traffic setting is turned off.	Turn on the Premium Traffic setting.  "Traffic information settings" (page 8-24)
	The vehicle is in an area where traffic information is not available.	Scroll to an area where traffic information is available.
	The subscription to SiriusXM Traffic™ is incomplete, or the subscription to SiriusXM Traffic™ has expired.	Check the subscription status of SiriusXM Traffic™.
	The map scale is set at a level where the display of icons is impossible.	Check that the map scale is set at a level in which the display of icons is possible.
The suggested detour route does not avoid congested areas.	A faster route was not found, based on the road network and available traffic information.	The automatic detour search is not intended for avoiding traffic jams. It searches for the fastest route taking conditions such as traffic jams into consideration. Follow the suggested route.
The route does not avoid a road section with traffic information stating that it is closed due to road construction.	The navigation system does not avoid roads under construction if the day and time of the actual roadwork differs from the one that was declared.	Observe the actual road conditions and follow the instructions on the road to make a detour when necessary. If the road is closed, use the detour function and set the detour distance to avoid the road section that is closed.

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Voice recognition

Symptom	Possible cause	Possible solution
The system does not operate or fails to interpret the command correctly.	The interior of the vehicle is too noisy.	Close the windows or have the other occupants be quiet.
	The fan speed of the heater/air conditioner is too fast.	Decrease the fan speed of the heater/air conditioner.
	The noise generated by driving the vehicle is too loud.	Reduce the vehicle speed.
	The voice command is spoken in a low voice.	Speak the command in a louder voice.
	The timing of speaking a command is too early.	Speak the command after confirming the following: a voice guidance is announced, a tone sounds, and a wave animation is displayed on the screen.
	The command is spoken too slowly.	Speak in a natural voice without pausing between words.
The system prompts to repeat a command.	Pronunciation is unclear.	Speak clearly.
	The command is spoken too late after the tone.	Speak the command within several seconds after confirming the following: a voice guidance is announced, a tone sounds, and a wave animation is displayed on the screen.
	An improper command is spoken.	Speak the command or a number that is displayed on the screen. Speak a command that is shown in the command list.
The system does not correctly recognize a number spoken.	Too many numbers are spoken at once.	Place a pause between the appropriate digits for correct recognition by the system. When speaking a phone number, place a pause between area codes, dial codes, etc.
USB memory device cannot be operated with voice commands.	Depending on the device, iPhone® or iPod® may be recognized as a USB memory device.	This is not a malfunction.
The USB/iPod® operation screen is grayed out.	The audio device is not connected.	Connect an audio device to the system.

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Symptom	Possible cause	Possible solution
An error message is displayed when trying to select a file and operate USB/iPod [®] .	The file information is being processed for registration by the system.	Song information will be loaded into the system when a new audio device is registered for the first time or when the song information in the pre-registered device has been changed. Please wait for the loading to complete which may take a few minutes to up to an hour.
	A number of songs exceeding the amount the device can contain are stored in the connected audio device.	Decrease the number of songs stored in the audio device.
	No song is stored in the audio device.	Store songs in the connected audio device. Storing songs with information such as artist name, album name, song name, playlist, etc., will make voice recognition song search available.

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